

CTC HIVE Project Analytics
Installation and Configuration Guide

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CTC HIVE Project Analytics Overview

The Project Analytics addin works silently within Revit to record actions taken in project files and log that information to the CTC HIVE cloud-hosted database. Types of activity that are recorded include opening projects, synch to central times, saving projects and changing views.

IMPORTANT: In order for the Revit workstation to communicate with the cloud, two configuration files must be present on each workstation:

The first file contains settings for the Cloud service web address and the queue folder local log files folder. This file is

C:\Users\Public\CTC Software\HIVE PAL\PALClientSettings.json

and is created when the PAL Configuration utility is first run, as discussed below.

The second file must be downloaded from the Hive website and deployed to all workstations. The file is named **HiveConfig.json** and should be placed in the **C:\Users\Public\CTC Software\Licensing** folder. This is also discussed below.

General Requirements Summary

The HIVE Project Activity Logger add-in for Revit is installed with the HIVE installer, which does **not** require administrative privileges to install.

As is the case with HIVE, it must be installed for each user on the workstation who will be using it. As it is installed with the HIVE setup, this is automatic when HIVE is installed for each user.

Revit 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 Project Analytics addin will get installed to folders like the following examples, for each user for which it's installed.

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

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

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

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

Workstation Installation

Standard Installation Using the Setup Program

A standard installation simply involves running the interactive setup program for HIVE. HIVE PAL is included as part of the HIVE installation, but HIVE PAL will be dormant until configured. So only if your organization wishes to use HIVE PAL does it need to be configured after installation.

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

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

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

Example: CTCHIVESetup.msi /q

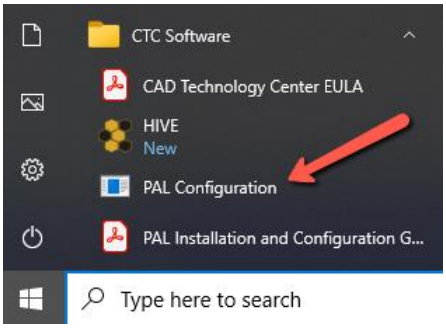
Updating the Software

When updating a Revit 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.

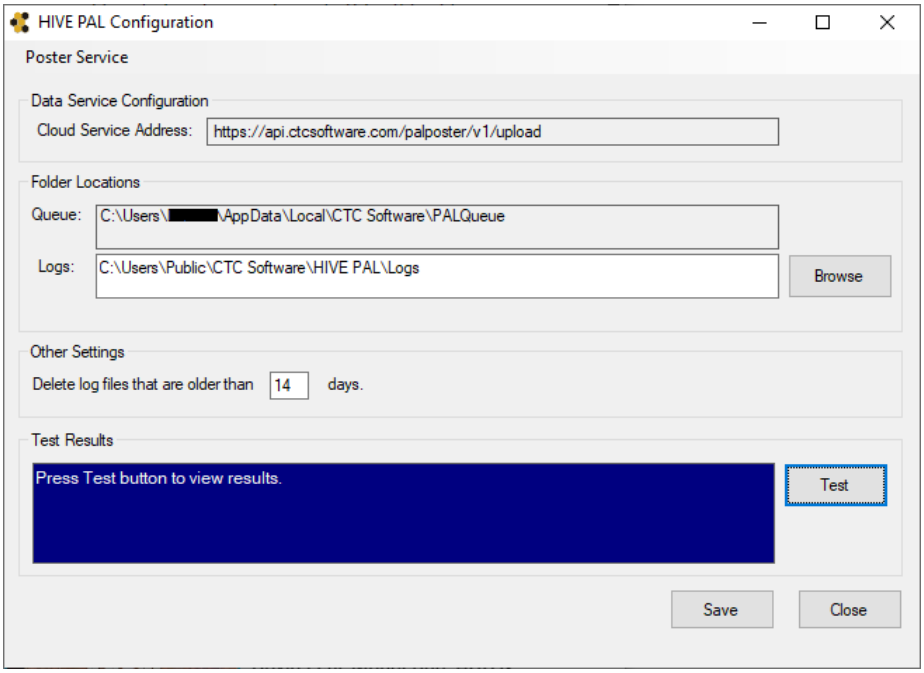
Configuring and Activating HIVE PAL

Step 1: Running the HIVE PAL Configuration Program

IMPORTANT: Once the installation has completed, the PAL Configuration program should be run, otherwise PAL will remain installed, but dormant. This can be found on the Start Menu under the *CTC Software* folder:



It looks like this:



Cloud Service Address (not editable)

This field is displayed as a troubleshooting tool, in case the CTC Support Team needs to assist with any issues.

Queue Folder (not editable)

In order to minimize the performance impact on Revit while actions are being monitored, the data to log is written to a queue folder very quickly. These files are then transmitted to the CTC HIVE PAL service later, outside the Revit process.

NOTE: Although the queue folder shows the path for the current user's queue files, if another user logs into this computer, the queue folder will be adjusted to work in their personal folder area instead. This setting is not editable, it is for informational/display purposes only.

Logs Folder

The folder where log files are kept. These log files will contain information about errors, such as if the Project Analytics Logger is unable to contact the Project Activity Server service. This folder location IS NOT user-specific, but instead is machine-specific, and as such a folder to which all users have write permissions should be selected. This could be on a network drive for more centralized reporting as well.

Number of Days to Keep Log Files

Log files older than this entry will be permanently deleted from the log folder.

IMPORTANT: These settings will be automatically 'remembered' when updating the software to a newer version. The settings are stored in a text file named **PALClientSettings.json**, which will be either created or updated by the configuration program.

The file can be found in the folder: **C:\Users\Public\CTC Software\HIVE PAL**

IMPORTANT: The PALClientSettings.json file applies to all users that login to this workstation, and it can be copied to other workstations as well.

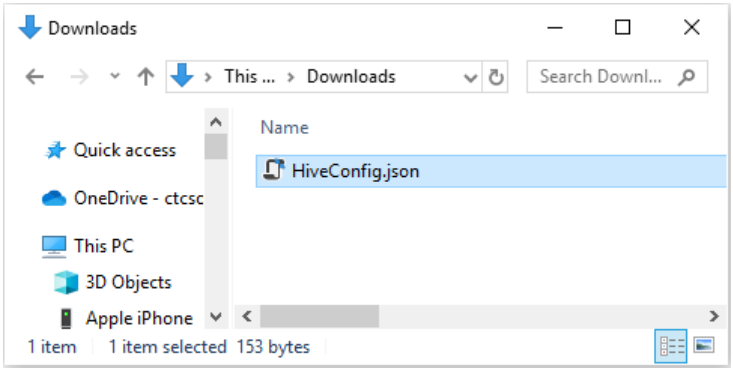
Step 2: Retrieving the HiveConfig.json file

Your company will have at least one individual that has been assigned 'Company Administrator' privileges on the HIVE website (https://ctcsoftware.com). When CTC Software adds the individual to the HIVE website, an email is generated and sent with log-in instructions.

Log into the Hive Portal and select 'Projects' from the top menu bar.

Next, select 'Settings' from the sidebar and press the 'Download Config' button at the lower right of the page.

A HiveConfig.json file will be downloaded to your downloads folder:



IMPORTANT: The downloaded **HiveConfig.json** file must be copied to the **C:\Users\Public\CTC Software\Licensing** folder of every workstation that is to have HIVE PAL activated. These settings will apply to all users on that workstation.

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.

Revit Workstation Uninstallation

The HIVE PAL Revit add-in will be uninstalled when the CTC HIVE software is uninstalled.