

## Replace tracker and move subscription.

When a tracker does not function anymore, it needs to be replaced with a new tracker in order for the tracking experience to continue for a particular asset. The subscription of the broken tracker must also be moved to the new tracker.

When you have a broken tracker and Sensolus send you a replacement tracker, this is the full procedure you have to go to. The win of following this procedure is that you can take all the data from the broken tracker to your replacement tracker. In addition, if the broken tracker still has a communication subscription that is active, you can migrate the communication subscription of the old tracker to the new on.

So, although it will take some time to go through the replacement process, it has a lot of wins to do so.

1. Contact Support and specify which tracker needs to be replaced.
2. Support will then flag the trackers that needs replacement with "RMA".

### General info

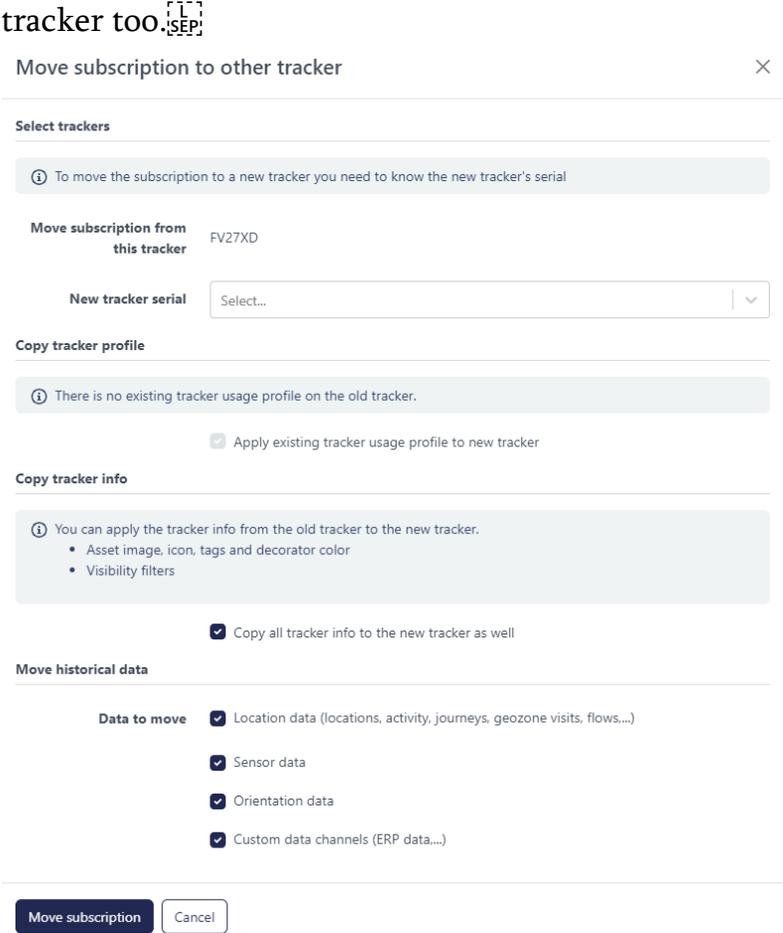
Returning

[Link to RMA number](#)

3. Go to the tracker subscription page of the broken tracker as described in this [task](#).
4. Click the "Move subscription to other tracker" link.

#### Device replacement

[Move subscription to other tracker](#)

5. A new window opens where you can select the replacement tracker (that you received from Sensolus), you move the subscription and the data of the broken tracker too. 

Move subscription to other tracker ×

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**Select trackers**

*ⓘ* To move the subscription to a new tracker you need to know the new tracker's serial

Move subscription from this tracker FV27XD

New tracker serial

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**Copy tracker profile**

*ⓘ* There is no existing tracker usage profile on the old tracker.

Apply existing tracker usage profile to new tracker

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**Copy tracker info**

*ⓘ* You can apply the tracker info from the old tracker to the new tracker.

- Asset image, icon, tags and decorator color
- Visibility filters

Copy all tracker info to the new tracker as well

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**Move historical data**

Data to move  Location data (locations, activity, journeys, geozone visits, flows...)

Sensor data

Orientation data

Custom data channels (ERP data...)

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6. Following settings are shown in this page and need to be configured during a tracker replacement procedure. You can choose which data you migrate to the new tracker. Do this very consciously.

- Select the new tracker that will replace this old tracker in a drop-down list. In this list you should see all the tracker serials in your organization.

 Be carefull on which serial you move the subscription to.

- Decide if you want to copy the tracker profile to the new tracker. This is most often a good idea as a tracker profile is specifically defined for the asset you are tracking.

 You have to uncheck this option if the product types of the two trackers do not match.

- Decide if you want to keep the asset info like asset image, icon, tags, decorator color and visibility filters. Good practice is to do this, only when you attach the tracker to a totally different asset it is better to remove this information.
- Specify which data to keep from the broken tracker, and which one to remove (move historical data). If the new tracker is to be attached to the same asset as the old tracker was attached to, it is good practice to keep all these information fields.

7. Click Move subscription to confirm the tracker replacement procedure.