

FREQUENTLY ASKED QUESTIONS: 2010 INSTALLATION AND LICENSING

Autodesk Subscription's Product Support team recently hosted a series of global webcasts on "What's New in 2010 Installation and Licensing."

This FAQ was created from that session, and is being published here to share this important information with all Partners.

Online License Transfer (OLT)

Q: Does OLT replace the Portable License Utility?

A: Yes.

Q: Does the domain-name have to match on both computers when exporting/importing the licenses? A:

No.

Q: Is there a time limit for transferred licenses or can you permanently transfer a license from one machine to another?

A: No, there is no time limit.

Q: Are you able to export license to a trial-version installation?

A: No.

Q: Is there a way to administer who can transfer licenses?

A: You can only restrict access by not installing the License Transfer Utility.

Q: Is the OLT only available to subscription holders?

A: No, OLT replaces the Portable License Utility and is for all standalone license customers.

Q: What port used by the OLT for transfer communication

A: Port 443 (SSL). It's the same port as Register Today.

Q: When transferring licenses in private mode, is it only the log-in on ADSK server that needs to be the same or can a company use one private login on ADSK to export licenses between several users in the same company who always login with the company login?

A: Yes, if all users have the same login they will be able to import a private license.

Q: How to handle Firewalls and antivirus program during license transfer?

A: The required port will need to be open the user (443 SSL). Since the data is posting through SSL, network monitoring software can only see encrypted packets. It's not clear whether antivirus software can intercept the encrypted packets or not.

Q: The terms 'same credentials' & 'same person' for private export - assume you mean that the new receiver should have the same user name, log-in & serial number - correct?

A: Yes, the person would have to log in as the same user in the Register Today page

Q: When you export the license to someone can you put a time limit like you can in network versions when borrowing. Or when it is exported it is there forever until re-exported.

A: No, it is not possible to set a time limit for an exported license.

Q: Will OLT make the concept of Home Licensing obsolete or is the HULA still available?

A: No change. Autodesk® Subscription continues to allow Home Use of software programs that you have under Subscription, subject to the terms and conditions of the Home Use Agreement. OLT does not replace or invalidate the terms of Home Use licensing. Remember that OLT works on all products – even those that are not under a subscription.

Q: What are options for license transfer for remote sites with no internet access (potentially)?

A: There is no way to use OLT to transfer a license without having an internet connection. The alternatives are to use a dial-up connection to affect the transfer or to install the same serial numbered product on a second computer as long as they not be used at the same time.

Q: How will OLT work when a serial # is good for multiple stand alone seats?

A: OLT works the same with MSSA licenses. You may have up to your license seat count in exported state at any time.

Q: What is the max time the license can be moved with the OLT?

A: There is not time lime to how long a standalone license can be transferred using OLT.

Q: For the OLT, can the standalone install be installed with a serial number of 0's or 9's to bypass the SN requirement?

A: OLT will not work with a trial license. You must be running a live serial number for OLT to do the license transfer.

Q: For the new license protocol for standalones, after the license has been installed and is working, will the user now also have to be connected to the internet every time they want to just run the software?

A: No, internet connection is only required for activation and license transfer.

Q: Is there any way to transfer a license without the OLT? For example a PC does not have internet access due to company policy or the user does not have internet at home?

A: For standalone licenses, there is no way to transfer a license without internet connection.

Q: What if someone exports a private license and is terminated before the 14-day period? Will the contract manager be allowed to reclaim that license? Also what about prior use, will they use the PLU?

A: You would need to contact ABC about this issue. The PLU will continue to function for legacy products that used it.

Q: What happens if an employee uses the Online License Transfer to transfer the license to his home, then quits his job? Is there some way for the employer to get the license back?

A: You would need to contact ABC about this issue.

Q: If you own a license and install it on a work computer and a home computer, aren't you able to activate both without violating the license agreement (without doing a license transfer)?

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Q: Can we uninstall / disable the "license transfer utility?"

A: The option to include the LTU can be removed when creating deployments or doing a standard installation. Once you reach the "Select the Installation Type" screen in the wizard, choose the Custom radio button and you'll find the License Transfer Utility option in the list. Uncheck this option and it won't be included in the deployment. This option is not available in all products but it is available in AutoCAD 2010.

Q: How can a CAD Manager keep track of how often users export and import licenses?

A: There is currently no way to monitor how often licenses are being transferred.