

Fatal Error: Basic Troubleshooting Solutions for AutoCAD & Verticals

Presenters

Laura Shrestha

Technical Support Specialist

Volker Coco

Knowledge Domain Expert





About the speaker

Laura Shrestha

Laura has worked at Autodesk as a Technical Support Specialist for AutoCAD, AutoCAD LT, AutoCAD MEP and AutoCAD Architecture. Before coming to Autodesk, Laura worked for many years as a drafter, detailer and designer in multiple architecture firms and as a BIM Construction Coordinator at an electrical engineering company. She holds a Masters Degree in Architecture and a Bachelors Degree in Preservation and Sustainability Design.



About the KDE

Volker Cocco

Employed at Autodesk, Inc., as a Technical Support Specialist and AutoCAD KDE Knowledge Domain Expert, Volker Cocco has been working with AutoCAD software since 1991. He has worked for various Autodesk Resellers since 1997 and has had extensive experience troubleshooting and supporting Autodesk products. With a background in CAD drafting and management, Volker has instructed basic to advanced AutoCAD technical classes including sessions at Autodesk User Group International AUGI CAD Camp and Autodesk University.

What We Will be Covering Today

Learning Objective 1

- Fix File Corruption

Learning Objective 2

- What to do when AutoCAD Crashes

Learning Objective 3

- Troubleshooting plotting and printing issues with AutoCAD

Learning Objective 4

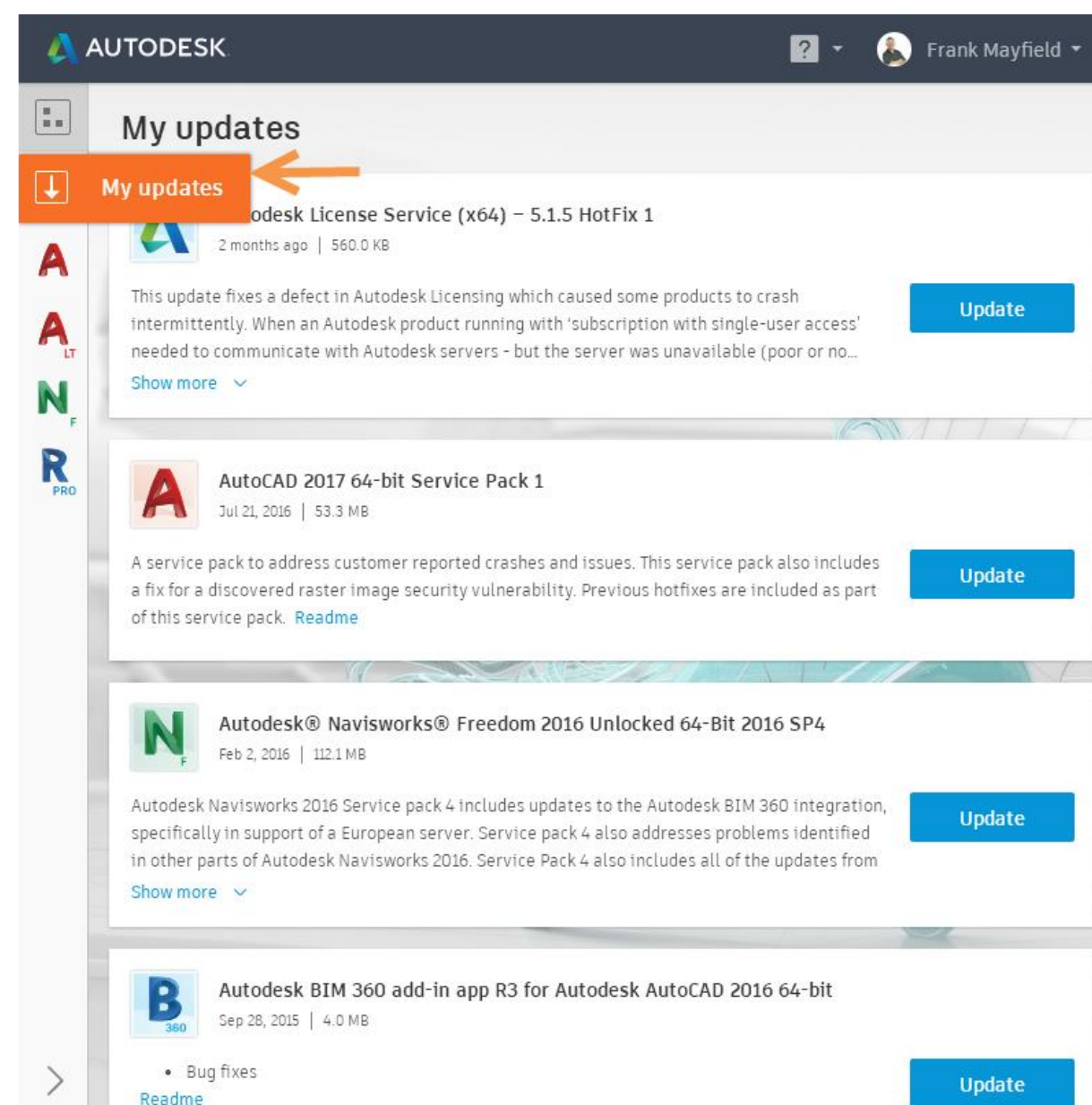
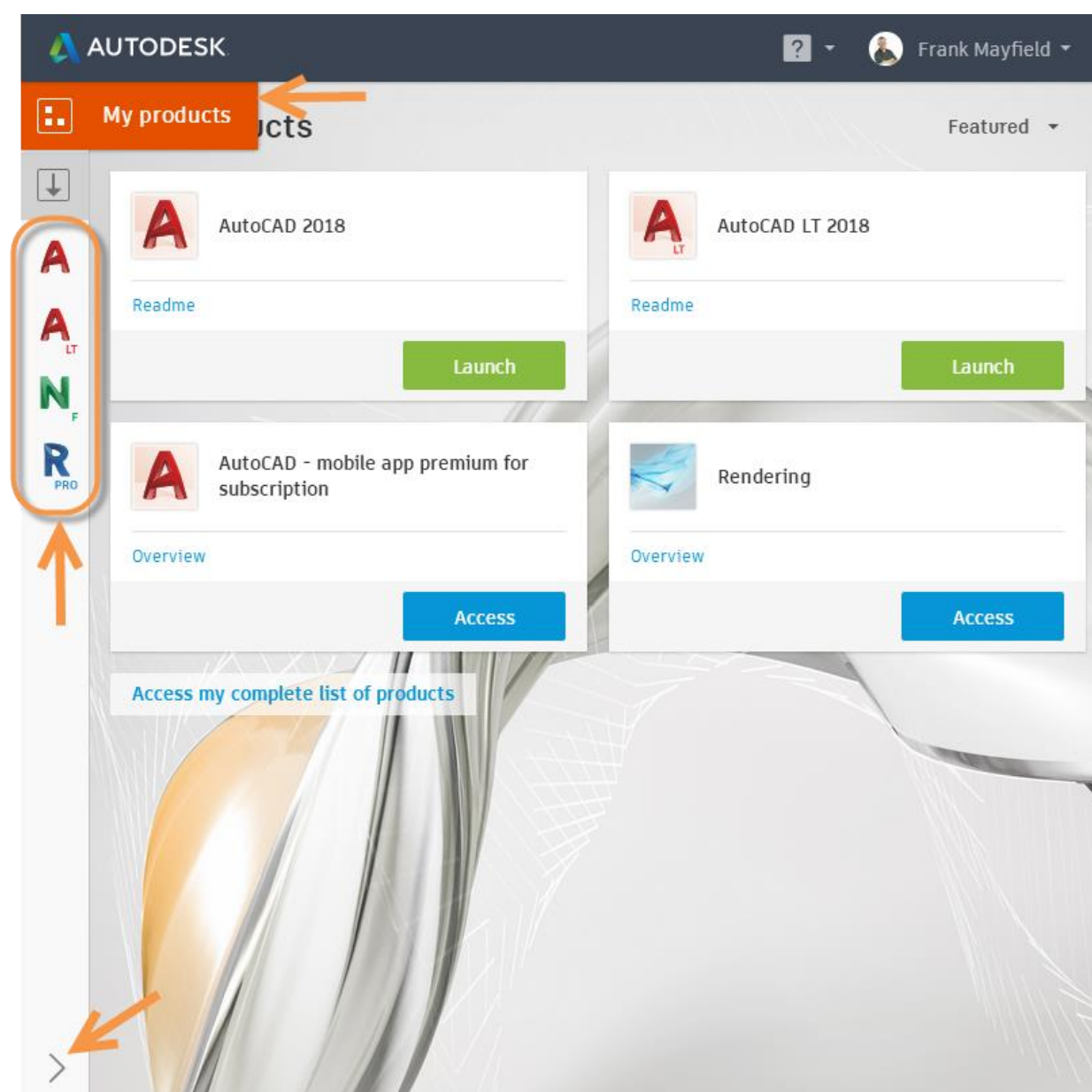
- Optimize AutoCAD within the Windows & Mac Environment

Fix File Corruption

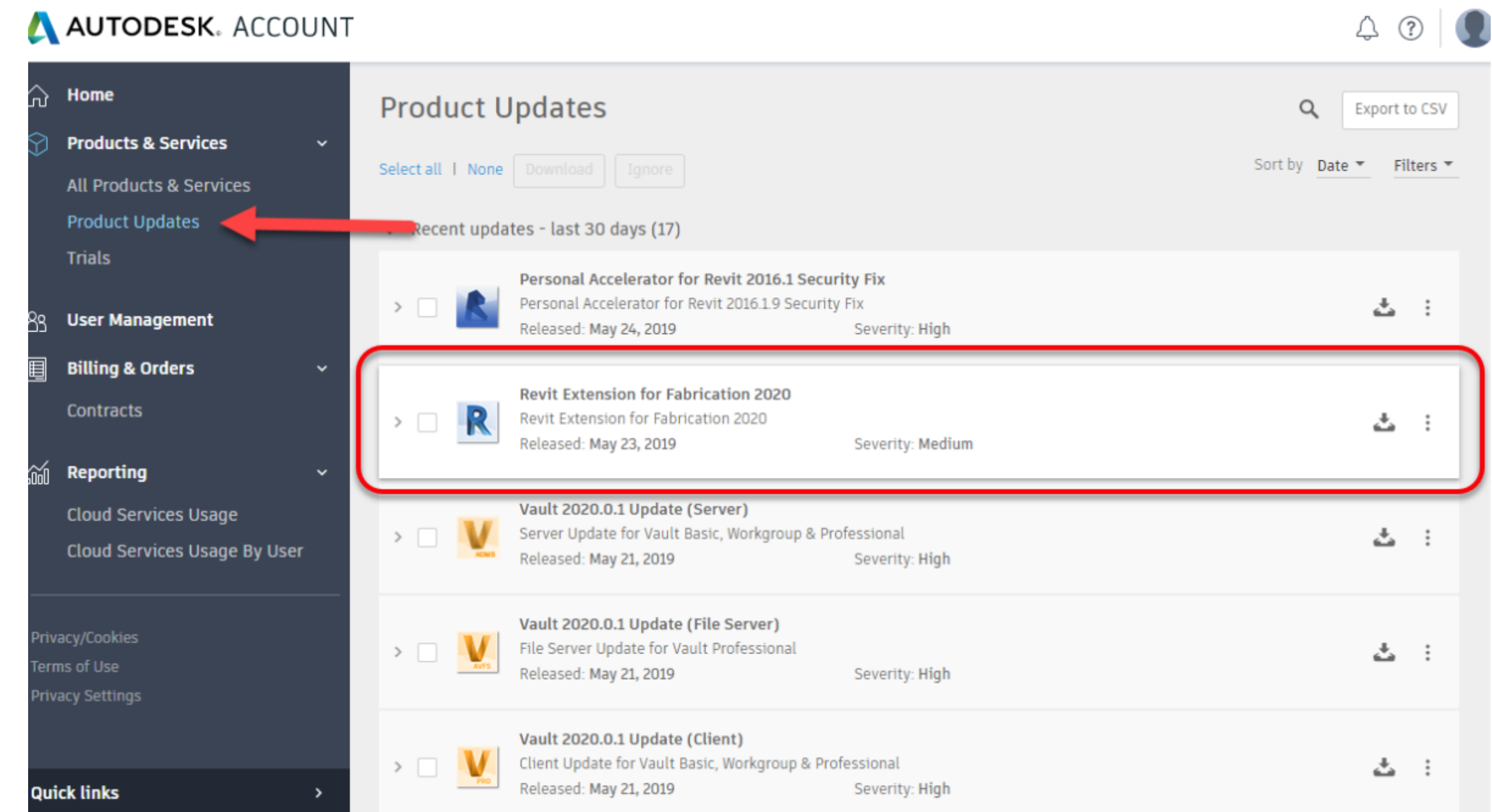
First thing is first, Have you updated your software?

MANY ERRORS & CRASHES CAN BE RESOLVED BY APPLYING UPDATES & HOTFIXES

Updates located in Desktop App

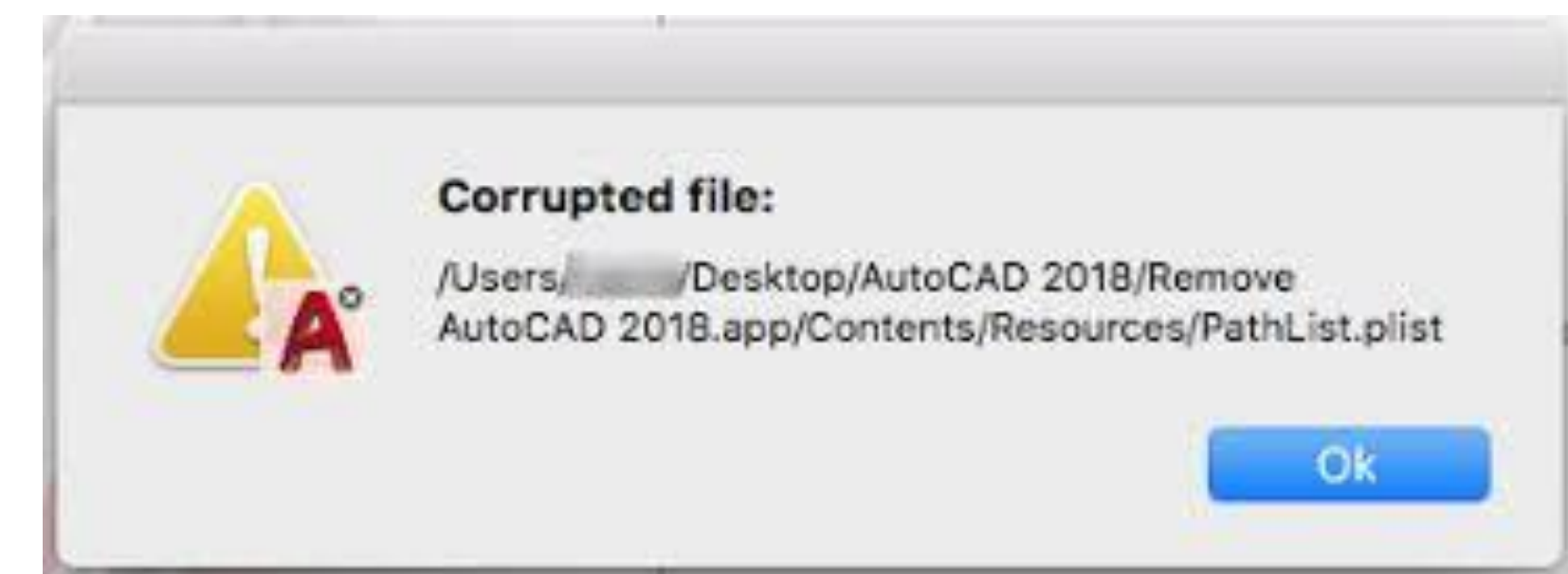
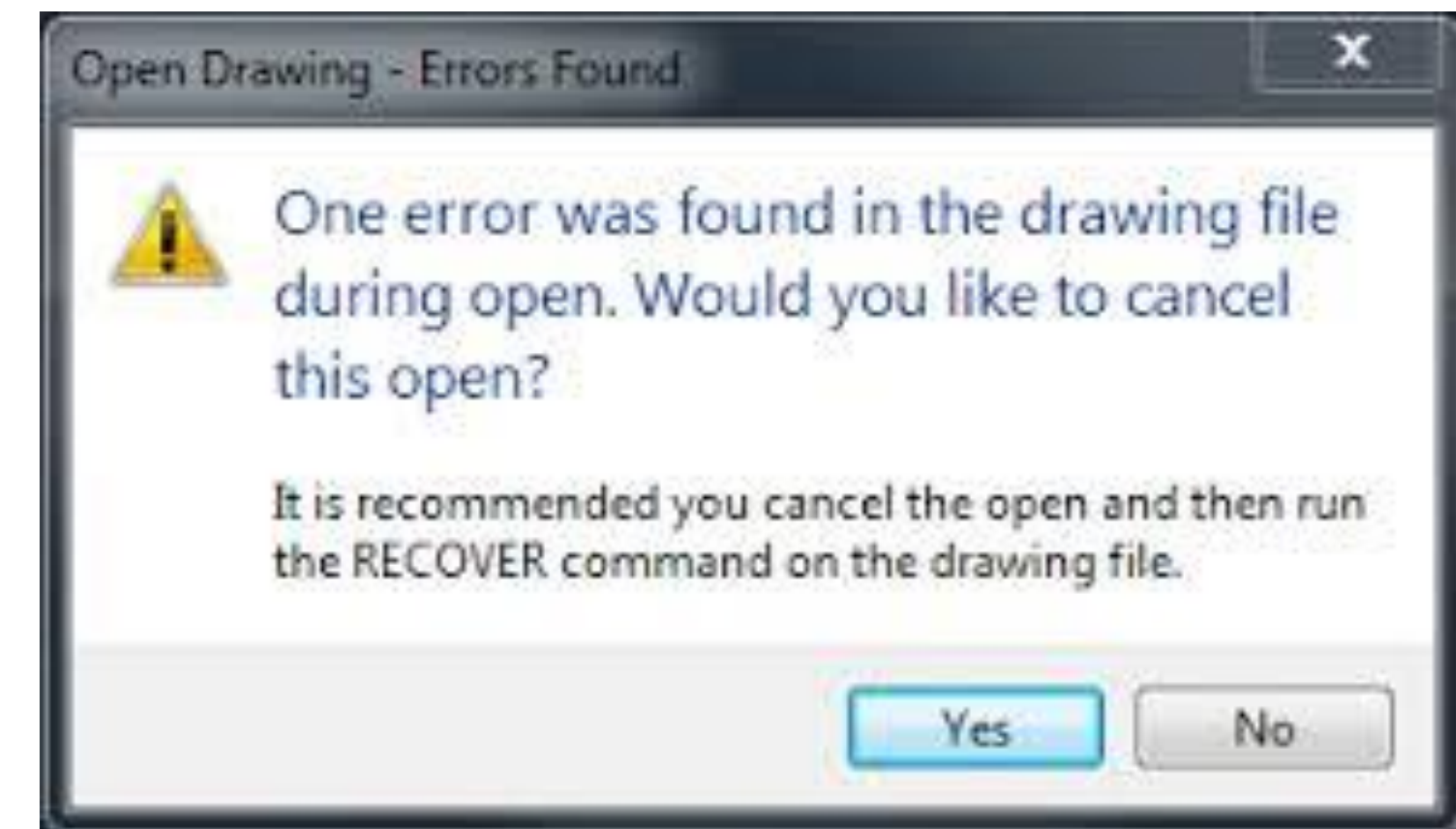


Autodesk Website Sign In



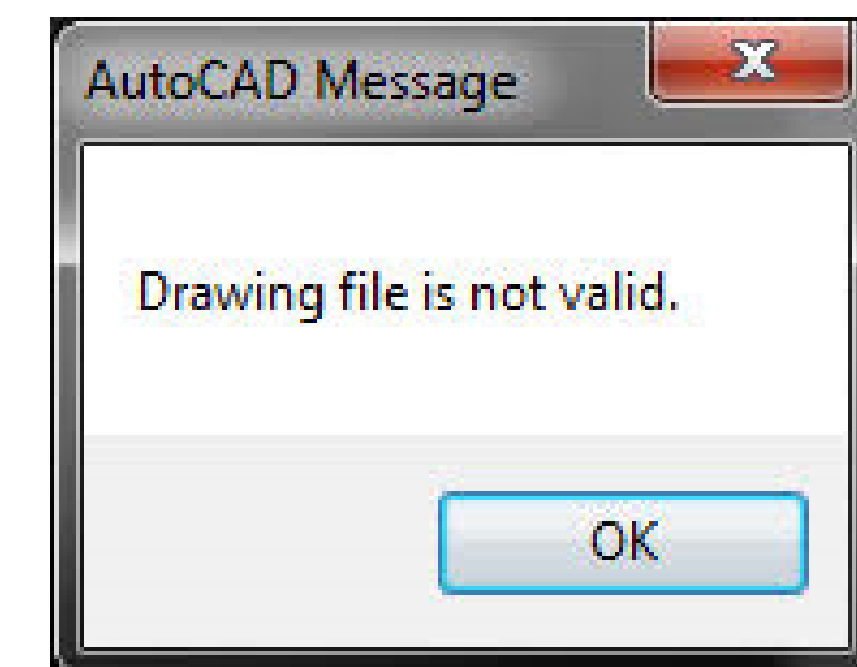
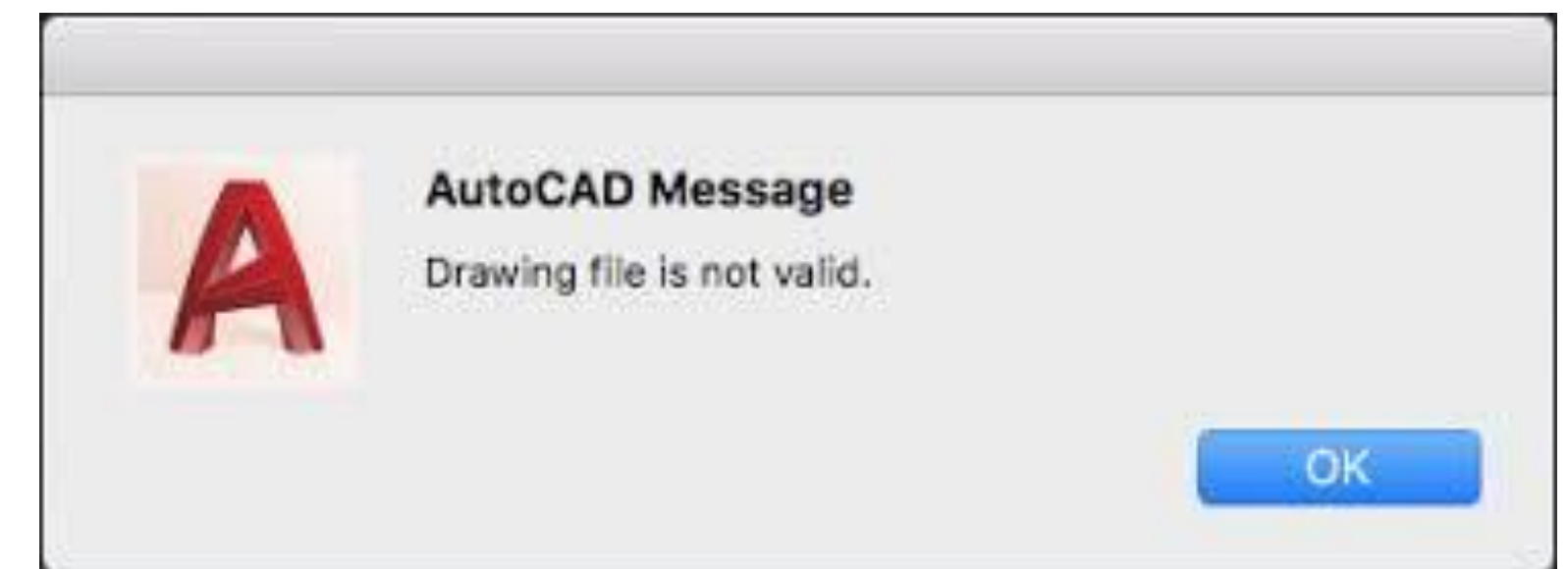
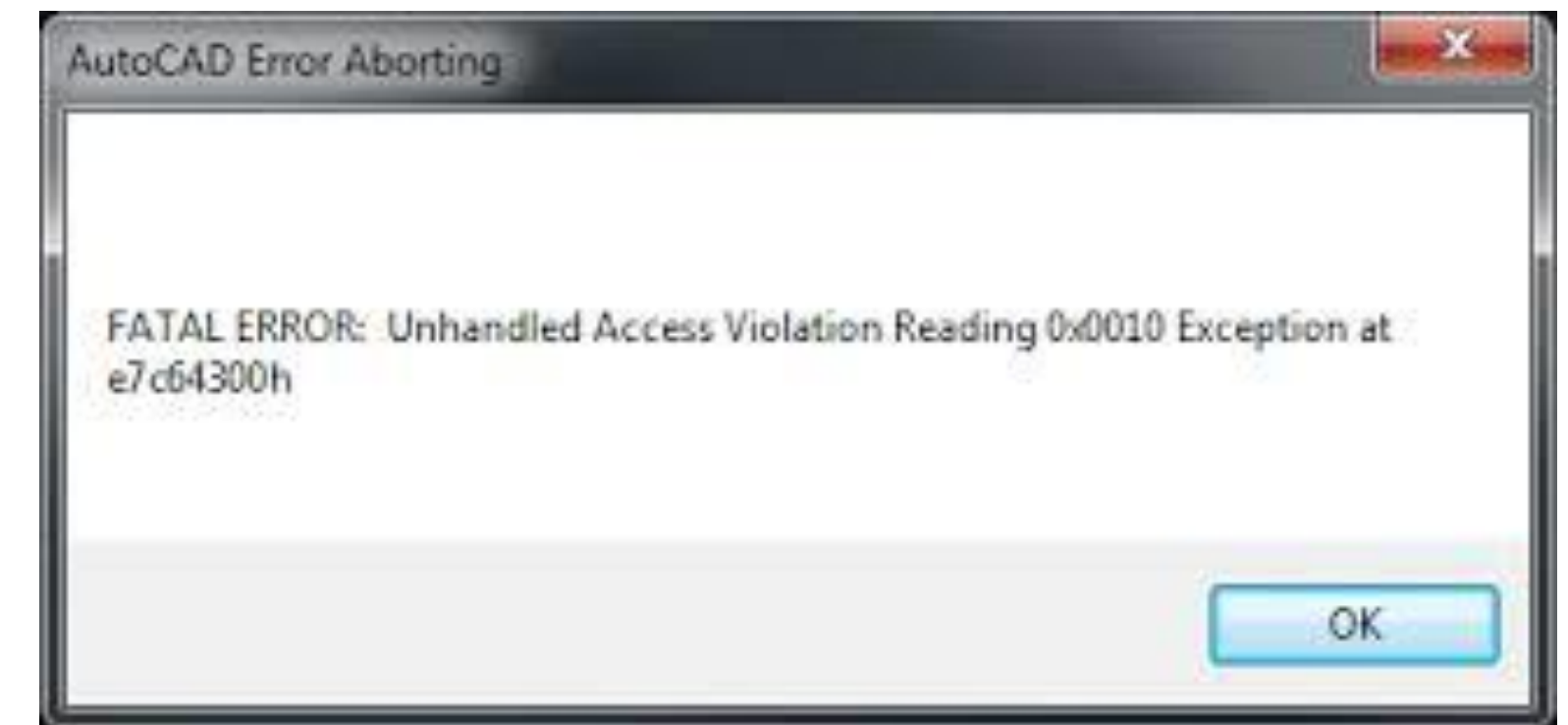
Symptoms of File Corruption

- Open file errors
 - Errors while working in a file
 - Large file increase
- Files that hang or crash while being worked in
 - Slow performance
- Display issues
 - Drawing elements and objects missing or not displaying correctly
 - Cursor Lag
 - Regen issues of drawing



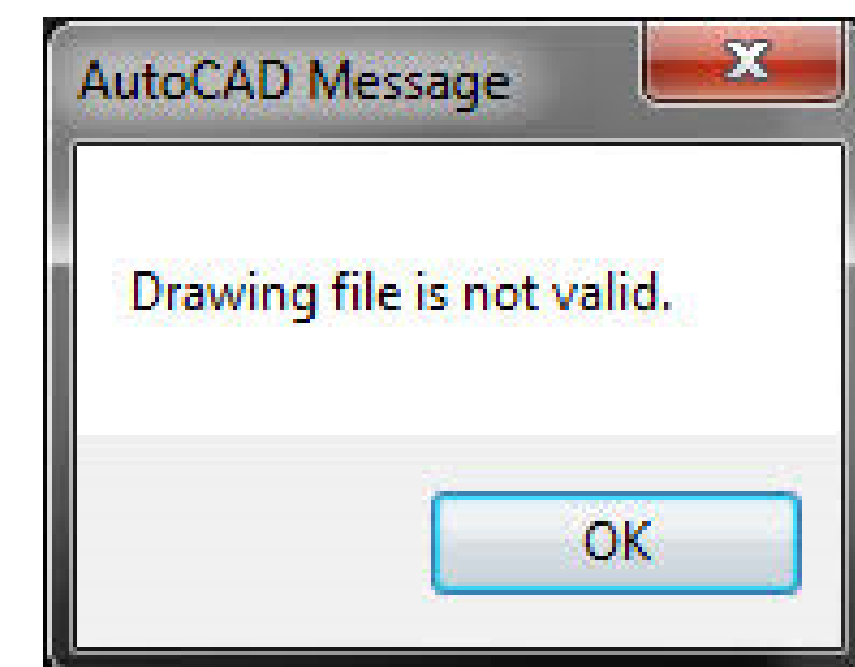
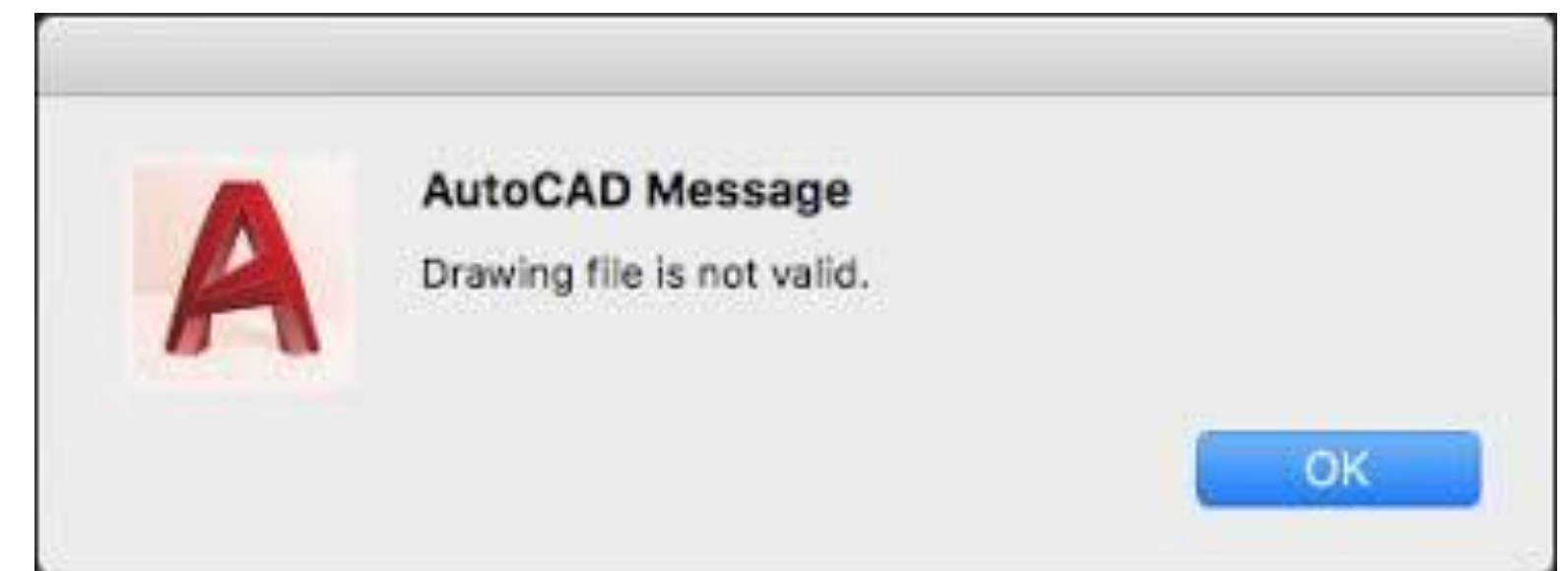
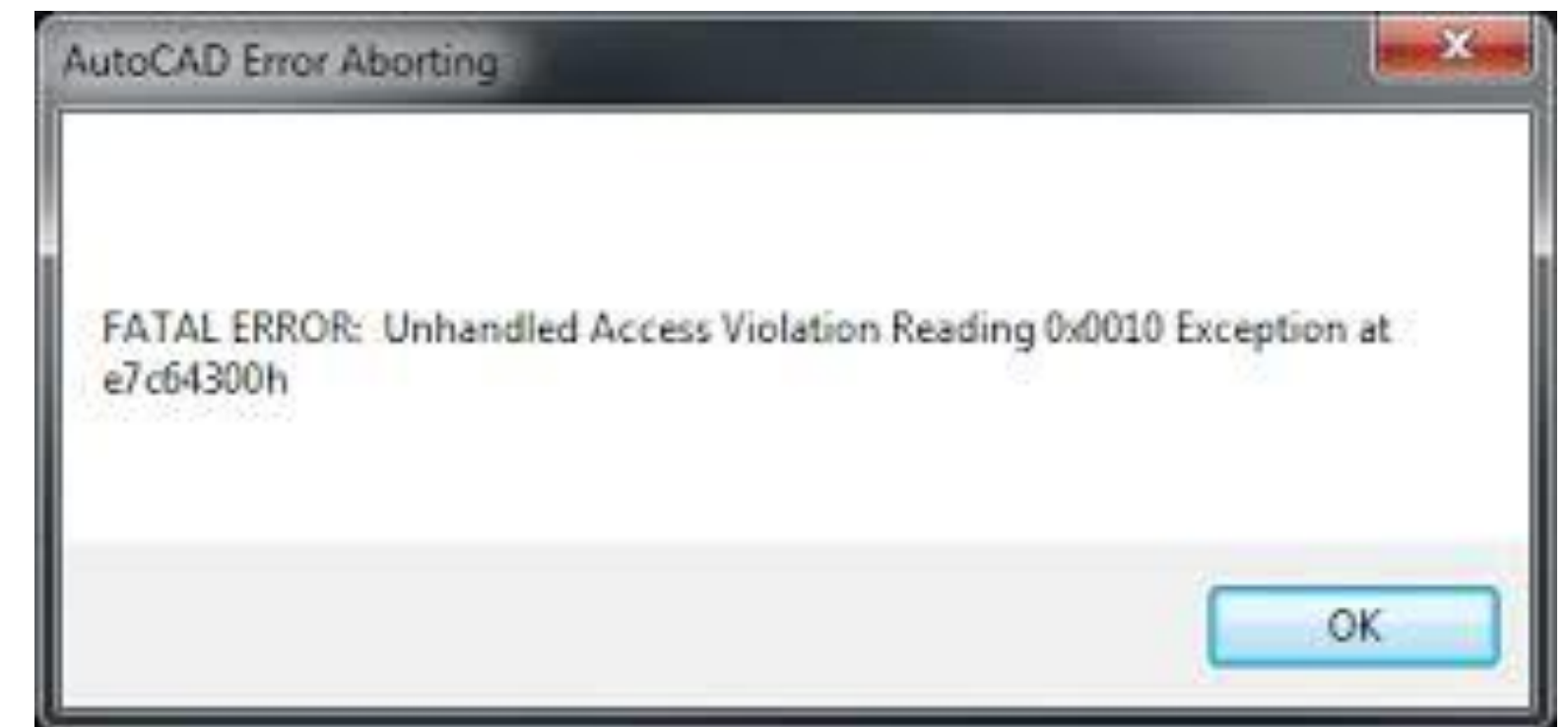
Causes of File Corruption

- Third Party File Corruption:
 - Third Party Apps and objects
 - Dwg files saved or created by a non-Autodesk or non-RealDWG products
- How the files are saved:
 - AutoCAD terminated while saving the drawing
 - Old drawings used repeatedly over long time periods ('Save As' to create new files)
 - Old Templates/Corrupted Templates being used



Causes of File Corruption

- Where the files are saved:
 - Network anomalies (Transmission errors, file locking, fire walls, latent writing of data)
 - Storage media (Bad Hard Drive)
 - Cloud save glitches or corruption during upload to the cloud



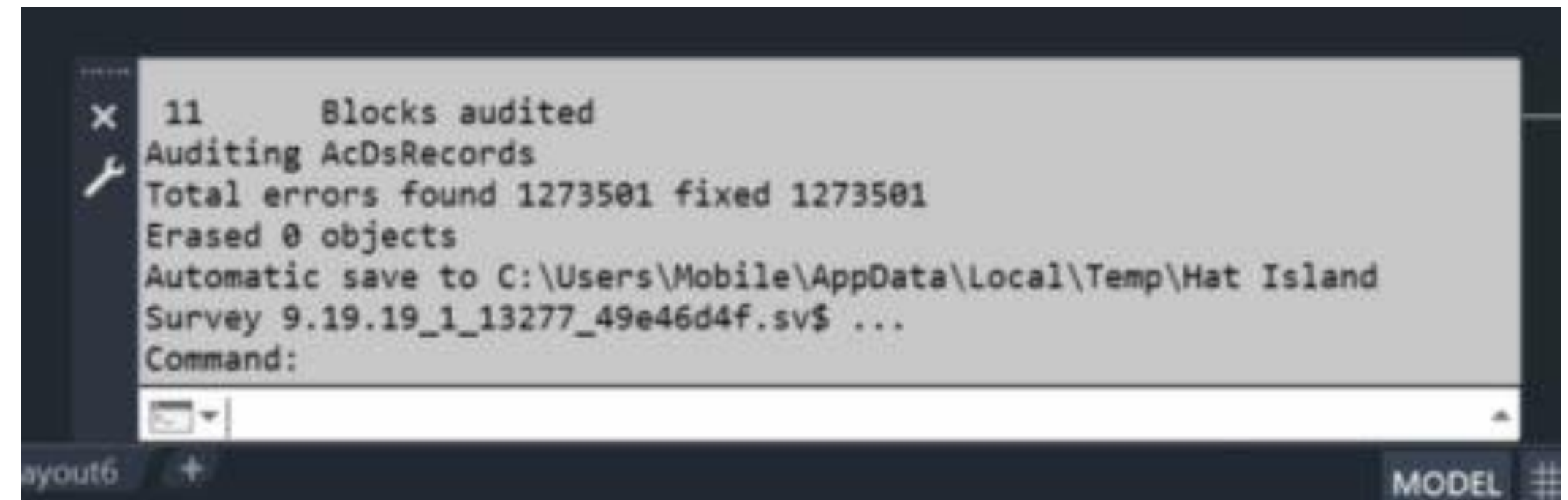
Commands

AUDIT - Evaluates the integrity of a drawing and corrects some errors

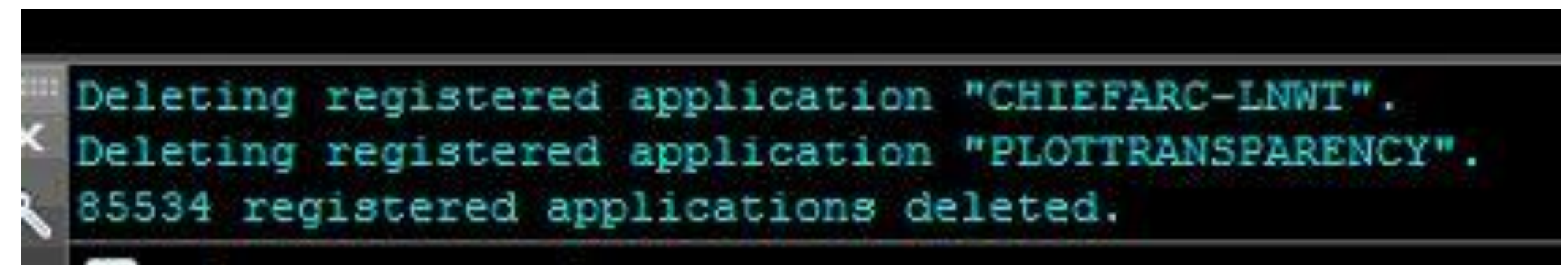
RECOVER - Repairs and then opens a damaged drawing file.

PURGE – Remove unused named objects from the drawing

-PURGE - Removes unused named objects, such as block definitions and layers, from the drawing using the command line.



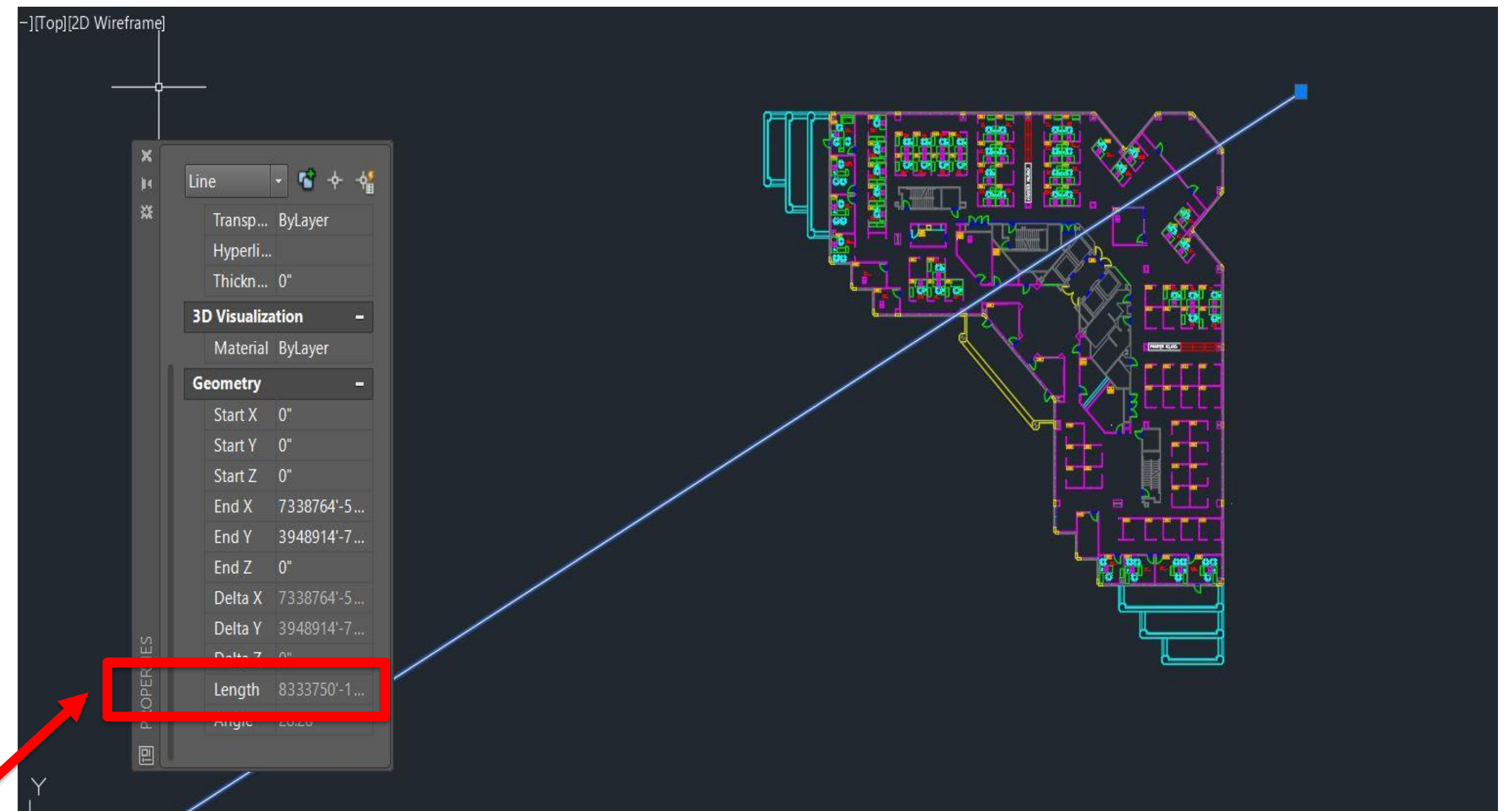
```
11      Blocks audited
Auditing AcDsRecords
Total errors found 1273501 fixed 1273501
Erased 0 objects
Automatic save to C:\Users\Mobile\AppData\Local\Temp\Hat Island
Survey 9.19.19_1_13277_49e46d4f.sv$ ...
Command:
```



```
Deleting registered application "CHIEFARC-LNWT".
Deleting registered application "PLOTTRANSPARENCY".
85534 registered applications deleted.
```


Limbo - Large Coordinate Spaces

- This behavior occurs when the size of the coordinate values involved in the mathematical calculations exceed the capabilities of the computers CPU to calculate.
- There are many modeling operations in AutoCAD that will not work correctly at large coordinates because of this limitation.
- AutoCAD Map and Civil 3D are AutoCAD based verticals that CAN handle the Large Coordination Space issue.



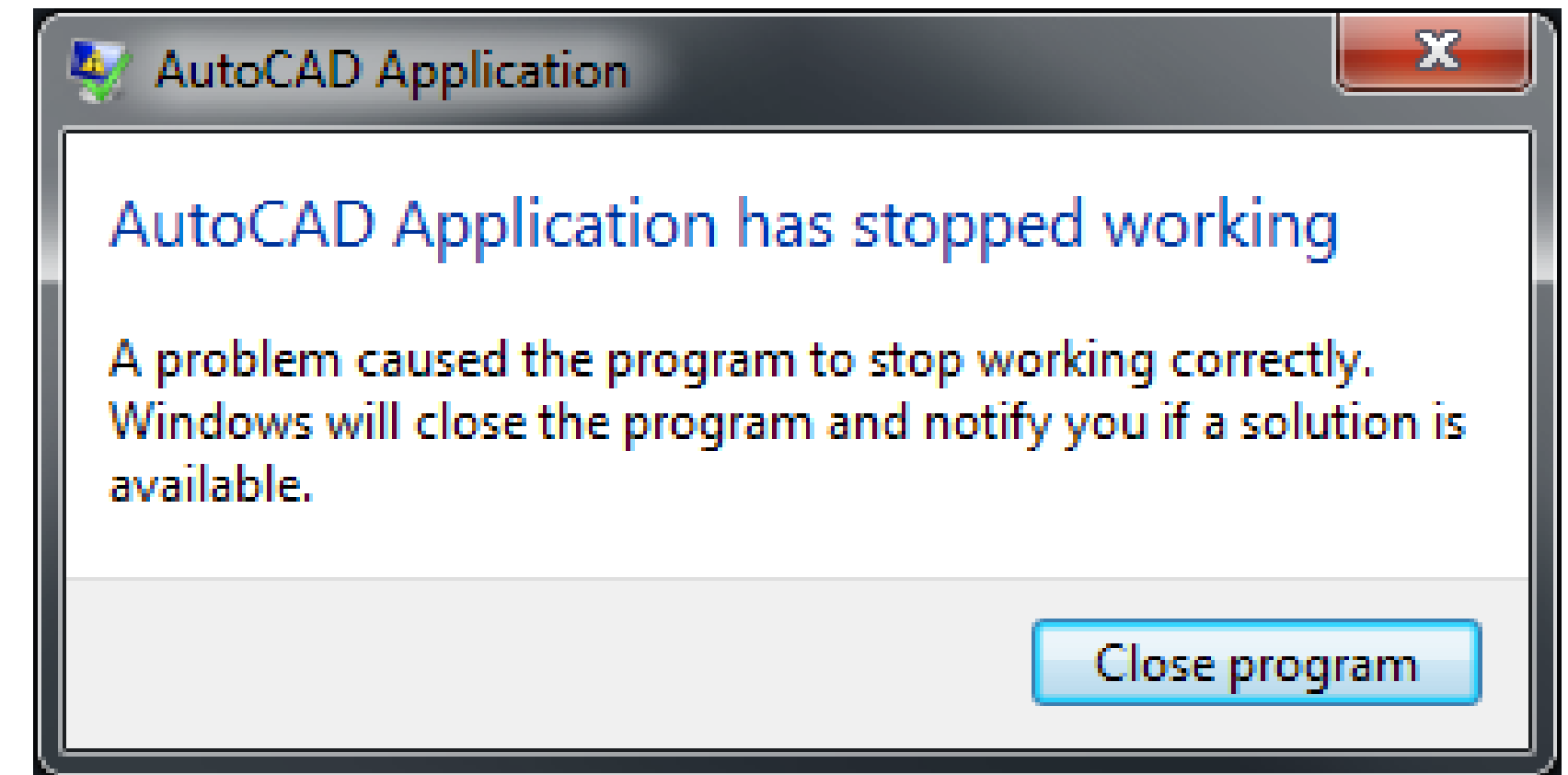
Check the
Total Length

What to do when AutoCAD crashes



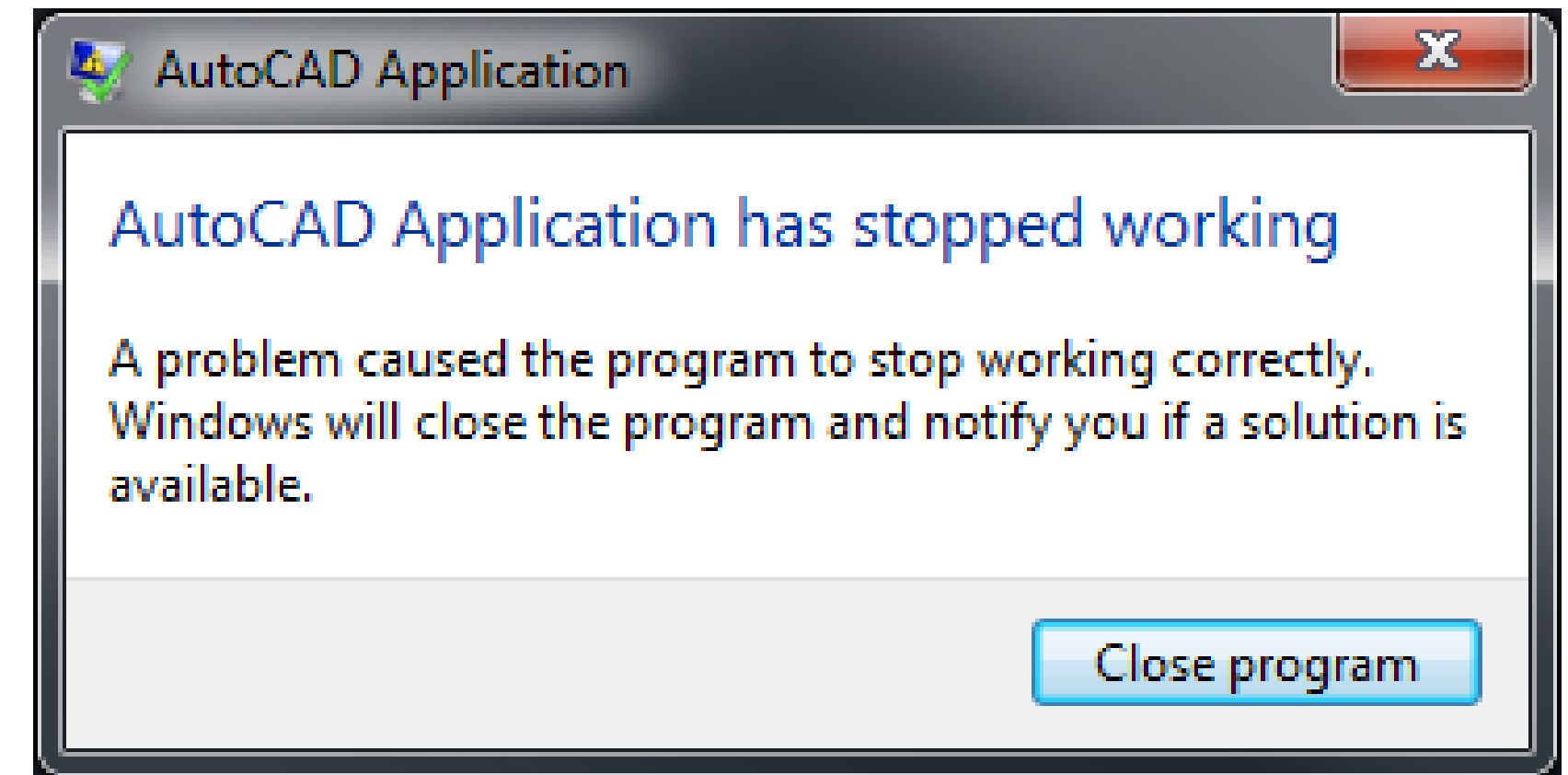
Common Causes of Crashes

- Graphics Performance Issues
- Conflicts with the System Utilities or other Software
- Corrupted product software due to faulty install or system crash
- Drawing Specific



Crash Categories

- Graphics performance issues
- Conflicts with system utilities or other software
- Corrupted product software due to faulty install or system crash
- Issues related to a specific drawing



AutoCAD Error Report

WHAT DO Error Reports 'S DO?

- CER's tell us where you have crashed
- What caused the crash
- If there has been an update that has fixed the issue
- If there needs to be an update or fix that we need to create to help you and other users.

WHAT TO DO WHEN AN ERROR REPORT IS GENERATED?

1. Fill out all information requested
2. Click 'Send Report'
3. Copy down the Error Report Number
4. Contact Autodesk Product Support

The image shows two overlapping windows from the AutoCAD software. The main window, titled 'AutoCAD Error Report', features the Autodesk logo and a message stating: 'A software problem has caused AutoCAD to close unexpectedly. We apologize for the inconvenience. An error report has been generated. Please click Send Report to help us analyze the cause of the problem.' It includes a link to 'Learn more about how error reports are used' and a 'Benefits' section with three bullet points. Below this is a text input field for 'Email Address:' which is highlighted with a red rectangle. A note mentions that data will be used in accordance with the Autodesk Privacy Policy, with a link to 'Read Privacy Policy'. A 'Details' section prompts the user to provide a step-by-step description of the problem, with a large text area and an 'Example description' link. At the bottom are 'View Report Details' and 'Send Report' buttons. The second window, 'AutoCAD Error Report Details', shows the 'Error signature' (Application: AutoCAD, Version: P.61.0.0(x64), Error: Unhandled Exception) and a list of included information. A 'Report Contents' section lists files: 'acminidump.dmp', 'dmpuserinfo.xml', and 'dumpdata.zip', with the list highlighted by a red rectangle. It also has a 'File details' section and a 'View file contents' link. A 'Close' button is at the bottom right.

What to do if there is no Error Report - Windows

NFO

REPORT THE CRASH TO PRODUCT SUPPORT (FOR WINDOWS):

- NFO File
 - Security & Maintenance (Optional)
 - Event Viewer (Optional)
- Provide as much information as possible
 - Attach the drawing if it was the drawing that causes of it for example

System Summary	Time	Type	Details
Hardware Resources	10/1/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Components	10/1/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Software Drivers	10/1/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
System Drivers	10/4/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Environment Variables	10/4/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Print Jobs	10/4/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Network Connections	10/4/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Running Tasks	10/4/2019 12:...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Loaded Modules	10/4/2019 6:3...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Services	10/4/2019 8:5...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Program Groups	10/4/2019 9:2...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Startup Programs	5/14/2019 4:5...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
OLE Registration	5/17/2019 1:2...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
Windows Error	5/17/2019 6:1...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...
	5/20/2019 1:0...	Windows ...	Fault bucket, type 08#x000d;#x000aEvent Name: WindowsUpdateFailure3#x000aResponse: Not available#x000aCab Id: 08#x000d;#x000a#x000aP...

Security & Maintenance



Source	Summary	Date	Action
SearchUI.exe	Stopped responding	9/26/2019 9:35 AM	View technical details

Event Viewer

Event Viewer (Local)

Custom Views

Windows Logs

Application

Security

Setup

System

Forwarded Events

Applications and Services Log

Autodesk REX

CrowdStrike

Hardware Events

Internet Explorer

Key Management Service

Lenovo-OSK_Management

Microsoft

Microsoft Office Alerts

Pulse Secure

Windows PowerShell

Saved Logs

Subscriptions

Application

Number of events: 40,268

Level	Date and Time	Source	Event ID	Task Category
Information	9/23/2019 3:50:46 PM	ESENT	916	General
Information	9/23/2019 3:50:43 PM	ESENT	916	General
Warning	9/23/2019 3:50:15 PM	Group Policy Local ...	4098	(2)
Information	9/23/2019 3:49:30 PM	ESENT	916	General
Warning	9/23/2019 3:28:26 PM	SceCli	1202	None
Information	9/23/2019 3:28:25 PM	ESENT	916	General
Information	9/23/2019 3:28:23 PM	ESENT	916	General
Information	9/23/2019 3:28:21 PM	ESENT	916	General
Warning	9/23/2019 3:27:53 PM	Group Policy Local ...	4098	(2)
Information	9/23/2019 3:15:26 PM	ESENT	916	General
Information	9/23/2019 2:52:00 PM	ESENT	916	General
Information	9/23/2019 2:50:05 PM	ESENT	916	General
Information	9/23/2019 2:27:13 PM	ESENT	916	General
Information	9/23/2019 2:15:00 PM	ESENT	916	General
Information	9/23/2019 2:03:03 PM	ESENT	916	General
Warning	9/23/2019 1:55:59 PM	SceCli	1202	None
Information	9/23/2019 1:55:58 PM	ESENT	916	General
Information	9/23/2019 1:55:55 PM	ESENT	916	General
Warning	9/23/2019 1:55:27 PM	Group Policy Local ...	4098	(2)

Where to look for a Crash - Mac

REPORT THE CRASH TO PRODUCT SUPPORT (FOR MACS):

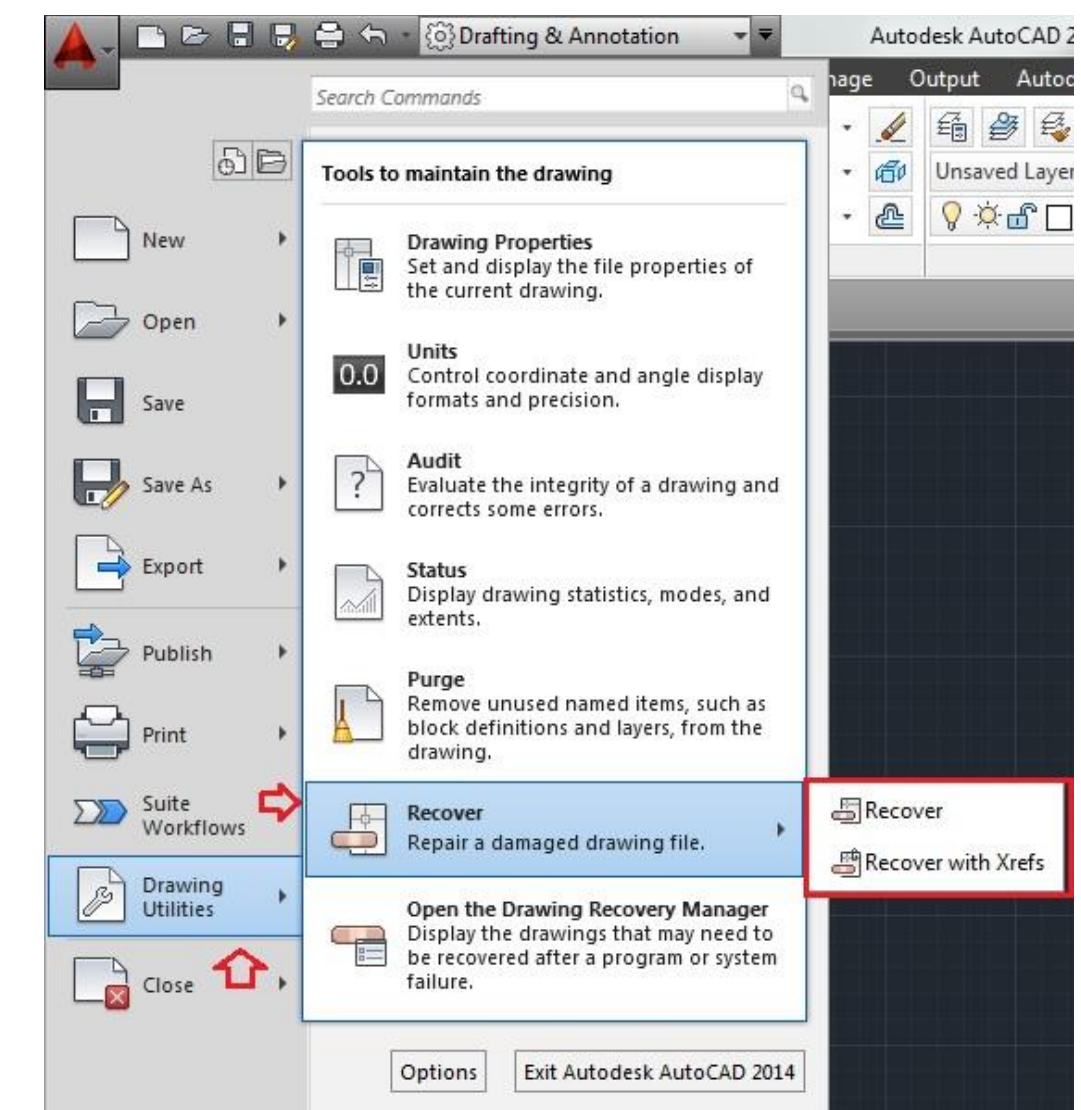
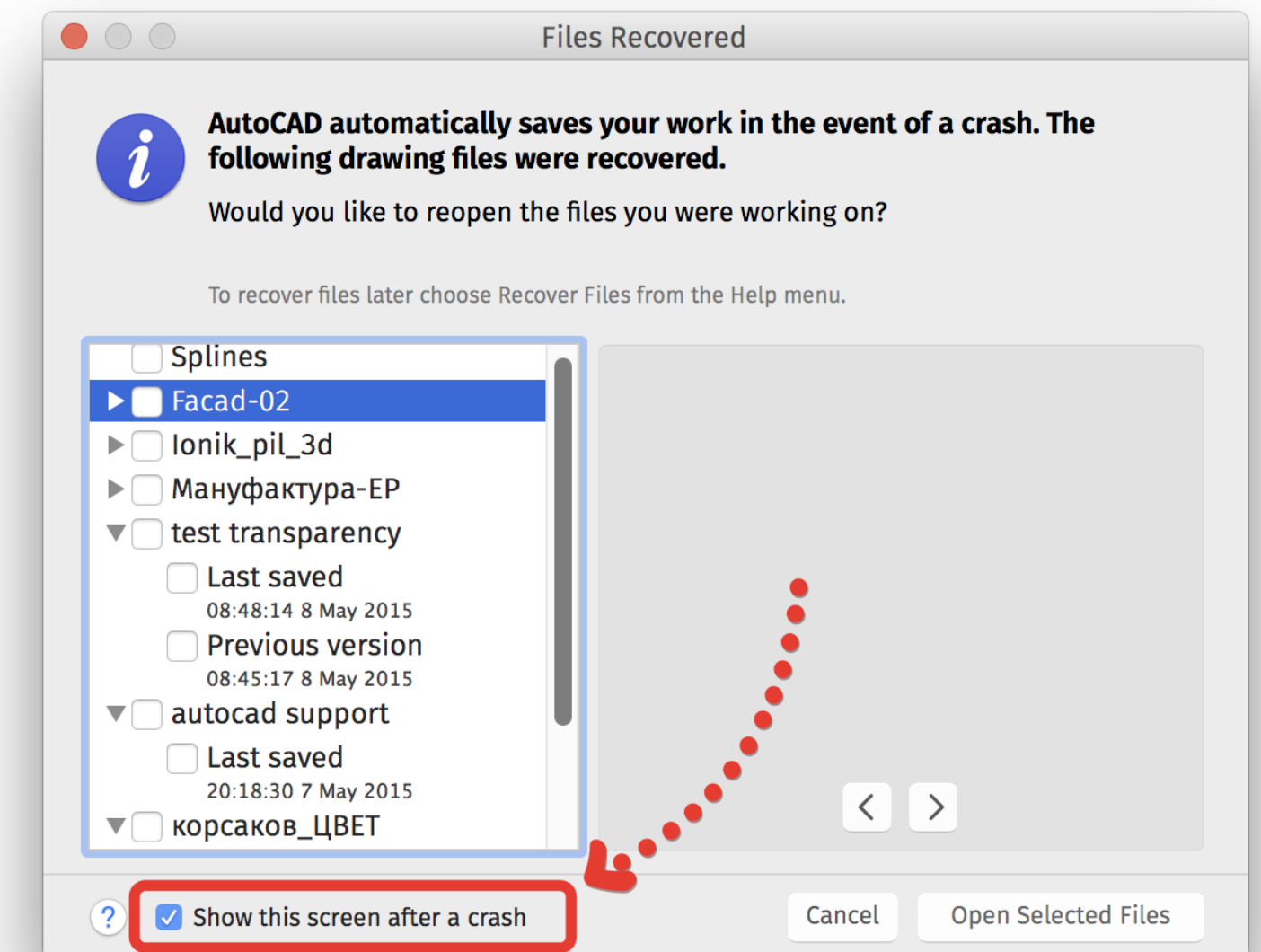
1. Type 'About this Mac'
2. Click on the button called 'System Report'
3. Then go to the 'File' pull down menu
4. Save that to your desktop
5. Send the file with your support request.
6. Provide as much detail as you can
7. Attach the drawing if it was a drawing that caused the issue, for example.



What do After a Crash

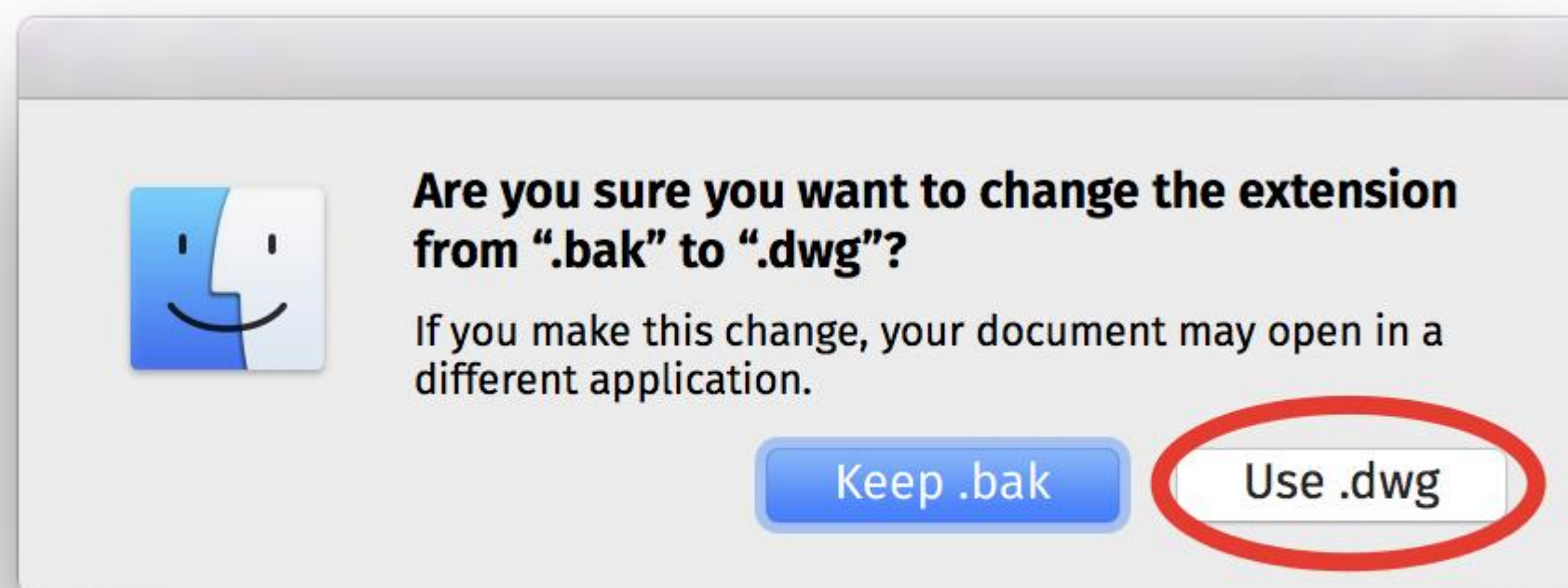
TRY TO RECOVER YOUR DWG's

- AutoCAD Should prompt you to Recover once it opens
- If it does not do the following:
 1. Open AutoCAD
 2. Open a new blank drawing
 3. Type 'RECOVER' on the command line and the file you crashed.
 4. This should bring back your model and the majority of your work.



If a Drawing is NOT Recoverable

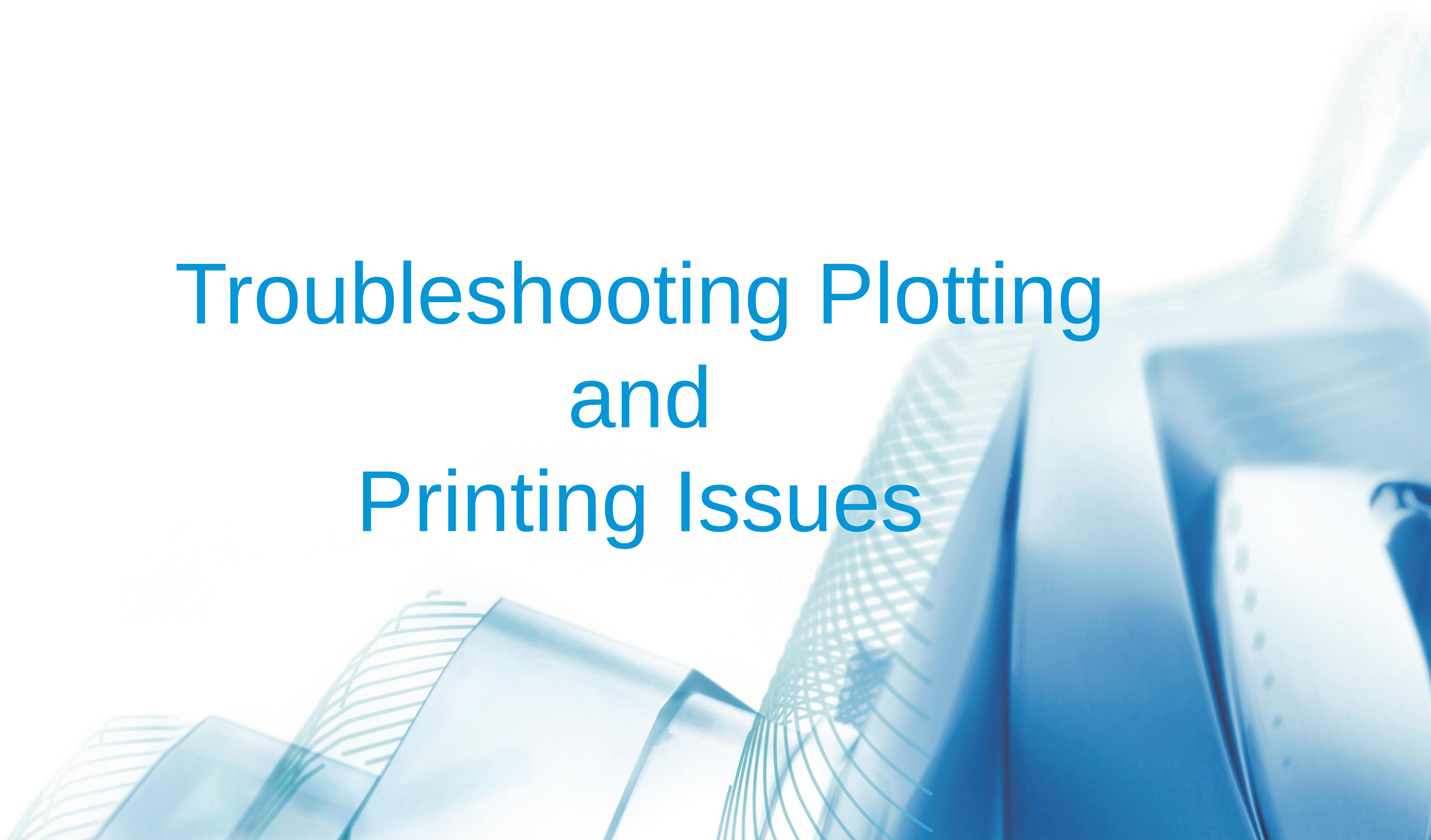
IF THE DRAWING WILL NOT OPEN OR IS UN-RECOVERABLE



14-64 M0-1.dwg	5/6/2015 2:25 PM	AutoCAD Drawing
14-64 M0-2.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 M3-0.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 M3-1.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 M3-2.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 M4-0.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 M4-1.dwg	5/6/2015 4:55 PM	AutoCAD Drawing
14-64 P0-1.dwg	4/15/2015 5:46 PM	AutoCAD Drawing
14-64 M0-1.bak	4/16/2015 10:45 AM	BAK File
14-64 M0-2.bak	5/6/2015 1:04 PM	BAK File
14-64 M3-0.bak	5/6/2015 10:59 AM	BAK File
14-64 M3-1.bak	5/6/2015 10:57 AM	BAK File

- Rename your .bak or Autosave (SV\$) file to dwg.
 - .bak files are typically located in the same file folder as your dwgs.
 - SV\$ are located in your temp file location. C:\Users\username\AppData\Local\Temp

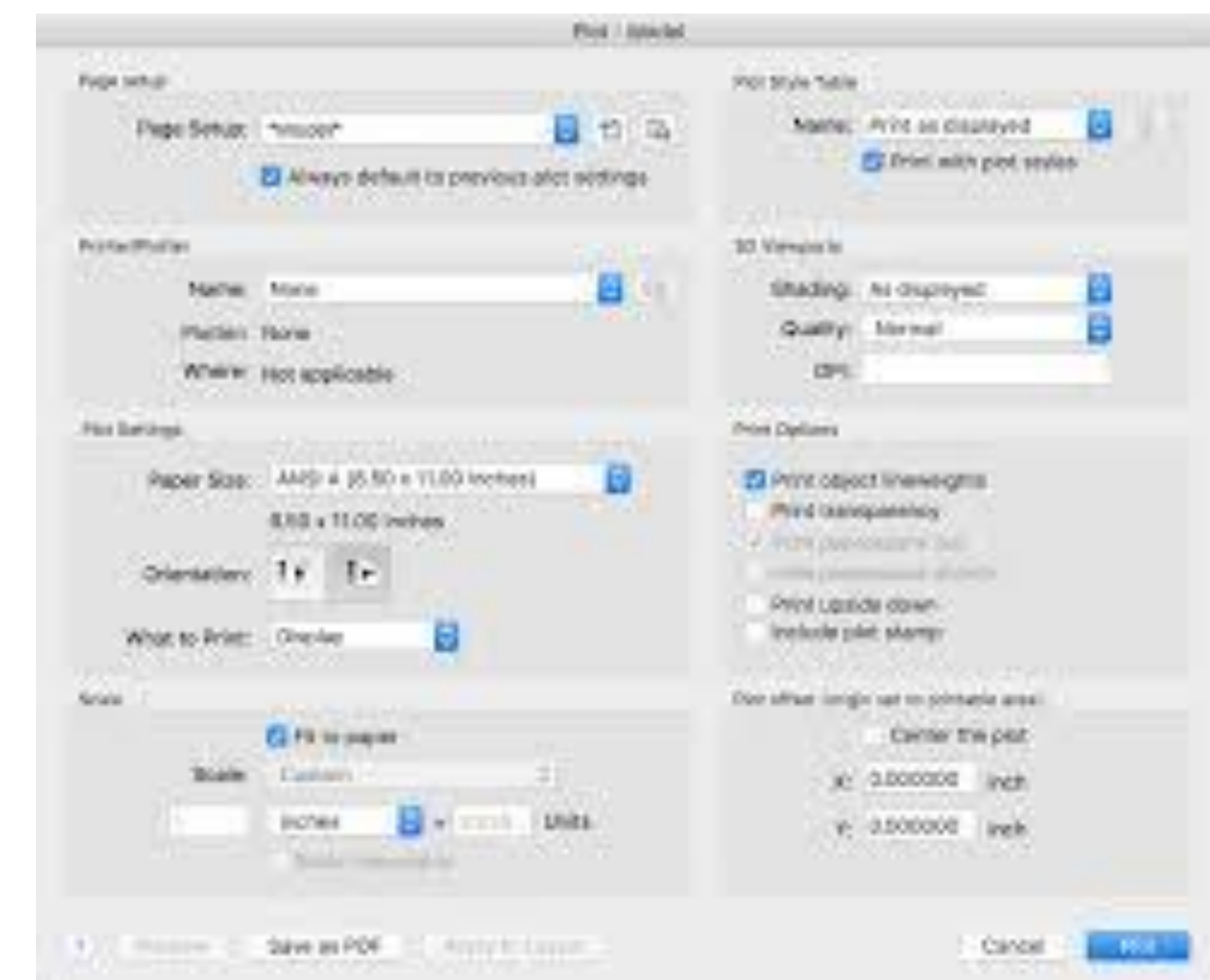
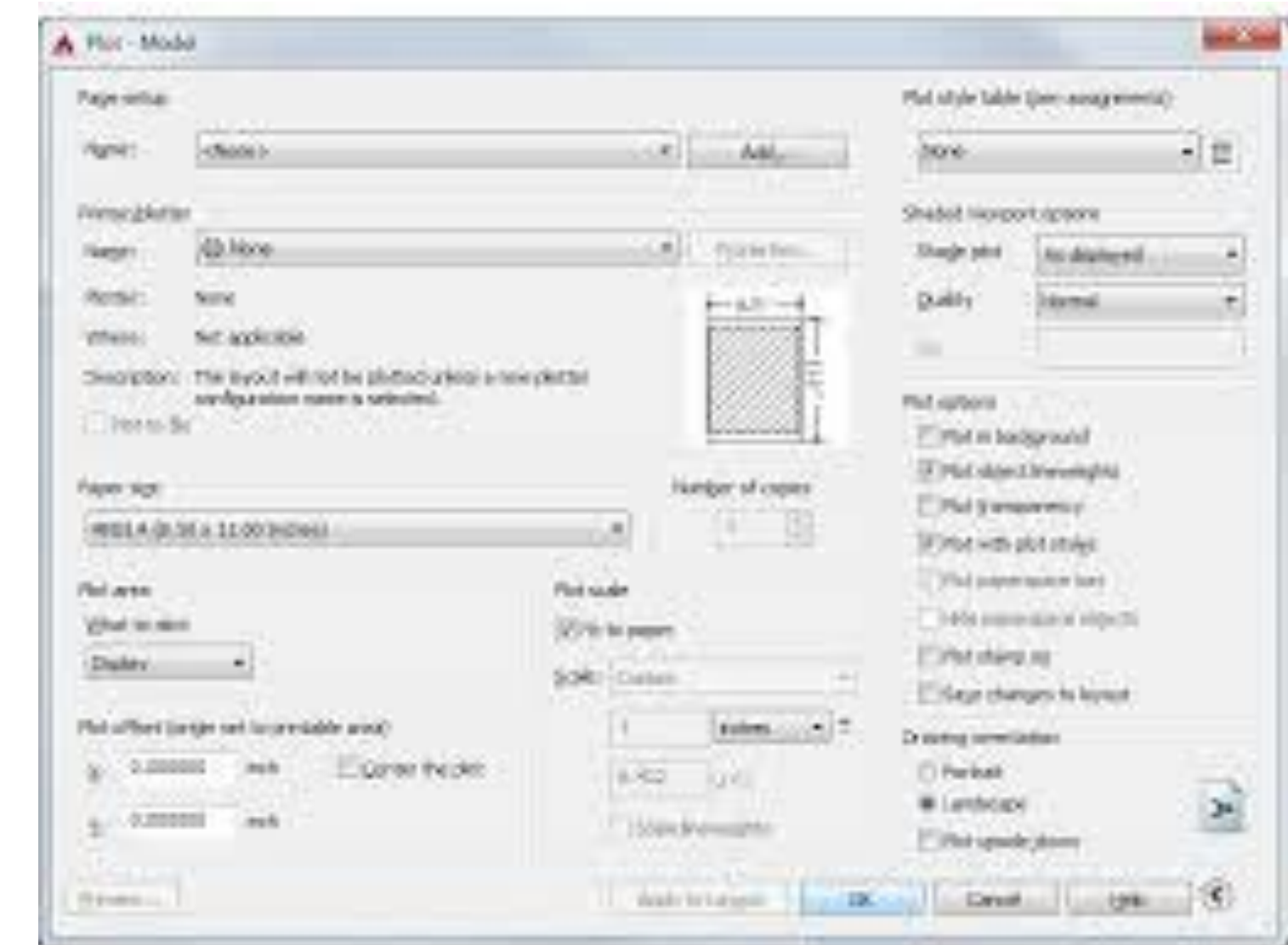
Troubleshooting Plotting and Printing Issues



Common Printing Issues

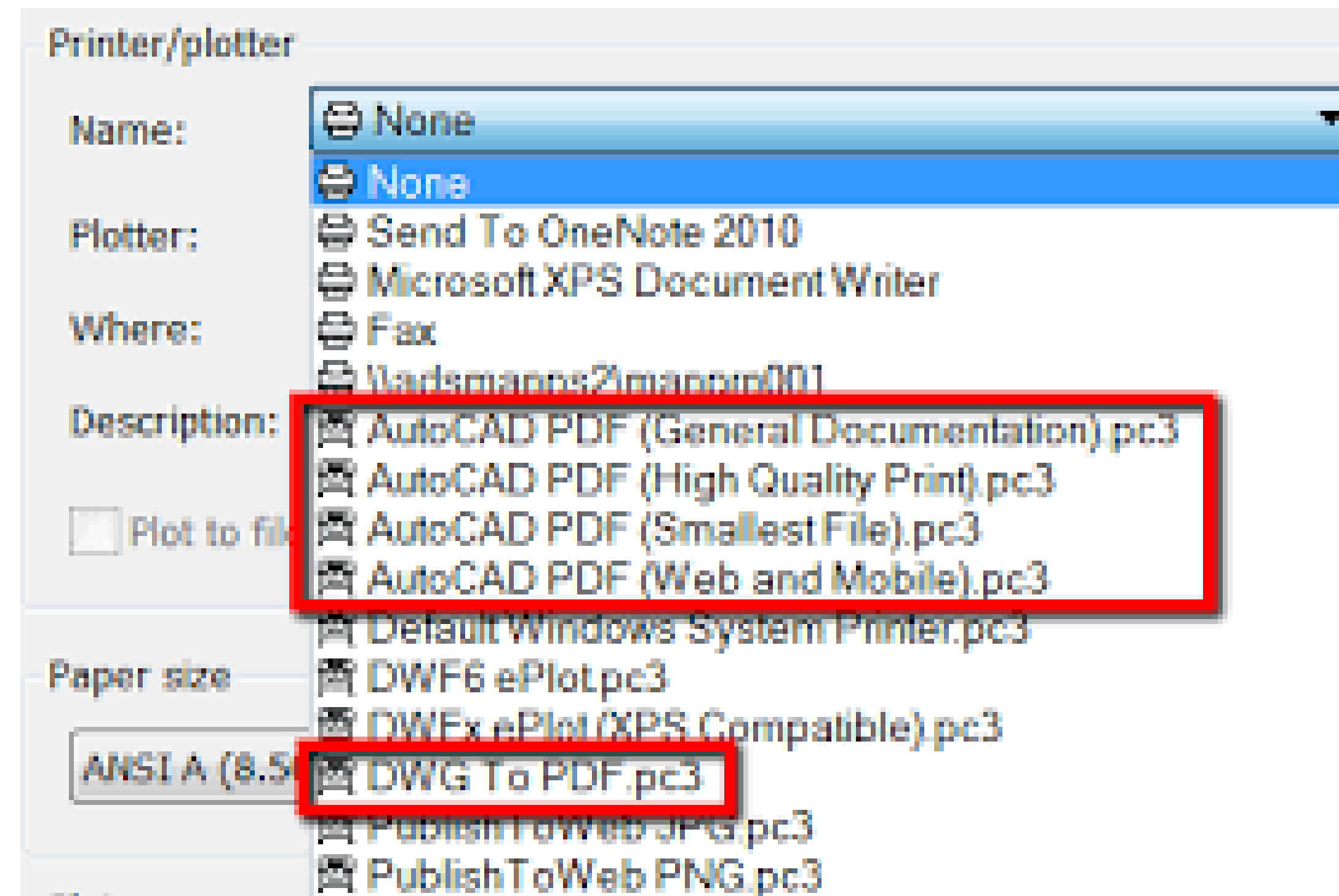
PRINTING ISSUES RANGE FROM:

- Set up a new configuration of your printer/plotter
 - Custom Paper Sizes
- Legacy Printers no longer compatible with AutoCAD in general
- Performance issues with your printer/plotter
 - Display issues with your printer/plotter
 - Printing to pdf
 - Xrefs not showing up on prints
 - Dimensions or Annotation not showing up on prints

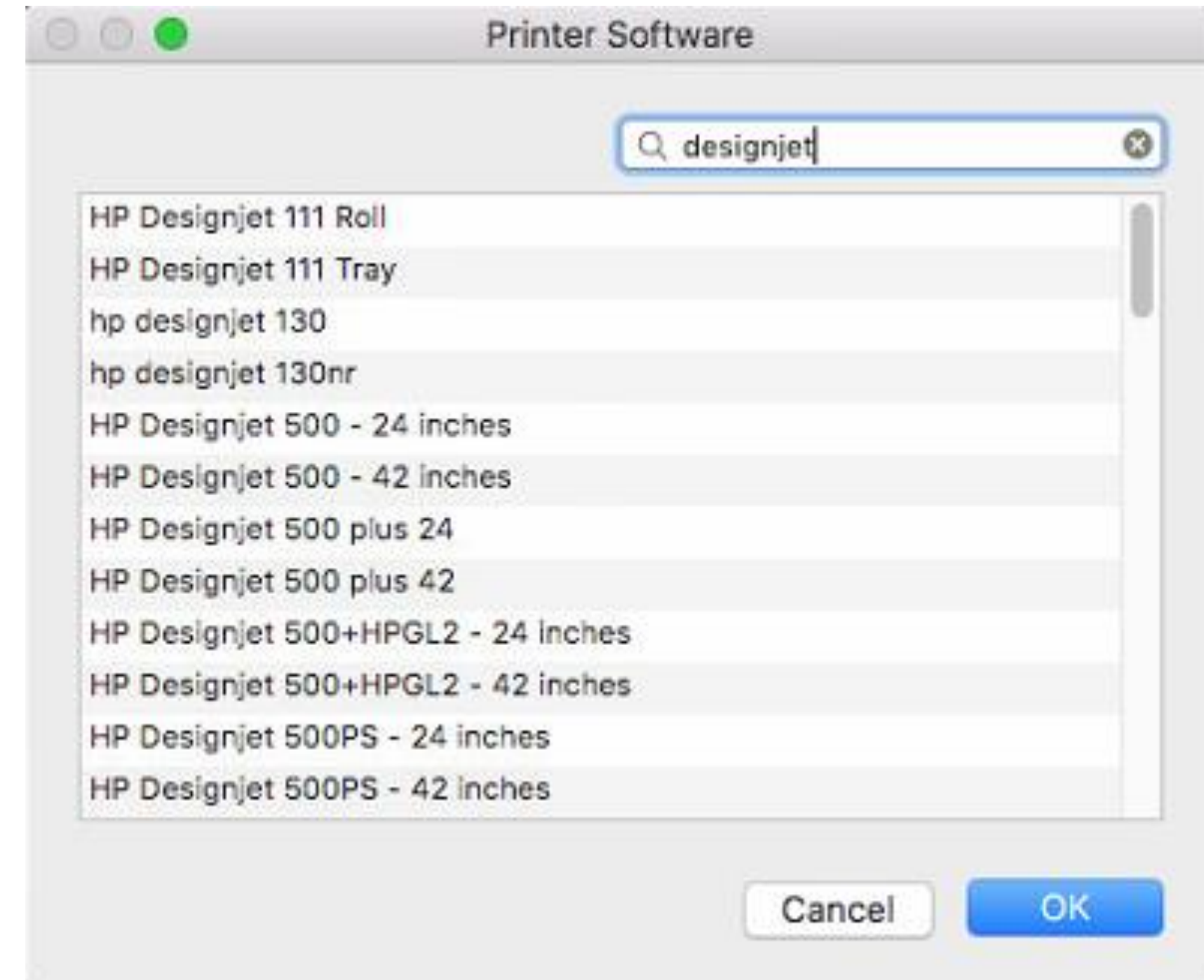
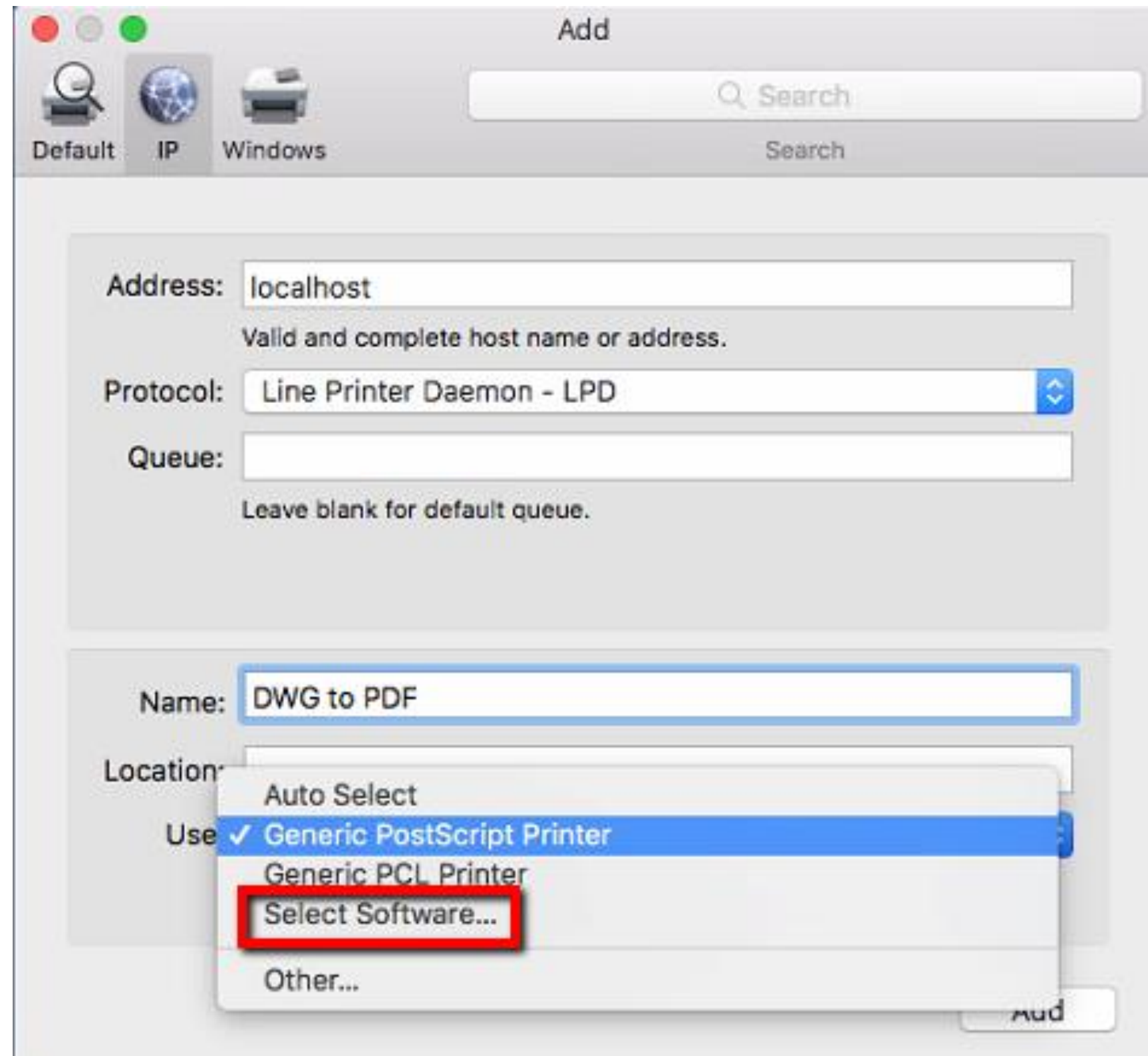


New Printing Configuration and PC3 File Setup in Windows

WHAT IS A PC3 FILE AND WHY IS IT NEEDED



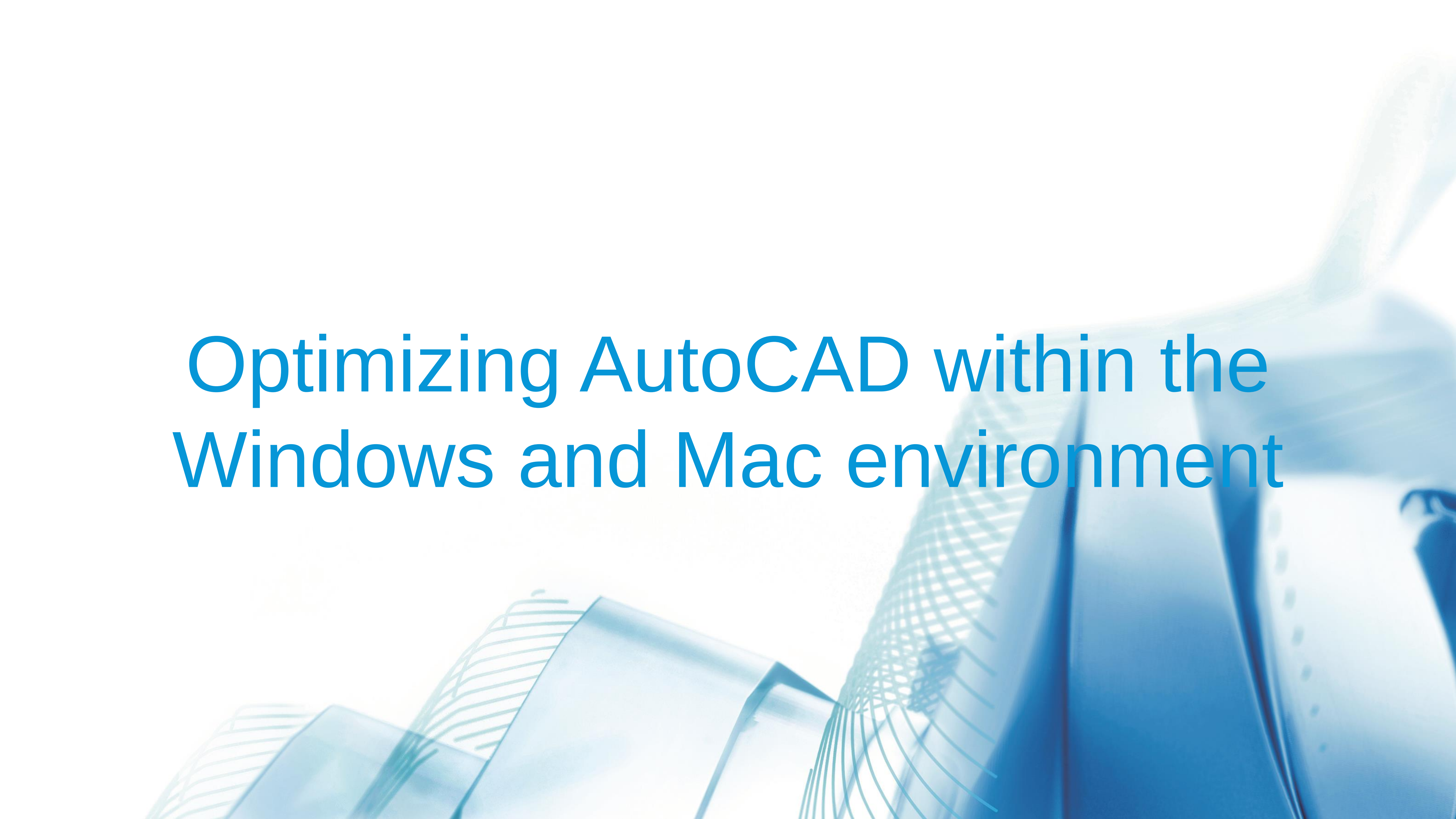
New Printing Configuration of the Printer/Plotter for Mac



Hatch patterns do not display, preview, or plot correctly in AutoCAD

- Incorrect [HPMAXLINES](#) system variable value.
- Incorrect [FILLMODE](#) system variable value.
- Too many, too complex, or corrupted hatch patterns in the drawing.

Optimizing AutoCAD within the Windows and Mac environment



Optimizing AutoCAD – For the Windows & Mac Environments

WINDOWS and MAC ENVIRONMENT GUIDELINES

- Verify that your hardware meets or exceeds AutoCAD's minimum system requirements.
- When running other applications at the same time as AutoCAD, be sure at least 2GB of RAM is available to AutoCAD.
- Update your computer's graphics card driver to the latest version available. See How to update to the latest certified video driver.
- Clean out your Temp file
- Empty Trash Can

Reminders:

- Like our class or want more classes about topics like these? Take the class survey in the app about this class so we can help you next year!
- Check out Socials and Meetups in the Expo and Community Quads that we have here on our last day!

Questions?



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