



Autodesk Knowledgebase Article Starting AutoCAD® in Windows® diagnostic mode

Published date: 2007-Oct-26

ID: TS1054234

Applies to:

- AutoCAD® 2009
- AutoCAD® 2008
- AutoCAD® 2007
- AutoCAD® 2006
- AutoCAD® 2005
- AutoCAD LT® 2009
- AutoCAD LT® 2008
- AutoCAD LT® 2007
- AutoCAD LT® 2006
- AutoCAD LT® 2005

Issue

You are experiencing problems with AutoCAD®, and you want to know how to start Windows® in a clean environment in order to troubleshoot the problem.

Solution

A common way to troubleshoot AutoCAD problems is to run the software in safe mode. However, this method of troubleshooting does not work with newer versions of software because the necessary Autodesk licensing services do not load in safe mode.

In this situation, the best troubleshooting alternative is to use MSCONFIG to restart the Windows system in a state similar to safe mode, but with the licensing services running. Follow these steps:

1. On the Start menu (Windows), click Run (Windows 2000/XP) or StartSearch (Windows Vista).
2. In the Run dialog box, enter msconfig. Click OK.
3. In the System Configuration Utility box, select the Diagnostic Startup option.
4. On the Services tab, select the Autodesk Licensing Service option ([Turns it back on](#)).
5. Click OK.
6. When prompted, restart Windows.

Note: If you are running a network-licensed version of the product, you will first need to borrow the network license.

To return to a normal Windows startup

1. On the Start menu (Windows), click Run (Windows 2000/XP) or StartSearch (Windows Vista).
2. Enter msconfig, and then click OK.
3. In the System Configuration dialog box, on the General tab, select Normal Startup.
4. Click OK.
5. When prompted, restart Windows.