

ArcGIS Troubleshooting Procedures

1. Locate the physical location of the Windows Terminal Services (WTS) server. Contact your system administrator, if necessary.
2. Log into the WTS server as the Systems Administrator or with administrative privileges. Contact your system administrator, if necessary.
3. Start an ArcGIS session locally. Do not start ArcGIS through Citrix Metaframe or through a Citrix/RDP thin-client.
4. Reproduce the software issue.