ELD Provider API is Temporarily Unavailable

Troubleshooting · https://atsfleetmanagement.com/docs/eld-provider-api-is-temporarily-unavailable/

Description

This issue occurs when the ELD provider's API service is unavailable, preventing Advanced IFTA from retrieving trip, mileage, vehicle, or driver data.

Possible Causes

- Provider outage
- Scheduled maintenance
- Network interruption
- API service degradation
- Authentication service outage

Resolution

1. Verify the ELD provider's service status.
2. Wait and retry synchronization later.
3. Review integration logs.
4. Confirm internet connectivity.
5. Contact the ELD provider if the outage continues.

Related Articles

- ELD Provider Connection Lost
- ELD Sync Taking Too Long
- ELD Data Not Importing