

Common Issues Installing Autodesk Products

Common Issue #1

Q: What if we use Deep Freeze (or other Configuration protection program)?

A: If using Network licensing, no known issues; however, have been known to break MSSA licenses.

➤ RESOLUTION: Use Network licensing.

Common Issue #2

Q: After installing and imaging onto all the lab machines, we are still getting messages that licenses need to be activated; why does this happen?

A: You didn't register before imaging the lab machines.

➤ RESOLUTION: Re-image the machines, following the Installation Guide, or activate each machine individually.

Common Issue #3

Q: We are getting an “Error 10” message while trying to activate; why does this happen?

A: This message means that you can no longer “automatically activate.” Caused because of not following the Installation Guide or something like Deep Freeze breaking the license.

➤ **RESOLUTION:** Call in to get the products activated or change to network licensing.

Common Issue #4

Q: While trying to register our seats, we keep getting an “Invalid serial number” error; why does this happen?

A: This error will occur if the Registration information used while installing or creating the deployment does not match what is noted in our systems.

➤ **RESOLUTION:** Call in to get your license information or change, if need, what we have noted.