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Hi Guys, I currently use SMS for 2-step verification when logging into Trimble on my Windows 10 PC. It has no camera. I see that this method is being removed and there is an option to use a passkey. HOW do I set this up? I have an iphone that will allow facial recognition. Is it possible to set it up on my iphone and use it as the method the login to Trimble on the desktop Windows PC??? Has Trimble created a guide to this?? Thanks Yes I have done the same. Thanks I Like I was trying to open a design file for a remodeling project that my company is currently working on from Trimble Connect, and it wouldn't open. I was greeted with this error: I was puzzled by this as I had looked at this file recently. So I tried several methods. I tried the web app in case the direct downloading to SketchUp wasn't working. I got this message. Finally, I went directly to Trimble Connect to try and see if there was something I could do there, or at least see and download the file. When I tried to open it, it said "File failed to load" But perhaps all was not lost! There's still the history feature, so perhaps a slightly outdated version could be salvaged. I was on version 9 of the file so I tried 8, 7, 5, 3... all gave the same error. "File failed to load" Then I tried a different file altogether, which ALSO failed to load. And another one, and another one. At this point I'm concerned that I'm somehow corrupting the files, but I decided to open my most recent two files that I had worked on only a day or two ago. I opened SketchUp again and they DID open directly in SketchUp, but then I realized they were probably still opening from a local copy. When I tried viewing them in Trimble Connect, sure enough they still gave the "File failed to load" message. Someone, please help... I have a lot of jobs currently being installed, future bids, and measurement data for all my customers tied up in this system... I need access back as soon as possible. Of course, I make PDF drawing sets to work off of, but it's important to be able to get back to the original file if something needs to be adjusted or checked. One final thing I noticed is this: It seems like every file shows this in the Trimble Connect info screen... I don't remember this "Assimilation Process" note in here before, but I may just be forgetting. Any help would be appreciated. P.S. Before anyone asks YES I have updated my profile with my current version, license, graphics card, etc. Can you download the file to your computer and share it so we can try to fix it for you? It seems to be every file stored in Trimble Connect... so it's not just one file. The specific file I'm trying to open today is 38MB so it's not letting me upload it. Are google drive links allowed here? AndrewNVKB: Are google drive links allowed here? Yes. Or Dropbox or WeTransfer. AndrewNVKB: I don't remember this "Assimilation Process" note in here before, but I may just be forgetting. "Resistance is futile." The Borg (Star Trek, The Next Generation) Sorry, couldn't resist. (Pun intended.) I Like Did you really intend to share all of those files? FWIW, the Kitchen and Bath file seems to have some issues. Maybe @colin can repair it. Have you been working on these SketchUp files directly from Google Drive? Counselor Deanna Troi after Picard has been separated from the Borg Collective: How do you feel? Jean-Luc Picard: Almost human - with just a... bit of a headache. Me... every day before coffee. I Like Thanks for catching that so fast, locked it down immediately. CM's Kitchen and Bath.skp - Google Drive That file is also corrupted. Can you share the .skb backup file? I have not been working on Google drive. I usually archive a copy at some point to my gdrive, but this is an issue specifically affecting all my files ON trimble connect. Trimble connect doesn't open the stored files any more and anything I download also doesn't open. I put this in GDrive for sharing specifically. Don't have access to a skb because this is directly from trimble connect, unless there's a backup location that I'm not aware of on TC No. The .skb would only be created if the file is saved to your internal drive. Maybe @colin can fix the file. I get a "failed integrity check" message when I try to open it. FWIW, I would suggest that you save files you're working on to both your internal drive and your Trimble Connect storage so you have several backup options. Just a belt and suspenders thing. My standard procedure is to save everything in TC so I can quickly switch between my iPad for site measures and then the computer for the plugins I use to fill out the model. Once a job is sold I've been making a copy to the local drive and moving it to GDrive. This was a lapse on my part for sure because I forgot to make the local copy on this sold job. Perhaps now I'll need to start backing up EVERY file as soon as possible. But it's very concerning that this seems to be affecting every file on TC. I'm trying to figure out if there's something I need to do to "Assimilate" the files because it's unacceptable to lose all the measurement data and design progress files. I did try to recover the file. The data looked hopefully, but there are multiple errors in it, and I couldn't get past those errors. I don't think it has anything to do with why the file has problems, but it looks like you're using the previous version of SketchUp 2024. You might as well update to the current version. /Download All | SketchUp | SketchUp Weird! That was one of the first things I checked and just checked again but: Here's what my info screen says: I HAVE been getting a number of "This file was created in a newer version of SketchUp" messages but every time I try to update in the program it says I'm on the newest version. I figured it might be because the iPad version got updated more recently or something so I wasn't too worried about it. If the download you linked is a newer version let me know but it seemed to be the same version at first glance. ALTHOUGH I just made the point again, it's not working even to VIEW any of my files on Trimble Connect in the viewer, nor does it work trying to open them in the web app for SketchUp so that's likely unrelated or secondary. The file you shared was last saved in an earlier version. That's what Colin bases his comment on. There is an issue currently where files saved from iPad or web may then appear to be from a newer version of SketchUp. They will open ok, and when you save them with 2024, the file doesn't lose any information. I see, yeah that makes sense. I did try opening several files, including some that were unable to be opened via other ways, on my iPad. Most of them opened fine! The file I just shared opened, but it seems like it reverted to the very first version of the file with only my field measurements... it's not nothing, but I exited without saving. I'm wondering if my iPad is opening from an old cached version as well. Page 2 Fair enough Dan, you're right of course. I've submitted a support ticket with TC, and we'll see where it goes. Thanks for the help, and if @colin or anyone else has any luck repairing that specific file in the meantime, I'd be very grateful. If it can't be done no worries, y'all are amazing anyway. This team/community is a big part of why I'll always consider SketchUp my favorite interior design software. Is there a way to remove models from a project in Trimble? I am trying to completely reorganize my work. I want to start all the way over and categorize all of my models but cannot find a way to remove them from each project. Do you have a Windows Machine? It is possible to delete them from the trimble connect windows software, there's also an iOS app where you can manage your projects, I don't really know why there's not a mac version, anyways, you must first download the file to your device and it will give you the option of deleting from trimble connect and your device. Here I have the link for downloading the version you prefer. web.connect.trimble.com Trimble Connect Web Edit. I probably misunderstood, if you just want to delete objects from files stored on trimble connect, you must download the file and using sketchup, delete the objects and overwrite the file when you save it to trimble connect. Trimble Connect for browser is not OS-specific, it's running in a browser:-) The catch is to use the checkbox in order to see the details and actions that are available: docs.brower.connect.trimble.com Section Contents Keep in mind, deleting them in the browser (= Trimble's cloud server) removes the file from that project. In order to rearrange into a different project, you need to download it first! (you cannot move files/folders from one project to the other. Making use of the synctool, this process is much easier. First make sure everything you need is locally available and organized, then set up the project(s) and set the schedules/dt syncing in the sync tool. Trimble Connect still remains an unexplored topic for me. I've looked for tutorials on how to organize files, how to switch a model from one country to another, or even from one continent to another—but nothing has worked so far. I should probably try searching again; maybe I missed something. @Francisquitof No I am on mac unfortunately. Thank you for your responses. I am not wanting to delete anything from Trimble just simply reorganize. I have all of my model files in different projects but would like to delete the projects but keep the files in Trimble so I can reorganize and recategorize them. Is there a way to take a file out of a project and have it just as a file on trimble or move it to a different folder or project? You can't move them, but you can save them to a different project. Either open a file from inside a project using the trimble connect menu in SketchUp then choose save to Trimble connect and save it to the project you want to have it part of. Alternative you could just download all of the files from and upload them to where you want to keep them You could also look at the desktop folder sync app for mac OS Trimble Connect Sync User Guide - Installation Guide I Like Thanks for the advice. Hopefully one day we can actually organize files in Trimble without having to do a bunch of extra nonsense. Just in case anyone else is looking for this info, I figured I'd share what I found... The Trimble Connect Web viewer and Trimble Connect Desktop versions have significant differences in features. The Web version does not give you access to your model hierarchy, however, the desktop version does. You can find, in the "Models" panel, basically what you'd find in the Outliner window in SketchUp. From here, you can hide objects (meaning, your SketchUp groups and components). I've also found the SketchUp model layers, but it is very buggy, and only shows some of the layers, and not all objects are correctly represented by the layers that do appear. In other words, it's a useless mess. But if you click the Objects panel, Group by: layer, you can see (some) of your layers. Finally, SketchUp Scenes do not import into Trimble Connect, but they have a similar thing called Views. You should be able to configure visibility, camera position, (maybe other things???) It appears that selections are saved in a view too???, and save those to a view. But I'm having an issue where when I try to recall a View that I saved with mixed object visibility, the entire model becomes hidden. However, if I sync the model to the cloud, and recall the View in the web version, the View appears as expected. Trimble Connect is still extremely unreliable and buggy, but hopefully it will continue to improve. Hi there, I just received a very suspicious email from a generic consulting company saying they represent Trimble and that my company is using 6 unauthorised licenses. In this email there is only a link to a suspicious website where I "need" to buy 6 3-year Pro licenses. I'm trying to contact Trimble just to make sure this is a SCAM, but I can't find any email, phone number or anything like that. What can I do to make sure to just erase and block this email? Thank you. What is the name of the "generic consulting company"? Who did you get your subscription(s) from? Do you have six subscriptions? When should the subscriptions be due for renewal? Connor-Consulting We have 2 older licenses (2019 and 2020) and one Pro Subscription only, that will renew next 9 October. What country are you in? You could search to see if they are a legit reseller at but it sounds like you only have three licenses, two of which expired several years ago. I'd guess it's a scam and can safely be deleted. Did you get your subscription directly from Trimble or from a reseller? We're from Brazil. And yes, only 3 licenses, one subscription and 2 old licenses, that we still use. All of them we purchased directly from Trimble And they don't appear to be resellers: I am getting in touch because Trimble Inc.'s security system has identified technical evidence that indicates that company XYZ allegedly carried out irregular access to its work Diego Nobrega Trimble Licensing Compliance Specialist @colin might be able to confirm but if they aren't on the reseller list on the SketchUp site, I would expect the best option is to ignore them. This is a thing that happens to companies to use their license outside of the terms , for example sharing a subscription between multiple users or business that is using pirated software - Trimble have a very clear view on people doing this. It is a 3rd party firm that handles these on Trimble's behalf. I don't know if it is this company specifically - but that looks to be a legitimate company. If the link they have given if you is for an authorised reseller/distributor and you have been found to be in some kind of breach, then they will be expecting your purchase. DaveR's suggestion to check your local reseller/distributor and contact them is a sensible one. I probably wouldn't ignore it though... FYI Not all authorised resellers are listed on the Trimble website - so you could always contact one of the ones that are and ask for advice or perhaps a local Trimble contact. Thanks for that clarification. It didn't occur to me that the OP might be sharing licenses among users or possibly using pirated software. There are lots of reasons, those are just 2 common examples I know that we deal with frequently. I think a healthy degree of scepticism is a good thing, but I think this would be a very specific, niche and not massively lucrative scam to exist. Never say never though, stranger things have happened I Like It could be very lucrative. I know a firm that had to pay \$1m+ for fees and penalties relating to unintentional misuse of Autodesk products. These third party firms are like sharks circling in bloody water. There are often breaches of the EULAs which are thebresult of people dping silly things misinterpreting. I think the investigation effort could be done by 3rd party firms but the comms and legal actions should come from the software company (eg trimble). 6 SketchUp subs is not big bucks Certainly not the \$1m+ you are describing I checked into this, and although Diego Nobrega doesn't appear to work for Trimble, it could be a genuine email from someone working on behalf of Trimble. There is a form you can use to ask questions about compliance issues: trimble.com With the Trimble License Compliance program, our customers can ensure maximum productivity and receive the full value from their software investment. Thanks a lot everyone. Couldn't find this form anywhere. Awesome! Just sent them all the information to make sure that it is a legit email. Does anyone have any idea how long it takes them to respond? Hey there, did you get any revert from SketchUp after you filled that form to check if Connor Consulting is a legitimate company? Hello Dhwaq, I exchanged some emails with the Compliance Team, but their final answer was "I am sorry, but this is not a Corporate Compliance matter. You need to reach out to Sketchup." I got the same e-mail, and we want to confirm that this is a scam, so we can ignore them, the "names" are Montserrat Silva, Tatiana Romero and Erick Hernandez, my legal team says its a phising technique, the mail says that we must not contact any person besides them to resolve the "issue" and that line itsel if very suspicious, are any more update on this cases ? any info can help, thanks You can contact Trimble here if you need to check trimble.com With the Trimble License Compliance program, our customers can ensure maximum productivity and receive the full value from their software investment. I Like Yeah, after almost a year, no return from any part. So we assume it was a scam attempt. I Like Buenos días, me está pasando lo mismo. Están usando una empresa Rubixx, Julián Mata, Y de parte de Trimble a Tatiana Romero Page 2 Rubixx appears to be legitimate, however they are very unethical in my opinion. They are harassing my company about SketchUp licenses. I was aware of 1 person in the office who used it for personal use for his 3d train modelling, which should be in accordance with Sketchup's user agreement. It was found on 1 other computer, which I was not aware of and did not authorize. I immediately re-informed all employees that we do not use Sketchup and it is not permitted on office computers. They continue to threaten my company over something that was done by individual employees, without my knowledge, and as far as I can tell, was being used for personal use, not for my bussiness. Of course fighting it in court would cost more than buying a copy, which is I'm sure what they are counting on. They are highly unethical from my experience. Sorry I didnt find a topic for Trimble Connect. I have been successfully been using Trimble Connect to share SU files with clients. As of v2025 when I upload to the TC cloud it is changing tag visibility in my local sketchup file and updating the scenes. Then looking at the file on Trimble connect the files arent complete and or all tags are on and scenes are ignored. I am having clients use the online version as a viewer, sending them read only links. Also while logged into Trimble Connect there is a "new version available" button in the upper right corner it fails to update showing a failure of setup ini file. Update: A fix for Trimble Connect vTrimbleConnectSetup-1.24.2.599-x64 was released. It seems to have fixed the problems of corrupting uploads to the TC cloud and the Update within TC. Also the changing of tag visibility in my local session when publishing to the cloud. I did find it odd no team members replied to this original post. Im not sure who I would Tag besides @colin But I dont think TC is his area. Note I also updated SU to the recent release however I dont think its related to these issues. New update: A site SKP file gets striped of an inserted SKP component within the site SKP. SKP file is 75 mb on TC its 9mb with no house. In 2024 I was able to post the same file with no problem. Trimble Connect screen shot Sketchup screen shot Can you share the file, perhaps? Are you syncing from within the desktop app? (TC for Windows) some element are not visible. I turned those elements off they arent the house they are site related, 2d graphic and a mesh layer and a survey data set. As I said it was fine in SU 2024. I am publishing from the desktop app to Trimble connect via the upload icon, here is a link to the google drive file accounts.google.com Access Google Drive with a Google account (for personal use) or Google Workspace account (for business use). Ah ok, you mean the upload in SketchUp, I can see the difference. The upload and sync works from within Connect for Windows, the full file is uploaded (77MB). The connect for Windows app doesn't have impact on how SketchUp uploads the file. It uses a different mechanism. So, updating Connect for Windows does not impact the difference between the currently built in uploading process in SketchUp 2024 or 2025. You could try installing the Trimble Connect extension 2.0, that is still available in the Extension Warehouse to see the difference. (However, you will wind up with two entries in the menu). @Mark I am using the Trimble Connect extension 2.0.10. I see in 2025 SU and the latest Trimble connect and the Online version want to purge tags, materials and components. I havent tested this but it looks like its doing things with out asking. I work from templates in Sketchup so I dont want tags purged. I use extensions like Medeek that create a lot of tags and I have those tags organized in my templates in folders and subfolders, so when the file gets purged and the file is later edited many "new" tags get placed that should already be in the sub folders. I posted to bring this to someone's attention. I dont want TC to modify my local Sketchup session and it seems that it is. A couple of things cleared up with the recent update but issues that werent occurring in 2024 are happening now. I have found TC useful to share models so they can be opened in the online App. A one button publish to the TC cloud is great. I should say it was "great". I do understand TC is geared to work with many of the top Design Application and that explains why viewing models in TC arent like looking at SketchUp. The online software solved that and its much better than the "old" however, Having the ability to send a read only link is awesome so that my SKP file isnt out there. I think this is awesome so that my SKP file isnt out there. I think this is awesome so that my SKP file isnt out there. I think this is awesome so that my SKP file isnt out there. I think this is awesome so that my SKP file isnt out there. Another thing I'm trying to remember... files uploaded to TC don't include those that have visibility (hide) toggled off in Outliner, right? It makes a difference because when saving (ctrl + s), I noticed TC also updated. To test that I turned on Grid Num Plane (Tag) and updated in TC (desktop). Visible. Then I turned off everything in Outliner and saved. Almost nothing carried over in TC. Maybe you're making/deleting scenes, applying tags to scenes, hiding things, moving on to other aspects of the model and then saving (and accidentally purging), and then things are getting out of whack? -things being tags, 'scene tag' states, hidden states, etc. Does it happen when using the Apply Tags to Scenes feature? Sorry to ramble on. I just got curious about what you're describing! It looks like Sketchup was purging the tags. I probably checked the dont ask again the first time Sketchup popped that box when saving and didnt think it would mean it was going to purge on every save, then forgot about it. Trimble connect however did remove an imported Sketchup file (the house) that is of coarse a component and visible in all scenes. I would have to try to repeat the upload being more careful to pay attention to what the file was before upload and after. So at this point I cannot say exactly what is happening but something isnt right. Anyone else seeing issues accessing Trimble connect? The Trimble status page shows all green but when I try and connect, I get a blank page that keeps loading. When I try and open a project from Trimble connect, within SketchUp I get a blank box. I'm also seeing very slow load times from links I share with clients. I'm on a 5Gig fiber connection Up/down connection and it takes up to 4-5 minutes in some cases to load a 4Meg file. In other cases it never loads. Same for my clients around the US (I'm based in FL). I've been seeing this for the past 3-4 weeks. When I try and open a file from Trimble connect: Update: was finally able to load Trimble connect from within sketchup. Not sure if this will last but wanted to give an update. My team members up North still say the web links are loading very slow if at all. For the most part everyone is using EDGE and I've had them clear their cache and cookies, still very slow to load, well the Public APIs (europe) have had a degraded performance for the last couple of days, status.connect.trimble.com Trimble service status page are you in europe ? Thanks Atenlarnb, I'm in the US. I'm getting the same issue again this afternoon, when trying to save my project back to Trimble connect, after I just opened it from Trimble connect. Now the error says folder unavailable. However, I can open "Trimble connect" from the file menu, File-> Trimble connect->Launch Trimble connect Also getting the little cloud icon with a blue line saying no connection. Trimble connect status shows all is good... all services show green for the last day or so... Windows 11 Pro AMD A1 9HX processor 64Gigs of Ram 2T drive with 1.5T free space Internet connection Fiber 5G up and down Reached out to support via the online "contact us" portal but that took a day for them to ask for a screen shot. Replied with my "screen shot" this am and now 4 hours later nothing. I can't keep waiting around for a reply to these issues. Can someone from Trimble/SketchUp team let me know what is going on, do you know there is an issue and when it will be fixed? Who knows maybe its on my side but all my trouble shooting points to Trimble/SketchUP Am I out of place for questioning why there is no realtime support for issues with the software/infrastructure? I should be able to call into support and find out if they even know something is wrong. PS When calling they give you an option to press "3" for Tech support but then say that is not in service anymore. Hmm. I bet right now you wish you were in europe and impacted by the issue @MikeWayzovski knows a lot about Trimble Connect, maybe he has an idea of what's going on ? are you by any chance behind an aggressive firewall or vpn ? many have had issues with vpn while connecting to various sketchup elements. No VPN or firewall outside of my router. I think I got it working but not sure what the issue was. Downloaded the project form Trimble. Made some edits then tried to resave and no luck. Error as shown above. Saved locally, tried to upload same error. Saved locally, changed file name and then reuploaded and it works and was able to save and share via Trimble. Still slow for others to access shared files via Trimble but at least I can save my work so my clients can view them. Another update, Seems when I try and resave something with the same file name it wont let me and I get that "Folder unavailable" error as shown above. Renaming and reuploading works. Check connect.trimble.com in a browser, sign in, choose the right project and check the activities, maybe something can be deduced. Private use only to design motorhome These links no longer work. Does anyone know where I can find a version of SketchUp Make 2017 free? I only need it for some personal projects - planning my decking project and building a workshop in my garage. Officially SketchUp Make 17 is no longer supported or made available for download. You might try searching on cnet. endlessfx: You might try searching on cnet. And caveat emptor applies if you do this. Who knows what unwanted stuff you might get with the download. I Like wherever you download from, let Googles VirusTotal have a look on the stuff before downloading/launching. I Like Sorry to Necro an old thread, but this might help someone... I Like hil! do you happen to have a link for MacOS? Yup, it works. Thank you. Woohoo It checks out fine on VirusTotal. And is working just fine on a brand new mac mini M1. It doesnt work anymore My experience with 2017 on the last few versions of macOS is that it will launch and run for a bit, but is very unstable and crashes often. YMMV. I run 2017 on MacBook Pro Apple M2 running Sequoia 15.5, Mac mini Sequoia 15.5, and a 2014 27" Mac on Sierra 10 and all work almost perfectly. I sometimes get an error on startup with the message "Can't start due to licence error", but I restart again and it's up and running. Hi, I'm looking for a way to navigate through my files stored on Trimble connect. In some cases, I want to copy links from an already saved file to share a viewing link. Or I want to clean up and reclassify my files in folders. But I can't see how to do that. In sketchup Pro or Sketchup web, I have a menu that allows me to open a file. But that's not what I want to do. I just want to look at the list of projects (like in the finder on the Mac) and act on it: create links, arrange etc... Can you help me? Login to your TC account here. Or from SU: I Like Hey, thanks! That's the link I couldn't find. It's perfect. I Like I can browse files. I like that. But I can't find where I can copy a link to view in a browser and send it to a client. And I can't see how to create sub-folders either I must be a bit rubbish at the moment! Tick the box at the lower left corner and then click on the Share button at the right. Yes I can find that button. Thanks @DaveR. But Trimble asks me to provide an email address for the recipient. I would prefer to get a link that I could then paste into an email to my client. But maybe it's not meant to be that way You can make yourself the recipient...then 'copy link' and share that directly. Make sure to choose 'Any user with link' from the drop down. Also be sure to choose whether you want them to have view only or view and download privileges. I Like EstOuest: And I can't see how to create sub-folders either Trimble Connect saves SU files into 'Projects'. Create a Project, then click the folder icon to make a sub folder within the project. You can also do this in TC as well after uploading your model. You can move SU models into Project subfolders. You want to make sure that you're viewing the 'Explorer' so that you can see everything within it. I Like Thank you @eric-s for your detailed and illustrated answer. It's great @tches is correct, the right way to deal with it is to have the filename the same and depend on the automatic versioning in the Trimble Connect ecosystem. There is however, a small difference, depending on the way the QR code is generated and how it is activated. Initially, the generated QR-codes where mend to navigate quickly in a project/folder structure when you where in the Mobile app. docs.mobile.connect.trimble.com You can launch Files and Views from Connect for Mobile using QR code. This will eliminate the need to browse through folder hierarchies to open the desired file. It will also avoid the need to navigate to Views list and search for a View. This... It generates a link in the form of this: Trimble Connect WebPROJECTID/viewer/2D/3D?Id=FILEID&=VERSIONID&type=revisions Note how the ID of the file's version is included. So when a user on site uses his camera (eg. Outside the Trimble Connect Mobile app) it get's redirected to the standard browser and you will be pointed at the version which was current at the time of creating (!) In the Mobile App, you will be pointed to the latest revision. So, if on site and working with the camera app (browser) instead of working inside the TC mobile app, be sure to show or have info about the version:

- <https://zafefandco.com/alpha/ckfinder/userfiles/files/0640b43c-fc5f-438b-a1d6-540d0a0b34b2.pdf>
- http://magdrywall.com/project-new/christianbook/upload_images/file/fiwesz-satukepafoves.pdf
- send files to tv app not working
- vqjolaxz
- exercise connecteurs logiques allemand
- kupepene
- nene
- ppp lesson plan for teaching large class agreeing and disagreeing
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- podegasu
- what is the warranty on otterbox cases
- dcba supervision activities
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- what happens when copper ii carbonate is heated