

# Questions and Answers

This four-part document answers frequently asked questions about Autodesk Education offerings for postsecondary, secondary, and primary academic institutions, faculty, and students.

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# Section One: Autodesk Education Suites 2011

This section answers frequently asked questions about Autodesk Education offerings for postsecondary and secondary institutions.

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# 1. Product Availability

## 1.1 Which individual products are offered for sale to academic institutions?

The following products<sup>1</sup> are available for sale to academic institutions for classroom instruction with prices discounted for education:

<b>Individual Products for Sale to Academic Institutions</b>
<b>AutoCAD®</b>
<b>AutoCAD® Freestyle</b>
<b>AutoCAD LT® (Americas Only)</b>
<b>AutoCAD® Civil 3D®</b>
<b>AutoCAD® P&amp;ID</b>
<b>AutoCAD® Revit® Architecture Suite</b>
<b>Autodesk® Factory Design Suite Advanced</b>
<b>AutoCAD® Inventor® Professional Suite</b>
<b>Autodesk® Algor® Simulation Professional</b>
<b>Autodesk® Alias® Automotive</b>
<b>Autodesk® Alias® Sketch</b>
<b>Autodesk® Moldflow® Insight Advanced</b>
<b>Autodesk® Showcase® Professional</b>
<b>Autodesk® 3ds Max®</b>
<b>Autodesk® 3ds Max® Design</b>
<b>Autodesk® Maya®</b>
<b>Autodesk® MotionBuilder®</b>
<b>mental ray®</b>
<b>Autodesk® Softimage®</b>

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<sup>1</sup>All Autodesk Education products listed may not be offered in all countries worldwide.

**1.2 Which product licenses are offered for sale to students?**

The following product licenses are available for sale to students at discounted prices:

<b>Student Versions</b>
<b>AutoCAD®</b>
<b>AutoCAD LT® (Americas only)</b>
<b>AutoCAD® Civil 3D®</b>
<b>AutoCAD® Revit® Architecture Suite</b>
<b>AutoCAD® Inventor® Professional Suite</b>
<b>Autodesk® Education Suite for Entertainment Creation</b>

**1.3 Which products are available for free\* to students as term licenses via the Autodesk Education Community?**

The following products are available for free as term licenses to qualified students registered on the Autodesk Education Community at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

<b>Autodesk Education Community Products</b>
<b>AutoCAD®</b>
<b>AutoCAD® Freestyle</b>
<b>AutoCAD® Raster Design</b>
<b>Autodesk® Impression</b>
<b>AutoCAD® Architecture</b>
<b>AutoCAD® Civil 3D®</b>
<b>AutoCAD® Map 3D</b>
<b>AutoCAD® P&amp;ID</b>
<b>Autodesk® Revit® Architecture</b>
<b>AutoCAD® MEP</b>
<b>Autodesk® Revit® MEP</b>
<b>Autodesk® Revit® Structure</b>
<b>AutoCAD® Structural Detailing</b>
<b>AutoCAD® Inventor® Professional Suite</b>
<b>AutoCAD® Electrical</b>
<b>Autodesk® Alias® Automotive</b>
<b>Autodesk® SketchBook® Pro</b>
<b>Autodesk® Showcase®</b>

<b>Autodesk Education Community Products</b>
<b>Autodesk® Navisworks® Manage</b>
<b>Autodesk® Robot™ Structural Analysis Professional</b>
<b>Autodesk® Ecotect® Analysis</b>
<b>Autodesk® Algor® Simulation Professional</b>
<b>Autodesk® Alias® Sketch</b>
<b>Autodesk® 3ds Max®</b>
<b>Autodesk® 3ds Max® Design</b>
<b>Autodesk® Maya®</b>
<b>Autodesk® MotionBuilder®</b>
<b>Autodesk® Mudbox™</b>
<b>Autodesk® Softimage®</b>

**1.4 What are the differences between the student product versions available for free\* on the Education Community and the ones for sale?**

Both versions are student licenses for personal learning and provide output with an **education watermark**.

Free student versions have a 13-month license term of use.

Most purchased licenses of 2011 student versions provide a perpetual license, and some come with a preferred upgrade discount to a full commercial version upon graduation or at least six months after license purchase.

**1.5 When will the Education Suites be available?**

The Autodesk® Education Suites will begin shipping in early summer 2010. Please contact your local academic reseller for more information.

**1.6 Are the suites available for student purchase?**

No, except for the Autodesk Education Suite for Entertainment Creation, the Autodesk Education Suites are available for sale only to academic institutions. Students may obtain free\* versions of Autodesk® products via the Autodesk Education Community ([www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity)) or purchase licenses of student versions from their local Autodesk Authorized Academic Reseller ([www.autodesk.com/reseller](http://www.autodesk.com/reseller)).

**1.7 Will there be 30-day trial versions of Education Suites available?**

No, while trial versions of the Education Suites are not available, trial versions of the individual software applications included in a suite are expected to be available from the Autodesk website.

\*Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software. The software is for personal use for education purposes and is not intended for classroom or lab use.

## 2. Product Information and Training

### 2.1 Where can I get information about the new features in the 2011 software releases?

To learn about what's new in the 2011 software releases, visit the product pages at [www.autodesk.com/products](http://www.autodesk.com/products) or contact your local academic reseller.

### 2.2 How can I get trained on the new 2011 software releases?

Autodesk offers extensive training resources for educators and students, through multiple avenues:

- Self-paced training and learning material on the Autodesk Education Community site at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity)
- Training programs offered by your local reseller or training center
- Autodesk Official Training Courseware

For more information about training, visit [www.autodesk.com/learning](http://www.autodesk.com/learning).

### 2.3 What are the Autodesk Education Suites for 2011?

Autodesk is offering a set of Education Suites for the 2011 product release. For postsecondary academic institutions, these include:

- Autodesk® Education Suite for Architecture & Engineering
- Autodesk® Education Suite for Civil & Structural Engineering
- Autodesk® Education Suite for Mechanical Engineering
- Autodesk® Education Suite for Industrial Design
- Autodesk® Education Suite for Entertainment Creation
- Autodesk® Education Master Suite

Autodesk also offers the Autodesk® Design Academy and the Autodesk® Animation Academy for primary and secondary schools.

### 2.4 What is included in the Autodesk Education Suites?

The suites include the most current software releases and access to updated, relevant curricula.

<b>Architecture &amp; Engineering Suite</b>
<b>AutoCAD</b>
<b>AutoCAD Architecture</b>
<b>Autodesk Revit Architecture</b>
<b>AutoCAD MEP</b>
<b>Autodesk Revit MEP</b>
<b>Autodesk Revit Structure</b>
<b>AutoCAD Inventor Professional Suite</b>
<b>Autodesk Navisworks Manage</b>
<b>Autodesk Ecotect Analysis</b>
<b>Autodesk 3ds Max Design</b>

<b>Civil &amp; Structural Engineering Suite</b>
AutoCAD
AutoCAD Civil 3D
AutoCAD Map 3D
Autodesk Revit MEP
Autodesk Revit Structure
AutoCAD Inventor Professional Suite
Autodesk Navisworks Manage
Autodesk Robot Structural Analysis Professional
Autodesk 3ds Max Design

<b>Mechanical Engineering Suite</b>
AutoCAD Inventor Professional Suite
AutoCAD Electrical
Autodesk SketchBook Pro
Autodesk Showcase
Autodesk 3ds Max Design

<b>Industrial Design Suite</b>
AutoCAD
AutoCAD Inventor Professional Suite
Autodesk SketchBook Pro
Autodesk Showcase
Autodesk 3ds Max Design

<b>Entertainment Creation Suite</b>
Autodesk SketchBook Pro
Autodesk 3ds Max
Autodesk Maya
Autodesk MotionBuilder
Autodesk Mudbox

**Entertainment Creation Suite**

Autodesk Softimage

**Education Master Suite**

AutoCAD

AutoCAD Architecture

AutoCAD Civil 3D

AutoCAD Map 3D

Autodesk Revit Architecture

AutoCAD MEP

Autodesk Revit MEP

Autodesk Revit Structure

AutoCAD Inventor Professional Suite

AutoCAD Electrical

Autodesk SketchBook Pro

Autodesk Showcase

Autodesk Navisworks Manage

Autodesk Robot Structural Analysis Professional

Autodesk Ecotect Analysis

Autodesk 3ds Max Design

**Autodesk Design Academy**

AutoCAD

AutoCAD Architecture

AutoCAD Civil 3D

Autodesk Revit Architecture

AutoCAD MEP

Autodesk Revit MEP

AutoCAD Inventor Professional Suite

Autodesk 3ds Max Design

<b>Autodesk Animation Academy</b>
<b>Autodesk 3ds Max</b>
<b>Autodesk Maya</b>
<b>Autodesk MotionBuilder</b>
<b>Autodesk Mudbox</b>

**2.5 Why are the suites designed around an industry focus?**

The suites are designed around industry and discipline-oriented learning paths to assist faculty in preparing students for their chosen career and to aid faculty and institutions in teaching core educational concepts using Autodesk® technology and expertise.

Today’s marketplace increasingly requires students to take a multidisciplinary approach in their field to broaden the scope of their design thinking by using multiple types of technology working together to solve design challenges.

## 3. Selecting a Product Suite

**3.1 What are the benefits of the Education Suites?**

The Education Suites provide a consistent application offering worldwide, with aggressive pricing discounts, streamlined purchasing, and an easier product installation and activation process. Note: Resellers are independent and are free to set their own prices for software licenses. In addition, you now have the option of adding Autodesk® Subscription and support to your Education Suite license purchase for access to all Subscription services and benefits. For more information about Autodesk Subscription, visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

**3.2 How do I determine which Education Suite is right for my school?**

If you work in a primary or secondary school, both the Autodesk Design Academy and Autodesk Animation Academy have a set of products and pricing designed for your needs with access to curricula (English only) designed to support science, technology, engineering, and math (STEM) concepts appropriate for this learning level.

For postsecondary institutions, the industry-oriented Education Suites align well with the academic major or department responsible for educating students in the concepts and techniques used in those industries.

**3.3 Are curricula and teacher materials included in the Education Suites?**

No, except for Autodesk Animation Academy, Education Suites are shipped only with software applications in the box. Curricula and teaching resources aligned by discipline and by academic skill area are available for free\* via the Autodesk Education Community. Become a member today by visiting [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

Autodesk Animation Academy ships with curricula in the box designed to support science, technology, engineering, and math (STEM) concepts appropriate for the secondary learning level.

### 3.4 What is the nature of the curricula available for the Education Suites?

The suites are supported by the following curricula, available at

[www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity):

- Sustainable Design Education Curriculum
- Architectural Modeling Curriculum
- Autodesk Revit Architecture BIM Curriculum
- Autodesk Revit Structure BIM Curriculum
- Visualization Supplemental Curriculum
- AutoCAD Civil 3D BIM Curriculum
- Autodesk Inventor Curriculum
- Autodesk Formula Car Design Curriculum
- Autodesk Alias Curriculum
- Autodesk Industry Careers Framework for Media and Entertainment

### 3.5 What is the nature of the curricula for secondary schools?

The Autodesk Design Academy is supported by the following curricula, available at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity):

- Design Basics
- Pre-Architecture
- Pre-Engineering
- Robotics
- Science and Math
- Sustainable Design

The Autodesk Animation Academy ships with the following curricula:

- Design Basics
- Quick Start Tutorials
- Design
- Storytelling
- Architecture
- Anatomy
- Motion and Animation
- Space and Architecture
- Real-time

## 4. Purchasing an Autodesk Education Suite

### 4.1 How are the Autodesk Education Suites sold?

Autodesk Education Suites are available from your local Autodesk Authorized Academic Reseller. To find the reseller nearest you, visit [www.autodesk.com](http://www.autodesk.com).

Academic institutions can purchase licenses in a variety of configurations with flexible licensing terms designed to meet the needs of the smallest classroom to the largest multisite university system.

Autodesk's goal is for the Autodesk® software, curricula, and training, to be affordable. Please check with your local Academic Reseller as they are independent and free to set their own prices.

**4.2 Under what type of license do the Education Suites operate?**

Autodesk Education Suites are governed by the terms of the software license agreement that appears when installing the software, including the Educational Institutional Version terms of the license agreement. Suites are not licensed to be used for commercial, professional, commercial training, or other for-profit purposes.

Autodesk software license agreements can be found online at [www.autodesk.com/eula](http://www.autodesk.com/eula).

**4.3 Can I buy a perpetual license for the Education Suites?**

Yes, Autodesk Education Suites are generally available in both one-year term and perpetual license forms.<sup>2</sup>

**4.4 Can I buy an annual term license for the Education Suites?**

Yes, Autodesk Education Suites are generally available in both one-year term and perpetual license forms.<sup>3</sup>

**4.5 Can I install the Education Suites using stand-alone or network licensing?**

Yes, the Education Suites can be installed using either stand-alone or network licensing. The license pack of Education Suites can be designated as stand-alone or network licensed.

Prior to activation, customers may allocate a portion of the licenses to be a different type than what was originally purchased. After the reallocation the customer will have individual and unique serial numbers for the network and stand-alone licenses respectively.

For more information on licensing options, visit [www.autodesk.com/licensing](http://www.autodesk.com/licensing).

**4.6 How does stand-alone licensing of Education Suites work?**

When a customer purchases a specific volume license pack, for instance a 25-license pack of the Civil & Structural Engineering Suite, the customer can install all applications, one application, or any combination of the applications in the suite on a maximum of 25 unique computers. As soon as one application is installed and activated, the number of available activations is decremented. In this example, this means that customers can activate 25 licenses of AutoCAD software on 25 computers and can also install and use Autodesk Inventor software or any of the other applications in the suite on those same computers.

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<sup>2</sup> Some suites may not be offered in both term and perpetual versions in certain regions.

<sup>3</sup> Some suites may not be offered in both term and perpetual versions in certain regions.

However, the customer cannot then install and activate Autodesk Inventor or any of the other applications in the suite on 25 other computers. Once all 25 license activations are used on 25 computers, the customer will not be able to activate the suite or any of the applications in the suite on any additional computers without purchasing additional licenses.

#### **4.7 How does network licensing of Education Suites work?**

When a customer purchases a specific volume license pack, for instance a 25-license pack of the Civil & Structural Engineering Suite, the customer can install all applications, one application, or any combination of the applications in the suite on an unlimited number of computers up to number of licenses purchased. As soon as one application is launched, it will request a license from the network licensing server and if there are licenses available (up to 25 concurrent users), that user will receive a license, and the number of available licenses is decremented. In this example, this means that customers can simultaneously operate 25 licenses of AutoCAD software on 25 computers. Or the customer could operate 12 licenses of AutoCAD and 13 licenses of Autodesk Inventor software concurrently. The customer cannot run any more than 25 concurrent computers with any application in the suite. Once the server has granted all 25 licenses, the customer will not be able to run any other application until a current user exits the application and returns a license to the network server pool.

#### **4.8 What configurations of network licensing server are supported?**

The Autodesk Education Suites support three types of network licensing:

1. Single network licensing server
2. Distributed network licensing servers
3. Redundant network licensing servers

For more information on licensing options, visit [www.autodesk.com/licensing](http://www.autodesk.com/licensing).

## **5. Localization**

### **5.1 Are the Education Suites localized in languages other than English?**

Yes, Autodesk Education Suites are shipped in localized versions where available. All localized products available in a particular language or group of languages ship in a localization language binder.

Please note that not every application in every suite is available in each language. In cases where a localized version of an application is not available, an English language version will be substituted.

The specific localization language binders available are:

- English
- French
- Italian
- German
- Spanish
- Russian
- Japanese (kanji)

- Asia (contains any applications available in Korean, Simplified Chinese, and Traditional Chinese)
- Central European (contains any applications available in Polish, Czech, and Hungarian)

**5.2 Can I request any localization language binder I want?**

No, only certain localized language binders are available in each region.

Availability by region is as follows:

Americas	EMEA	Asia Pacific
English	English	English
French	French	Japanese
Spanish	Spanish	Asia
	Italian	
	German	
	Central European	
	Russian	

## 6. System Requirements and Support

**6.1 What are the system requirements for the suites?**

The following system requirements for Autodesk Education Suites are based on the assumption that all applications in the suites would be installed on a computer. Customers who elect to install fewer than the full set of products in a suite may be able to determine less stringent requirements by checking the individual requirements for the products to be installed on the product pages at [www.autodesk.com/products](http://www.autodesk.com/products).

Minimum System Requirements	
<b>Operating System</b>	Windows® XP Professional with Service Pack 2, 32-bit
<b>Browser</b>	Microsoft® Internet Explorer® 7.0 (or higher)
<b>Processor</b>	<ul style="list-style-type: none"> <li>• Intel® Pentium® 4 processor or AMD Athlon® 3 GHz or greater</li> <li>• Intel or AMD® Dual Core processor 1.6 GHz or greater</li> </ul>
<b>RAM</b>	3 GB RAM
<b>Display</b>	<ul style="list-style-type: none"> <li>• 1280 x 1024 32-bit color video display adapter</li> <li>• 512 MB graphics memory</li> <li>• DirectX® 9.0c capable graphics card supporting Pixel Shader 2.0 or greater</li> <li>• OpenGL® 2.0 specification support</li> </ul>

Minimum System Requirements	
<b>Disk Space</b>	250 GB or larger 7200 RPM hard drive
<b>Mouse</b>	Microsoft Mouse—compliant pointing device with three buttons
<b>Install Media</b>	DVD

Recommended System Requirements	
<b>Operating System</b>	<ul style="list-style-type: none"> <li>• Windows® 7 (Home, Professional, Ultimate)</li> <li>• Windows Vista® 32-bit or 64-bit (Business, Premium, Ultimate)</li> <li>• Windows XP Professional (SP2)</li> <li>• Windows XP Professional x64 Edition</li> </ul>
<b>Browser</b>	Microsoft® Internet Explorer® 7.0 (or higher)
<b>Processor</b>	Intel or AMD Dual Core processor, 2.4 GHz or greater
<b>RAM</b>	4 GB RAM
<b>Display</b>	<ul style="list-style-type: none"> <li>• 1600 x 1200 32-bit color video display adapter</li> <li>• 512 MB graphics memory</li> <li>• DirectX 9.0c capable graphics card supporting Pixel Shader 3.0 or greater</li> <li>• OpenGL 2.0 specification support</li> </ul>
<b>Disk Space</b>	1000 GB or larger 7200 RPM hard drive
<b>Mouse</b>	<ul style="list-style-type: none"> <li>• Microsoft Mouse—compliant pointing device with three buttons</li> <li>• Wacom™ graphics tablet for sketching</li> </ul>
<b>Install Media</b>	DVD

**6.2 Where can I get information about installing the Education Suites?**

The online Installation Guide is located at [www.autodesk.com/educationsuites](http://www.autodesk.com/educationsuites).

**6.3 Does Autodesk support ghosting for installation of the Education Suites?**

While the online Installation Guide documents a procedure for installing the Education Suites using [Symantec™ Ghost™ Solution Suite 2.5](#), it is provided for informational purposes only and is not officially supported.

**6.4 How do I get support for the Education Suites?**

Education Suites will be offered with the option of purchasing Autodesk Subscription to gain access to web-based technical support, updates, product extensions, other software entitlements, and additional training and learning content. For more information about Autodesk Subscription, visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

**6.5 Can I get Subscription with phone support?**

Autodesk Subscription with Gold Support, which provides phone support, is available as an incremental option for customers in North America only. Phone support may not be available for every product in each suite.

**6.6 Can I still get support if my school didn't purchase Subscription?**

Yes, academic institutions that purchase Autodesk Education Suites are entitled to 30 days of support from the date of registration, covering installation and configuration.

In addition, you can find technical support and product usage assistance on the public Autodesk knowledge base and forums, the Autodesk Education Community forums, and through email on an as-available basis. For more information, visit [www.autodesk.com/support](http://www.autodesk.com/support).

**6.7 My school has one of Autodesk's previous education product bundles. Will we need to change?**

Education customers with active contracts on any previous offerings will receive the product releases or upgrades due based on the terms of their license. Work with your reseller to determine your contract status and, as appropriate, to help identify the Education Suite and configuration that works best for your school.

**6.8 What is Autodesk product retirement policy for education products?**

For most education products sold individually, Autodesk provides the most current shipping release only. Older releases are retired. So, most 2010 individual releases will be retired by August 2010, as the 2011 versions are released.

Education Suites will be offered in current release versions only. 2010 Education Suites worldwide will be retired from the education offering starting in June 2010.

\*Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software. The software is for personal use for education purposes and is not intended for classroom or lab use.

Autodesk, AutoCAD, Algor, Alias, AutoCAD LT, Autodesk Inventor, Civil 3D, Ecotect, Inventor, Maya, Moldflow, MotionBuilder, Mudbox, Navisworks, Revit, Robot, Showcase, SketchBook, Softimage, and 3ds Max are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. mental ray is a registered trademark of mental images GmbH licensed for use by Autodesk, Inc. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

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# Section Two: 2011 Autodesk Subscription Offerings Questions and Answers

This section outlines significant enhancements to the Autodesk® Subscription for Education offerings worldwide.

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# 1. Autodesk Subscription for Education Offerings

## 1.1 What options do education customers have for purchasing Autodesk Subscription?

In the education market, Autodesk offers Subscription to institutions in two ways: with single products and with bundled product suites.

- Subscription is available for purchase with single products as an add-on worldwide.
- Subscription is available for purchase with Autodesk® Education Suites products as an add-on worldwide.

Autodesk also sells single Student Version products to individual students or faculty members. Subscription is not available for Student Version products.

## 1.2 What are the single product offerings for education?

Some products are sold individually rather than in suites or bundles. A wide range of single products is available for purchase by institutions for use in classrooms, labs, and other teaching environments. A smaller selection of single products is available for purchase by individual students or faculty members for personal learning use only. Subscription is not available for Student Version products.

## 1.3 What are the Autodesk Education Suites?

These are bundles of products sold as suites. All suites are available for purchase by educational institution customers only. They are intended only for use in classrooms, labs, and other teaching environments. Suites are not available for purchase by students or individual faculty members.

Education Suites are targeted at secondary (high school) and postsecondary (college and university) institutions. All suites include access to targeted curricula on the Education Community at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

### *Secondary Suite Offering*

- Autodesk® Design Academy
- Autodesk® Animation Academy

### *Postsecondary Suites Offerings*

- Autodesk® Education Suite for Architecture & Engineering
- Autodesk® Education Suite for Civil & Structural Engineering
- Autodesk® Education Suite for Mechanical Engineering
- Autodesk® Education Suite for Industrial Design
- Autodesk® Education Suite for Entertainment Creation
- Autodesk® Education Master Suite

## 1.4 Is Autodesk Subscription available for education customers, and what is the current offering?

Yes. Today, education customers can purchase Autodesk Subscription for single products and Education Suites. However, in the past there were limitations on what Subscription benefits these customers received. Before the 2009 product launch (calendar year 2008), Autodesk Subscription for Education benefits for educational institution customers included access to all web support mechanisms and new product fulfillment but did *not* allow schools to submit support requests online.

For the 2011 product launch, Subscription is available for all products—both individual products and Education Suites—sold to educational institution customers. Customers who purchase Subscription receive the same Subscription and support benefits available to commercial customers.

Faculty and instructors at educational institutions who have purchased Subscription may access Subscription benefits only if they are identified as a designated contact by the institution's Subscription contract manager. For more information, visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

### **1.5 Is Subscription available for Student Versions of Autodesk® software?**

No. Students and individual faculty members cannot purchase Subscription but may find useful assistance on the Autodesk Education Community, at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

## **2. Program Enhancements for 2011 Products**

### **2.1 What has changed?**

After changing the unique education product bundles offered regionally in prior years in FY10, the eight global Autodesk Education Suites 2011 will undergo only minor component changes. For detailed information on the Education Suites 2011 visit [www.autodesk.com/education](http://www.autodesk.com/education).

### **2.2 What are the benefits of Autodesk Subscription?**

Autodesk Subscription is available in all geographies. The benefits associated with Autodesk Subscription are as follows:

- Access to all upgrades released during the Subscription term
- Use of e-Learning lessons and knowledge assessments
- Web support for Autodesk® products on Subscription (support is offered on an as-available basis but may not be available for all products, in all language or in all regions)
- Use of previous version of software after an upgrade has been issued
- Access to the members-only Subscription Center—including access for certain product users, if desired
- Download of extensions and other available enhancements for products with Subscription
- Subscription contract administration tools

Please refer to the Subscription Program Guide at [www.autodesk.com/subscription](http://www.autodesk.com/subscription) for updates.

**Note:** Subscription benefits are offered on an as-available basis but may not be available for all products, in all languages or in all regions worldwide. The level of service and support offered for Education Suites depends on the level of available service and support for each of the component applications that make up the Suite.

Autodesk provides support worldwide in English but may also provide web support in some local languages in some regions. The language availability and level of service information is summarized in the Education Support Matrix at the end of this section and is available on the Subscription Center at [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

## AUTODESK EDUCATION OFFERINGS QUESTIONS AND ANSWERS

Please note the following:

- Your Autodesk Academic Value Added Reseller (AVAR) should always be your point of contact for support or assistance.
- Students are not allowed to use the Subscription benefits; they can consult the Autodesk Education Community at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity) for assistance through the forums.
- IT personnel, deans, or other institutional employees at educational institutions that have purchased Subscription can be given access to Subscription benefits via Subscription Center. To do this, the individual must be identified as a designated contact on the Subscription contract by the school's Subscription contract manager.

### **2.3 What are the benefits of Autodesk Subscription with Gold Support?**

Autodesk Subscription with Gold Support is available in the Americas only. The benefits associated with Autodesk Subscription with Gold Support (as provided by Autodesk and sold by partners) are as follows:

- All of the Autodesk Subscription benefits noted above
- Phone support for designated callers during business hours
- Phone support provided direct from Autodesk

Please refer to the Subscription Program Guide on the Subscription Center at [www.autodesk.com/subscription](http://www.autodesk.com/subscription) for updates.

Autodesk provides support worldwide in English but may also provide support in some local languages in some regions. Phone support benefits are offered on an as-available basis for each product and geographic region. The level of service and support offered for Education Suites depends on the level of available service and support for each of the component applications that make up the Suite.

Please note the following:

- Your Autodesk Academic Value Added Reseller (AVAR) should always be your first point of contact for support or assistance.
- Students are not allowed to use the Subscription benefits; they can consult the Autodesk Education Community at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity) for assistance through the forums.
- IT personnel, deans, or other institutional employees at educational institutions that have purchased Subscription can be given access to Subscription benefits via Subscription Center. To do this, the individual must be identified as a designated contact on the Subscription contract by the school's contract manager.

### **2.4 Do these Subscription benefits apply to Autodesk Media & Entertainment products, including the Media & Entertainment Education Suites?**

Yes, the benefits described here apply to the Autodesk® Media & Entertainment products and Suites.

### **2.5 What level of product support does an Autodesk Subscription for Education customer get?**

An education customer with Autodesk Subscription or Autodesk Subscription with Gold Support gets the same level of service as a commercial Subscription customer according to Subscription Terms and Conditions.

AUTODESK EDUCATION OFFERINGS QUESTIONS AND ANSWERS

**2.6 Where do I direct education customers with product support questions who do not have a Subscription contract or entitlements?**

Refer to the following Education Support matrix to determine where to direct education customers for product support. For example, please direct students to the Autodesk Education Community at [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

EDUCATION SUPPORT MATRIX - 2010 (FY2011)						
EDUCATION INSTITUTIONS						
	Product Title	Support Options	Geo	Release	Program Website	Notes
Education Suites	Education Silver Subscription	a) Standard Autodesk Subscription Support b) Education Reseller* c) 30-day Up&Ready Support	AMER APAC EMEA	Jun-2010	<a href="http://www.autodesk.com/education/suites">www.autodesk.com/education/suites</a>	a) Standard Subscription Support (eSupport) is available for this product offering. b) Products sold to institutions for educational instructional purposes only. c) Support Requests submitted by instructors and/or IT personnel (does not include support for students). d) Subscription benefits are offered on an as available basis for each product and geographic region worldwide. The level of service and support offered for Education Suites will depend on the level of available service and support for each of the component applications which make up the Suite. e) Standard Subscription Support: SLAs, languages, and other support policies are the same as commercial customers in each GEO. f) Entitled to 30 days of support from the date of registration, covering installation and configuration via the Up & Ready support program.
Education Suites Autodesk provided Gold Support	Education Gold Subscription	a) Standard Autodesk Subscription Support b) Education Reseller* c) 30-day Up&Ready Support	AMER APAC EMEA	Jun-2010	<a href="http://www.autodesk.com/education/suites">www.autodesk.com/education/suites</a>	a) Autodesk provided Gold Support Subscription Support includes phone support and Standard Subscription Support (eSupport). b) Products sold to institutions for educational instructional purposes only. c) Support Requests submitted by instructors and/or IT personnel (does not include support for students). d) Subscription benefits are offered on an as available basis for each product and geographic region worldwide. The level of service and support offered for Education Suites will depend on the level of available service and support for each of the component applications which make up the Suite. e) Standard Subscription Support: SLAs, languages, and other support policies are the same as commercial customers in each GEO. f) Entitled to 30 days of support from the date of registration, covering installation and configuration via the Up & Ready support program. g) Autodesk provided Gold Support Subscription is provided by Autodesk Product Support and sold by Education Resellers. Partner is not required to provide support.
Individual/EDU Products	Education Silver Subscription	a) Standard Autodesk Subscription Support b) Education Reseller* c) 30-day Up&Ready Support	AMER APAC EMEA	Apr-2010	<a href="http://www.autodesk.com/education">www.autodesk.com/education</a>	a) Standard Subscription Support (eSupport) is included with this product offering; formerly this program had limited support access. b) Products sold to institutions for teaching purposes only. c) Support Requests submitted by instructors and/or IT personnel (does not include support for students). d) This is a single product offering; Subscription benefits are offered on an as available basis for each product and geographic region worldwide. e) Standard Subscription Support: SLAs, languages, and other support policies are the same as commercial customers in each GEO. f) Americas only: Autodesk provided Gold Support Subscription Support available as an add-on purchase.
Individual/EDU Products Autodesk provided Gold Support	Education Gold Subscription	a) Autodesk provided Gold Support & Standard Subscription Support b) Education Reseller*	AMER	Apr-2010	<a href="http://www.autodesk.com/education">www.autodesk.com/education</a>	a) Autodesk provided Gold Support Subscription Support includes phone support and Standard Subscription Support (eSupport). b) Support Requests submitted by instructors and/or IT personnel (does not include support for students). c) This is a single product offering; Subscription benefits are offered on an as available basis for each product and geographic region worldwide. d) Standard Subscription Support: SLAs, languages, and other support policies are the same as commercial customers in each GEO. e) Autodesk provided Gold Support Subscription is provided by Autodesk Product Support and sold by Education Resellers. Partner is not required to provide support. f) Entitled to 30 days of support from the date of registration, covering installation and configuration via the Up & Ready support program.
STUDENT PROGRAMS						
	Product Title	Support Channel	Geo	Release	Program Website	Notes
SV	Student Version	Student community (discussion forums**)	AMER APAC EMEA	na	<a href="http://www.autodesk.com/edcommunity">http://www.autodesk.com/edcommunity</a>	a) Sold to students, usually, via the Student Store on campus
LL	Learning License	Student community (discussion forums**)	AMER	na	<a href="http://www.autodesk.com/edcommunity">http://www.autodesk.com/edcommunity</a>	a) Sold via publishers for inclusion in text books

\* [www.autodesk.com/reseller](http://www.autodesk.com/reseller)  
 \*\* <http://www.autodesk.com/edcommunity>  
 \*\*\* [www.autodesk.com/support](http://www.autodesk.com/support)

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# Section Three: Autodesk Education Community

This section answers frequently asked questions about the Autodesk Education Community for faculty and students.

## **1. What is the Education Community website?**

The Education Community is an online community where students and educators can download free\* software term licenses , find valuable learning resources, and connect with people and jobs. To learn more, visit [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity).

## **2. I've registered on the Education Community website, but I have never received an email confirming my access. What should I do?**

The most common reason users do not receive the confirmation email is a typo in the email address provided. Please resubmit your registration with careful attention to the spelling of the email address.

If your school email system has strong email SPAM blockers, emails sent from Autodesk may have been rerouted. Check your email filter and talk to your school's IT department about accepting emails from [studentcommunity@autodesk.com](mailto:studentcommunity@autodesk.com).

## **3. How do I change my email or other contact information for the Education Community website?**

Log on to the Education Community and go to My Profile to change your data and notifications.

## **4. Can I access the Education Community website even if I am not a student?**

No. To join the Education Community you need to be a full-time student or faculty member participating in a valid academic program at the secondary or postsecondary level.

Secondary includes anyone from age 14 up to a postsecondary program. Postsecondary includes students in four-year colleges, two-year colleges, technical schools, postgraduate degree programs, and so forth.

## **5. I'm recently out of work. Do you have a program that would enable me to access and train on Autodesk products?**

Yes, recently displaced employees seeking free\* software and learning may be eligible to participate in the Autodesk Assistance Program. To learn more, visit [www.autodesk.com/assistance](http://www.autodesk.com/assistance).

## **6. Do I have to be actively enrolled in a school to participate in the Education Community?**

Yes. Membership and logon privileges will expire for graduating students and others not actively enrolled.

**7. I am an instructor and I have a group of students who are interested in joining the Autodesk Education Community. We do not have student email addresses for them. How can I get my students onto the community website using their personal email addresses?**

Faculty members can join the Education Community first and then invite their students by clicking the Invite link available to faculty only.

**8. Are there free\* Student Versions of Autodesk software available to students?**

Yes. Visit [www.autodesk.com/edcommunity](http://www.autodesk.com/edcommunity) to sign up and download more than two dozen Autodesk® software titles.

**9. Where can students and faculty obtain Autodesk software titles that are not offered through the Education Community?**

Autodesk offers a broad set of free\* products on the Education Community.

Many products are also available as free 30-day trials at [www.autodesk.com/freetrials](http://www.autodesk.com/freetrials).

In a few cases, products that are not on the Education Community are available for purchase. Purchase from your school (if your school has student licensing) or from an Autodesk Academic Value Added Reseller. To locate a reseller go to [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

**10. Are older versions of software available on the Education Community?**

The Education Community generally offers the most current version of a software title plus one version back.

**11. Can the same student install a product on two different computers?**

No. The Software License Agreement (SLA) allows a user to only install Autodesk software on a single computer.

**12. How many times can a student download the product?**

The installation file(s) can be downloaded as many times as you want, but each Education Community member is issued only one serial number for that version within a 13-month period. Without a serial number, the downloaded file will only work for a 30-day trial period.

**13. What is the turnaround time a student should expect when submitting questions to the Education Community forums?**

The turnaround time is generally 24–72 hours. Note that this is a free service, and limited resources are available. During peak semester periods, response time could be longer.

For best service, search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. For more information, visit [www.autodesk.com/support](http://www.autodesk.com/support).

**14. I've downloaded a software title from the Education Community but haven't received a serial number. What should I do?**

Your serial number is available on the Education Community site in your profile, on your download page, and is also sent to you via email after download. If you still cannot find it, you may post a request for assistance in the Education Community forums.

**15. I have a software title from the Education Community that will expire soon. Is it possible to get an extension so I can keep using the license?**

Yes. Education Community members have three options to extend their licenses:

1. Download the next version from the Education Community.
2. Purchase a student version. Visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller) to locate the reseller nearest you.
3. Request a new serial number in the Software Center on the Education Community. A new serial number will be issued if at least 12 months have elapsed from the time the first one was issued. You must enter the new serial number before the first one expires; otherwise you will need to uninstall and reinstall your software.

**16. I'm having problems downloading a software title from the Education Community. Whom should I contact for assistance?**

For best service, search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. Visit [www.autodesk.com/support](http://www.autodesk.com/support) for more information.

**17. I've downloaded a software title from the Education Community, but I'm receiving an error informing me that currently there are no serial numbers available, and to try back again in 30 days. What should I do?**

Because of the popularity of the program, it is sometimes difficult to keep up with the demand for serial numbers. You can still install the product and use it for 30 days in a "trial" mode. Please check back on the Education Community for serial numbers within that time by clicking the Get Serial button for your product and version.

**18. I have downloaded a software title from the Education Community that still has time left on the license term. Can I transfer the remaining time to another product?**

No, but you can visit the Education Community site to download another product and obtain a serial number for 13 full months of use.

**19. I have downloaded a software title from the Education Community and I know the license will expire soon. Is it possible to purchase the product so I can keep using the license?**

Yes, a small set of Autodesk products are available for sale to students at discounted prices. Resellers are independent and are free to set their own prices for software licenses. To find your local Autodesk Reseller, visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

**20. I have downloaded a software title from the Education Community and received a serial number, but it doesn't work. What should I do?**

Please post your issue on the Education Community Q&A forum and someone will contact you to work more closely with you. Please do not post your serial number on the forums.

**21. I've purchased a Student Version of Autodesk software, but I'm having technical problems. Where can I get technical assistance?**

Search the Education Community Support Center, Q&A Forums, or Autodesk User Discussion Forums. For more information, visit [www.autodesk.com/support](http://www.autodesk.com/support).

**22. What are the system requirements to run a Student Version of an Autodesk product?**

System requirements for a student version of a software title are the same as for a commercial version. System requirements are found on the appropriate product page at [www.autodesk.com/products](http://www.autodesk.com/products) or in the product download area of the Education Community.

**23. I have downloaded a software title from the Education Community that I no longer need. Can I sell the product to another classmate?**

No, you may not sell the product, but please invite your classmates to join the Education Community and download their own free product.

**24. How do I obtain an activation code for the software title I downloaded from the Education Community?**

Autodesk offers online activation at [www.autodesk.com/register](http://www.autodesk.com/register). If you need additional activation assistance, please send email to [authcodes@autodesk.com](mailto:authcodes@autodesk.com).

**25. I am trying to register my product online, but the Autodesk product registration site won't recognize my Education Community login information or email address. What should I do?**

Software titles downloaded from the Education Community can be activated online. To activate online go to [www.autodesk.com/register](http://www.autodesk.com/register). On the Autodesk product registration site you will be prompted for a user ID and password. ***The Autodesk product registration and activation site uses a different login mechanism than the login system used for the Education Community site.*** Therefore you will need to create a new user ID and password to complete the registration process to obtain a product activation code.

**26. I have downloaded a software title from the Education Community with a serial number and I've received a message that says my activation limit has been reached. What does this mean?**

You are only allowed to activate your serial number once on your main computer. This message indicates that you have already activated your serial number.

**27. I'm currently a student and have downloaded a software title and serial number from the Education Community that I may have tried to activate too many times. How can I receive an additional activation code?**

You are only allowed to activate your serial number on your main computer.

**28. I've just downloaded and installed a software title from the Education Community and it says it's about to expire, but I have never received an activation code. What should I do?**

This message is presented when a product has not been successfully activated and is operating in the 30-day trial period. Log in to the Education Community site, go to Software Downloads, find your product and version, and click Get Serial to obtain your serial number. Once you have it, in your product, go to Help > Product Registration to register and activate your product.

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