# ArcGIS Error Troubleshooting

Errors and warnings, and how to fix them

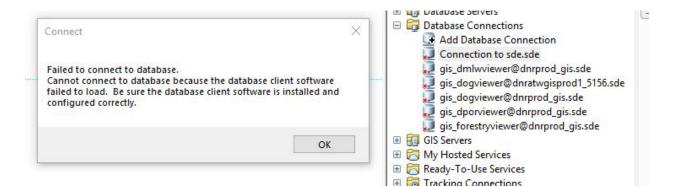
Novakovich, Erin K (DNR) Created on 10/19/2021 Updated 03/11/22

# Contents

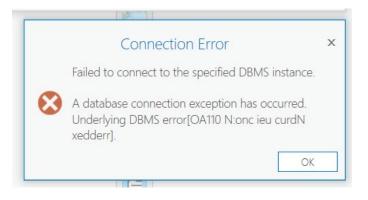
Database Connection Errors	2
Failed to connect to Database	2
TNS Names Error	2
Geoprocessing Tool Errors	3
ActiveX Warning (Windows Security Warning)	3
AMD Error	4
Blank Error – ArcMap	5
Attribute Table is off screen	5
ERROR 000539: No module named numpy	5

# Database Connection Errors

#### Failed to connect to Database/Failed to connect to server



## In ArcGIS Pro, it looks like this:



This issue indicates that the Oracle Client software is missing. Put in an OIT help ticket to have your Oracle client installed. ArcMap requires the 32-bit Oracle client. ArcGIS Pro requires the 64-bit Oracle client. If you run both, you will need both clients.

ESRI Technical Support Article: https://support.esri.com/en/technical-article/000013240

#### TNS Names Error

Connect	×
Failed to connect to database. Underlying DBMS error[ORA-12154: TNS:could specifiedNo extended error.]	I not resolve the connect identifier
	OK

This error occurs when trying to make an Oracle connection using ArcMap or ArcCatalog and it signifies that the TNS names file is wrong or missing. Getting the correct file and placing it in the location below will correct the error.

File goes here:

C:\Oracle32\client\UserName\product\12.1.0\client\_1\network\admin

Or

C:Program Files (x86)\Oracle\client\UserName\product\12.1.0\client\_1\network\admin

If there is a file named "tnsnames.ora" in this location already then rename it tnsnames.old.ora and paste the new file in this location.

If you do not have permissions to view the file directory shown above, then file a ticket with the OIT, they will help you.

## Geoprocessing Tool Errors

ActiveX Warning (Windows Security Warning)

💐 GPX To Features		
S Input GPX File		
Output Feature class	🖻	
	Windows Security Warning X	
	An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?	
	Yes No	
		~
	OK Cancel Environments << Hide Help	

ESRI Community Thread: https://community.esri.com/thread/194209-axtivex-error-warning

For version 10, use the following steps.

- 1. Close ArcMap and ArcCatalog.
- 2. Download the following compressed ZIP file: ver10.zip.

3. There are two files in the ZIP file: MdDlgContent.xsl and MdDlgHelp.xsl. Unzip the contents of the ZIP file to the desktop or a desired location on the hard drive.4. In Windows Explorer, navigate to the Stylesheets folder in the ArcGIS installation folder. This is usually located at:

C:\Program Files

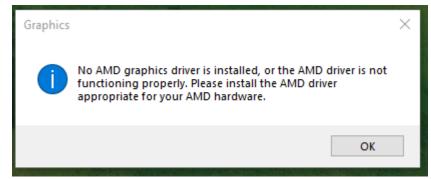
(x86) \ArcGIS\Desktop10.5\ArcToolbox\Stylesheets

5. In the Stylesheets folder, rename MdDlgContent.xsl to MdDlgContent.xsl\_old and rename MdDlgHelp.xsl to MdDlgHelp.xsl\_old.

6. Copy the two new files that were extracted from the ZIP file to the Stylesheets folder. The contents of the folder should look like the screen shot below.

The GP tools should now open without error.

#### AMD Error



Contact OIT to have graphics card driver updated.

#### Blank Error – ArcMap

💐 GPX To Features		- 0	×
S Input GPX File	_ ^	Input GPX File	~
F:\Garmin\GPX\SevenMilePoints.gp	x 🖻		
Output Feature dass		The GPX file to convert.	
C:\Users\cssnow\Documents\ArcGI	S\Default.gdb\SevenMilePoints_GPXtoFeature		
			er
			ire
(	Er	ror X	$\sim$
[			
	OK Cancel Environments << Hide Help		
its, Routes and Tracks from			
our points from the GPS in (			
rating System: Windows		ОК	
gory: Educational Software	🗄 🐝 To GeoPackage		
	🕀 🍆 To KML		

Run repair Geometry tool.

Attribute Table is off screen

ESRI Community Thread: <u>https://community.esri.com/thread/48713</u>

ERROR 000539: No module named numpy

<pre>&lt;&lt; Details Close this dialog when completed successfully Executing: ImportMetadata F:\GIS_Training \CreatingAndEditingMetadata\CreateMetadata\SanLuisObispo.gdb \Streets FROM_ARCGIS F:\GIS_Training \CreatingAndEditingMetadata\CreateMetadata\SanLuisObispo.gdb \StreetSweepRoute ENABLED Start Time: Mon Oct 21 14:42:25 2019 Executing (Calculate ISO19139 to ArcGIS Translator): CalculateValue GetInstalledFile() "def GetInstalledFile(): \n import arcpy\n installDir = arcpy.GetInstallInfo ("desktop")["InstallDir"]\n xsltPath = "Metadata/Translator/ISO19139_2ESRI_ISO.xml"\n filePath = installDir + xsltPath\n return filePath\n" File Start Time: Mon Oct 21 14:42:25 2019 ERROR 000539: Error running expression: GetInstalledFile() Traceback (most recent call last): File "<expression>", line 1, in <module> File "<ipre>ristring&gt;", line 20, in <module> import numpy ImportError: No module named numpy Failed to execute (Calculate ISO19139 to ArcGIS Translator). Failed at Mon Oct 21 14:42:25 2019 (Elapsed Time: 0.01 seconds) Failed to execute (ImportMetadata). Failed at Mon Oct 21 14:42:25 2019 (Elapsed Time: 0.64 seconds) </module></ipre></module></expression></pre>	ecuting Calculate ISO19139 to ArcGIS Translator	Close
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