Encompass® CAD Common Errors

A majority of ECAD errors can be resolved by making sure your files are up to date with what is available. For users with internet, files should automatically updated whenever updates are released. Manually updating all files can be done by running the 'ESYNCFULL' command at the AutoCAD command line. Once this command has finished executing, restart AutoCAD and test if that has fixed the issue. For users without internet access, the most recent updates for ECAD can be accessed from KI Furniture Symbols by downloading **Encompass CAD Update (latest release)** and installing the file.

AutoCAD & Revit Symbol Search Toolkit

Right-click and Save link as... to download symbol to your computer. Files shown with a *dwg extension are individual AutoCAD symbols that contain BOTH 2D & 3D information (when shown). Be sure to THAW all the AutoCAD Layers to view the 3D components of the symbol.
Note: Tags do not reflect true product designation.

Revit families are highlighted red and are a collection of Revit *rfa files and *txt Type Catalogs. Type REVIT in the Keyword search to retrieve a list of all available Revit families.

Tips and help with searching

Learn more about encompass on KI.com

Keyword Search: encompass   Submit   View Product Matrix   _____   (use this optional field to refine your search.)

Encompass CAD Install Program	Encompass CAD Install Program (zip package)	Installation Guide
Encompass CAD Update (latest release)	Encompass CAD Update (latest release) ZIP Package	Revision History
SQL Server 2014 Express LocalDB Install	SQL Database Update for Off-Line Application	Common Errors

Common Errors:

- Most 'Unknown command' errors can be fixed by reloading the ECAD menus.

  ```
  Command:
  Command: PWORKS Unknown command "PWORKS".   Press F1 for help.
  >_ ▼ Type a command
  ```

  o Type 'MENU' into the AutoCAD command line

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- o Navigate to C:/ECAD/MENUS/ and open the 00STARTUP.cuix
- o Load the relevant ECAD Environment
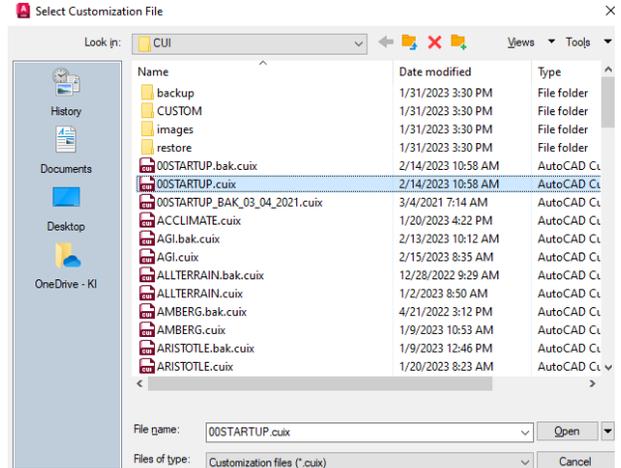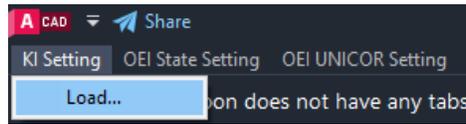
- Seeing output that looks similar to this is frequently caused by missing blocks. Try running the 'ESYNCFULL' command and make sure you are connected to the internet
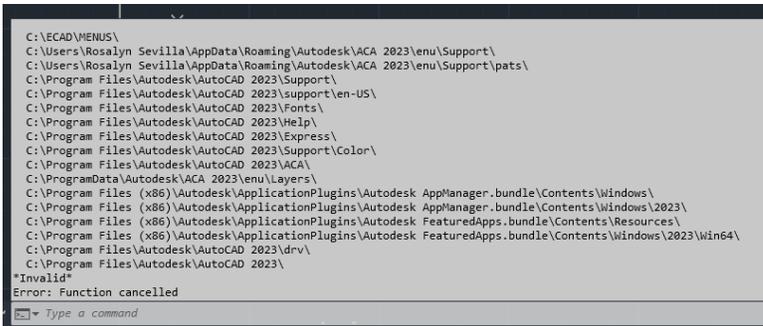
- Missing support files are caused by missing corresponding AutoLisp (.lsp) file. Try running 'ESYNCFULL' command.
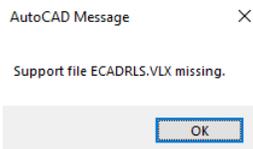
- Unable to verify file errors appear occasionally when reloading menus. Click 'Always Load' to all of these popups
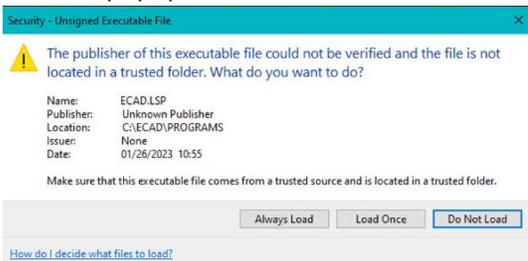
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- Unhandled exception error when opening an insertion interface. Click "Continue" and ignore the error. It should resolve itself as soon as you insert a product from the interface
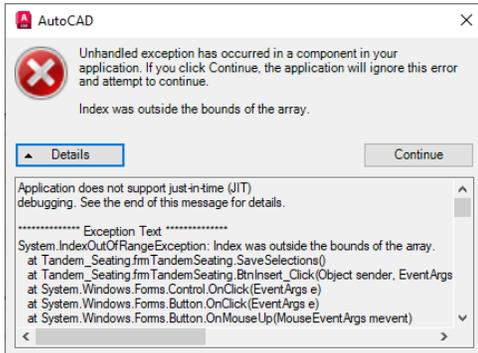
- AutoCAD Fatal Error messages when editing text elements occur due to an issue with certain hardware and software associated with AutoCAD.
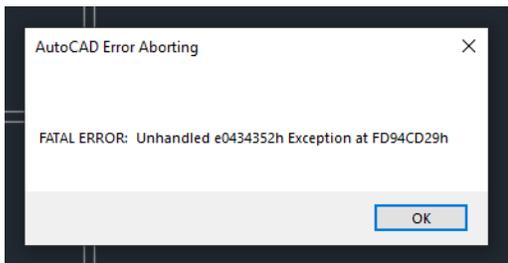
  - o Temporary fixes include:
  - o Typing 'MTEXTED' and entering 'notepad' as the default editor for MTEXT elements
  - o Typing 'DTEXTED' and entering 1
  - o The above are temporary fixes that avoid the issue without actually fixing it. Please contact the KI helpdesk by sending an email to helpdesk@ki.com for further assistance

- ECAD2013 Error 5, occurs when ECAD is unable to find SQL information (likely due to the user being offline)
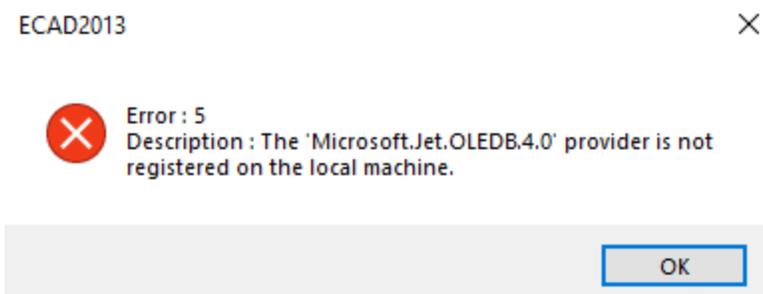
  - o To fix this error, type 'SQL' at the AutoCAD command line
  - o Select 'Yes' on the window that appears to turn on SQL

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Encompass Message ✕

Current SQL setting: OFF

Select Yes to activate SQL

| Yes | No |
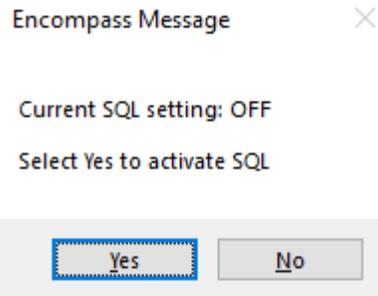
If you are encountering an error that is not described in this document or if you need further assistance with any of these errors, please contact the KI Help Desk by emailing helpdesk@ki.com.