ELD Provider Connection Lost

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

Description

This issue occurs when communication between Advanced IFTA and the ELD provider is interrupted, preventing data synchronization and reporting updates.

Possible Causes

- Provider API outage
- Internet connectivity issues
- Expired integration authorization
- Provider maintenance activities
- Authentication failures

Resolution

1. Verify internet connectivity.
2. Confirm ELD provider service status.
3. Review integration settings.
4. Re-authorize the connection if necessary.
5. Run a manual synchronization.
6. Contact support if the connection cannot be restored.

Related Articles

- ELD Connection Expired
- ELD Credentials Invalid
- ELD Sync Taking Too Long