

Load Tracking telematics tracking:

Missing Assets

A carrier's integration could be missing truck or trailer devices from their list of available assets for a number of reasons. Utilize the below common scenarios to troubleshoot a missing asset.

General Troubleshooting Tips

- 1 Is the provider **Omnitracs, Big Road, Mercer, Ivia, Switchboard, GPS Border, or Ariontech**? If so, these providers do not permit access to a carrier's list of assets.

For tracking Big Road & Omnitracs carriers, please see the below guides.

[Omnitracs - Find Vehicle ID](#)

[Big Road - Find Person ID](#)

- 2 Verify the carrier gives you the **truck/trailer value as formatted in their telematics account**. Some carriers reference the truck's physical truck number, rather than the name of the device itself in their telematics account.

Example: carrier provides truck "123", but the device is named "John Smith" in their telematics account.

- 3 Has the carrier integrated **all of their telematics providers**? Verify how many providers the fleet uses, and ensure each provider is already set up.

Many carriers utilize multiple providers, but don't integrate all of them when initially, or, they are transitioning to another provider, and have yet to update their connection with Trucker Tools.

- 4 Is the missing asset associated with an **ELD exempt truck**? Some fleets may have trucks that are ELD exempt, which will not be available for tracking through an ELD integration.

In these cases, check if this truck uses an in-cab GPS device or trailer device. Otherwise, they'll need to track through the Trucker Tools app.

- 5 What is the **asset type** of the missing asset? If it's a trailer device, perhaps the permissions for trailers are missing, or the carrier needs to integrate their trailer provider.

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Utilize the below common scenarios for specific providers to troubleshoot a missing asset.

Provider Specific Troubleshooting Tips

1 Samsara

- The carrier may have not selected “Entire Organization” when they initially set up the integration. Trucker Tools will need to remove their integration and have them reintegrate to allow permission to all vehicles/trailers.
- The carrier has multiple Samsara accounts and has integrated through the wrong Samsara account.

Please contact eldsetup@truckertools.com or call 703-955-3560 to verify.

2 Motive

- If the assets missing are trailer devices, the carrier’s integration likely predates Trucker Tools addition of the trailer integration. The carrier will need to remove Trucker Tools in their Motive account marketplace, and re-add it to enable the permissions for trailer devices.
- The carrier has multiple Motive accounts and has integrated through the wrong Motive account.

Please contact eldsetup@truckertools.com or call 703-955-3560 to verify.

3 DriverConnect or Skybitz

Trucker Tools only displays assets active within the timeframes shown below.

DriverConnect: Assets active within the last 24 hours

SkyBitz: Assets active within the last 4 hours

4 Geowiz or ALS

All assets through these providers are integrated separately and the carrier will need to reach out to their provider to obtain the API keys per asset. Once obtained, please contact the Trucker Tools telematics team at elsetup@truckertools.com so they can update the carrier’s integration.

5 Geotab

Geotab only allows Trucker Tools to call for 10 device types at a time. If an asset is missing, Trucker Tools needs to enable that device type for that carrier. Please contact eldsetup@truckertools.com to do so.