

Multi-user and Network Frequently Asked Questions

1.1 I use a network license server (FLEXlm®) to manage my Autodesk software licenses. How does product activation affect my licenses?

Product activation only applies to stand-alone and multiseat stand-alone licenses. Network licenses are not affected in any way by product activation.

1.2 What is a multiseat stand-alone license?

A multiseat stand-alone license has more than one seat of software assigned to a single serial number.

When you purchase a multiseat stand-alone license, you receive one box, one serial number, and one CD. Additional manuals are free and can be ordered from your dealer or directly from Autodesk.

1.3 What is a network license?

A Network license allows you to run one or many Autodesk products on multiple workstations using one or more servers to manage the allocation of licenses.

For more information see: [Benefits of Network Licensing](#)

1.4 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 this situation, Autodesk recommends purchasing a multiseat stand-alone license.

1.5 Do I require an activation code for each software seat (license)?

Yes. Each and every software seat (except those managed with a network license server) requires a unique activation code regardless of how it is deployed.

Please note that the activation process can be highly automated, especially if you purchase multiseat stand-alone licenses and deploy them using the Network Installation Wizard.

1.5 What is the Network Installation Wizard? Why should I use it to deploy my multiseat stand-alone licenses?

The Network Installation Wizard lets you automate the activation process. It is designed to help you deploy software for both multiseat stand-alone licenses and network licenses.

When used with multiseat licenses, the Network Installation Wizard helps you generate a software installation image pre-configured with your company's registration and license data. You can then distribute the installation image to your users by whatever means you find most convenient. The first time your users launch their new Autodesk software it will automatically acquire activation codes over the Internet. The process is so easy and unobtrusive your users may not even realize they have activated the software.

Autodesk strongly recommends using the Network Installation Wizard to help deploy software licensed as multiseat stand-alone.

1.6 Are multiseat stand-alone licenses available in Europe and Asia?

In Europe and Asia multiseat stand-alone is available to customers who are on subscription.

1.7 What are the benefits of a multiseat stand-alone license?

- You only need to keep track of one serial number for future upgrades.
- Product activation is highly automated for computers with Internet access.
- Registration data is only needed for the first copy of the software you activate. All subsequent copies you activate are automatically registered using the same information, provided you use the Network Installation Wizard.

1.8 Does multiseat stand-alone licensing offer additional benefits for subscription customers?

Multiseat stand-alone functionality has been extended for subscription customers. It supports combinations of:

- Multiple product types under one serial number
- Multiple license types, stand-alone or network, under one serial number

1.9 How do I order free user guides (manuals) for multiseat stand-alone licenses?

For products that normally include a user guide, you are entitled to a free manual for every licensed seat covered by your multiseat stand-alone license. You can order your free user guides through your reseller, or by contacting Autodesk:

1.10 Are network licenses available for AutoCAD LT?

No. AutoCAD LT is available with stand-alone licenses only. If you wish to order multiple copies of AutoCAD LT, consider purchasing a multiseat stand-alone license.

1.11 Who should buy a multiseat stand-alone license?

If you buy or upgrade more than one seat of software at a time, you should consider a multiseat stand-alone license.

1.12 Do I need to be on subscription to order a multiseat stand-alone license?

No. Anyone can purchase software with a multiseat stand-alone license.

1.13 How do I convert my individual stand-alone licenses to a multiseat stand-alone license?

You can convert individual licenses to a multiseat stand-alone license at any time with assistance from your reseller.

Please note that all software under a particular multiseat stand-alone license must be of the same product and release version. For example, you can have a number of seats of AutoCAD 2005 on a multiseat stand-alone license, but you can't have a mixture of AutoCAD 2004 and AutoCAD 2005 on the same license.

1.14 How do I distribute Autodesk software to multiple computers with a multiseat stand-alone license?

Autodesk recommends using the Network Installation wizard to create a software installation image. You can distribute the image either by burning it to a CD or by making it available on your computer network.

The Network Installation wizard provides these benefits:

- Automates product activation on computers having Internet access
- Assures product registration data is consistent across all computers
- Helps you create customized deployments for teams and work groups that specify standard search paths and files (such as menu files, drawing files, and AutoLISP® routines)

Additionally, you can manually distribute the software using the installation CD that comes with your Autodesk product. Please note that if your computers do not have an Internet connection, you must be sure that the registration data entered for each computer matches exactly. Inconsistent registration data can cause activation requests to fail. If some of your computers lack an Internet connection, it is highly recommended you use the Network Installation wizard.

1.15 Can I use a utility such as Norton Ghost™ to deploy my Autodesk software?

Autodesk does not recommend or support the distribution of applications using “ghosting.” If you “ghost” Autodesk products from a host PC to all the workstations using an image program such as Norton Ghost, you risk incomplete installations and problems with activation.

1.16 How can I preserve my licenses when I re-image my computers with Norton Ghost or similar utility?

If you use a network license server, your licenses are maintained on the license server. No additional steps are needed to preserve network licenses when you re-image your workstation computers.

If you use stand-alone licenses, you need to copy the licenses to a safe place before you re-image the computers. After the re-imaging is completed, return the licenses to the individual computers from which they were taken. Remember, each license only works on the individual computer for which it was created. For additional information, review the Help topic in your Autodesk software product titled, “Restore an Autodesk Product Using a Master Image.”

1.17 How do I activate software on groups of computers that have no Internet or email access?

There are several ways to get an activation code for computers that have no Internet or email access.

Internet

During the activation process, a request code is shown. Using another computer's Internet connection, obtain an activation code by submitting the request code on the site <https://register.autodesk.com>.

Email

During the activation process, you can choose to activate by email. In the Register Today interface, choose the option, "Send the file later, manually." You can copy the file to another computer to use its email connection to request an activation code.

Phone

If you are in North America, you can call 1-800-551-1490 to request an activation code. Please note: activation codes are available by phone only in the Americas.

Fax

The Register Today interface provides instructions for obtaining activations codes by fax.