PTMApp-Desktop Error Submission Instructions
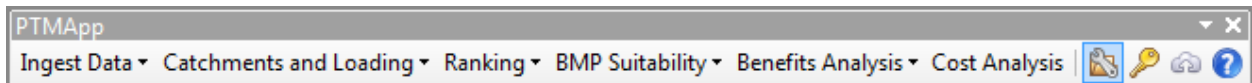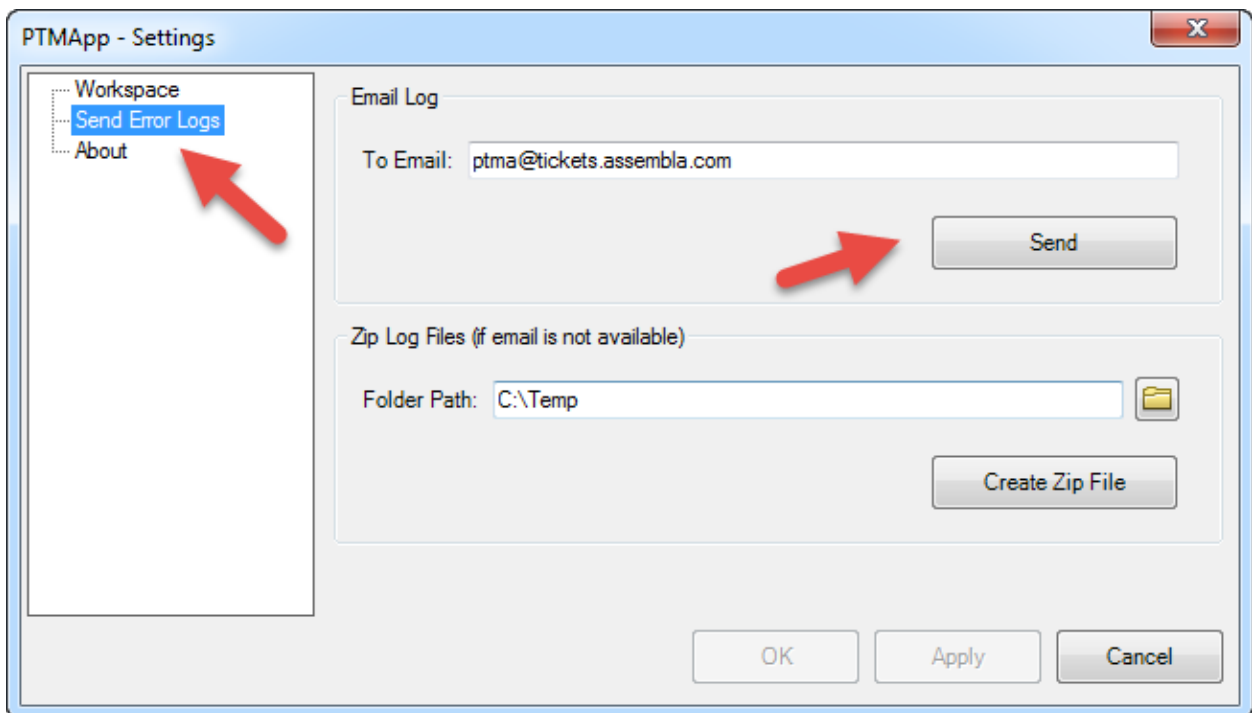October 18, 2017

PTMApp-Desktop Recommend Error Submission Steps

Option #1 – Email Directly From PTMApp

Occasionally errors may occur when running the PTMApp-Desktop toolbar. To efficiently and timely mitigate these issues please follow the recommend steps shown below.

Click on the **Administrator** button.

Click on the **Send Error Logs** tab.

Here you will find two options. If you have email setup through Outlook on the machine your using then you will use the **Email Log** section.   The default email address should be ptma@tickets.assembla.com. However, the email address can be changed to a different address if necessary. Click the **Send** button.

If you get and error message or nothing happens when you click **Send,** this means Outlook email is not setup on your machine. In this case go to option #2 below.

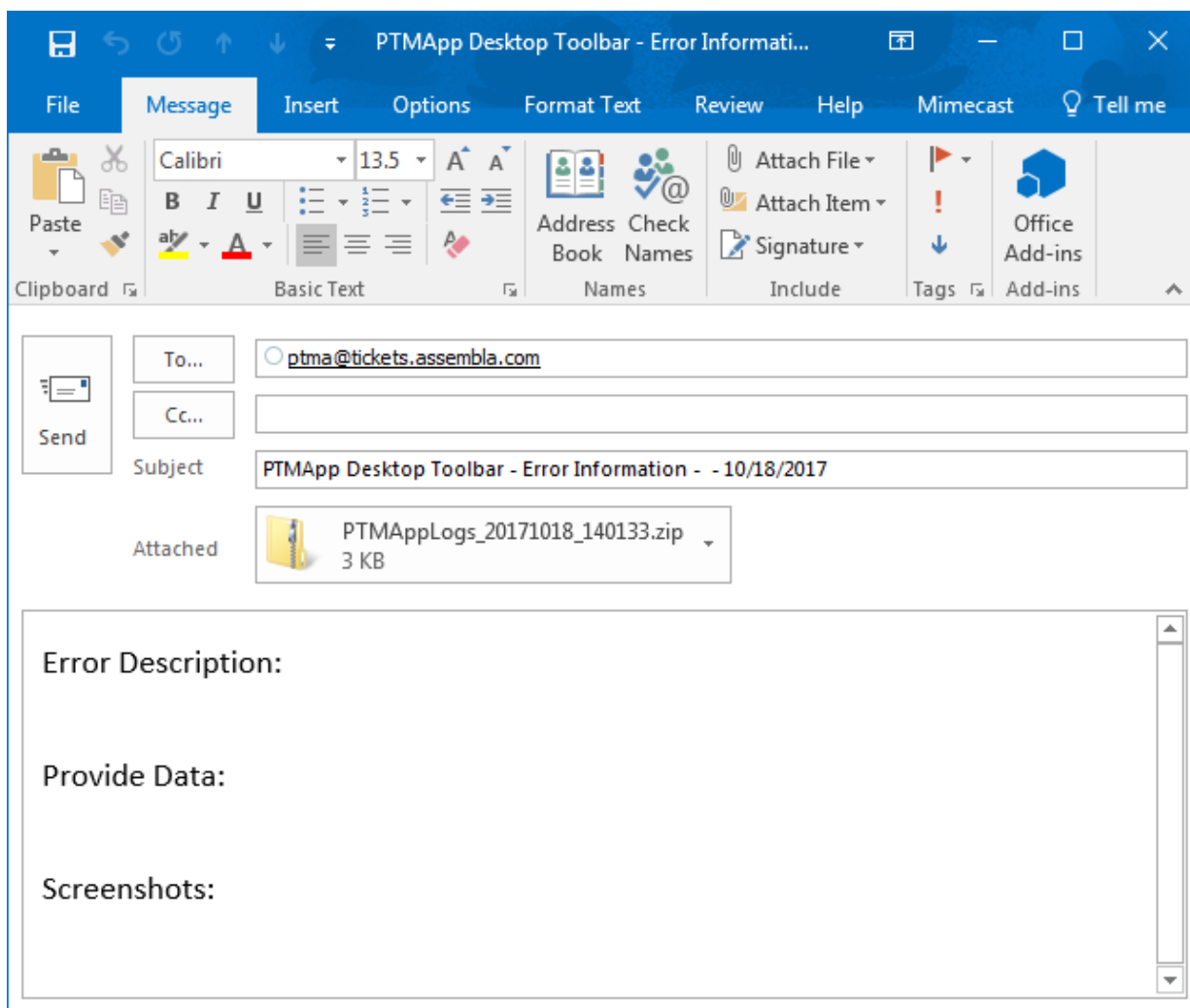# PTMApp-Desktop Error Submission Instructions
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A prepared email message will be created as seen here. The email should already have an attached zip file containing PTMApp logs. Also, in the subject area are some place holders. Please fill out as much relevant information as possible.

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 internal. 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.

Provide Data -> The data used when the error occurred is often 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. Attaching via email is not recommended. If this is outside the HEI network than FTP is recommended. Otherwise, network paths will work.

Screenshots -> Any screenshots of the ArcMap window when the error occurred will be helpful.


After all the information is completed send the email. A technical support ticket will automatically be created for your error.

Option #2 – Create Zip File – Email Manually

If you do not have an Outlook email system setup on your machine (often the case with Virtual Machines) there is an option to zip the error logs to a folder. Select a folder path to place the zip file in. Then, click the **Create Zip File** button. Note, this step is only required if you do not have direct email access on the machine you are doing the processing on.
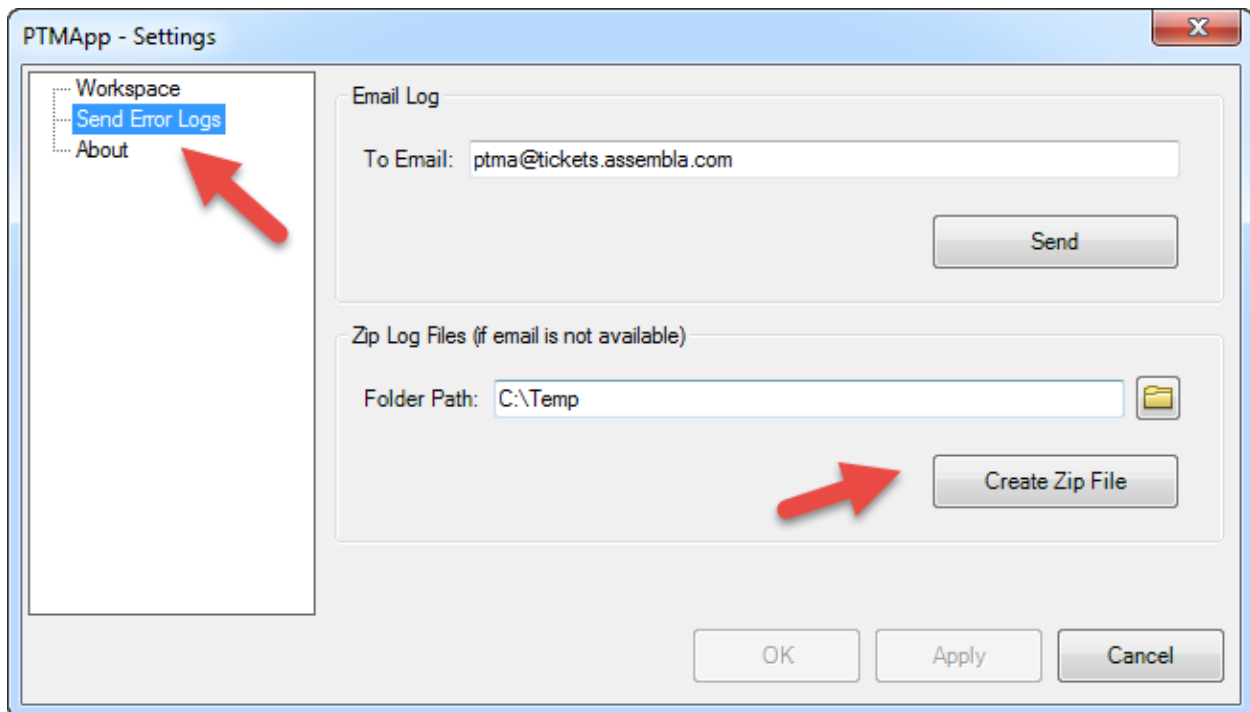
Once complete you should see this message.
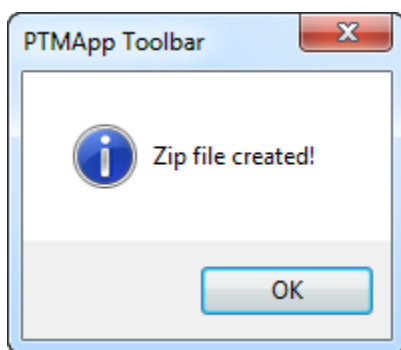
At this point the zip file can be manually attached to an email to use for submitting a technical support ticket.   Please include the following in the body of your email:
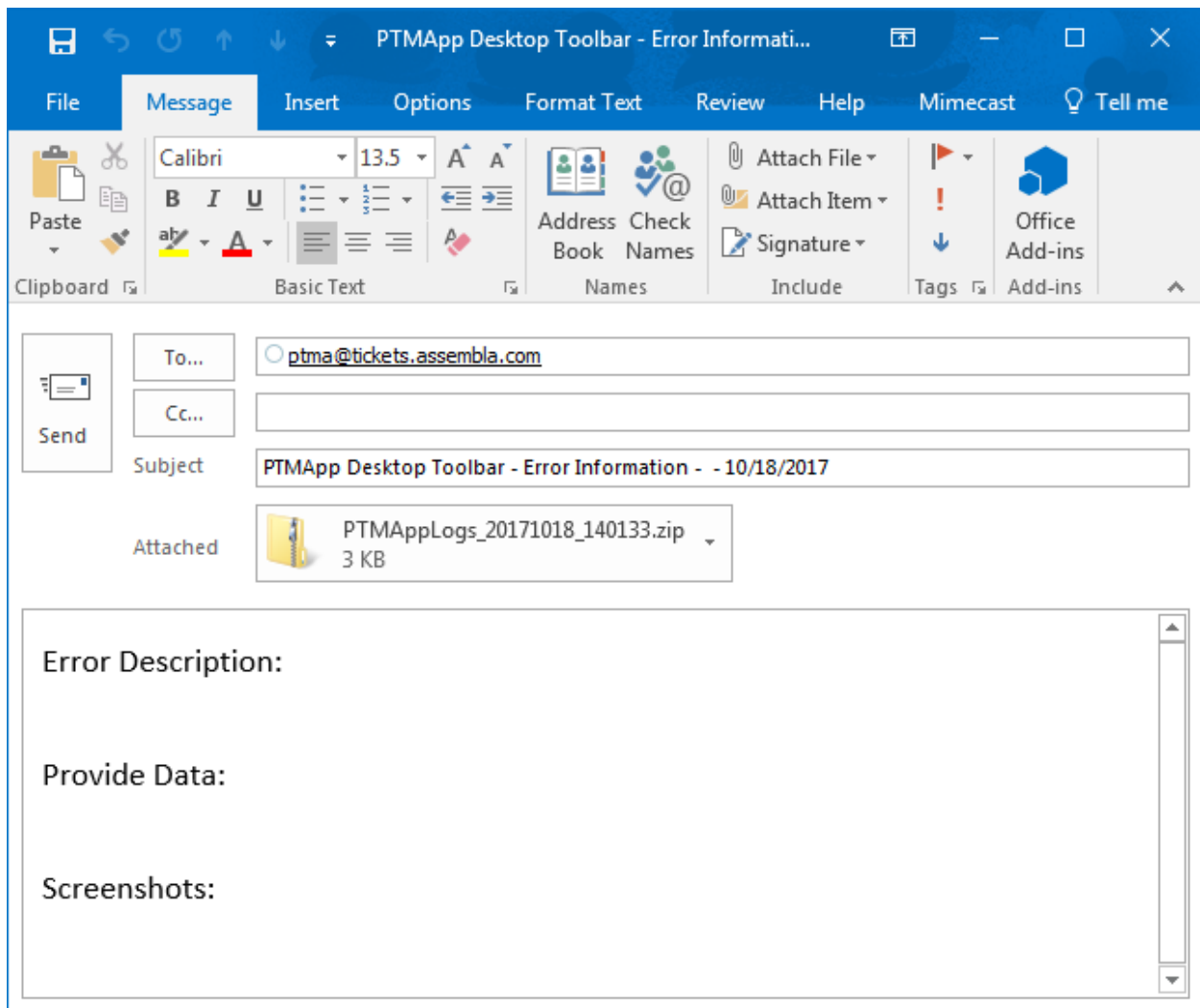
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Screenshots -> Any screenshots of the ArcMap window when the error occurred will be helpful.

Email ticket should look something like this:

Rare Cases – If Options #1 and #2 Fail

There may be rare cases where you cannot create the zip file package or send an email. In these cases, provide any relevant information you can including error description, data, and screenshots. Also, provide the information below if possible (this is NOT required if you emailed or created the zip package):

PTMApp Version: *2.1.38*

PTMApp Version Date: *10/18/2017*

Computer Name: *DEVCON*

ArcMap Version: *10.5.1*

Bit Version: *64 - Bit*

MN Statewide Base Data: *D:\ZMapdata\PTMA\Inputs\Base.gdb*

Project Template Workspace: *D:\ZMapdata\PTMA\Outputs*

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In some rare cases your error may not get logged in the PTMApp logging system. The most common example of this is ArcMap itself crashing.   This means the error was not a PTMApp specific error but a ESRI ArcMap error. You may see something like what is shown below in this scenario. In this case, still submit a technical support ticket via email. However, place more importance on the detailed error description and screenshots because the error may have not been entered in the PTMApp logs.

Note: Clicking the **Send Error Report** button to ESRI as seen here is optional and not part of the HEI tracking process.