

	SONARtrac® Technical Note	
	TN0017	Date: 04Aug2025
	Subject: How to Extract a Data History File from the SONARtrac Transmitter and Upload it to the CiDRA Website	Revision 07
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Problem:

How do I retrieve a Data History file from the SONARtrac transmitter using the USB port and then upload the file to CiDRA Technical Support website?

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



legacy SONARtrac



SONARtrac digital

Answer:

A A data history file can be retrieved from the legacy SONARtrac transmitter in the following manner:

1. Insert the CiDRA SONARstick into the USB port
2. After a few seconds the following should be displayed.



3. Press the Down arrow to go to the following display.



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

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4. Press Enter and then use the Down arrow to go to the following.

```

ADVANCED FUNCTIONS
→DATA HISTORY

```

5. Press Enter. The following will be displayed.

```

ADVANCED FUNCTIONS
•DATA HISTORY
→DECIMATION
None

```

6. To decimate the data set press Enter and select the amount of decimation to be used and press Enter again. (Example, None = all data, 2 = every second reading, 10 = every tenth reading. *(Unless otherwise discussed with CiDRA Technical Support do not decimate data)*)
7. Press Enter after the desired value is selected or,
8. if None is desired press the Down arrow and the following screen will appear.

```

ADVANCED FUNCTIONS
•DATA HISTORY
→LENGTH
1 Day

```

9. Press the Enter key and select the amount of data history to be saved using the Up or Down arrow.

```

ADVANCED FUNCTIONS
•DATA HISTORY
•LENGTH
10 Days

```

10. Press Enter.

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11. Press the Down arrow and the following screen will appear.



12. Press the Down arrow again and the following screen will appear.



13. Press Enter to save as a zip file.



14. Remove the SONARstick from the USB port.

Notes -

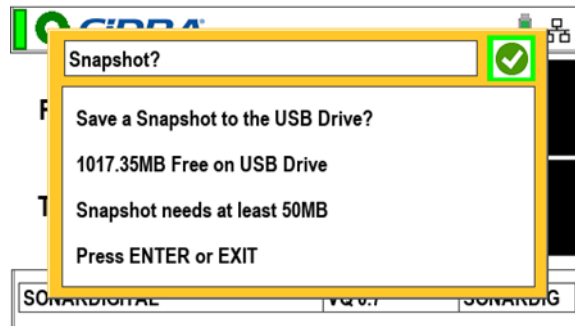
- The data history log file is saved in volatile memory. If the transmitter is reset or power cycled the log file is cleared.
- At the default logging rate of 2 seconds, the log will hold ~ 24.5 days of data
- A full data history file can take up to 40 minutes to download.

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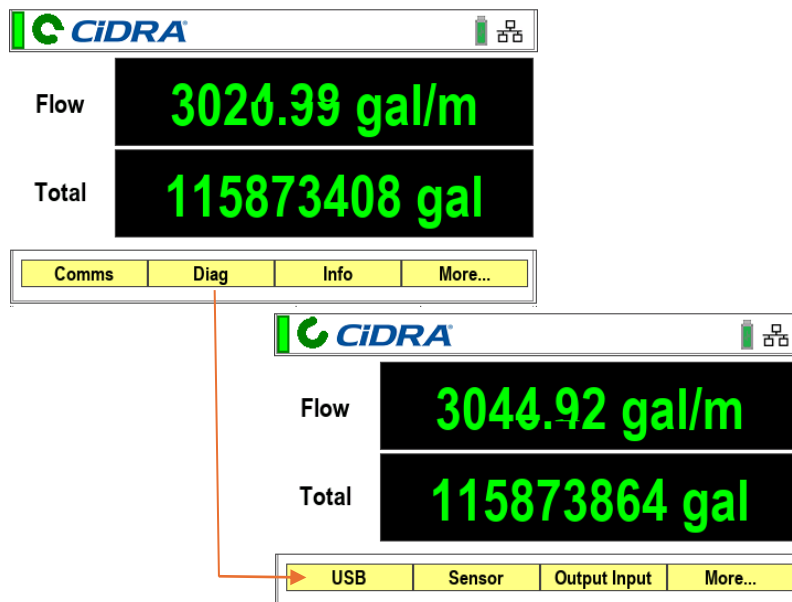
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B A data history file can be retrieved from the SONARtrac digital transmitter in the following manner:

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



2. Press Exit
3. Use the lower four keys to navigate to the **Diag** menu. Select **USB**

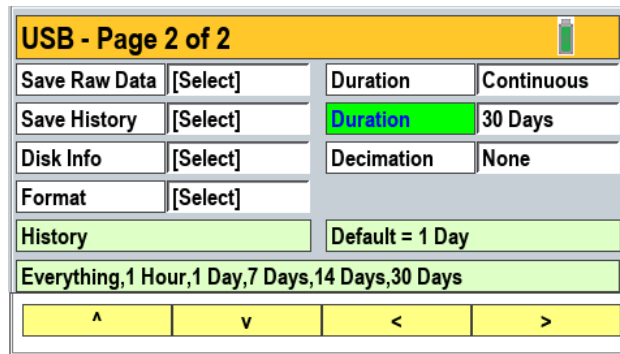


4. Use the Down arrow to navigate to Page 2 of 2

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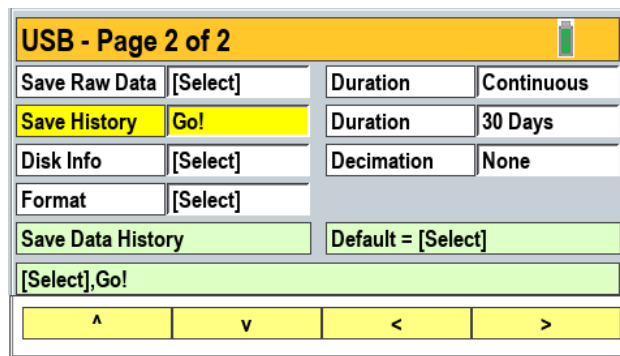
5. Use the arrow keys and Enter key to select the desired Duration and Decimation of the data to be saved. *(Unless otherwise discussed with CiDRA Technical Support do not decimate data)*



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Save Raw Data	[Select]	Duration	Continuous
Save History	[Select]	Duration	30 Days
Disk Info	[Select]	Decimation	None
Format	[Select]		
History	Default = 1 Day		
Everything, 1 Hour, 1 Day, 7 Days, 14 Days, 30 Days			
^ v < >			

6. Use Arrow key to select Save History, press Enter, press down arrow to choose **Go!** option, then press Enter again to begin the data collection.



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Save Raw Data	[Select]	Duration	Continuous
Save History	Go!	Duration	30 Days
Disk Info	[Select]	Decimation	None
Format	[Select]		
Save Data History	Default = [Select]		
[Select], Go!			
^ v < >			

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Notes -

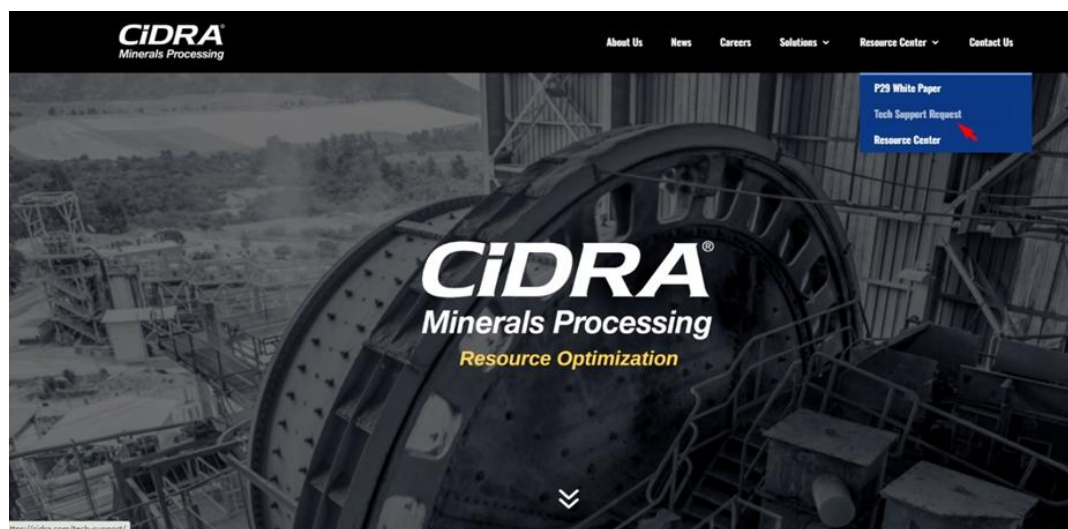
- The *SONARtrac digital* data history log file is saved in non-volatile memory.
- At the default logging rate of 1 seconds, the log will hold ~ 48 days of data
- A full data history file can take up to 40 minutes to download.
- A separate utility may be needed to split the undecimated history log data into manageable sizes if importing the data into a program like Excel

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C The data file can be 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 cursor over **Resource Center** and choose **Tech Support Request** from the drop-down menu



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.)

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CUSTOMER INFORMATION

Company	
Name	
Phone	
E-mail	
CiDRA Contact Person (If known)	

METER LOCATION

Plant/City	
Country	
What type of process is the meter running on?	
What size pipe is the meter on?	

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

PROBLEM INFORMATION

Please Describe the Problem	
Priority of Issue	- Select -
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 DATA HISTORY (or other) file on the memory stick or elsewhere on the PC to be uploaded.

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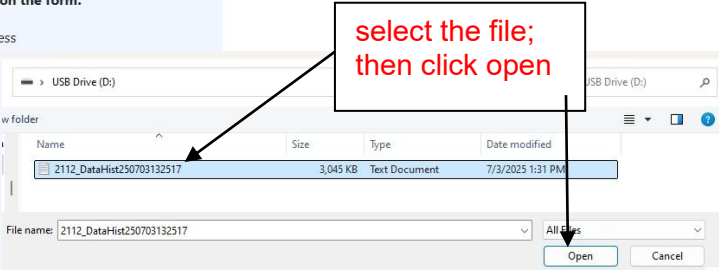
FILE UPLOAD

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

File 1:	Choose File	2112_DataHi...03132517.txt	Upload	Success
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 - WAIT - when uploading files to see the word SUCCESS before selecting "Submit" on the form, the process to generate the proper emails takes time.

Submit



7. Select **Upload** to send the chosen file to the CiDRA secure web site. (in above example a Data History from transmitter 2112 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)

FILE UPLOAD

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

File 1:	Choose File	2112_DataHi...03132517.txt	Upload	Success
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 - WAIT - when uploading files to see the word SUCCESS before 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.

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10. The Technical Support Team is automatically notified of the support request.
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

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Rev	Date	Changed By	Approved By	Change Description
01	2Nov2008	Markoja		Initial Release
02	25Sept2009	Griffin	Griffin	Revised to reflect website changes
03	29Sep2010	Griffin	Griffin	Revised to reflect changes to FTP
04	28Feb2012	Griffin	Griffin	Revised to reflect changes to website
05	11Nov2013	Luby	Luby	Updated picture on Page 3 of 8 with latest view of CiDRA Website
06	26Mar2025	Griffin	Griffin	Updated to reflect the new website
07	04Aug2025	Griffin	Griffin	Added Instructions for <i>SONARtrac digital</i>

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