SALESFORCE CASE ANALYSIS REPORT

Ticket ID:	TS020228920
Case Title:	Cook County - CAD Integrator issue

CASE DESCRIPTION

Hi,

The client, Cook Country, has AutoCAD 2021 Architecture and installed CAD Integrator 13.5 with Oracle JAVA.

At first they would launch AutoCAD and the TRIRIGA menu was not appearing. I was able to use MENULOAD and point to the CI file and now the menu appears. However, when they try to click any links within the CI menu it generates a "command unknown" error.

I had them test by launching CI with "run as administrator" to see if it was perhaps a permissions issue but the result is the same.

Similarly, CI installer was run as Administrator.

Can you recommend next steps to troubleshoot or are you available for a call with the client next week?

Thanks,

Doug

VERSION ANALYSIS

Case Type:	CAD Case
Platform Version:	Need confirmation from customer
Application Version:	Need confirmation from customer
CAD Integrator:	13.5

CASE FEED

2
TS020228920 (PC) - Cook County - CAD Integrator issue
Doug Woodroofe
ECIFM SOLUTIONS INC
Waiting on Client
@TRI: Default in IoT TRIRIGA
Show menu
Open in Subtab
Show menu
MC

9/22/2025 10:13 AM|Public|Mounika Chakka

Hi Doug,
We would like to follow up on our previous update,
I hope you're doing well. Could you please provide an update on the status of the issue? If you're still experiencing the problem, we can have a call to discuss it further.
Thanks
Mounika

9/22/2025 10:13 AM | Event: Automated Case Follow-up Stopped | Reason: The Next Action DateTime was changed | Mounika Chakka

MC

9/17/2025 4:58 PM|Public|Mounika Chakka

Hi Doug,
I hope you're doing well. Could you please provide an update on the status of the issue? If you're still experiencing the problem, we can have a call to discuss it further.
Thanks
Mounika

9/15/2025 4:03 PM | Event: Automated Case Follow-up Stopped | Reason: The Next Action DateTime was changed | Mounika Chakka

MC

9/15/2025 2:38 PM|Public|Mounika Chakka

Hi Doug,
Thanks for your response, we will wait to hear back from you!!
Thanks
Mounika

9/12/2025 11:31 PM | Event: inboundCommunication | Web/Email | Doug Woodroofe

DW

9/12/2025 11:31 PM|Public|Doug Woodroofe (Customer)

We are still having issues.

The client will make some adjustments and we will try again next week.

Thanks,

Doug

9/12/2025 11:31 PM | CaseHistory: Status Changed | Awaiting your feedback > Waiting for IBM | Doug Woodroofe

MC

9/12/2025 2:13 PM|Public|Mounika Chakka

Hello Doug,

We would like to follow up on our previous update which was shared on 8th September:

I hope this message finds you well.

We would like to inform you that the issue you reported is already addressed under known issue IJ47653 and has been resolved in CAD Integrator version 14.0.

To resolve the issue, you may either:

Install CAD Integrator version 14.0, or

Follow the steps provided in the following technote to address the issue in version 13.5:

http://ibm.com/support/pages/node/7235819

If the issue persists after trying both solutions, please let us know your availability for a call so we can assist you further.

Thanks

Mounika.

9/10/2025 6:51 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

9/10/2025 6:51 PM|Public|Mounika Chakka

Hello Doug,

We would like to follow up on our previous update which was shared on 8th September:

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We would like to inform you that the issue you reported is already addressed under known issue IJ47653 and has been resolved in CAD Integrator version 14.0.

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Follow the steps provided in the following technote to address the issue in version 13.5:

http://ibm.com/support/pages/node/7235819

If the issue persists after trying both solutions, please let us know your availability for a call so we can assist you further.

Thanks

Mounika.

9/8/2025 3:49 PM | Automation Update | CT_Summarization - Resolution

Confirmed Solution Not Summarized (No confirmed solution available)

Solution Attempts *Generated by watsonx*:

The issue reported is addressed under known issue IJ47653 and resolved in CAD Integrator version 14.0.

To resolve the issue, you may:
Install CAD Integrator version 14.0, or
Follow the steps provided in the technote at http://ibm.com/support/pages/node/7235819 for version 13.5.
If the issue persists, a call can be arranged for further assistance.
Accuracy:
1
2
3
4
5
Readability:
1
2
3
4
5
Used
Feedback
Detailed Feedback

9/8/2025 3:49 PM | CaseHistory: Solution Provided | Solution provided on 9/8/2025 3:47 PM | Mounika Chakka

MC

9/8/2025 3:47 PM|Public|Mounika Chakka

Solution Attempt
Hello Doug,
I hope this message finds you well.
We would like to inform you that the issue you reported is already addressed under known issue IJ47653 and has been resolved in CAD Integrator version 14.0.
To resolve the issue, you may either:
Install CAD Integrator version 14.0, or
Follow the steps provided in the following technote to address the issue in version 13.5:
http://ibm.com/support/pages/node/7235819
If the issue persists after trying both solutions, please let us know your availability for a call so we can assist you further.
Thanks
Mounika.

9/8/2025 3:47 PM | Event: Automated Case Follow-up Stopped | Reason: The Next Action DateTime was changed | Mounika Chakka

MC

9/8/2025 10:56 AM|Public|Mounika Chakka

Hi Doug,
I hope this message finds you well. Could you please share us with your availability for the next three days

anytime before 8:30 PM IST to discuss on this case. Kindly let us know the day and time that works best for you.
Thanks
Mounika.

JC

Hello,
IBM TRIRIGA SRE has received your case and has determined that it is a product support case. We will assign your case to product team and you will be contacted by the engineer.
Regards,
IBM TRIRIGA SRE Team

TRIRIGA CI Does Not Load Automatically in AutoCAD Architecture
To troubleshoot the CAD Integrator 13.5 issue in AutoCAD 2021 Architecture where the TRIRIGA menu appears after using MENULOAD but clicking on links generates a "command unknown" error, follow these steps:
1. Verify that the TRIRIGA CAD Integrator is properly configured to load automatically in AutoCAD Architecture. According to the documentation, you need to manually configure the necessary registry entries.
2. Open the Registry Editor by pressing Windows + R keys and typing regedit in the Run dialog box.
3. Navigate to the AutoCAD Applications Registry Path:
HKEY_LOCAL_MACHINE\SOFTWARE\Autodesk\AutoCAD\R24.2\ACAD-6104:409\Applications.
4. Create a New Registry Key for TRIRIGA CI by right-clicking on the Applications folder, selecting New > Key, and naming it "TRIRIGA CI".
5. Add the required values under the "TRIRIGA CI" Key:
- String Value: Description = "TRIRIGA CAD Integrator"
- DWORD (32-bit) Value: LOADCTRLS = 2
- String Value: LOADER = (full path to the CI DLL file, e.g., C:\Program Files\TRIRIGA\CI\tririga_ci.dll)
- DWORD (32-bit) Value: MANAGED = 1
6. Verify that the registry key setup matches the expected configuration:
- Description: String Value = "TRIRIGA CAD Integrator"
- LOADCTRLS: DWORD (32-bit) = 2
- LOADER: String Value = (full path to the CI DLL file)
- MANAGED: DWORD (32-bit) = 1
7. Restart AutoCAD Architecture to ensure the TRIRIGA CAD Integrator loads automatically.
If the issue persists after following these steps, you might need to investigate further into the specific error message "command unknown" and how it relates to the CAD Integrator and Oracle Java integration. The documentation provided focuses on configuring the CAD Integrator to load in AutoCAD Architecture, but it doesn't directly address the "command unknown" error or the Oracle Java integration specifics.
This may help you resolve the initial loading issue, and you can then focus on troubleshooting the "command unknown" error separately.
Accuracy:
1
2
3
4

5
Readability:
1
2
3
4
5
Used
Feedback
Detailed Feedback
AG

9/6/2025 6:02 AM|Internal|Agent_Watson

WiS Automation provided the following data to the service desk
cdscasenumber: TS020228920
cdsproduct: Facilities and Real Estate Management on Cloud (TRIRIGA)
cdsmissionteam: IoT-CDS TRIRIGA
cdsskill: N/A
cdsaccountname: ECIFM SOLUTIONS INC
cdsaccountcmr: 8294039
cdssiteurl: bam.tririga.com
cdscaseseverity: 2
cdscaseid: 500gJ0000049VIPQA2
cdssupportmissionalias: CLD
cdscaseentitlement: Embedded Solution Agreement
cdscasespecialhandling: IoT TRIRIGA - Facilities and Real Estate Management on Cloud (TRIRIGA)
cdscountry: US
cdsregion: NA
cdslinktocase: https://ibmsf.lightning.force.com/lightning/r/Case/500gJ0000049VIPQA2/view
cdscreatedatetime: Sat Sep 06 2025 00:32:19 GMT+0000 (Coordinated Universal Time)
(7c48ef00-b984-4191-9363-310a5af11b50)
AG

9/6/2025 6:02 AM|Internal|Agent_Watson

WiS Automation started collecting data to send to the service desk.
(7c48ef00-b984-4191-9363-310a5af11b50)

9/6/2025 6:02 AM|Internal|Doug Woodroofe (Customer)

Case Summary post indicates the current values of these fields, not the values as they were submitted
Subject: Cook County - CAD Integrator issue
Problem Description:
Hi,
The client, Cook Country, has AutoCAD 2021 Architecture and installed CAD Integrator 13.5 with Oracle JAVA. At first they would launch AutoCAD and the TRIRIGA menu was not appearing. I was able to use MENULOAD and point to the CI file and now the menu appears. However, when they try to click any links within the CI menu it generates a "command unknown" error.
I had them test by launching CI with "run as administrator" to see if it was perhaps a permissions issue but the

result is the same.

Similarly, CI installer was run as Administrator.

Can you recommend next steps to troubleshoot or are you available for a call with the client next week?

Thanks,

Doug

Must Gathers:

Service type : Defect/BreakFix

How is this impacting your business? : CAD Integrator not working

Site URL of the effected environment : bam.tririga.com

9/6/2025 6:02 AM | CaseHistory: Internal Status Changed | null > New Case Opened | Doug Woodroofe

Feed v3

|

Documentation

|

Feedback

#csp-feed-v2-and-enhanced

Total Feed Items: 24