



# GRAPHISOFT NORTH AMERICA BIMcloud Basic Operating Guide

Version 2023.1

# TABLE OF CONTENTS

<b>Is BIMcloud Basic the Best Choice? .....</b>	<b>2</b>
Necessary IT Knowledge.....	2
Cost Breakdown for BIMcloud Basic.....	3
Supported BIMcloud Basic Configurations.....	3
<b>Setup</b> .....	3
<b>Hardware</b> .....	3
Unsupported BIMcloud Basic Configurations.....	4
Technical Support for BIMcloud Basic .....	4
<b>Installation Instructions .....</b>	<b>5</b>
<b>Changing Project Data Location .....</b>	<b>7</b>
Mac OS Users: .....	7
Windows Users: .....	7
<b>Troubleshooting BIMcloud Basic Issues .....</b>	<b>8</b>
Delete Local Data & Rejoin Project .....	8
Delete Local Data & Reshare Project.....	8
Restore BIMcloud Projects .....	9
Appendix - Restoring Using Project.db files.....	12

# Is BIMcloud Basic the Best Choice?

BIMcloud Basic is Graphisoft's do-it-yourself, entry level teamwork solution. As a result, setup, configuration, and troubleshooting is the responsibility of the user. When choosing to run BIMcloud Basic, IT knowledge is a must. Technical Support is happy to provide documentation to help resolve any issues. Users without IT backgrounds, sufficient hardware, and/or access to IT support should not use this product. Development of new features has ceased for this product.

## Necessary IT Knowledge

BIMcloud Basic requires IT knowledge to run properly and maintain. Before a user decides to host BIMcloud Basic on their own, they should be able to understand and know how the following terminology is applied:

- > Private IP address
- > Public IP address
- > Fully qualified domain name
- > LAN / WAN / VPN
- > Network overhead
- > Port forwarding
- > HTTP / HTTPS
- > Reverse proxy
- > Manual / static IP address
- > Address reservation
- > DHCP
- > Database cache

If the user has to look up any of these terms, BIMcloud Basic should not be used as their teamwork solution. They instead should use our cloud-based solution BIMcloud As A Service. It requires no IT knowledge, hardware, need for installation, and has premium features. A comparison of the feature sets of both BIMcloud as a Service and BIMcloud Basic can be found below. For further information on BIMcloud as a Service can be provided by the account manager.

Feature	BIMcloud As A Service	BIMcloud Basic
Basic teamworking	✓	✓
Collaborate on design projects through Archicad	✓	✓
Delta technology	✓	✓
Send only changes through the network	✓	✓
Communicate within the project	✓	✓
Discuss specific issues within the project	✓	✓
Basic permission system	✓	✓
Discuss specific issues within the project	✓	✓
Advanced team working	✓	
Reservation assistant, intelligent project libraries	✓	
BIMx PRO license and communication	✓	
BIMx PRO features with integrated messaging for all projects	✓	
Advanced permission system	✓	
Hierarchical permission definition with inherited settings	✓	
Multi-site optimization with BIMcloud Delta Cache	✓	
Speed up remote team's work by saving on network bandwidth	✓	
File hosting	✓	
Host files of any type	✓	
Automatic scaling	✓	

Increased hardware and storage when it is needed		
No up-front investment		
Hop on, hop off as your projects require it	✓	
Zero IT		
The system is managed by GRAPHISOFT – no need to invest in additional IT solutions	✓	

## Cost Breakdown for BIMcloud Basic

While the software itself is free to users, they should expect to spend between about \$6000 and upwards of \$16,000 (when you experience an IT emergency) per year, per install to host one version of BIMcloud Basic properly. Users will need to multiply that cost by the number of versions of BIMcloud Basic they are running. Below are the cost breakdowns and citations for each value:

Range	Description
\$1,000 - \$3,000	BIMcloud Basic computer (per Apple.com and HP.com machines that meet our recommendations for ONE BIMcloud Basic Computer)
\$150 - \$300	Uninterruptible power supply for ONE BIMcloud Basic computer (per amazon.com)
\$260 - \$500	RAID backup system (per amazon.com)
\$3,000	\$250 per month to maintain ONE BIMcloud Basic computer (per Peak Technology Solutions)
\$450	\$150 per hour for 3 hours of IT support to setup both the uninterruptible power supply, RAID backup system and remote access for ONE BIMcloud Basic (per Imagine IT Inc.)
\$740	\$500 initial setup fee and \$20 per month for a static IP address needed for remote access (per Verizon)
\$125 - \$150	Professional installation of BIMcloud Basic (per Graphisoft)
\$0 - \$2,400	\$150 per hour times 2 technicians for 8 hours of emergency IT support (per Imagine IT Inc.)
\$6,000	\$150 per hour per architect times 5 architects in lost productivity during an 8 hour IT emergency (per Architizer)

Minimum \$5,725 – Maximum \$16,540+

## Supported BIMcloud Basic Configurations

In order to receive support for BIMcloud Basic, users in the North American market must adhere to the requirements below. Please note that the hardware requirements reflect the MINIMUM setup and hardware needed to run ONE instance/version of BIMcloud Basic. Hardware specifications need to be multiplied by the number of instances/versions of BIMcloud Basic being run. The number of projects and users may increase the hardware needed to run BIMcloud Basic.

### Setup

Component	Description
Computer	The computer that hosts BIMcloud Basic must be a physical, standalone machine that is not used for anything else and must be hosted on a local area network (LAN)
Data Storage Location	All project data needs to be located on an internal drive
Hardware Age	The computer and all of its components needs to be less than 3 years old at the time of installation
Network	The computer will need a fixed IP address

### Hardware

Component	Description
Operating System	macOS 10.15 Catalina; macOS 10.14 Mojave; Windows Server 2019; Windows Server 2016; Windows 10
Processor	8+ core 64-bit
Memory	32+ GB RAM
Storage	1+ TB SSD
External Backups	RAID Backup System
Other	Uninterruptible Power Supply

Version 2023.1

Any advice or suggestions from the Graphisoft N.A. Help Desk are to be implemented at the discretion of the user and are not in any way directions or instructions on what to do with your hardware and software. Graphisoft, N.A. or its employees are not responsible for any damage or deletion that may occur to your machine or software. The user takes sole responsibility for his/her machine and software. Graphisoft N.A. is not responsible for lost time or production due to the users' attempt at resolving an issue. Graphisoft N.A. strongly recommends backing up files often to a remote location to minimize loss due to hardware or software failure or any other disaster.

## Unsupported BIMcloud Basic Configurations

In order to receive technical support BIMcloud Basic cannot be installed, setup, or run in any of the following ways:

- > On a virtual machine
- > On a machine not hosted on the user's local area network
- > On a machine that does not meet the hardware and/or setup requirements above
- > On a user workstation
- > On a file server
- > On a machine serves any other purpose than running BIMcloud Basic
- > On a machine that is older than 3 years old
- > With project data on an external drive
- > With more than two versions of BIMcloud Basic on a single machine
- > Running BIMcloud Basic for an unsupported version of Archicad

## Technical Support for BIMcloud Basic

Technical support for BIMcloud Basic is contingent on the user running an approved installation and configuration of the product. In such instances, Technical Support will help diagnose and provide the client with documentation on how to resolve their issue. Live troubleshooting, where a member of Technical Support implements solutions found in the provided documentation, is available at a rate of \$180 per hour for Graphisoft Forward, ARCHIPLUS and subscription clients.

# Installation Instructions

If no BIMcloud components exist on your computer, then the BIMcloud Installer will take you through the following “clean installation” process.

1. Start the BIMcloud Installer, then click Next.
2. Choose Install new BIMcloud. This installs two components, one after the other:
  - > The BIMcloud Server
  - > The BIMcloud Manager
3. Accept the license agreement. To see the full text in a browser, click Open in Browser.
4. Choose the installation location for BIMcloud Server.
5. A summary panel shows where BIMcloud Server will be installed. Click Install to start the process.
  - > For Mac users:
    - + If installing BIMcloud Basic on a Mac OS 10.15 system, a location must be chosen that is in or underneath the Applications folder.
    - + If installing BIMcloud Basic on a Mac OS 10.15 system, Full Disk Access for BIMcloud must be granted. The BIMcloud Full Disk Access Tool appears automatically to guide the user through the necessary steps.
6. When the installation is complete, the BIMcloud Server Configure panel appears. Click Configure to continue.
7. Define basic server settings on the first page of the Configurator:
  - > Port: Select a free port or use the “Find an available port” command to automatically find one.
  - > Data Folders: Enter or Browse the location of the default Data Folders for Projects, Libraries and Cache.
    - + Teamwork Projects and libraries on this BIMcloud Server will be stored in these folders
    - + The default Cache folder stores temporary Teamwork data, which is used to speed up Teamwork processes.
  - > For Windows users:
    - + The cache folder you choose must be in a drive for which 8.3 naming is enabled. If this is not the case, you will get a warning. Please select a different drive, where 8.3 file naming is enabled, and then you can proceed.
    - + Alternatively, you can enable 8.3 name generation for the current drive, then create a totally new folder, and select it as the new Cache location. The new folder’s parent folders (if any) must also be created after you enable 8.3 name generation.
8. Click Next to open BIMcloud Only Settings - BIMcloud Server and Next to exit this page.
  - > Settings on this page require a BIMcloud User License and are not available in BIMcloud Basic. Do not adjust these settings as it may cause anomalies and problems in the software.
9. Click Start, to launch the newly installed BIMcloud Server and wait for the installer to launch a second time.
10. The Installer Welcome screen appears for the next process: Install BIMcloud Manager. Click Next to continue.
11. Choose a default language. This is the language used by the BIMcloud Manager’s browser-based interface. If needed, the default language can be changed later from BIMcloud Basic Manager.
12. Accept the license agreement. To see the full text in a browser, click Open in Browser.
13. Choose the installation location for BIMcloud Manager.
14. A summary panel shows where BIMcloud Manager will now be installed. Click Install to start the process.
  - > For Mac users:

Version 2023.1

Any advice or suggestions from the Graphisoft N.A. Help Desk are to be implemented at the discretion of the user and are not in any way directions or instructions on what to do with your hardware and software. Graphisoft, N.A. or its employees are not responsible for any damage or deletion that may occur to your machine or software. The user takes sole responsibility for his/her machine and software. Graphisoft N.A. is not responsible for lost time or production due to the users’ attempt at resolving an issue. Graphisoft N.A. strongly recommends backing up files often to a remote location to minimize loss due to hardware or software failure or any other disaster.



- + If installing BIMcloud Basic on a Mac OS 10.15 system, a location must be chosen that is in or underneath the Applications folder.
  - + If installing BIMcloud Basic on a Mac OS 10.15 system, Full Disk Access for BIMcloud must be granted. The BIMcloud Full Disk Access Tool appears automatically to guide the user through the necessary steps.
15. When the installation is complete, click Configure to continue.
  16. Define basic BIMcloud Manager settings on the first page of the Configurator:
    - > Display Name: By default, the BIMcloud Basic will use the name of your computer. All server pop-ups will identify the BIMcloud Basic by this name.
    - > Port: Select a free port, or use the pick free port command to automatically find one.
    - > Master Administrator password: Create a secure password for the Master Administrator (masteradmin) user. This Master Administrator will always be able to log in with full access to all hosted data. In case you forget the password, you must reconfigure your BIMcloud and enter a new password.
    - > Data folder: This is the BIMcloud Manager's data storage folder.
      - + Note: Projects will be stored in a different folder - as defined on the first page of the BIMcloud Server configuration wizard.
  17. Click Next to open BIMcloud Only Settings - BIMcloud Manager and Start to exit this page.
    - > Settings on this page require a BIMcloud User License and are not available in BIMcloud Basic. Do not adjust these settings as it may cause anomalies and problems in the software.
  18. In the Finish Configuration dialogue box, click OK.
    - > The next Configuration steps take place in a browser. (If your browser does not open automatically, then use the following URL: <http://localhost:PORT>, where PORT is the port you entered on this Configuration page.)
  19. On the Welcome to Graphisoft BIMcloud page, click Start.
  20. Enter the Master Administrator password and click Continue.
  21. Create the first user account. Fill in all the fields and click Continue.
    - > This user will be the first Server Administrator on the BIMcloud Manager.
  22. On the Select Product Plan page choose BIMcloud Basic, select the version number, and click Continue.
  23. On the Set Up Server Address page, click Show current addresses button.
  24. In the Current addresses pop up window select the desired address and click Use.
  25. To use one of the server's current addresses, click Show current addresses and pick the desired one.
    - > Keep in mind that if you use Dynamic IP Addresses at your office, then this address can easily change day by day. It is recommended to use a fixed IP address, a computer name, or a fully qualified domain name as the primary address.
    - > You can change this address later, on the BIMcloud Manager's Settings panel.
  26. On the Set Up Server Address page, click Continue.
  27. On the Set Up Mail Server page populate these fields to define the mail which will send information by email from the BIMcloud Basic to the users. The mail server definition can be modified later in the browser-based BIMcloud Manager interface.
    - > Note: Using a mail server is optional. You can click Skip this Step. However, if you don't define a mail server here, you won't be able to send emails (e.g. password reminders) to users from the BIMcloud Basic.
  28. Click Continue to finalize configuration.
  29. On the Configuration complete page click the Continue as Master Administrator button.
  30. On the home page of the BIMcloud Manager, click the Activate button.
  31. Under the server tab of the BIMcloud Manager, click the Activate button again.
  32. On the Activate BIMcloud Basic page, click the Continue button.

Version 2023.1

Any advice or suggestions from the Graphisoft N.A. Help Desk are to be implemented at the discretion of the user and are not in any way directions or instructions on what to do with your hardware and software. Graphisoft, N.A. or its employees are not responsible for any damage or deletion that may occur to your machine or software. The user takes sole responsibility for his/her machine and software. Graphisoft N.A. is not responsible for lost time or production due to the users' attempt at resolving an issue. Graphisoft N.A. strongly recommends backing up files often to a remote location to minimize loss due to hardware or software failure or any other disaster.

33. Sign in with a Graphisoft ID.
34. Click the Activate button.
35. Click the Start BIMcloud button.
36. It is recommended to log out now as the Master Administrator, and then log in with the user you created in the Create First User step (above). It is not recommended to use the Master Administrator account for everyday tasks.

## Changing Project Data Location

The location of BIMcloud Basic project data can be changed to locations on internal drives only. Project data hosted on an external device can become severed and unsalvageable. Existing project data will remain in the original location even after the change. Only projects shared after the location change will be found in the new location.

### Mac OS Users:

1. Go to the BIMcloud Basic computer, click the cloud icon in the Menu Bar on the desktop, select the BIMcloud Basic instance, navigate to BIMcloud Server (Server-XXXX-XX-XX) and click Configure. Enter the system password if prompted.
2. Under Teamwork Projects for project data and/or Libraries for library data, click the Browse button(s)
3. Choose a new location on an internal drive with adequate space.
4. Click Next twice, followed by Restart.

### Windows Users:

1. Go to the BIMcloud Basic computer, click the cloud icon in the System Tray on the desktop, select the BIMcloud Basic instance, navigate to BIMcloud Server (Server-XXXX-XX-XX) and click Configure. Enter the system password if prompted.
2. Under Teamwork Projects for project data and/or Libraries for library data, click the Browse button(s).
3. Choose a new location on an internal drive with adequate space.
4. Click Next twice, followed by Restart.



# Troubleshooting BIMcloud Basic Issues

As BIMcloud Basic is Graphisoft's do-it-yourself, entry level teamwork solution, troubleshooting is the responsibility of the client. In case of issues with BIMcloud Basic, the following methods can be used to get users back up and running.

## Delete Local Data & Rejoin Project

Use this method when only one user is experiencing issues in a specific teamwork file and BIMcloud Basic is running with out issue.

### Summary of Steps

1. Save Out a Local Copy
  - a) If you are in the problematic file or are able to open it, save out a PLN of the project. Go to File > Save As... Format/File Type: ARCHICAD Solo Project (PLN). This file will be used to reshare to BIMcloud Basic. Make sure to do this from the user who has the most up to date and correct copy.
2. Delete Local Teamwork Data
  - a) In Archicad, go to Teamwork > Project > Local Data Manager.
  - b) From the list, select the Project or Library you wish to delete.
  - c) Click Delete at the bottom of the dialog box. The selected project or library copy is deleted from your Local Data Folder.
    - + If you choose to delete the local data of a project from a BIMcloud that is online, ARCHICAD will recommend that you leave the project instead of just deleting the local copy, because leaving the project will also release your reservations. In any case, if you should prefer to delete the local copy, you should also release your reservations.
3. Rejoin Project
  - a) Rejoin the teamwork project. If necessary, open the solo file from step one in another instance of Archicad and copy any content not found in the teamwork file.

## Delete Local Data & Reshare Project

Use this method when multiple users are experiencing issues in a specific teamwork file and BIMcloud Basic is running with out issue.

### Summary of Steps

1. Save Out a Local Copy

- a) If you are in the problematic file or are able to open it, save out a PLN of the project. Go to File > Save As... Format/File Type: ARCHICAD Solo Project (PLN). This file will be used to reshare to BIMcloud Basic. Make sure to do this from the user who has the most up to date and correct copy.
2. Delete Local Teamwork Data
  - a) In Archicad, go to Teamwork > Project > Local Data Manager.
  - b) From the list, select the Project or Library you wish to delete.
  - c) Click Delete at the bottom of the dialog box. The selected project or library copy is deleted from your Local Data Folder.
    - + If you choose to delete the local data of a project from a BIMcloud that is online, ARCHICAD will recommend that you leave the project instead of just deleting the local copy, because leaving the project will also release your reservations. In any case, if you should prefer to delete the local copy, you should also release your reservations.
3. Lock Teamwork Project
  - a) Open the BIMcloud Manager.
  - b) In the Projects section and select the problematic teamwork project.
  - c) In the center column next to the open lock icon, click on Accessible and select Lock.
    - + You can delete this file after you have reshared the file and have verified that all data is there.
4. Reshare Project
  - a) Open the PLN saved in step one and go to Teamwork > Project > Share...
5. Rejoin Project
  - a) Have other team members rejoin the teamwork project.

## Restore BIMcloud Projects

Use this method when BIMcloud Basic will not run and all other troubleshooting methods have failed.

### Summary of Steps

1. Create a System Backup
  - > **! IMPORTANT !** Perform a full system backup before proceeding. This allows the user to rollback the BIMcloud machine if a mistake is made during the restore process.
2. Backup Users, Libraries, & Projects
  - > Backing Up Users
    - + Existing BIMcloud Basic user credentials will need to be added to the new installation of BIMcloud. Below are the three possible methods, ranked by efficiency.
      - > Method 1: If the BIMcloud Manager is still accessible in a web browser, follow the steps below to export the user list.
      - > Method 2: If the existing BIMcloud Manager is inaccessible but there is another version or instance of BIMcloud that is accessible and contains an identical user list, follow the steps below to export the user list. This version or instance does not have to be the same as the BIMcloud being restored.
      - > Method 3: If the BIMcloud is inaccessible, or if the user list is empty, then the user list will need to be manually recreated once the new instance of BIMcloud is installed.
  - + Steps to Export a User List

Version 2023.1

Any advice or suggestions from the Graphisoft N.A. Help Desk are to be implemented at the discretion of the user and are not in any way directions or instructions on what to do with your hardware and software. Graphisoft, N.A. or its employees are not responsible for any damage or deletion that may occur to your machine or software. The user takes sole responsibility for his/her machine and software. Graphisoft N.A. is not responsible for lost time or production due to the users' attempt at resolving an issue. Graphisoft N.A. strongly recommends backing up files often to a remote location to minimize loss due to hardware or software failure or any other disaster.

- a) Login to the existing BIMcloud Manager using the “masteradmin” account and go to the “Users” page.
  - b) The list of users will be displayed in the left-most column. If your list is empty **STOP** here and try using another method, otherwise continue to the next step.
  - c) Click directly on the check mark [ ✓ ] directly above the list of users to toggle on the hidden set of checkboxes and options.
  - d) Choose “Select All” and then click the “Export” button in the center column.
  - e) A .BIMusers file will be sent to the computer's default Downloads folder.
  - f) Store the file in a safe location. It will be used to import the user list when the new BIMcloud installation is complete.
- Move the Libraries & Projects Folders to a Safe Location
    - + By default BIMcloud stores Project and Library data at the following locations:
      - MacOS Users:
        - + Projects: /Applications/GRAPHISOFT/BIMcloud/Server (date)/Projects
        - + Libraries: /Applications/GRAPHISOFT/BIMcloud/Server (date)/Attachments
      - Windows Users:
        - + Projects: C:\Program Files\GRAPHISOFT\BIMcloud\Server (date)\Projects
        - + Libraries: C:\Program Files\GRAPHISOFT\BIMcloud\Server (date)\Attachments
    - + Libraries and/or Projects That Are Not in the Location Above
      - a) To locate where BIMcloud Basic is currently storing Project and Library data, click on the “BIMcloud icon” in the Menu bar on Mac or System Tray on Windows.
      - b) In the pop-up menu, click on the current Server and choose “Configure.”
      - c) If prompted to “enter the computer password” on Mac do so or click “Yes” on the “User Account Control” on Windows.
      - d) The Configure dialog that appears will show the file paths for the Projects, Libraries and Cache folders. Disregard the Cache location for this exercise.
    - + Move the Projects & Library Folders
      - It is important to move the folders from their current locations so that they remain untouched during the uninstall process in forthcoming steps
        - + Move the Libraries (Attachments) folder and the Projects folder to a different folder, such as your Desktop.
        - **! IMPORTANT !** We advise that you use the Cut + Paste commands to move the folder. If you try to drag the folders it might not actually move the content. It could just create an Alias or Shortcut in the new location. Use Cut + Paste to avoid this.
        - **STOP** and verify Users, Libraries and Projects folders are all exported and proceed to next step.
3. Uninstall BIMcloud Basic
- **! IMPORTANT !** We recommend that you perform a full system backup before proceeding.
    - + Also, many offices will have multiple BIMcloud Basic / BIM Server installations on a single computer. Be sure you are uninstalling the correct instance.
  - Steps to Uninstall BIMcloud Basic
    - + MacOS Users:
      - Go to /Applications/GRAPHISOFT/BIMcloud XX/Uninstall. Run the Uninstall app inside the Manager and Server folders.
    - + Windows Users:
      - Visit the Control Panel for the Windows operating system. Look for BIMcloud Manager (date) and BIMcloud Server (date) in the list. Double-click one of them to begin the Uninstall wizard or click once on the item and then click Uninstall/Change at the top of the applications list. Complete the steps in the wizard.

4. Install BIMcloud Basic
  - > Refer to [Installation Instructions](#) section of this document for process.
  
5. Import Users, Libraries, & Projects
  - > Steps to Import a User List
    - a) Login to the new BIMcloud / BIM Server Manager using the "masteradmin" account, and go to the "Users" page.
    - b) Click the "Import" option and browse to the file you exported previously and click "OK."
      - > As mentioned in [Backing Up Users](#), if you do not have a .BIMUsers file to import, you may need to create each user manually.
  - > Restore Libraries – Find the Latest Automatic Backup
    - a) Locate the Projects and Attachments folders that you had moved in [2. Backup Users, Libraries, & Projects](#).
    - b) Open the Libraries (Attachments) folder.
    - c) Inside you will see a number of folders with strange names comprised of letters and numbers. Each of these is one library.
    - d) Inside each of these folders you will see multiple files. Most importantly you will see 2 items:
      - > The name of the Library as a zero bytes text file
      - > A Backups folder
    - e) Inside the Backups folder you will see a file name similar in format to: 2018.10.26 12-30 Automatic Backup.archive
      - > This is the file you will restore, but first you must make a modification.
      - > Rename this file to the name of the library and change the extension to .BIMLibrary
        - + The capital BIML in .BIMLibrary is important.
          - » Example = libraryname.BIMLibrary;
    - f) Login to the new BIMcloud / BIM Server Manager using the masteradmin account, and...
      - > BIMcloud Basic: Go to the Projects page and then click on the Libraries folder
      - > BIM Server: Go to the Libraries page
    - g) Click the Import option and browse to the library file you exported previously and click OK. It may take a few moments or even minutes depending upon the size of the library. You will get a brief confirmation message at the top of the screen and then the library will appear in the list of Libraries.
    - h) Repeat the above steps until all libraries are imported.
  - > Restore Projects – Find the Latest Automatic Backup
    - + This is very similar to the process described above for Libraries.
      - a) Locate the Projects and Attachments folders that you had moved in [2. Backup Users, Libraries, & Projects](#).
      - b) Open the Projects folder.
      - c) Inside you will see a number of folders with strange names comprised of letters and numbers. Each of these is one Teamwork project.
      - d) Inside each of these folders you will see multiple files. Most importantly you will see 2 items:
        - + The name of the Project as a zero bytes text file
        - + A Backups folder.
      - e) Inside the Backups folder you will see a file name similar in format to: 2018.10.26 12-30 Automatic Backup.archive
        - + This is the file you will restore, but first you must make a modification.
        - + Rename this file to the name of the library and change the extension to .BIMProjectXX (where XX is the version of the project file; example a version 21 project = projectname.BIMProject21; The capital BIMP in .BIMProjectXX is important)

- f) Login to the new BIMcloud / BIM Server Manager using the masteradmin account, and go to the Projects page.
  - g) Click the Import option and browse to the project file you exported previously and click OK. It may take a few moments or even minutes depending upon the size of the project. You will get a brief confirmation message at the top of the screen and then the library will appear in the list of Libraries.
  - h) Repeat the above steps until all libraries are imported.
- > Joining the Projects
- + Once the project is successfully imported, have the users launch ARCHICAD xx and connect to the BIMcloud Basic for ARCHICAD xx or BIM Server xx.
    - a) Inside ARCHICAD, go to Teamwork > Project > Open/Join Teamwork Project.
      - i. The end-user will either be prompted to enter the address and credentials OR the dialog will populate with the details of the last BIMcloud Basic they connected to. If it is the latter, at the top of the dialog box, use the pop-up menus to Login to a Different BIMcloud or Login to a Different BIMcloud Basic.
      - ii. Enter the address of the new installation.
        - » TIP: You can locate the address of the BIMcloud Basic by logging into the BIMcloud Manager. The address is posted directly on the Home Page.
      - iii. Enter the username and password and a list of available projects will be displayed that the users can join.
    - b) Join the projects.
    - c) Save out a PLN as a snapshot of the project in ARCHICAD's native file format. Go to File > Save As... Format/File Type: ARCHICAD Solo Project (PLN)

## Appendix - Restoring Using Project.db files

**! IMPORTANT !** This method should only be used as a last resort. Project.db files have a slightly higher chance of corruption versus a .archive file.

### Please keep in mind the following:

- > It is possible to restore the Project.db but is not the preferred method and it requires many more complicated steps than what is listed above.
- > Automatic Backup files have a higher chance of being stable copies.

### Here are the steps to restore a "Project.db" file:

1. Locate the Projects and Attachments folders that you had moved in [2. Backup Users, Libraries, & Projects.](#)
2. Open the Projects folder.
3. Look inside and you will see folders with strange names comprised of random letters and numbers. Each of these folders is one of your projects.
4. Open one of these folders and you will see a number of files. Look for a TXT file with the name of the project. This is how you will identify your projects.
5. Make a List. Decide which projects you will need to restore and copy the strange name of the folder with the project name alongside it to a NotePad page (Windows) or TextEdit page (Mac). You will need this list to identify the project folders.
6. With Teamwork projects, a copy of the files are stored on local workstations. Take a moment to discuss with your team who would have been the last person to work on a given project. It is often easiest just to have the user open the project from their workstation, bypass the error messages, and File > Save As...Format: ArchiCAD Solo Project (PLN) and then re-share the file to the BIMcloud Basic.

Version 2023.1



7. Otherwise, if the BIMcloud Basic copy of the file is the only copy or it is the copy you must use then the process requires that you first start with a 'Host' or 'Dummy' project file. This is an empty project file that you will later manually overwrite with an actual project file.
8. Download an Empty Host File with the correct version number.
9. Login into the BIMcloud Basic and go to the Projects page.
10. In the left-most column, click the large 'Project' header and then click the 'Import' option and import an empty .BIMProjectXX file.
11. In the Import dialog rename the Project Name to match one of your actual project names from your list from [Step 5](#).
12. Click the 'Import' button and wait for the project to be successfully created in the list of projects in the Projects page.
13. Now you will need to Stop the BIMcloud Basic and overwrite the Project.DB in the newly imported host project folder with the Project.DB from the original project folder.
14. Look for the BIMcloud icon (a cloud) in the menu bar (Mac) above the desktop (next to the clock) OR the system tray (Windows) below the desktop (next to the clock) and click it or right-click it and then choose "Disable All".
15. Using File Explorer (Windows) or Finder (Mac), open 2 windows:
  - > The Projects folder containing your original project data (from [Step 1](#)).
  - > The new Projects folder for the newly installed BIMcloud Basic.
16. In the new Projects folder look for the new project you just created. It will be one of those folders with strange names and you can use the Date or Time stamp next to the folder to determine which one was created most recently.
17. Open this project folder and it should contain only 5 files.
18. In the other window open the original Projects folder containing your project data and locate the project that should overwrite this Host file you just created. Use the list you created in step 7 to locate the project. Take care that you pick the correct project that matches the name of the Host Project you created in steps 11-13.
19. Copy the Project.db file and Backups folder from the original project folder and paste them into the new host project folder. When prompted about the "Project.db" file, choose 'Replace.'
20. Look for the BIMcloud Basic icon (a cloud) in the menu bar (Mac) above the desktop (next to the clock) or the system tray (Windows) below the desktop (next to the clock) and then choose "Start All"
21. Repeat steps 10-23 for each project and then have users join the projects. You may use the same .BIMProjectXX file over and over again for import. It is just a template file for import.

**Note:** You can speed the process up by doing the steps slightly differently, but you must be very careful in doing it so that you do not mix up the original projects and their host project folders. Instead of repeating steps 10-23 over and over for each project, import the host projects all at once and take careful notes. The thing to be careful about though is that you keep track of the newly created folders. To do this, have the BIMcloud Manager window take up half the screen and have a File Explorer (Windows) or Finder (Mac) window open on the other half of the screen. Import the "Empty Host Project.BIMProjectXX" file and rename the Project Name to one of the names on the list from step 11, and then note the project folder that gets created in the File Explorer (Windows) or Finder (Mac) window on the other half of the screen. It is a good idea to paste the name of this new folder in your list next to the corresponding project. Repeat this process and once all the host projects are created, you can then Stop the BIMcloud Basic once; overwrite the Project.db files carefully using your list; then Start the BIMcloud Basic and have users join the projects.



Version 2023.1

Any advice or suggestions from the Graphisoft N.A. Help Desk are to be implemented at the discretion of the user and are not in any way directions or instructions on what to do with your hardware and software. Graphisoft, N.A. or its employees are not responsible for any damage or deletion that may occur to your machine or software. The user takes sole responsibility for his/her machine and software. Graphisoft N.A. is not responsible for lost time or production due to the users' attempt at resolving an issue. Graphisoft N.A. strongly recommends backing up files often to a remote location to minimize loss due to hardware or software failure or any other disaster.