

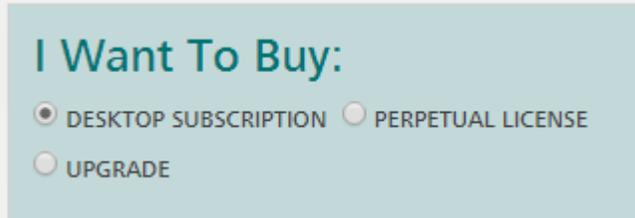
Quick Start Guide: Setting up your Autodesk Desktop Subscription Software

Information

Issue This is a Quick Start Guide to setup your Autodesk Desktop Subscription Software.

Cause

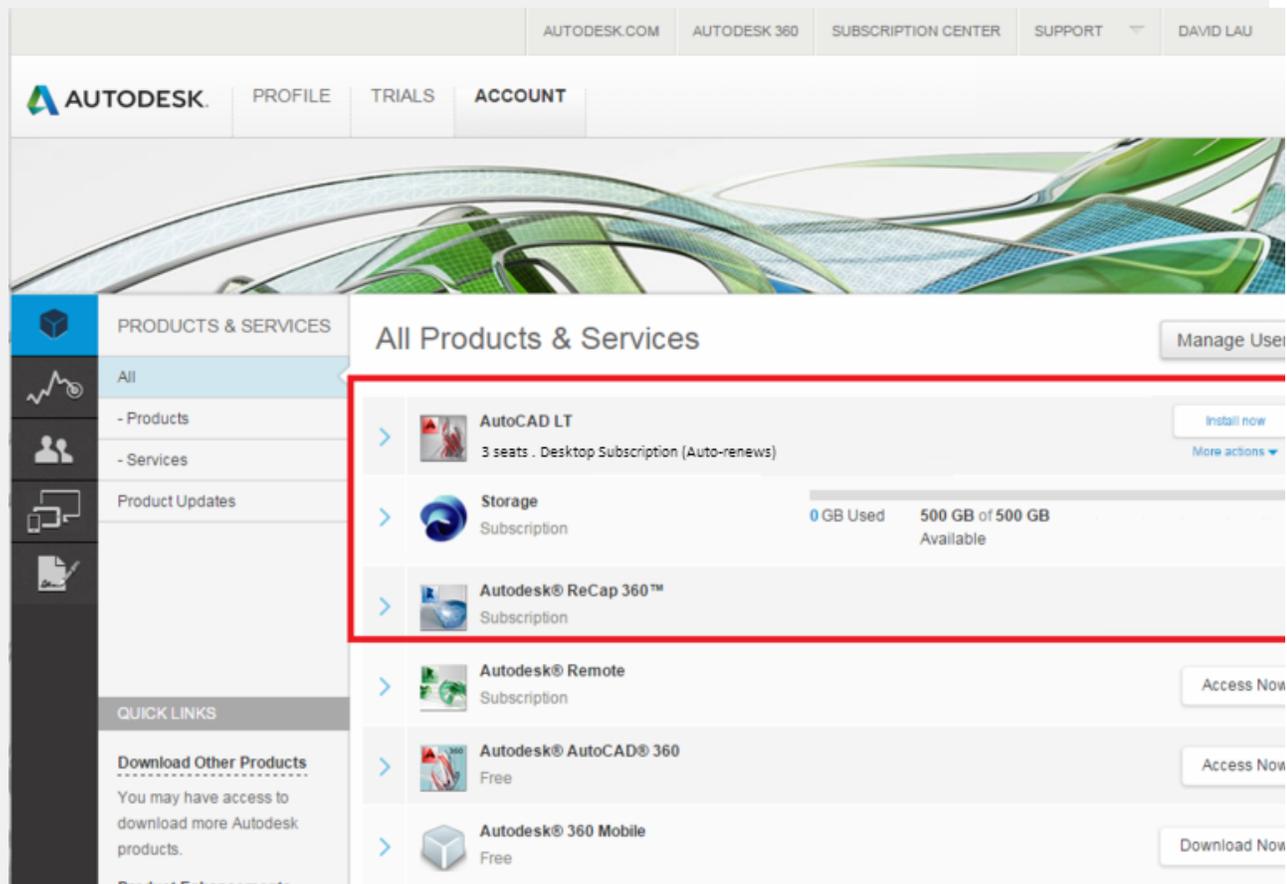
Solution 1. Choose your software in the [Autodesk Store](#) and buy a **Desktop Subscription**.



2. Once you get your confirmation email, you will need to create an account and log in to:

<https://manage.autodesk.com>

By default, the user that **bought** the software will be the Contract Administrator and you will be automatically assigned. For example below, there are 3 x AutoCAD LT licenses available and one of the licenses will be assigned to David Lau.



3. If you have purchased more than 1 copy of Desktop Subscription, it's best to choose a **Browser Download** of the software to save bandwidth. You can basically re-use the installer for your 3 users. If you use the **Install Now** method and run the setup, you will get a **Communication Error**. Any folder in C:\Autodesk with "wi" or "WI" in its name is not re-usable.

AUTODESK.COM AUTODESK 360 SUBSCRIPTION CENTER SUPPORT DAVID LAU

AUTODESK PROFILE TRIALS ACCOUNT

PRODUCTS & SERVICES

All

- Products
- Services

Product Updates

QUICK LINKS

Download Other Products
You may have access to download more Autodesk products.

Product Enhancements

All Products & Services

Manage Use

AutoCAD LT
3 seats . Desktop Subscription (Auto-renews) [Install now](#) [More actions](#)

Storage
Subscription 0 GB Used 500 GB of 500 GB Available

Autodesk® ReCap 360™
Subscription

Autodesk® Remote
Subscription

Autodesk® AutoCAD® 360
Free

Autodesk® 360 Mobile
Free

DOWNLOAD & INSTALL

- Install now (fastest)
- Download now (fast) through Download Manager
- Browser download (slowest) through your browser**
- Can't decide?

USER ACCESS

- Manage access to version

PAYMENT

- Edit renewal

- Expand widget for Product.
- Choose 32 or 64 bit.
- Select Browser Download.

Screencast: <http://autode.sk/1KWjRrS>

Autodesk AutoCAD

Download [Serial numbers](#)

Autodesk AutoCAD

Version: 2016 Platform: WIN 32/64 Language: English 16.1 MB [Install now](#)

> Additional file

- WIN 32/64
- WIN 64**
- WIN 32

Autodesk AutoCAD for Mac

[Download help](#) | [Installation help](#)

Downloads

4. Install the software using the serial number and product key noted when you expand the widget.

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AUTODESK PROFILE TRIALS ACCOUNT

PRODUCTS & SERVICES

All Products & Services Manage Use

All

- Products

- Services

Product Updates

QUICK LINKS

Download Other Products

You may have access to download more Autodesk products.

Product Enhancements

Download extensions, service packs, design content, etc.

AutoCAD LT

3 seats . Desktop Subscription (Auto-renews) Install Now

Subscription info Desktop Subscription (Auto-renews) May 7, 2015 Edit renewal | Subscription details

Serial numbers

Version	Serial number / product key
2015	558- / 057G1
2014	Serial numbers will be available here after you download

More details Product info Product help Enhancements

NOTE: AutoCAD 2015 or AutoCAD LT 2015 for Mac Users, please review this article:

<http://knowledge.autodesk.com/support/autocad-lt/troubleshooting/caas/sfdcarticles/sfdcarticles/Autocad-LT-on-MAC-will-not-authenticate-rental->

5. You need to assign users to AutoCAD LT by clicking on the User icon.

PRODUCTS & SERVICES

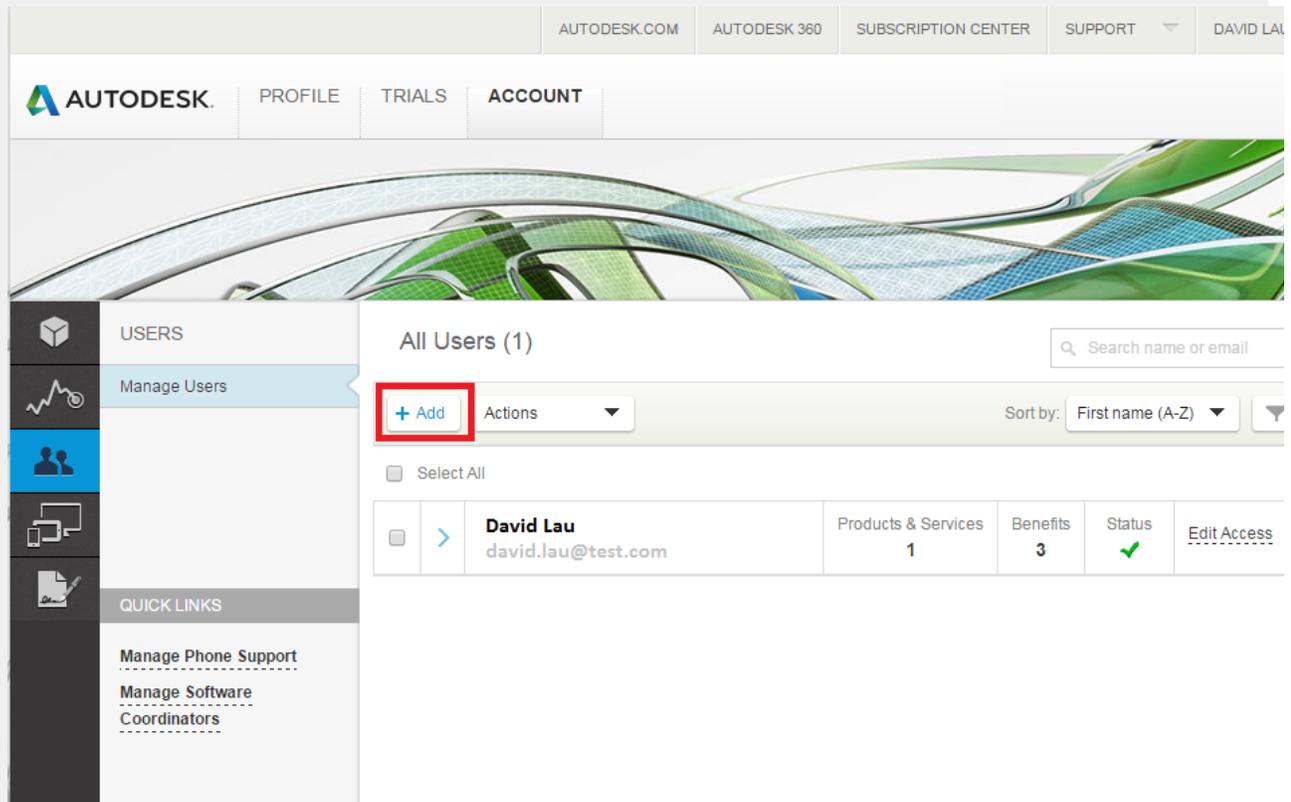
All

- Products

- Services

Product Updates

6. Click on **Add** to invite users to run AutoCAD LT.



The screenshot shows the Autodesk Account Management interface. At the top, there are navigation links for AUTODESK.COM, AUTODESK 360, SUBSCRIPTION CENTER, SUPPORT, and DAVID LAU. Below this, the Autodesk logo and navigation tabs for PROFILE, TRIALS, and ACCOUNT are visible. The main content area is titled 'USERS' and contains a 'Manage Users' section. A red box highlights the '+ Add' button in the 'All Users (1)' section. To the right of the '+ Add' button is an 'Actions' dropdown menu. Below the '+ Add' button is a 'Select All' checkbox. The user list contains one entry for David Lau, with columns for Products & Services (1), Benefits (3), Status (green checkmark), and Edit Access.

		Products & Services	Benefits	Status	Edit Access	
<input type="checkbox"/>	>	David Lau david.lau@test.com	1	3	✓	Edit Access

If you try to add a user but it doesn't show up in the list, you will need to **Contact Us** > Account Creation & Sign in > Ch

<https://screencast.autodesk.com/Main/Details/33dc58d8-8409-4d43-8f9c-24beb43c2c79>

7. You will need to **assign** AutoCAD LT to the user so that they can run the software. If the user is no longer employed, remove them from the list of users. For example, David Lau may have bought the software and doesn't need to use the button to give your license to someone else on the team.

AUTODESK PROFILE TRIALS ACCOUNT

Edit Access : Avto Chachava

All Benefits Products & Services Show: All Contracts

Benefits ⓘ

Product Downloads (All Products)				<input type="checkbox"/> Assign
>	Product Extensions & Web Support Contract#110000793741	0/2 Benefit On	17 Seats Available	Edit

Products & Services ⓘ

>	AutoCAD LT Contract#110000793741	4/4 Service On	0 Seats Available	<input checked="" type="checkbox"/> Assign
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Save Cancel

8. When you invite someone, the **grey circle** icon means that you have sent them an invite to use the software but they have not yet accepted. A **green check mark** means that the user is OK.

AUTODESK.COM AUTODESK 360 SUBSCRIPTION CENTER SUPPORT DAVID LAU

AUTODESK. PROFILE TRIALS **ACCOUNT**

USERS

Manage Users

QUICK LINKS

- Manage Phone Support
- Manage Software Coordinators

All Users (3) Search name or email

+ Add Actions

Sort by: First name (A-Z)

Select All

	Name	Products & Services	Benefits	Status	Edit Access
<input type="checkbox"/>	David Lau david.lau@test.com	1	3	✓	...
<p>Benefits (Benefits 3)</p> <ul style="list-style-type: none"> Product Extensions Product Downloads Web Support <p>Products (1 Added)</p> <ul style="list-style-type: none"> Autodesk AutoCAD LT Services (4) 					
<input type="checkbox"/>	Avto Chachava avto.chachava@test.com	0	0	⋮	...

User Info

Role(s)

Contract Manager

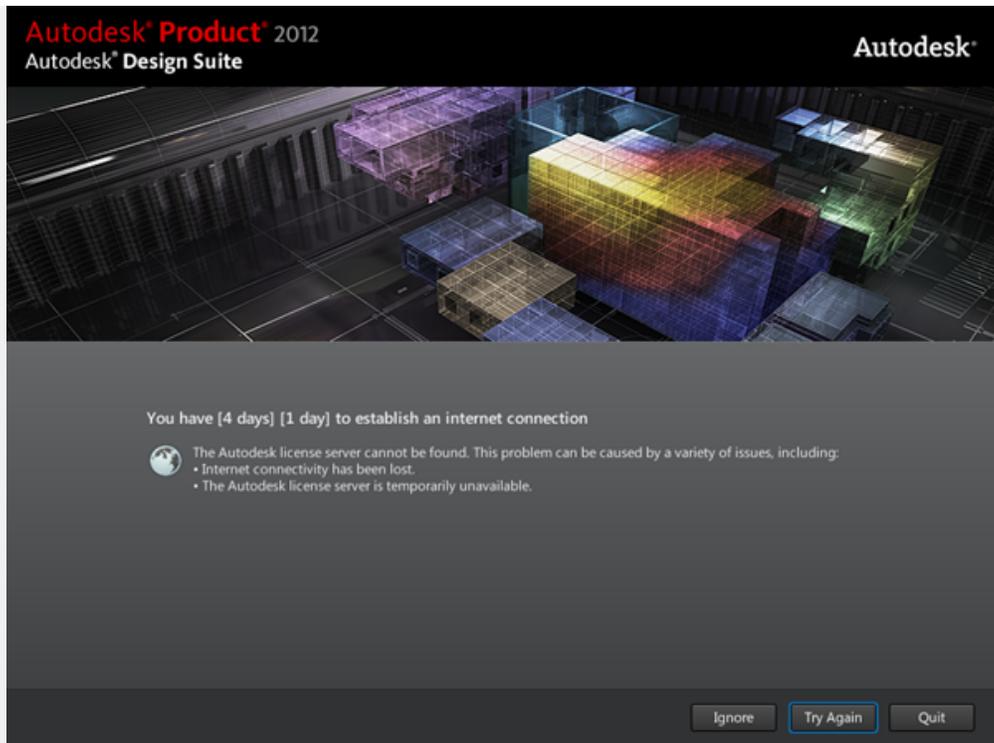
- Contract# 11000

Email

✉ david.lau@test.com

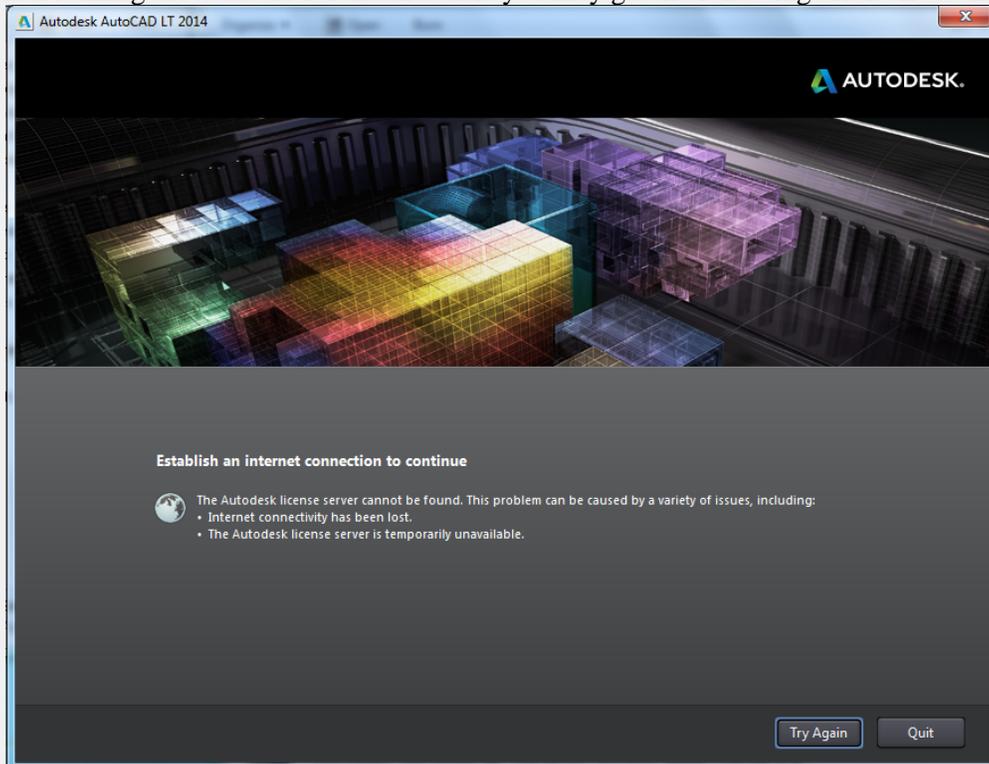
9. When running the software for the first time, you will need to login based using the account that was created in **step 8**. Rental product will need to connect to the internet once every **30 days** to check the account status.

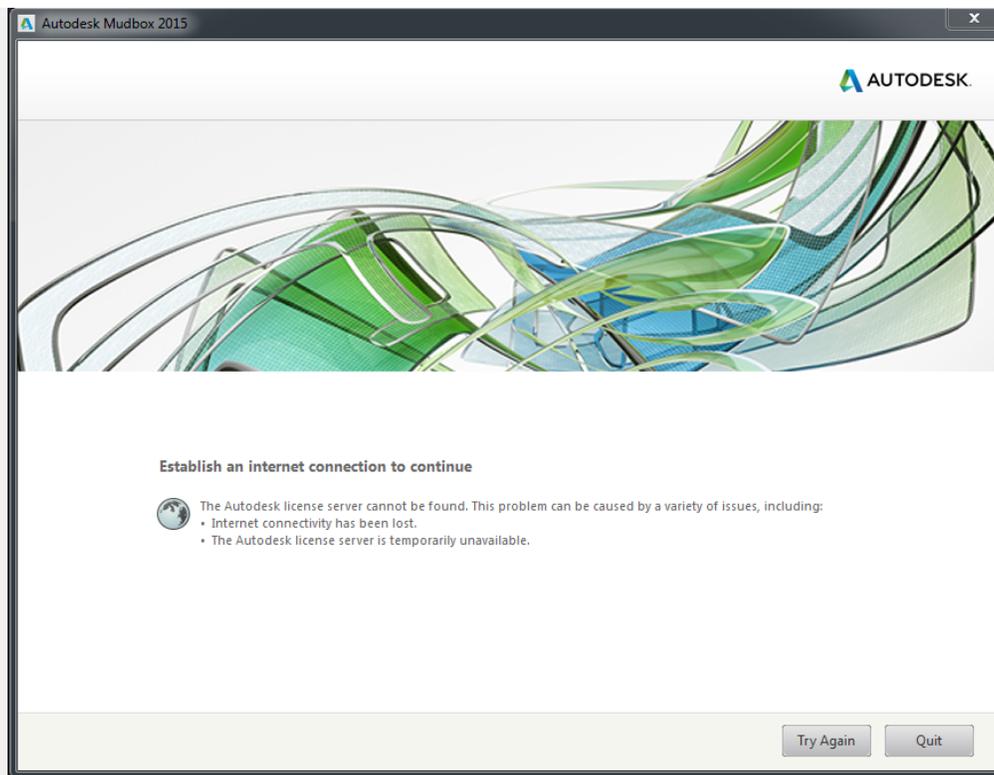




In some instances, you may need to review this solution if the, **login window is missing**.

10. When running the software for the first time you may get the following error: **Establish an Internet connectio**





There are 4 articles that you can use to solve this problem:

a. Please apply this [Hotfix](#) before launching your Autodesk [2014/2015] product. Also, review this article if you applying this patch.

b. Establish an Internet Connection Error

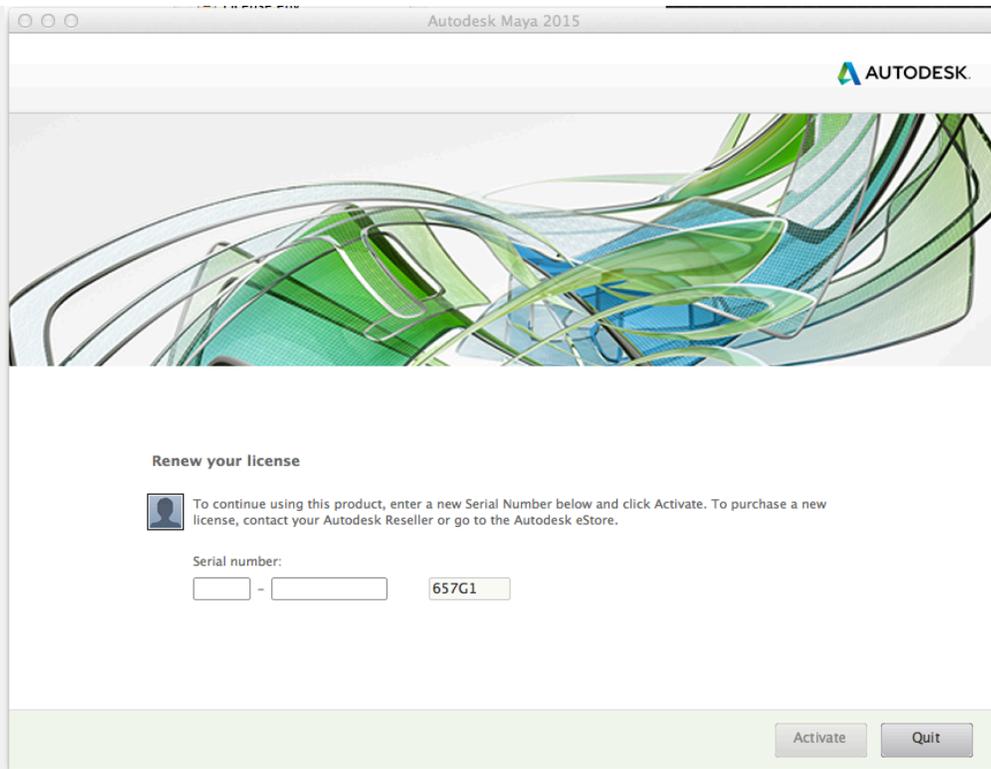
Windows: [Desktop Subscription Licensing Error: "Establish an Internet connection to continue"](#)

Mac: [Establish-an-Internet-Connection-to-continue-MAC](#)

c. You can also use [Fiddler](#) to troubleshoot the connection error.

d. If you are using enterprise antivirus [McAfee] software, please check out [How to set up McAfee ePolicy Orch Products to work with Desktop Subscription.](#)

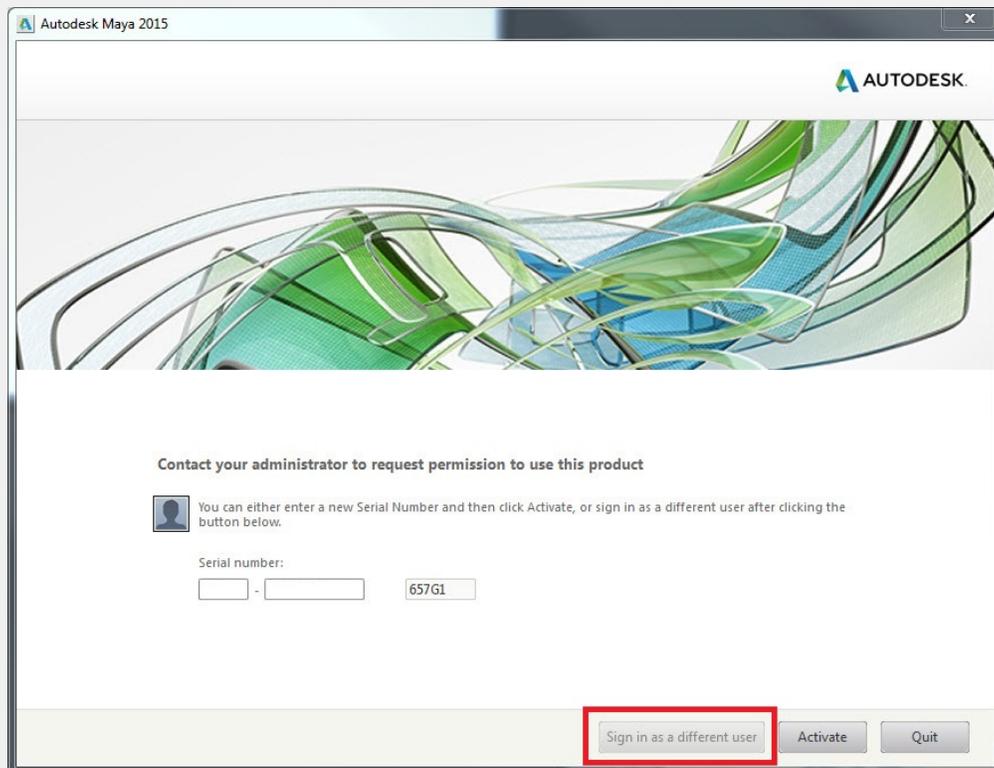
11. If you get the following error: **Renew your license.**



You may have not chosen the option to **auto-renew monthly** and this error is indicating that the serial number used to no longer is valid. In some instances, a new serial number may need to be assigned to you.

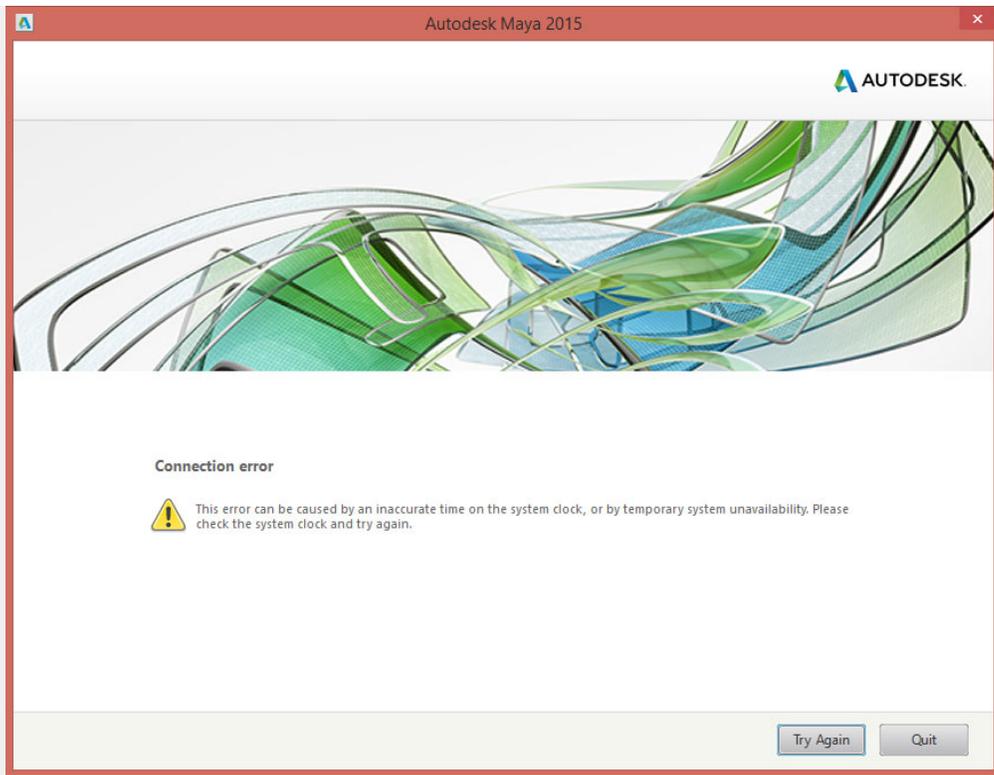
Please check out this article if you get a **License dialog box** appearing when using a new **Desktop Rental serial number**.

12. If you get the following error: **Contact your administrator to request permission to use this product.**



This means that you need to add a user to your account or the user's access has changed. Please refer to **steps 6, 7**

13. If you are getting this error: **Connection Error**



Please refer to the following article: [Connection Error: This error can be caused by an inaccurate time on the system unavailability.](#)

See Also <http://knowledge.autodesk.com/topics/account-management/software-downloads/desktop-products-Quick-Start-on-Upandready-blog>
http://upandready.typepad.com/up_and_ready/2014/11/quick-start-setting-up-your-autodesk-desktop-rental-software

Attachment

Public URL <http://knowledge.autodesk.com/article/Quick-Start-Guide-Setting-up-your-Autodesk-Desktop-Rental-Software>

Partner Help Translation Section (for PSO KCS Publisher use only)

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Translation In Progress

Translation Completed

Select Languages