

Knowledgebase > Troubleshooting Guides > Twinmotion is not installed / greyed out

Twinmotion is not installed / greyed out

Joe Schultz - 2024-03-05 - Troubleshooting Guides

When using Epic Games Twinmotion from within Autodesk Revit, there's a few issues you may run into.

This article is specific to CAD managed labs. For a list of CAD managed labs, please visit https://helpdesk.cad.rit.edu/kb/articles/computer-lab-status

"Twinmotion is not installed"

When attempting to launch Twinmotion from within Revit, you may see the following error:

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To resolve this:

- 1. Click Close button
- 2. Locate and open the Twinmotion for Revit app from the Windows start menu



3. Wait for Twinmotion to fully open



4. Go back to your project in Revit and click **Open in Twinmotion** again

If you continue to see the "Twinmotion is not installed" error message, please <u>submit a ticket</u> with the computer name included.

Twinmotion plugin greyed out in Revit

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Before you can open your project in Twinmotion, open up the 3D View of the project:

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Once you see the $\{3D\}$ tab open in Revit, you should now be able to select the **Open in Twinmotion** from the dropdown.