

Frequently Asked Questions

Licensing for Autodesk® Maya® 2010, Autodesk® Softimage® 2010, Autodesk® Softimage® Advanced 2010, Autodesk® MotionBuilder® 2010 and Autodesk® Mudbox™ 2010 software.

Q: What is new with Autodesk licensing?

A: Autodesk® Maya® 2010, Autodesk® Softimage® 2010, Autodesk® Softimage® Advanced 2010, Autodesk® MotionBuilder® 2010 and Autodesk® Mudbox™ 2010 software will now use Autodesk License Manager (AdLM) as the licensing method.

Q: Why are the above products adopting AdLM?

A: AdLM is the standard licensing system used by the majority of Autodesk products including Autodesk® 3ds Max® 2010 and Autodesk® 3ds Max® Design 2010 software. By offering a single licensing platform for Maya, Softimage, MotionBuilder and Mudbox, Autodesk is able to offer a consistent licensing experience particularly for customers who use multiple Autodesk products.

Q: Does the switch to AdLM impact licensing of previous versions of Maya, Softimage, Softimage Advanced, MotionBuilder and Mudbox?

A: Customers with entitlement to use previous versions of the above products through the Autodesk® Subscription program should continue to use their existing licenses to run the previous versions. They will remain compliant in doing so as long as they do not run more licenses than they currently have on Subscription i.e. if a customer has 100 licenses of Maya 2010 on Subscription they can use any combination of previous versions that add up to no more than 100 licenses. In the event the customer does not have an existing license, previous version licensing of this product can be requested through the Subscription Center.

Q: Is hardware dongle support available for Maya, Softimage, Softimage Advanced, MotionBuilder and Mudbox?

A: No. Autodesk's Online License Transfer system provides a flexible alternative to hardware dongles.

Q: What is the Online License Transfer system?

A: The Online License Transfer system is a flexible and convenient web-based mechanism for customers to transfer their licenses to different machines without requiring the physical transfer of a dongle. It is available at no charge to all customers with Standalone licenses and there is no limit on the number of transfers that can be made.

Q: How does the Online License Transfer system work?

A: You need a working internet connection in order to transfer your license. This process is initiated by launching the License Transfer Utility (LTU) that is installed with your Autodesk software license. You will be asked for your registration login information. From there, simply follow the LTU instructions for transferring your license.

Q: Can a dongle purchased for use with certain prior versions be returned for a refund after upgrading to 2010 versions of Maya, Softimage, Softimage Advanced, MotionBuilder and/or Mudbox?

A: No. You will need your dongles to use certain prior versions if you have prior version license rights.

Q: Will customers be able to get the pre-license through a webkey/prekey file?

A: No. This functionality is not available because it uses the previous license security system. Customers can still find these files on the Support site for certain prior versions.

Q. What is license borrowing?

A. Users can borrow network licenses for remote use for periods of up to 180 days (6 months). This time period can be reduced or completely disabled by an administrator. After the license expires, the server automatically returns it to the main license pool. Remote users who log in to the network over a Virtual Private Network (VPN) connection are issued licenses in the same way as perpetually connected users.

Q. Should I require assistance with licensing, what is the process?

A. All new license purchases of Autodesk software will receive 30 days complimentary Up & Ready Support from the date of registration, which covers installation, licensing, and hardware issues only. For more information, please consult:

<http://usa.autodesk.com/adsk/servlet/index?siteID=123112&id=2786107>

Q: How do I get Autodesk Up & Ready Support?

A: In order to receive Autodesk Up & Ready Support, you must register your product license with Autodesk. Upon registration, Autodesk will send you an email with a link to the Autodesk Product Support Center. By following this link, you will be taken to a page to register for your support. Once registered, you will be able to access the Product Support Center using the same User ID and password you have received from the registration process. You will then be able to log an "Up & Ready Web Service Request" from this site. For future visits login to: www.autodesk.com/supportrequest.