

## FY19 Q2 Autodesk – Global Field Promotion

# Frequently Asked Questions (FAQ)

Please note – This Promotion has been extended to the 31<sup>st</sup> July 2018

Customers can subscribe and save up to 15%\* when trading in to suspend qualifying old perpetual licenses that are not on maintenance plans for subscriptions to the latest Autodesk industry collections or most individual products—like AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor®, 3ds Max® and more.

### GENERAL INFORMATION

1. [What is the Autodesk FY19 Q2 Trade-In Global Field Promotion \(GFP\)?](#)
  2. [How does the order process work?](#)
  3. [What does “switch-back option” mean?](#)
  4. [If a customer wants to “switch back”, how is that done?](#)
  5. [Will Autodesk provide new media or downloads for the perpetual license software if a customer chooses to “switch back”?](#)
  6. [Can maintenance be added to a perpetual license if the customer switches back?](#)
  7. [What is the promotional period?](#)
  8. [What countries are eligible to participate?](#)
  9. [What term lengths can customers purchase at the discount?](#)
  10. [Is the discount available for both single-user and multi-user subscriptions?](#)
  11. [Is the discount available for subscription renewals?](#)
  12. [Can this offer be combined with any other offers?](#)
  13. [If a customer purchases a Media & Entertainment Collection as part of the GFP, are they eligible to participate in the Media & Entertainment with Arnold Bundle? Promotion?](#)
  14. [Are Named Accounts with volume purchase programs eligible to participate in the GFP?](#)
  15. [Can a customer apply an Extra Territory Rights \(ETR\) uplift to a subscription they purchased with this offer?](#)
  16. [Will Autodesk offer the full discount % if the customer is adding to an existing subscription?](#)
  17. [Are customers required to trade in their existing perpetual serial number\(s\)?](#)
  18. [Can customers continue to use the perpetual license after they purchase the discounted 1- or 3-year subscription?](#)
  19. [How do customers know if a serial number is valid?](#)
  20. [How many discounted subscriptions may be purchased per serial number?](#)
  21. [What if customers have multi-packs or multiple seats for one serial number?](#)
  22. [Is there a limit as to how many seats can be submitted per customer?](#)
  23. [Do customers have to purchase the same products as the perpetual license traded in?](#)
  24. [If a customer has a multi-pack or multiple seats for one serial number, do all of the new subscriptions have to be the same product?](#)
  25. [How does the Q2 Trade-in GFP differ from the Move to Subscription Offer?](#)
  26. [Is the promotion available on the Autodesk Store?](#)
- [APPENDIX Including eligible “coming from” and “going to” products](#)

### 1. What is the Autodesk FY19 Q2 Trade-In Global Field Promotion (GFP)?

Customers can save up to 15%\* on the **Autodesk Suggested Retail Price (SRP) for industry collections and/or most individual products** when they purchase eligible 1-year or 3-year term subscriptions with single- or multi-user access and trade in to suspend qualifying (“legacy”) serial numbers and all associated seats of R14 (*release year 1998*) through 2018 perpetual licenses **not on an active maintenance plan** (expired on or before March 21, 2018). A valid, eligible serial number must be submitted for this promotion.

**APAC except ANZ:** Qualifying LT Family products can be traded in for any eligible 1- or 3-year subscriptions to Autodesk software, including industry collections with single-user access.

**ANZ:** Qualifying LT Family products can be traded in for any eligible 1- or 3-year subscriptions to Autodesk software, *except* industry collections.

**Serial numbers must be traded in to complete suspension at:** <http://www.autodesk.com/tradeinpromo>.

Refer to the [“Appendix”](#) for a complete list of qualifying “coming from” and “going to” products.

### 2. How does the order process work?

1. **Submission of the perpetual license serial number must occur prior to purchase.** The end customer or the Partner on behalf of the customer, completes the submission by going to <http://www.autodesk.com/tradeinpromo>.
2. At this site, required fields including but not limited to customer name, submission serial number, and email address must be provided.
3. After the trade-in, the perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer valid or eligible to be traded in. This will enact the suspension.
4. If a customer decides not to make a purchase or cancels the purchase, the submission may be retracted and license re-instated by contacting [Autodesk\\_CS@pmci.com](mailto:Autodesk_CS@pmci.com).
5. Autodesk will continually monitor all serial number submissions and orders placed. In the event of a discrepancy between a submission and order, the submitter will be contacted for assistance in resolution.
6. Subject to item 7, the customer agrees that Autodesk may suspend the license corresponding with the submitted serial number(s) and the customer agrees to no longer use such licenses.
7. If the customer returns the subscription in accordance with the applicable Autodesk software license agreement the customer will be eligible to re-instate the legacy license as set out in questions 3 to 6. The return shall be in full and final settlement of all claims. The customer may provide the serial number traded in and will then be eligible to re-instate the perpetual license. No refund will be provided under this scenario.

### 3. What does “switch-back option” mean?

We’re confident that customers will be satisfied with their new subscription, but if for any reason that is not the case, customers are eligible to re-instate their perpetual license within the 30-day returns period or at the end of either the 3-year term, or the end of the second year of an annual term (1 year plus 1 year renewal). If the subscription is not returned within the 30-day period, then the serial number of the legacy license will be suspended and is no longer eligible to be used for any type of future promotion, regardless of a potential customer future switch back. Note that customers are only able to switch back to the versions set out below.

Version submitted	Switch back: within “eligible term”***	Customer obligations
2017, 2018	<ul style="list-style-type: none"><li>• 2016 version</li><li>• same product</li><li>• same deployment (e.g. SLM or NLM)</li></ul>	Contact Autodesk for details of how to switch-back

1998 – 2016	<ul style="list-style-type: none"> <li>• Same version</li> <li>• same product</li> <li>• same deployment (e.g. SLM or NLM)</li> </ul>	Retain media kits, download and/or activation details, and any other item necessary for operation of legacy license
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*\*\* Eligible term is the end of one 3-year term or after 2 consecutive 1-year terms (1-year term plus renewal and completion of a second 1-year term).*

#### 4. If a customer wants to “switch back”, how is that done?

Within 30 days after the expiration of the eligible term (eligible term is the end of one 3-year term or after 2 consecutive 1-year terms; 1-year term plus renewal and completion of second 1-year term), customers choosing to switch back to their perpetual licenses contact Autodesk and provide the serial number to be reclassified and re-instated to “active”. Use of the perpetual license may then resume. Only the registered licensee is eligible for the switch-back to a perpetual license. Autodesk reserves the right to request supporting documentation and, in the event of a dispute, Autodesk has the final discretion.

Note: customers with 2017 or 2018 licenses will need to contact Autodesk for assistance with the process to switch back to a 2016 version.

#### 5. Will Autodesk provide new media or downloads for the perpetual license software if a customer chooses to “switch back”?

No. Customers are responsible for retaining media kits, download and/or activation details, and any other item necessary for reactivating the legacy perpetual licenses if they wish to utilize the “switch-back option”.

#### 6. Can maintenance be added to a perpetual license if the customer switches back?

No. The customer may not add maintenance to the perpetual license.

#### 7. What is the promotional period?

The offer is available May 7 through July 31, 2018 (dates inclusive).

#### 8. What countries are eligible to participate?

This offer is available in Australia, New Zealand, Japan, Korea, ASEAN countries, Taiwan, China, Hong Kong and India.

#### 9. What term lengths can customers purchase at the discount?

Customers are eligible to trade in their perpetual licenses and receive a discount on **either a 1- OR a 3-year term**.

#### 10. Is the discount available for both single-user and multi-user subscriptions?

Yes. The offer applies to both single-user and multi-user subscriptions. Additionally, the deployment of the suspended license does not need to be the same as the deployment of the subscription purchased. For example, a customer may trade in a single-user AutoCAD serial number and purchase a multi-user AutoCAD or any other eligible product, including collections.

**APAC except ANZ:** Autodesk LT Family product licenses **are eligible** to be traded in for subscriptions with **single- or multi-user access to all eligible individual products**, as well as subscriptions with **single-user access to industry collections**; however, they **are not eligible** to be submitted for subscriptions with **multi-user access to industry collections**.

**ANZ:** Autodesk LT Family product licenses are eligible to be traded in for subscriptions with single- or multi-user access to all eligible individual products except industry collections.

**11. Is the discount available for subscription renewals?**

No. The offer is for new subscriptions with a trade-in only.

**12. Can this offer be combined with any other offers?**

No. The offer may not be combined with any other discounts, promotions, or other incentives offered by Autodesk unless specified.

**13. If a customer purchases a Media & Entertainment Collection as part of the GFP, are they eligible to participate in the Media & Entertainment with Arnold Bundle?**

Yes, if a customer purchases a M&E Collection as part of the GFP, the promotion can be combined with the separate bundle offer. Therefore, a customer would be eligible to receive the M&E Collection at the GFP discount and receive 5 subscriptions of Arnold for free. Please note the subscription term length for the Arnold subscriptions must match the term length for the M&E Collection.

**14. Are Named Accounts with volume purchase programs eligible to participate in the GFP?**

Yes, but discounts offered by Autodesk under this offer cannot be combined with any discounts provided by Autodesk to contracted accounts according to any relevant agreements. Example: Customers with Volume Purchase Agreements (VPAs) cannot combine volume discounts provided under their VPA contract. Named Accounts may choose to select either the contracted discount OR the promotional discount, but not both.

**15. Can a customer apply an Extra Territory Rights (ETR) uplift to a subscription they purchased with this offer?**

No. Subscriptions purchased through this offer cannot have ETR attached.

**16. Will Autodesk offer the full discount % if the customer is adding to an existing subscription?**

Yes, for **same-term** subscriptions. This promotion offers the full discount percentage even if the customer is co-termining to match an existing subscription, provided they are the **same term length** (New 1- or 3-year to existing 1-year or 3-year term).

**17. Are customers required to trade in their existing perpetual serial number(s)?**

Yes. To receive the discount, customers must trade in and suspend the eligible perpetual serial number(s) and no longer use all seats associated to that serial number(s). Once the trade-in is completed the serial number(s) cannot be traded in or used to achieve a promotion discount a second time. Note that under the “switch back option” term of the offer, customers are eligible to switch back and re-instate to a version of their perpetual license if not satisfied with subscription. Conditions and restrictions apply. See questions 3-6 for more information.

**18. Can customers continue to use the perpetual license after they purchase the discounted 1- or 3-year subscription?**

No. As part of the terms and conditions of this offer, the customer agrees to suspend the eligible perpetual license serial number(s) and no longer use any seats associated with that serial number(s). Note that under the “switch back option” term of the offer, customers are eligible to re-instate to their perpetual license if not satisfied with subscription. Conditions and restrictions apply. See questions 3-6 for more information.

### 19. How do customers know if a serial number is valid?

A serial number is valid if it is an R14-2018 eligible perpetual product license not on maintenance (expired on or before March 21, 2018) and has not been used in a previous promotion. Licenses must be commercial versions and registered. The submission site is not intended to be used as a singular source to validate serial numbers, but will indicate if a serial number has been previously submitted during a legacy trade in offer and therefore is not eligible. **Trade-in of a valid serial number is required for compliance with the terms and conditions of the offer.**

### 20. How many discounted subscriptions may be purchased per serial number?

**NOTE (UPDATED LINK)** - Customers can request an [Asset Report](#), which is delivered by Autodesk directly to the customer, and should show all of a customer's assets.

Customers are eligible to purchase **one** new 1- or 3-year subscription for **each seat** associated with serial number(s) they submit.

### 21. What if customers have multi-packs or multiple seats for one serial number?

Customers are eligible to purchase one discounted subscription for **each seat** associated with a valid serial number up to 50 seats, but can only submit a serial number one time.

Example: A customer has an AutoCAD LT® 2008 5-pack. They are eligible to receive the discount on **up to 5** new subscriptions. At the time of submission, they will be trading in all 5 AutoCAD LT® 2008 perpetual licenses, regardless of how many of the discounted new subscriptions they are purchasing.

Exceptions are available for customers who want to purchase fewer new subscriptions and are not willing to submit all licenses associated with the serial number (for instance, in the example above, they may want to submit 3 licenses and keep 2 perpetual licenses). In those select cases, please contact Client Services and they can split the serial number prior to placing the order. Please note this cannot be completed in Partner Center. The original serial number should be the one used for the trade-in.

### 22. Is there a limit as to how many seats can be submitted per customer?

Yes. Customers are eligible to submit a total of 50 seats under the terms and conditions of this offer. For example: customers may submit 50 serial numbers, each with one seat, OR 1 serial number with 50 seats OR any other variation not to exceed a total of 50 seats, except for AutoCAD LT Family. There is no seat limit for AutoCAD LT Family products being traded in.

### 23. Do customers have to purchase the same products as the perpetual license traded in?

No, customers do not need to purchase the same product, however the restrictions mentioned above apply.

See [Table 1](#) of the Appendix to see eligible products for this offer. See [Table 2](#) of the Appendix to see eligible products to trade in.

**APAC except ANZ Note:** Autodesk LT Family product licenses are not eligible to be submitted for a multi-user industry collection subscription.

**ANZ:** Autodesk LT Family product licenses are eligible to be traded in for subscriptions with single- or multi-user access to all eligible individual products except industry collections.

**24. If a customer has a multi-pack or multiple seats for one serial number, do all of the new subscriptions have to be the same product?**

No. Customers may purchase any of the eligible products listed in the appendix tables and per the aforementioned requirements up to the number of licenses traded in.

**25. How does the Q2 Trade-in GFP differ from the Move to Subscription Offer?**

The Q2 Trade-in GFP is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans (expired on or before March 21, 2018) to trade in and save up to 15%\*\* on qualifying new 1- or 3-year subscriptions to Autodesk products.

The *Move to Subscription Offer* is an ongoing opportunity for customers whose maintenance plans are up for renewal to switch to subscription and secure special pricing going forward. More information is available at [www.autodesk.com/campaigns/maintenance-to-subscription](http://www.autodesk.com/campaigns/maintenance-to-subscription).

**26. Is the promotion available on the Autodesk Store?**

One-year and three-year subscriptions to select eligible products are available online through the Autodesk store in Australia, Japan, South Korea, Singapore and India from May 8, 2018 through July 31, 2018.

For eligible products not available online, customers have the option to contact Autodesk sales. More information is available in the “Let’s Talk About It” section on [www.autodesk.com.au/campaigns/global-promotion](http://www.autodesk.com.au/campaigns/global-promotion) for Australian Customers or [www.autodesk.co.nz/campaigns/global-promotion](http://www.autodesk.co.nz/campaigns/global-promotion) for New Zealand Customers.

## APPENDIX

**Table 1:** The following list includes the eligible “going to” subscription products.

Eligible subscription products		New 1- or 3-year subscription discount with trade-in*
<b>Industry Collections</b>	<a href="#">AEC Collection</a>	15%
	<a href="#">Product Design and Manufacturing Collection</a>	15%
	<a href="#">M&amp;E Collection</a>	15%
<b>General Design</b>	<a href="#">Autodesk® AutoCAD® – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">AutoCAD® for Mac – Now part of AutoCAD® including specialized toolsets</a>	15%
	Autodesk® AutoCAD® including specialized toolsets	15%
	<a href="#">Autodesk® AutoCAD® Raster Design – Now part of AutoCAD® including specialized toolsets</a>	15%
<b>AEC</b>	Advance Steel	15%
	<a href="#">AutoCAD® Architecture – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">AutoCAD® Map 3D – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">AutoCAD® MEP – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">AutoCAD® Plant 3D – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">Civil 3D®</a>	15%
	<a href="#">Fabrication CADmep/CAMduct/ESTmep</a>	15%
	<a href="#">Infraworks 360</a>	15%
	<a href="#">Navisworks® Manage/ Autodesk® Navisworks® Simulate</a>	15%
	<a href="#">Point Layout</a>	15%
	<a href="#">Revit®</a>	15%
<b>ANIM</b>	<a href="#">3ds Max®</a>	15%
	<a href="#">Maya®</a>	15%
	<a href="#">Maya® LT</a>	15%
	<a href="#">MotionBuilder</a>	15%
<b>MFG</b>	<a href="#">Alias Concept</a>	15%
	<a href="#">AutoCAD® Electrical – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">AutoCAD® Mechanical – Now part of AutoCAD® including specialized toolsets</a>	15%
	<a href="#">CFD Premium</a>	15%
	<a href="#">CFD Ultimate</a>	15%
	<a href="#">Inventor® Professional</a>	15%
	<a href="#">Moldflow Adviser Premium</a>	15%
	<a href="#">Moldflow Adviser Ultimate</a>	15%
	<a href="#">Moldflow Insight Standard</a>	15%
	<a href="#">Moldflow Insight Premium</a>	15%
	<a href="#">Moldflow Insight Ultimate</a>	15%
	<a href="#">Moldflow Synergy</a>	15%
	<a href="#">Vault Office</a>	15%
<a href="#">Vault Professional</a>	15%	
<a href="#">VRED Design</a>	15%	
<b>LT Family*</b>	<a href="#">AutoCAD® LT / AutoCAD® LT for Mac</a>	15%
	<a href="#">AutoCAD® LT with CALS Tools (Japan only)</a>	15%
	<a href="#">Revit LT™</a>	15%
	<a href="#">AutoCAD Revit LT™ Suite</a>	15%
<b>Subtractive**</b>	**FeatureCAM Standard	15%
	**FeatureCAM Premium	15%
	**FeatureCAM Ultimate	15%
	**PowerInspect Standard	15%
	**PowerInspect Premium	15%

	**PowerInspect Ultimate	15%
	**PowerMill Standard	15%
	**PowerMill Premium	15%
	**PowerMill Ultimate	15%
	**PowerShape Standard	15%
	**PowerShape Premium	15%
	**PowerShape Ultimate	15%



**Table 2:** The following list includes the “coming from” qualifying perpetual licenses.

“Coming From” qualifying R14-2018^ perpetual licenses not on an active maintenance plan (expired on or before March 21, 2018) (Recent products titles listed. Eligible products are all equivalent titles from R14-2018)		
<b>General Design</b>	Autodesk® AutoCAD® / Autodesk® AutoCAD® for Mac	
	Autodesk® AutoCAD® Design Suite (Standard, Premium, or Ultimate)	
<b>AEC/ENI</b>	Autodesk® AutoCAD® Architecture / Architectural Desktop	
	Autodesk® Architectural/ Architectural Professional/ Architectural Designer	
	Autodesk® AutoCAD® Civil/ Civil 3D®	
	Autodesk® AutoCAD® Civil Series	
	Autodesk® AutoCAD® LT Civil Suite	
	Autodesk® Fabrication Products	
	Autodesk® AutoCAD® Land Development Dsktp (LDDT)/ Land Dsktp (LDT)	
	Autodesk® AutoCAD® Map3D	
	Autodesk® AutoCAD® Map3D Enterprise	
	Autodesk® AutoCAD® MEP	
	Autodesk® AutoCAD® P&ID	
	Autodesk® AutoCAD® Plant 3D	
	Autodesk® Plant Design Suite (Standard, Premium, or Ultimate)	
	Autodesk® Infrastructure Design Suite (Standard, Premium, or Ultimate)	
	Autodesk® AutoCAD® Visualization Suite	
	Autodesk® Building Design Suite (Standard, Premium, or Ultimate)	
	Autodesk® Building Services	
	Autodesk® InfraWorks™/ Infrastructure Modeler	
	Autodesk® Navisworks® Manage	
	Autodesk® Revit® Architecture/Revit® MEP/Revit® Structure & Revit® Suites	
	Autodesk® Revit®	
	Autodesk® Revit® Building	
	Autodesk® Revit® Series /Building	
	Autodesk® Revit® Series – AutoCAD®, Structure, Systems Plus	
	Autodesk® Robot™ Structural Analysis/Professional	
	Autodesk® Survey	
	Autodesk® Advance Steel Premium/ Advance Steel AutoCAD® Bundle/Advance Concrete	
	CAICE Visual Construction/Roads/Survey/Survey and Roads	
	<b>ANIM</b>	Autodesk® 3ds Max®
		Autodesk® 3ds Max® Design
Autodesk® 3ds Max® Real-Time Animation		
Autodesk® 3ds VIZ®		
Autodesk® Maya®		
Autodesk® Maya® LT*		
Autodesk® Maya® Unlimited/Complete		
Autodesk® MotionBuilder		
Autodesk® Maya® Entertainment Creation Suite Standard		
Autodesk® 3ds Max® Entertainment Creation Suite Standard		
Autodesk® Entertainment Creation Suite Ultimate		

<b>MFG</b>	Autodesk® Alias Design
	Autodesk® AutoCAD® Electrical
	Autodesk® AutoCAD® Mechanical
	Autodesk® Building Electrical
	Autodesk® CFD Design Study Environment
	Autodesk® CFD (Basic, Advanced, Motion)
	Autodesk® Factory Design Suite (Standard, Premium, or Ultimate)
	Autodesk® HSMWorks Premium/Professional
	Autodesk® Intent Professional
	Autodesk® Inventor® HSM, Inventor HSM Professional
	Autodesk® Inventor®/ Inventor® Engineer-to-Order/ Inventor® Professional/ Inventor® Publisher
	Autodesk® Inventor® Series (AIS), Inventor Suite
	Autodesk® Inventor® Suites – Professional, Routed, Simulation
	Autodesk® Moldflow Adviser (Standard, Premium, Ultimate)
	Autodesk® Moldflow Design
	Autodesk® Moldflow Insight (Standard, Premium, Ultimate)
	Autodesk® Moldflow Synergy
	Autodesk® Nastran
	Autodesk® Nastran In-CAD
	Autodesk® Product Design Suite (Standard, Premium, or Ultimate)
	Autodesk® Showcase®
	Autodesk® Simulation Mechanical
	Autodesk® Vault Office
Autodesk® Vault Professional	
Autodesk® Vault Workgroup	
<b>LT Family</b>	Autodesk® AutoCAD® LT / Autodesk® AutoCAD® LT for Mac*
	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite
<b>Delcam</b>	**FeatureCAM (Standard, Premium, Ultimate)
	**PowerInspect (Standard, Premium, Ultimate)
	**PowerMill (Standard, Premium, Ultimate)
	**PowerShape (Standard, Premium, Ultimate)

\*Advertised discounts and savings are based on the Autodesk Suggested Retail Price (excluding taxes) for specified product. Autodesk's Suggested Retail Price is used for reference purposes only, and may not be in local currency. Actual retail price is determined by customer's selected reseller, and is subject to currency fluctuation. Offer subject to reseller participation. Channel partners are independent and free to set their own prices. Reseller prices may vary.

\*\*Subtractive perpetual licenses (previously known as Delcam) can only be traded-in for new subscriptions of subtractive products.

**APAC except ANZ:** ^Qualifying perpetual licenses of Autodesk LT Family products are eligible to be submitted for 1- or 3-year subscriptions with single- or multi-user access to all eligible individual products, as well as subscriptions with single-user access to industry collections; however, they are not eligible to be submitted for subscriptions with multi-user access to industry collections.

**ANZ:** ^Qualifying Autodesk LT Family product licenses are eligible to be traded in for subscriptions with single- or multi-user access to all eligible individual products except industry collections.

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