

Strategic intelligence at your fingertips  
**CrimeAnalyst**



Release notes

CrimeAnalyst 2.6



## Confidentiality statement

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**Released:** April 2016

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# What's New in CrimeAnalyst 2.6

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## Enhancements and Updates in v2.6

This release contains:

- Support for ArcGIS 10.4 Desktop (in addition to 10.3.x).

**Note:** ArcGIS 10.2 is not supported.

## CrimeAnalyst 2.6 Prerequisites

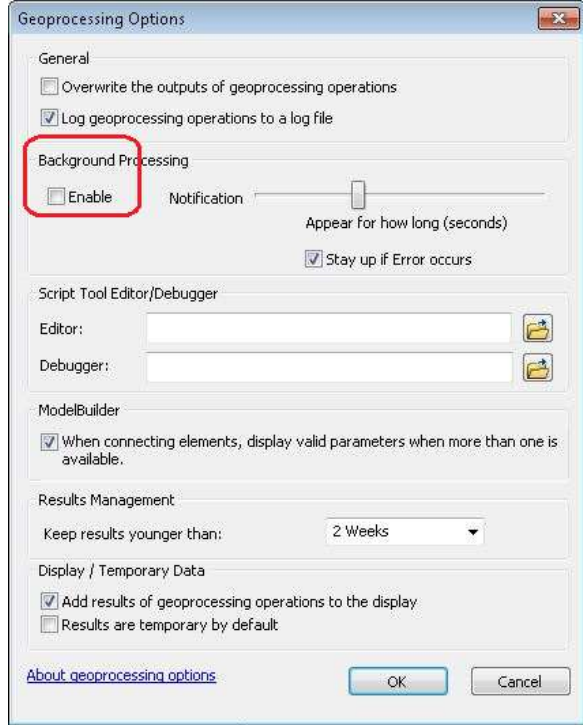
These are unchanged from the previous release except that CrimeAnalyst 2.6 supports ArcGIS Desktop 10.4 in addition to ArcGIS Desktop 10.3.x – but does not support ArcGIS 10.2. See CrimeAnalyst Installation Guide for details.

## CrimeAnalyst 2.6 Bug Fixes

No bugs have been fixed in version 2.6.

## CrimeAnalyst 2.6 Known Issues

Items listed below are known issues in version 2.6.

Item Number	Function	Details
28753	Geoprocessing tools in Python	<p>To enable CrimeAnalyst 2.6 geoprocessing tools and Python scripts in ArcGIS 10.3.x and 10.4, in ArcMap, go to Geoprocessing &gt; Geoprocessing Options and untick "Enable" for Background Processing:</p> 
30012	Python script in Python Executable	Running CrimeAnalyst tools as a Python script outside of ArcMap in the Python Executable, does not work.
	Uninstalling CrimeAnalyst	<p>You should uninstall CrimeAnalyst before upgrading from to 10.3.x or 10.4 and installing CrimeAnalyst 2.6.</p> <p>If you upgrade to ArcGIS 10.2.x or 10.3 without uninstalling CrimeAnalyst, there are extra steps you need to follow before you can install CrimeAnalyst 2.6. See the Installation Guide for details.</p>
28739	Data Clock	<p>If you generate a data clock with the default six classes, and then edit it to have ten or more, the legend extends above the top of the box displaying the data clock.</p> <p>To avoid this problem, set the desired number of classes when you first generate the data clock.</p>
12331	Journey to Crime tool	<p>Using this tool on data loaded with the X,Y Data tool caused an error:</p> <p style="text-align: center;">System.InvalidCastException...</p>

Item Number	Function	Details
12332	Crime Count	When requesting a Crime Count for a specified spatial area and for one or more specific crime types, if the number of crimes of any of those types is zero, it returns an error.
12355 / 9502	Item Description for geoprocessing tools in ArcMap	<p>In ArcMap, the Item Description for Geoprocessing tools is blank. However, when you run the tool, the panel help and the help displayed by the "Tool Help" button are correct, and you can view the Item Description in ArcCatalog.</p> <p>This problem is caused by ArcGIS 10.x accessing the wrong help file.</p>
12344 / 9520	Error if cancel Sequencer or Journey to Crime	If you cancel when the progress bar is displayed, you get a runtime error.
12336 / 9581	Can't launch geoprocessing tools after viewing help	<p>If you run a geoprocessing tool, hover the cursor to see the tooltip and click the link to "Item Description", you cannot run another geoprocessing tool.</p> <p>This is caused by ArcGIS 10.x's handling of help files.</p>
12337 / 9568	Crime Counts geoprocessing tool can cause ArcMap to crash	<p>If you run Crime Counts geoprocessing tool multiple times in succession, you may get a Runtime error: ArcMap.exe. R6025 - pure virtual function call.</p> <p>The workaround is to run the tool in the foreground and it will work successfully over and over again.</p>
12338 / 9651	Intellisense not fully working for a GP tool	<p>When using the Select By Date/Time geoprocessing tool within the Python window, the intellisense does not list valid fields for the date and time parameters.</p> <p>However, the tool does accept the required field names as text and the tool will then process normally.</p>
9691	Transparency differs between 32 bit and 64 bit	For some tools, including the Hotspot tool, the raster that is added to the TOC after processing has a transparency value of 100% when run on 64 bit and 0% when run on 32bit.
12394	Buffering	Sometimes not all results are buffered. This relates to core ArcGIS functionality and may be related to memory problems. If you encounter this issue, try closing any programs that may be using memory but which are not currently needed.
12381	Splash screen and Configuration Menu	Occasionally, when starting ArcMap after first installing CrimeAnalyst, the splash screen obscures the dialog that asks whether you want a local or roaming profile. You must select a type of profile before you can continue.

## Getting Help and Support

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To access the CrimeAnalyst online Help, click the **CrimeAnalyst** menu and point to **CrimeAnalyst**, then click **Help**. Additionally, specific help for tools is available from the **Show Help** panes on the tool dialog.

For technical support in the UK, contact Esri UK Support online, by phone or email between 9.00 am and 5.30 pm, Mon-Fri.

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