

# Customer Questions and Answers

This document provides answers to frequently asked questions about Autodesk® software download.

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### **1. What is software download?**

Software download is the term commonly used to describe the process of acquiring software electronically, by downloading a file from the Internet.

Starting in 2010, Autodesk will make software download the default method of delivering software upgrades to Autodesk® Subscription customers in 37 countries (see question 9 for a complete list of countries). Autodesk Subscription Software Coordinators in countries where software download is the default upgrade delivery method will be notified by email that their software upgrade is available to download. They will not automatically receive a box.

Physical boxed shipments will continue to be the default Autodesk Subscription upgrade delivery method in some countries during 2010. However, these customers will also have the option to download their Autodesk® software upgrades.

### **2. Is this the first time Autodesk is offering software download to customers?**

No, this is not the first time Autodesk is making software downloads available to customers. Autodesk began offering downloadable versions of software upgrades to Autodesk Subscription customers in 2008. Autodesk also offers downloadable versions of most trial software, student software, beta software, and developer applications. In fact, Autodesk customers downloaded more than 2 million Autodesk software applications in 2008 alone.

### **3. Why is Autodesk making software download the default upgrade delivery method for Autodesk Subscription customers?**

By making new product releases available for download, Autodesk is making it possible for Subscription customers to immediately begin using the most current version of the software as soon as it is released.

And, making software download the default upgrade delivery method reduces the environmental impact of producing and shipping materials worldwide. If all Autodesk Subscription customers downloaded their software instead of ordering a boxed shipment with physical media and packaging, together we would reduce carbon emissions by almost 80 percent,<sup>1</sup> or the CO<sub>2</sub> equivalent of driving 1,670,733 miles (2,688,784 kilometers).<sup>2</sup> That's like driving a mid-size car around the world 67 times.

### **4. Can customers who do not have Autodesk Subscription download software upgrades too?**

No, not at this time. In 2010, downloadable software upgrades will be available exclusively to current Autodesk Subscription customers.

### **5. How do I know if my Autodesk software is on Subscription?**

To confirm that your Autodesk software is on Subscription, click the key icon located in the upper-right corner of your Autodesk product screen. If your software is on Subscription, you will see the following message displayed under the Benefits Center section of the drop-down menu: *This product is on Subscription.*

### **6. What are the benefits of software download?**

As an Autodesk Subscription customer, you benefit from software download in several ways:

- You can begin using your software upgrade as soon as it is released and available to you, without waiting for a box to be shipped and delivered.
- If anything ever happens to your computer, you always have an online backup that is available 24/7 wherever there is an Internet connection.

- It's the environmentally friendly choice—no printing, packaging, or shipping.
- If you are the Autodesk Contract Manager or Software Coordinator for your company, you can choose to provide download access to end users around the world, without having to host the files locally or distribute files internally; or, if you prefer, you can prevent end user access.

**7. What products will be available to download?**

Autodesk Subscription customers already have access to downloadable versions of Autodesk 2009 and 2010 software on Subscription Center. All future releases of Autodesk software sold with Autodesk Subscription will also be available to download.

**8. When will new releases be available for download?**

Downloadable versions of software upgrades are made available on their respective product release date. Since product release dates can vary by product and by language, Autodesk Subscription Software Coordinators will be notified by email when their software upgrade is available to download.

**9. In which countries will software download be the default method for delivering software upgrades to Subscription customers?**

Software download will be the default method of delivering software upgrades to Autodesk Subscription customers in the 37 countries listed below. Autodesk Subscription Software Coordinators in these countries will be notified by email when their software upgrade is available to download. They will not automatically receive a box.

Americas	Europe, Middle East, and Africa	Asia Pacific
Argentina	Austria	Australia
Bahamas	France	Hong Kong
Bolivia	Germany	Korea, Republic of
Brazil	Ireland	Macau
Canada	Italy	Malaysia
Chile	Liechtenstein	New Zealand
Colombia	Portugal	Singapore
Costa Rica	Spain	Taiwan
Dominican Republic	Switzerland	
Ecuador	United Kingdom	
Guatemala		
Jamaica		
Mexico		
Paraguay		
Peru		

Puerto Rico		
United States		
Uruguay		
Venezuela		

**10. Can I view my product upgrade delivery preference?**

Autodesk Subscription customers can view the delivery preference in their Subscription Center profile. The default setting for Subscription customers in participating countries will be “download.” The default setting for Subscription customers in all other countries will be “box.”

**11. Can I change my product upgrade delivery preference?**

Yes. If you are a Software Coordinator in a participating country and you prefer to receive a boxed shipment, you can change the delivery preference in your Subscription Center profile from “download” to “box.”

Likewise, if you are a Software Coordinator in one of the nonparticipating countries and you prefer to download your software upgrade, you can change the delivery preference in your Subscription Center profile from “box” to “download.”

If you are unable to change your preference, your user ID is not a registered Software Coordinator for the Subscription Center account you are using. Only Software Coordinators can set delivery preferences for future upgrades.

If you are a Software Coordinator, you can change your delivery preference at any time; however, the changes you make will not be applied to upgrade orders that have already been fulfilled or upgrade orders that are scheduled to be processed within the next seven business days.

If you want to change your delivery preference, you should do so immediately to ensure all future software releases to which you are entitled will be delivered according to your preference.

Subscription customers who change their preference after their upgrade order has already been fulfilled, can request a box at any time by submitting a Boxed Shipment Request form in Subscription Center.

**12. What if I want both a download *and* a boxed shipment?**

If you are the Software Coordinator and you want both a download and a boxed shipment, you can change the delivery preference in your Subscription Center profile to “box.” This will ensure that a boxed shipment is automatically sent as soon as it is available. Or, you can keep your delivery preference set to “download” and request a one-time boxed shipment by submitting a Boxed Shipment Request form in Subscription Center.

**13. Can I give end users direct access to downloads?**

Contract Managers and Software Coordinators can grant end users access to product downloads. Access can be granted the same way other permissions are granted through Subscription Center:

Sign in to Subscription Center, go to Contract Administration, go to View/Edit Users, locate the user(s), click Edit, and grant the selected user(s) permission to full product

downloads. It is important to provide end users with the Subscription Serial Number(s) and Product Key(s) that they will need for installation and activation. You will receive this information in an email from Autodesk with the subject line *Important Notification: Your Autodesk Upgrade is Ready for Download*.

**14. Can I download multiple files?**

Yes, you can download multiple files concurrently.

**15. Can I download the same file multiple times?**

You can download the software upgrade as many times as you need to; however, standard software license usage rights apply.

**16. Is there an additional cost if I choose a boxed shipment?**

No, there is no additional cost to receive a boxed shipment.

**17. What if my company's Internet access is restricted?**

If your company has set limits for access to the Internet, you may not be able to download the upgrade. If you cannot download due to company-dictated Internet restrictions, Software Coordinators can do any one of the following:

- Change the delivery preference in your Subscription Center profile to “box” ahead of any future product releases
- Complete the Boxed Shipment Request form by selecting the Request DVD/CD option on the Downloads page in Subscription Center
- Ask your Autodesk Reseller to order a box for you
- Contact Autodesk to change your delivery preference or request a boxed shipment

Software Coordinators can also request help at [www.autodesk.com/subscriptionhelp](http://www.autodesk.com/subscriptionhelp).

**18. What is Autodesk doing to make sure I can access and download my software upgrades?**

Autodesk has partnered with leading service providers to implement proven technology for software download. Autodesk will have download support available during regular business hours worldwide to resolve any issues that prevent you from accessing your software.

Autodesk has also researched common restrictions that affect downloads. All Autodesk products are compressed and optimized for rapid and reliable download. Products that exceed four gigabytes are split into separate files and are reassembled on your computer when the download is complete.

Autodesk provides access to download management software free of charge to help avoid browser-based download complications due to large file sizes. We have observed a 90 percent successful completion for downloads of Autodesk Subscription upgrades in 2009—this is in the top 10 percent of our provider's benchmark.

**19. Will I be able to access software downloads on Subscription Center after my Subscription contract expires?**

There is a grace period of 30 days after your contract(s) expires, during which time you can access the download pages and the Request DVD/CD link.

After the grace period ends, the Autodesk Contract Manager and/or Software Coordinator for your company will still be able to download the previous versions to which you were entitled. When you enter your user name and password to sign in to Subscription Center,

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you will receive a message that your contract has expired. From there, you will be able to click a link to download the product(s) to which you were previously entitled.

**20. Whom do I contact if I have a question about the software download program?**

If you have questions, you may contact your Autodesk Reseller, sign in to Subscription Center and log a Service Request, or email [subscription-team@autodesk.com](mailto:subscription-team@autodesk.com).

<sup>1</sup> All CO<sub>2</sub> equivalencies from [www.epa.gov/RDEE/energy-resources/refs.html](http://www.epa.gov/RDEE/energy-resources/refs.html), and calculated based on number of Autodesk Subscription orders for which software download is a delivery option. Assumptions based on U.S. distribution of AutoCAD<sup>®</sup> 2008 software during FY09.

<sup>2</sup> Assumes average fuel efficiency of 22.5 MPG (10.45L/100km) and circumference of Earth of 24,901 miles (40,074 kilometers).

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