ArcGIS Pro

- Does it Start?
- Licensing
- Data
- Performance
- Crashes
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System Requirements | ArcGIS Pro

- Windows 10 Ultimate
- 2x hyperthreaded deca-core
- 32 GB RAM
- 2TB Storage Space on a SSD (solid state hard drive)
System Requirements | ArcGIS Pro

- Windows 7 Ultimate
- Dual Core CPU
- 4GB RAM
- 500 GB Storage Space
### System Requirements | ArcGIS Pro

<table>
<thead>
<tr>
<th>CPU Speed</th>
<th>Memory</th>
<th>Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Minimum: Hyperthreaded dual core*&lt;br&gt;- Recommended: Quad core*&lt;br&gt;- Optimal: 2x hyperthreaded deca core*</td>
<td>- Minimum: 4 GB&lt;br&gt;- Recommended: 8 GB&lt;br&gt;- Optimal: 16+ GB</td>
<td>- Minimum: 32 GB of free space&lt;br&gt;- Recommended: 32 GB or more of free space on a solid-state drive (SSD)</td>
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</table>

#### Platform
- x64 with SSE2 extensions

#### Display Properties
- 24-bit color depth

#### Screen Resolution
- 1024x768 or higher at normal size (96 dpi)
Can your computer run ArcGIS Pro?

Check your computer's ability to run ArcGIS Pro by using ‘CanYouRunIt’

Provides a quick analysis of your machine – fast, easy, and free!
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Troubleshooting | Licensing

• **Issue:** “ArcGIS Pro was not able to download license from the licensing portal.” or “The account could not be used to sign in because it is not authorized to use ArcGIS Pro.”

• **Cause:** The username was not assigned ArcGIS Pro licenses from the licensing portal [ArcGIS Online/Portal for ArcGIS]

• **Fix:** Have the portal Administrator assign ArcGIS Pro licenses to user name.
Troubleshooting | Licensing

- **Issue:** “The username you entered is not a member of this organization”

- **Cause:** When the licensing Portal is set to a specific Organization URL and the username is not a part of that Organization.

- **Fix:** Use [http://www.arcgis.com/](http://www.arcgis.com/) under Portals and set as active Portal.
When ArcGIS Pro crashes without error messages, issues with adding data, tools not working as expected.

Possible cause – License May not be available/Expired.

Verify in the Licensing tab that there is a valid license. If not, contact Administrator/ Customer Service.
Troubleshooting | Licensing

• **Issue**: Unable to return offline Pro license - The setting "Authorize ArcGIS Pro to work offline" is checked but disabled.

• **Cause**: The user is not signed in to the licensing portal.

• **Fix**: Go to Project > Portals. Find the portal connection containing the key on the icon; this is the licensing portal. Right click > Sign in.
ArcGIS Pro

Does it Start?

Licensing

Data

Performance

Crashes
Troubleshooting | Data Related

When?
Accessing Data, Editing, Geoprocessing Tools, Sharing workflows

Basic Isolation Testing -
Does the issue persist when:
- Adding dataset to a New Map in the Project?
- New Project?
- Does it work with a different dataset?
Troubleshooting | Data Related

- Consider dataset format (e.g. export to different format)
- Consider dataset location (e.g. copy dataset from network location to local drive)
Troubleshooting | Data Related

- Highlight icon to reveal more information about error message or warning

- Select the **Status** option to reveal more information about the layers and their Editing Status
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First Things First!

- Update the Graphics/Video Card driver
- Update it directly from manufacturer (e.g. NVidia or AMD)
Troubleshooting | Performance

Display unresponsive to navigation commands

**Cause:** Volume of data that’s being loaded or displayed for a given view

**Possible Solutions:**
- Change Rendering Quality and/or Rendering Engine (*Project Options*)
- Change the visibility range for “out beyond” (*Layer Properties*)
- Reduce or simplify the geometries being rendered (*Geoprocessing tools*)
Operations on layers coming from your web GIS are slow

- **Cause:** May be related to network issues

- **Possible Solution:** Consider using an external tool such as **Fiddler** to further diagnose
Troubleshooting | Performance

- ArcMon
- Ctrl+Alt+M
- Diagnostic information about different parts of the ArcGIS Pro application
ArcGIS Pro

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Troubleshooting | Crashes

• We hope that you never experience one!

• If you do, please include email address and a detailed description of the workflow.
Troubleshooting | Crashes

• **Issue:** Crash when launching ArcGIS Pro

• **Potential Cause:** Inadequate System Resources

• **Test:** The *Can You Run It?* webpage
Troubleshooting | Crashes

• **Issue:** Crash only when rendering Scene layers/3D Data

• **Potential Cause:** Unsupported Graphics/Video Card or outdated driver

• **Tests:**
  - *Can You Run It*
  - *Make sure latest drivers from the vendor are installed*
Troubleshooting | Crashes

• **Issue:** Crash consistently reproduced for a specific sequence of steps/tools/clicks

• **Basic Isolation Testing:**
  - Does it happen on a new map? A new project?
  - Does it happen on another machine?
  - Does it happen with another dataset?
  - Contact Esri Support Services.
Troubleshooting | Crashes

• **Issue:** Everything was working perfectly the last time the application was used but now the application crashes?

• **Potential Cause:** Crash could be specific to a new Microsoft Windows Update - Compatibility issue between certain update and ArcGIS Pro

• **Test:** Settings > Update & security > Windows Update > Update History
  Contact Esri Support Services.
Troubleshooting | **Crashes**

- **Issue:** Crash specific to a certain Windows User
- **Potential Cause:** Corrupted Windows Profile
- **Test:** Have another user login into the same machine and verify if the software still crashes
Troubleshooting | Crashes

Create a new .config file –

1. Navigate to the following folder path:
C:\Users\<USERNAME>\AppData\Local\ESRI\ArcGISPro.exe_StrongName_\<STRONGNAME>_\<VERSION>

2. Delete the user.config file > Start ArcGIS Pro
Troubleshooting | Crashes

Rename the ArcGIS Pro folder -
By renaming the ‘ArcGISPro’ folder to any different name, a new ‘ArcGISPro’ folder is created when starting the application. [Soft Reset]

1. Navigate to the following path:
   C:\Users\<USERNAME>\AppData\Roaming\ESRI\ 

2. Rename the ArcGIS Pro folder (for example, to ArcGISPro_Old)

If all else fails or if you need assistance working through the above steps, please feel free to call Esri Support Services.

• Make sure you at least meet minimum system requirements.

• Are you using a valid and active license?
  
  If all else fails or if you need assistance working through the above steps,

• Isolate potential problematic data.

• Use performance monitoring tools like ArcMon or Fiddler.

• Consider doing a soft reset.
Troubleshooting | References

• ArcGIS Desktop license types – http://bit.ly/2u0PHl3


Troubleshooting | References


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Download the Esri Events app and find your event

Select the session you attended

Scroll down to find the feedback section

Complete answers and select “Submit”
QUESTIONS?