

# Questions and Answers For Autodesk 2008 Product Installations

# FAQ #1

Q: What media is being shipped this year?

A: DVD for most products.

- TIP: If you do not have a DVD player, you can copy the DVD onto a shared drive or go to [www.autodeskmediarequest.com](http://www.autodeskmediarequest.com)

# FAQ #2

**Q: Our IT administrators are concerned that using the Network licensing methodology will affect network performance or could cause latency issues; what affect does network licensing have?**

**A: Since the applications are not being run across the network, the impact is negligible.**

- **SPECIFICS:** AutoCAD will send a packet to the server –on open– to see if a license available and then occasionally to ensure the license is still being used.

# FAQ #3

**Q: What happens if the connection is lost to the license server, will the students lose the ability to complete their work?**

**A: The student will be alerted that they have a few minutes to complete and save their work.**

- SPECIFICS: By design, students will have a six minute warning.

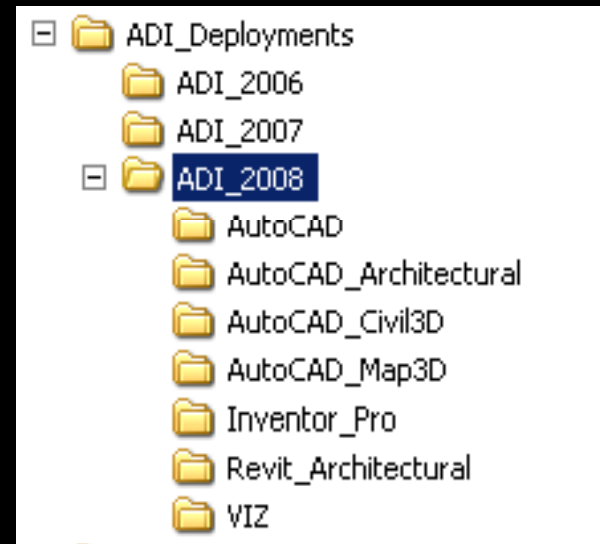
# FAQ #4

**Q: Do I have to create a separate folder for each deployment on the server?**

**A: Yes.**

**I recommend something like this:**

- TIP: Find out exactly which applications need to be installed. Some campuses/schools may not be teaching courses that relate to all applications included in your Education package.



# FAQ #5

**Q: Can we delete the deployments after all installations are complete?**

**A: Yes. However, you will not be able to update the lab machines (service packs, etc) if you do.**

- TIP: Save the deployments to a DVD or similar.

# FAQ #6

**Q: Some campuses would like to do network licensing while others require MSSA, is this possible?**

**A: Yes. After the first registration, however, each campus will have to call in to get licenses and/or activation codes.**

- TIP: Contact information can be found in your Installation Guide or online.

# FAQ #7

**Q: Do the students have to be “Super Users” or have any special privileges?**

**A: For some applications (like Inventor), yes. Most only require limited user permissions.**

- TIP: Please refer to the specific product requirements/documentation

# FAQ #8

**Q: Our lab machines do not have Internet access, what are some things that we need to consider?**

**A: When creating the deployment...**

## Configure Access to Online Resources

Specify the ability to access online tools:

- Enable DesignCenter(DC) Online
- Allow access to Subscription Center from within the Autodesk product (recommended)

Specify the Customer Error Reporting (CER) settings:

- Allow users to receive notifications of resolution
- Include computer name in error reports

Specify the Customer Involvement Program settings:

- Allow users to choose to participate in the Customer Involvement Program (recommended)

# FAQ #9

**Q: If we use Network Licensing and a teacher needs to take their laptop to a training seminar or similar, how do we ensure they can still run Autodesk products while away from the school?**

**A: Licenses can be checked out, as needed.**

- TIP: Licenses can be checked out for up to six months

# FAQ #10

**Q:** Is there a way to “reserve” licenses for certain students, lab machines and/or instructors?

**A:** Yes. Using an “Options file” there are several ways to control how, when and by whom licenses are used.