

# Can't retrieve Modem Identification

## Can't retrieve Modem Identification

### Problem:

An error when the unit is unable to communicate due to "Can't retrieve Modem Identification" on Line 2

### Solution:

This may be the Modem Update issue:

<http://confluence.drivertech.com:8090/display/SU/Error%3A+No+Cell%2C+5+of+8>

When seeing this error on Line 2, you should also see these:

- Line 1 Progress 5 of 8
- Line 2 Can't retrieve Modem Identification / Querying SIM
- Line 3 There will be no SIM card number listed before the first comma
  - The modem model name will be after the first comma
  - i.e Line 3: Modem: 1234567891011
- Once you verify that all of these are accurate, the next step will be to RMA the unit

### Related articles

- [How does the unit warn for Personal Use limits?](#)
- [How-to send HOS ELD logs to Enforcement Officer for Roadside Audit](#)
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- [Who can Certify an HOS log?](#)
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