

CTC HIVE ™
Installation and Configuration Guide

Includes:

HIVE
HIVE Project Activity Logger

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CTC HIVE Overview

The CTC HIVE software contains an extremely powerful Content Management System (CMS) to help you effectively and efficiently manage content files, with a focus on design software content files such as for Revit or Civil 3D.

General Requirements Summary

The HIVE software installer does **not** require administrative privileges to install. It includes add-ins for Revit and Civil 3D.

It must be installed for each user on the workstation who will be using it.

Revit and Civil 3D Workstations

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

The addins will get installed to folders like the following examples, for each user for which it's installed.

For Revit –

%AppData%\Autodesk\Revit\addins\2019\CTC-HIVE.bundle\Contents
%AppData%\Autodesk\Revit\addins\2020\CTC-HIVE.bundle\Contents
%AppData%\Autodesk\Revit\addins\2021\CTC-HIVE.bundle\Contents
%AppData%\Autodesk\Revit\addins\2022\CTC-HIVE.bundle\Contents
%AppData%\Autodesk\Revit\addins\2023\CTC-HIVE.bundle\Contents

For Civil 3D –

%AppData%\Autodesk\ApplicationPlugins\CTC-HIVE-2019.bundle\Contents
%AppData%\Autodesk\ApplicationPlugins\CTC-HIVE-2020.bundle\Contents
%AppData%\Autodesk\ApplicationPlugins\CTC-HIVE-2021.bundle\Contents
%AppData%\Autodesk\ApplicationPlugins\CTC-HIVE-2022.bundle\Contents
%AppData%\Autodesk\ApplicationPlugins\CTC-HIVE-2023.bundle\Contents

Where %AppData% is the user's personal roaming folder.

This folder will also contain key files for HIVE:

%AppData%\CTC Software\HIVE CMS

The following folders will also contain files needed by the CTC Software suites:

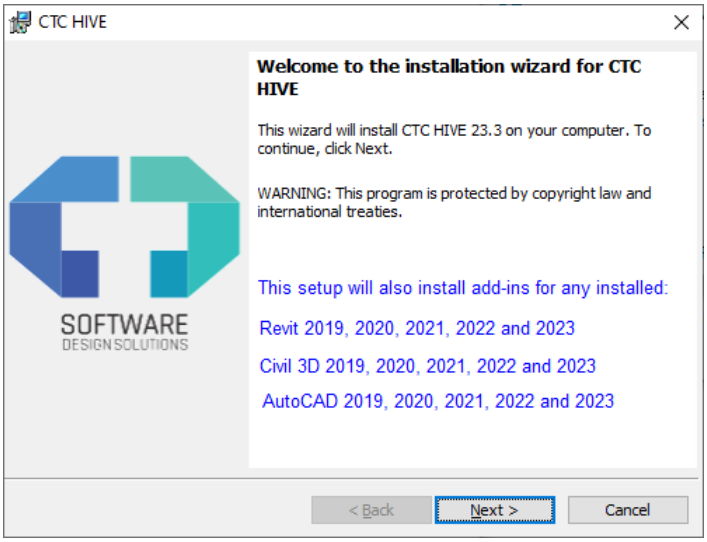
%AppData%\CTC Software
C:\Users\Public\CTC Software
C:\Users\Public\CTC Software\Licensing

Workstation Installation

Standard Interactive Installation Using the Setup Program

A standard installation simply involves running the interactive setup program for HIVE.

Double-click the HIVE installation **CTCHIVESetup.msi** file to begin the installation process.

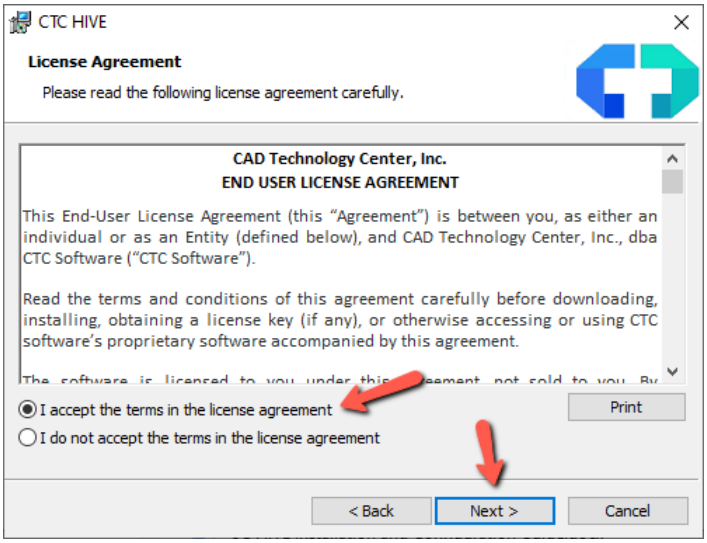


Click the Next button.

NOTE: At this point if Revit or Civil 3D is running, you will be required to shut them down before you can proceed.

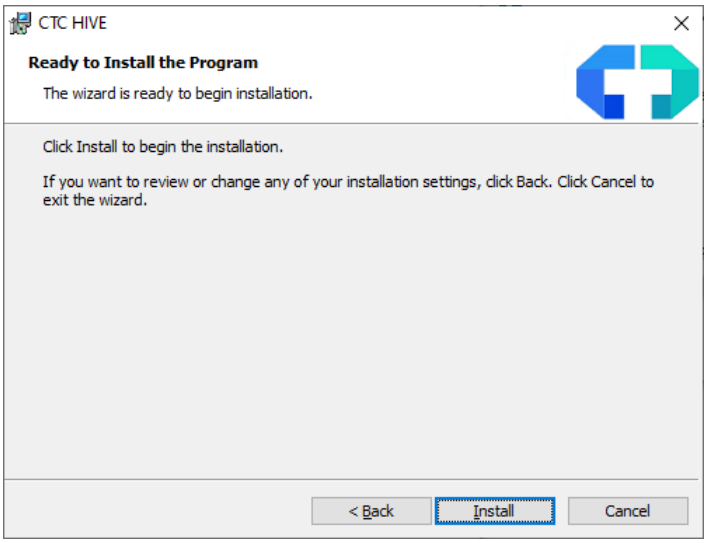
NOTE: At this point if there is conflicting CTC Software installed, you will be told it needs to be uninstalled. Most of the time the installer can uninstall them for you if you happen to have administrative privileges on the computer. If not, an administrator must uninstall them before you can proceed. CTC *does* have updates to all products that will work with this installer, as needed.

Once all prerequisites have been met, the next screen will appear:

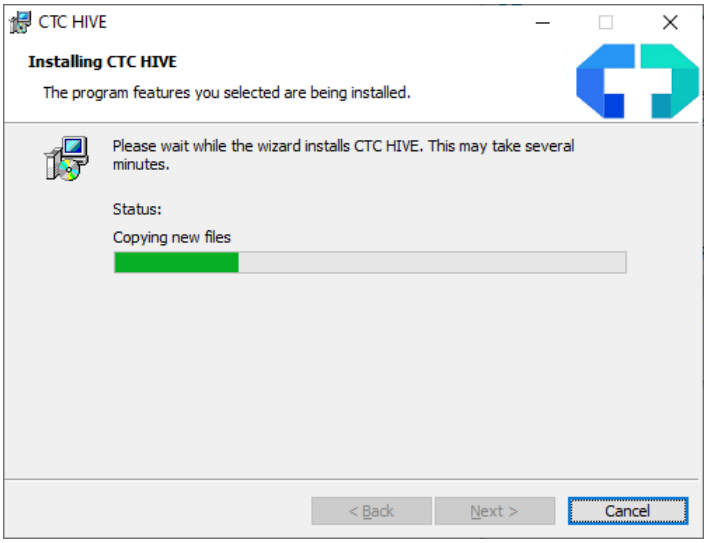


You must accept the license agreement to continue.

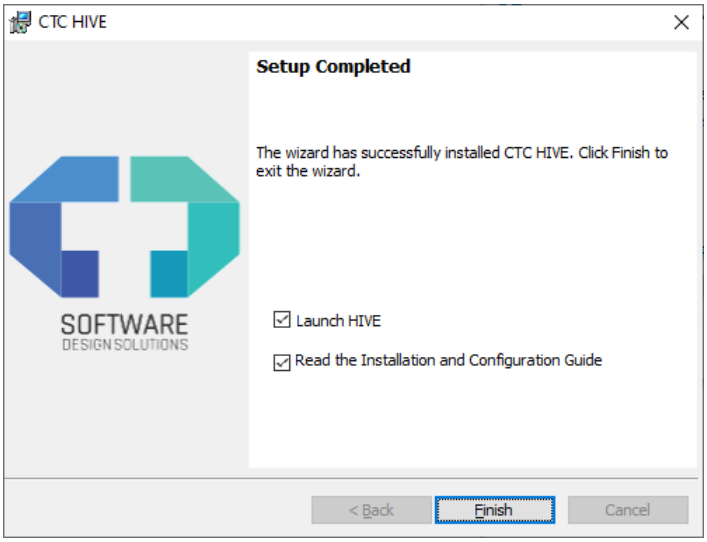
At this point, click the Install button to begin the installation.



Clicking the Install button begins the process of updating your computer:



Once complete, you'll see the final screen:



If you leave the “Launch HIVE” checkbox checked, when you click the Finish button, HIVE will open automatically.

If you leave the “Read the Installation and Configuration Guide” checkbox checked, when you click the Finish button this document will open automatically.

Custom Installation (Using Command-Line Parameters)

Silent Installation

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

This is accomplished by using the command-line parameter: /q

For example, the command to install CTC BIM Suites silently is:

msiexec /i CTCHIVESetup.msi /q

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

Installation Tips for Multi-User Computers

If your environment includes computers on which multiple users can login to a computer at the same time, and even if each user may login to a different host computer (node) each time they connect, one technique to ensure a user has the correct version of the software installed no matter which node they login to is to simply run the silent installer every time they login, no matter where they login.

For example, if the installer is on your network drive, you could either modify their login script or perhaps push out via Group Policy a command such as this, to run each time they login:

msiexec /i "N:\Software Installs\CTCHIVESetup.msi" /q

If the msi is run silently for installation for this user a second (or more) time on the same computer when it's already been installed, it will effectively do nothing.

This makes updating the software for the users trivial as well. Simply replace the msi file on the network drive with the new one, and the next time each user logs in, they'll automatically get the updated version.

NOTE: For updates, this only applies to *newer* versions of the software. Going back to an older version would require uninstalling the newer version first. The command-line to silently uninstall the software is listed near the end of this document.

Because each user gets their own isolated installation, another situation that can be useful is in the case where you have early test users. For example, if you have a small team of users you want to have test a new release before all users get it, those test users could run a newer setup from a different location on the network.

Updating the Software

When updating a workstation to a new release of the software, typically uninstalling an old version is NOT required. Running the latest setup is all that should be needed.

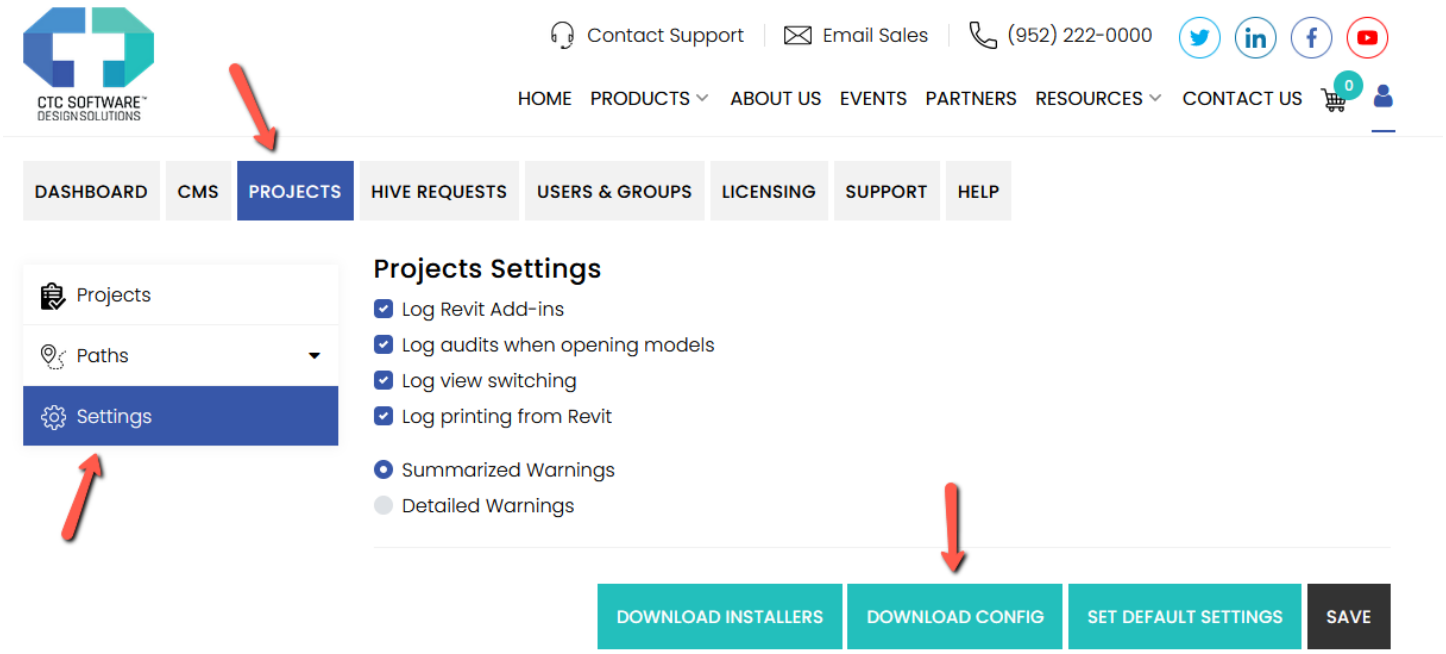
Configuring Project Activity Logger

If you have a license for the Project Activity Logger (PAL) component of HIVE, you will need to configure it so that PAL knows to send the project activity data to your CTC account.

If PAL is not configured, it will be dormant.

To configure PAL, you must login to the CTC portal (at https://ctcsoftware.com) as an organization administrator.

Once logged in, click on the **PROJECTS** tab, and then click on the **Settings** option on the side:



Once on the settings page, click on the **DOWNLOAD CONFIG** button at the bottom.

This will generate a custom **HiveConfig.json** file with your account information in it, and will start the download for it.

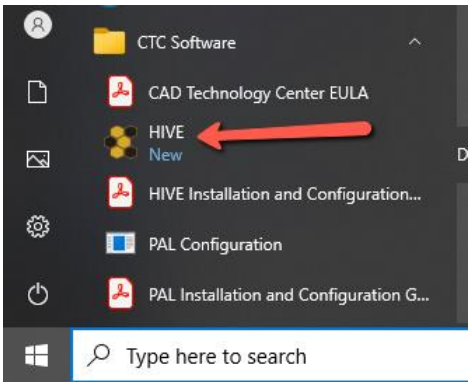
Once the HiveConfig.json file is downloaded, you must copy it to the following folder on each computer for which you want to capture activity data:

C:\Users\Public\CTC Software\Licensing

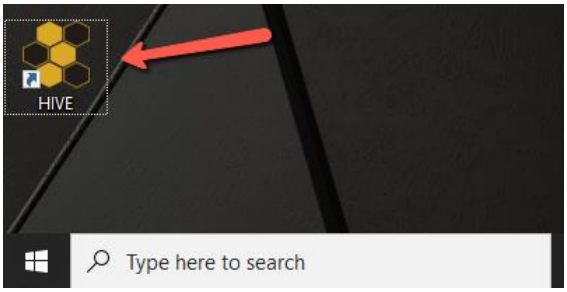
Once the HiveConfig.json file is in this folder, the HIVE PAL tool can start sending project activity data to your account on the CTC Software portal.

Launching HIVE

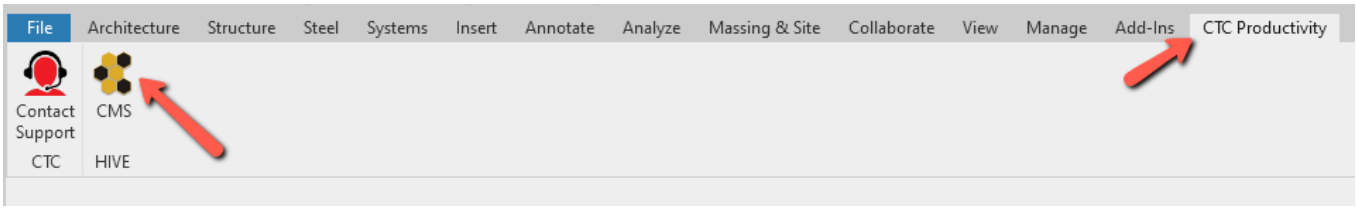
HIVE can be launched by the user from either the Start menu (under the *CTC Software* folder):



Or from the desktop directly:



HIVE can also be launched from within Revit, from the ribbon:



Detecting the Version Installed

A text file called "SuiteVersion.txt" with only the software version (e.g. "23.0") in it can be found in the installation folder.

For example: %AppData%\CTC Software\HIVE CMS\SuiteVersion.txt

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

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:

%AppData%\CTC Software\HIVE CMS

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

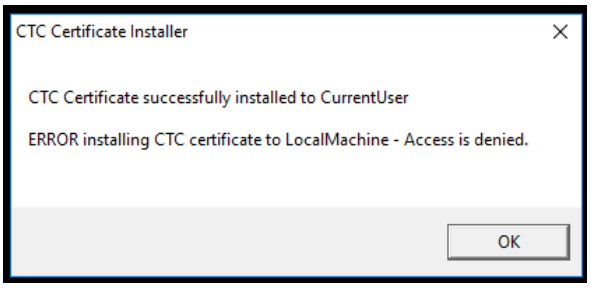
CTC Certificate Installer Utility

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.

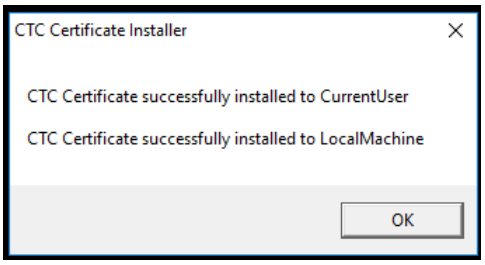
In order for this program to install the certificate such that it will work for all users who login to the computer, it must be run with the highest privileges (e.g. run "As Administrator"). If it is not run "As Administrator" it will only install the certificate for the currently logged in user.

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)

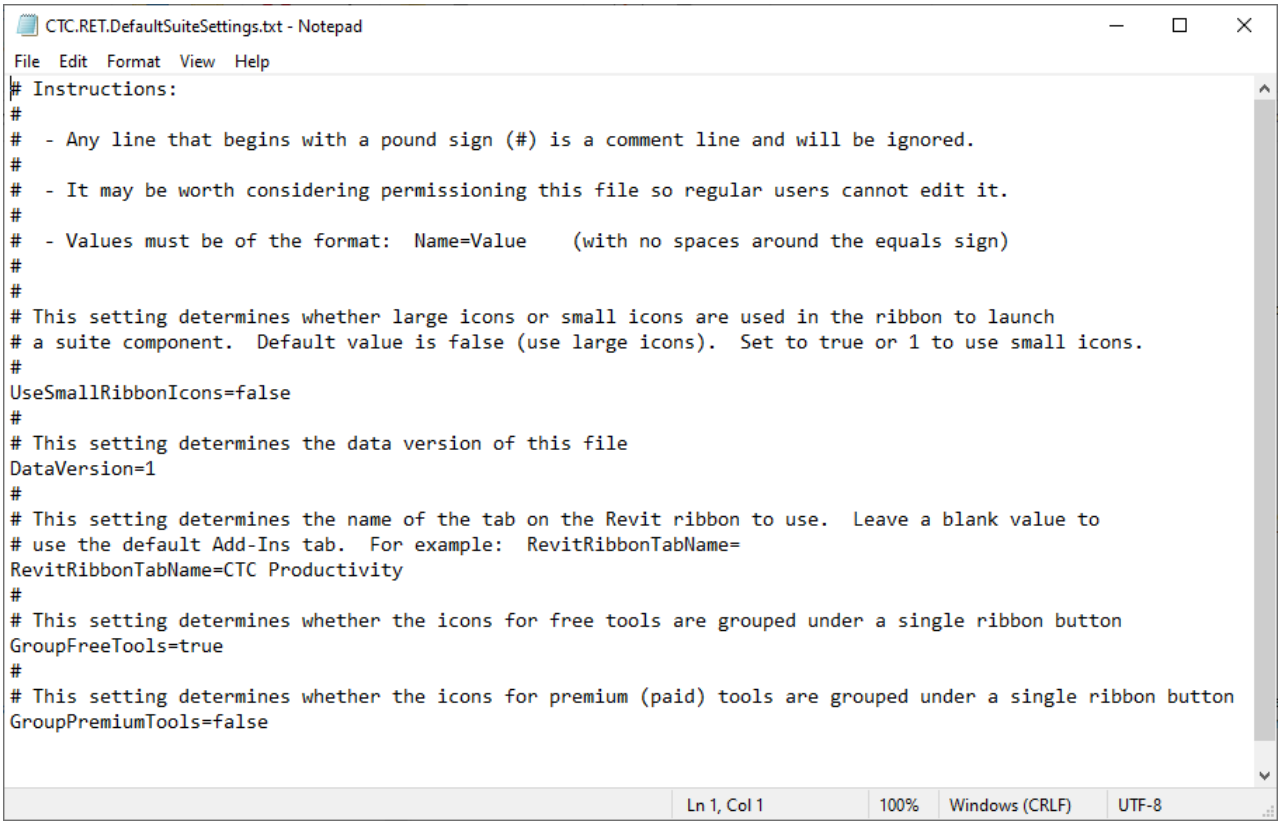
Managing the Revit Ribbon Tab Used

The settings for ribbon button icon appearance, including on which Revit ribbon tab they appear, are stored in this text file:

%AppData%\CTC Software\HIVE CMS\CTC HIVE Common Files\CTC HIVE Icon Settings.txt

This file will not appear until Revit is started the first time after the software is installed. These settings will apply regardless of which version of Revit is launched, and **will not** be overwritten if an updated version of the software is installed.

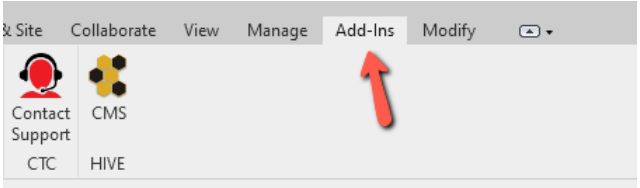
The default file looks like this:



For example, this setting:

```
RevitRibbonTabName=
```

puts the buttons on the default Add-Ins tab, and appears this way in Revit:



Managing the Contact Support Button Visibility

The *Contact Support* button can be found on the Revit ribbon:



The first time Revit 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 Revit 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 in either the ribbon or from within the tools.

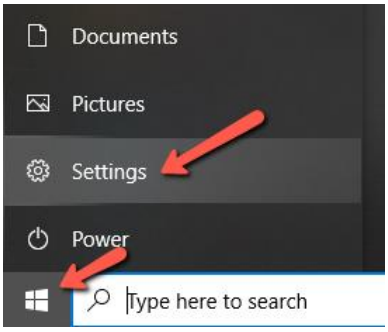
If this file is deployed to Revit workstations before the first time Revit is run with a CTC suite installed, the deployed file will be used. Errors in the file will result in the button being displayed, which is the default behavior.

Workstation Uninstallation

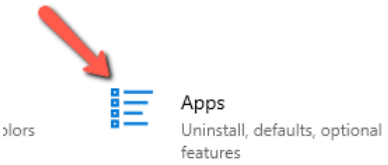
HIVE can be uninstalled using the standard method of using the Apps tool built into Windows.

Using Apps

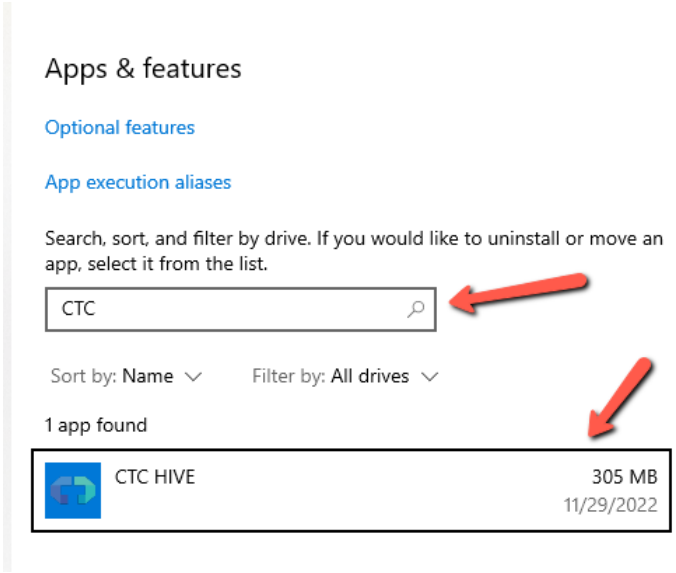
Click Start / Settings:



Click on Apps:



Search for: CTC
Then select the CTC HIVE result:



Then select the Uninstall choice to begin the uninstallation process.

Silent Uninstallation Using a Command Line

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

msiexec /x CTCHIVESetup.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.