

# FAQ: Software Upgrades for Autodesk Subscription Customers

May 2011

This document includes frequently asked questions and answers that explain how Subscription customers can obtain Autodesk 2012 software upgrades..

To make it easier for you to locate the information you need, this FAQ is organized into five categories:

- Delivery Options & Processes
- Software Download Tips
- Communications with Customers
- How to Get Help
- Appendix A (links to tutorials)

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## **Delivery Options & Processes**

### **1. How will Subscription customers receive 2012 software upgrades?**

2012 software upgrades, including both standalone products and suites will be made available for download on Subscription Center ([www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin)) to Subscription customers worldwide. In the following 37 countries, software upgrades will be delivered via download only – unless the customer has changed his/her delivery preference to "box" on Subscription Center and/or requests a physical shipment.

Americas	EMEA	APac
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		

Please note that if a customer (in the above countries) changed his/her delivery preference from "Download" to "Box" last year and/or at any time prior to March 15, 2011, the customer will automatically receive a physical shipment for upgrades released in 2011.

In all other countries, upgrades will be physically shipped to the customer unless the customer has changed his/her delivery preference to “download.”

Note: In China, India, Japan and Russia, customers may not change their delivery preference to download. Physical shipments are required.

## **2. How and when can Subscription customers set their delivery preference?**

Upgrades released this year will be delivered according to the delivery preference the customer has specified as of March 15, 2011. The customer's Software Coordinator may set their delivery preference to “download” or “box” under “My Profile” in Subscription Center. The following tutorial explains how to set the delivery preference on Subscription Center: [www.autodesk.com/downloadingsoftware](http://www.autodesk.com/downloadingsoftware). Please refer to appendix A for links to localized versions of this tutorial in additional languages.

## **3. Can partners set delivery preferences for customers?**

Although partners can order physical shipments for their customers after products are released, they do not have the ability to update the customer's delivery preference. This must be done by the customer's Software Coordinator in Subscription Center as described above.

## **4. What if a customer already set their delivery preference last year and doesn't want to make any changes?**

Customers who have already set their delivery preference do not need to take any action. Autodesk is not resetting the delivery preference.

## **5. What if a customer sets their delivery preference to “download” and then decides they need a box after March 15, 2011?**

Subscription customers (Software Coordinators & Contract Managers) can request a physical shipment on Subscription Center. The following tutorial explains how customers can request a CD/DVD (physical shipment) on Subscription Center: [www.autodesk.com/downloadingsoftware](http://www.autodesk.com/downloadingsoftware). Please refer to appendix A for links to localized versions of this tutorial in additional languages.

Customers may also request a box through their Autodesk reseller after the product has been released.

## **6. Are all Subscription customers able to download their upgrade from Subscription Center?**

Yes. All Subscription customers worldwide will be able to download their upgrade – even if they receive a physical shipment. Please note that a Software Coordinator has the ability to allow or deny their end users download access.

## **7. When will software upgrades be available for download?**

Any upgrades released during the year 2011 will be available for download on the First Customer Ship (FCS) date for the product. The FCS date varies by product, region and language.

## **8. What products will be available for download?**

Downloadable versions of all Autodesk 2012 software releases on Subscription, including suites, will be available to Autodesk Subscription customers worldwide on Subscription Center.

## **9. If customers choose to download, how will they receive their serial numbers and product keys for their 2012 upgrades?**

Software Coordinators will receive their serial numbers and product keys for upgrades via the email messages sent to them by Autodesk on their respective First Customer Ship (FCS) date. Alternatively, Contract Managers and Software Coordinators can find this information in the “Coverage Report” on Subscription Center. The following tutorial explains how to access the “Coverage Report” on Subscription Center: [www.autodesk.com/managingcontract](http://www.autodesk.com/managingcontract). Please refer to appendix A for links to localized versions of this tutorial in additional languages.

## **10. Is software download available for new software purchases?**

New products purchased with Autodesk Subscription will be available for download from Subscription Center. However, a physical shipment is also sent for all new orders.

## **11. Can Contract Managers or Software Coordinators give end users direct access to download?**

Yes, Contract Managers and Software Coordinators can grant their end users access to full product downloads. Access can be granted the same way other permissions are granted through Subscription Center. The following tutorial explains how to grant permissions to users on Subscription Center: [www.autodesk.com/givingaccess](http://www.autodesk.com/givingaccess). Please refer to appendix A for links to localized versions of this tutorial in additional languages.

## **12. Will customers still be able to access their product after their Subscription contract expires?**

Customers have a grace period of 30 days after their Subscription contract expires during which time they can request a DVD/CD using the link on Subscription Center. Following the 30-day grace period, customers will continue to have access to downloadable versions of their licensed software.

**13. Is there a cost for Subscription customers who request a box?**

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

**14. How can customers track boxed shipments?**

Customers can contact their Autodesk Authorized Reseller or contact the Autodesk Business Center [here](#).

**15. What if the customer wants both a download and a boxed shipment?**

A Software Coordinator who wants to download the product can go to the Download page in Subscription Center and download it. The Software Coordinator can also request a box on Subscription Center after the new version becomes available for download.

The following tutorial provides instructions on how to set the delivery preference, how to download software, and how to request a CD/DVD (physical shipment) on Subscription Center.

[www.autodesk.com/downloadingsoftware](http://www.autodesk.com/downloadingsoftware). Please refer to Appendix A for links to localized versions of this tutorial in additional languages.

## **Software Download Tips**

**16. Can Subscription customers download previous versions of software?**

Yes. One of the benefits of Autodesk Subscription is flexible licensing terms that may allow Autodesk Subscription customers to run previous versions—up to three releases back—of their Autodesk software (terms and conditions apply). Downloadable versions of all Autodesk 2012 software releases, as well as previous versions of Autodesk software, will be available to Autodesk Subscription customers worldwide on Subscription Center.

**17. Can customers download multiple files, multiple times?**

Yes, different files can be downloaded concurrently, and the same file can be downloaded multiple times from the same or different machines.

**18. How long does it take to download software?**

The estimated download times and other details are accessible on the individual product's download page in Subscription Center.



**19. What tools are available to aid the customer in downloading the software?**

There are two ways to download software: Download Manager (DLM) assisted download and HTTP browser download. DLM assisted download is **highly recommended**, as it allows the user to pause and restart the download and resume interrupted downloads. HTTP download through some browsers limits downloads to files less than 2 GB. Customers can view the FAQs on the Download page inside Subscription Center for more information.

**20. Are customers permitted to save a copy of their software onto a DVD or USB after downloading it?**

Yes. Subscription customers can save a copy of their software onto a DVD or USB drive, which may help with installation on multiple computer systems if licensing rights allow.

**21. What if Internet access is restricted?**

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

- Change their delivery preference by March 15, 2011 to ensure that any upgrades released in 2011 are physically shipped

- Complete the Boxed Shipment Request form by selecting the Request DVD/CD option on the Downloads page in Subscription Center
- Contact the Autodesk Business Center to request a boxed shipment
- Ask their Reseller to order a box
- Software Coordinators can also use the Need Help link on Subscription Center for more information.

**22. Are there any limitations on file size?**

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

Autodesk provides access to Akamai Download Manager software free of charge to avoid browser-based download complications due to large file sizes.

## **Communications with Customers**

**23. How will Subscription customers be notified of their upgrade?**

The Subscription customer's Software Coordinator will receive an email message notifying them that the upgrade has released. Depending on the customer's delivery preference (box or download), the customer will either receive a notification informing them that their upgrade is ready for download or a notification that their upgrade has shipped. Both notifications include the serial number and product key for their new upgrades.

## **How to Get Help**

**24. Who can I contact if I have a question, issue or concern?**

You may contact your Autodesk Authorized reseller or contact the Autodesk Business Center [here](#).

## **Appendix A**

### **Subscription Tutorials**

Subscription tutorials help customers access, manage and use their Subscription benefits. They are available in English, Brazilian Portuguese, French, Italian, German, Spanish, Japanese, Korean, Simplified Chinese, Traditional Chinese, and Russian.

#### **Description of Tutorials**

<b><a href="http://www.autodesk.com/downloadingsoftware">www.autodesk.com/downloadingsoftware</a>:</b>	Learn how to download software from Subscription Center, how to set delivery preferences for future upgrades, and how to request a physical shipment.
<b><a href="http://www.autodesk.com/givingaccess">www.autodesk.com/givingaccess</a>:</b>	Learn how Contract Managers and Software Coordinators can grant users access to Subscription benefits.
<b><a href="http://www.autodesk.com/managingcontract">www.autodesk.com/managingcontract</a></b>	Learn how Contract Managers can access contract administration tools and assign a Software Coordinator to assist with contract management.
<b><a href="http://www.autodesk.com/subscriptioncentersignin">www.autodesk.com/subscriptioncentersignin</a>:</b>	Learn how customers can create an account, retrieve lost user IDs or passwords, and access Subscription benefits.
<b><a href="http://www.autodesk.com/extendinglicenserights">www.autodesk.com/extendinglicenserights</a>:</b>	Learn how Contract Managers and Software Coordinators can request exclusive licensing rights, including previous version use and home use.
<b><a href="http://www.autodesk.com/downloadingadvantagepacks">www.autodesk.com/downloadingadvantagepacks</a>:</b>	Learn how customers can download exclusive Subscription Advantage Packs and other product enhancements through Subscription Center or from within their Autodesk software.
<b><a href="http://www.autodesk.com/renewingsubscription">www.autodesk.com/renewingsubscription</a>:</b>	Learn how Contract Managers can renew Subscription contracts online or through an Autodesk Authorized Reseller.
<b><a href="http://www.autodesk.com/subscriptionbenefitguide">www.autodesk.com/subscriptionbenefitguide</a>:</b>	Get a quick overview of all the Subscription benefits in this easy-to-use guide.

#### **Below are direct links to each of the tutorials in multiple languages:**

##### **English**

[www.autodesk.com/givingaccess](http://www.autodesk.com/givingaccess)  
[www.autodesk.com/managingcontract](http://www.autodesk.com/managingcontract)  
[www.autodesk.com/renewingsubscription](http://www.autodesk.com/renewingsubscription)  
[www.autodesk.com/downloadingsoftware](http://www.autodesk.com/downloadingsoftware)  
[www.autodesk.com/downloadingadvantagepacks](http://www.autodesk.com/downloadingadvantagepacks)  
[www.autodesk.com/subscriptioncentersignin](http://www.autodesk.com/subscriptioncentersignin)  
[www.autodesk.com/extendinglicenserights](http://www.autodesk.com/extendinglicenserights)  
[www.autodesk.com/subscriptionbenefitguide](http://www.autodesk.com/subscriptionbenefitguide)

##### **Brazilian Portuguese**

[www.autodesk.com/givingaccess\\_bp](http://www.autodesk.com/givingaccess_bp)  
[www.autodesk.com/managingcontract\\_bp](http://www.autodesk.com/managingcontract_bp)  
[www.autodesk.com/renewingsubscription\\_bp](http://www.autodesk.com/renewingsubscription_bp)  
[www.autodesk.com/downloadingsoftware\\_bp](http://www.autodesk.com/downloadingsoftware_bp)  
[www.autodesk.com/downloadingadvantagepacks\\_bp](http://www.autodesk.com/downloadingadvantagepacks_bp)  
[www.autodesk.com/subscriptioncentersignin\\_bp](http://www.autodesk.com/subscriptioncentersignin_bp)  
[www.autodesk.com/extendinglicenserights\\_bp](http://www.autodesk.com/extendinglicenserights_bp)  
[www.autodesk.com/subscriptionbenefitguide\\_bp](http://www.autodesk.com/subscriptionbenefitguide_bp)

##### **French**

[www.autodesk.com/givingaccess\\_fr](http://www.autodesk.com/givingaccess_fr)  
[www.autodesk.com/managingcontract\\_fr](http://www.autodesk.com/managingcontract_fr)  
[www.autodesk.com/renewingsubscription\\_fr](http://www.autodesk.com/renewingsubscription_fr)  
[www.autodesk.com/downloadingsoftware\\_fr](http://www.autodesk.com/downloadingsoftware_fr)  
[www.autodesk.com/downloadingadvantagepacks\\_fr](http://www.autodesk.com/downloadingadvantagepacks_fr)  
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[www.autodesk.com/extendinglicenserights\\_fr](http://www.autodesk.com/extendinglicenserights_fr)  
[www.autodesk.com/subscriptionbenefitguide\\_fr](http://www.autodesk.com/subscriptionbenefitguide_fr)

##### **Italian**

[www.autodesk.com/givingaccess\\_it](http://www.autodesk.com/givingaccess_it)  
[www.autodesk.com/managingcontract\\_it](http://www.autodesk.com/managingcontract_it)  
[www.autodesk.com/renewingsubscription\\_it](http://www.autodesk.com/renewingsubscription_it)  
[www.autodesk.com/downloadingsoftware\\_it](http://www.autodesk.com/downloadingsoftware_it)  
[www.autodesk.com/downloadingadvantagepacks\\_it](http://www.autodesk.com/downloadingadvantagepacks_it)  
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[www.autodesk.com/extendinglicenserights\\_it](http://www.autodesk.com/extendinglicenserights_it)  
[www.autodesk.com/subscriptionbenefitguide\\_it](http://www.autodesk.com/subscriptionbenefitguide_it)

**German**

[www.autodesk.com/givingaccess\\_de](http://www.autodesk.com/givingaccess_de)  
[www.autodesk.com/managingcontract\\_de](http://www.autodesk.com/managingcontract_de)  
[www.autodesk.com/renewingsubscription\\_de](http://www.autodesk.com/renewingsubscription_de)  
[www.autodesk.com/downloadingsoftware\\_de](http://www.autodesk.com/downloadingsoftware_de)  
[www.autodesk.com/downloadingadvantagepacks\\_de](http://www.autodesk.com/downloadingadvantagepacks_de)  
[www.autodesk.com/subscriptioncentersignin\\_de](http://www.autodesk.com/subscriptioncentersignin_de)  
[www.autodesk.com/extendinglicenserights\\_de](http://www.autodesk.com/extendinglicenserights_de)  
[www.autodesk.com/subscriptionbenefitguide\\_de](http://www.autodesk.com/subscriptionbenefitguide_de)

**Spanish**

[www.autodesk.com/givingaccess\\_es](http://www.autodesk.com/givingaccess_es)  
[www.autodesk.com/managingcontract\\_es](http://www.autodesk.com/managingcontract_es)  
[www.autodesk.com/renewingsubscription\\_es](http://www.autodesk.com/renewingsubscription_es)  
[www.autodesk.com/downloadingsoftware\\_es](http://www.autodesk.com/downloadingsoftware_es)  
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[www.autodesk.com/extendinglicenserights\\_es](http://www.autodesk.com/extendinglicenserights_es)  
[www.autodesk.com/subscriptionbenefitguide\\_es](http://www.autodesk.com/subscriptionbenefitguide_es)

**Japanese**

[www.autodesk.com/givingaccess\\_jp](http://www.autodesk.com/givingaccess_jp)  
[www.autodesk.com/managingcontract\\_jp](http://www.autodesk.com/managingcontract_jp)  
[www.autodesk.com/renewingsubscription\\_jp](http://www.autodesk.com/renewingsubscription_jp)  
[www.autodesk.com/downloadingsoftware\\_jp](http://www.autodesk.com/downloadingsoftware_jp)  
[www.autodesk.com/downloadingadvantagepacks\\_jp](http://www.autodesk.com/downloadingadvantagepacks_jp)  
[www.autodesk.com/subscriptioncentersignin\\_jp](http://www.autodesk.com/subscriptioncentersignin_jp)  
[www.autodesk.com/extendinglicenserights\\_jp](http://www.autodesk.com/extendinglicenserights_jp)  
[www.autodesk.com/subscriptionbenefitguide\\_jp](http://www.autodesk.com/subscriptionbenefitguide_jp)

**Russian**

[www.autodesk.com/givingaccess\\_ru](http://www.autodesk.com/givingaccess_ru)  
[www.autodesk.com/managingcontract\\_ru](http://www.autodesk.com/managingcontract_ru)  
[www.autodesk.com/renewingsubscription\\_ru](http://www.autodesk.com/renewingsubscription_ru)  
[www.autodesk.com/downloadingsoftware\\_ru](http://www.autodesk.com/downloadingsoftware_ru)  
[www.autodesk.com/downloadingadvantagepacks\\_ru](http://www.autodesk.com/downloadingadvantagepacks_ru)  
[www.autodesk.com/subscriptioncentersignin\\_ru](http://www.autodesk.com/subscriptioncentersignin_ru)  
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[www.autodesk.com/subscriptionbenefitguide\\_ru](http://www.autodesk.com/subscriptionbenefitguide_ru)

**Simplified Chinese**

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[www.autodesk.com/managingcontract\\_cs](http://www.autodesk.com/managingcontract_cs)  
[www.autodesk.com/renewingsubscription\\_cs](http://www.autodesk.com/renewingsubscription_cs)  
[www.autodesk.com/downloadingsoftware\\_cs](http://www.autodesk.com/downloadingsoftware_cs)  
[www.autodesk.com/downloadingadvantagepacks\\_cs](http://www.autodesk.com/downloadingadvantagepacks_cs)  
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[www.autodesk.com/extendinglicenserights\\_cs](http://www.autodesk.com/extendinglicenserights_cs)  
[www.autodesk.com/subscriptionbenefitguide\\_cs](http://www.autodesk.com/subscriptionbenefitguide_cs)

**Traditional Chinese**

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[www.autodesk.com/managingcontract\\_tc](http://www.autodesk.com/managingcontract_tc)  
[www.autodesk.com/renewingsubscription\\_tc](http://www.autodesk.com/renewingsubscription_tc)  
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**Korean**

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