



Application Support Guide

Application/Tool(s): Autodesk Desktop Connector
Build(s): 15.8.0.1827 / 16.4.0.2062
Environment(s): N/A
Released/Revised: 9/15/2023

AUTODESK DESKTOP CONNECTOR UPGRADE PREPARATION

ISSUE:

The Autodesk Desktop Connector is a desktop service that integrates an Autodesk data management source (or data source) with your desktop folder and file structure for easy file management. It is a virtual drive, or bridge, between your local file system and the Autodesk Construction Cloud.

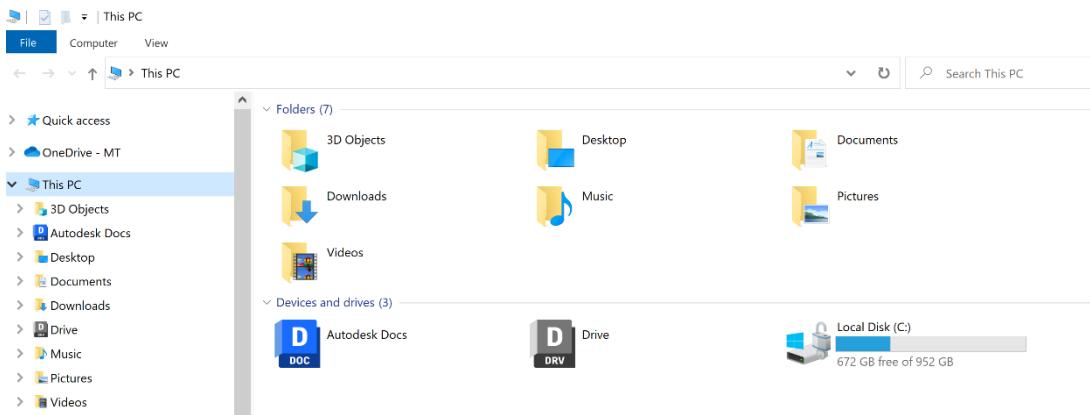
Autodesk has released version 16.x which is built on upgraded technology and design. Due to changes in 16.x, it is recommended that our MDT CAD team moves up to version 16.x at the same time. With this update, all files must be synchronized to the cloud prior to the upgrade to avoid losing work.

SOLUTION:

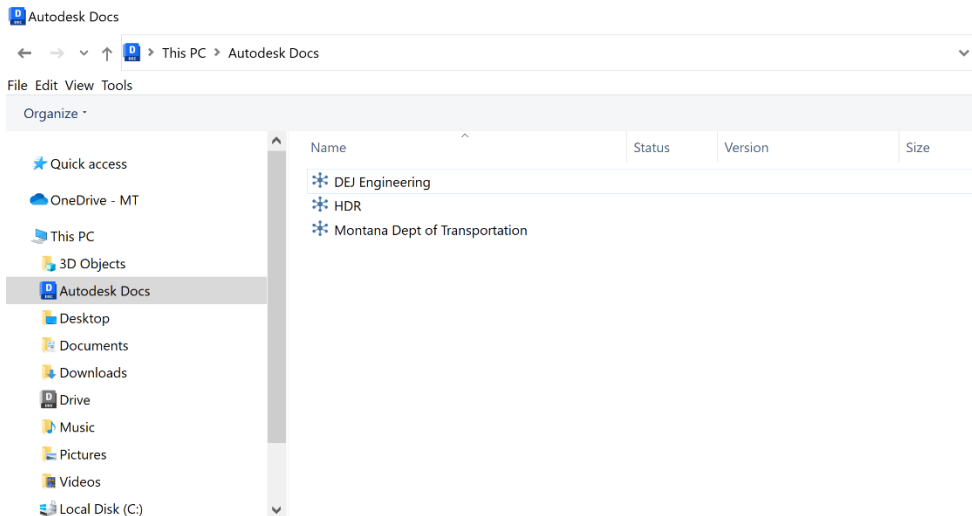
MDT CAD users will need to take action to synchronize files to the cloud prior to the 16.x Autodesk Desktop Connector upgrade.

PROCEDURE:

- 1) Save all your Autodesk work in the appropriate location on BIM360.
- 2) Close all the Autodesk applications (Civil3D, AutoCAD, Revit, etc.) on your device.
- 3) Browse to your Windows Explorer folder share – as shown below.

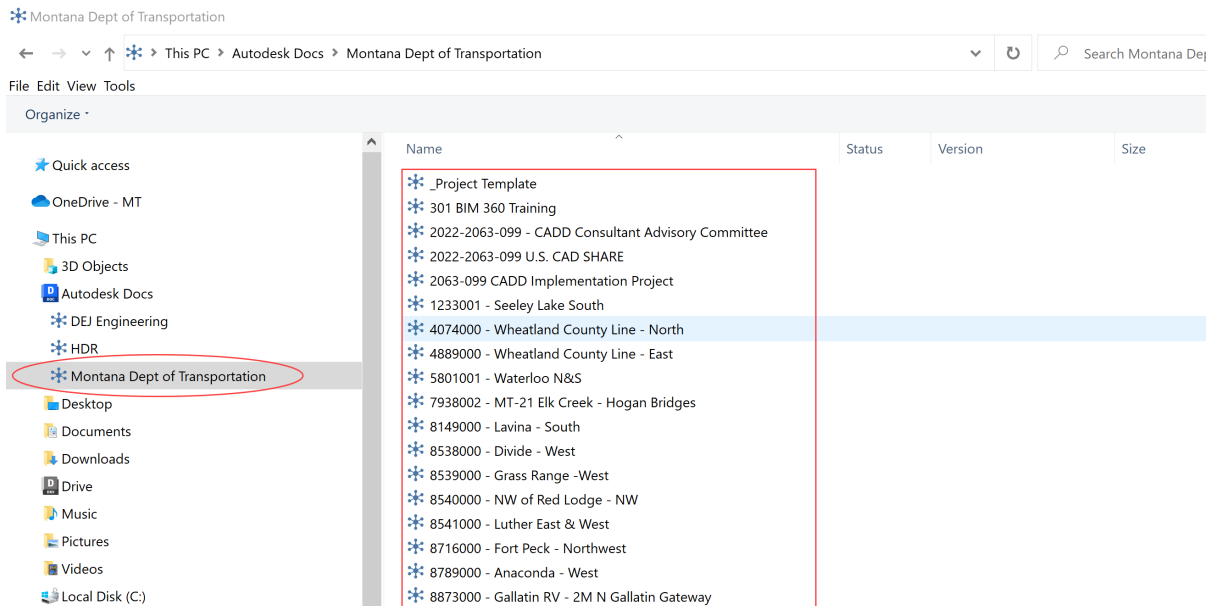


- 4) Browse to your Autodesk Docs mapped cloud drive – as shown below.



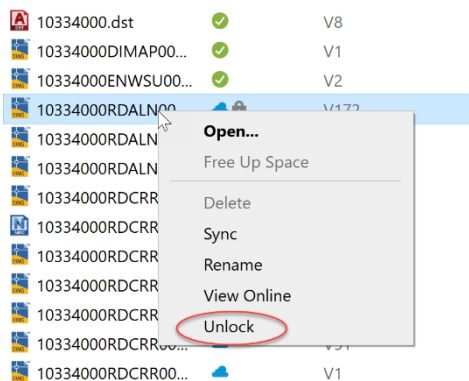
Autodesk Desktop Connector Upgrade Preparation

- 5) Browse to your Autodesk Docs Montana Department of Transportation Drive – As shown below – Each staff member will only see the projects on the right side of this screen that they are assigned.

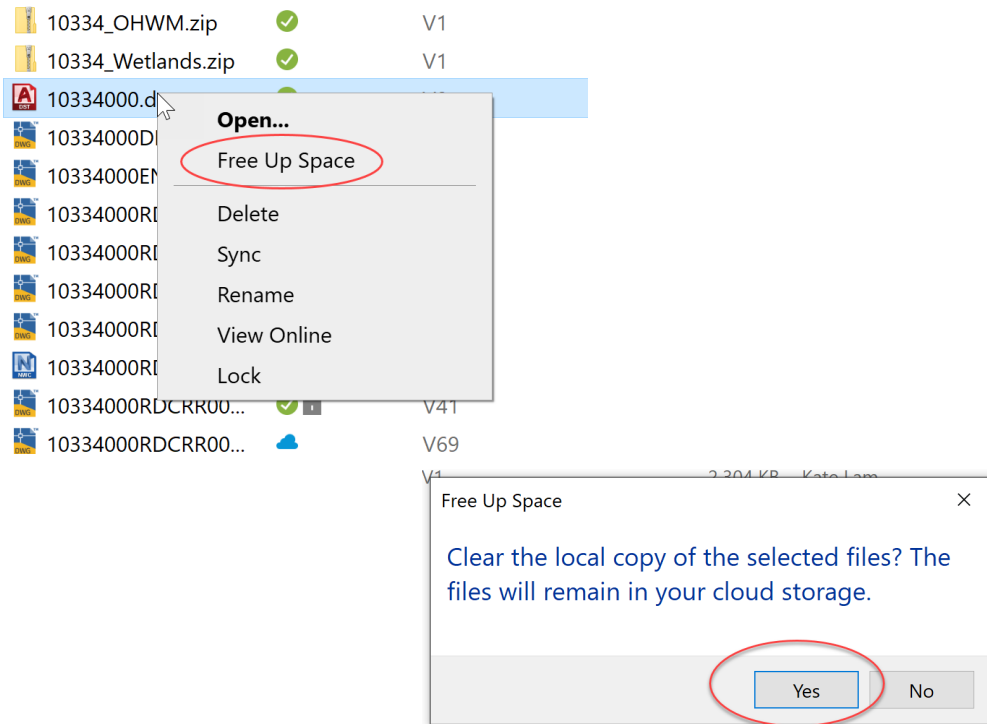


- 6) Open the first project in your list – Open your working folder, for example “RD – Road Design”. (You will need to perform this step for each folder within the project that you have modified, changed, or edited design files in.) *If you have trouble with unlocking files from the windows explorer view, please access your project document from this web link and unlock it there. [BIM360 Login Link](#)

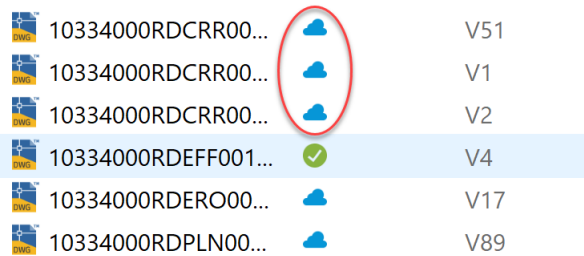
- a. Unlock ALL files that you have locked.



b. Right click on all “Cached” files that have a green check – and select “Free Up Space”. When you get the pop up, select YES.



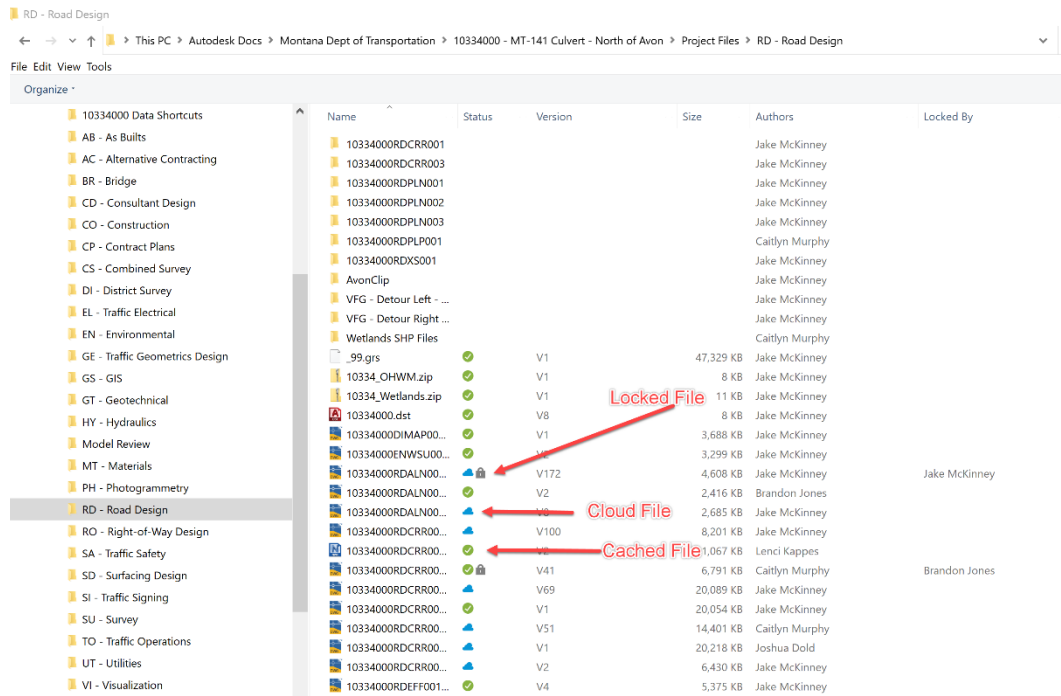
c. As shown below, when complete, all your files will have the Blue Cloud.



Autodesk Desktop Connector Upgrade Preparation

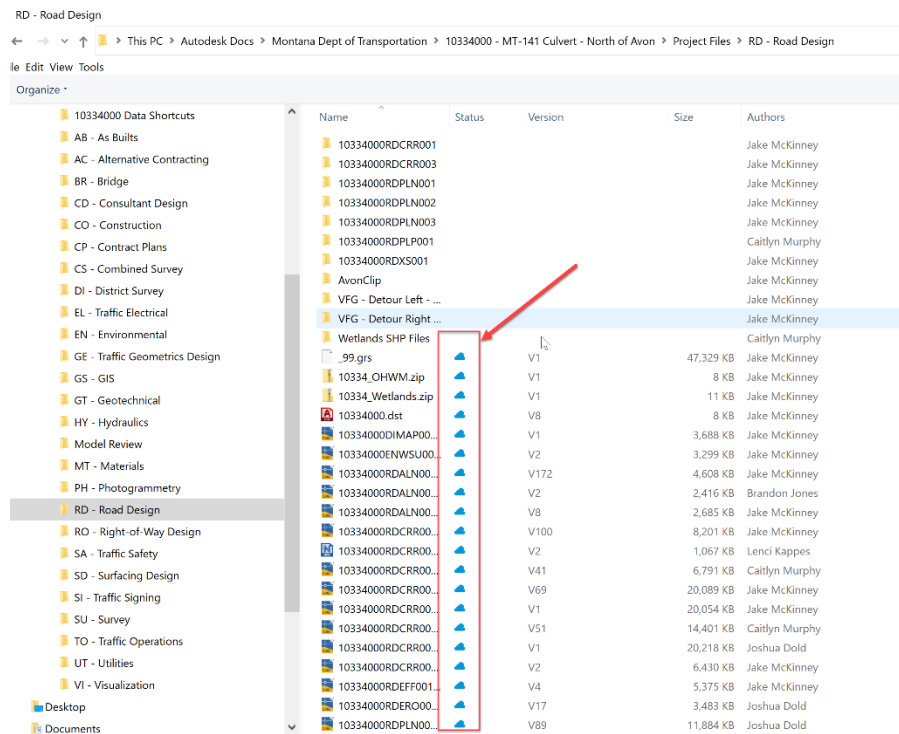
d. These are examples of a before and after of this RD Directory –

BEFORE -



Name	Status	Version	Size	Authors	Locked By
10334000RDCRR001				Jake McKinney	
10334000RDCRR003				Jake McKinney	
10334000RDPLN001				Jake McKinney	
10334000RDPLN002				Jake McKinney	
10334000RDPLN003				Jake McKinney	
10334000RDPLP001				Caitlyn Murphy	
10334000RDXS001				Jake McKinney	
AvonClip				Jake McKinney	
VFG - Detour Left - ...				Jake McKinney	
VFG - Detour Right - ...				Jake McKinney	
Wetlands SHP Files				Caitlyn Murphy	
_99.grs	✓	V1	47,329 KB	Jake McKinney	
10334_OHWM.zip	✓	V1	8 KB	Jake McKinney	
10334_Wetlands.zip	✓	V1	11 KB	Jake McKinney	
10334000.dst	🔒	V8	8 KB	Jake McKinney	
10334000DIMAP00...	✓	V1	3,688 KB	Jake McKinney	
10334000ENWSU00...	✓	V2	3,299 KB	Jake McKinney	
10334000RDALN00...	☁	V172	4,608 KB	Jake McKinney	Jake McKinney
10334000RDALN00...	✓	V2	2,416 KB	Brandon Jones	
10334000RDALN00...	☁	V8	2,685 KB	Jake McKinney	
10334000RDCRR00...	✓	V100	8,201 KB	Jake McKinney	
10334000RDCRR00...	✓	V2	1,067 KB	Lenci Kappes	
10334000RDCRR00...	✓	V41	6,791 KB	Caitlyn Murphy	Brandon Jones
10334000RDCRR00...	✓	V69	20,089 KB	Jake McKinney	
10334000RDCRR00...	✓	V1	20,054 KB	Jake McKinney	
10334000RDCRR00...	✓	V51	14,401 KB	Caitlyn Murphy	
10334000RDCRR00...	✓	V1	20,218 KB	Joshua Dold	
10334000RDCRR00...	✓	V2	6,430 KB	Jake McKinney	
10334000RDEFF001...	✓	V4	5,375 KB	Jake McKinney	

AFTER -



Name	Status	Version	Size	Authors
10334000RDCRR001				Jake McKinney
10334000RDCRR003				Jake McKinney
10334000RDPLN001				Jake McKinney
10334000RDPLN002				Jake McKinney
10334000RDPLN003				Jake McKinney
10334000RDPLP001				Caitlyn Murphy
10334000RDXS001				Jake McKinney
AvonClip				Jake McKinney
VFG - Detour Left - ...				Jake McKinney
VFG - Detour Right - ...				Jake McKinney
Wetlands SHP Files				Caitlyn Murphy
_99.grs	☁	V1	47,329 KB	Jake McKinney
10334_OHWM.zip	☁	V1	8 KB	Jake McKinney
10334_Wetlands.zip	☁	V1	11 KB	Jake McKinney
10334000.dst	☁	V8	8 KB	Jake McKinney
10334000DIMAP00...	☁	V1	3,688 KB	Jake McKinney
10334000ENWSU00...	☁	V2	3,299 KB	Jake McKinney
10334000RDALN00...	☁	V172	4,608 KB	Jake McKinney
10334000RDALN00...	☁	V2	2,416 KB	Brandon Jones
10334000RDALN00...	☁	V8	2,685 KB	Jake McKinney
10334000RDCRR00...	☁	V100	8,201 KB	Jake McKinney
10334000RDCRR00...	☁	V2	1,067 KB	Lenci Kappes
10334000RDCRR00...	☁	V41	6,791 KB	Caitlyn Murphy
10334000RDCRR00...	☁	V69	20,089 KB	Jake McKinney
10334000RDCRR00...	☁	V1	20,054 KB	Jake McKinney
10334000RDCRR00...	☁	V51	14,401 KB	Caitlyn Murphy
10334000RDCRR00...	☁	V1	20,218 KB	Joshua Dold
10334000RDCRR00...	☁	V2	6,430 KB	Jake McKinney
10334000RDEFF001...	☁	V4	5,375 KB	Jake McKinney
10334000RDERO00...	☁	V17	3,483 KB	Joshua Dold
10334000RDPLN00...	☁	V89	11,884 KB	Joshua Dold

- 7) Each of your “Projects” will require you to clear local cache prior to the upgrade to the new Autodesk Desktop Connector.

FREQUENTLY ASKED QUESTIONS:

Question:

What if I am out of the office on vacation and or sick leave?

Answer:

When you return, make sure to follow this guide clearing your local file cache. Then contact Patrick Lane or Amanda Leslie via teams and the update will be run on request. You must have the updated version of the Desktop Connector prior to opening any files in your BIM360 projects.

Question:

What if my VPN times out?

Answer:

Your VPN session will expire after 24hrs. When you log off after your shift, disconnect the VPN session and then reconnect it. This will allow an active connection for the upgrade to occur. If your connection does time out, just reconnect at your earliest convenience.

Question:

What if I forget to log out?

Answer:

The upgrade will occur, and your computer will be rebooted after completion. Any work that you have not saved may be lost.

Question:

When can I log back into my computer?

Answer:

You can log back onto your computer starting Wednesday morning as early as 5am.

Question:

How will I know if my computer was updated successfully?

Answer:

You will notice when you login to the Desktop Connector that the graphic interface is much different than what you are used to seeing.

Question:

Who do I contact if I do not receive the update, or I have issues with the new tool?

Answer:

Please submit a case or make a request from the MDT Service Desk.

SUPPORT CONTACT:

Please submit an [MDT Engineering Systems CADD Support Request](#) for assistance. MDT internal users may Open a Case via the MDT Service Desk.