<b>CiDRA</b> ®	SONARtrac <sup>®</sup> Technical Note			
	TN0014	Date: 28Feb2012		
	Subject: How to Take a SNAPSHOT	Revision	06	
	File Using the Transmitter USB Port and Upload it to The CiDRA Web Site	Page 1 of 7		

## Problem:

How do I take SNAPSHOT file using the transmitter USB Port and then upload this file to the CiDRA secure web site for technical review?

#### Answer:

**Note:** When collecting a SNAPSHOT file the transmitter will stop outputting data to the process data system. Always contact the control room and tell then the meter will not be collecting and sending data while taking the SNAPSHOT.

### A. A SNAPSHOT file is taken as follows:

1. Insert the memory stick into the transmitter USB port and after a few seconds the following screen will appear:



Figure 1 Save SNAPSHOT Screen

2. Press ENTER key and the following screen will appear.





3. Press ENTER again and the following screen will appear and the data capture will start.

CAVE	ENADELIOT
Saving 1	Day Data History OK
Saving 5	minutes of Data WAIT
- Rstarted o	at: 08/26/08 17:11:02



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4. The SNAPSHOT file will take about 15 – 18 minutes to complete. When finished the following screen will appear.





- 5. Remove the memory stick from the transmitter and the transmitter will restart.
- B. A SNAPSHOT (or other file) is uploaded to the CiDRA secure web site as follows:
  - 1. Go to <u>www.cidra.com</u> and the following (or similar) screen will appear.
  - 2. Hold your cursor over **Resource Center** and choose **Technical Support** from the dropdown menu.



Figure 5

Technical Support Selection

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3. In the fields indicated select language, English or Spanish, industry, location and if you have data files to upload. Then select "Continue".

	Downloads News Contact Us	100
Technical Support Technical Notes	Technical Support Request Form	2
<ul> <li>Technical Bulletins</li> <li>Rework Instructions</li> <li>Home</li> </ul>	Preferred Language Idioma	1
FOUNDATION Fieldbus	Industry Industria Minerals Processing / Procesamiento de Minerales V	-
Firmware Beta v2.0	Nearest Location? Ubicación Asia-Pacifc V	
	Do you have data to upload? ¿Hay datos para subir? Yes, Si	
	Continue	
	If you have any questions/concerns, please contact us:	100
	Technical Support Line: +1.203.626.3405 E-Mail: sonartracsupport@cidra.com	
	In an effort to ensure that our customers have 100% accessibility to our technical support process, we have made available an alternative file transfer process, to address the rare occassion when the main file transfer site may not be available to you.	
	If you are having trouble with the main Technical Support Page, Please try this form.	
	Note: For immediate response - please contact us via the Technical Support Line. This will ensure the quickest possible response.	1
	Aviso: Si necesita atención inmediata, nos puede llamar a través de la línea telefónica de Soporte Técnico: +1.203.626.3405.	111

Figure 6

Technical Support Request Form section A

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4. The **Technical Support Request Form** will appear. Provide the requested information and then select "Click to Submit" at the page bottom.

Technical Support		nn 1 69						
Sydney Head Office:	+6 1 (0) 2 9425 170	0630						
- Han Sharthacappuncture								
* = required. Contact Information								
* Company								
× Name								
* Phone								
E E-mail								
CIDRA Contact Person (If know	n)							
Name								
Meter Location	-							
Plant/City								
State/Prov	Choose		~					
Country	1							
		1						
What size pipe is the meter of	n7							
What size pipe is the meter of	n7	Custome	rTag #	-				
What size pipe is the meter of CIDRA Transmitter:	n?	Custome	rTag #					
What size pipe is the meter of CDRA Transmitter:	n7	Custome	r Tag #					
What size pipe is the meter of CIDRA Transmitter:	n?	Custome	rTag #					
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band:	n7 S/N	Custome	r Tag #					
What size pipe is the meter of CIDRA Transmitter:	n7 (S/N	Custome	rTag #					
What size pipe is the meter of CIDRA Transmitter:	n7 .S/N	Custome	rTag #					
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band: * Please Describe the Problem E Brouth of Sensor Choose	n7 S/N	Custome	r Tag #	10 (K)				
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band: * Please Describe the Problem * Priority of Issue Choose * Priority of Issue	n7	Custome	r Tag #		ue 7 1f so	who?		
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band: * Please Describe the Problem * Priority of Issue Choose * Mas a CIDRA/Distributor/Rep	n7	Custome	n made aw	are of this iss	ue7 If so,	.who7		
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band: Please Describe the Problem Priority of Issue Choose Has a CIDRA/Distributor/Rep	n3 IS/N Contact Person al	Custome	r Tag # n made aw	are of this iss	ue7 If so,	.who7		
What size pipe is the meter of CIDRA Transmitter: Sensor Head Cover: Sensor Band: * Please Describe the Problem * Priority of Issue Choose * Has a CIDRA/Distributor/Rep If you already have a tracking	n7 IS/N Contact Person al number for this is	Custome Custome	r Tag # n made aw	are of this iso	ue7 If so,	.who7		

Figure 7 Technical Support Request Form section B

5. If in section A you selected Yes to "Do you have data to upload?" you will see the following screen,

Technical Support	Technical Support Request Form	
Technical Bulletins Rework Instructions Home	Technical Support Technical Support Line: 🔐 +61 (0) 403 187 083 🚱	
OUNDATION Fieldbus Firmware v1.0 Firmware Beta v2.0	Sydney Head Office: 🛛 +61 (0) 2 9426 1700 🕏 E-Mail: sonartracsupport_au@cidra.com	
	T	
	File 1:	Browse
	File 2:	Browse
	File 3:	Browse
	File 4:	Browse
	File 5:	Browse
		1000

Figure 8

Do You Have Data To Upload Page

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6. **Browse** and then select the SNAPSHOT (or other) file on the memory stick or elsewhere on the PC to be uploaded.

reenneur Support Request i	orm		Choose file	-	? 🔀
Technical Support Technical Support Line: 22 + 61 (0) 403 157 083 Sydney Head Office: 23 + 61 (0) 2 9426 1700 E-Mail: sonartracsupport_au@cidra.com	File 1: File 2: File 3: File 4: File 5: Upload Files	Browse Browse Browse Browse	Lock in My Recent My Recent Desktop My Documents My Computer My Computer My Network	Removable Disk (E.)      Correct Annual Control (Control (Contro) (Control (Control (Contro) (Contro) (Con	select the file; then click open



7. Click **Upload** to send the file to the CiDRA secure web site.

Your files are now	being uploaded to our server.
Please be patient a	as it may take several minutes.
15.4% of 15.44	4 megabytes transferred
1 min	19 sec remaining

- Figure 10 Data upload in process
- 8. Upon successful completion of the file upload the following will be displayed with your tracking number listed.

## **Technical Support**

Technical Support Line: 🛛 🖓 🔹 +61 (0) 403 187 083 🚱

Sydney Head Office: 🖼 + +61 (0) 2 9426 1700 😔 E-Mail: sonartracsupport\_au@cidra.com

Thank you for the submission. A CiDRA respresentative will get back to you shortly.

Your Tracking Number is: TS-374

Figure 11 file upload successful

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- 9. The Technical Support Team is automatically notified that data is awaiting review.
- 10. If you encounter difficulties uploading data files to this FTP area please go back to the initial Technical Support Request form section A and click the link in red near the bottom of the page. Procedure will follow similar steps 4-7 above

		Downlo	ads News Contac	tUs
Technical Support Technical Notes	Technical Su	pport Request Form	į	
Rework Instructions     Home	Preferred Language Idioma	English	;	1
Foundation Fieldbus	Industry Industria	Minerals Processing / Procesamiento de Minerales	ļ	
Firmware Beta v2.0	Nearest Location? Ubicación	Asia-Pacifc		
	Do you have data to uple ¿Hay datos para subir?	Yes, Si		
		Continue	į	
	If you have any questions	/concerns, please contact us:	i	
	Technical Support Line: +1 E-Mail: sonartracsupport@	.203.626.3405 Ocidra.com		1
	In an effort to ensure that have made available an a file transfer site may not b	t our customers have 100% accessibility to our technica Iternative file transfer process, to address the rare occ be available to you.	al support process, we assign when the main	
	If you are having trouble	with the main Technical Support Page, Please try this fo	rm.	
	Note: For immediate resp quickest possible response	oonse - please contact us via the Technical Support Line e.	e. This will ensure the	100
	Aviso: Si necesita atenció	n inmediata, nos puede llamar a través de la línea telef	ónica de Soporte	1999

Figure 12 Technical Support Request Form section A

Contact CiDRA Technical Support or Customer Support with any questions.

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TN0014 Subject: How to Take a SNAPSHOT File Using the Transmitter USB Port and Upload it to The CiDRA Web Site Date: 28Feb2012 Revision 06

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## **Revision History**

Rev	Date	Changed By	Approved By	Change Description
01	28Aug08	Markoja	Markoja	Initial Release
02	8Dec08	Markoja	Markoja	Revise Verbiage
03	8Sep09	McCullough	McCullough	Revised Figure 5 and text of B2
04	23Sep09	Griffin	Griffin	Additional figures added
05	29Sep10	Griffin	Griffin	Revised to reflect new FTP
06	28Feb12	Griffin	Griffin	Revised to reflect new website

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