FleetWatcher, Unable to find a Truck

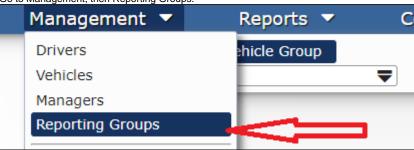
Couldn't Find a Truck in FW

Problem:

Unable to locate a truck number in FleetWatcher

Solution:

1. Go to Management, then Reporting Groups.



- 2. Click on "Vehicle Group" (if not already selected).
- 3. Find which reporting group the vehicle is under and verify you are a manager of that reporting group.
- 4. Add the vehicle to the reporting group you are a manager of (vehicles can be in multiple reporting groups, not just one.) **OR** add yourself (Manager) to the group the vehicle is in.
- 5. Log out of FleetWatcher after completing the above.
- 6. Press "F5" button on your keyboard, then log back into FleetWatcher.
- 7. Verify the issue is resolved, and please call technical support if not.

Related articles

- How-to Add a Company and Terminal
- FleetWatcher, How-to Enter a Route in New DTNav
- Which Web Browsers for FleetWatcher Does DriverTech Support?
- What do the icons in the Log Overview report mean?
- FleetWatcher, How does it determine which speed reading will be reported?

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