	SONARtrac® Technical Note		
	TN0014		Date: 26Mar2025
	<b>Subject: How to Take a SNAPSHOT File Using the Transmitter USB Port and Upload it to The CiDRA Web Site</b>		Revision      08
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**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 new data to the process data system. Always contact the control room and inform them that the meter will not be sending updated data while taking the SNAPSHOT. Control room may need to place loop control in manual operation.

**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.

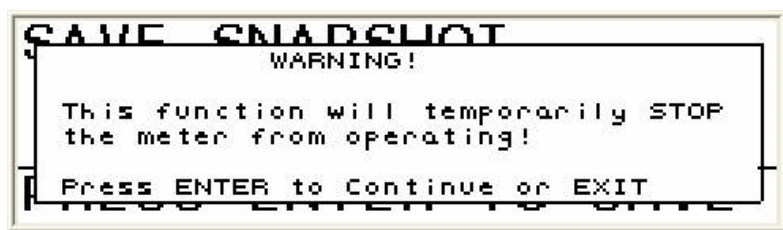



Figure 2 Warning Message

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



Figure 3 Saving SNAPSHOT Data Screen

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

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4. The SNAPSHOT file will take about 10 – 15 minutes to complete. When finished the following screen will appear.



Figure 4 SNAPSHOT Complete Screen

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

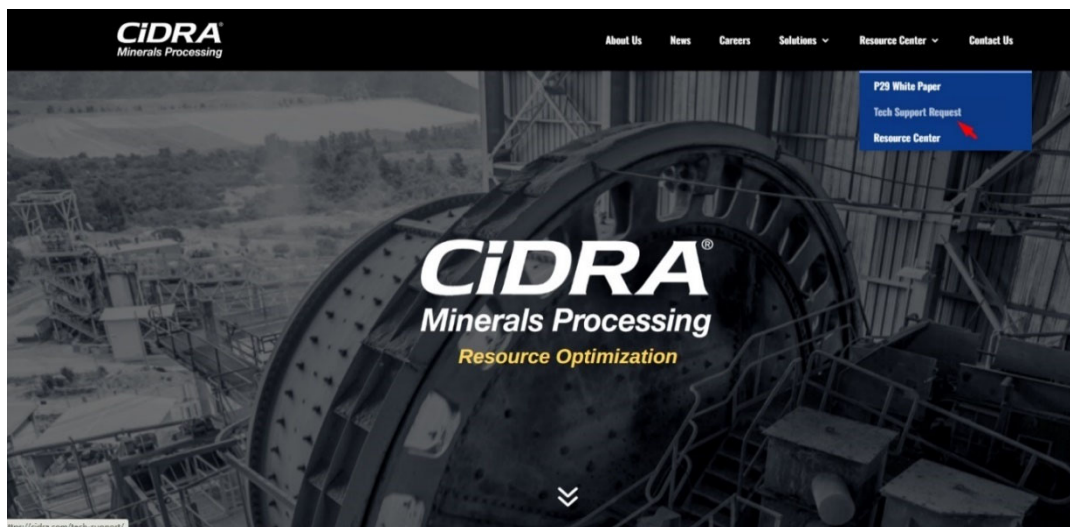



Figure 5 Technical Support Selection

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- In the fields indicated select language (English or Spanish), industry, location and your CiDRA channel partner

## CIDRA TECHNICAL SUPPORT REQUEST

### LOCATION

Preferred Language / Idioma	English ▾
Industry / Industria	- Select - ▾
Nearest Location? / Ubicación	- Select - ▾
CiDRA Partner	▾

Figure 6 Technical Support Request (location)

- In the fields provided, enter the requested information. (for type of process, please be more descriptive than just water or slurry. e.g., cyclone feed, process water, tailings thickener underflow, concentrate, etc.)

### CUSTOMER INFORMATION


Company	<input type="text"/>
Name	<input type="text"/>
Phone	<input type="text"/>
E-mail	<input type="text"/>
CiDRA Contact Person (If known)	<input type="text"/>

### METER LOCATION

Plant/City	<input type="text"/>
Country	<input type="text"/>
What type of process is the meter running on?	<input type="text"/>
What size pipe is the meter on?	<input type="text"/>

Figure 7 Technical Support Request (customer information, application information)

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5. Enter information about the problem or reason for contacting the Technical Support group,

### PROBLEM INFORMATION

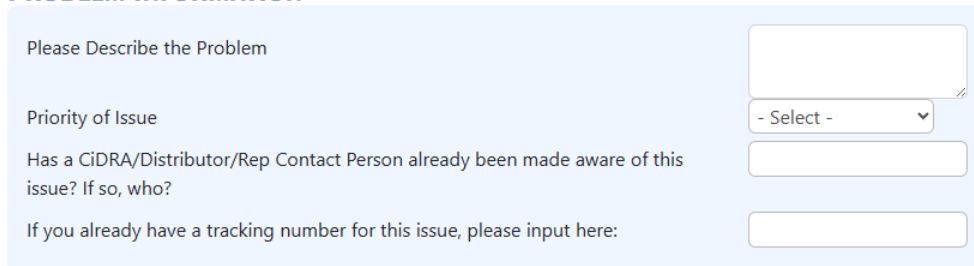


Figure 8 Technical Support Request (Problem Information)

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

### FILE UPLOAD

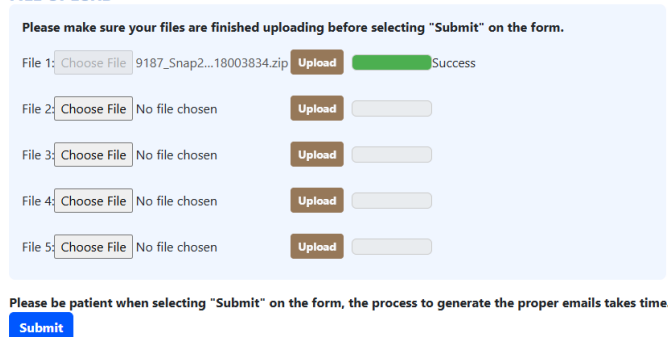
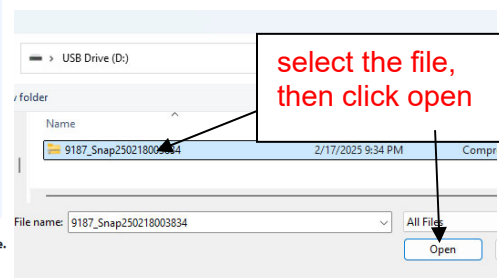




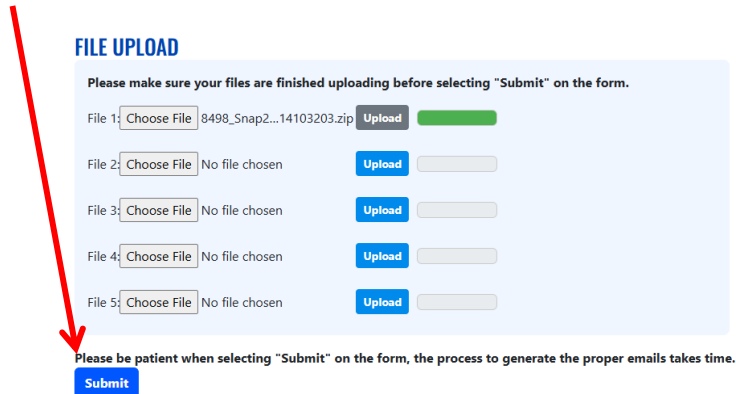
Figure 9 Technical Support Request (file upload)

7. Select **Upload** to send the chosen file to the CiDRA secure web site. (in above example a snapshot from transmitter 9187 has been selected) Green bar indicates status of the file upload. Up to 5 files may be uploaded with each support request form. **Upload** button must be clicked for each file to be submitted.

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8. When form information has been completed and intended files have been uploaded select the **SUBMIT** button (as indicated be patient. It may take some time for page to advance)



**FILE UPLOAD**

Please make sure your files are finished uploading before selecting "Submit" on the form.

File 1: Choose File 8498\_Snap2...14103203.zip Upload

File 2: Choose File No file chosen Upload

File 3: Choose File No file chosen Upload

File 4: Choose File No file chosen Upload

File 5: Choose File No file chosen Upload

Please be patient when selecting "Submit" on the form, the process to generate the proper emails takes time.

**Submit**

9. Upon successful completion of the support request form and file upload the following will be displayed with your tracking number listed.




**YOUR TRACKING NUMBER IS: TSR -18**

Thank you for submitting your Technical Support Request, someone will get back to you shortly.

*Figure 10 Technical Support Request submission successful*

10. The Technical Support Team is automatically notified that data is awaiting review.

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11. If customers IT settings block access to the CiDRA Technical Support web site, form and/or file submission, please contact technical support at [sonartracsupport@cidra.com](mailto:sonartracsupport@cidra.com) or call 1-203-626-3405

- Other methods of sending CiDRA Technical Support files for review might include OneDrive, WeTransfer.com, or when company IT settings restrict USB flash drive use in company computers cell phones might be utilized with proper adapters and applications. (CiDRA does not offer such USB flash drive to cell phone adapters nor phone applications)

## 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
07	11Nov13	Luby	Luby	Updated picture on Page 2 of 7 with latest view of CiDRA Website
08	26Mar25	Griffin	Griffin	Updated to reflect new website

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