

Configuration of Desktop Products FAQ

Configuration and Usage

Does the software included with subscription require an internet connection to work?

For the initial installation and log in, an internet connection is required. After installation, the software will work off-line for up to 30 days, at which point you must connect to the internet to continue. You will be reminded 7 days prior to having to connect to the internet in order to continue using the software. An internet connection is required in order to access cloud services.

Does the subscription software sit in the single-user access?

Subscription software is installed on the desktop in the same manner as traditional single-user license, desktop products; it does not run the single-user access. Many subscription offerings include access to cloud services that are not installed on your single-user access; for example, rendering. Cloud services do run through the single-user access and require an internet connection.

As an administrator, how do I give other users access and track cloud credit usage?

For more information on about assigning and managing users, usage reports, tracking cloud credits, and more, please visit the [Subscription Management](#) page.

Where do created files reside, when using subscription software?

Files and projects created with subscription software are saved locally. Although an actively licensed Autodesk software product is required to open and edit files, you retain all your local data.

Is there any difference between files created with subscription software versus those created with single-user (stand-alone) license software?

No, there is no difference between files created with a single-user (stand-alone) license or subscription version of a product. They are 100% compatible with each other.

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What happens to data stored in the single-user (stand-alone) if a subscription is not renewed or is terminated?

Cloud storage continues until the end of the billing cycle, at which point all documents stored in the cloud remain available for an additional 30 days. If your subscription has expired you can continue to access and view existing designs and files during this period, but you will not be able to edit or add information to the files. After 30 days, your account will revert to the free offering and cloud storage limitations will be reduced from 25GB to 5GB.