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Troubleshooting - AutoCAD - Unknown command after CI Install

 | Updated May 31, 2017 by [MartinBurch](#) | Tags: *None*

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Introduction

There may also be an issue where the menu does not load, unless you use the CUILOAD command directly to load the TrgaAcad_en.cuix directly from the install directory.

Then, attempting to log in results in a _TRGA_LOGIN Unknown command "TRGA_LOGIN" message.

The cause of this issue is that the CAD Integrator/Publisher is not initializing correctly.

First Steps

Make sure you have already done the following:

- Attempted to do a clean uninstall, and then reinstall
- Verify you did the install with a 64-bit JVM installed, and selected the 64-bit JVM in the installer screens
- Ran the installer as an Admin

Install Verification

Verify the following:

- The installer location (e.g. default is "C:\Program Files\IBM\TRIRIGA\CI-12") has files deployed. If there are no files, verify you ran the installer as an Admin, and if so, open a PMR as it's probably as serious issue.
- When opening AutoCAD, check to see if there is a ci_init.out file created in "C:\ProgramData\IBM\TRIRIGA\CAD Integrator" directory. If so, gather this log, as well as the ci.log and ci.out logs as described here: [Turn on full logging in CI](#). Keep these and open a PMR. The most likely issue is that the JVM is not initializing for some reason, and will likely require additional support. Might be a similar issue as [AutoCAD fails to load CAD Integrator in 32-bit Windows OS](#), which was a JVM heap space issue.
- If there is *not* a ci_init.out, then proceed to the next step:
- Verify that you can follow the steps to run NETLOAD, and manually load CAD Integrator, as described here: [Manually Loading CI using Netload](#).

The Issue

Assuming NETLOAD works, the main issue is that probably the CI installer does not have permission to update the registry. CI actually use the JVM and the command line to update the registry, so on certain secure systems, it may not be allowed to update the registry as needed to tell AutoCAD to load CAD Integrator.

Workaround(s)

- Run NETLOAD on launch each time
- To automatically run NETLOAD, follow this <https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/How-to-autoload-DLLs-with-AutoCAD.html>
 - For workaround A, for example, you can create/update the acad2017doc.lsp file (for AutoCAD 2017) with the following: (command "_netload" "C:\\Program Files\\IBM\\TRIRIGA\\CI-12\\bin\\ac\\TRGACI2013.dll")
 - For workaround B, it requires registry updates. The CI installer actually updates the registry in this way to enable automatic loading. If you are more interested in this fix, this will require specific advice that would likely entail a forum post or PMR.

Root Cause

The main issue is a permission issue where the CI Installer cannot update the Windows registry to enable automatic loading, which is outside the control of the CI Installer. If the CI installer cannot update the registry, then refer to the workaround above.

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