

Licensing questions and answers

InfraWorks 360 and related vertical applications

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1. General licensing and account information

1.1 Can I share my InfraWorks 360 license with others?

No. Autodesk® InfraWorks 360™ software uses stand-alone user licenses, which is a change from the networked licensing commonly used in other Autodesk® software. Each InfraWorks 360 license can be used by one end user who must access the software with his or her own individual Autodesk ID. There is no limit to the number of machines InfraWorks 360 can be installed on; however, only one end user can use an InfraWorks 360 license at any given time.

1.2 If my license expires, can I access archived or cloud data?

When working with InfraWorks 360, all models and files are saved locally. If you are collaborating with others using InfraWorks 360 cloud services, your model will also be stored in the cloud under your Autodesk ID. If your license expires, you still retain your local models and data. Your models will remain stored in the cloud under your Autodesk ID, but you will not have access to them until you reactivate your license.

1.3 What happens if I lose my Internet connection?

InfraWorks 360 is a Desktop Subscription software will work when offline for up to 14 days, at which point the user must connect to the Internet to continue. However, all of the InfraWorks 360 vertical application will not work offline. When working with InfraWorks 360, the model is saved automatically after each edit to a database, so data is not lost if Internet connection is lost. If loss of Internet connection is detected, you will be prompted with a message to reconnect. If reconnection is not possible, you will still be able to use all InfraWorks 360 features that do not require online access.

2. Contract Administrator

2.1 Can I have more than one Contract Administrator?

Yes. To gain Contract Administrator privileges, have your current Contract Administrator assign new users the desired privileges on the Subscription Center.

2.2 Can multiple people share the same Contract Administrator login?

No, it is a violation of the End User License Agreement. If your firm requires multiple Contract Administrators, have your current Contract Administrator go to the Subscription Center and assign the appropriate privileges.

2.3 Is there any mechanism in the software that enables me to track usage?

No, currently there is no way to monitor license usage within InfraWorks 360 or its related vertical applications.

3. Entitlements

3.1 How long does it take to switch entitlements from one user to another?

Switching entitlements can take up to 24 hours, but is usually faster.

3.2 How long does it take to receive my credentials after the order has been placed?

An email will be sent with your serial number and product key a short time after the order has been placed. Contract Administrators who are adding entitlements for vertical applications should have immediate access to new features once their contract has been updated.

3.3 Can I co-terminate my existing license plans for all my InfraWorks 360 applications?

Co-termination is offered to align the desktop Subscription terms of InfraWorks 360 and its related vertical applications. For example, InfraWorks 360, Roadway Design for Autodesk® InfraWorks 360™, and Bridge Design for Autodesk® InfraWorks 360™ software can be licensed in such a way so that each of their terms ends at the same time.

4. Free trial and vertical applications

4.1 Does the data published to the cloud during my InfraWorks 360 trial period migrate over to my Autodesk Account when I purchase a Desktop Subscription?

No, models will not automatically migrate to your licensed version. However, models will still reside on your local machine and are available to download for 60 days after your trial period has expired. After 60 days, your online data is deleted. You will need to republish models you wish to share with others.

4.2 Do InfraWorks 360 vertical applications also require a license of InfraWorks 360?

Yes. In order to run the vertical applications Roadway Design for InfraWorks 360, Bridge Design for InfraWorks 360, and Drainage Design for Autodesk® InfraWorks 360™ software, InfraWorks 360 is required to be licensed and installed on your computer.

5. Compatibility and upgrades

5.1 Are there issues that may conflict with my company's IT policy and settings?

We recommend you refer to the link below for system requirements and details on enhancing performance.

<http://knowledge.autodesk.com/search-result/caas/sfdcarticles/sfdcarticles/System-requirements-for-Autodesk-InfraWorks-2015-products.html>

5.2 Can I migrate models from previous versions to the newest release of InfraWorks 360?

Yes. InfraWorks 360 enables you to more easily migrate models to updated versions of the software. However, once models are brought forward to the new database they will not run in an older version of the software.

5.3 If I uninstall and reinstall InfraWorks 360, do I need to reactivate the software?

If you uninstall and reinstall InfraWorks 360 on the same computer, the license remains valid, without the need for reactivation.

6. Cloud credits

6.1 How many cloud credits do I get with my InfraWorks 360 license?

You will receive 500 cloud credits with an InfraWorks 360 annual Desktop Subscription and 150 cloud credits with a quarterly Desktop Subscription.

6.2 Can I pool cloud credits among users?

Yes, the Contract Administrator is allotted a pool of cloud credits that can be used by different users.

6.3 How can I track my available and consumed cloud credits?

Cloud credits can be tracked by your Contract Administrator online. Cloud credits received when licensing InfraWorks 360 do not need to be used for InfraWorks 360 metered cloud services but can instead be used for any Autodesk metered cloud service, including services like rendering.

6.4 How do I know what InfraWorks 360 features require cloud credits?

Users will be prompted with a message about their available cloud credits each time they use an InfraWorks 360 cloud service that requires cloud credits.