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?

(Section **A** – legacy *SONARtrac*, Section **B** - *SONARtrac digital,* Section **C** – posting data on the CiDRA website portal)

legacy SONARtrac

SONARtrac digital

Answer:

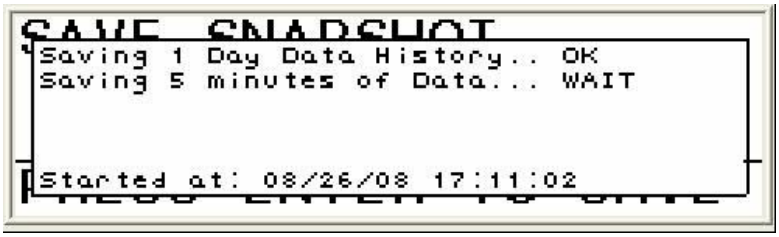
A. A SNAPSHOT file is taken as follows:

1. Insert the memory stick into the transmitter USB port and after a few seconds the following screen will appear:

2. Press ENTER key and the following screen will appear.

Note: When collecting a SNAPSHOT file, from legacy *SONARtrac*, 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.

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

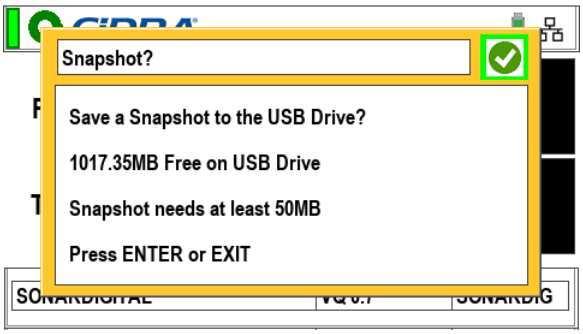


4. The SNAPSHOT file will take about 10 – 15 minutes to complete. When finished the following screen will be displayed.

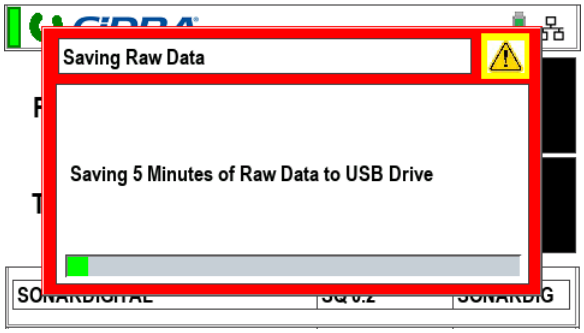
5. Remove the memory stick from the transmitter and the transmitter will restart.

B. A SNAPSHOT file, from *SONARtrac digital*, is taken as follows:

1. Insert the memory stick into the transmitter USB port. (type A or C options available) After a few seconds the following, or similar, screen will appear

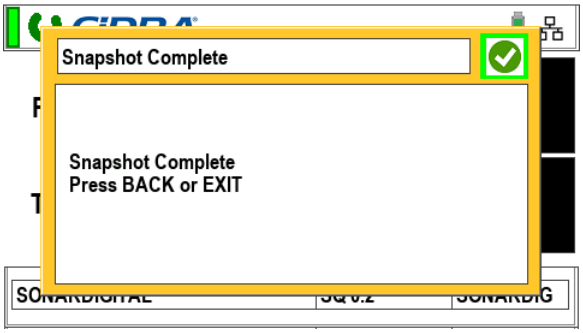


2. Press Enter (Configuration, Raw Data, Data History, Event Log and SysInfo log files will be saved

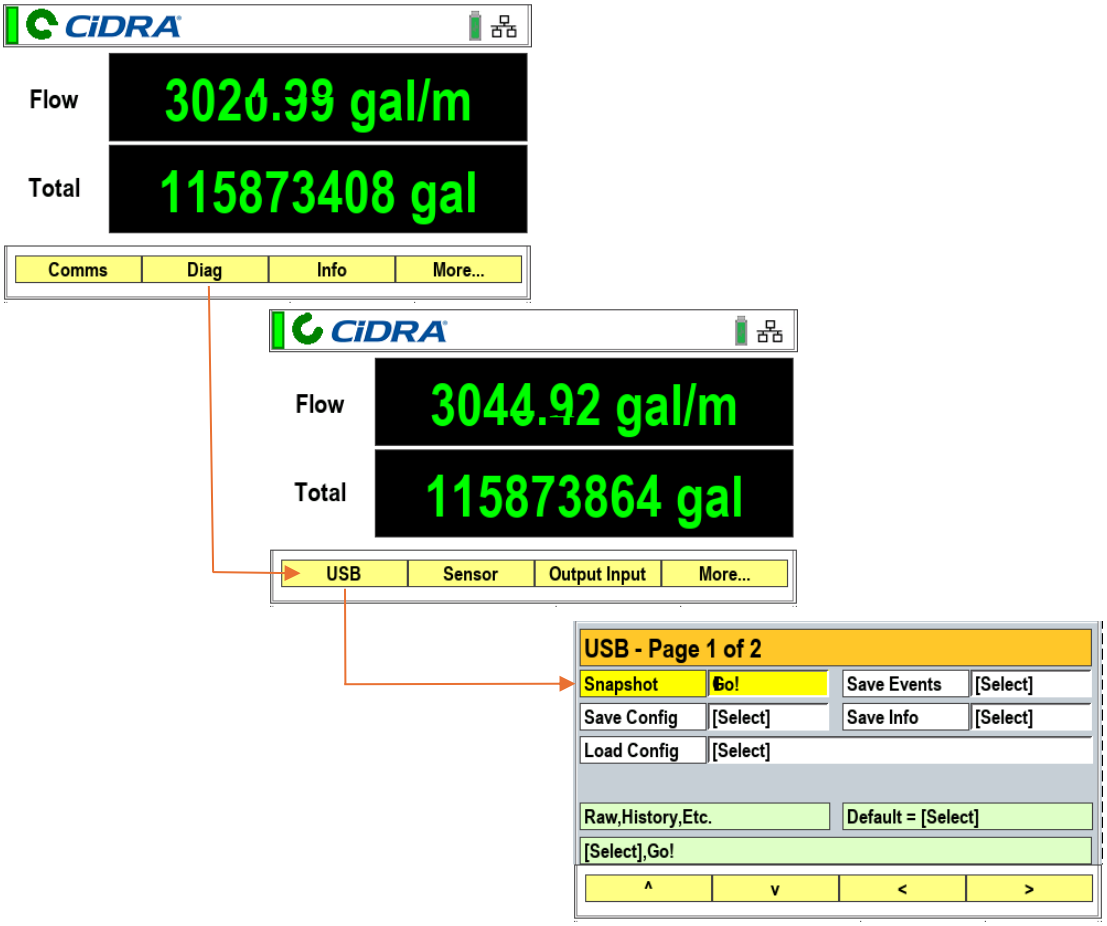


Note: When collecting a SNAPSHOT file from *SONARtrac digital*, the transmitter will continue to report measured flow

3. The SNAPSHOT will take about 10 – 15 minutes to complete. When finished the following screen appears. Remove flash drive.



4. If the Save SNAPSHOT message indicated in section B 1 above does not appear when flash drive is inserted, use the lower four keys to navigate to the **Diag** menu. Select **USB** then select **SNAPSHOT** option, Press Enter, then use the up/down arrows to choose **Go!,** Press Enter again


CiDRA
Flow
3020.99 gal/m
Total
115873408 gal
Comms
Diag
Info
More...
CiDRA
Flow
3044.92 gal/m
Total
115873864 gal
USB
Sensor
Output Input
More...
USB - Page 1 of 2
Snapshot
Go!
Save Events
[Select]
Save Config
[Select]
Save Info
[Select]
Load Config
[Select]
Raw,History,Etc.
Default = [Select]
[Select],Go!
^
v
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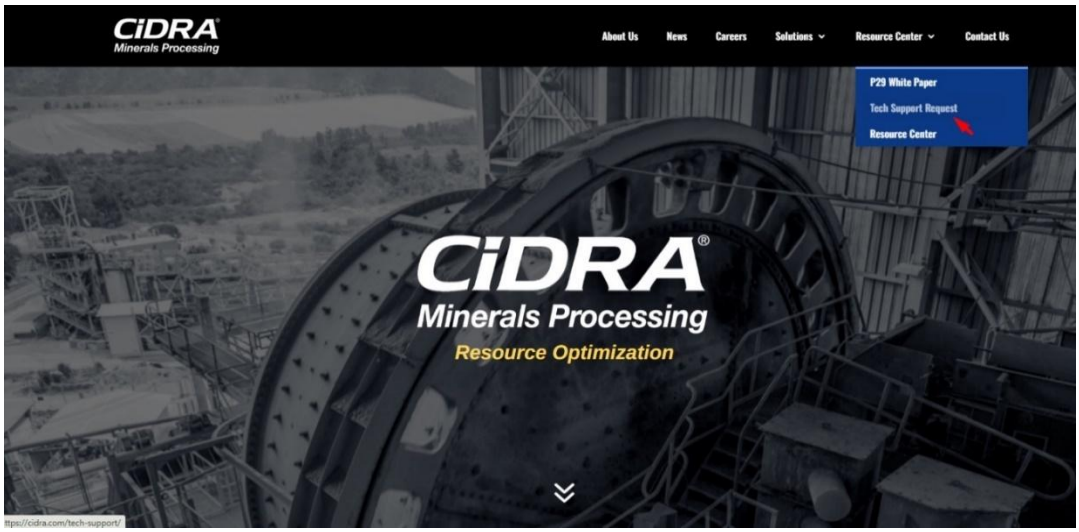
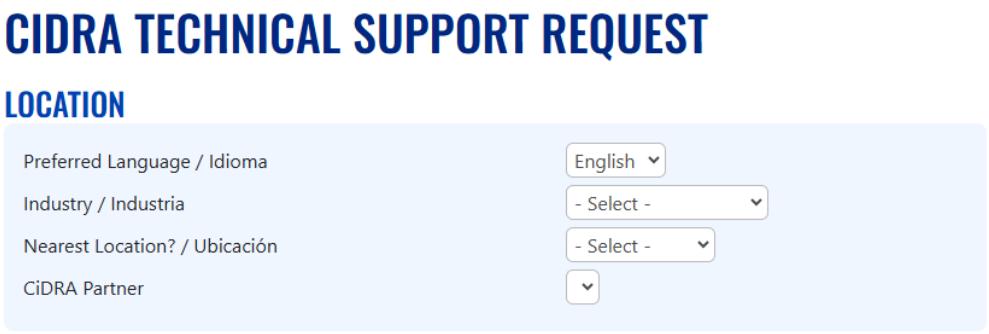
>

C. A SNAPSHOT (or other file) is uploaded to the CiDRA secure web site as follows:

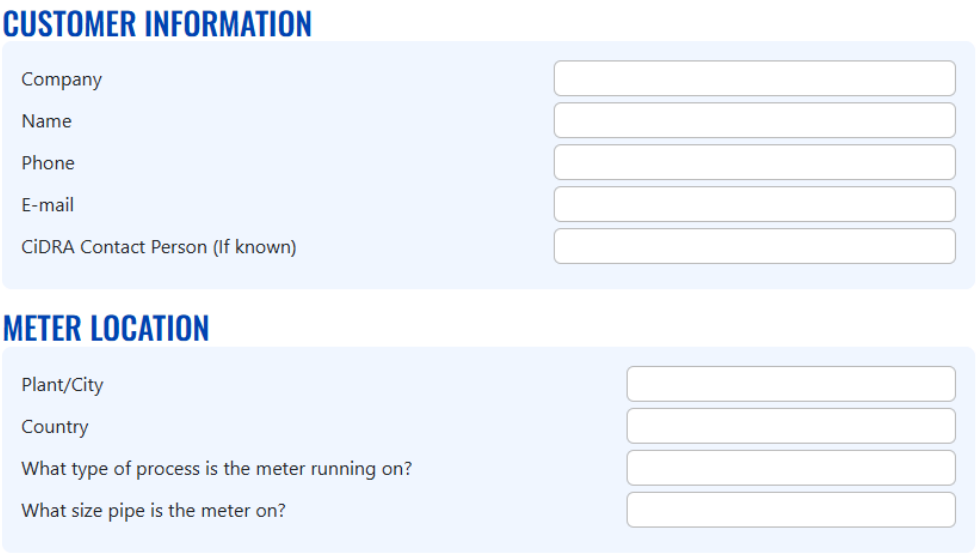
1. Go to www.cidra.com and the following (or similar) screen will appear.
2. Hold your cursor over **Resource Center** and choose **Tech Support Request** from the drop-down menu.



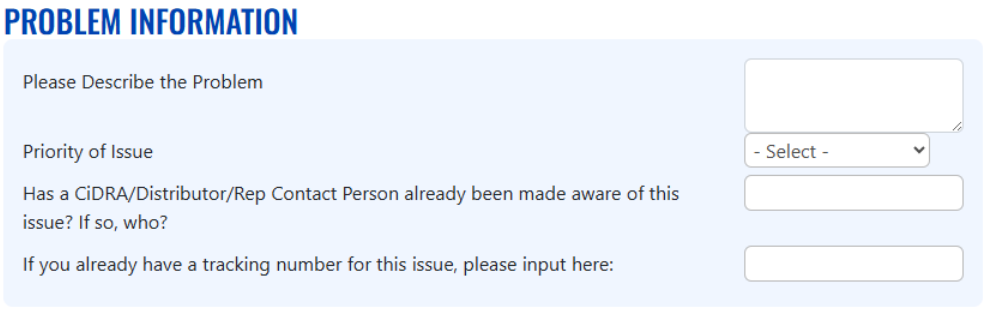
3. In the fields indicated select lanquage (English or Spanish), industry, location and your CiDRA channel partner



4. 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.)



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

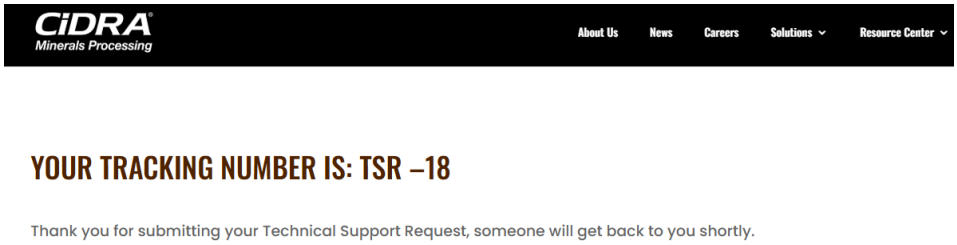


6. Select **Choose File,** and then select the SNAPSHOT (or other) file on the memory stick or elsewhere on the PC to be uploaded.

7. Select **Upload** to send the chosen file to the CiDRA secure web site. (in above example a snapshot from transmitter 6685 has been selected) Green bar indicates status of the file upload. Wait to see the word SUCCESS before selecting “Submit”. Up to 5 files may be uploaded with each support request form. **Upload** button must be clicked for each file to be submitted.

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)

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



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

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 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
09	31Jul25	Griffin	Griffin	Added instructions for *SONARtrac digital*