

Autodesk

# CAD Manager Control Utility

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# CAD Manager Control Utility

# 1

Using the CAD Manager Control utility, CAD managers can selectively control which users have access to Internet-based content and information from DesignCenter Online, Communication Center, Subscription Center, and the Customer Involvement Program. You can also determine if users report errors and receive notification when errors are resolved.

The CAD Manager Control Utility window includes the following tabs:

- InfoCenter Tab (2008 and later releases)
- Help Tab (2011 Release)
- DesignCenter Online Tab (AutoCAD®-based products only)
- Subscription Center Tab
- Feedback Tab

You install the CAD Manager Control utility from the Install Tools and Utilities option on the Installation wizard.

## To install the CAD Manager Control utility

- 1 In the AutoCAD Installation wizard, select a language for the install instructions. Click Install Tools and Utilities.
- 2 On the Select Products to Install page, select Autodesk CAD Manager Tools and the language. Click Next.  
To select a language, click the language drop-down on the Select the Products to Install page, and then select a language.
- 3 Review the Autodesk software license agreement. Click I Accept, and then click Next.
- 4 On the Begin Installation page, click Install if you accept the default install location, and then select Yes to the configuration warning message.

If you want the utility installed in a different installation path, click Configure button, set the path, and then click Configuration Complete. Then click Install.

- 5 Click Finish when the Installation Complete page is displayed.

### To start the CAD Manager Control utility

- 1 Click Start menu (Windows) ► All Programs (or Programs) ► Autodesk ► CAD Manager Tools ► CAD Manager Control Utility.
- 2 Select the product you want to modify.

## InfoCenter Tab

### (Displays Only for 2008 and Later Releases)

With InfoCenter, you can search multiple Help and document resources. The results are displayed as links on the InfoCenter search results panel.

You click the Communication Center button to display the Communication Center panel. Communication Center displays up-to-date product information, software updates, subscription announcements, product support announcements, and other product-related announcements. Products are updated through the Live Update feature, which notifies users when maintenance patches are available. Communication Center also provides links to RSS feeds and a CAD Manager Channel.

### Search Results

**Allow User to Customize Search Locations** Allows users to customize search locations through the InfoCenter Settings dialog box.

**Set Default Search Locations** Opens the Set Default Search Locations dialog box. You specify the locations available to users.

### Communication Center

**Enable Live Updates** Specifies whether Live Update is turned on. Live Update notifies users when maintenance releases are available for their program.

If Live Update is turned on, you choose whether patch lists are received from Autodesk servers or from your own network location.

**Local Patch List Location** If you want users to be notified of maintenance patches, you specify an Autodesk web server patch list or a local patch list. A patch list is an XML file that specifies a list of patches available for installation on your computer.

The patch list file is an XML file that does not require editing. When you select Receive Live Updates from Local Network, and then specify a local patch list location using the Browse for Folder dialog box, a file named *patchlist.npl* is automatically created in the patch list folder if an *.npl* file does not exist.

If you specify a patch list folder that contains more than one patch list, a message displays in the Patch Folder Status dialog box, prompting you to select a patch list.

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**NOTE** You can paste a file directory into the Browse For Folder dialog box that uses the UNC naming convention.

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If you select a patch list file with a *.txt* extension, a message displays in the Patch Folder Status dialog box indicating it is an invalid file format and prompts you to select an *.npl* file.

After a patch list location is selected, the Manage Patches function becomes available. This button checks the Autodesk Live Update server for maintenance patches for the product that was selected when the CAD Manager Control utility was started.

If maintenance patches are found, the Communication Center Status dialog box indicates a connection is being made to the Autodesk server. After the patches are retrieved, they are listed in the Manage Patch Folder dialog box. If maintenance patches are not available, the Communication Center Status dialog box indicates this and prompts you to check at a later time.

### **Manage Patch Folder Dialog Box**

The Manage Patch Folder dialog box is an interface for managing patches. The title bar of the dialog box includes the name of the product that was selected when the CAD Manager Control utility was started. Maintenance patches that are retrieved from the Autodesk Live Update server are listed in the Manage Patches section where you can view details about each patch, download patches to a local patch folder, or remove patches from the list.

**Patch List Location** Displays the name of the patch list file and the path where it is located on the local network.

**Manage Patches** Lists the patches that were retrieved from the Autodesk Live Update server. The status icon to the right of each patch title indicates whether the patch is ready for downloading, has already been downloaded, or failed to download.

The Action Type column displays an action button for each patch. By clicking the Action Type button, you can choose whether to add the patch to be downloaded, to remove the patch from the patch folder, or to not take any action.

The Patch Title column displays the patch name as a link. Clicking the link displays information about the patch in the Details area.

The Status column displays a status icon to the right of each patch title. The status icon indicates whether the patch is ready for downloading, has already been downloaded, or failed to download.

**Update Patch Folder** When the Update Patch Folder button is clicked, it starts the process of downloading the patches that have the action type set “To Be Downloaded to the Patch Folder.” During the download process, the button name is temporarily changed to Abort. Clicking the Abort button stops the download.

**Details** Displays details about the selected patch. Details include the status of the patch (whether it has been downloaded, available for download, or failed to download), the title of the patch and a link to its Readme file, and the patch’s release date, file type, and size.

As each patch is downloaded, a status report is displayed in the Details area. For patches that cannot be downloaded, “Failed” displays next to the patch name. After the download process, a Patch Folder Status dialog box displays a message that the local patch folder has been updated. When the dialog box is closed, the Details area reverts to its original display, and the status icon is updated for each patch under Manage Patches.

### **Enable Information Channels**

Enables or disables access to subscription announcements, product support information, articles, and other information.

When you turn on Enable Information Channels, you choose whether Communication Center notifies users of product maintenance patches.

### **Enable CAD Manager Channel**

Enables or disables access to announcements and other information published by the CAD Manager in the form of an RSS feed.

**Feed Location** Specifies the location of the RSS Feed for the CAD Manager Channel.

**Display Name** Specifies the name displayed for the CAD Manager Channel on the Communication Center panel.



### **Enable RSS Feeds**

Enables or disables access to announcements and other information published through RSS feeds. An RSS feed is information published by a website to which you subscribe. When turned off, the RSS Feeds group does not display on the Communication Center panel.

**Allow User to Add RSS Feeds** Allows or disallows users to add RSS feeds through the InfoCenter Settings dialog box. When turned off, the RSS Feeds panel in the InfoCenter Settings dialog box is read-only.

**Set Default RSS Feeds** Opens the Set Default RSS Feeds dialog box. You specify the default RSS feed subscriptions that are displayed for users on the Communication Center panel. Several default RSS feeds are automatically subscribed to when you install the program.

You can add or remove RSS feeds through the Add RSS Feed and Remove RSS Feed dialog boxes.

### **To specify default locations to search for information**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.
- 2 On the InfoCenter tab, Search Results area, click Set Default Search Locations.
- 3 In the Set Default Search Locations dialog box, select or clear the search locations you want to include or exclude when you search for information.
- 4 Click OK.

### **To add a new location to search for information**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.
- 2 On the InfoCenter tab, Search Results area, click Set Default Search Locations.
- 3 In the Set Default Search Locations dialog box, click New.
- 4 In the Add Search Location dialog box, specify a file location to search.
- 5 Click Add.
- 6 Click OK.

### **To remove a location to search for information**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.

- 2 On the InfoCenter tab, Search Results area, click Set Default Search Locations.
- 3 In the Set Default Search Locations dialog box, do one of the following:
  - Select a location to remove, and then click Remove.
  - Right-click a search location. Click Remove.
- 4 In the Remove Search Location dialog box, click Yes to remove the selected location.
- 5 Click OK.

#### **To turn on access to and configure Communication Center**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.
- 2 On the InfoCenter tab, under Communication Center, select the Enable Live Updates option if you want users to be notified when Live Update maintenance patches are available.
- 3 Under Enable Live Update, make one of the following selections from the list:
  - **Receive Live Updates from Autodesk** if you want users to receive direct Live Update notification from Autodesk.
  - **Receive Live Updates from Local Network** if you want users to receive Live Update notifications from your own network location, and then, under Local Patch List Location, specify the location of your local patch list.
  - **Disable Live Update** if you do not want users to receive Live Update notifications.
- 4 Select Enable Information Channels if you want users to have access to subscription information, and to product support and other information. Users can then select which channels they want to view. If you don't want users to have access to this information, clear the selection.
- 5 Select Enable CAD Manager Channel and specify the Feed Location and Display Name if you want users to have access to announcements and other information published by the CAD Manager in the form of an RSS feed.
- 6 Select Enable RSS Feeds if you want users to have access to announcements and other information published through RSS feeds.

- 7 Select Allow User to Add RSS Feeds if you want users to specify their own default RSS feed subscriptions that are displayed on the Communication Center panel.
- 8 Click Set Default RSS Feeds to specify the default RSS feeds that display for users on the Communication Center panel.
- 9 Once you have selected the settings you want for Communication Center, you must select whether you want to save these settings for this computer only or to create a REG-format registry file that can be distributed to multiple computers. In the list at the bottom of the CAD Manager Control Utility window, select Modify System Settings to apply these settings to your computer, or select Create .REG Registry File to create a file that can be used to change the settings on other computers.
- 10 Click Apply. If you chose to create a registry file, you must specify a file name and location.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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#### **To turn off access to Communication Center**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.
- 2 On the InfoCenter tab, under Communication Center, clear the check boxes for the options you don't want available to users.
- 3 When you turn off access to Communication Center, you must select whether you want to save the setting for this computer only or to create a REG-format registry file that can be distributed to multiple computers. In the list at the bottom of the CAD Manager Control Utility window, select Modify the System Settings to apply these settings to your computer, or select Create .REG Registry File to create a file that can be used to change the settings on other computers.
- 4 Click Apply. If you chose to create a registry file, you must specify a file name and location.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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#### **To check for available patches**

- 1 In the CAD Manager Control Utility window, click the InfoCenter tab.

- 2 On the InfoCenter tab, under Enable Live Updates, select Receive Live Updates from Local Network.
- 3 If a local patch list has not been specified, browse to a folder on the local network where a patch list file exists or select a folder where the default file is to be created.
- 4 Click Manage Patches.  
If there are available patches for the product that was selected when the CAD Manager Control utility was started, they are listed by patch name in the Manage Patch Folder dialog box.  
If there aren't any patches, a Communication Center Status dialog box displays a message that there are no patches available for the product.

#### **To download a patch from the Manage Patch Folder dialog box**

- 1 In the Manage Patch Folder dialog box, under Manage Patches, click the Action Type button for the patch you want to download to the patch folder. Select the To Be Downloaded to Patch Folder option. Repeat for additional patches to download.
- 2 Click the Update Patch Folder button.  
The Details area displays a status report for each patch.

## **Help Tab**

### **(Displays Only for 2011)**

With Help, you allow users access to online Help from *www.autodesk.com* when internet access is available. You also have the option to only allow use of *local* Help. Local Help is installed from the product media when you install or deploy the product. Local Help resides on user's systems.

Both Help files include User's and Customization Guides, a Command Reference, New Features Workshop, developer documentation, learning and training tutorials, and other learning resources. A product Readme is also available that contains late-breaking information on your product.

### **To use online Help**

- 1 In the CAD Manager Control Utility window, click the Help tab.

- 2 On the Help tab, under Help Access, select Allow Use of Online Help from Autodesk.com when available.
- 3 Click Apply. If you chose to create a registry file, you must specify a file name and location.

#### **To use Local Help**

- 1 In the CAD Manager Control Utility window, click the Help tab.
- 2 On the Help tab, under Help Access, select Always use Local Help.
- 3 Under Local Help Location, use the Browse button to navigate to the location of your Help files.
- 4 Click Apply. If you chose to create a registry file, you must specify a file name and location.

## **DesignCenter Online Tab**

### **(Displays Only for AutoCAD-based Products)**

DesignCenter Online provides access to contents and links to manufacturers and content aggregates on the web. Users access DesignCenter Online with the DC Online tab in DesignCenter.

The DesignCenter Online tab provides options for accessing DesignCenter Online.

**Enable the DC Online Tab in DesignCenter** Provides user access to the DC Online tab in DesignCenter.

**Disable the DC Online Tab and Remove It from DesignCenter** Hides the DC Online tab in DesignCenter, preventing users from downloading content from DesignCenter Online to DesignCenter.

With the CAD Manager Control utility, you can control whether the DC Online tab is displayed in DesignCenter.

### **To control the display of the DC Online tab in DesignCenter**

- 1 In the CAD Manager Control Utility window, click the DesignCenter Online tab.

- 2 If you want to turn on the display of the DC Online tab in DesignCenter and allow users access to online content, select Enable the DC Online Tab in DesignCenter.
- 3 If you want to turn off DesignCenter Online and remove the DC Online tab from DesignCenter, select Disable the DC Online Tab and Remove It from DesignCenter.

After you change the access setting for DesignCenter Online, you must select whether you want to save the setting only for this computer or to create a REG-format registry file that can be distributed to multiple computers. In the list at the bottom of the CAD Manager Control Utility window, select Modify System Settings to apply these settings to your computer, or select Create .REG Registry File to create a file that can be used to change the settings on other computers.

- 4 Click Apply. If you chose to create a registry file, you must specify a file name and location.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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#### To install a patch to computers using a local patch list

- 1 Create a text file to serve as your local patch list.
- 2 Download the patch file you want to install.
- 3 Review any associated *Readme* file, and store the patch file in a location that users can access.
- 4 In a DOS command window, extract the patch information using the name of the patch file followed by the /p command switch and the name of a text file.

The patch information is appended to the end of the text file. For example, to extract patch information from *ProgramPatch.exe* to *MyTextFile.txt*, in the command window you would enter:

**ProgramPatch.exe /p MyTextFile.txt**

The command switch prevents installation of the patch until after you have completed your local patch list and configured users' computers with the CAD Manager Control utility. If you do not specify a file name after the command switch, a text file is created containing the patch information.

- 5 Paste the text you extracted from the patch file into your local patch list.

- 6 In your local patch list, modify the PatchFileLocation value with the location where you stored the patch file.
- 7 Using the Communication Center tab of the CAD Manager Control utility, turn on users' access to Communication Center, and under Live Update Configuration, select Enable Using Local Patch List and enter the path to your local patch list.
- 8 Once you have selected the settings you want for Communication Center, you must select whether you want to save these settings for this computer only or to create a registry (REG) file that can be distributed to multiple computers. In the list at the bottom of the CAD Manager Control Utility window, select Modify System Settings to apply these settings to your computer, or select Create .REG Registry File to create a file that can be used to change the settings on other computers.
- 9 Click Apply. If you created a registry file, you must then specify a file name and location.

The Live Update settings are changed based on whether you saved the settings for this computer only or created a registry (REG) file that can be distributed to multiple computers.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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## Subscription Center Tab

Subscription Center provides Autodesk subscription members access to resources such as e-Learning (self-paced, interactive lessons) and web support (where customers can submit technical questions online to Autodesk support staff).

The Subscription Center tab provides options for accessing the Subscription Center.

**Allow Access to Subscription Center from Within the Autodesk Product (Recommended)** Enables or disables access to the Subscription Center from the Help menu in the product. If the access is enabled, subscription members can access the following options:

- **e-Learning Catalog.** Features interactive lessons organized into product catalogs. Each lesson is 15-30 minutes and features hands-on exercises, with an option to use a simulation instead of the software application.

Users can use an online evaluation tool that identifies gaps in skills, determines what lessons will be most helpful, and gauges learning progress.

- **Create Support Request.** Provides users with direct one-to-one communication with Autodesk support technicians. User's receive fast, complete answers to installation, configuration, and troubleshooting questions.
- **View Support Requests.** Allows users to track and manage user's questions and responses through Autodesk's state-of-the-art support system.
- **Edit Subscription Center Profile.** Allows users to set up and maintain their subscription account.

#### **To turn on access to Subscription Center**

- 1 In the CAD Manager Control Utility window, click the Subscription Center tab.
- 2 On the Subscription Center tab, select the check box next to Allow Access to Subscription Center from Within the Autodesk Product (recommended).
- 3 Click Apply. If you chose to create a registry file, you must specify a file name and location.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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## **Feedback Tab**

If an Autodesk product closes unexpectedly, users have the opportunity to send an error report directly to Autodesk, which helps Autodesk to determine and resolve the error. Users can also participate in the Customer Involvement Program. This information includes what features you use the most, problems that you encounter, and other information helpful to the future direction of the product.

#### **Customer Error Reporting**

Under the Feedback tab, you can specify that users receive notification of resolved errors, and that their computer name is included in error reports and notifications.



**Include Computer Name** Include the user's computer name in error reports. The computer name is included in notifications to the user and in reports available to subscription administrators.

**Allow Users to Receive Notifications** Users receive notifications of resolved errors and a link to applicable updates provided by Autodesk. Users must have administrative permissions to install an update.

### **To have users receive notification when reported errors are resolved**

- 1 In the CAD Manager Control Utility window, do the following:
  - Select the check box next to Include Computer Name to include the user's computer name in error reports. The computer name is included in notifications to the user and in reports available to subscription administrators.
  - Select the check box next to Allow Users to Receive Notification so that users are made aware of resolutions to issues and can download applicable updates provided by Autodesk. This option is selected (on) by default.

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**NOTE** Users must have administrative permissions to install updates provided by Autodesk.

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- 2 Click Apply.

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**NOTE** The Apply button saves changes you make on any of the tabs in the CAD Manager Control utility.

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### **Customer Involvement Program**

If you participate in the Customer Involvement Program, specific information about how you use your Autodesk product is forwarded to Autodesk.

Here is a list of some of the information reported to Autodesk:

- Total hours product is in use
- Product commands used
- File formats imported or exported
- Hardware configurations, such as CPU type, memory, and input devices
- Adjacent Autodesk products installed and used

### **What the Customer Involvement Program Cannot Do**

The Customer Involvement Program is committed to protecting your privacy. It *cannot* do any of the following:

- Collect any drawing or design data
- Collect any identity information such as name, address, or phone number
- Send you email or contact you in any other way

For additional information, click the links in the Customer Involvement Program dialog box.

### **Why You Should Consider Participating**

The Customer Involvement Program involves you directly in telling Autodesk

- Necessary video card support
- Operating systems to use for testing the software
- Percentage of customers finding an using new or enhanced product features
- Bundled software components users, use most
- Products users, use most often on the same system

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**NOTE** You can start or stop your participation in this program at any time. Access to the controls is available from the Autodesk product Help menu. In network installations, your system administrator can choose whether to make the CIP program available or not.

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### **To turn the CIP on or off**

- 1 Click Help menu ► Customer Involvement Program.
- 2 In the Customer Involvement Program dialog box, click a level of participation, and then click OK.

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