

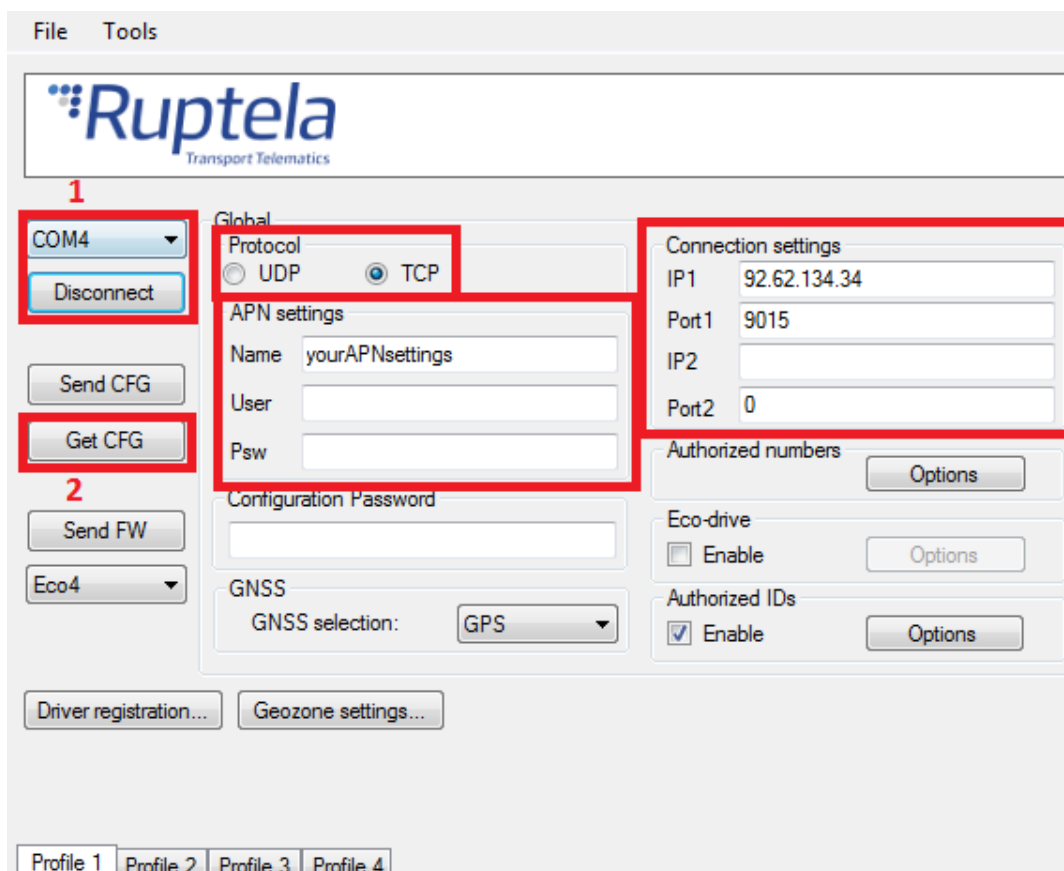
# What to do when the device is not sending any data to the server

When device is not reporting to your tracking software here are the first steps to check why and also suggestions how to fix it:

## 1. Check device configuration

Please check the device configuration if there are all the necessary connection settings:

- Connect to the device via FM4 Configurator [1].
- Press "Get CFG" to request current configuration from the device [2].
- Check if the APN settings, Protocol and Connection settings are entered correctly [3].

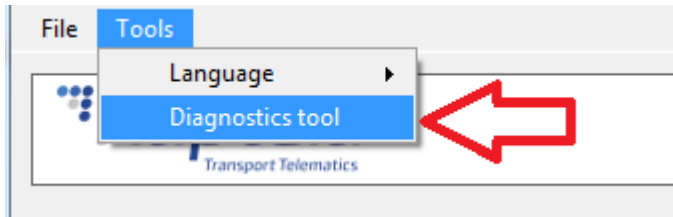


If the settings are correct, but the device is still not sending any data, please refer to point 2 which described below.

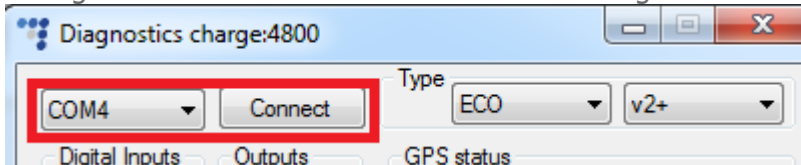
## 2. Check device wiring

Please enter device DIAGNOSTICS mode to check if the device wiring is correct:

- Click on the "Disconnect" button in the main FM4 Configurator window.
- Then press "Tools" and press "Diagnostics tool":



- When asked, enter your name in the pop-up window. Then a new diagnostics window will appear.
- In the Diagnostics window please choose the connection port and press "Connect". Then the FM4 Configurator will connect to the device in the diagnostics mode.



Do not pay attention to the various colors displayed in this window. This feature is used internally for testing purposes and does not play significant role in this case. Focus your attention to the values.

- In this mode please check these parameters:
  - Power supply [1.] "Main Source" should be no less than 10 V.
  - Device has to have a GPS fix [2.] – without it, the device will not start generating records.
  - Make sure that the GPS antenna is facing the clear sky.
  - The sim card with PIN code disabled must be inserted. When the device "sees" a GSM provider, you will see the Operator's number [3.].
- Also, we recommend connecting DIN4 (yellow wire) to the external voltage source to imitate ignition – it will make the device to generate records in a faster manner.

If all these points seem ok, but the device still does not come online, please refer to the point 3.



## 2.1. CAN interface inspection

This step is not as important as actions described in section 2 and 3. If you are not interested in CAN interfaces, skip this part and proceed to the point 3.

If you are experiencing problems with device's CAN interfaces you might consider checking their state. This feature can also be used to inspect EasyCAN.

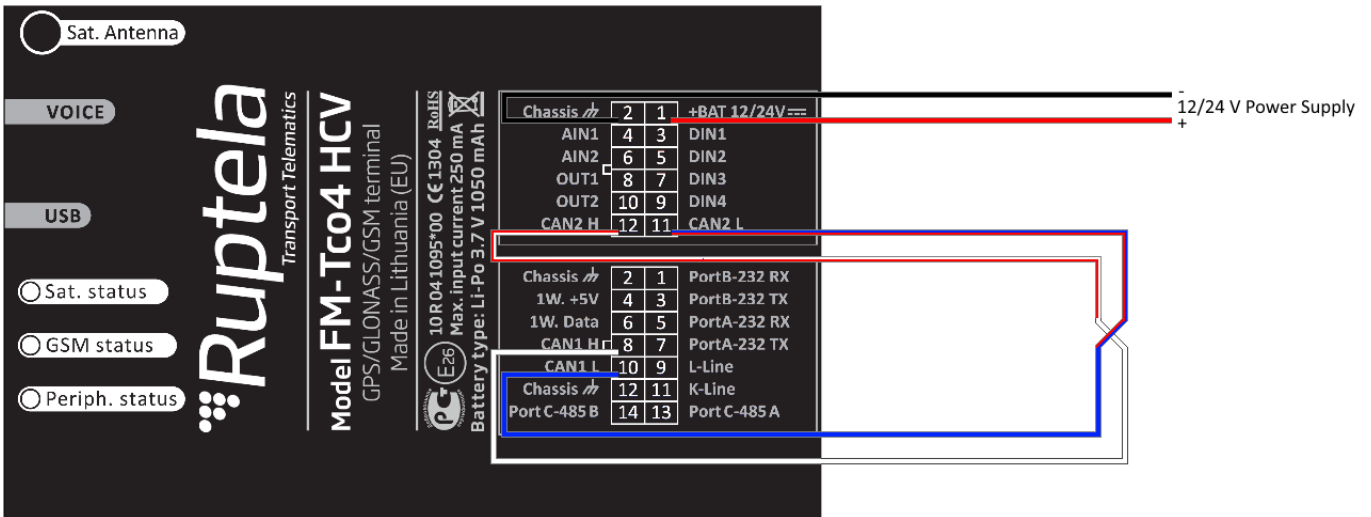
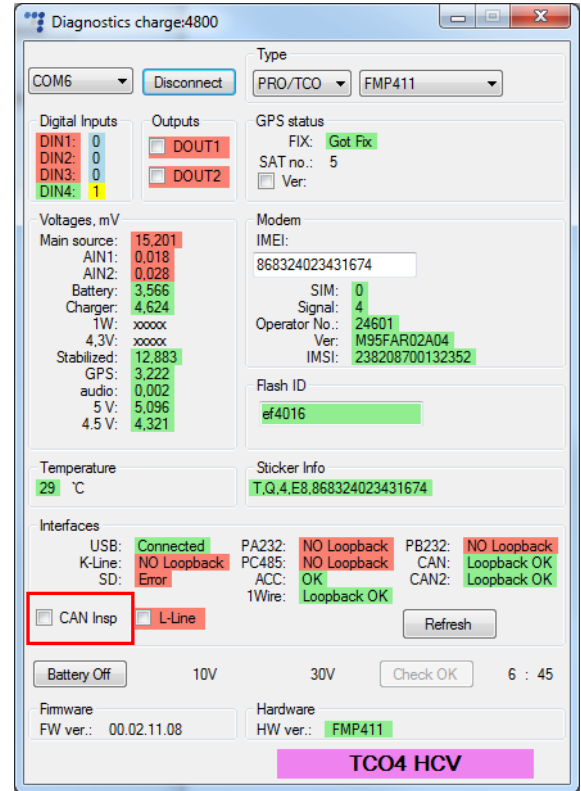
### Function description

Standard CAN packet is sent from the CAN2 interface. Device checks if packet was received properly on CAN1 line and gives feedback to FM configurator's diagnostics window. Diagnostic window has a new line for CAN inspection with a checkbox to activate the test. After the test "CAN Insp" line will be highlighted in red if test failed and highlighted in green if test passed OK.

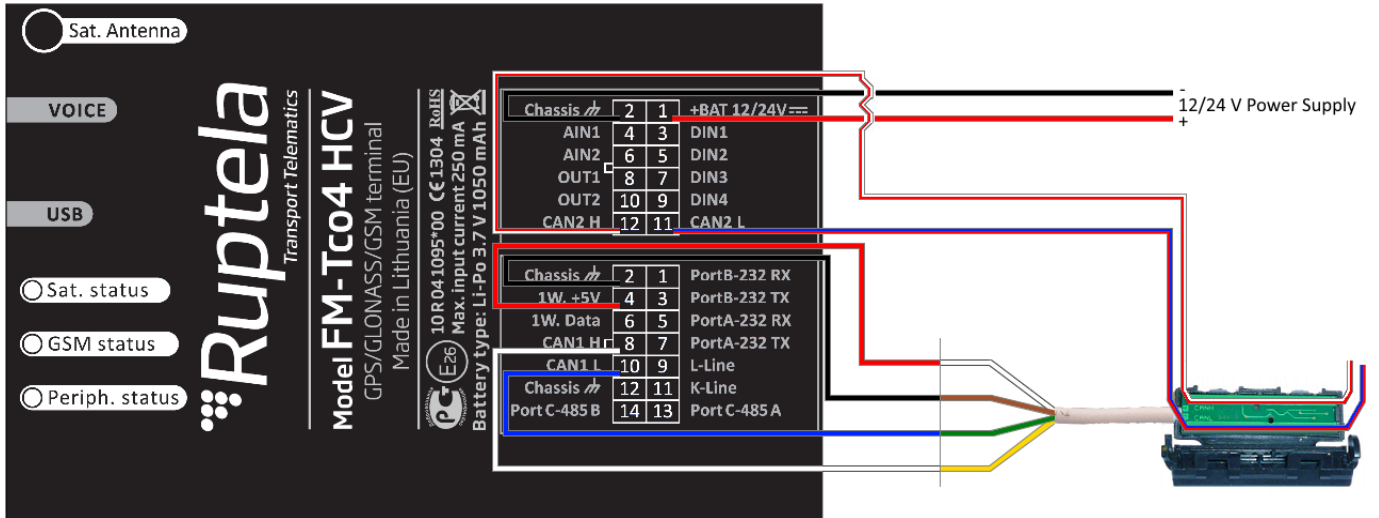
This is fast and easy way to check if CAN lines and EasyCAN are connected and operating properly.

### Wiring setup

- CAN2 interface's wires can be connected directly to the CAN1 interface's wires.



- Standard CAN packet from the CAN2 can also be directed through the EasyCAN connected to CAN1 interface's wires.

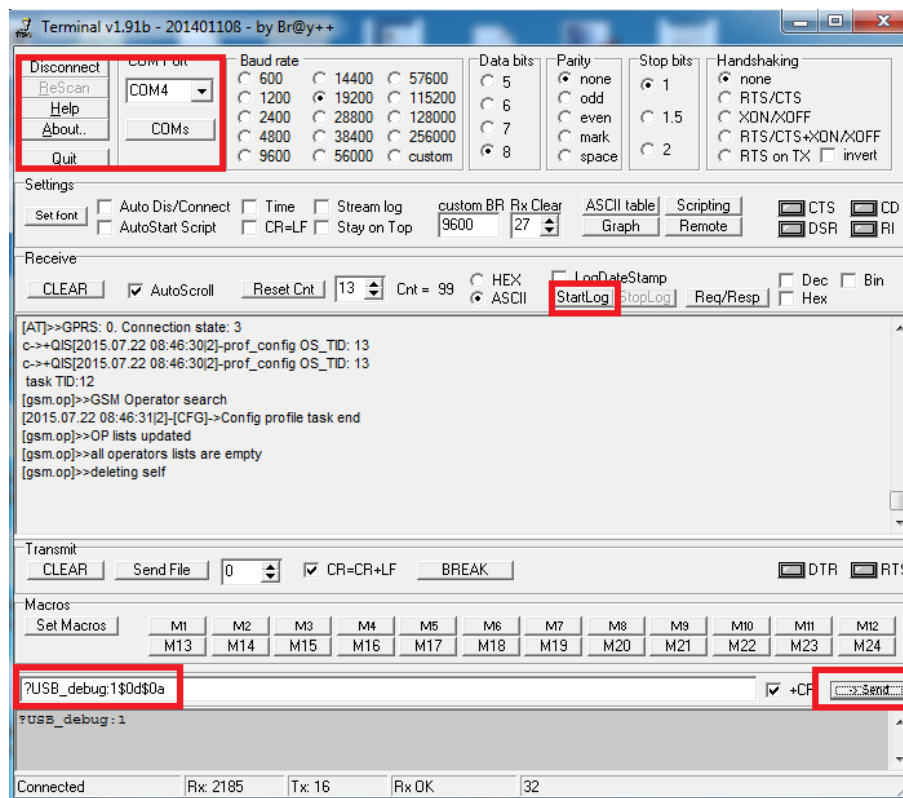


### 3. Debugging the Tracking device

Sometimes the problem seems more advanced and it requires debugging of the tracking device.

- For that you will need a Terminal tool. You can download it from our documentation website: [doc.ruptela.it](http://doc.ruptela.it)
- Path to terminal: All you need to know about the hardware -> FM4 -> FM4 other  
Or follow this link: <https://doc.ruptela.it/display/AB/FM4+other>
- Disconnect from the device by clicking on the "Disconnect" button in the FM4 Configurator, then run the Terminal tool.
- Choose the port in the terminal tool and press "Connect". When connected successfully please send this command:  
?USB\_debug:1\$0d\$0a

A live data stream will be shown. Here you can monitor what the tracking device is doing:



Then please press the button "StartLog" and save the log txt file. The Terminal will save all the debugging information in a txt file. Please send this txt file to the Ruptela support for analysis.

We recommend gathering a longer log (10-20 min). We also recommend connecting the DIN4 to the external power supply to imitate ignition.