MONTANA
Department of Transportation

Project Development & Delivery - Digital Design and Modeling Services

Support Guide

Application/Tool(s): Autodesk Desktop Connector
Version(s): N/A
Environment: N/A
Released/Revised: 3/30/2026

NEED HELP?

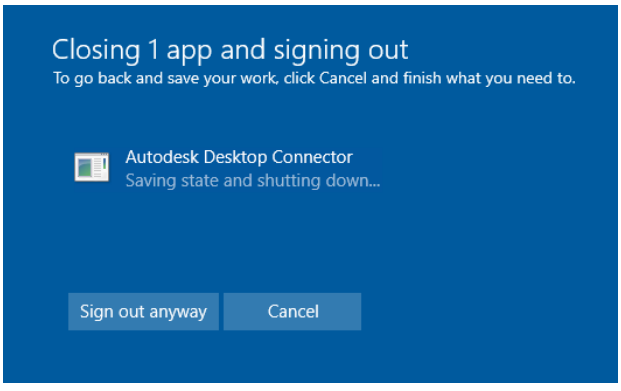
SUPPORT
Open a Case

AUTODESK DESKTOP CONNECTOR PREVENTS COMPLETION OF SIGN OUT

ISSUE:

Upon user signing off or shutting down the computer Autodesk Desktop Connector (DC) prevents the completion of sign out. The DC takes some time to close, this is “as designed” behavior.

Choosing “Sign out anyway” is not advisable, as it could disrupt any ongoing tasks in the Autodesk Desktop Connector.

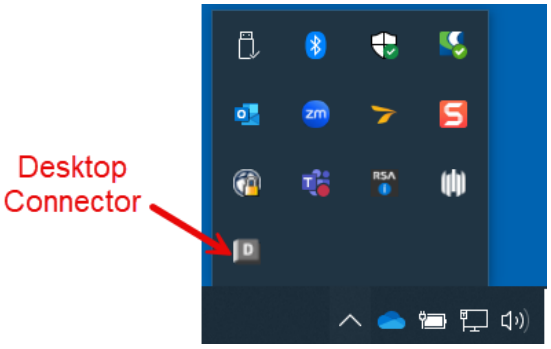


SOLUTION:

To prevent this from happening, close the DC before logging off or shutting down the computer. It's recommended to wait for the DC app to close.

PROCEDURE:

The DC is in the System Tray or on the Task Bar at the bottom right corner of the screen.



Right click on the DC from the system tray and choose Exit before logging off. Make it a habit to close the DC before "Shut down or sign off".