

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 software products. Help speed documentation, share ideas seamlessly, and explore ideas more intuitively in 3D. With thousands of available add-ons, AutoCAD® 2010 software provides the ultimate in flexibility, customizable for your specific needs. It's time to take design further. It's time for AutoCAD.

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1. General Information

1.1 What is AutoCAD 2010 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 tools that can create almost any shape imaginable, AutoCAD 2010 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-ons, AutoCAD 2010 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.

2. Pricing and How To Buy

2.1 What are the purchasing options and pricing for AutoCAD 2010 software?

AutoCAD 2010 software is available through your local reseller or from the Autodesk Store at www.autodesk.com/store. If you need help finding a reseller, refer to 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 2010 software before I buy it?

Yes, you can try it out by requesting the AutoCAD 2009 software trial version. This fully functioning version of AutoCAD 2009 is available as a free* 30-day trial. You can order the trial DVD (64-bit and 32-bit) or CD (32-bit only) from your Autodesk Authorized Reseller or online at 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 enable 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.
- Product enhancements may include extensions, bonus 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 complete 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.

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.

3. Compatibility

3.1 Do third-party applications based on previous versions of AutoCAD software work with the AutoCAD 2010 software?

Maybe. Some third-party add-on applications based on Visual LISP® and VBA programming languages should be compatible with AutoCAD 2010. Third-party applications based on ActiveX® and ObjectARX® developer tools will require upgrades to be compatible with AutoCAD 2010. There are numerous compatible applications available for AutoCAD 2010. Check with your application developer/supplier regarding availability of applications built for AutoCAD 2010.

3.2 Do AutoCAD 2009 software customized menus work in AutoCAD 2010 software?

Yes, AutoCAD 2010 software automatically migrates customized menus (CUI files). The first time you launch AutoCAD 2010, the migration feature asks you if you would like to migrate the settings from your previous AutoCAD version to AutoCAD 2010. 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 for additional migration tools.

3.3 How are AutoLISP and Visual LISP programs affected by changes in AutoCAD 2010 software?

No changes have been made to AutoLISP® or Visual LISP programming languages in AutoCAD 2010 software. AutoLISP and Visual LISP routines written for AutoCAD® 2004, 2005, 2006, 2007, 2008, or 2009 should work in AutoCAD 2010.

3.4 Has the AutoCAD 2010 DWG drawing file format changed from the AutoCAD 2007/2008/2009 products?

Yes, the AutoCAD 2010 DWG file format has been updated and is different from the 2007/2008/2009 DWG file format. This new format is also the same DWG file format that is used in the latest releases of the Autodesk industry-specific products such as AutoCAD Architecture 2010 AutoCAD Map 3D, AutoCAD Civil 3D, AutoCAD Civil, AutoCAD® Electrical, AutoCAD Mechanical, and AutoCAD MEP software applications. Nonetheless, you can still easily share files between design teams using any previous version of AutoCAD. As in the past, AutoCAD 2010 opens DWG files from all earlier DWG versions created by any Autodesk product.

3.5 Does AutoCAD 2010 software read and save drawings created by earlier releases of AutoCAD?

AutoCAD 2010 reads drawing files from all previous versions of AutoCAD software. AutoCAD 2010 has a built-in SaveAs function so you can save drawings to and from AutoCAD releases using the 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.

3.6 Can I open an AutoCAD 2010 drawing with an older release of AutoCAD?

With DWG TrueView™ software you can translate DWG files created with any release of AutoCAD or AutoCAD LT® software to AutoCAD Release 14, 2000, 2004, and 2007 file formats. DWG TrueView can be downloaded at www.autodesk.com/dwgtrueview. DWG TrueView does not require the AutoCAD application in order to convert DWG files.

3.7 Can I run AutoCAD 2010 side-by-side with other AutoCAD platform-based applications?

Yes, AutoCAD 2010 can be installed side-by-side with any other AutoCAD or Autodesk vertical solution, including AutoCAD 2010-based products.

3.8 Is AutoCAD 2010 compatible with AutoCAD LT?

Yes, AutoCAD 2010 is fully DWG-compatible with AutoCAD LT 2010. 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.

4. Platform and System Requirements

4.1 What are the system requirements for AutoCAD 2010 software?

For 32-bit AutoCAD 2010

- Microsoft® Windows® XP Professional or Home edition (SP2 or later)
- Intel® Pentium® 4 or AMD Athlon® dual-core processor, 1.6 GHz or higher with SSE2 technology
- 2 GB RAM
- 1 GB free disk space for installation
- 1,024 x 768 VGA display with true color
- Microsoft® Internet Explorer® 7.0 or later
- Install from download, DVD, or CD

or

- Microsoft® Windows Vista® (SP1 or later) including Enterprise, Business, Ultimate, or Home Premium edition ([compare Windows Vista versions](#))
- Intel Pentium 4 or AMD Athlon dual-core processor, 3 GHz or higher with SSE2 technology
- 2 GB RAM
- 1 GB free disk space for installation
- 1,024 x 768 VGA display with true color
- Internet Explorer 7.0 or later
- Install from download, DVD, or CD

For 64-bit AutoCAD 2010

- Windows XP Professional x64 edition (SP2 or later) or Windows Vista (SP1 or later) including Enterprise, Business, Ultimate, or Home Premium edition ([compare Windows Vista versions](#))
- AMD Athlon 64 with SSE2 technology, or AMD Opteron® processor with SSE2 technology, or Intel® Xeon® processor with Intel EM64T support and SSE2 technology, or Intel Pentium 4 with Intel EM64T support and SSE2 technology
- 2 GB RAM
- 1.5 GB free space for installation
- 1,024 x 768 VGA display with true color
- Internet Explorer 7.0 or later
- Install from download, DVD, or CD

Additional Requirements for 3D Modeling (All Configurations)

- Intel Pentium 4 processor or AMD Athlon, 3 GHz or higher; Intel or AMD dual-core processor, 2 GHz or higher
- 2 GB RAM or greater
- 2 GB hard disk space available in addition to free space required for installation
- 1,280 x 1,024 32-bit color video display adapter (true color) 128 MB or greater, Microsoft® Direct3D® capable workstation class graphics card

For more information on Windows Vista versions please see <http://www.microsoft.com/windowsvista/versions>.

4.2 Does AutoCAD 2010 software support 64-bit operating systems?

Yes, see system requirements above.

4.3 Does AutoCAD 2010 software support multiple CPU systems?

Yes, AutoCAD 2010 software supports multiple CPUs. The performance of AutoCAD graphics and rendering systems benefits from multiple CPU systems.

5. Licensing

5.1 Does AutoCAD 2010 software use product activation for stand-alone licenses?

Yes, with AutoCAD 2010 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 has not been activated on more computers than are eligible. 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 and the AutoCAD software End-User License Agreement allow 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 two copies are used only by that employee and no other, and only one copy of the software is ever in use at any one time.

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 Autodesk. At the destination computer, start the transfer utility and choose Import. Log back in to the OLT website and import your license.

5.7 Where can I find more information about software activation?

More information on product activation can be found at www.autodesk.com/activation.

6. Support and Training

6.1 How do I obtain direct technical support?

North and South America (including the Caribbean)

Product Support in English

You receive 30 days of Up and Ready web and telephone support from your date of registration, in English, covering installation and configuration of your new Autodesk software.

The 30-day support program will automatically be set up in the name of the person registering the product. This registering party will receive a system notification to set up a login to access the support program.

Call +1-425-485-3757 Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific time, excluding U.S. holidays.

Europe, the Middle East, and Africa

Product Support in English, French, German, Italian, and Spanish

You receive 30 days of Up and Ready web support from your date of registration, in English, covering installation and configuration of your new Autodesk software.

The 30-day support program will automatically be set up in the name of the person registering the product. This registering party will receive a system notification to set up a login to access the support program.

Japan

Purchase of this product includes Start Up support via email and fax, covering installation and configuration support for 30 days, starting from your registration date, Japanese language only. Send an email with your question to LT_Startup@autodesk.com, or send a fax to 03-5396-9915. Support is available Monday through Friday from 9:30 a.m. to 5:00 p.m. JST, excluding holidays.

Australia and New Zealand

You receive 30 days of free Up and Ready telephone support, from your date of purchase, covering installation and configuration of your new Autodesk software.

In Australia, call 1800-655-794 Monday through Friday from 9 a.m. to 5 p.m. local time, excluding holidays.

In New Zealand, call +64-9-414-0100, Monday through Friday from 9 a.m. to 5 p.m. local time, excluding holidays.

All Other Countries

Contact your local Autodesk Authorized Reseller or Autodesk for information about support options in your country. Autodesk offers some self-help support information, primarily in English, on the Autodesk website at www.autodesk.com/autocad-support.

6.2 How can I get personalized support and training for AutoCAD 2010 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.

You can also visit 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.

6.4 Where do I find training courses for AutoCAD 2010 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.

6.5 How do I find out if service packs are available for AutoCAD 2010 software?

In the event that Autodesk releases an AutoCAD 2010 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 2010 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 2010 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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