ELD Connection Expired

Troubleshooting · https://atsfleetmanagement.com/docs/eld-connection-expired/

Description

This issue occurs when the connection between Advanced IFTA and your ELD provider has expired, preventing mileage, trip, and vehicle data from synchronizing with the system.

Possible Causes

- ELD authorization token expired
- Provider security requirements changed
- User password changed within ELD system
- ELD account disconnected
- Integration permissions revoked

Resolution

1. Navigate to ELD Integration Settings.
2. Verify the connection status of your ELD provider.
3. Re-authorize the ELD connection.
4. Confirm your ELD credentials are current.
5. Run a manual synchronization.
6. Verify new trip data is importing successfully.

Related Articles

- ELD Credentials Invalid
- ELD Provider Connection Lost
- ELD Sync Taking Too Long