

FREQUENTLY ASKED QUESTIONS

ACCESSING AUTODESK EDUCATIONAL LICENCES: FOR REVIT AND NAVISWORKS

1. WHAT TYPE OF OPERATING SYSTEM (OR OS) DO I NEED TO RUN AUTODESK REVIT AND/OR NAVISWORKS MANAGE?

It is necessary to run Autodesk Navisworks Manage on Windows OS. If you have a Mac, then refer to the attached document about using Autodesk Navisworks software with [Boot Camp®](#), part of Mac OS® X that enables you to install and run Microsoft Windows (and Windows-based applications) on a Mac® computer or with Parallels Desktop, a system utility available from Parallels, Inc. that allows you to run applications in each operating system without restarting your computer.

Boot Camp is a utility provided with the Apple OS X v10.5 operating system (aka "Leopard") that enables you to create a separate hard drive partition (on Intel-based Apple computers) on which you can install a Microsoft Windows OS. Boot Camp allows you to specify which operating system to boot when starting the computer. If you start the computer in Windows you can install and run Windows applications at native speeds. *Note: Boot Camp does not include a Windows OS. You must purchase the Windows Operating System software separately.*

SEE HOW DO I INSTALL WINDOWS USING BOOTCAMP.PDF

2. WHERE CAN I DOWNLOAD REVIT OR NAVISWORKS MANAGE FOR FREE?

You can download it from [Autodesk Education Community](#). Be sure to download Revit and/or Navisworks Manage and also to register using your **@student.uts.edu.au email address**.

3. WHAT ARE THE SYSTEM REQUIREMENTS FOR AUTODESK REVIT OR NAVISWORKS PRODUCTS?

For all the details on system requirements, see Autodesk's [System Requirements](#) page.

4. WHERE CAN I GET SUPPORT?

Whilst Julie and the industry mentor team are handy in face-to-face situations during Block Mode, it's faster, easier and way more reliable to contact [Customer Service](#) via the [Autodesk Education Community Support](#) website. Especially on weekends ;)

5. WHAT IF I HAVE LOST MY SERIAL NUMBER OR PRODUCT KEY?

Check your product packaging or purchase records, if available, or contact [Autodesk Customer Service](#) for assistance.

6. WHY DO I NEED TO ACTIVATE A PRODUCT AFTER INSTALLATION?

Activation verifies for Autodesk and for you as a license holder that your Autodesk product is installed on an eligible computer. The activation process improves license security and management. For example, it ensures that a multi-seat license is not in use by more than the authorized number of users.

7. HOW DO I PREPARE TO INSTALL AUTODESK REVIT OR NAVISWORKS MANAGE?

Before installing Navisworks, please read this preparation guide - [Preparing to Install Autodesk Products](#) (in this case the example is Revit).

8. CAN I INSTALL AUTODESK REVIT OR NAVISWORKS MANAGE FROM ANY WEBSITE?

Several Autodesk websites are available to support product downloads, including Subscription, Education, eStore, My Account, and the Trial site, the ONLY website you can get an ongoing education license from is the [Autodesk Education Community Free Software](#)

website. On this site where there are a number of Autodesk product downloads to choose from, you should select Navisworks Manage and then take your pick between several download methods to suit different requirements. If you want to install products directly on your computer, use the Install Now option. If you want to download the files to install products later, or to create a deployment, Download Manager is recommended, or you can use Browser Download. More details are provided on the download websites.

9. HOW DOES A TRIAL LICENSE WORK IN A PRODUCT SUITE OR BUNDLE, AND DOES IT APPLY TO AUTODESK EDUCATION COMMUNITY LICENSES?

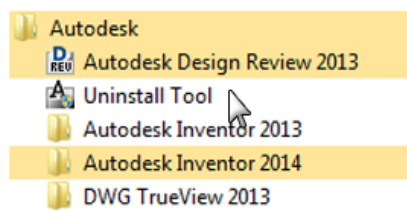
The trial license scheme should not apply to your download. Once you have downloaded an educational license, it should remain active for approximately 12 months. A single trial period, usually 30 days, applies only to Autodesk products in the suite or bundle that have been purchased. When the first product is started, the trial period begins for all products. If the user does not activate one of the products before the trial period ends, access to all of the products is denied. After the trial period ends, the user can restore access to the products by entering an activation code.

10. WHERE CAN I FIND PRODUCT LICENSE INFORMATION AFTER INSTALLATION?

Select Help menu ► About, or About [Product Name]. If your product uses InfoCenter, that is where you can find the Help menu.

11. AFTER INSTALLATION, HOW CAN I CHANGE PRODUCT CONFIGURATION, REPAIR, OR UNINSTALL THE PRODUCT?

To uninstall several products or an entire suite, it is recommended that you use the Autodesk Uninstall Tool, which you can launch from the list of products on your computer.



Access to the list varies by version of Windows:

- Windows 7 or XP: Click Start menu ► All Programs.
- Windows 8: Right-click Start screen ► All Apps.

In the tool window, select the products to be uninstalled. If uninstalling one of your selected products would prevent another product from operating correctly, you will see a warning message about also uninstalling the related products. The Uninstall Tool does not uninstall service packs or locally installed Help files.

Some uninstall operations are best done for individual products rather than from the Uninstall Tool. An example is uninstalling a product without removing the related language packs.

Product-specific operations are explained in the following procedure.

1. Go to the Windows control panel: In Windows control panel, click the product name, and then click Uninstall/Change (Windows 7 or 8) or Change/Remove (Windows XP).
 - Windows XP: Click Start menu ► Settings ► Control Panel ► Add or Remove Programs.
 - Windows 7: click Start menu ► Control Panel ► Programs/Uninstall a Program.
 - Windows 8: right-click Start screen ► All Apps ► Control Panel.
2. The Installer opens in maintenance mode, and directs you through the process.

12. CAN I USE UTS COMPUTING FACILITIES AT THE UNIVERSITY FOR ACCESSING AUTODESK REVIT OR NAVISWORKS MANAGE LICENSES TO COMPLETE MY ASSESSMENT TASKS?

Yes, the Faculty of Design, Architect and Building have a large computing lab on Level 3, which you can access pretty much 24/7. So if you don't wish to run the software on your personal computer it's possible to use the DAB computers.

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