

AUTODESK LICENSE CONVERSION

PRESENTED BY



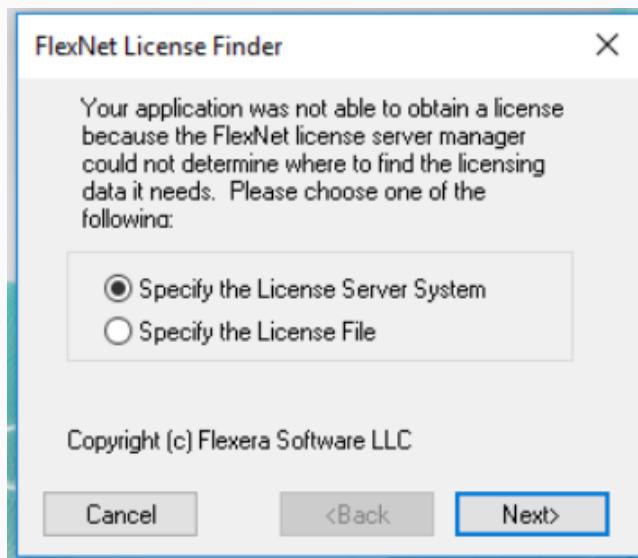
WHAT TO DO: WHEN LAUNCHING AN AUTOCAD PRODUCT CAUSES A PERSISTENT POP-UP AND PREVENTS OPENING

Why does this happen?

When the software was installed and the license type was originally a Network or Standalone, it needs to be switched to Autodesk's new "named user account" license.

Symptoms

- Upon launching an Autodesk application, you will see an error message that reads "Your application was not able to obtain a license because the FlexNet license server manager could not determine where to find the licensing data it needs. Please choose one of the following"
- You won't be able to Cancel or select a license file and the message will prevent you from opening the application

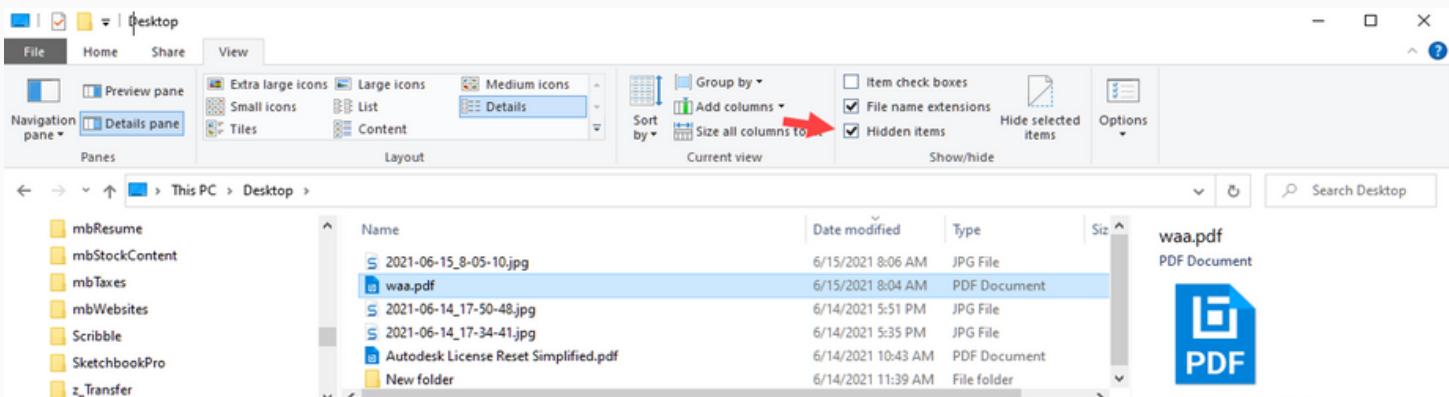


TO RESOLVE

WHAT YOU'LL NEED:

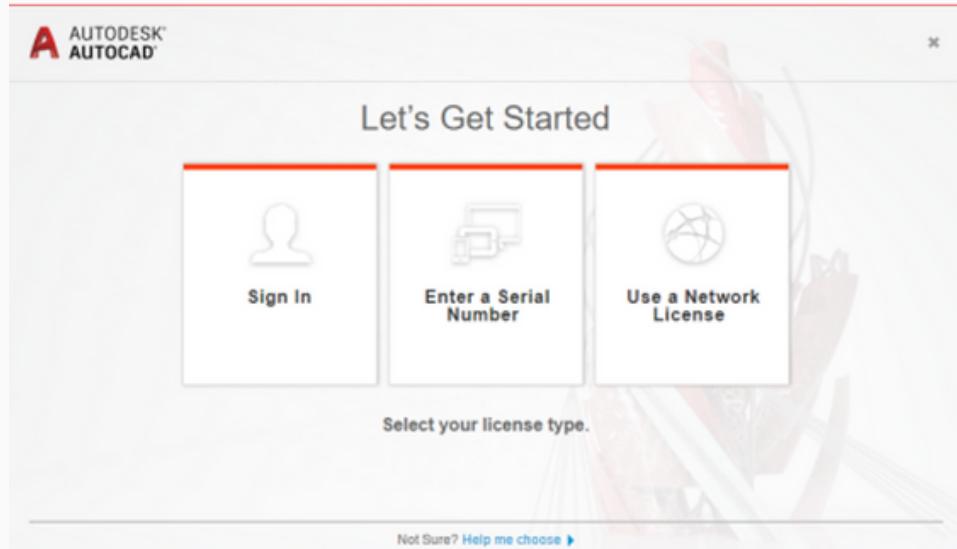
- USER'S WINDOWS PASSWORD.
- USER'S AUTODESK PASSWORD (IDEALLY, ALTHOUGH YOU CAN TECHNICALLY RESOLVE WITHOUT IT IF NOT AVAILABLE).
- 15-30 MINUTES TO ACCESS TO THEIR COMPUTER, ASK THEM TO SAVE ANY WORK BEING DONE IN ANY AUTODESK SOFTWARE AND CLOSE.

STEPS TO RESOLVE: FOR AUTODESK SOFTWARE 2019 AND PRIOR



Autodesk uses FlexLM (license manager) to validate software license, to reset the license manually you'll need to delete some outdated files in the following locations (please ensure you are logged in as the user), also make sure to close all Autodesk software before taking the proceeding resolution steps:

1. Ensure "hidden items" are checked to be visible in Windows Explorer.
2. Delete the folder named ADUT (if it exists) in this location: C:\Users\<username>\AppData\Roaming\Autodesk\ADUT
3. Delete all and only files that start with the syntax: adskflex in this location: C:\ProgramData\FLEXnet
4. Delete folders specific to the product – see our included product key table to decipher: C:\ProgramData\Autodesk\CLM\LGS
You may see several but if you want to resolve an issue for AutoCAD 2018, only delete the folder prefixed with 001J1
5. Delete the file LoginState.xml file in the following location: C:\Users\<username>\AppData\Local\Autodesk\Web Services
6. Relaunch the application and select "Sign in" (with Autodesk Account) and enter your user credentials:



Steps to Resolve: For Autodesk software 2020 and above

1. Input "cmd" in Windows search, and right-click command prompt to select "run Run as administrator".
2. In the command-line copy and paste the following command:
cd %CommonProgramFiles(x86)%\Autodesk Shared\AdskLicensing\Current\helper\

```
Microsoft Windows [Version 10.0.19042.1052]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Michael>cd %CommonProgramFiles(x86)%\Autodesk Shared\AdskLicensing\Current\helper\

C:\Program Files (x86)\Common Files\Autodesk Shared\AdskLicensing\Current\helper>
```

3. Input "cmd" in Windows search, and right-click command prompt to select "run Run as administrator".

4. In the command-line copy and paste the following command:
cd %CommonProgramFiles(x86)%\Autodesk Shared\AdskLicensing\Current\helper\