

FAQ

Autodesk License Compliance

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Autodesk®

FAQ on Autodesk License Compliance

Contents

End User License Agreement.....	2
Training.....	6
Product Activation Details.....	9
The Portable License Utility.....	15
Product Registration.....	18
Frequently Asked Licensing Questions.....	19

End user license agreement

- Where can I purchase genuine Autodesk software?3
- How can I tell that my Autodesk product is genuine?.....3
- How can I tell that my Autodesk product is a fake?3
- If a user is being audited by Autodesk or if authorities check for unauthorized use of Autodesk software during enforcement activities, how will the user be able to prove that his Autodesk software is fully licensed?3
- What are the benefits for a user of registering his software with Autodesk?3
- Where can I find the Software’s End User License Agreement?4
- Can I sell or transfer my license?4
- Can I make a copy of the software for use on my home PC?4
- May I use Autodesk software anywhere in the world?4
- Autodesk’s sells different “versions” of its software (e.g. commercial versions, educational versions, evaluation versions etc...). What’s the main difference between these versions?4
- A user has upgraded her AutoCAD 2008 licensed software to the latest AutoCAD software. Can she still use the AutoCAD 2008 software to work on her old drawings created with AutoCAD 2008?5
- Where can I obtain further information regarding license terms and conditions applicable to an Autodesk software?5

End user license agreement

Where can I purchase genuine Autodesk software?

Genuine Autodesk Software is available from Autodesk Value Added Resellers.

You can check that your software vendor is a duly authorised “Autodesk Value Added Reseller” by checking your local Autodesk website or on www.autodesk.com.

How can I tell that my Autodesk product is genuine?

Genuine Autodesk software is sold in original boxes containing :

- original CDs or DVDs,
- instruction manuals
- information on how to register the software with Autodesk

Each package indicates the **serial number** and the **CD-Key** of the software.

Original CDs or DVDs are placed in a sleeve, inside a box carrying copyright and trademark notices.

Genuine Autodesk software is no longer sold on floppy disks or individual, standalone CDs.

How can I tell that my Autodesk product is a fake?

The production and print quality of illegal software is frequently very poor. Fake products are sold at a significant discount from the usual price of Autodesk products.

Additionally, fake products often come just as a CD in a plastic sleeve with a photocopy (black and white or colour) of the Autodesk box cover.

If the price is “too good to be true”, it probably is. As an example, the suggested retail price of AutoCAD in the United Kingdom is *[[Insert estimated UK Street Price Range]]*.

If a user is being audited by Autodesk or if authorities check for unauthorized use of Autodesk software during enforcement activities, how will the user be able to prove that his Autodesk software is fully licensed?

Users are encouraged to maintain a few very important documents as proof of ownership of their license.

These documents are:

- Registration records, including the software’s serial number, CD-Key, and Authorisation Code ;
- Original purchase invoices from their Autodesk Value Added Resellers ;
- Original disks ;
- Original manuals and packaging ;

Registration of your software is also very important to establish ownership of Autodesk software, particularly if the user has failed to keep or has misplaced invoices and original materials.

What are the benefits for a user of registering his software with Autodesk?

Registration is necessary to install and activate your Autodesk software.

Only registered users will receive important information regarding their products, product support and new products.

In addition, registration will be required in order to upgrade from a previous version of an Autodesk software.

Finally, registration allows the End-User to verify with Autodesk that their Autodesk software is legitimate.

Where can I find the Software's End User License Agreement?

The End User License Agreement appears during the process of installation.

Please read this agreement carefully and print it for future reference.

If you accept the terms of the End User License Agreement, you will proceed with the installation of the software and you will be bound by your obligations under the End User License Agreement.

If you do not accept the terms of the End User License Agreement, the installation process will stop and you may return the software to Autodesk within thirty (30) days of purchase.

Can I sell or transfer my license?

Autodesk will generally grant **you** a license **to use** the software.

This license is generally **not transferable**. This means that the user may not reproduce the software, sell or otherwise transfer ownership of the software, without the authorisation of Autodesk.

For example, a user may not sell his or her Autodesk software in a garage sale, in a liquidation sale or on eBay. Autodesk and eBay are actively cooperating to bring down such unauthorized sales.

Can I make a copy of the software for use on my home PC?

Users of commercial versions of Autodesk software may make ONE additional copy of the software on a home or laptop computer provided that :

- a. Only the authorised user, uses this additional copy;
- b. The home or work computer are not in the same location; and
- c. The user does not use this additional copy at the same time as he or somebody else is using the commercial version on the original computer;

May I use Autodesk software anywhere in the world?

According to the End-User license agreement which you accept when you install the software, you may only use the software in the country in which you purchased it. If you purchased the software in a country the European Union ("EU") or European Free Trade Association "EFTA"), then you may use the software in any country within the EU or EFTA. .

For example, if you purchase Autodesk software in the United States, you will not have a license to use it in the United Kingdom.

Autodesk's sells different "versions" of its software (e.g. commercial versions, educational versions, evaluation versions etc...). What's the main difference between these versions?

The main difference between these versions is the licensing rights which Autodesk grants with each of them. For example, an educational version may only be purchased by a qualifying educational institution and may only be used for educational purposes. Likewise, an evaluation version or Not For Resale version may only be used for the purposes of evaluating the software's functionality. Neither Educational, Evaluation nor NFR versions may be used for commercial purposes (including for providing commercial training).

The difference between the versions is also reflected in the recommended retail prices for those versions. For example educational versions are significantly cheaper than commercial versions (because those educational versions may only be used for educational purposes and NOT for commercial purposes).

Users who are found to be using educational, evaluation or NFR versions for commercial purposes will be breaching Autodesk copyright and therefore risk prosecution.

A user has upgraded her AutoCAD 2008 licensed software to the latest AutoCAD software. Can she still use the AutoCAD 2008 software to work on her old drawings created with AutoCAD 2008?

No.

Only subscription customers may keep previous versions of their software, all others are required to delete or to destroy previous versions from their hard disk within 60 days of their upgrade. They must stop using the previous version.

Upgrades are available only to registered users. This means that the software must be registered with Autodesk before a user can upgrade it to its latest version.

Autodesk may require users to show satisfactory proof that the previous version of a software program which has been upgraded has been deleted or destroyed from the hard disk.

In addition, because licenses are non-transferable, a user will not be granted an activation code for an upgraded software program if the previous software program he is upgrading from was registered with someone else.

Where can I obtain further information regarding license terms and conditions applicable to an Autodesk software?

Trude Berg, Autodesk License Compliance Manager, will be happy to assist you.

Trude can be reached at trude.berg@autodesk.com.

Training

- I am an authorised VAR today. Can I train end users without being an ATC?7**
- How can I become an ATC, (Autodesk Training Center) and how much does it cost?7**
- Can public schools sell commercial trainings using educational (EDU) versions of their software?.....7**
- What does a school need to do to be able to sell commercial trainings?7**
- I have purchased an educational version of AutoCAD software for the classes I give at my school or university, can I use the software for any special projects that I or my students do where a consultation fee is charged for my or their services ?7**
- May I use my ATC Licenses for projects, e.g. consulting?.....7**
- I am an ATC and I normally train at the customer’s site. May I install ATC licenses there or should I use a 30 day Demo license?.....7**

Training

I am a authorised VAR today. Can I train end users without being an ATC?

Yes, absolutely.

However, you must purchase commercial licenses for this purpose.

You may not train end users on NFR versions or demo licenses.

How can I become an ATC, (Autodesk Training Center) and how much does it cost?

Membership in 2006 is currently priced at €5.000 for the first year.

Hans Hirschi, ATC Program Manager will be happy to answer questions, he can be reached at (hans.hirschi@autodesk.com, +46-31-726 01 95).

Can public schools sell commercial trainings using educational (EDU) versions of their software?

No.

Only non-profit schools can use EDU versions for non-profit trainings. EDU versions may not be used for commercial purposes, including training.

They are meant to be used for “degree seeking” training only.

Many colleges and universities use EDU versions of their Autodesk Software for their curriculum based courses while using Commercial/ATC versions for their evening classes and other commercial training programmes.

What does a school need to do to be able to sell commercial trainings ?

To purchase the appropriate number of commercial licenses for their class room(s) or to become an ATC.

I have purchased an educational version of AutoCAD software for the classes I give at my school or university, can I use the software for any special projects that I or my students do where a consultation fee is charged for my or their services ?

No.

Different versions of Autodesk software serve different purposes. Commercial, Educational, Student and Evaluation are not for resale (NFR – Not For Resale).

Specific limitations apply to the use of all such Software, these limitations are included in the End User License Agreement of each version.

If the Software is an Educational version, use is restricted to the purpose of educating students. Educational versions of the Software may not be used for commercial, professional, or for-profit purposes. Therefore, using an education version of the software for special projects where a fee is charged will be a breach of the educational license agreement and therefore not allowed.

May I use my ATC Licenses for projects, e.g. consulting?

No.

As with the Educational Licenses, ATC Licenses are restricted for usage in training. They may not be used for any other purpose.

I am an ATC and I normally train at the customer’s site. May I install ATC licenses there or should I use a 30 day Demo license?

Neither, actually !

If you train at a customer site you may only use the customer’s own commercial licenses, or - provided you are an ATC - bring along a mobile lab (e.g. a case with laptops with pre-installed licenses).

ATC licenses may not be installed on a customer’s workstation and Demo licenses may not be used for training, anywhere, by anyone!

The same goes for NFR ! If you train at a customer site, make sure that there are enough licenses available. “Filling up” with demo licenses because the commercial licenses are in production is no excuse and will cost the customer a lot of money !

Product Activation Details

- What is product activation?11
- What happens during product activation?11
- How does product activation work? 11
- What if I use more than one computer to do my work? How many activations are permitted per license? 11
- I usually buy multiple copies of Autodesk software, but use just one of the CD serial numbers for all the installations. Will this deployment method work with product activation?11
- What if I want to use the software on a new computer?11
- What common changes can trigger the need for reactivation? 11
- Does the activation process ever send data to Autodesk after I activate my product? 11
- What if Autodesk shuts down? I paid for the product and should be able to use it in perpetuity? 12
- I reformat my hard drive often. What impact does activation have in this situation?12
- Why does Autodesk require customers to activate their software?.....12
- Which Autodesk products use this activation technology? 12
- How do I activate my software?.....12
- Do I need to be online to use Autodesk software that includes activation?.....12
- How long does product activation take to complete? 12
- How soon must I activate my product?12
- Will the product work without activation when first installed?12
- What happens if I don't activate my product?.....12
- What if I can't activate my software immediately by Internet 12
- What if I don't have an Internet connection?.....13
- What if I need to get activation during non-business hours?13
- What technology does Autodesk use to implement product activation?13
- Do other software companies use this technology? 13
- Does product activation make the software more difficult to use? 13
- I've heard that the activation technology stores data to the hard drive, outside the normal file system. Isn't that dangerous? 13
- What information is collected and transmitted in the product activation process?13

Does product activation slow down my computer?	13
Can I use my activation code on multiple machines?	13
Will reinstalling the software provide a new grace period?.....	13
When is reactivation required?	13
If I need another activation code, can a previous activation code be used?.....	14
Is a request code also required for reactivation?	14
Does uninstalling and reinstalling the software require a new activation code?.....	14
Will any change to the system date and time properties on my computer require reactivation?	14
Do I have to reactivate my software if I reinstall or install a new operating system?.....	14
Does updating BIOS require reactivation?	14
Does performing a disk image restore of the primary boot disk require reactivation?.....	14
My hard drive died. Will I be able to reinstall the software and reactivate it?	14
Does adding a new hard disk require reactivation?	14
When I launch the software, a directory named C:\Documents and Settings\All Users\Application Data\Autodesk\Software Licenses is created on my computer. What is this?	14
When I start the software, a process named “AdskScSrv.exe” runs on my computer. What is this?	14
When I start the software, a process named AdskCleanup.xx runs on my computer and a similar named folder is created in my local Temp directory. What is this?.....	14
Is the activation technology removed when I uninstall the software?	15

Product Activation Details

What is product activation?

Product activation is a software-based license management technology used by many Autodesk® products. It is a secure, easy process that allows users who have purchased legitimate software licenses to run the Autodesk software. The process verifies that the serial number is valid and that the software has been activated only on eligible computers. Product activation does not change the way the software works for licensed users. It is similar to activation mechanisms previously used in Autodesk products but improves security and license management.

What happens during product activation?

Product activation is a straightforward process that takes place the first time you run your Autodesk software. You transmit the product serial number and your registration data to Autodesk, where the serial number is validated and an activation code created and returned to your computer to enable your software. Activation is quick and easy; most users will experience it only once.

How does product activation work?

The activation request includes the product information (such as product name, serial number, and product version number) and a request code.

The request code is displayed next to the serial number in the Register Today screen. This code identifies each activation request and contains no other information about the product or hardware. It consists of a machine ID and a set of values such as the type and date of the request.

The machine ID is a randomly computed 64-bit value, which cannot be used to identify the make or model of your computer or any of its components. It simply assures that the software is not activated on any ineligible computers.

You send your activation request to Autodesk through a secure Internet connection or by email. If the request is valid, you receive an activation code and your product is immediately available for use.

What if I use more than one computer to do my work? How many activations are permitted per license?

Autodesk recognizes you may sometimes need to operate the software when you are away from your usual work location, for example, while working from home. To accommodate this need, product activation lets you install and activate the software on a second computer owned or controlled by you. Note that the software may be used by only one person and that only one of the two copies may be used at a time. Consult your Autodesk Software License Agreement for complete details about using the software on a second computer.

I usually buy multiple copies of Autodesk software, but use just one of the CD serial numbers for all the installations. Will this deployment method work with product activation?

No. For these situations, Autodesk recommends purchasing a multi-seat stand-alone license. You then receive a single CD and a single serial number good for a specified number of licensed computers. See your reseller for details.

What if I want to use the software on a new computer?

If you upgrade or replace your computer, you can simply transfer your license using the Portable License Utility.

What common changes can trigger the need for reactivation?

The following activities can prompt a reactivation:

- Significantly changing the primary boot disk
- Tampering with the activation services or the software license files
- Modifying the system date or time properties on a computer that has a time-limited software license
- Reinstalling your operating system

Does the activation process ever send data to Autodesk after I activate my product?

No data is transmitted unless reactivation of your software license is required. However, if your software license becomes invalid, activation will again be needed.

What if Autodesk shuts down? I paid for the product and should be able to use it in perpetuity?

The Autodesk Software License Agreement grants the user of an Autodesk product the right to use it in perpetuity. In the unlikely event of the company's shutting down, Autodesk will enable automatic approval of all activation requests or provide other technical means for users to continue using our products.

I reformat my hard drive often. What impact does activation have in this situation?

You may need to reactivate your software license if you reformat your primary boot disk, although reactivation can be avoided. The Autodesk Stand-Alone Licensing Guide (available in the Help system) outlines a few simple steps that help prevent reactivation when you reformat the hard drive

Why does Autodesk require customers to activate their software?

Product activation is designed to deter casual copying and unauthorized use of Autodesk software.

Casual copying is the sharing of software among more computers or users than the Autodesk Software License Agreement permits. Product activation helps discourage casual copying with minimal impact on loyal customers.

In addition, this process seeks to

- Support license portability
- Adopt a standard, worldwide approach to activating products
- Embrace a well-tested approach that has become an industry standard

Which Autodesk products use this activation technology?

Most Autodesk products use or will use this technology. Exceptions include Discreet® Advanced Systems products, some Discreet new media products, and VISION*® products.

How do I activate my software?

Use the activation and registration screens that are displayed the first time you run the software. You can activate your product 24 hours a day, seven days a week over the Internet or by email. Either option takes only a few steps to complete and requires only your product serial number and registration information.

Do I need to be online to use Autodesk software that includes activation?

We recommend that you register and activate or reactivate your software over the Internet because it is the easiest method. Once you have activated the product, you do not need to be online to use the software.

If you do not have Internet access, you can activate the software using one of the alternate methods available in the activation and registration screens in your Autodesk software.

How long does product activation take to complete?

Using the Internet method typically takes 1 to 2 minutes.

How soon must I activate my product?

Typically you must activate your product within 30 days after you first use the software.

Will the product work without activation when first installed?

Yes. However, the product will work without activation only during the initial 30-day grace period.

What happens if I don't activate my product?

If you don't activate your product by the last day of the grace period, you will be unable to use the software until you activate it.

What if I can't activate my software immediately by Internet?

You have a 30-day grace period after your first use to activate the product. The software is fully functional during the grace period and automatically reminds you to activate each time you start it. After the grace period, the software stops working until you activate it.

What if I don't have an Internet connection?

If your Internet connection is temporarily unavailable, you can activate the next time it becomes available. Once the software is activated, you no longer need an Internet connection. If you do not have Internet access, you can use one of the alternate methods available in the activation and registration screens in your Autodesk software.

What if I need to get activation during nonbusiness hours?

You can activate your product 24 hours a day, seven days a week over the Internet or by email.

What technology does Autodesk use to implement product activation?

Autodesk products use SafeCast, an industry standard technology provided by Macrovision. Over the years, Autodesk has worked closely with Macrovision to help assure that the activation technology meets our customers' needs.

Do other software companies use this technology?

Yes. Companies such as Macromedia and Adobe also use the SafeCast activation technology from Macrovision.

Does product activation make the software more difficult to use?

No. Activation is an easy, one-time process.

Most Autodesk products released in recent years have included an interface for registration and authorization. Because product activation employs the same interface, customers who have used recent releases of Autodesk products will find product activation familiar and uncomplicated.

I've heard that the activation technology stores data to the hard drive, outside the normal file system. Isn't that dangerous?

Product activation uses a well-tested process to safely write license data to an unused sector of the hard drive located in track zero. This procedure has proven to be reliable in software installed on millions of computers worldwide. Storing license data in track zero keeps the data safe, even when the software must be reinstalled. In rare cases in which the algorithm determines that writing to track zero may cause a conflict, an alternative file-system-based anchor is used for the license data.

What information is collected and transmitted in the product activation process?

Autodesk collects the minimum information required to validate the authenticity of a product activation request. Most of the data identifies the product, including serial number, language, product name, and version. A machine ID is also generated. The machine ID is a randomly computed 64-bit value, which cannot be used to identify the make, model, or components of your computer.

The product data and the machine ID are transmitted securely to Autodesk for validation.

Does product activation slow down my computer?

No. The activation technology has virtually no effect on the overall performance of your computer.

Can I use my activation code on multiple machines?

No. A unique activation transaction is required per computer. Once a product has been activated, the software license is assigned only to that specific computer.

Will reinstalling the software provide a new grace period?

No. Only one grace period is supported per software license, per computer.

When is reactivation required?

Product reactivation is required only when your computer environment has changed significantly — if, for example, you upgrade or replace your computer, or if the activation process detects that the license has been improperly altered.

Reactivation is quicker and easier than the initial activation process, since you have already registered your software.

If I need another activation code, can a previous activation code be used?

No. The activation code is unique in every instance and cannot be used more than once.

Is a request code also required for reactivation?

Yes. For reactivation, a new request code is generated and transmitted to Autodesk along with the software serial number, name, version, and language.

Does uninstalling and reinstalling the software require a new activation code?

No. You can uninstall and reinstall your software without affecting the software license.

Will any change to the system date and time properties on my computer require reactivation?

No. If your software license is not time limited, there are no restrictions on adjusting your system date and time properties.

If your software license is time limited, only changes that result in moving the system date and time properties back more than two days will trigger reactivation. If the system date and time properties are wound back more than two days, you will have a chance to reset the date and time in order to avoid reactivation.

Do I have to reactivate my software if I reinstall or install a new operating system?

Yes. You may need to reactivate your software license if you reinstall the operating system on the computer where your software is installed.

Does updating BIOS require reactivation?

No. BIOS changes do not require reactivation.

Does performing a disk image restore of the primary boot disk require reactivation?

Yes. However, you can avoid the need to reactivate. The Autodesk Stand-Alone Licensing Guide (available in the Help system) outlines a few simple steps that help prevent reactivation when you restore a disk image.

My hard drive died. Will I be able to reinstall the software and reactivate it?

Yes. The software can be successfully reactivated in most cases after the hardware problem has been resolved.

Does adding a new hard disk require reactivation?

No. Only changes to the primary boot disk may require reactivation.

When I launch the software, a directory named C:\Documents and Settings\All Users\Application Data\Autodesk\Software Licenses is created on my computer. What is this?

This directory and its contents are used by the activation technology. The files in this directory contain valuable information about the Autodesk software licenses on the computer. Tampering with this directory or the files in it may cause software errors that require you to reactivate your software license(s).

When I start the software, a process named "AdskScSrv.exe" runs on my computer. What is this?

This is the Autodesk Licensing Service used by the activation technology to manage your local Autodesk software licenses. Tampering with this service may cause software errors that require you to reactivate your software license(s).

When I start the software, a process named AdskCleanup.xxxx runs on my computer and a similar named folder is created in my local Temp directory. What is this?

These temporary files are created by the activation technology when you run your Autodesk software product. Tampering with this process or the files may cause software errors that require you to reactivate your software license(s).

Is the activation technology removed when I uninstall the software?

The licensing service and files required for the activation technology are removed when the software is uninstalled. The software license and track zero license data are not removed when the software is uninstalled. This information remains persistent to avoid the need for license reactivation if you reinstall the software.

The Portable License Utility

- Can I move my software license to another computer?.....17
- Can I make changes to my computer without having to reactivate my software?.....17
- Is there documentation explaining how to use the PLU? 17

The Portable License Utility

Can I move my software license to another computer?

Yes. The Portable License Utility (PLU) allows you to transfer your software license from one machine to another. Transferring the software license disables the software on the original computer and enables it on the destination computer. There is no limit to the number of license transfers you can perform using the PLU.

Can I make changes to my computer without having to reactivate my software?

Yes. Follow this procedure: Use the PLU to transfer your software license to a different computer before updating your current computer. After making the computer changes, reinstall your Autodesk software and use the PLU to transfer the license back to the updated computer.

Is there documentation explaining how to use the PLU?

Yes. The PLU documentation is installed with your Autodesk software.

Product Registration

- Is product registration required?.....19
- Is product activation the same as product registration?19
- What information is required for product registration?19
- Is product registration required for reactivation of my software license?.....19

Product Registration

Is product registration required?

Yes. Product registration is required for almost all Autodesk software products.

Is product activation the same as product registration?

No. They are different, but connected, procedures. Product activation is a process that verifies your product serial number and license. Product registration is a process that collects customer information, which entitles you to receive product updates and special offers from Autodesk.

What information is required for product registration?

Product registration requires you to provide your serial number, company name, user name, address, and answers to a set of market segmentation questions.

Is product registration required for reactivation of my software license?

No. Product registration is required only the first time you activate your software license.

Frequently Asked Licensing Questions

Q: If I crossgrade my AutoCAD LT to AutoCAD, can I still continue using my AutoCAD LT license? Will the new license still work if I de-install the AutoCAD LT?

A: If you crossgrade your AutoCAD LT to AutoCAD you must uninstall the AutoCAD LT. This means you must delete or remove copies of previous versions including any copies on your hard disk within 60 days and return any user documents to Autodesk or your distributor if requested. You will receive a full new product of AutoCAD and will not need the old installation for the new license to work. See section 2.4 of the Autodesk End User License Agreement (EULA).

Q: Who is the beneficiary of the License granted by section 2.1 of the EULA?

A: Under section 1.11 of the EULA “YOU” is defined as follows:

“You” means you personally (i.e. the individual who reads and is prompted to accept this Agreement) if you acquire the Software for yourself, or the company, or other legal entity for whom you acquire the Software.

Therefore the software may only be installed and used by the company or legal entity for whom the software is being installed and not any other company in the group

This means that where software is acquired for a company or legal entity, the beneficiary of the license will be that specific company or legal entity only and will not include any other company within the company’s group of companies.

For example, if software is acquired for Red Limited, an English registered company, Red AB, its affiliate company registered in Sweden, may not install or access the software. “You”- the license holder, in this case will be Red Limited.

Q: What are the differences between the various “versions” of Autodesk’s software: commercial versions, educational versions (EDU), evaluation / Not for Resale (NFR)?

A: The main difference between these versions is the licensing rights which Autodesk grants with each of them. An educational version may only be purchased by a qualifying educational institution and may only be used for educational purposes. Likewise, an evaluation version or NFR version may only be used for the purpose of evaluation and demonstration. Neither EDU, Evaluation nor NFR versions may be used for commercial purposes (including for providing commercial training).

Users who are found to be using EDU, evaluation or NFR versions for commercial purposes will be in breach of the EULA and infringing Autodesk’s copyright and other intellectual property rights in the software.

Q: Can schools sell commercial training using educational (EDU) versions of their software?

A: No. Schools can only use EDU versions for non-profit training. EDU versions may not be used for commercial purposes, including training. Many colleges and universities use EDU versions of their Autodesk Software for their curriculum based courses while using Commercial/ATC versions for their evening classes and other commercial training programs.

Q: What does a school need to do to be able to sell commercial training?

A: It must purchase the appropriate number of commercial licenses for their class room(s) or become an Autodesk Authorised Training Centre (“ATC”)

Q: Can an enduser (which is a group of companies) set up two different license servers in one country e.g Sweden for both its Swedish and Finnish subsidiaries to facilitate its IT support?

For example:

Red Holdings AB in Sweden provides IT support for the whole Red group of companies. Red Holdings wants to set up two different servers with two different license pools where each server and license pool supports only one company/ legal entity. One server would only support users in the legal entity Red AB in Sweden and one server would only support users in the legal entity Red Oy in Finland. However both servers would physically be placed in Stockholm, Sweden.

A: Yes, this is possible. Autodesk’s EULA states that the software may only be used in country of purchase, unless purchased in European Union (EU) or European Free Trade Area (EFTA) or Switzerland in which case use throughout these regions is permitted. Furthermore, the EULA provides that software may only be used by the entity which purchases the software (unless additional rights are given by Autodesk).

Therefore, the software could be placed on a server by Red AB in any country within the EU/EFTA/Switzerland and could be used throughout that territory, as long as the software on the server may only be accessed by the registered license holder for that software e.g Red AB or Red OY respectively. The license holder has the responsibility to ensure that access is only for users within the correct entity to avoid breach of the EULA.

Q: When I purchase a crossgrade with subscription, am I entitled to use previous versions of this new purchased Autodesk product?

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