



SOP: Structures in Waterways App – ‘Data Send’ failure

Occasionally when attempting to upload (“Send Data”) assessment results to the Structures In Waterways database, an error can occur within the transit function of CyberTracker.

This can be due to:

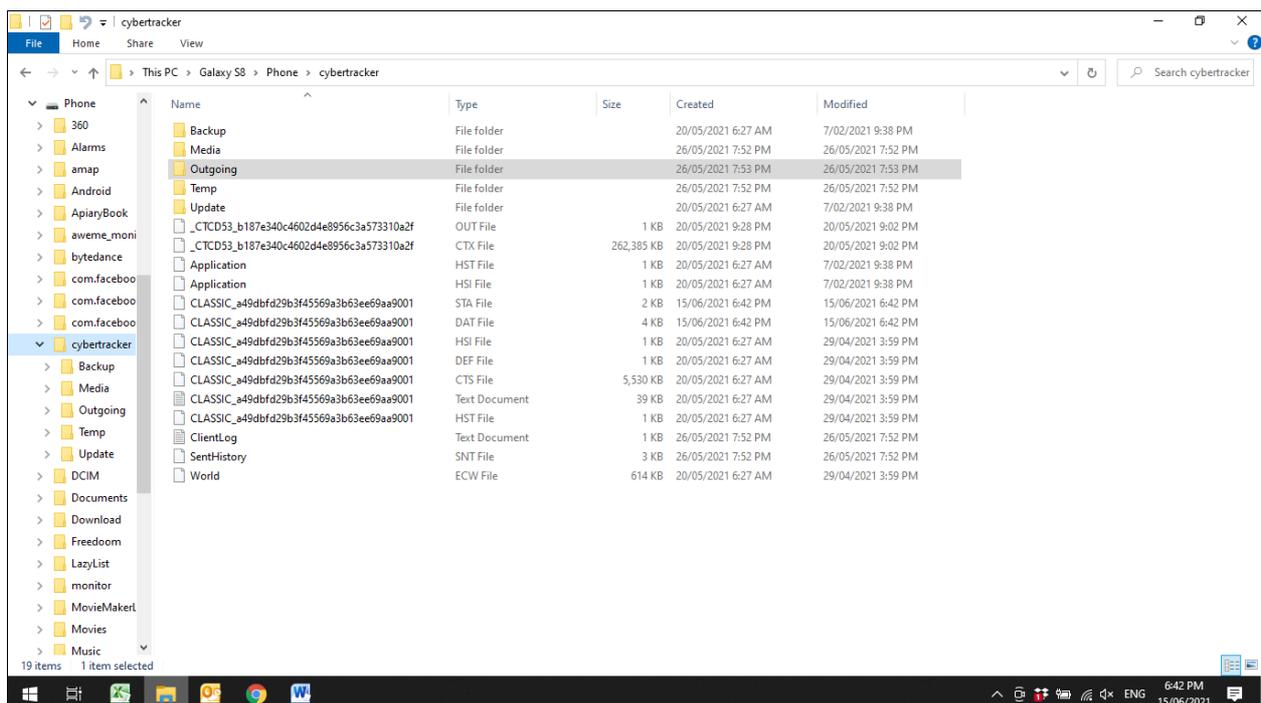
- poor internet (wifi connection),
- a very large survey file being sent,
- If ‘data send’ is attempted from an out of date version of App (update App if unused for a while)
- a corrupted parameter within the data file(s)
- A previous datafile failing to upload, so now there are 2 datafile sets in transit folder, causing data-constipation.

This is evidenced by “sending data” displayed at the bottom of the ‘Send Data’ tab, and failing to complete (‘Data Sent’) after extended period of waiting. (usually a successful ‘Data Send’ requires less than 2 minutes).

Should the above occur, a manual upload (‘Data Send’) will be required. Below is an outline of how to retrieve the data files containing your survey data, and how to initiate a request for manual loading into the master database. This can be achieved using either of 2 methods:

METHOD 1: Accessing your survey files by connecting to PC/Laptop:

1. Connect your device to a laptop/PC and using File Explorer, navigate to (or search for) CyberTracker folders.
2. Navigate to the OUTGOING folder in CyberTracker – this is the transition location of your data file(s).



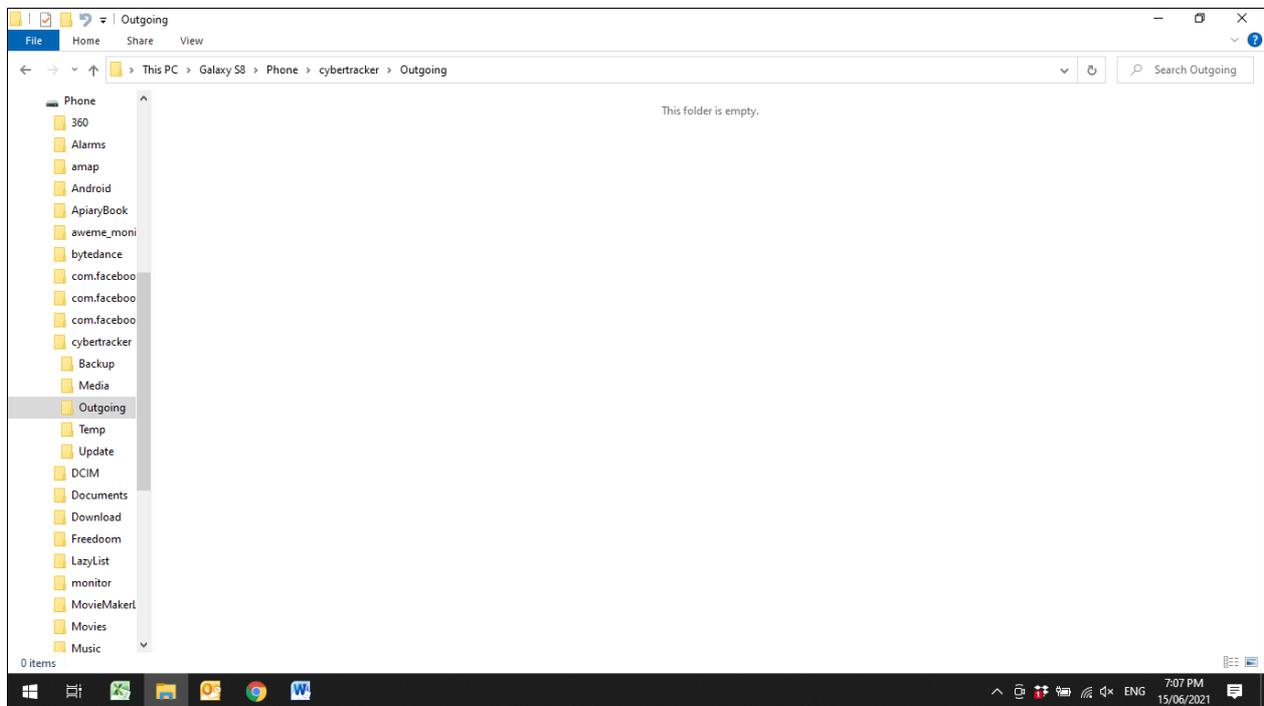


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3. Within OUTGOING folder you will find .CTX and .OUT files with date-stamp for your day of surveying. **COPY these files to another Folder/Location on your laptop or PC (we need to keep them safe just in case).** If there are multiple files/date-stamps, copy them all out to a safe location.
4. Generate a new email, with your .CTX file attached, addressing your email to Ross Hughes: ross@thedatawizard.co.uk requesting for your files to be manually uploaded.

NOTE: The .CTX file can be very large, which may be limited by email attachment size limits, so a File Sharing Platform such as DropBox may be needed.

5. Now, to free up space in CyberTracker/Structures in Waterways app for your next set of surveys to be sent, we need to ensure the OUTGOING folder is empty (this removes chances of data-constipation happening) – delete any files in OUGOING folder, HOWEVER ensure you keep a copy of your .CTX and .OUT files for future reference if required.



Job Done!

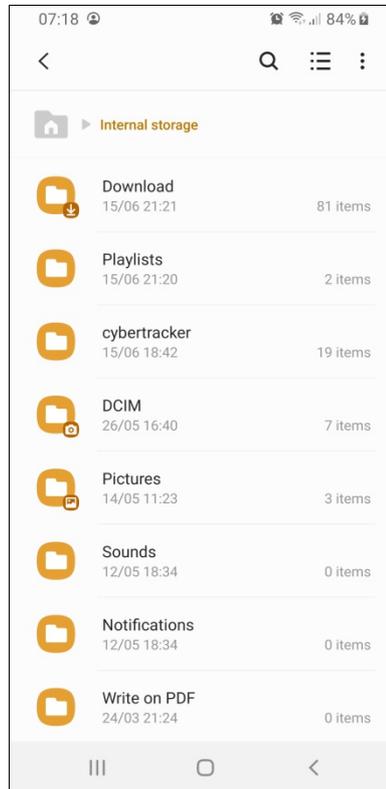
Ross will confirm receipt of files, and communicate the Manual Upload process, clarifying any queries he might have.



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METHOD 2: Navigate to Cybertracker/Outgoing on your survey device:

1. Using the File Manager program on your survey device, navigate to CyberTracker/Outgoing folder to find your .CTX and .OUT files, which is the data file containing your survey data.



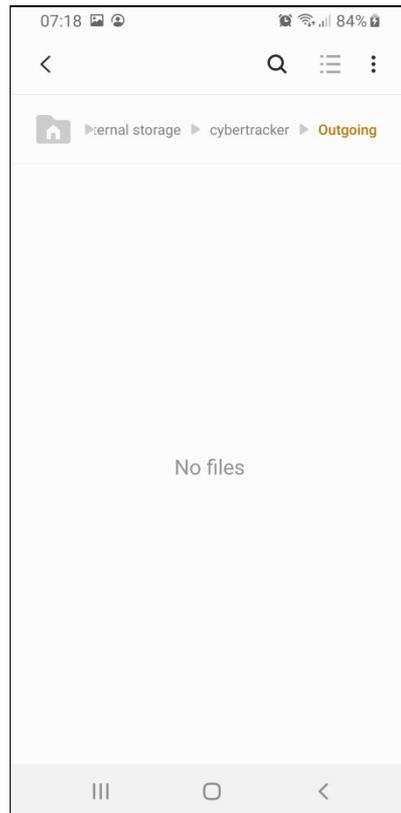
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