



CTC
Software Developers

CTC SuperDoor FAQs

Autodesk®

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Architecture, Engineering & Construction

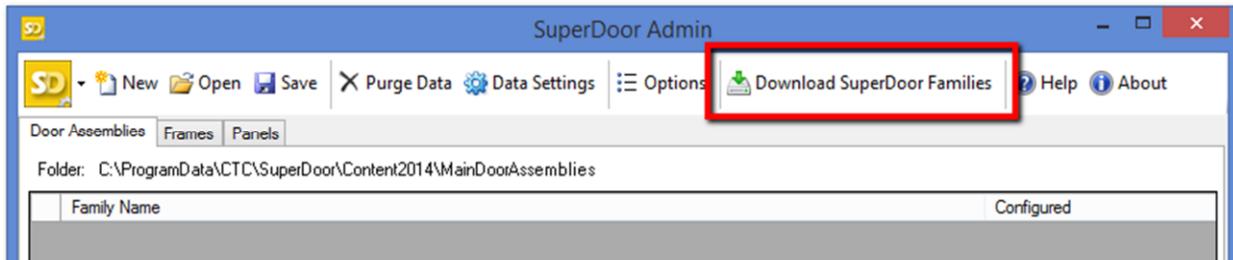
CTC SuperDoor Frequently Asked Questions

Q: I purchased and licensed SuperDoor, but I get an error like this when I click the “Finish” button to load a configured door into my project:

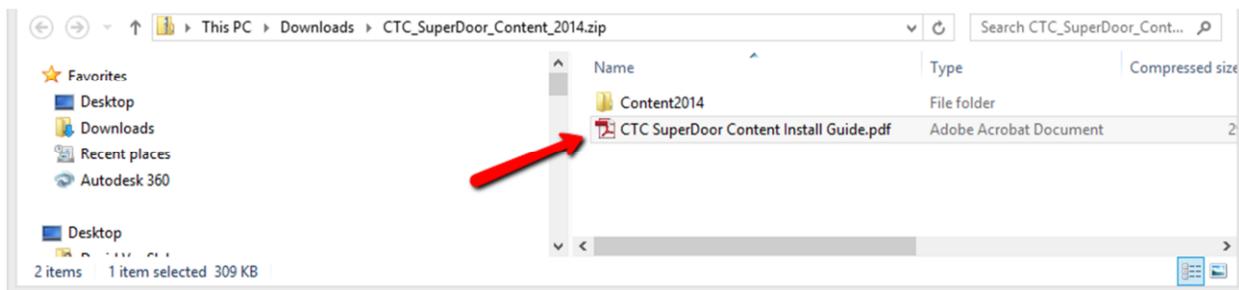
“A required family file ‘Door-Sliding-ICS-Single-OXO.rfa’ for main door assembly does not exist in the library. Cannot proceed with configuration.”

A: You must download and install the content family files and place them into the correct location.

- Use the SuperDoor Admin tool to download the zip file containing the families.



- Inside the download zip file are the content files and instructions to follow for placing them in the right location on your computer.



Q: Can we create our own components (family files) that the configuration tool can use, or at least customize the default components?

A: Yes, you can customize the default components. The configuration tool can use your own custom components, provided they are built correctly. We strongly suggest starting with a copy of one of our components and customizing it as the best practice when creating your own custom components.

Q: Does SuperDoor create standalone families, or will it create multiple types within as few families as possible?

A: SuperDoor will reuse as many shared components as possible to keep the project footprint of SuperDoor families as small as possible. This includes creating multiple types within as few families as possible.

Q: Can the subcomponents, such as panels, be scheduled?

A: Yes. All components and subcomponents use shared parameters, and can be scheduled.

Q: How does the tool manage the different versions of Revit which cannot be downgraded from one version to the next?

A: Separate installers are available for each version of Revit. Each version of the tool comes with Revit version-specific family content.

Q: Does the SuperDoor product stop working if my subscription expires?

A: No. The SuperDoor software will continue to run even if your subscription expires. Being on subscription ensures you have access to all SuperDoor software and content updates, including for new versions of Revit as Autodesk releases them.

Q: Will SuperDoor work with Revit LT?

A: Kind of. Revit LT does not support custom add-in software, so the configuration tool wizard will not work with Revit LT. However, you can purchase SuperDoor and create door families manually using the component family files that come with the product. You will have to contact a CTC sales person in order to get the component family files after your purchase.