

# ArcGIS not Working?

*It's likely the "base" environment Python and/or Numpy versions are incompatible with ArcGIS..*

## Windows Configuration for NVU-Lyndon Atmospheric Sciences (ASAC 315 & WX Center)

### Problem

ArcGIS fails to load successfully.

### Cause

The "base" Miniconda environment is likely using a version of Python and/or a version of Numpy that is incompatible with ArcGIS.

### Resolution

Revert back to a version of Python (2.x) and Numpy (1.9.3) that is compatible with ArcGIS.

1. Start Miniconda by clicking on Start menu, and search for **Anaconda**. Click the **Anaconda Prompt** to open the anaconda prompt.
2. In the Anaconda Prompt, type the following:

```
conda config --add channels conda-forge
```

3. Update conda to the latest version. Type the following into the Anaconda Prompt (on Windows), and press **y** to confirm the packages to be updated (even if you just installed Miniconda, there may be updates available. Conda developers recommend that you always keep conda updated to the latest version.)

```
conda update conda
```

4. Ensure that (base) is displayed on the Anaconda Prompt. Install the necessary Python version and packages for ArcGIS to function by typing the following. When prompted to install the packages, type **y** and press the Enter key to proceed.

```
conda install python=2 pyside=1.2.4 numpy=1.9.3
```

5. Attempt to open ArcGIS. If you still cannot open ArcGIS successfully, **please contact [Jason Kaiser](#)**.