Troubleshooting the Geocoding Process

Office of the Chief Technology Officer

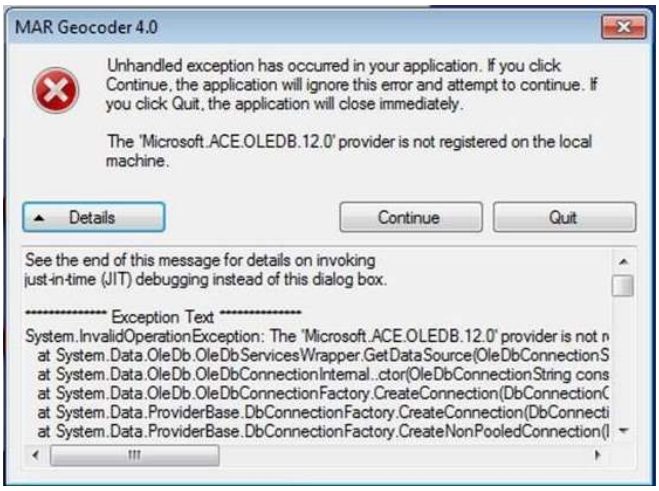
March 2018

1. I've heard about this geocoding thing. What is it and how do I get started with it?

    a. Get started learning about geocoding by visiting the DC GIS Intranet page and watch our Mapping Address Data webinar.
    b. Download the MAR Batch Geocoder here.

2. I keep receiving an error message when I try to geocode.

If you are seeing an error message that looks like this or has similar text about the "'Microsoft.ACE.OLEDB.12.0'provider is not registered on the local machine.":



This is usually an issue with computers that have upgraded Office and no longer have the 2007 drivers required. Installing this driver has fixed the issue in the past: https://www.microsoft.com/en-us/download/confirmation.aspx?id=23734

3. I geocoded an Excel table and now I can't sort or filter the fields!

    Once a table has been geocoded using the MAR Batch Geocoder, the tabs/sheets are grouped together. This appears to be a new "functionality" in MS 2010. To fix the problem, right click on a sheet tab and select 'Ungroup Sheets' from the context menu. More information on Grouping/Ungrouping sheets here: http://www.gcflearnfree.org/excel2013/10.3

4. I geocoded a table in an Access 2007 database, but I can't see the database in ArcGIS!

    a. Open the database in Microsoft Access directly. Save the database or export it as Access version 2000 or 2003 (.mdb extension).

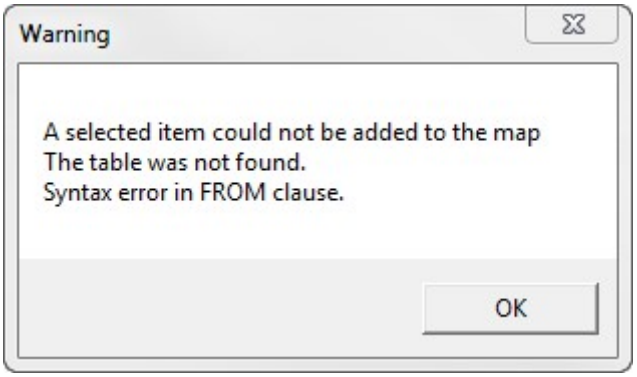
    b. You can also export the table to a csv or txt file and import that into ArcGIS.

5. I was able to geocode my data, but nothing shows up on my map when I complete the "Display X/Y" process. What is wrong?

a. Check the filename of your database or spreadsheet, the name of your table, and the name(s) of the fields in your table.

b. No spaces or special characters are allowed in any of these places. The only acceptable "special character" is an underscore "_"
c. The first letter of field names etc., should be a letter, not a number character
d. If you need to rename any fields or table names, you can do this in Access, prior to adding the table to ArcMap. The filename can be changed in Windows Explorer.

6. I tried to add my data table to the map, but I keep getting this error message. What is wrong?



See 3a. This error is likely caused by a space or special character within the table name, or in the table.

7. When I try to start the "Display X/Y" process, I don't see the coordinate fields (usually X and Y or MAR_XCOORD and MAR_YCOORD).

    a. In Microsoft Access, check to see if there are coordinates in your table. It is possible that the geocoding process did not run correctly (possible due to problems related to filenames; see item 4a).

    b. The default coordinate fields are X and Y, but you may have created a custom field that has a different name. Look for values like these: X: 397142.33 Y: 140414.33.

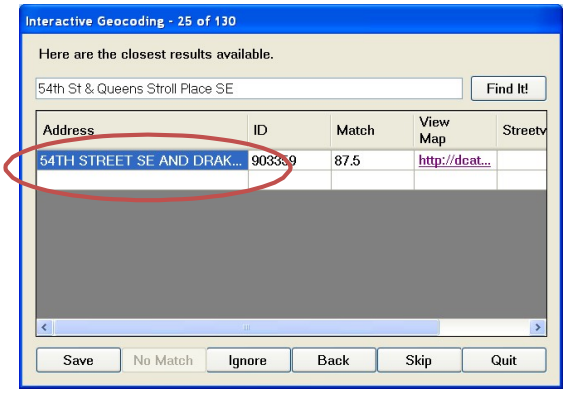
    c. If X and Y appear in your table, check to make sure that the format of the field(s) is correct. A coordinate field should be numeric or double (also numeric) type depending on which option is available. Use Microsoft Access (or similar database product, NOT Excel) to fix the field type. You may need to import your Excel file into Access.

8. Only a few of my records have coordinates in the X and Y (MAR_XCOORD and MAR_YCOORD) fields. Did the geocoder not work correctly?
    a. Check the address format - you may not be using the correct address format. Please review the DC address standards documentation for more information:
    b. Are some of your addresses outside of the District of Columbia? The MAR Geocoder will only match addresses that are in the District of Columbia. If your addresses are outside of the District, you will need to use alternate means to geocode these locations. If you are using ESRI's ArcGIS, please visit the ESRI website for more information on creating Address Locators.
    c. Match threshold (Minimum Match Score) is set too high

9. I have a zip code field in my data table, but when I try to select Zip Code on the batch geocoder interface, I don't see the field. I only see "Exclude."
    a. Zip Codes should be formatted as text.
    b. While Zip Codes look like numbers, they represent names of areas, not numeric data. You can't perform mathematical calculations on Zip Codes.

10. I am interactively geocoding the records in my data. I clicked "Save" to add the corrected address(es) to my table, but they aren't showing up in the table when I am done.

    a. Check to make sure that the application containing the original data table is not open.
    b. Make sure that you highlight the correct address by clicking on the appropriate address and then click "Save." If you don't highlight the address, the geocoder doesn't know what to add to your table.



11. The geocoder seems to be taking a long time to complete. Is it still working or should I restart it?

Depending on the number of records, geocoding can take a few minutes or a couple hours. Generally speaking, it will take about 1.5 seconds per record. The geocoder relies on an internet connection. If internet traffic is high, this will slow down the process.

12. I started my batch geocoding and let it run overnight. The process didn't complete and I don't see coordinates in my table.

The geocoder relies on an internet connection. Check to make sure your computer doesn't hibernate, or go to sleep, overnight. The internet connection must remain active and available.

13. What is the difference between IGNORE and SKIP in the interactive geocoding?

- SKIP –will let you move to the next record and let you come back to it later. For example, in case you need to confirm the address.
- IGNORE – will let you move to the next record and remove it from interactive geocoding. Next time you open the geocoder to interactive match, you will not see it in the queue.

14. I don't have access to a GIS, but I'd like to take advantage of the geocoder functions. Can I still geocode my data?

Yes, you can use the MAR Batch Geocoder, even if you don't have access to GIS. Download and install the MAR Batch Geocoder from the DC GIS website. Once you have installed the geocoder, you can geocode your data, as long as you have an internet connection.

If you have additional questions, please submit a ticket through OCTOHelps > GIS/BI > Analytics and Mapping