Plant 3D User Community Virtual Meet Up
11th February 2020

David Manning
Designated Support Specialist
Before we begin

Keep your line muted to reduce background noise, until you ask a question.

Have a question? Use the Questions box or raise your hand.

This webinar is recorded. The recording will be available at:
https://customersuccess.autodesk.com/webinars
David Manning
Designated Support Specialist

Providing technical support to enterprise customers and the Autodesk communities in the following products and associated workflows:

• Plant 3D and P&ID
• AutoCAD
• ReCap
• Recap Photo
• Navisworks
• Fusion 360
• Vault
• BIM 360 tools

• 6 years Steam Plant Design
• 12 Years Piping Design (Oil & Gas)
• 3 Years Autodesk Specialist
Vinod Balasubramanian

Senior Product Support Specialist

Vinod is currently a senior technical lead for AutoCAD toolsets software and a regular speaker at Autodesk University. He is responsible for handling business escalations on support issues, preparing partners for new releases, creating high-quality knowledge content, and helping to improve total experience of product for customers.
Agenda

▪ Overview
▪ Plant 3D News: General Updates and News

▪ This Month's theme:
  Plant 3D leverages a database to provide users with significant advantages and value. This month we will discuss Project database integrity, avoiding or fixing common issues and maintaining the project database.

▪ Follow up Questions from last month
▪ Open Discussion and Q&A
Overview

Objective:
- To provide a routine engagement with the Plant Design Community in the local region.
- To foster a collaborative user community while increasing the understanding and knowledge of Plant 3D and associated tools and workflows.

Scope:
- Each session is intended to be a casual engagement, with a small portion for news and information followed by a more general discussion around the products and workflows. The discussion is hopefully driven from the users attending.
Safe Harbor Statement

- We may make statements regarding planned or future development efforts for our existing or new products and services. These statements are not intended to be a promise or guarantee of business results, future availability of products, services or features but merely reflect our current plans and are based on factors currently known to us. These planned and future development efforts may change without notice. Purchasing and investment decisions should not be made based upon reliance on these statements.

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Plant 3D News
We are glad to announce AutoCAD Plant 3D Rogue Beta officially GO LIVE. It’s available on AutoCAD Customer Council now.

Can’t find the AutoCAD Customer Council?

Email Plant3D.Beta.Team@autodesk.com to request access.
AutoCAD Plant 3D Rogue Beta

Feedback Requested

- Plant product team is collecting customer feedback on AutoCAD beta forums
- Collaboration project backup and upload procedure to Docs for testing
Plant 3D with the Experts

Playlist link
AutoCAD Plant 3D Community Virtual Meet-ups 2020

Share on social media with your colleagues

January session
- Tuesday, January 14, 2020 | 11:00 am US Eastern | 10:00 am London
- SELECT

February session
- Tuesday, February 11, 2020 | 11:00 am US Pacific
- SELECT

January session
- Tuesday, January 14, 2020 | 2:00 pm US Pacific | 11:00 am Singapore
- SELECT

February session
- Tuesday, February 11, 2020 | 2:00 pm US Pacific | 11:00 am Singapore
- SELECT
Plant 3D Virtual Community Live from Las Vegas

November 2019

Did you miss any of the previous months meet-ups?

Don’t miss the November recording to see Misha Belilovskiy present on:

Plant 3D Past, Current and the Future

Agenda (for all sessions):

- Introduction
- AutoCAD Plant 3D Past, Current and the Future (Misha Belilovskiy)
- Collaboration for Plant 3D with BIM 360 Docs Beta – What to expect (David Manning)
- Hot Tips from the Product Support (Vinod Balasubramanian)
- Q&A
- Onsite Community Conversations

Resources for all sessions:

Presentations
Recording
Autodesk Group Network
Find other groups in your area and online

https://knowledge.autodesk.com/community/groups
Project Data Integrity for Plant 3D
What type of issues can occur?
What causes issues?
How do you avoid these issues?
How do you recover / restore data?
What type of issues can occur?

DWGs, Databases, and Project Files

- Drawing files
  - Missing data (lost Plant 3D object properties)
  - Corrupted DWG – will not open
- Project Database Records
  - Missing or out of sync with drawings
  - Registered tags that cannot be assigned
- Project Files
  - Configuration (XML files) with incorrect file / folder paths
What causes issues?

Hardware, Software, Network Infrastructure

- **Hardware**
  - Hard disk failure / bad sectors
  - Memory failure

- **Software**
  - Third-party add-ons for AutoCAD (not intended for Plant objects)
  - DWG clean-up (old templates, extra regapps, etc.)

- **Network Infrastructure**
  - Faulty network routers or switches
  - Failure during save of DWG or data going into SQL Server
What causes issues?

DWG Open / Save Process

Open Drawing Process

1. Open Drawing
2. Connect to SQL?
   - Yes: Open DWG save OKAY?
     - Yes: Update Local Data Cache from SQL
     - No: In LOCAL DATA CACHE sync'd?
       - Yes: Update SQL with BLOB data
       - No: Error message
   - No: USER PROMPT? to update
     - Yes: Update SQL with BLOB data
     - No: Error message
What causes issues?

**DWG Open / Save Process**

**Save Drawing Process**

1. **Save Drawing**
2. **Connected to SQL?**
   - **Yes:** SQL Query for Updates → Update LDG
   - **No:** Update DRAWING Blob from memory
3. **Update LDG**
4. **Update Drawing Blob**
5. **DWG is saved**
What causes issues?

SQL Server Disconnect

New warning / dialog box in Plant 2020

One or more items have caused an error.

Error

Cannot create part record in the project database.
What causes issues?

Collaboration Server Disconnect

New warning / dialog box in Plant 2020

Error encountered

Failed
Failed to create new version for CS600.dwg
An error occurred while sending the request.
The remote name could not be resolved:
'developer.api.autodesk.com'
What causes issues?
Hardware, Software, Network Infrastructure

- Using SQLite on network / multi-user projects
  - Autodesk AKN - [SQLite versus SQL Server for AutoCAD Plant 3D](#)
How do you avoid these issues?

Project Audits, SQL Maintenance, Data Backups

- Audit projects on a regular basis (AUDITPROJECT command)
- SQL Server maintenance
- Maintain regular project and SQL backups
- Install the latest version + Updates / Hotfixes
- Don’t use Wi-fi connections to servers
- Don’t close the lid on laptops (sleep mode before saving / closing)
How do you recover from these issues?

Data Restoration

- **Restore from a recent backup**
  - Autosave files (remove existing DWG, copy autosave to the project)

- **PLANTAUDIT command**
  - Removes objects in DWGs that have no corresponding DB record
  - Plant 2019.2 and 2020

*PLANTAUDIT command can now correct corrupted piping geometries*
Question Follow up
Question Follow up
From January 14th 2019

Q&A Follow-up (AMER)

Does Autodesk have any plans to add additional functionality to Plant 3D to better support mining, minerals processing, or bulk material handling industries?

Questions and Answers from previous sessions are collated and published to the Plant 3D Virtual Community Meetup Resource Store website
Open Discussion and Q&A

Raise your hand to ask your questions or add them to the Q&A panel.
Thank you... for getting involved
Reference Materials and Links

- Autodesk Knowledge Network
- Autodesk University
- Autodesk YouTube
  - Plant search Link
  - Autodesk AutoCAD Plant 3D
- Autodesk ANZ
  - AEC Collection – Let’s make a project
- In The Pipes
Plant 3D Virtual Community Meetup resources

by Customer Success Team • on November 21, 2018

Overview

Objective:
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November 6th 2018

APAC Session

Agenda:
- Overview
- Plant 3D News
- Follow up on last month’s questions
- Update 2019.1
- Open Discussion and Q&A

EMEA Session

Agenda:
- Overview
- Plant 3D News
- Follow up on last month’s questions
- Update 2019.1
- Open Discussion and Q&A

AMER Session

Agenda:
- Overview
- Plant 3D News
- Follow up on last month’s questions
- Update 2019.1
- Open Discussion and Q&A

More detailed agendas to be published in advance in 2019

Presentation PDF Link

Presentation PDF Link
Other Virtual Meetups
Share with your co-workers
Monthly Virtual Meetup

- **Virtual Meetup** is a monthly webinar and an ongoing forum engagement, supplemented by in-person meetings at AU Las Vegas and Regional AUs. Flavors of the main agenda:
  - **Connect with Experts** – best practices and live discussions with subject matter experts
  - **Open mic** – customers presenting their stories or workflows
  - **Updates from product teams** – a product team comes to share what’s new in the release and what’s coming next

https://customersuccess.autodesk.com/
Plant 3D with the Experts

Information page with links

Plant 3D with the Experts - Video Blog Series

Do you want to know more about Plant 3D?
Do you want to know a how to get started?
Are you an Plant 3D user or administrator with questions?

If you answered yes to any of these questions then this webinar series may be just the thing you need.

The Autodesk Product Support Team has planned a long list of short videos to help
AutoCAD Plant 3D Community Virtual Meet-up
Share on social media with your colleagues

Webinar
AutoCAD Plant 3D Community Virtual MeetUp
Tuesday, October 8, 2019
Register now

AMERICAS
11:00 AM US Pacific
2:00 PM US Eastern
Joel Harris
Jason Drew

EUROPE
10:00 AM London
11:00 AM Central Europe
Nabil Nougha
Martin Buss

ASIA/PACIFIC
12:00 PM (noon) Singapore
2:00 PM Sydney
Vinod Balasubramanian
Daniel Manning
AutoCAD Plant 3D Community MeetUp Webinars

Autodesk is proud to present our monthly AutoCAD Plant 3D Community MeetUp webinar series. In this space we will hear news and information on AutoCAD Plant 3D design solutions, participate in live Q&As with Autodesk specialists, and have the opportunity to connect with diverse members throughout the worldwide AutoCAD Plant 3D community.

The webinars are scheduled for 30 minutes, though we will always extend beyond the initial half hour whenever a lively discussion happens to take a life of its own.

- Americas Session
- Europe Session
- Asia/Pacific Session
- View all upcoming Customer Success events
- View all past Customer Success events

New registration page, now online: https://www.autodesk.com/customer-success/plant-3d
“In the Pipes” has Moved

- As another step as Autodesk’s ongoing process to improve our customers experiences has moved the “In the Pipes” blog to a new home.

https://blogs.autodesk.com/in-the-pipes/
Transport Layer Security (TLS): Updates Required to Maintain Software Access

- **Issue:** Transport Layer Security (TLS) 1.0/1.1 is vulnerable to man-in-the-middle (MITM) attack that can compromise data exchanges. This applies to *single-user subscribers* using the software versions listed below; customers using software or versions not listed and customers using perpetual or multi-user (network) licenses will not be affected.

- **Environment:** This issue affects a selection of Autodesk software used on Windows, Mac, and Linux versions 2014, 2015, 2016 and/or 2017.

For most 2018, 2019, or 2020 software versions, your software and account are not affected.