

Install and Known Issues

Introduction: Autodesk A360 Collaboration v2 for Revit 2017

Autodesk A360 Collaboration v2 for Revit 2017 can be applied directly as an update to any previous released version of Autodesk A360 Collaboration for Revit 2017.

Before running Collaboration v2 for Revit 2017 installer you will need to ensure Revit 2017 is installed.

Autodesk A360 Collaboration v2 for Revit 2017 requires Revit 2017 Service Pack 2 and an update to Personal Accelerator for Revit to function properly. Installing Revit 2017 Service Pack 2 from within Autodesk Desktop Application will also automatically install Collaboration v2 for Revit 2017 and Personal Accelerator for Revit. For improvements made in Revit 2017 SP2, please refer to the [Release Notes](#) for the service pack.

What's new in this release?

1. This release includes assorted fixes to improve service and data reliability.

Installation Guidelines

Important!

Users who attempt to use Collaboration v2 for Revit 2017 without applying Revit 2017 SP2 may receive an error when starting Revit and may find that Collaboration does not function correctly. Do not attempt to install Collaboration v2 for Revit 2017 without also installing Revit 2017 SP2.

Installing from Autodesk Desktop Application

1. Close all instances of Autodesk Revit 2017.
2. Launch the Autodesk Desktop Application.
3. Select the Revit icon to view the Revit product page.
4. Select Install from within the Autodesk Revit 2017 SP2 record and allow the install to complete.
5. Select Install from within the A360 Collaboration v2 for Revit 2017 record and allow the install to complete.
6. Select Install from within the Personal Accelerator for A360 Collaboration v2 record.
7. Once the three installs have completed successfully, your Autodesk Revit has been updated and is ready for use.

Installing from Autodesk Knowledge Network

1. Close all instances of Autodesk Revit 2017.
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.

You must have Revit 2017 SP2 installed. If the installer displays the option to install 2017 SP2 after analyzing your system, do NOT disable it.

4. Confirm that the checkbox for Collaboration is enabled. Click the Install button and allow the installation to complete. You may see several pop-up windows as various components are downloaded and installed.
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: You will need the appropriate entitlements to access the new functionality. (Please refer to the About A360 Entitlements section of the Autodesk Revit 2016 or Autodesk Revit 2017 help for more information.)



Known Issues

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.

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 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.

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. Initiate collaboration may fail for models with shared coordinates relationships that cannot be resolved. To work around this issue, ensure that all worksets are opened in the model 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 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. The Communicator panel will not launch for the second windows user signed in to a workstation, if the first has it running already.

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.

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.

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