

From: [Autodesk Live Chat Service](#)
To: [Debby](#)
Subject: Transcript of your chat
Date: Monday, April 15, 2013 8:08:27 PM

Here is the copy of your recent chat that you requested.

General Info

Chat start time	Apr 15, 2013 7:56:43 PM EST
Chat end time	Apr 15, 2013 8:08:25 PM EST
Duration (actual chatting time)	00:11:42
Operator	Angelo

Chat Transcript

info: One of our Autodesk Customer Service Representatives will be with you shortly.

info: Hello. My name is Angelo. How may I assist you?

Angelo: Hi Debby.

Debby: yes one portion of Rev It did not properly install - I do have the log

Debby: Hi Angelo

Debby: 2013/4/15:13:36:07 Debby DEBBY-PC === Setup started on DEBBY-PC by Debby ===
2013/4/15:13:36:07 Debby DEBBY-PC Launch 2013/4/15:13:36:21 Debby DEBBY-PC === Setup ended
=== 2013/4/15:13:36:08 Debby DEBBY-PC === Setup started on DEBBY-PC by Debby ===
2013/4/15:13:36:08 Debby DEBBY-PC Launch 2013/4/15:13:36:22 Debby DEBBY-PC PageOpen
LaunchDialog 2013/4/15:13:46:15 Debby DEBBY-PC PageOpen LicenseDialog 2013/4/15:13:46:20
Debby DEBBY-PC PageOpen ProductInfoDialog 2013/4/15:13:47:10 Debby DEBBY-PC PageOpen
ProductSelectionDialog2 2013/4/15:13:47:24 Debby DEBBY-PC PageOpen FullProgressDialog
2013/4/15:13:47:24 Debby DEBBY-PC Installing Microsoft Visual C++ 2005 Redistributable (x86):
C:\Autodesk\Autodesk_Revit_Architecture_2012_English_Win_32-
64bit\3rdParty\x86\VCRedist\2005\vcredist_x86.exe /q:a /T:C:\Windows\temp /c:"VCREDI~3.EXE /q:a
/c:""msiexec /i vcredist.msi /qn /! *v C:\Users\Debby\AppData\Local\Temp\vcredist_x86_2005.log"" "
2013/4/15:13:47:35 Debby DEBBY-PC Install Microsoft Visual C++ 2005 Redistributable (x86)
Succeeded 2013/4/15:13:47:35 Debby DEBBY-PC Installing Microsoft Visual C++ 2010 Redistributable
(x86): C:\Autodesk\Autodesk_Revit_Architecture_2012_English_Win_32-
64bit\3rdParty\x86\VCRedist\2010\vcredist_x86.exe /q /!
C:\Users\Debby\AppData\Local\Temp\vcredist_x86_2010.log 2013/4/15:13:47:38 Debby DEBBY-PC
Install Microsoft Visual C++ 2010 Redistributable (x86) Failed Installation aborted, Result=1603
2013/4/15:13:47:38 Debby DEBBY-PC Rollback Microsoft Visual C++ 2005 Redistributable (x86) Failed
Installation aborted, Result=1619 2013/4/15:13:47:40 Debby DEBBY-PC PageOpen
InstallCompleteDialog 2013/4/15:13:48:07 Debby DEBBY-PC === Setup ended ===
2013/4/15:19:39:27 Debby DEBBY-PC === Setup started on DEBBY-PC by Debby ===
2013/4/15:19:39:27 Debby DEBBY-PC Launch 2013/4/15:19:39:41 Debby DEBBY-PC === Setup ended
=== 2013/4/15:19:39:29 Debby DEBBY-PC === Setup started on DEBBY-PC by Debby ===
2013/4/15:19:39:29 Debby DEBBY-PC Launch 2013/4/15:19:39:41 Debby DEBBY-PC PageOpen
LaunchDialog 2013/4/15:19:51:41 Debby DEBBY-PC PageOpen LicenseDialog 2013/4/15:19:51:48
Debby DEBBY-PC PageOpen ProductInfoDialog 2013/4/15:19:52:29 Debby DEBBY-PC PageOpen
ProductSelectionDialog2 2013/4/15:19:52:44 Debby DEBBY-PC PageOpen FullProgressDialog
2013/4/15:19:52:44 Debby DEBBY-PC Installing Microsoft Visual C++ 2010 Redistributable (x86):
C:\Autodesk\Autodesk_Revit_Architecture_2012_English_Win_32-
64bit\3rdParty\x86\VCRedist\2010\vcredist_x86.exe /q /!
C:\Users\Debby\AppData\Local\Temp\vcredist_x86_2010.log 2013/4/15:19:52:48 Debby DEBBY-PC
Install Microsoft Visual C++ 2010 Redistributable (x86) Failed Installation aborted, Result=1603

Angelo: Sorry, we are unable to read that log here in Customer Service.

Debby: oh

Angelo: What would be your product serial number please/

Angelo: ?

Debby: *****49

Angelo: That is one of the free downloadable Autodesk Education Community licenses.

Debby: correct

Angelo: A couple of options.

Angelo: One option is to uninstall it and then re-download it from the Autodesk Education Community again, then install it again (from the 2nd downloaded installation file).

Debby: This is the second time I've attempted this. A support person told me to configure manually, but I don't know when I was supposed to have done that. this time only 1 item failed - last time two failed

Angelo: Another option is to try to troubleshoot it via our free Autodesk Online Technical Support Community web portal.

Debby: ok thx

Angelo: Oh ok, in that case the only option is really to troubleshoot it via our free Autodesk Online Technical Support Community web portal.

Angelo: These are the instructions for the above web portal.

info: A transcript of your Autodesk Live Chat session will be sent to drwaitzman@gmail.com.

Angelo: [How to Register, Post, Edit, and Reply | This Way to the Forums | AutodeskHelp.](#)

Debby: thank you - I 'll work on this

Angelo: And you can login there using your existing Autodesk Education Community login.

Angelo: You are welcome.

Angelo: Anything else today?

Debby: no thank you

info: A transcript of your Autodesk Live Chat session will be sent to drwaitzman@gmail.com.

Angelo: You are welcome.