Assumptions

- Collector workflow
- Versioning
  - Delta tables
- Replication synchronization

- For more information on Collector workflow:
  - Synchronizing & Disconnected Editing in Collector - Thursday, 11:30 am
Agenda

• Case Study
• General troubleshooting tips
•Disconnected editing workflow
• Part 1 – Troubleshooting in Collector and ArcGIS Server
• Part 2 – Troubleshooting in an Enterprise Geodatabase
• Wrap up/Questions
Case Study

- GIS Analyst
- Editing in user version
- Set up offline feature service for Collector
- Downloaded to device
- Made offline edits
- Synchronization on device was successful
- Unable to see edits in original MXD
General Troubleshooting Tips

Simplify • Analyze • Intention
Offline Maps User Workflow

User

Choose area to download

Download the map

Disconnect and Collect data

Connect and sync
Troubleshooting in Collector & ArcGIS Server

Methods on finding edits made in Collector
Collector for ArcGIS
Troubleshooting Tips

• What happens when a map is downloaded?
  - SQLite database created
  - Has .geodatabase extension

• Why?
  - Read-only

• Methods to obtain the .geodatabase file
  - Device
  - ArcGIS Server Administrator

KB000012460: How To: Access offline edits from Collector for ArcGIS directly from an Android or iOS device
ArcGIS Server Manager
Using Server Logs to Find the Sync

• ArcGIS Server Logs
  - Warning is the default level
  - Log Levels (Severe ➔ Debug)
  - Turn off Verbose/Debug

• What to Look for?
  - Sync successful?
  - Edits transferred?
  - Errors/Warnings?
Demo - SQLite & ArcGIS Server
Troubleshooting Tips
Case Study

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Troubleshooting in an enterprise geodatabase
Database Management System (DBMS) Trace

Set Up

• Setup varies depending on the RDBMS that you are using

• SQL Server Profiler
  - Sysadmin
  - ALTER TRACE

• Start the trace only when you are ready to begin
SDE Intercept
What is it and how to Configure

- Used to profile ArcGIS client
- Environment Variables
  - SDEINTERCEPTLOC=%TEMP%\sdeint
  - SDEINTERCEPT=cwrtf
- Restart ArcGIS service
- Permissions to directory
  - ArcGIS server account
- Be careful what you do when an intercept is running
- Remove when done

KB000010355: How To: Diagnose ArcSDE connection and performance issues using SDEINTERCEPT
Demo - DBMS Trace & SDE Intercept
Troubleshooting Tips
Wrap Up

• SQLite database is created to store edits when offline
• Server Logs & Traces
• Windows operating system user used to create the feature service
• A version is created for edits
  - Owned by the \arcgis user
  - Set to private
• Reconcile & Post as the \arcgis user

• For more information on Collector:
  - Synchronizing &Disconnected Editing in Collector – Thursday, 11:30 am
Questions?
Wrap Up

- KB000012460: How To: Access offline edits from Collector for ArcGIS directly from an Android or iOS device
- KB000010355: How To: Diagnose ArcSDE connection and performance issues using SDEINTERCEPT
- Platform Error Codes: https://developers.arcgis.com/net/latest/wpf/guide/platform-error-codes.htm
- DB Browser for SQLite: http://sqlitebrowser.org/
- Notepad++: https://notepad-plus-plus.org/