

# Questions and Answers

Design and shape the world around you with the powerful, flexible features found in AutoCAD® software, one of the world's leading 2D and 3D design applications. Help speed documentation, share ideas seamlessly, and explore concepts more intuitively in 3D. Powerful programming tools and thousands of available add-ons help you customize AutoCAD for your specific needs. It's time to take design further. It's time for AutoCAD.

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# 1. General Product Information

## 1.1 What is AutoCAD 2011 software?

You can design and shape the world around you with the powerful, flexible features found in AutoCAD software, one of the world's leading 2D and 3D design software products. With robust 3D mesh, surface, and solid modeling tools that can create almost any shape imaginable, AutoCAD 2011 helps you intuitively explore design ideas. It offers innovations that increase design and documentation efficiency, and enables you to more securely, accurately, and seamlessly share those designs with colleagues. And with thousands of available add-on applications, AutoCAD 2011 provides the ultimate in flexibility because it can be easily customized for your specific needs. With these capabilities and more, AutoCAD delivers the power and flexibility needed to take documentation and design further.

## 1.2 Who uses AutoCAD software?

AutoCAD software is used by architects, CAD technicians, designers, engineers, project managers, and CAD/IT managers in a variety of industries, including the manufacturing, building, civil, and mapping industries.

For example, AutoCAD is used by:

- Design professionals who create conceptual designs, exploring ideas in 3D models
- Design professionals who create technical drawings
- Drafters who put the finishing touches on a design with detailing, annotations, links to online data, and verification of accuracy
- Contractors, suppliers, or operational professionals who need to review drawings to extrapolate data specific to their businesses
- Principals and project leaders who need to review and edit drawings and monitor progress

## 1.3 What are the main benefits of AutoCAD software?

- **Speed documentation.** Drive your projects from concept to completion with the powerful documentation tools in AutoCAD. Work faster with automation, management, and editing tools that minimize repetitive tasks and speed your time to completion.
- **Drive seamless communication.** Share critical design data securely, efficiently, and accurately with AutoCAD. With native DWG™ technology support, one of the world's most widely used design data formats, you can effectively collaborate across teams. Take your ideas to the next level with presentation-ready graphics, rendering tools, and powerful plotting and 3D printing capabilities.
- **3D power to explore your ideas in almost any shape imaginable.** AutoCAD and a blank canvas have a lot in common. Both give you the ability to create the previously unimaginable. But AutoCAD provides the flexibility to explore design ideas in both 2D and 3D, with intuitive tools that help your concepts become real. The world is your canvas—what will you create next?
- **Customization capabilities to attack almost any design problem.** Customizing AutoCAD to meet your unique needs is easier than you may have thought. Configure your settings, extend the software, build custom workflows, develop your own application, or leverage one already built.

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## 2. Pricing and How To Buy

### 2.1 What are the purchasing options and pricing for AutoCAD 2011 software?

AutoCAD 2011 software is available through your local reseller or from the Autodesk Store at [www.autodesk.com/store](http://www.autodesk.com/store). If you need help finding a reseller, refer to [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

Consult your local reseller or the Autodesk Store for pricing information and for information on Autodesk® Subscription.

### 2.2 Can I try AutoCAD 2011 software before I buy it?

Yes, you can try it out by downloading or requesting the AutoCAD 2011 software trial version. This fully functioning version of AutoCAD 2011 is available as a free\* 30-day trial. You can order the trial DVD (64-bit and 32-bit) from your Autodesk Authorized Reseller or simply download the fully functioning trial version at [www.autodesk.com/autocad-trial](http://www.autodesk.com/autocad-trial).

### 2.3 What benefits does Autodesk Subscription offer?

Get the benefits of increased productivity, bonus tools including **Autodesk® Impression** software, predictable budgeting, and flexible license management with Autodesk Subscription. Get the latest release of AutoCAD software automatically via download, incremental product enhancements, and exclusive license terms that are available only to Subscription members. A range of community resources, including web support direct from Autodesk product support specialists and self-paced training to extend your skills, make Autodesk Subscription the best way to optimize your investment in AutoCAD software.

The annual fee includes these benefits:

- Autodesk Subscription offers a way to make your AutoCAD software costs predictable. Whether you opt for a one-year subscription or a multiyear contract, the costs are known for the entire term of your contract.
- Subscription includes access to Autodesk Impression software, which enables you to quickly create illustrative presentation graphics with a hand-drawn look from your DWG and DWF™ files. Autodesk Impression 3 software is available to Subscription members for the following products: AutoCAD, AutoCAD® Architecture, AutoCAD® Civil 3D®, AutoCAD® Map 3D, AutoCAD® Mechanical, AutoCAD® Inventor® Suite, and AutoCAD® MEP software. For more information, visit [www.autodesk.com/impression](http://www.autodesk.com/impression).
- Product enhancements may include extensions, advantage packs, or other rich content for AutoCAD software, and these enhancements are exclusive to Subscription members. Only Subscription members can access these new product downloads that add new functionality and/or features to your AutoCAD software. Since they adapt easily into your current workflows, you can apply them immediately to your new projects to help you stay competitive.
- Autodesk Subscription makes managing software licensing hassle-free and flexible. You have added flexibility to allow your employees to use their AutoCAD software—in the office or at home. Better yet, designers are entitled to run previous versions of AutoCAD concurrently with the latest release (under certain conditions), so updates won't cause disruptions to ongoing projects where clients or partners are running previous versions.
- Get what you need to stay productive with AutoCAD software. With web support you get direct, one-to-one communication with Autodesk product support specialists for answers to your installation, configuration, and troubleshooting questions. And you don't need to keep track of support records and email trails, because we'll do it for you!
- Get your team up to speed quickly with access to a comprehensive library of interactive training tools and high-quality, self-paced e-Learning lessons that allow users to increase their productivity and master new skills. E-Learning lessons give you a quick and easy way to learn about the features and functionality of AutoCAD software. These short lessons are available on demand and complement more in-depth training provided through **Autodesk Authorized Training Centers** or Autodesk Authorized Resellers.

To learn more, take the Subscription tour at [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

### 2.4 What product downloads are available for AutoCAD for Subscription members?

Product downloads may include the latest release of the software, extensions, bonus packs, or other rich content for AutoCAD software. These enhancements are exclusive to Subscription members and can be downloaded from the Subscription Center at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin).

## 3. Compatibility and Interoperability

### 3.1 Do third-party applications based on previous versions of AutoCAD software work with the AutoCAD 2011 software?

Maybe. If third-party add-on applications were created or updated for AutoCAD 2010, they should work fine with AutoCAD 2011 software. Third-party applications built for previous versions of AutoCAD and based on ActiveX® and ObjectARX® developer tools may require upgrades to be compatible with AutoCAD 2011. Check with your application developer/supplier regarding availability of applications built for AutoCAD 2011.

### 3.2 Do AutoCAD 2010 software customized menus work in AutoCAD 2011 software?

Yes, AutoCAD 2011 software automatically migrates customized menus (CUI files). The first time you launch AutoCAD 2011, the migration feature asks you if you would like to migrate the settings from your previous AutoCAD version to AutoCAD 2011. The migration feature helps you make a smooth transition to the new release by automatically migrating customized menus, toolbar icons, hatch patterns, linetypes, command shortcuts, and profiles. Refer to [www.autodesk.com/migrationtools](http://www.autodesk.com/migrationtools) for additional migration tools.

### 3.3 Has the AutoCAD 2011 DWG drawing file format changed from the AutoCAD 2010 product?

No, the AutoCAD 2011 DWG file format has not been updated and is no different from the 2010 DWG file format.

### 3.4 Does AutoCAD 2011 software read and save drawings created by earlier releases of AutoCAD?

AutoCAD 2011 reads drawing files from all previous versions of AutoCAD software. AutoCAD 2011 has a built-in Save As function so you can save drawings to and from AutoCAD releases using the AutoCAD Release 14, 2000, 2004 and 2007 DWG format(s). In addition, you can use the SaveAs AutoCAD Release 12 DXF™ command to support releases prior to AutoCAD Release 14.

### 3.5 Can I open an AutoCAD 2011 drawing with an older release of AutoCAD?

You can open an AutoCAD 2011 drawing using AutoCAD 2010. For opening drawings with previous versions, you should use DWG TrueView™ software to translate DWG files to AutoCAD Release 14, 2000, 2004, and 2007 file formats. DWG TrueView can be downloaded at [www.autodesk.com/dwgtrueview](http://www.autodesk.com/dwgtrueview). DWG TrueView does not require the AutoCAD application in order to convert DWG files.

### 3.6 Can I run AutoCAD 2011 side-by-side with other AutoCAD platform-based applications?

Yes, AutoCAD 2011 can be installed side-by-side with any other AutoCAD or Autodesk vertical solution, including AutoCAD 2011-based products.

### 3.7 Is AutoCAD 2011 compatible with AutoCAD LT?

Yes, AutoCAD 2011 is fully DWG-compatible with AutoCAD LT 2011. It can read files from all older versions of AutoCAD LT and can save to the AutoCAD 2007, 2004, 2000, and Release 14 DWG file formats for compatibility with older products.

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## 4. Platform and System Requirements

### 4.1 What are the system requirements for AutoCAD 2011 software?

Please refer to [www.autodesk.com/autocad-systemrequirements](http://www.autodesk.com/autocad-systemrequirements).

### 4.2 Does AutoCAD 2011 software support 64-bit operating systems?

Yes, see system requirements above.

### 4.3 Does AutoCAD 2011 software support multiple CPU systems?

Yes, AutoCAD 2011 software supports multiple CPUs. The performance of AutoCAD graphics and rendering systems benefits from multiple CPU systems.

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## 5. Licensing

### 5.1 Does AutoCAD 2011 software use product activation for stand-alone licenses?

Yes, with AutoCAD 2011 software the authorization process includes product activation.

### 5.2 What is product activation?

Product activation is a software-based license management technology incorporated into many Autodesk products. It is a secure and trouble-free process that authenticates licensed users running Autodesk software. The process verifies that the serial number is legitimate and is activated only on eligible computers. It does not affect the ability of licensed users to operate their software the way they have always done. It is similar to the authorization mechanism in Autodesk products in the past but provides additional capabilities for security and special product versions (such as student and trial versions).

### 5.3 Why is Autodesk requiring Autodesk customers to activate their software?

Product activation is a simple way to reduce and deter unauthorized use and casual copying of Autodesk products, with little to no impact on loyal customers.

### 5.4 How do I activate my software?

Through the activation and registration interface, you can activate your product 24 hours a day, seven days a week, over the Internet or via email. Either option takes only a few steps to complete and requires your product serial number and registration information.

### 5.5 What if I have more than one computer? Will product activation allow me to use the software on multiple machines?

Autodesk recognizes that some users may need to operate the software when they are away from their usual work location. To accommodate this need, the product activation technology allows an employee to install the software on a second computer owned by the employee's company, provided it is for use away from the employee's usual work location, the software is used only by that employee and no other, and only one of the two copies of the software is ever in use at any one time. Consult the Autodesk Software License Agreement for details about using the software on a second computer.

### 5.6 How do I transfer my software license to another machine?

The Online License Transfer (OLT) Utility allows licenses to be moved between machines. The OLT replaces the former Portable License Utility. To transfer a license, simply start the transfer utility and choose Export. Then log in to the OLT website and "park" your license at an Autodesk "parking area." At the destination computer, start the transfer utility and choose Import. Log back in to the OLT website and import your license to the destination computer.

**5.7 Where can I find more information about software activation?**

More information on product activation can be found at [www.autodesk.com/activation](http://www.autodesk.com/activation).

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## 6. Support and Training

**6.1 How do I obtain direct technical support?**

Direct technical support is available from both Autodesk and Autodesk Authorized Resellers.

Furthermore, Autodesk Subscription is a comprehensive software, support, and training package that simplifies your technology upgrades and boosts your design productivity. Purchase of Autodesk Subscription includes web support from Autodesk technical experts for all your installation, configuration, and troubleshooting questions.

To learn more about Autodesk Subscription, contact your Autodesk Account Executive or your Autodesk Authorized Reseller or visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

Find a complete list of support options for AutoCAD on the Autodesk website at [www.autodesk.com/autocad-support](http://www.autodesk.com/autocad-support).

**6.2 How can I get personalized support and training for AutoCAD 2011 software?**

If you purchased this product from an Autodesk Authorized Reseller, contact your reseller for support and training information. To locate an Autodesk Authorized Reseller in your area, call your local Autodesk office or visit the Autodesk website at [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

You can also visit [www.autodesk.com/autocad-support](http://www.autodesk.com/autocad-support) for a list of the support options from Autodesk.

**6.3 Is technical support available through Autodesk Subscription?**

When you enroll your AutoCAD software licenses in Autodesk Subscription, you are entitled to direct technical support via the web. Your Autodesk Distributor, Autodesk Authorized Reseller, or Autodesk Retailer can provide you with Autodesk Subscription enrollment rules, terms and conditions, and program and pricing details for your location. For more information about Autodesk Subscription, visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

**6.4 Where do I find training courses for AutoCAD 2011 software?**

You can attend instructor-led training at Autodesk Authorized Training Center (ATC®) locations around the world. These training centers use Autodesk Official Training Courseware (AOTC) to deliver comprehensive courses for new and intermediate AutoCAD software users. Autodesk ATC sites also deliver custom courses on AutoCAD and other Autodesk products. To learn more, visit [www.autodesk.com/atc](http://www.autodesk.com/atc).

**6.5 How do I find out if service packs are available for AutoCAD 2011 software?**

In the event that Autodesk releases an AutoCAD 2011 software service pack, it is easy to access and install it using the Communication Center feature within the product. Look at the top of the Communication Center window to see if an update is available. AutoCAD 2011 automatically recognizes if you have the most up-to-date release and prompts you if there is an update available. When you click the link, AutoCAD 2011 automatically downloads and installs the update.

\*This product is subject to the terms and conditions of the end-user license agreement that accompanies download of the software.

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