

# SYMETRI

ADDNODE GROUP

## AUTODESK LICENSING

In the following document, Symetri has answered all questions asked during our Autodesk License Compliance webinar – December 2020

December 2020

# Autodesk Licensing – Questions & Answers

This document is a list of questions, and answers from the recent webinar. Any questions asked during the session that were very company specific, have been removed, and answered directly.

## Question 1

Can I use my named user license anywhere I want or is it only on 3 computers?

*You can use your named user license anywhere the software is installed, but you must be careful that the total number of installations does not equal more than 3x your license count. For example, if you have 7 seats, then you may not have more than 21 installations in the total organisation, but only using 7 at any one time*

## Question 2

Hi, Are there issues around home use licenses?

*If you have 10 licenses, then you can only have 10 home users. However, any installation that have been done at home will count towards your “3” installations*

## Question3

With dispersed working (Covid). Are Autodesk really going to say companies are non-compliant?

*Being rather blunt, Yes Autodesk will really say that customers are non – compliant even in the current times. We have seen it happen*

## Question 4

How do you get around generic license issue for a vault processor computer?

*For Job Processor’s use with Autodesk Vault, Autodesk have made an exemption for generic licenses. These should be named recognisably as a Job Processor, e.g. [job\\_processor@xyz.com](mailto:job_processor@xyz.com). It is also prudent to have the same windows login.*

## Question 5

Can you use vault thin client viewer on a virtual environment when the users do not have Autodesk account or licence?

*The Vault thin client does not require a license just to act as a viewing tool even on a virtual environment. There are licenses available such as Vault Office which will allow personnel to act within the Thick Client just not with CAD Data*

## Question 6

How do the licenses work with virtualised systems like Citrix or VM horizon? Also, if your using RDP remote desktop is this valid?

If you visit this link, it shows the valid information about virtualisation [Terms of Use | Subscription Benefits | Autodesk](#)

## Question 7

We move to single user subscription and buy say 30 licenses. We then do install 90 installations. As only 30 licenses can be used at any one time, is this type of setup legal?

*Yes this is perfectly legal, however we would suggest that this is really pushing the system to its limits, if anyone else did another installation without Admin's knowing about it, could have potential financial consequences, It would be safer if you keep a few installations 'in hand'*

## Question 8

What about a PC with the Vault job processor installed, that is an unmonitored PC which isn't logged in by a human?

*Please see question 4*

## Question 9

Section 15.3 in the EULA states that you can't use Autodesk's offerings over the internet or over a VPN, but everyone is doing that, are they enforcing that? If they're not, is the rest of the EULA arbitrarily and selectively enforced?

*Only Single User Subscribers will have the virtualization benefit. Meaning that you can access your offerings thru the internet using a VPN connection. [Terms of Use | Subscription Benefits | Autodesk](#). For multiuser licenses the license server is part of the virtualization benefit. Meaning that the server can be hosted and connected using VPN. ([Permission To Host Components For Certain Types Of Offerings \(autodesk.com\)](#)) So it's allowed to get the license from the license server, but the software application needs to be installed on physical machines.*

## Question 10

Hi, with a subscription licence, we have 1 machine acting as Vault (server) were 2 other machines on the network have Vault (Client) installed. We use different Windows logins for the 2 Vault (Client) machines and each user has their own vault credentials for check-in/check-out purposes. Would this be compliant having separate windows logins for each Vault credential?

*This setup will be compliant, if the Autodesk logins to the Vault Client were not generic addresses. Depending on your Vault setup, it may be using windows credentials to login into vault, but it may also have separate logins as well. Autodesk do not check the credentials of someone logging into a physical vault, but they do check who logs into the Vault Client*

## Question 11

Can I allocate a subscription to one of my colleagues in the Far East?

*A subscription may be used in the far east if they work for the same legal entity, if it is a different legal entity, then it is better to purchase a new license.*

## Question 12

If we have old licensed software (purchased outright), but it has now been removed from the download page, is this legal? (and if so, how do we get a download file?)

*You have to be careful here, if those licenses have been 'switched' or upgraded in the past then you no longer have the right to use them, You can only use 5 versions back, and Autodesk will only support 3 versions back. Starting in 2021, Autodesk will no longer give authorisation codes for versions past the 5 versions. If it has been removed from your download's section, you can normally take that as good indicator that you are not allowed to use it. Autodesk AVA [ava.autodesk.com](http://ava.autodesk.com) can help you download older versions, and Symetri might have a copy of the installation files*

## Question 13

Can I use my AutoCAD LT 2021 license in India?

*Yes, if it used in the same legal entity, if when in India it is a different entity, then this is not allowed. For example, you can travel with your license and use it, but someone else would not be able to use it*

## Question 14

We have a remote PC for processing Revit model renders will this work okay with named users

*The PC will need a named user for it to continue to work, but the named user should be named [e.g.Renderserver@xyz.com](mailto:e.g.Renderserver@xyz.com)*

## Question 15

What is the process for reassigning software to members of a team?

*If you visit [this link](#), we have created a video showing you how to assign software to users. There are lots of other useful videos on the Symetri UK YouTube Channel.*

## Question 16

if have an audit, and the network license is found to be at fault, and it was provided by Symetri, who's responsible?

*At the end of the day, the company using the license file would be responsible, Symetri do not create the license files, these are directly given by Autodesk. If you are Audited, we would always suggest that you contact Symetri for assistance.*

## Question 17

We have 19 seats of AutoCAD Subscription multiuser. Does that mean that we can install these on 57 devices (19 x 3)?

*Yes, this is perfectly legal, there are no limitations for the number of installations of multiuser licenses. Only for single user licenses however we would suggest that this is really pushing the system to its limits, if anyone else did another installation without Admin's knowing about it, could have potential financial consequences, It would be safer if you keep a few installations 'in hand' –*

#### Question 18

If Primary or Secondary admin re-assign subscription from User 1 to User 2 - can User 1 keep the software installed?

*Yes, if this does not make you over the 3 x Installation limit*

#### Question 19

if i have a single user subscription to the aec collection, can i use Revit and AutoCAD at the same time with the same licence?

*Yes, they are from the same collection*

#### Question 20

when you say I must remove the software before handing my PC to someone else, is it just uninstall from control panel, or do I need to clean the registry as well?

*You should always use the Autodesk Uninstall tool rather than removing directly from control panel, this should guarantee that everything is removed that regards to licensing.*

#### Question 21

Can Autodesk see my logins without an Audit being done?

*Yes, when you agree to the terms & conditions on your first use of the product, this allows Autodesk to access this information.*

#### Question 22

How would you deal with a meeting room pc? different people use the pc so how do you license?

*Each person should log on and log off when using the meeting room PC. You are not allowed to use a generic address for this purpose.*

#### Question 23

What about people who just want to view models. what do they use?

*There are read only versions of both Inventor, AutoCAD and Revit, but we would suggest that you use the Autodesk online viewer which caters for many more file formats.*

#### Question 24

Will audit pick up installations that used a serial number but changed the type later to user id?

*Audit will pick up any installations still on the computer that are active, if a license has been switched this will be reflected on the Audit. To know if that situation is compliant depends on the products that are installed and the active contracts. If you need support to verify your own situation, please contact us.*

#### Question 25

Can existing licenses be transferred to another legal entity?

*Yes, a license can be transferred to another legal entity, but Autodesk must be informed by using a transfer of license form. Note: this is only possible for active maintenance plans. For subscription it's only possible with approval of Autodesk. [Transfer ownership of Autodesk licenses \(TOL\) | Download & Install | Autodesk Knowledge Network](#)*

## Question 26

Are there any plans to block users from being able to download their own software using the Autodesk App and have it controlled via the subscription centre, i.e. a check box that blocks a download? Our IT policies mostly captures this but not always depending on location of the user.

*Not that we are aware of, if you feel very strongly that this should be an option that Autodesk should include in future releases, the best thing to do is log it on the [Autodesk Idea Station](#). Then other people will vote on your idea, and if enough people think it's a good idea (and its possible to do) Autodesk will look at adding it to future releases.*

## Question 27

I can't believe you've not mentioned [CQ FlexMon](#) & CQSam?

*Yes, it is true that Symetri have our own technology that can help you with licenses within your organisation, however we felt that we this information was so important, that we wanted to give the information out without a large sales pitch with it. We will be more than happy to talk to you and help your organisation, Please feel free to contact your account manager for more details, or email [info@symetri.co.uk](mailto:info@symetri.co.uk)*

## Question 28

On the new user-based model, can you install AEC Collection for example as many times as you want, as a user needs an active assigned account to access the software.

*No, as we stated earlier, you are allowed to install the software 3 times per license, so if you have 10 licenses, then you can have a maximum of 30 installations, however we would suggest that it's worth keeping a few licenses in hand just in case.*

## Question 29

How many times can a license be replaced to different users?

*A license can be reassigned as many times as you like there is no limit.*

## Question 30

At the beginning you show a timeline of subscription types being phased out, which type is being retained/introduced instead?

*Going forward Autodesk will basically have 1 simple form of licensing, the named user model, which is managed from [www.manage.autodesk.com](http://www.manage.autodesk.com) For some customers, Autodesk are introducing a 'pay as you use' model. For more information about this, please discuss this with your account manager.*

If you would like to discuss anything in more detail or require help in ensuring your business is compliant, please do get in touch and we will be happy to assist you – [info@symetri.co.uk](mailto:info@symetri.co.uk)

The answers above are provided as guidance and Symetri endeavor to provide information that is both accurate and correct – however it is the sole responsibility of the customer/end user to check they are compliant with their Autodesk EULA. Symetri do not take any responsibility for any licenses that are non-compliant – if in any doubt please contact Symetri for advice.