

# 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, has 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 needed, what we have noted.