	SONARtrac® Technical Note		
	TN0014		Date: 31Jul2025
	Subject: How to Take a SNAPSHOT File Using the Transmitter USB Port and Upload it to The CiDRA Web Site		Revision 09
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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?

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



legacy SONARtrac



SONARtrac digital

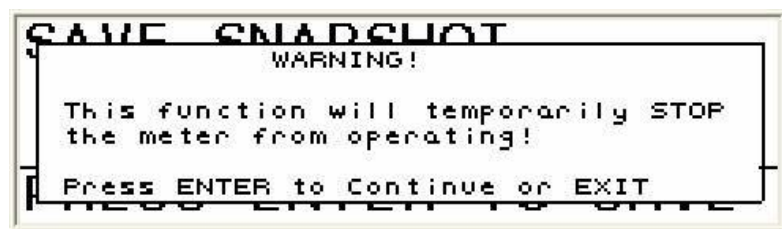
Answer:

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.



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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.

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



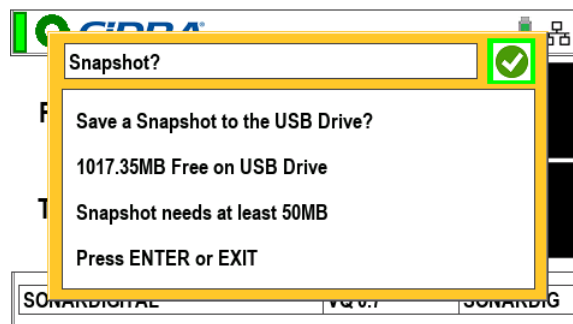
- The SNAPSHOT file will take about 10 – 15 minutes to complete. When finished the following screen will be displayed.




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

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

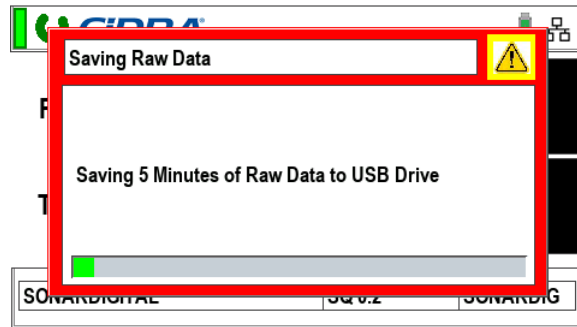
- Insert the memory stick into the transmitter USB port. (type A or C options available) After a few seconds the following, or similar, screen will appear



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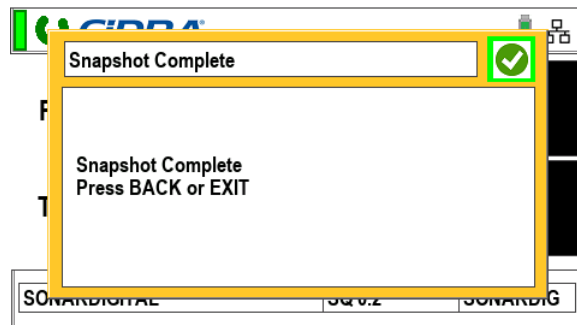
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- Press Enter (Configuration, Raw Data, Data History, Event Log and SysInfo log files will be saved)




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

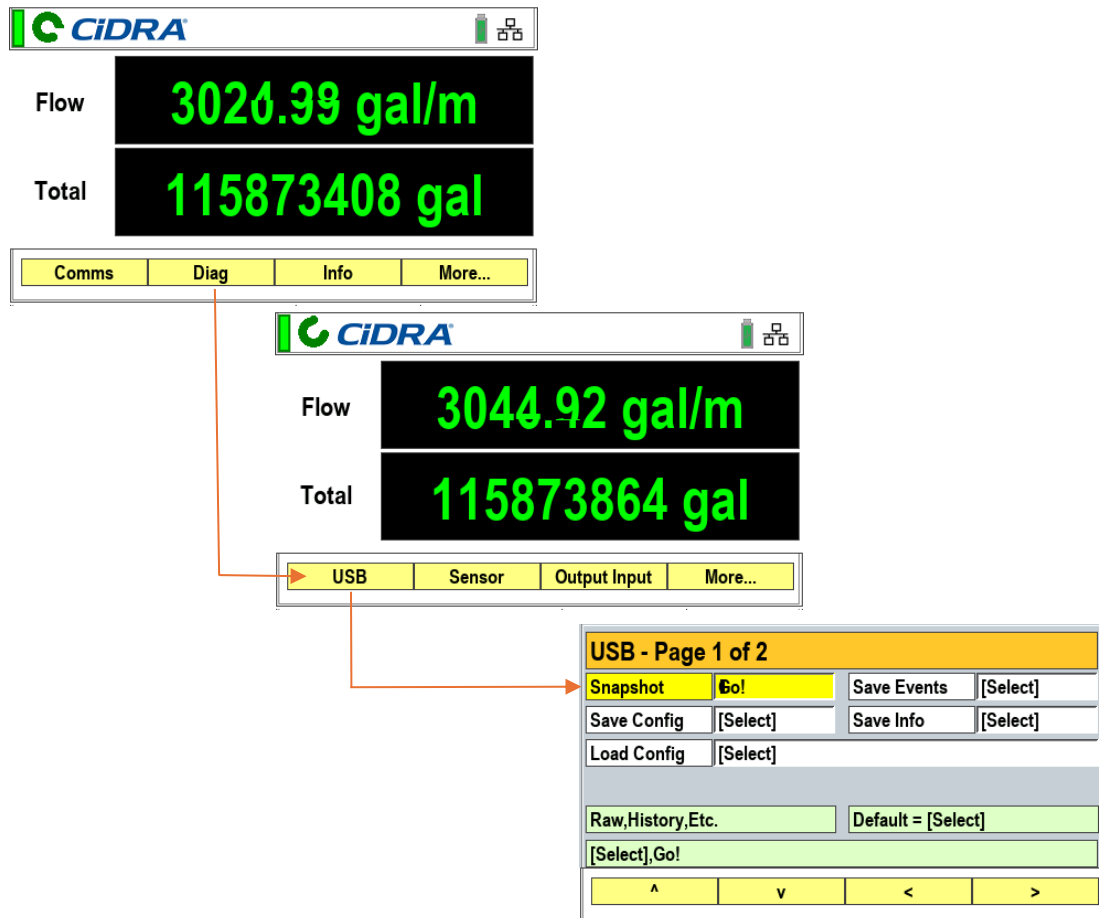
- The SNAPSHOT will take about 10 – 15 minutes to complete. When finished the following screen appears. Remove flash drive.



- 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

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The diagram illustrates the process of taking a snapshot in the SONARtrac software. It begins with the main interface showing the following data:


Flow	3024.39 gal/m
Total	115873408 gal

Below the data, there is a menu bar with options: Comms, Diag, Info, and More... An arrow points from the 'Diag' option to a second window showing updated data:

Flow	3044.92 gal/m
Total	115873864 gal

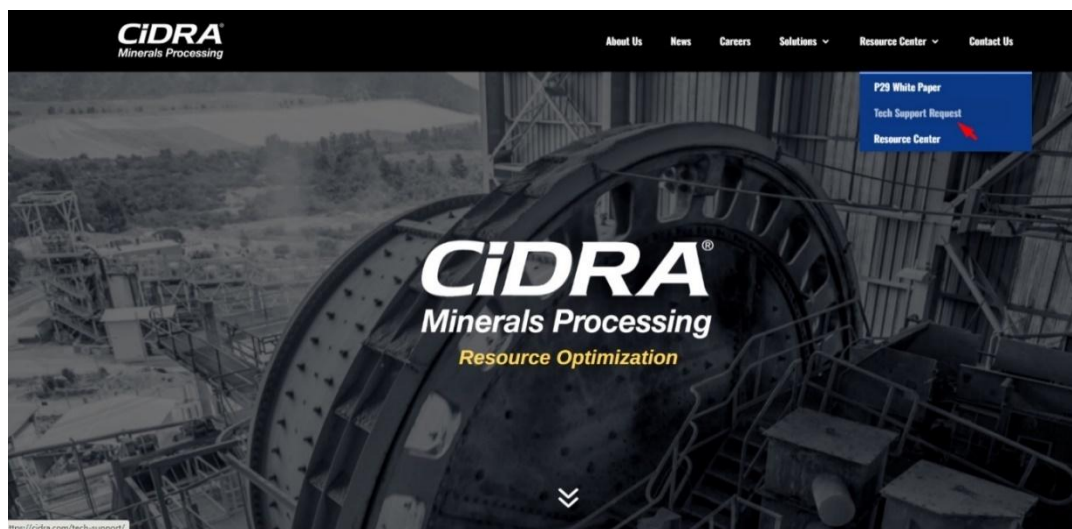
Below this window is another menu bar with options: USB, Sensor, Output Input, and More... An arrow points from the 'USB' option to a third window titled 'USB - Page 1 of 2'. This window contains the following controls:

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.



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3. 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	▾

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.)


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"/>

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

PROBLEM INFORMATION

Please Describe the Problem

Priority of Issue

Has a CiDRA/Distributor/Rep Contact Person already been made aware of this issue? If so, who?

If you already have a tracking number for this issue, please input here:

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

Please **WAIT** for your files to finish uploading before selecting "Submit" on the form.

File 1: 6685_Snap2...25083251.zip Success

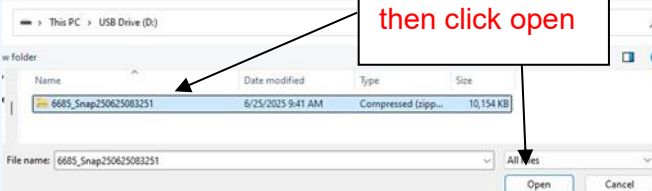
File 2: No file chosen

File 3: No file chosen

File 4: No file chosen

File 5: No file chosen


select the file, then click open



Please be patient - WAIT - when uploading files to see the word SUCCESS before selecting "Submit" on the form, the process to generate the proper emails takes time.

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.

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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 WAIT for your files to finish uploading before selecting "Submit" on the form.

File 1:	<input type="button" value="Choose File"/>	6685_Snap2...25083251.zip	<input type="button" value="Upload"/>	<div><div></div></div> Success
File 2:	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Upload"/>	<div><div></div></div>
File 3:	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Upload"/>	<div><div></div></div>
File 4:	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Upload"/>	<div><div></div></div>
File 5:	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Upload"/>	<div><div></div></div>

Please be patient - WAIT - when uploading files to see the word SUCCESS before selecting "Submit" on the form, the process to generate the proper emails takes time.

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.

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)

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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 <i>SONARtrac digital</i>

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