

Troubleshooting Tips Autodesk 2008 Product Installations

Troubleshooting Tip #1

- Read and follow the Installation Guide

Troubleshooting Tip #2

Multi-Seat Stand-Alone Ghosting Best Practices

“Master” computer:

- If pre-2008 based products have been installed on the “master”, ensure that the boot sector has been wiped clean.

Can be accomplished by:

- Symantec GDisk
- Low level formatting (consult documentation first)

Troubleshooting Tip #3

- **Multi-Seat Stand-Alone Ghosting Best Practices (cont)**

- “Master” computer:

- **IMPORTANT:** Do not launch any of the applications before imaging

Troubleshooting Tip #4

Multi-Seat Stand-Alone Ghosting Best Practices (cont)

- When creating image, include the boot sector
 - Should wipe out any license information currently on lab machines
 - For Ghost the switch is: -ib

Troubleshooting Tip #5

Websites

- Design Institute Educational Customer website:
www.autodesk.com/designinstitute
- Licensing and Technology:
www.autodesk.com/licensing
- Product Support:
www.autodesk.com/support

Troubleshooting Tip #6

Documentation

- Network Licensing Documentation
 - In the Media Browser on each DVD/CD
 - In a technical solution on our website: TS66079
(<http://usa.autodesk.com/getdoc/id=TS66079>)
- White Paper “Planning a Successful Network Installation of AutoCAD 2006 or AutoCAD 2006 based products”
 - (<http://usa.autodesk.com/adsk/servlet/item?siteID=123112&id=5127649>)
- Network Administrator’s Guide
 - On the AutoCAD CD: \\Bin\acadFeui\docs
 - Acad_nag.chm
 - Acad_nag.pdf