MONTANA
Department of Transportation

Project Development & Delivery - Digital Design and Modeling Services

Support Guide

Application/Tool(s): BIM 360 & Autodesk Construction Cloud (ACC)
Version(s): N/A
Environment: N/A
Released/Revised: 3/30/2026

SUPPORT
Open a Case

BIM 360 TO AUTODESK CONSTRUCTION CLOUD (ACC) MIGRATION – KNOWN ISSUES

ISSUE:

A variety of issues or concerns can occur following the migration from BIM 360 to Autodesk Construction Cloud (ACC). Frequently encountered topics with Autodesk Desktop Connector, Autodesk Construction Cloud (online), or file specific issues are referenced below.

SOLUTION:

Each issue has a unique solution and can be found below in the following categories:

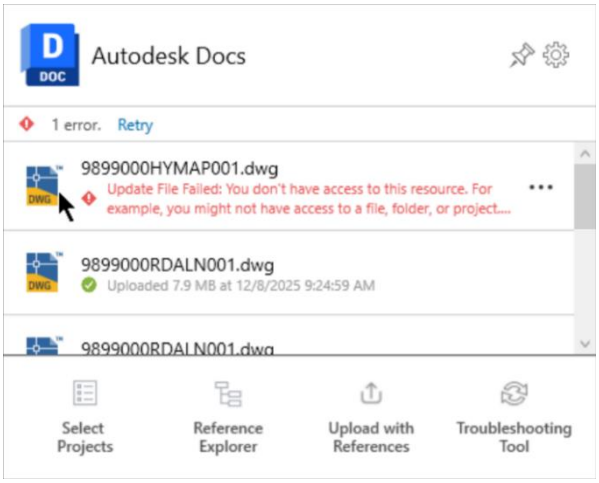
Autodesk Desktop Connector

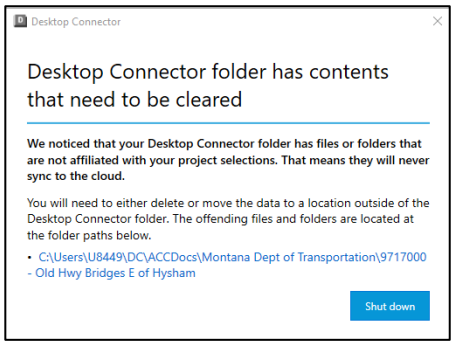
Autodesk Construction Cloud (online)

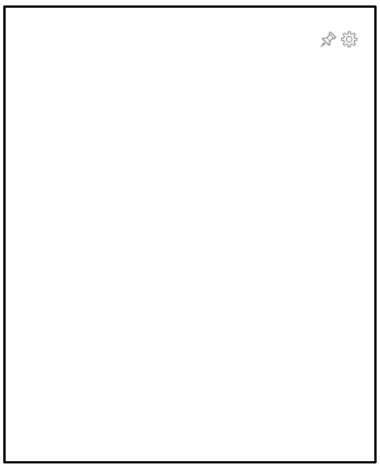
Files Specific Issues

BIM 360 TO AUTODESK CONSTRUCTION CLOUD (ACC) MIGRATION – KNOWN ISSUES

Autodesk Desktop Connector

Issue	Solution / Procedure
User can't select a project (not found in the list) from the Autodesk Desktop Connector previously accessed prior to the migration to ACC.	The user may not have migrated with previous project membership. 1.) The user can be added to the new project by a Project Administrator. Contact the Project Manager or known designee. 2.) ACC Administrators can add members. Submit an MDT Service Desk request for assistance.
Autodesk Desktop Connector displays warning (red dot) indicating Update File Failed... for an edited file a user was previously known to have permissions to. 	Project member may have been migrated to ACC with an incorrect or no role in the ACC project. 1.) The user's Role can be corrected or added to the new project by a Project Administrator. Contact the Project Manager or known designee. 2.) ACC Administrators can add members. Submit an MDT Service Desk request for assistance.
Project member(s) status appears as "No access" in an ACC project. This can cause project connectivity issues that may cause Autodesk Desktop Connector errors.	ACC Administrator can resolve this by adding the affected member to any single project. Doing so will refresh the member's access across all assigned projects.
Warning is encountered "Desktop Connector folder has contents that need to be cleared" upon device log in or following selection of a new project. In addition, the Autodesk Desktop Connector application dialog is blank.	These issues are caused by project folders within the Autodesk Docs directory that are not found with member permissions in the ACC cloud. 1.) Access Windows Explorer and manually delete the project folder indicated in the warning. You may





need to delete the innermost sub-folders first, deleting the parent folder last. Take note of the innermost folder that is present.

*If files are found, save a local copy prior to deleting for a later upload to ACC if they are needed.

2.) Launch Autodesk Desktop Connector from the Windows Start menu.

This can be caused by the Survey Database path even if this data was not previously used on a project. Indication of this is the innermost folder noted above being the CS-Combined Survey or DI-District Survey. Further action is needed to prevent recurrence.

3.) Open Civil 3D and create a new blank drawing if not already open.
4.) From TOOLSPACE, switch to the Survey tab.
5.) Right-click Survey Databases, choose Set working folder…
6.) Navigate to c:\Users\Public\Public Documents\Autodesk\Civil 3D Projects, then click Select Folder.

If survey database data is imported into any design files, continue with the following steps.

7.) Open the file(s) having imported survey data.
8.) From TOOLSPACE, switch to the Survey tab.
9.) Right-click Survey Databases, choose Set working folder…
10.) Navigate to the respective project specific folder containing the survey database, then click Select Folder.
11.) Save the file(s) and close.

BIM 360 TO AUTODESK CONSTRUCTION CLOUD (ACC) MIGRATION – KNOWN ISSUES

Autodesk Construction Cloud (online)

Issue	Solution / Procedure
Files begin at version one (1) in new ACC projects or version history doesn't align with known BIM 360 versions.	Previous versions of files can be requested or temporary access may be granted to the BIM 360 project for access to file history. This history cannot be migrated to the new ACC Project. Submit an MDT Service Desk request for assistance.
Previously deleted BIM 360 file history is empty in the ACC projects.	Previously deleted BIM 360 file history can be requested. This history cannot be migrated to the new ACC Project. Submit an MDT Service Desk request for assistance.
Previously deleted files in BIM 360 project folders are showing up in ACC project folders.	Users may delete files that they originally deleted. If you are unsure if the file was previously removed, it's recommended you do not delete it. You may add a comment to the description of the document to allow others to provide feedback prior to removing the file.
File description field is empty in the new ACC project.	File descriptions were migrated on December 6, 2025, following the initial migration. If you edited the file descriptions prior to this date, any descriptions you edited may have been overwritten.
All file "Markups" are missing on files that were migrated to ACC.	If markups were created using the BIM 360 markup tools, they cannot be migrated to ACC. You can request temporary access to the BIM 360 project to access this information. PDF files may then be exported from BIM 360 with markups resulting in a downloaded pdf with markups shown as Adobe comments. Markups can be manually entered into the new ACC Project or exported file uploaded to ACC to display Adobe comments. Submit an MDT Service Desk request for assistance.

BIM 360 TO AUTODESK CONSTRUCTION CLOUD (ACC) MIGRATION - RECAP AND INFRAWORKS FILES

Files Specific Issues

Issue	Solution / Procedure
All InfraWorks & ReCap files migrated from BIM 360 to ACC are static and unable to be edited.	Access to the original file on BIM 360 will need to be restored. The file can then be saved locally and uploaded to the ACC Project with intelligence. A full support guide addressing the issue and solution can be found here: BIM 360 to Autodesk Construction Cloud (ACC) Migration - ReCap and InfraWorks Files
GuideSIGN Plan tools do not work to edit any signs in a project nor update library paths due to GuideSIGN libraries not being found. For example, users are not able to use the Edit Sign Assembly command. Standard signs and project specific signs are affected.	GuideSIGN sign library paths changed with the ACC migration making GuideSIGN unable to update standard signing libraries as well as project specific signing libraries. The standard signing libraries pathing issue is corrected by reverting the project name in ACC to MDTAPP – GuideSIGN (removing ACC from the end). With this change, all standard signing files can reconnect to the library and function as intended. Users will need to deselect the renamed MDTAPP – GuideSIGN ACC project and select the MDTAPP – GuideSIGN project from Autodesk Desktop Connector. To edit the project specific signing library file path, users must request to be added back to the BIM 360 project. This restores the library connection allowing GuideSIGN users to change the sign file path to the updated ACC project path. A full support guide addressing the issue and solution can be found here: GuideSIGN – BIM 360 to ACC File Path Workflow