MONTANA
Department of Transportation

Project Development & Delivery - Digital Design and Modeling Services

Support Guide

Application/Tool(s): Autodesk Desktop Connector
Version(s): 2027.1.0.59
Environment: N/A
Released/Revised: 7/27/2026



SUPPORT
Open a Case

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 connection between your local file system and the Autodesk Construction Cloud (Forma). Without proper disconnection before system upgrades, files may not completely sync to the cloud leaving recently saved changes to files on the local machine at risk of being lost with upgrades.

REFERENCE

What Is Desktop Connector?

SOLUTION:

Disconnecting projects in the Autodesk Desktop Connecter before any upgrades will force local files to be synced up to the cloud. Performing the following tasks on your computer device to disconnect projects will prepare you for any upgrade. Not performing these tasks could cause lost work and other issues post upgrade.

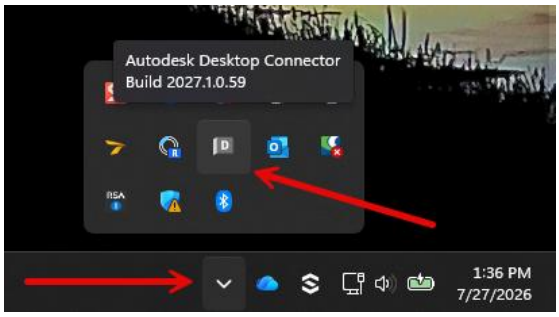
PROCEDURE:

1) Save all your work in the appropriate location in the local Autodesk Forma file paths. This is done by simply saving your files normally. If your files are not saved in Autodesk Forma, but rather saved locally on your computer device, you will need to upload them to the appropriate project folder on Forma using the web interface.

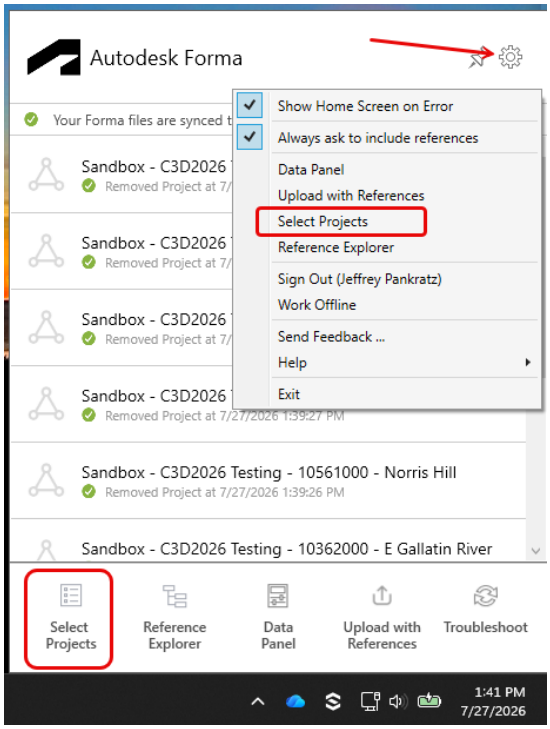
2) In Civil 3D, go to the Survey tab in the Toolspace palette. Hover over Survey Database and verify that the path is set to c:\Users\Public\Public Documents\Autodesk\Civil 3D. If it is not, update the path by selecting Survey Database, right-clicking, and choosing "Set working folder…," then set the path to c:\Users\Public\Public Documents\Autodesk\Civil 3D.

3) Close all the Autodesk applications (Civil 3D, AutoCAD, Revit, etc.) on your device.

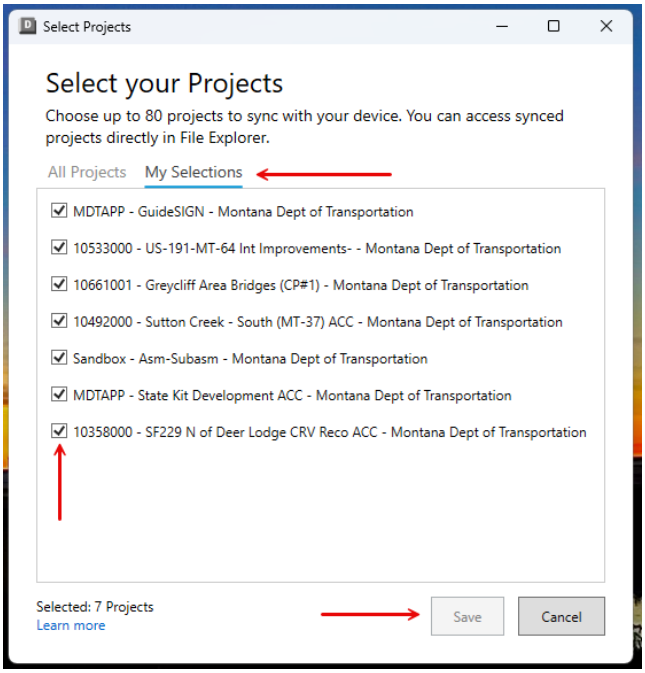
4) Locate Autodesk Desktop Connector from the system tray on your task bar. You may need to expand the Show hidden icons menu (^) then select the Autodesk Desktop Connector icon.



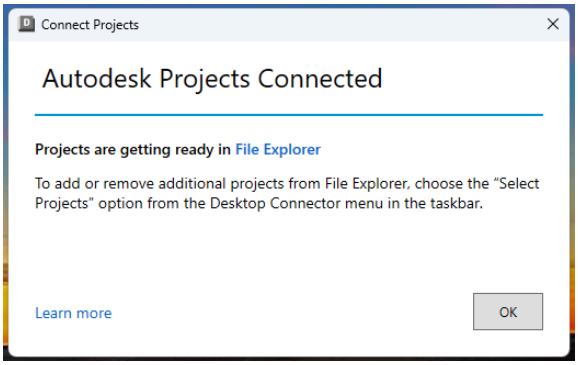
5) The Autodesk Forma dialog box will appear. Either select the "Select Projects" button on the bottom left of the menu or select the small gear button in the top right corner and from the drop-down menu, choose "Select Projects".



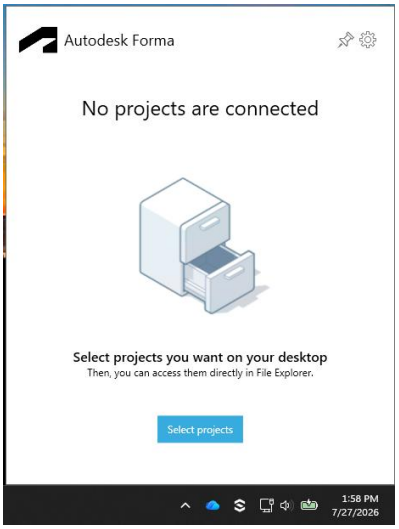
6) From the Select Projects dialog screen, choose the “My Selections” view. Once your projects have populated in the screen, remove the check box from ALL projects and save.



7) The following popup will appear. Select “OK”. All your projects are now disconnected from the Autodesk Forma and your Autodesk Desktop Connector is now ready to be upgraded.



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



9) The final task will be to verify that you do not have remnants of disconnected or orphaned data cached on your computer device.

   a. Open File Explorer and browse to the following location: C:\Users**uXXXX**\DC\ACCDocs.

      Note: 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 Open a Case for support.

FREQUENTLY ASKED QUESTIONS

Question:
What if I forget to log out?
Answer:
Any work that you have not saved may be lost. You may be unable to access data using the Autodesk Desktop Connector. Please Open a Case for support.

Question:
How do I open a case if I'm having issues with the Autodesk Desktop Connector?
Answer:
Use the Open a Case link at the beginning of this document.