	SONARtrac[®] Technical Note	
	TN0014	
	Subject: How to Take a SNAPSHOT File Using the Transmitter USB Port and Upload it to The CiDRA Web Site	
	Date: 29Sep2010	
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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 data to the process data system. Always contact the control room and tell them the meter will not be collecting and sending data while taking the SNAPSHOT.

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.

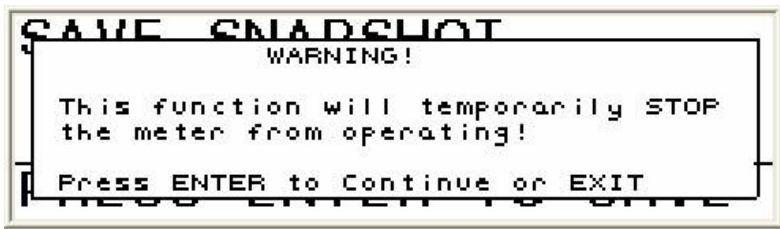


Figure 2 Warning Message

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

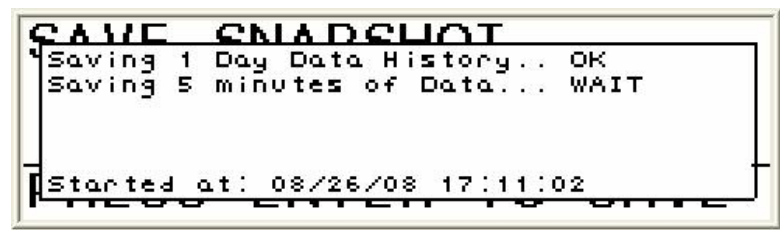



Figure 3 Saving SNAPSHOT Data Screen

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

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- The SNAPSHOT file will take about 15 – 18 minutes to complete. When finished the following screen will appear.



Figure 4 SNAPSHOT Complete Screen

- 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:

- Go to www.cidra.com and the following (or similar) screen will appear.
- Hold your cursor over **Technical Support** and choose **Contact Support** from the drop-down menu.

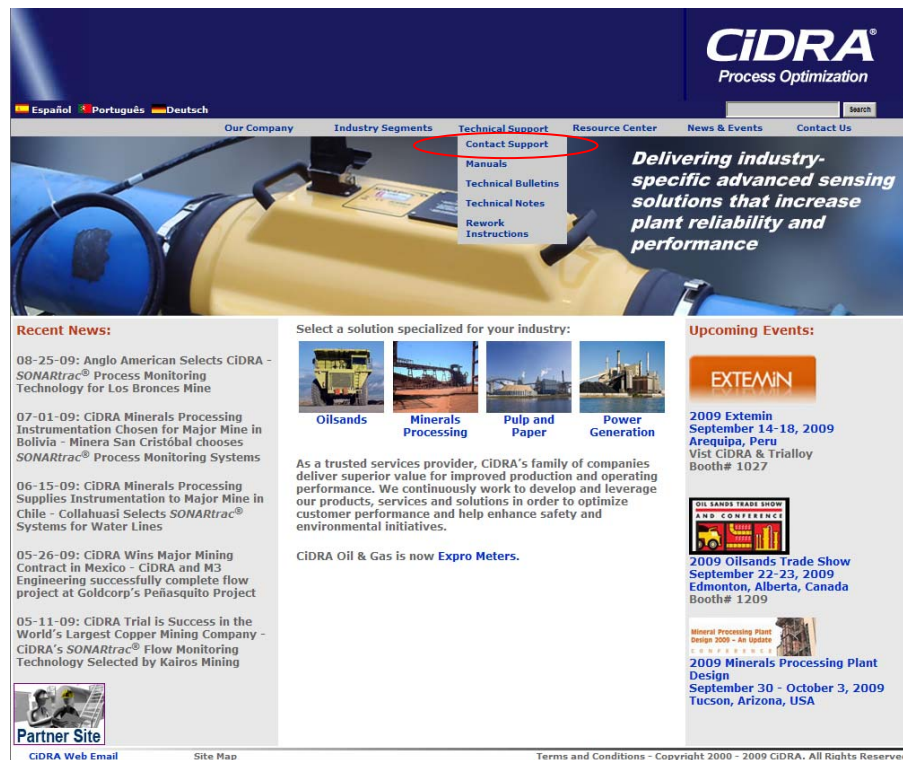

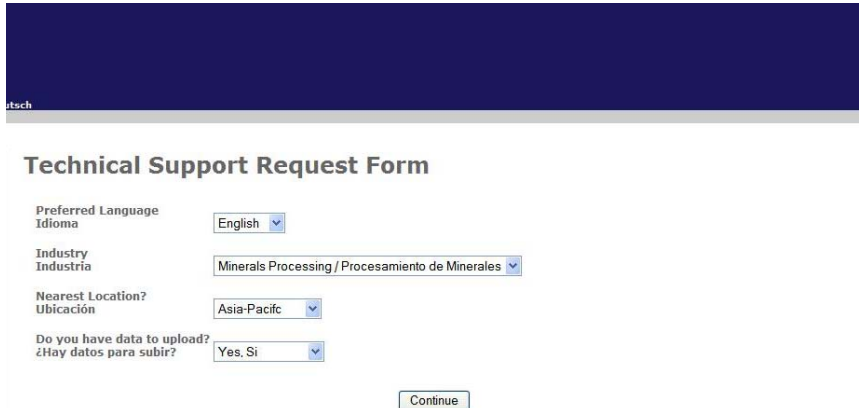


Figure 5 Technical Support Selection

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- In the fields indicated select language, English or Spanish, industry, location and if you have data files to upload. Then select "Continue".



Technical Support Request Form

Preferred Language
Idioma:

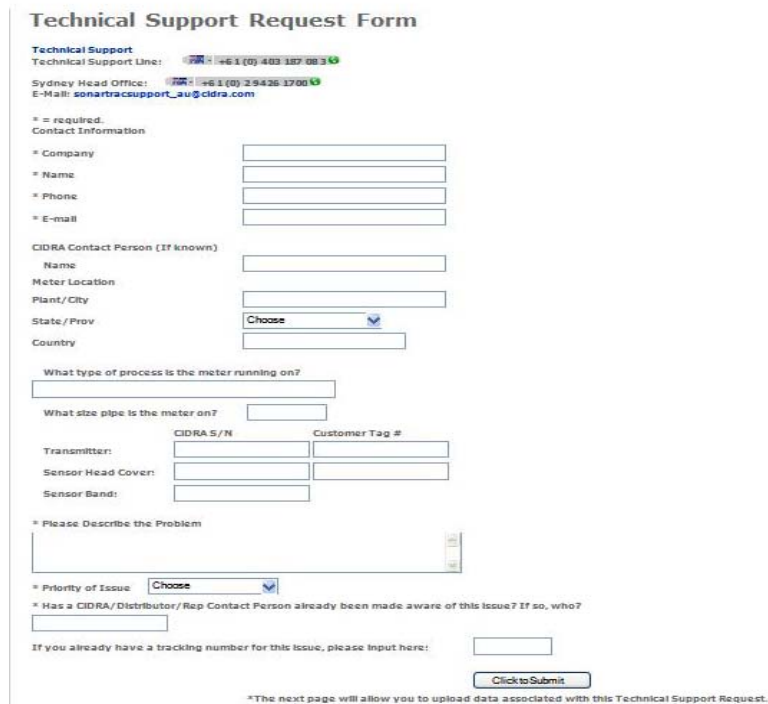
Industry
Industria:

Nearest Location?
Ubicación:

Do you have data to upload?
¿Hay datos para subir?:

Figure 6 Technical Support Request Form section A

- The **Technical Support Request Form** will appear. Provide the requested information and then select "Click to Submit" at the page bottom.



Technical Support Request Form

Technical Support
Technical Support Line: [+61 \(0\) 403 187 083](tel:+6109403187083)

Sydney Head Office: [+61 \(0\) 2 9426 1700](tel:+6109294261700)
E-Mail: sonartracsupport_au@cidra.com

* = required.

Contact Information

* Company:

* Name:

* Phone:

* E-mail:

CiDRA Contact Person (if known)

Name:

Meter Location

Plant/City:

State/Prov:

Country:

What type of process is the meter running on?

What size pipe is the meter on?

Transmitter:

Sensor Head Cover:

Sensor Band:

* 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:

*The next page will allow you to upload data associated with this Technical Support Request.

Figure 7 Technical Support Request Form section B

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5. If in section A you selected Yes to “Do you have data to upload?” you will see the following screen,

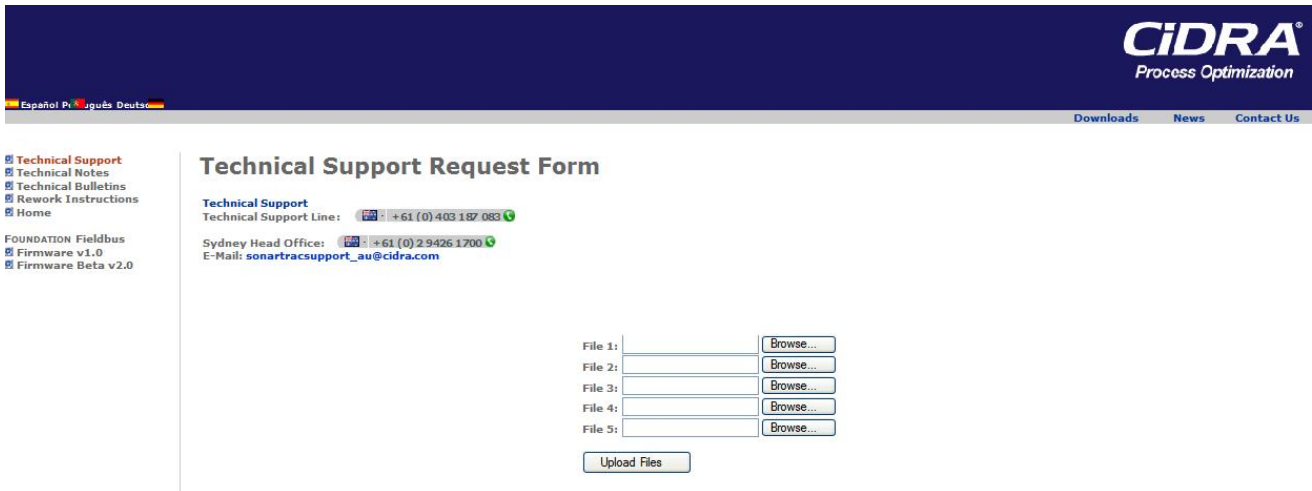


Figure 8 Do You Have Data To Upload Page

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

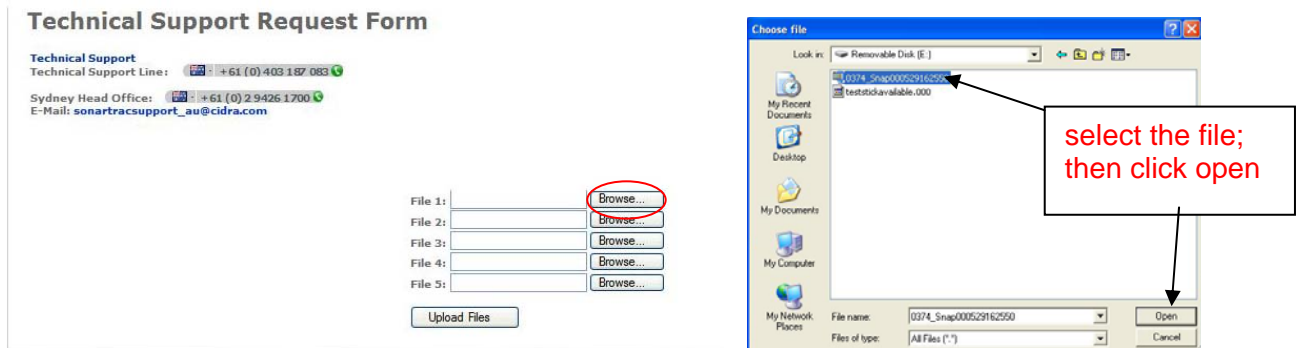



Figure 9 Technical Support Data Transfer Page

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- Click **Upload** to send the file to the CiDRA secure web site.

Your files are now being uploaded to our server.
 Please be patient as it may take several minutes.



15.4% of 15.44 megabytes transferred...
 1 min 19 sec remaining

Figure 10 Data upload in process

- Upon successful completion of the file upload the following will be displayed with your tracking number listed.

Technical Support

Technical Support Line:  +61 (0) 403 187 083 

Sydney Head Office:  +61 (0) 2 9426 1700 

E-Mail: sonartracsupport_au@cidra.com


Thank you for the submission. A CiDRA representative will get back to you shortly.

Your Tracking Number is: TS-374

Figure 11 file upload successful

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

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Contact CiDRA Technical Support or Customer Support with any questions.

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

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