Autodesk Products – Working from Home

As the coronavirus (COVID-19) hits closer to home and our local communities are being impacted, many companies are asking their employees to work from home. From a technical aspect, the Synergis Help Desk team wants to ensure this transition (working with Autodesk product at home) goes smoothly for your employees. The following is an in-depth look for non-cloud based Autodesk applications. If your employees require the use of cloud based applications or services from home, please see related section.

Using same hardware used at work:

- **Single User subscription**:   Connect to your home internet (provider) and launch the application and log in using your Autodesk Account.
- **Standalone perpetual**: Launch the application. Internet access is not required.
- **Multi-user subscription**: This can be accomplished in 2 ways.
    - *Borrow a license*:   You can borrow the license before you leave the office. See the borrowing a license section below.
    - *VPN in:* If you have the ability to VPN back into your infrastructure and to communicate with your license server, then it's recommended the FLEXLM timeout variable be added as a system variable to the machine prior to the user leaving. *Although the article states to enter a value of 3000000, an initial value of 1000000 is sufficient enough and most likely the user will not be required to adjust it once they arrive home.*   Once home, most likely the user will just launch the application while connected through their VPN connection and the internet service they use at home
- Perpetual network: Same as the Multi-user subscription (for this section)

Loaner (hardware) being issued:

- **Single User subscription**:   Prior to leaving, the required software is installed and activated at least once through the required activation method (see the activation section below). At home, connect to your home internet (provider) and launch the application and log in using your Autodesk Account.
- **Standalone perpetual**: Prior to leaving, the required software is installed and activated using the provided perpetual license issued serial # and product key. See the activation section below.   At home, launch the application. Internet access is not required.
- **Multi-user subscription**: This can be accomplished in 3 ways
    - *Borrow a license*: Prior to leaving, the required software is installed and activated at least once through the normal network license activation method. See the activation section below.   You can then borrow the license before you leave the office. See the borrowing a license section below.
    - *VPN in*: Prior to leaving, the required software is installed and activated at least once through the normal network license activation method. See the activation section below.   It is also recommended the FLEXLM timeout variable be added as a system

variable to the machine prior to the user leaving. *Although the article states to enter a value of 3000000, an initial value of 1000000 is sufficient and most likely the user will not be required to adjust it once they arrive home.* Once home, most likely the user will just launch the application while connected through their VPN connection and the internet service they use at home

- o *Home Use*: The Contract Manager or Software Coordinator for your subscription or contracts must first request home use. Once approved, a serial # based license much like a standalone perpetual will be issued to the company. Prior to leaving, the required software is installed and activated at least once using the provided home use serial # and product key. See the activation section below. Then at home, just launch the application (internet access not necessary).
- Perpetual network: Same as the Multi-user subscription (for this section)

Personal Hardware being used: As long as your home machine meets the system requirements of the required Autodesk product, only installing the product version you're entitled to and your company allows for such installation on home PC

- **Single User subscription**: Through your Autodesk Account (manage.autodesk.com) you can download and install your entitled Autodesk applications. After installation is completed, make sure you have a connection to the internet, launch the application and log in using your Autodesk Account. See the activation section below.
- **Standalone perpetual**: Through your Autodesk Account (manage.autodesk.com) you can download and install your entitled Autodesk applications. After installation is completed, make sure you have a connection to the internet, launch the application, enter your provided serial #/product and activate it. Serial # and product key information are listed in your Autodesk Account and see the activation section below.
- **Multi-user subscription**: This can be accomplished in 2 ways.
  - o *Home Use*: The Contract Manager or Software Coordinator for your subscription or contracts must first request home use. Once approved a serial # based license much like a standalone perpetual will be issued to the company. At home, use Autodesk AVA (ava.autodesk.com) and follow the download links (indicating you have an existing license) to download and install your software. After installation is completed, make sure you have a connection to the internet, launch the application, enter the home use serial #/product and activate it. See the activation section below.
  - o *VPN in*: At home, use Autodesk AVA (ava.autodesk.com) and follow the download links (indicating you have an existing license) to download and install your software. After installation is completed, make sure you have a connection to the internet, you are VPN into your company, launch the application and select the network option (entering your license server information). See the activation section below.
- Perpetual network: Same as the Multi-user subscription (for this section)

Once home and working, if you need to download/install additional applications or didn't borrow one that's needed or need to extend your borrowing time, you can…

1. Downloading/Installing: Access either your Autodesk Account (manage.autodesk.com), All Product & Services or follow the download links in Autodesk AVA (ava.autodesk.com). Download and install your software.
2. Borrowing: You must have the ability to VPN back into your infrastructure.   Once this is possible, launch the application and review the borrowing a license section.

As always our members of the Synergis Help Desk Team are here to support you in getting your employees up/running while working from home. In addition to this in-depth look of your options, we can also schedule a time with you to go over them, your needs and/or concerns.
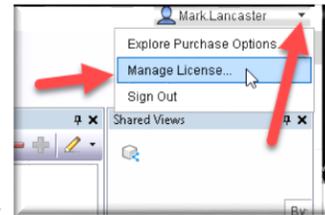
Respectfully

Synergis Help Desk Team

Darin Green, Mark Lancaster, Dave Breiner, Andrew Van Horn, and Vince Matta

BORROWING A LICENSE

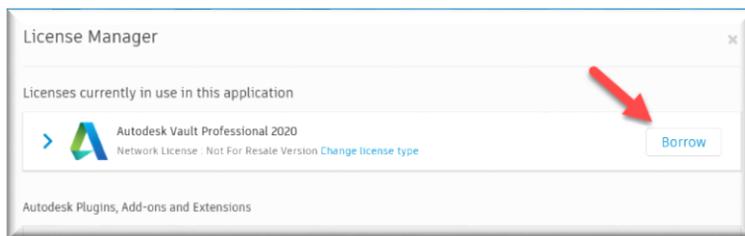Borrowing is accomplish by launching the application, selecting the drop down arrow in the

A360/Account sign in field (upper right) and select "Manage License" . You can also go through the product "Help" menu, select about the product and the "Product Information"
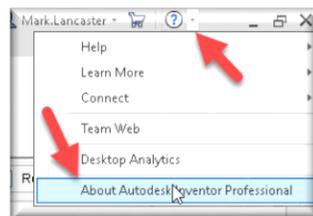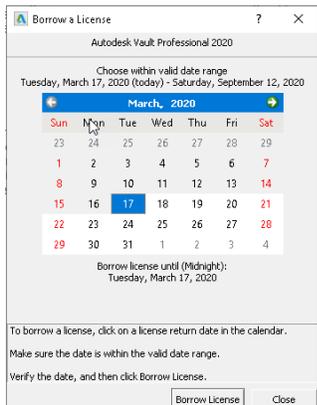

or manage license button. On the license manager dialog, select borrow

and the date you wish to borrow until

 . The allowed borrowing time shown in the previous image will not be the same as what you're seeing and it may also be limited per your company requirements. In my example, I have the ability to borrow until Sept 2020, but it is also not recommended to borrow too far in the future. All network based Autodesk products and versions you required must be borrowed using this method.

ACTIVATING YOUR PRODUCT (2017 version or newer)
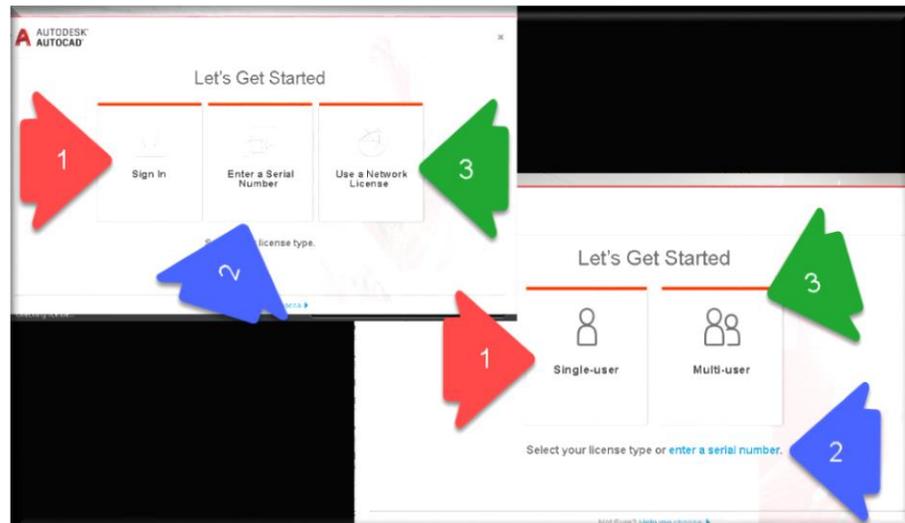
Depending on the version you're trying to activate, the "Let's Get Started" dialog is different. Activate your product using the correct arrow color and number.

RED #1 Arrow: Activating only a single user subscription type license where there's no serial # assigned to the product and you just sign in. The next prompt would ask you to sign into your Autodesk Account.

BLUE #2 Arrow: Activating only a single user subscription type license where there's a serial # assigned to the product. The next prompt would ask for the serial # and product key and then prompt to sign in with your Autodesk Account.

BLUE #2 Arrow: Activating a standalone perpetual license or home use requested license. The next prompt would ask for the serial # and product key and to connect/activate it through the Autodesk server.

GREEN #3 Arrow: Activating a perpetual network or multi-user subscription. The next prompt would ask for the license server type (most likely single server) and the name of the license server. If you're unsure what license type is being used at your company and/or the name of that given license server please see those who manage your network license manager.

ACTIVATING YOUR PRODUCT (2016 version or earlier)

When these versions were installed, the installation of the product required the serial #, product key and license type (standalone or network) to be entered. When the product is first launched after installation, it will try to activate based on the installation configuration.

CLOUD BASED APPLICATIONS AND CLOUD SERVICES

The use of your entitled cloud based Autodesk applications and services may be more viable as more of you or your employees work from home.   Each cloud based application has different requirements and configurations that we will would be unable to cover here.   But here's some things to consider.

- o Products like Autodesk Fusion 360 install like a normal Autodesk application as long as the machine being used meets the system requirements. Use of these products require an Autodesk Account with the use of the product assigned to them.
- o Access to cloud based applications and/or services are solely based on the entitlement assigned to the user in the Autodesk Account. No matter why type of license you have, the admins of your subscriptions/contracts/user's, must first assign the use of these cloud based applications/services before the user can access them.
- o If you have users accessing network based products in the office, it's unlikely that you already have their Autodesk Account link to your subscription and contracts. In order for them to use cloud based applications/services while at home, you (contact manager or software coordinator) will need to create a user account under your (classic) user management and assign them a service seat.

A service seat is based on the entitlements you have that are not part of the network license file.   These entitlements must be assigned to the user's account for access. For each network license seat you have, you receive 3 service seats.