

FleetLink Mobile Troubleshooting Reference Notes

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Introduction

This document describes some commonly encountered FleetMind system functional issues, the standard procedures for their troubleshooting and correction, and the parties responsible for performing those procedures.

Responsibili	tes
Кеу	Actor
SWS	Contract Solid Waste Services personnel
ΙТ	Contract Information Technology personnel
FM	FleetMind Support personnel



For Solid Waste Services Personnel: Accessing System Configuration Menus

There are two levels of configuration menus:

- **Basic**: This menu can be accessed by drivers and requires no special login credentials.
- **Advanced**: This suite of menus is intended for supervisory, installation, and IT personnel only. It is accessible only by authorized users, and is password-protected.

③ See Also...

For a comprehensive description of all parameters configurable locally on the mobile platform, refer to *Fleetlink Mobile System Configuration Reference Manual*, part of the technical documentation suite provided with your FleetMind System.

Basic Menu

To access Basic configuration menu settings:

1. From the Route List panel, press the **Config** (gear or cog) icon located at the bottom of the Menu Pane.

You can also access the configuration menus at any time by pressing the gear icon in the status bar.



The Basic configuration menu displays.





The upper area of the interface displays read-only information, the lower area driver-configurable settings.

Advanced Menus

To access Advanced configuration menu settings:

1. At any time, press the **Config** button located at the bottom of the Menu pane.



You can also access the configuration menus by pressing the gear icon in the status bar.



The Menu pane refreshes, displaying the Basic configuration menu.

2. Press the Sys button located in the lower-right corner of the Menu pane.



A password dialog displays in the Menu pane.



3. Press the Enter your password text field to display the virtual keyboard.

~!@#\$%^&*()_+ -= 1234567890 []\ QWERTYUIOP {} ' CAPS ASDFGHJKL :"; <≥ ↑ZXCVBNM,.?clear space <>/ Next line	



4. Press the Done button.



The password dialog displays again.

5. Press the Go button.



The Advanced menu interface displays.

Vehicle Parameters	Vehicle ID:	IND1	
Height(cm) 270	Home Base C	oordinates	
Length(cm) 1100	Latitude:	45.44774	_
Width (cm) 245	Longitude:	-73.60529	
Gross Weight Rating(kg) 30000			
Gross Unladen weight (kg) 9000	Default Dispatch T	ype Industrial	
Max Load (kg) 4000	Measurement Units	Metric	
Allow 'U' Turn: Fnable EnRoute:	Speed Threshold t	o Confirm 15	_
Speed Threshold For EnRoute 30	Time Between 2 Li	fts(ms): 3000	1



Camera Issues

If no image or the incorrect image displays in the picture pane, do the following checks.

- 1. Camera tests to be done on site:
 - a. Check whether all or one camera is not displaying video feed from Waste App menu (SWS).



b. Swap camera reported as defective with a functional one from connectors (SWS) .



c. Do a visual check (where possible) for cable defects between the screen and the camera (SWS).





- d. Using a multimeter, ensure that camera is getting electrical power.
- e. Swap defective camera with spare or non critical camera (SWS)
- 2. Camera Configuration change via remote configuration (FM support) .
 - a. Select recording cameras for accident recorder (SWS)



b. Change mirroring and default camera reverse (SWS)

Trek Camera or GD Camera menu

Security Inspection Application C	communication VoIP Time Par	am Work Group Info Import/Export Backup
Vehicle Video Rec RFID Navigat	ion Trek Camera Network Opera	ation Mode Log Assignment Processing
Enable Cameras	Normal Mode	Reverse Mode
	Label nan	ne Label name
Mirror Config	Cam1 Label: Cam 1	Button1 Label: View AA
Use minor overrides	Cam2 Label: Cam 2	Button2 Label: View BB
	Cam3 Label: Cam 3	Button3 Label: View C
You are using server	Cam4 Label: Rear	Button4 Label: View D
mirror settings	Cam5 Label:	Button5 Label: View E
	Cam6 Label:	Button6 Label:
	Cam7 Label:	Button7 Label:
	Cam8 Label:	Button8 Label:
Stream Settings		
Enable streaming	Preview Settings	
Frame Rate (1-30) 5	Frame Rate (1-30) 30	Hue (1-255) 128
Video Quality (1-100) 10	Resolution D1	▼ Brightness (1-255) 120
Resolution Cif -	Contrast (1-255) 130	Saturation (1-255) 180
Security Inspection Application Ct Vehicle Video Rec RFID Navigati Enable Cameras Keep cameras always powered on	mmunication VolP Time Para on GD Camera Network Operation	ım Work Group Info Import/Export Backup on Mode Log Assignment Processing
Normal Mode	Reverse Mode	Mirror Config
Label name	Label nam	1e Use mirror overrides
Cam1 Label: Camera 1	Button1 Split 1	
Cam2 Label: Camera 2	Button2 Split 2	
Cam3 Label: Camera 3	Button3 Split 3	You are using server
Cam4 Label: Camera Rear	Button4 3 Way	inition settings
	Button5 Backup	

c. Enable or disabled the video transfer (SWS).

Communication Menu

	RFID	Navig	ation	GD Cam	era Net	work 0	peration	Mode	Log	Assi	ignment Proc	essing
rity Inspection	Applic	ation	Comn	nunication	n VolP	Time	Param	Work	Group	Info	Import/Expo	rt Backu
Communica	tion pa	arame	eters						10			
Fm Http Host	t:	sal	es-de	mo.flee	etmind.	com:9	443			Http	S	
Web Service	Host:	sal	es-de	mo.flee	etmind.	com:9	443			Http	S	
Fm Http Host interval (sec	t polling ;)	60]	Network timeout	(sec)	t [1!	5				
If colorted the	n all vide	o filos d	reated	automatic	ally (afte	r incident) or man	ually (ue	or initial	tod		
If selected the recording) will WARN : This wi	en all vide be trans ill consum guration	to files of ferred t ne band s from	reated o serve width a mobile	automatic r. nd may be .fleetming	ally (afte expensiv 1.com	r incident 'e depend) or man ling or da	ually (us ita plan u	er initia sed by	ted custor	mer.	
If selected the recording) will WARN : This wi Get Config Vehicle Syn	en all vide be trans ill consum guration ic Cont	o files o ferred t ne band s from figura	reated o serve width a mobile	automatic :r. nd may be .fleetminc	ally (afte expensiv l.com	r incident re depend Netw) or man ling or da ork Co	ually (us ita plan u DNSUM	er initia used by ption	ted custor	ner.	
If selected the recording) will WARN : This wi Get Config Vehicle Syn	n all vide be trans ill consum guration ic Cont Hoste	e files o ferred t he band s from figura ed Ne	reated o serve width a mobile tion	automatic r. nd may be .fleetminc	ally (afte expensiv 1.com	r incident 'e depend - Netw Billi) or man ling or da ork Co ng Cycle	ually (us ita plan u insum Start I	er initia used by ption Day:	ted custor	ner.	1



- d. Change default camera and default reverse view (FM Support).
 - i. for a single vehicle, use the basic configuration menu. (SWS)

Default reverse	View AA	
mode view	View AA	
	View BB	
	View C	
	View D	
\bigcirc	View E	

- ii. for an entire fleet, the global change must be done by FM Support.
- e. Change reverse trigger (hardware profile changes) (FM Support)
- f. Change camera button names and position (FM Support)



Waste App Configuration Changes

Many assignment confirmation-related issues can be corrected by adjusting WasteApp parameter values via the System Configuration menus.

 Max Confirmation Distance – Value change (for missing confirmations) (SWS). This parameter specifies the distance threshold for automatic confirmations by RFID. Auto confirmations are not done for distances greater than the threshold value.

Assignment Processing Menu Security Inspection Application Communication VoIP Time Param Work Group Info Import/Export Backup Vehicle Video Rec RFID Navigation Trek Camera Network Operation Mode Log Assignment Processing Assignment Processing Configuration Default assignment Confirmation Delay(ms) 10000 Sequence orting Max auto confirmation distance(ft) Proximity sorting 20000 3 interval(sec) Max street section auto start distance(ft) 16 Proximity list size 50 Min street section auto finish distance(ft) 16 Add picture to exceptions Allow Manual Offsite Confirmation Max deviation from street section (ft) 164 Enforce Confirmation Zone Max auto confirmation distance by rfid(ft) 492 Link Extra Assignments In Route Route Processing Configuration Street Side Detection Allow route transfer Preferable Side of the street None Consider preferable side assignments in range(ft) 131 SMART LIST Repositioning Mode Turn on SMART List Repositioning Mode automatically each time when Sequence mode is selected

2. Stop-By and Drive-By Confirmations (SWS) .

Parameters related to stop-bys and drive-bys can be adjusted via the Operation Mode Menu.





3. Connection details, vehicle name, trip inspection activation parameters. (SWS) Verify vehicle identification using the Vehicle menu.

Security	Inspection	Appli	cation	Com	nunication	VolP	Time	Param	Work	Group I	nfo	Import/Export	Backup
/ehicle	Video Rec	RFID	Navig	ation	Trek Came	era Ne	etwork	Operation	Mode	Log	Ass	ignment Proce	ssing
Ve	ehicle Pa	irame	eters					Vehicle 1	(D:	C	омм	1	
		Heig	ht(ft)	270				Home	Base	e Coo	rdi	nates	
		Leng	th(ft)	1100						_			
		Widt	h (ft)	245				Latitu	ıde:	4	2.31	8	
	Ve	ehicle T	ype:	Stra	ightTruck		•	Long	itude:	-7	1.06	68	
	Number	r of Tra	ailers:	0	*								
	Gross Weig	ght Ra	ting(lb	30	000.5291			Default	Dispato	ch Type	Co	ommercial	•
	Gross Unlac	den we	ight (ll	o) 89	99.2769			Measure	ement l	Inits	Us	5	•
		Max I	.oad (II	o) 39	99.1887			Speed	Thresho	d to Co	onfirm	ⁿ 3.10685	596
A	llow 'U' Tur	n: 🔳		Er	nable EnRo	ute:		& Activ	ities(mp	on) 2 Lifts(i	ns):	5000	
Sp	eed Thresho ode(mph)	ld For E	nRoute		5.5923407	3						5000	

Specify trip inspection parameters using the Inspection menu.

venicie	Video Rec	RFID	Naviga	tion Trek Cam	era Ne	etwork	Operation	1 Mode	Log	As	signment Proce	essing
Security	Inspection	Applic	cation (Communication	VoIP	Time	Param	Work (Group I	nfo	Import/Export	Backup
	🗹 Enal	ole : Inspe	ction Se	equence	_	Tr se be	ip inspecti lect this op fore doing	ons car ption, yc g anothe	i be ma bu musi ar pre-tr	inag t do tip ir	ed in pairs. Wh a post-trip inspe spection.	en you action
	🗖 Log(On Req	uired									
	Inspe	ction H	listory									
	Nun	nber of	Inspec	tions to keep:	30							

4. Missing drivers list (Update master List) (SWS).

Image: Image	COMM1 11:24:23 AM May/18/2018
	Clifton St. Humphreps St
FleetMind	North S R Dualey S
Name: Filter:	4 18-05-2018 11:24:24
Odometer: 0.00	Contraction of the second
Configure Logon Desktop Restart	Collect Cam 1 Cam 2 Cam 3 🗖 👩 膏

- **a.** Select the green check mark \bigcirc (or yellow caution sign \triangle) in the status bar to view the Vehicle Status panels,
- b. Choose the Lists Data tab.

The versions of the Master Lists display in the panel below.

Vehicle status	5				
Summary	Lists data	Vehicle data	Upgrade		
Master Li	sts Versions		·		
Drivers:	120730093252	2	Materials:	120730093452	
Services:	120730093452		Geozones:	0	
Activities:	120730093452	2	Route geodata:	0	
Facilities:	120730093452	2	Yards:	0	
PDN:	0		NTC:	120730093452	
Profile Inf	0				
HW Profile	20	150716T092713:TREK674	Generic ECM Based		
SW Profile	20	150720T141004:Generic Ru	umpke SW Profile		
Dev. Templ	ate 20	150716T092713:DevicesTer	mplate		
Pending Co	onfigs				
Last Keep /	Alive Sent		R		
Last VD Re	port sent -				
Manajara Ed	4.00		Delver	anned aut	
version 5.1	4.22		Driver Lo	ogged out	
\bigcirc					(A)
Reak	Minimizo				Increation
Dack	Minimize				inspection



Waste App Troubleshooting

- 1. Freezing or not loading at Startup (Database clear and/ or reinstall). (SWS)
 - **a.** Open Windows Explorer and locate and rename the following folders to whatever name you like:
 - D:\Program Files\Fleetlink Mobile\Database\Assignments
 - D:\Program Files\Fleetlink Mobile\Database\VehicleState

퉬 Database													١×
G)	Fleetmind (D:) + Progr	am Files 👻 Flee	etLinkMobile 👻 Data	abase 🕶		-	Se Se	arch Databa	ise				2
Ornanize 💌 🦳	Onen Include in librar	rv 🔻 Share	with 🔻 New fo	older							→ F	10 (2
Name é		(Day	e modified	Tune		Gine		1				100	_
Name -		4/5	/2018 7:42 AM	File fol	der	5128		5		_	_	_	
Application Ing	radeState	5/4	/2018 1:13 PM	File fol	der								
ArtistTanMessa	ines	5/1	8/2018 11:44 AM	File fol	der								
	firmationMessages	5/1	8/2018 11:36 AM	File fol	der								
Assignments	0		2018 9:09 AM	File fol	der								
BackupVehicl	Open in new window		2018 3:57 PM	File fol	der								
LallHistory	Add to VLC media play	yer's Playlist	2018 4:49 PM	File fol	der								
📕 Disposal 🗕	Play with VLC media pl	layer	2018 3:54 PM	File fol	der								
🐌 DisposalMes:	Share with	•	2017 10:23 AM	File fol	der								
🌗 DriverActivit	Restore previous vers Include in library	sions 🕨	018 12:21 PM	File fol	der								
🌗 DriverActivit ^{. —}	Sand to		018 12:21 PM	File fol	der								
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🐌 HardwareAla	Cut		2017 10:24 AM	File fol	der								
📕 HardwareAla —	Curshe should be		2017 10:24 AM	File fol	der								
퉳 Identificatior	Create shortcut Delete		2018 11:38 AM	File fol	der								
腸 InspectionRe	Rename e		2018 3:54 PM	File fol	der								
InspectionRe	Properties		2018 3:54 PM	File fol	der								
🎳 MasterList 📒		5/1	872018 12:45 PM	File fol	der								
NetworkConsur	mptionMessages	2/1	9/2018 4:14 PM	File fol	der								
🍌 NewGraffitiAssi	ignmentMessages	5/1	8/2018 9:36 AM	File fol	der								
NonCustomerC	orrelatedMessages	5/3	/2018 3:39 PM	File fol	der								-
🔒 Database													
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b. Restart WasteApp using the shortcut on the Windows desktop or by running "D: \Program Files\FleetlinkMobile\wasteApp\WasteApp.exe".



When WasteApp reloads, it recreates the Assignments and VehicleState folders.

c. In the event that you need to reinstall WasteApp, navigate to the following folder and run FM_FleetLinkMobileInstaller_x.xx.x.xxx.exe.

🕌 FmInstall				
😋 🔾 🗸 • Computer • Fleetmind (D:) • FmInstall • 🔹 😨 Search FmInstall				2
Organize 🔻 式 Open New folder				··· · · · · · · · · · · · · · · · · ·
Name *	Date modified	Туре	Size	<u> </u>
퉬 MobileInstaller	5/4/2018 1:36 PM	File folder		
🕌 Redist	5/4/2018 1:35 PM	File folder		
📄 BootstrapLogs.txt	5/1/2018 12:00 PM	Text Document	3 KB	
🔀 dotNetFx40_Full_x86_x64.exe	4/23/2018 2:51 PM	Application	49,268 KB	
FleetmindPackages.zip	4/24/2018 5:02 PM	Compressed (zippe	60,474 KB	
🛃 FM_FleetLinkMobileInstaller_5.14.22.4587.exe	3/15/2018 1:05 PM	Application	18,827 KB	
😽 FM_FleetLinkMobileInstaller_5.19.0.4490.exe	2/19/2018 3:36 PM	Application	21,102 KB	
🛃 FM_FleetLinkMobileInstaller_5.20.0.4554.exe	3/1/2018 4:50 PM	Application	21,160 KB	
🔀 FM_FleetLinkMobileInstaller_5.21.0.4646.exe	4/19/2018 1:30 PM	Application	21,178 KB	
🛃 FM_FleetLinkMobileInstaller_5.22.0.4627.exe	4/11/2018 11:59 AM	Application	21,175 KB	
🛃 FM_FleetLinkMobileInstaller_5.22.0.4638.exe	4/18/2018 10:39 AM	Application	21,189 KB	
🛃 FM_FleetLinkMobileInstaller_5.22.0.4643.exe	4/18/2018 12:42 PM	Application	21,191 KB	
😽 FM_FleetLinkMobileInstaller_5.22.0.4652.exe	5/4/2018 1:09 PM	Application	21,188 KB	
🛃 FM_FleetLinkMobileInstaller_5.22.0.4656.exe	5/4/2018 2:59 PM	Application	21,189 KB	
😽 FM_FleetLinkMobileInstaller_5.24.0.4671.exe	5/15/2018 10:53 AM	Application	21,320 KB	
🛃 FM_FleetLinkMobileInstaller_5.24.0.4672.exe	5/15/2018 3:42 PM	Application	21,324 KB	
7 FM_FleetLinkMobileInstaller_5.24.0.4679.exe	5/18/2018 9:06 AM	Application	21,333 KB	
🚳 move.bat	5/18/2018 9:09 AM	Windows Batch File	1 KB	
RNDP462-KB3151800-x86-x64-AllOS-ENU.exe	4/18/2018 11:28 AM	Application	60,555 KB	
PackageDependencyInstaller.exe	5/16/2018 4:53 PM	Application	2,407 KB	
<u></u>		000 F1	1100	×

 No connection to server (check 3G signal and service activation, antenna check/swap) (SWS)

To view connection details (GD4010):

- a. If WasteApp is running, exit to the Windows desktop.
- **b.** Select the Toolbox icon on the desktop.





c. Select GobiSampleCM.

The Gobi Sample Connection Manager window displays.



To view connection details for the Trek-674 DVR system, use the Skylight shortcut on the Windows desktop.



- 3. Only Reverse camera view at Startup (Waste App form not loading) (SWS)
- 4. System restarting (failed update procedure) (SWS)



Escalated Troubleshooting Steps (Hardware Fix on Site by SWS Mechanic)

- 1. Camera wires: more intrusive investigation; part of Camera Issues Check/Replace (SWS)
- 2. Lift arm Sensors and DAS calibration. (SWS)



- **a.** Regardless of arm position, press and hold the T1 button until the **out 1** LED blinks steadily, indicating T1 is ready to be programmed.
- b. Position forks to point 1A .
- **c.** Briefly press and hold the T1 button until the **out 1** LED turns solid. It will then continue to blink steadily.
- d. Position forks to point 1B.
- e. Briefly press and hold the T1 button until the **out 1** LED turns and remains solid, indicating programming is complete.
- f. Press and hold the T2 button until the out 2 LED blinks steadily.
- g. Position forks to point 2A .
- **h.** Briefly press and hold the T2 button until the **out 2** LED turns solid. It will then continue to blink steadily.
- i. Position forks to point **2B** and then dismount the tilt switch and rotate it an extra 45 degrees in the same direction, ensuring an absolute position.
- **j.** With the tilt switch in the absolute position, briefly press and hold the T2 button until the **out 2** LED turns and remains solid.
- k. Return switch to its original mounted position.



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3. Reverse and Brake cable checks (0v-12V -0V for trigger confirmation) (SWS)



Reverse/Brake Cable



a. Reverse

Some trucks have a reverse stud available which you tap into via ring terminal. In other trucks, you need to locate the reverse wire and tap into it. The easiest way to locate a reverse signal is to follow the wiring of the existing camera system, as it is almost always tapped into reverse.

b. Brake

Some trucks have a stud available for brake signal, usually labeled 'stop lamp' which you connect to via ring terminal. You typically connect to other trucks in one of two ways, 1) via the brake post right above/behind the brake pedal 2) locating the brake wire and tapping into that. Some trucks require locating the fuse panel and finding the correct tap point on that panel.







4. ECM cable connection, cradle and Y cable check (SWS)



5. GPS and 3G antenna check/swap (SWS)



Trek



- 6. Scale Calibration and sensors replacement. (SWS)
- 7. Full install and migration between trucks (if computer defective, then swap computer). (SWS)



8. Computer replacements (troubleshooting item) possible issue resolution specified by FM, computer replacement by spare. (SWS)