

Reason

ArcGIS 10.5 requires that versions of ArcGIS Desktop prior to 10.2 be uninstalled first. 10.2 and newer can simply be upgraded. Sentinel modules do not need to be uninstalled, but there are specific steps to take to ensure that Sentinel works properly with the new install of ArcGIS 10.5.

Solution

1. Uninstall ArcPad 10.x from the desktop.
2. Upgrade ArcGIS Desktop to 10.4. Usually, the desktop authorization will be upgraded automatically, but you may need to re-authorize ArcGIS Desktop. *Note: if you cannot locate your ArcGIS Desktop authorization information, log into the Esri Customer Portal at <http://customers.esri.com> or contact Esri Customer Service.*
3. Re-install ArcPad 10.2.4. This is required for data extraction for ArcPad, even if you are using a different version of ArcPad on the mobile devices.
4. Install the latest Sentinel GIS Patch Installer. This is available at <http://store.elecdata.com/downloads/>.
5. Run the Sentinel GIS Schema Updater program (C:\DataLink GIS\SentinelSchemaUpdaterUI.exe). This updates the database schema for any recent changes to Sentinel GIS. If any updates are made, proceed with steps 5-7. If no updates are made, you are finished.
6. Open ArcMap and turn on the Sentinel GIS toolbar.
7. For each module, extract data for mobile devices.
8. Update/sync each mobile device using DataLink GIS.