

Autodesk Subscription's Product Support team recently hosted a series of global webcasts on "What's New in 2010 Installation and Licensing."

This FAQ was created from that session, and is being published here to share this important information with all Partners.

Topics:

Online License Transfer (OLT)

Answers these questions:

1. Does OLT replace the Portable License Utility?
2. Does the domain-name have to match on both computers when exporting/importing the licenses?
3. Is there a time limit for transferred licenses or can you permanently transfer a license from one machine to another?
4. Are you able to export license to a trial-version installation?
5. Is there a way to administer who can transfer licenses?
6. Is the OLT only available to subscription holders?
7. What port used by the OLT for transfer communication
8. When transferring licenses in private mode, is it only the log-in on ADSK server that needs to be the same or can a company use one private login on ADSK to export licenses between several users in the same company who always login with the company login?
9. How to handle Firewalls and antivirus program during license transfer?
10. The terms 'same credentials' & 'same person' for private export - assume you mean that the new receiver should have the same user name, log-in & serial number - correct?
11. When you export the license to someone can you put a time limit like you can in network versions when borrowing. Or when it is exported it is there forever until re-exported.
12. Will OLT make the concept of Home Licensing obsolete or is the HULA still available?
13. What are options for license transfer for remote sites with no internet access (potentially)?
14. How will OLT work when a serial # is good for multiple stand alone seats?
15. What is the max time the license can be moved with the OLT?
16. For the OLT, can the standalone install be installed with a serial number of 0's or 9's to bypass the SN requirement?
17. For the new license protocol for standalones, after the license has been installed and is working, will the user now also have to be connected to the internet every time they want to just run the software?
18. Is there any way to transfer a license without the OLT? For example a PC does not have internet access due to company policy or the user does not have internet at home?
19. What if someone exports a private license and is terminated before the 14-day period? Will the contract manager be allowed to reclaim that license? Also what about prior use, will they use the PLU?
20. What happens if an employee uses the Online License Transfer to transfer the license to his home, then quits his job? Is there some way for the employer to get the license back?
21. If you own a license and install it on a work computer and a home computer, aren't you able to activate both without violating the license agreement (without doing a license transfer)?
22. Can we uninstall / disable the "license transfer utility"?
23. How can a CAD Manager keep track of how often users export and import licenses?

FLEXnet & Licensing

Answers these questions:

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

1. Is FLEXnet reverse compatible, i.e., will 2008 and 2009 applications run from the FLEXnet manager system?
2. Any issues with combining with older license files?
3. Can you run FlexLM and FLEXnet on the same server? And run previous versions with FlexLM and 2010 using FLEXnet off the same server?
4. Can you run FLEXnet with other services if another vendor also uses FLEXnet and can you access FLEXnet through the internet now without remoting into the server it is installed?
5. Will FLEXnet allow you to revoke a license from a current user more than just telling you who is using it?
6. Will this licensing system be in use with the Media and Entertainment products such as 3ds Max, Maya, etc?.
7. Do the 2010 network licenses (ACAD, REVIT, ROBOT) require new version installed of lmtools?
8. Can you run FlexLM and FLEXnet on the same server?
9. Is the new License Manager supported on Server 2008?
10. There was once a ELU provision to allow NLM licenses to be installed as a local version for out of office work, similar to stand alone. Are you aware of this in the past and the current policy?
11. What is the solution when customers have non-subscription network licenses of an older release and subscription licenses of the latest release?
12. Will it be possible in the future to combine Subscription and non-Subscription license files?
13. Is it possible to convert between stand-alone and network licenses? In 2009, this could be done by editing a registry entry.
14. What will happen if the wrong product key was entered?

Multi-Language and Language Packs

Answers these questions:

1. Can the language of a product be changed after installation? Can we have French and English Inventor installed side by side now?
2. How do side-by-side installations in different languages handle having the same serial numbers?
3. Is it possible to change the language after the installation?
4. Can I create several deployments for several languages using one administrative image?
5. If a customer's OS is multi-language, will the Autodesk product be changed with the OS language automatically?

Cascading

Answers these questions:

1. Is there a separate ProductInformation.pit file for each product line? For example, a .pit for Inventor Pro and a separate .pit for Revit Suite?
2. Is there a newer version of Product Manager and will it include the PIT file information?
3. What happens if an old license file with PLIST increment is combined with the new 2010 license file?
4. Can the PIT file be backed up and restored?
5. Where is place of the file Productinformation.pit, on server or on station with CAD SW?
6. Can you adjust the PLIST increment?
7. Will the ProductInformation.pit file replace the licpath.lic file?
8. Is there a official list on what products cascade with what?

Support Content Redirection

Answers these questions:

1. Regarding the Support Shared Paths: In earlier versions once you installed in a shared location on the server and then installed to client computers, if you uninstalled from a client it has, in the past, also removed the Shared files. Does this still happen in 2010 Admin Images where the Shared Content is on the server?
2. What about using variables in the custom support path? For example, there is a network path every user can direct to but each user has its own space. Thus, the tree on the network drive is the same for everyone, but I cannot see other user's info on there. Is it possible to point to a path, for example, N:\<<username>>\Autodesk\... ?
3. With the shared support folder option. Does this mean that Autodesk supports hot-desking now, i.e., multiple logins to the same machine using only the one support folder?
4. The possibility to specify Support folders does not seem to be available in AutoCAD Architecture. Isn't it available for all AutoCAD products?

Un-Categorized Questions

Answers these questions:

1. Will there still be an 800 number for customers to call for activation codes?
2. Do you manually have to configure the Express tools, or is this set at an automatic install?
3. Where will the current service pack be listed for 2010 products? I notice the Product Information screen doesn't have a field for it anymore.
4. I have had multiple calls that Inventor desktop content does not work if you install from a deployment even though you choose it when creating the image, is that by design?
5. Can you tell us something about transferring from VBA to .NET technology.
6. Will there be a .NET interface in 2011?
7. Is the product key that will be seen in Subscription Center Contract also for reseller? I often help customer with activation and look the product details from the contract.
8. Are you changing the license agreement to prohibit the installation and activation of a product on two PCs which will not be used concurrently?
9. Can VBA be deployed via network image?
10. AutoCAD 2010 supported on a Mac?
11. Previous versions of Autodesk products would lose their activations while running under Boot Camp on a Macintosh computer. Has this been fixed?
12. The registry hack is very useful on slow networks as it allows users to install locally then switch to network. It seems to work on more than M&E products. Is this not to be allowed now?

FAQ: What's New in 2010 Installation and Licensing?

Online License Transfer (OLT)

Q: Does OLT replace the Portable License Utility?

A: Yes.

Q: Does the domain-name have to match on both computers when exporting/importing the licenses?

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

A: No.

Q: Is there a time limit for transferred licenses or can you permanently transfer a license from one machine to another?

A: No, there is no time limit.

Q: Are you able to export license to a trial-version installation?

A: No.

Q: Is there a way to administer who can transfer licenses?

A: You can only restrict access by not installing the License Transfer Utility.

Q: Is the OLT only available to subscription holders?

A: No, OLT replaces the Portable License Utility and is for all standalone license customers.

Q: What port used by the OLT for transfer communication

A: Port 443 (SSL). It's the same port as Register Today.

Q: When transferring licenses in private mode, is it only the log-in on ADSK server that needs to be the same or can a company use one private login on ADSK to export licenses between several users in the same company who always login with the company login?

A: Yes, if all users have the same login they will be able to import a private license.

Q: How to handle Firewalls and antivirus program during license transfer?

A: The required port will need to be open the user (443 SSL). Since the data is posting through SSL, network monitoring software can only see encrypted packets. It's not clear whether antivirus software can intercept the encrypted packets or not.

Q: The terms 'same credentials' & 'same person' for private export - assume you mean that the new receiver should have the same user name, log-in & serial number - correct?

A: Yes, the person would have to log in as the same user in the Register Today page

Q: When you export the license to someone can you put a time limit like you can in network versions when borrowing. Or when it is exported it is there forever until re-exported.

A: No, it is not possible to set a time limit for an exported license.

Q: Will OLT make the concept of Home Licensing obsolete or is the HULA still available?

A: No change. Autodesk® Subscription continues to allow Home Use of software programs that you have under Subscription, subject to the terms and conditions of the Home Use Agreement. OLT does not replace or invalidate the terms of Home Use licensing. Remember

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

that OLT works on all products – even those that are not under a subscription.

Q: What are options for license transfer for remote sites with no internet access (potentially)?

A: There is no way to use OLT to transfer a license without having an internet connection. The alternatives are to use a dial-up connection to affect the transfer or to install the same serial numbered product on a second computer as long as they not be used at the same time.

Q: How will OLT work when a serial # is good for multiple stand alone seats?

A: OLT works the same with MSSA licenses. You may have up to your license seat count in exported state at any time.

Q: What is the max time the license can be moved with the OLT?

A: There is not time lime to how long a standalone license can be transferred using OLT.

Q: For the OLT, can the standalone install be installed with a serial number of 0's or 9's to bypass the SN requirement?

A: OLT will not work with a trial license. You must be running a live serial number for OLT to do the license transfer.

Q: For the new license protocol for standalones, after the license has been installed and is working, will the user now also have to be connected to the internet every time they want to just run the software?

A: No, internet connection is only required for activation and license transfer.

Q: Is there any way to transfer a license without the OLT? For example a PC does not have internet access due to company policy or the user does not have internet at home?

A: For standalone licenses, there is no way to transfer a license without internet connection.

Q: What if someone exports a private license and is terminated before the 14-day period? Will the contract manager be allowed to reclaim that license? Also what about prior use, will they use the PLU?

A: You would need to contact ABC about this issue. The PLU will continue to function for legacy products that used it.

Q: What happens if an employee uses the Online License Transfer to transfer the license to his home, then quits his job? Is there some way for the employer to get the license back?

A: You would need to contact ABC about this issue.

Q: If you own a license and install it on a work computer and a home computer, aren't you able to activate both without violating the license agreement (without doing a license transfer)?

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

A: Autodesk® Subscription continues to allow Home Use of software programs that you have under Subscription, subject to the terms and conditions of the Home Use Agreement. OLT does not replace or invalidate the terms of Home Use licensing.

Q: Can we uninstall / disable the "license transfer utility"?

A: The option to include the LTU can be removed when creating deployments or doing a standard installation. Once you reach the "Select the Installation Type" screen in the wizard, choose the Custom radio button and you'll find the License Transfer Utility option in the list. Uncheck this option and it won't be included in the deployment. This option is not available in all products but it is available in AutoCAD 2010.

Q: How can a CAD Manager keep track of how often users export and import licenses?

A: There is currently no way to monitor how often licenses are being transferred.

FLEXnet & Licensing

Q: Is FLEXnet reverse compatible, i.e., will 2008 and 2009 applications run from the FLEXnet manager system?

A: Yes.

Q: Any issues with combining with older license files?

A: Combining license files is handled the same way as before. There should be no change to that process.

Q: Can you run FlexLM and FLEXnet on the same server? And run previous versions with FlexLM and 2010 using FLEXnet off the same server?

A: Clients with FLEXlm and FLEXnet can be run side-by-side. The server side should use latest FLEXnet server to support both FLEXlm and FLEXnet.

Q: Can you run FLEXnet with other services if another vendor also uses FLEXnet and can you access FLEXnet through the internet now without remoting into the server it is installed?

A: You must run two different services to support two different vendor daemons (only one NLM must be installed, the latest one). No, you can't use just internet to get to the server, you should be on the same network.

Q: Will FLEXnet allow you to revoke a license from a current user more than just telling you who is using it?

A: Yes, an administrator can revoke a license from any user.

Q: Will this licensing system be in use with the Media and Entertainment products such as 3ds Max, Maya, etc?.

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

A: Yes. Any products not yet running this licensing scheme will be updated to include it in future releases.

Q: Do the 2010 network licenses (ACAD, REVIT, ROBOT) require new version installed of lmtools?

A: Yes, the latest version of FLEXlm is required

Q: Can you run FlexLM and FLEXnet on the same server?

A: I'm not sure of the details behind this question however you must run the latest version of FLEXnet with the 2010 products.

Q: Is the new License Manager supported on Server 2008?

A: Although we have tested on Windows Server 2008 and not found any problems, Windows Server 2008 is not officially supported by Acresto (from whom we obtain our licensing technology) so Autodesk is not able to officially support it either.

Q: There was once a ELU provision to allow NLM licenses to be installed as a local version for out of office work, similar to stand alone. Are you aware of this in the past and the current policy?

A: I am not aware of any changes to this policy.

Q: What is the solution when customers have non-subscription network licenses of an older release and subscription licenses of the latest release?

A: Since you are not allowed to run more seats that you originally bought, you would need to replace the previous license with the new one. Adding a new license to an older one will override the older licenses. If, however, the previous license contains other feature codes not included in the new license, you can combine and run both licenses in one license file.

Q: Will it be possible in the future to combine Subscription and non-Subscription license files?

A: If a Subscription license already contains a particular product (AutoCAD 2009, for example), you are not be entitled to use another license of the same product.

Q: Is it possible to convert between stand-alone and network licenses? In 2009, this could be done by editing a registry entry.

A: For 2010 products, there is no way to convert a license from stand-alone to network. Those registry keys no longer exist.

Q: What will happen if the wrong product key was entered?

A: The product will likely install but will not activate.

Multi-Language and Language Packs

Q: Can the language of a product be changed after installation? Can we have French and English Inventor installed side by side now?

A: The language used when installing the product is permanent for that particular installation. In order to install a product in multiple languages, you must create separate installations for each language.

Q: How do side-by-side installations in different languages handle having the same serial numbers?

A: Side-by-side installations of the same product serial number should be considered as a reactivation of the product since it has already been installed and activated on the same machine. For network licensed products, they should use the same license file.

Q: Is it possible to change the language after the installation?

A: You cannot change the language of an installed product.

Q: Can I create several deployments for several languages using one administrative image?

A: As long as the administrative image includes all the languages you might need, you can create multiple specific language deployments – one at a time.

Q: If a customer's OS is multi-language, will the Autodesk product be changed with the OS language automatically?

A: No.

Cascading

Q: Is there a separate ProductInformation.pit file for each product line? For example, a .pit for Inventor Pro and a separate .pit for Revit Suite?

A: All products share the same ProductInformation.pit file. As products are installed, this file is appended. As products are uninstalled, they are removed from the .pit file. When the last product has been uninstalled, the .pit file is removed from the machine.

Q: Is there a newer version of Product Manager and will it include the PIT file information?

A: There is an updated BIN file for the Autodesk Product Manager available from the AutoCAD Services and Support pages. The APM does not include information from the ProductInformation.pit file.

Q: What happens if an old license file with PLIST increment is combined with the new 2010 license file?

A: The older licenses will continue to reference the PLIST increment in the license file. The 2010 licenses will reference the PLIST information in the ProductInformation.pit file.

Q: Can the PIT file be backed up and restored?

A: Yes, the ProductInformation.pit file can be backed up like any other file on your system.

Q: Where is place of the file Productinformation.pit, on server or on station with CAD SW?

A: The file is created on the workstation -

XP: C:\Documents and settings\All Users\Application
Data\Autodesk\ADLM\ProductInformation.PIT

Vista: C:\ProgramData\Autodesk\ADLM\ProductInformation.PIT

Q: Can you adjust the PLIST increment?

A: No, the PLIST increment can't be adjusted.

Q: Will the ProductInformation.pit file replace the licpath.lic file?

A: No, you will still need and receive a licpath.lic file.

Q: Is there a official list on what products cascade with what?

A: The cascading order for 2010 products is listed in this solution:

<http://usa.autodesk.com/getdoc/id=TS1106828>

Support Content Redirection

Q: Regarding the Support Shared Paths: In earlier versions once you installed in a shared location on the server and then installed to client computers, if you uninstalled from a client it has, in the past, also removed the Shared files. Does this still happen in 2010 Admin Images where the Shared Content is on the server?

A: No, shared content on the server will not be uninstalled.

Q: What about using variables in the custom support path? For example, there is a network path every user can direct to but each user has its own space. Thus, the tree on the network drive is the same for everyone, but I cannot see other user's info on there. Is it possible to point to a path, for example, N:\<<username>>\Autodesk\... ?

A: One can enter something like "C:\documents and settings\%username%\test" or "C:\documents and settings\%userprofile%\test" in the field and it should work. However, the windows variable cannot be the leading entry in the field. So entering "%tmp%\test" for example would result in an invalid path error.

Q: With the shared support folder option. Does this mean that Autodesk supports hot-desking now, i.e., multiple logins to the same machine using only the one support folder?

A: Yes

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

Q: The possibility to specify Support folders does not seem to be available in AutoCAD Architecture. Isn't it available for all AutoCAD products?

A: The ability to redirect support content should be available in all AutoCAD and AutoCAD vertical products. That said, it is up to the different product teams to include that functionality.

Un-Categorized Questions

Q: Will there still be an 800 number for customers to call for activation codes?

A: Yes, you can use the same phone number for activations as you have in the past.

Q: Do you manually have to configure the Express tools, or is this set at an automatic install?

A: This may vary from product to product, however the Express Tools are automatically included in the installation of AutoCAD 2010 unless explicitly removed.

Q: Where will the current service pack be listed for 2010 products? I notice the Product Information screen doesn't have a field for it anymore.

A: The product information dialog in the 2010 products has been changed to only include licensing information. I expect the best way to determine if a service is installed will be to check the Add or Remove Programs dialog. If the "Show Updates" option is checked, service packs will show up as children of the product itself. Also, if you know the build number for a service pack, you can also check the build number by running the `_VERNUM` command in AutoCAD.

Q: I have had multiple calls that Inventor desktop content does not work if you install from a deployment even though you choose it when creating the image, is that by design?

A: It is by design that we do not include local Desktop Content files in a deployment image. The first reason is that the size of the image would grow very large if we were to allow inclusion of the libraries (all local content = 7GB). Second, we want to control the proliferation of local desktop content files. We would be creating migration nightmares in larger corporations if each user starts installing and customizing content on his local machine. The proper way of working with content is to install an ADMS server (SQL based) and work with central content from a server.

Q: Can you tell us something about transferring from VBA to .NET technology.

A: VBA is no longer supported or updated by Microsoft nor has it ever provided adequate x64 support. For these reasons, Autodesk has begun transitioning away from VBA and toward the newer VB .NET technologies.

Q: Will there be a .NET interface in 2011?

A: It is not possible to comment on functionality in the next release of AutoCAD.

Q: Is the product key that will be seen in Subscription Center Contract also for reseller? I often help customer with activation and look the product details from the contract.

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

A: A given product key is the same for each product. For example, the product key for AutoCAD 2010 will be the same for every installation of AutoCAD 2010.

Q: Are you changing the license agreement to prohibit the installation and activation of a product on two PCs which will not be used concurrently?

A: There is no change to the existing rules for activating a product on two machines. You are still able to activate the same serial on two separate computers.

Q: Can VBA be deployed via network image?

A: The VBA enabler must be deployed by running a script on each user machine.

Q: AutoCAD 2010 supported on a Mac?

A: There is no native Mac version of AutoCAD 2010. At this time, there is no support for running AutoCAD 2010 in a virtual machine such as Parallels or VMware.

Q: Previous versions of Autodesk products would lose their activations while running under Boot Camp on a Macintosh computer. Has this been fixed?

A: To my knowledge, Boot Camp activations issues have been resolved. That said, it is still not an officially supported platform.

Q: The registry hack is very useful on slow networks as it allows users to install locally then switch to network. It seems to work on more than M&E products. Is this not to be allowed now?

A: Hacking the registry in this way has never been supported and will not work for AutoCAD 2010.



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FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

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