Autodesk® Vault Workgroup
Questions and Answers
Updated July 6, 2023

Autodesk® Vault Workgroup end of sale FAQ

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1. General information

1.1 What is happening?

Autodesk® Vault Workgroup software is a middle-tier offering of the Vault product line. Our goal is to provide modern data management capabilities, so Autodesk has made the decision to focus on the other Vault tiers. With this decision, Autodesk has ended the sale of subscriptions to Vault Workgroup. The purchase of new and renewal subscriptions is no longer available.

2. Key dates and upgrade path for customers

2.1 What transition and upgrade options do I have if I am a current Vault Workgroup subscriber?
You can transition and upgrade to Vault Professional, the next highest tier of the product line. Upgrade in two parts: (1) technical upgrade and (2) subscription upgrade.

Technical Upgrade:
Active single-user subscriptions of Vault Workgroup have additional access to Vault Professional, enabling you to plan for the technical upgrade at your convenience over multiple years. First, upgrade the client and server and install Pro on end-user devices. The steps and support documentation for the technical upgrade to Vault Professional <u>are found here</u>.

Single-User Vault Workgroup subscriptions will have access to both Workgroup and Professional tiers for the duration of their subscription, with no extra cost for the Vault Professional entitlement.

Subscription Upgrade:
Purchasing Vault Professional subscriptions can occur during a regular renewal period or anytime before the Vault Workgroup subscription expires to avoid downtime or loss of access. Multi-user Workgroup subscriptions can take advantage of the multi-user trade in program while also upgrading to Vault Professional.

2.2 When was the last day to buy Vault Workgroup new subscriptions?
The last day to buy a <u>new</u> 3-year subscription to Vault Workgroup was July 6, 2022.
The last day to buy a <u>new</u> 1-year subscription to Vault Workgroup was July 6, 2022.

2.3 When was the last day to renew Vault Workgroup subscriptions?
The last day to buy a <u>renewal</u> 3-year subscription to Vault Workgroup was July 6, 2022.
The last day to buy a <u>renewal</u> 1-year subscription to Vault Workgroup was July 6, 2023.

2.4 When will Vault Workgroup no longer be supported?
Vault Workgroup 2023 will continue to be supported using the standard product support lifecycle.

2.5 What is the last version of Vault Workgroup?
Vault Workgroup 2023 is the last version.

2.6 Is there an automatic migration in the system from Vault Workgroup to Vault Professional?
No. See 2.1 for details about upgrading.

2.7 When is the last date customers must upgrade from Vault Workgroup to Vault Professional?
Upgrade before the Vault Workgroup subscription expires to avoid downtime and inaccessibility.

3. Vault Professional Entitlement and Troubleshooting

3.1 Which Workgroup customers have access to Vault Professional?
Customers with active, single-user subscriptions to Vault Workgroup have access to Vault Professional.
Customers with active, multi-user subscriptions to Vault Workgroup do <u>not</u> automatically have access to Vault Professional – MU is out of scope for this entitlement. Please reach out to your Autodesk representative or Autodesk reseller for trial and migration paths in order to upgrade to Vault Professional.

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3.2 Where will the entitlement to Vault Professional show up in my Account portal?
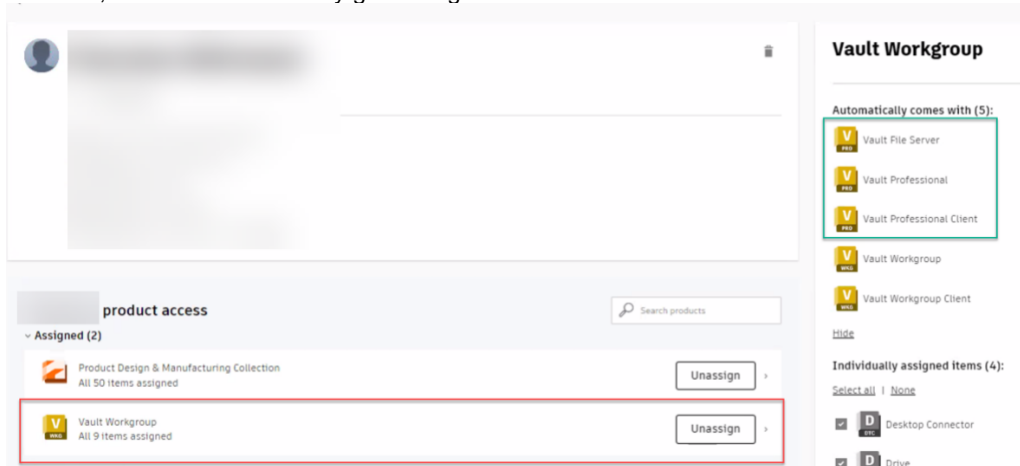The Vault Professional entitlement has been given as part of the single-user Vault Workgroup subscription. It is listed under the "automatically comes with" section of the Workgroup product subscription on the Products & Services page. Image below.

The Vault Professional entitlement cannot be decoupled from the Vault Workgroup subscription. It cannot be assigned, unassigned, or reassigned by account admins. Customers wanting to utilize the Vault Professional entitlement must assign a Vault Workgroup subscription to an intended end user.

View by Named User:
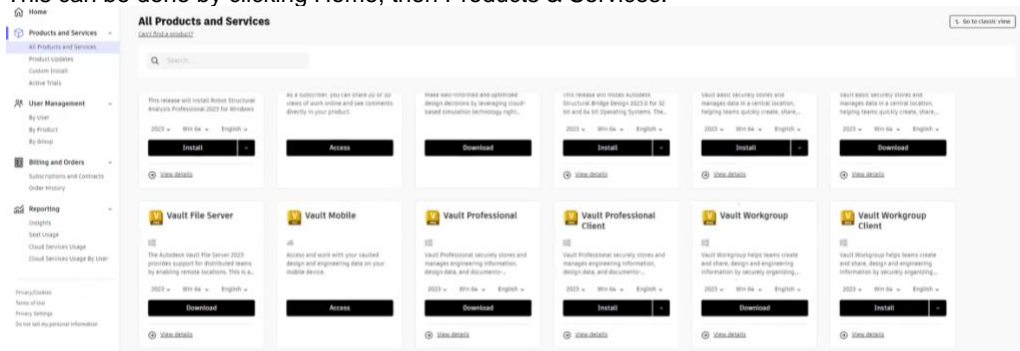Below in Red, the user has been assigned Vault Workgroup.
In Green, the user automatically gets assigned Vault Professional.

View by Product & Services:
Ensure the customer has switched to the new Account portal view (not Classic).
This can be done by clicking Home, then Products & Services.

3.3 How can I access and utilize Vault Professional?
Customers with active single-user subscriptions to Vault Workgroup are already entitled to Vault Professional. Therefore, no action is needed besides the technical upgrade and installation of Vault Professional. The steps and support documentation for upgrading to Vault Professional are found here.

Customers with active multi-user subscriptions of Vault Workgroup need to purchase an upgraded license of Vault Professional.

3.4 What if I can't successfully access or use Vault Professional? What are steps to fix this?
Several quick fixes have been found for customers who do not see or can't successfully use their Vault Professional entitlement.

- Is the Workgroup subscription active (not expired) and single-user (not multi-user)? Both answers must be yes.
- Refresh the Accounts portal or Products & Services page by signing out and signing in again with Autodesk ID. See 3.1, for images of where to find the Vault Professional entitlement within Accounts.
- Switch to the new Portal view (instead of Classic) by clicking Home, then Products & Services.
- Refresh the end user's entitlements by unassigning and reassigning the Vault Workgroup subscription.

If problems persist after trying the quick fixes above, please reach out to your Autodesk representative or Autodesk reseller.

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4. Additional questions

4.1 If I am a Vault Workgroup customer who switched from maintenance and/or multi-user to single user, will I still have access to the special price for Vault Professional?

Active Vault Workgroup multi-user customers who have not participated in the MU2SU program, can utilize MU2SU to upgrade from Vault Workgroup to Vault Professional. Vault Workgroup customers who have previously switched from maintenance and/or multi-user will not receive special pricing when upgrading from Vault Workgroup to Vault Professional.

4.2 Where can I go to learn more about Vault Professional?

Visit the Vault product center here.

4.3 How can I find more information on these changes?

Please reach out to your Autodesk representative or Autodesk reseller.

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