

Thank you for downloading Autodesk Sync Errors Hotfix

This readme contains the latest information regarding the installation and use of this hotfix. It is strongly recommended that you read this entire document before you apply this hotfix to your product.

For reference, please save this document to your hard drive or print a copy.

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Affected Products

This hotfix applies to the following products;

- AutoCAD® 2013
- AutoCAD® Design Suite® 2013
- AutoCAD® Architecture 2013
- AutoCAD® Civil 3D® 2013
- AutoCAD® LT 2013
- AutoCAD® Electrical 2013
- AutoCAD® Mechanical 2013
- Autodesk® Building Design Suite® 2013
- Autodesk® Factory Design Suite® 2013
- Autodesk® Infrastructure Design Suite® 2013
- Autodesk® Plant Design Suite® 2013
- Autodesk® Product Design Suite® 2013
- AutoCAD® Electrical 2013
- AutoCAD® Mechanical 2013
- Autodesk® Inventor® 2013
- Autodesk® Inventor® Professional 2013
- Autodesk® Showcase™ 2013
- Autodesk® Showcase™ Professional 2013

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Issue Resolved by This Update

Some users have found that while using the Autodesk Sync component they may experience a persistent sync error in the System Tray.

Installation Instructions

NOTE: You must have **administrative privileges** on your Microsoft Windows operating system to complete the installation process. It is also recommended that you reboot your system before applying this hotfix.

1. On the computer where the affected product is installed:
 - a. Sign out from Autodesk 360
 - b. Close all running software applications.
2. Navigate to the Autodesk Sync installation folder ([Program Files]Autodesk\Autodesk Sync) and find the following files:
 - AdSync.exe
 - Http.dll
 - SynchronizationService.dll
3. Right click on each one of the files and select Properties.
4. For Windows XP, click on the Version tab and for Windows Vista and Windows 7, click on the Details tab.
5. Check that the file version is "3.5.24.0" or lower.
6. Rename the following files:
 - "AdSync.exe" to "AdSync.exe.org"
 - "Http.dll" to "Http.dll.org"
 - "SynchronizationService.dll" to "SynchronizationService.dll.org"
7. Download the hotfix that matches your operating system to a location on your local drive.
 - For 64 bit operating system, use "AutodeskSync_HotfixR101_x64.exe"
 - For 32 bit operating system, use "AutodeskSync_HotfixR101_x86.exe"
8. To install, double click the self-extracting .EXE file.
9. Verify the version of all three files are updated to "3.5.101.0"
10. Start application, log into Autodesk 360 and verify that it is running.

NOTE: You can restore applications to the previous state by removing "AdSync.exe", "Http.dll" and "SynchronizationService.dll". Then rename:

- "AdSync.exe.org" back to "AdSync.exe"
- "Http.dll.org" back to "Http.dll"
- "SynchronizationService.dll.org" back to "SynchronizationService.dll"

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