

# PTMApp-Desktop Error Submission Instructions

## September 21, 2018

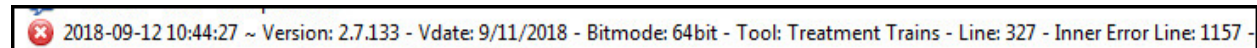
### PTMApp-Desktop Recommend Error Submission Steps

The PTMApp-Desktop toolbar is run on many different map data sets and on several different machines. Therefore, errors sometimes occur unique to your data or to the machine you are working with. The error could also be caused by a coding issue with a recent toolbar release. To determine the cause and timely mitigate these issues please follow the recommended steps shown below.

### Scripting Errors vs User Warnings

#### Scripting Errors

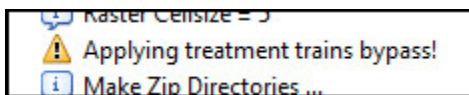
If an error message contains Version #, Vdate, and Line Error numbers it is an unexpected error. These messages requests should be submitted through the PTMApp website via the email [ptmapp@state.mn.us](mailto:ptmapp@state.mn.us). Read the rest of this document for properly submitting errors.



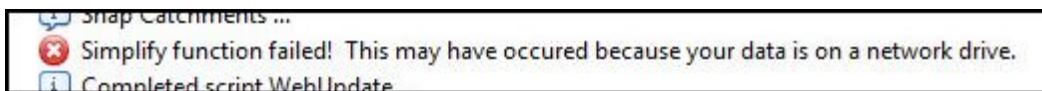
#### User Warnings

There are two types of user warnings.

1. The message will be a warning, but the tool continues processing. This will often be indications that a data product values are outside an expected range or an optional data product was not found. However, this does not prevent the tool from processing to completion. The data products should be evaluated further, and these messages should not be sent to developers.



2. The message is a validation error and the tool stops processing. However, the error does not include Version #, Vdate, and Line Error numbers. This means the error was not caused by a scripting issue and is an intentionally thrown error message. It is telling the user the data has an issue that will not allow the tool to run properly. The data products should be evaluated further, and these messages should not be sent to developers.

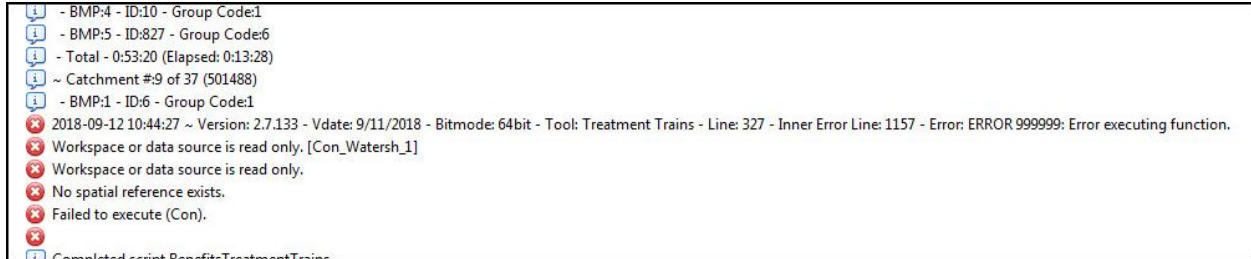


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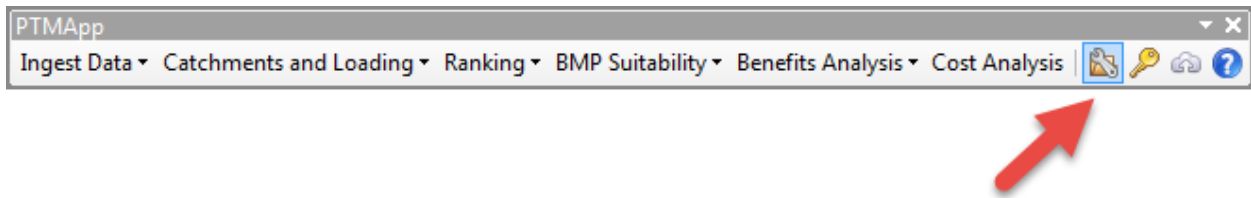
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## Scenario #1 – Error Directly From PTMApp

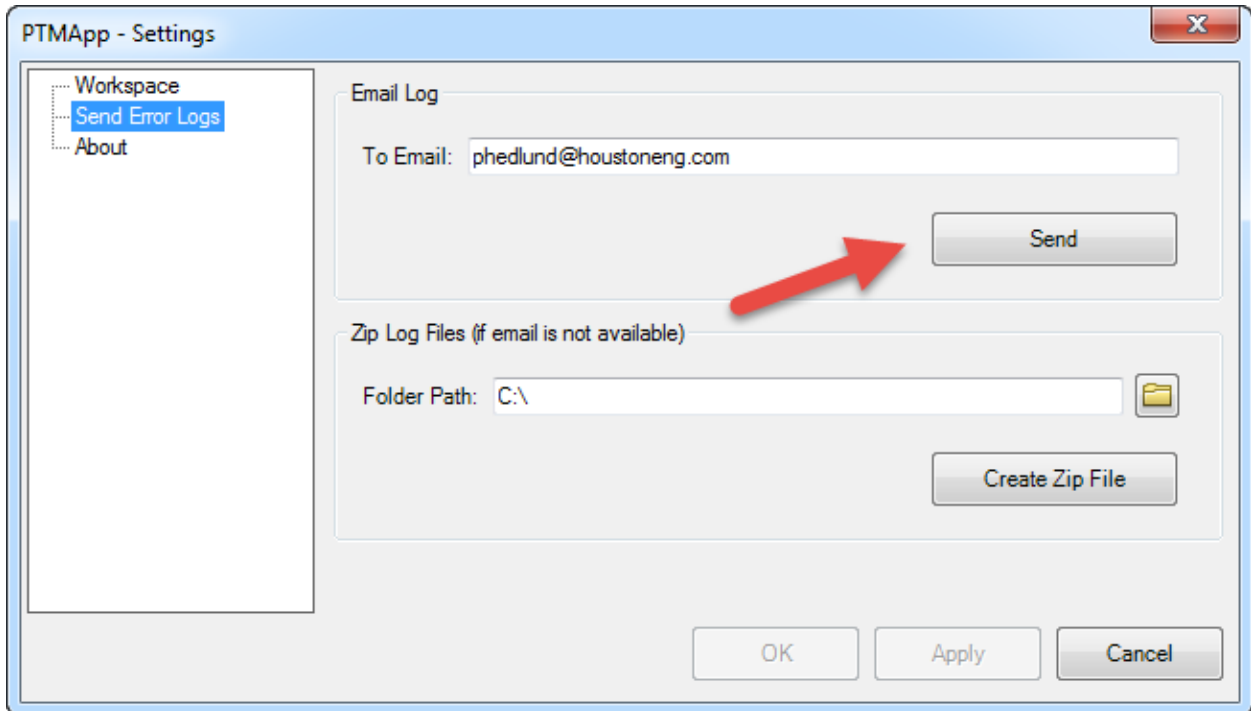
Make a screen shot of the error if you can before closing ArcMap.



Click on the **Administrator** button.



Click on the **Send Error Logs** tab.



In the **To Email** section change the default email address will be [ptmapp@state.mn.us](mailto:ptmapp@state.mn.us). However, the email address can be changed to a different address if necessary. Click the **Apply** button. Then, Click the **Send** button.

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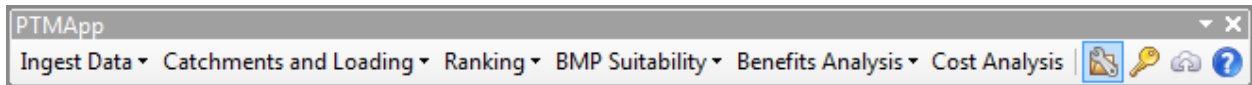
If you get an error message or nothing happens when you click **Send**, this means Outlook email is not setup on your machine. In this case go to **Option #2** below.

A prepared email message will be created. The email should already have an attached zip file containing PTMApp logs. Also, in the subject area are some place holders. Reference section below **Email – Things to Include**.

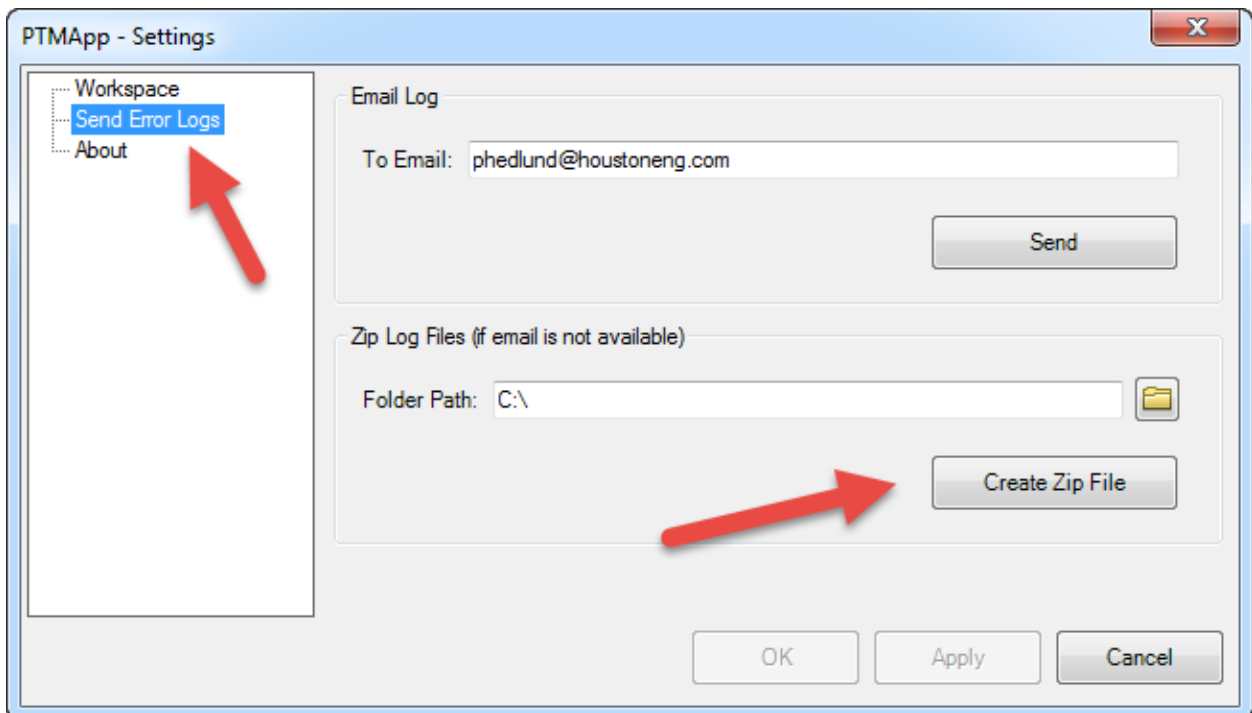
### Option #2 – Create Zip File – Email Manually

Make a screen shot of the error if you can before closing ArcMap.

Click on the **Administrator** button.

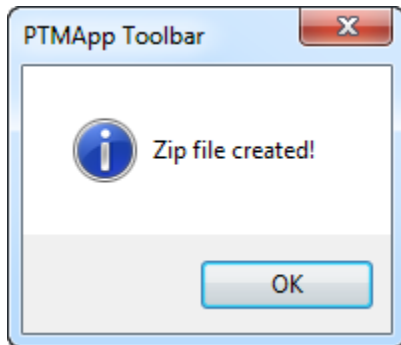


Select a folder path to place the zip file in. Then, click the **Create Zip File** button.



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Once complete you should see this message.



At this point the zip file should be manually attached to an email to use for submitting an email.  
Reference section Email – **Things to Include**

### Email – Things to Include

**Error Description** -> Here provide any information about the error you can articulate. Keep in mind this error was unexpected. The error is something that was missed during testing. Therefore, the error may be caused by something unique with your data or computer setup. Think of any detail that can help the developers in solving the issue. Make sure to include your parameters used for the tool.

**Project Details** -> Provide any details specific to the project.

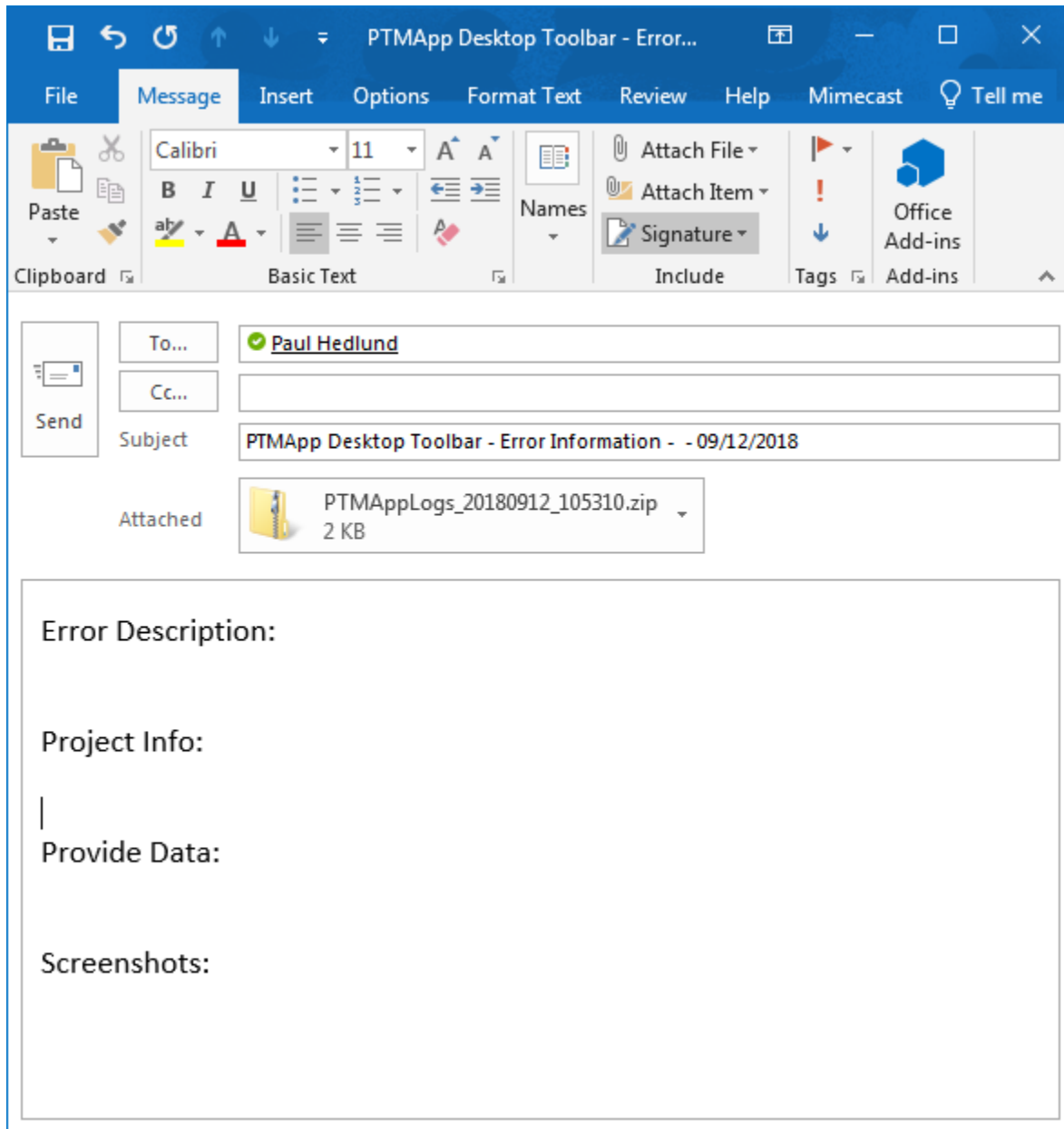
**Provide Data** -> The data used when the error occurred is needed for the developers to replicate the issue locally. Often PTMApp data can be very large. The implications of this need to be considered when distributing the data. Do NOT attach data to email. Discuss with BSWR or HEI the best approach to send the data.

**Screenshots** -> Any screenshots of the ArcMap window when the error occurred will be helpful. Attach it here in the email.

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Example email:



After all the information is completed send the email.

## Background Processing Error

You may get an error where ArcMap closes, and this window appears.



The image shows a screenshot of an error dialog box titled "ArcGIS for Desktop". The main text reads: "ArcGIS for Desktop has encountered a serious application error and is unable to continue." The ArcGIS logo is in the top right corner. Below this, it says: "If you were in the middle of something, the information you were working on might be lost." A bold heading asks: "Please tell Esri about this problem." The text continues: "We have created an error report. Press the 'Send Error Report' button to send the error report to us automatically over the internet." and "We will treat this report as confidential and anonymous." A section with a light gray background contains the text: "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." This section includes an "Email Address:" label, an empty text input field, and a label "What were you doing when the problem happened?" above a large text area. At the bottom of this section is a checked checkbox labeled "Include my system information in the error report". At the very bottom of the dialog are two buttons: "Send Error Report" and "Don't Send".

In these cases, do those same process as described above. However, there may not be an error message logged in this case. Therefore, any additional information you saw or recall on when the system crashed during processing will help. A screenshot may not be available in this scenario, this is fine.

Note: Clicking the **Send Error Report** button to ESRI as seen here is optional and not part of the HEI tracking process.

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### Schema Locks

Schema locks are one of the most common errors. It can be difficult to debug these at times as the error messages can be obscure. Be aware of opening data in your geodatabases during processing of tools. Schema lock checks are done at the beginning of each tools processing. However, it is not continually checked thereafter. Therefore, long running processes could get locked if you open something during the processing.

Common error messages that are often schema locks include:

- Failed to execute (DeleteField)
- Unable to save \_\_\_\_\_