

# Software Download/Upgrade Questions and Answers for Subscription Customers

April 2012

This document includes frequently asked questions and answers that explain how Autodesk® Subscription customers can obtain Autodesk® 2013 software downloads/upgrades.

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# 1. Delivery Options and Processes

## 1.1 How will I receive 2013 software upgrades?

Upgrades for 2013 software, both stand-alone products and suites, will be available for download on Subscription Center ([www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin)) to Subscription customers worldwide. In the following countries, software upgrades will be delivered via download only—*unless you have changed your delivery preference to “Box” on Subscription Center or request a physical shipment.*

Americas	EMEA	APAC
Argentina	Austria	Australia
Bahamas	Belgium	Hong Kong
Bolivia	Bulgaria	Korea, Republic of
Brazil	Cyprus	Macau
Canada	Czech Republic	Malaysia
Chile	Denmark	New Zealand
Colombia	Estonia	Singapore
Costa Rica	Finland	Taiwan
Dominican Republic	France	
Ecuador	Germany	
Guatemala	Greece	
Jamaica	Hungary	
Mexico	Ireland	
Paraguay	Italy	
Peru	Latvia	
Puerto Rico	Lithuania	
United States	Luxembourg	
Uruguay	Liechtenstein	
Venezuela	Malta	
	Netherlands	
	Poland	
	Portugal	
	Romania	
	Slovakia	
	Slovenia	
	Spain	
	Sweden	
	Switzerland	
	United Kingdom	

If customers in these countries changed delivery preference from Download to Box at any time before March 15, 2012, they will automatically receive a physical shipment for upgrades released in 2012.

In all other countries, upgrades will be physically shipped unless you have changed your delivery preference to Download.

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

## 1.2. How and when can I set my delivery preference?

Your Software Coordinator can set your delivery preference to Download or Box under My Profile in Subscription Center. Upgrades released in 2012 will be delivered according to the delivery preference specified as of March 15, 2012. The following tutorial explains how to set the delivery

preference on Subscription Center: [www.autodesk.com/downloadingsoftware](http://www.autodesk.com/downloadingsoftware). Refer to Appendix A for links to localized versions of this tutorial in additional languages.

### **1.3. Can my reseller set my delivery preferences for me?**

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

### **1.4. What if I set my delivery preference to Download and then decide I need a box after March 15, 2012?**

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

You may also request a box through your Autodesk reseller after the product has been released.

### **1.5. Can all Subscription customers download software products from Subscription Center?**

Yes. All Subscription customers worldwide can download all of their products, upgrades, and related assets—even if you receive a physical shipment. Note that a Software Coordinator has the ability to allow or deny download access to their end users.

### **1.6. When will new software products and upgrades be available for download?**

Any products, upgrades, and other assets released during the year 2012 will be available for download on the First Customer Ship (FCS) date for the product. The FCS date varies by product, region, and language.

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

Downloadable versions of all Autodesk 2013 software releases on Subscription, including suites, will be available to Autodesk Subscription customers worldwide on Subscription Center.

### **1.8. If I choose to download, how will I receive my serial numbers and product keys for my 2013 upgrades?**

Software Coordinators will receive serial numbers and product keys for upgrades in the email messages Autodesk sends to them on their 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: [autodesk.com/managingcontract](http://autodesk.com/managingcontract). Refer to Appendix A for links to localized versions of this tutorial in additional languages.

### **1.9. 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.

### **1.10. 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 just as 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). Refer to Appendix A for links to localized versions of this tutorial in additional languages.

**1.11. Will I be able to access my product after my Subscription contract expires?**

You have a grace period of 30 days after your Subscription contract expires during which time you can request product media using the link on Subscription Center. After the 30-day grace period, you will be able to download versions of your licensed software.

**1.12. Is there a cost to request a box?**

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

**1.13. How can I track boxed shipments?**

To track your shipment, contact your Autodesk Authorized Reseller or the [Autodesk Business Center](#).

## 2. Software Download Tips

**2.1. Can I download previous versions of software?**

Yes. One of the benefits of Autodesk Subscription is flexible licensing terms that may allow Subscription customers to run previous versions—up to three releases back—of Autodesk software. Some terms and conditions apply. Downloadable versions of all Autodesk 2013 software releases, as well as the prior three releases, will be available to Subscription customers worldwide on Subscription Center.

**2.2. Can I 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.

**2.3. What tools are available for downloading the software?**

There are two ways to download software: Download Now and Browser Download. Download Now is assisted by Autodesk Download Manager (DLM). The DLM-assisted download is recommended for most users, as it provides faster downloads, a streamlined user experience, and useful controls to pause and resume the download if required. Browser Download is recommended only for customers who cannot, or prefer not to, have file download utilities installed on their computer. This method is slower and less reliable, as files are downloaded and extracted separately in 4 GB segments. See the Download page in Subscription Center for more information.

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

Download times vary as a function of product size and Internet connection speed. Actual time estimates are presented soon after the start of the download, as well as other session metrics that help you track the remaining time and the size of the downloaded package. Note that it may take a few moments for an accurate estimate to display in the Download Manager application.

**2.5. May I save a copy of my software onto a DVD or USB drive after downloading it?**

Yes. Subscription customers may 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. However, most customers with multiple computers on a network find it more effective to create a deployment image for product installation, and have the files backed up as part of their network management strategy.

## **2.6 What if my Internet access is restricted?**

Although online downloading is the most reliable way to keep Autodesk products current, we recognize that national or corporate restrictions on Internet use can present a major obstacle to product downloads. In such cases, Software Coordinators can use one of the following options:

- Complete the Boxed Shipment Request form by selecting the Request Media option on the Downloads page in Subscription Center.
- Contact the [Autodesk Business Center](#) to request a boxed shipment.
- Ask your reseller to order a box.
- Use the Need Help link on Subscription Center for more information.

## **2.7 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, using Autodesk Download Manager. For Browser Download, products that exceed 4 GB are split into separate files and then reassembled when the download is complete.

# **3. Notifications**

## **3.1 How will I be notified of my upgrade?**

The Software Coordinator receives an email notification that the upgrade is available. Depending on delivery preference (Box or Download), this email provides notification either that an upgrade is ready for download or that an upgrade has shipped. Both notifications include the serial number and product key for the new upgrades.

# **4. How to Get Help**

## **4.1 Whom can I contact if I have a question, issue, or concern?**

Contact your Autodesk Authorized Reseller or the [Autodesk Business Center](#).

## Appendix A: Tutorials

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

### Tutorial Descriptions

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

## Localized Tutorials

These links provide direct access to 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)

### 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)

[www.autodesk.com/subscriptioncentersignin\\_it](http://www.autodesk.com/subscriptioncentersignin_it)

[www.autodesk.com/extendinglicenserights\\_it](http://www.autodesk.com/extendinglicenserights_it)

[www.autodesk.com/subscriptionbenefitguide\\_it](http://www.autodesk.com/subscriptionbenefitguide_it)

### 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)

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[www.autodesk.com/subscriptionbenefitguide\\_bp](http://www.autodesk.com/subscriptionbenefitguide_bp)

### 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)

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[www.autodesk.com/subscriptionbenefitguide\\_de](http://www.autodesk.com/subscriptionbenefitguide_de)

### 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)

[www.autodesk.com/subscriptioncentersignin\\_fr](http://www.autodesk.com/subscriptioncentersignin_fr)

[www.autodesk.com/extendinglicenserights\\_fr](http://www.autodesk.com/extendinglicenserights_fr)

[www.autodesk.com/subscriptionbenefitguide\\_fr](http://www.autodesk.com/subscriptionbenefitguide_fr)

### 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)

[www.autodesk.com/downloadingadvantagepacks\\_es](http://www.autodesk.com/downloadingadvantagepacks_es)

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[www.autodesk.com/subscriptionbenefitguide\\_es](http://www.autodesk.com/subscriptionbenefitguide_es)

## DOWNLOAD/UPGRADE QUESTIONS AND ANSWERS FOR SUBSCRIPTION CUSTOMERS

### 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)

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[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)

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### Simplified Chinese

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[www.autodesk.com/renewingsubscription\\_cs](http://www.autodesk.com/renewingsubscription_cs)

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[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)

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### Korean

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