

# Frequently Asked Questions

## PVGuard to Athena PowerTrack Migration

If you are an existing PVGuard user migrating to the Athena PowerTrack application, start by reviewing this list of commonly asked questions. Other resources are also available on the [PowerTrack Resources Page](#) on the AlsoEnergy website.

### What is PowerTrack?

PowerTrack is an all-in-one cloud application to meet the needs of commissioning, monitoring, and controlling, and optimizing your clean energy assets, fleets, and portfolios.

As a flexible and extensible application, PowerTrack enables you to standardize your entire clean energy portfolio on one application. Whether you manage utility or C&I, you can monitor and control all of them on PowerTrack.

### Is PowerTrack a hardware-agnostic application?

Yes, PowerTrack is a hardware-agnostic application, supporting non-native data ingested from 3rd-party vendors if needed.

This flexibility means that you can get newly commissioned and pre-existing assets up and running quickly in PowerTrack allowing you to start utilizing the world's #1 ranked solar and storage monitoring and control vendor (*Source: The Guidehouse Insights Leaderboard Q3 2022*).

AlsoEnergy's edge-to-cloud clean energy platform empowers you to quickly scale and confidently manage your portfolio. Supported by our dedicated professional services team, we offer customizable edge solutions for both new and existing sites in every sector regardless of the hardware that's in use at the site.

### What energy users would find PowerTrack beneficial?

PowerTrack is an all-in-one application that enhances and simplifies the management of your assets with energy optimization, performance analytics, diagnostics, integrated CMMS ticketing, reporting, KPIs, and aggregation tools.

Whether you are an asset owner, developer, EPC, O&M or performance engineer, PowerTrack is designed for all users in the clean energy value chain. By standardizing all users on one application and on the same data, cross-functional collaboration and workflows are optimized.

### Is there a fee to migrate from PVGuard to PowerTrack?

The migration of data from PVGuard to PowerTrack is free to customers. If customers require enhanced support services to create customized views, dashboards and reports, some services fees may be required.

## What is the cost breakdown of services, for running support and support costs?

There is no cost charged to customers for the common migration task of data. For users of PVGuard moving to PowerTrack, phone and email ticket support in the US, Germany, India, and Japan are all free of charge.

## Are the contractual software license fees for the use of Powertrack compared to PVGuard changed?

All contracts and license fees will stay as they are today. No changes of contracts or fees are requested during the migration.

## How do I get demo access to PowerTrack?

Make sure to sign up for our upcoming webinars and check out the tutorial videos to gain valuable insight into the application's uses, benefits, and features. Once you've completed introductory training, an AlsoEnergy representative will provide you with a demo login for you to further evaluate PowerTrack.

Access our PowerTrack Resource Center, the central hub for training videos and resources, [here](#).

## Is this migration for PVGuard Cloud and/or PVGuard Local?

The migration will only affect PVGuard Cloud. The PVGuard Cloud Infrastructure will be disabled after the portfolio is migrated into the PowerTrack Databases. PVGuard Local is a local setup of PVGuard and will not be affected by any of these changes.

## Which existing dashboards, reports or settings in PVGuard will be automatically transferred to PowerTrack?

We will check on a case-by-case basis whether customer dashboards can be rebuilt by our team if PowerTrack cannot offer an alternative solution. In such cases, your most important dashboards from PVGuard will be matched as best as possible to PowerTrack during migration. Not all views, reports, and dashboards will be migrated automatically.

In PowerTrack, basic alerts are configured to fit to the existing hardware, but you can extend them on your own as necessary. To supplement, PowerTrack also offers the Rule Tool, which monitors the site's relevant states on a daily basis.

You will learn how to set up diagrams and reports in PowerTrack in upcoming trainings, webinars, and articles in our newsletter.

## Will data be affected by transferring from on-site Monitoring system to the AlsoEnergy cloud?

Site data currently sent to PVGuard Cloud will be redirected on AlsoEnergy server infrastructure. The raw data from the devices in the field that were previously sent and processed into PVGuard Cloud will now be stored in PowerTrack. There is no need for on-site configuration or additional bandwidth.

## Will data pushed from PVGuard to 3<sup>rd</sup> parties be affected and can I export data from PowerTrack via FTP, HTTP or API?

When the migration is complete, all data will be in the PowerTrack database. You can automate data being delivered every day or less frequently to an FTP, SFTP, HTTP, or email location via the PowerTrack Report tool.

PowerTrack does offer also an API interface to download data. The API interface will be part of the upcoming webinars. An FTP data push as seen in PVGuard is not available. The service called PVGuard Datapush (FTP push) will no longer be available after the migration.

With questions, please reach out to your Account Manager.

## Will I keep the 1-min historical data I have in PVGuard?

PowerTrack will allow same 1-minute data resolution, if provided by the field devices. The 1-minute resolution will be available for up to 2 years backwards. Data older than 2 years will be reduced to resolution of 15 minutes.

## Will my KPIs follow the same customized formulas I had in PVGuard? Or does PowerTrack work only with standard KPIs?

PowerTrack has hundreds of KPI's that are available to you by default based on the devices that are present and communicating with PowerTrack. For example, there are several Performance Ratio calculations available to you as long as the data required to calculate it is available. PowerTrack provides KPI's that are available automatically based on the site hardware data that is present.

For example, if a weather station with POA irradiance and Module Temp are available, PowerTrack will automatically present you with several KPI's that require that data to calculate.

KPI's are displayed in several different overview screens and can be easily displayed in dashboards, reports and other easily accessible locations.

If there is a specific KPI that is required that PowerTrack does not provide by default, you can use the Custom Chart feature to create any KPI you need. The Custom Chart tool will allow you to make your own calculations based on site and hardware data to create the KPI that you require. However, any custom calculations or KPI's that you have created previously in PV Guard will need to be recreated in PowerTrack.

## Is there a PV string combiner view in PowerTrack similar to PVGuard?

You can view the current, voltage, power, and temperature data for combiner boxes in PowerTrack. For any data set, you can view the minimum, mean, or maximum value for a time period. In PowerTrack, there is also a live interactive view of all string inputs that allows you to visually identify underperforming strings and strings that are currently not communicating data. There are several built-in charts that compare string production, status, and historical performance. You can make your own default views for a site using any chart or dashboard.

## How do users view site errors in PowerTrack?

PowerTrack's equivalent to Errors are called Alert Triggers. The Alert Triggers have intuitive defaults (e.g., each inverter has a communication and OEM fault Alert Trigger by default), with the ability to configure and add Alert Triggers like how you would for Errors in PVGuard. As in PVGuard, Errors generate Alarms. In PowerTrack Alert Triggers generate Alerts. You can view Alerts in PowerTrack on the Alerts page for a device, site, or portfolio. On the Alerts page you can easily toggle on/off grouping Alerts by device or site. There are configurable email and text notifications offered. Alerts can also be found on relevant dashboards such as the Overview and can be overlaid in Charts.

Alert settings and monitoring will be a topic within the next webinars where you are welcome to join.

## Can error groups be created by each user in PowerTrack?

Yes. In PowerTrack, we use Alert Triggers instead of Errors. Your company can create and configure Alert Triggers. Alert Triggers can be configured for one device, and, upon saving, you can select similar device types to deploy the same Alert Trigger settings to as well.

## What content management features, such as documents and reporting information, does PowerTrack offer?

PowerTrack provides the ability to create folders and upload as many documents as you require. Reporting can be configured and previous iterations of automatically generated reports are stored.

## Where are the locations of the database servers?

PowerTrack servers hosting the international plants migrated from PVGuard are located in Germany. Customers based in the United States have servers run in the United States. You can check the live status of the servers at <https://status.alsoenergy.com/>.

## Is there database backup and deployment offered? If so, what is the cost?

The PowerTrack database is backed up automatically. PowerTrack server redundancy is configured in case of any significant issue. If you require your own backup of data, that can be accomplished via Report export (FTP or HTTP push) or with the PowerTrack API.

## Does PowerTrack offer monitoring capabilities via mobile phone or tablet?

AlsoEnergy offers a mobile application on Apple and Android devices. However, there may be limitations based on your country location.

## What system configurations are offered independently in PowerTrack, such as removing devices and configuring the modeling?

We will set up the device configurations and modeling for you in PowerTrack, and based on configurable user permissions, you can also edit the modeling and site configurations. Support is available to you for deleting devices and adding replacements.

## How is PowerTrack related to Stem's Athena<sup>®</sup> platform?

PowerTrack is AlsoEnergy's flagship application for asset management that is now accessible via Stem's Athena<sup>®</sup> platform. Athena is Stem's trusted enterprise platform that unlocks flexibility across the clean energy value chain.

Find out more about Athena [here](#).

## Who is AlsoEnergy?

From its founding in 2006, AlsoEnergy has led the market in clean energy portfolio optimization, driven by a passionate and innovative team with deep industry expertise. As one of the first companies to introduce portfolio aggregation, AlsoEnergy set and maintains the industry standard for monitoring and managing clean energy assets.

Now over a decade later, AlsoEnergy continues to innovate and empower customers to take advantage of the growing clean energy market. AlsoEnergy's global engineering and technical team supports renewable energy assets for companies on five continents and has offices in the United States, Germany, India, and Japan.

Learn more at <https://alsoenergy.eu/>.

## Who is Stem?

Stem provides clean energy solutions and services designed to maximize the economic, environmental, and resilience value of energy assets and portfolios. Our leading AI-driven enterprise software platform, Athena, enables organizations to deploy and unlock value from clean energy assets at scale. Stem trades as "STEM" on the New York Stock Exchange.

Learn more at [www.stem.com](http://www.stem.com).

## How are AlsoEnergy and Stem related?

In February 2022, AlsoEnergy was acquired by Stem, Inc, (NYSE: STEM) the leader in AI-driven clean energy solutions and services. With the increased coupling of solar and batteries creating new optimization opportunities, the combined company is positioned to lead the transition to a smart energy network, providing energy stakeholders with a unified and leading clean energy intelligence platform for solar and energy storage assets.

## What if I have further questions?

AlsoEnergy (and Stem) are committed to your success, and we look forward to supporting you as you grow and scale your portfolio on PowerTrack. If you have any general support questions, contact us: [Support | AlsoEnergy | 24x7](#). If you are migrating from PVGuard to PowerTrack and have questions, please contact [migration.PVGuard@alsoenergy.com](mailto:migration.PVGuard@alsoenergy.com) or call us at +49 (0)30 338 430 100.

For more information about PowerTrack, read out flyer [here](#).