

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® file or SDE geodatabase named 'SentinelGIS.' The Service Request module stores data in a Microsoft® Access or SQL Server database, which is automatically created and named 'ServiceRequest.'

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?

Sentinel GIS uses a Windows desktop program called DataLink GIS to synchronize field data with the database. DataLink GIS depends on a Windows® Mobile Device Center connection to a Windows Mobile device, or a memory device (such as an SD card) to synchronize data with a Windows tablet. Windows Mobile Device Center connections require a physically cabled USB connection (one device at a time).

Real-time field synchronization is not supported. Wireless data transfer is supported with Windows tablets.

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). You can use existing GIS data for zones, 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?

Yes, Sentinel GIS can store the Sentinel GIS geodatabase in SDE.

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 or other

RDBMS?

Yes. Sentinel GIS stores data in an Esri file or SDE geodatabase. ArcSDE technology supports SQL Server Express, SQL Server, Oracle, Informix and PostgreSQL.

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 is often 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 some older mobile devices may not support high-capacity storage media, such as SDHC or capacity >16 GB. Check with Electronic Data Solutions technical support or with the device manufacturer to determine which 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 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 data is Extracted for mobile devices), the geodatabase automatically assumes the spatial reference of the imagery. If the spatial reference of the imagery and geodatabase do not match, please contact Electronic Data Solutions technical support for assistance.
- 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.
- The mobile device must be able to handle the drawing time of the image so that field technicians will not become frustrated waiting for the map to redraw. A 3GB SID file may display fine in ArcMap and only take a few seconds to draw on a 64-bit Windows desktop with 8GB of RAM, but a Windows Mobile device with limited RAM may take much longer to draw the image. Generally, imagery is only recommended for use on Windows tablets such as the MobileDemand T7200.

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

Most fogger brands are supported. At this time, Sentinel GIS Adulciding is compatible with the following brands:

- Clarke® Smart Flow
- London Fogger with GPS Control Box
- Curtis Dyna-Fog with Dynatrac
- Target™ B & G Phoenix fogger with GPS Control Box
- Adapco Monitor III/IV (Import Utility)

Fogger equipment must be obtained through Clarke, Univar, London Fogger, or Target. These companies can also provide a retrofit for other brands of foggers that will make them compatible with Sentinel. Each fogger manufacturer 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. The database must be on a shared network folder.

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). Esri's license agreement allows software to be installed on two Windows computers.

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 v2.5 to v2.6). Annual support does not include hardware warranty, Esri software maintenance, or major paid Sentinel GIS software upgrades. 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 between 7 AM – 5 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 at no additional charge (e.g. v1.1 to v1.5).

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

- Expert Assistance
- Remote support using LogMeIn Rescue
- Ongoing orientation and training as needed
- 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 \$49.95 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 its use, including GPS and mobile device hardware and operation, desktop software installation and operation, mobile device connection, and DataLink GIS software setup and operation.

Esri Maintenance covers technical support and product updates from Esri for 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, product details, map appearance and behavior, and map features such as no spray zones.

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 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?

Yes, one computer on your network will have to function as a Web server for the Service Request Web application, whether this is a physical server or just a workstation running Microsoft Internet Information Systems (IIS), which is the Web server software that is required. Whatever computer runs the Service Request Web app must be accessible on the Intranet by all client PCs and the Web app and all clients must be able to access the Service Request database. 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/en/help/>. 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://resources.arcgis.com/en/help/>. Please remember that not all platforms supported by ArcPad are supported by Sentinel GIS. For example, although Esri states support for Windows Vista, Sentinel GIS does not.

Can I use a laptop as my mobile device?

Yes. DataLink GIS v4.0 supports memory devices (SD cards or other removable memory). Sentinel field data collection is supported on Windows laptops or tablets, such as the rugged MobileDemand® xTablet T7200 (available from Electronic Data Solutions).

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 7 32-bit or 64-bit version
- Windows 8/8.1 64-bit version

All other desktop operating systems are unsupported.

Sentinel GIS supports the following mobile operating systems:

- Windows Mobile 5
- Windows Mobile 6.x
- Windows Mobile 7 32-bit or 64-bit version
- Windows 8/8.1 64-bit version

All other mobile operating systems are unsupported.

A comprehensive compatibility document is also available from Electronic Data Solutions.

Does Sentinel GIS support 64-bit operating systems?

Yes.

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

Sentinel GIS support the following versions of ArcGIS Desktop software:

- ArcGIS 10.2.x
- ArcGIS 10.3.x

No other versions of ArcGIS are supported.

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

- ArcPad 10.0.4
- ArcPad 10.2.2

No other versions of ArcPad are supported.

Does Sentinel GIS: Adulticiding integrate automatic weather station information?

Yes. Adulticiding 3.x supports collecting data from the New Mountain Innovations NM150 weather station.

Which brands of weather sensors is Sentinel GIS: Adulticiding compatible with?

Adulticiding is compatible with the New Mountain Innovations NM150 weather station. The NM105 can be mounted directly on the vehicle for reliable real-time weather readings.

Where can I purchase the NM150 weather station?

Please contact Electronic Data Solutions for information and pricing.

How is weather station information integrated with Adulticiding data?

As of September 2013 (v3.2), temperature, wind speed, and wind direction are recorded continuously with every spray log point.

Will weather station information be integrated with any other Sentinel GIS modules?

There are no plans to integrate weather station data with other Sentinel GIS modules at this time.

Can Sentinel GIS be converted to FieldSeeker™ GIS?

Yes. Please request the Sentinel GIS Conversion and Migration Services document from Electronic Data Solutions for more details.

How do Sentinel GIS features compare to FieldSeeker GIS?

Please see the Mosquito Control Software Comparison from Electronic Data Solutions for more details.

What is the Visual Monitoring Extension for Larviciding?

The Visual Monitoring Extension for Larviciding provides data collection tools for visual site inspections, including environmental, water color and clarity, and water quality observations and measurements. It is modeled after the California MVCAC guidelines, but is flexible enough to accommodate any visual monitoring requirements.

How do I get the Visual Monitoring Extension?

Larviciding v2.x users can order the Visual Monitoring Extension from Electronic Data Solutions. Please contact us for pricing.



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