	SONARtrac[®] Technical Note	
	TN0034	Date: 18Aug2022
	Subject: Issues collecting data from the SONARtrac USB port	Revision 01
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Problem (or Issue): Unable to collect data with flash drive from the USB port on the SONARtrac transmitter

Answer (steps/instructions):

- A SONARstick flash drive is supplied with all transmitters shipped. It is always best, when possible, to use the flash drive that shipped with the device as it was tested with it prior to shipment ensure compatibility.
- Some earlier Firmware releases, pre 4.02.56, may not have allowed sufficient time for larger capacity drives to be recognized. Finding a compatible, smaller capacity drive may be necessary in this instance. If found CiDRA may be able to provide instructions and files needed to reprogram the transmitter to latest release firmware such that larger capacity drive might be compatible.
- It has been noted that when using commercially available flash drives that due to differing thresholds of chipsets within flash drives, sometimes even among the same brand name, some devices will indicate incompatible. If this happens and the original SONARstick is unavailable, try a different brand and or capacity drive. Or to reach out to CiDRA support for quotation on a new SONARstick drive


Beyond the above the following provide some basic instructions for diagnosing why an operator may experience issues collecting data from the USB port with a flash drive.

Incompatible:

When inserting the USB flash drive into the transmitter USB port after a period of time the display indicates message that USB device is incompatible

- Is the CiDRA SONARstick provided with the meter being used?
- If not SONARstick what brand name?
 - What size capacity?
 - Is it formatted for FAT file type?
- Is there a write protect enabled on the flash drive?
- Have other flash drives been tried?

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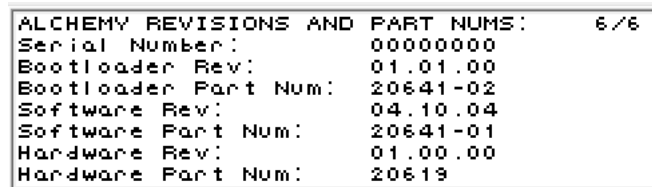
Not recognized:

When inserting the USB flash drive into the USB port nothing seems to happen.

- Is the CiDRA SONARstick provided with the meter being used?
- If not SONARstick what brand name?
 - What size capacity?
 - Is it formatted for FAT?
- Have other flash drives been tried?
- USB flash drives often times have activity LED's built in that flash when the drive is being accessed by the host system. The SONARstick flash drive has such LED. When the flash drive is inserted into the transmitter port is there any LED activity flashing?
 - Yes - (if the LED flashes yet SAVE SNAPSHOT message does not come up it is likely that a Timeout is occurring followed by the device incompatible message on the display). Is that what is happening?
 - No -
 - If the flash drive is gently pivoted side to side while inserted in the transmitter USB port do activity LED begin to flash?
 - Yes - If so, it is likely related to bad contact connection. Try cleaning out the contact pins of the transmitter port with a little bit of air
 - No - On the transmitter navigate to the INFO > REVISIONS screen




- Press Enter
- Using up or down keys navigate to page 6/6 ALCHEMY REVISIONS and PART NUMBERS



- If, instead of information, like above image, a message indicating ALCHEMY BOARD NOT FOUND is displayed take the following steps
- Navigate to the COMMUNICATION menu

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COMMUNICATIONS
_____
  
```

- Press ENTER, then using up or down key navigate to the RESET COMMS function

```

COMMUNICATIONS
→RESET COMMS
_____
  
```

- Press ENTER two times
- Once Comms are reset, cycle input power to the transmitter (power off for 10-20 seconds prior to turning power back on)
- Repeat steps above to determine if ALCHEMY board information is now shown. (INFO > REVISION page 6/6)
- If ALCHEMY BOARD still not found the transmitter likely needs to be replaced and the failed transmitter returned to CiDRA, on an RMA, for repair cost evaluation.
- If the page 6/6 is populated with ALCHEMY board Revision and Part number information, try inserting the USB flash drive into the USB port on the transmitter again.
 - Does the activity LED on the drive flash?
 - Does the transmitter recognize the device?
- If not navigate to the INFO > DIAGNOSTICS screen

```

INFO
→DIAGNOSTIC
_____
  
```


- Press Enter, then using up or down key navigate to page 2/5

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SYSTEM VOLTAGES:                               2/5
DSP Core:           1.265      V  OK
FPGA Core:          2.511      V  OK
3.3V Supply:        3.333      V  OK
5.0V Supply:        5.058      V  OK
10V supply:         10.023     V  OK
-10V supply:        -10.097     V  OK
  
```

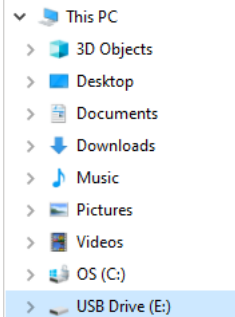
- What level is the 5.0V supply at?
- Contact CIDRA technical support with information provided to all steps above for next steps.

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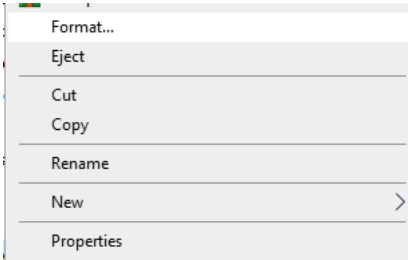
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Formatting Flash drive

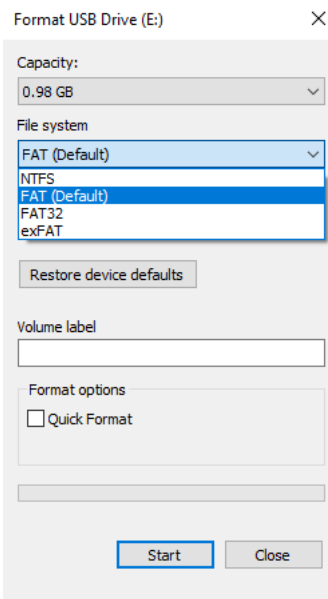
- Insert USB drive into available port on the PC
- Open Windows explorer
- Right click on the drive that represents the inserted USB drive



- Select Format




- Ensure that file system FAT is selected



- Select Start
- With the USB flash drive reformatted try using with the SONARtrac transmitter again

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Contact CiDRA Technical Support or Customer Support with any questions.

Revision History

Rev	Date	Changed By	Approved By	Change Description
01	8/18/22	T Griffin	T Griffin	Initial Release

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