Twinmotion is not installed / greyed out

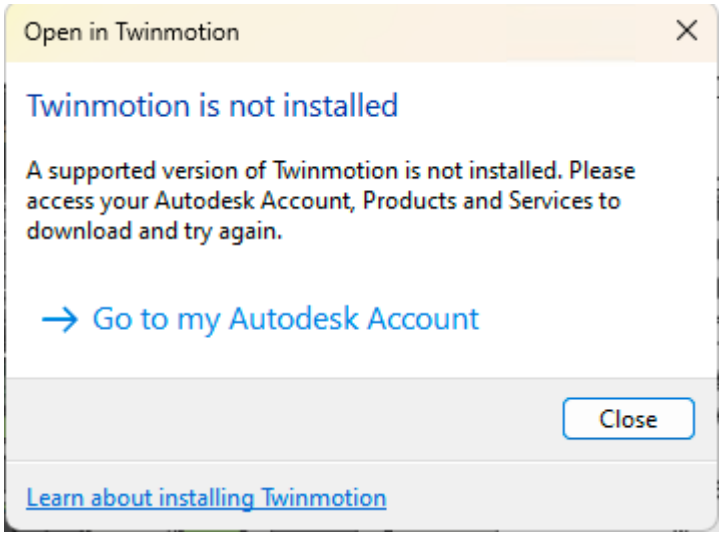
Joe Schultz - 2024-03-05 - Troubleshooting Guides

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

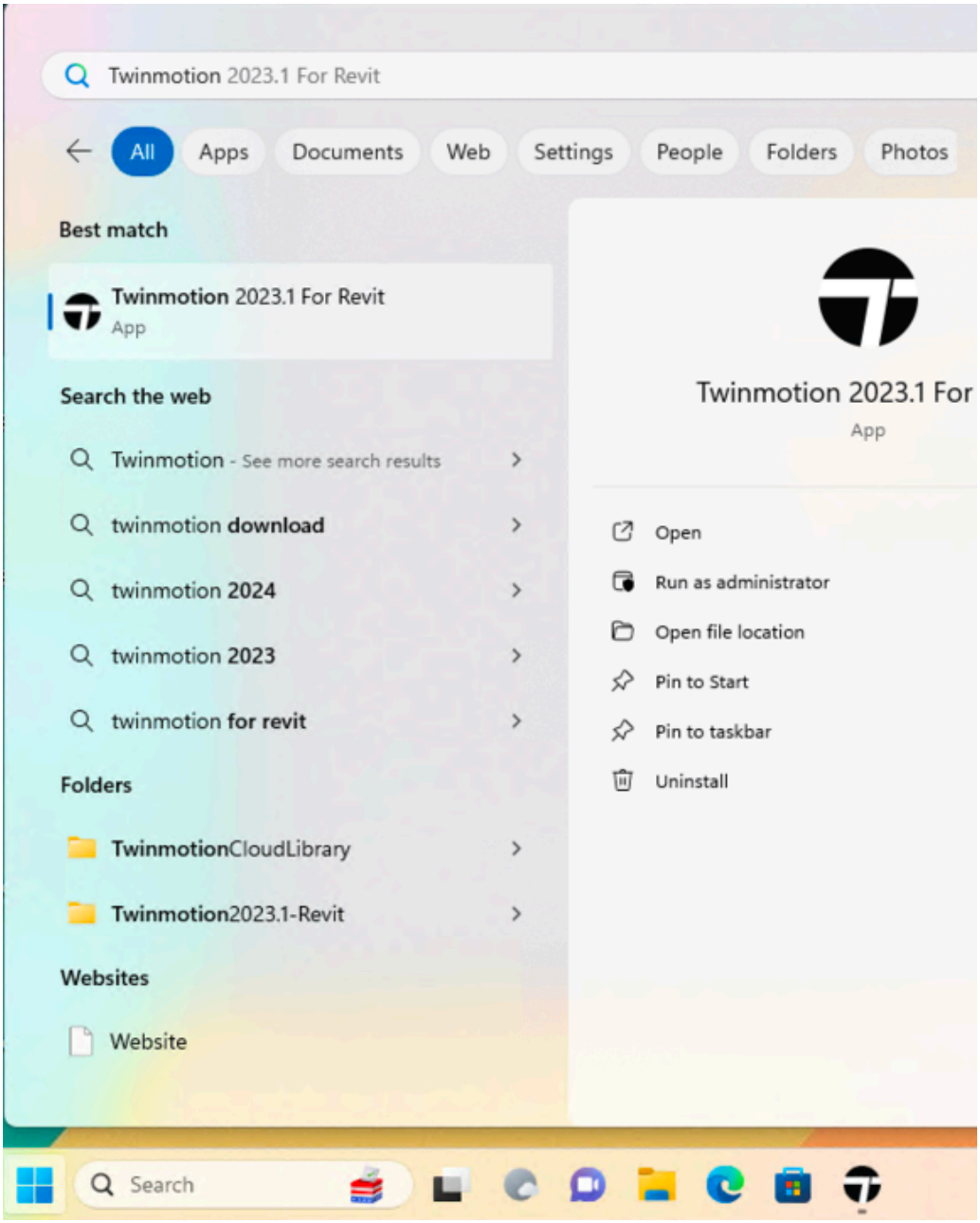
"Twinmotion is not installed"

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

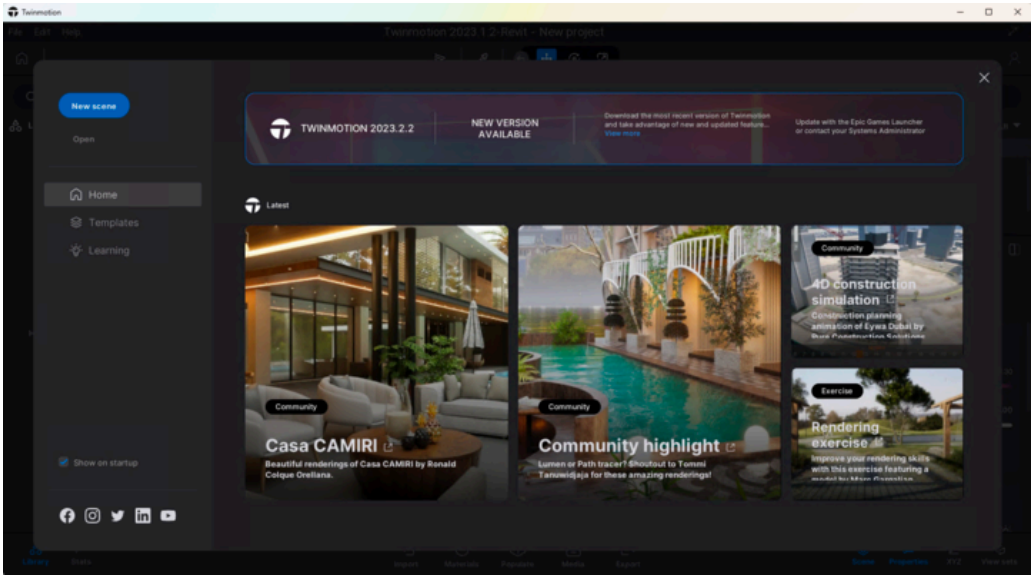


To resolve this:

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



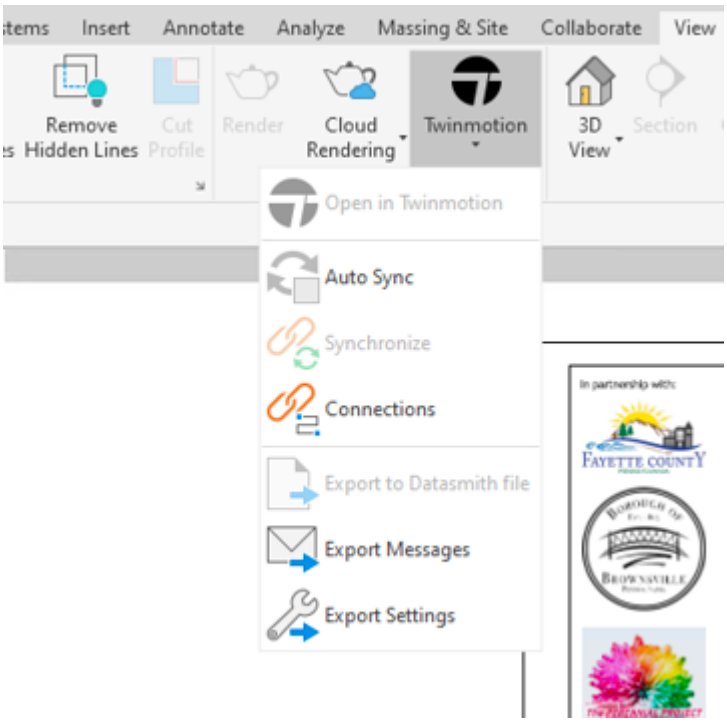
3. Wait for Twinmotion to fully open



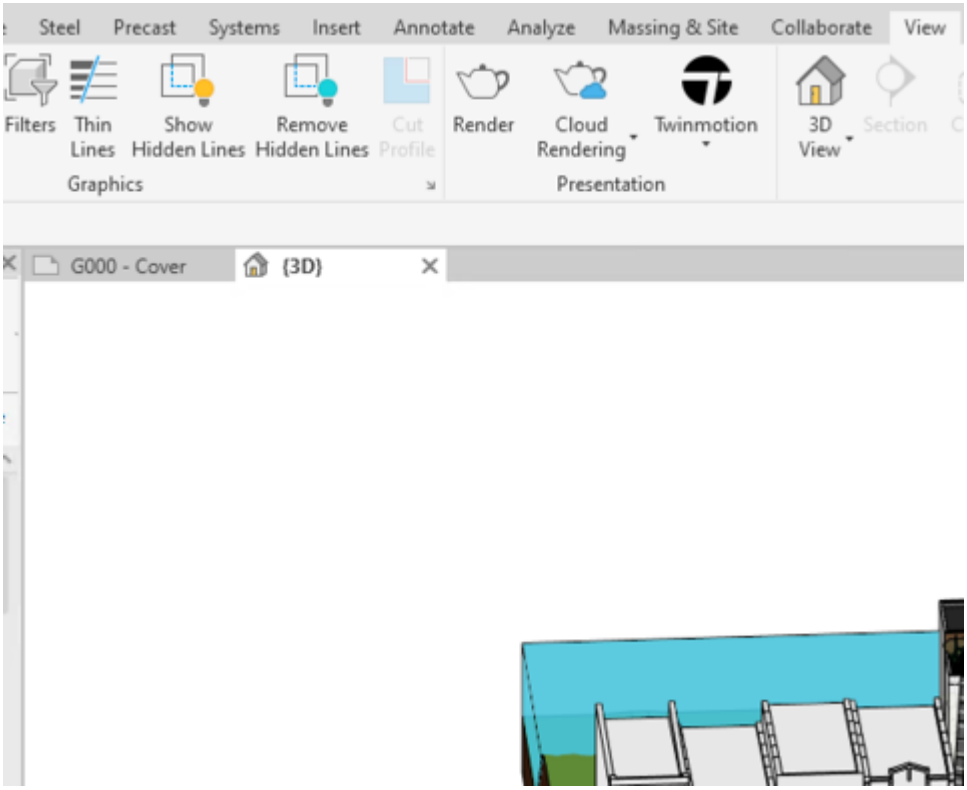
4. Go back to your project in Revit and click **Open in Twinmotion** again

If you continue to see the “Twinmotion is not installed” error message, please submit a ticket with the computer name included.

Twinmotion plugin greyed out in Revit



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



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