ArcGIS Desktop Tech Support: Troubleshooting strategies to Get You Moving Forward

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Has Anyone seen these errors before?

![Image of error message: ERROR 999999: Error executing function.](image)

![Image of ArcGIS Desktop error report](image)
ArcGIS for Desktop Tips n Tricks

- Purpose: Give you the tools to approach troubleshooting issues in ArcGIS for Desktop

1. Ask basic questions
2. Troubleshooting Workflow
3. Additional resources
4. Steps to take before calling Tech Support
Basic Questions
Basic Questions: Gather the facts

1. When did the issue first occur? Has anything changed?

2. Who is experiencing the issue?

3. What environment is the issue occurring in?

4. What is the workflow that preceded the issue?

5. What is the end goal or desired result of the workflow?
Troubleshooting Workflow
MXD Troubleshooting

Do you meet the system requirements? Yes

Does ArcMap open? Yes

Is the issue MXD specific? Yes

MXD Troubleshooting

No

Evaluate Hardware

Software/Install Troubleshooting

Is the issue layer/data specific? Yes

Layer/Data Troubleshooting

No

Is the issue location specific? Yes

Location Troubleshooting

No
**Problem Areas:**
- Does not open
- Freezes or crashes
- Workflow errors or behavior unique to MXD

**Troubleshooting steps:**
- Drag and drop layers to new MXD
- Save a Copy in current version
- MXD Doctor (Version 10.0 and up)
- Try to open in different Windows Profile/Machine
Layer Troubleshooting

1. Do you meet the system requirements?
   - Yes → Does ArcMap open?
     - Yes → Is the issue MXD specific?
       - Yes → MXD Troubleshooting
       - No → Is the issue layer/data specific?
         - Yes → Layer/Data Troubleshooting
         - No → Is the issue location specific?
           - Yes → Location Troubleshooting
           - No → Software/Install Troubleshooting
   - No → Evaluate Hardware
Layer Troubleshooting

• Problem Areas:
  - Drawing/display
  - Editing
  - Geoprocessing / Models / Scripts

• Troubleshooting Steps
  - Projection
  - Export to a different format
  - Check and repair geometry
  - Check tool usage/help documentation
  - Specialty properties or symbology
  - Break apart models and scripts and run tools manually
Location Troubleshooting

Do you meet the system requirements?
- Yes
- No
  - Evaluate Hardware

Does ArcMap open?
- Yes
- No
  - Software/Install Troubleshooting

Is the issue MXD specific?
- Yes
  - MXD Troubleshooting
- No
  - Is the issue layer/data specific?
    - Yes
      - Layer/Data Troubleshooting
    - No
      - Is the issue location specific?
        - Yes
          - Location Troubleshooting
        - No
          - No
**Problem Areas:**
- Network
- Workspace
- Profile/Machine

**Troubleshooting Steps**
- Move data to new location/workspace or connect to it in a different way
- Create a new default geodatabase on your local machine to use as a workspace for geoprocessing tools
- Different Windows Profile
  - Work with IT if unique to profile
- Permissions
Software Troubleshooting

Do you meet the system requirements? No

Evaluate Hardware

Yes

Does ArcMap open? Yes

Is the issue MXD specific? Yes

MXD Troubleshooting

No

Is the issue layer/data specific? Yes

Layer/Data Troubleshooting

No

Software/Install Troubleshooting

Is the issue location specific? Yes

Location Troubleshooting

No

Is the issue location specific?
Problem Areas:
- Bad install
- Corrupt software files
- Previous versions
- 3rd Party software

Troubleshooting Steps
- Rename Esri folders
- Repair Software
- Disable/Uninstall 3rd Party software
- Uninstall/Re-install ArcMap
- Call Tech Support!
Additional Resources
Additional resources commonly used by Tech Support:

- Desktop Resources (Documentation)
- Support Knowledge Base
- GeoNet
Resource Examples: Resources and Documentation

• Adding x,y coordinate data as a layer

• Repairing broken data links

• ArcGIS Tutorials

Repairing broken data links

ArcGIS tutorials

ArcGIS Desktop application tutorials
ArcGIS Desktop extension tutorials
ArcGIS Server tutorials
Resource Examples: Blogs and Technical Articles

- Troubleshooting Performance Issues in ArcGIS Pro
- Slow Performance Troubleshooting
- How to: Diagnose an ArcMap Printing or exporting problem
Resource Examples: GeoNet

- Resetting your ArcGIS application profile
- ArcGIS Ideas
- Prevent point symbols from rotating with data frame rotation
What’s next?
What to have ready when logging a case with Technical Support

- Software version
- License level
- Synopsis of the issue
  - What’s my issue in a nutshell?
- Detailed workflow
- Error messages
- Test data
The Take Away Message

- Ask Basic Questions

- Narrow the issue down using iterative workflow
  - Mxd, data/layers, location, software installation?
  - Test with different mxd, different data, different locations

- Ask for help!
  - Internet search
  - GeoNet
  - Esri Technical Support
  - WWTSD
Thank you...

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