



ArcGIS Error Troubleshooting

Errors and warnings, and how to fix them

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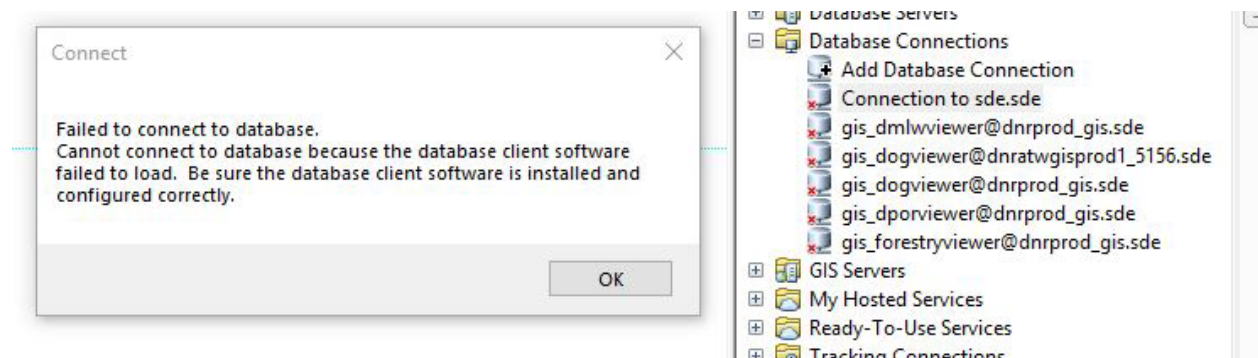
Updated 03/11/22

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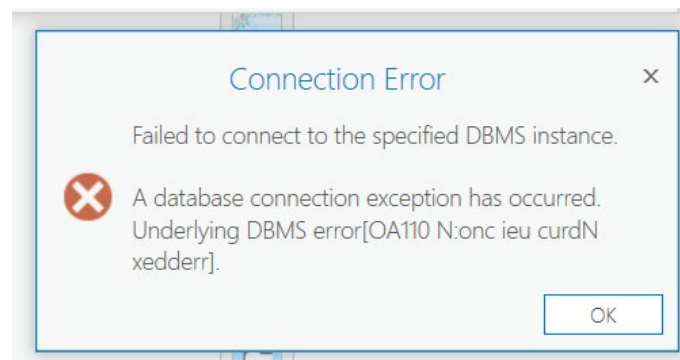
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Database Connection Errors

Failed to connect to Database/Failed to connect to server



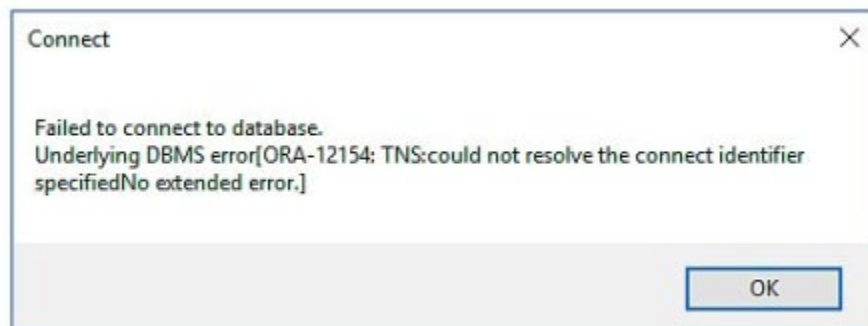
In ArcGIS Pro, it looks like this:



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



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

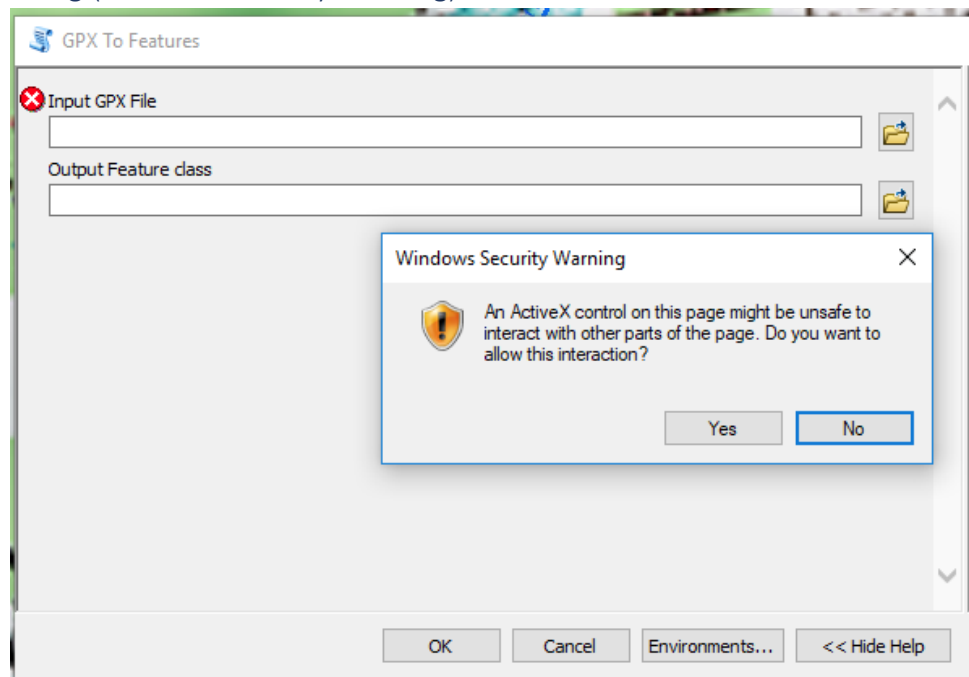
C:\Program Files (x86)\Oracle\client\UserName\product\12.1.0\client_1\network\admin

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)



ESRI Community Thread: <https://community.esri.com/thread/194209-activex-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.xml and MdDlgHelp.xml. 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:

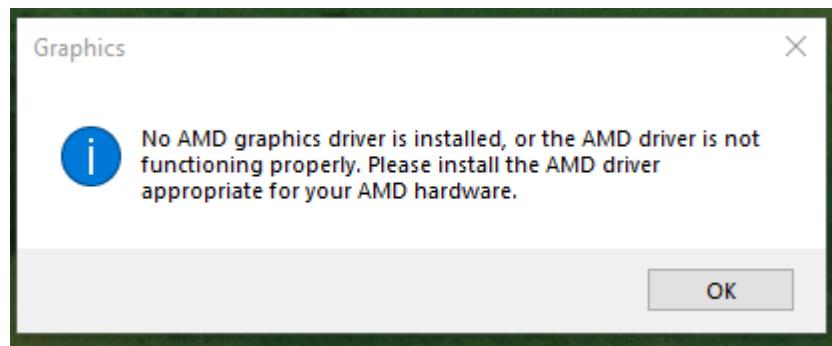
```
C:\Program Files  
(x86)\ArcGIS\Desktop10.5\ArcToolbox\Stylesheets
```

5. In the Stylesheets folder, rename MdDlgContent.xml to MdDlgContent.xml_old and rename MdDlgHelp.xml to MdDlgHelp.xml_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.

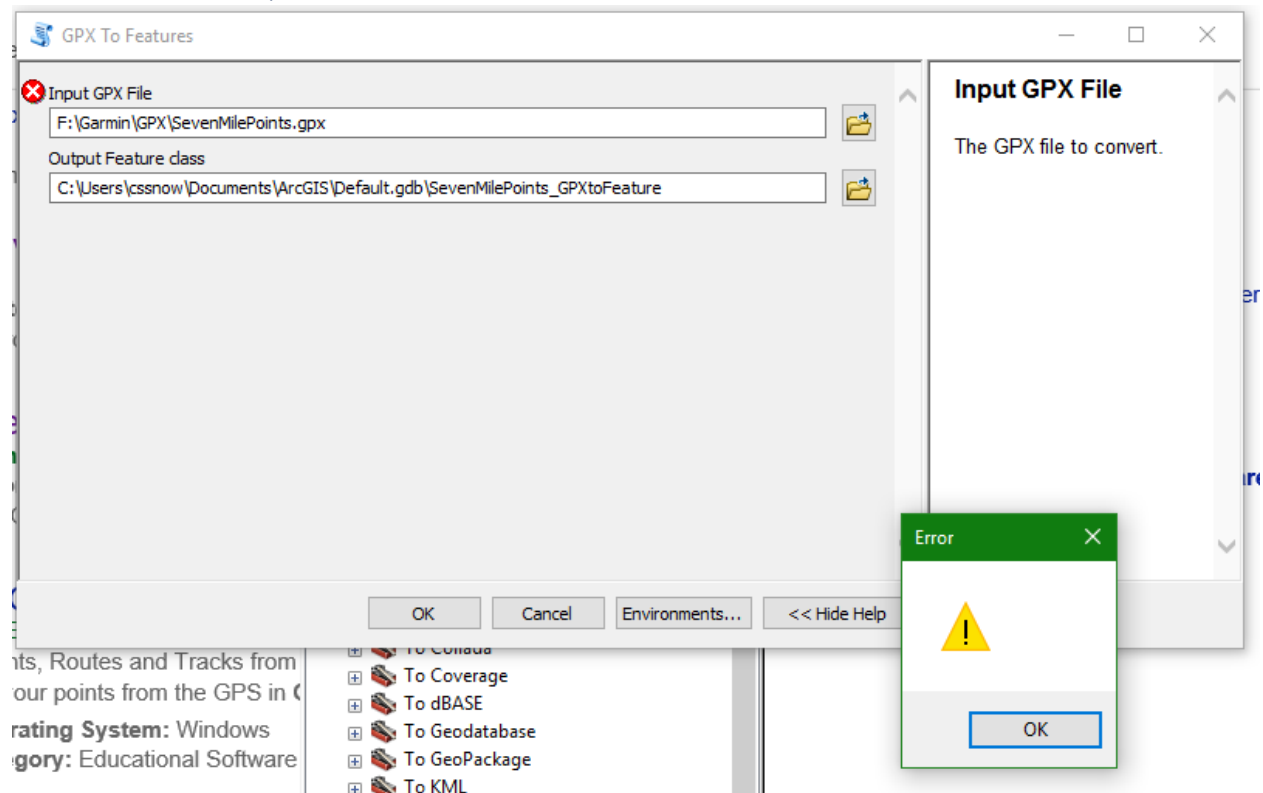
The GP tools should now open without error.

AMD Error



Contact OIT to have graphics card driver updated.

Blank Error – ArcMap



Run repair Geometry tool.

Attribute Table is off screen

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

ERROR 000539: No module named numpy

