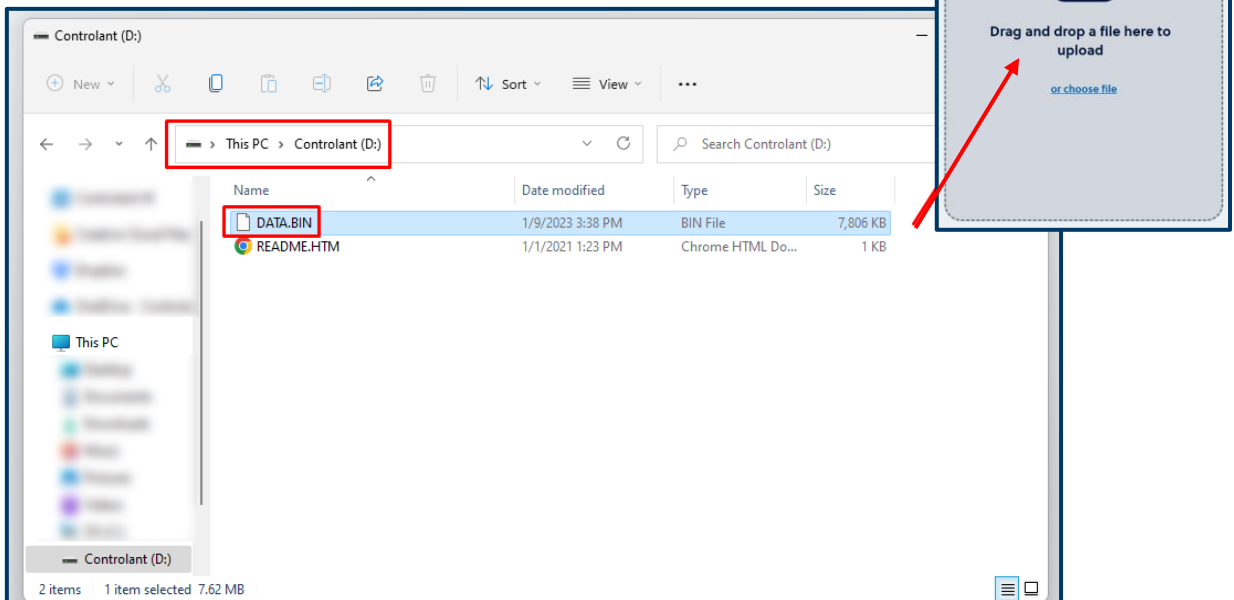


# Saga Logger – Manual Data Upload Process

1. Go to <https://upload.controlant.com>
2. Connect the logger to your computer and open File Explorer/Finder. You may need to wait for the data file to appear.
3. Locate the **Controlant** drive with the **DATA.BIN** file.
4. Drag and drop the file or select **choose file** in the upload box.

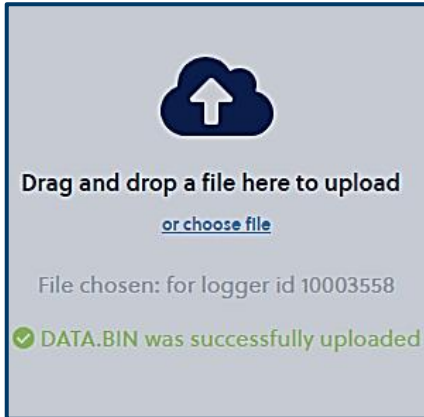


5. If upload is **successful** - eject the logger from your computer. All available data will be visible in the SCM platform.

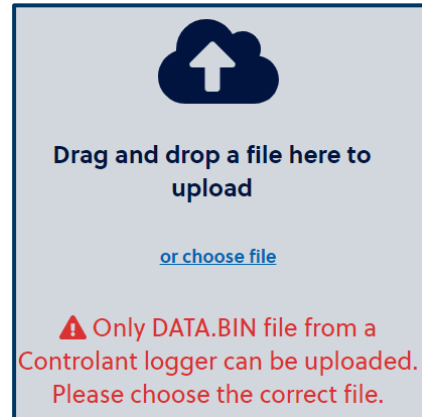
If upload is **unsuccessful** - eject the logger, place it aside and contact Controlant Support.

# Saga Logger – Manual Data Upload Process

## Successful Upload



## Unsuccessful Upload



Note - manual data upload is only required under the following circumstances:

- The device display shows no connection to the Cloud. ☁️✖️
- In the Supply Chain Monitoring (SCM) platform, the shipment has a pending data warning in the Shipment Analysis Issues section and an overdue wake-up interval within the Loggers tab.

**Shipment Analysis Issues**  
Showing 1 - 10 out of 16 shipments in the section.  
Page 1 2 > >>

Shipment Reference ●●●●●●✔

ORIGIN Shipped Mar 16, 2023 4:11 PM

DESTINATION Delivered Mar 23, 2023 11:06 AM

**Pending data**

**Loggers**

Status ⓘ	Logger	Reference	Description	W
DELIVERED	10033FA ⓘ	N/A	N/A	1 hr (overdue) ⚠ ...

**Overdue data**  
Check signal and/or battery levels. You can search for better connectivity outside or charge the logger. If that doesn't work, try manually uploading logger data at [upload.controlant.com](http://upload.controlant.com)

- Controlant Support contacts the site to request a manual upload.

# Saga Logger – Manual Data Upload Process

## Pending Data Warning in SCM

### Scenario 1: Pending data and upcoming wake-up interval

If a wake-up interval is not overdue, but there is missing data on the logger, you will be given information that this is normal behavior, and you should wait.

Logger	Reference	Description	Wake-up interval ⓘ	Actions	
10033FA	N/A	N/A	<b>Pending data</b> This logger will be sending data in the scheduled time displayed. Please wait, or physically wake it up by charging it.		
10032DW	N/A	N/A			
100135A	N/A	N/A			
10025LK	N/A	N/A		1 hr (in 5 min) ⓘ	...
10235DM	N/A	N/A		1 hr (in 2 min)	...

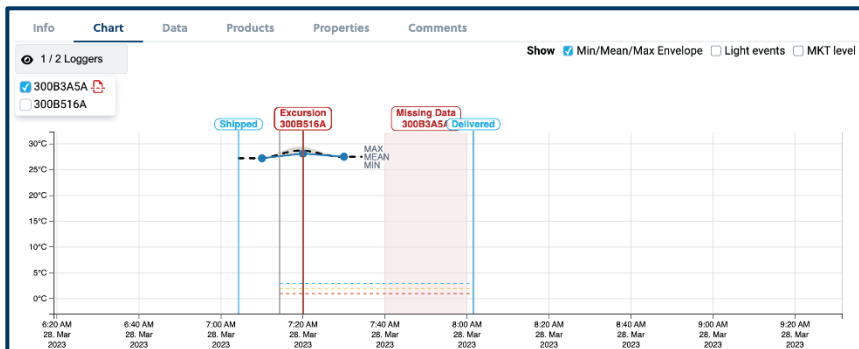
### Scenario 2: Pending data and overdue wake-up interval

A tooltip will appear to give more direction on possible fixes including finding an area with better connectivity or charging the logger. Perform the manual upload process if these fixes are unsuccessful.

Status ⓘ	Logger	Reference	Description	Wake-up interval ⓘ	Actions
DELIVERED	10033FA	N/A	N/A	1 hr (overdue) ⓘ	...

**Overdue data**  
Check signal and/or battery levels. You can search for better connectivity outside or charge the logger. If that doesn't work, try manually uploading logger data at [upload.controlant.com](http://upload.controlant.com)

The chart tab will display the periods of missing data and indicate the problematic loggers in the dropdown list. You will be able to see loggers with missing data on the graph and the dropdown list.



# Saga Logger – Manual Data Upload Process

## Pending Data Warning in Shipment Report

The PDF report will receive a “Pending Data” banner if a report is requested before the shipment can be fully analyzed. The chart will contain some gaps, and loggers with pending data will be marked with a red icon.

