

### 3. Locating the trace.xml file

If you are still experiencing issues, you can send in the trace XML file in order to help us determine the cause. Trace.xml files can be located in the following directories:

- Windows XP: C:\Documents and Settings\<User name>\Local Settings\Application Data\Pico Technology\
- Windows Vista, 7, 8 and 10: C:\Users\<User name>\AppData\Local\Pico Technology\

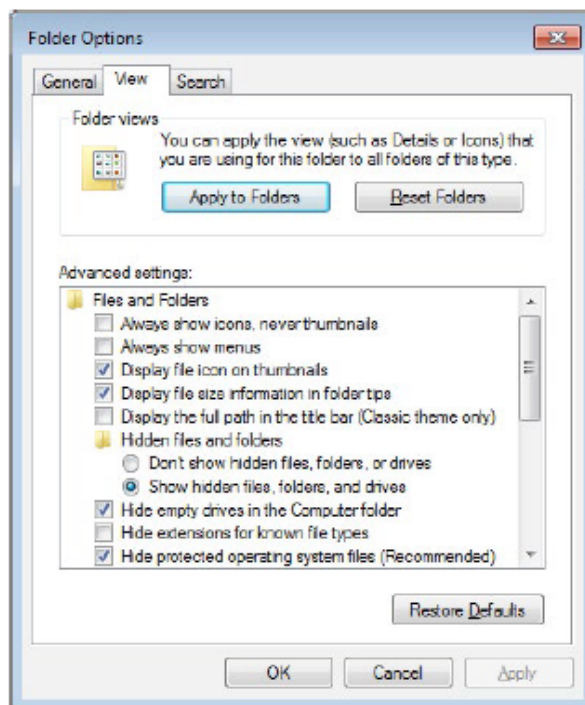
To access the Application Data/AppData folder and subfolders, the option to view hidden folders within Windows must be enabled:

Windows XP:

- Go to C:\Documents and Settings\<User name> in Windows Explorer
- Click **Tools > Folder Options...**

Windows Vista or 7:

- Go to C:\Users\<User Name> in Windows Explorer
- Click **Organise** and select **Folder and search options**
- Click the **View** tab, then under **Hidden Files and Folders**, select the tick box to **Show hidden files and folders**, and click **OK**:



Windows 8 or 10:

- Click the **View** tab and ensure that the **Hidden items** option is ticked
- This option can then be turned off when the file has been located.

In the Pico Technology folder, there will be one or more folders with long alphanumeric names that will contain a trace.xml file. Check the contents of the folders and send the file that corresponds to your last session (check the timestamp on the file).

Note: PicoScope saves a preferences.xml file in the same folder as trace.xml. preferences.xml can also be useful in some troubleshooting cases.

Sending a PicoScope 6 data file (.psdata) from your session may also help us to determine the cause of the issue. Go to **File > Save As** and set the file type to .psdata.