

SOP: AutoCAD & Revit Launch Failure Troubleshooting

Document ID: S.D.S. - SOP-001

Target Audience: All Design Staff

Objective: To resolve "Unable to run" or ".NET Missing" errors during Autodesk software startup.

1. Initial Assessment (The "Quick Fix")

Before diving into technical repairs, verify the basics. Often, the software just needs a "nudge."

- **Check Internet Connection:** Ensure you are connected to the office VPN (if working remotely) or the local network.
- **Restart Your Machine:** It sounds cliché, but a reboot clears hung background processes that prevent Autodesk services from starting.

2. Verify Autodesk Identity & Licensing

If the software vanishes immediately after the splash screen, the "Security Guard" (Identity Manager) is likely stuck.

Action Steps:

1. **Open Task Manager (Ctrl+Shift+Esc):** Look for AdskIdentityManager.exe. If it's stuck, right-click and **End Task**.
2. **Check Windows Services:**
 - Type "Services" in the Windows Search bar.
 - Find **Autodesk Desktop Licensing Service**.
 - If it is "Stopped," right-click and select **Start**. If it is "Running," right-click and select **Restart**.

3. Resolving the ".NET Framework" Error

If you receive an error stating "**A dependent component Microsoft .NET is missing,**" follow these steps:

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Step	Action	Why?
A	Run the Microsoft .NET Framework Repair Tool .	Automatically detects and repairs corrupted framework files.
B	Check Windows Features .	Type "Turn Windows features on or off" in Search. Ensure .NET 3.5 and 4.8 (or higher) are checked.
C	Reinstall .NET.	If A and B fail, contact the BIM Manager to perform a clean reinstall of the .NET package.

4. The "Autodesk Access" Health Check

Preventative maintenance is the best cure. Ensure your local components are up to date via the **Autodesk Account** portal or the **Autodesk Access** app.

- **Identity Manager Update:** Critical for login stability.
- **Licensing Service Update:** Ensures your seat is recognized.
- **GPU Driver:** Ensure your graphics card driver is compatible with the version of AutoCAD/Revit you are running.

5. The "Nuclear Option": Reset to Default

If the software opens but behaves erratically or hangs, you may need to reset your user profile.

- **Warning:** This will reset your toolbars, ribbons, and custom paths to factory settings.
- **How:** Go to the Windows Start Menu > AutoCAD [Version] > **Reset Settings to Default**.

6. Escalation Protocol

If you have completed Steps 1 through 5 and the software still refuses to launch, it's time to call in the experts.

When opening a ticket with the BIM Manager, please provide:

1. A screenshot of the specific error message.

2. Your current Windows version (Type winver in search).
3. Confirmation that you have attempted the **Services Restart** (Step 2).

Note to Users: Do not attempt to modify the Windows Registry or delete files in the C:\ProgramData\Autodesk folder without direct supervision from the BIM Manager.

Official Reference Links:

- [Troubleshooting: Unable to run AutoCAD](#)
- [Troubleshooting: .NET Component Missing](#)