



# Troubleshoot like an Esri Support Pro: ArcGIS Pro

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ESRI USER CONFERENCE

GIS  
INSPIRING  
WHAT'S  
NEXT

```
graph TD; A[ArcGIS Pro] --- B[Does it Start?]; A --- C[Licensing]; A --- D[Data]; A --- E[Performance]; A --- F[Crashes];
```

ArcGIS  
Pro

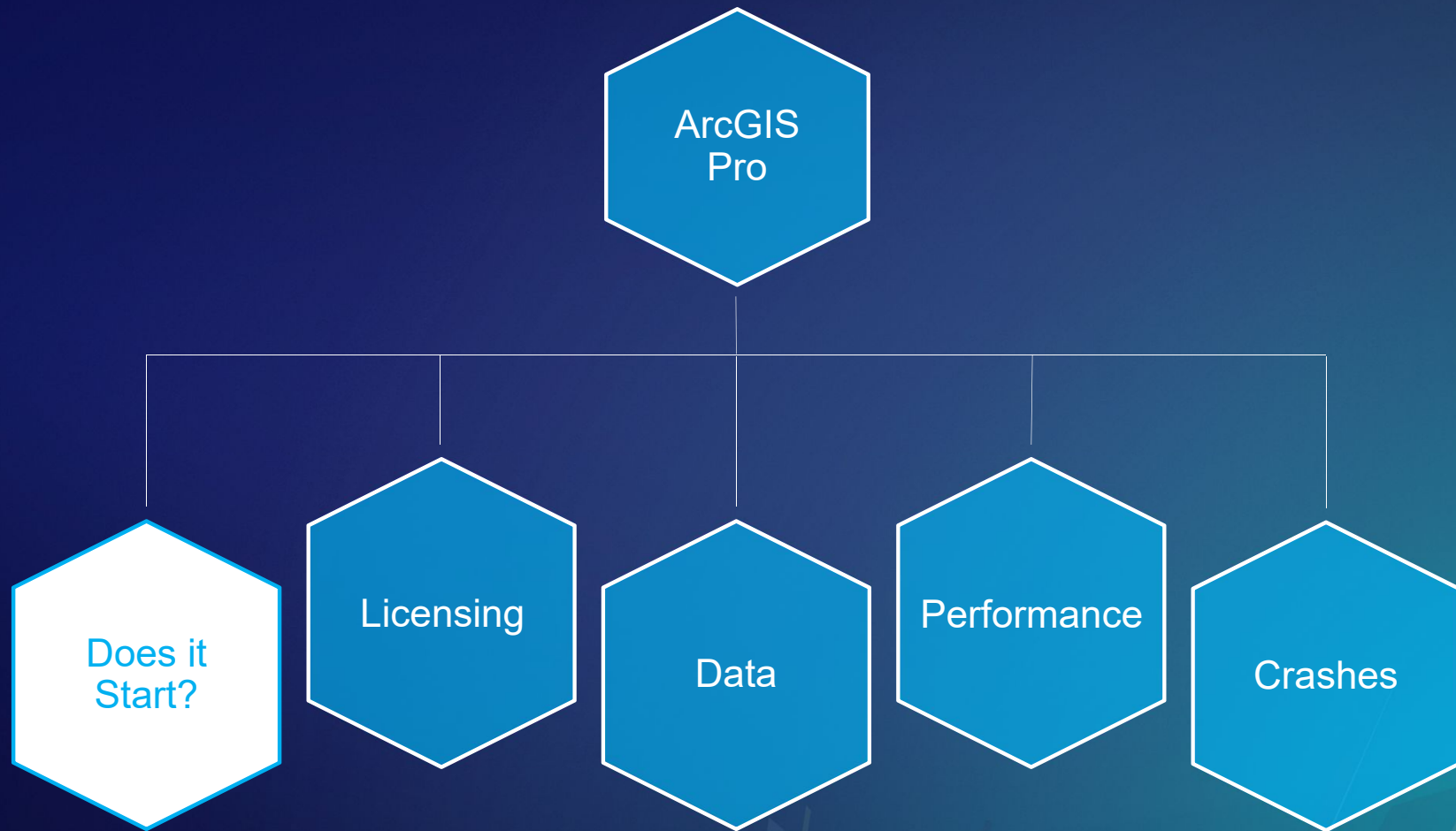
Does it  
Start?

Licensing

Data

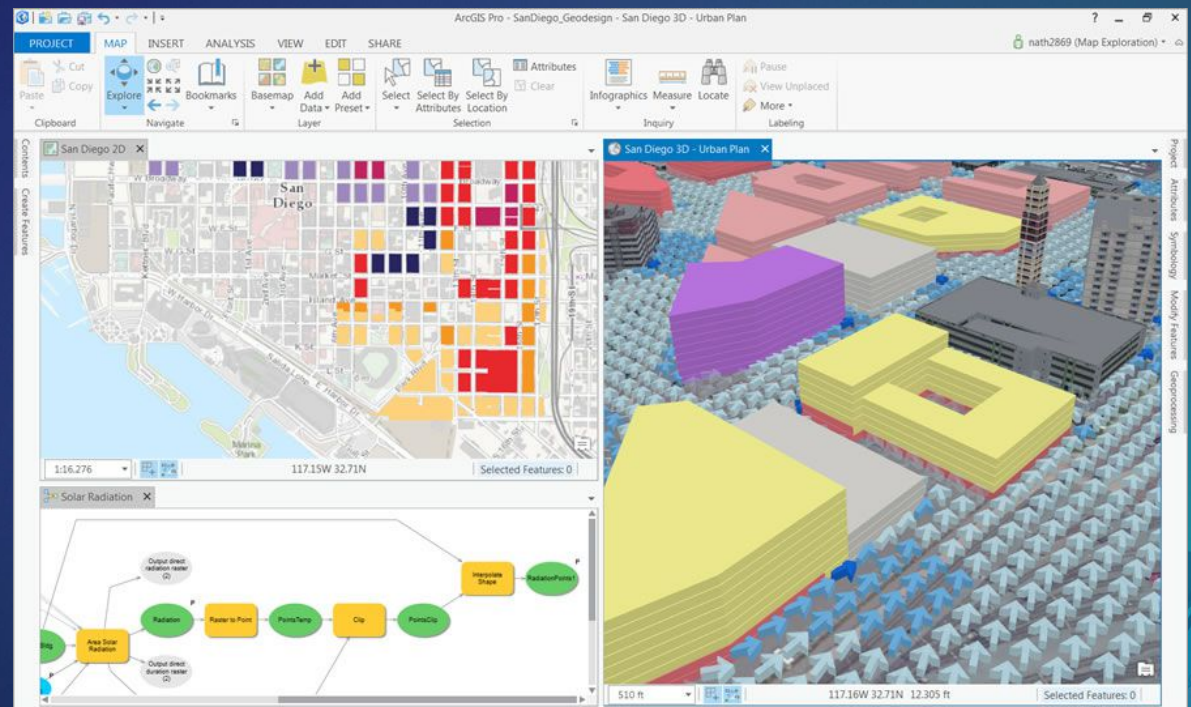
Performance

Crashes



## System Requirements | ArcGIS Pro

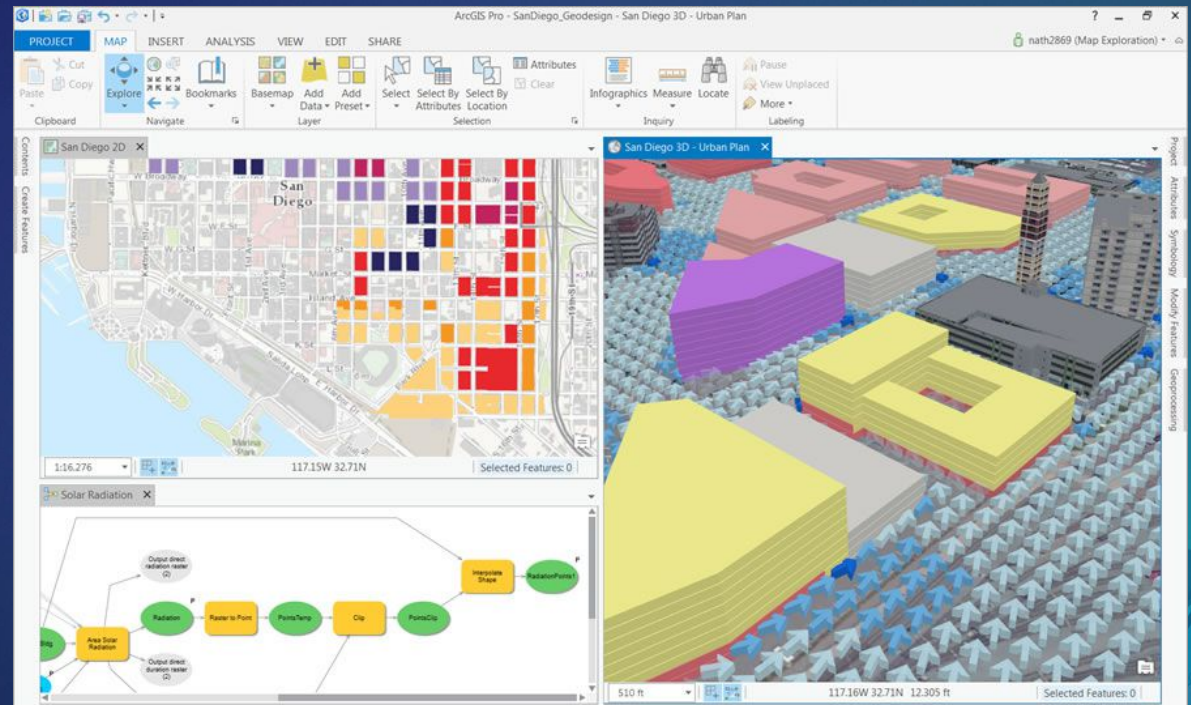
- Windows 10 Ultimate
- 2x hyperthreaded deca-core
- 32 GB RAM
- 2TB Storage Space on a SSD (solid state hard drive)





# System Requirements | ArcGIS Pro

- Windows 7 Ultimate
- Dual Core CPU
- 4GB RAM
- 500 GB Storage Space



## System Requirements | ArcGIS Pro

### CPU Speed

- Minimum: Hyperthreaded dual core\*
- Recommended: Quad core\*
- Optimal: 2x hyperthreaded deca core\*

### Memory

- Minimum: 4 GB
- Recommended: 8 GB
- Optimal: 16+ GB

### Storage

- Minimum: 32 GB of free space
- Recommended: 32 GB or more of free space on a solid-state drive (SSD)

### Platform

- x64 with SSE2 extensions

### Display Properties

- 24-bit color depth

### Screen Resolution

- 1024x768 or higher at normal size (96 dpi)

# System Requirements | ArcGIS Pro

- 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!

**Minimum** **Recommended**

**CPU**  
Minimum: Hyperthreaded dual core  
You Have: Intel(R) Xeon(R) CPU E5-1620 v3 @ 3.50GHz

**CPU SPEED**  
Minimum: Info  
You Have: 3.5 GHz

**VIDEO CARD**  
Minimum: DirectX 11 feature level 10.1, Shader Model 4.1, OpenGL 3.3, and the EXT\_texture\_filter\_anisotropic and EXT\_texture\_compression\_s3tc extensions with 512 MB RAM  
You Have: Quadro K620

Features: Minimum attributes of your Video Card

	Required	You Have
Total Video RAM	512 MB	10 GB
Pixel Shader	4.1	5.0
Vertex Shader	4.1	5.0
Dedicated Video RAM	512 MB	2.0 GB

**RAM**  
Minimum: 4 GB  
You Have: 16 GB

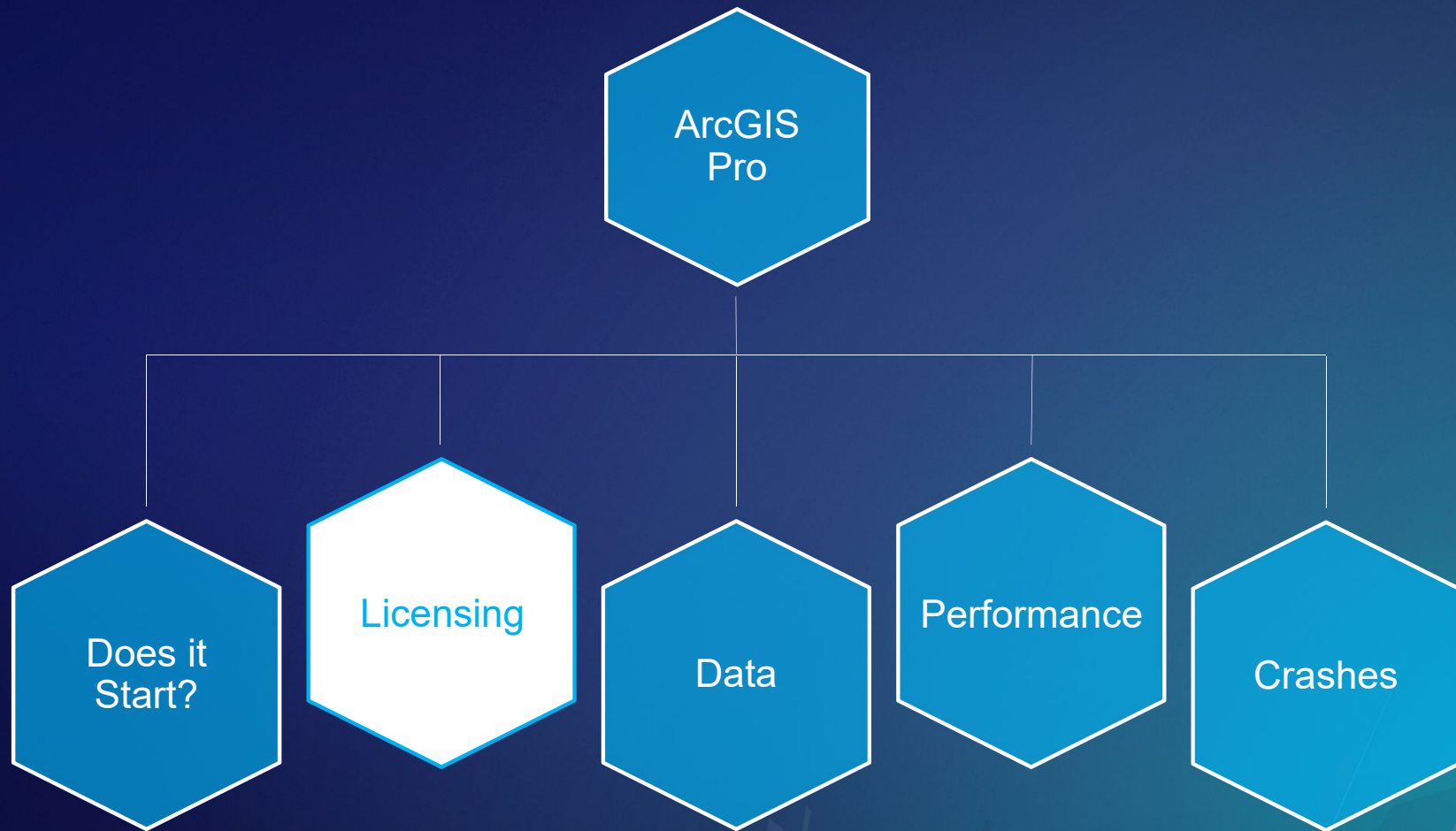
**OS**  
Minimum: Windows 7, 8.1, 10 Pro and Enterprise (64 bit); Windows Server 2008 R2 Standard, Enterprise and Datacenter (64 bit); Windows Server 2012 Standard and Datacenter (64 bit); and Windows Server 2012 R2 Standard and Datacenter (64 bit)  
You Have: Microsoft Windows 10 (build 14393), 64-bit

**FREE DISK SPACE**  
Minimum: 32 GB  
You Have: 870.7 GB

**BROWSER VERSION**  
Minimum: Internet Explorer 11.0 or better  
You Have: 11.2189.14393.0

**OPENGL\_ARB\_VIEWPORT\_ARRAY\_EXTENSION**  
Minimum: Is extension present?  
You Have: yes

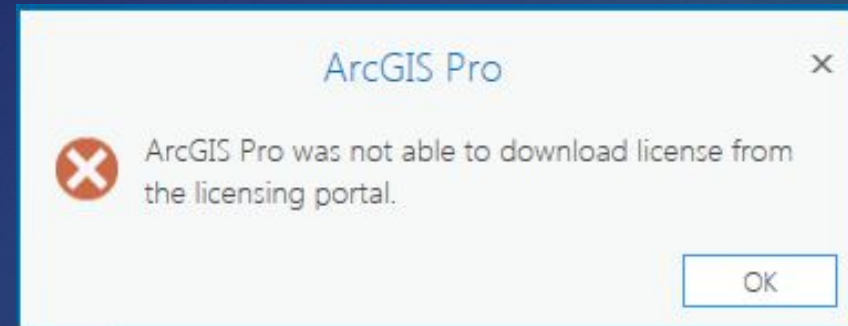
**.NET VERSION**  
Minimum: 4.6.1  
You Have: 4.6.2





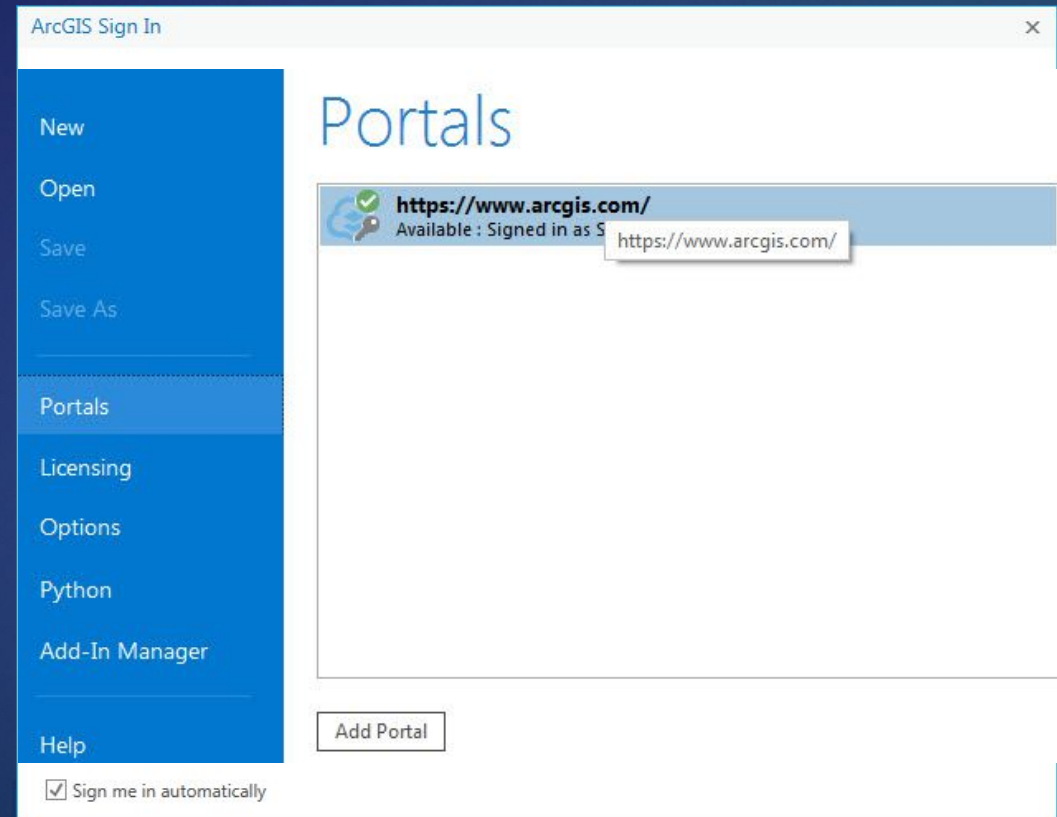
## Troubleshooting | Licensing

- **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/> under Portals and set as active Portal.



## Troubleshooting | Licensing

- 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.

### Licensing

#### ArcGIS Pro Named User License

Name	Version	Expires
Basic	2.1.3.10257	N/A
Standard	2.1.3.10257	N/A
Advanced	2.1.3.10257	8/26/2018

#### Esri Extensions

Name	Licensed	Version	Expires
3D Analyst	No	2.1.3.10257	N/A
Aviation Airports	No	2.1.3.10257	N/A
Business Analyst	Yes	2.1.3.10257	8/26/2018
Data Interoperability	No	2.1.3.10257	N/A
Data Reviewer	No	2.1.3.10257	N/A
Defense Mapping	No	2.1.3.10257	N/A
Geostatistical Analyst	No	2.1.3.10257	N/A
Image Analyst	No	2.1.3.10257	N/A
Location Referencing	No	2.1.3.10257	N/A

## 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.

The screenshot shows the ArcGIS Pro interface with the 'Licensing' menu open. The 'Licensing' window displays the following information:

### Licensing

#### ArcGIS Pro Named User License

Name	Version	Expires
Basic	2.1.3.10257	N/A
Standard	2.1.3.10257	N/A
Advanced	2.1.3.10257	7/3/2018

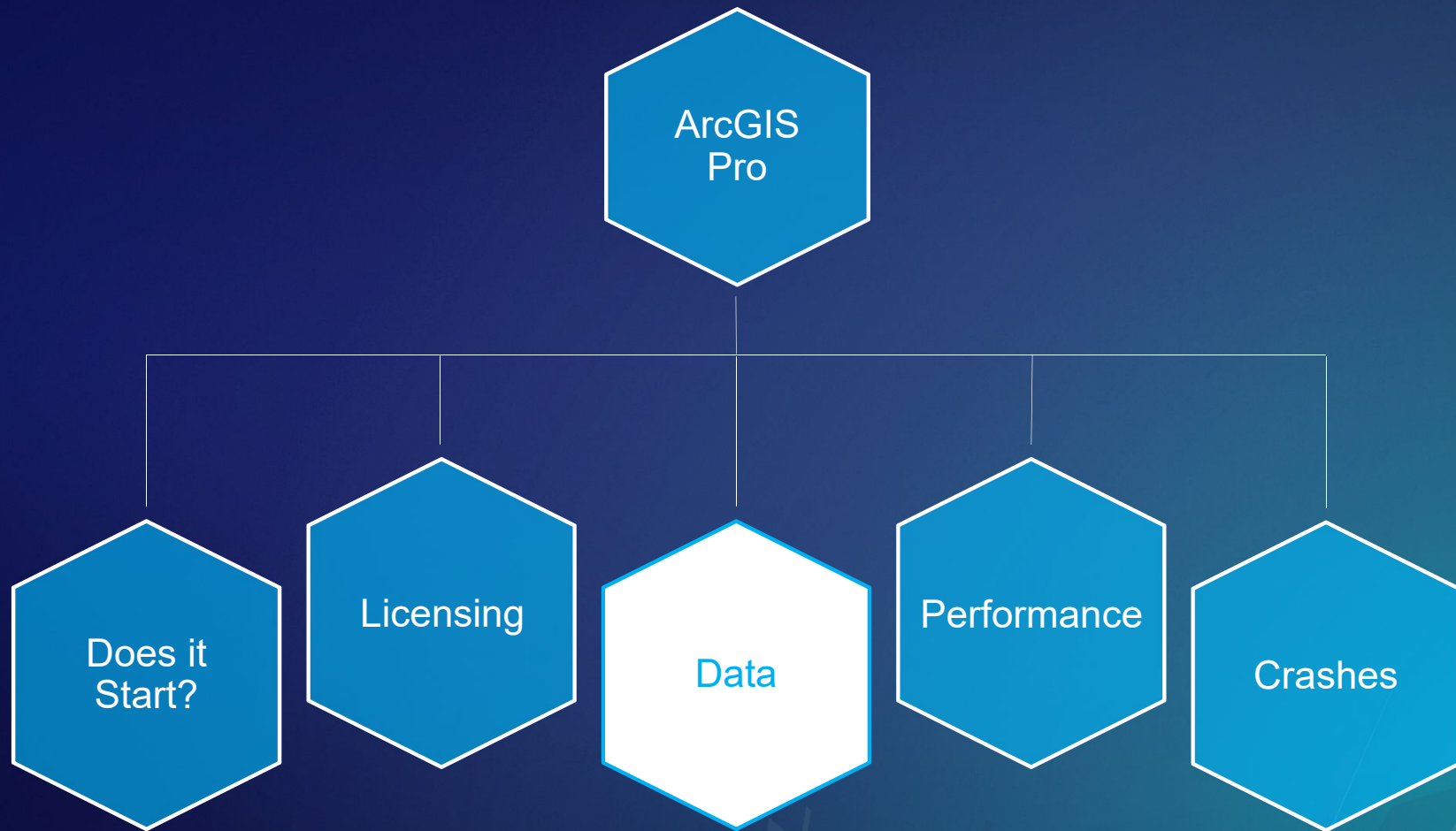
#### Esri Extensions

Name	Licensed	Version
3D Analyst	No	2.1.3.10257
Aviation Airports	No	2.1.3.10257
Business Analyst	No	2.1.3.10257
Data Interoperability	No	2.1.3.10257
Data Reviewer	No	2.1.3.10257
Defense Mapping	No	2.1.3.10257
Geostatistical Analyst	No	2.1.3.10257
Image Analyst	No	2.1.3.10257
Location Referencing	No	2.1.3.10257

#### Settings

Authorize ArcGIS Pro to work offline ⓘ  
sjtrial17 is authorized to use ArcGIS Pro offline.





## Troubleshooting | Data Related

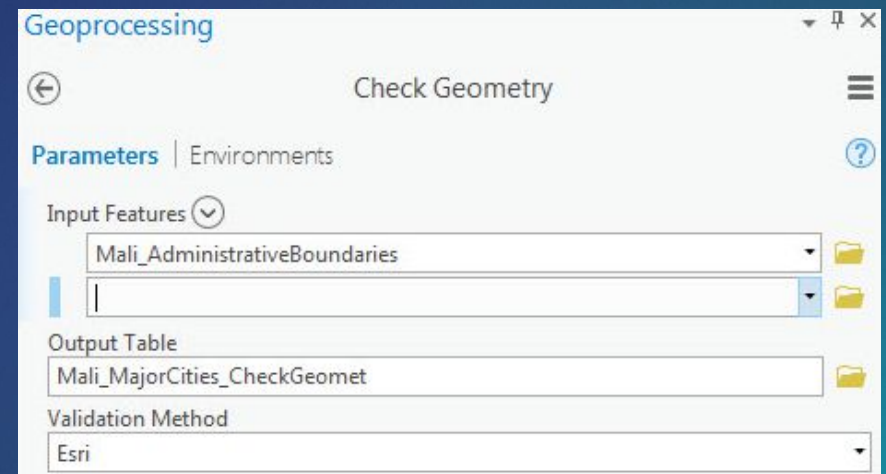
When?

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?

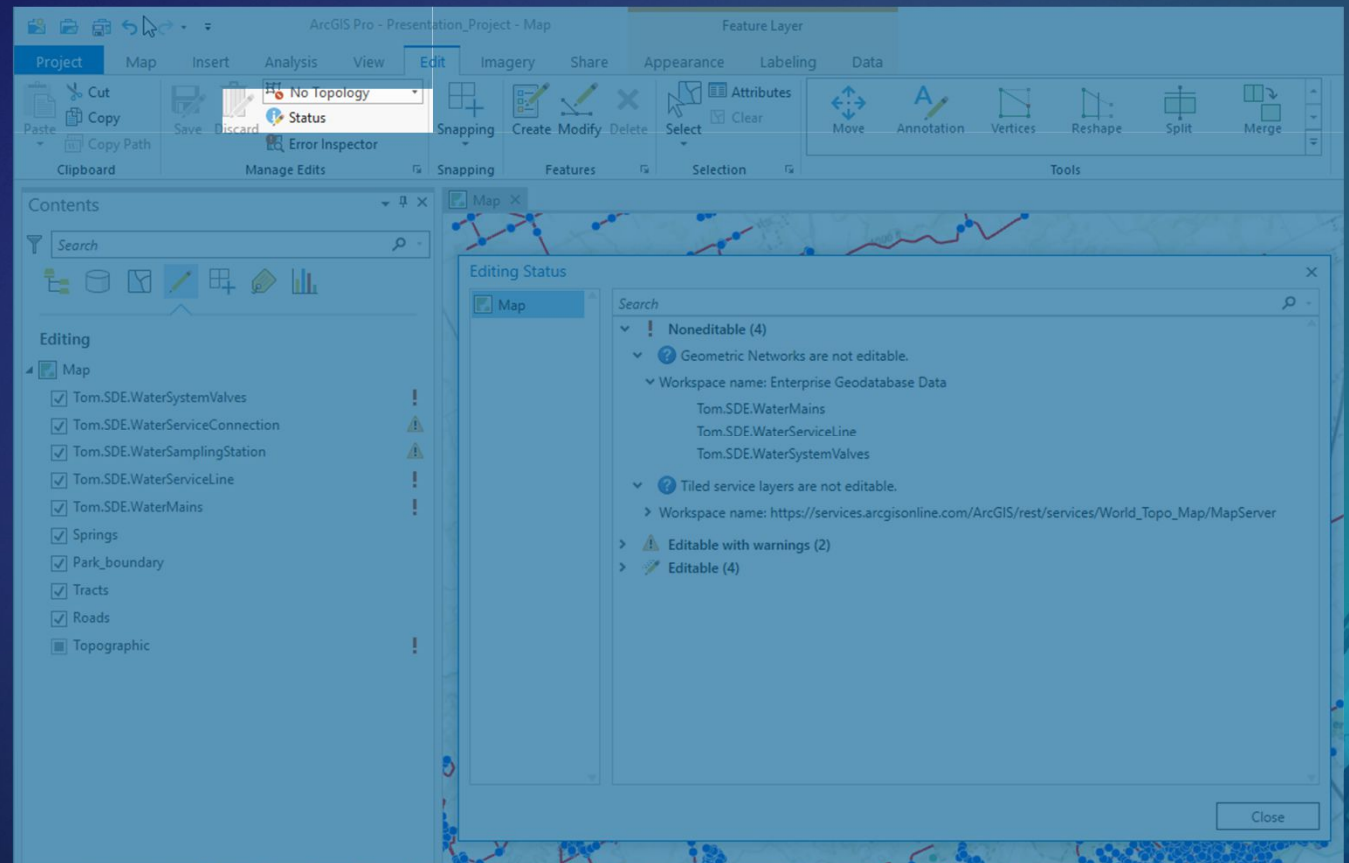


## Troubleshooting | Data Related

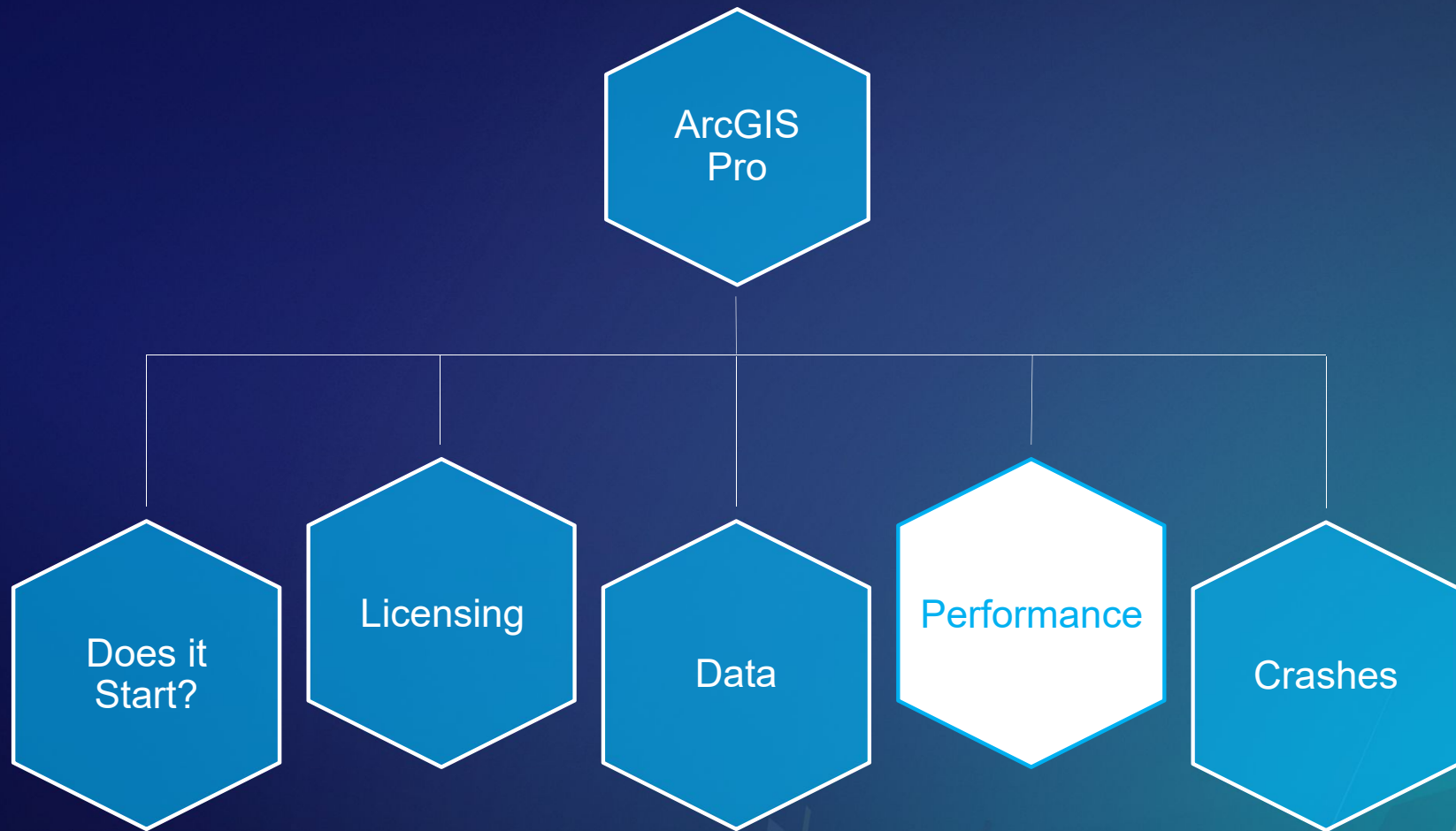
- Consider dataset format (e.g. export to different format)
- Consider dataset location (e.g. copy dataset from network location to local drive)

## 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



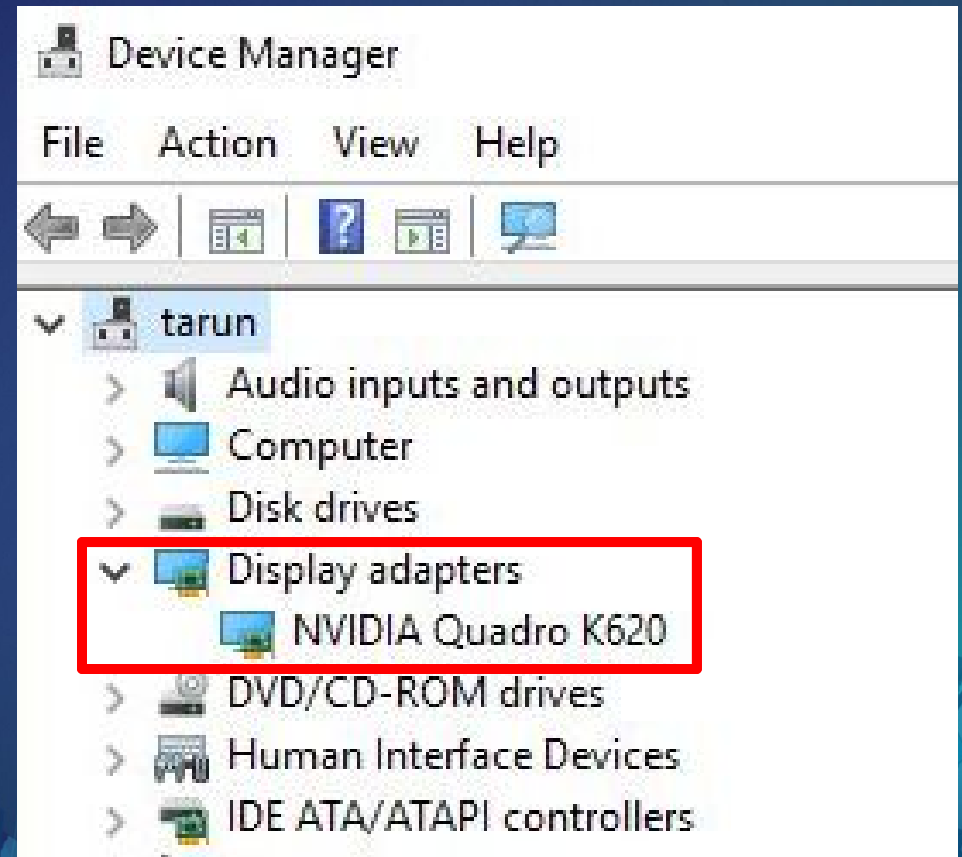




## Troubleshooting | Performance

### First Things First!

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



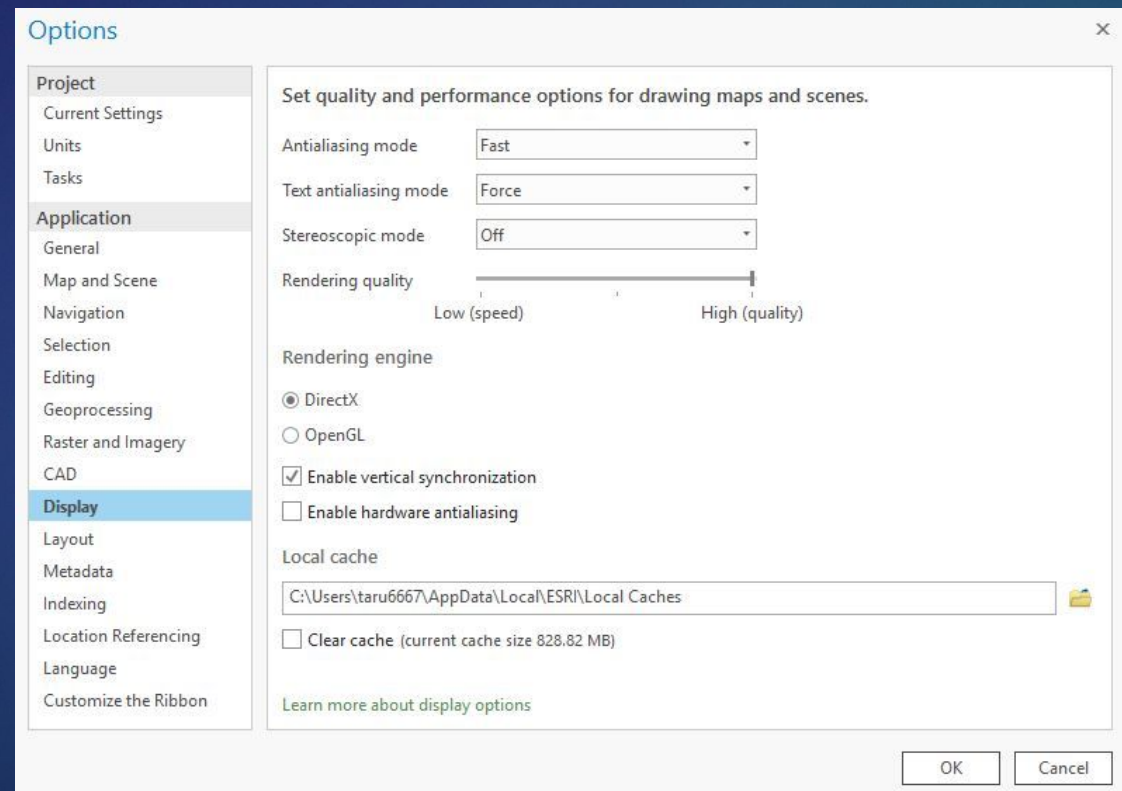
## Troubleshooting | Performance

### Display unresponsive to navigation commands

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

### Possible Solutions:

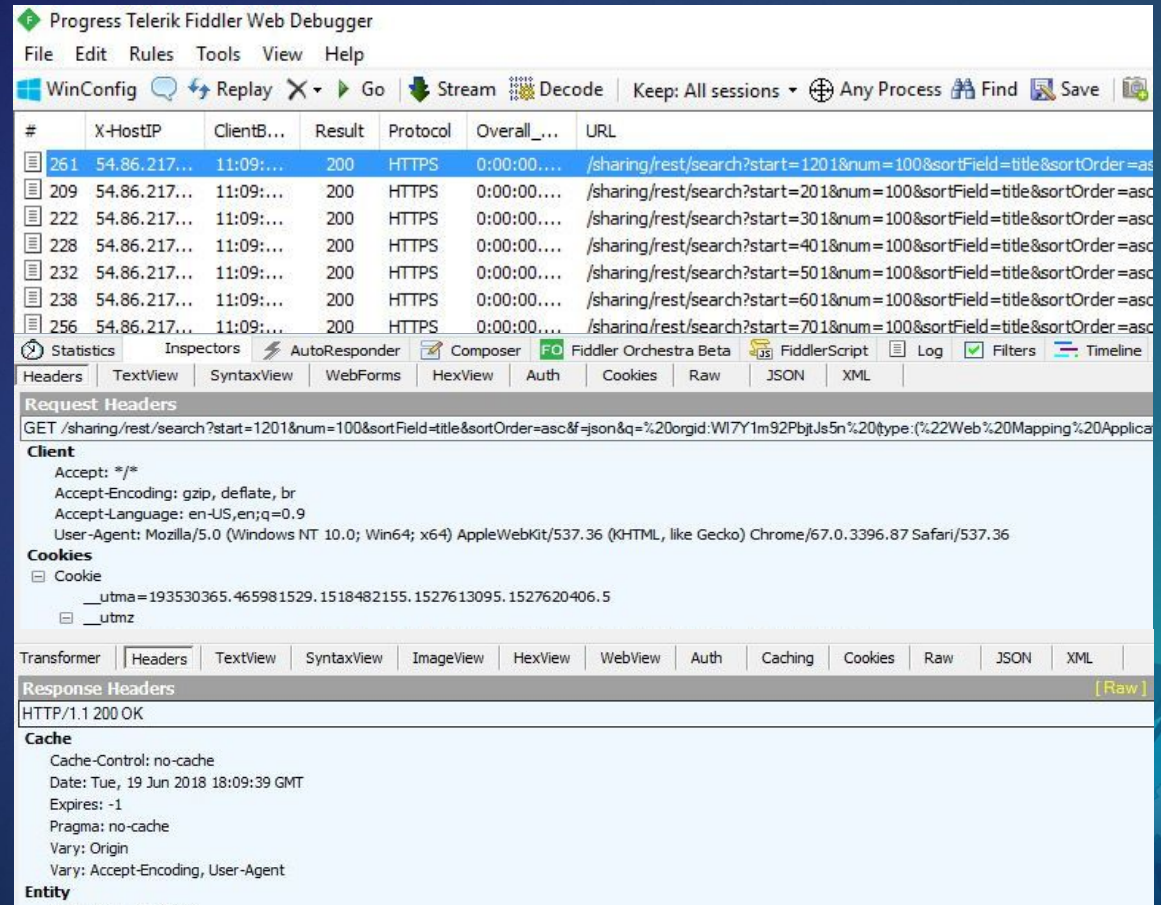
- Change Rendering Quality and/or Rendering Engine (*Project Options*)
- Change the visibility range for “out beyond” (*Layer Properties*)
- Reduce or simplify the geometries being rendered (*Geoprocessing tools*)



## Troubleshooting | Performance

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



The screenshot displays the Progress Telerik Fiddler Web Debugger interface. The main window shows a list of intercepted HTTP requests. The selected request (ID 261) is a GET request to the URL `/sharing/rest/search?start=1201&num=100&sortField=title&sortOrder=asc`. The request headers section is expanded, showing the following details:

- Request Headers:**
  - Method: GET
  - URL: `/sharing/rest/search?start=1201&num=100&sortField=title&sortOrder=asc&f=json&q=%20orgid:WI7Y1m92PbjtJs5n%20type:(%22Web%20Mapping%20Applica`
  - 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/67.0.3396.87 Safari/537.36
  - Cookies:**
    - Cookie
      - `__utma=193530365.465981529.1518482155.1527613095.1527620406.5`
      - `__utmz`

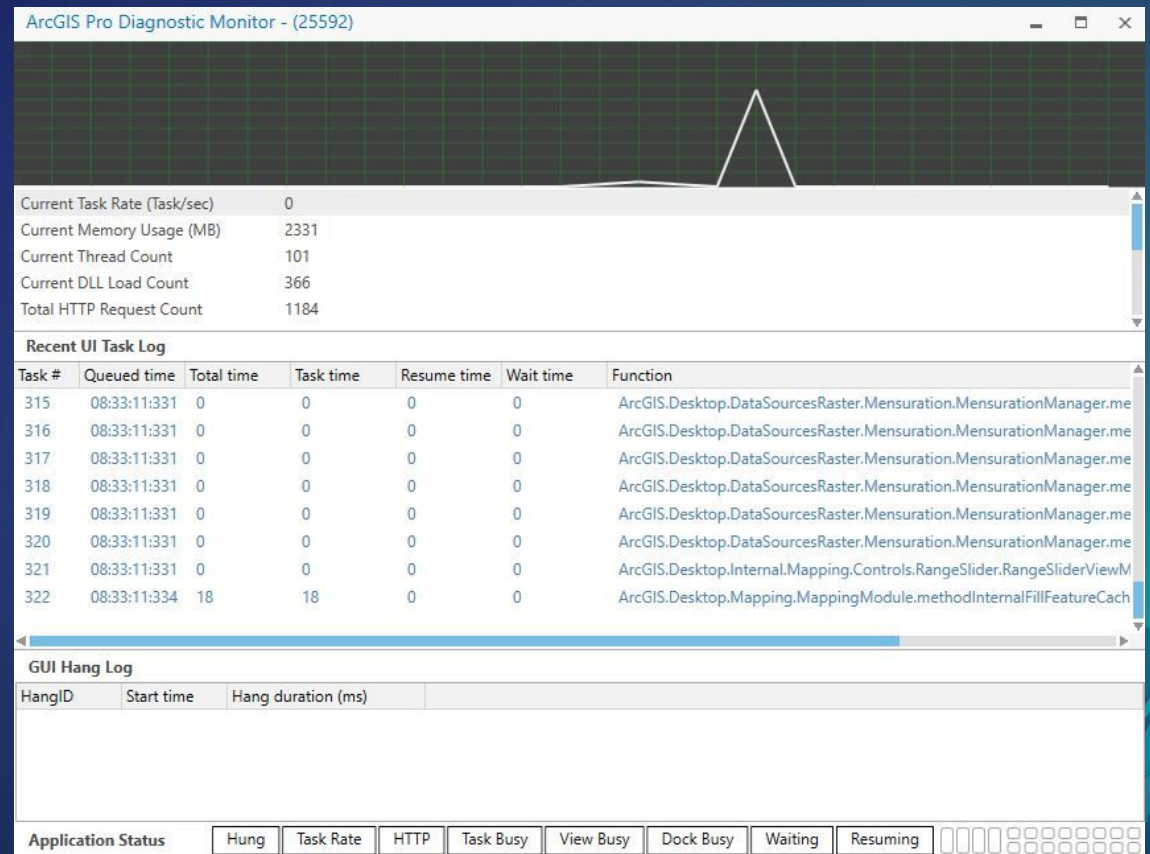
The response headers section shows the following details:

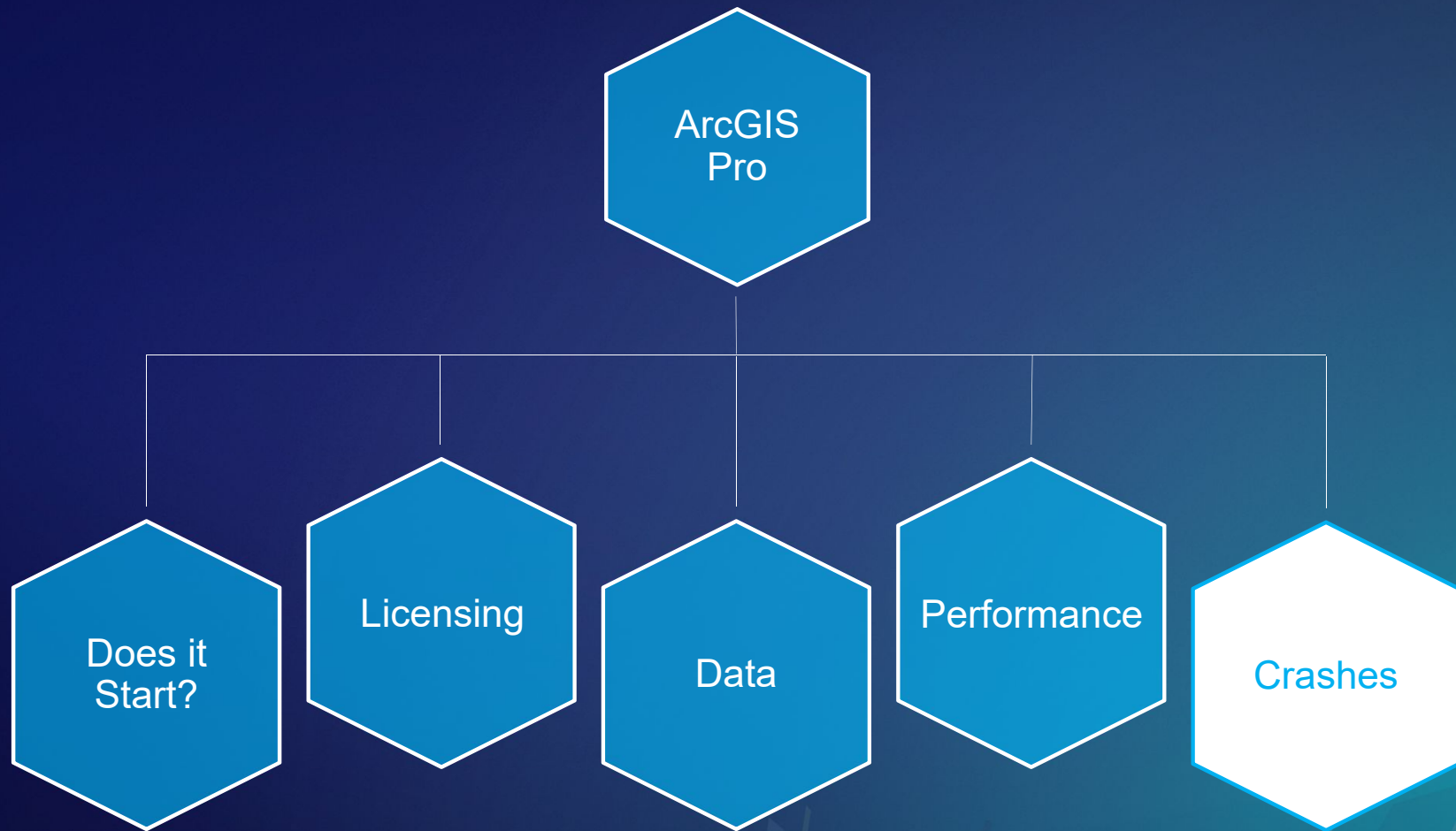
- Response Headers:**
  - Status: HTTP/1.1 200 OK
  - Cache:**
    - Cache-Control: no-cache
    - Date: Tue, 19 Jun 2018 18:09:39 GMT
    - Expires: -1
    - Pragma: no-cache
    - Vary: Origin
    - Vary: Accept-Encoding, User-Agent
  - Entity:**



# Troubleshooting | Performance

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






## Troubleshooting | Crashes

- We hope that you never experience one!
- If you do, please include email address and a detailed description of the workflow.

ArcGIS Pro

**ArcGIS Pro has encountered a serious application error and is unable to continue.**



If you were in the middle of something, the information you were working on might be lost.

**Please tell Esri about this problem.**

We have created an error report. Press the 'Send Error Report' button to send the error report to us automatically over the internet.

We will treat this report as confidential and anonymous.

Optionally, provide your email address and a description of the problem. We will contact you if we need additional information about this issue. Your email will only be used in relation to this issue.

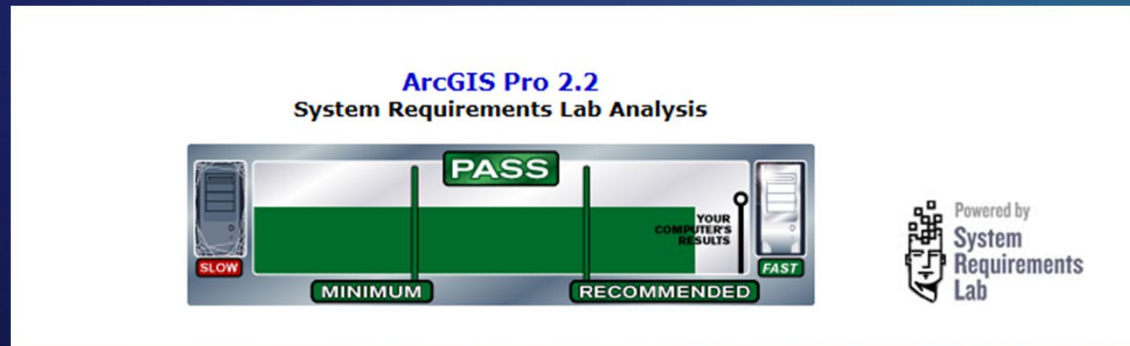
Email Address:

What were you doing when the problem happened?

Include my system information in the error report

## Troubleshooting | Crashes

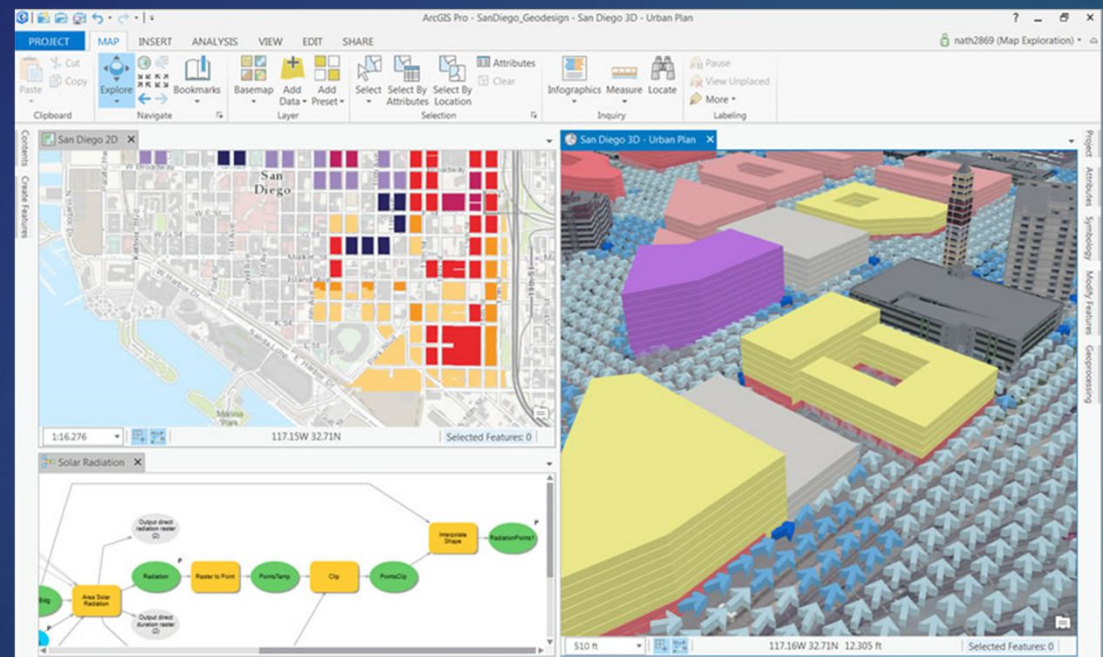
- **Issue:** Crash when launching ArcGIS Pro
- **Potential Cause:** Inadequate System Resources
- **Test:** The *Can You Run It?* webpage





## 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.

Name	Status	Importance	Date Installed
Definition Update for Windows Defender - KB915597 (Definition 1.267.784.0)	Successful	Important	5/4/2018
Definition Update for Windows Defender - KB915597 (Definition 1.267.571.0)	Successful	Important	5/1/2018
Definition Update for Windows Defender - KB915597 (Definition 1.267.425.0)	Successful	Important	4/27/2018
Definition Update for Windows Defender - KB915597 (Definition 1.267.232.0)	Successful	Important	4/24/2018
Security Update for Windows (KB4093108)	Successful	Important	4/23/2018
Security Update for Windows (KB4092946)	Successful	Important	4/23/2018

## 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

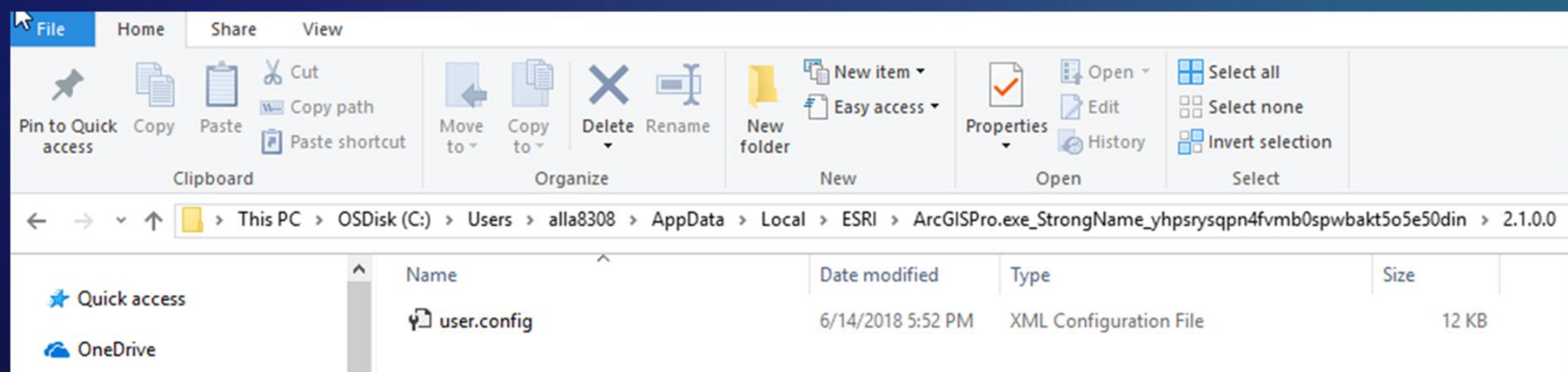


## Troubleshooting | Crashes

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 -

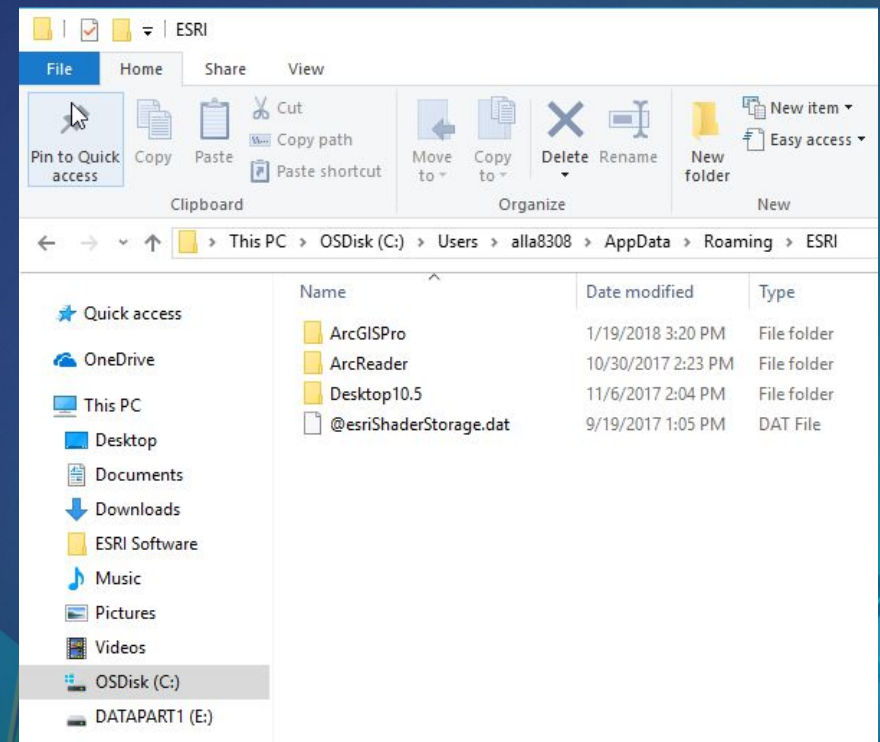
By renaming the 'ArcGISPro' folder to any different name, a new 'ArcGISPro' folder is created when starting the application. [Soft Reset]

1. Navigate to the following path:

`C:\Users\<USERNAME>\AppData\Roaming\ESRI\`

2. Rename the ArcGIS Pro folder (for example, to ArcGISPro\_Old)

3. Start ArcGIS Pro.





# TAKEAWAYS



## Troubleshooting | Key Takeaways

- 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, please feel free to call Esri Support Services.
- Use performance monitoring tools like ArcMon or Fiddler.
- Consider doing a soft reset.





# REFERENCES

## Troubleshooting | References

- ArcGIS Desktop license types – <http://bit.ly/2u0PHI3>
- FAQ: What are some common questions about ArcGIS Pro Licensing? - <http://bit.ly/2tXOpre>
- Get Started with ArcGIS Pro using Concurrent or Single-use licenses - <http://bit.ly/2u32sLW>
- What would Tech Support Do: Data Specific Issues – <http://bit.ly/2tYO7jl>

## Troubleshooting | References

- Troubleshooting Performance Issues in ArcGIS Pro – <http://bit.ly/2u0zn3Y>
- ArcGIS Pro Display Options – <http://bit.ly/2u6GJD9>
- ArcGIS Pro Layer Properties – <http://bit.ly/2u1Frcl>
- ArcGIS Pro Generalization toolset – <http://bit.ly/2u11Q9L>
- Monitoring web service requests using Fiddler - <http://bit.ly/2u30Ode>

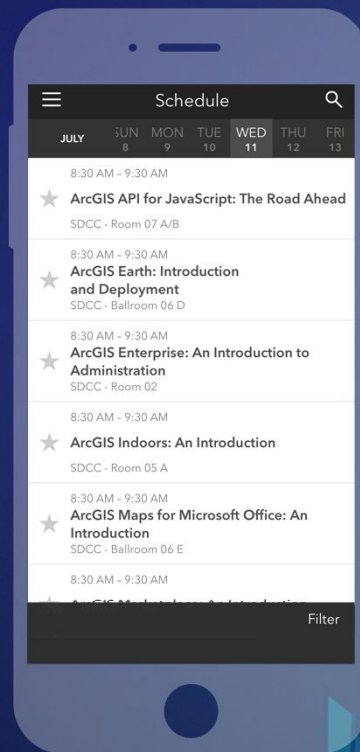


# Please Take Our Survey on the App

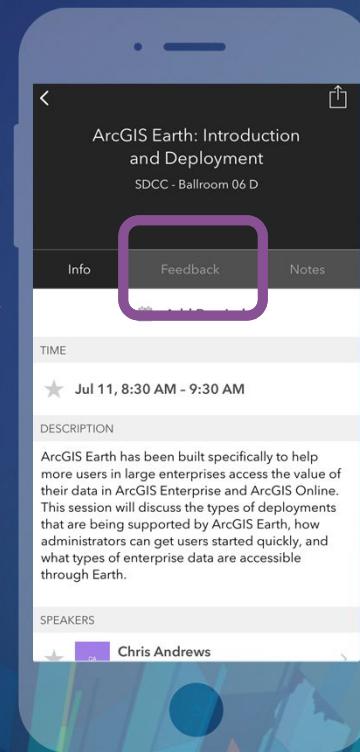
Download the Esri Events app and find your event



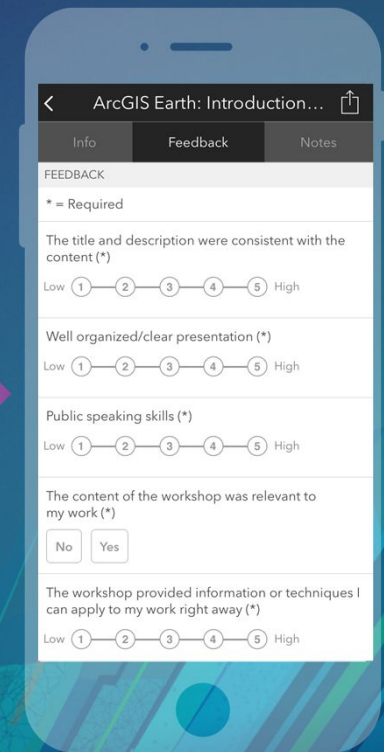
Select the session you attended



Scroll down to find the feedback section



Complete answers and select "Submit"







QUESTIONS?



esri

THE  
SCIENCE  
OF  
WHERE