

Autodesk Technical Academy 2014

# 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



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# 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?

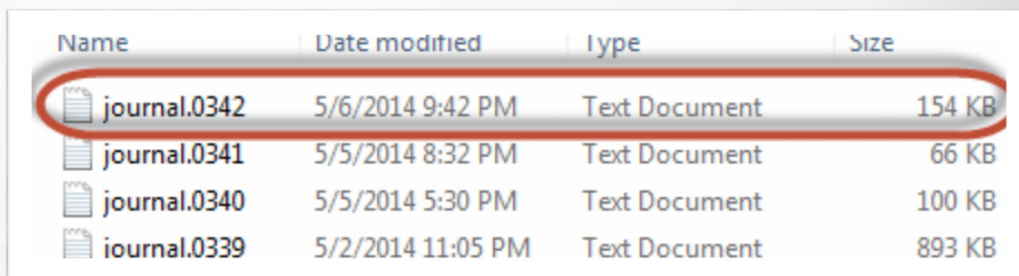
- Location of journal files

- 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).



Name	Date modified	Type	Size
journal.0342	5/6/2014 9:42 PM	Text Document	154 KB
journal.0341	5/5/2014 8:32 PM	Text Document	66 KB
journal.0340	5/5/2014 5:30 PM	Text Document	100 KB
journal.0339	5/2/2014 11:05 PM	Text Document	893 KB



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# Part 2 – Digging into the journals

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## What is contained in a journal - Basics

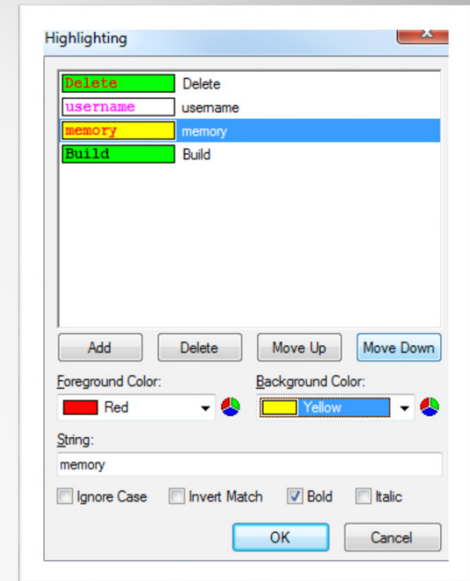
- Date/time
- Build & Version
- Add-ins (API)
- User Name
- File size/Name
- Linked files
- Path to Central
- Path to Server
- Template path
- Graphics Information
  - Video card / driver
  - Hardware acceleration on/off
  - DirectX 11
- System information
- Virtual Memory utilization
- RAM utilization
- Timing information - how long a particular process took.

# Overview of a standard journal

```
0: < Initial VM: Avail 8388363 MB, Used 20 MB, Peak 42; RAM: Avail 2324 MB, Used 40 MB, Peak 42
C: 31-Jul-2013 12:59:30.762: 0: < started recording journal file
  build: 20130308.1515(x64)
Dim Jrn
Set Jrn = CpsJournalScript
0: < --desktop InitApplication
0: < --desktop InitApplication
0: < --desktop InitApplication
0: < options::loadoptions: m_strDataLibraryLocations=Imperial Library-C:\ProgramData\Autodesk\RVT 2014\Libraries\US Imperial\Imperial Detail Library-C:\ProgramData\Autodesk\RVT 2014\Libraries\US Imperial\Detail Items (defaultLib==
\Library)
0: < ::0: Delta VM: Avail -35 -> 8388329 MB, Used +5 -> 25 MB; RAM: Avail -20 -> 2305 MB, Used +12 -> 53 MB, Peak +12 -> 53 MB
C: 31-Jul-2013 12:59:30.872: 0: < license Initialization complete
0: < ::0: Delta VM: Avail -881 -> 8387448 MB, Used +163 -> 188 MB, Peak +150 -> 192 MB; RAM: Avail -185 -> 2120 MB, Used +194 -> 247 MB, Peak +197 -> 250 MB
0: < Autodesk Revit 2014
0: < 64-bit load point = C:\Program Files\Autodesk\Revit 2014
0: < this journal = C:\Users\user\AppData\Local\Autodesk\Revit\Autodesk Revit 2014\journals\journal.0011.txt
0: < ::0: Delta VM: Avail -55 -> 8387393 MB, Used +7 -> 196 MB, Peak +36 -> 229 MB; RAM: Avail -15 -> 2106 MB, Used +12 -> 259 MB, Peak +14 -> 265 MB
0: < Journal Init
0: < Log Summary
0: < .Count
0: < ...ProjectRecsCreated = 1
0: < .ThreadPool
0: < ...ActivePoolSize = 21
0: < ...ConfiguredPoolSize = automatic
0: < ...ParallelCores = 4
0: < ...RequestedPoolSize = automatic
0: < Tuning
0: < ...ElementTable = 1 (serial except when multithreaded)
0: < ...Global = 0 (Scalable)
0: < ...PoolGlobal = 1 (Pool)
0: < ...PoolLocking = 1 (Locking)
0: < ...PoolScalable = 1 (Pool)
0: < ...PoolTreeNodes = 0 (AllCores)
0: < ...Scalable = 0 (Scalable)
H: 31-Jul-2013 12:59:40.247: 0: <
Jrn.Data "JournalDefaultTemplate"
  Architectural Template=$AllUsersAppData\Templates\US Imperial\default.rte, Construction Template=$AllUsersAppData\Templates\US Imperial\Construction-Default.rte"
H: 31-Jul-2013 12:59:40.247: 0: <
Jrn.Data "JournalDefaultViewDiscipline" -
  Architecture
Jrn.Directive "version" -
  2014.000 2.143
H: 31-Jul-2013 12:59:40.247: 0: <
Jrn.Directive "username" -
  customer1
H: 31-Jul-2013 12:59:40.247: 0: <
Jrn.Directive "categoryDisciplineFilter" -
  1
0: < API_SUCCESS { An external server has been registered.: ServiceId(b8656566-e4ef-4e6a-bedb-9ecc0b5a2780); ServerId(61e7b8e1-16d1-4fe4-82f0-327af736323f); Name(Not Defined); VendorId(ADSK); Description(The Pressure drop on the fitting
will be treated as 0.) }
0: < API_SUCCESS { An external server has been registered.: ServiceId(b8656566-e4ef-4e6a-bedb-9ecc0b5a2780); ServerId(31dd5e98-a9dd-464b-b286-4a37953610bf); Name(K Coefficient from Table); VendorId(ADSK); Description(CIBSE/ASHRAE/Crane
standards are used for pipe fitting loss definition based on the pipe fitting types.) }
0: < API_SUCCESS { An external server has been registered.: ServiceId(b8656566-e4ef-4e6a-bedb-9ecc0b5a2780); ServerId(32d58662-b467-4f7b-b728-f6ad7b7ba5e3); Name(Specific Coefficient); VendorId(ADSK); Description(Customize the Loss
coefficient on the fitting, then using the following method to calculate pipe fitting pressure drop. This method only available for two connector fittings, like elbow, transitions, etc.) }
0: < API_SUCCESS { An external server has been registered.: ServiceId(b8656566-e4ef-4e6a-bedb-9ecc0b5a2780); ServerId(16f4f7be-0a0c-461d-a94-1d3511cd280e); Name(Specific Loss); VendorId(ADSK); Description(Customize the Pressure Drop on
the fitting, this method only available for two connector fittings, like elbow, transitions, etc.) }
0: < Added new API external application Raas, class Autodesk.Raas.Revitaddin.EapApplication, assembly RaasApplication.dll, vendorId ADSK, vendor description Autodesk, www.autodesk.com.
0: < API registering ApplicationLosing event by application Raas (d4f6554b-5d68-4a13-beec-4a0647c34408).
0: < API_SUCCESS { Replacing command id 'ID_PHOTO_RENDER_IN_CLOUD' Executed implementation with implementation from application 'Raas' dll 'C:\Program Files\Autodesk\Revit 2014\AddIns\RaasForRevit\RaasApplication.dll'. }
0: < API_SUCCESS { API registering command Executed event by application Raas (d4f6554b-5d68-4a13-beec-4a0647c34408). }
0: < API_SUCCESS { Replacing command id 'ID_PHOTO_RENDER_GALLERY' Executed implementation with implementation from application 'Raas' dll 'C:\Program Files\Autodesk\Revit 2014\AddIns\RaasForRevit\RaasApplication.dll'. }
0: < API_SUCCESS { API registering command Executed event by application Raas (d4f6554b-5d68-4a13-beec-4a0647c34408). }
0: < API_SUCCESS { Replacing command id 'ID_PHOTO_RENDER_GALLERY' CanExecute implementation with implementation from application 'Raas' dll 'C:\Program Files\Autodesk\Revit 2014\AddIns\RaasForRevit\RaasApplication.dll'. }
0: < API_SUCCESS { API registering command CanExecute event by application Raas (d4f6554b-5d68-4a13-beec-4a0647c34408). }
0: < Added new API external application AutoLoad, class AutoLoader.AutoLoader, assembly AutoLoader.dll, vendorId ADSK, vendor description .
H: 31-Jul-2013 12:59:42.543: 0: <
Jrn.Directive "IdleTimeTaskSymbol" -
  0.ExternalEvent"
0: < Added new API external application FittingAndAccessoryCalculationUIServers, class FittingAndAccessoryCalculationUIServers.ServerApp, assembly FittingAndAccessoryCalculationUIServers.dll, vendorId ADSK, vendor description Autodesk,
www.autodesk.com.
0: < API_SUCCESS { An external server has been registered.: ServiceId(52009bda-c817-4aef-aa31-36dc3742516e); ServerId(607992d7-359d-4593-b497-8aa238e2c564); Name(Duct not defined pressure drop UI server); VendorId(ADSK); Description
(Duct not defined pressure drop UI server) }
0: < API_SUCCESS { An external server has been registered.: ServiceId(52009bda-c817-4aef-aa31-36dc3742516e); ServerId(9641a039-441e-42e2-93a6-c0e2177cc23c); Name(Duct specific coefficient pressure drop UI server); VendorId(ADSK);
```

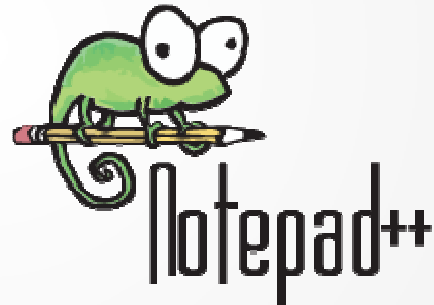
# How to do a search in the journals

- 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.



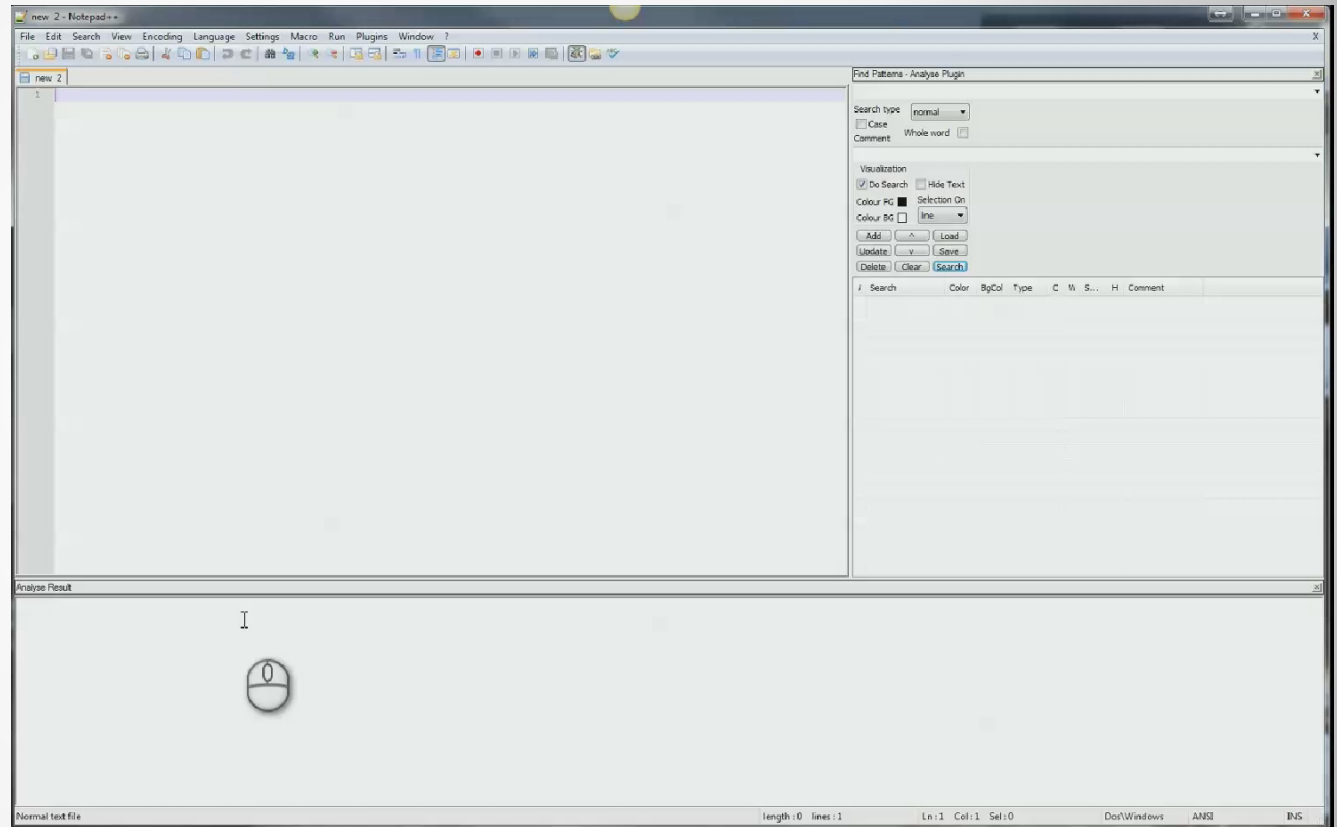
# How to do a search in the journals

- 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!



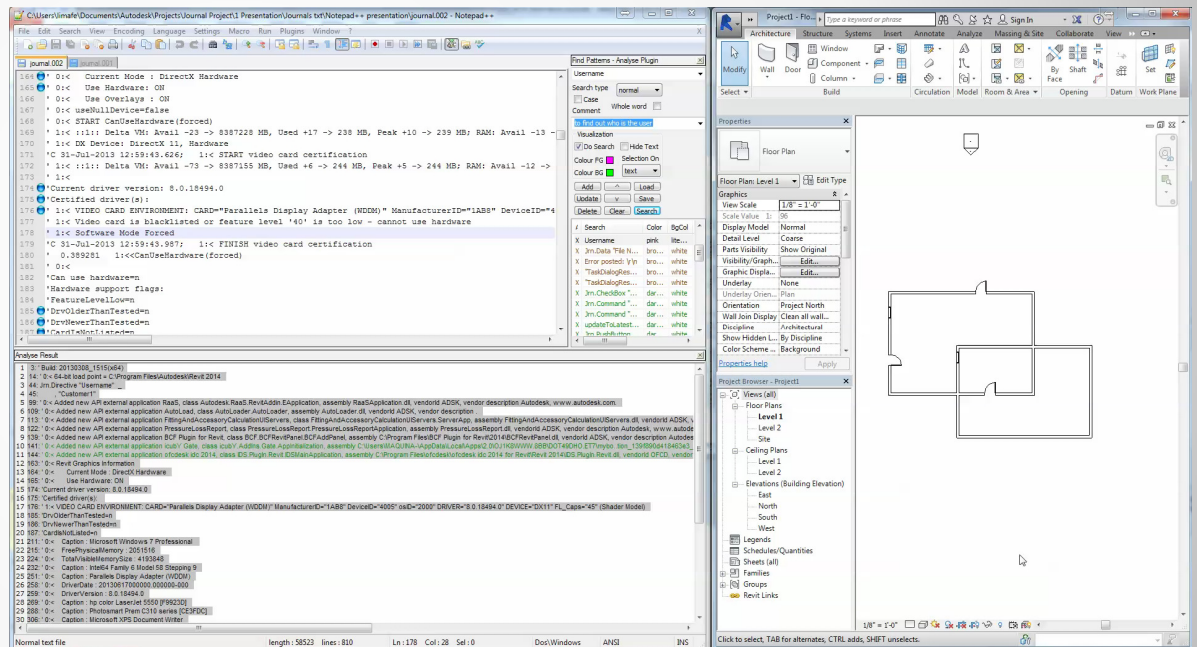
# How to do a search in the journals

- Analyze Plugin



# How to do a search in the journals

## ■ Document Monitor



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# 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!



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