Troubleshooting Revit Using Journal Files

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Goal

- Our goal is to ensure you are familiar with the information recorded in the journals and to share with you how we use journals to troubleshoot cases.
Agenda

- Part 1: Introduction
  - What is a journal?
  - Where can we find it?
  - How to collect it?

- Part 2: Digging into the journals
  - What is contained in a journal
  - Overview of a standard journal
  - How to do a search in the journal

- Part 3: Your turn
  - Hands On
For this class you should have

- **Documents:**
  - Minimum requirements for 2013 and 2014
  - XML search terms for notepad++
  - Build numbers
  - What is contained in a journal
  - Exercises (3)

- **Installed software**
  - Notepad++ (and plugins document monitor/Analyze Plugin)
  - Baretail
  - Agent Ransack
Part 1 - Introduction

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What is a journal?

- A text format file that starts every time you open Revit (.txt)
- Revit records the actions you take during the editing session within the journal.
- The journal contains error messages and information about the system.
- We use journals to troubleshoot and diagnose Revit.
Where can we find it?

- **Location of journal files**
- For 2013 and later:
  
  (C:\Users\%username%\AppData\Local\Autodesk\Revit\{Version}\Journals)
How to collect it?

To ensure that only relevant information is recorded, go through the following steps:

1. Close Revit completely (so that a new session is started).
2. Reopen Revit.
3. Reproduce the issue
4. Without closing Revit collect the latest journal (with the highest number).
Part 2 – Digging into the journals

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What is contained in a journal - Basics

- Date/time
- Build & Version
- Add-ins (API)
- User Name
- File size/Name
- Linked files
- Path to Central
- Path to Server
- Template path

- Graphics Information
  - Video card / driver
  - Hardware acceleration on/off
  - DirectX 11

- System information
- Virtual Memory utilization
- RAM utilization
- Timing information - how long a particular process took.
Overview of a standard journal
How to do a search in the journals

- Notepad (Ctrl+f) - Basic search
- Agent Ransack – Searches in multiple files/folders
- Baretail – Live feed with color codes
- Journal parser - Parses through a folder of journal files, takes all of the pre saved information and populates it into an Excel file.
- Notepad++ - Searches for many strings at the same time and have the items searched all listed with color coding. It also has a live document monitor.
How to do a search in the journals

- **Notepad++**
  - You can search for many strings at the same time and have the items searched all listed. (describe more)
  - Let’s do a search!
How to do a search in the journals

- Analyze Plugin
How to do a search in the journals

- Document Monitor
Part 3 – Your turn!

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Your turn!

- 3 journals from actual data - cases that have been logged.
- Additional information
- Challenge: Find possible causes for the issues
Any questions?
Hope you enjoyed!

thank you!