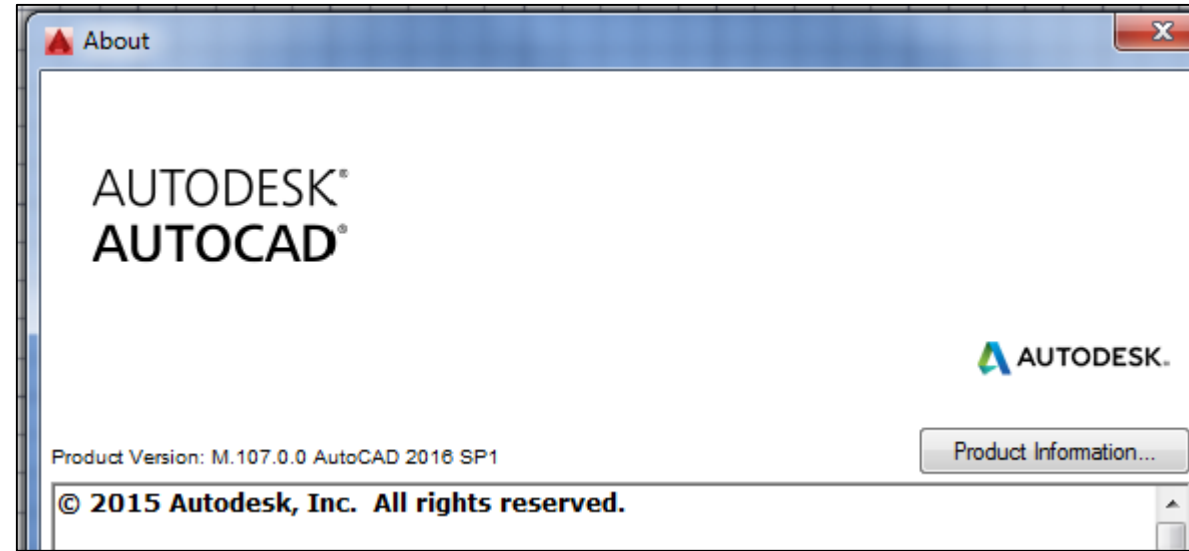


I am using AutoCAD 2016 and as of this week, it has been crashing every time I have attempted to use it.



My laptop information for reference if needed.

Windows edition

Windows 7 Enterprise

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Service Pack 1

Rating:

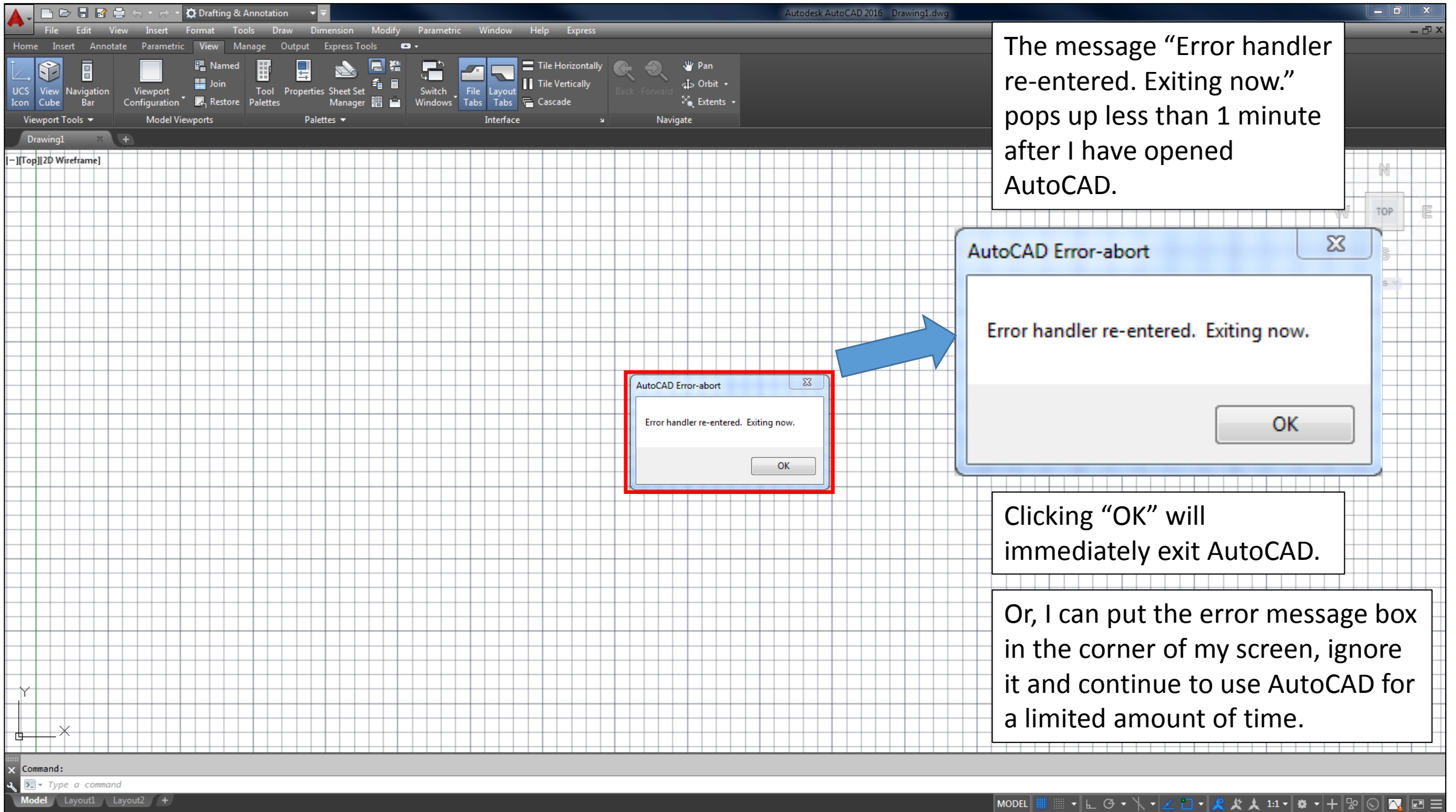
**6.4** Windows Experience Index

Processor: Intel(R) Core(TM) i5-2540M CPU @ 2.60GHz 2.60 GHz

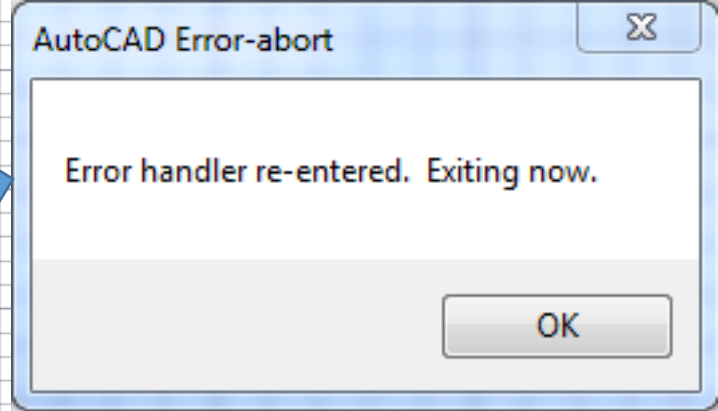
Installed memory (RAM): 8.00 GB (2.94 GB usable)

System type: 32-bit Operating System

Pen and Touch: No Pen or Touch Input is available for this Display



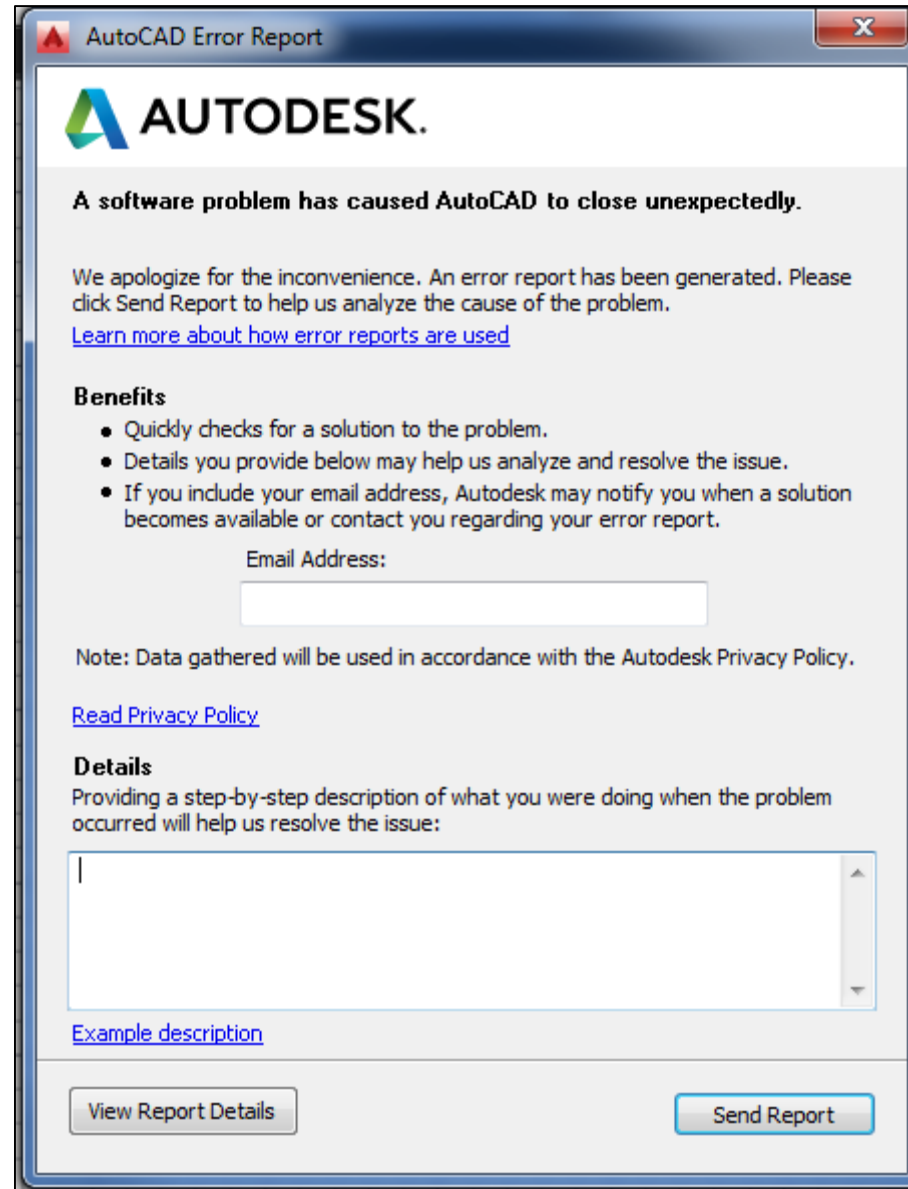
The message "Error handler re-entered. Exiting now." pops up less than 1 minute after I have opened AutoCAD.



Clicking "OK" will immediately exit AutoCAD.

Or, I can put the error message box in the corner of my screen, ignore it and continue to use AutoCAD for a limited amount of time.

Shortly after the error message appears, I receive a prompt to send an AutoCAD Error Report. I have submitted several of these.



The image shows a screenshot of the 'AutoCAD Error Report' dialog box. The window title is 'AutoCAD Error Report' with a close button (X) in the top right corner. The Autodesk logo is prominently displayed at the top left. The main text reads: 'A software problem has caused AutoCAD to close unexpectedly.' Below this, it says: 'We apologize for the inconvenience. An error report has been generated. Please click Send Report to help us analyze the cause of the problem.' There is a link: '[Learn more about how error reports are used](#)'. Under the heading 'Benefits', there is a bulleted list: '• Quickly checks for a solution to the problem.', '• Details you provide below may help us analyze and resolve the issue.', and '• If you include your email address, Autodesk may notify you when a solution becomes available or contact you regarding your error report.' Below the list is a label 'Email Address:' followed by an empty text input field. A note states: 'Note: Data gathered will be used in accordance with the Autodesk Privacy Policy.' There is another link: '[Read Privacy Policy](#)'. Under the heading 'Details', it says: 'Providing a step-by-step description of what you were doing when the problem occurred will help us resolve the issue:' followed by a large empty text area with a vertical scrollbar. At the bottom, there are two buttons: 'View Report Details' and 'Send Report'.

**AutoCAD Error Report**

**AUTODESK.**

**A software problem has caused AutoCAD to close unexpectedly.**

We apologize for the inconvenience. An error report has been generated. Please click Send Report to help us analyze the cause of the problem.  
[Learn more about how error reports are used](#)

**Benefits**

- Quickly checks for a solution to the problem.
- Details you provide below may help us analyze and resolve the issue.
- If you include your email address, Autodesk may notify you when a solution becomes available or contact you regarding your error report.

Email Address:

Note: Data gathered will be used in accordance with the Autodesk Privacy Policy.  
[Read Privacy Policy](#)

**Details**  
Providing a step-by-step description of what you were doing when the problem occurred will help us resolve the issue:

[Example description](#)

After I receive the first prompt to send an AutoCAD Error Report, I get another one. Again, I have submitted several of these.

**AutoCAD Error Report**

**AUTODESK.**

**A software problem has caused AutoCAD to close unexpectedly.**

We apologize for the inconvenience. An error report has been generated. Please click Send Report to help us analyze the cause of the problem.  
[Learn more about how error reports are used](#)

**Benefits**

- Quickly checks for a solution to the problem.
- Details you provide below may help us analyze and resolve the issue.
- If you include your email address, Autodesk may notify you when a solution becomes available or contact you regarding your error report.

Email Address:

Note: Data gathered will be used in accordance with the Autodesk Privacy Policy.  
[Read Privacy Policy](#)

**Details**  
Providing a step-by-step description of what you were doing when the problem occurred will help us resolve the issue:

[Example description](#)

Here is the report information of the latest error report I have submitted.

**AutoCAD Error Report Details**

Error signature

- Application: AutoCAD
- Version: M.107.0.0
- Error: Unhandled Exception

This error report includes the following:

- Operating System name and version
- Product name and version
- Graphics configuration driver name and version
- Applications that were loaded when the error occurred
- Active command when the error occurred
- Computer name (if enabled via the Deployment Wizard or the CAD Manager Control utility)

Note: Even if you don't provide your contact information, it may be present in your error files. For questions about how this data is treated, please review the Autodesk Privacy Policy.

[Read Privacy Policy](#)

**Report Contents**


The error report contains the following files:

- acminidump.dmp
- dmpuserinfo.xml
- dumpdata.zip

File details:

[View file contents](#)

Close

 **AUTODESK.**

**AutoCAD® 2016**

**Thank you for sending your error report CER\_149034301 to Autodesk.**

We will analyze your report to determine how it can help us to improve our products and your experience with them. We will use the email address you provided to notify you when a solution is available.

If you want to contact Customer Support to follow up on this issue, please provide the error report number for tracking purposes.