

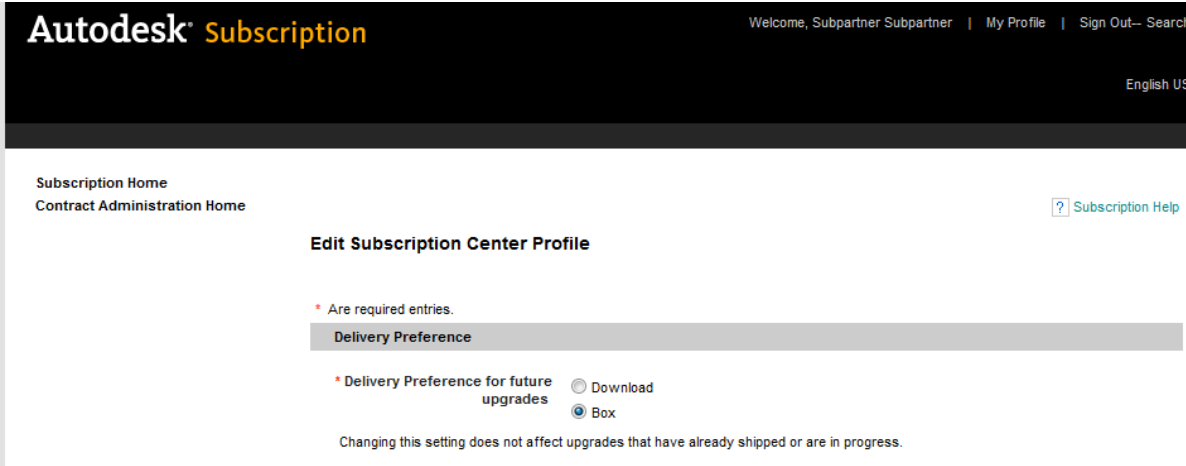
Autodesk 2012 Releases – What Subscription Customers Need to Know

How will I receive my new Autodesk Product?

Autodesk provide two options for delivering you your new Autodesk 2012 product. You may download the product directly from the Autodesk Subscription Center portal and in addition, you may also have physical install media sent to you. Your preferences for product delivery can be checked and updated within the portal by clicking on:

http://subscription.autodesk.com/sc/local/enu/portal/edit_profile.jsp?po=enu

The delivery preference is the first section on that page.



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

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

Edit Subscription Center Profile

* Are required entries.

Delivery Preference

* Delivery Preference for future upgrades Download Box

Changing this setting does not affect upgrades that have already shipped or are in progress.

The default delivery preference for new contracts is Download and this setting remains unchanged until it is manually updated by a Contract Manager or a Software Co-ordinator. If you wish to receive your physical Autodesk 2012 product media automatically you should have ensured that the delivery preference was set to Box



T: 01784 419922
E: sales@cadline.co.uk
W: www.cadline.co.uk
CADline Ltd, Northumberland House, Drake Avenue,
Staines, Middlesex, TW18 2AP



T: 01293 774442
E: sales@midastechnology.co.uk
W: www.midastechnology.co.uk
Midas Technology Ltd, Gatwick House,
Peeks Brook Lane, Horley, RH6 9ST

by 15th March 2011. You can however request physical media from the software download page by clicking Request a DVD/CD in the column on the left.

Autodesk Subscription

Subscription Home

Downloads

Software Downloads

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Frequently Asked Questions

Related Information:

Request a DVD/CD

Request a Product Manual

Need Help? Contact us

Software Download

Autodesk Products

To download the current release of your Autodesk : previous releases of your software, select the Prev

To view the download history for each product title,

Current Release		Previous Release
Version	Title	
2011.	Autodesk Quantity Takeoff 2011 English	
2011.	Autodesk Topobase Client 2011 English	

The link for the software downloads page is below.

<https://autodesk.subscribenet.com/control/adsk/index>

For a more detailed online guide on downloading software and ordering physical media go to www.autodesk.com/downloadingsoftware

What if I have a problem downloading my Autodesk 2012 software?

Autodesk provide two different download methods, one or the other of which, is normally suitable for your network security and connectivity type. The assisted Download Manager (DLM) method uses a download manager installed on the computer that you are downloading to and allows you to pause and restart your download and resume interrupted ones. The DLM method is the one recommended by Autodesk as it is usually the most robust. Alternatively you may wish to use the standard browser method as the DLM method may not work in some environments. Typically the browser method is slower and less robust. The options are presented to you when you select the product you wish to download.

Software	Download Log
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Download Selected Files

Select All

Autodesk Inventor Publisher 2011 English Win 32bit R1

Browser Download

Download File Size: 1,050,126,240 bytes (1,001.5 MB)

Download Manager

[Estimated Times and Details](#)

Autodesk Inventor Publisher 2011 English Win 64bit R1

Browser Download

Download File Size: 1,098,081,080 bytes (1,047.2 MB)

Download Manager

[Estimated Times and Details](#)

If neither of these methods work then you should request physical media using the methods outlined in the previous section.

How do I find my login for the Autodesk Subscription login?

If you are the nominated Contract Manager or Software Co-ordinator you will have been sent your login details by email directly from Autodesk. If you have lost or unsure of these details please contact our customer services team on 01784 419911 or at customer.services@cadline.co.uk

How do I install and authorise my new Autodesk 2012 products?

You will be issued new serial numbers and product keys which should be used for installing and authorising your 2012 products. Software Coordinators will receive their serial numbers and product keys for upgrades via the auto-fulfilment email messages sent to them by Autodesk on their respective First Customer Ship (FCS) date. Alternatively, Contract Managers and Software Coordinators can find this information in the Coverage Report on the Subscription Center. The coverage report may be found at:

http://ecustomer.autodesk.com/siebel/eCustomer_ENU_subcntr/start.swe

Activation for standalone products can normally take place directly from the product if you have an internet connection.

If your computer is not connected to the internet and for network activations please contact our customer services team on 01784 419911 or at customer.services@cadline.co.uk

What previous versions of Autodesk products can I use after the release of the 2012 products?

Autodesk Subscription customers may now use previous versions up to three releases back from the latest product release up to the total number of licenses of the product currently under Subscription. This is available to both stand-alone and network licenses on Subscription.

How do I apply for authorisation codes for previous version of Autodesk products?

You will need your previous release serial number:

<http://subscription.autodesk.com/sc/local/enu/portal/vip/admin/priorVersionFeature3.jsp?po=enu>

Can I use a home user licence with my new Autodesk 2012 product?

You will be able to use Autodesk 2012 products as part of the Autodesk Subscription benefit. For standalone licensed products you will use the same serial number and product key as the one you have used in the office.

For instances where you are running network licences in the office you will need to apply for a standalone home user licence serial number and product key through the Subscription Center. The page for applying for this serial number can be found at:

<http://subscription.autodesk.com/sc/getPage?action=landing&id=homeUse>

Will the Autodesk Apps available through CADline Community work with 2012 versions of the products?

The Autodesk Apps have, where possible, been designed to work with Autodesk 2012 products. We will shortly be updating our documentation and installation downloads to reflect the Apps compatibility with 2012 products.

Where can I find help and advice for installing my new Autodesk 2012 Product?

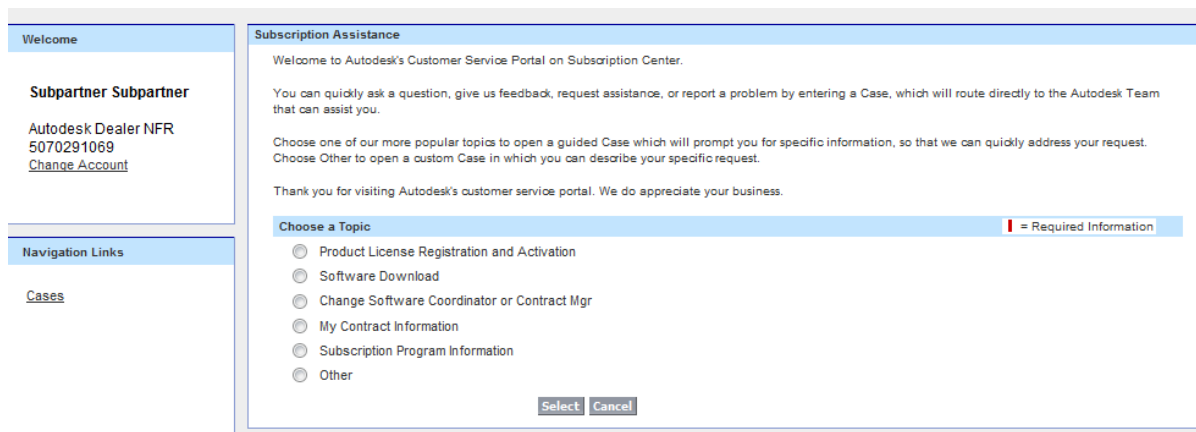
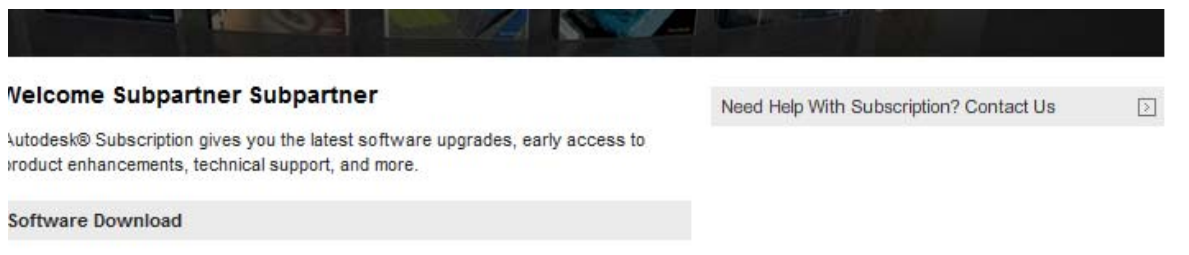
For general queries about downloading and installing Autodesk 2012 products available through the Autodesk Subscription Center you may wish read the FAQ page available on the portal at:

<https://autodesk.subscribenet.com/control/adsk/content?partnerContentId=faqContent>

You can also ask for assistance by clicking on the link at the right of the page **Need Help With Subscription? Contact Us.**

The link to take you to the page is:

<https://na1.salesforce.com/apex/QuestionListPage?ent=Case>



Here you can request assistance directly from Autodesk using their guided support system.

Alternatively you may wish to contact our customer services team on 01784 419911 or at customer.services@cadline.co.uk

What specification of hardware will I need to run my new Autodesk 2012 product?

Autodesk will be publishing system requirements for the Autodesk products over the coming weeks and these will be available on our CADline Community portal. Traditionally the minimum system requirements have increased incrementally year on year. Computers that are running the current release of your Autodesk product generally will be capable of working with the 2012 version.

Will data created in my new Autodesk 2012 product work with previous versions?

Compatibility between Autodesk 2012 products previous versions of the software vary considerably depending the specific application. AutoCAD 2012 uses the same file format as AutoCAD 2011 and AutoCAD 2010 and so file can be interchanged between these versions. However, objects created in products based on AutoCAD 2012 such as AutoCAD MEP 2012 or AutoCAD Mechanical 2012 may not be fully compatible with earlier releases.

For Revit and Inventor based products, files created or saved in the 2012 versions cannot be opened in previous releases.

If you have any questions about compatibility or the use of Autodesk 2012 products please contact our customer services team on 01784 419911 or at customer.services@cadline.co.uk