

# JBUS Locked Up

## Problem:

The JBUS is no longer being recognized or is not recording ECM Data(aka. Engine Data).

## Solution:

1. Turn the truck ignition off.
2. Log out of the DriverTech unit.
3. Press and hold the power button.



4. Once the unit has gone to a black screen, wait 30 seconds then power it back on.
5. Log in with your Driver Code.
6. Touch the System Info button then the Diagnostics tab then the JBUS tab.
7. Turn on the truck Engine and wait 2 minutes.
8. You may see this message, -JBUS Data present, missing parameters -. This is an acceptable message.
9. You should see the RPM field changing, if you do, the unit is most likely working properly.
10. To confirm, run a JBUS audit.
11. If everything on the screen is properly reporting, the issue is resolved.

Drivertech's Technical Support Line: 866-331-8785

## Related articles

- [How-to change the truck number on your device](#)
- [FleetWatcher, How does it determine which speed reading will be reported?](#)
- [My touchscreen is not responding. How can I fix it?](#)
- [How-to Calibrate Your Screen](#)
- [Device Auto Logging Driver Off](#)

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