

10 ways for software developers to get Autodesk support: Forge and ADN (Autodesk Developer Network)

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About the speakers

Augusto, Caroline, Natalia

what's in common and what's unique

Developer Advocacy and Support

Over 10 years at Autodesk

Love working with partners

Focus: Technical, Program Management, Biz Dev

Location: San Francisco, Scotland, Boston

Origin: Brazil, Scotland, Russia

Class Abstract



10 ways for software developers to get Autodesk support:

Forge and ADN (Autodesk Developer Network)

Whether you are developing web- and mobile-based solutions, customizing desktop Autodesk software, or creating plug-ins and integrations into your enterprise workflows, Autodesk is 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're 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.

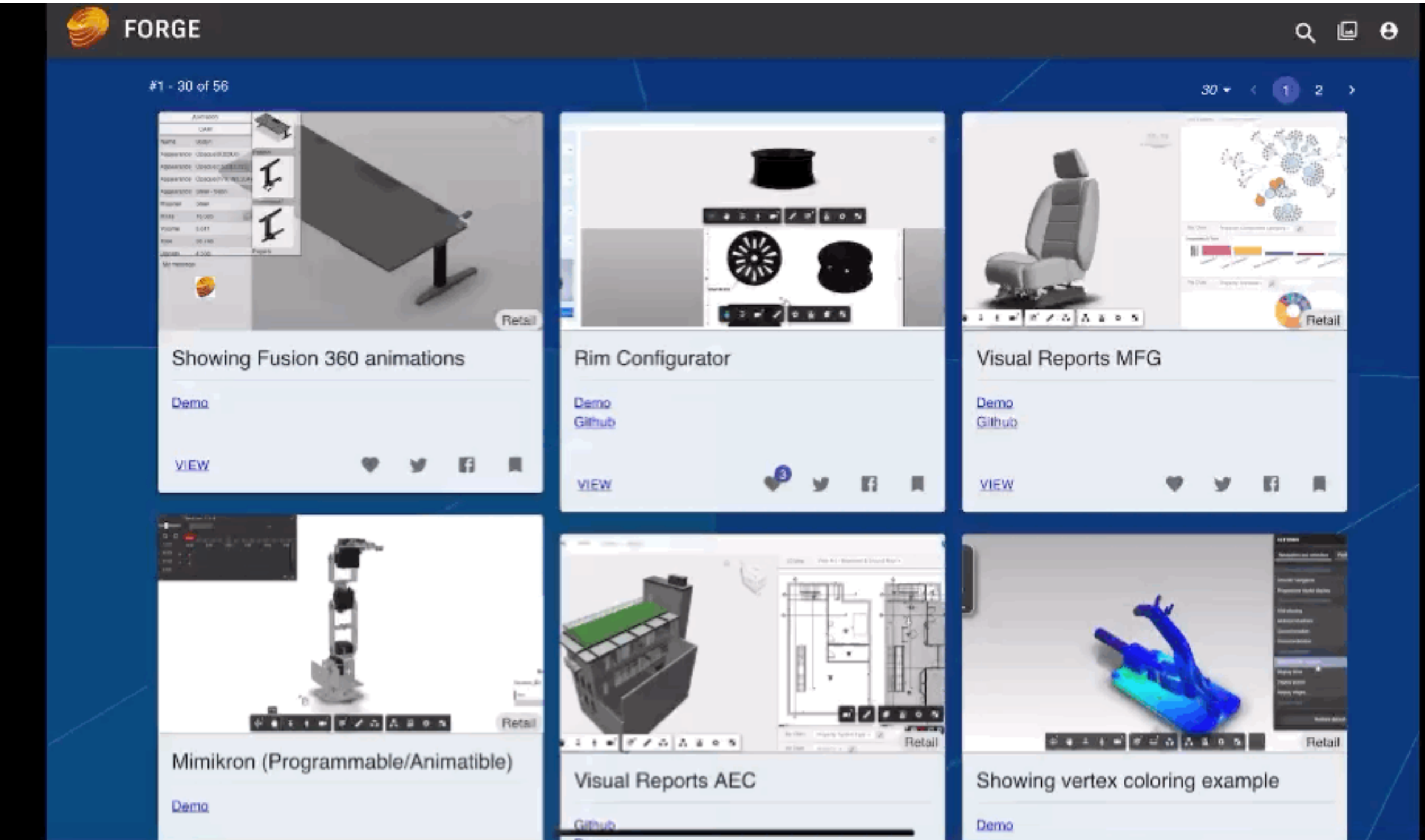
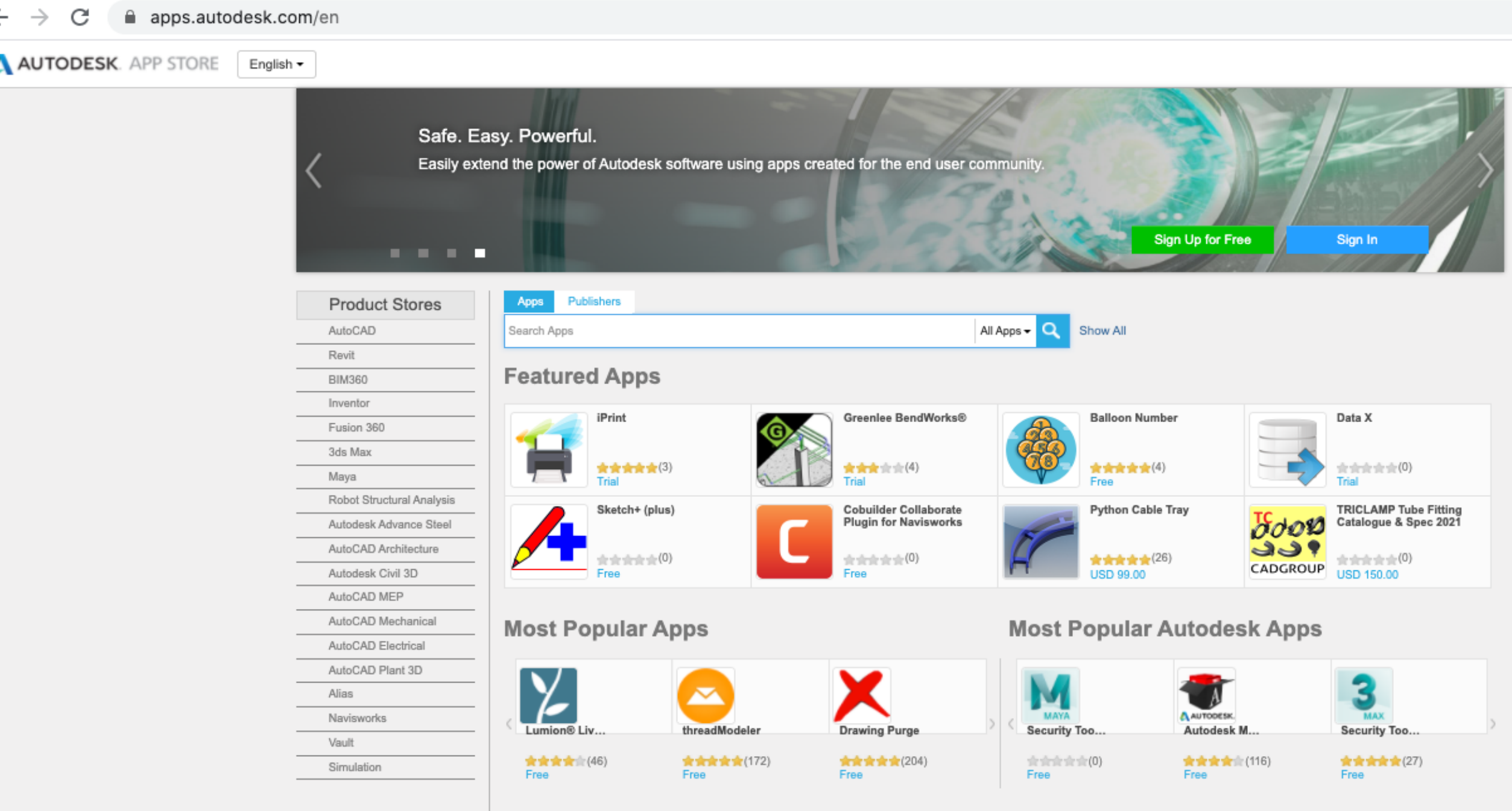
Agenda

- **Why** learning about Developer Support resources now
- **What**
 - ❖ is ADN and who are typical ADN partners
 - ❖ is Forge and who uses it
 - ❖ support channels are available for ADN and Forge
- **How** to choose the best option for your needs





WHY



WHAT



WHAT IS ADN AND WHO ARE ADN
PARTNERS



WHAT IS FORGE AND WHO USES IT



WHAT SUPPORT CHANNELS ARE
AVAILABLE FOR ADN AND FORGE

Autodesk Developer Network, ADN

Partnership Program

Desktop

Over 4200 partners worldwide

<https://www.autodesk.com/adn>

Forge

Developer Platform:

both internal and external

Cloud, Web, Mobile

Over 2,800 Monthly Active Developers

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

ADN membership options



ADN Open

ADN Standard

ADN Professional

<https://www.autodesk.com/developer-network/membership-options>

ADN Open



1. Platform Technologies
2. Trial versions
3. Autodesk App Store
4. Blogs and Forums

<https://www.autodesk.com/developer-network/open>



Blogs & Forums

Cloud and mobile

Forge Developer Blog—ADN DevTech

Mod the Machine—Brian Ekins and Adam Nagy

Architecture, Engineering & Construction

The Building Coder—Jeremy Tammik

AEC DevBlog—ADN DevTech

Field of View—Mikako Harada

Manufacturing

Mod the Machine—Brian Ekins and Adam Nagy

Manufacturing DevBlog—ADN DevTech

Media & Entertainment

Around the Corner—Cyrille Fauvel

GetCOREInterface—Kevin Vandecar

Platform technologies

Through the Interface—Kean Walmsley

AutoCAD DevBlog—ADN DevTech

<https://www.autodesk.com/blogs>

Blogs & Forums

AutoCAD .NET

AutoCAD ObjectARX

AutoCAD Civil 3D Customization

Autodesk Fusion API

Autodesk Inventor Customization

Autodesk Navisworks Customization

Autodesk Revit API

Autodesk Vault Customization

FBX Forum

3ds Max Programming

Maya Programming

<https://forums.autodesk.com/>

Types of ADN Partners

Commercial

Corporate

Universities

Start-ups

ADN Standard and Professional

Requirements:

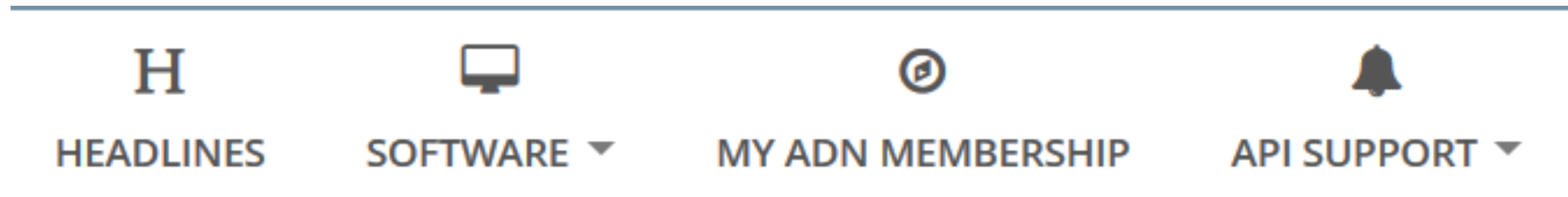
- Software Developer on board
- Application process
- Membership fee

How we help:

- 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

<https://www.autodesk.com/joinadn>

ADN extranet



<https://adn.autodesk.io>

ADN extranet



FORGE



BUSINESS & MARKETING ▼



RESOURCES



CONTACTS ▼



日本語リソース



FEEDBACK



YOUR ADSK ACCOUNT

<https://adn.autodesk.io>

API Support

ADN only, or Customer with Subscription Contract

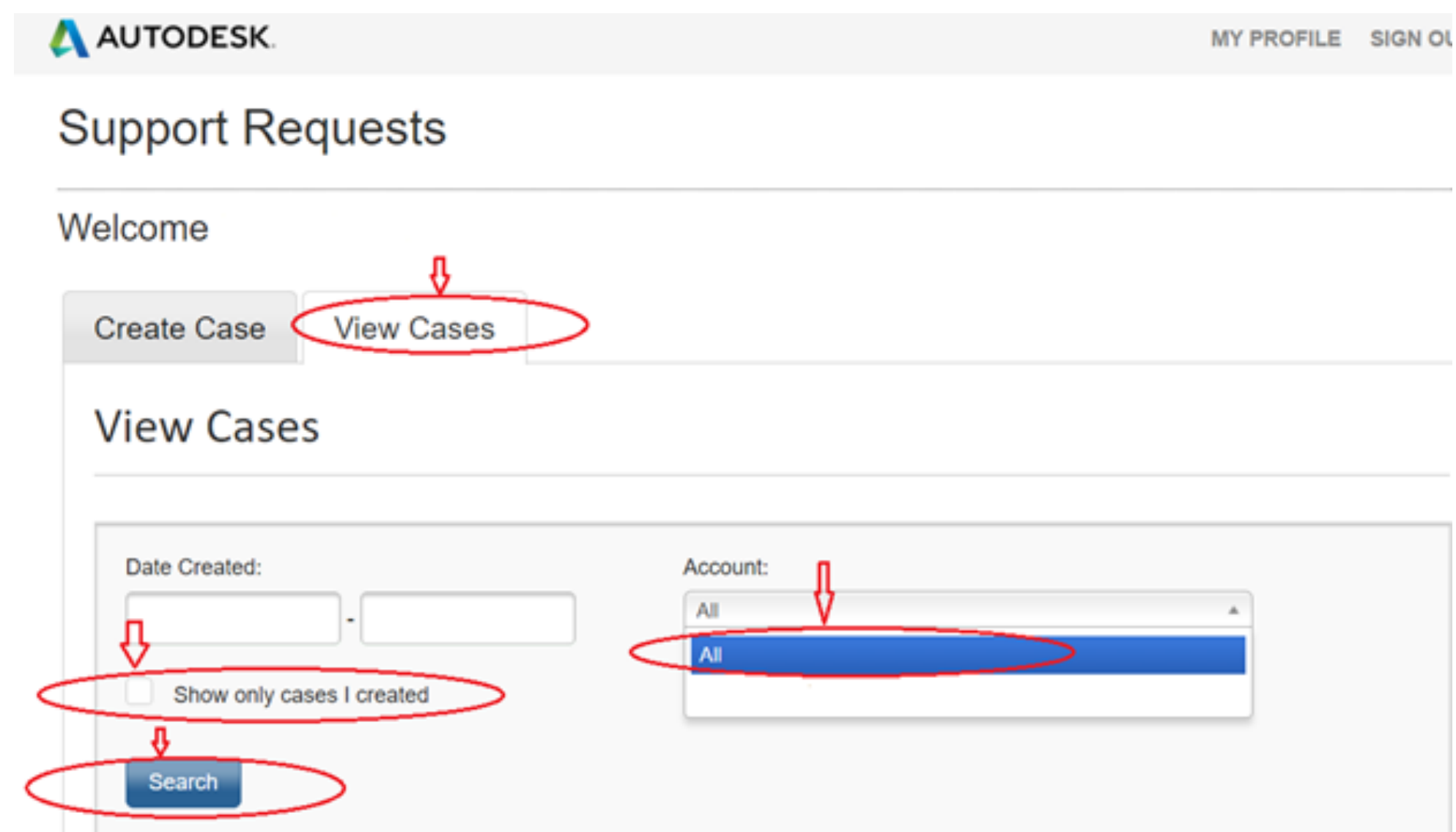
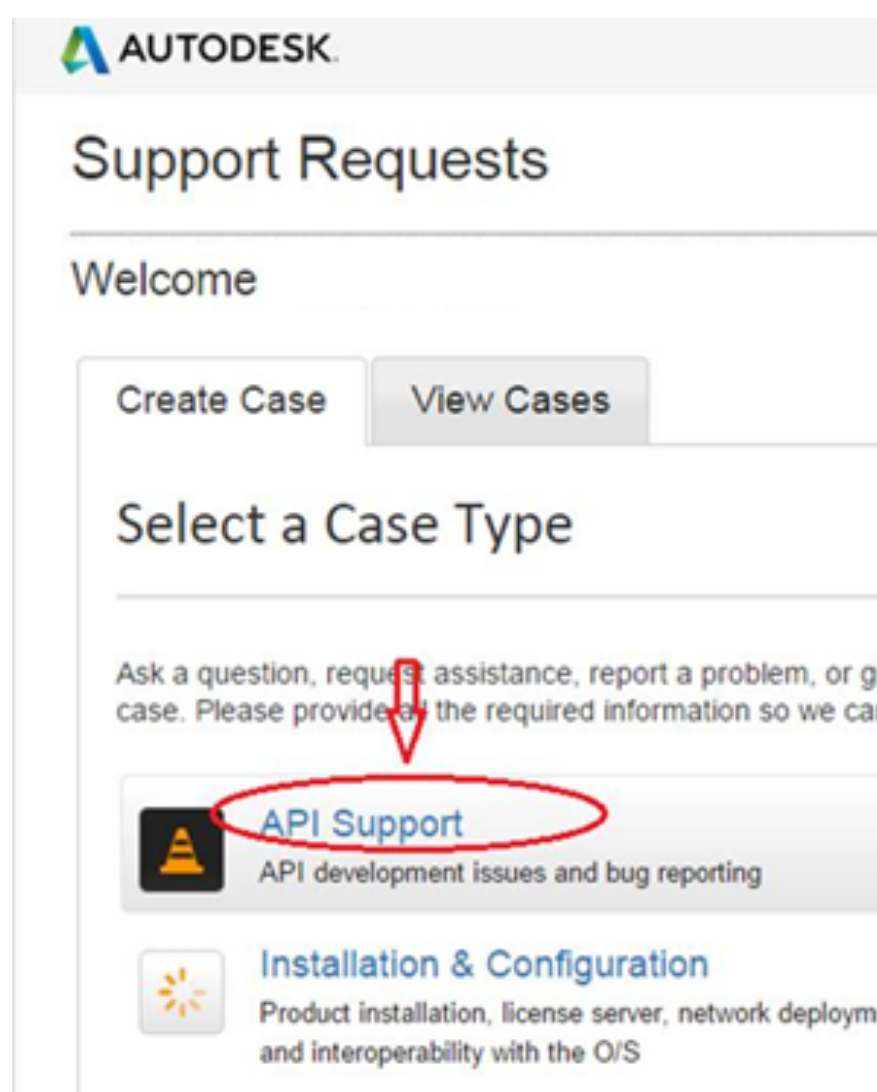
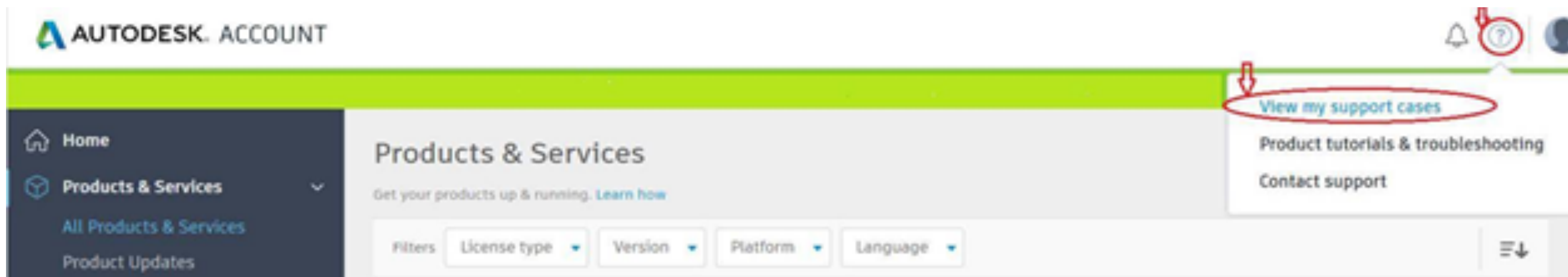
<https://accounts.autodesk.com>

Business relationship, eg reseller

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

API Support – Autodesk Account

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API Support – Partner Center



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

API Support – Partner Center



View:

Recent Cases

Create New Case

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



API Support

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Issues/problems with access

adn-americas-geo-administrator@autodesk.com

Forge

How we help:

- Access to Forge APIs and web services
- Awareness and promotion:
 - ✓ Share your stories
 - ✓ Speak at Forge Partner Talks Webinars
 - ✓ Contribute to Forge Blog and social media
- Introductions to sales teams and customers

How to get started:

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

Forge Users

ISVs

03 Solutions

Tacton

Shedmate

Customers

Saipem

Goldbeck

Siemens Mobility

SI and Consultants

CCTech

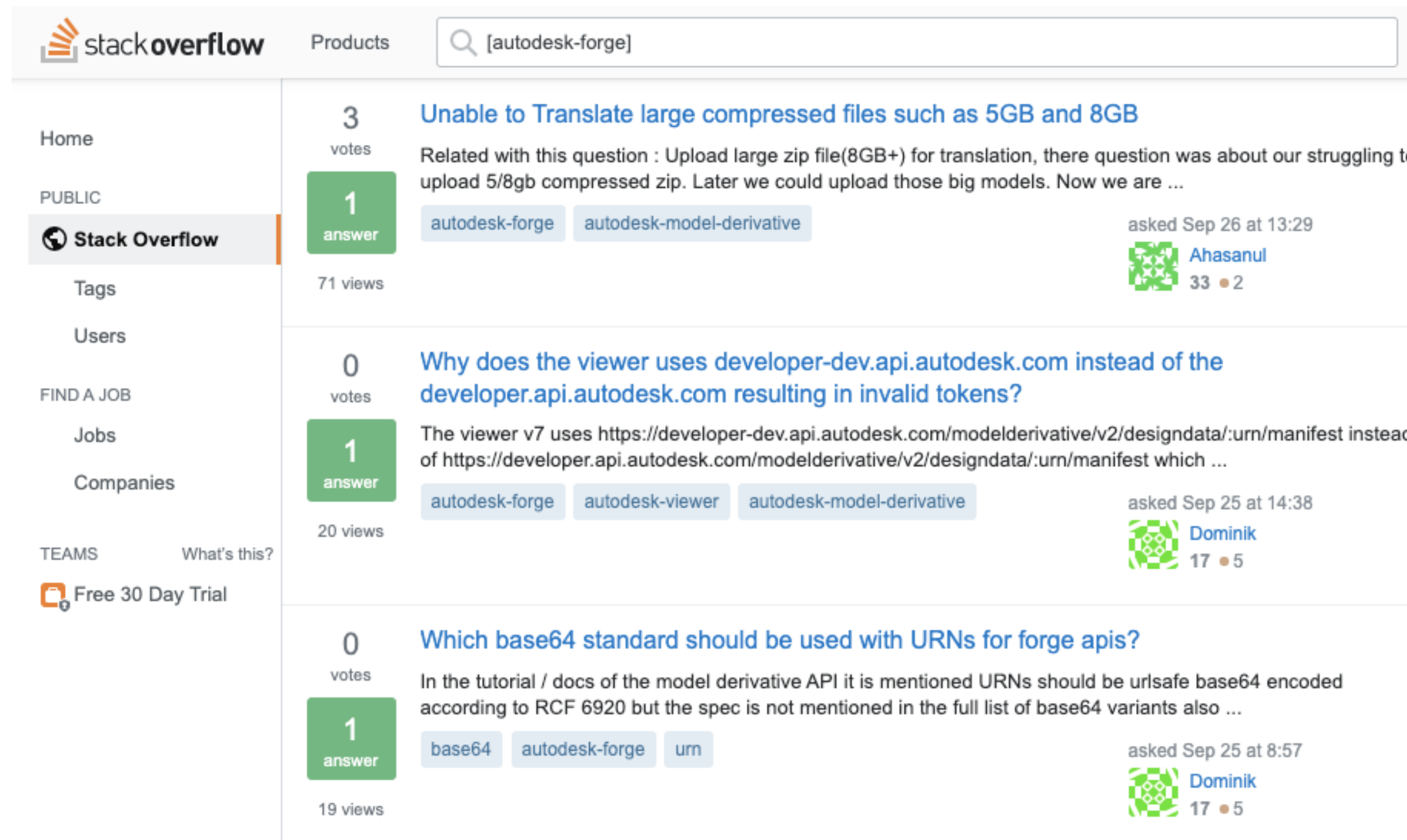
nCircle Tech

CADD Microsystems

Internal Autodesk

StackOverflow

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The screenshot displays the Stack Overflow interface with a search bar at the top containing the text "[autodesk-forge]". The left sidebar shows navigation links: Home, PUBLIC, Stack Overflow (selected), Tags, Users, FIND A JOB, Jobs, Companies, TEAMS, and What's this? Below these is a "Free 30 Day Trial" button. The main content area lists three search results:

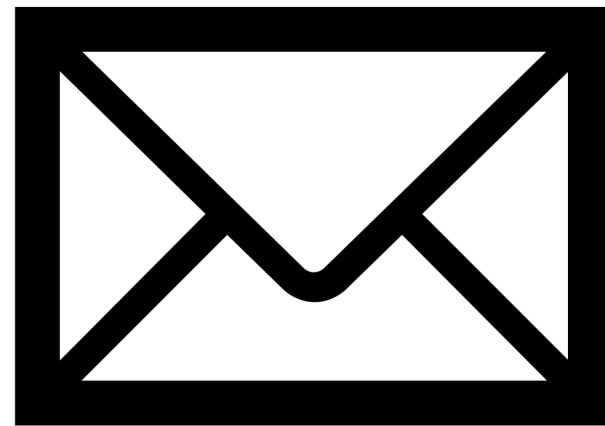
- 3 votes**, **1 answer**, 71 views: "Unable to Translate large compressed files such as 5GB and 8GB". The question text is "Related with this question : Upload large zip file(8GB+) for translation, there question was about our struggling to upload 5/8gb compressed zip. Later we could upload those big models. Now we are ...". Tags: autodesk-forge, autodesk-model-derivative. Asked Sep 26 at 13:29 by Ahasanul (33 ● 2).
- 0 votes**, **1 answer**, 20 views: "Why does the viewer uses developer-dev.api.autodesk.com instead of the developer.api.autodesk.com resulting in invalid tokens?". The question text is "The viewer v7 uses https://developer-dev.api.autodesk.com/modelderivative/v2/designdata/:urn/manifest instead of https://developer.api.autodesk.com/modelderivative/v2/designdata/:urn/manifest which ...". Tags: autodesk-forge, autodesk-viewer, autodesk-model-derivative. Asked Sep 25 at 14:38 by Dominik (17 ● 5).
- 0 votes**, **1 answer**, 19 views: "Which base64 standard should be used with URNs for forge apis?". The question text is "In the tutorial / docs of the model derivative API it is mentioned URNs should be urlsafe base64 encoded according to RCF 6920 but the spec is not mentioned in the full list of base64 variants also ...". Tags: base64, autodesk-forge, urn. Asked Sep 25 at 8:57 by Dominik (17 ● 5).

Find answers or ask your questions. Open to all. Actively monitored by Forge team.

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

Email support

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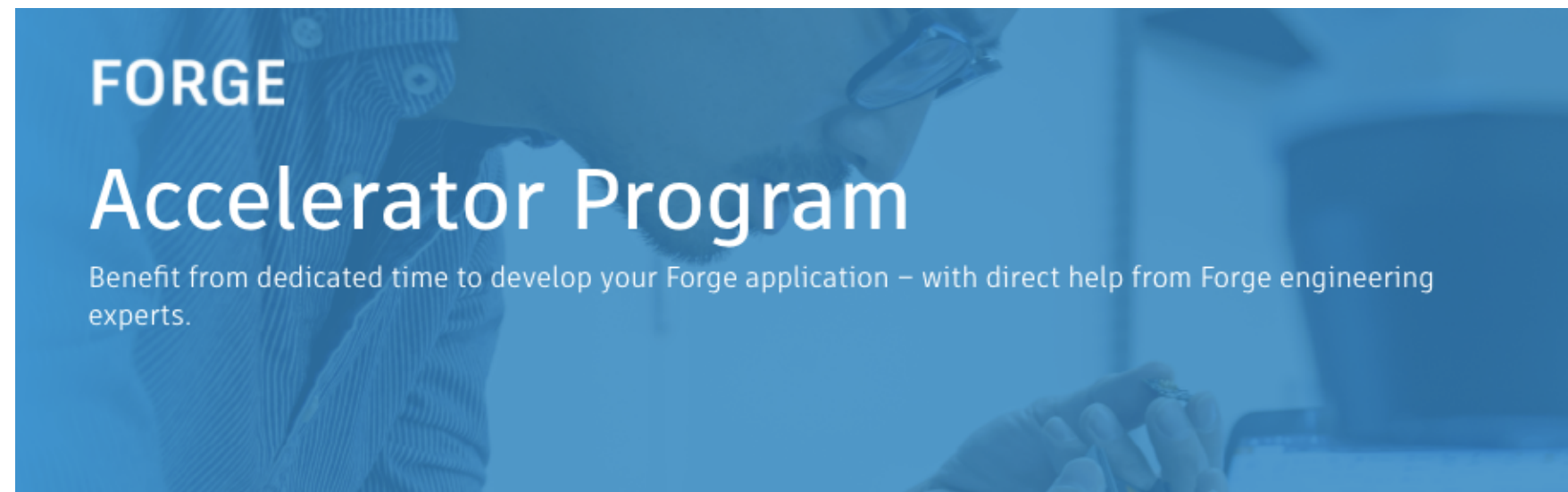


Great for private questions.

forge.help@autodesk.com

Accelerator

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Upcoming Accelerators



Weeklong event, 24-hour support from Forge Experts to get your POC/prototype running.

<https://forge.autodesk.com/accelerator-program>

Coffee break

BY AUGUSTO GONCALVES



Bi-weekly, open space, random topics. Great conversations.

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

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 Design Automation



Petr Broz (GMT+1)






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

Book a private appointment, get the answers you need.

<https://calendly.com/autodeskforge>

Forge Blog

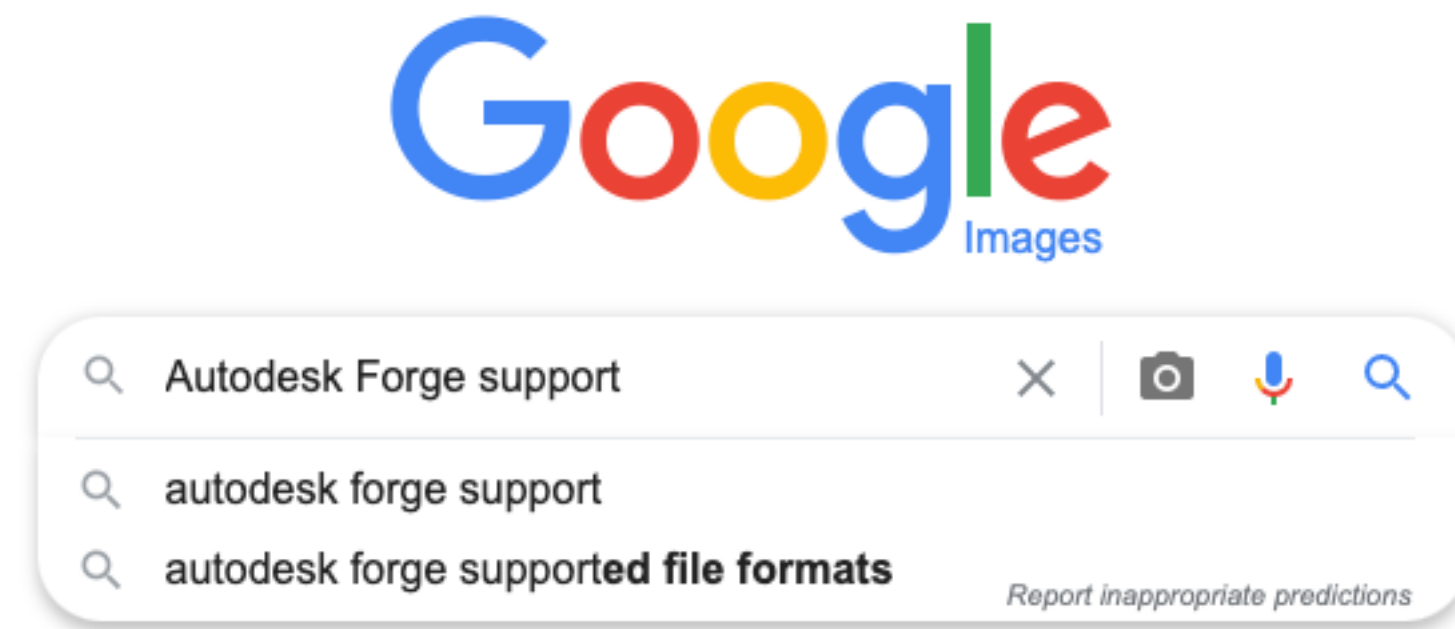
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	<p>SEPTEMBER 16, 2020</p> <h3>10 Forge classes you don't want to miss at AU</h3> <p>WHITNEY LAWRENCE</p> <p>10 Forge classes you don't want to miss at AU There are so many classes at Autodesk University this year that it is hard to pick what you want to see first. We are making it easy for you ...</p> <p>READ MORE</p> <p>TAGS Announcements , Events</p>
	<p>SEPTEMBER 15, 2020</p> <h3>Snappy viewer tools</h3> <p>PETR BROZ</p> <p>Have you ever thought: "man, I like how the Forge Viewer tools like Markups or Measure snap to different parts of 2D drawings, I wish my viewer extension could do that, too"? Well, wonder...</p> <p>READ MORE</p> <p>TAGS Viewer , Code Samples , Tips and Tricks , Javascript</p>
	<p>SEPTEMBER 11, 2020</p> <h3>Asgard Pre-Accelerator Lightning Talks</h3> <p>JAIME ROSALES</p> <p>On September 16th, the Forge Developer Advocates team will be running a series of lightning talks to showcase some popular solutions you can build using the Forge Platform. These talks ar...</p> <p>READ MORE</p>

Articles, announcement, news

forge.autodesk.com/blog

Google search



"Google it", as simple as that.

HOW

Desktop or Cloud?

Explore or Learn?

Online or Talk?

Choose the best support options for your needs

Call to Action

Join us for the next coffee break on Wednesday

November 18th, 8 am US-Pacific (11 am US-Eastern, 5 pm Central Europe)

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



<https://autodesk.zoom.us/meeting/register/tJYvdumtrj8iH9XHLkJQ75VuKwntIPaXHvxT>



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