SyncUP FLEET™—Troubleshooting Information

> **Note:** For complete installation and instructions refer to the SyncUP FLEET™ — Implementation Guide.

Troubleshooting Checklist

When looking into issues with duty statuses, consider the following points:

- ☐ Is the user set as a driver?
- ☐ Does the user have a ruleset selected?
- ☐ Is the user's security clearance set properly?
- ☐ Has the user logged in or out of the system as expected?
- ☐ Did the driver have a data connection during the time of the issue?
- ☐ Is the time on the mobile device synced up correctly and set to the time zone of the home terminal?
- ☐ Is the automatic time zone setting on the mobile device disabled?
- ☐ Does the trip's history match up with the duty status logs?

Check Android or iOS Setup

1. Make sure they have the latest version of the SyncUP FLEET™ HOS App.
2. Device requirements: Android is 4.4+ and iOS is 6.0+.
3. Android: The GPS settings on the tablet are set to high accuracy (Android).
4. iOS: Location setting is set to always (Apple devices).

Checking Driver Setup

Ensure that the user is set as a driver in MySyncUPFLEET, otherwise trips will not be associated with this user in the Trips History, and automatic duty status logs will not work. If there is no active ruleset selected for the driver, then hours of service information will not be associated with them as they drive their vehicle.

See the security clearances and checking ruleset association sections of the SyncUP FLEET™ Manual for additional user configuration troubleshooting.

SyncUP FLEET™ Troubleshooting in App

Vehicle Disconnected
This message is displayed when the SyncUP FLEET device is not communicating with the server. This can be due to coverage issues or a loss of power from the SyncUP FLEET device.

SyncUP FLEET™ Disconnected
This message is displayed when your mobile device has no connection to the server. This will happen if the data connection on the mobile device is not reliable or the mobile device is in airplane mode.

Note: Logging out is disabled when SyncUP FLEET™ is in this state. This is done in order to preserve the driver's logs until a connection to the server is re-established. Similarly, the driver will not be able to log in while out of coverage.

GPS Disconnected
This message is displayed when there is a disruption with the GPS communication of the mobile device. This can be caused by location, environment or airplane mode. SyncUP FLEET™ uses GPS as a fallback for the lock screen.

Power Disconnected
This message is displayed when the mobile device is not connected to a power source. The driver will be at risk for losing device power if their mobile device isn't being charged. The lock screen may not be as responsive if power is not connected.

Check for Updates
You can check for updates to the SyncUP FLEET™ HOS App by going to the Settings page. This will cause a full sync to occur, which will download the most current data from the server to the app. This can be used if logs are not updating on the app or no messages are appearing.

Connection Loss

This message is displayed when the vehicle is no longer in an area with cellular reception or when the SyncUP FLEET device is not properly inserted into the engine diagnostic.

Mobile Connection Loss
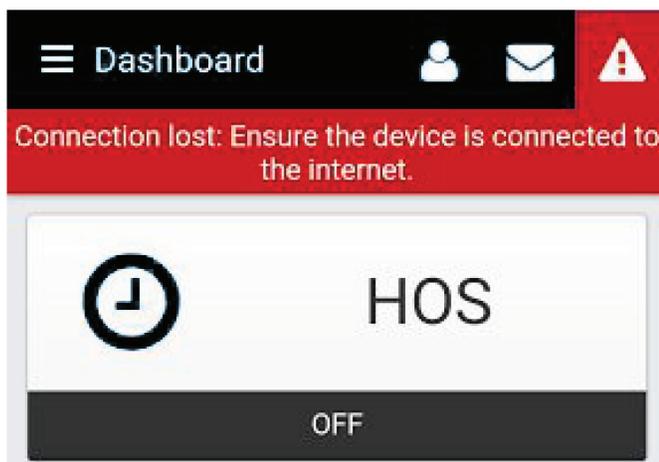
This happens when the mobile device exits an area with cellular reception or if the driver turns their phone to airplane mode.

Device Connection Loss

This happens when the telematics is not inserted properly or has lost cellular connection. It can happen if the device is not properly inserted (e.g., the pins do not line up) or if the device is defective.

Unassigned Logs (1)
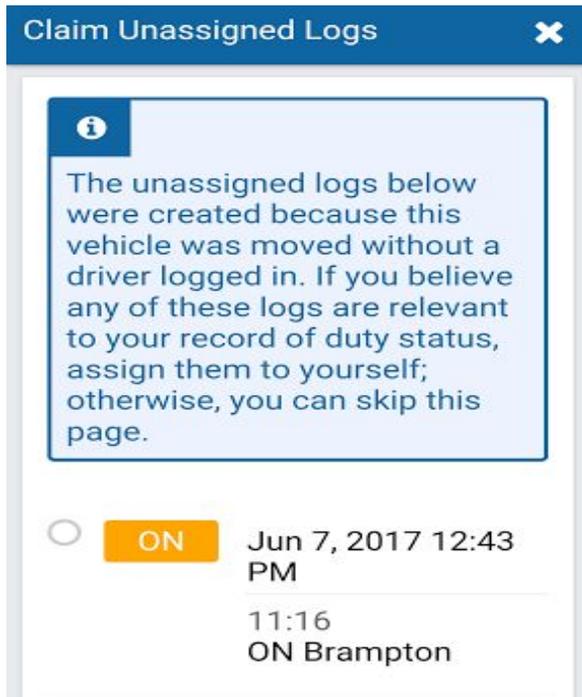
When a CMV is driven without the driver logged into the SyncUP FLEET™ HOS App, "Duty Status logs" will be created. These Duty Status logs are unassigned logs connected to that vehicle. Duty Status logs will appear when a driver logs into SyncUP FLEET™ and selects that vehicle, prompting them to (1) check if the unassigned logs are their own and (2) claim them if they are.

Unassigned Logs (2)

If a driver has claimed any unassigned logs, they will see this banner. It's to notify the driver that we are recalculating their availability based on the claimed logs.

SyncUP FLEET™ Troubleshooting in the UI

There are a couple of things Support can look at to troubleshoot HOS issues using SyncUP FLEET™.

Duty Status Changes

The SyncUP FLEET™ HOS App is only designed to automatically switch between On-Duty and Drive. You will be switched from ON to D if the vehicle is moving at or above 8 km/h (5 mi/h). Conversely, you will be switched from D to ON if the vehicle moves below 8 km/h (5 mi/h), or stops completely, for 5 minutes. If the switch from D to ON is successful, the system will correct the 5 minute status disparity.

Over 8 km/h (5mph)

Stopped for 5 mins

ON Duty   Drive Duty
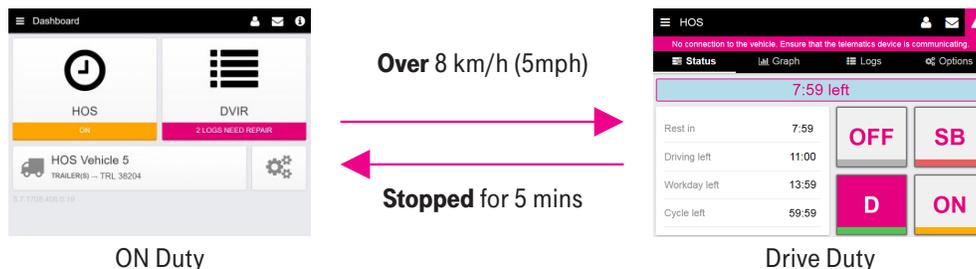
Location

Duty status log locations will display the nearest city with a population of 5,000 or more. We pull this data from a free wiki-based geographical database called Geonames. If the wrong city is being displayed beside an HOS log, it may be caused by the city having the wrong coordinates in Geonames.

HOS Log

By clicking on a Duty Status log from the UI, you can see additional information about the log. One key thing to note here is the Log Origin field:

- Automatic System Log: The system made the log
- Manual Driver Log: The driver made the log
- Other Authenticated User: A user in MySyncUPFLEET made the log
- Unknown Origin: An API call made the log

This is also where you can edit a duty status log in terms of:

- Date/timestamp
- Status
- Device
- Driver/co-driver
- Annotations

All logs have a **Modifications** field that lists the changes that have been made to the log since its origin, including changes in timestamps, drivers and status. See below for an example list of modifications.

Distances Associated Outside of Drive Status Logs

Under normal circumstances, there should only be distances associated to a Drive Duty Status. This can be found on the right side of the Duty Status Log. You will see trailer name, distance, vehicle name in that order. If you see distances associated to any other Duty Status log besides Drive, then something is wrong or the driver was moving too slowly. Reference the Trips History report for verification.
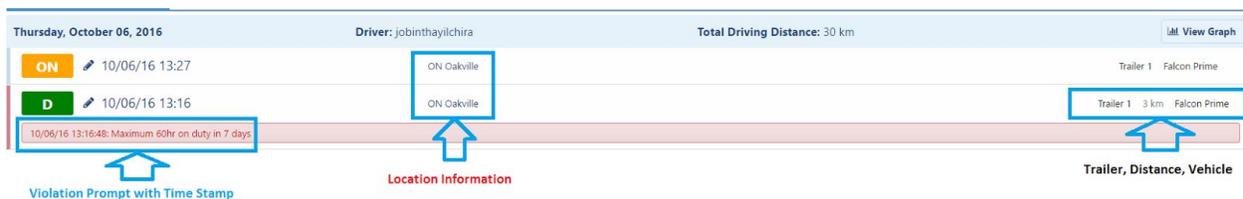
Audit Log

Information related to SyncUP FLEET™ can be gathered by using the audit log. The audit types to check are the following:

- User Login
- User Logoff
- Assign Driver
- When a driver selects a vehicle, they get associated to it
- Drive lock screen cleared by user
- When a driver puts in the code to unlock the lock screen
- Added HOS log
- Edited HOS log
- Removed HOS log

No Coverage

If the driver is out of cellular coverage, they will not be able to log in and out of the application. If the driver is already logged in, the SyncUP FLEET™ will continue to work; however, the system will

not be able to perform automatic duty status changes, populate location information, or update the odometer and engine hours until a cellular connection is re-established. It is recommended that drivers change their duty status manually when out of coverage.

Personal Conveyance

Maximum personal conveyance distance:	0.0	km

This section limits drivers' use of the "Personal Conveyance" exemption. Although it is not specified by law in the United States, fleets can use this function to ensure that all drivers are using their Personal Conveyance exemption within reason. Once the maximum distance has been reached, the driver will automatically be switched to Drive status.

Drive App User Clearance
MySyncUPFLEET has a default clearance called **SyncUP Driver HOS** clearance for those users who need basic access to SyncUP FLEET™. This clearance gives the driver access to both HOS and DVIR features. An administrator user can customize this clearance to add or remove features as applicable to the driver.

Charges
SyncUP FLEET™ will automatically charge users if they use HOS features. If users want to avoid incurring additional costs for HOS, they should remove the **Administer HOS Logs** and the **View HOS Logs** clearances when configuring accounts. The use of DVIR is free of charge. Each device using HOS will begin incurring a $5 charge starting April 1, 2018.