

Vejledning til Autodesk Subscription Center

Udarbejdet af NTI CADcenter A/S oktober 2008



Gå ind på internetadressen: <http://subscription.autodesk.com> som ser således ud:

The screenshot shows the Autodesk Subscription Center login page. At the top, there is a black header with the "Autodesk Subscription" logo and a language selector set to "English". Below the header is a banner image of people in an office. A yellow box on the left of the banner contains the text: "No Worries. No Hassles. No Waiting. Enjoy increased productivity, predictable budgeting, and simplified license management with Autodesk Subscription." Below the banner is the "Sign in to Subscription" section, which includes a login form with fields for "User ID" and "Password", a "Remember Me" checkbox, and links for "Forgot User ID?" and "Forgot Password?". To the right of the login form is a "Program Information" section with links for "Program Guide (pdf - 107Kb)" and "Terms & Conditions (pdf - 142Kb)". Further right is a "Not a Subscription Member?" section with a link to learn more. At the bottom of the page is a footer with copyright information: "© Copyright 2008 Autodesk, Inc. All rights reserved. Privacy Policy — Legal Notices & Trademarks".

- Tast dit brugernavn og adgangskode og klik på "Submit"
- Har du glemt dit brugernavn eller password kan du klikke på "Forgot User ID" eller "Forgot Password" og få det tilsendt.

Har du endnu ikke fået et login til siden, kan du få et ved dit firmas subscription ansvarlig. Ved du ikke hvem det er, eller er det en forkert person, der er registreret, kan du kontakte Bjarne Storgaard Lauridsen hos NTI på mail: bsl@nti.dk og få oplyst eller ændret navnet på den kontrakt ansvarlige.

Når du er logget ind, ser du denne side:



- News
- Product Downloads
- Training
- Tech Support
- Program Information
- Contract Administration

Welcome

Get the benefits of increased productivity, predictable budgeting, and simplified license management with Autodesk® Subscription.

Product Downloads

Released periodically, these downloads provide you with new, specialized functionality, tools, and content immediately after it is developed. You benefit from leading-edge capabilities, convenient implementation without disruption to ongoing projects, and increased productivity across your organization.

Title	Type
AutoCAD 2009 - Bonus Pack	Extension
Autodesk Vault 2009	Applications
Autodesk Impression	Extension
Autodesk Inventor Series 11 DWF Extension	Extension
Tool Palettes Extension	Extension

Training

Get access to self-paced lessons with hands-on, step-by-step exercises that help you master key concepts or features of your Autodesk software. Browse the Training Catalog.

Tech Support

Receive Web Support from an Autodesk support technician.
[Request Support](#)
[View My Support Requests](#)
[View My Company's Support Requests](#)

[Need Help? Contact Us](#)

[Try Enhanced Search](#)

New Tutorials Available

The latest tutorials are available for your Subscription entitlement.



Stoke! on Subscription

A new blog only for Subscription customers about things you need to know!

Product Downloads

Under punktet "Product Downloads" kan du downloade software og tillægsprogrammer fra Autodesk. Når du klikker på linket, ser du denne side:

Autodesk Subscription Welcome | My Profile | Sign Out — Search English

Product Downloads

Released periodically, these downloads provide you with new, specialized functionality, tools, and content immediately after it is developed. You benefit from leading-edge capabilities, convenient implementation without disruption to ongoing projects, and increased productivity across your organization.

Title	Type	Release Date
AutoCAD 2009 - Bonus Pack	Extension	2008-07-24
Autodesk Impression	Extension	2008-03-25
Autodesk Vault 2009	Applications	2008-03-25

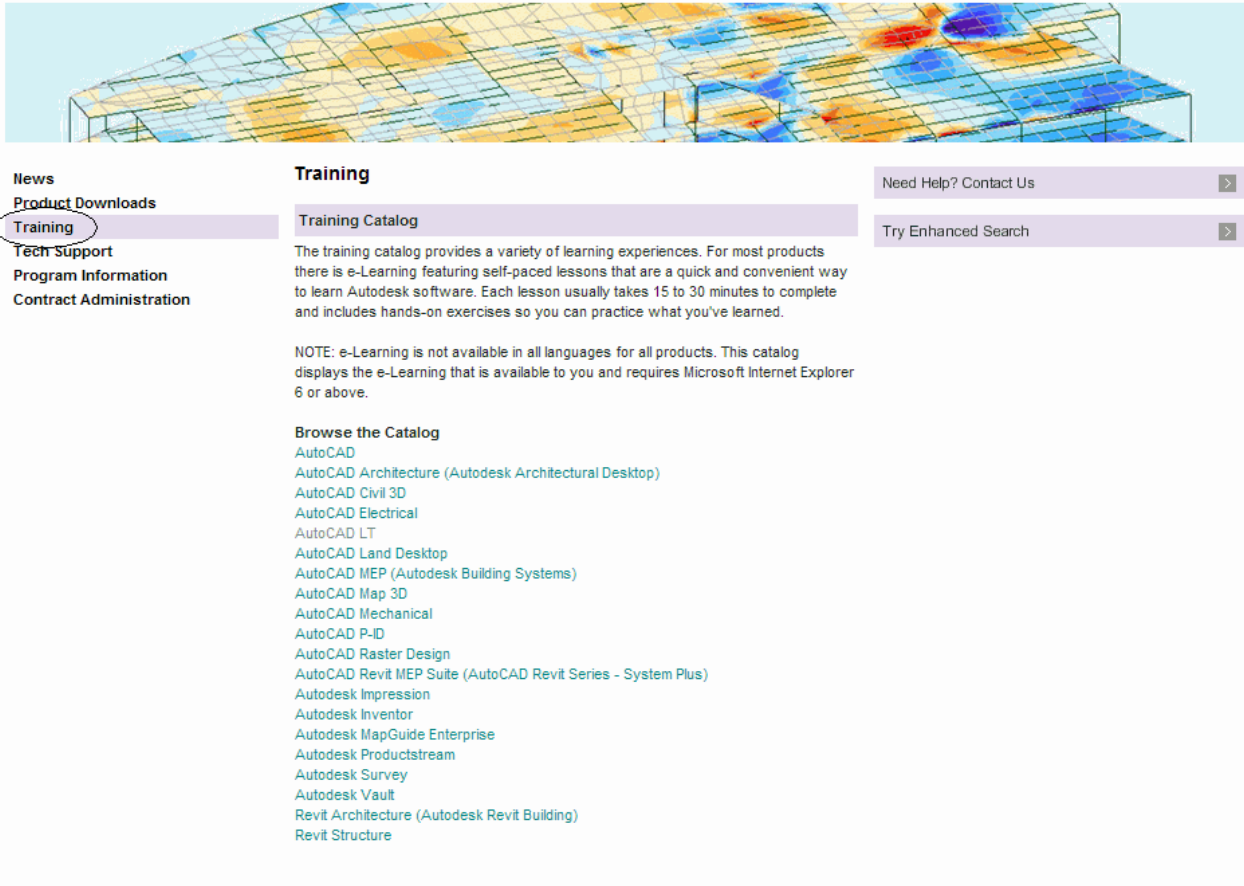
[See All](#)

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Klik på de forskellige programmer, for at downloade dem.

Training

Under "Training" får du adgang til en masse e-learning opgaver til mange af Autodesks produkter. Klik på "Training" og du får dette billede:



News
Product Downloads
Training
Tech Support
Program Information
Contract Administration

Training

Training Catalog

The training catalog provides a variety of learning experiences. For most products there is e-Learning featuring self-paced lessons that are a quick and convenient way to learn Autodesk software. Each lesson usually takes 15 to 30 minutes to complete and includes hands-on exercises so you can practice what you've learned.

NOTE: e-Learning is not available in all languages for all products. This catalog displays the e-Learning that is available to you and requires Microsoft Internet Explorer 6 or above.

Browse the Catalog

- AutoCAD
- AutoCAD Architecture (Autodesk Architectural Desktop)
- AutoCAD Civil 3D
- AutoCAD Electrical
- AutoCAD LT
- AutoCAD Land Desktop
- AutoCAD MEP (Autodesk Building Systems)
- AutoCAD Map 3D
- AutoCAD Mechanical
- AutoCAD P-ID
- AutoCAD Raster Design
- AutoCAD Revit MEP Suite (AutoCAD Revit Series - System Plus)
- Autodesk Impression
- Autodesk Inventor
- Autodesk MapGuide Enterprise
- Autodesk Productstream
- Autodesk Survey
- Autodesk Vault
- Revit Architecture (Autodesk Revit Building)
- Revit Structure

Need Help? Contact Us

Try Enhanced Search

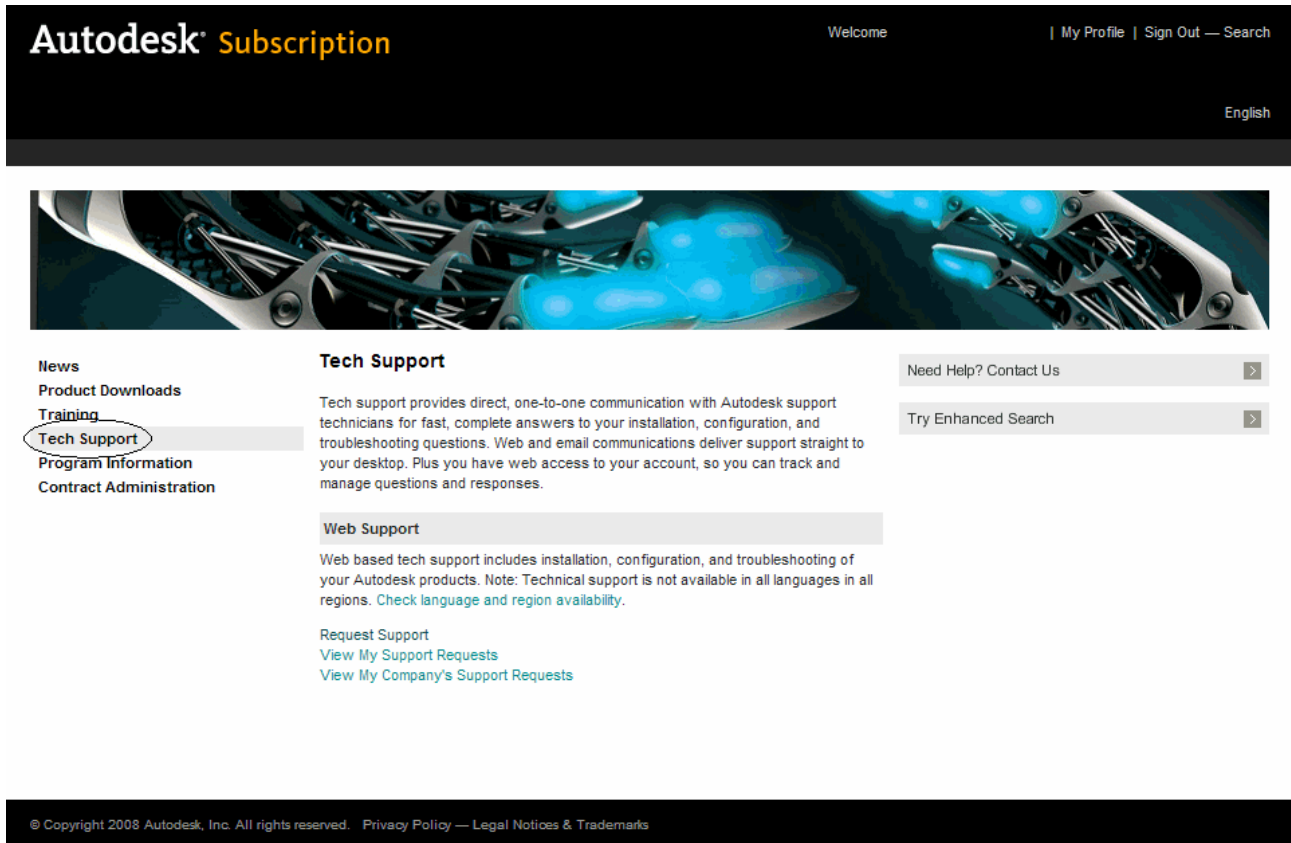
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Klik på de forskellige produkter, for at se hvilke øvelser der er tilgængelige til de enkelte produkter.

Tech Support

Under punktet Tech Support får du adgang til websupport hos Autodesk. Du kommunikerer elektronisk og kan få simpel hjælp til installation, konfiguration m.m. Forvent ikke en fuld hotline, for det er det IKKE.

Klik på "Tech Support" og du får dette skærmbillede:



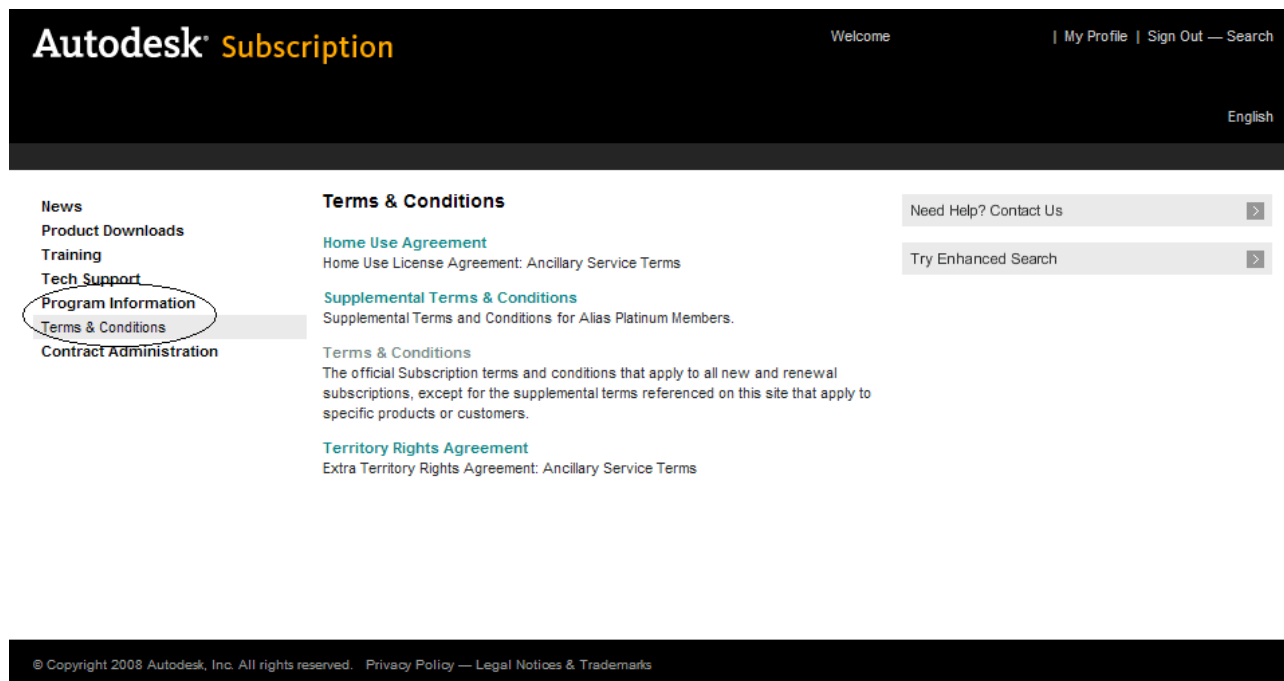
The screenshot shows the Autodesk Subscription user interface. At the top, there is a navigation bar with the Autodesk logo and 'Subscription' text on the left, and 'Welcome', 'My Profile', 'Sign Out', and 'Search' on the right. Below the navigation bar is a large image of a mechanical part with glowing blue highlights. On the left side, there is a vertical menu with the following items: 'News', 'Product Downloads', 'Training', 'Tech Support' (which is circled in red), 'Program Information', and 'Contract Administration'. The main content area is titled 'Tech Support' and contains the following text: 'Tech support provides direct, one-to-one communication with Autodesk support technicians for fast, complete answers to your installation, configuration, and troubleshooting questions. Web and email communications deliver support straight to your desktop. Plus you have web access to your account, so you can track and manage questions and responses.' Below this text is a section titled 'Web Support' with the text: 'Web based tech support includes installation, configuration, and troubleshooting of your Autodesk products. Note: Technical support is not available in all languages in all regions. Check language and region availability.' Underneath, there are two links: 'Request Support', 'View My Support Requests', and 'View My Company's Support Requests'. On the right side of the main content area, there are two buttons: 'Need Help? Contact Us' and 'Try Enhanced Search'. At the bottom of the page, there is a footer with the text: '© Copyright 2008 Autodesk, Inc. All rights reserved. Privacy Policy — Legal Notices & Trademarks'.

Klik på "Request Support" for at sende en websupport forespørgsel.

Program Information

Under dette punkt kan du finde information omkring vilkår for subscription og for brugen af hjemmelicenser.

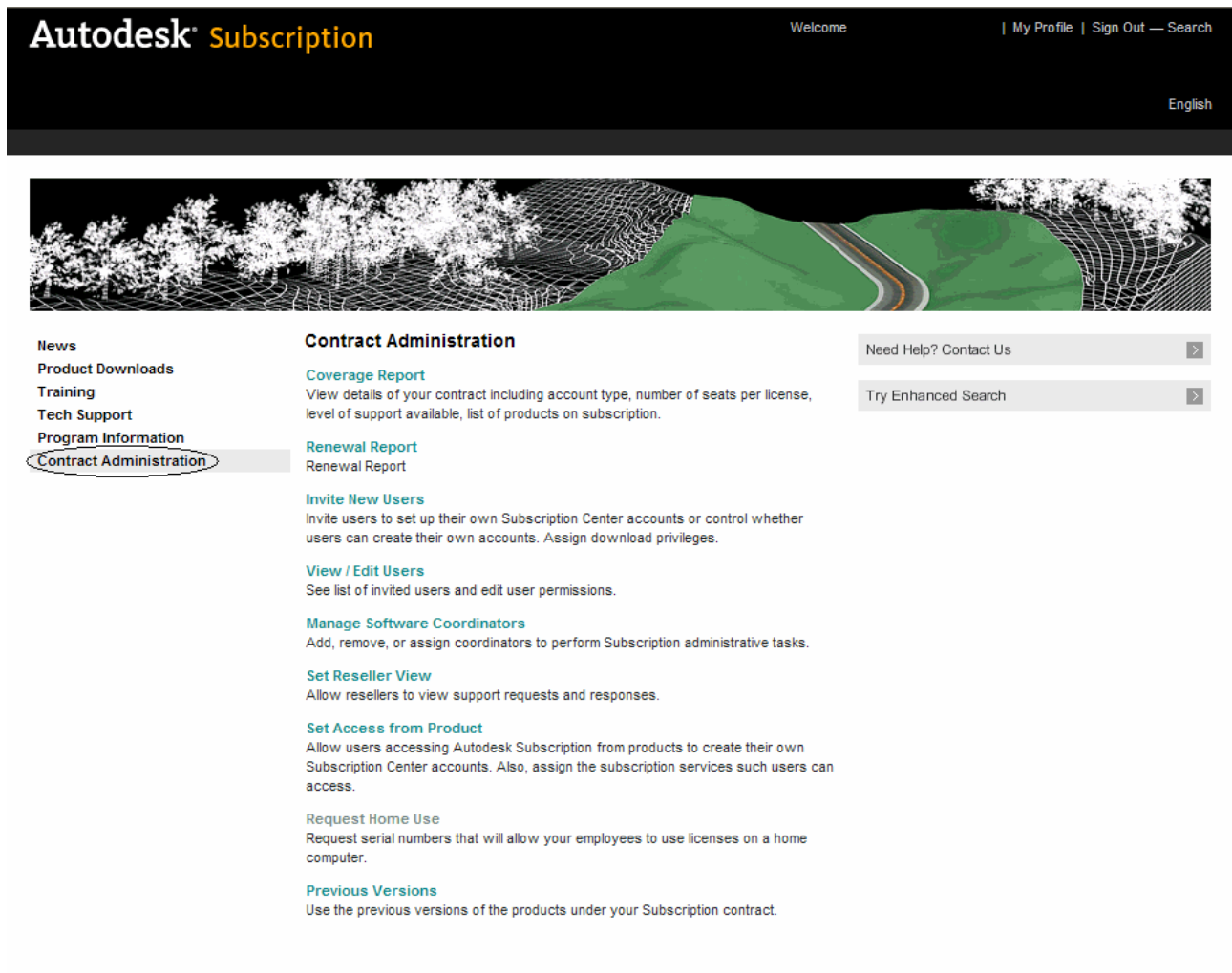
Klik på "Program Information" og du får dette skærmbillede:



The screenshot shows the Autodesk Subscription website interface. At the top, the header includes the Autodesk logo and 'Subscription' in orange, followed by 'Welcome' and navigation links for 'My Profile', 'Sign Out', and 'Search'. A language selector for 'English' is in the top right. On the left, a navigation menu lists: News, Product Downloads, Training, Tech Support, Program Information (circled in red), Terms & Conditions, and Contract Administration. The main content area is titled 'Terms & Conditions' and contains links for 'Home Use Agreement' (with sub-link 'Home Use License Agreement: Ancillary Service Terms'), 'Supplemental Terms & Conditions' (with sub-link 'Supplemental Terms and Conditions for Alias Platinum Members'), and 'Territory Rights Agreement' (with sub-link 'Extra Territory Rights Agreement: Ancillary Service Terms'). On the right side, there are two buttons: 'Need Help? Contact Us' and 'Try Enhanced Search'. The footer contains the copyright notice: '© Copyright 2008 Autodesk, Inc. All rights reserved. Privacy Policy — Legal Notices & Trademarks'.

Contract Administration

Under punktet Contract Administration kan du få et overblik over jeres licenser, administrere brugere af subscription center, ændre software coordinator, anmode om hjemmelicenser og anmode om at bruge tidligere versioner. Klik på "Contract Administration" og du får dette skærmbillede:



The screenshot shows the Autodesk Subscription website interface. At the top, there is a navigation bar with the Autodesk logo, the word "Subscription", and links for "Welcome", "My Profile", "Sign Out", and "Search". The language is set to "English". Below the navigation bar is a banner image of a road winding through a green landscape with trees. On the left side, there is a sidebar menu with the following items: "News", "Product Downloads", "Training", "Tech Support", "Program Information", and "Contract Administration" (which is circled in red). The main content area is titled "Contract Administration" and contains several links and descriptions:

- Contract Administration**
- Coverage Report**: View details of your contract including account type, number of seats per license, level of support available, list of products on subscription.
- Renewal Report**: Renewal Report
- Invite New Users**: Invite users to set up their own Subscription Center accounts or control whether users can create their own accounts. Assign download privileges.
- View / Edit Users**: See list of invited users and edit user permissions.
- Manage Software Coordinators**: Add, remove, or assign coordinators to perform Subscription administrative tasks.
- Set Reseller View**: Allow resellers to view support requests and responses.
- Set Access from Product**: Allow users accessing Autodesk Subscription from products to create their own Subscription Center accounts. Also, assign the subscription services such users can access.
- Request Home Use**: Request serial numbers that will allow your employees to use licenses on a home computer.
- Previous Versions**: Use the previous versions of the products under your Subscription contract.

On the right side of the main content area, there are two buttons: "Need Help? Contact Us" and "Try Enhanced Search".

Contract Administration – Coverage Rapport

Under dette punkt kan man se en komplet oversigt over de licenser, der er omfattet af subscriptionaftalen. Klik på "Coverage Rapport", og du får dette skærbillede:

The screenshot shows the Autodesk Subscription Coverage Report interface. At the top, there is a navigation bar with links: Create Support Request, My Support Requests, All Support Requests, Reseller View Permission, Subscription Help, Renewals, Coverage Report, and Coordinator Management. The main heading is "Subscription Coverage Report". Below it, a message says: "Click the Contract # below to view or download detailed information about the products and services on your Subscription contract." A table with one row shows contract details: Contract #, Program, Start Date (3/30/2007), End Date (3/29/2009), Status (Active), Company, and Contract Manager. Below the table is a "Selected Contract Details" section with three columns: Contract, Contract Manager, and Company Details. The Contract column shows: Contract: [redacted], Program: Subscription, Start Date: 3/30/2007, End Date: 3/29/2009, Status: Active. The Contract Manager column shows: Name: [redacted], Email: [redacted], Phone #: [redacted], Extension: [redacted]. The Company Details column shows: Name: [redacted], Address 1: [redacted], Address 2: [redacted], Address 3: [redacted], City: [redacted], State: [redacted], Country: [redacted], Postcode: [redacted].

Klik på det kontraktnummer, som du ønsker at se information om. Når du klikker på kontraktnummeret, får du dette skærbillede:

The screenshot shows the Autodesk Subscription Coverage Report interface, similar to the previous one, but with a "Products" table. The "Selected Contract Details" section is identical. Below it, there is a "Search" section with instructions: "Search: To find or filter specific products or Groups, press the Search button." "Export: To begin downloading a CSV format file of your contract data, press the Export button." "Details: To view more detailed information about a product, click on the Serial Number." Below this is a "Products" table with columns: Serial #, Product Key, Level, Group, Product Family, Release, Language, Deployment, Seats, Software Coordinator, and Reseller. The table contains 7 rows of data:

Serial #	Product Key	Level	Group	Product Family	Release	Language	Deployment	Seats	Software Coordinator	Reseller
390-	N/A	Web Support		AutoCAD	2009	English	Standalone	2		NTI CADcenter A/S - Værlese
390-	N/A	Web Support	Acad SLM	AutoCAD	2009	English	Standalone	1		NTI CADcenter A/S - Værlese
390-	N/A	Web Support		AutoCAD	2009	English	Networked	2		NTI CADcenter A/S - Værlese
390-	N/A	Web Support		AutoCAD	2009	English	Standalone	4		NTI CADcenter A/S - Værlese
390-	N/A	Web Support		AutoCAD LT	2009	English	Standalone	22		NTI CADcenter A/S - Værlese
390-	N/A	Web Support		Autodesk Inventor Suite	2009	English	Standalone	3		NTI CADcenter A/S - Værlese
390-	N/A	Web Support		Autodesk Inventor Suite	2009	English	Standalone	1		NTI CADcenter A/S - Værlese

Her kan du se serienumre, groups, antal seats og hvem der er software coordinator. Klik på de enkelte serienumre for at se uddybende information.

Contract Administration – Manage Software Coordinators

Software Coordinatoren er den person, som de nye versioner af softwaren fremsendes til, når de releases. Det kan godt være forskellige personer på de forskellige produkter. Vil man ændre Software Coordinator for et produkt, skal man gøre følgende:

I Contract Administration menuen klikkes på "Manage Software Coordinators". Klik på den kontrakt der skal ændres for. Dernæst får man dette skærbillede:

The screenshot shows the Autodesk Software Coordinator Management interface. At the top, there is a navigation bar with the Autodesk logo and a "Close Window" button. Below the navigation bar, there are several tabs: "Create Support Request", "My Support Requests", "All Support Requests", "Reseller View Permission", "Subscription Help", "Renewals", "Coverage Report", and "Coordinator Management". The "Coordinator Management" tab is selected.

The main content area is titled "Software Coordinator Management". It contains a brief description: "Use this page to manage Coordinators who perform subscription administrative tasks for your company; edit shipping locations for your Coordinators; or name groups for your products."

Below the description, there are two tabs: "Software Coordinators" and "Products". The "Software Coordinators" tab is selected. It contains a "Selected Contract Details" section with three columns: "Contract", "Contract Manager", and "Company Details".

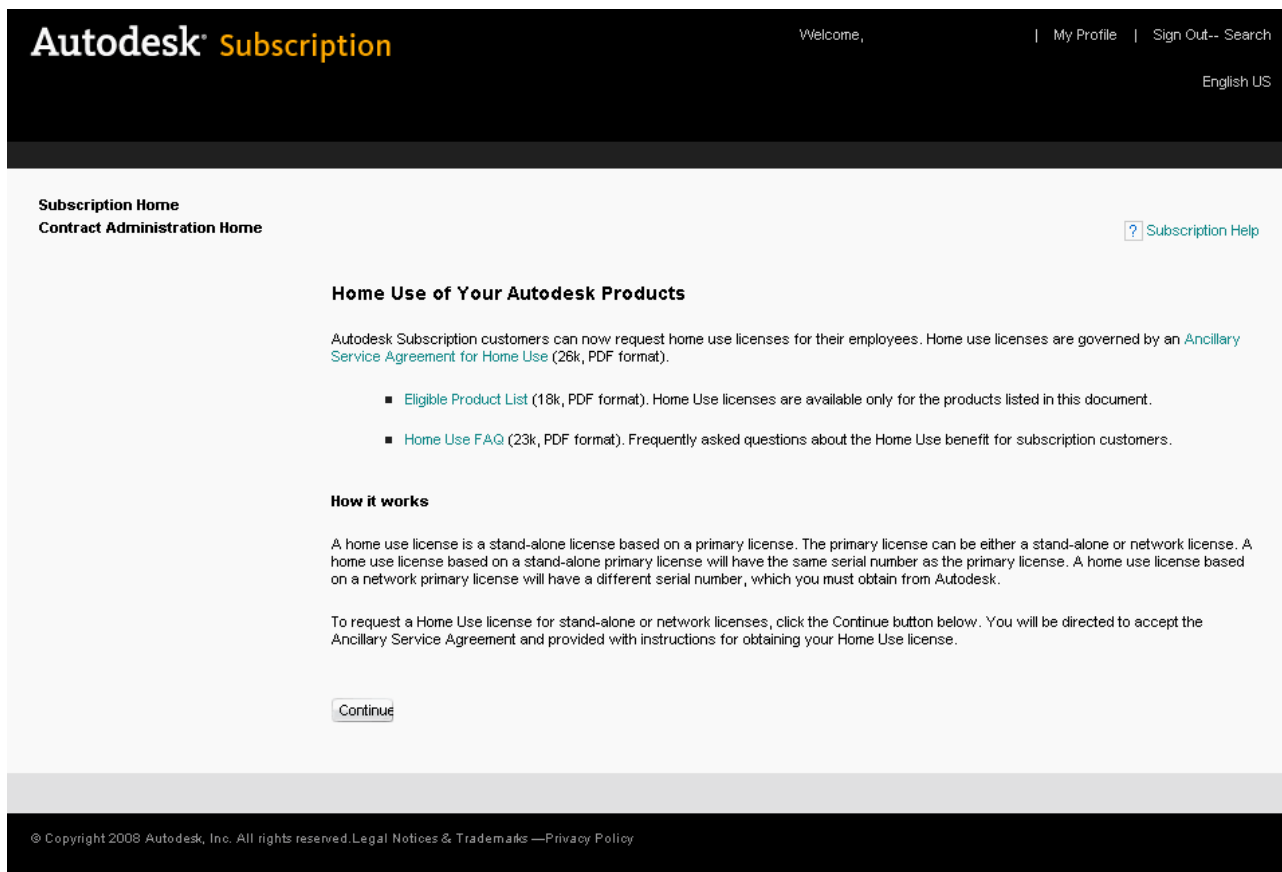
Contract	Contract Manager	Company Details
Contract: <input type="text"/>	Name: <input type="text"/>	Name: <input type="text"/>
Program: Subscription	Email: <input type="text"/>	Address 1: <input type="text"/>
Start Date: 3/30/2007	Phone #: <input type="text"/>	Address 2: <input type="text"/>
End Date: 3/29/2009	Extension: <input type="text"/>	Address 3: <input type="text"/>
Status: Active		City: <input type="text"/>
		State: <input type="text"/>
		Country: Denmark
		Postcode: <input type="text"/>

At the bottom of the interface, there is a search bar and a table with columns: "First Name", "Last Name", "Email", "Phone", and "Shipping Location". The "Software Coordinators" tab is selected, and there are "Edit..." and "Remove..." buttons next to the table header. The table currently shows 1 - 1 of 1 entries.

Klik på "Edit" hvor man kan vælge blandt de brugere, der er oprettet på subscription center. Klik på fanebladet "Products" hvis du vil ændre software coordinator for de enkelte produkter.

Contract Administration – Request Home Use

Med subscription har man lov til at installere hjemmelicenser i forholdet 1 til 1, dvs. 1 licens i firmaet giver adgang til 1 hjemmelicens. Klik på "Request Home Use" i Contract Administration menuen for at anmode om en hjemmelicens. Du får så dette skærbillede:



The screenshot shows the Autodesk Subscription website interface. At the top, there is a navigation bar with the Autodesk logo, the word "Subscription", and user options like "Welcome," "My Profile", "Sign Out-- Search", and "English US". Below the navigation bar, there are links for "Subscription Home" and "Contract Administration Home", along with a "Subscription Help" link. The main content area is titled "Home Use of Your Autodesk Products" and contains the following text:

Autodesk Subscription customers can now request home use licenses for their employees. Home use licenses are governed by an [Ancillary Service Agreement for Home Use](#) (26k, PDF format).

- [Eligible Product List](#) (18k, PDF format). Home Use licenses are available only for the products listed in this document.
- [Home Use FAQ](#) (23k, PDF format). Frequently asked questions about the Home Use benefit for subscription customers.

How it works

A home use license is a stand-alone license based on a primary license. The primary license can be either a stand-alone or network license. A home use license based on a stand-alone primary license will have the same serial number as the primary license. A home use license based on a network primary license will have a different serial number, which you must obtain from Autodesk.

To request a Home Use license for stand-alone or network licenses, click the Continue button below. You will be directed to accept the Ancillary Service Agreement and provided with instructions for obtaining your Home Use license.

Continue

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Klik på "Eligible Product List" for at se hvilke produkter, der kan fås hjemmelicenser til.

Klik på "Home Use FAQ" for at læse mere om reglerne for brug af hjemmelicenser.

Klik på "Continue" for at komme videre.

På næste skærbillede skal man acceptere vilkårene for brug af hjemmelicens, og på næste skærbillede igen, skal man vælge om det er som single licens eller netværkslicens.

Hvis man benytter singlelicens, skal man bare installere med samme medie og bruge samme serienummer som firmalicensen. Benytter man netværkslicens, skal online formularen udfyldes med kontraktnummer, produkttype og antal af licenser. Denne sendes til Autodesk via hjemmesiden ved at trykke på "submit" og herefter får man en mail retur med et "Dummy" serienummer, som man indtaster under installationen af hjemmelicensen.

Contract Administration – Previous Versions

Med subscription har man lov til at anvende tidligere versioner, op til 3 versioner bagud. Klik på ”Previous Versions” under Contract Administration. Du får så dette skærbillede:

The screenshot shows the Autodesk Subscription interface. At the top, there is a navigation bar with the Autodesk logo, the word 'Subscription', and user options: 'Welcome', 'My Profile', 'Sign Out--', and 'Search'. The language is set to 'English US'. Below the navigation bar, there are links for 'Subscription Home' and 'Contract Administration Home', along with a 'Subscription Help' link. The main content area is titled 'Previous Version: Getting Started'. It explains that Autodesk Subscription customers can use previous versions up to three releases back from the 2009 product release. It provides a link to an 'Eligible Product List (PDF)'. Below this, it states that the feature is available for both stand-alone and network licenses and refers to a 'Coverage Report'. There are two radio button options: 'Stand-alone license' and 'Network license'. A 'Continue' button is present. Below the button, it notes that users must provide their original software and serial number and that they will be limited to their current number of seats. It also mentions that the use of previous versions is governed by the 'Terms and Conditions (78k PDF)'. A 'Previous Version FAQ' link is provided for frequently asked questions.

Klik på ”Eligible Product List” for at se hvilke programmer du kan få tidligere versioner til.

Vælg Stand-alone (single licens) eller netværkslicens, og klik på ”Continue” Derefter får du dette skærbillede:

The screenshot shows the Autodesk Subscription interface, similar to the previous one, but with the user name 'Jens Peter Christensen' in the navigation bar. The main content area is titled 'Previous Version: Stand-alone licenses'. It asks the user to select one of the following options as it applies to them:

- I need a license/serial number.
- I need additional seats and already have a serial number.
- I need to install and activate my CD or DVD.
- I need a CD or DVD.

At the bottom of the form, there are 'Back' and 'Continue' buttons.

Her kan du vælge om du skal bruge et serienummer eller have tilsendt et medie til en ældre version.

Følg herefter step-by-step guiden til at fuldføre bestillingen.

Contract Administration – Invite New Users

Under punktet “Invite New Users” kan du tilføje nye brugere til Subscription Center. Når du klikker på “Invite New Users” ser du dette skærbillede:

Invite New Users

Enter e-mail addresses (not e-mail aliases or groups) separated by commas or returns. An invitation will be sent to each e-mail address you provide. The number of users you can invite is indicated in the contract information, below.

To invite a list of recipients, paste the list in the space below. A recipient must include an email address, first name and last name each separated by a comma. Each recipient must appear on a separate line.

Quick Add Recipient:

* E-Mail address	* First name:	* Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Recipient List:

Field order: email,first name,last name
Example: fredsmith@example.com,Fred,Smith

Choose Contracts and Assign Privileges

Contract: (You can invite 210 more users)

Contract includes: AutoCAD, AutoCAD LT, Inventor Series

User can access:	Web Support	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	e-Learning	<input checked="" type="radio"/> Yes	<input type="radio"/> No
	File Downloads	<input checked="" type="radio"/> Yes	<input type="radio"/> No

Personalize the Invitation Message (Optional)
You may include a personal message in the invitation.

Udfyld alle punkterne og klik på “Send”. Brugeren får herefter tilsendt brugernavn og adgangskode.

Contract Administration – View/Edit Users

Under dette punkt kan du se og redigere brugerne af Subscription Center. Klik på "View/Edit Users" så ser du dette skærbillede:

Autodesk Subscription Welcome, | My Profile | Sign Out-- Search English US

Subscription Home
Contract Administration Home [? Subscription Help](#)

View / Edit Users

View and Edit user information for each contract below.

You can view details for each user by clicking on the "Edit User" button. "Status: Pending" users have a Subscription Center account but have not yet signed in.

Select Contracts and Users to Show

Contracts:

All Users: [abc](#) | [def](#) | [ghi](#) | [jkl](#) | [mno](#) | [pqr](#) | [stu](#) | [vwxyz](#) | [yz](#) | [Other Characters](#)

Showing: 1-1 of 1

				Status: Active	Edit User
Contract #	Phone Support	Web Support	e-Learning	File Downloads	
		✓	✓	✓	

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Klik på den enkelte bruger og derefter på "Edit User" for at se og redigere rettigheder.