

	<b>SONARtrac<sup>®</sup> Technical Note</b>	
	<b>TN0017</b>	Date: 28Feb2012
	<b>Subject: How to Extract a Data History File from the SONARtrac Transmitter and Upload it to the CiDRA Website</b>	
	Revision    04	
	Page 1 of 8	

**Problem:**

How to retrieve a Data History file from the SONARtrac transmitter using the USB port and then upload the file to CiDRA Technical Support website?

**Answer:**

**A** A data history file can be retrieved from the transmitter in the following manner:

1. Insert the CiDRA SONARstick into the USB port
2. After a few seconds the following should be displayed.



3. Press the Down Arrow to go to the following display.



4. Press Enter and then use the Down Arrow to go to the following.



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Tel. 203-265-0035	Fax. 203-294-4211	www.cidra.com

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	Revision    04	
	Page 2 of 8	

5. Press Enter. The following will be displayed.

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →DECIMATION
-----
None

```

6. To decimate the data set press Enter and select the amount of decimation to be used and press Enter again. (Example, None = all data, 2 = every second reading, 10 = every 10<sup>th</sup> reading.)
7. Press Enter after the desired value is selected or,
8. if None is desired press the Down Arrow and the following screen will appear.

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →LENGTH
-----
1 Day

```

9. Press the Enter key and select the amount of data history to be saved using the Up and Down Arrow.

```

ADVANCED FUNCTIONS
•DATA HISTORY
•LENGTH
-----
10 Days

```

10. Press Enter.
11. Press the Down Arrow and the following screen will appear.

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →SAVE AS TEXT
-----

```

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		Date: 28Feb2012
		Revision   04
		Page 3 of 8

12. Press the Down Arrow again and the following screen will appear.



13. Press Enter to save as a zip file.



14. **Note:** a full data history file can take up to 40 minutes to download.

15. Remove the SONARstick from the USB port.

**B The data file can be uploaded to the CiDRA secure web site as follows:**

1. Go to [www.cidra.com](http://www.cidra.com) and the following, or similar screen will appear.
2. Hold cursor over **Resource Center** and choose **Technical Support** from the drop-down menu



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	<h1 style="margin: 0;">SONARtrac<sup>®</sup> Technical Note</h1>	
	<h2 style="margin: 0;">TN0017</h2>	
	<h3 style="margin: 0;">Subject: How to Extract a Data History File from the SONARtrac Transmitter and Upload it to the CiDRA Website</h3>	
	Date: 28Feb2012	
	Revision	04
	Page 4 of 8	

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

### Technical Support Request Form

Preferred Language  
Idioma:

Industry  
Industria:

Nearest Location?  
Ubicación:

Do you have data to upload?  
¿Hay datos para subir?:

Figure 1                      Technical Support Request Form section A

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

### Technical Support Request Form

**Technical Support:**  
 Technical Support Line: [+61 \(0\) 403 187 083](tel:+6100403187083)  
 Sydney Head Office: [+61 \(0\) 2 9426 1700](tel:+6100294261700)  
 E-Mail: [sonartracsupport\\_au@cidra.com](mailto:sonartracsupport_au@cidra.com)

\* = required.

**Contact Information**

\* Company:

\* Name:

\* Phone:

\* E-mail:

**CiDRA Contact Person (If known)**

Name:

Meter Location

Plant/City:

State/Prov:

Country:

What type of process is the meter running on?

What size pipe is the meter on?

	CIDRA S/N	Customer Tag #
Transmitter:	<input type="text"/>	<input type="text"/>
Sensor Head Cover:	<input type="text"/>	<input type="text"/>
Sensor Band:	<input type="text"/>	

\* Please Describe the Problem

\* Priority of Issue:

\* Has a CiDRA/Distributor/Rep Contact Person already been made aware of this issue? If so, who?

If you already have a tracking number for this issue, please input here:

\*The next page will allow you to upload data associated with this Technical Support Request.

Figure 2                      Technical Support Request Form section B

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		Date: 28Feb2012 Revision: 04 Page 5 of 8

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



Figure 3 Do You Have Data To Upload Page

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

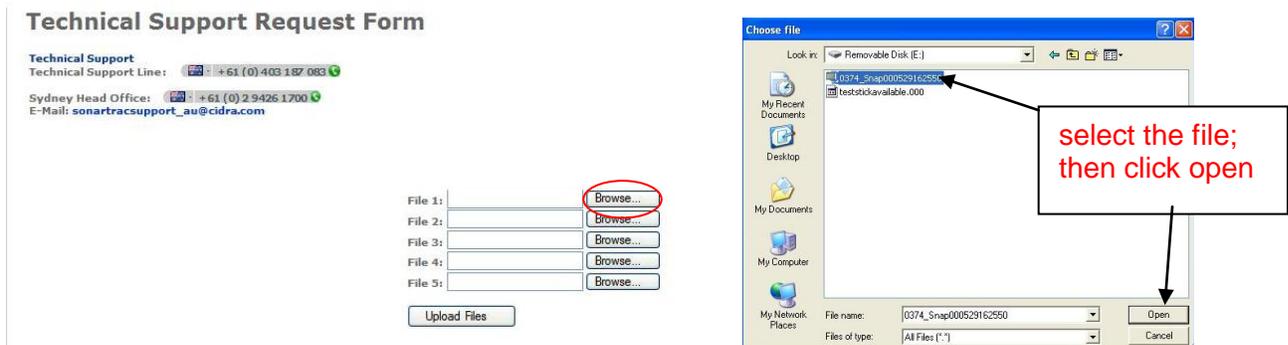


Figure 4 Technical Support Data Transfer Page

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	<b>TN0017</b>	Date: 28Feb2012
	<b>Subject: How to Extract a Data History File from the SONARtrac Transmitter and Upload it to the CiDRA Website</b>	Revision   04
		Page 6 of 8

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

Your files are now being uploaded to our server.  
Please be patient as it may take several minutes.



15.4% of 15.44 megabytes transferred...  
1 min 19 sec remaining

*Figure 5 Data upload in process*

- 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](mailto:sonartracsupport_au@cidra.com)

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

Your Tracking Number is: TS-374

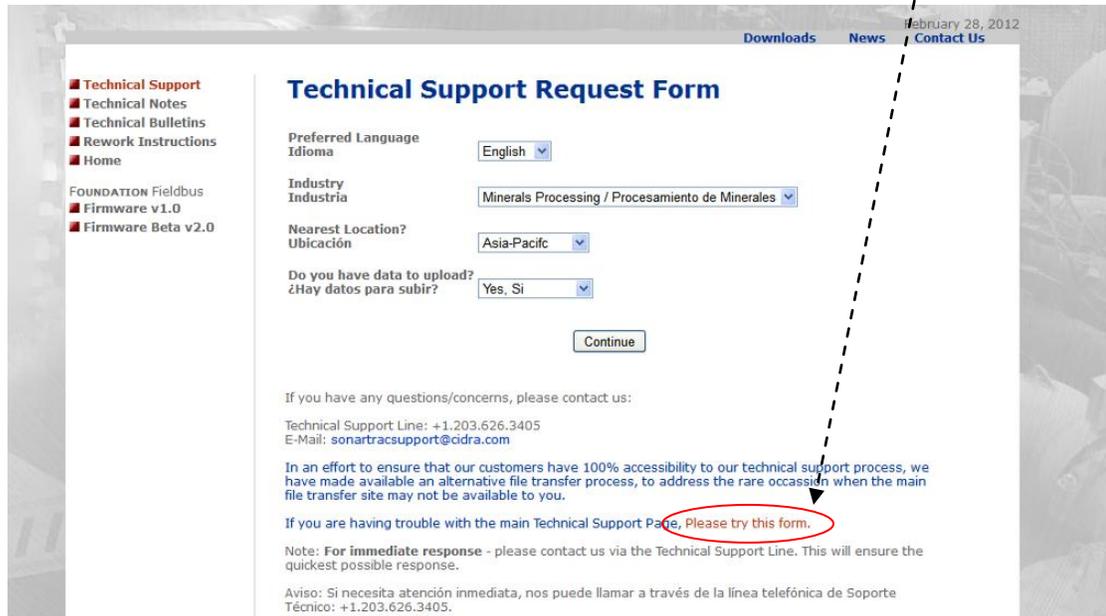
*Figure 6 file upload successful*

- The Technical Support Team is automatically notified of the support request.

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	Date: 28Feb2012	
	Revision	04
	Page 7 of 8	

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



February 28, 2012  
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**Technical Support Request Form**

Preferred Language Idioma:

Industry Industria:

Nearest Location? Ubicación:

Do you have data to upload? ¿Hay datos para subir?:

If you have any questions/concerns, please contact us:  
 Technical Support Line: +1.203.626.3405  
 E-Mail: [sonartracsupport@cidra.com](mailto: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 occasion 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.

Aviso: Si necesita atención inmediata, nos puede llamar a través de la línea telefónica de Soporte Técnico: +1.203.626.3405.

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			Page 8 of 8

## Revision History

Rev	Date	Changed By	Approved By	Change Description
01	2Nov2008	Markoja		Initial Release
02	25Sept2009	Griffin	Griffin	Revised to reflect website changes
03	29Sep2010	Griffin	Griffin	Revised to reflect changes to FTP
04	28Feb2012	Griffin	Griffin	Revised to reflect changes to website

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