Troubleshoot Like an Esri Support Pro: Collector for ArcGIS

Krista McPherson and Leanndra Arechederra-Romero
Presentation Outline

I. Collector for ArcGIS Overview

II. Troubleshooting Demonstration

III. Troubleshooting Framework

IV. Questions
Collector for ArcGIS Overview
What is Collector for ArcGIS?
What is Collector for ArcGIS?

Collect and Update Data

Offline Editing Available

iOS, Android, Windows 10

Support for External GPS
ArcGIS Solutions for Emergency Management
Project Goals

1) Use a web map created with ArcGIS Online in Collector
2) Enable the web map for offline use
3) Add features with photo attachments
4) Sync features added in the field to ArcGIS Online
Log into Collector for ArcGIS
Troubleshooting Framework

Reproducible outside of Collector?
Sign In

Need an ArcGIS Public Account?

An ArcGIS Public Account is a personal account with limited usage and capabilities and is meant for non-commercial use only.

CREATE A PUBLIC ACCOUNT

If you have signed up for an Esri Account, you have automatically been given access to an ArcGIS Public Account and you can use the same sign-in credentials for both.

Username

Password

☐ Keep me signed in

SIGN IN

Forgot password?  Forgot username?

Sign in with ENTERPRISE LOGIN

Sign in with Facebook

Sign in with Google
Sign In

Need an ArcGIS Public Account?

An ArcGIS Public Account is a personal account with limited usage and capabilities and is meant for non-commercial use only.

CREATE A PUBLIC ACCOUNT

If you have signed up for an Esri Account, you have automatically been given access to an ArcGIS Public Account and you can use the same sign-in credentials for both.

Sign In

Username
Password

Keep me signed in

SIGN IN

Forgot password? Forgot username?

Sign in with ENTERPRISE LOGIN
Sign in with Facebook Google
Open a Web Map in Collector
You don't have any maps.
Troubleshooting Framework

Reproducible outside of Collector?

- YES
  - Reproducible with different feature layer?
  - NO
    - Troubleshoot the Collector app

-NO
Enable Web Map for Offline
Troubleshooting Framework

Reproducible outside of Collector?

YES

Reproducible with different feature layer?

YES

Reproducible when publishing a new service?

NO

Determine differences between old and new feature layer
Add Attachments to a Feature
Troubleshooting Framework

- Reproducible outside of Collector?
  - YES
  - Reproducible with a different feature layer?
    - YES
      - Reproducible when publishing a new service?
        - YES
          - Reproducible with a simplified dataset?
            - YES
            - Troubleshoot the existing service
          - NO
        - NO
      - NO
    - NO
  - NO

Troubleshooting Framework

1. Reproducible with a simplified dataset?
   - YES
   - NO

   NO: Check for Data Specific Issues
   YES: Capture Fiddler Traffic for Collector

2. Reproducible when publishing a new service?
   - YES
   - NO

   NO: Check for Data Specific Issues
   YES: Reproducible with a different feature layer?

3. Reproducible outside of Collector?
What is Fiddler?
## HTTP Status Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Informational</td>
</tr>
<tr>
<td>200</td>
<td>Success*</td>
</tr>
<tr>
<td>300</td>
<td>Redirection</td>
</tr>
<tr>
<td>400</td>
<td>Client Error</td>
</tr>
<tr>
<td>500</td>
<td>Server Error</td>
</tr>
</tbody>
</table>
Capture Fiddler Traffic for Collector
Capture Fiddler Traffic When Signing into Collector
Capture Fiddler Traffic When Adding a Feature in Collector
Capture Fiddler Traffic When Syncing Features in Collector
Troubleshooting Framework

Reproducible outside of Collector?

Reproducible with a different feature layer?

Reproducible when publishing a new service?

Reproducible with a simplified dataset?

Capture Fiddler Traffic for Collector

Troubleshoot Collector application

Determine differences between old and new feature layer

Troubleshoot the existing service

Check for Data Specific Issues

Reproducible with a different feature layer?

NO

YES

Reproducible when publishing a new service?

NO

YES

Reproducible with a simplified dataset?

NO

YES
Additional Resources

Collector Resources

Fiddler Resources
- Configure Fiddler for iOS: http://docs.telerik.com/fiddler/Configure-Fiddler/Tasks/ConfigureForiOS
- Configure Fiddler for Android: http://docs.telerik.com/fiddler/Configure-Fiddler/Tasks/ConfigureForAndroid
- Configure Fiddler for Windows: http://docs.telerik.com/fiddler/Configure-Fiddler/Tasks/MonitorWindowsPhone7
- Using Fiddler: https://community.esri.com/groups/technical-support/blog/2018/06/07/monitoring-web-service-requests-using-fiddler
See Us Here- Troubleshoot Like an Esri Support Pro Series

<table>
<thead>
<tr>
<th>WORKSHOP</th>
<th>LOCATION</th>
<th>TIME FRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>• ArcGIS Apps and GPS/GNSS Connections</td>
<td>Demo Theater 17</td>
<td>• Wednesday at 01:15 – 02:00</td>
</tr>
<tr>
<td>• ArcGIS Pro</td>
<td>Demo Theater 06</td>
<td>• Tuesday at 01:15 – 02:00 and 04:00 – 04:45</td>
</tr>
<tr>
<td>• Enterprise Geodatabases</td>
<td>Demo Theater 06</td>
<td>• Tuesday at 02:30 – 03:15</td>
</tr>
<tr>
<td>• ArcGIS Enterprise</td>
<td>Demo Theater 06</td>
<td>• Wednesday at 10:00 – 10:45 and 04:00 – 04:45</td>
</tr>
</tbody>
</table>

- Demo Theater 06
- Demo Theater 06
- Demo Theater 17
Questions?
Please Take Our Survey on the App

Download the Esri Events app and find your event

Select the session you attended

Select the Feedback tab

Complete answers and select “Submit”