



MONTANA

Department of Transportation

Engineering Systems CADD Support

AUTODESK DESKTOP CONNECTOR UPGRADE PREPARATION GUIDE

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.

As part of the upgrade to the Autodesk 2024 AEC collection we will also be upgrading the Desktop Connector. Autodesk has released version 16.9.1.2222 of the Desktop Connector.

SOLUTION:

Upgrading from version 16.4 to version 16.9 will require you to perform the following tasks on your computer device to prepare it for this upgrade. Not performing these tasks could cause issues post upgrade.

Application/Tool(s):

Autodesk Desktop
Connector

Version(s):

Build 16.4.0.2062 to Build
16.9.1.2222

Environment:

N/A

Released/Revised:

8/19/2024

SUPPORT

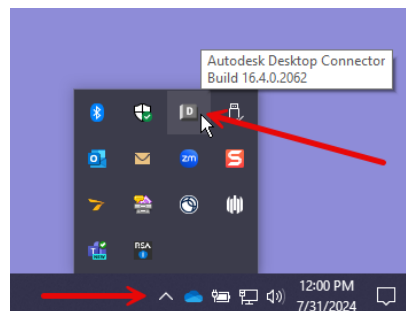
MDT Engineering
Systems – CADD

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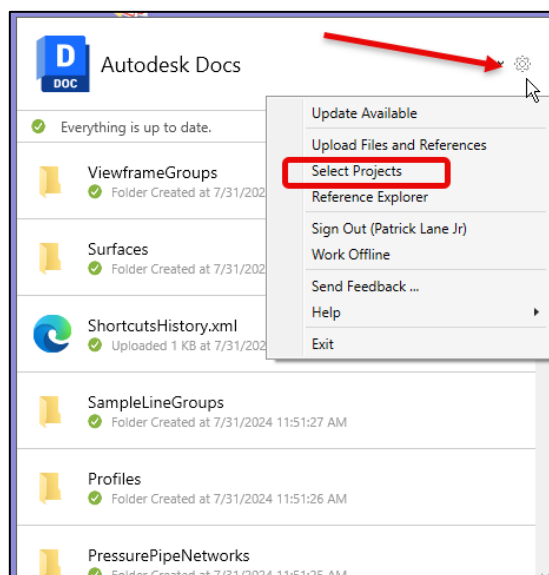
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PROCEDURE:

- 1) Save all your Autodesk work in the appropriate location on BIM360. This is performed by simply saving your files normally in Civil3D 2022. If your files are not saved on the cloud, and are saved locally on your computer device, you will need to upload them to the appropriate project folder on BIM360 using the web interface.
- 2) Close all the Autodesk applications (Civil3D, AutoCAD, Revit, etc.) on your device.
- 3) Place your cursor on the up arrow “ ^ ” in the task bar and select the Desktop Connector icon from the list.

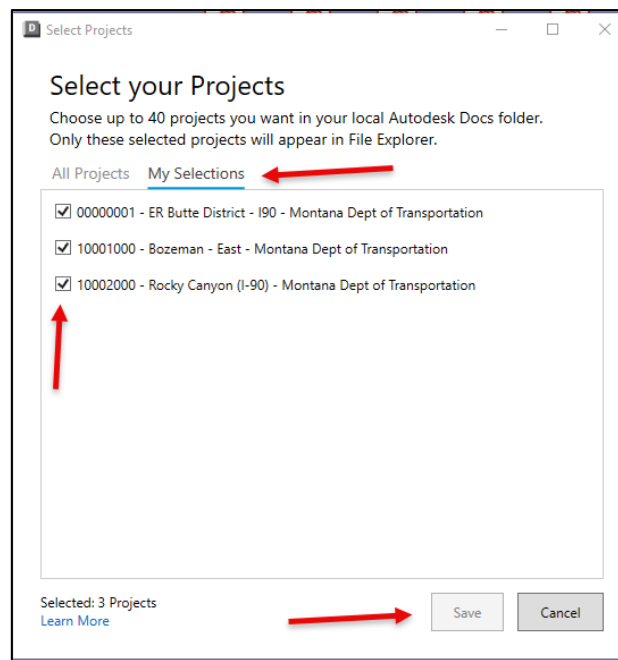


- 4) The Desktop Connector dialog box will appear. Now select the small gear button in the top right corner, and from the drop-down menu, choose the “Select Projects” option.

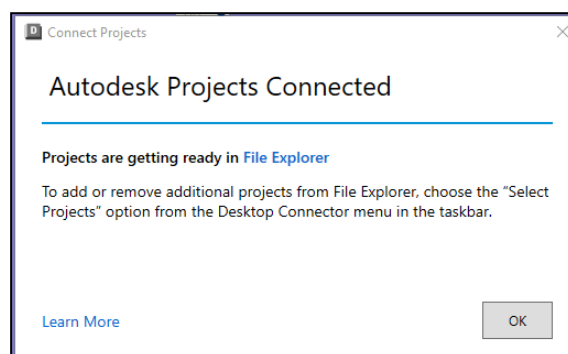


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- 5) From the Select your Projects dialog screen, choose the “My Selections” view. Once your projects have populated in the screen, remove the check box to ALL projects and save.

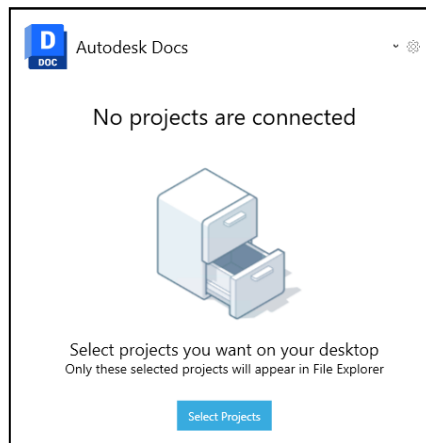


The following popup will appear. Select “OK”. All of your projects are now disconnected from the Autodesk Construction Cloud / BIM360 and your Desktop Connector is now ready to be upgraded.



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Reopen the Desktop Connector from the icon in the task bar, as shown above and the following dialog box should appear. If this does not happen, you have additional projects that you will need to uncheck.



- 6) The final task will be to verify that you do not have remnants of disconnect or orphaned data cached on your computer device before the Autodesk 2024 AEC Collection and Autodesk Desktop Connector.

Open File Explore and browse to the following location:

C:\Users\uXXXX\DC\ACCDocs.

In the file path, you will select your own U# where the **uXXXX** is shown in the above path.

This directory should be EMPTY. If it's not empty, please contact ESS/CAD Support by opening a Service Desk Ticket.

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FREQUENTLY ASKED QUESTIONS

Question:

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

Answer:

When you return, if you were unable to perform the above tasks, you will get an error letting you know that your "Desktop Connector folder needs to be cleared. Please enter a service desk ticket and ESS/CAD Support will contact you to walk you through this process. You will be unable to access BIM360 or project work until this is resolved.

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. You will need to contact ESS/CAD Support as you may be unable to access data using the Desktop Connector with the new versions of the software you received.

Question:

How do I enter a Service Desk Ticket if I am having issues with the Desktop Connector?

Answer:

The following is a link to the MDT Service Desk where you can create a ticket.
[Service Desk Link](#)

Question:

Can my computer be connected to the network wireless?

Answer:

No, the computer needs to be physically connected to the network.

REFERENCES

What Is Desktop Connector? | Desktop Connector 2023 | Autodesk Knowledge Network

https://help.autodesk.com/view/CONNECT/ENU/?guid=Version_Comparison_Desktop_Connector