



## **Collaboration for Revit (C4R) – Known Installation Issues & Possible Fixes**

*Autodesk® A360 Collaboration v9 for Revit® 2015*

*Autodesk® A360 Collaboration v4 for Revit® 2016*



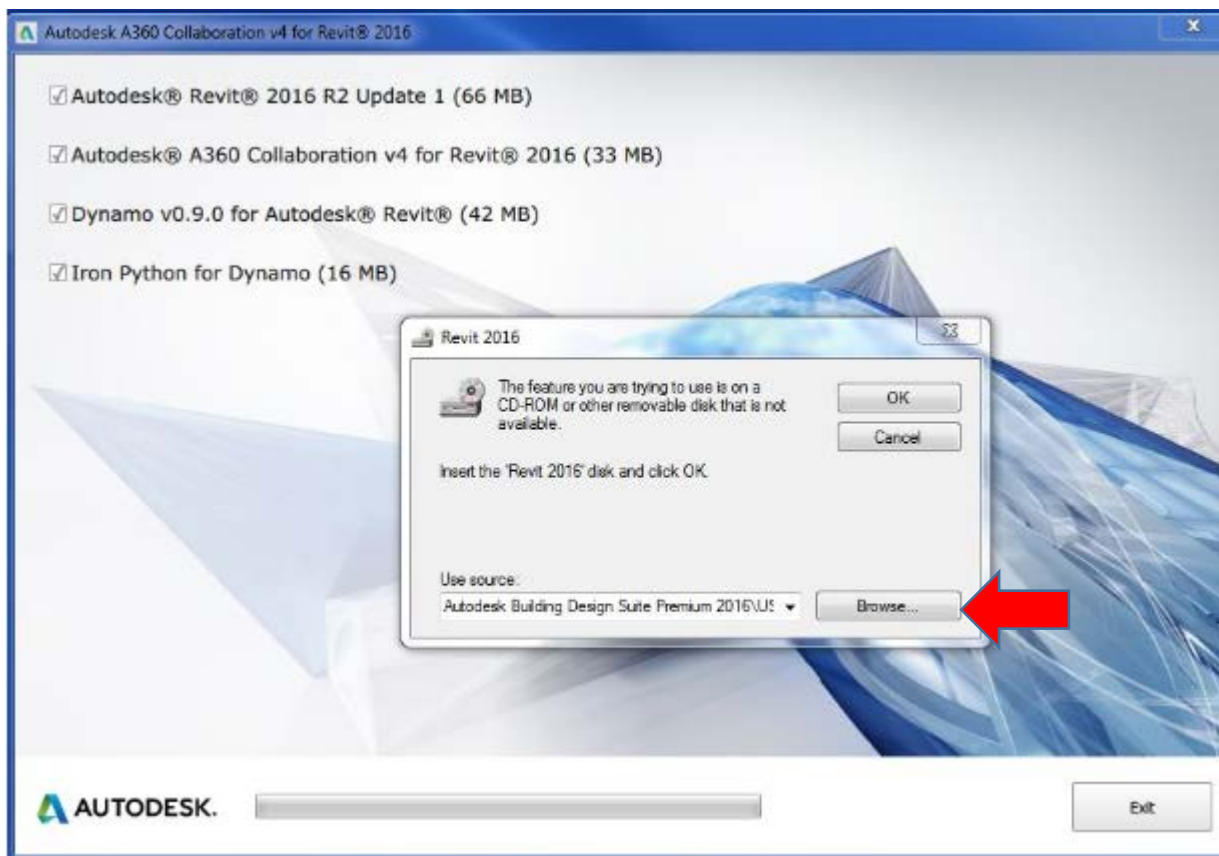
**A360 Collaboration for Revit**

If you receive the error message below (*2<sup>nd</sup> screenshot*) while attempting to install the Collaboration for Revit 2015/2016 plug-in (from Autodesk Account [www.autodesk.com/account.com](http://www.autodesk.com/account.com)> Management Tab> Products> Access now> [Autodesk® A360 Collaboration for Revit® 2015](#) or [Autodesk® A360 Collaboration for Revit® 2016](#) .exe files-*1st screenshot*) you'll need the original physical media or download files in order to complete the (4) part installation.

Under **“Use source”** you will need to browse for either the download (.exe) files or the physical media – whichever method you used when you originally installed your Revit 2015/2016 software then click OK.

## Download

 Autodesk\_Collaboration\_v4\_for\_Revit\_2016.exe (exe – 18 mb)



**Important Guidelines:**

Users who attempt to use **Collaboration 2015 v9** without applying **Revit 2015 UR11** may receive an error when starting Revit and may find that Collaboration does not function correctly. Do not attempt to install Collaboration 2015 v9 without also installing Revit 2015 UR11.

Users who attempt to use **Collaboration 2016 v4** without applying **Revit 2016 R2 Update1** may receive an error when starting Revit and may find that Collaboration does not function correctly. Do not attempt to install Collaboration 2016 v4 without also installing **Revit 2016 R2 Update1**.

1. Close all instances of Autodesk Revit 2015 and 2016.
2. Launch the installer.
3. Please wait approximately 30 seconds while the installer analyzes your system to determine which Revit installations are present and what updates need to be applied.

For **Collaboration 2015 v9**: you must have Revit **2015 UR11** installed. If **UR11** is not already present, then you must have at least **Revit 2015 R2** installed. If the installer detects **Revit 2015 R2**, then it will calculate which updates need to be applied in order to successfully upgrade your Revit installation to **UR11**. If the installer displays the option to install **UR11** after analyzing your system, do **NOT** disable it.

For **Collaboration 2016 v4**: you must have **Revit 2016 R2 Update1** installed. If it detects that **Revit 2016 R2** is not installed, it will download and install R2, but it does not install **R2's Update 1**. It will complete the install of C4R and appear as if everything is fine, however, **Update 1** is not installed. If you run the installer a 2nd time, it will then detect **Revit 2016 R2** and download and install **Update 1**. If the installer displays the option to install **R2 Update1** after analyzing your system, do **NOT** disable it.

4. Confirm that the checkbox for Collaboration is enabled. Enable or disable the option to install Dynamo for Autodesk Revit, based on your preference. Click the Install button and allow the installation to complete. You may see several pop-up windows as various components are downloaded and installed. (Note that if you have elected to install Dynamo, an install wizard for Iron Python will appear. This is expected and as designed)
5. When the installer completes, you will see a splash screen confirming that Autodesk A360 Collaboration for Revit and Autodesk Personal Accelerator for Revit have been successfully installed. Click the exit button to dismiss the installer.
6. At this point, your Autodesk Revit should be updated and ready for use.

**Note that you will need the appropriate entitlements to access the new functionality. (Please refer to the *About A360 Entitlements* section of the *Autodesk Revit 2015* or *Autodesk Revit 2016 help* for more information.)**

### **Issues Related to the Installation:**

1. If the Modified date for the revit.exe.config file is newer than the Created date, the patch installer will fail to update it and Revit may not launch correctly. It is extremely unlikely that this will occur as the file is not intended to be edited, but if it does please contact Autodesk for guidance on how to repair and properly update the installation.
2. The A360 icon may appear in the wrong position of the file navigation when Revit and the Collaboration Add On are first installed. This condition will self-heal.
3. In rare cases, the ribbon will fail to update after all components are installed. If buttons or groups of buttons seem to be missing and do not match what is expected according to Revit's help documentation, please reset the ribbon state by deleting %roamingappdata%\Autodesk\Revit\[flavor of Revit 2015 or 2016]\UIState.dat. This is a one-time correction and will not be required thereafter

### **Issues Related to A360 Projects and the A360 Web Interface:**

1. When a project is renamed, it may be necessary to perform a SWC (and, for links, a Reload... from the Manage Links dialog) in order for paths to update and resolve correctly. Refer to the help documentation for more information.
2. Project names should NOT include slashes or backslashes, or Revit may behave erratically.
3. Projects that have been deactivated in A360 may still be visible from certain parts of Revit.
4. Extremely large 3D views may fail to display correctly in the A360 model viewer.
5. A future update of A360 will introduce the ability to move a project from one Team hub to another, however this capability will not be supported for Team hubs that are used with Collaboration. As such, if a project is moved to a Team hub used with Collaboration, it must stay there and it will not be possible to move the project to yet another hub.

### **Issues Related to Model or Project Access:**

1. During a network outage it may not be possible to work in a model, even if work sharing operations are avoided. For best results, save the model locally and wait until connectivity is restored. Note that the save process may take more time than usual, but it will complete successfully.
2. If a user is added to a project as a contributor, they must click the project link in their invitation email before the project can be accessed through Revit.
3. The A360 projects page does not block a user from moving a Cloud Revit model from one project to another. At this time Revit's behavior is undefined when this occurs. For best results, only move a model between folders in its original host project

### **Issues Related to Initiating Collaboration (saving a model to A360):**

If initiate collaboration fails, entries may be created in Revit's Most Recently Used file list and the zero document screen, even though the model was not actually saved to A360.

### **Issues Related to the Communicator Panel:**

1. The Communicator panel will lose the context of the current project if the user attempts to save a loaded family to the local disk. The context will be reacquired when the user switches views or closes and reopens the model. Similarly, editing a family may cause the panel to falsely claim that the user have been removed from the active project. When the family editor session ends, the status will be refreshed and updated to the correct state.
2. User profile updates on A360 may fail to reflect in the Communicator panel.
3. Occasionally the Communicator panel may behave as if "Always On Top" has been enabled, even if it is not. To correct the state, enable the option, accept changes, then disable it, and accept changes again.
4. The Communicator panel will not launch for the second windows user signed in to a workstation, if the first has it running already.
5. In some cases, if Revit is left running continuously for more than a day, the Communicator may fail to notify the user of other users' SWC activity. If this occurs, please restart Revit and the behavior should be corrected.

### **Issues Related to Publishing Models or Selecting Views to be published to A360:**

Publishing a model that has been renamed will generate a new RVT by that name in A360. When this occurs, the user will see published RVTs with the old name as well as the new name

### **Issues Related to Models That Have Been Rolled Back or Deleted:**

If a model is renamed and then subsequently restored, the user must open the model by browsing A360 through Revit's file open dialog.

***Please note that software entitlements can take 4-72 hours from the time boxes have been selected in Autodesk Account (see screenshot below) to when a user has access in Revit and Collaboration for Revit. Unchecking and rechecking these boxes resets the clock for the 4-72 hour time period.***

***If a user is outside of the 72 hour time period they need to check their Autodesk Account to see if there's a pending invite (grey circle instead of a green check mark). If there's a pending invitation, the user will need to sign into Autodesk Account. If that doesn't clear the pending invitation, the user will need to change their password, as this forces a sync of their entire Autodesk Account in the Autodesk system.***

***If a user doesn't have a green check mark and they are outside of the 4-72 hour time period they can email [customercare@advancedsolutions.com](mailto:customercare@advancedsolutions.com) to submit a Tech Support case with Autodesk. Be sure to mention anything that was tried to remedy this situation in the case information submitted to Autodesk.***

**Edit Access** : Marina A. Hill ✕

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**Services**

Storage  Assign Autodesk® Remote  Assign

**Related Links:**

[Workflow: Get Started with Your A360 Collaboration for Revit Subscription](#)

[How to Get Started with Your A360 Collaboration for Revit Subscription](#)

[A360 Collaboration for Revit Setup](#) (step-by-step set-up guide available under **Resources**)

[A360 Team: Contract Assignment Workflow](#)

[A360 Team: How to Upload Files to a Project](#)

[A360 Team: How to Invite People to a Project](#)

[A360 Team: How to Manage a Project](#)

Still have questions? Email [AskA360@autodesk.com](mailto:AskA360@autodesk.com)