

Share as Web Layer - tiles not showing on Web Map

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Problem:

- Tiles not showing on web map
- Unable to publish tiles

Steps taken:

- In ArcGIS Pro:
 - Generate Tile Cache Tiling Scheme tool used, appears to be successful (Fig 1)
 - Share As Web Layer > Publish Web Layer, also appears to run successfully (Fig 2)
- In ArcGIS Online:
 - View Tile Layer (hosted) in Web Map (does not appear on map, even when add other point data that is in the same geographic location) (Fig 3)
 - Go to the Tile Layer (hosted) > Settings > Publish Tiles (tiles show and can be selected, but clicking Publish Tiles button loads for a while and stops but nothing happens) (Fig 4)

Other notes:

- Worked fine before updated to current ArcGIS Pro version (was 2.3.3. before when worked, updated to 2.6.1 and now does not work) – see previous webmap setup for how this should look (Fig 5)
- Currently the Tile Layer (hosted) does seem to show content in the Thumbnail (but not on a web map) (Fig 6)
- Found a similar problem on GeoNet, suggested solution to contact support: <https://community.esri.com/message/804745-missing-tiles-when-publishing#>

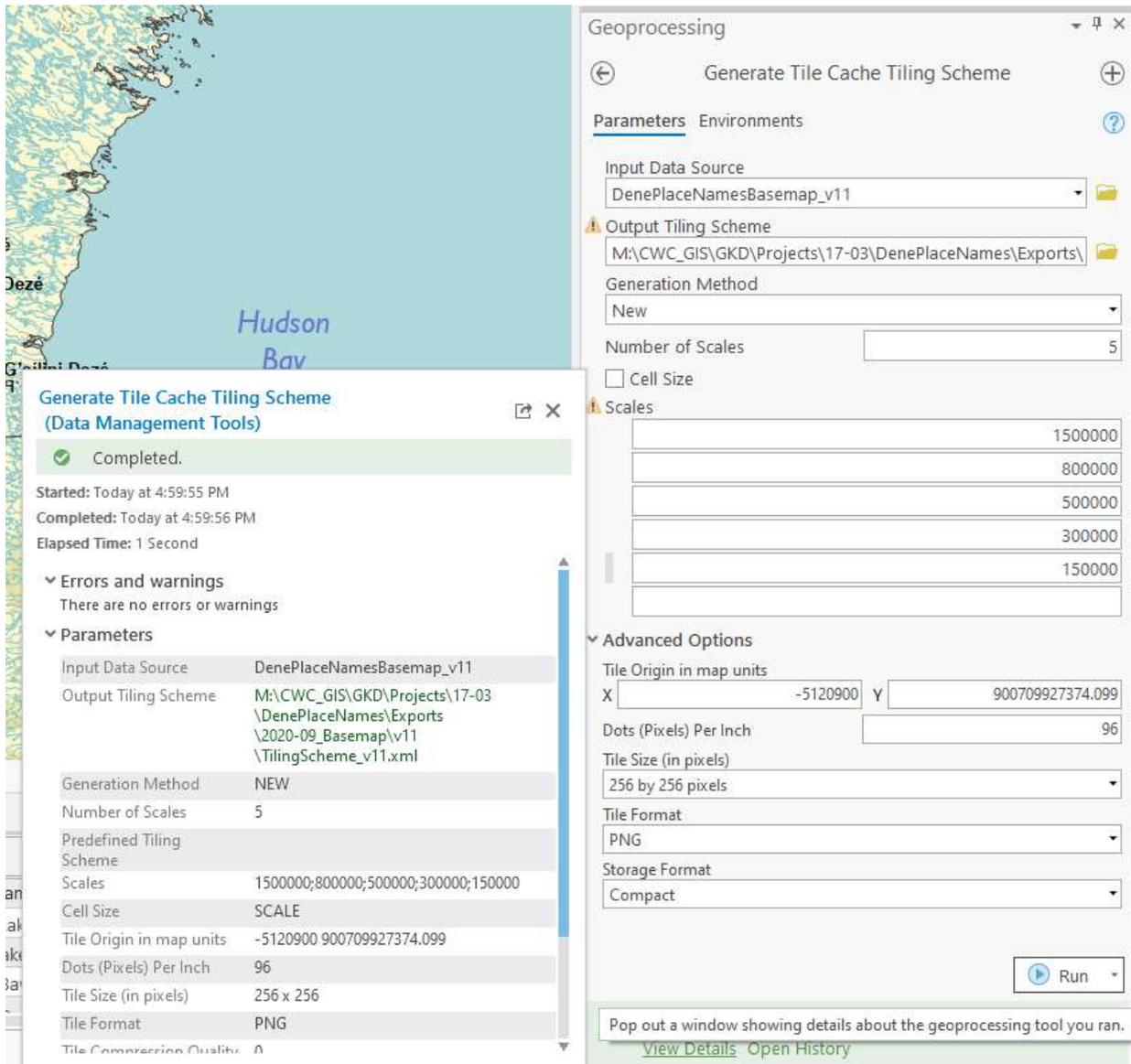


Fig 1. Generate Tile Cache Tiling Scheme tool used, appears to be successful

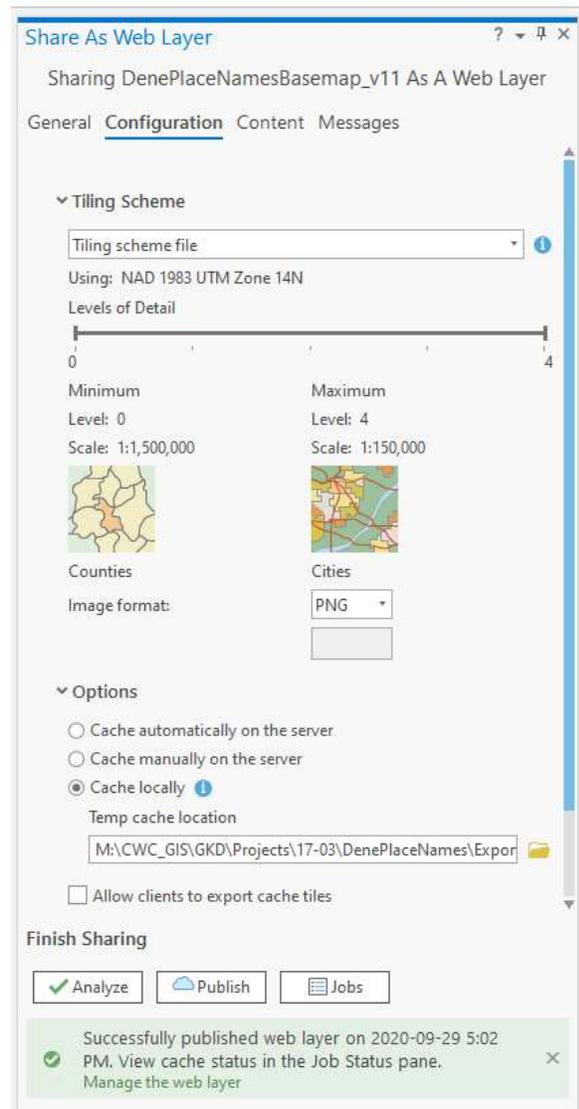
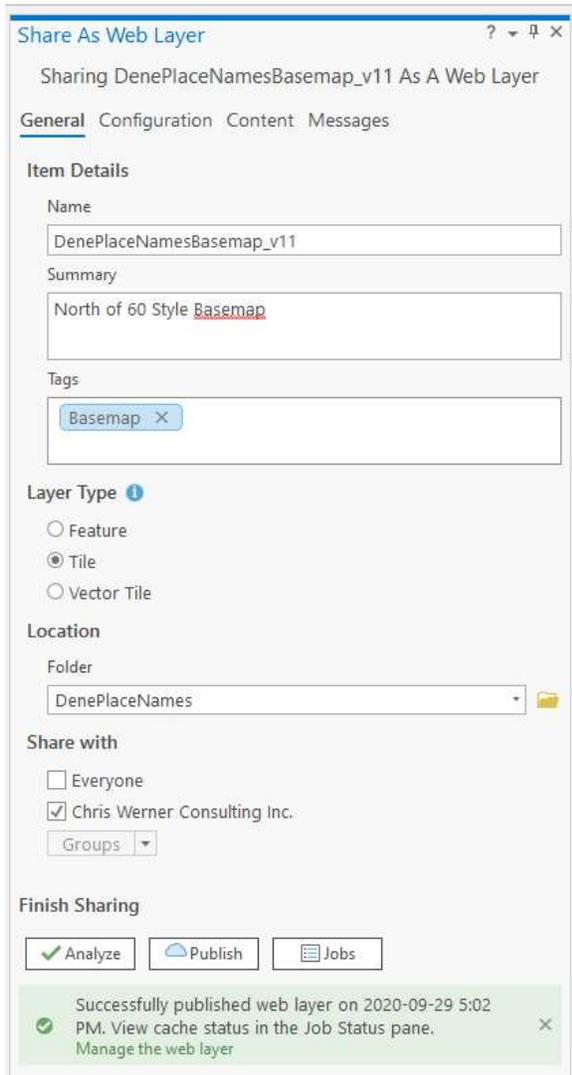


Fig 2. Share As Web Layer > Publish Web Layer, also appears to run successfully

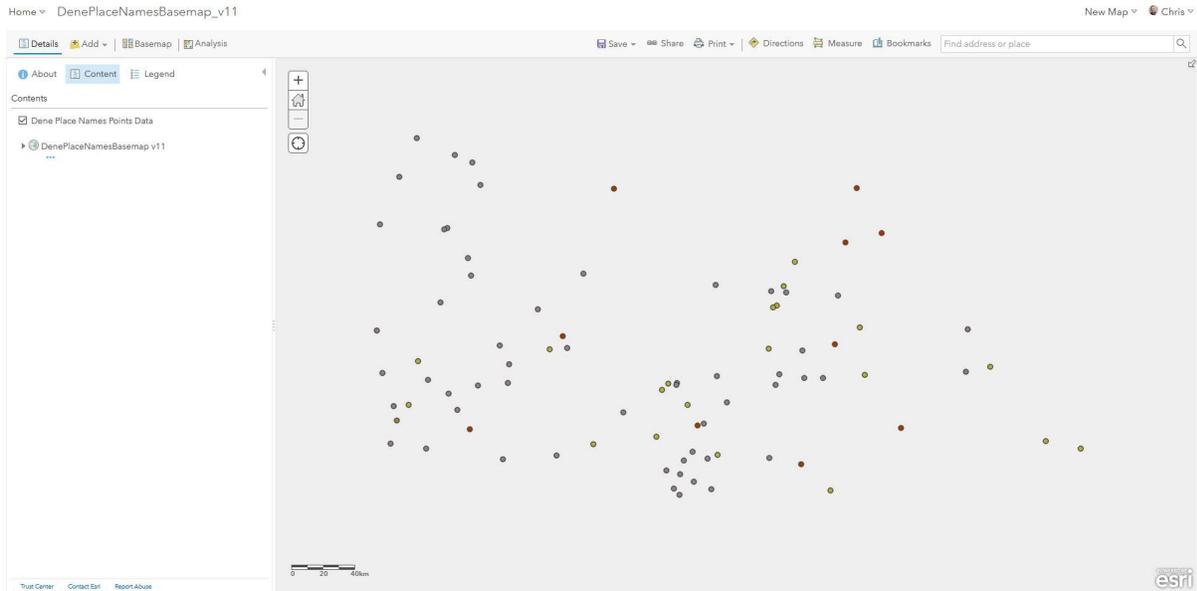


Fig 3. View Tile Layer (hosted) in Web Map (does not appear on map, even when add other point data that is in the same geographic location)

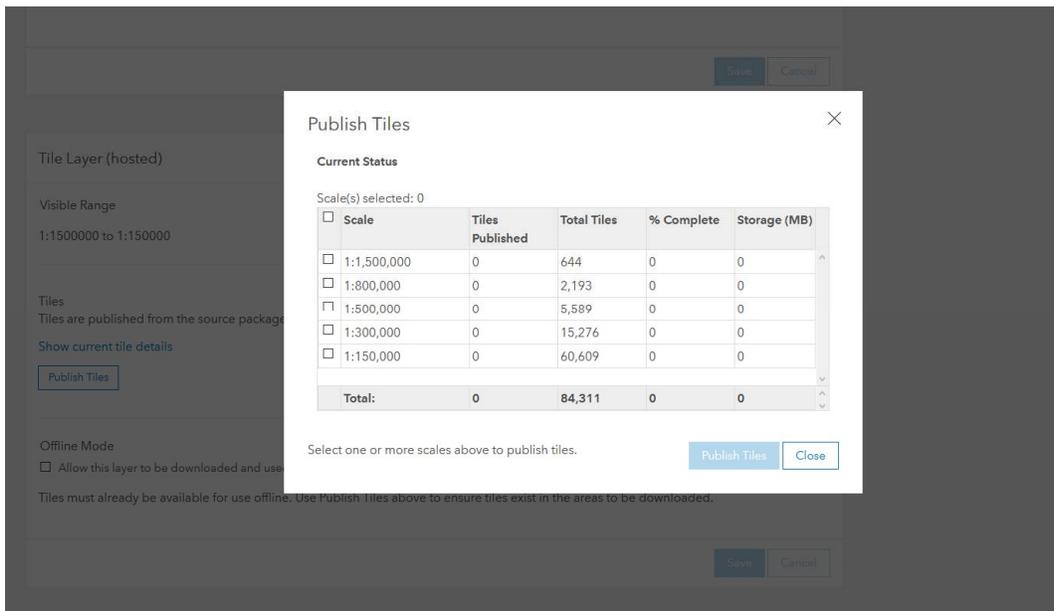


Fig 4. Go to the Tile Layer (hosted) > Settings > Publish Tiles (tiles show and can be selected, but clicking Publish Tiles button loads for a while and stops but nothing happens)

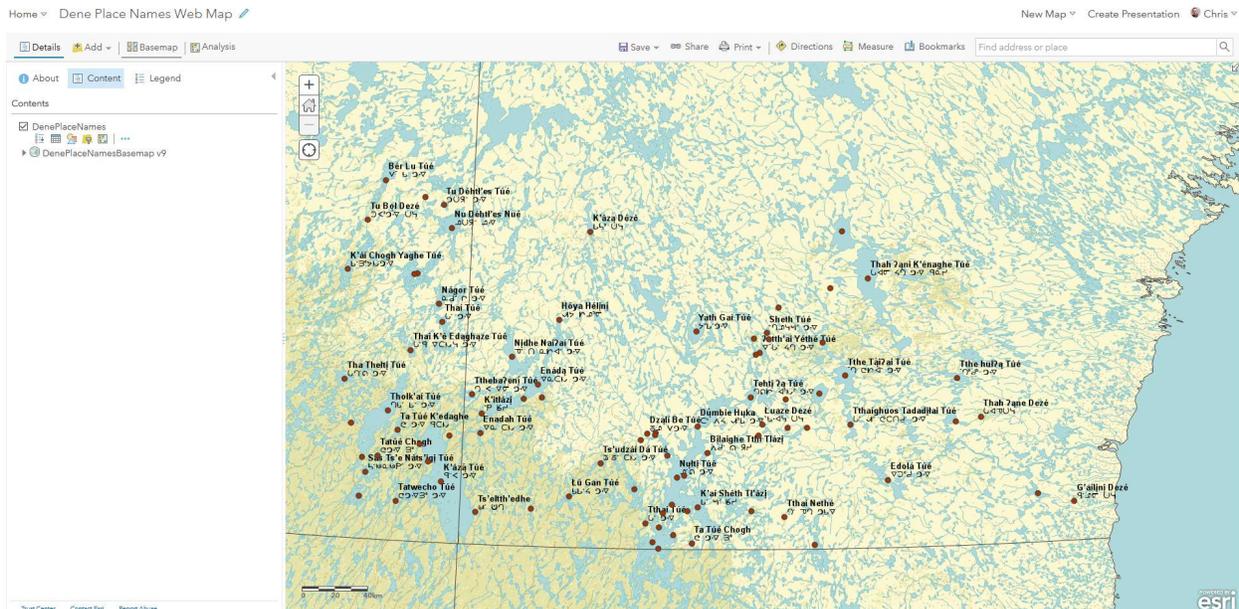


Fig 5. previous webmap setup for how this should look

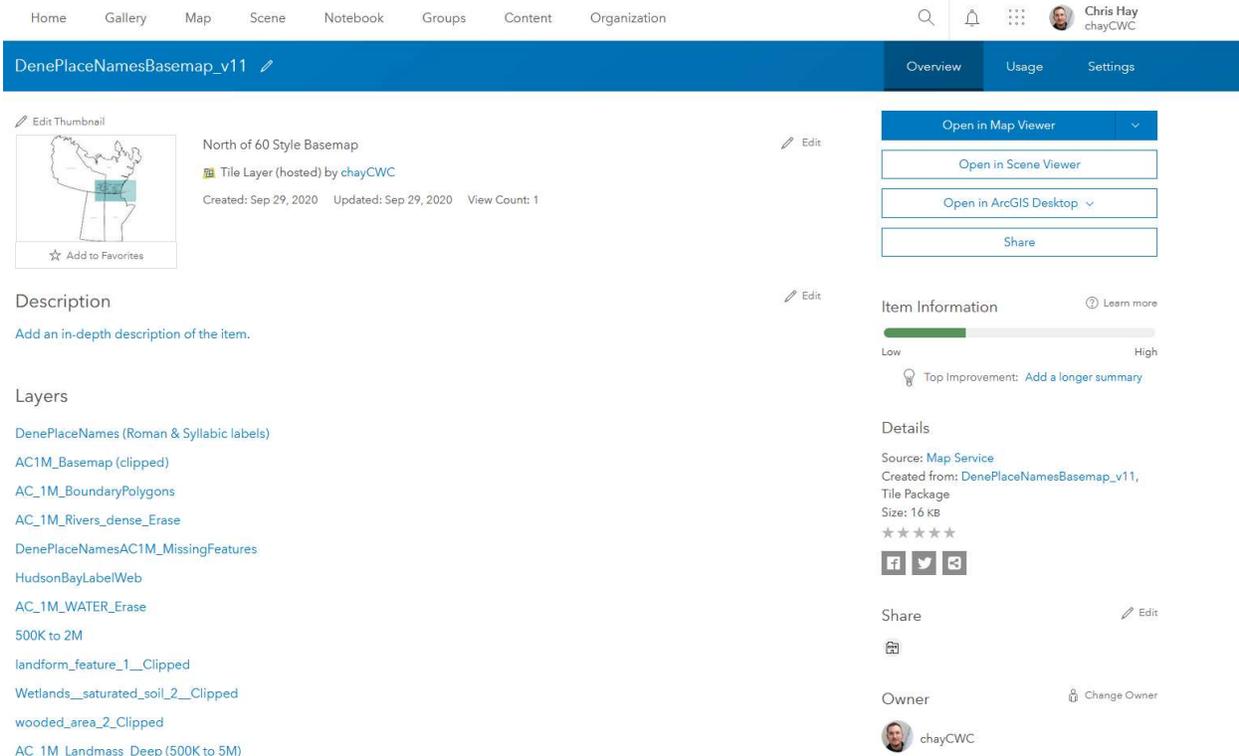


Fig 6. • Currently the Tile Layer (hosted) does seem to show content in the Thumbnail (but not on a web map)