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# 10 Ways for Software Developers to Get Autodesk Support (Forge and Autodesk Developer Network)

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## Learning Objectives

- Gain a solid understanding of a variety of resources available for software developers.
- Discover the best support resources that fit your software development needs.
- Learn how to differentiate between different levels of Autodesk Developer Network membership and Forge online resources.
- Learn how to connect with the right engineers at Autodesk for your software development challenges.

## Description

Whether you are developing web- and mobile-based solutions, customizing Autodesk desktop software, or building integrations into your enterprise workflows, Autodesk is fully committed to supporting your software development efforts. In fact, there are 10 ways you can get Autodesk support and we keep adding new channels. In this class, we are going to talk about how to get the best out of the support resources, and how to fit them to your needs as quickly as possible. You can choose from open and community support for Forge in StackOverflow, our advanced Accelerator program, our most recently added tool “The Doctor is in,” Autodesk Developer Network support for your desktop challenges, “ADN Open” online resources, and much more.

## Speaker(s)

### Natalia Polikarpova

Natalia is a Senior Manager at Autodesk, in the Developer Support team for Forge and Autodesk Developer Network (ADN). She has been with Autodesk for over 13 years now, taking care of software development companies – third parties who customize, complement, and extend Autodesk desktop and web technologies. Natalia is located in Boston area, Massachusetts, USA, and is originally from Russia where she joined Autodesk as an ADN Program Manager for Russia, CIS and Eastern Europe. Prior to Autodesk, she worked in marketing and sales for a startup software development company in Moscow and state

universities in Russia. She received her MBA with a concentration in management from Framingham State University, MA, USA.

### **Augusto Goncalves**

Developer Advocate at Autodesk since 2008, working with both desktop and web/cloud apps using top technologies, like C#, JavaScript, NodeJS and any other that can solve problems and improve workflows. See his samples on Github and follow him on Twitter for updates.

### **Caroline Ward**

Caroline is a Program Specialist at Autodesk, in the Developer Advocacy and Support team covering Forge and Autodesk Developer Network (ADN). She has been with Autodesk for over 18 years now, taking care of software development companies in EMEA and APAC – third parties who customize, complement, and extend Autodesk desktop and web technologies. Caroline is located in the UK, returning there after spending 9 years in Dubai. Prior to Autodesk, she worked for several software companies focusing on sales admin and customer service.

## Introduction

Thank you for accessing our session. We are going to cover 3 key things:

- **Why** you should learn about Developer Support resources now
- **What** resources are available (list of all 10 resources is in the Resources section)
- **How** to choose the best option for your needs

First, you should know that the Developer Support team at Autodesk is 100% focused on supporting software developers. This is a team with a wide range of expertise that knows that some things may be hard, and they are ready to solve challenges together. We, Augusto, Caroline and Natalia, are all from that team.

We are confident that for many of you getting support from Autodesk engineers quickly and easily is critical.

We want you to take advantage of existing and recently added resources and learn what they are.

When you do, you will be able to identify the best option for your current or future challenge and get the help you need.



## WHY

*Why* is it important you learn about the support options today?

There are three simple reasons:

- First, as Desktop and Cloud have been going together for a while now, Developer Support is constantly evolving. There are a lot of new resources and different ways to help you and we would love to make sure you are aware and benefit from them.
- Second, remember when developing applications using Autodesk Forge and desktop APIs you are an integral part of the Autodesk Community. This is where Innovation happens. You can learn from our partners and customers: what they have built, what challenges they faced, and what solutions they found.

[Autodesk App Store](https://apps.autodesk.com) provides a centralized storefront for Autodesk customers to find apps that enhance their productivity using their Autodesk products. There are 19 different product stores, in 14 different languages. <https://apps.autodesk.com>

[Forge Partner Talks webinar series](https://forge.autodesk.com/blog/introducing-forge-partner-talks-series) with Forge partners sharing the innovative solutions they have built on Forge and what they learned along the way. <https://forge.autodesk.com/blog/introducing-forge-partner-talks-series>

[Forge Showroom](https://forge-showroom.autodesk.io/) is a curated list of Forge samples and Proof of Concepts with handy assistance features to search, filter and share. <https://forge-showroom.autodesk.io/>

These resources are not only for you to learn what is possible but also to inspire you to redefine the limits of the design-and-build process. You can contribute to the Community Innovation and share your own story through our [community solution showcase](https://forge.autodesk.com/solution-showcase)! <https://forge.autodesk.com/solution-showcase>



- But most importantly, we want to emphasize our commitment to supporting your software development efforts – our team of 40 engineers is there to help you in the same way we are supporting our biggest user of Forge, Autodesk! We use this platform to build our own products.

So, we are committed to performance, security, resilience.  
We are in all of that together!

#### What is ADN and Forge?

[Autodesk Developer Network \(ADN\)](https://www.autodesk.com/adn) is a partnership program for software developers who build applications using Autodesk desktop technologies: Revit, Inventor, AutoCAD, 3ds Max and more. <https://www.autodesk.com/adn>

[Forge](https://forge.autodesk.com/) is a cloud-based developer platform to build external and internal applications with design and engineering data to automate processes, connect teams and workflows, or visualize your data. <https://forge.autodesk.com/>

### How we help ADN partners?

- Access to nearly all Autodesk desktop products: AutoCAD, Inventor, Revit, 3ds Max, etc.
- API support
- Access to prerelease beta versions of future Autodesk software releases
- Direct introductions to sales teams and customers

### Types of ADN partners

8 membership categories to cover

- Commercial (existing plugin available for customers to buy)
- Corporate (in house)
- Government (government organisation, in house development work only)
- Consultant/System Integrator (services which include significant Autodesk product customization)
- Startup (those just starting with development work, early stages of funding)
- Computer/Peripheral Manufacturer (manufacture computers or computer peripheral equipment that are used in conjunction with Autodesk products)
- Author/Publisher (training materials, books, videos)
- University (research only)

### ADN membership options

Open

- Access to blogs and forums
- Training through online videos such as DevTV and My First Plug in
- Sell apps on Autodesk App Store - free, trial or paid versions
- **No formal application is required**

Standard level

- Same as Open, plus
- Access to virtually all Autodesk software
- Access to prerelease beta software releases
- One-on-one technical support from an Autodesk software engineer within 72 hours of your query

Professional level

- Same as Standard, plus



- One-on-one technical support from an Autodesk software engineer within 24 hours of your query
- up to 8 hours telephone consulting

#### What are ADN Standard/Professional requirements?

- At least 1 software developer
- Complete online application form
- Membership fee (if applicable)
- Software provided for development purposes only, no commercial work is permitted

#### ADN extranet

<https://adn.autodesk.io>

Dedicated extranet for ADN Standard and Professional members only, where you can request the software licenses you need, access API support, find marketing materials and documents to help you manage your membership on a day to day basis.

#### API Support

ADN only, or customer with subscription contract

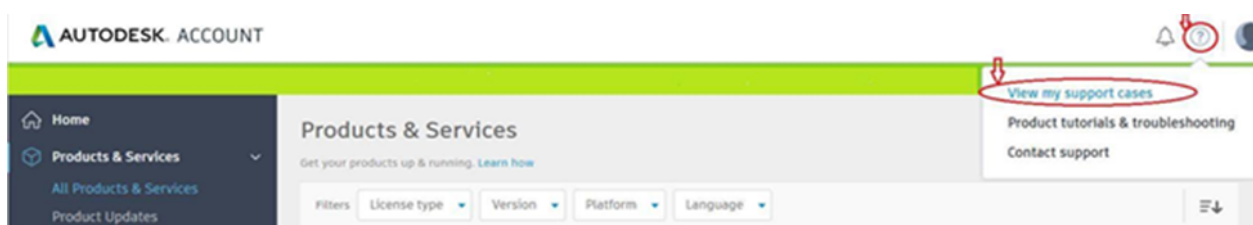
<https://accounts.autodesk.com>

ADN with other business relationship, e.g. reseller

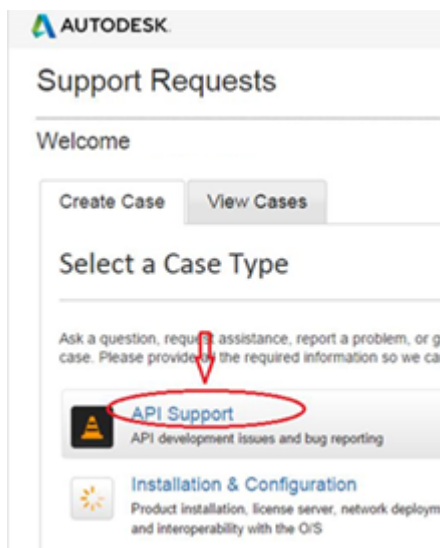
<https://autodesk.secure.force.com/partner>

#### Instructions to submit an API Support case through Autodesk Account

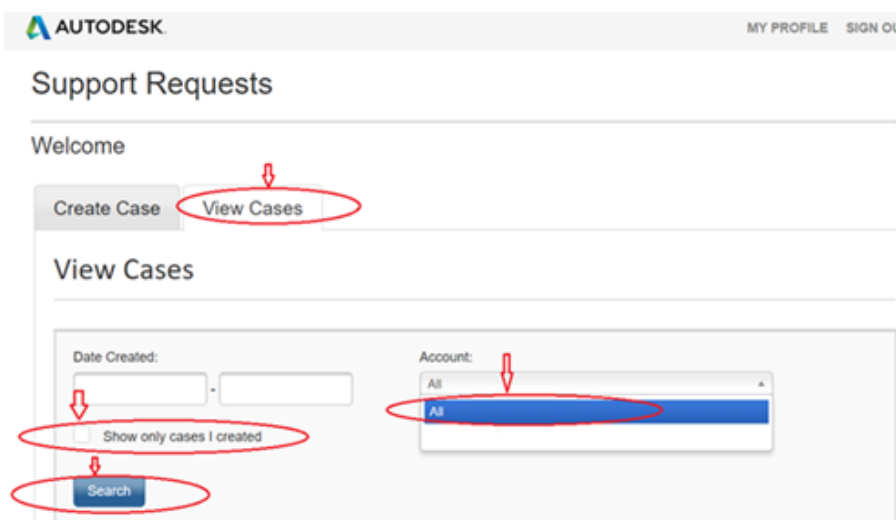
Step 1 – click on ? Next to your name, then View My Support Cases



Step 2 – click on Create Case then API Support, then enter details of your question/problem/issue



Step 3 – click on View Cases to see previous cases you have submitted



### Instructions to submit an API Support case through Partner Center

Step 1 – find header name Operations then choose Business Services – Get Help

OPERATIONS ▾

Account Search  
Transactions  
**Assets**  
Contracts & Assets  
License Inquiry  
Non-Subs Asset Management  
**Orders**  
[Business Services - Get Help](#)  
Order Management  
Order Status  
Physical Shipment Request  
**Subscriptions**  
Subscription Asset Management  
Subscription Renewals  
Subscription Reports

MY NOTIFICATIONS

Case#, Opportunity#, Name

☒ Opportunities
☒ Cases
☒ Renewals
☒ Expiration Alerts

Step 2 – Click on Create Case

View: My Company's Cases ▾ Go!

Recent Cases

Create New Case

Step 3 – Click on Technical Support, then API Support, then enter details of your question/problem/issue

Get Support

Select a support topic to see available help articles and contact options.

Orders & Subscriptions  
Accounts  
CRM Support  
Installation, Activation & Registration  
License Management  
[Technical Support](#)  
Other

Product Troubleshooting  
Installation Troubleshooting  
[API Support](#)



### How we help Forge partners?

- Access to Autodesk Cloud APIs and web services
- Creating awareness and promotion:
  - Success stories – Community Solution Showcase
  - Forge Partner Talks Webinars
  - Forge Blog and social media
- Direct introductions to sales teams and customers

### How to get started with Forge?

- Sign up at <https://forge.autodesk.com/>
- No application process or requirements
- 90 days Trial with complimentary 100 Cloud Credits

### Who are Forge users?

Many Forge users are Independent Software Vendors. You can find them presenting their Forge solutions at AU (Autodesk University) this year. For example,

- O3 Solutions leverages Advanced Work Packaging and agile methods in industrial construction. They use Forge and BIM 360 for an automated approach that project teams can implement through the entire lifecycle that eliminates spreadsheets and manual processes whenever possible.
- Tacton, headquartered in Chicago, Illinois and Stockholm, Sweden, provides solutions for manufacturers enabling Smart Commerce with their CPQ (Configure, Price, Quote) solution. Powered by Forge, it is bridging the gap between sales and engineering in the quote and order process.
- Shed Mate, a startup in Australia, developed a web platform for designing, documenting and quoting a shed ready for council approval, from any device, in minutes. They use parametric design technology, complying with building codes, ready for CAD/BIM. Forge helps them create a scalable business model and customer development boosting productivity, reducing risks and costs, and connecting to multiple platforms to mold any workflow.

Another group of Forge Users is large companies, Customers, that develop their internal applications with our web APIs and services.

- With Forge, Saipem aggregates big data from different sources (SmartPlant 3D, Tekla Structures, Oracle, Navisworks software) to analyze them (Microsoft Power BI) and to get an updated data set of information applying a full Building Information Modeling approach.
- Goldbeck, our customer in Europe, uses Forge Design Automation for Revit and their own cloud services to reduce tedious work and automate the execution of standard checks.
- Siemens Mobility builds their Digital Rail Infrastructure Twins with their highly automated data processes based on Civil 3D, Dynamo, InfraWorks, BIM 360, and Forge.

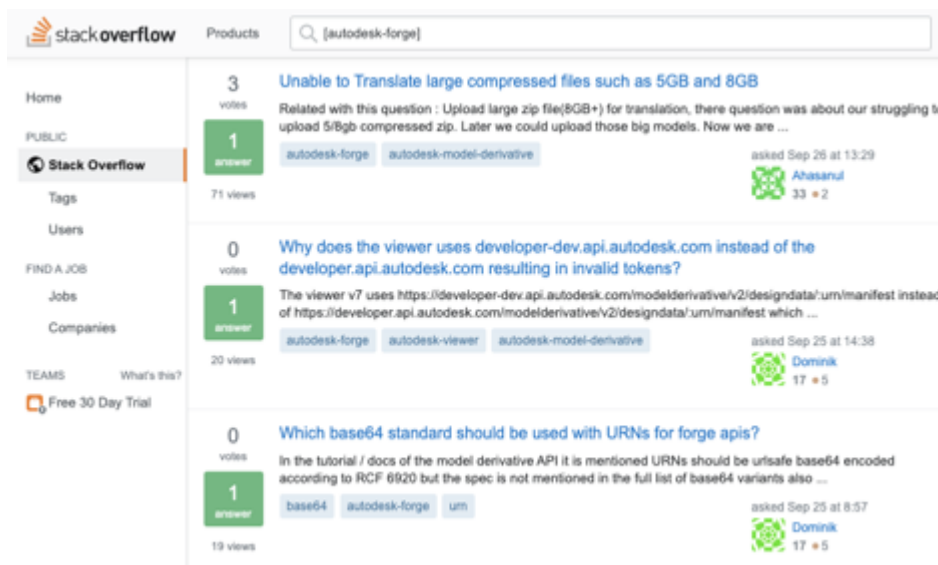
System Integrators and Consultants is another group of Forge Users:

- CCTech, our System Integrator based in India, have various classes at AU, sharing their experience using Forge with Generative Design to optimize drone fleet route, building a BIM configurator for HVAC Systems or smart-city design with InfraWorks in their pedestrian wind comfort application.
- nCircle, our Forge System Integrator, is presenting the Forge Viewer in faciliCAD Web Manager for Facility Management industry. They are capitalizing on the power of Forge for accessing, modifying, and viewing facility management data, making it simple to track and report.
- Autodesk Platinum Reseller CADD Microsystems have their new Model Checker tool built on Forge. This tool reviews all your models and generates reports on their compliance with the checks you define, and easily puts them into a Microsoft Power BI dashboard.

There are a lot of powerful applications and demos to watch at AU this year. Don't miss them! Just go to sessions in the AU website, search for Forge and choose your favorite topic, industry, and language.

And let us not forget our biggest user of Forge – think about the 1,000 Autodesk engineers who use Forge to build Autodesk products and develop Forge APIs and webservicees.

## Stackoverflow



The screenshot shows the Stack Overflow search results for the query 'autodesk-forge'. The search bar at the top contains the text '[autodesk-forge]'. The results list three questions:

- Unable to Translate large compressed files such as 5GB and 8GB**: 3 votes, 1 answer, 71 views. Asked Sep 26 at 13:29 by Ahasanul. Related with this question: Upload large zip file(8GB+) for translation, there question was about our struggling to upload 5/8gb compressed zip. Later we could upload those big models. Now we are ...
- Why does the viewer uses developer-dev.api.autodesk.com instead of the developer.api.autodesk.com resulting in invalid tokens?**: 0 votes, 1 answer, 20 views. Asked Sep 25 at 14:38 by Dominik. The viewer v7 uses https://developer-dev.api.autodesk.com/modelderivative/v2/designdata/um/manifest instead of https://developer.api.autodesk.com/modelderivative/v2/designdata/um/manifest which ...
- Which base64 standard should be used with URNs for forge apis?**: 0 votes, 1 answer, 19 views. Asked Sep 25 at 8:57 by Dominik. In the tutorial / docs of the model derivative API it is mentioned URNs should be unsafe base64 encoded according to RFC 6920 but the spec is not mentioned in the full list of base64 variants also ...

Stackoverflow is THE place to find programming answers, used across the board by developers all over the world. The Forge team actively monitors **autodesk-** tags:

<https://stackoverflow.com/tags/autodesk-forge>

<https://stackoverflow.com/tags/autodesk-viewer>

<https://stackoverflow.com/tags/autodesk-model-derivative>

<https://stackoverflow.com/tags/autodesk-data-management>

<https://stackoverflow.com/tags/autodesk-designautomation>

As we have already answered thousands of questions publicly, there is a good chance your answer is already there.

### **Email support**

Send us a direct email to [forge.help@autodesk.com](mailto:forge.help@autodesk.com) if you have private questions.

### **Accelerator**

Join us for a week-long event, 24-hour support from Forge Experts to get your POC/prototype running. You can find more details <https://forge.autodesk.com/accelerator-program>

FORGE

## Accelerator Program

Benefit from dedicated time to develop your Forge application – with direct help from Forge engineering experts.

### Upcoming Accelerators



#### Candy Cane, Virtual Accelerator

December 7-11

→ Apply Now

#### Coffee break

Bi-weekly open space to talk about what's new on Forge. Come with your questions and share your ideas. [Register](#) or learn more <https://forge.autodesk.com/blog/coffee-break>

# Coffee break

BY AUGUSTO GONCALVES



## Doctor is in

Book a private appointment, get the answers you need. It's that simple. The team is available via <https://calendly.com/autodeskforge>, just select the best person based on expertise and time zone.

More details <https://forge.autodesk.com/blog/the-doctor-is-in>





Autodesk Forge

The Forge Doctor is in! Ask us anything! Find the expert you need, book a time, and join your session!



Michael Beale (GMT-7)



Hi, my name is Michael Beale. I'm an advocate on the Autodesk Forge team. Ask me anything Forge! My areas of expertise: \* Forge Viewer \* BIM360 \* Data Managem...



Денис Григор (GMT-4)



Отвечу на технические вопросы связанные с Autodesk Forge. Знаком и могу помочь с: \* Reality Capture API \* Viewer \* Data Management API \* Model Derivative API \* D...



Xiaodong Liang (GMT+8)



Hi, I am one of Forge Advocates. I am happy to have the meeting with you on any questions of Forge, solution ideas, technologies options, or specific troubleshootin...



Cyrille Fauvel (GMT+1)



Interested in Forge, but unsure where to start or use it? Dr Cyrille will be happy to answer technical and business questions you may have. Follow me on GitHub (h...



Adam Nagy



Ask me anything Forge! My areas of expertise: Data Management Model Derivative Data Management...



Petr Broz (GMT+1)



Ask me anything Forge! My areas of expertise: \* Model Derivative \* Data Management...

## Forge Blog

You can find useful articles, announcements and news in our Forge blog:

<https://forge.autodesk.com/blog>

## Google search

"Google it", as simple as that! There are tons of existing content out there, from blogs to stackoverflow, in many cases the answer is just waiting for you.

## HOW?

How do you choose the right support option? Just answer these three questions

## HOW

Desktop or Cloud?

Explore or Learn?

Online or Talk?

Choose the best support options for your needs

If it's Desktop, make sure you use the ADN support options.

If it's Cloud, then Forge options are the best way.

If you are not sure or it's both desktop and cloud, reach out to us and we'll figure it out together!

If you want to explore various opportunities, just connect with us via any of the channels in the Resources section below and let's meetup and talk.

- Tell us what you want to do, what kind of help you need.
- You could ask a specific question, or you'd like to talk to someone about what you're trying to do, so that we can point you to the best codes sample that will help you get started quickly.
- Maybe you want some advice if you should do something, because maybe somebody else has already done it.

We are here to help you!

If you prefer learning materials online, start with a Google search and the Forge and ADN blogs.

Whatever support option you choose, we are confident that you can find the right way for quick and easy access to API support as you develop your applications using our cloud and desktop APIs.

### CALL TO ACTION

We encourage you to join us for the next coffee break on Wednesday November 18<sup>th</sup>, 8 am US-Pacific (11 am US-Eastern, 5 pm Central Europe)

Or

December 2<sup>nd</sup>, 8 am US-Pacific (11 am US-Eastern, 5 pm Central Europe)

<https://forge.autodesk.com/blog/coffee-break>

When you do that, you will be surprised how easy it is to connect with the right people at Autodesk!

That way we will be working together to solve whatever challenge you have, to find the right solutions and keep innovation growing.

Thank you!

## Resources

### Support options:

#### Desktop:

1. ADN Open - <https://www.autodesk.com/developer-network/open>
2. Blogs and Forums
  - a. <https://www.autodesk.com/blogs>
  - b. <https://forums.autodesk.com/>
3. ADN direct support through ADN membership <https://adn.autodesk.io>

Connect with ADN representative in your region <https://www.autodesk.com/developer-network/contact-us>

#### Cloud:

4. StackOverflow <https://stackoverflow.com/tags/autodesk-forge>
5. 1:1 Support Forge Help [forge.help@autodesk.com](mailto:forge.help@autodesk.com)
6. Accelerators <https://forge.autodesk.com/accelerator-program>
7. Coffee break <https://forge.autodesk.com/blog/coffee-break>
8. “The Doctor is in” appointments <https://calendly.com/autodeskforge>
9. Forge blog <https://forge.autodesk.com/blog>
10. Google search for all available online resources.