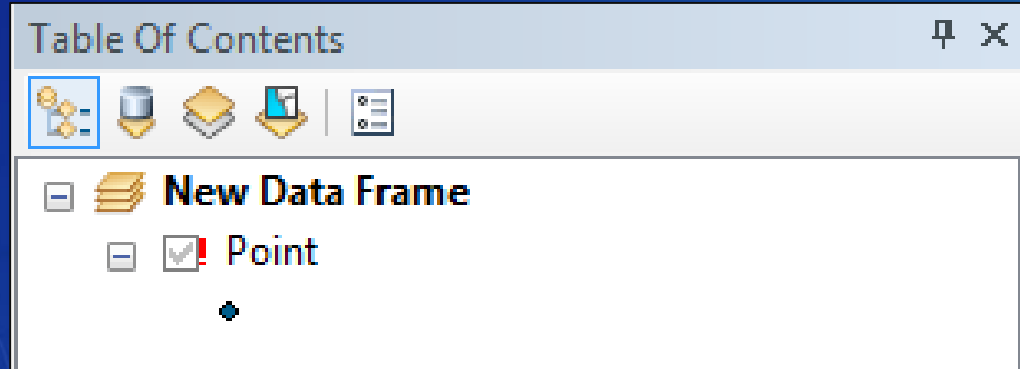


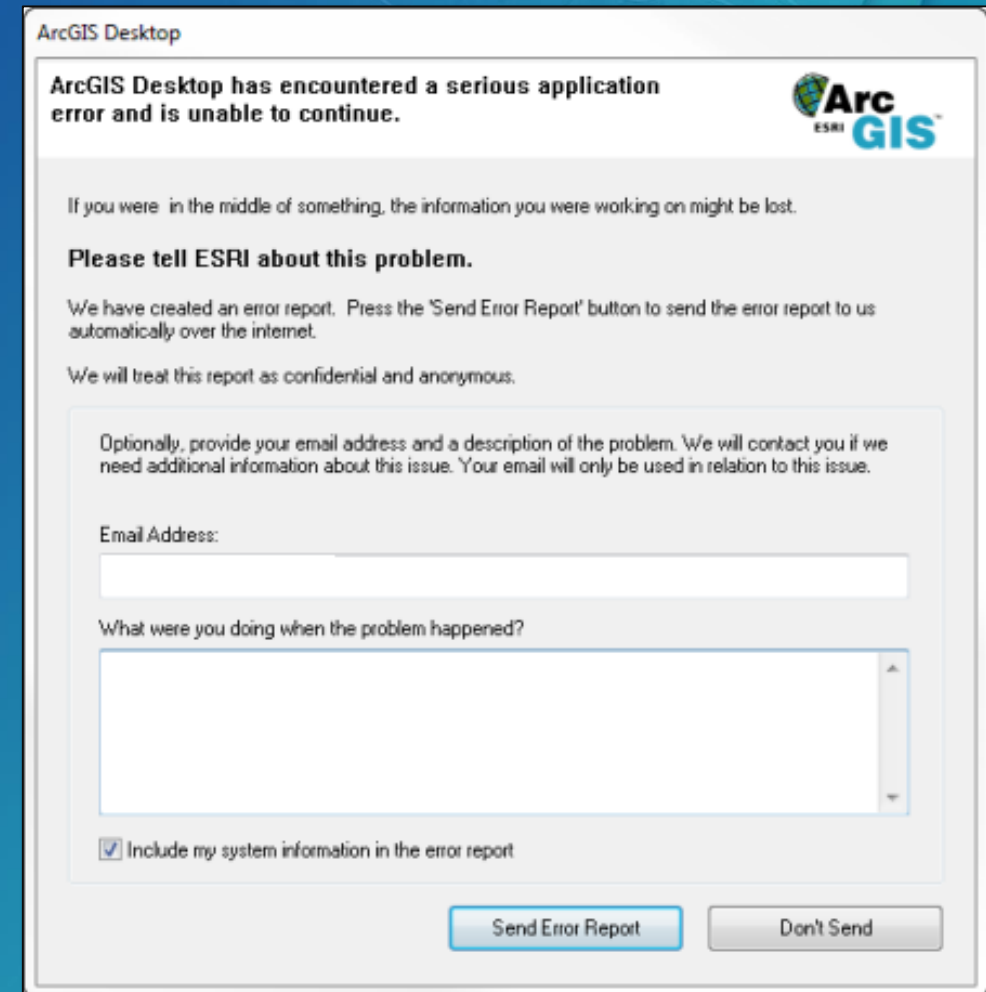
ArcGIS Desktop Tech Support: Troubleshooting strategies to Get You Moving Forward

Katrina McLean and Jacob Lias

Has Anyone seen these errors before?



 **ERROR 999999: Error executing function.**



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

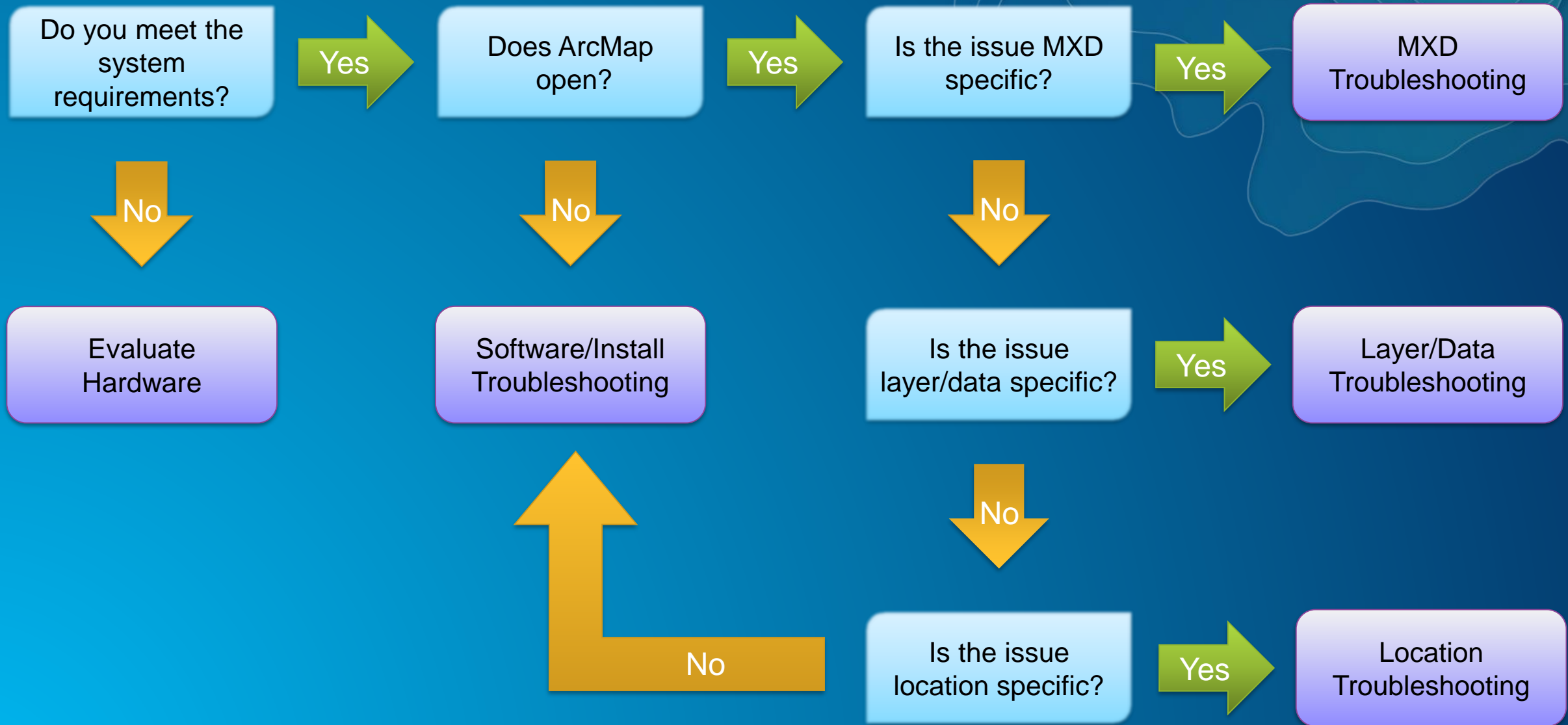
- 1. When did the issue first occur? Has anything changed?
- 2. Who is experiencing the issue?
- 3. What environment is the issue occurring in?
- 4. What is the workflow that preceded the issue?
- 5. What is the end goal or desired result of the workflow?



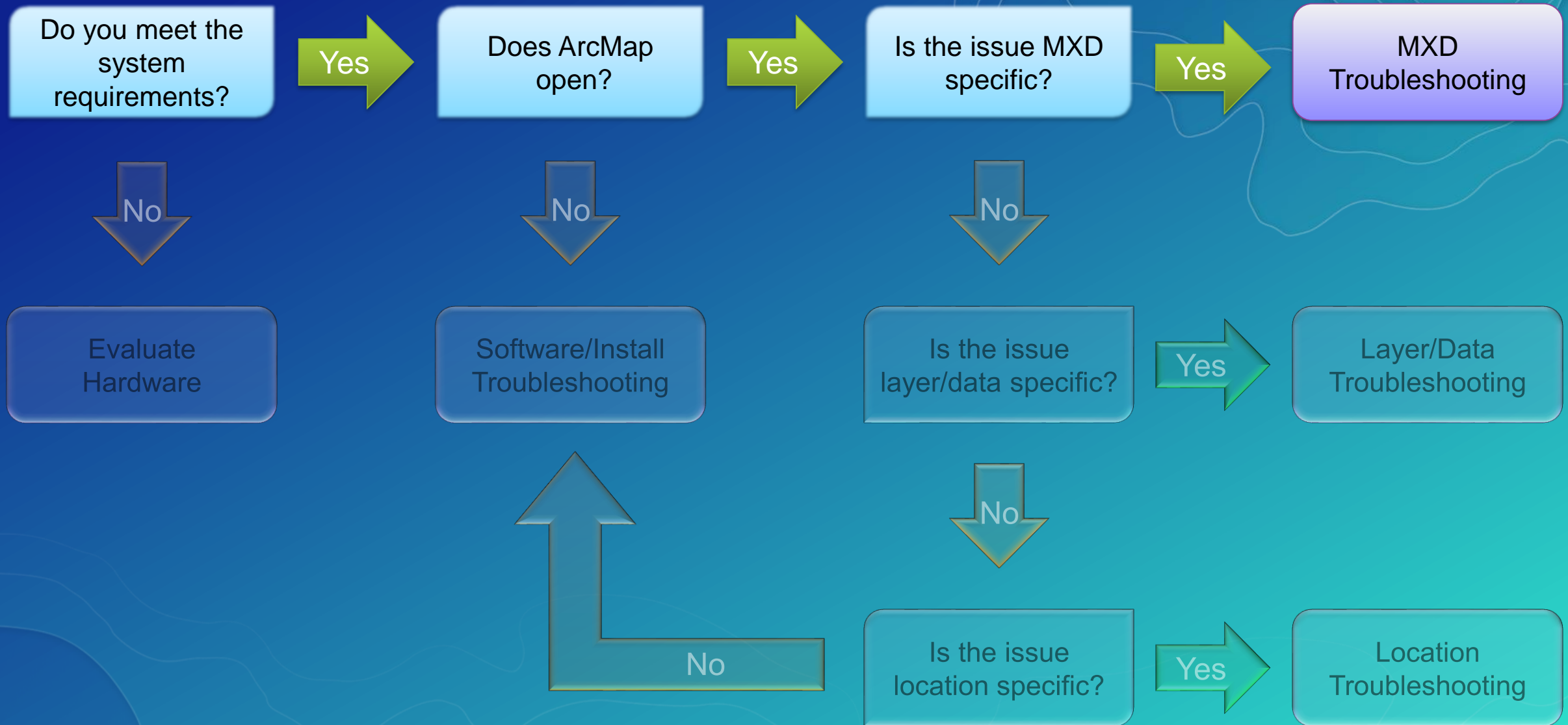
Troubleshooting Workflow



Troubleshooting workflow

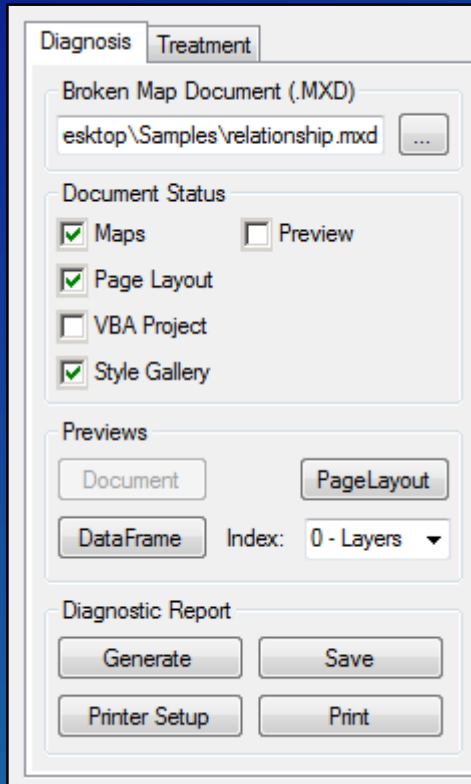


MXD Troubleshooting



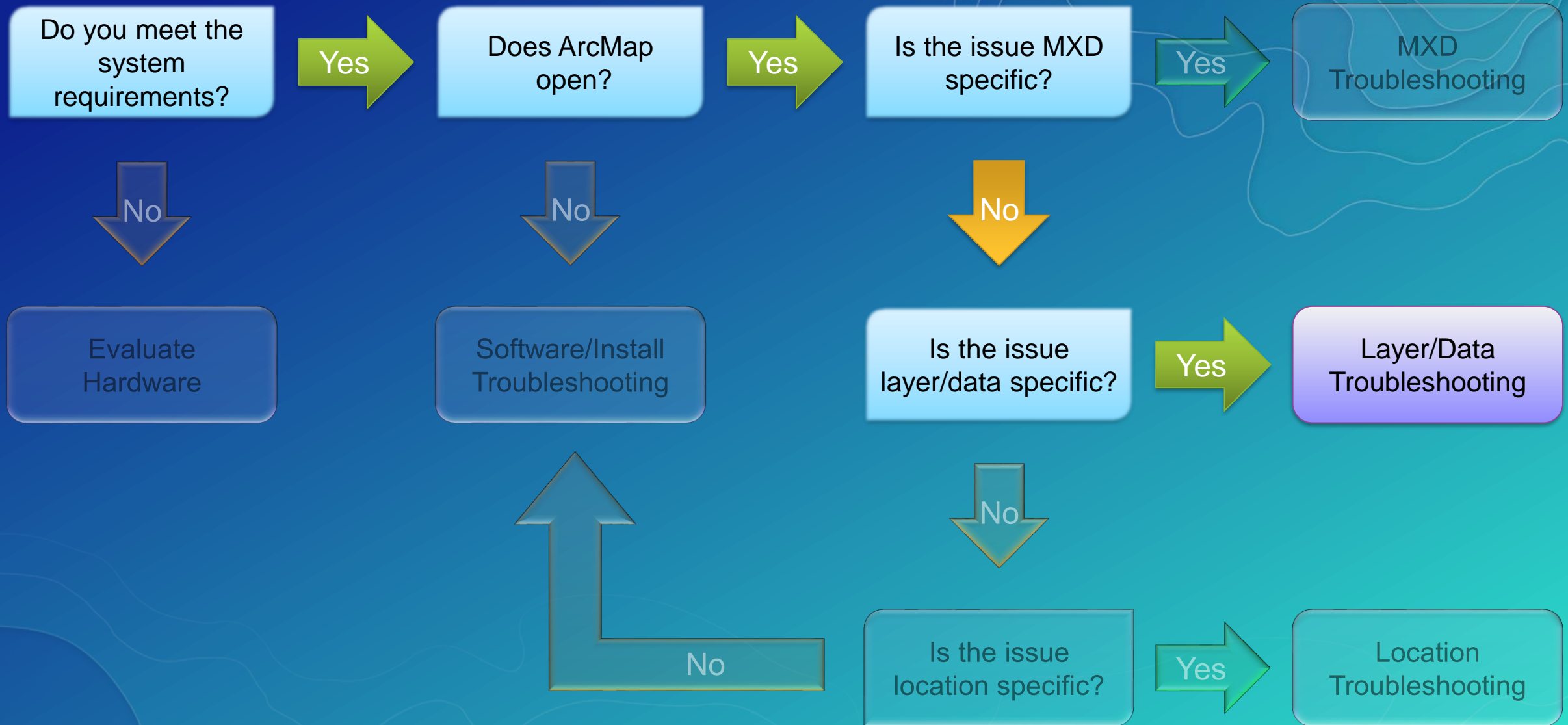


MXD Troubleshooting



- **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



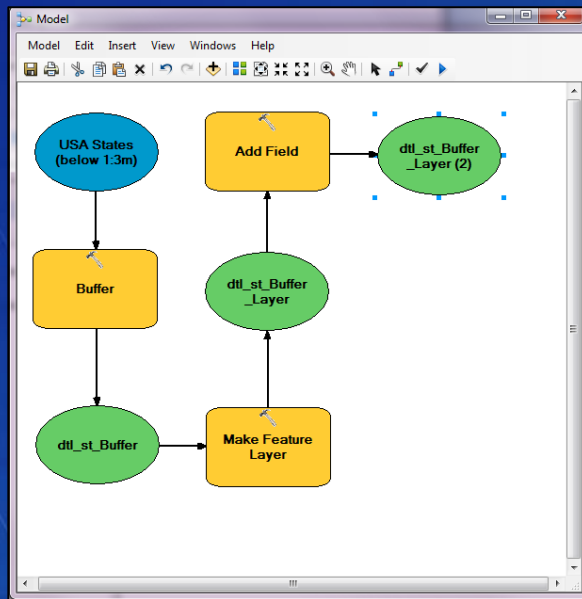
Layer Troubleshooting

- **Problem Areas:**

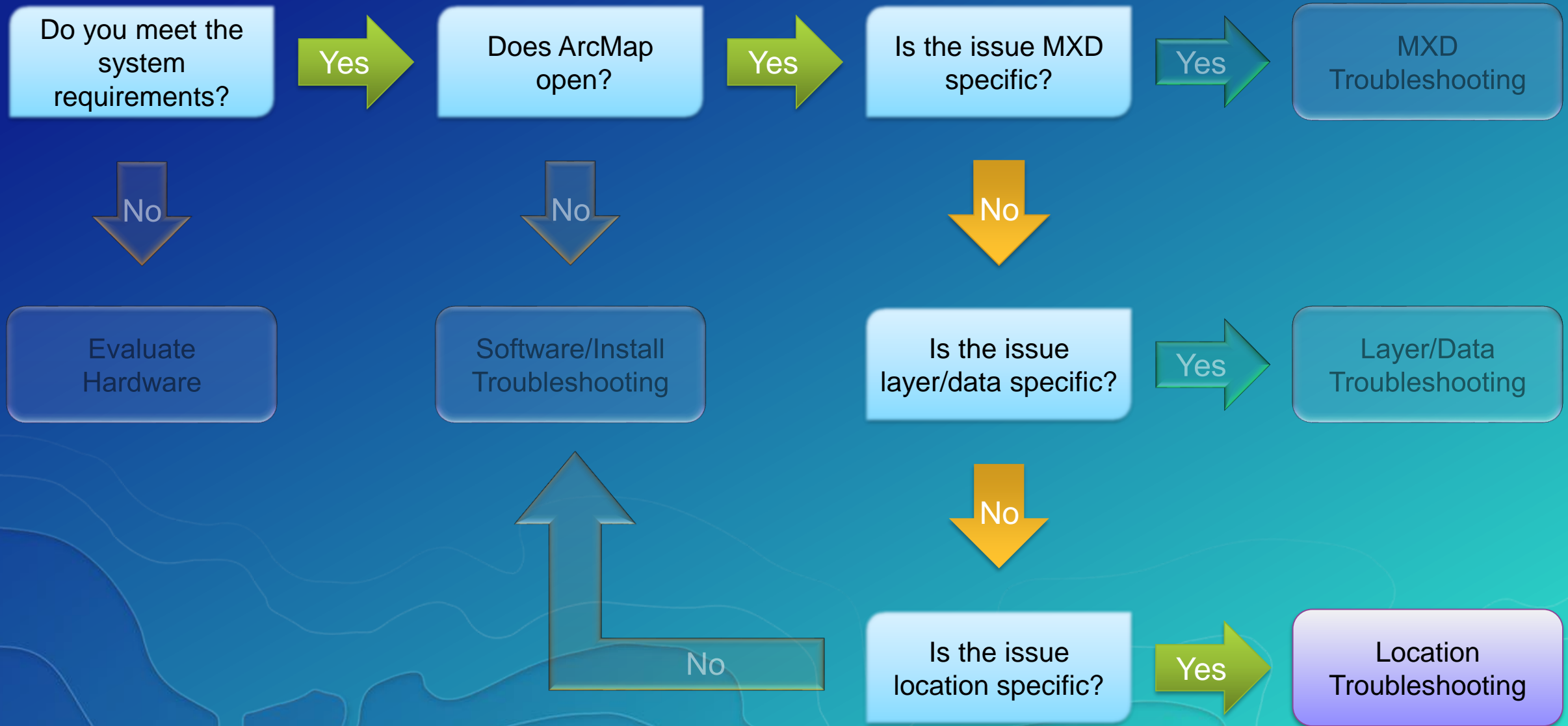
- Drawing/display
- Editing
- Geoprocessing / Models / Scripts

- **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

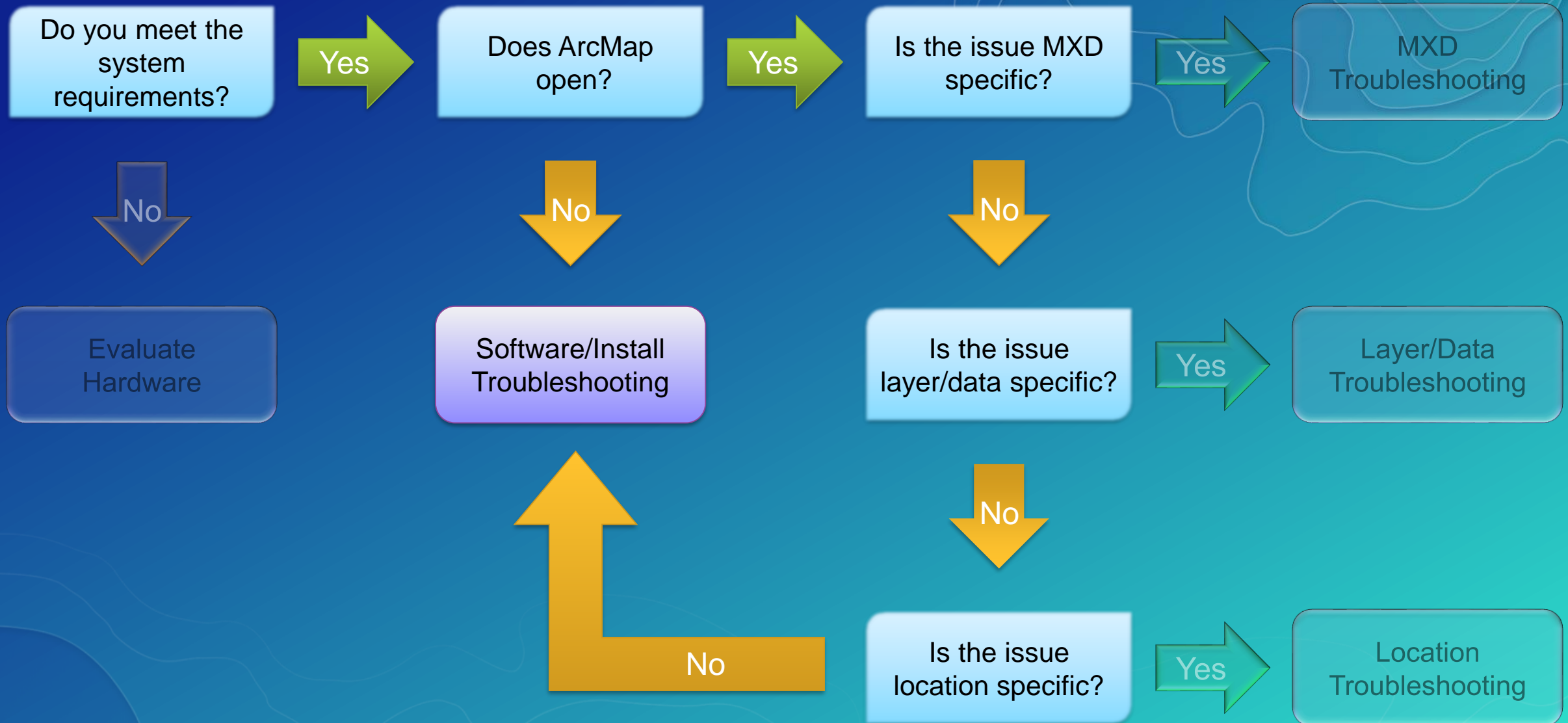


Location



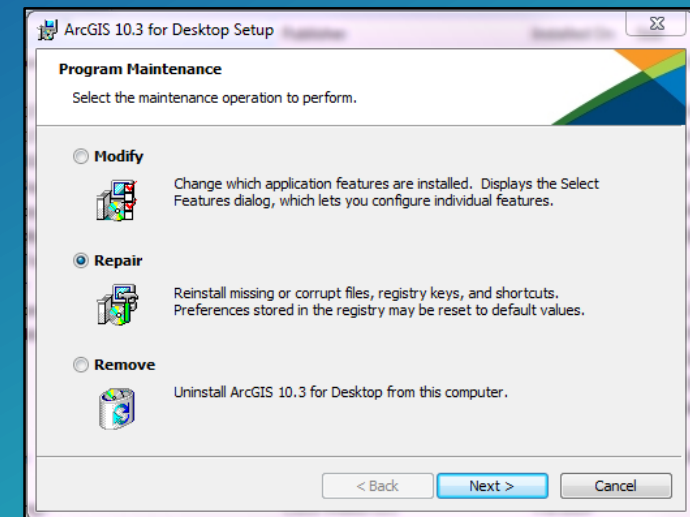
- **Problem Areas:**
 - Network
 - Workspace
 - Profile/Machine
- **Troubleshooting Steps**
 - Move data to new location/workspace or connect to it in a different way
 - Create a new default geodatabase on your local machine to use as a workspace for geoprocessing tools
 - Different Windows Profile
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

Software Troubleshooting



Install/Software

- **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](#)

ArcGIS tutorials

ArcMap 10.5 | [Other versions](#) ▾

- [ArcGIS Desktop application tutorials](#)
- [ArcGIS Desktop extension tutorials](#)
- [ArcGIS Server tutorials](#)

Repairing broken data links

ArcMap 10.5 | [Other versions](#) ▾

- [Repairing a broken link for one layer](#)
- [Repairing broken links for multiple layers](#)
- [Using the arcpy.mapping module to find and repair data links for a number of map documents](#)
- [Changing the data source when the link isn't broken](#)
- [What happens if I can't repair a broken layer?](#)

When you open a map, ArcMap looks for the data referenced by each of the layers in the map. If ArcMap can't find the data source for a particular layer, that layer won't be drawn. You can immediately tell whether a layer on your map has a broken data link because it will have a red exclamation point next to its name in the table of contents, and the check box next to the layer will be unavailable.



A layer needs repairing if the data source it references has been moved, renamed, or deleted or is inaccessible for some other reason.

There are a number of ways to repair broken data links, which are described in the following sections:

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...

- Please fill out the session survey in your mobile app
- Select ArcGIS Desktop Tech Support: Troubleshooting strategies to Get You Moving Forward
 - Use the Search Feature to quickly find this title
- Scroll down
- Answer a few short questions and enter any comments

Questions?



esri

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SCIENCE
OF
WHERE