

# Install and Known Issues

## **Introduction: Autodesk A360 Collaboration for Revit version 2016.0**

Autodesk A360 Collaboration for Revit version 2016.0 is the first release of A360 Collaboration for Revit 2016.

Before installing Collaboration 2016 you will need to update Autodesk Revit 2016 with Service Pack 1. The Collaboration installer will attempt to download and install SP1 if it is not already present, unless the option to do so is explicitly disabled. Please do not explicitly disable the option to install SP1.

## **A note for those using Collaboration for Revit 2015 and 2016 on the same workstation**

Autodesk A360 Collaboration for Revit includes the Revit Personal Accelerator, a utility that enhances Revit's performance with A360 Collaboration. Only one instance of the Revit Accelerator is needed, even when multiple versions of Revit and Collaboration are used. The installers for Collaboration 2015.5 and 2016.0 contain logic to correctly install a single Revit Accelerator when multiple versions of Revit and Collaboration are used; however, we strongly recommend that Collaboration 2015 be updated prior to installing Collaboration 2016.

## **What's new in this release?**

1. Performance and stability enhancements for various worksharing operations, including initiate collaboration, refreshing and opening a local copy, and SWC.
2. Further enhancements to the Revit Personal Accelerator to significantly improve cache efficiency and Revit performance.
3. Reliability improvements for the Communicator panel
4. Support for using folders on the A360 project page to organize Cloud Revit models that have been published using Collaboration.

When a user initiates collaboration for a new model, a Cloud Revit file is published to the A360 project page and saved in the project's top-level root folder. If the user then uses the "Move" action on the A360 projects page to move that file into another folder, all subsequent publish operations from Revit will update the Cloud Revit model in its new location.

5. A reload button has been added to the Manage A360 models dialog so that it can be refreshed more easily.



6. Support for Revit 2016

- Projects: A360 projects are bound to a specific version of Collaboration. Thus A360 projects that have been in use with Collaboration 2015 will not be accessible from Revit 2016.
- Upgrading: To migrate the data in a project accessible to Collaboration 2015, open each RVT file in the project using Revit 2015 and save it to your workstation. Then use Revit 2016 to open each locally saved copy and initiate collaboration to a project accessible from Collaboration 2016. Finally, relink the RVTs that have been saved to the 2016 project. Refer to the help topic “Upgrade Information for A360 Collaboration for Revit 2015 to 2016” for more detail.
- Revit Personal Accelerator: Only one instance of the Revit Accelerator is needed and will serve both Revit 2015 and 2016 if both are installed on a workstation.

7. Installer improvements

- For Collaboration 2016.0, if the user has not already upgraded to Revit 2016 SP1, the installer will automatically do so unless the user explicitly disables this option. (We strongly recommend against doing so.)
- The installer will ensure that a single instance of the Revit Accelerator gets installed (serving all installed versions of Revit,) even if multiple installations of Collaboration are present.

## **Installation Guidelines**

### **Important!**

Users who attempt to use Collaboration 2015.5 without applying Revit 2015 UR8 will experience poor performance. Do not attempt to install Collaboration 2015.5 without also installing Revit 2015 UR8.

Users who attempt to run Collaboration 2016.0 without applying Revit 2016 SP1 may find that certain functions consistently fail. Do not attempt to install Collaboration 2016.0 without also installing Revit 2016 SP1.

If you are installing both Collaboration 2015.5 and 2016.0, please install 2015.5 first.

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 2015.5:* you must have Revit 2015 UR8 installed. If UR8 is not already present, the installer will calculate which updates need to be applied in order to successfully upgrade your Revit installation to UR8. If the installer displays the option to install UR8 after analyzing your system, do NOT disable it.

*For Collaboration 2016.0:* you must have Revit 2016 SP1 installed. If you have not installed this update previously, the installer will enable the option to install it. Do NOT disable this option.



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 IronPython 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 has been updated and is 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.)

## **Known Issues**

### **For participants of the “Skyscraper” Production Beta program only:**

If you install Collaboration 2016.0 you will find that your production beta project can be accessed from Revit 2016. Please do not attempt to access your production beta project data from Revit 2016, as you may unintentionally upgrade your models to the 2016 file format, subsequently creating an access problem.

### **Issues related to install**

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.
4. The help links for Collaboration 2016 will browse the documentation for Collaboration 2015. Since the functionality of both versions is identical, the content is still applicable.
5. If Collaboration 2015.4 was installed previously (for Revit 2015,) and only Collaboration 2016.0 is installed, two copies of the Personal Accelerator will be installed and the older version will remain active until the user signs out of Windows and signs back in again.
6. If Collaboration 2015.4 was installed previously, and Collaboration 2016.0 is installed before Collaboration 2015.5 is installed, the Personal Accelerator will not run until the user signs out of Windows and signs back in again.

## 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. A360's filter by 'Me' function may display items from other users.
5. Preview images for models that have been published to A360 may fail to update automatically, requiring a manual refresh.
6. The A360 model viewer may incorrectly report that there are no views found, if only a single view is published.
7. Notifications of newly published versions of a model may not be displayed in the Activity Stream.
8. The commenting feature in the A360 model viewer is not supported for 2D sheet views.
9. If an A360 hub expires, there will be a grace period where certain C4R functions (such as general worksharing) will still be possible, however publishing will not succeed.
10. If the "Move" action (needed to support the use of folders and subfolders for organized Cloud Revit models published from Revit) is not available, shut down and restart your browser.
11. Extremely large 3D views may fail to display correctly in the A360 model viewer.

## Issues related to model or project access

1. During a network outage it may not be possible to work in a model, even if worksharing 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.
4. If a user has been removed from a project and they attempt to use one of its models Revit will report "An error occurred while communicating with A360" or "Operation could not be completed," rather than informing them that they no longer have access to the project.

## Issues related to initiating collaboration (saving a model to A360)

1. 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.
2. For Collaboration 2016.0 only, initiate collaboration will hang if the current view is a 3D perspective view. Please switch to a 2D view before initiating collaboration.

## 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 has 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. If a workstation's clock is set slightly in the past, messages that are sent in the chat window may momentarily appear out-of-order before sorting into the correct position.
4. If a user chats with another user who is not in their contacts list (by using the search feature) the history will not be persisted in their list of chats.

### Issues related to publishing models or selecting views to be published to A360

1. 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.
2. Publishing a model to A360 may fail for large RVT files or complex 3D views.
3. Column sort by name does not function correctly in the Views for A360 dialog.
4. Using the Views for A360 dialog may cause an update and redraw of current active view in Revit.
5. If you attempt to move a model published prior to the launch of Collaboration 2015.5 and Collaboration 2016.0, the next publish operation will create a new copy of the Cloud Revit model in the root folder of the A360 project page. For best results, do not attempt to move the model until you have first published a new version; subsequent publish operations will then successfully track and update the model in its new location.
6. Publishing may fail if there are multiple copies of the Cloud Revit model on the A360 projects page. (Typically, this condition arises when a Cloud Revit model has been moved from the root folder into a subfolder on the projects page; in previous versions of Collaboration, subsequent publish operations would result in the creation of another copy of the Cloud Revit model beneath the root folder.) To resolve this condition, delete every copy except the one in the root folder and then attempt to publish from Revit. After the publishing operation completes, you may then move the Cloud Revit file to a subfolder and subsequent publish operations will update it in its new location.

### Issues related to models that have been rolled back or deleted

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

Autodesk and Revit are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates, in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document. Occasionally, Autodesk makes statements regarding planned or future development efforts for our existing or new products and services. These statements are not intended to be a promise or guarantee of future delivery of products, services, or features but merely reflect our current plans, which may change. The Company assumes no obligation to update these forward looking statements to reflect any change in circumstances, after the statements are made.  
© 2015 Autodesk, Inc. All rights reserved.

