

Load Tracking telematics tracking: Error statuses

Resolve common errors on your telematics loads to successfully track carriers.

Provided asset value is not found for this carrier

Definition: The asset ID assigned to the load is not in the list of available assets through the carrier's integration.

How to correct:

- Correct the formatting of the asset ID value using [Trucker Tools Fuzzy Match](#).
- If the carrier is integrated through [Omnitracs](#), [ensure the vehicle ID is being used](#).
- If the carrier is integrated through [Big Road](#), [ensure the person ID is being used](#).
- If the asset is not listed, and there is no near-match, follow the [troubleshooting steps on this guide](#).

Load is set to telematics track - asset is not set

Definition: The Load Track is missing a truck/trailer (asset ID) and is unable to initiate tracking.

How to correct: Please add a truck or trailer number to the Load Track, either from your TMS or manually in the Load Track portal as formatted in the carrier's available asset list. Once added, the track will initiate in 15-20 minutes.

Location received from telematics is too old for load

Definition: The timestamp we are receiving from the assigned asset ID is not current and falls outside the timeframe of this load. Location pings from trucks/trailers that are idling or are off do not continuously report current timestamps. The timestamp we are getting from the device is provided in the status as well for further troubleshooting.

How to correct:

If the timestamp in the status is more recent, this means the truck is likely off or idling at or near the shipper. Once the truck is on and moving, we'll receive an updated ping from the provider with a current timestamp.

If the timestamp in the status is older, it's possibly due to one of the below scenarios. Please work with the carrier to resolve this:

- The carrier has switched to a new provider, but has not updated their integration with Trucker Tools.
- The wrong asset ID is assigned to the load.
- There is more than one device with the same name. The carrier needs to update the vehicle names in their provider account so they are unique and we can pull from the correct device. This typically happens with Samsara integrated carriers.
- The device is malfunctioning or failing to connect, sometimes a loose cable, bad signal, or outdated software. They'll need to contact their provider to troubleshoot.

Asset ID is valid, but location data is not found

Definition: The asset ID on the load is correct, but there is no location data available for this device.

How to correct: Similar to the status above, it is likely the truck is off or idling near the shipper. Once the truck is on and moving, we'll receive an updated ping with a current timestamp. If the carrier confirms its on and moving, please follow the troubleshooting steps listed in the above status.

Load failed to register with telematics

Definition: This status shows on Omnitracs loads only. Omnitracs does not permit a previously cancelled or completed load to be restarted for load tracking.

How to correct: The load can be switched to APP tracking for the duration of the load once it's been restarted or you would have to create a new load with a different trip code (load number) for the duration of the track.