

	SONARtrac[®] Technical Bulletin	
	Subject: Transmitter Rebooting When Using Field Utility Programs	TB012 Rev: 01
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Problem:

Setting the temperature input (Sensor #1 or #2) to other than fixed when the pressure input is set to fixed causes the transmitter to reboot when using field utility programs (Flow Dev, StPro, StBasic, StFSU).

Background:

This bug exists in Firmware Releases 03.01.10 through 03.04.05. This bug has rarely (if ever) been seen since temperature input using a temperature transducer while using a fixed pressure value is not often performed.

The customer readings are not affected by this bug; it only appears when accessing the transmitter using one of the field utility programs.

Resolution:

Use the USB port to download data if using the settings of temperature not fixed and pressure fixed.

Alternatively, prior to accessing transmitter using one of the field utility programs, set temperature input to fixed and then connect to the transmitter. Remember to return the temperature input to sensor #1 or #2 when finished accessing the transmitter.

The problem has been fixed in Firmware Release 04.01.16.

Please contact Technical Support with any questions.

Priority Code:			
1	Safety issue or system will not function	2	Intermittent problem causing system crash
3	Erratic data/readings	4	Added product feature
5	Product enhancement		

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Document Change History

Date	Revision	Changed By	ECO #	Description of Change
7/20/07	01	Markoja	E07-0073	Initial Release

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