



# Troubleshoot Like an Esri Support Pro: Collector for ArcGIS

Krista McPherson and Leandra Arechederra-Romero

**GIS  
INSPIRING  
WHAT'S  
NEXT**

# Presentation Outline

- I. Collector for ArcGIS Overview
- II. Troubleshooting Demonstration
- III. Troubleshooting Framework
- IV. Questions

# Collector for ArcGIS Overview

The image features a dark teal background with a white title. On the left, there are faint, light blue contour lines. On the right, there are several overlapping, semi-transparent geometric shapes in shades of orange, yellow, and light green, creating a sense of depth and movement.

# What is Collector for ArcGIS?



# What is Collector for ArcGIS?



**Collect and Update Data**



**iOS, Android, Windows 10**



**Offline Editing Available**

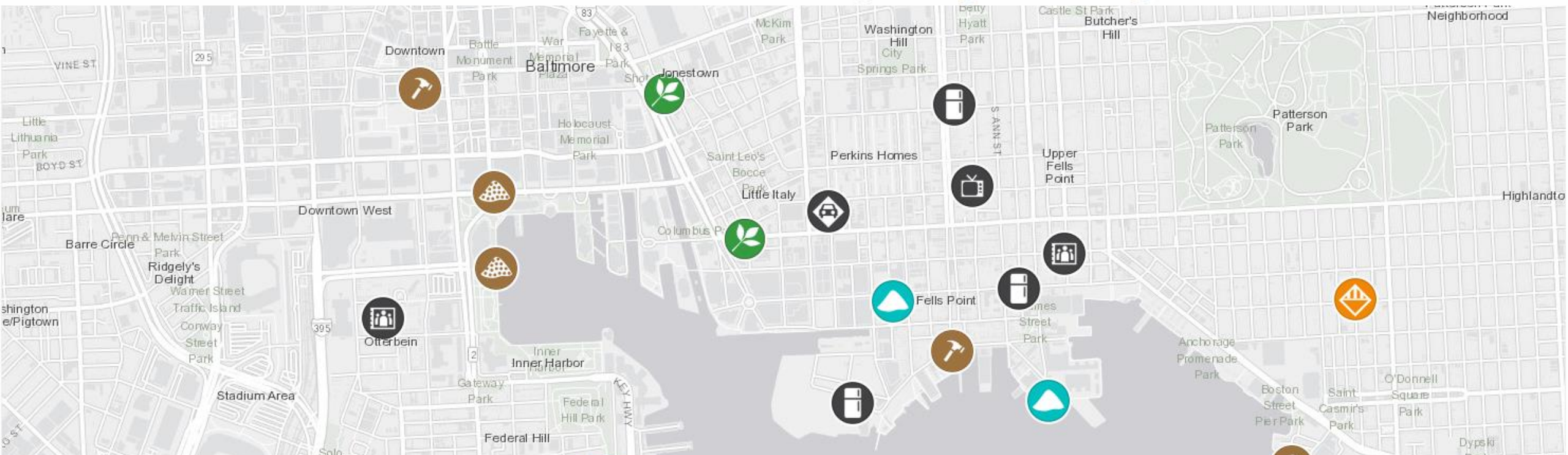


**Support for External GPS**





# ArcGIS Solutions for Emergency Management



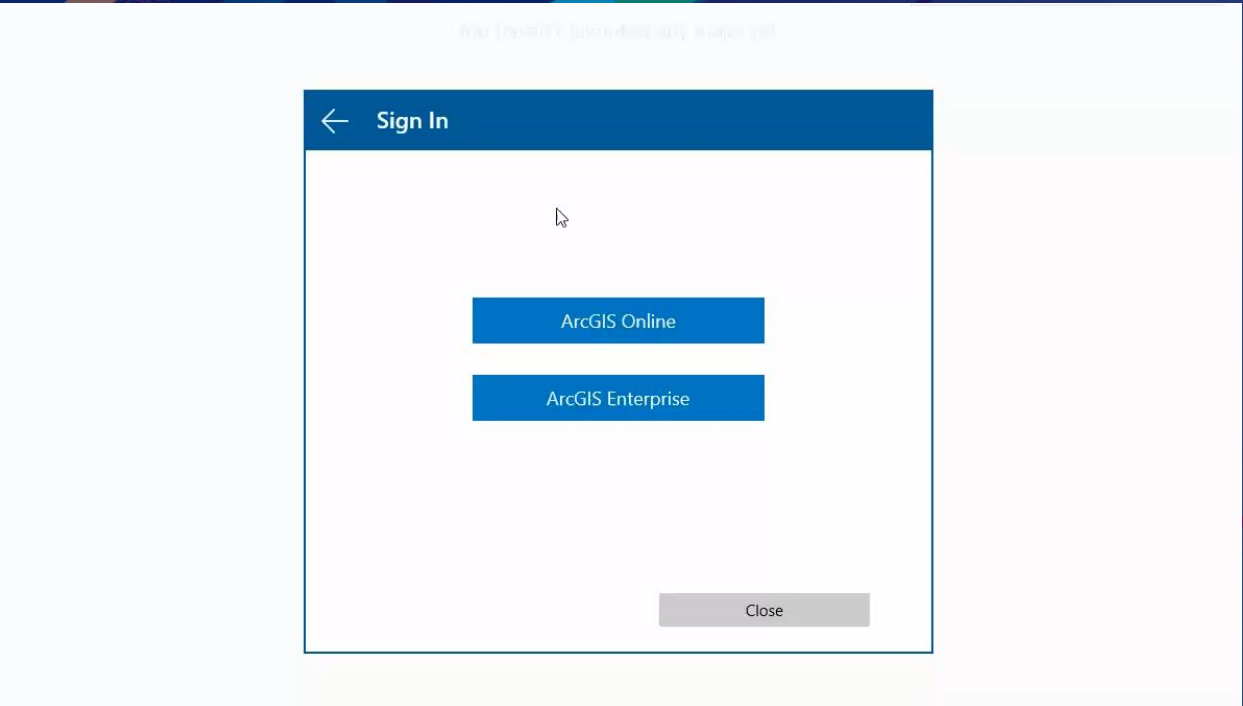
# Project Goals

- 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

# Troubleshooting Collector

The image features a dark teal background with a white title 'Troubleshooting Collector' centered in a bold, sans-serif font. The design is enhanced with abstract, colorful geometric shapes and lines in shades of teal, orange, and light blue, primarily located in the top-left and bottom-right corners. A faint, light-colored grid pattern is visible in the lower right quadrant.





# Log into Collector for ArcGIS

All Maps My Maps Groups

Filter Maps

What do you want to sign in with?

← Sign In

ArcGIS Online



ArcGIS Enterprise

Close

# 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.

### Sign In



Username

Password

Keep me signed in

[SIGN IN](#)

[Forgot password?](#) [Forgot username?](#)

OR

Sign in with [ENTERPRISE LOGIN](#)

Sign in with



# 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

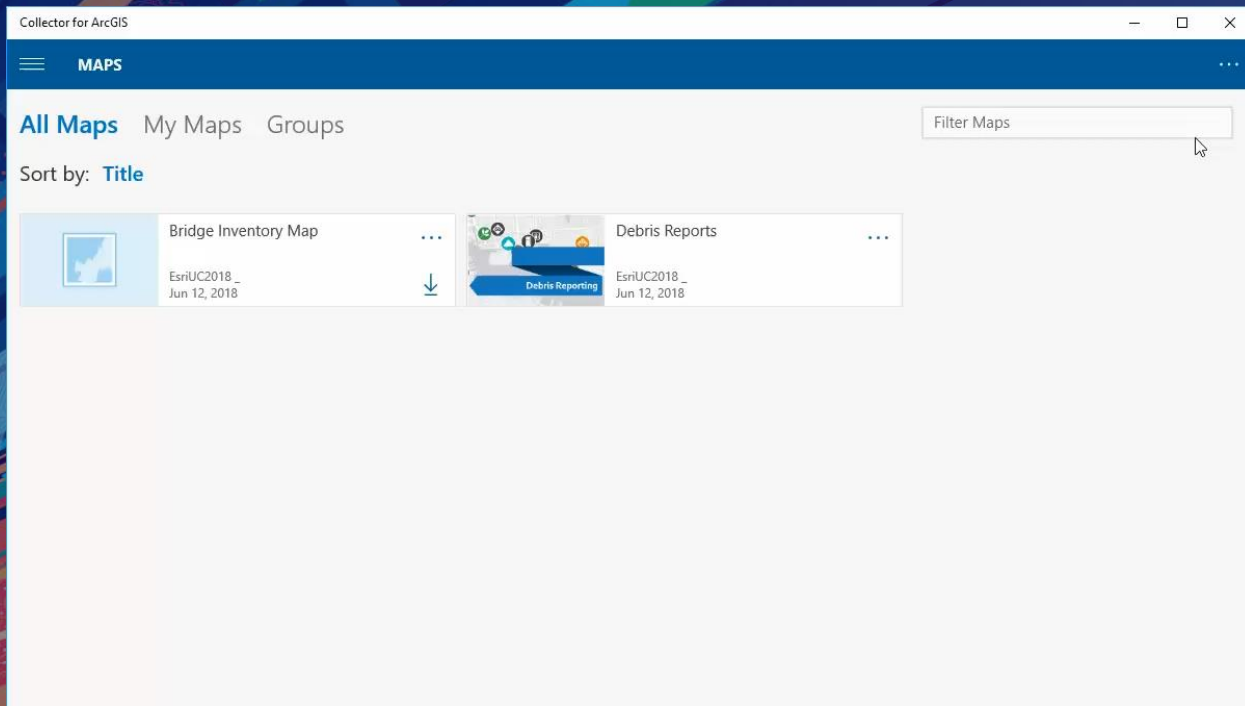
**SIGN IN**

[Forgot password?](#) [Forgot username?](#)

OR

Sign in with [ENTERPRISE LOGIN](#)

Sign in with  



# Open a Web Map in Collector



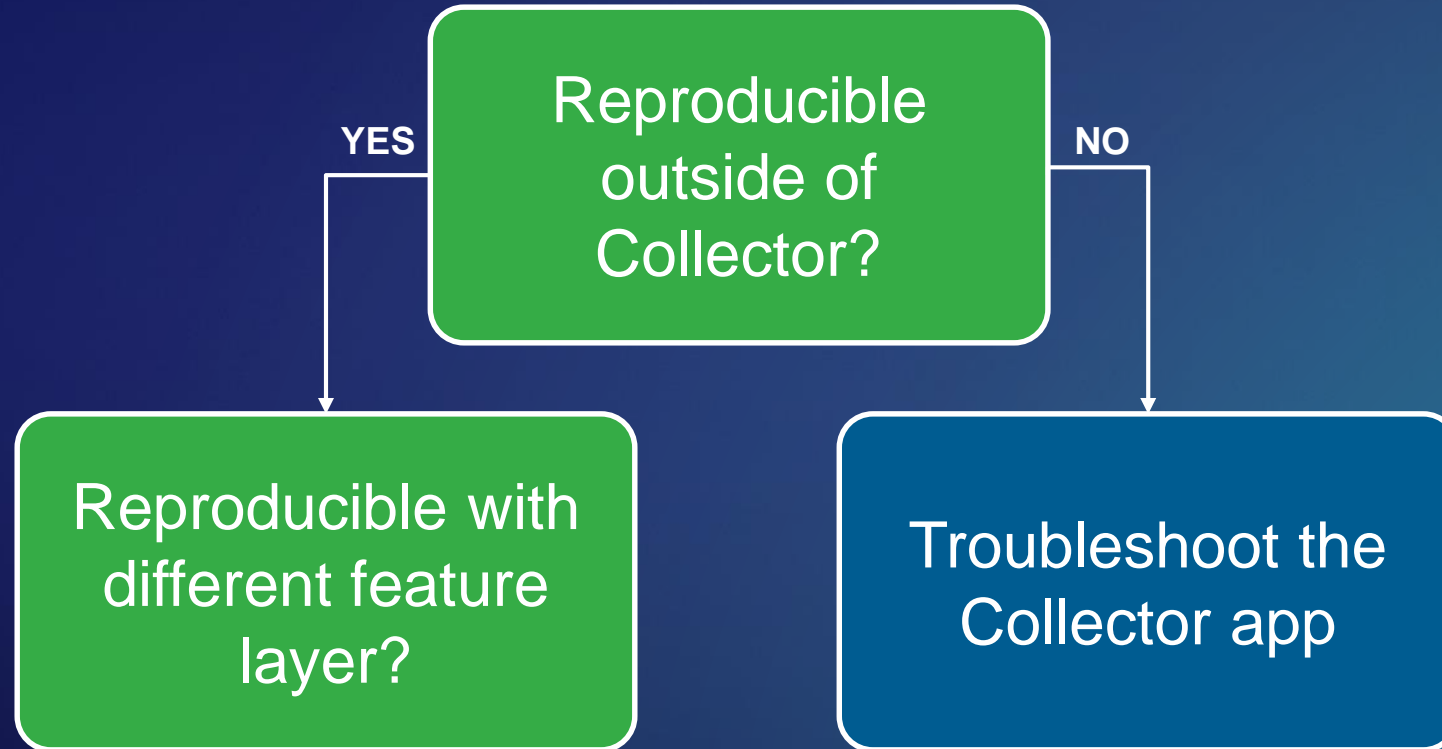
**All Maps** My Maps Groups

Filter Maps

You don't have any maps.



# Troubleshooting Framework







# Content

My Content

My Favorites

My Groups

My Organization

Living Atlas

+ Add Item

Create

Search EsriUC2018



1 - 3 of 3 in EsriUC2018

Sort by: Date Modified

Folders

New

Filter folders

All My Content

EsriUC2018

Categories

No Categories Yet

Categories allow members to organize items consistently and provide a simple way to browse content in the organization.

Set up organization categories

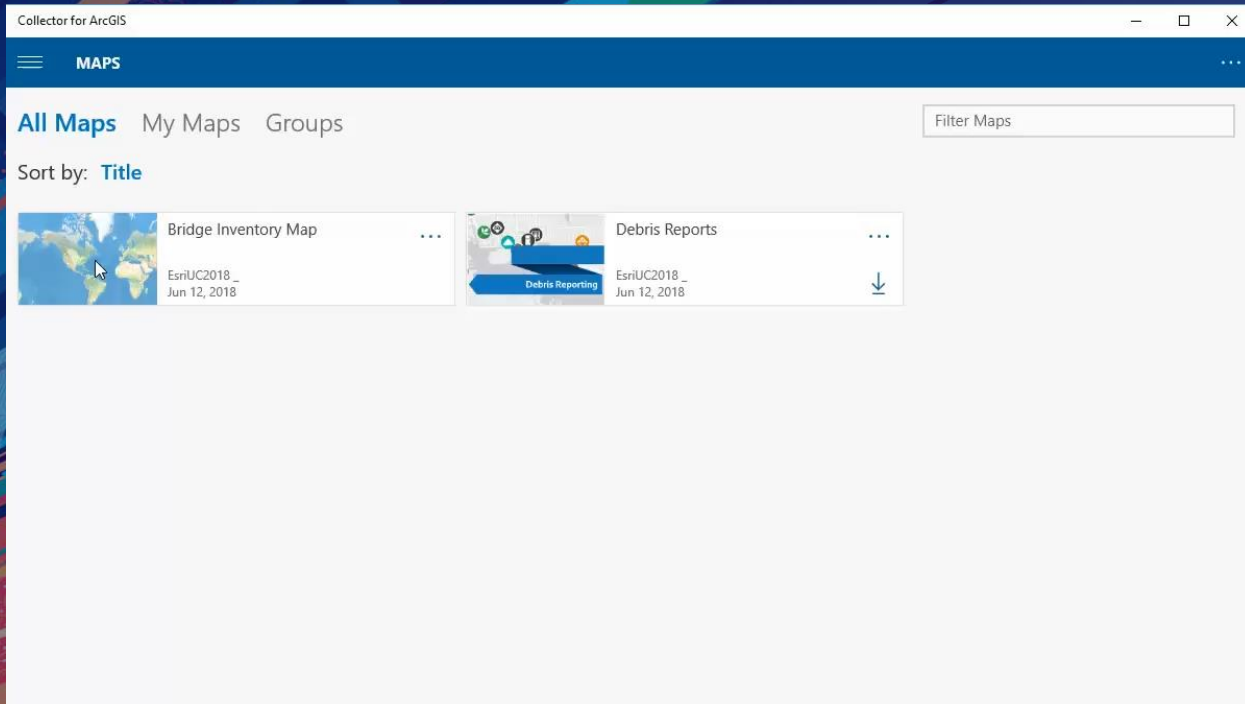
Item Type

Maps

Layers

<input type="checkbox"/>	Title		Modified
<input type="checkbox"/>	Bridge Inventory	Feature Layer (hosted)	Jun 12, 2018
<input type="checkbox"/>	Debris Reports	Web Map	Jun 12, 2018
<input type="checkbox"/>	DebrisReports	Feature Layer (hosted)	Jun 12, 2018





# Enable Web Map for Offline

All Maps My Maps Groups

Filter Maps

Sort by: Title

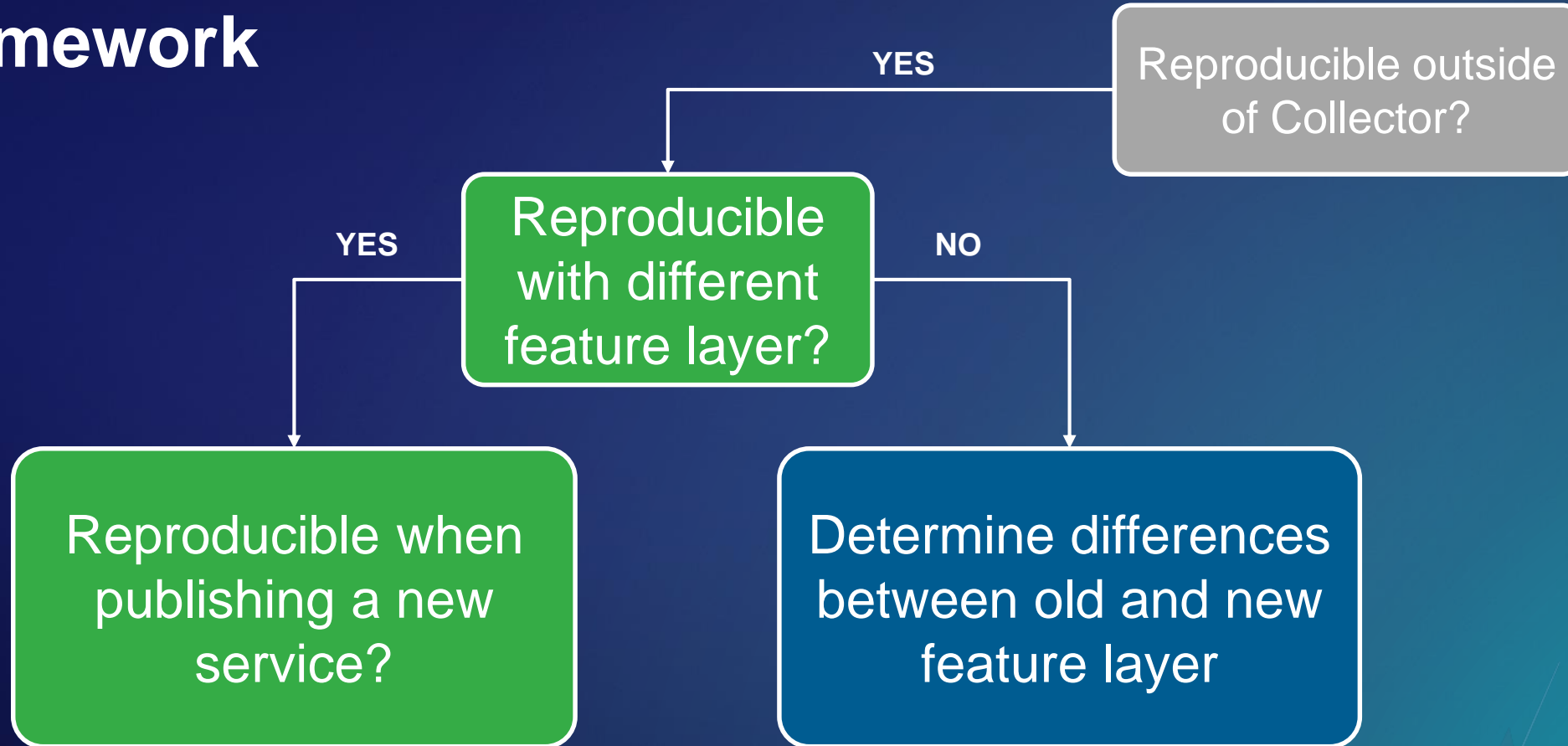


Bridge Inventory Map ...  
EsriUC2018 \_  
Jun 12, 2018



Debris Reports ...  
EsriUC2018 \_  
Jun 12, 2018

# Troubleshooting Framework



Project | Map | Insert | Analysis | View | Edit | Imagery | Share | Add-In

Clipboard: Paste, Cut, Copy, Copy Path

Navigate: Explore, Bookmarks

Layer: Basemap, Add Data, Add Preset

Selection: Select, Select By Attributes, Select By Location, Clear

Inquiry: Infographics, Measure, Locate

Labeling: Pause, View Unplaced, More, Convert To Annotation

Offline: Download Map, Sync, Remove

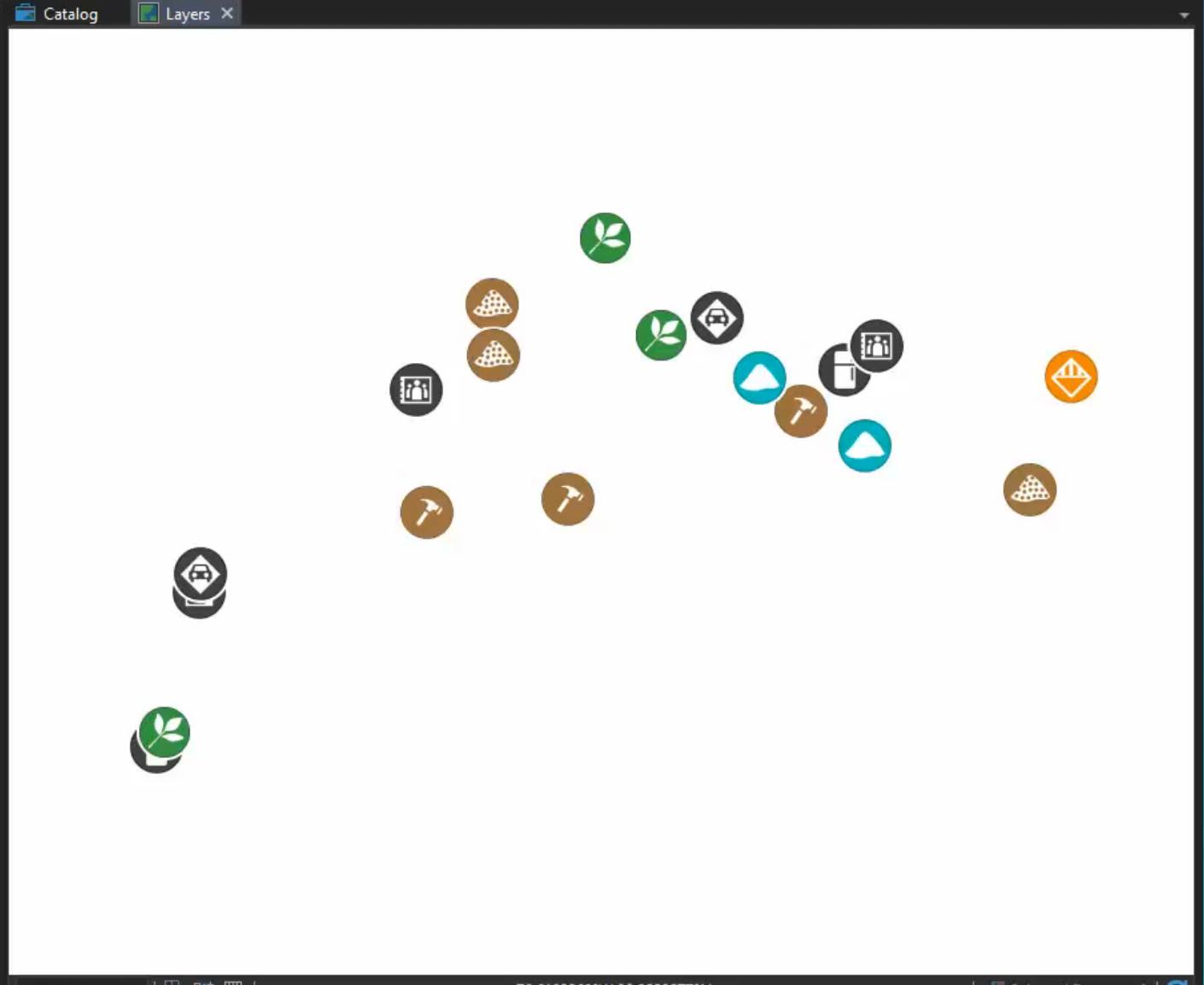
Catalog

Project | Portal | Favorites | History

Search

- Maps
- Toolboxes
- Databases
- Layouts
- Styles
- Tasks
- Folders
- Locators

Contents | Catalog



Home ▾ Debris Reports ✎

New Map ▾ Create Presentation EsriUC2018 ▾

Details Add ▾ Edit Basemap Analysis Save Share Directions Bookmarks Find address or place

Contents

- DebrisReportingCollector
- Light Gray Canvas

**Kathy**

OBJECTID	5
Report ID	DEB-5
Type of Debris	Personal Property
Details	Contents of flooded house.
Name	Kathy
Phone	555 555 5555
Email	Kathy@email.com
Estimated Volume (cubic yards)	24
Estimated Weight (tons)	6

Zoom to Get Directions Edit

# Add Attachments to a Feature

**All Maps** My Maps Groups

Filter Maps

Sort by: **Title**

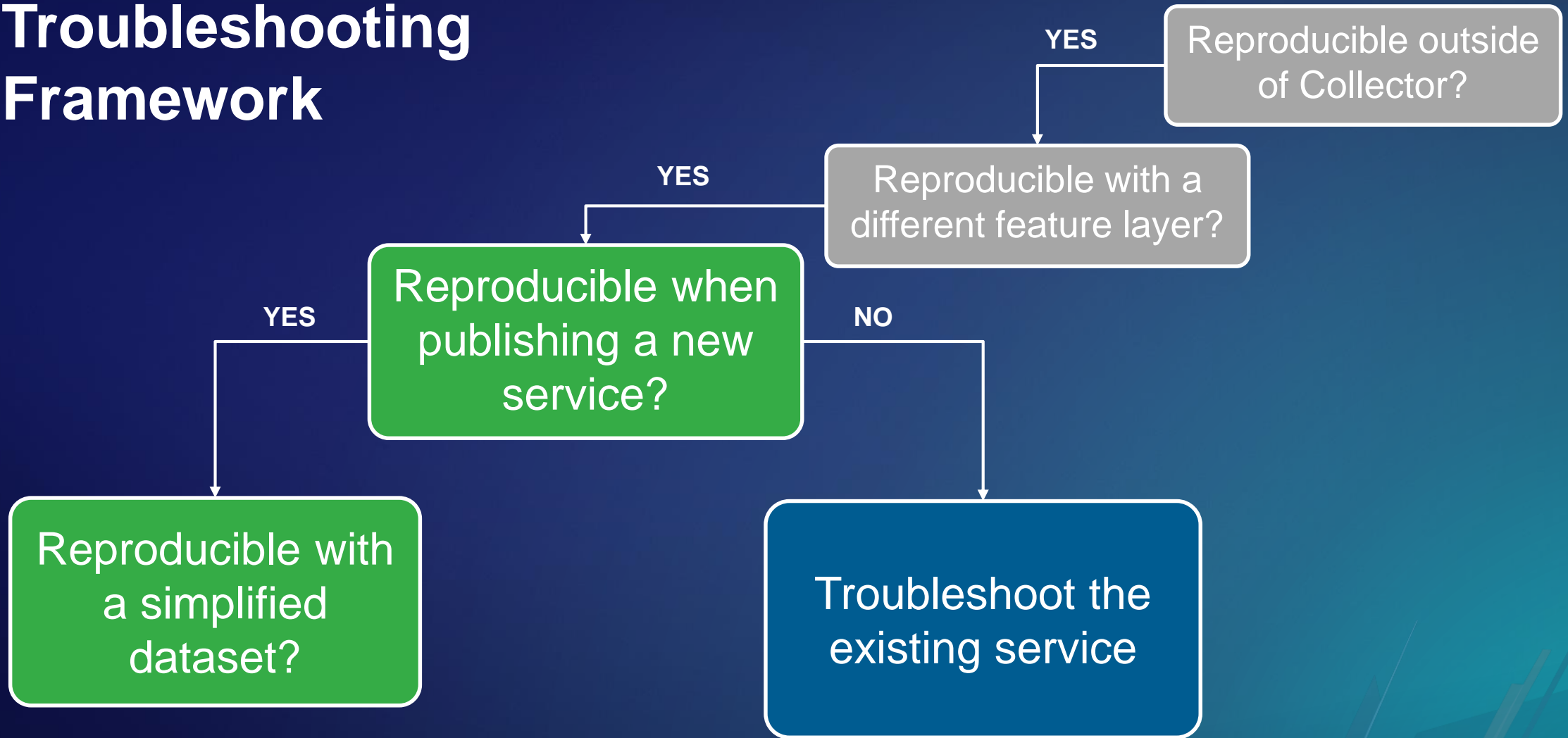


Bridge Inventory Map ...  
EsriUC2018 \_  
Jun 12, 2018



Debris Reports ...  
EsriUC2018 \_  
Jun 12, 2018 ↓

# Troubleshooting Framework

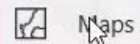




Debris Reports



Debris Reports



Maps



Favorites



Recents



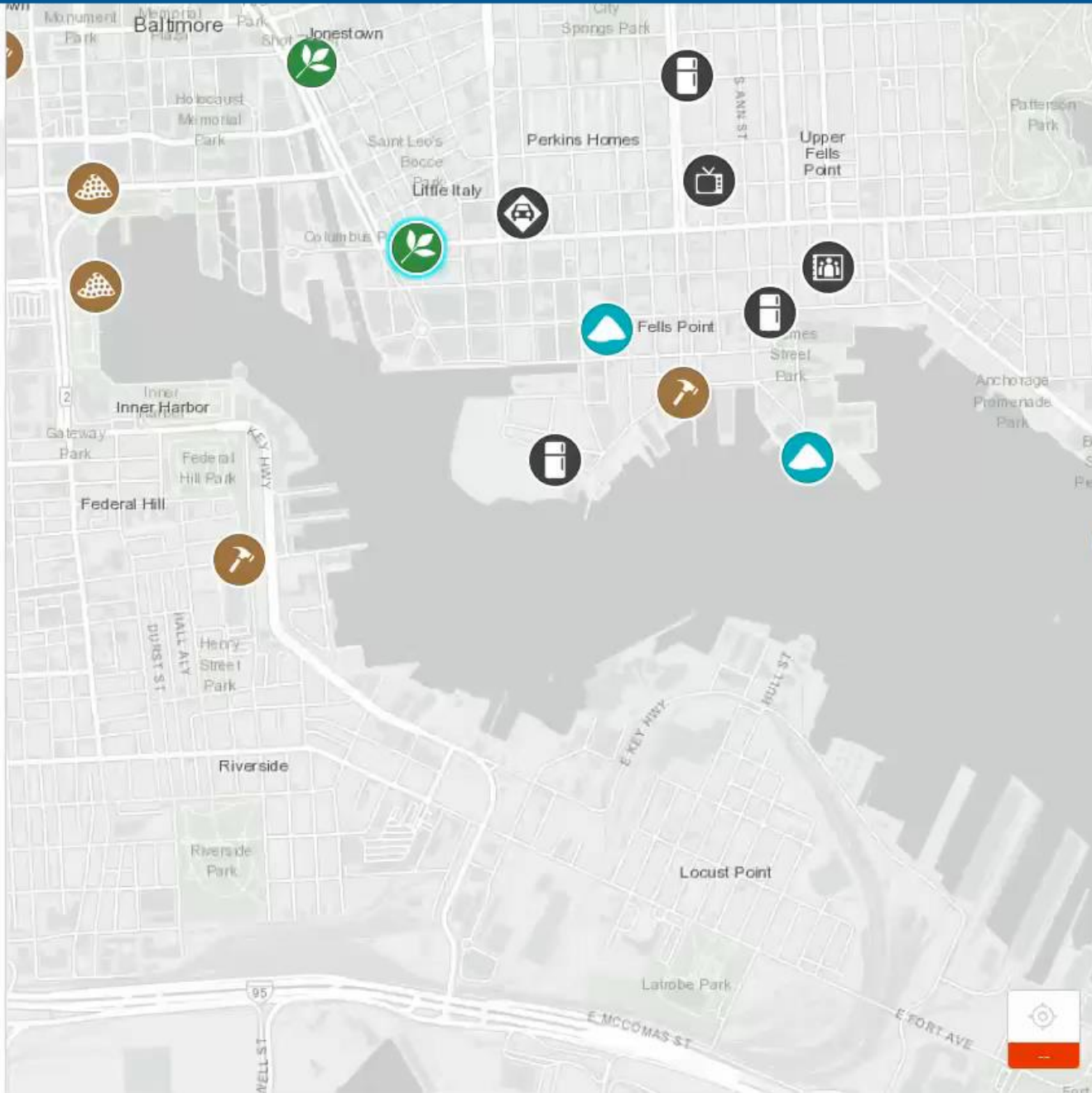
On Device



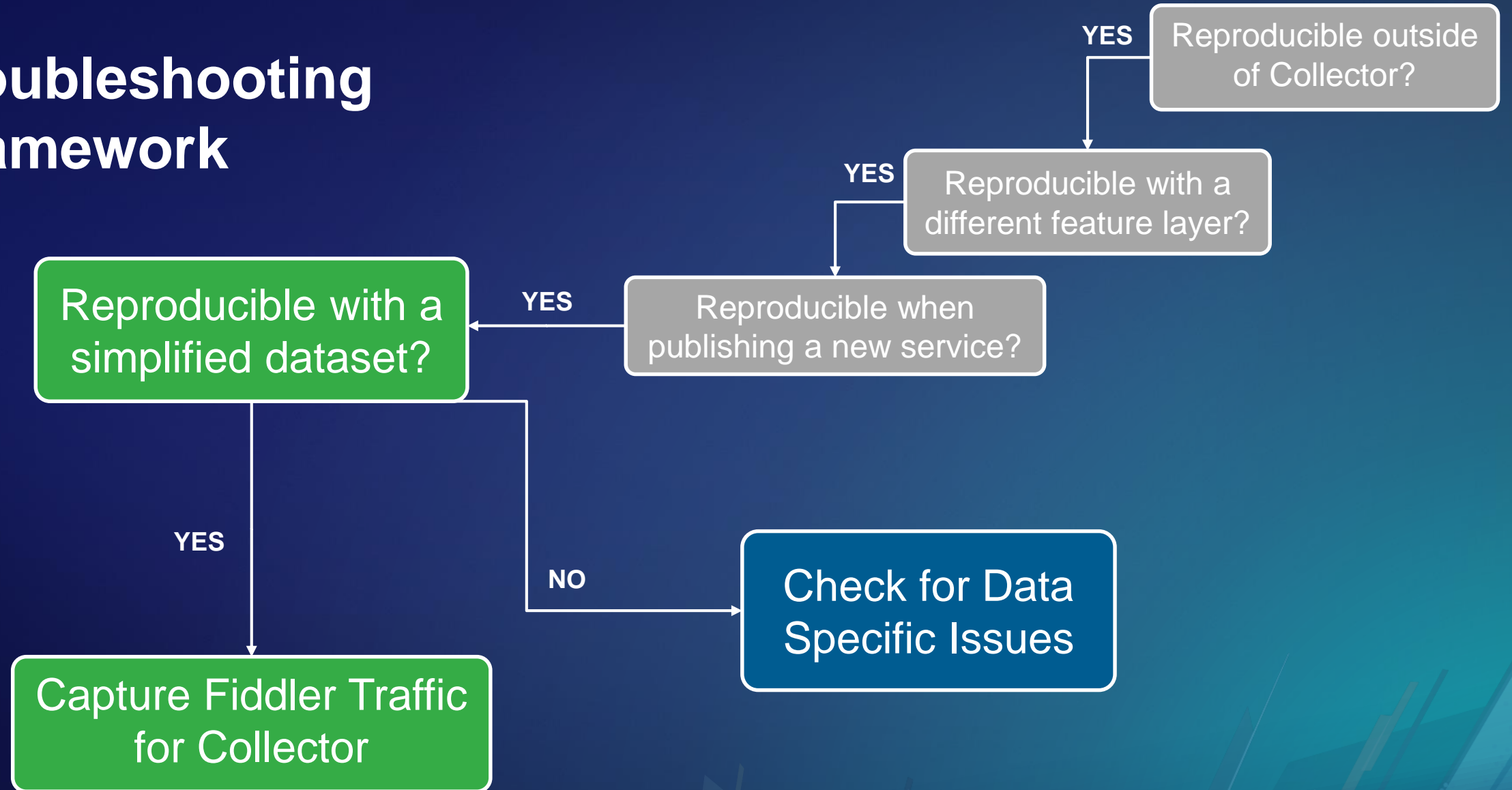
EsriUC2018\_



Settings



# Troubleshooting Framework



#	Result	Protocol	Host	URL
28	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self?culture=en-us&f=json
29	200	HTTPS	esriuc2018coll.maps.arcgis.com	/favicon.ico
30	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self?culture=en-us&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
31	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/pages/organization.js
32	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/pages/nls/organization_en-us.js
33	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/dragula/dist/dragula.js
34	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/jsapidojox/charting/bidi/Chart.js
35	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/jsapidojox/charting/bidi/axis2d/Default.js
36	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self?culture=en-us&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
37	202	HTTPS	mobileanalytics.us-east-1.amaz...	/2014-06-05/events
38	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self/purchases?f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
39	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/css/images/search.svg
40	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/search?num=10&start=0&sortField=title&sortOrder=asc&q=owner%3Aesri%20AND%20title%3A%22Ap
41	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/search?q=(modified%3A%5B0000001529706297699%20TO%200000001530311097699%5D%20AND%
42	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self/purchases?f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
43	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/53hDQyEc9w5w9uO/usage?f=json&start=1527719097740&endTime=1530311097740&period
44	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/53hDQyEc9w5w9uO/usage?f=json&start=1530224697740&endTime=1530311097740&period
45	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self/users?start=1&num=0&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
46	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/calclite-web/dist/img/icons/ui/close.svg
47	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/managelicenses-product-key.png
48	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/database-64.png
49	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/css/images/gallery_banner.jpg
50	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self/invitations?start=1&num=0&type=email&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
51	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/css/images/no-user-thumb.jpg
52	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/css/images/LinkToOtherApp16.png
53	200	HTTP	Tunnel to	cdn-a.arcgis.com:443
54	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/self/users/counts?type=level&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
55	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/community/users/EsriUC2018/notifications?f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
56	304	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/content/items/43a8e51789044d9480a20089a84129ad/data?token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
57	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/community/users/EsriUC2018/provisionedListings?f=json&start=1&num=200&reservedType=Registered%
58	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/community/users/EsriUC2018/properties?f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
59	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/portals/53hDQyEc9w5w9uO/approvedApps?f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
60	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/content/listings/2d2a9c99b2a43548c31cd8e32217af6/userEntitlements?start=1&num=100&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
61	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/appstudio.png
62	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/svg-app-icon.svg
63	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/living-atlas.png
64	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/marketplace.png
65	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/operations-dashboard.png
66	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/story-maps.png
67	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/survey123.png
68	304	HTTPS	cdn-a.arcgis.com	/cdn/185271B/jfs/arcgisonline/sharing/djit/css/images/app-icons/workforce.png
69	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/content/listings/18cc7f0e72764dc1ba0cbe82f2273437/userEntitlements?start=1&num=100&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
70	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/content/listings/3855a9d026f64917a09bfc78b590c42f/userEntitlements?start=1&num=100&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts
71	200	HTTPS	esriuc2018coll.maps.arcgis.com	/sharing/rest/content/listings/5e99f4fa519949209cd3da2966fd543b/userEntitlements?start=1&num=100&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0_ILfLV0Uts

Fiddler Orchestra Beta

Statistics Inspectors AutoResponder Composer

Headers TextView SyntaxView WebFoc HexView Auth Cookies Raw JSON XML

Request Headers [Raw] [Header Definitions]

GET /sharing/rest/portals/self/users/counts?type=level&f=json&token=j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0\_ILfLV0Uts

Client

Accept: \*/\*  
 Accept-Encoding: gzip, deflate, br  
 Accept-Language: en-US,en;q=0.9  
 User-Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396

Cookies

- Cookie
  - \_\_utma=193530365.293658730.1490710544.1529359255.1529359255.1
  - \_\_utmz
    - 193530365.1529359255.1.1.utmcsrc=(direct)|utmccn=(direct)|utmcmd=(none)
  - \_ga=GA1.2.293658730.1490710544
  - AAMC\_esri\_0=REGION%7C9
  - AMCV\_ED8D65E655FAC7797F000101%40AdobeOrg=-330454231%7CMCIDTS%7C17711%7CMCMID%7C1728
  - AMCVS\_ED8D65E655FAC7797F000101%40AdobeOrg=1
  - APSW-query=%7B%22expires%22%3A1530329089122%7D
  - esri\_auth=%7B%22email%22%3A%22EsriUC2018%22%2C%22token%22%3A%22j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0\_ILfLV0Uts%22%7D
  - esri\_auth=%7B%22portalId%22%3A%22true%22%2C%22email%22%3A%22EsriUC2018%22%2C%22token%22%3A%22j5b9KluY209iATKhvk8sf30zrumOl4CjhNqJkMjBjYj5PU5rHx0\_ILfLV0Uts%22%7D

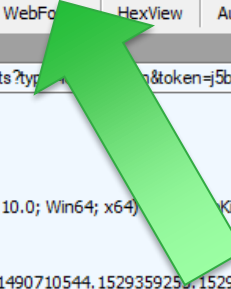
Transformer Headers TextView SyntaxView ImageView HexView WebView Auth Caching

Cookies Raw JSON XML

HTTP/1.1 200 OK  
 Date: Fri, 29 Jun 2018 22:24:57 GMT  
 Content-Type: text/plain; charset=utf-8  
 Connection: keep-alive  
 Vary: Origin  
 Cache-Control: no-cache  
 Pragma: no-cache  
 Expires: -1  
 Strict-Transport-Security: max-age=31536000  
 Vary: Accept-Encoding  
 Content-Length: 80

{"total":1,"start":1,"num":100,"nextStart":-1,"results":[{"key":"2","count":2}]}

Find... (press Ctrl+Enter to highlight all) View in Notepad



# HTTP Status Codes

Code	Meaning
100	Informational
200	Success*
300	Redirection
400	Client Error
500	Server Error

The image shows two overlapping windows. The left window is 'Fiddler Web Debugger' displaying a list of intercepted HTTP requests. The right window is 'Collector for ArcGIS' showing a map interface with a list of maps.

R...	Protocol	Host	URL
1	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
2	200	Tunnel to	newsurules.officeapps.live.com:443
3	200	Tunnel to	client-office365-tas.msedge.net:443
4	200	Tunnel to	arcgisauasprod9.blob.core.windows.net:443
5	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
6	200	Tunnel to	client-office365-tas.msedge.net:443
7	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
8	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
9	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
10	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
11	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
12	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
13	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
14	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
15	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
16	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
17	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
18	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
19	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
20	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
21	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
22	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
23	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
24	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
25	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
26	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
27	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
28	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
29	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
30	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
31	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
32	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
33	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
34	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
35	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
36	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
37	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
38	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
39	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
40	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
41	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
42	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
43	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
44	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
45	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
46	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
47	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
48	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
49	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
50	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
51	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
52	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
53	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
54	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
55	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
56	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
57	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
58	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
59	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
60	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
61	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
62	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
63	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
64	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
65	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
66	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
67	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
68	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
69	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
70	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
71	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
72	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
73	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
74	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
75	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
76	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
77	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
78	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
79	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
80	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
81	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
82	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
83	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
84	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
85	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
86	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
87	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
88	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
89	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
90	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
91	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
92	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
93	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
94	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
95	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
96	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
97	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
98	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
99	200	Tunnel to	v10.vortex-win.data.microsoft.com:443
100	200	Tunnel to	v10.vortex-win.data.microsoft.com:443

Collector for ArcGIS  
MAPS  
All Maps My Maps Filter Maps  
Sort by: Title  
Bridge Inventory Map  
EsrnUC2018\_ Jun 12, 2018  
Downloading...  
Debris Reports  
EsrnUC2018\_ Jun 12, 2018

# Capture Fiddler Traffic for Collector

The background features a dark blue gradient on the right side, transitioning into a complex, abstract composition of overlapping, semi-transparent geometric shapes in various colors including shades of blue, teal, green, orange, and red. These shapes are layered and oriented in different directions, creating a sense of depth and movement. In the center-left area, a semi-transparent map overlay is visible, showing a grid of streets and several circular markers in light green and white, suggesting a geographical or data visualization context.

# Capture Fiddler Traffic When Signing into Collector

Progress Telerik Fiddler Web Debugger

File Edit Rules Tools View Help

WinConfig WinConfig Replay Go Stream Decode Keep: All sessions Any Process Find Save

#	R...	Protocol	Host	URL
1	200	HTTP	Tunnel to autodiscover.esri.com	
2	401	HTTPS	autodiscover.esri.com	/Autodiscover/Autodis
3	200	HTTPS	autodiscover.esri.com	/Autodiscover/Autodis
4	200	HTTPS	autodiscover.esri.com	/Autodiscover/Autodis

Fiddler Orchestra Beta FiddlerS

Statistics Inspectors

Please select a single

[QuickExec] ALT+Q > type HELP to learn more

Capturing All Processes 4

Collector for ArcGIS

MAPS

All Maps My Maps Groups

No Groups

### ← Sign In

Add new ArcGIS Enterprise connection

 ×

Example: https://myportal.company.com/arcgis

Connect Cancel

The background features a dark blue gradient on the right side, transitioning into a complex, abstract composition of overlapping, semi-transparent geometric shapes and map-like elements on the left. These elements include various shades of blue, teal, green, orange, and red, along with faint outlines of city streets and topographic contours. The overall effect is a dynamic, layered visual that suggests data analysis or network mapping.

# Capture Fiddler Traffic When Adding a Feature in Collector

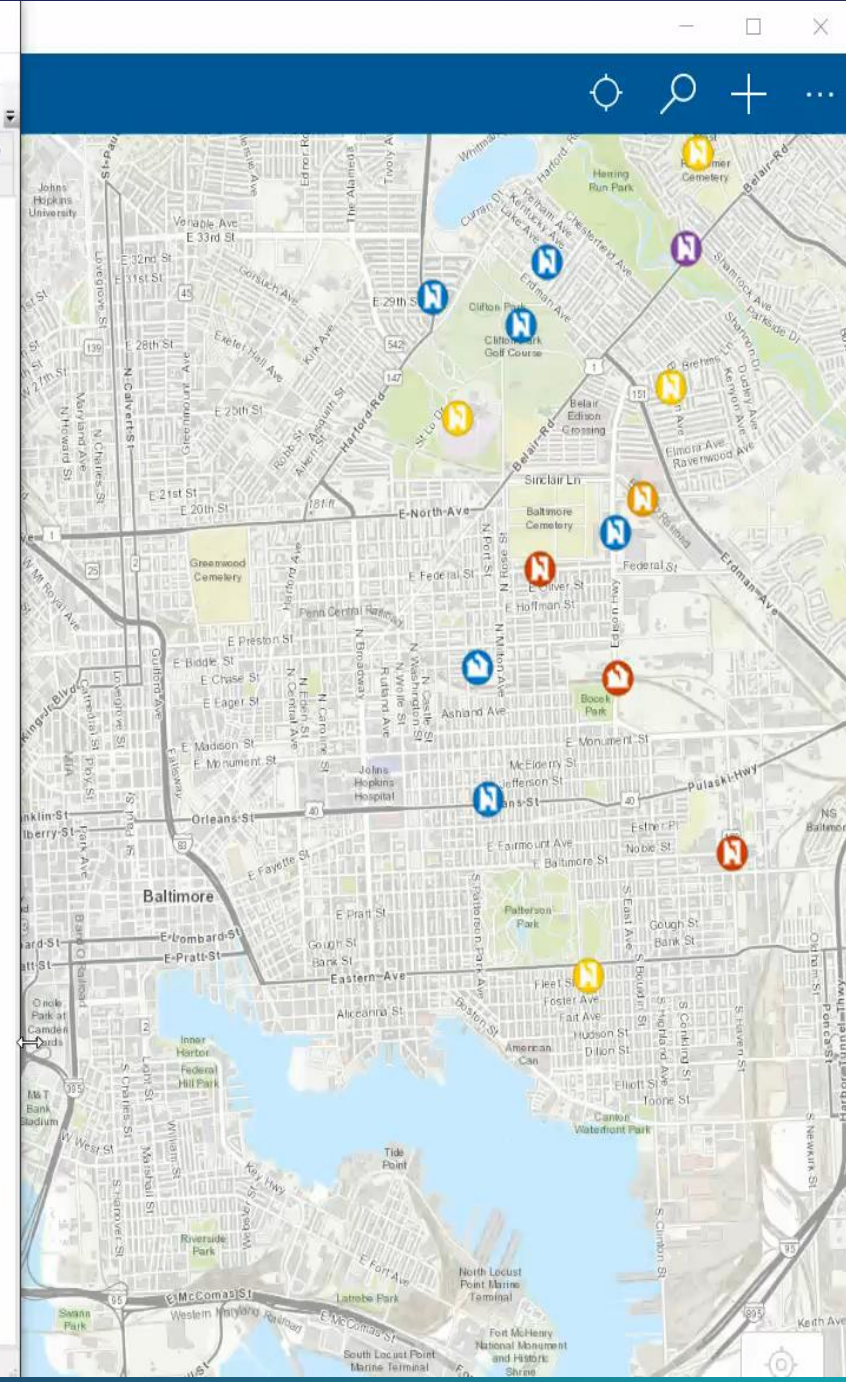


#	R...	Protocol	Host	URL
---	------	----------	------	-----

No Sessions captured  
(or all were hidden by filters)

Please select a single Web Session to inspect

Filters Hide 'outlook:\*' Hide 'swi\_fc:\*' Hide 'www.fiddler2.com' Hide 'svchost:\*'

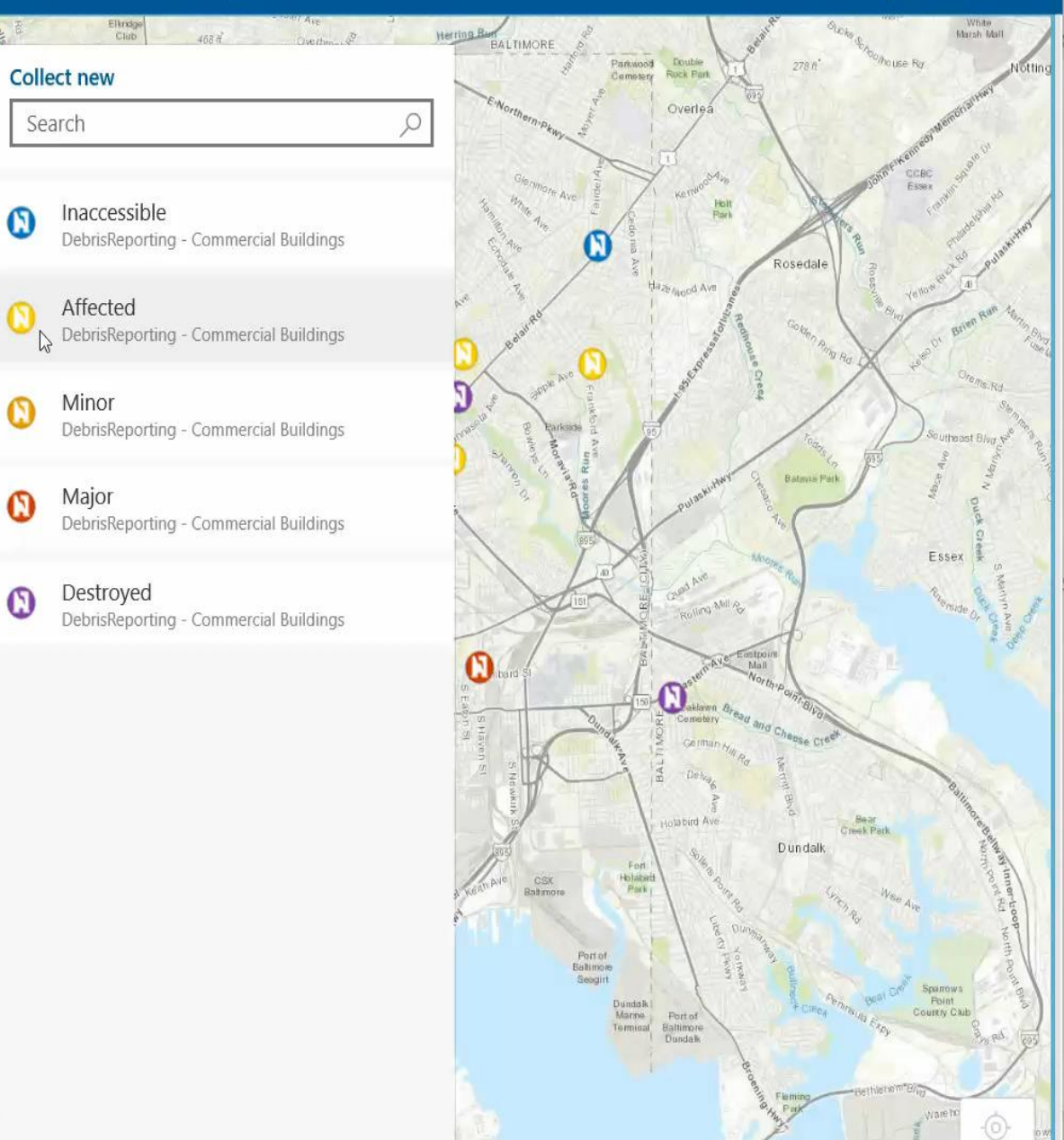


The background features a dark blue gradient on the right side, transitioning into a complex, abstract composition of overlapping, semi-transparent geometric shapes and map-like elements on the left. These elements include various shades of blue, teal, green, orange, and red, along with faint outlines of city streets and topographic contour lines. The overall effect is a dynamic, layered visual that suggests data and technology.

# Capture Fiddler Traffic When Syncing Features in Collector

#	R...	Protocol	Host	URL
No Session (or all were filtered)				

## Debris Reporting 2



Collect new  
Search

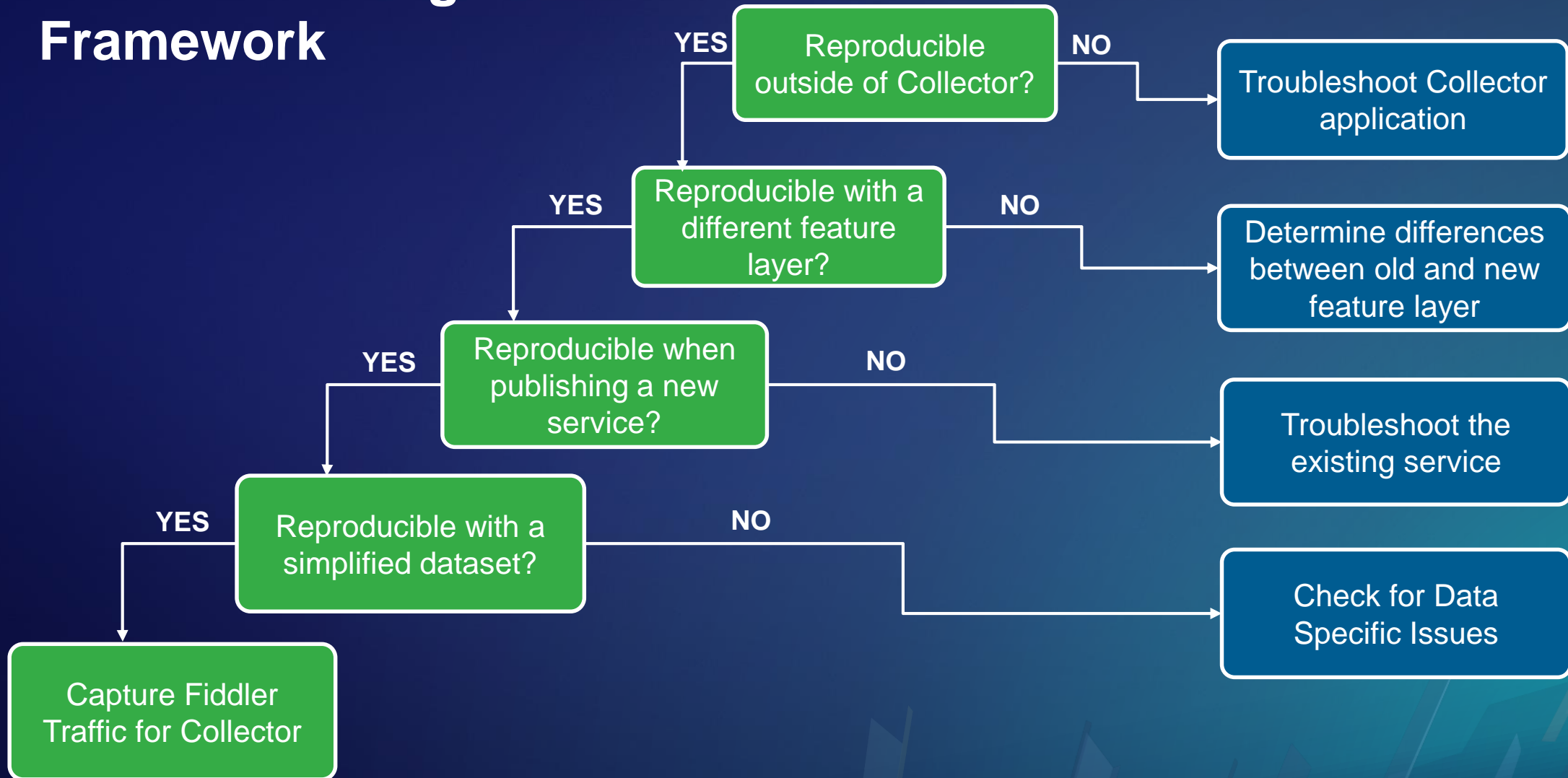
- Inaccessible  
DebrisReporting - Commercial Buildings
- Affected  
DebrisReporting - Commercial Buildings
- Minor  
DebrisReporting - Commercial Buildings
- Major  
DebrisReporting - Commercial Buildings
- Destroyed  
DebrisReporting - Commercial Buildings

Session to inspect

# Troubleshooting Framework

The image features a dark teal background with a white title 'Troubleshooting Framework' centered horizontally. The design is enhanced with abstract geometric elements: a cluster of overlapping lines in shades of teal and red in the top-left corner; a faint, light-colored grid pattern in the bottom-right; and several thick, diagonal bars in orange, yellow, and light green in the bottom-right corner. The overall aesthetic is modern and technical.

# Troubleshooting Framework



# Additional Resources

## Collector Resources

- Collector for ArcGIS Documentation: <https://doc.arcgis.com/en/collector>
- Collector FAQ: <https://doc.arcgis.com/en/collector/overview/faqs-create-map.htm>

## 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

WORKSHOP	LOCATION	TIME FRAME
<ul style="list-style-type: none"><li>• ArcGIS Apps and GPS/GNSS Connections</li></ul>	<ul style="list-style-type: none"><li>• Demo Theater 17</li></ul>	<ul style="list-style-type: none"><li>• Wednesday at 01:15 – 02:00</li></ul>
<ul style="list-style-type: none"><li>• ArcGIS Pro</li></ul>	<ul style="list-style-type: none"><li>• Demo Theater 06</li></ul>	<ul style="list-style-type: none"><li>• Tuesday at 01:15 – 02:00 and 04:00 – 04:45</li></ul>
<ul style="list-style-type: none"><li>• Enterprise Geodatabases</li></ul>	<ul style="list-style-type: none"><li>• Demo Theater 06</li></ul>	<ul style="list-style-type: none"><li>• Tuesday at 02:30 – 03:15</li></ul>
<ul style="list-style-type: none"><li>• ArcGIS Enterprise</li></ul>	<ul style="list-style-type: none"><li>• Demo Theater 06</li></ul>	<ul style="list-style-type: none"><li>• Wednesday at 10:00 – 10:45 and 04:00 – 04:45</li></ul>

Questions?

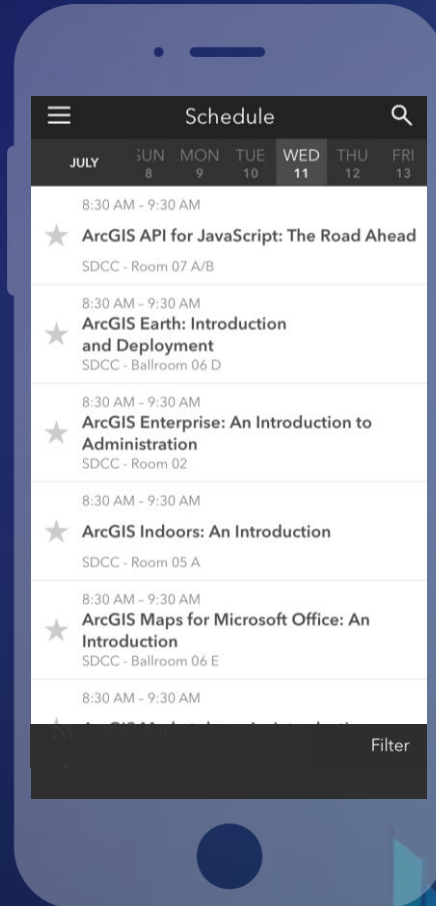


# Please Take Our Survey on the App

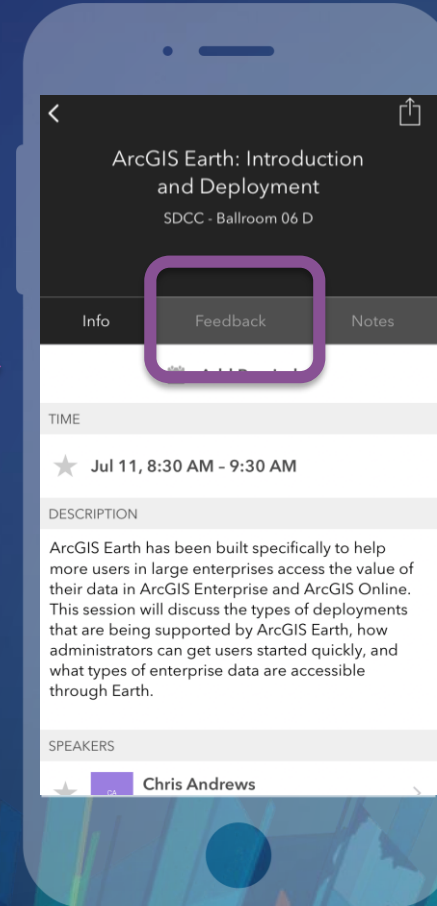
Download the Esri Events app and find your event



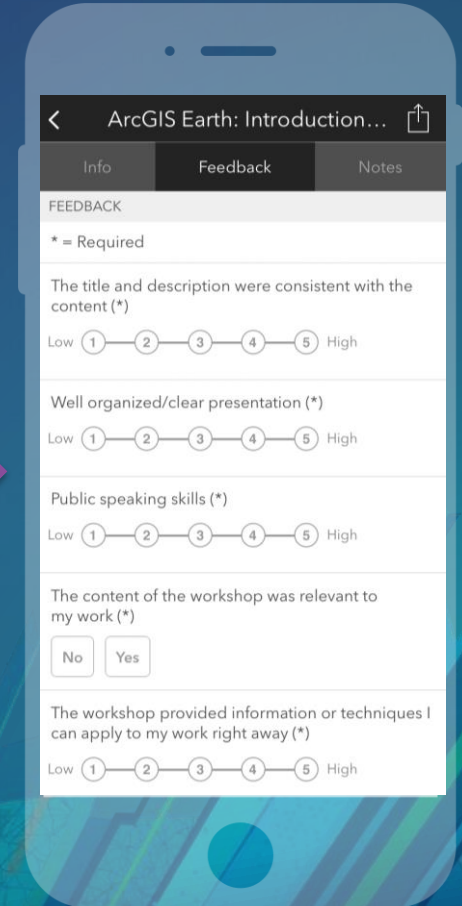
Select the session you attended



Select the Feedback tab



Complete answers and select "Submit"





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WHERE**