Customer Success Organization

2019.11.21

Build Your One AutoCAD® Toolsets IQ!

Diagnose and Remedy Common Problems in AutoCAD Drawings

Presented by: Liew Sheen In, Sophia Lee

Moderated by: Sophia Lee

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About Us:

- Sheen In Liew
  - Autodesk Technical Support Specialist
  - Japan, JP

- Sophia Lee
  - Autodesk Technical Support Specialist
  - Singapore, SG

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Before We Get Started…

- Feel free to leave questions in the questions window.
  - We'll answer as time allows.
- This session will be recorded.
- Links are available in:
  - Registration reminder
  - Post-Webinar survey

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Welcome to the Autodesk Help Webinar Series!

Build Your AutoCAD IQ! Live

- ✓ Hosted by Autodesk Technical Support
- ✓ 20-40 minute demo
- ✓ Q&A in the chat window as time allows
- ✓ Sessions are recorded
- ✓ Links provided in the post-webinar survey

Completed Topics

23 August 2018
Speed up your workflow with AutoCAD Architecture Toolsets

20 Sept 2018
Design and develop intelligent piping models using Plant 3d toolsets

25 Oct 2018
Draft and design building systems in MEP toolsets

17 Jan 2019
Learn to build schematic diagrams and PLCs through Electrical toolsets

Build Your AutoCAD IQ! YouTube

- **Watch Past Webinars on Autodesk landing page**
- **Download Datasets from same site**
- (Script, PPT, Sample DWGs)

Build Your AutoCAD IQ! Webinar Playlist

Build Your AutoCAD IQ! Beyond

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- **Build Your AutoCAD IQ! Webinar Landing Page**
  - *Register for the series, or send to your colleagues*
- **Autodesk AutoCAD Community Forums**
  - *Ask your peers and share your knowledge*
- **AutoCAD Customer Council**
  - *Join the Beta to influence the future of AutoCAD!*
  - *For AutoCAD: Autocad.beta@autodesk.com*
  - *For AutoCAD LT: Autocad.lt.council@autodesk.com*
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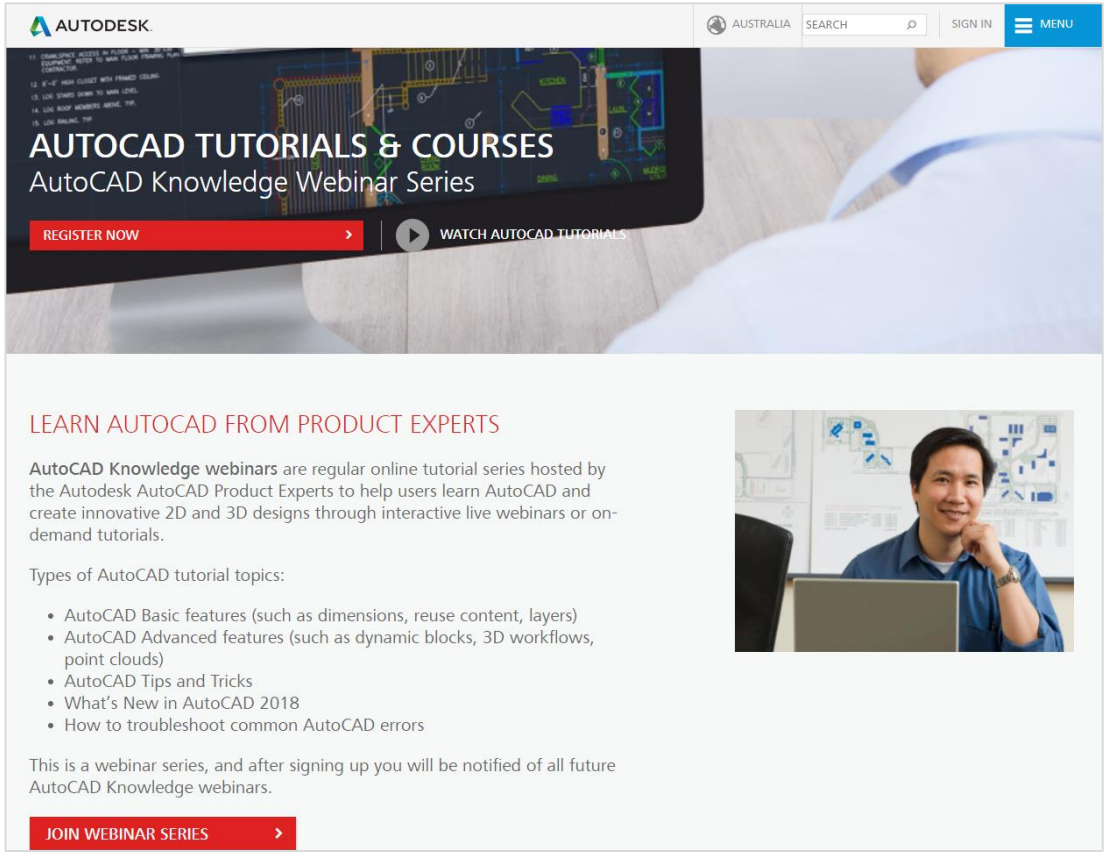
Autodesk Help Webinars Landing Pages

- Our Help Webinars are available here, even if you had to miss any of the sessions.. You can watch them any time !



AutoCAD Landing Pages by Country :

www.autodesk.com.au/campaigns/autocad-tutorials

www.autodesk.com.sg/campaigns/autocad-tutorials

www.autodesk.in/campaigns/autocad-tutorials

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Autodesk Knowledge Network

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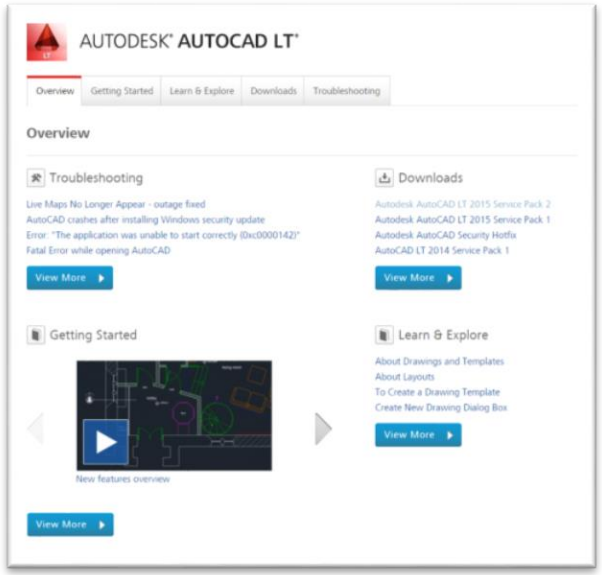

AutoCAD LT

- Getting Started
- Learn & Explore
- Downloads (Hotfixes, Licensing fixes etc.)
- Troubleshooting
- System Requirements

AutoCAD

- Getting Started
- Learn & Explore
- Downloads (Hotfixes, Licensing fixes, etc.)
- Troubleshooting
- System Requirements

Customer Service

Installation, Activation, & Licensing

Account Management

Community (Forums, Blogs, Ideas, Articles, Screencast.)

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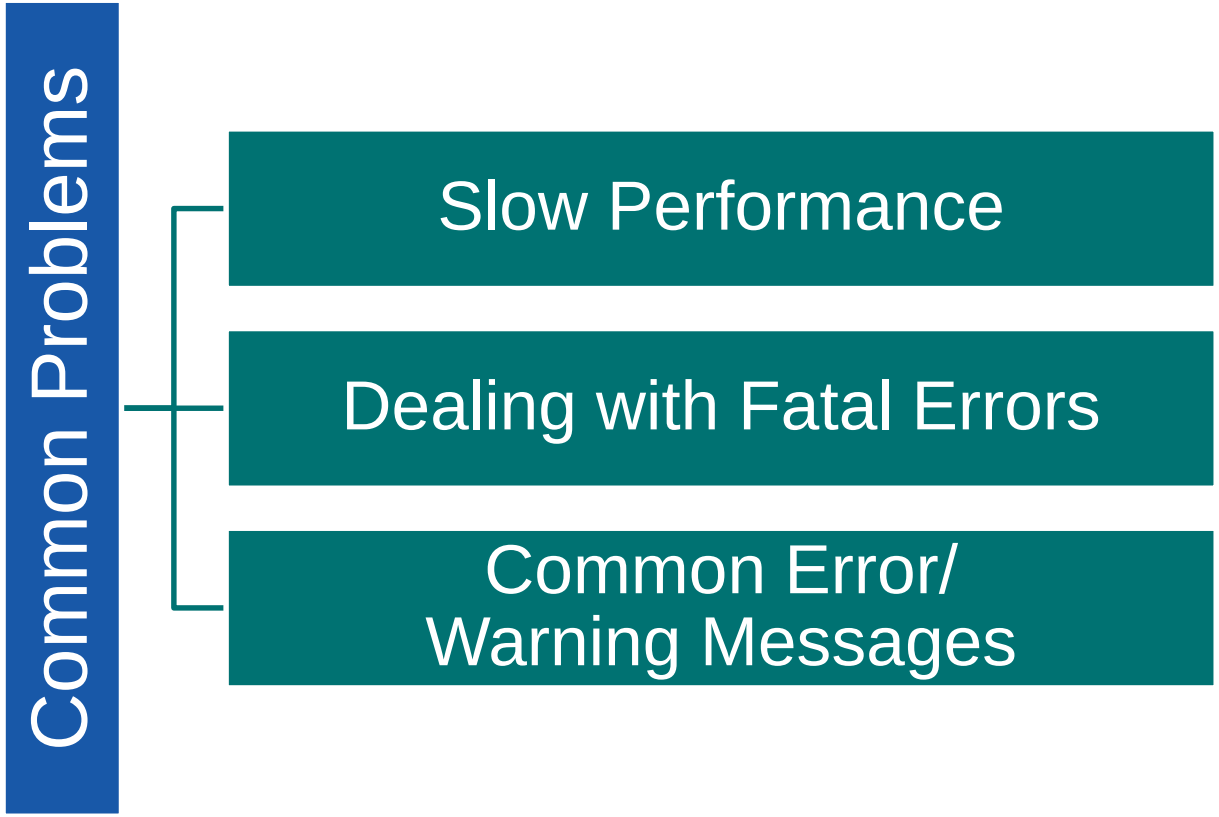
This Webinar's Agenda



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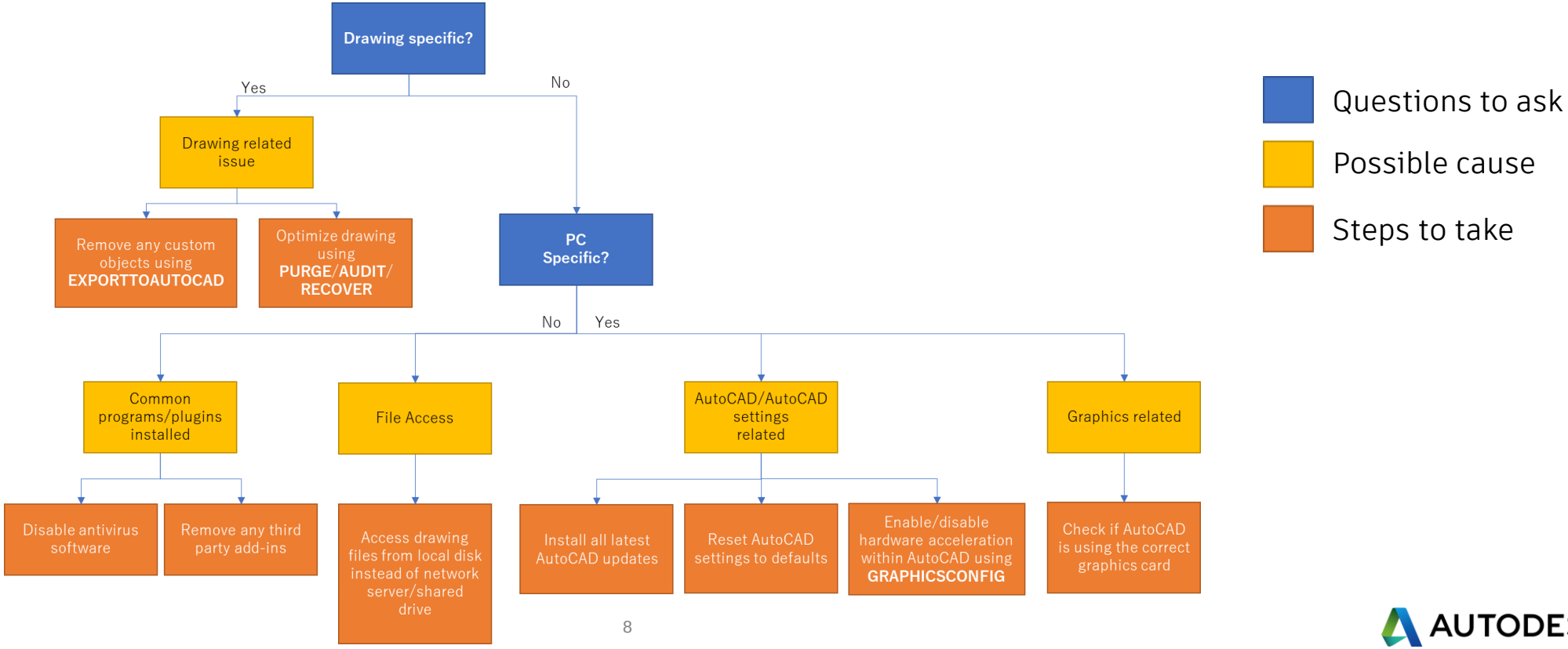
Slow Performance in AutoCAD (1)

How to troubleshoot and speed up performance?

- When working in AutoCAD drawings, performance may be slow. How can we troubleshoot?

- Basic Troubleshooting Flowchart:



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Slow Performance in AutoCAD (2)

How to troubleshoot and speed up performance

- General troubleshooting:
  - Install all latest AutoCAD updates
  - Reset AutoCAD settings to defaults
  - Enable/disable hardware acceleration within AutoCAD using **GRAPHICSCONFIG**
  - Disable any file management software used
  - Delete temporary files
  - Open drawing files from local drive instead of network server
- File Troubleshooting:
  - Try Optimizing the AutoCAD drawing file: Purge, Audit & Recover
  - Try removing objects (especially Splines) with multiple vertices
  - Try removing any external references
  - Try testing various visual styles
  - Try moving drawing content nearer to origin 0,0
  - Try **EXPORTTOAUTOCAD** to remove custom objects
- Hardware Troubleshooting
  - Check if your AutoCAD is running on the correct/certified graphics driver
  - Check if your graphics driver is updated to the latest version
  - Check if any antivirus program or windows defender keep scanning while using AutoCAD
  - Check Windows Event Viewer log and see if any error codes are detected while using AutoCAD
- Slow or poor performance in AutoCAD

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Fatal Errors

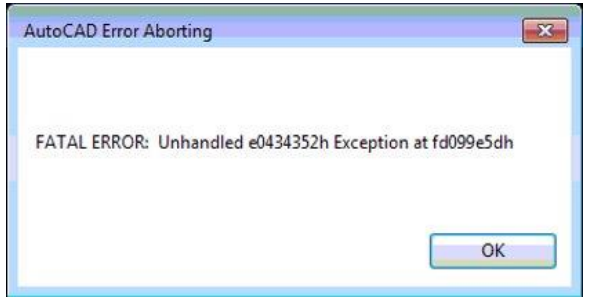
How to troubleshoot fatal errors

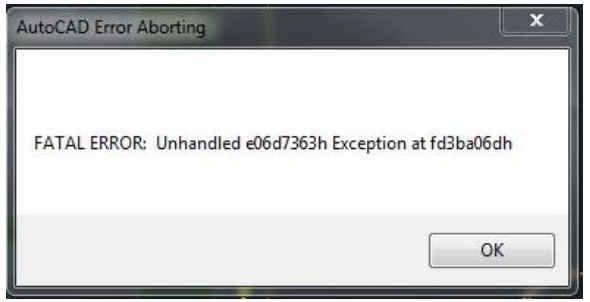
- When working in AutoCAD drawings, you may experience a fatal error.

- Difficult to specify and determine the cause.

- Steps to take:
  1. Take note of the fatal error message.
  2. Search for any relevant articles on our Autodesk Knowledge Network. Try out the solutions.
  3. Follow the troubleshooting flowchart (slide 8).

- Additional steps:
  1. Check the Windows Event Log for any additional errors occurring.
  2. Check if there are any pending Windows updates.
  3. Reinstall Microsoft Visual C++ Redistributable files.
     How to remove and reinstall Microsoft Visual C++ Runtime Libraries
  4. Reinstall or refresh .NET Framework
     How to remove and reinstall the Microsoft .NET Framework
     Microsoft .NET Framework Repair Tool
  5. Check if the same issue occurs in a new Windows administrator account
     How to create a new local administrator Windows user account





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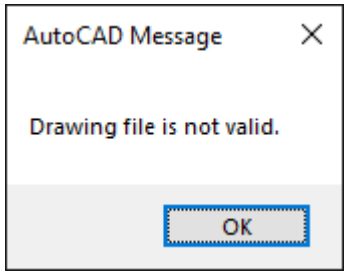
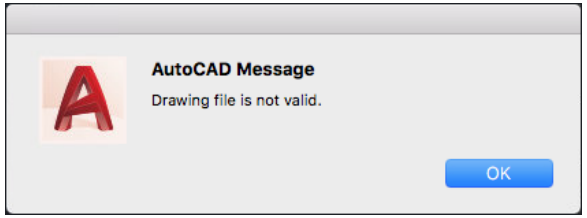
Error: Drawing file is not valid

Dealing with file corruption

- 'Drawing file is not valid' error shows when opening a .DWG file



- Possible causes of file corruption:
  - AutoCAD suddenly crashed
  - File saved in network location
  - File was created by a third-party software or shared online



- Steps to take:
  - Recover the drawing file using **RECOVER/RECOVERALL**
  - Check for any backup (.bak) or autosave (.sv$) files available
  - If it was shared online or email, request the party to reupload/resend.
- "Drawing file is not valid" when opening a file in AutoCAD

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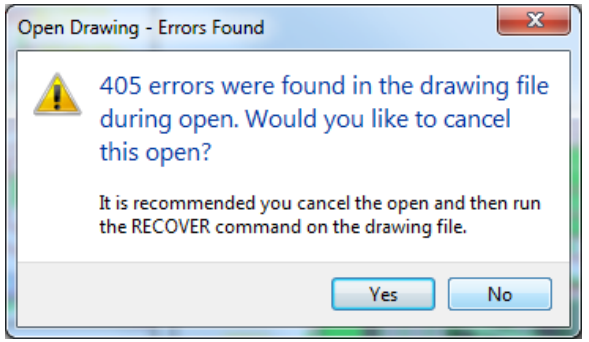
Error: X number of errors were found in the drawing file during open

Dealing with file corruption

- Possible causes:
  - Corrupted drawing
  - Faulty AutoCAD installation
- Steps to take:
  - Recover the drawing file and perform **PURGE/AUDIT** to clean the drawing
  - Ensure that AutoCAD runs as an administrator
  - Reinstall AutoCAD



- Error: "[number] errors were found in the drawing file during open" when opening a drawing in AutoCAD

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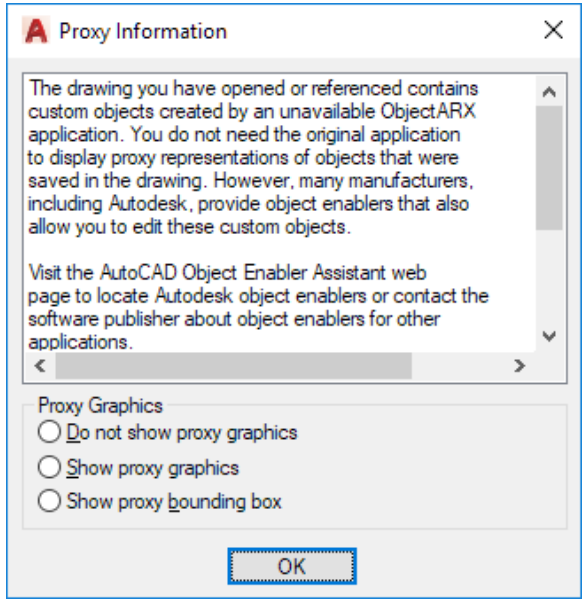
Warning: Proxy Information – The drawing you have opened or referenced contains custom objects created by an unavailable ObjectARX application.

Understanding proxy objects and their behavior

- When opening a file, the Proxy Information dialog box shows.
- Warns users that the drawing contains custom objects possibly created in another software (e.g. Civil 3D). The file will continue to open but it is necessary to choose how these proxy graphics will display.
- For some custom objects, it might be necessary to install Object Enablers to view them with intelligence.
- To disable this notification, set **PROXYNOTICE** to 0.



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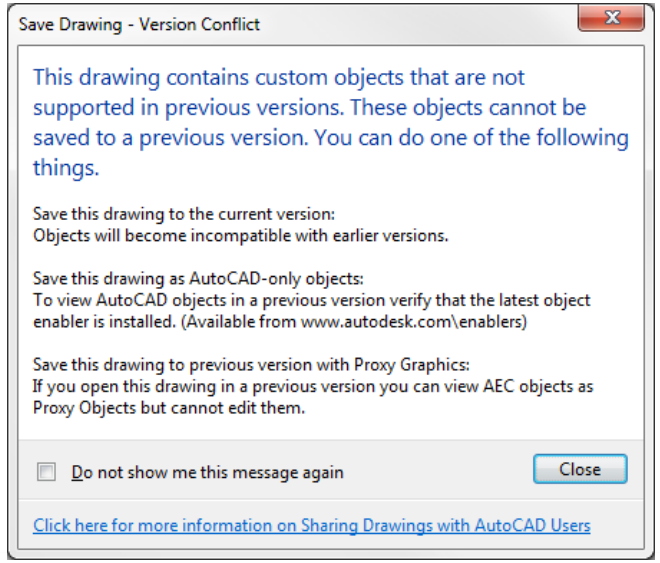
Warning: This drawing contains custom objects that are not supported in previous versions.

Understanding proxy objects and their behavior

- When saving a drawing file to a previous file version (e.g. AutoCAD 2010 .dwg), this warning message might appear.

- Warns users that the drawing contains custom objects possibly created in another software (e.g. Civil 3D). Once custom objects are saved to a new version, they are no longer backwards compatible i.e. saving them to an older file format will cause them to lose intelligence.

- Steps to take:
  - Save the drawing file to the current version. Custom objects will be viewable with intelligence.
  - Remove custom objects by saving this drawing as AutoCAD-only objects using **EXPORTTOAUTOCAD** command
  - Continue saving to an earlier file version. Custom objects will not have intelligence and be shown as proxy graphics.
- This drawing contains custom objects that are not supported in previous versions.



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Summary

What to do when you have an issue you are not sure of

- Check:
  - Is AutoCAD functioning with the right settings and updates?
  - Is the issue drawing specific?
  - Is the issue PC specific?
  - Is there are any specific error message?
  - Using the troubleshooting flowchart
- Do a quick search in our Autodesk Knowledge Network articles to find possible solutions.
- Contact Support here if you need help
- Bookmark and save useful articles such as:
  - How to repair corrupt AutoCAD files
  - Optimizing the AutoCAD Drawing file: Purge, Audit & Recover
  - Slow or poor performance in AutoCAD

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Thank you for joining us!

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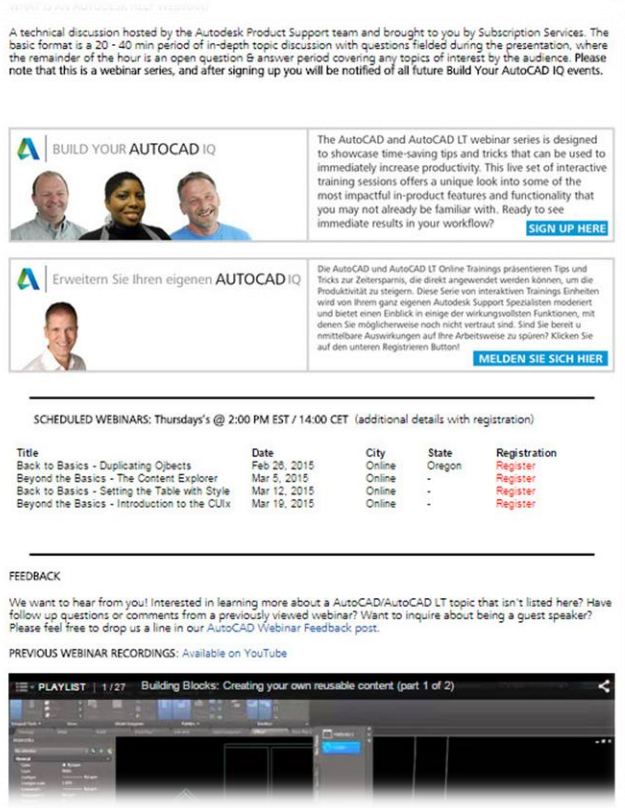
- Have more questions or feedback for us?
  - Ask follow up questions and post future webinar ideas here.
  - Tiny URL: http://tinyurl.com/mvedtn6
    - Link is also in the Webinar reminder email

- Or email us directly:
  - apac.webinars@autodesk.com
  - Subject line: **AutoCAD Webinars**



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Q&A

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Q&A

1	Why do you have to install the C3D object enabler? Why isn't it included in the AutoCAD default installation?	Hi, the reason is there are too many object enablers out there. Installing them all together may cause performance issue. So we leave the options to the end-users themselves.
2	Will the Proxy message leads to education stamp, when we downsave to lower version?	No, the education stamp appears when you create a file that was created from educational licensed product or copy&paste any objects from the drawing created in a non commerical license.
3	Can I continue to use AutoCAD 2017 (Subscription licence) after AutoCAD 2021 is released next year..?	If you renew the subscription, you will not be able to use the license for 2017. 2017 will not be supported by Autodesk after the new release in March. More info here, https://knowledge.autodesk.com/contact-support
4	This drawing is created by educational product showing in printed drawing, how can i remove it	Officially, you may not be able to remove the educational stamp. you may search in the google for workaround, but we don't recommend. Here is the related article regarding on the issue. https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Educational-Plot-Stamp-Removal-Issues.html
5	Will drawings created in AutoCAD Architecture 2020 be readable in AutoCAD 2020	Yes, AutoCAD has built in Object enablers for AutoCAD Architecture drawings that allows you to read those objects without any issues in vanilla AutoCAD.
6	Virtual device: Dx11 (Hardware) The card and driver does not meet the minimum requirement. How does it affect the performance of CAD on my PC? Tuning Date: Virtual device: Dx11 (Hardware) The card and driver does not meet the minimum requirement.	Dx11 is system requirement, and if it says it's not meeting the minimum requirment, that's more related to your Graphic card and driver version. Even it says it's not meeting the requirement, that doesn't mean you will defenitley have problems. You may able to optimize the performance through these articles. 1. https://knowledge.autodesk.com/support/autocad/learn-explore/caas/sfdcarticles/sfdcarticles/How-to-force-your-laptop-to-Run-with-Graphics-Processor-vs-the-default-Integrated-Graphics-for-InfraWorks.html 2. https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Graphics-system-causes-slow-performance-in-AutoCAD.html 3. https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Improving-AutoCAD-performance-with-older-graphics-cards.html 4. https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Poor-graphics-performance-with-AutoCAD-for-Windows.html
7	What is a specialised toolset?	Hi, specialised toolsets are like AutoCAD Mechanical, AutoCAD Architecture and etc. Now these are all available in One AutoCAD package. You can find more details here: https://www.autodesk.com/products/autocad/included-toolsets
8	what are some examples of virus software that affects performance?	There are tons of different things THAT can affect the performance, not just a virus, but it can be server connection, anti-virus program, driver version, windows update, 3rd party plug in, file corruption, etc.
9	Any recommendations for identifying and fixing non-manifold meshes or gabs in mehes (open meshes)?	AutoCAD has very primitive mesh types. This help article has some info around it - https://knowledge.autodesk.com/support/autocad/learn-explore/caas/CloudHelp/cloudhelp/2019/ENU/AutoCAD-Core/files/GUID-C0251558-62FC-4169-ADA2-DED728278556-htm.html
10	Why my autocad receive drawing from China company always corrupted?	Lot of reasons for a drawing corruption. I would start with here - https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Avoid-problems-that-can-cause-drawing-file-corruption-or-data-loss.html

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11	No overkill?	overkill will be last option, but it sometimes erase some of proxy information object so we don't normally recommend unless the file is too corrupted.
12	How can we identify dense hatch patterns? We would like to erase them from the drawings.	If the hatch density is too high, you may get out of memery errors. In such times you can play with the two commands MAXHATCH and HPMAXLINES and decreasing these values will improve performance.
13	Will the proxy information dialog box pops-up every time you open this Vehicle Tracking Drawing autocad file?	Hello, yes it will always pop up until the object enabler is installed or by using AECTOAUTOCAD command. Alternatively, this prompt may be disabled by setting PROXYNOTICE to 0.
14	Can you provide the links again for the installation files to view Civil 3d/Mechanical/Electrical Objects?	Here is the link for to find the object enabler download Airtlcles. https://knowledge.autodesk.com/search?cg=Downloads&sort=score&page=1&downloadType=Object%20Enablers&_ga=2.180772583.1536366035.1574313078-1311992285.1537232265. Some of the toolsets like Mechanical, Electrical and Architecture doesnt have OE and vanilla AutoCAD will be able to read them without an OE installed.
15	What happens if you are using Autocad LT and accidentally opens an Autocad file containing 3D extruded objects in it?	This 3D object might have the Z value, but you may be limited to modify it.
16	Can you provide the link for the Autocad dwg files launcher?	AcLauncher.exe is in the location of C:\Program Files\Common Files\Autodesk Shared\AcShellEx
17	Graphic card requirements of AutoCAd full version and AutoCAD LT Version	Hi, this link will take you to the certified graphics hardware page for Autodesk products. https://knowledge.autodesk.com/certified-graphics-hardware
18	Need more information on FATAL ERRORS	if you have more questions on the certain Fatal errors that you are facing, kindly raise a case for us to assist you. Autodesk support link https://knowledge.autodesk.com/contact-support
19	How do i create a custom hatch in autocad 2020?	Here is the link for the information to create a hatch from AutoCAD. https://knowledge.autodesk.com/support/autocad-lt/learn-explore/caas/CloudHelp/cloudhelp/2019/ENU/AutoCAD-LT/files/GUID-7E1BFC62-C5F2-48C6-84D7-71FAD4DF0BEF-htm.html
20	Can the Fatal errors have a simple code?	Fatal errors come with randomized alphanumeric messages. There will be two set of random alphanumeric messages. Best way to search for similar errors would be to use the first set. Example : FATAL ERROR: Unhandled e06d7363h Exception at 757b845dh. In this case search for e06d7363h to find similar issues and solutions in our Autodesk Knowledge network.
21	When is available webinar for issues related to x refs?	Thank you for the feedback! We will include them in future webinars.
22	Overkill does not work on CAD LT version	OVERKILL command is working in AutoCAD LT version. If OVERKILL is not working from your computer, kindly check again or reset to default the setting or contact us for help.
23	Good day..can i ask again on how to repair a corrupted autocad file?	Hi, the command we normally use to repair a corrupted AutoCAD file is RECOVER. You can refer to the article: https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/AutoCAD-File-Corruption.html
24	The main drive on my computer with Revit and Autocad is nearly full. If i would like to install other AEC software on a separate drive will this affect performance when moving data between the AEC programs?	it will be depends on the system and environment, so we cannot be so sure. if you have any problems after installation, you can contact us for the help. Autodesk support link https://knowledge.autodesk.com/contact-support

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Q&A

25	Thanks for session. please tell me why i cant see dwg symbol in window?	Hello. Please try to reassociate the dwg files to the AutoCAD DWG Launcher. See https://knowledge.autodesk.com/support/autocad/learn-explore/caas/sfdcarticles/sfdcarticles/DWG-file-type-associativity-in-Windows.html
26	Is there any option to cleanup the uncouncil layers in drawiing file? and great to know reasons for it? These are occuring again and again.	You can select all the layers from layers window, then right click and click reconcile layer. About the reason Unreconciled layers are layers that have been added to the drawing or to attached xrefs since the layer list was last evaluated. To reconcile a layer in the drawing you have to manually select it and mark it as reconciled. If necessary, open the Layer Properties Manager by clicking Home tabLayers panelLayer Properties. In the tree view on the left, select the Unreconciled Layers group. All layers that have been added to the drawing or its xrefs since the last user-specified action (for example, reloading an xref), are listed. To reconcile a new layer, select the layer name or status, right-click, and click Reconcile Layer. This will add the layer to the layer baseline and not display it as new anymore in the drawing.
27	Hi. When I get a drawing from someone else they have external reference which link to some location I don't have access to. I got to ExternalReferences to detach these, but that process still takes so long (minutes and minutes). Is there a faster option I can do?	Try PURGE(all)/-PURGE(r)/AUDIT(y) command first and change the INDEXCTL variable and see if this is helping. And if this is not helping and need a help, kindly contact our support team. https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/documentation/ACD/2014/ENU/files/GUID-5A45465D-287F-460A-91B5-2CB8593FC7F1-htm.html
28	I'm facing a problem is when i open the file received from the other consultant, the drawings get stuck when i open it. then further when i switch off the WIFI, the drawings work smoothly. why is this problem?	If you have opened the file directly from the e-mail without saving the file in local drive, this might have related to the internet connection. If this is not the case and need our assistance, kindly contact our support team.
29	Are there any major differences with LT?	Hi, basically AutoCAD LT is a light version of AutoCAD. The difference is with the features. Regarding troubleshooting, the methods would be pretty much the same. For more information about the feature comparison, you can refer to this page: https://www.autodesk.com/compare/autocad-vs-autocad-lt
30	Which is better to use the purge or audit?	HI, PURGE and AUDIT serve different purposes. PURGE is mainly to remove un-used items and AUDIT is to check if there is any errors. ,we normally recommend to use for both command. Purge is to erase the remaining cache files, and Audit only detects the errors and fix it
31	Difference between true dwg viewer and object enabler?	DWG TrueView enables users to view and plot AutoCAD DWG and DXF files, and to publish these same files to the DWF file format. And object enablers are collaboration utilities that allow users of other Autodesk products to view and manipulate objects created in AutoCAD vertical products without showing the proxy error message when you opening file.

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