

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

Twinmotion is not installed / greyed out

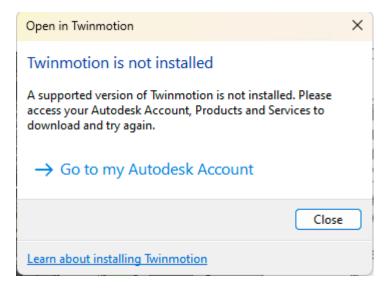
Joe Schultz - 2024-03-05 - Troubleshooting Guides

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 $\frac{\text{https://helpdesk.cad.rit.edu/kb/articles/computer-lab-status}}{\text{https://helpdesk.cad.rit.edu/kb/articles/computer-lab-status}}$

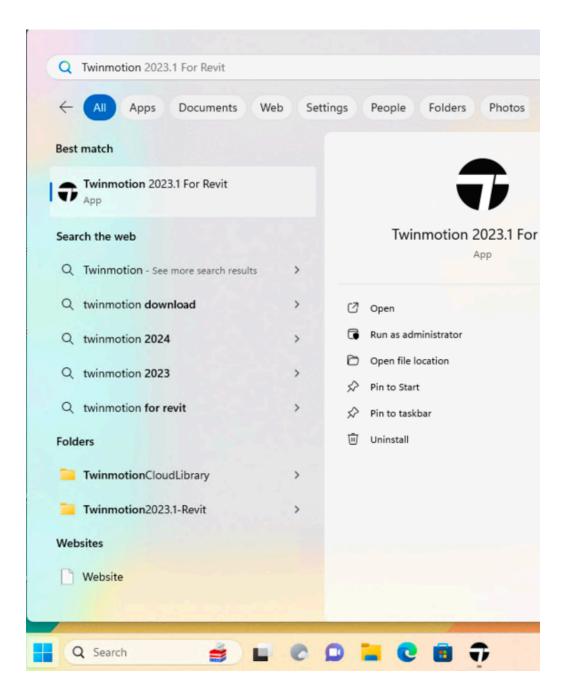
"Twinmotion is not installed"

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

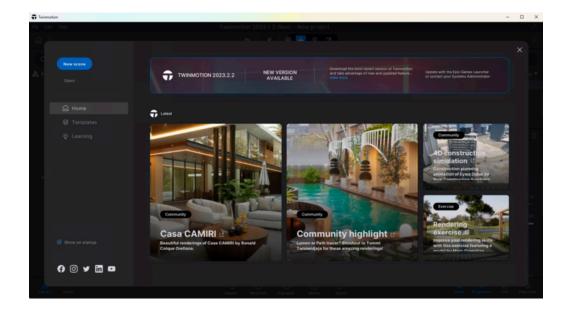


To resolve this:

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



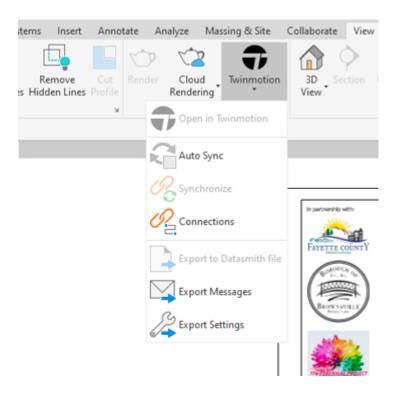
3. Wait for Twinmotion to fully open



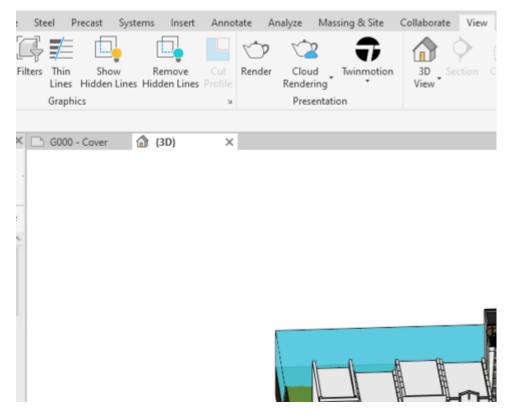
4. Go back to your project in Revit and click **Open in Twinmotion** again

If you continue to see the "Twinmotion is not installed" error message, please $\underline{\text{submit a ticket}}$ 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.