

Windows User Profile Issues

Scenarios:

- *“Problem occurs only when John logs in -others seem fine.”*
- *“I don’t encounter the problem with my admin account.”*

Possible Cause:

Corrupted windows profile

Suggestions:

Try login using other Windows user account and Admin account

If problem occurs on all user account, except Administrator:

- Likely to be profile restriction or permission related
- Contact customer IT admin for further analysis

If problem only occurs on a specific user account:

- **Create a new AutoCAD profile**
 - ✚ *OPTIONS -> Profiles tab -> “Add to List...”*
- **Reset new profile to AutoCAD default**
 - ✚ *“Reset” button*
- **Set the profile current**
 - ✚ *“Set Current” button*
- **Try this first, before trying the triggering of the secondary installer**

Note: In AutoCAD LT profiles can’t be changed.

So for LT, try this first: <http://2dcad.info/PDF/CUI%20Issues.pdf>

If problem only occurs on a specific user account:

- **Trigger „Secondary Installer**
 - ✚ **Log on to the computer as that user.**
 - ✚ **In the Registry Editor, delete the following subkey:**
 - *HKEY_CURRENT_USER\Software\Autodesk\<product name>*
 - ✚ **In Windows Explorer, delete the following user's application folders:**
 - *C:\Documents and Settings\<user name>\Application Data\Autodesk\<product name>*
 - *C:\Documents and Settings\<user name>\Local Settings\Application Data\Autodesk\<product name>*
 - ✚ **Re-start the product. This will initiate the secondary installer, recreating the deleted files and folders**

Note: Performing these steps will remove all customization done previously and reset the product to out-of-the-box state.

Note regarding Support Content Redirection:

- **AutoCAD 2010 Support Content Redirection feature allows deploying support content to locations other than the local user profile**
- **Secondary Installer tip may not apply under such scenario**
- **Support content may be located in folders other than the local user profile folder.**