

CTC SOFTWARE

A SYMETRI COMPANY

CTC CIM Suites Installation and Configuration Guide

Includes:

**CIM Project Suite™
CIM Manager Suite™**

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CTC CIM Suites Overview

IMPORTANT: The installer requires administrative privileges to install it on the computer, but then any user who logs into the computer can use the software.

IMPORTANT: If you downloaded the zip file with the installer in it, **before using the zip** file, right-click/Properties on the downloaded zip file, check the **Unblock** checkbox and click OK. This can prevent issues with the installation being successful.

IMPORTANT: If you have any older CTC Software products installed that were “single user” versions, they must be uninstalled before this installer can be run.

The Civil products from CTC Software™ offer many utilities for enhancing the productivity of users of Civil 3D® software from Autodesk®. Civil 3D users typically launch these tools from within the Civil 3D software.

These tools are available for purchase in suite packages, and typically each of the suites contains both free tools and paid (“premium”) tools. Although written to function correctly with the international community in mind wherever possible, CTC Software products are only tested on English USA versions of Revit running on English USA versions of Windows.

The setup will install the tools for all versions of Civil 3D supported. For example, CTC CIM Suites 2027 will install tools for Civil 3D 2027, Civil 3D 2026, Civil 3D 2025, Civil 3D 2024 and Civil 3D 2023.

The installation and configuration of these suites is fairly straightforward. This guide will explain how the installation works, how to set up and configure licensing and how to change the configuration on the Civil 3D workstations after the suite has already been installed.

General Security Requirements Summary

The installer **DOES** need to be run by someone who is logged in with administrative privileges.

Civil 3D Workstations

In accordance with Autodesk standards for add-ins, during the installation the user does not get to choose where the suites will be installed on their local hard drives.

The Civil 3D add-in files are located:

For Civil 3D 2026 and older: **%ProgramData%\Autodesk\ApplicationPlugins**

For Civil 3D 2027 and later: **%ProgramFiles%\Autodesk\ApplicationPlugins**

While the remainder of the files are located within the ProgramData folder:

%ProgramData%\CTC Software

Where application-wide settings need to be stored such that they are applicable to any users that login to the computer, these will be stored in the **C:\Users\Public** folder, typically under:

C:\Users\Public\CTC Software

Upgrading the Software

When upgrading a workstation to a new release, typically manually uninstalling an old version is NOT required. Running the latest setup is all that normally should be needed. It will replace the previous version with the new version.

Licensing

The free tools have light background colors on the ribbon button icons, and have no licensing requirements. The tools with dark background colors on the ribbon button icons do require licensing, but are available for a free trial when the first premium tool within the suite is used the first time.

IMPORTANT: Any licensing errors that occur will be logged to:

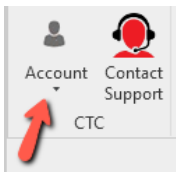
C:\Users\Public\CTC Software\License Settings\LicensingErrors.txt

CTC Software uses cloud shared licensing, meaning the user must have an account in the CTC portal, and that account must have permission to use the suite, before a license can be used.

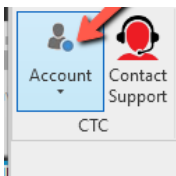
Logging In and Logging Out

In Civil 3D, when you first visit a ribbon tab that has CTC tools on it, a button on the ribbon will show you whether or not you are logged in, and will let you visit the licensing portal, as well as login to, and logout from, the CTC ecosystem.

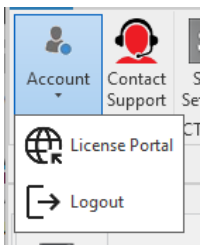
When the ribbon button icon looks like this, you can see that you are NOT currently logged in with your CTC credentials:



When you are logged in, a blue dot will appear:



When you click on this button, some menu choices will appear:



The License Portal button will open your web browser to the CTC licensing web site.

When you are logged in, the second button will say “Logout” and will allow you to logout of the CTC ecosystem.

CTC CIM Suites Installation and Configuration

<http://www.ctcsoftware.com>

When you are not logged in, the second button will say “Login” and will allow you to log in to the CTC ecosystem.

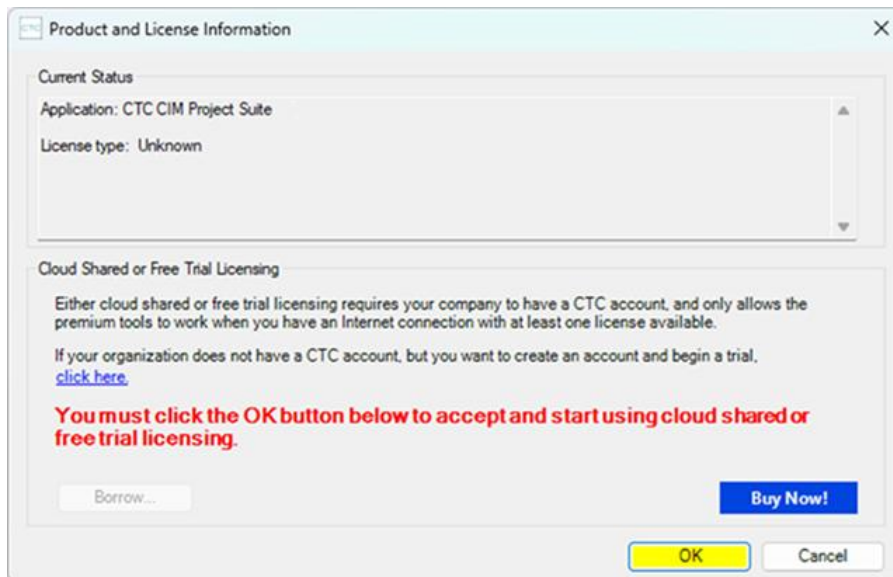
As the administrator, you can turn off some or all of this functionality (and the Contact Support button). The process for controlling these is discussed below.

Activating Cloud-Based Licensing

Unless the licensing is pre-configured during installation via command-line parameter (see below), the first time a user launches one of the tools that require licensing they will see the *Product and License Information* dialog.

CTC Software products support only cloud-shared licensing, and also free trial licenses that use CTC’s cloud licensing engine. Both of these require having an account with CTC. The user must click the OK button to activate the cloud licensing and acknowledge using a CTC cloud account.

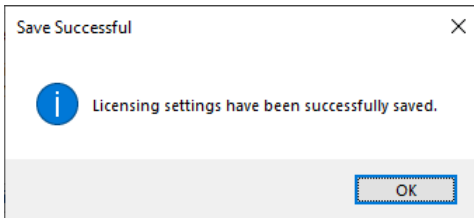
IMPORTANT: If the user is not already logged into the CTC ecosystem, clicking the OK button will prompt them to login.



The licensing will automatically apply to all of the tools that are included in the suite which require licensing. So once the first tool has configured the licensing, the other premium tools in the suite will automatically use the same configuration.

The user guide that comes with the suite contains a section called *License Activation and Management* which discusses how the licensing works for the user, including the use of this dialog (also discussed below).

Once the user clicks OK (and has logged in), the product will be configured for cloud shared licensing:



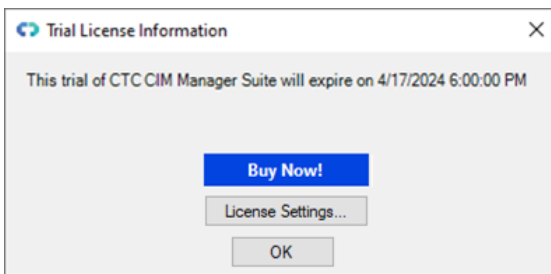
At this point, the user may borrow a license for offline use (if permitted by the administrator).

Free Trial Licenses

Trial licenses allow the user to use the software (including premium tools) without any special licensing for a limited time, typically 14 days. The software will generally be fully functional during the trial, with a few exceptions where functionality will be limited during a trial.

Any Internet connection and a CTC account is required to use trial licensing.

If a trial license is being used, the first time within each Revit session that the first tool from a suite is launched that requires licensing, a dialog like the following is displayed:



Clicking the “License Settings...” button will display the *Product and License Information* dialog, shown above.

Purchased Cloud Shared Licenses

Cloud shared licensing allows multiple users to share licenses. For example, if you have 20 users but only a maximum of 5 of those 20 need to use the software at the same time, you may choose to purchase only 5 cloud shared licenses.

Any Internet connection is required to use cloud shared licenses.

Only the maximum number of licenses purchased for a software product can be in use at the same time by different users on different computers. When one extra user tries to run the software, they are informed that no licenses are available, and they will have to try to run the software again later after another user has closed all the tools for a product (suite) and the other user’s license is then automatically returned to the cloud license server.

A user never uses up more than one license for a product while on a single computer. For example, if the user has Revit 2023 running and starts a premium tool that gets a license for “Industrial Design Suite” from the license server, and while that tool is running they start up another Revit session *on that same computer* – even for a different version of Revit – and launch another premium tool from the same suite, only 1 license will still be considered in use by that user. The license is not returned to the server until all instances of the premium tools from that suite have been shut down for all instances of Revit that are running on that computer for that user.

If, however, the user leaves the tool running which has checked out a license and they go to another computer and start up another licensed tool for the same product, then another license will be retrieved on that second computer, and the user will then be consuming **two** licenses. So licenses are specific to the *combination* of user, computer and product.

If the administrator allows it, a user may “borrow” a license from the CTC cloud server for a fixed number of days. When a license is borrowed, it is temporarily locked to the computer of the user that borrowed the license. This allows that user to use the software when not connected to the Internet, which can be useful, for example, if they are leaving to go on a business trip. However, it also temporarily removes one of the available floating licenses for all the remaining users to share.

The license will automatically be available again on the CTC cloud server even if the user who borrowed it doesn’t connect to the CTC cloud server after the period in which it was borrowed comes to an end. The license will also stop working on their workstation after the period in which it was borrowed comes to an end, even if they don’t connect to the license server via an Internet connection.

IMPORTANT: A borrowed license **CAN NOT** be forcibly returned to the CTC cloud server. It will be automatically available on the CTC cloud server when the borrow time has expired, or when the user who borrowed it connects to the CTC cloud server and manually returns the borrowed license from their computer early.

CTC provides the license management in CTC’s cloud, and you can manage your license usage from the CTC portal. For example, you control who is allowed to use each product (suite), you can see who is currently using licenses, and you can even revoke a non-borrowed license from a user. This can be useful if another user urgently needs a license. You can also see who has borrowed a license, and when that borrowed license will expire. This is explained in the next section.

Managing Cloud Shared Licenses

CTC Products can be managed in the CTC Software portal (<https://ctcsoftware.com/portal/licensing>). All of the licenses owned by the organization will be listed under the ‘Licensing’ tab. A minimum role of either **Organization Admin** or **License Admin** must be assigned to anyone who will be managing licenses for the organization.

NOTE: Licenses will not be available to any of the organization users until they have been “assigned” in the portal. This does not include free tools in the product. Free tools will be always available, regardless of licensing.

Users must configure their product on their workstation to use Cloud Shared Licensing before the licenses will be available to them. This can be done using the “Product and License Information” dialog, or by using configuration files (discussed below).

- All
- Revit (BIM)
- Civil 3D (CIM)**
- HIVE
- MEPPP
- Casework Configurator
- SuperDoor Configurator
- Account

CTC CIM Manager Suite
3 licenses
+

CTC CIM Project Suite
5 licenses
-

ASSIGN LICENSES

Licenses Owned

| Serial Number | License Type | License Status | Start Date | Expiration Date | License Count | Auto Renew | Registered Name |
|----------------------|--------------|----------------|-----------------|-----------------|---------------|--------------------------|-----------------|
| 9C73AD3FFFD32C9A8A32 | PURCHASED | Active | 20th April 2022 | 20th April 2023 | 5 | <input type="checkbox"/> | N/A |

Showing 1 to 1 of 1 entries

Cloud Licenses in Use

Borrow:
30
Days Max.

| Actions | Status | User | Email | Machine Name | Start Date | Return Date |
|---------|--------|-------------|----------------------------|----------------|----------------|-------------|
| | In Use | Wayne Cratt | wyattc@ctcexpresstools.com | CTCLTMNMARIAHW | 1st April 2022 | N/A |

Showing 1 to 1 of 1 entries

In the above example, this organization owns 5 seats of CIM Project Suite and 2 seats of CIM Manager Suite. This means that at any given time, a maximum of 5 users can run a licensed tool from CIM Project Suite simultaneously, regardless of how many users have been assigned beyond the count purchased. Likewise, only two can use CIM Manager Suite licensed tools at the same time.

This means that if 10 users have been assigned a CIM Project Suite license, only 5 users can use licensed tools in the product at the same time. If a 6th simultaneous user attempts to use a licensed tool in CIM Project Suite, they will be alerted that no license is available at that time.

Assigning Licenses to Groups and Users

Licenses can be assigned directly to a user account, or to a group. Assigning to groups may be a much easier to manage which users have access to which licenses.

Begin by expanding one of the product rows and clicking on ‘Assign Licenses:’

CTC CIM Project Suite
5 licenses
-

ASSIGN LICENSES

Licenses Owned

| Serial Number | License Type | License Status | Start Date | Expiration Date | License Count | Auto Renew | Registered Name |
|----------------------|--------------|----------------|-----------------|-----------------|---------------|--------------------------|-----------------|
| 9C73AD3FFFD32C9A8A32 | PURCHASED | Active | 20th April 2022 | 20th April 2023 | 5 | <input type="checkbox"/> | N/A |

Showing 1 to 1 of 1 entries

The Group and User selection form will present assignments that may have already been made in the list below the selector. This can also be used to remove assignments by clicking on the trashcan icon.

The first tab presents group assignments. The second tab presents user assignments. To add to the list of assignments, click in the selector and choose items from the selection list.

Assign Licenses



GROUPS

USERS

Select

| Name | Description | |
|-----------|-----------------------------|--|
| Everyone | All corporate users of HIVE | |
| Org Admin | | |

Showing 1 to 2 of 2 entries

Previous

1

Next

Assign Licenses



GROUPS

USERS

Project Managers X

Dynamo Power Users X

Select

Architecture

BIM Admin

BIM Manager

CMS Admin

dmtptest01

Electrical

Hint: type the first few characters of a name to filter the list.

To remove a group or user during the add process from the temporary list, click the X on the right of the “pill.”

Once satisfied with the selections, click the SAVE button to update the assignments.

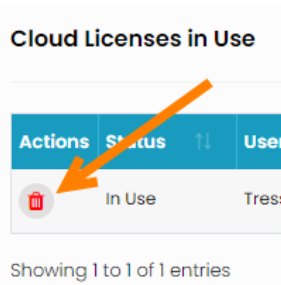
Revoking a License

It may be necessary to temporarily force a checked out license that is currently in use on a workstation back into the pool. This can be used to ensure that a license is available to a user whose task may be urgent.

NOTE: Revoking a license will be effective immediately. The user will no longer be able to continue using paid tools until a license becomes available again. They will get a message telling them they no longer have a license. While they will not be able to continue doing useful things with the software, it should allow them to save their work, such as any settings they may have changed.

Expand the product row for the CTC suite to see the list of cloud licenses in use.

Find the user in question and click the trashcan icon.



Cloud Shared Licensing Workstation Usage

If your organization has set up access to cloud shared licensing, all that is needed to use the tools is to configure it and log in using a CTC Software user account.

Configuring the workstation tools can be done either by deploying a configuration file (discussed below), running the installer with command-line parameters (also discussed below) or by interactively using the *Product and License Information* screen.

This screen will appear the first time a premium tool is used, or can be accessed from within a premium tool using the Suite Licensing drop-down menu choice.

The *Product and License Information* screen for first time use was shown above.

When successfully applied, the status at the top of the screen will update to show:

- The product name
- Who is logged in
- Whether the license is a trial or purchased license
- The trial or subscription expiration date
- Whether or not the license is currently borrowed, and if borrowed, the borrow expiration date

Borrowing a Cloud Shared License

If a license is needed in anticipation of being disconnected from the Internet, borrowing a license can ensure that the CTC tools are available for use when offline.

IMPORTANT: For normal use of the software, where you have a standard Internet connection, you DO NOT need to borrow a license. Borrowing a license is normally only needed when you know you will need to use the software at a time when you won't have a reliable Internet connection. While you have a license borrowed, that is one less shared license available to all other users.

NOTE: Borrowing is only available for purchased cloud shared licenses. **Borrowing is not available for trial licenses.**

IMPORTANT: In the event your computer is lost, stolen or damaged (e.g. a hard drive crash) **an administrator CAN NOT recover a borrowed license.** In that case, the license will be unavailable to all users until the borrow period has naturally expired. *As such, you only want to borrow a license for the minimum amount of time needed.*

An example of borrowing a license, and returning it early, can be found in the user guide.

General Licensing Notes

The user guide that comes with each suite contains a section called *License Activation and Management* which discusses how the licensing works from the user's perspective, including going into more detail about the use of the *Product and License Information* dialog, and how to do things like borrowing licenses and returning them early.

The section below called *Pre-selecting Cloud Shared Licensing* explains in detail how license configuration settings are stored in a file on the workstations, and how they can be modified after the suite has been installed by deploying a configuration file to the workstation.

The CTC Software suite system allows the client workstations to be installed and also configured for licensing silently during installation, using a variety of methods, including command-line parameters provided to the MSI installer packages.

This is explained in detail later in this document, in the section called *Custom Installation (Using Command-Line Parameters)*

Civil 3D Workstation Installation

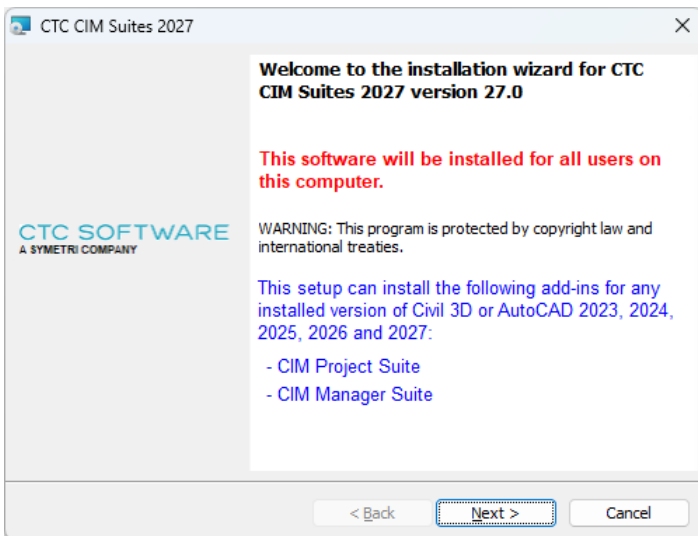
To perform an installation, first download the setup program zip file from <https://www.ctcsoftware.com/>

IMPORTANT: Before using the zip file, right-click/Properties on the downloaded zip file, check the **Unblock** checkbox and click OK. This can prevent issues with the installation being successful.

Standard Interactive Installation

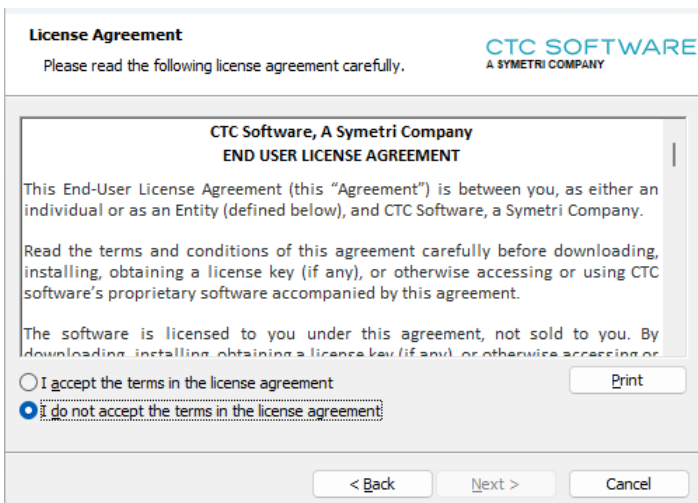
A standard installation simply involves running the interactive setup program, accepting all of the default values, and then starting up Civil 3D. **This setup can only be installed if the user has Administrative privileges on the computer.** It will install the software for all users that login to the computer.

Double-click the installation **CTCCIMSuitesSetup.msi** file to begin the installation process. First, you should see a screen that looks like this:



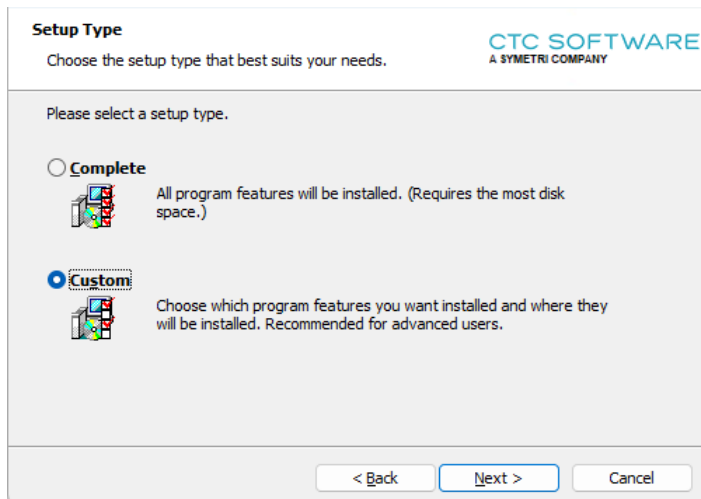
This is a standard welcome screen. Click the “Next” button to proceed.

The next screen should look something like this:

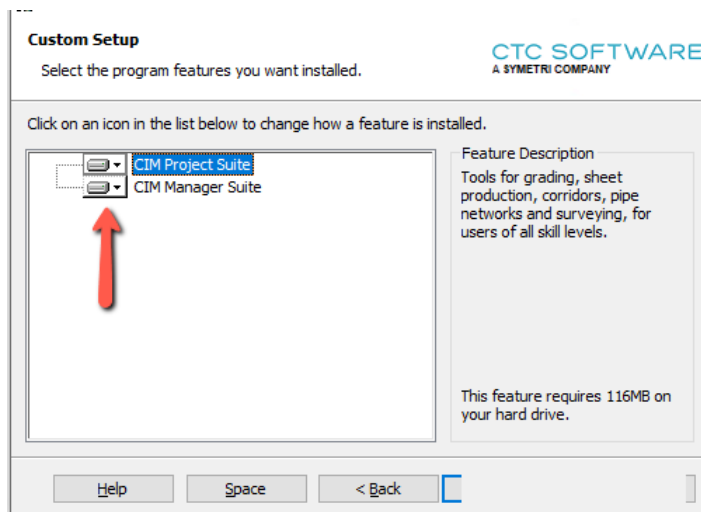


This is the license agreement screen. In order to be able to move forward with the installation, you must read the software license agreement and then click the “I accept the terms in the license agreement” option. You will then be allowed to click the “Next” button, which needs to be done to proceed with the installation.

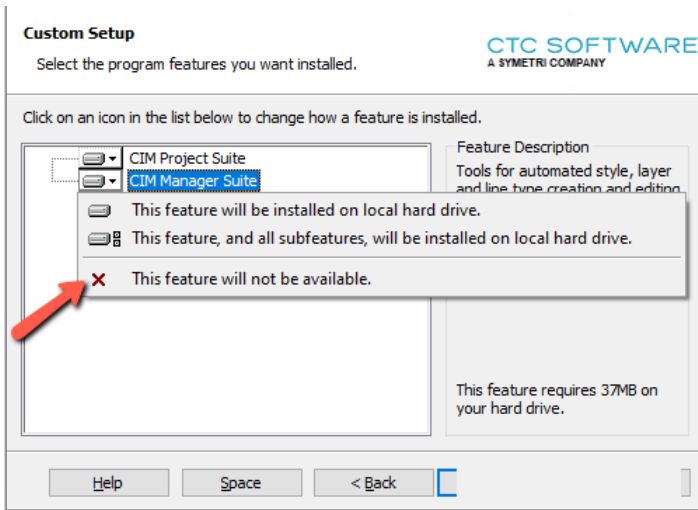
The next screen lets you control which components are installed. If you choose the “Complete” option, all the suites in this setup will be installed for you. If you choose the “Custom” option, you will have the ability to turn on or off each suite, as desired:



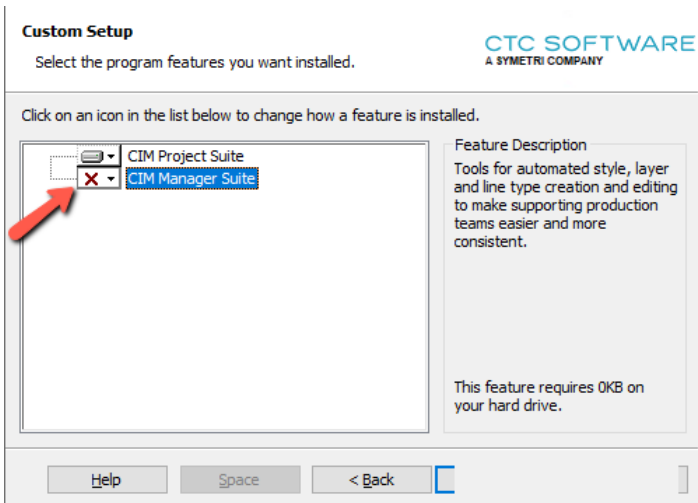
When the Custom option is selected, clicking the Next button, by default, as is the case with the normal “Complete” option, we can see that all products will be installed:



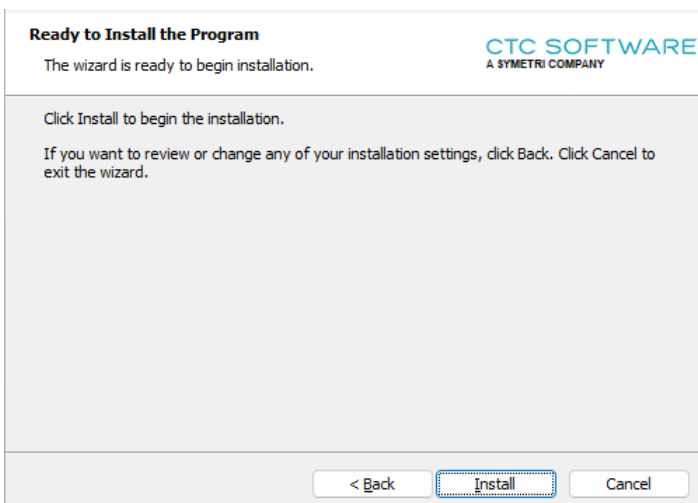
To turn off a product, click the dropdown button next to it and select the “This feature will not be available” choice. For example, if we want to turn off (not install) the CIM Manager Suite product, we would click the down arrow button next to it (seen above), then:



Once “This feature will not be available” choice is selected, CIM Manager Suite will be marked as not to be installed.



Next is the standard confirmation screen. It provides one last chance to cancel this process without anything being installed.



IMPORTANT: Uninstalling CTC CIM Suites will not uninstall the *CTC Access* application. It must be uninstalled separately.

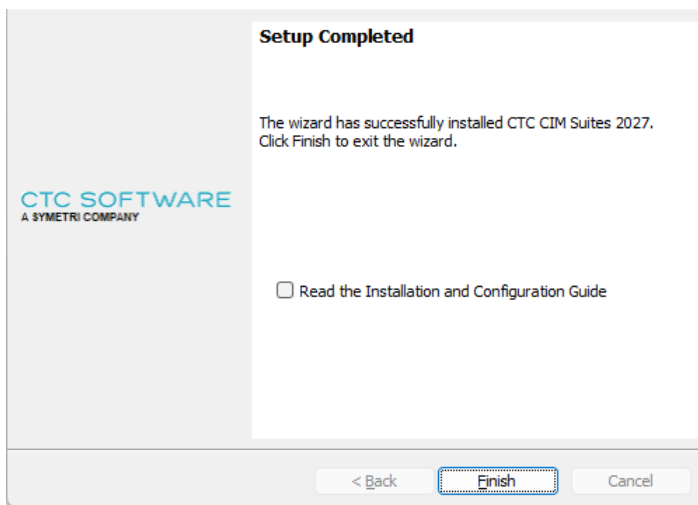
Click the “Next” button to proceed.

A file called CTCInstallLog.txt can be found in the installation folder once the setup completes. For this installer, it’s located in this folder:

%ProgramData%\CTC Software\CTC CIM Suites

Checking that log can be useful when verifying something like a silent installation (discussed below) worked correctly.

When the installation is complete, the final screen should look like this:



Click the “Finish” button to complete the installation process.

If the checkbox option is selected, this document will be displayed.

Custom Installation (Using Command-Line Parameters)

IMPORTANT: For any installer action to be successful, you must make sure ALL running instances of Civil 3D and AutoCAD are shut down. Any running instance of Civil 3D or AutoCAD may prevent the installation from working correctly.

Silent Installation

The msi installer for the Civil 3D workstations support performing silent installations. A silent installation does not show any dialogs on the screen during the install.

IMPORTANT: While a non-silent (interactive) installation of CTC CIM Suites will cleanly remove the old conflicting products which had separate installers (e.g. CTC CIM Project Suite, CTC CIM Manager Suite) **this is not the case for a silent installation.** If you plan to do a silent installation of CTC CIM Suites, CTC Software **strongly** recommends uninstalling any old conflicting products first. It is much cleaner to uninstall the old products first before installing CTC CIM Suites silently. The old products can be uninstalled silently as well. Uninstalling old products is not necessary if simply upgrading to a newer version of the same product.

IMPORTANT: A silent installation must be done from an elevated (“As Administrator”) process.

IMPORTANT: By choosing to do a silent installation, you are automatically agreeing to the software license agreement.

A silent installation is accomplished by using the command-line parameter: /q

For example, the command to install the software silently would be:

msiexec /i CTCCIMSuitesSetup.msi /q

The silent installation may take a minute or so to complete.

Turning Off Specific Products (Suites) During Silent Installs

By default, as is consistent with the interactive installer, all suites will be installed when doing a silent installation. However, individual products (suites) can be turned off during silent installs as well, using additional command-line parameters.

| Product to Not Install | Parameter |
|------------------------|----------------|
| CIM Project Suite | deselect_cps=1 |
| CIM Manager Suite | deselect_cms=1 |

So for example, if during the silent installation we want to not install CIM Manager Suite, we would give a command like the following:

msiexec /i CTCCIMSuitesSetup.msi /q deselect_cms=1

IMPORTANT: If you want to silently add or remove a suite after the software has already been installed, **you must silently uninstall the software and silently reinstall it with different command-line arguments.** Running a repair or re-running the installer with a command-line like that above, but with different parameters, will NOT change which suites are installed.

Preselecting Cloud Shared Licensing

If you want to pre-configure the software to use cloud shared licensing (or a cloud-based trial license), the following command-line parameter can be used:

`cloudsharedlicensing=true`

For example:

`msiexec /i CTCCIMSuitesSetup.msi /q cloudsharedlicensing=true`

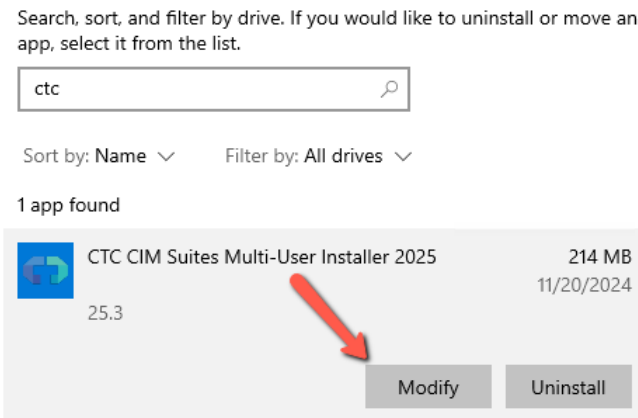
When this is pre-selected, the user will not be prompted to activate cloud shared licensing. At most they will be asked to login before they can continue using a premium tool.

Changing Which Suites are Installed After Initial Installation

IMPORTANT: You cannot change which suites are installed after initial installation using a silent command-line execution, for example from a script. To silently change which suites are installed after initial installation, you must silently uninstall the software, then silently re-install it with the proper command-line arguments, described above.

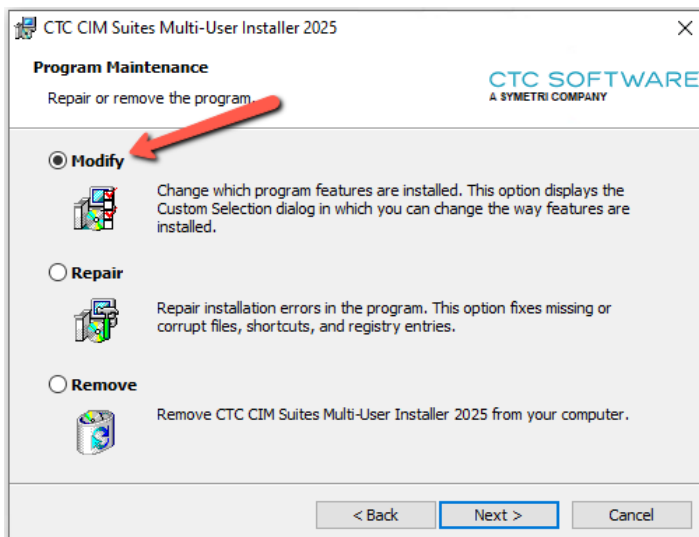
If you want to add or a remove a suite after the initial installation is complete, interactively you can do this in one of two ways:

- 1) Select the Modify choice from the Windows Apps list:



- 2) Run the same version of the msi installer again, as is currently installed

Both approaches will eventually lead you to this screen:



Selecting the Modify option and then pressing the Next button will allow you to turn on or off different suites to have installed, as the original interactive installer did. Proceeding forward from there will apply the changes.

Repairing an Existing Installation

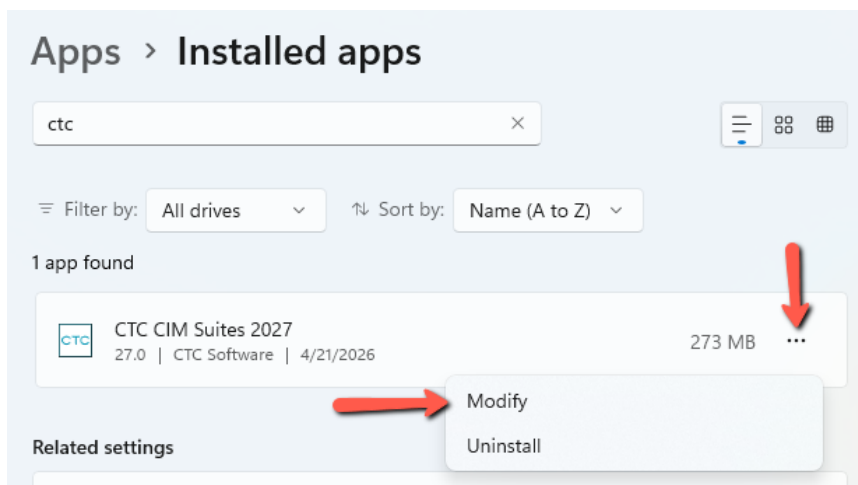
If you accidentally delete some of the installed files, or some of them become corrupt, you can repair an existing installation using one of 3 techniques:

- 1) Silently, using the following command-line:

msiexec /fa CTCCIMSuitesSetup.msi /q

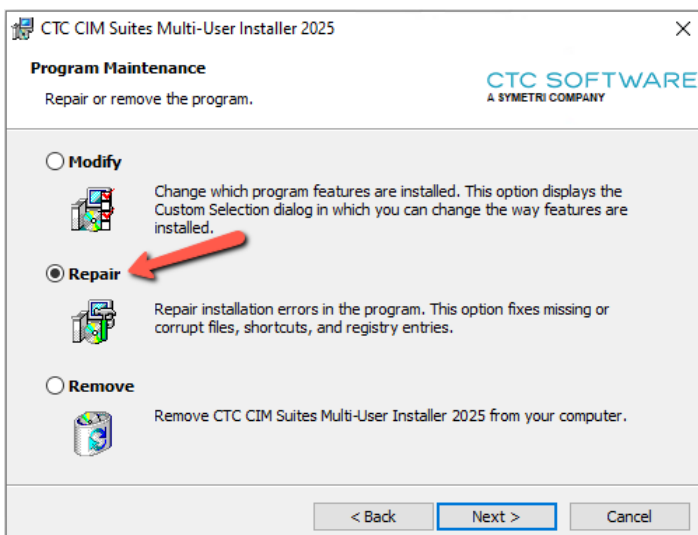
Tip: The old Control Panel “Programs and Features” dialog will offer a “Repair” choice that quickly and silently does the repair as well, but from an interactive starting point.

- 2) Select the Modify choice from the Windows Apps list:



- 3) Run the same version of the msi installer again, as is currently installed

Both approaches 2 and 3 will eventually lead you to this screen, where you should proceed with the Repair option:



Copying Tool Settings to Other Computers

If you have a “master” computer set up with the tools installed, and you have configured some tool-specific settings to be different than the default settings, for example default settings in the Options tab of some add-ins, you may want to copy those settings to the computers of other users, so everyone starts with the same settings.

To do this, copy tool-specific subfolders found in these locations:

User-specific: **%AppData%\CTC Software**
Application-wide: **C:\Users\Public\CTC Software**

to their respective locations on the other computer(s) or for other user(s) %AppData% folders.

Detecting the Version Installed

A text file called "SuiteVersion.txt" with only the Suite version (e.g. "23.1") in it can be found in the installation folder. For example:

%ProgramData%\CTC Software\CTC CIM Suites\SuiteVersion.txt

The contents of this file may be useful for checking in a script to see which version is installed.

The installed suite version can also be seen in the "About" dialog for any of the tools.

Digitally Signed Code

All CTC Express Tools add-ins are digitally signed. The MSI setup programs from CTC will automatically install the CTC digital certificate file into the Windows Trusted Publishers certificates section for the computer.

If the CTC add-ins are deployed using another method, such as if embedded in an Autodesk deployment, the CTC certificate will NOT automatically get installed into Windows, and the user will be prompted to allow the CTC add-in to load the first time they launch the Autodesk product.

The CTC digital certificate file, CTCCodeSigningCertificate.cer, can be found in the main installation folder:

%ProgramData%\CTC Software\CTC CIM Suites

This file can be added to the Trusted Publisher’s store in any normal manner, for example via Group Policy.

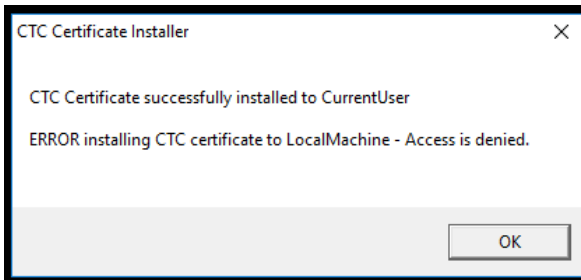
CTC Certificate Installer Utility

CTC also provides a small utility to add the CTC Certificate to Windows, which can be used for non-MSI deployments. This program is called **CTCCertificateInstaller.exe** and is located in the same folder as the certificate file, as seen above.

IMPORTANT: For this program to work, the CTCCodeSigningCertificate.cer certificate file must be in the same folder as this program.

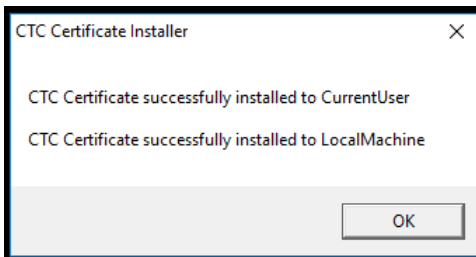
In order for this program to install the certificate such that it will work for all users who login to the computer, it must be run with the highest privileges (e.g. run “As Administrator”). If it is not run “As Administrator” it will only install the certificate for the currently logged in user.

When run as a regular user, a window appears when complete showing this:



In this case, when the current user starts up the Autodesk product(s), no messages from Autodesk will interrupt the startup process for any CTC products. However, if another user logs into this machine, they will see the dialog asking what to do with the signed add-in that was found, as seen above.

When the program is run “As Administrator”, a window appears when complete showing this:



In this case, regardless of who logs into the computer, the Autodesk product for the add-ins will open smoothly, without asking the user what to do.

The CTCCertificateInstaller.exe program supports the following command-line parameters:

/Q – quiet. In quiet mode, no dialog window is ever displayed.

/L – Log file location. If a log file is specified, the results seen in the example dialogs above will be written to a new text file specified, overwriting any previous file that may have been there previously.

Example:

CTCCertificateInstaller.exe /Q /L “C:\My Folder\My Cert Installer Log File.txt”

(The /Q and /L may be lowercase)

Post-Installation Configuration

Once installed, you can change how the software behaves after the installer has completed.

Pre-selecting Cloud Shared Licensing

For a new computer, if you don't pre-configure the software to use cloud-shared licensing, the first time they are run the premium tools will stop to prompt the user to activate cloud-shared licensing. You can pre-configure the use of cloud-shared licensing either by using a command-line parameter on the MSI during the installation, or by deploying configuration files to the workstation, for example via Group Policy.

The files must be deployed to this folder: **C:\Users\Public\CTC Software\License Settings**

The file names (for the appropriate suite) must be from the following list:

CTC CIM Project Suite Licensing.txt
CTC CIM Manager Suite Licensing.txt

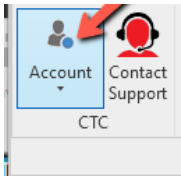
Each text file must contain only this text:

Licensing=CloudShared

Note: Regular users without special privileges can typically change files in this folder. For a truly secure environment, it may be desirable to change the permissions on these files so regular users cannot edit them.

Managing the Account Button Visibility

The *Account* button can be controlled:



The first time Civil 3D is run with a CTC suite installed, a configuration file is created which controls the visibility of this button, and of its sub buttons:

C:\Users\Public\CTC Software\Suite Settings\Account Settings.xml

This file affects all Civil 3D users on the workstation. It looks like this:

```
<?xml version="1.0" encoding="utf-8"?>
<CTCAccountSettings xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Version>1</Version>
  <CTCAccountButtonVisible>true</CTCAccountButtonVisible>
  <CTCVisitPortalButtonVisible>true</CTCVisitPortalButtonVisible>
  <CTCLoginLogoutButtonVisible>true</CTCLoginLogoutButtonVisible>
</CTCAccountSettings>
```

Changing these values from “true” to “false” will hide them on the ribbon.

If this file is deployed to workstations before the first time Civil 3D is run with a CTC suite installed, the deployed file will be used. Errors in the file will result in the button being displayed, which is the default behavior.

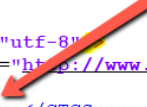
Managing the Contact Support Button Visibility



The first time Civil 3D is run with a CTC suite installed, a configuration file is created which controls the visibility of this button:

C:\Users\Public\CTC Software\Suite Settings>Contact Support Settings.xml

Which looks like this:



```
<?xml version="1.0" encoding="utf-8">
<CTCSupportSettings xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Version>1</Version>
  <CTCSupportButtonVisible>true</CTCSupportButtonVisible>
  <CTCSupportURL>https://ctcsoftware.com/support</CTCSupportURL>
</CTCSupportSettings>
```

As some organizations may want to control how support for Civil 3D users is handled (e.g. internally) this tool can be turned off. Changing the highlighted value to: **false** will prevent this button from being visible.

If this file is deployed to workstations before the first time Civil 3D is run with a CTC suite installed, the deployed file will be used. Errors in the file will result in the button being displayed, which is the default behavior.

If turned off, the support link in the About dialog in each tool will also be hidden.

Civil 3D Workstation Uninstallation

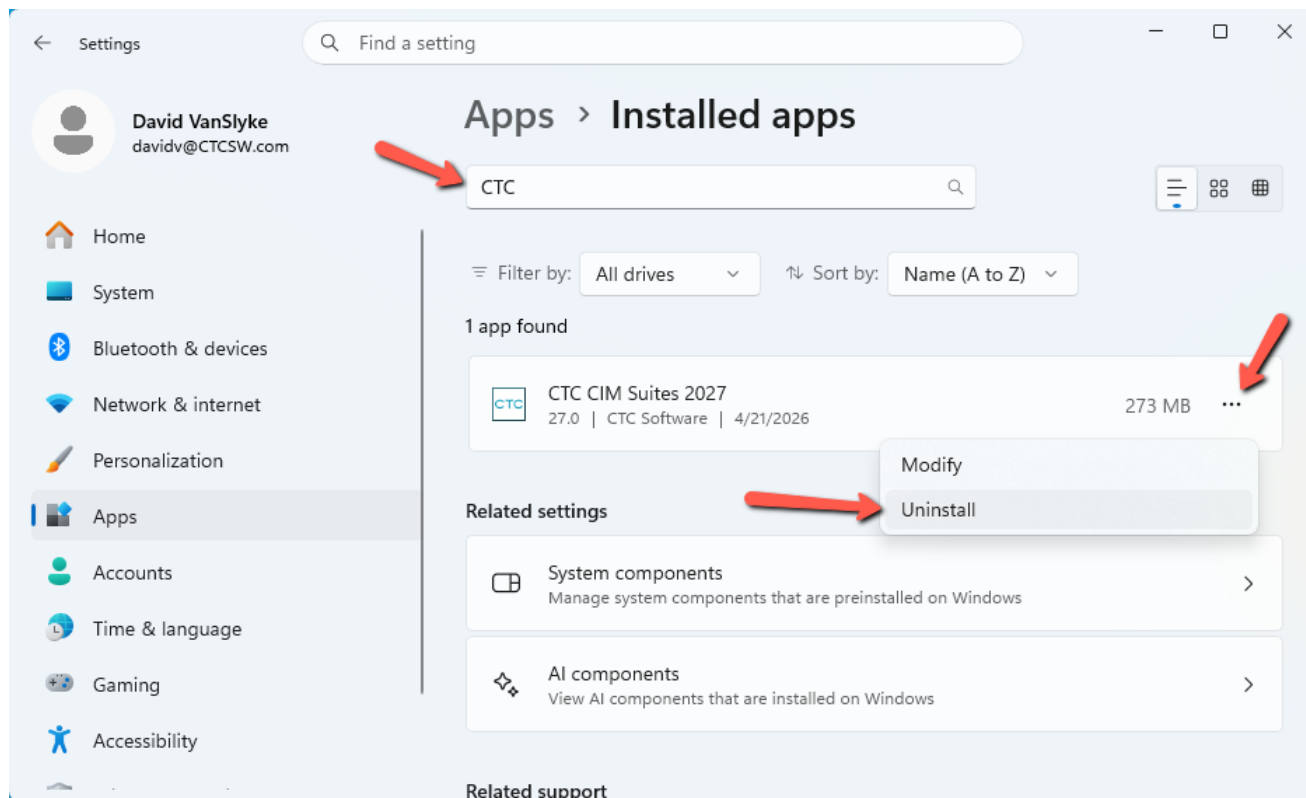
Using Apps & features

This is the preferred method for removing the suites from the workstations.

Under Settings select Apps / Installed Apps

Search for CTC

Select the product, click on the ellipses (...) button, and click the Uninstall option.



On the confirmation dialog that will appear, click the “Uninstall” button to begin the uninstallation process.

Once the uninstaller completes, the program will be removed from the list of programs seen above.

Silent Uninstallation Using a Command Line

You can give a command like the following to uninstall the software from a workstation:

```
msiexec /x CTCCIMSuitesSetup.msi /q
```

This could be executed from a script or possibly pushed out via a group policy.

IMPORTANT: The original msi file used to install the software must be in the current working directory when this command is executed, or the path to it must be explicitly specified in the command line.

Note that the silent uninstall may take a full minute or two to finish.