

# Install and Known Issues

## Installation

Autodesk A360 Collaboration for Revit version 2015.3 can be applied to Autodesk Revit 2015 as a new installation, or as an update to Autodesk A360 Collaboration for Revit versions 2015.1, 2015.1.1, or 2015.2.

Note that this is a mandatory update; users who continue to use earlier versions of Collaboration may find that their Communicate panel will not function correctly.

## New Installation

1. Before installing Autodesk A360 Collaboration for Revit you will need to update Autodesk Revit with Update Release 6. Note that the installer for UR6 is specific to the variant of Autodesk Revit 2015 that you have, for example, Autodesk Revit 2015 vs. Autodesk Revit 2015 R2 (available only to subscription customers) or Autodesk Revit Architecture vs. Autodesk Revit MEP. Please be sure to install the correct update for your installed version of Autodesk Revit. Once you have installed Update Release 6 you are ready to install Autodesk 360 Collaboration for Revit.
2. After you launch the installer, select the option to Install, accept the License and Services Agreement, and click the Install button. This will complete the installation.
3. At this point, your Autodesk Revit has been updated and is ready for use. You will need the appropriate entitlements to access the new functionality. (Please refer to the About A360 Entitlements section of the Autodesk Revit 2015 help for more information, link.)

## Updating Existing Installation

1. Close all instances of Autodesk Revit 2015.
2. Launch the installer, select the option to Install, accept the License and Services Agreement, and click the Install button. You will be informed that there is a previous version of Collaboration installed; be sure to confirm and allow the installer to remove the old version. This will complete the installation.

## What's new in this release?

1. Continued improvements in service response and performance.
2. The Communicator panel now reflects changes that are made via the Manage A360 Models dialog.
3. The Personal Accelerator has been redesigned for dramatically reduced disk consumption. See the "What to expect" section below for more details.

## What to expect

This release includes an update to the Revit Personal Accelerator for more efficient disk consumption. When the update is first installed, a new cache structure will be created based on the existing cache. The existing cache will then be deleted, resulting in a substantial increase in disk space. Thereafter the Personal Accelerator will populate and maintain cached data using the new structure, in accordance with the user's model access behavior.



## **Known Issues**

### **Issues related to install**

1. If the Modified date for the revit.exe.config file (located in the Revit program folder, e.g., c:\Program Files\Autodesk\Revit 2015\ ) 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]\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. Certain actions in the A360 web interface (e.g., delete and upload new) will not have any effect on the user's experience in Revit.
4. Projects that have been deactivated in A360 may still be visible from certain parts of Revit.
5. A360's filter by 'Me' function may display items from other users.

### **Issues related to model or project access**

1. If a user's default A360 hub has been deactivated, they will be unable to browse any project from any hub in Revit. To correct this issue, sign into A360 via a web browser and change the default hub to an active hub on the A360 Settings page
2. 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.
3. 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.
4. If a user is added to a closed project as a member, a project moderator will still need to approve their membership even though they have been explicitly invited to join 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.

### **Issues related to the Communicator panel**

1. If the Communicator panel is docked above another dockable tab, closing it may close the other window.
2. 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.

3. The active project view may occasionally fail to indicate the current model for a user's session.
4. The "My Activity" pane may fail to populate correctly.
5. The Communicator button will still be active even when the panel is open, but it won't actually do anything.
6. User profile updates on A360 may fail to reflect in the Communicator panel.

### Issues related to publishing models 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. In certain versions of IE, preview images for models that have been published to A360 may fail to update.

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

1. Revit may incorrectly claim that a user is not a member of a project if they attempt to open a model that was previously deleted.