Troubleshooting

- 70 hr Violation Goes Away After Midnight — Reason 70 hour violation went away after midnight
- Bad Touch Screen — How to troubleshoot a bad touchscreen issue
- BSOD (Blue Screen of Death) — Quick fix for a BSOD issue at the TruckPC
- Can't retrieve Modem Identification — Describes what to do when unable to communicate due to "Can't retrieve modem Identification"
- Co-Pilot Error Messages — Fixing co-pilot error messages
- CoPilot is Showing UTC time — This page is to help when your Co-Pilot is showing in UTC time rather than Local time
- Copilot Not Getting GPS While GPS Locations are Working — CoPilot not getting GPS when unit is receiving GPS signal
- Could Not Reimage — Troubleshooting a Reimager
- Device Auto Logging Driver Off — Shows how to research 2 drivers possibly using the same Driver Code
- FleetWatcher, Cannot See Driver — How to add a driver to FW
- FleetWatcher, Unable to find a Truck — How to locate/find a truck in FW
- Froze While Booting Up — What to do when the TPC unit freezes while booting up
- Green Power light is on - Display is Blank — Troubleshooting steps for when the green LED light is ON, but the display does not appear to be on
- HOS 6_0 Hours of Service reference card_v03 — Reference Card for new HOS in DTCore 6.0
- Improper Boot Device — What to do when receiving the Improper Boot Device error
- Intelliroute Icon Not Working — Steps to fix Intelliroute when it will not open.
- JBUS Locked Up — What to do when the Unit is not recording Engine Data
- Logs Have Been Removed — What to do if HOS logs are missing on the unit.
- My touchscreen is not responding. How can I fix it? — A link to the troubleshooting article concerning an unresponsive touchscreen.
- My unit is not communicating, how can I fix it? — Fixing a no communication issue.
- My unit is showing the wrong time. How can I fix it? — Why does my unit show the wrong time?
- No cell - MS is not currently searching - Dispatcher — Troubleshooting when receiving "MS is not currently searching" message in Cell Diagnostics as a in office person
- No cell - MS is not currently searching - Driver — Troubleshooting when receiving "MS is not currently searching" message in Cell Diagnostics as a Driver
- No cell - Unable to Send or Receive Messages — How to troubleshoot a no cell issue.
- No Communication — Troubleshooting steps for a unit that is unable to communicate via cell and/or wifi.
- No GPS — Troubleshooting steps if you are unable to get a GPS signal
- No Power — Troubleshooting steps if your unit is unable to power up
- Rev8 - DVIR Sync Required / Purple Link icon
- Rev8 - No internet connection detected in CoPilot - Error 808
- The JBUS data information is not recording on my TruckPC. What should I do? — What to do when JBUS is not recording on the unit
- Unable to send Email to and from the Unit — How to troubleshoot an issue where you are unable to send Email to and from the unit
- Unit Turns Off While Driving — What to do when your unit is rebooting while driving
- Watchdog — Information when the TPC unit is experiencing Watchdog errors
- White Display — For when your unit is only showing a blank white screen on the display
- Why am I not receiving Workflow Messages? — Workflow troubleshooting steps.
- Why can't I use the "add" button when I stop driving? — Brief explanation on entering an on-duty status after driving is finished
- Why did my workflow go to my Inbox and not my Work tab? — Sending a dispatch workflow correctly
- Why is my unit requesting registration after it has already been registered? — How to fix registration issues.
- Why isn't my 70 hour clock being calculated correctly (US-8)? — 70 hour calculation on US-8.