Autodesk[®]
Education Offerings
2010

Questions and Answers

This document is a three part document that answers frequently asked questions about Autodesk Education Offerings for postsecondary and secondary institutions, faculty and students.

Section One: Autodesk Education Suites 2010

Section Two: Autodesk Student Engineering and Design Community

Section One: Autodesk Education Suites 2010

This document answers frequently asked questions about Autodesk education offerings for postsecondary and secondary institutions.

Contents

1. Product Availability

1.1 Which individual products are offered for sale to academic institutions?
The following products are available for sale to academic institutions for classroom instruction with prices discounted for education:

Individual Products for Sale to Academic Institutions
AutoCAD®
AutoCAD LT® (Americas Only)
AutoCAD® Architecture
AutoCAD® Civil 3D®
AutoCAD® Map 3D
AutoCAD® Raster Design
AutoCAD® Revit® Architecture Suite
AutoCAD® MEP
AutoCAD® Revit® MEP Suite
AutoCAD® Revit® Structure Suite
AutoCAD® Inventor® Professional Suite
AutoCAD® Electrical
Autodesk® Alias® Automotive
Autodesk® SketchBook® Pro
Autodesk® Showcase® Professional
Autodesk® Navisworks® Manage
Autodesk® Robot™ Structural Analysis Professional
AutoCAD® P&ID
Autodesk® Moldflow® Insight Advanced
Autodesk® Ecotect™ Analysis
Autodesk® 3ds Max®
Autodesk® 3ds Max® Design
Autodesk® Maya® Unlimited
Autodesk® MotionBuilder®
Autodesk® Mudbox™
Autodesk® Toxik™

Individual Products for Sale to Academic Institutions
Autodesk® Stitcher™ Unlimited
mental ray®
Autodesk® Softimage®

1.2 Which products are offered for sale to students?

The following product licenses are available for sale to students at affordable price points:

Purchasable Student Versions
AutoCAD
AutoCAD LT (Americas only)
AutoCAD Architecture
AutoCAD Revit Architecture Suite
AutoCAD Inventor Professional Suite
Autodesk Softimage
Autodesk Mudbox
Autodesk 3ds Max Design
Autodesk Stitcher Unlimited
Autodesk 3ds Max Super Pack
Autodesk Maya Super Pack

1.3 Which products do you make available for free[1] to students via the Autodesk Student Engineering and Design Community?

The following products are available for free to qualified students registered on the Autodesk Student Engineering and Design Community at www.autodesk.com/edcommunity.

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[1] Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software.

Autodesk Student Engineering and Design Community
Autodesk® Impression
AutoCAD Architecture
AutoCAD Civil 3D
AutoCAD Map 3D
AutoCAD Raster Design
Autodesk Revit Architecture
AutoCAD MEP
Autodesk Revit MEP
Autodesk Revit Structure
AutoCAD® Structural Detailing
AutoCAD Inventor Professional Suite
AutoCAD Electrical
Autodesk Alias Automotive
Autodesk SketchBook Pro
Autodesk Showcase
Autodesk Navisworks Manage
Autodesk Robot Structural Analysis Professional
AutoCAD P&ID
Autodesk Ecotect Analysis

1.4 What are the differences between the student product versions available for free[2] on the Student Community and the ones for sale?
Both versions are student licensed for personal learning and provide output with an education watermark.

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[2] Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software.

Free student versions have a 13-month license term of use. Most purchased licenses of 2010 student versions provide an academic career license term of use (61 months) and have a preferred upgrade discount to a full commercial version upon graduation or at least 18 months after license purchase.

1.5 When will the new Education Suites be available?
The new Autodesk Education Suites will begin shipping in early summer 2009. Please contact your local reseller for more information.

1.6 Are the new suites available for student purchase?
No, the new Autodesk Education Suites are available for sale only to academic institutions. Students may obtain free[3] versions of Autodesk products via the Autodesk Student Engineering and Design Community (www.autodesk.com/ edcommunity) or purchase licenses of student versions from their local Autodesk Authorized Academic Reseller (www.autodesk.com).

2. Product Information and Training

2.1 Where can I get information about the new features in the 2010 software releases?
To learn about what's new in the 2010 software releases visit the individual product pages at www.autodesk.com/products or contact your local reseller.

2.2 How can I get trained on the new 2010 software releases?
Autodesk offers extensive training resources for educators and students, through multiple avenues:

- Self-paced training and learning material on the Autodesk Student Engineering and Design Community site at www.autodesk.com/edcommunity
- Training programs offered by your local reseller or training center
- Autodesk Official Training Courseware

For more information about training, visit www.autodesk.com/learning.

2.3 What are the new Autodesk Education Suites for 2010?
Autodesk is offering a new set of Education Suites for the 2010 product release. For postsecondary academic institutions, these include:

- Autodesk® Education Suite for Architecture & Engineering

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[3] Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software.

- Autodesk® Education Suite for Civil & Structural Engineering
- Autodesk® Education Suite for Mechanical Engineering
- Autodesk® Education Suite for Industrial Design
- Autodesk® Education Master Suite

Autodesk also offers the Autodesk® Design Academy and the Autodesk® Animation Academy for secondary schools.

2.4 What is included in these new suites?
The suites include the most current software releases and access to updated, relevant curricula.

Architecture & Engineering Suite
AutoCAD
Autodesk Impression (download only)
AutoCAD Architecture
AutoCAD Raster Design
Autodesk Revit Architecture
AutoCAD MEP
Autodesk Revit MEP
Autodesk Revit Structure
AutoCAD Inventor Professional Suite
Autodesk Navisworks Manage
Autodesk Ecotect Analysis
Autodesk 3ds Max Design

Civil & Structural Engineering Suite
AutoCAD
Autodesk Impression (download only)
AutoCAD Civil 3D
AutoCAD Map 3D
AutoCAD Raster Design
Autodesk Revit MEP
Autodesk Revit Structure
AutoCAD Inventor Professional Suite
Autodesk Navisworks Manage
Autodesk Robot Structural Analysis

Professional
Autodesk 3ds Max Design

Mechanical Engineering Suite
AutoCAD Inventor Professional Suite
Autodesk Impression (download only)
AutoCAD Electrical
Autodesk SketchBook Pro
Autodesk Showcase
Autodesk 3ds Max Design

Industrial Design Suite
AutoCAD
Autodesk Impression (download only)
AutoCAD Inventor Professional Suite
Autodesk SketchBook Pro
Autodesk Showcase
Autodesk 3ds Max Design

Education Master Suite
AutoCAD
Autodesk Impression (download only)
AutoCAD Architecture
AutoCAD Civil 3D
AutoCAD Map 3D
AutoCAD Raster Design
Autodesk Revit Architecture
AutoCAD MEP
Autodesk Revit MEP
Autodesk Revit Structure
AutoCAD Inventor Professional Suite
AutoCAD Electrical

Autodesk SketchBook Pro
Autodesk Showcase
Autodesk Navisworks Manage
Autodesk Robot Structural Analysis Professional
Autodesk Ecotect Analysis
Autodesk 3ds Max Design

Autodesk Design Academy
AutoCAD
AutoCAD Architecture
AutoCAD Civil 3D
Autodesk Revit Architecture
AutoCAD MEP
Autodesk Revit MEP
AutoCAD Inventor Professional Suite
Autodesk 3ds Max Design

2.5 Why are the new suites designed around an industry focus?

The suites are designed around industry and discipline-oriented learning paths to assist faculty in preparing students for their chosen career and to aid faculty and institutions in teaching core educational concepts using Autodesk® technology and expertise.

We also believe that today's marketplace increasingly requires students to take a multidisciplinary approach in their field to broaden the scope of their design thinking by using multiple types of technology solutions working together to solve design challenges.

3. Selecting a Product Suite

3.1 What are the benefits of the new Education Suites?

The new Education Suites provide a consistent bundled application offering worldwide, with aggressive pricing discounts, streamlined purchasing, and an easier product installation and activation process. In addition, you now have the option of adding Autodesk® Subscription and support to your Education Suite license purchase for access to all Subscription services and benefits.

3.2 How do I determine which Education Suite is right for my school?

If you work in a secondary school, the Autodesk Design Academy has a set of products and pricing designed for your needs with freely available curricula

(English only, imperial measurement only) on the Autodesk Education Community site designed to support science, technology, engineering, and math (STEM) concepts appropriate for this learning level.

For postsecondary institutions, the new industry-oriented Education Suites align well with the academic major or department responsible for educating students in the concepts and techniques used in those industries.

Schools with multiple departments using Autodesk technology and curricula or that provide cross-disciplinary programs may consider the efficiency of choosing the Education Master Suite, which includes the complete set of Autodesk Education Suite products.

3.3 Are curricula and teacher materials included in the Education Suites?
No, Education Suites are shipped only with software applications in the box. Extensive curricula and teaching resources aligned by discipline and by academic skill area are available for free* via the Autodesk Education community. Become a member today by visiting www.autodesk.com/edcommunity.

3.4 What is the nature of the available curricula for the Education Suites?
The suites are supported by the following curricula:

- Sustainable Design Education Curriculum
- Architectural Modeling Curriculum
- Autodesk Revit Architecture BIM Curriculum
- Autodesk Revit Structure BIM Curriculum
- Visualization Supplemental Curriculum
- AutoCAD Civil 3D BIM Curriculum
- Autodesk Inventor Curriculum
- Autodesk Formula Car Design Curriculum
- Autodesk Alias Curriculum

3.5 What is the nature of the curricula for secondary schools?
The Autodesk Design Academy is supported by the following curricula:

- Design Basics
- Pre-Architecture
- Pre-Engineering
- Robotics
- Science and Math
- Sustainable Design

4. Purchasing an Autodesk Education Suite

4.1 How are the Autodesk Education Suites sold?
Autodesk Education Suites are available from your local Autodesk Authorized Academic Reseller. To find the reseller nearest you, visit www.autodesk.com .

Academic institutions can purchase licenses in a variety of configurations with flexible licensing terms designed to meet the needs of the smallest classroom to the largest multisite university system.

Autodesk offers institutions and schools affordable pricing on Autodesk software, curricula, and training, including significant volume discounts.

4.2 Under what type of license do the Education Suites operate?
Autodesk Education Suites are governed by the terms of the software license agreement that appears when installing the software, including the Educational Institutional Version terms of the license agreement. Suites are not licensed to be used for commercial, professional, commercial training, or other for-profit purposes.

4.3 Can I buy a perpetual license for the Education Suites?
Yes, Autodesk Education Suites are generally available in both one-year term and perpetual license forms.[4]

4.4 Can I buy an annual term license for the Education Suites?
Yes, Autodesk Education Suites are available in either one-year term or perpetual license forms.[5]

4.5 Can I install the Education Suites using stand-alone or network licensing?
Yes, the Education Suites can be installed using either stand-alone or network licensing. The license pack of Education Suites can be designated as stand-alone or network licensed. For more information on licensing options, visit www.autodesk.com/licensing.

4.6 How does stand-alone licensing of Education Suites work?
When a customer purchases a specific volume license pack, for instance a 25-license pack of the Civil & Structural Engineering Suite, the customer can install all applications, one application, or any combination of the applications in the suite on a maximum of 25 unique computers**.** As soon as one application is installed and activated, the number of available activations is decremented. In this example, this means that customers can activate 25 licenses of AutoCAD on 25 computers and can also install and use Autodesk Inventor or any of the other applications in the suite on those same computers. However, the customer

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[4] Some suites may not be offered in both term and perpetual versions in certain regions.
[5] Some suites may not be offered in both term and perpetual versions in certain regions.

cannot then install and activate Inventor or any of the other applications in the suite on 25 other computers. Once all 25 license activations are used on 25 computers, the customer will not be able to activate the suite or any of the applications in the suite on any additional computers without purchasing additional licenses.

4.7 How does network licensing of Education Suites work?
When a customer purchases a specific volume license pack, for instance a 25-license pack of the Civil & Structural Engineering Suite, the customer can install all applications, one application, or any combination of the applications in the suite on an unlimited number of computers up to amount of the licenses purchased. As soon as one application is launched, it will request a license from the network licensing server and if there are available licenses (up to 25 concurrent users), that user will receive a license, and the number of available licenses is decremented. In this example, this means that customers can simultaneously operate 25 licenses of AutoCAD on 25 computers. Or the customer could operate 12 licenses of AutoCAD and 13 licenses of Inventor concurrently. The customer cannot run any more than 25 concurrent computers with any application in the suite. Once the server has granted all 25 licenses, the customer will not be able to run any other application until a current user exits the application and returns a license to the network server pool.

4.8 What configurations of network licensing server are supported?

The Autodesk Education Suites support three types of network licensing:

1. Single network licensing server
2. Distributed network licensing servers
3. Redundant network licensing servers

For more information on licensing options, visit www.autodesk.com/licensing.

5. Localization

5.1 Are the Education Suites localized in languages other than English?
Yes, Autodesk Education Suites are shipped in localized versions where available. All localized products available in a particular language or group of languages ship in a localization language binder.

Please note that not every application in every suite is available in each language. In cases where a localized version of an application is not available, an English language version will be substituted.

The specific localization language binders available are:

- English
- French
- Italian
- German
- Spanish
- Russian

- Japanese (kanji)
- Asia (contains any applications available in Korean, Simplified Chinese, and Traditional Chinese)
- Central European (contains any applications available in Polish, Czech, Russian, and Hungarian)

5.2 Can I request any localization language binder I want?
No, only certain localized language binders are available in each region.
Availability by region is as follows:

Americas	EMIA	Asia Pacific
English	English	English
French	French	Japanese
Spanish	Spanish	Asia
	Italian	
	German	
	Central European	
	Russian	

6. System Requirements and Support

6.1 What are the system requirements for the suites?
The following system requirements for Education Product Suites are based on the assumption that all applications in the suites would be installed on a computer. Customers who elect to install less than the full set of products in a suite may be able to determine less stringent requirements by checking the individual requirements for the products to be installed on the product pages at www.autodesk.com.

Minimum System Requirements	
Operating System	Windows® XP Professional (SP2), 32-bit
Browser	Microsoft® Internet Explorer® 6.0 (SP2 or higher)
Processor	• Intel® Pentium® 4 processor or AMD Athlon®, 3 GHz or greater • Intel or AMD Dual Core processor, 1.6 GHz or greater
RAM	3 GB RAM

Display	• 1280 x 1024 32-bit color video display adapter • 512 MB Graphics memory • DirectX® 9.0c API-capable graphics card supporting Pixel Shader 3.0 or greater • OpenGL® 2.0 specification support
Disk Space	750 GB or larger 7200 RPM hard drive
Mouse	Microsoft Mouse–compliant pointing device with three buttons
Install Media	DVD for installation

Recommended System Requirements	
Operating System	• Windows® XP Professional (SP2) • Windows XP Professional x64 Edition • Windows Vista® 32-bit or 64-bit (Business, Premium, Ultimate)
Browser	Microsoft® Internet Explorer® 6.0 (SP2 or higher)
Processor	Intel or AMD Dual Core processor, 2.4 GHz or greater
RAM	4 GB RAM
Display	• 1280 x 1024 32-bit color video display adapter • 512 MB graphics memory • DirectX 9.0c API-capable graphics card supporting Pixel Shader 3.0 or greater • OpenGL 2.0 specification support
Disk Space	1000 GB or larger 7200 RPM hard drive
Mouse	• Microsoft Mouse–compliant pointing device with three buttons • Wacom™ graphics tablet for sketching
Install Media	DVD for installation

6.2 Where can I get information about installing the Education Suites?
The online Installation Guide is located at www.autodesk.com/educationsuites.

6.3 Do you support ghosting for installation of the Education Suites?
While the online Installation Guide documents a procedure for installing the Education Suites using Symantec™ Ghost™ Solution Suite 2.5, it is provided for informational purposes only and is considered officially unsupported.

6.4 How do I get support for the Education Suites?
Education Suites will be offered with the option of purchasing Autodesk Subscription to gain access to web-based technical support, updates, product extensions, other software entitlements, and additional training and learning content. For more information about Autodesk Subscription, visit www.autodesk.com/subscription.

6.5 Can I get Subscription with phone support?
Autodesk Gold Subscription, which provides phone support, is available as an incremental option for customers in North America only. Phone support may not be available for every product in each suite.

6.6 Can I still get support if my school didn't purchase Subscription?
Yes, academic institutions that purchase Autodesk Education Suites are entitled to 30 days of support from the date of registration, covering installation and configuration via the Up & Ready support program.

In addition, technical support and product usage assistance will be made available via the public Autodesk.com knowledge base and forums, the Student Engineering and Design Community forums, and email on an as-available basis.

6.7 My school has one of Autodesk's previous education product bundles. Will we need to change?
Education customers with active contracts on any previous bundles or offerings will receive the product releases or upgrades due based on the terms of their license. Work with your reseller to determine your contract status and, as appropriate, to help identify the new Education Suite and configuration that works best for your school.

6.8 What is Autodesk product retirement policy for education products?
For most individually offered products for education and students, Autodesk provides the most current shipping release only. Older releases are retired. So, most 2009 individual releases will be retired by August 2009, as the 2010 versions are released.

Education Suites will be offered in current release versions only. Prior 2009 bundles worldwide will be retired from the education offering starting in August 2009.

Section Two: Autodesk Student Engineering and Design Community

This document answers frequently asked questions about the Autodesk Student Engineering and Design Community for faculty and students.

1 What is the Student Community website?
The Student Community is an online community where students and educators can download free* software, find valuable learning resources, and connect with people and jobs. To learn more, visit www.autodesk.com/edcommunity.

2 I've registered on the Student Community website, but I have never received an email confirming my access. What should I do?
If your school email system has strong email SPAM blockers, emails sent from Autodesk may have been rerouted. Check your email filter and talk to your school's IT department about accepting emails from studentcommunity@autodesk.com.

3 How do I change my email or other contact information for the Student Community website?
Log on to the Student Community and go to My Profile to change your data and notifications. If you think you provided the wrong information because you haven't received your account activation email, send an email to studentcommunity@autodesk.com.

4 Can I access the Student Community website even if I am not a student?
No. You need to be a student or faculty member participating in a valid academic program at the secondary or postsecondary level in order to join the Student Community.

Secondary includes anyone from age 13 up to a postsecondary program. Postsecondary includes students in four-year colleges, two-year colleges, technical schools, postgraduate degree programs, and so forth.

5 I'm recently out of work. Do you have a program that would enable me to access and train on Autodesk products?
Yes, recently displaced employees seeking free* software and learning may be eligible to participate in the Autodesk Assistance Program. To learn more, visit www.autodesk.com/assistance.

6 Do I have to be actively enrolled in a school to participate in the Student Community?
Yes. Membership and logon privileges for graduating students and others not actively enrolled will expire.

7 I am an instructor and I have a group of students who are interested in joining the Student Engineering and Design Community. We do not have student email addresses for them. How can I get my students onto the community website using their own personal email addresses?
Faculty members can join the Student Community first and then invite their students by clicking the Invite link available to faculty only.

8 Are there free* Student Versions of Autodesk software available to students?
Yes. Visit www.autodesk.com/edcommunity to sign up and download more than 24 Autodesk software titles.

9 Where can students and faculty obtain Autodesk software titles that are not offered through the Student Community?
Autodesk offers a broad set of free* products on the Student Community. In a few cases, products that are not on the Student Community are available for purchase. Purchase from your school (if your school has student licensing) or from an Autodesk Academic Value Added Reseller. To locate a reseller go to www.autodesk.com/reseller

10 Are older versions of software available on the Student Community?
The Student Community offers current version plus one version back.

11 Can the same student install a product on two different computers?
Yes. The EULA (End User License Agreement) allows Autodesk software to be installed on a main computer and a backup computer (laptop or home).

12 How many times can a student download the product?
The installation file(s) can be downloaded as many times as you want, but each Student Community member is issued only one serial number for that version in a 13-month period. Without a serial number, the downloaded file will work for a 30-day trial period.

13 What is the turnaround time a student should expect when submitting questions to the Student Community email address?
The turnaround time is generally 24 business hours, and 72 hours on weekends and holidays.

14 I've downloaded a software title from the Student Community but haven't received a serial number. What should I do?
Your serial number is available on the Student Community site in your Profile and is also sent to you via email after download. If you still cannot find it, you may email for help at studentcommunity@autodesk.com.

15 I have a software title from the Student Community that will be expiring soon. Is it possible to get an extension so I can keep using the license?
No. Student Community members would need to download the next version or purchase a student version in order to continue to use the license beyond the 13-month time period.

16 I'm having problems downloading a software title from the Student Community. Whom should I contact for assistance?
Log in to the Student Community site and visit the Support Center, Q&A forums. Most answers can easily be found through the Support Center. If you are unable to find an answer to your question, please send an email to studentcommunity@autodesk.com.

17 I've downloaded a software title from the Student Community, but I'm receiving an error informing me that currently there are no serial numbers available, and to try back again in 30 days. What should I do?

Due to the popularity of the free* software program, sometimes we can't keep up with the demand for the serial numbers. You can still install the product and use it for 30 days in a "trial" mode. Please check back on the Student Community for serial numbers within that time by clicking the Get Serial button for your product and version. If serial number(s) are still not available, please send an email to studentcommunity@autodesk.com.

18 I have downloaded a software title from the Student Community that still has time left on the license term. Can I transfer the remaining time to another product?

No, but you can visit the Student Community site to download another product and obtain a serial number for 13 full months of use.

19 I have downloaded a software title from the Student Community, and I know the license will be expiring soon. Is it possible to purchase the product so I can keep using the license?

Yes, a select number of product licenses are available for sale to students at affordable prices. To find your local Autodesk Reseller, visit www.autodesk.com/reseller.

20 I have downloaded a software title from the Student Community and received a serial number, but it doesn't work. What should I do?

Please send an email to studentcommunity@autodesk.com, where someone can work more closely with you.

21 I've purchased a Student Version of Autodesk software, but I'm having technical problems. Where can I get technical assistance?

Log in to the Student Community and visit the Support Center, Q&A forums. If you are unable to find an answer to your question, please send an email to studentcommunity@autodesk.com.

22 What are the system requirements to run a Student Version of Autodesk products?

System requirements for a student version of a software title are the same as for a commercial version. System requirements are found on the appropriate products page at www.autodesk.com/products.

23 I have downloaded a software title from the Student Community that I no longer need. Can I sell the product to another classmate?

No, you may not sell the product, but please invite your classmates to join the Student Community and download their own free product.

24 How do I obtain an activation code for the software title I downloaded from the Student Community?

Autodesk offers online activation at www.autodesk.com/register. If you need additional activation assistance, please send email to authcodes@autodesk.com.

25 I am trying to register my product online, but the Autodesk product registration site won't recognize my Student Community login information or email address. What should I do?

Software titles downloaded from the Student Community can be activated online. To activate online go to www.autodesk.com/register. On the Autodesk product registration site you will be prompted for a user ID and password. *The Autodesk product registration and activation site uses a different login mechanism than the login system used for the Student Community site.* Therefore you will need to create a new user ID and password to complete the registration process to obtain a product activation code.

26 I have a downloaded software title from the Student Community with a serial number, and I've received a message that says my activation limit has been reached. What does this mean?

You are only allowed to activate your serial number twice—once on your main computer and once on a backup computer. This message indicates that you have already activated your serial number twice.

27 I'm currently a student and have a downloaded software title and serial number from the Student Community that I may have tried to activate too many times. How can I receive an additional activation code?

You are only allowed to activate your serial number twice per the EULA—once on your main computer and once on a backup computer.

28 I've just downloaded and installed a software title from the Student Community and it says it's about to expire, but I have never received an activation code. What should I do?

This message is presented when a product has not been successfully activated and is operating in the 30-day trial period. Log in to the Student Community site, go to Software Downloads, find your product and version, and click Get Serial to obtain your serial number. Once you have it, in your product, go to Help > Product Registration to register and activate your product.

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