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DAT/EM is pleased to release version 8.4 (v.8.4). These instructions show how to install it.

What to Know and Do Today

- ✓ **Get your v.8.4 installation keycodes.** DAT/EM or your reseller will email a text file that contains your v.8.4 installation keycodes for licenses that have active support.

In addition to the keycodes for license-locked products, there is an image utilities-only keycode. This installs image utilities, such as the DAT/EM Image Creator, and any other unlocked applications on a workstation that does not need to access the DAT/EM hardware lock. This is useful to set up a dedicated workstation to process images with DAT/EM Image Creator, for example.

V.8.4 image utilities only: **584229-6600269-6471335** *Copy without leading or trailing spaces.*

- ✓ **Download and save the files today.** See the steps below to download the v.8.4 files. Save/archive them along with your v.8.4 keycodes and this PDF now, even if you do not intend to install v.8.4 today. These files are part of your organization's assets.

- ✓ **V.8.4 Username and Password.** The v.8.4 Username and Password allow downloads from www.datem.com. They will be active for about one year, until the next version is released. Share this information with each DAT/EM software user in your organization.

Username: **datemuser**

V.8.4 Support Password: **Caribou^See4Band**

- ✓ **When ready to install v.8.4, use the steps below.** When you are ready to install v.8.4, continue.

Step 1. Download v.8.4 Setup and Related Files

Download the release files from <https://www.datem.com/upgrade-2/> "Download DAT/EM Software Release Ver. 8.4" and links to instructions, drivers, manuals, release notes, and other related files.

When prompted, enter:

Username: **datemuser**

Password: **Caribou^See4Band**

- *These are case sensitive.*
- *Copy without trailing spaces.*
- *Copy and paste rather than keying in the password. Copy without spaces at the end.*
- *If you have trouble downloading, try a different Internet browser or temporarily disable your antivirus or browser's security settings for downloading .exe files and try again.*
- *Compare this file size to be sure the download is complete. An incomplete file may begin to install, but will stop with an error message.*

The primary download is the DAT/EM v.8.4 self-extracting executable “Setup” file:

Datem_Setup_8.4_blt_12_03_2025.exe (referred to as “Setup” in these instructions)
file size = 1 577 652 KB

- *This is the file size shown in a File Explorer view, not in the file properties.*
- *Compare this file size to be sure the download is complete.*
- *An incomplete file will begin to install, but will stop with an error.*

You will also find a link to download some new documents and the Release Notes. Release Notes describe changes in the software since the last release. Instructions for new commands are in the Release Notes.

Step 3. Network Locks Only – Install Sentinel 7.7.1 on the Lock Server

Versions 8.1--8.4 install the same Thales Sentinel version 7.7.1 hardware lock driver, and versions 8.4 and 8.5 install the same Microsoft C++ redistribution packages. Sentinel 7.7.1 with the older C++ redistribution packages *may* work well with version 8.4, so you *may* be able to skip this step if you already installed Sentinel 7.7.1 on your network lock server in the past. Read all the following information to determine whether you need to install or update the files on your network lock server.

Background information: DAT/EM provides two installation files that can install Sentinel 7.7.1 and the C++ redistribution files:

- 1) DAT/EM “Setup” (Datem_Setup_<version>_blt_mm_dd_yyyy.exe): When updating a previous DAT/EM version, Setup uninstalls any previous DAT/EM software on its first run, installs Sentinel and the C++ redistribution packages on the next run, and installs licensed DAT/EM products on its final run. One or two of these runs could be skipped if it is a new computer or the correct version of the Sentinel driver or C++ redistribution files are already installed. Setup acts just like Prerequisites if you run it only once or twice until Sentinel and the redistribution packages are installed. Here, we will show how to install on a network lock server using Prerequisites, but for the same result, you could choose one or two runs of Setup instead.
- 2) DAT/EM “Prerequisites” (Datem_PreReqs_blt_mm_dd_yyyy.exe): This file installs Sentinel v.7.7.1 and the C++ redistribution packages. It is most useful for installing the Sentinel driver on a network lock server.

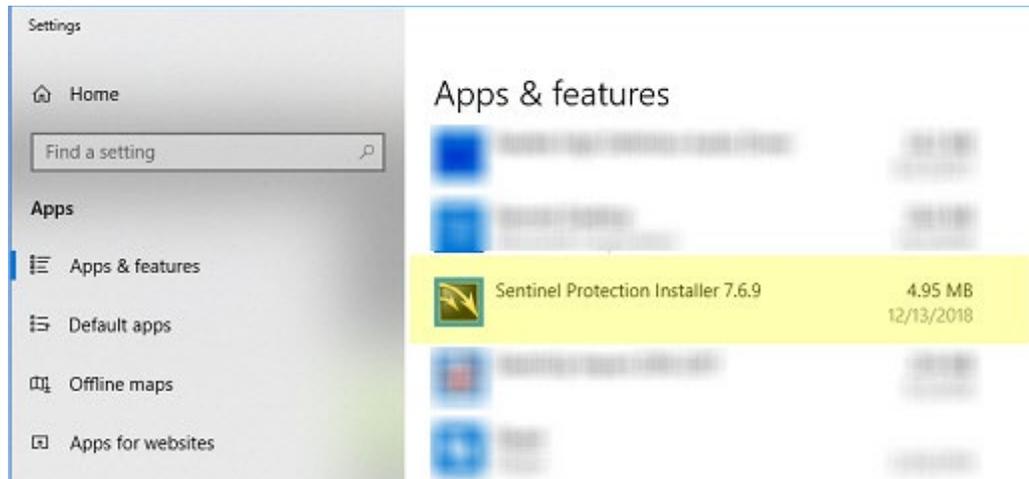
If a network lock is used, it is important to match the version of the Sentinel driver on the network lock server and all DAT/EM workstations that access the lock. Matching the versions ensures better communication with the lock.

First determine which type of network lock server you have and whether you need to run Prerequisites:

- If the network lock server is also a DAT/EM workstation, install DAT/EM Setup v.8.4 (not Prerequisites). Skip the remainder of this step.
- If the network lock server is not used as a DAT/EM workstation, install the newer Prerequisites on the network lock server if any one of the following is true:
 - It is a new network lock server.
 - Or, the network lock server has Sentinel 7.7.1 installed, but with older C++ redistribution packages provided by DAT/EM version 8.3 or older, *and* communication with the v.8.4 workstations does not always work. For example, Summit may give “Lock not found” errors. (This could have several other causes, but

you could update Setup/Prerequisites on the network lock server as a troubleshooting step.)

- Or, Sentinel version older 7.7.0, 7.6.9, or older is installed on the network lock server. To check the Sentinel version, run Windows **Add/Remove Programs** or **Apps & features**. Look for **Sentinel Protection Installer**, note the version, and cancel:



Sentinel Protection Installer versions older than 7.7.1 are too old. Check the version, then cancel. Do not uninstall from this dialog.

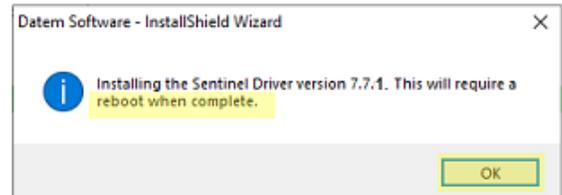
If you have determined you need to run Prerequisites on your network lock server:

1. Schedule a time to install Prerequisites. Sentinel 7.7.1 installation requires a reboot.
2. **Log on locally as Administrator** to the network lock server. Why? Sometimes remote logins get confused as to which computer's registry is being checked, and things can (and often do) go wrong. If you absolutely cannot log in locally, you can try a remote login, and feel fortunate if it works. Otherwise, be prepared to tell DAT/EM Support about your login method. 😊
3. **Temporarily disable any firewall and antivirus software**. Why? Sentinel needs to modify the firewall and open ports 6001, 6002, and 1947. If these tasks are blocked, the workstations will not be able to find the network lock. If you absolutely cannot disable them, you can try installing with them active, and feel fortunate if it works. Otherwise, you may be talking to someone in DAT/EM Support, who will suggest you temporarily disable the firewall and antivirus. 😊
4. Download the DAT/EM Prerequisites file. Download the file <https://www.datem.com/upgrade-2/> "DAT/EM Prerequisites, includes Visual C++ redistributable packages and Sentinel 7.7.1". This will download the file called:
Datem_PreReqs_blt_01_18_2024.exe
file size = 114 428 KB
 - This is the file size shown in a File Explorer view, not in the file properties.
 - Compare this file size to be sure the download is complete.
 - The file does not require a password.

Place this file on a local drive on the network lock server.

5. Right click on the “PreReqs” file and select “Run as Administrator” from the right-click menu. “Run as Administrator” even if you are already logged on as Administrator. This will install necessary Microsoft Visual C++ redistribution packages, uninstall any old Sentinel driver, and install the new Sentinel driver.

Answer “Yes” to the Sentinel firewall question and “OK” to reboot when finished.



VERY IMPORTANT! Answer “Yes” to the firewall question and “OK” to reboot when finished.

Step 4. Install DAT/EM Version 8.4

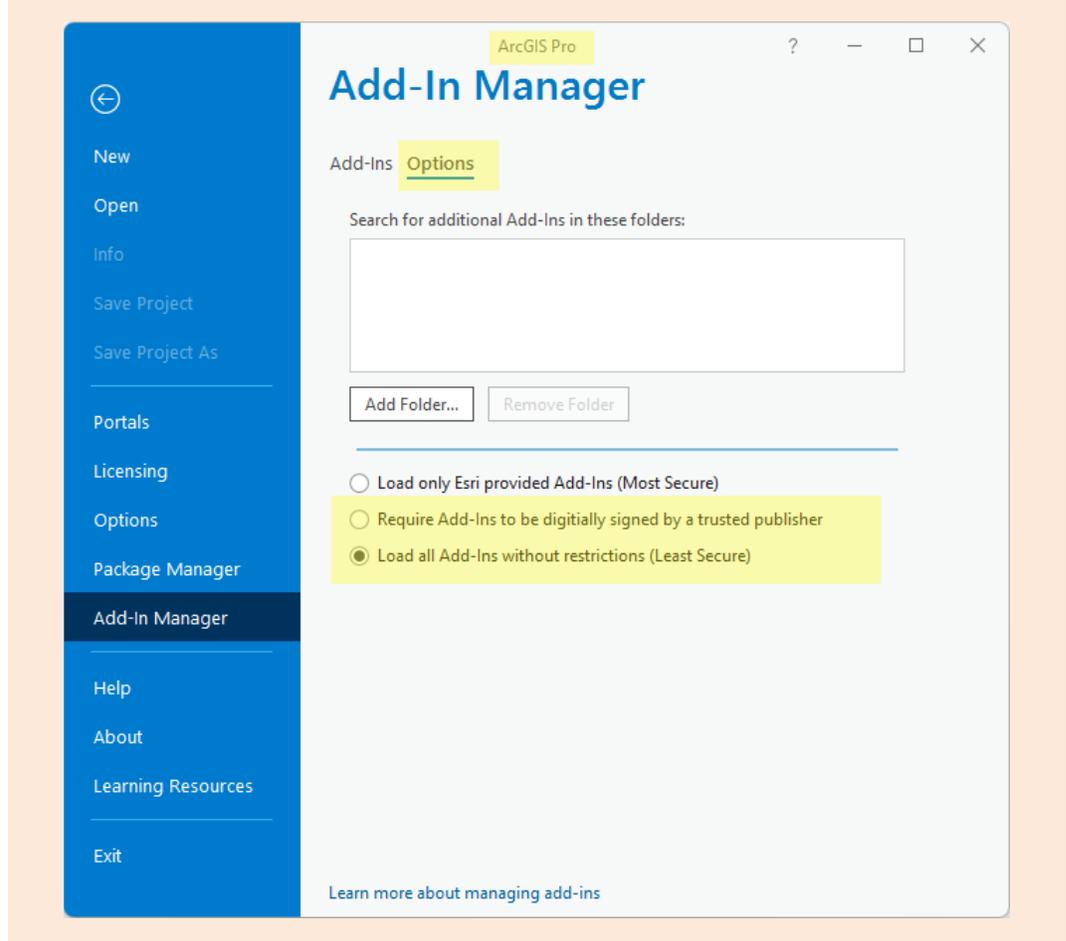
These instructions assume that if a hardware lock license is used, a DAT/EM Sentinel USB hardware lock is plugged into the local workstation or to a network lock server that has the Sentinel driver installed and running. If a hardware lock has not been updated in many years and has never been run with DAT/EM v.7.1 or higher, contact DAT/EM Support to discuss updating the hardware lock.

If a software “softlock” license is used (demo or rental), use the instructions provided by DAT/EM Support when you received the softlock file.

To install DAT/EM software:

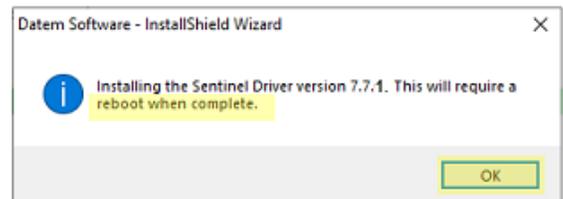
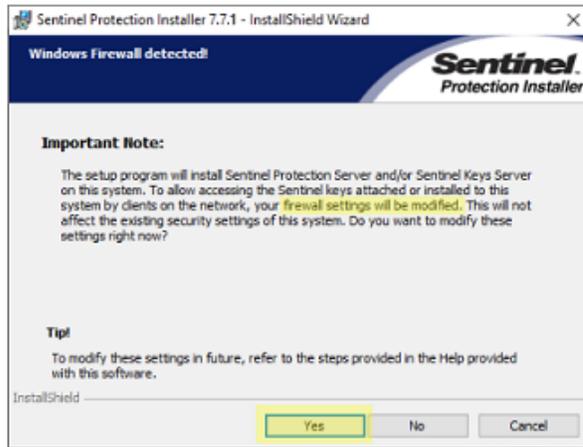
1. Log on locally as Administrator.
 - This Administrator account must have full read/write privileges.
 - Do not use Remote Desktop.
2. Install all critical Microsoft Windows Updates.
 - Reboot if requested.
 - Do not delay the reboot. Log in again as Administrator after rebooting.
3. CAD/GIS software:
 - If installing any new version or update of AutoCAD, MicroStation, ArcGIS ArcMap, ArcGIS Pro, or Global Mapper, check the DAT/EM Release Notes to make sure the version is compatible. If so, install it, run it, and make sure it is properly licensed.
 - If installing any new version of a third-party Summit API developer’s “Capture for ____” application, check with the developer to make sure their version is compatible with DAT/EM version 8.4.
 - For all CAD/GIS types, check for and install any available service packs and patches now, unless the version is not supported by DAT/EM v.8.4.

- If installing **Capture for ArcGIS Pro**, make sure the Esri ArcGIS Pro Add-In Manager is set to allow Add-Ins using either of the highlighted settings:



- Close all CAD/GIS applications before continuing to the next step.
4. **Temporarily disable any antivirus software.** The Sentinel driver installation will need to modify the firewall and open ports. If you absolutely cannot disable them, try installation anyway. (“Lock not found” errors are common when the ports could not be opened; discuss problems like this with your IT department and DAT/EM Support.)
 5. Attach the DAT/EM hardware lock to the computer or network lock server. Or, if it is a softlock demo or rental, apply the softlock license as directed by DAT/EM Support.
 6. **Do this only for an update to a previous DAT/EM version.** Right click on the Setup file and select “Run as Administrator” to **uninstall** any existing DAT/EM software.
 7. **Do this only for updates to Capture for ArcGIS ArcMap only, and only if you uninstalled the previous version of DAT/EM software in the step above.** Right click on your Esri ArcMap shortcut and select “Run as administrator.” Open any .mxd. Opening ArcMap one time without the DAT/EM extension helps clear the old DAT/EM toolbars. This will help any new toolbar icons to appear after updating. Close ArcMap again before you continue.

8. **Right click on the Setup file and select “Run as Administrator”** to install or update Visual C++ redistribution packages and update the Sentinel.
 - It will automatically install Microsoft Visual C++ redistribution packages. Sometimes it asks to reboot; in this case, reboot, then **log back in as Administrator, temporarily disable the antivirus again, and right click on the Setup file and select “Run as Administrator” again.**
 - It will install or update the Sentinel driver. Answer “Yes” to modify the firewall settings. Answer “Yes” to reboot when finished.

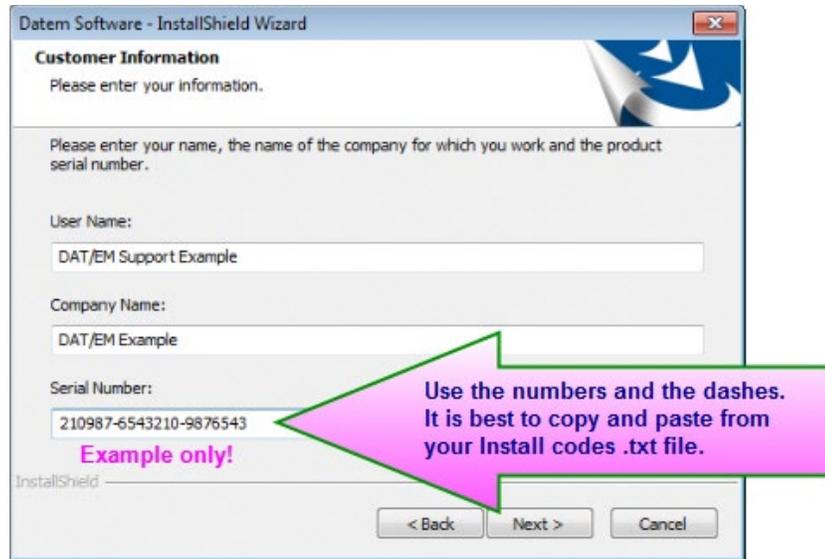


VERY IMPORTANT! Answer “Yes” to the firewall question and “OK” to reboot when finished.

9. **Right click on the Setup file and select “Run as Administrator” again.** It will now install licensed DAT/EM software packages. When it asks for a “Serial Number,” use the installation keycodes from the version 8.4 keycode set delivered to you by DAT/EM Support or your DAT/EM reseller. (Or to install unlocked utilities only, use the keycode located at the top of page 1.)
 - ✓ Open the .txt file in a text editor to make it easy to copy the keycode.
 - ✓ Use the numbers and dashes that follow the lock number. Do not include the lock number or the product descriptions. Example:

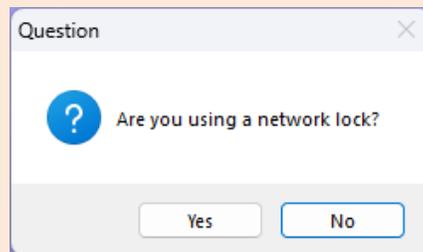
```
# Excerpt from example Install codes .txt file
#      Release Version: 8.4
#      -- Summit Evolution Serial/Keycodes --
12345  210987-6543210-9876543 (summit_pro acad esri)
```

In this example, you would copy and paste **210987-6543210-9876543**:

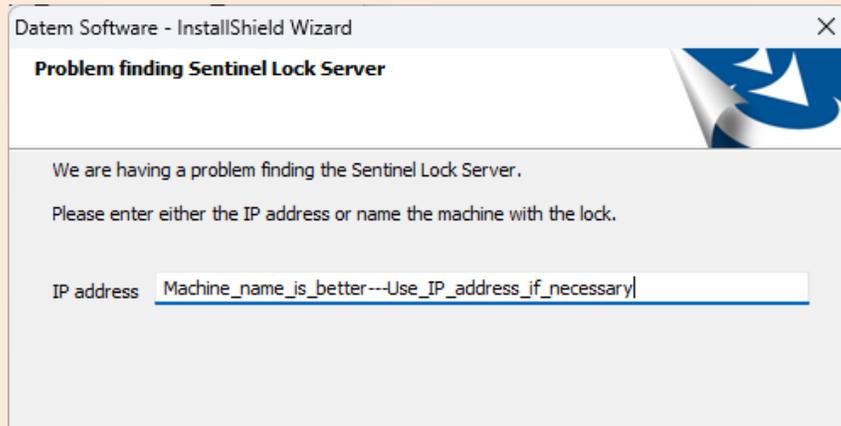


10. Do this only for a network lock.

If using a network hardware lock (dongle), a message will appear:



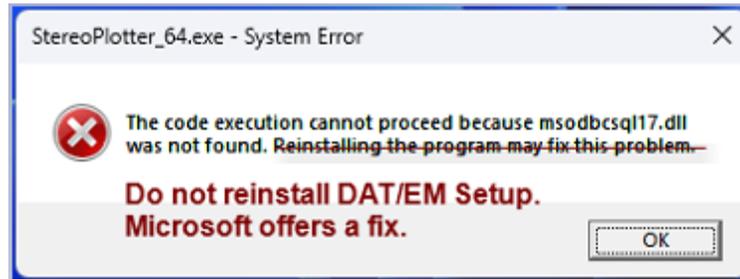
- ✓ Select **Yes**. Another message appears:



- ✓ Enter the network lock server's machine name (preferable) or IP address (will only work long term if the IP address never changes).

If the Sentinel driver/services are working properly on the network lock server and the local workstation, the network lock will be found and installation will continue. If you receive the network lock question when you have a softlock demo/rental or a local hardware lock, contact DAT/EM Support.

11. **Immediate Troubleshooting Step:** Start a DAT/EM application, such as Summit Evolution, LandScape, or Image Creator. It might give a message:



“The code execution cannot proceed because msodbcsql17.dll was not found. Reinstalling the program may fix this problem.”

Do not reinstall the program! It will only do the same thing again!

This happens when a security setting or the Windows OS will not allow Setup to copy the Microsoft SQL dll into the designated folder. Since it is a Microsoft file, fix it with a Microsoft tool:

- ✓ Log on as Administrator.
- ✓ Download from Microsoft: <https://go.microsoft.com/fwlink/?linkid=2239168>
- ✓ Right click on the downloaded Microsoft file and select "Run as Administrator"
- ✓ The file that should be installed is: "C:\Windows\System32\msodbcsql17.dll".

If you can now run DAT/EM applications, the problem is fixed.

DAT/EM Support

If you need additional assistance, email support@datem.com or your DAT/EM reseller with the following information:

- A screen shot of your **DAT/EM Administration Tool > Release Information** page (or use the copy button below the list and paste into the email)
- A detailed description of the question and what you have tried so far
- Whether this is an update on an existing (previously working) workstation or it is new.
- Any other pertinent details, such as CAD/GIS version name and number, error message screen shot

DAT/EM Technical Support

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