

About this Guide

Autodesk is retiring serial numbers and launching new **named user subscriptions**.

Starting **May 7, 2020**, you will be able to trade in your existing network (or standalone) maintenance plan and your multi-user subscriptions for corresponding single user subscriptions.

Subscriptions will deliver you and your business many benefits now, and in the future, at a cost consistent with what you pay today.


This guide has been compiled to assist our customers with the technical aspects of the transition and outline key areas of the process.

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1. How to assign single user licences

Open the following link in your web browser: manage.autodesk.com

Sign in 

1. contract manager email

Email

css_elsa


NEXT

2. click Next

NEW TO AUTODESK? [CREATE ACCOUNT](#)

< Welcome

css_elsa



Password

3. enter your password

4. click Sign In

[FORGOT?](#)

SIGN IN

This is your Autodesk account landing page, from here you go to User Management and click **By User**

AUTODESK ACCOUNT

Home

Products and Services

- All Products and Services
- Product Updates
- Deployments
- Trials

User Management

- By User**
- By Product
- Classic User Management

Billing and Orders

- Contracts

Reporting

- Seat Usage
- Cloud Services Usage
- Cloud Services Usage By User

Good morning, Elsa

5 Recent Product Updates last 30 days

No open support cases

What's new in Account

Get to know your Autodesk Account

Admin Tour Autodesk Account

Take a quick look at the new features

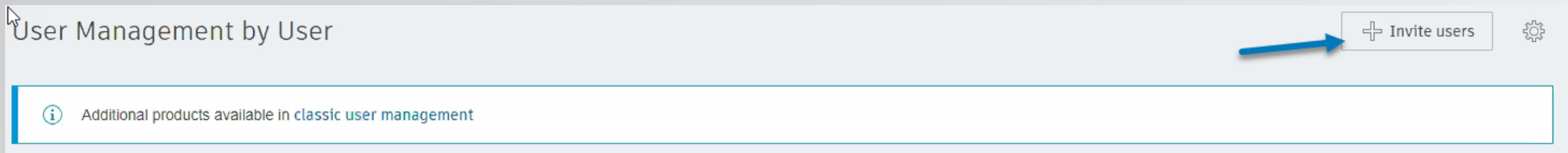
- View seat usage reporting for single-user access products
- Activate single-user products by signing in
- Manage single-user access in the new view of user management
- Change primary admins without Autodesk assistance
- See expiration alerts on Autodesk Account home for quick access to critical information

[See all new features](#)

Upcoming expirations

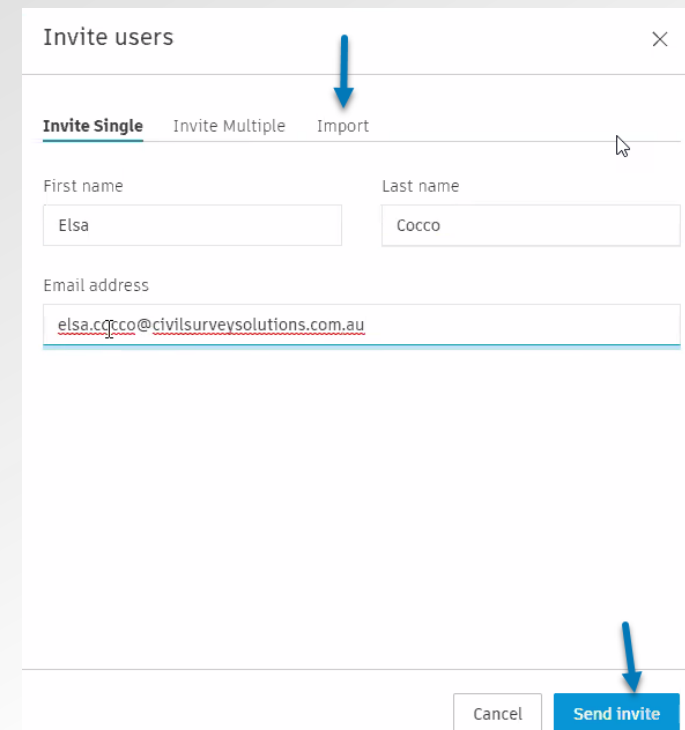
- 24 days
Your subscription expires Aug 23
Civil 3D
[Manage renewal](#)
- 79 days
Your subscription expires Oct 17
AutoCAD - including specialized toolsets
[Manage renewal](#)

At this point you can assign users if they have already been added, or if you need to add users, click **Invite Users**




You will then be able to add users, one at a time, alternatively you can add several users at once by importing an excel spreadsheet *

Once users added, click **send invite**.




Once the invitation is sent, the user status will show as **Pending** until the user accepts the invitation.

28 users Search users

Name ↓	Role	Status	
 Elsa Cocco elsa.cocco@civilsurveysolutions.com.au	User	Pending	View Details →

If the user misplaces the invitation, you can **resend** it.



██████████

User [Change role](#)

Email: ██████████

Autodesk ID: ██████████

Status: Pending | [Resend invite](#)

Once you have invited/added a user you can now assign license/s to them.

Elsa Cocco

User [Change role](#)

Email: elsa.cocco@civilsurveysolutions.com.au
Autodesk ID: css_elsa
Status: Active

Elsa's product access

Assigned (0)

No products assigned

Not Assigned (5)

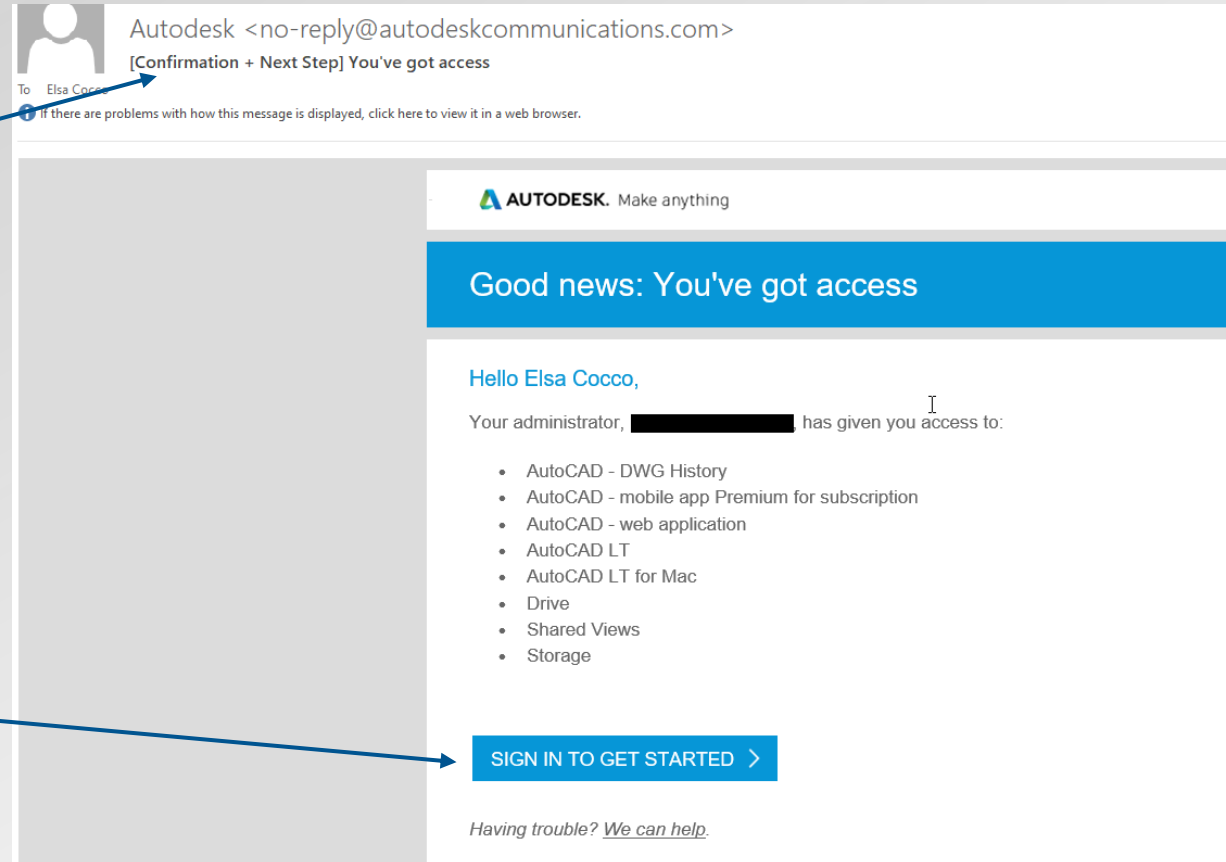
- Architecture Engineering & Construction Collection
- AutoCAD - including specialized toolsets
- AutoCAD LT
- Civil 3D
- Inventor Professional

Navigate to the user you would like to assign, available license/s will be shown, select assign the license/s as required

Click Assign

What the user(s) should do

Once the license is assigned, the user will receive an email similar to this one

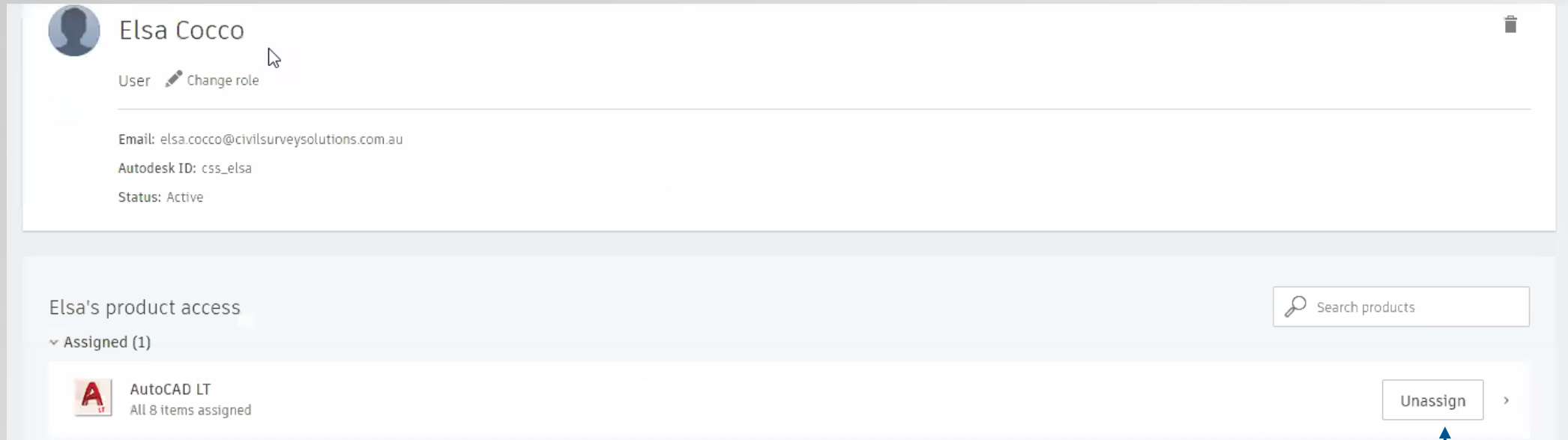


The user will need to click on the **SIGN IN TO GET STARTED** button

The user will need to create an Autodesk account, if they don't already have one, then they can start using the software.

Note: The user will need to ensure they connect to the internet at least once every 30 days.

How to Unassign Users



The screenshot displays the user profile for Elsa Cocco. At the top, there is a profile card with a placeholder for a profile picture, the name "Elsa Cocco", and a "User" label with a "Change role" link. Below this, the user's email address (elsa.cocco@civilsurveysolutions.com.au), Autodesk ID (css_elsa), and status (Active) are listed. A section titled "Elsa's product access" contains a search bar and a dropdown menu for "Assigned (1)". Under this dropdown, the AutoCAD LT product is listed with the text "All 8 items assigned". To the right of this product entry is a button labeled "Unassign" with a right-pointing chevron.

To unassign a user, go to the user and click **Unassign** for the software you would like to unassign.

2. How to reset a multi-user license to single user (Autodesk 2020+ Releases)

IF YOUR SOFTWARE STARTS:

Follow this workflow to reset your license type through the License Manager. If your trial license has expired, click **Already Have A License** at the bottom of the Expired Trial dialog box.

1. Start your Autodesk software.
2. At the upper-right, click the triangle next to the username.
3. Select Manage Licenses.
4. In the License Manager dialog box, select Manage License Type. The Let's Get Started screen appears.
5. Choose your license type.

IF YOUR SOFTWARE DOESN'T START:

Use the [Autodesk Licensing Installer Helper tool](#) (AdskLicensingInstHelper).

Before you begin: If you're signed in to the Autodesk desktop app or Autodesk cloud-based services, sign out. Then clear the login status by deleting the LoginState.xml file at these locations:

- **Windows:** %localappdata%\Autodesk\Web Services\LoginState.xml
(Tip: From the Task Manager, select the Details tab. If the AdSSO service is running, click End Task and delete the *LoginState.xml*/file.)
- **macOS:** ~/Library/Application\ Support/Autodesk/Web\ Services/LoginState.xml
- **Linux:** ~/.local/share/Autodesk/Web Services/LoginState.xml

1. Open a command prompt on Windows (run as administrator) or a terminal in macOS or Linux.
2. To change the directory to AdskLicensingInstHelper, run the following commands:
 - **Windows:** `cd %CommonProgramFiles(x86)%\Autodesk Shared\AdskLicensing\Current\helper\`
 - **macOS:** `cd /Library/Application\ Support/Autodesk/AdskLicensing/Current/helper/`
 - **Linux:** `cd /opt/Autodesk/AdskLicensing/2020/helper/`
3. In the Command line, run the following:
 - **Windows:** `AdskLicensingInstHelper change -pk 2020_product_key -pv 2020.0.0.F -lm ""`
 - **Mac/Linux:** `sudo AdskLicensingInstHelper change -pk 2020_product_key -pv 2020.0.0.F -lm`
4. Start your Autodesk 2020 software. On the Let's Get Started screen, select the appropriate license type.

Note: Here is a list of [2020 product keys](#).

3. How to reset a multi-user license to single user (Autodesk 2019 & earlier Releases)

[CLICK HERE](#) for instructions

Download & Install Access by signing in

Note: You don't need an activation code if you have a subscription license.

How to activate by signing in:

1. Start your software.
2. On the Let's Get Started screen, click Single-user (versions 2019 and later) or Sign-In (versions 2018 and earlier).
3. Sign in using your Autodesk ID (the email and password) associated with your Autodesk Account.

4. Managing Stricter Security Protocols

If your organisation has Stricter Security Protocols, the following optional pages should be reviewed by IT Professionals, where required.

- What are the supported proxy configurations for single-user access license under a Secured Proxy environment:

Proxy Configurations	Support	
	2014-2016 (*1)	2017 – (*3) (*5)
Web proxy auto detection (WPAD)	No	Yes (*6)
Proxy auto configuration (PAC)	No	Yes
Proxy server and port specification	Yes (*2)	Yes

Note:

(*1) 2014 or 2015 products need to apply a [hotfix for POODLE SSL v3 vulnerability](#).

(*2) Authenticated proxy (*3) is not supported.

(*3) The following authentication schemes for proxy are supported from 2017 products.

- Basic
- NTLM (*4)

(*4) [Pass-Through authentication](#) is not supported.

(*5) Credential Manager in Windows should be enabled.

(*6) See [How to enable automatic proxy detection \(WPAD\) for Windows](#).

If you are using **HTTPS Inspection**, this could break the certificate revocation check. Make sure you disable this feature for the domains **.autodesk.com*

[See this article for more information](#)

- **Are there any third-party application or firewall solutions not compatible with the Single-user subscriptions?**

[CLICK HERE](#) for instructions

- **I am using a Firewall and/or proxy in my organization. Which are the domains/protocols that I need to allow for the Autodesk Single-user Subscription to work properly?**

[CLICK HERE](#) for instructions

- **Which are the minimum open ports and URL settings required for the license service to operate without problems?**

These are the domains indicated above as Login, License Entitlement and Third party Certificate download and verification sites to be allowed through the proxy/firewall. Make sure you have verified also the points highlighted under Important Preliminary Checks from the above section.

- **Does the user have to be online constantly to use Autodesk Subscription products?**

Users are authenticated via a login dialog upon starting an Autodesk product, and should be online at this time. After that, the user needs to connect to the Internet at least once every 30 days to continue using the software.

- **What are the specific IP Addresses and the physical locations of the Autodesk servers?**

Users should use the DNS names specified above for configuring access on proxy servers, and not IP addresses. The physical locations of the Autodesk servers are not published, and in many cases, servers are redundant and replicated for high availability.

[See this article for more information](#)

5. User Sign-in

1. When a user is assigned a license, they will receive an email titled:

[Confirmation + Next Step] You've got access

2. This email will have a button at the end:



3. The user will need to click that to log into/or create (if they don't already have one) their Autodesk account in order to commence using the assigned license.

If you require further assistance with assigning users or switching multi-user licenses to single user, please contact us.

Website: civilsurveysolutions.com.au/autodesk-transition-to-named-users

Email: subscriptions@civilsurveysolutions.com.au

Call: 03 8513 3013