Troubleshooting a VIN Not Reporting:

If a vehicle is listed as not reporting, please follow the steps below to check possible solutions. You know your fleet best, if a vehicle has been added or removed from your inventory, please update OCC appropriately.

1. Verify that the unit is listed in OnCommand by selecting *Menu*, and *Self-Service*.

Menu Parts &	Service							
Dashboard		Sca	ns Found: 3,05					
Bus Dashboard								
Account Admin	Geo-Fe	Geo-Fence Admin						
Manage Notification	Self-Ser	Self-Service Fault Family Admin						
Support Mapping	Fault Fa							
File Inbox		HR	254491 PET CL					
Widgets		HR	62018783					
Contact Us		<u>HR</u> Link	62013531					
		HR						

2. Select Vehicles from the left side navigation panel and search by Unit Number or Chassis (last eight of the VIN).

Menu P	arts & Service												
Company: Badgerland	Company: Badgerland Idealease Location: Badgerland Idealease Location: Badgerland Idealease												
✓ Account Info	All Vehicles Ac	d Vehicles											
! Vehicles													
✓ Users	VIN Search Filter By: VIN / Chassis												
✓ Dealers	Orde	Order Results By: VIN_9. Chassis Unit											
✓ Telematic	atic Sealul by rex.												
 Your Profile 		VIN9	Chassis	UnitNo	FirstScan	LastScan	Latest S						
	Edit Delete	1HSDJAPR1 1HSDJAPR1	FH527152 GH087418	R25009 L26021	8/18/2014 2:55:12 AM 3/11/2015 12:08:12 PM	9/1/2016 12:35:40 PM 3/2/2016 11:59:03 AM	Cyr Pkt-N						
	Edit Delete Edit Delete	1 HSDJAPR1 1 HSDJAPR3	GH087421 FH527153	L26024 R25010	3/19/2015 5:18:21 AM 8/12/2014 3:28:09 AM	12/17/2015 9:43:45 AM 9/28/2015 12:49:50 AM	Pkt-N Cyr						
	Edit Delete	1 HSDJAPR3	FH665498	R25031	7/2/2014 4:30:06 AM	2/29/2016 12:23:02 PM	EZ-1						

3. If the VIN is not present, add the vehicle by using the *Add Vehicles* tab. To upload multiple VIN's, use the VIN Template and upload the file. Otherwise add the VIN and Unit Number and select *Add Vehicle*.

Menu Part	ts & Service								
Company: Badgerland Ide	ealease Location: Badgerland Idealease								
✓ Account Info	All Vehicles Add Vehicles								
! Vehicles									
✓ Users	VIN: Unit: Add Vehicles								
✓ Dealers									
✓ Telematic	Mass Upload Vehicles (Spreadsheet)								
Your Profile	1. Download VIN Template Here 2. Fill out Template								
	3. Upload Completed Template Choose File No file chosen Upload File								

4. If the VIN is present but no longer in service, delete the VIN to remove it from the report. From the Vehicles screen, select Delete next to the VIN you would like removed.

		- ,			J			
Menu Pa	rts & Service							
Company: Badgerland Id	dealease 🔻	Location: Badgerland Id	ealease 🔻					
✓ Account Info	All Vahiclas	Add Vehicles						
! Vehicles								
✓ Users	VIN Search							
✓ Dealers	Ord	Order Results By: VIN_9.Chassis,Unit						
Telemetic	S	earch By Text:	ext: Search					
				Next Page	>			
 Your Profile 		VIN9	Chassis	UnitNo	FirstScan	LastScan	Latest	
	Edit Delete	1 HSDJAPR1	FH527152	R25009	8/18/2014 2:55:12 AM	9/1/2016 12:35:40 PM	Cyr	
	Edit Delete	1 HSDJAPR1	GH087418	L26021	3/11/2015 12:08:12 PM	3/2/2016 11:59:03 AM	Pkt-N	
	Edit Delete	1 HSDJAPR1	GH087421	L26024	3/19/2015 6:18:21 AM	12/17/2015 9:43:45 AM	Pkt-N	
	Edit Delete	1 HSDJAPR3	FH527153	R25010	8/12/2014 3:28:09 AM	9/28/2015 12:49:50 AM	Cyr	
	Edit Delete	1 HSDJAPR3	FH665498	R25031	7/2/2014 4:30:06 AM	2/29/2016 12:23:02 PM	EZ-	

5. If the VIN is present by not reporting, log into the CyntrX, fleettracksimplicity.com, site and check the model of the device installed in the VIN.

CyntrX	fleet tracking simplicity
	Account Login
	demo_shredit
	English - United States
	Stay Signed In Login Forgot Password
Select Home and then Show Item	ı List.
CyntrX Fleet Tracking Simplicity Home	wiew Geofence Reports More -
Search	X Q Show Item List

7. Search the VIN and identify the *Device ID*. If it is 19 characters or looks like the Device ID below labeled "Older Model", please upgrade the unit.



6.

8. If the Device looks like the Device ID labeled "New Model" then proceed to check the Status and the Last Activity of the device.

	Device ID	Name (Vehicle)	VIN	Parent_Branch_Customer_Group	Region_3	Description	Entity Type	Last Activity	Status
1	4862011636			IDEALEASE OF ACADIANA		_			Inactive

9. If the Device is Inactive, please call into activate the unit. If it is Active, please check the Last Activity column. If it is more recent than the OCC reading, please contact CyntrX support.