

## WEBMAP TROUBLESHOOTING 101

Online mapping, such as with ArcGIS Online ([www.arcgis.com](http://www.arcgis.com)), provides unlimited chance for users to explore the world. But sometimes, things do not behave as expected based on previous visits. There could be various causes, and you may need to be a bit of a Sherlock Holmes to solve the problem.

1. Can you and others reach your building's internal resources ("intranet" or LAN) but nobody can reach content outside your facility? Your overall internet access may be down.
2. Can you reach various external sites and see new content as normal, but neither you nor others get expected content from the desired site? The desired site may be down or slow; this may be anywhere from a momentary phenomenon to a long-term change. When last was this resource/site accessible?  
(Note: You might still check your internet access speed, using a site like [www.speedtest.net](http://www.speedtest.net), but, as always, read and think before clicking at such sites; you want a speed test, not just any button.)
3. Can other computers access the desired content but you cannot? There could be various issues:
  - a. Can you access any content anywhere? Check cable, wireless, adapter, login/s.
  - b. Troubleshoot your ArcGIS Online Login at <https://www.arcgis.com/home/troubleshoot.html>
  - c. Can you see other sites just fine but some content doesn't display as expected? Try these:
    - i. Force a full page reload (goes beyond a simple "page refresh"), to see if the original load process might have been incomplete.
    - ii. Sign out of the service and browser, then sign back in again, to the browser and then the service, and test
    - iii. Shut down all tabs and all instances of the browser, restart a single browser instance, with just one tab, log in as needed, and test.
    - iv. Use another browser, to see if the issue is browser specific, or even version-specific.
    - v. Use another computer, to see if the issue is computer specific.
    - vi. Shut down the computer, then restart, and test.
    - vii. Clean out the browser cache (temporary storage; delete some to all elements, from recent to the beginning of time), shut down the browser, restart, and test.
4. Last resort: If you need technical support, know who to contact, and be ready to describe with precision:
  - a. the device (e.g. Chromebook laptop; original iPad, Microsoft Surface Pro 1, etc)
  - b. the computer's operating system (e.g. MacOS 10.9.8, Win7sp1, iOS9.8.7, Android 4.3.2.1, etc)
  - c. the browser/s (e.g. Internet Explorer, Safari, Firefox, Chrome) and exact numeric version/s (e.g. 11, 26.0.1, 37rev123456, etc).
  - d. the results from all the preceding steps.
  - e. the last time this computer/device was able to access this specific site.
  - f. all additional plugins, add-ons, and toolbars installed in the browser, including version numbers of each (e.g. Flash 11, ShopALot\_v3, BrainDesigner\_v1.1.1, Games\_v24.68, LocalNewsWeatherSportsCrawler, AskMeAnythingSearch, LockOutEverythingProtection, etc). These extenders of browser capacity can slow down operation, conflict with native operation, or interfere with behavior of dynamic maps. Turning off or eliminating plugins may help.

Model "if you see something, say something." Walk students through "What do we report that provides actionable intelligence that is sufficiently complete that someone won't have to come back to us to seek clarification about our experiences (in other words, if we were on the receiving end, what would we want to know), and to whom do we report it?" With ArcGIS Online, send an email to [arcgisonline\\_feedback@esri.com](mailto:arcgisonline_feedback@esri.com) and include the URL to the item you think is an issue or inappropriate, and explain your situation or concern. This is what employers seek today -- someone who can identify a problem, isolate it, clarify it, and come up with situationally appropriate positive strategies for coping.