# Fellten CAN Trace Request.

In order for us to properly diagnose issues with EV's fitted with our products we would request that customers please use the following walkthrough to get .trc files that we can easily decode.
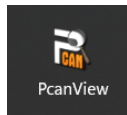
**All other trace files slow down our diagnostics time as we are set up to easily and quickly read through PCAN trace files.**

You will need the following hardware:

1. PEAK CAN Tool - https://shop.fellten.com/shop/usbcan-2c-peak-compatible-can-dongle-19751?search=peak&order=name

2. PCAN View Software - https://www.peak-system.com/quick/DrvSetup

**STEP 1.**
Once the software is downloaded and installed. Connect the PEAK CAN Tool to your computer and start PcanView
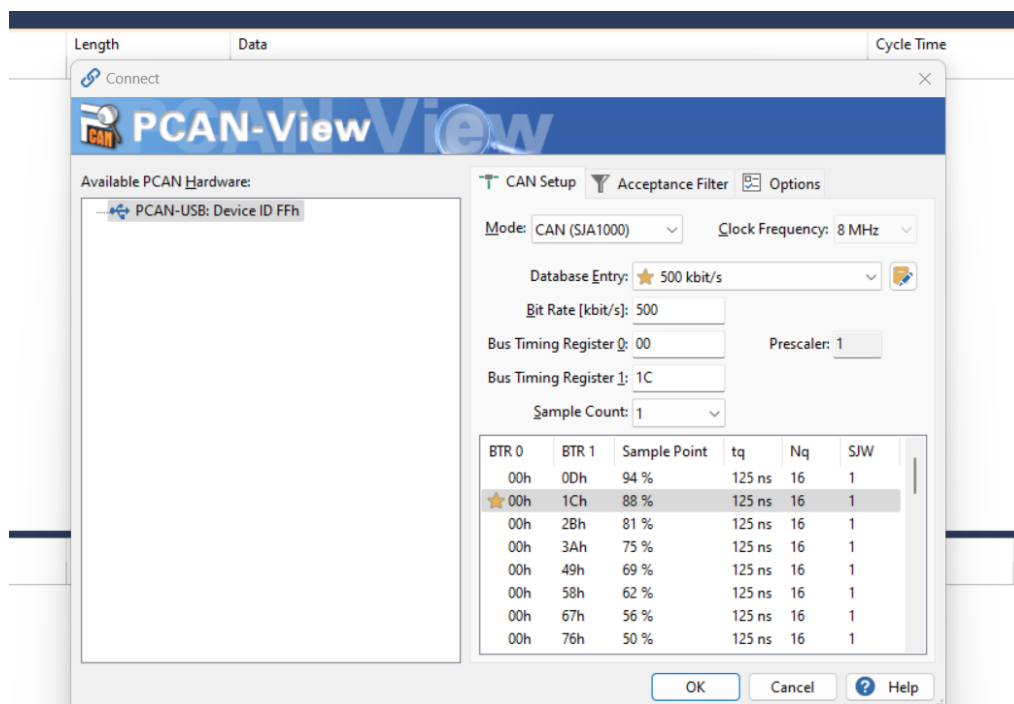
**STEP 2.**
Make sure the CAN is set up as the screenshot below. (500kbps).
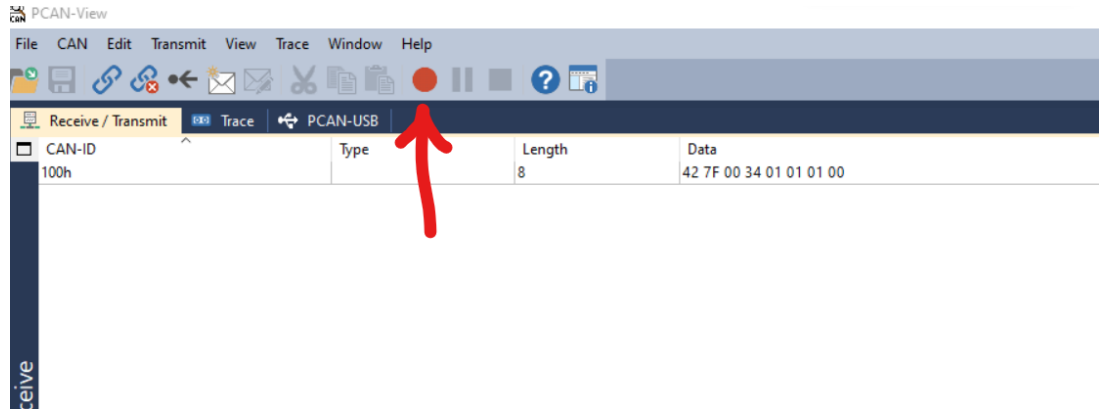
**STEP 3.**
Once you press ok, turn the vehicle on and make sure you are seeing data in the Receive box. This ensures you are getting CANBUS.
We may ask for you to look for specific CAN messages, this is where you would look.
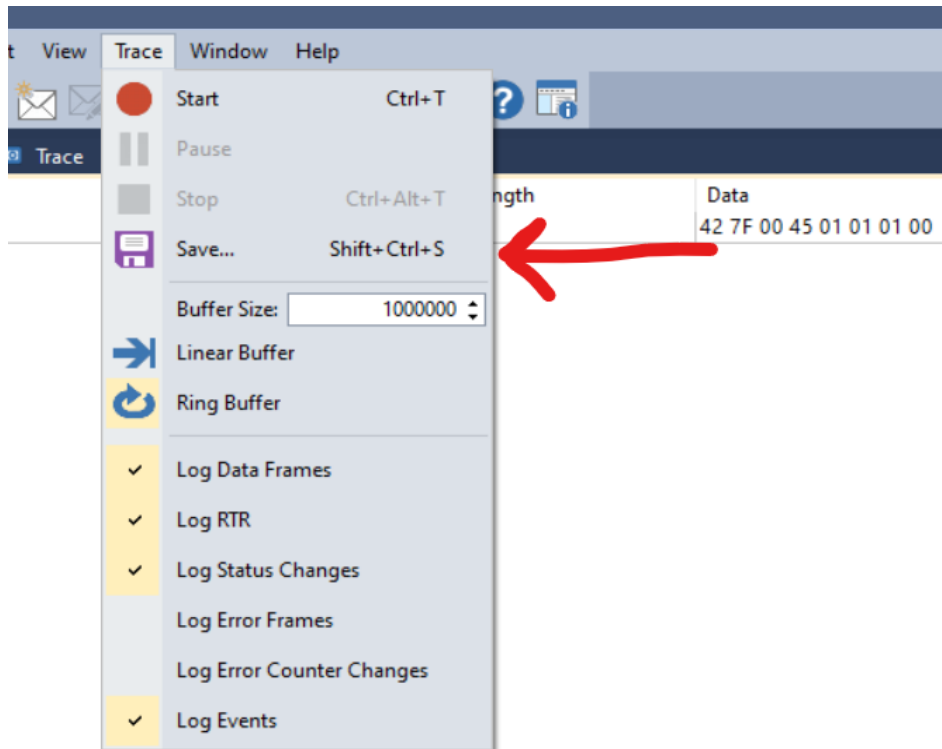
**STEP 4.**
Turn the vehicle off and press the record button on the software. Then turn the vehicle on and run through the steps where you are seeing your issue.



**STEP 5.**
Once complete. Press the stop button and then click in the top bar "Trace -> Save" and save it to a location where you can find it.



STEP 6.
Send the log to our helpdesk with as much accompanying information as possible and we will look through the logs and help diagnose the problem.