PTMApp-Desktop Recommend Error Submission Steps (ArcGIS Pro)

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. Read the rest of this document for properly submitting errors.

```
❌ 2020-01-19 10:55:52 ~ Version: 2.14.201 - Vdate: 12/27/2019 - Bitmode: 64bit - Tool: Build Lakes Data -
Line: 486 - Inner Error Line: N/A - Error: unsupported operand type(s) for *: 'NoneType' and 'float'
```

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 submitted as an error.

```
- Total - 0:07:26 (Elapsed: 0:00:13)
⚠ LS factor values outside expected range (0.03-52.7).  Please consider reviewing.
Completion Time
```

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 as an error.

```
Validate required data exists ...
❌ Layer not found - D:\ZMapdata\PTMA\PTMApp_Test_Areas\Small_Sugar_Lake_ArcProin\Outputs\Processing.gdb\spi_ranks
Completed script BMP - Suitability...
```

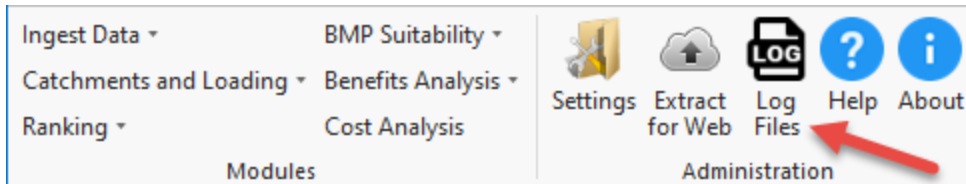PTMApp-Desktop Error Submission Instructions
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Option #1 – Error Directly From PTMApp

If you have access to Email on the machine you are using, follow the instructions below. If you do not have access to Email skip to **Option #2**.

Make a screen shot of the error if you can.

Click on the **Log Files** button.

Click on the **Email access available on this computer** checkbox if it is not selected. In the **To Email** section the default email address will be **ptmapp@state.mn.us**. However, the email address can be changed to a different address if necessary. Then, click **Send Email** button. An email message while pop-up.


If you get an error message or nothing happens when you click **Send Email,** 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

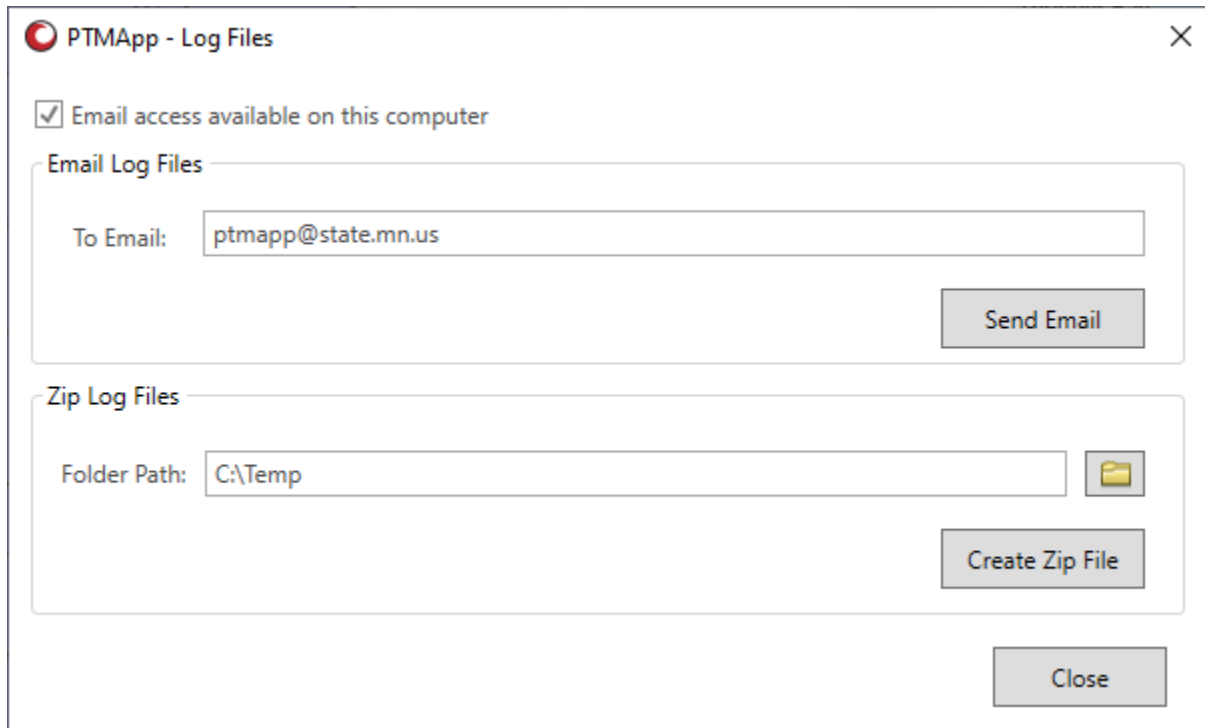Make a screen shot of the error if you can before doing anything else.

Then, click on the **Log Files** button.
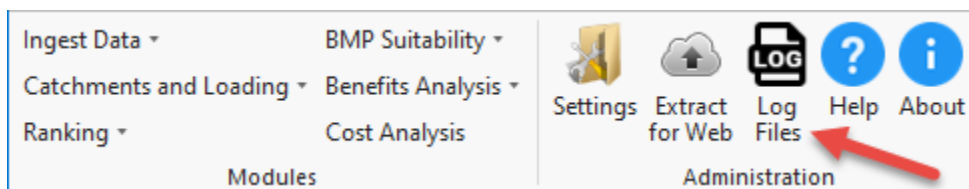
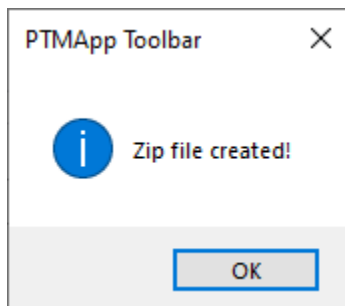# PTMApp-Desktop Error Submission Instructions
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Select a folder path to place the zip file in. Then, click the **Create Zip File** button.

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**

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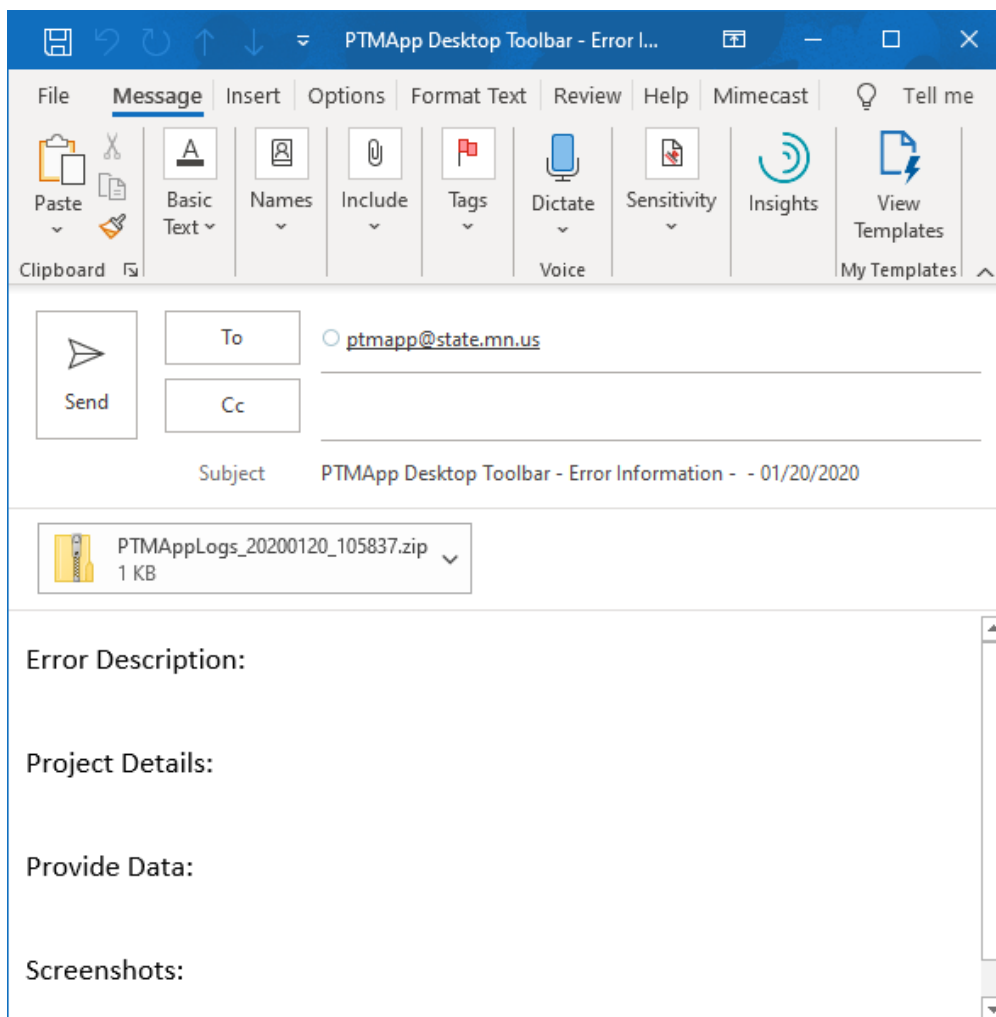January 20, 2020

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 ArcGIS Pro window when the error occurred will be helpful. Attach it here in the email.

Example email:

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Background Processing Error

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

In these cases, do the 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 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.

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 _____