

# Sentinel GIS FAQ

**This Support FAQ covers all Sentinel GIS modules:**

## **Larviciding, Adulticiding, Surveillance & Service Request**

### **What database formats does Sentinel GIS work with?**

Sentinel GIS Adulticiding, Larviciding, and Surveillance store data in an Esri® personal or file geodatabase, which is automatically created and named 'SentinelGIS.' The Service Request module stores data in a separate Microsoft Access or SQL Server database, which is automatically created and named 'ServiceRequest.' Sentinel GIS cannot be configured out of the box to store data in any other database format.

ArcGIS® Desktop is compatible with many additional data formats. Spatial or tabular data that is stored in any format supported by ArcGIS Desktop can be used with Sentinel GIS in ArcMap. Spatial data that is in a format that supports exporting data can be extracted for use on a mobile device running ArcPad software.

### **How is field data synchronized to the database?**

DataLink GIS synchronizes field data with the database, which depends on a Microsoft® ActiveSync or Windows® Mobile Device Center connection. ActiveSync and Windows Mobile Device Center connections generally require a physically cabled USB connection. Microsoft ActiveSync and Windows Mobile Device Center only support Windows Mobile operating systems.

Wireless data synchronization is not supported. Real-time field synchronization through WiFi or cellular connection is not supported. Bluetooth® ActiveSync or Windows Mobile Device Center connection is not supported.

### **Can I use GIS data that I already have with Sentinel GIS?**

Yes. GIS base layers (such as roads, streams, boundaries, parcels, etc.) can be used in ArcMap™ and most can be extracted for use on mobile devices. Not all data sources support exporting to shapefile format (for example, some map services available through ArcGIS Online, or Microsoft Virtual Earth). You can use existing GIS data representing zones, district boundaries, fog routes, and no-spray zones in Sentinel GIS by specifying simple settings using each module's toolbar in ArcMap. Existing GIS data representing larval sources or surveillance sites can be imported into the Sentinel GIS geodatabase. If you would like to import larval source or surveillance site data into your Sentinel GIS geodatabase, please contact Electronic Data Solutions' technical support to ensure that all required information is

entered correctly. Technical assistance with importing data is included in initial 30-day installation support as part of the purchase of Sentinel, or is available anytime if annual support is current.

### **Does Sentinel GIS work with Esri's SDE technology?**

Sentinel GIS cannot store the SentinelGIS geodatabase in SDE. However, the personal or file geodatabase that Sentinel GIS uses to store data can be replicated to SDE using standard Esri tools.

GIS base layers that are in SDE can be used with Sentinel GIS and extracted for use on mobile devices.

### **Does Sentinel GIS work with SQL, Oracle, Sybase, or other RDBMS?**

No. Sentinel GIS stores data in an Esri personal or file geodatabase. No other database format is currently supported for file storage. However, Sentinel GIS data may be replicated to RDBMS using tools in those RDBMS.

ArcGIS Desktop is compatible with many additional data formats. Spatial or tabular data that is stored in any format supported by ArcGIS Desktop can be used with Sentinel GIS in ArcMap. Spatial data that is in a format that supports exporting data can be extracted for use on a mobile device running ArcPad® software.

### **Can I use imagery in Sentinel GIS?**

On the desktop, in ArcMap, yes. All image formats that are supported by ArcMap can be used with Sentinel GIS on the desktop. However, these image layers will not be extracted for use on the mobile devices, for several reasons. The main reason is file size. Usually, storage memory on mobile devices is limited. High-quality imagery usually is too large to fit on the mobile device.

On the mobile, in ArcPad, maybe. The following things must be true:

- The imagery will fit on the physical storage media of the mobile device. Be aware that mobile devices may not support high-capacity storage media, such as SDHC or large SD or MMC cards. Check with Electronic Data Solutions technical support or with the device manufacturer to determine what memory storage media and sizes are supported.
- The imagery is in a format supported by ArcPad. MrSID (.sid) and JPEG2000 (.jp2) are recommended because they



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are compressed yet retain high resolution. BMP, TIFF, and JPEG are also supported but are usually much larger files.

- The imagery has the same spatial reference as the Sentinel GIS geodatabase. If the desktop map is built in ArcMap, starting with the imagery, prior to creating the Sentinel GIS geodatabase (which occurs automatically the first time the Configuration Utility is run, or the first time data is Extracted for mobile devices), the geodatabase automatically assumes the spatial reference of the imagery.
- The Sentinel GIS mobile application must be set up to employ imagery. The Sentinel GIS Installation Guide contains directions, and there is a Support Note available from Electronic Data Solutions technical support as well.

## Can I use the Sentinel GIS Adulciding module with any brand of fogger?

No. At this time, Sentinel GIS Adulciding is compatible with the following brands:

- B & G Phoenix fogger with GPS Control Box
- London Fogger with GPS Control Box
- Curtis Dyna-Fog with Dynatrax II

Fogger equipment must be obtained through Univar, London Fogger, Curtis or B & G Chemicals & Equipment Company. These companies can also provide a retrofit for other brands of foggers that will make those foggers compatible with Sentinel. Each fogger manufacturers will provide sales and technical support for their fogger, GPS Control Box and any other needed retrofit.

## Can I install Sentinel GIS on more than one computer in my office?

Yes. Sentinel GIS software is licensed to one physical office location. It can be installed on more than one computer at this one physical office location.

## Can I install ArcGIS Desktop on more than one computer in my office?

ArcGIS Desktop is governed by Esri's End-User License Agreement (EULA). A valid Esri ArcGIS Desktop license is required for each computer.

## Do I have to have a license of ArcPad for each mobile device?

Yes. Sentinel GIS will not be supported for mobile devices that are not running a licensed copy of ArcPad. Running ArcPad in evaluation mode is not acceptable for production work and will not be supported.

## What is covered by Annual support?

Sentinel GIS Annual support covers unlimited technical assistance via phone, email, and remote support such as LogMeIn® Rescue. Annual support also includes bug fixes and minor version updates for Sentinel GIS software (such as

an update from v1.0 to v1.1). Annual support does not include hardware warranty, Esri software maintenance, or Sentinel GIS software upgrades (such as an update from v1.1 to v2.0). Technical support issues involving IT functionality such as network connection, security and permissions, VPN, etc., are outside of the scope of Annual support. ArcGIS Desktop support is provided as it relates to Sentinel GIS operation. However, ArcGIS Desktop training and 'how-to' questions are outside the scope of Annual support. Esri customers with current maintenance can employ Esri Support resources for assistance of this kind, and a variety of training options are available from <http://training.esri.com>.

## What are the advantages of purchasing Annual support?

Annual support is priced on a per-handheld basis, with quantity discounts available. It provides unlimited high-priority assistance for all users of Sentinel GIS through a toll-free phone number between 7 AM – 6 PM MTN. Support costs are predictable and something you can budget for each year, and they scale with your operation. Any question, problem, or issue with mobile devices, ArcPad or Sentinel GIS mobile software, desktop software, device connection, or GPS operation is covered by annual support. Customers with annual support are also entitled to bug fixes and minor version software updates (e.g. v1.1 to v1.5). Customers without annual support will receive bug fixes only.

To summarize, here are the advantages of purchasing annual support:

- Toll-free phone support
- Extended support hours
- High-priority support
- Predictable support costs each year
- Bug fixes and minor version software updates included

## Can I still get technical assistance with Sentinel GIS if I don't purchase Annual support?

Yes. 30 days of unlimited technical assistance is included with the purchase of Sentinel GIS, in order to assist with installation and implementation. Thereafter, technical assistance is available on for \$29.95 per incident. Annual support can also be purchased at any time. GPS hardware warranty service is available from Electronic Data Solutions even if annual support is not purchased. Similarly, Esri software support for ArcGIS Desktop and ArcPad is available from Esri if Esri maintenance is current, even if Sentinel GIS annual support is not purchased.

## What is the difference between Annual support, Esri Maintenance, and Hardware Warranty?

Sentinel GIS Annual support provides unlimited technical assistance for Sentinel GIS software and everything related to



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its use, including GPS and mobile device hardware and operation, desktop software installation and operation, ActiveSync connection, and DataLink GIS software setup and operation.

Esri Maintenance covers technical support and product updates for Esri ArcGIS Desktop and ArcPad software.

Hardware warranty covers warranty failure. Electronic Data Solutions is an Authorized Service Provider for Trimble Mapping & GIS equipment. Juniper Systems provides warranty service directly for its hardware. However, if warranty repair is needed, all repairs should be coordinated through Electronic Data Solutions to ensure that Sentinel GIS software is properly installed after repair work is completed.

## Can I still get technical assistance if I already have my own GPS hardware?

Yes. If Annual support is purchased, support can be provided for existing hardware. Prior to purchasing Annual support, check with technical support to verify that your hardware can support Sentinel GIS.

## Is Sentinel GIS customizable?

Yes, in some respects. A certain amount of customization is supported in the product out of the box. This includes application settings, pick list values, and product details.

Any product features that are not included in the product out of the box can be quoted as product customizations. Software customizations will always require a definition of project scope along with a time and materials estimate. Customizations of this type will always be performed by the Electronic Data Solutions development team.

ArcGIS Desktop and ArcPad software are customizable. Additional tools, functions, reports, and automated processes can be developed by any user with the resources to do so. However, Sentinel GIS customizations are not themselves open source, extendable, or customizable. There is no customer access to source code for Sentinel GIS software.

## How do I get GIS training?

Electronic Data Solutions provides software support, orientation, and instructor-led training for Sentinel GIS software. We also provide training for standard ArcPad software.

ArcGIS Desktop training is available from Esri and Esri Authorized Instructors. Visit <http://training.esri.com> to explore training options and recommended training plans. Many introductory training courses are available online for free or for a minimal cost. Instructor-led classes are also available in many locations, directly from Esri and from Esri Authorized Instructors.

## Do I have to have a Web server for Sentinel GIS Service Request?

No. However, one computer on your network will have to function as a Web server for the Service Request Web application. This means that it will always have to be on and available to client computers through the Intranet on a static IP address. The computer that acts as the Web server can be running Microsoft Windows XP Professional or Windows 7 Professional/Ultimate. It must have Internet Information Services (IIS) enabled, be able to access the Service Request database, and be accessible to client computers. For more details, see the *Sentinel GIS Installation Guide*.

## What are the minimum requirements for ArcGIS Desktop?

Esri lists current, up-to-date system requirements for ArcGIS Desktop on its Website at <http://resources.arcgis.com/content/arcgis-desktop-system-requirements>. Please remember that not all platforms supported by ArcGIS Desktop are supported by Sentinel GIS. For example, although Esri states support for Windows Vista, Sentinel GIS does not.

## What are the minimum requirements for ArcPad?

Esri lists current, up-to-date system requirements for ArcPad software on its Website at <http://wikis.esri.com/wiki/display/apsr/ArcPad+Requirements>. Please remember that not all platforms supported by ArcPad are supported by Sentinel GIS. For example, although Esri states support for Windows 7, Sentinel GIS does not support running ArcPad on Windows desktop operating systems. Sentinel GIS data synchronization depends on DataLink GIS, which depends on a Microsoft ActiveSync or Windows Mobile Device Center connection. Microsoft ActiveSync and Windows Mobile Device Center only support Windows Mobile operating systems.

## Can I use a laptop as my mobile device?

No. Sentinel GIS does not support running ArcPad on Windows desktop operating systems. Sentinel GIS data synchronization depends on DataLink GIS, which depends on a Microsoft ActiveSync or Windows Mobile Device Center connection. Microsoft ActiveSync and Windows Mobile Device Center only support Windows Mobile operating systems.

## What operating systems does Sentinel GIS support?

Sentinel GIS supports the following desktop operating systems for its desktop components (ArcMap toolbars, DataLink GIS and DataLink GIS Merge + Extensions):

- Windows XP Professional 32-bit
- Windows 7 Professional 32-bit
- Windows 7 Ultimate 32-bit



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All other desktop operating systems are unsupported.  
Sentinel GIS supports the following mobile operating systems:

- Windows Mobile 5
- Windows Mobile 6
- Windows Mobile 6.1
- Windows Mobile 6.5

All other mobile operating systems are unsupported.

## **Does Sentinel GIS support 64-bit operating systems?**

No. Currently Sentinel GIS is only compatible with the above stated 32-bit operating systems. However, efforts are underway to ensure compatibility with Windows 7 64-bit. Currently, Windows 7 64-bit customers can run Sentinel GIS software inside Windows XP mode.

## **What version of ArcGIS Desktop and ArcPad Mobile GIS software is supported?**

Sentinel GIS support the following versions of ArcGIS Desktop software:

- ArcGIS 9.3 Service Pack 1
- ArcGIS 9.3.1 Service Pack 1 or Service Pack 2
- ArcGIS 10.0

No other versions of ArcGIS are supported.

Sentinel GIS supports the following versions of ArcPad Mobile GIS software:

- ArcPad 7.1.1
- ArcPad 8.0 Service Pack 4
- ArcPad 10.0

No other versions of ArcPad are supported.

## **Is Sentinel GIS compatible with ArcGIS 10 and ArcPad 10?**

Yes. Electronic Data Solutions has been actively involved in product testing and enhancement to ensure ongoing compatibility with new versions of Esri software. Sentinel software has already been made compatible with ArcPad 10, and the needed updates have been made available as a free patch update. (See <http://store.elecddata.com/downloads> to get the patch). Updates for ArcGIS 10 are also available for existing Sentinel GIS module versions at no charge. However, old version modules must be completely uninstalled prior to installing the new versions.



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