



ArcGIS for Desktop Tips n Tricks

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➤ Give you the tools to approach troubleshooting issues in ArcGIS for Desktop

1. Ask basic questions
2. Troubleshooting Workflow
3. Steps to take before calling Tech Support





What



Where



When



Who

**Basic questions
to ask before getting started**

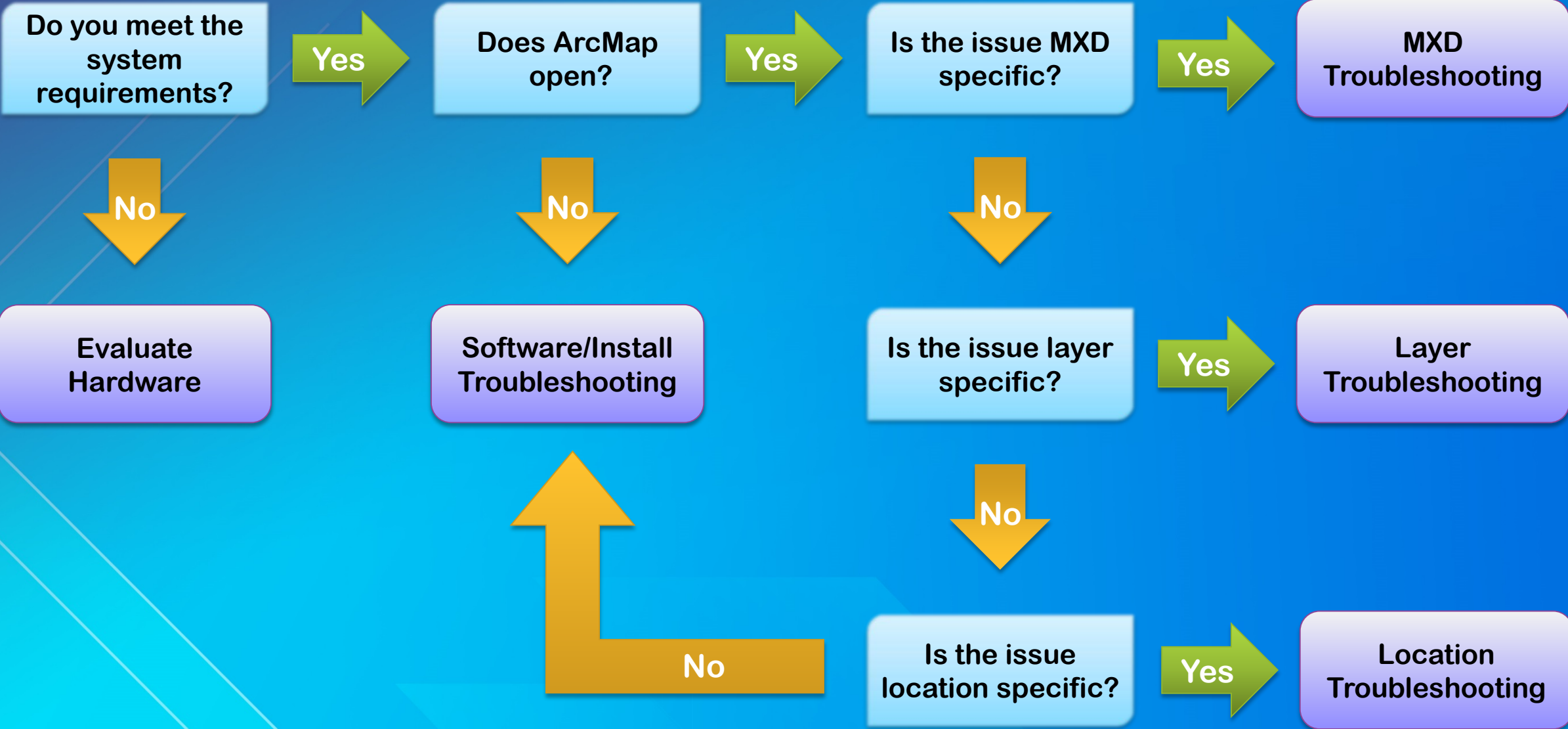


How

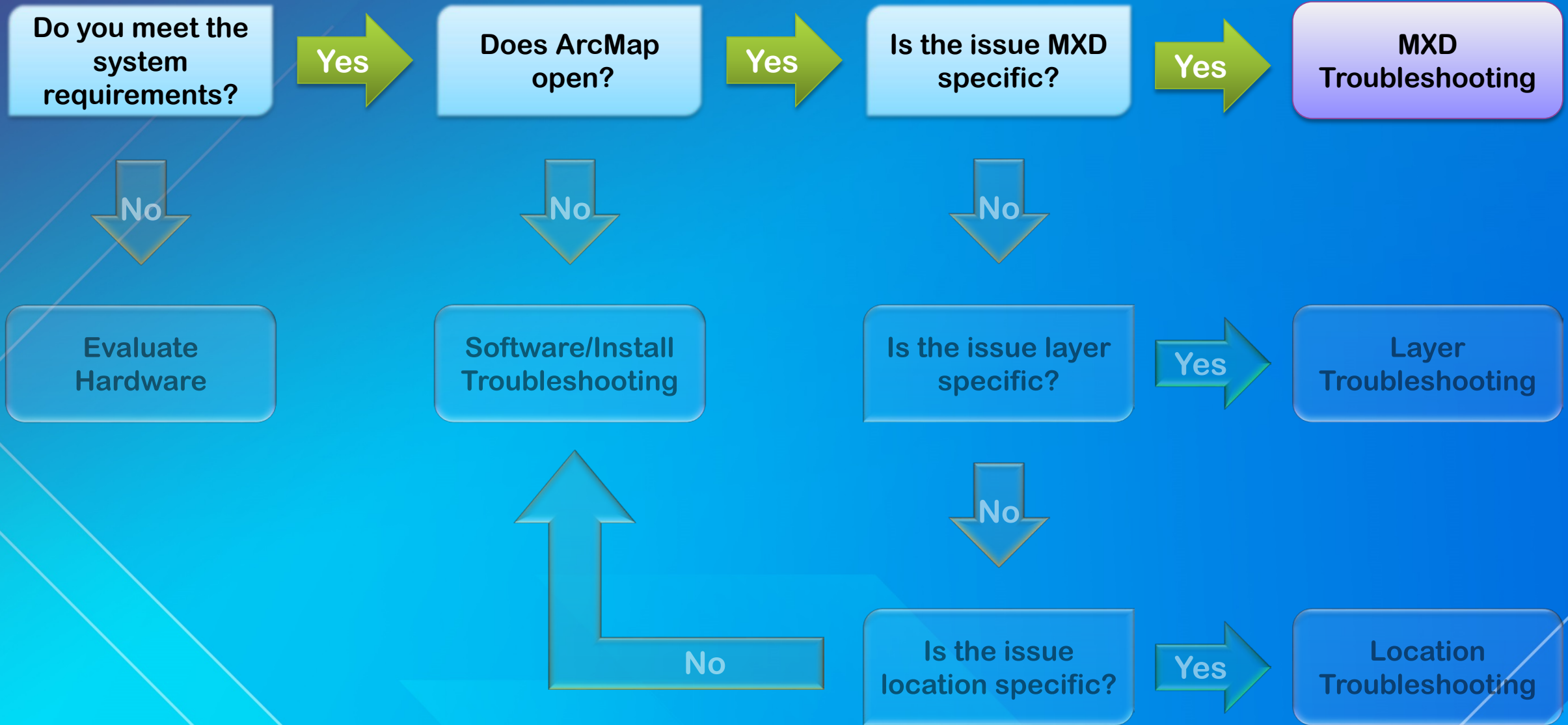


Why

Troubleshooting workflow



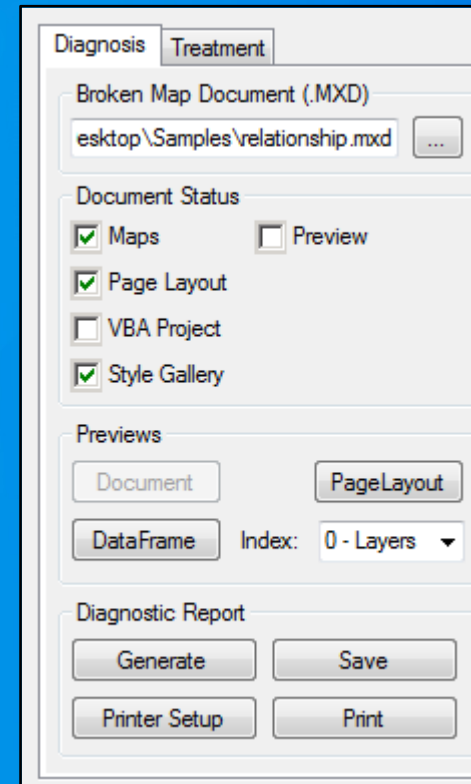
MXD Troubleshooting



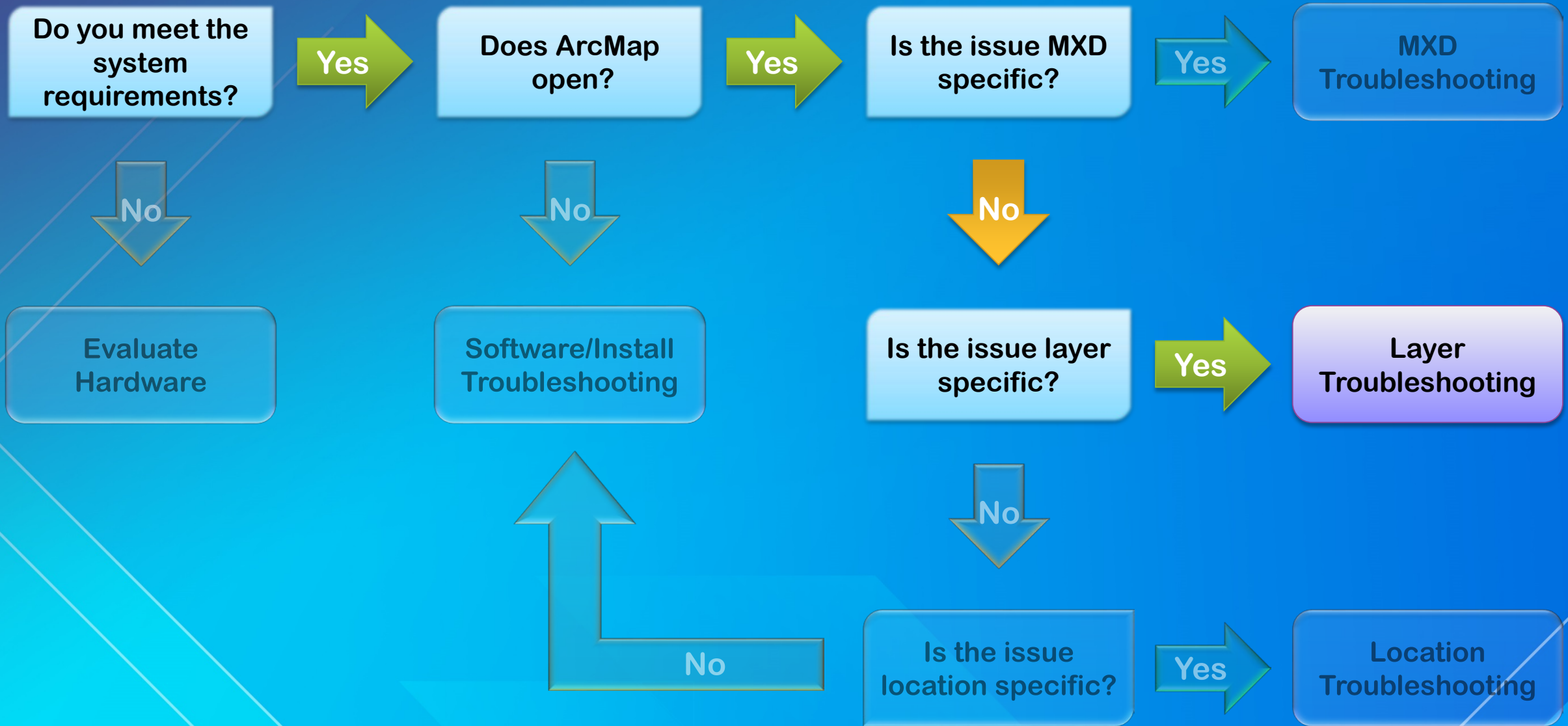


MXD Troubleshooting

- **Problem Areas:**
 - Does not open
 - Workflow errors or behavior unique to MXD
- **Troubleshooting steps:**
 - Drag and drop layers to new MXD
 - MXD Doctor
 - Try to open in different Windows Profile/Machine
 - If successful see Location Troubleshooting



Layer Troubleshooting



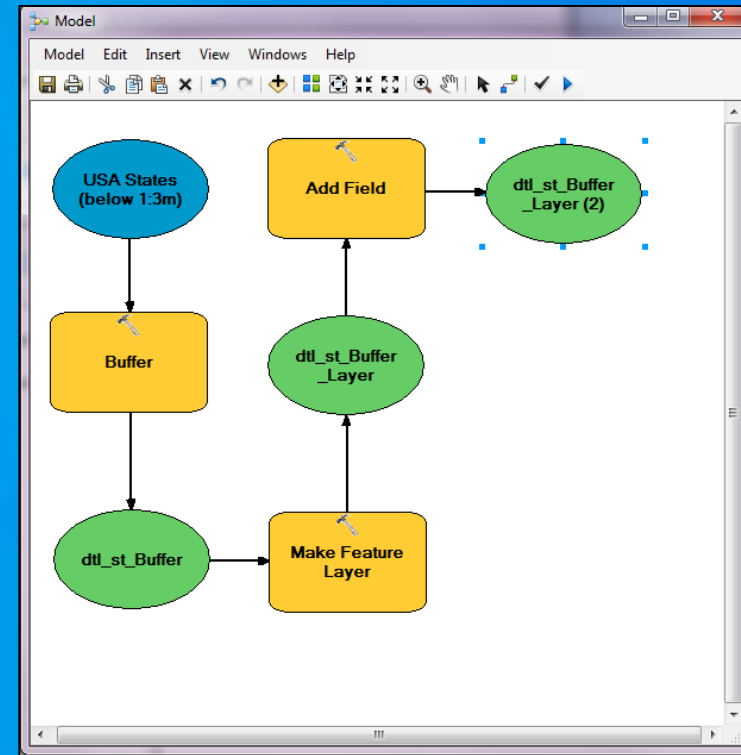
Layer Troubleshooting

- **Problem Areas:**

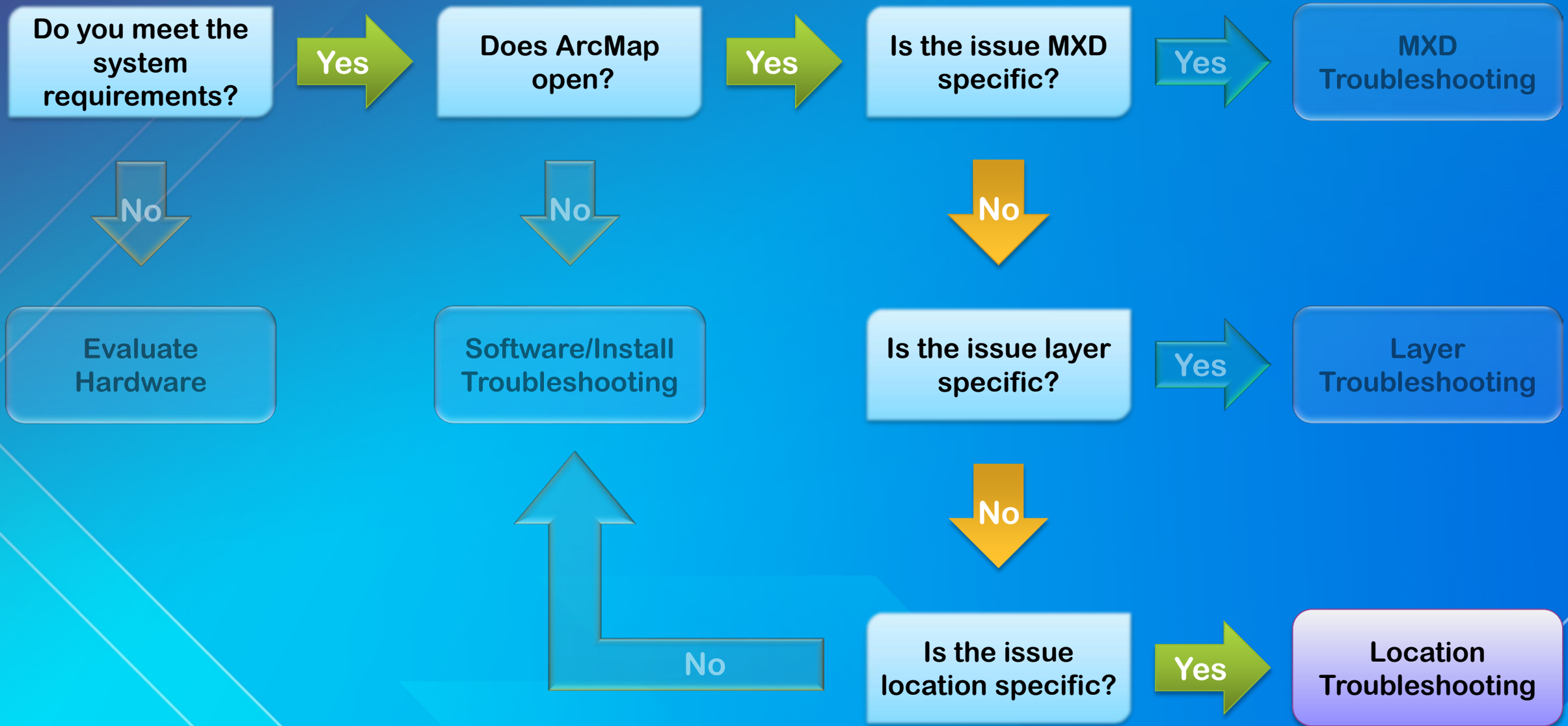
- Drawing/display
- Editing
- Geoprocessing / Models / Scripts

- **Troubleshooting Steps**

- Projection
- Export to a different format
- Check and repair geometry
- Add to a new data frame / new map
- Check tool usage
- Break apart models and scripts and run tools manually

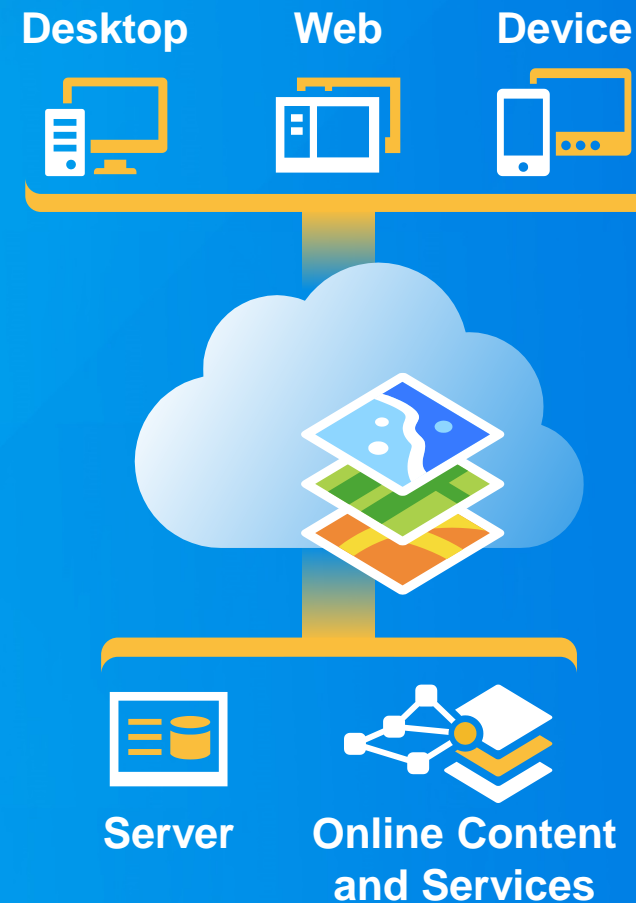


Location Troubleshooting

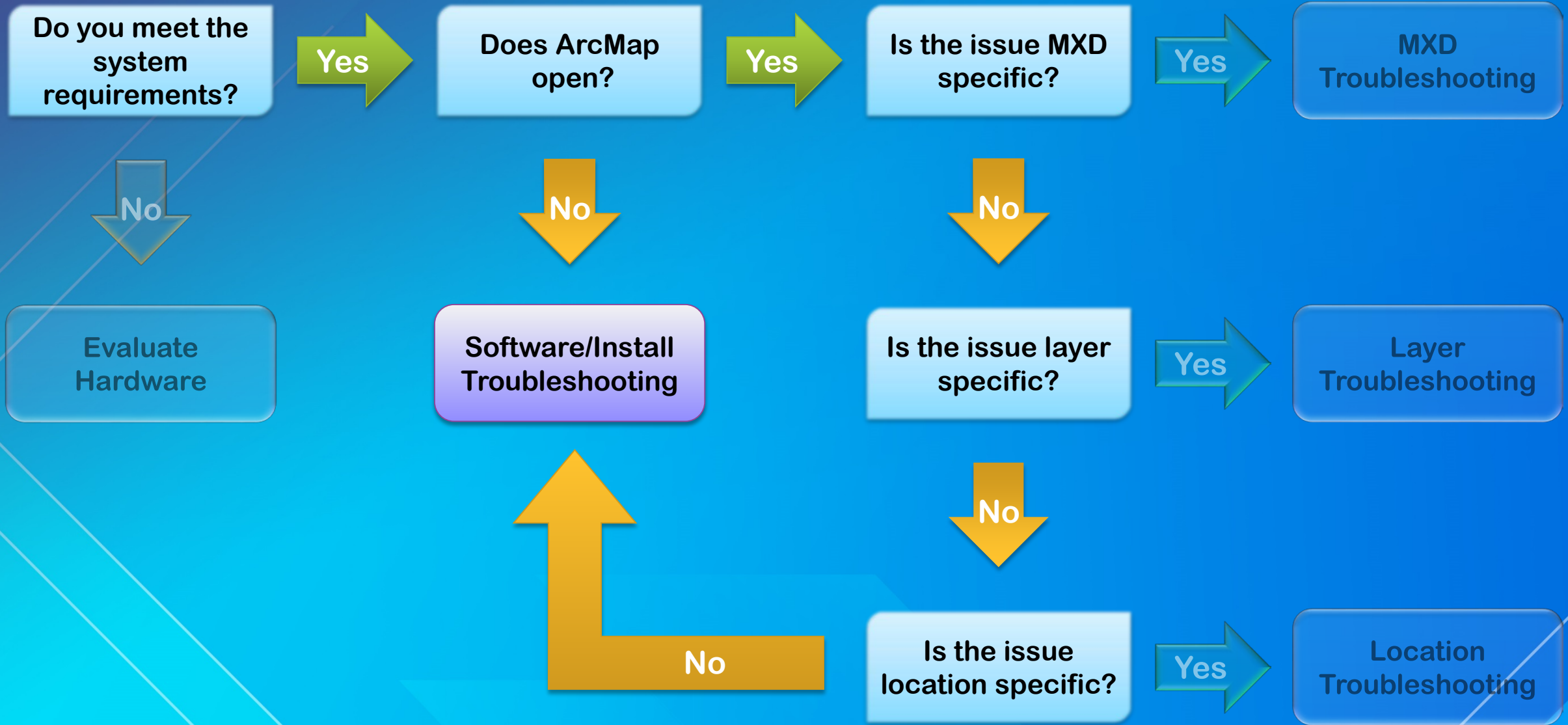


Location

- **Problem Areas:**
 - Network
 - Workspace
 - Profile/Machine
- **Troubleshooting Steps**
 - Move data to new location/ workspace
 - Different Windows Profile
 - Work with IT if unique to profile
 - Permissions



Location Troubleshooting



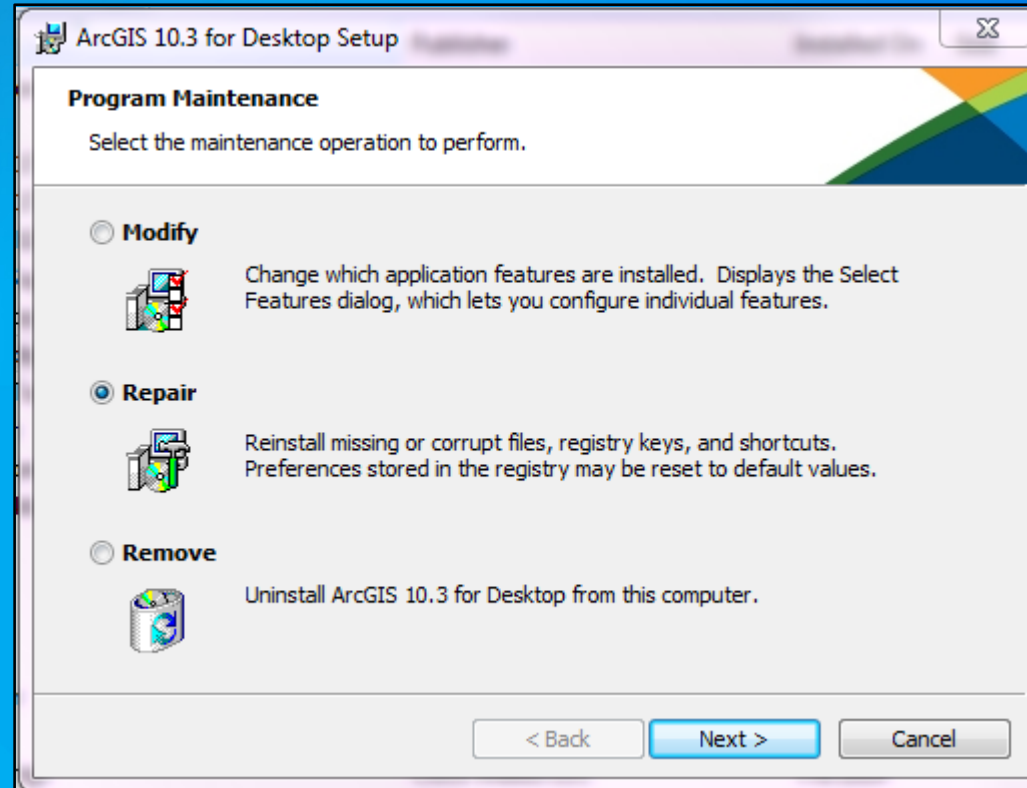
Install/Software

- **Problem Areas:**

- **Bad install**
- **Corrupt software files**
- **Previous versions**
- **3rd Party software**

- **Troubleshooting Steps**

- **Rename Esri folders**
- **Repair Software**
- **Third party Software**
- **Uninstall/Re-install**



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

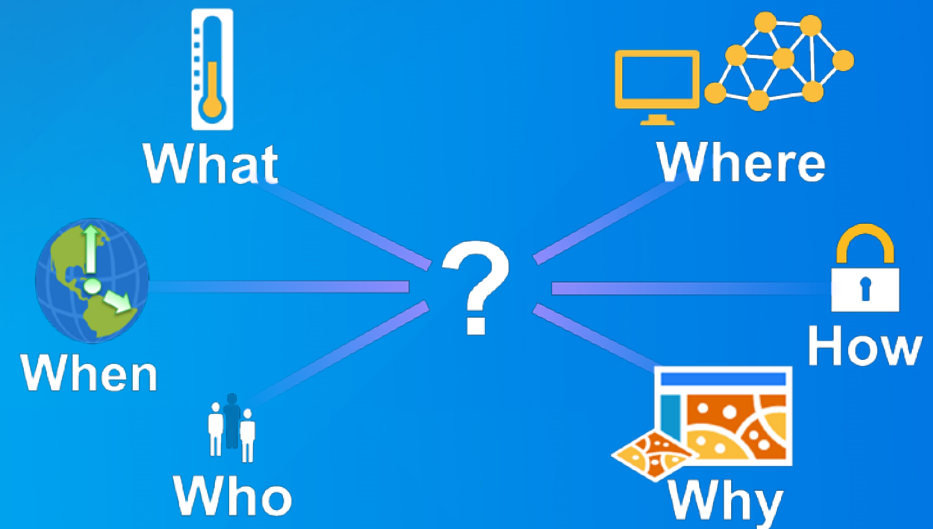
- What, who, where, when, how?

- Narrow the issue down using iterative workflow

- Mxd, data/layers, location, software installation?
- Test with different mxd, different data, different locations

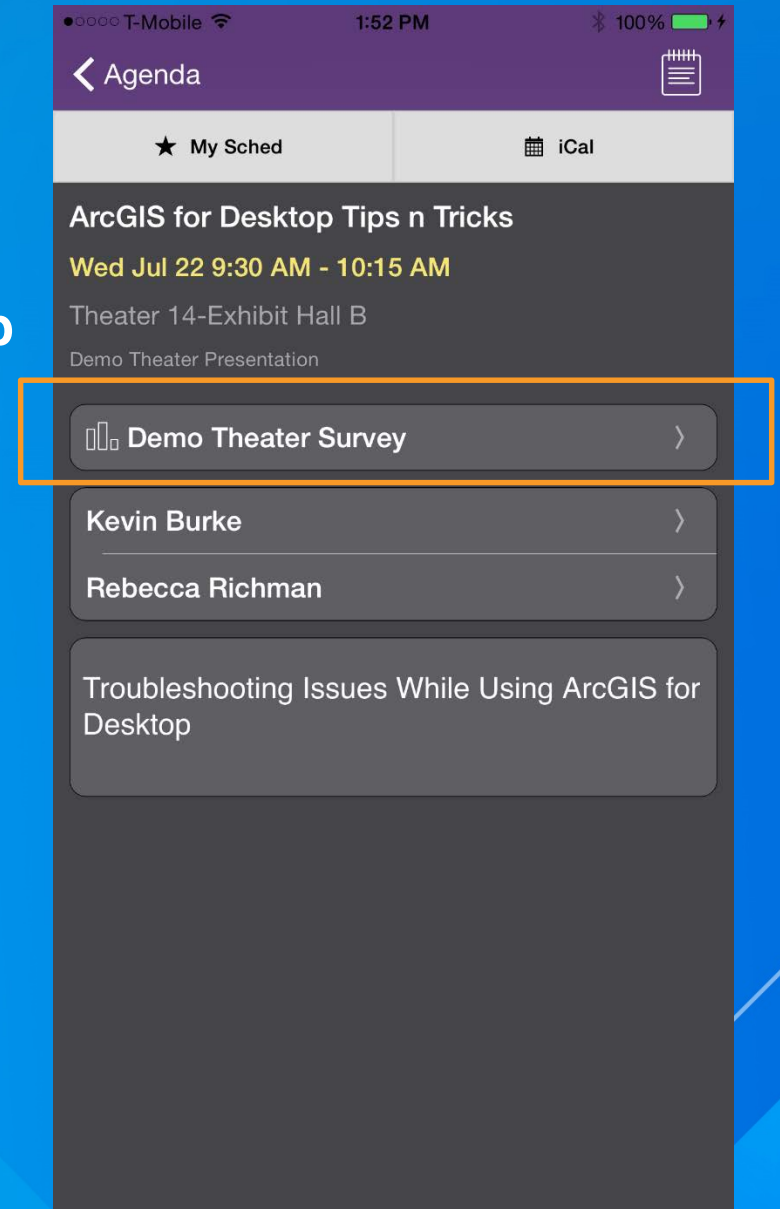
- Ask for help!

- Google
- GeoNet
- -Esri Technical Support



Thank you...

- Please fill out the session survey in your mobile app
- Select ArcGIS For Desktop Tips n Tricks in the Mobile App
 - Use the Search Feature to quickly find this title
- Click “Demo Theater Survey”
- Answer a few short questions and enter any comments



Questions?



Understanding our world.