No Recent GPS Data / "Stuck" GPS

Jim Bryski - 2025-08-04 - SafeNet

Occasionally, you may notice that SafeNet is delayed in receiving the most recent GPS polling data. There may be a few reasons for this, but to help identify the cause of your specific delay we ask that you perform the following steps:

1.) Have an administrator log into the SafeNet Admin tool, found here:

http://safenetadmin.elasticbeanstalk.com/

2.) Click on the Gateway Codes found in the upper right hand corner of the window:

3.) In the window that opens, resize the "Status" column so that you can view all its content:

4.) In an email to support@safemobile.com, let us know the name of your carrier, your username, and what the status of your gateway is.