

Managing your Autodesk License

How to Transition from Network Licenses to a Single-User environment



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Table of Contents

- OVERVIEW: How to Transition from a Network License to Single-User License 2
 - 5 Simple Steps to transition to a named user subscription overview 2
- STEP 1: Add users in Autodesk Account..... 3
 - OPTION 1: How to add users individually: 3
 - OPTION 2: How to import users in bulk 3
- STEP 2: Assign users to Products OR Assign Products by User 4
 - OPTION 1: Assign users to products 4
 - How to manually add and assign users by product 4
 - How to import and assign users to a product in bulk 4
 - OPTION 2: Assign Products by User..... 4
 - How to assign products and services to users 4
- STEP 3: Configure your named user license 5
 - OPTION 1: Admin updates all devices for all users 5
 - How to run the tool..... 5
 - OPTION 2: Users update their own desktop device 6
 - For 2020/2021 releases 6
 - For 2017, 2018, and 2019 releases 7
 - Troubleshooting for Windows 7
 - Troubleshooting for macOS 7
- STEP 4: Decommission and Uninstall the Network License Manager (LMTOOLS)..... 8
- Step 5: Inform your users! 9
 - Access by signing in..... 9
 - How to activate by signing in 9

OVERVIEW: How to Transition from a Network License to Single-User License

5 Simple Steps to transition to a named user subscription overview

See YouTube video: <https://youtu.be/axtaN9dLyFY>

The following shows you how to transition from a stand-alone maintenance plan, a network maintenance plan, or a multi-user subscription to a single-user (named user) subscription. You will need to do this within the first 30 days after transitioning.

1. Add users.
2. Assign users to your subscription.
3. Update your license type to a named user subscription
4. Decommission license servers to ensure users cannot continue to access network licenses.
5. Inform your users about the new sign-in process.

The remaining pages in this guide will go through step by step on how to achieve each step outlined above.

STEP 1: Add users in Autodesk Account

To give users access to software and services, add them individually or in bulk in Autodesk Account. After you invite users, they receive a confirmation email with a link to create an account with their own email and password. From their account, they can download products and access support. If the user doesn't accept the invitation within seven days, you'll need to resend the invite.

OPTION 1: How to add users individually:

Note: If you have a Premium plan with SSO, users may be automatically added. Ask us for more details.

1. Sign in to your account at manage.autodesk.com and click **User Management > By User** in the left navigation menu.
2. Click the **Invite Users** button. If your users are organized by team, select the appropriate team from the drop-down list.
3. Enter the user's first and last name and email address.
Note: To add multiple users, click **Invite multiple**. To import a list of users, click **Import** (see below for details).
4. Click **Send Invite**. The user's status displays as pending until they accept the invitation. They will not have access to any products or services until you assign them.

OPTION 2: How to import users in bulk

Note: If you have a Premium plan with SSO, users may be automatically added. Ask us for more details.

1. Prepare a CSV file listing the users you want to import.
 - Add a single row for each user.
 - Add three columns - First name, Last name, and Email address.
 - You can add up to 5,000 users.
 - Users that already exist in your team are ignored.
2. Sign in to your account at manage.autodesk.com and click **User Management > By User** in the left menu.
3. Click the **Invite Users** button. If your users are organized by team, select one from the drop-down list.
4. Select the **Import** tab and click **Upload CSV file**. You can continue working while the file is uploading. A notification displays when the import is complete.
Note: If you receive an error, make sure the file is saved in the CSV format.
5. When the upload is complete, click **Continue**.

The user's status displays as pending until they accept the invitation. They will not have access to any products or services until you assign them. Please continue on to Step 2 to learn more!

STEP 2: Assign users to Products OR Assign Products by User

OPTION 1: Assign users to products

In Autodesk Account user management, primary and secondary admins can assign access to products and services by product, rather than by user. If you are adding a new user, that user receives a confirmation that explains how they can create their own account and download their software.

Services include access to online storage, rendering, and other cloud services associated with a software title. Options vary depending on the software, refer to your software documentation for a list of available services.

How to manually add and assign users by product

1. Sign in to your account at manage.autodesk.com and click **User Management > By Product**.
2. Select a product to view details.
3. Click **Assign users**.
4. Enter the user's email address and:
 - Click **Assign** to assign all product items, or
 - Click **Customize** to select individual items.

Note: If the user does not accept within seven days, you'll need to resend the invitation.

How to import and assign users to a product in bulk

1. Prepare a CSV file listing the users you want to import and assign.
 - Add a single row for each user.
 - Add three columns - First name, Last name, and Email address.
 - Users that already have access to this product will not be assigned another seat.
2. Sign in to your account at manage.autodesk.com and click **User Management > By Product**.
3. Select a team and a product to view details.
4. Click **Assign users**.

Select the **Import to assign** tab and click **Upload CSV file**. You can continue working while the file is uploading. A notification displays when the import is complete.

Note: If you receive an error, make sure the file is saved in the CSV format.

Note: If the user does not accept within seven days, you'll need to resend the invitation.

OPTION 2: Assign Products by User

Only [primary](#) and [secondary](#) admins can assign users access to products and services. Services include access to online storage, rendering, and other cloud services associated with a software title. Options vary depending on your product. Refer to your software documentation for a list of available services.

How to assign products and services to users

1. Sign in to your account at manage.autodesk.com and click **User Management > By User**.
2. Select a user to view products that can be assigned to them.
3. Select a product.
 - To assign all the product's items, click **Assign**.
 - To customize which product items to assign, click the arrow next to Assign. Select the applicable items and click **Save changes**.
 - The user will receive an email notifying them that they can download and install the products and services from their account.

STEP 3: Configure your named user license

To help you transition from a network maintenance plan or a multi-user subscription to a single-user subscription, there are two methods:

- OPTION 1: Admin updates all devices for all users
- OPTION 2: Users update their desktop device

For both options, users must be assigned to their products beforehand. Users can continue using their products while the tool is running but will need to restart their software and sign in when the update is complete.

OPTION 1: Admin updates all devices for all users

Admins update all devices for all users with the automated tool that changes the license type for 2017 and newer products. To run the tool, users must be able to connect to the corporate network. There are three ways to update the license:

- List licensed products: Displays a list of licensed products installed on a desktop including the product key and version. For example, the product key and version for AutoCAD 2020 is 001L1_2020.0.0.F.
- Global license reset: Changes the license type for all products installed on a system to named user.
- Per-product reset: Changes the license type for a product based on the product key to named user.

This tool can be used on Windows, Mac, and Linux and can be executed manually on each computer or rolled out through a software deployment tool such as Microsoft System Center.

How to run the tool

1. Download and extract the support tool. Please click the operating system that aligns with your system below, and it will bring to download the tool.
 - [Windows](#)
 - [macOS](#)
 - [Linux](#)
2. Open a command prompt or terminal window and do the following depending on your operating system.
 - **Windows 10**
 1. Press Windows+R to open the Run Window.
 2. Type cmd and press Ctrl+Shift+Enter to open the command prompt as an administrator.
 3. Navigate to the support tool directory, for example, `cd c:\Autodesk\Scripts`
 - **macOS**
 1. Press Command+Space to open the search bar.
 2. Type Terminal
 3. When the Terminal.app displays, press Enter.
 4. Enter `cd ~/Downloads/AdskLicensingSupportTool`
 - **Linux**
 1. Open a terminal window, and navigate to the support tool directory, for example, `cd ~/Downloads/AdskLicensingSupportTool`
3. Run the tool.
 - **Windows**
`AdskLicensingSupportTool.exe -[switch]`
 - **macOS**
`sudo ./AdskLicensingSupportTool.app/Contents/MacOS/AdskLicensingSupportTool -[switch]`

- **Linux**
`sudo ./AdskLicensingSupportTool -[switch]`
4. Reset the licensing method. All examples below are for Windows, however, the switches are the same for all platforms.
- To list all installed 2020 products and the product keys and versions, enter `AdskLicensingSupportTool,exe -i`
 - **Note:** The *-i* switch does *not* list pre-2020 Autodesk installed products. For pre-2020 products, locate your product key in [Look Up Product Keys](#).
 - To change the licensing method for single, multiple, or all products to a specified licensing method, enter `AdskLicensingSupportTool,exe -r product_key[:license_method]`
 - The *product_key* can be a single product key, a comma-separated list of product keys, or the keyword ALL.
 - At least one product key, or the keyword ALL, must be specified. Possible license methods are USER, NETWORK, STANDALONE, NONE (not case sensitive).
 - If no method is supplied, NONE will be used. NONE will open the "Let's Get Started" when you start the product.
 - To set all products to the USER licensing method, enter `AdskLicensingSupportTool -r ALL:USER`
 - To set product key 128L1 to the USER licensing method, enter `AdskLicensingSupportTool -r 128L1:USER`
 - To set product keys 128L1, 426I1, and 829L1 to the USER licensing method, enter `AdskLicensingSupportTool -r 128L1,426I1,829L1:USER`
 - To set all products to the USER licensing method, enter `AdskLicensingSupportTool -r ALL:USER`
 - To clear the licensing method for all products, enter `AdskLicensingSupportTool -r ALL`
 - To clear the licensing method for product key 128L1 (set to None), enter `AdskLicensingSupportTool -r 128L1`
 - To clear the licensing method for product keys 128L1, 426I1, and 829L1 (set to None), enter `AdskLicensingSupportTool -r 128L1,426I1,829L1`
 - **Note:** This does not reset Autodesk beta products installed on your system.
Note: When you reset the licensing method for single or multiple products, the tool checks for the product key. If it's not found, you'll receive the following error, "*Error: Product key is invalid or not registered*".

OPTION 2: Users update their own desktop device

Users update their licenses for software installed on their home desktop.

For 2020/2021 releases

Do the following 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 window.

1. Start your software.
2. In the upper-right corner, click the triangle next to the user name.
3. Select **Manage Licenses**.

4. In the License Manager window, select **Manage License Type**. The Let's Get Started screen appears.
5. Select single-user.

For 2017, 2018, and 2019 releases

1. In the upper-right corner, click the triangle next to the user name.
2. Select **Manage Licenses**.
3. In the License Manager window, select **Change License Type**. The Let's Get Started screen displays.
 - If the Let's Get Started window displays, select single-user. If you're not sure, click **Help Me Choose**.
 - If the Let's Get Started window doesn't display or your software doesn't open, see the instructions below for Windows and macOS.

Troubleshooting for Windows

If the Let's Get Started window doesn't display or your software doesn't open:

1. Delete the LGS.data file:
 - *C:\ProgramData\Autodesk\CLM\LGS\ProductKey_ProductVersion.0.0.F\LGS.data.*
2. AutoCAD 2019, the file may be located in:
 - *C:\ProgramData\Autodesk\CLM\LGS\001K1_2019.0.0.F\LGS.data.*
3. Select **Manage Licenses**.
4. For a single-user license, delete the following folders and files:
 - *C:\ProgramData\Autodesk\ADUT*
 - *C:\Users\user\AppData\Roaming\Autodesk\ADUT* (if it exists)
 - *C:\Users\user\AppData\local\Autodesk\Web Services>LoginState.xml*

Note: If the folders and files are hidden, see Show hidden files.

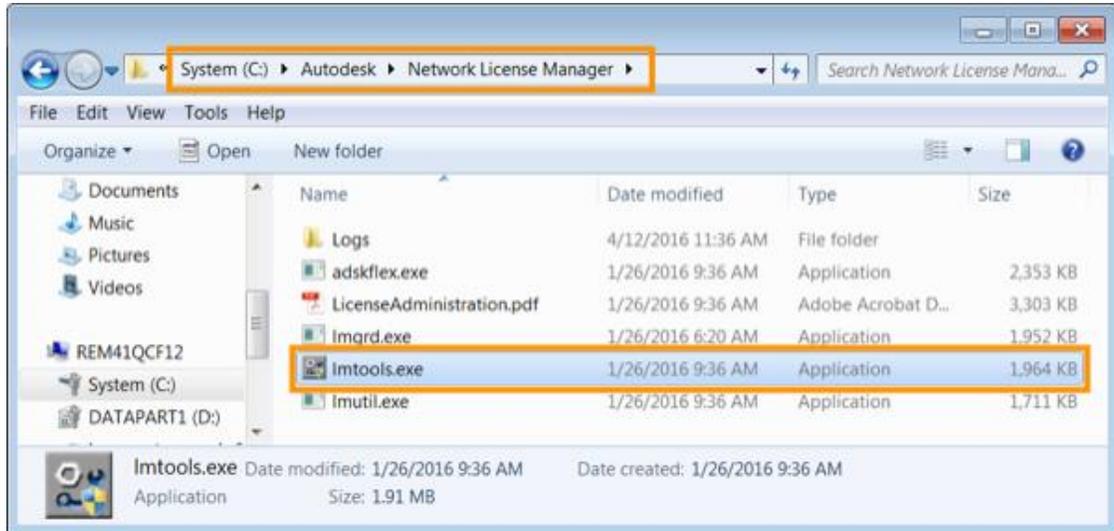
Troubleshooting for macOS

If the Let's Get Started window doesn't display or your software doesn't open:

1. Delete the LGS.data file
 - */Library/Application/Support/Autodesk/CLM/LGS/ProductKey_ProductVersion.0.0.F/LGS.data.*
 - In AutoCAD 2018, the file may be located in */Library/Application/Support/Autodesk/CLM/LGS/777J1_2018.0.0.F/LGS.data.*
2. For a single-user license, remove the following folders and files
 - */Users/username/Library/Application/Support/Autodesk/ADUT* (if it exists).
 - */Users/username/Library/Application/Support/Autodesk/Web Services/LoginState.xml.*
 - In */Library/Preferences/FLEXnet Publisher/FLEXnet*, remove all files that begin with "adsk".
Note: Don't remove any non-Autodesk files from the FLEXnet folder. To make hidden files visible, go to **Finder > Go > Go To Folder**. Paste in the path, and press Enter.
3. Restart your software.

STEP 4: Decommission and Uninstall the Network License Manager (LMTOOLS)

1. Launch the LMTOOLS utility using one of the following methods:
 - **Start > All Programs > Autodesk > Network License Manager > LMTOOLS Utility**
 - Run the **LMTOOLS Utility** icon from the desktop
 - Double-click the *lmtools.exe* file in the install folder:



2. Click the **Start/Stop/Reread** tab and click **Stop Server**.
3. Close LMTOOLS.
4. Locate Autodesk Network License Manager in the Windows Control Pane and uninstall it by clicking **Remove** or **Uninstall**.
5. If prompted, restart your computer.
6. Manually delete files that you created in *C:\Program Files\Autodesk Network License Manager* such as log files, license files, and the options file.

Step 5: Inform your users!

Access by signing in

If you have a single-user subscription, your product is activated when you sign in to your software.

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.