Technical Support

Will technical support still be available for DataMaster?

Yes, phone and email technical support will still be available for DataMaster. Current DataMaster users will continue to have resources available to help them continue using their system productively.

Who do I contact for DataMaster technical support?

Beginning July 17, 2012 DataMaster technical support is available from Electronic Data Solutions. Elecdata has hired Roger Newberry, formerly an employee of Clarke® Technologies, to continue to provide the level of support that DataMaster users are accustomed to.

To contact technical support, please email or call:

Roger Newberry, roger@elecdata.com, (612) 718-8715

Chad Minteer, chadm@elecdata.com, (208) 324-8006

How long will technical support still be available for DataMaster?

We project having technical support available for DataMaster at least through the 2014 field season.

Is DataMaster technical support free?

Each customer can receive support for their first three (3) cases or first thirty (30) days (from first support contact) at no charge. Thereafter, annual paid support contracts are available to fit your needs. Paid support options are affordably priced per mobile device.

Annual Unlimited Support per Device

New Equipment Bundle Support -- $395 per year.

Quantity discounts:

Qty. 10-24 - 15%

Qty. 25-49 - 20%

Qty. 50+ - 25%

Equipment Bundle Support Renewal -- $295 per year

1 Year plan provides:

• Unlimited access for 1 year for any user of a single system

• High priority support

• 5-day turnaround time on hardware repairs guaranteed (for Trimble MGIS equipment)

• Volume discounts for larger equipment fleets

• Renewal discounts

Does annual support cover hardware failures?

DataMaster support covers phone, email, and remote technical support. Device hardware warranty is separate from technical support. See respective manufacturer warranty for details.

Enhancements and Bug Fixes

Will DataMaster continue to be developed and enhanced?

DataMaster is considered a discontinued product with mature support. It will not be enhanced with additional functionality, but we project having technical support available for DataMaster through the 2014 field season.

Sentinel™ GIS and FieldSeeker™ GIS software will continue to be enhanced with additional functionality. These products may be considered a complementary solution to DataMaster in the short term, and a viable replacement for DataMaster users in the long term.

Can I get customized modifications made to my DataMaster system?

Generally speaking, development efforts will be focused on Sentinel GIS and FieldSeeker GIS products. However, if there is a strong business case for customizing the DataMaster system, this can be approached as a paid custom project.

Can I update to the latest version of DataMaster?

Yes. If you are using a version prior to 3.1, an upgrade is available for $1,295. Before updating, users may wish to consider what changes or improvements have been made in newer versions and decide whether the update is a worthwhile investment. Please contact Electronic Data Solutions for a list of new features.

What are the features of DataMaster 3.1?

New features of DataMaster 3.1 include:

• Windows® 7 32-bit and 64-bit support

• MapPoint 2010 support (Note: MapPoint 2010 must be purchased separately for each Viewer accessing DataMaster). Updated MapPoint user interface including new zoom and pan controls, waypoint markers, etc.

• Driver, route, and vehicle fields can be pre-populated for mobile

• Added Variable switch position indicator to waypoint bubble

• Target application rates now populate consecutive trails

• Target rate, application rate, and flow rate precision adjusted

Is training available for DataMaster?

Yes. On-site training is available for $1,750 per day plus travel expenses. Training includes instruction on setup and installation, program configuration, field operation, data retrieval and analysis, and troubleshooting. Please contact Electronic Data Solutions for an official price quote or to schedule training.

Software training does not include sprayer equipment configuration or calibration. Please contact Clarke for assistance with the sprayer equipment or SmartFlow control system.

What Operating System and Database versions are supported by DataMaster?

DataMaster is fully supported on the following operating systems and databases:

Desktop

Windows XP

Windows 7 32-bit or 64-bit (requires DataMaster 3.1 update)

Server

Windows Server 2003

Windows Server 2008 R2 (requires DataMaster 3.1 update)

Mobile

Pocket PC 2003

Windows Mobile 5

Windows Mobile 6.1

Database

Microsoft Access

SQL Server (32-bit)

Mobile

Windows Mobile 6.5

Database

SQL Server (64-bit)

Conversion and Migration

Can DataMaster be converted or migrated to Sentinel GIS or FieldSeeker GIS?

Yes, a DataMaster conversion and migration path to Sentinel GIS or FieldSeeker GIS is available immediately. Current DataMaster customers are able to convert their DataMaster data for use in Sentinel GIS or FieldSeeker GIS, possibly leverage existing mobile devices that are currently used with DataMaster, and begin using their new software.

If historical spray session data does not need to be converted for use in Sentinel GIS or FieldSeeker GIS, Sentinel GIS or FieldSeeker GIS could simply be purchased and implemented, possibly using existing mobile hardware. If historical spray session data must be available in the new software system, then it would be necessary to purchase the DataMaster Conversion & Migration Service.

What is the DataMaster Conversion & Migration Service?

The DataMaster Conversion Software & Migration Service is a bundle of software and services designed to migrate data from a DataMaster database to an Esri® geodatabase for use with Sentinel GIS or FieldSeeker GIS software, and assist with moving data collection operations to Sentinel GIS or FieldSeeker GIS software. Software components may include conversion utilities that are installed on a user's computer. Services include database conversion, implementation, orientation, and training.

The DataMaster Conversion & Migration Service is available immediately to convert DataMaster data and operations to the current Sentinel GIS or FieldSeeker GIS software platform.

If historical data does not need to be converted from DataMaster, then the conversion & migration service would not be necessary. Sentinel GIS or FieldSeeker GIS could simply be purchased and implemented.

Please contact Electronic Data Solutions for more information about the DataMaster Conversion & Migration Service.

What is the cost of the DataMaster Conversion & Migration Service?

Two options are available. One includes on-site training. Please contact Electronic Data Solutions for pricing.

Will my Sentinel GIS or FieldSeeker GIS database resemble my DataMaster database?

The data models match quite closely, but obviously are different, having been developed by different companies at different times in different architectures. Every attempt will be made to address data conversion needs with the DataMaster Conversion & Migration Services.

What if my Sentinel GIS or FieldSeeker GIS database needs to work with other business systems?

The Sentinel GIS and FieldSeeker GIS data model is documented and that documentation is available from Electronic Data Solutions support. Because these systems support standard Esri geodatabases, data can be accessed by other systems. So, users may be able to integrate Sentinel GIS or FieldSeeker GIS data in their business workflows on their own.

On the other hand, this might be approached as a custom DataMaster Conversion & Migration Services project.

Can I continue using DataMaster if I am happy with it?

Of course. DataMaster software will continue to be supported for several more years. This gives current users time to consider other options for the future while continuing to maintain operations using a system that they are familiar with and possibly quite satisfied with.

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What mobile devices can I use DataMaster with?

DataMaster can work with any Windows CE .NET 4.2 or Windows Mobile 5 or 6 device that has built-in GPS or that can connect to GPS via Bluetooth, and that has a 9-pin serial port for connecting the sprayer data cable.

Many DataMaster users are familiar with iPAQ or Intermec devices.

DataMaster can also be used with Trimble® GPS devices such as the Nomad® and GeoExplorer®; and Juniper Systems® devices such as the Archer® or Mesa™. Trimble and Juniper Systems devices are built for the field, have integrated GPS receivers, and some are highly rugged (IP67, waterproof and dustproof) or highly accurate (such as the GeoExplorer 6000 series). Trimble GPS devices are fully supported and serviceable by Electronic Data Solutions' Service center. Juniper Systems field devices are also fully supported and serviceable by Juniper Systems, a US company based in Logan UT.

Can I replace my iPAQs or Intermecs with other mobile devices?

Yes. The Trimble Nomad and Juniper Archer are rugged field devices, fully waterproof, with integrated GPS and a normal size touch screen. The Juniper Mesa is a rugged field device with a much larger touch screen. All of these devices also have a built-in 9-pin serial port for connecting to the sprayer data cable.

You do not have to convert to Sentinel GIS to use Trimble or Juniper Systems hardware. These have been tested with DataMaster and are fully supported.

Can I still get replacement accessories for my existing mobile hardware?

Yes, in most cases. Replacement accessories are available from third-party suppliers. Please contact Electronic Data Solutions if you are not sure where to find replacements.

Can I still get replacement iPAQ or Intermec mobile devices?

No, in most cases. iPAQs have been discontinued for several years. Some Intermec models are still available. Fully supported replacement Trimble and Juniper Systems devices are available through Electronic Data Solutions.

What advantages are there to using Trimble or Juniper Systems mobile devices?

There are several advantages to using Trimble or Juniper Systems mobile devices:

• Ruggedness – waterproof, dustproof, rated for heat and cold

• Integrated GPS – no separate Bluetooth GPS

• Newer Windows Mobile operating system (6.1 or 6.5)

• 1 year hardware warranty with extended warranties available

• Fast warranty or repair service if repairs are ever needed

• Fully supported by Electronic Data Solutions' award-winning service and support team

If I convert to Sentinel GIS or FieldSeeker GIS, can I use my existing mobile devices?

That depends. Mobile devices must meet Sentinel GIS or FieldSeeker GIS specifications, outlined below:

• For Sentinel GIS, must be able to run Esri ArcPad® software. ArcPad software requirements are listed here: http://resources.arcgis.com/en/help/arcpad/app/index.html#//00s10000004w000000

• For FieldSeeker GIS, must be able to run Esri ArcGIS® for Windows Mobile software. ArcGIS Mobile software requirements are listed here: http://resources.arcgis.com/en/help/windows-mobile/app/index.html#//007v00000025000000

• Must be one of the following operating systems:

> Windows Mobile 5.0
>
> Windows Mobile 6.0
>
> Windows Mobile 6.1
>
> Windows Mobile 6.5

• Must have GPS (built-in, or Bluetooth)

• Must have a 9-pin serial port (if using Adulticiding/ULV)

This means that if you are running newer iPAQs , Dell Axims, or Intermet devices, they probably can be used.

To be fully supported with Sentinel GIS or FieldSeeker GIS, any existing hardware would have to be tested and certified by Electronic Data Solutions support.

If I convert to Sentinel GIS or FieldSeeker GIS, what is the learning curve?

Data entry on the mobile device is very simple and similar to DataMaster, so the learning curve tends to be easy to moderate.

If users have never used a mobile device with a touch screen before, there is a short learning curve there. However, DataMaster users have used mobile devices with touch screens, and Sentinel GIS and FieldSeeker GIS mobile data entry is very similar.

Sentinel GIS and FieldSeeker GIS are map-centric, meaning that a fully interactive map is available at all times on the mobile devices. Learning to interact with the map and with mobile GIS tools may present a learning curve, but map interaction may be more intuitive for many users.

Sentinel GIS tools are built on Esri ArcPad mobile GIS software, which consists of toolbars with toolbar icons rather

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than menu options. Learning what the tools are and what the toolbar icons represent presents a bit of a learning curve. FieldSeeker GIS tools are built on Esri ArcGIS for Mobile software, which has some buttons and icons but tends to have labeled tasks, so the field software is very intuitive.

Desktop tools for Sentinel GIS are built on ArcGIS Desktop, where users create maps for the mobile devices, set configuration options, edit data, and run reports. Learning to interact with ArcGIS Desktop software at the level required for productive Sentinel GIS use presents a moderate learning curve. Users will create maps and interact with and edit map data. This requires a basic knowledge of ArcGIS Desktop, which can be obtained through free online or printed tutorials, and through Sentinel GIS orientation documentation. In other words, everything you need to know to get started with ArcGIS Desktop and Sentinel GIS is contained in the Sentinel GIS documentation.

ArcGIS Desktop has many other cartographic and analysis features that are not required for Sentinel GIS use, but may be of interest to some users. A large body of knowledge is accessible through Esri.com and Esri Training, and Esri Support is available to all ArcGIS users with current software maintenance.

Office tools for FieldSeeker GIS are built on Esri's Microsoft Silverlight API, which means that they run in an Internet Browser. Because users are already familiar with Internet browsers and often with Web GIS, the learning curve is often very easy.

Printed and digital Quick Start Guides for Sentinel GIS are available, as are Quick Reference Guides that explain what every tool and button are. Video tutorials, Webinar-style orientations and on-site training options are also available for Sentinel GIS and FieldSeeker GIS. These provide an orientation to field collection that can get most mobile users up and running in a couple of hours at most.

If I convert to Sentinel GIS or FieldSeeker GIS, what are the Esri licensing costs?

Esri ArcPad is licensed on a per-handheld basis. ArcGIS Desktop is licensed on a per-PC user basis. In both cases, a one-time software license purchase is necessary. A new software license purchase includes one year of software maintenance, which entitles the user to software updates and technical support for ArcGIS Desktop and ArcPad from Esri.

Software maintenance can be renewed annually for ArcGIS Desktop and ArcPad. This entitles the user to ongoing software updates and technical support from Esri. Staying current on maintenance is always recommended for ArcGIS Desktop, but is not always recommended for ArcPad software.

FieldSeeker GIS is built on ArcGIS for Server and ArcGIS for Windows Mobile. The Esri platform costs are a one-time software purchase plus annual maintenance. FieldSeeker GIS is licensed per desktop (office) user and per mobile device.

For more detailed pricing information, please contact Electronic Data Solutions or Clarke Technologies.

Sales and Marketing

Will DataMaster continue to be sold?

Current DataMaster users will still be able to purchase upgrades, additional software licenses, replacement hardware, technical support, and training. However, DataMaster will be discontinued effective immediately. New users will choose between Sentinel GIS and FieldSeeker GIS.

What are the differences between Sentinel GIS, FieldSeeker GIS, and DataMaster?

DataMaster software is a desktop solution for small to medium or large operations (1-50 users). The field software is easy to use, but doesn't have any mapping functionality. The desktop software has useful reports and analysis tools, and it also has some limited mapping functionality. DataMaster mobile can transfer data through a cabled connection or wirelessly.

Sentinel GIS has traditionally been offered as a modularized solution for managing vector control data collection and reporting requirements. Sentinel GIS is built directly on Esri desktop and mobile GIS software architecture, and therefore directly leverages the strengths of GPS and mobile GIS for field data collection. Sentinel GIS has typically appealed to small- to medium-sized operations (1-30 users), and has often been categorized as a desktop solution with mobile data collection as opposed to a large enterprise solution. Sentinel GIS continues to be enhanced to add enterprise capabilities, such as SDE (multi-user Esri geodatabase).

FieldSeeker GIS is offered as an enterprise solution for small to large operations. It is built on Esri server and mobile GIS software architecture.

The following is an at-a-glance comparison of product features.

	Sentinel™ Adulticiding 3	FieldSeeker™ ULV 1	DataMaster® 3.1
Desktop OS Compatibility	Windows® XP, Windows 7 32-bit and 64-bit	Windows XP, Windows 7 32-bit and 64-bit[1]	Windows XP, Windows 7 32-bit and 64-bit
Mobile OS Compatibility[2]	Windows Mobile 5, 6.x, Windows XP, Windows 7 32-bit and 64-bit	Windows Mobile 5, 6.x	Windows Mobile 5, 6.x
Minimum System Requirements[3]	**CPU Speed:** 2.2 GHz **RAM:** 2.GB **Processor:** Intel Core Duo, Pentium 4 or Xeon; SSE2 **Disk space:** 2.4 GB **ArcGIS:** Version 10 SP4 **ArcPad:** Version 10 SP4	64-bit OS, 4GB RAM (Server side); Internet Browser with Silverlight plug-in (Client side)	**CPU Speed:** 700 MHz **RAM:** 512 MB **Processor:** PIII
Receiver Compatibility (data collection)	Any receiver supported by ArcPad® (NMEA, SiRF, TSIP and other protocols)	Any NMEA receiver	Any NMEA receiver
Native data format	Esri® ArcGIS® file or SDE geodatabase, shapefiles in ArcPad	Esri ArcGIS SDE geodatabase	Microsoft Access or SQL Server
In-field Map Display	Yes	Yes	No
Fogger Support	Clarke® SmartFlow, London Fogger, Curtis Dyna-Fog, Target™/B&G Phoenix	Clarke SmartFlow, London Fogger, Curtis Dyna-Fog, Target/B&G Phoenix	Clarke SmartFlow
Turn Sprayer Off	No	No	No
Visual Display of Sprayer On/Off	Yes	Yes	No
Zones/Spray Areas	Yes	Yes	No
Fog Routes	Yes	No	No
Weather Station Integration[4]	Yes	No	No
Service Request Integration[5]	Yes	Yes	No
Wireless Data Transfer[6]	No	Yes	Yes
Concurrent Data Transfer	No	Yes	Yes
Multi-user Editing[7]	Yes	Yes	No
Web Application	No	Yes	No
SmartPhone App	No	No	No
Print Map[8]	Yes	Yes	Yes
Export Data[9]	Yes	Yes	Yes
Hosted Services[10]	No	Yes	No

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For more information on Sentinel GIS and FieldSeeker GIS, or for a more detailed software feature comparison, please contact Electronic Data Solutions.

What is Clarke's role with DataMaster and Sentinel GIS moving forward?

Clarke will be Electronic Data Solutions' exclusive sales channel for FieldSeeker GIS software solutions. Organizations that are interested in FieldSeeker GIS will continue to work with Clarke during the purchase process.

Clarke will also offer current Sentinel GIS software solutions on a non-exclusive basis as part of a network of Sentinel GIS distributors that bridges brands.

Clarke continues to sell, support, and service sprayer equipment and SmartFlow control systems. Please contact Clarke for information, pricing, support, or service options on sprayers and SmartFlow systems.

For more information on Sentinel GIS or FieldSeeker GIS, please contact Electronic Data Solutions, Clarke Technologies, or an authorized Sentinel GIS distributor. Available information includes:

Sentinel GIS Frequently Asked Questions

FieldSeeker GIS Frequently Asked Questions

Mosquito Control Software Pricing Comparison

Mosquito Control Software Product Comparison

Features of Adulticiding, ULV, and DataMaster

Complying with New EPA Requirements for Mosquito Control

DataMaster Software Conversion & Migration Services Frequently Asked Questions

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