



## **EOL TOOL TROUBLESHOOTING INSTRUCTIONS**

### **1. LINK DEVICE AND TRACTOR**

#### **➤ NO RESPONSE**

ERROR MESSAGE: **NA**

- Check Internet connectivity.

#### **➤ INVALID DEVICE QR**

ERROR MESSAGE: **WRONG QR, PLEASE PROVIDE CORRECT QR CODE**

- Scan QR code present at CCU sticker containing IMEI and ICCID.
- QR code must be clear, and without any marking / Dust / Dirt / Grease / Oil on it.
- QR code must not be teared / scratched / system generated.
- Scanned IMEI must contain **15** digits and ICCID must contain **20** digits.
- Scan in high visibility area with good ambient light.
- Wipe Camera with clean cloth to avoid dust at Lense.
- Turn off the App and restart.

#### **➤ INVALID VIN QR**

ERROR MESSAGE: **WRONG QR, PLEASE PROVIDE CORRECT QR CODE**

- Scan QR code present at Travel Card sticker containing VIN.
- QR code must be clear, and without any marking / Dust / Dirt / Grease / Oil on it.
- QR code must not be teared /scratched /system generated.
- Scanned VIN must contain **17** digits and letter **S** at **8<sup>th</sup>** digit.
- Scan in high visibility area with good ambient light.
- Wipe Camera with clean cloth to avoid dust at Lense.
- Turn off the App and restart.

➤ **IMEI REDUNDANCY**

ERROR MESSAGE: **ERROR, IMEI ALREADY MAPPED**

- Replace CCU, as current IMEI is already mapped.

➤ **VIN REDUNDANCY**

ERROR MESSAGE: **ERROR, VIN ALREADY MAPPED**

- Replace Tractor, as current VIN is already mapped.

**2. END OF LINE TESTING**

➤ **NO RESPONSE**

ERROR MESSAGE: **NA**

- Check Internet connectivity.

➤ **INVALID VIN QR**

ERROR MESSAGE: **WRONG QR, PLEASE PROVIDE CORRECT QR CODE**

- Scan QR code present at Travel Card sticker containing VIN.
- QR code must be clear, and without any marking / Dust / Dirt / Grease / Oil on it.
- QR code must not be teared / scratched / system generated.
- Scanned VIN must contain **17** digits and letter **S** at **8<sup>th</sup>** digit.
- Scan in high visibility area with good ambient light.
- Turn off the App and restart.

➤ **EOL BATTERY CONNECTED FAIL**

ERROR MESSAGE: **BATTERY CONNECTED LED RED**

- Check Ignition switch, to be ON for 5 Minute.

➤ **EOL GPS LOCK FAIL**

ERROR MESSAGE: **GPS LOCK LED RED**

- Check Ignition switch, to be ON for 5 Minute.
- If done inside shed, check if GPS Booster is turned ON.
- If done out of shed, check for better network connectivity.

➤ **EOL GSM PING FAIL**

ERROR MESSAGE: **GPS PING LED RED**

- Check Ignition switch, to be ON for 5 Minute.
- If done inside shed, check if GSM Router is turned ON.
- If done out of shed, check for better network connectivity.

➤ **EOL FAIL**

ERROR MESSAGE: **EOL FAILED**

- Check above conditions.
- Retry EOL Test.
- Turn off the App and restart.
- Replace CCU and test again.
- **If still fails, print Fail sticker, and contact RND.**

➤ **VIN REDUNDANCY**

ERROR MESSAGE: **ERROR, VIN ALREADY EXISTS**

- Current VIN is already passed EOL, no further action required.

➤ **EOL REDUNDANCY**

ERROR MESSAGE: **ERROR, EOL ALREADY DONE**

- Current Tractor EOL is already done, no further action required.
- Check for EOL sticker, if present, Re-EOL not required.

➤ **PRINTER ERROR**

ERROR MESSAGE: **ERROR, FAILED TO CONNECT TO PRINTER**

- Contact IT help desk, make sure IP address of Printer and Tab are active.
- Check if, Printer is Powered ON.
- Check if, Printer Network LED is orange.
- Check if, WIFI is connected to TAB.
- Check if, LAN is connected to Printer.
- Check if, Roll available at Printer.

**\*\*CONTACT RND INCASE OF UNRESOLVED ISSUES**