

	SONARtrac™ Technical Bulletin		
	Subject: Firmware Release 04.02.25 and 04.02.26 4-20mA Output Problem	TB-016	Rev: 1
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Problem:

Setting a High End set point on the 4-20mA outputs through the transmitter front panel keys does not always function as designed. The transmitter will either reboot or lock up when the transmitter Line 4 display of the calculated High End set point (inclusive of spaces and units) is greater than 20 characters. This problem will also occur if using the Flow Cutoff Range High End setting in the CUSTOMIZE menu.

When the transmitter reboots (or locks up and followed by reboot) the transmitter Data History will be erased.

The problem appears to be isolated to Firmware Release 04.02.25 and 04.02.26.

Work Around:

Three work around methods have been identified.

1. Use one of the Graphic User Interfaces (GUI's) such as StBasic, StFSU, or StPro and the transmitter Ethernet port when setting a High End set point.
2. Develop a configuration file using one of the GUI's and install it on the transmitter using the transmitter USB port and memory stick.
3. The transmitter front panel can also be used to work around this problem. Keep in mind the flow meter overall flow rate range will affect the pipe size chosen using this method.
 - a. Enter a pipe size of 4-inch sch 40.
 - b. Set the 4-20mA High End set point to 10%.
 - c. Enter the correct pipe size.
 - d. Set the 4-20mA High End to the desired set point.

IMPORTANT: Once the 4-20mA High End set point has been set, **DO NOT** verify the setting through the transmitter front panel. The transmitter will reboot or lock up again. The setting can be verified using the INFO > CONFIGURATION screen or by viewing it using one of the GUI's.

The Embedded Systems Group has developed a solution for this problem. Revised 04.02.XX Firmware will be released soon.

Business Area Group Leaders or their designees are requested to notify their distributors / installers as needed.

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
10Apr08	01	Markoja	E08-0029	Initial Release

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