Autodesk 2013 Citrix Ready™ Products

Questions and Answers

Citrix Systems, Inc. and Autodesk® have partnered to provide customers with greater efficiency and flexibility in their use of Autodesk's applications. By delivering software to end users with Citrix XenApp™ software, your organization can help reduce workstation costs while providing the performance they need.

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General Information

1.1 What is Citrix?

Citrix is a thin client product that allows users to connect to their corporate desktop applications without having to install those desktop applications on individual user's computers. Customers can either host applications on central servers or allow users to interact with them remotely or stream and deliver them to user devices for local execution.

1.2 Why Citrix for Autodesk products?

In response to requests from our customer base, we have expanded products available under the Citrix Ready certification program. The following products are now available with a Citrix license: AutoCAD® 2013 , AutoCAD® Architecture 2013, AutoCAD® MEP 2013, AutoCAD® Mechanical 2013, AutoCAD® Map 3D 2013, AutoCAD® Civil 3D, AutoCAD® Raster Design 2013, Autodesk® Inventor® 2013, Autodesk® Inventor® Professional 2013, Autodesk® Revit® Architecture 2013, Autodesk® Revit® Structure 2013 and Autodesk® Revit® MEP 2013.

1.3 Are Autodesk products Citrix certified?

Citrix Systems, Inc. has verified the Citrix readiness of AutoCAD® 2013 , AutoCAD® Architecture 2013, AutoCAD® MEP 2013, AutoCAD® Mechanical 2013, AutoCAD® Map 3D 2013, AutoCAD® Civil 3D, AutoCAD® Raster Design 2013, Autodesk® Inventor® 2013, Autodesk® Inventor® Professional 2013, Autodesk® Revit® Architecture 2013, Autodesk® Revit® Structure 2013 and Autodesk® Revit® MEP 2013.. All have been certified as Citrix Ready™.

1.4 What are the benefits of deploying Autodesk software on a Citrix Server?

According to Citrix, deploying Autodesk software on Citrix Server software facilitates IT centralization efforts that can reduce costs through server consolidation and single-point management. Citrix Server software improves IT efficiency by reducing or eliminating the need to touch each user desktop. Session shadowing over the network provides remote troubleshooting. Upgrades and patches are centrally installed and rolled out to users quickly and painlessly. And organizations no longer must pay to staff each branch with administrators trained on Autodesk software, or send headquarters staff to remote locations on a regular basis.

1.5 What are the plans for localization?

Autodesk products for Citrix will align to existing language offerings for Autodesk 2013 based products.

1.6 What are the plans for Suites?

The only Autodesk product suite supported on Citrix today is the AutoCAD® Revit® MEP Suite 2013. Other Autodesk product suites that include AutoCAD-based products are currently not supported on Citrix. This is due to other products in the suites not considered Citrix Ready™. This may change in the future when additional products from the suites and the Autodesk portfolio are added to the Citrix Ready™ program.

1.7 Where can customers purchase a Citrix Ready™ version of Autodesk products?

Citrix Ready™ Autodesk products are expected to be available globally sometime after the product launch during the spring of 2013. Local Autodesk Authorized Reseller will be able to assist our customers.

Compatibility and Interoperability

2.1 Do Autodesk Citrix Ready applications work with all versions of Citrix?

Autodesk applications for Citrix 2013 are supported on Citrix XenApp 6.0. Citrix XenDesktop versions are not supported at this point.

2.2 How does performance in a Citrix environment compare to Autodesk products installed in a Standalone environment?

Performance of Autodesk products on Citrix technology varies dependent on the tasks being performed as well as on the server capabilities. Internal and external tests have shown performance improvements of 2013 based products on Citrix 6.0 (Windows Server 2008) over older configurations.

Additional information can be found at:
http://usa.autodesk.com/adsk/servlet/ps/dl/item?siteID=123112&id=16755552&linkID=9240617

2.3 Do you have any hardware recommendation for the Citrix environment?

Autodesk and Citrix recommend that Citrix XenApp administrators evaluate their environment and test data to determine an acceptable threshold for average resource utilization. The threshold accounts for the periodic CPU spike experienced during normal system usage as well as providing a buffer for unexpected or scheduled server operations. In some instances, organizations may choose to increase or decrease the acceptable threshold based on application characteristics and redundancy requirements.

The information contained at the linked web page will help administrators estimate hardware requirements based on anticipated concurrent user load: http://usa.autodesk.com/adsk/servlet/ps/dl/item?siteID=123112&id=16785796&linkID=9240617

2.4 What are the system requirements for Autodesk Citrix Ready applications?

AutoCAD 2013 and other AutoCAD 2013 based Citrix Ready verticals:

- Microsoft Windows Server 2008 R2 and Windows Server 2003.
- Citrix system with XenApp® 6.0 for Microsoft Windows Server 2008 R2.
- Citrix system with XenApp® 5.0 for Microsoft Windows Server 2003.
- Microsoft® Active Directory.
- Dedicated Autodesk license server for session-specific licenses.
- Microsoft Internet Explorer 7 (or later).
- Client computers should be bound to the network domain. Each client computer should install either the full or web online client plug-in.
- Users should use their domain logins to access both the Citrix web console and the LAN.

Revit Architecture 2013, Revit MEP 2013, and Revit Structure 2013:

- Microsoft Windows Server 2008 R2.
- Citrix system with XenApp® 6.0, Citrix® License Manager, and Citrix® Profile Manager.
- Microsoft® Active Directory with support for roaming profiles.
- Dedicated Autodesk license server for session-specific licenses.
- Microsoft Internet Explorer 7 (or later).
- Client computers should be bound to the network domain. Each client computer should install either the full or web online client plug-in.
- Users should use their domain logins to access both the Citrix web console and the LAN.

AutoCAD Map 3D 2013:

- Microsoft Windows Server 2008 R2 and Windows Server 2003.
- Citrix system with XenApp® 6.0 for Microsoft Windows Server 2008 R2.
- Citrix system with XenApp® 5.0 for Microsoft Windows Server 2003.
- Microsoft® Active Directory.
- Dedicated Autodesk license server for session-specific licenses.
- Microsoft Internet Explorer 7 (or later).
- Client computers should be bound to the network domain. Each client computer should install either the full or web online client plug-in.
- Users should use their domain logins to access both the Citrix web console and the LAN.

2.5 Are there functional limitations for the Autodesk Citrix Ready™ products?

Yes, there may be certain functionality limitations for Autodesk applications when run on a Citrix server, as compared with running these applications on a desktop.

Licensing

3.1 Can I host the Citrix XenApp server and traditional Autodesk Network License server on the same machine?

No, they must be installed on separate physical hardware. Citrix is a thin client product that allows users to connect to their corporate applications. Customers can either host applications on central servers or allow users to interact with them remotely or stream and deliver them to user devices for local execution.

3.2 How does Autodesk Citrix Ready™ product licensing differ from standard Autodesk Network licensing?

Network licensing is appropriate for environments in which a license server is fulfilling requests for licenses to Autodesk product clients running off of desktop systems. Citrix Ready licensing is appropriate for environments in which both the license server and the Autodesk applications are running on a server system with Citrix XenApp Server 6.0. Network licensing and Citrix Ready licensing differ in the way licenses are granted to requests that originate from the same server. With network licensing, requests for a license from the same machine result in the same license returned to the user. With Citrix Ready licensing, requests for a license that from the same machine (in this case the Citrix server) result in a different license returned to the user, up to the number of Citrix seats purchased.

3.3 Can customers exchange single user or network licensing for a Citrix license?

Customers who have already purchased an Autodesk product single user or network user license may cross-grade to a Citrix license for products that are available for the Citrix environment. There will be an uplift fee when cross grading from a single license to a Citrix license, similar to the single license to network license cross charge. There is no fee for network to Citrix license conversion. This aligns with our existing license model.

Support and Training

4.1 How do I obtain direct technical support?

Direct technical support is available from both Autodesk and Autodesk Authorized Resellers.

Furthermore, Autodesk Subscription is comprehensive software, support, and training package that simplifies your technology upgrades and boosts your design productivity. Purchase of Autodesk Subscription includes web support from Autodesk technical experts for all your installation, configuration, and troubleshooting questions.

To learn more about Autodesk Subscription, contact your Autodesk Account Executive or your Autodesk Authorized Reseller or visit www.autodesk.com/subscription.

4.2 How can I get personalized support and training for Autodesk software?

If you purchased this product from an Autodesk Authorized Reseller, contact your reseller for support and training information. To locate an Autodesk Authorized Reseller in your area, call your local Autodesk office or visit the Autodesk website at www.autodesk.com/reseller.

You can also visit www.autodesk.com/support for a list of the support options from Autodesk.

4.3 Where do I find support or training courses for Citrix software?

Users should contact Citrix directly with questions related to procurement and operation of the Citrix application.

Additional information about the can be found at www.citrix.com/citrixready. Reach Citrix Ready using social media via the Citrix Ready blog site and Twitter.

Occasionally, Autodesk makes statements regarding planned or future development efforts for our existing or new products and services. These statements are not intended to be a promise or guarantee of future delivery of products, services, or features but merely reflect our current plans, which may change. Purchasing decisions should not be made based upon reliance on these statements. The Company assumes no obligation to update these forward-looking statements to reflect events that occur or circumstances that exist or change after the date on which they were made.

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