

How to Setup VerizonConnect Integration StayAlive Task

09/19/2025 9:19 am EDT

104377

How to Setup Verizon Connect Integration

Verizon Connect Integration setup is shown below. The SedonaOffice version should be 6.2.14 or above. The files being used in this document should be included in the directory for the release.

Overview

There are some tasks that will still need to be done. The Stay Alive task will need to be completed. You can find an extract of the files [Fleetmatics-VerizonConnect.zip](#) @.

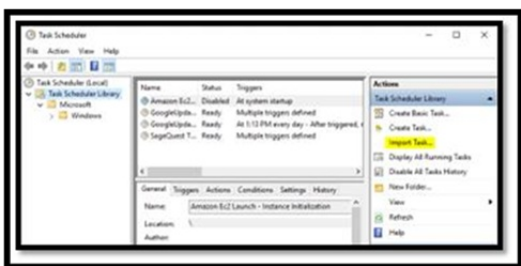
Steps:

Create Stay Alive Task

1. Open Microsoft Task Scheduler

You can either use Run and type in taskschd.msc or search Task Schedule from the start menu

1. Select Import Task from the right-hand panel

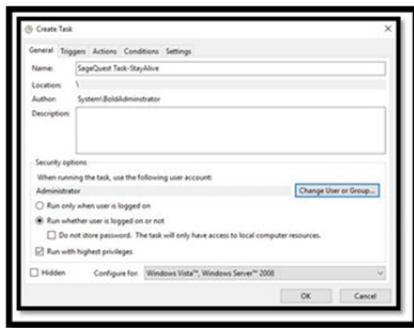


1. Navigate to where you have extracted the files and select the SageQuest Task-StayAlive and press Open

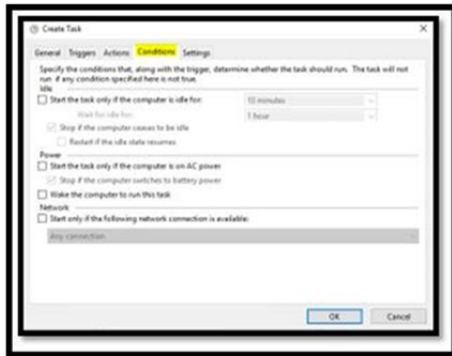


2. On the new window, ensure that a local Administrator Account is being used for the task

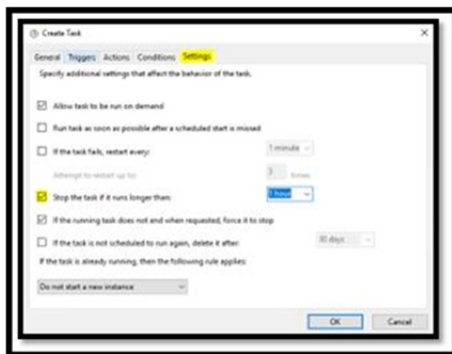
Please note that if you select a user & that user account is later removed, you will need to reassign the task



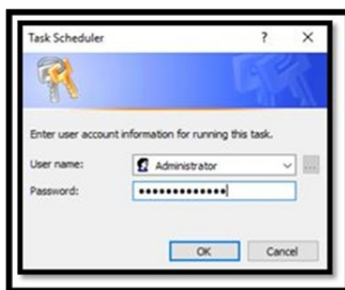
3. Click on the Conditions tab and untick all boxes



4. Click on the Settings tab and Ensure the Task stops if running longer than 1 hour



5. Select OK at the bottom and you will be prompted to supply the Administrator Password for the task to finish



Other troubleshooting:

If the credentials work and the task is setup correctly, but it still isn't working try the following:

1. Check the settings tab to see if there are any pending appointment updates ideally there should be none, or just a few that were added since it last refreshed. If this number is large but going down, let it keep going and wait until it catches up.

2. Delete the driver in Verizon and re-push them over from SO
 3. Sometimes the appointments don't show if they are too old or if there are too many and it gets overloaded, so try a new appointment and filter for just that tech in Verizon and see if it appears.
-