

Before sending a query, it is imperative to check whether you have the latest version of the software. It will be impossible to provide support if the software is not up to date.

To obtain online support, you must provide the following information

For UHDS

1. A brief description of the problem
2. The version of the installed software v.....
3. Definitely attach the relevant "LOG" file. "LOG" is a text file automatically created by the program in the DOCUMENTS folder. Log has different names depending on what program we use. Examples of names:
 - DOCUMENTS/MultiECU-x.txt,
 - DOCUMENTS/ Xcan.txt,
 - DOCUMENTS/ PSAUHDS.txt
4. Provide the following information: car model, year, engine type, ECU type (if necessary), etc.
5. Send an image the counter
6. Send original copies of EEpromu and Flash if it can be read.

For JTAG:

1. A brief description of the problem
2. High-resolution photos of the programmer - processor connections.
3. Model of the connected processor and information on the module type
4. PrtScr of the program after attempts to read or write

