

Only One. AutoCAD. Customer Frequently Asked Questions



1. What is new with the subscription release of AutoCAD® 2019?

To provide more value to our subscribers – new AutoCAD subscription includes access to all AutoCAD vertical product functionality and libraries as specialized toolsets and the ability to take your work with you with the new AutoCAD web app and the AutoCAD mobile app.

2. What are the benefits of combining AutoCAD vertical functionality and AutoCAD into one offering?

Subscribers will no longer have to access AutoCAD vertical functionality through separate offerings– by subscribing to AutoCAD, you will now have access to the capabilities of multiple AutoCAD vertical toolsets in one AutoCAD. Subscribers will be able to customize their AutoCAD experience to meet their evolving business needs.

3. What is a specialized toolset? How do I choose which toolset I need?

Previously, subscribers had to choose which AutoCAD-based vertical products was right for them. As of March 22, 2018, AutoCAD vertical toolsets are now included with AutoCAD subscription (and referred to as specialized toolsets).

4. What specialized toolsets are now included with AutoCAD subscription?

- Architecture (previously known as AutoCAD Architecture)
- Mechanical (previously known as AutoCAD Mechanical)
- Electrical (previously known as AutoCAD Electrical)
- Map 3D (previously known as AutoCAD Map 3D)
- MEP (previously known as AutoCAD MEP)
- Raster Design (previously known as AutoCAD Raster Design)
- Plant 3D (previously known as AutoCAD Plant 3D)

5. What is the name of this new AutoCAD offering?

AutoCAD including specialized toolsets.

6. Can I still try AutoCAD and/or any of the specialized toolsets for 30 days?

Yes. AutoCAD and the specialized toolset trials will be accessed from the AutoCAD trial page on Autodesk.com.

7. I currently subscribe to AutoCAD Architecture, is that the same as the Architecture toolset?

Yes, the functionality and offering of AutoCAD Architecture is the same as the Architecture toolset. This is true for the other specialized toolsets (Mechanical, Electrical, Map 3D, etc.)

8. After March 22, 2018, can I subscribe only to AutoCAD or just one of the specialized toolsets?

No, as of March 22, 2018, when you subscribe to a new subscription of AutoCAD you will get access to AutoCAD including the specialized toolsets.

9. Is Autodesk planning to discontinue the specialized toolsets?

No, there are no plans to stop developing or delivering vertical functionality. The goal is to bring more value and differentiation to AutoCAD subscription. This change provides our subscribers access to everything you need in one product offering including vertical functionality.

10. Will the AutoCAD and/or AutoCAD vertical subscriptions I already purchased be automatically migrated to the AutoCAD including specialized toolset offering?

No, your subscription entitlement will not be auto-migrated to AutoCAD including specialized toolsets as this time.

11. I am an existing AutoCAD or AutoCAD vertical subscriber – how can I move to the new AutoCAD including specialized toolsets?

As an existing subscriber, you have the option to either move to the new AutoCAD including specialized toolsets, or continue to renew your current individual AutoCAD and/or AutoCAD vertical subscription. If you are an active subscriber and wish to move to the new AutoCAD including specialized toolsets, you will need to contact your Autodesk Authorized Reseller or an Autodesk Sales Representative to determine whether you are eligible to switch and when during your subscription term, or if you need to wait until the end of your subscription term to purchase a new subscription of AutoCAD including specialized toolsets.

12. If I am an existing subscriber eligible to switch, what is the cost to move from AutoCAD and/or AutoCAD vertical subscription to AutoCAD including specialized toolsets?

You can switch your eligible AutoCAD or AutoCAD vertical subscription to AutoCAD including specialized toolsets at no cost for the remainder of the subscription term. Please check with your Autodesk Authorized Reseller or your Autodesk Sales Representative to determine your eligibility and any exceptions to switching at no cost.

13. If I am an active AutoCAD and/or AutoCAD vertical subscriber and purchased through the Autodesk store, can I move to the new AutoCAD including specialized toolsets?

As an existing AutoCAD and AutoCAD vertical subscribers who purchased on the Autodesk store, you will need to let your existing subscription expire ([making sure to turn off the automatic renewal](#)) and then purchase a new subscription for AutoCAD including specialized toolsets.

14. If I am eligible to switch to an AutoCAD including specialized toolsets subscription, will I have access to previous versions?

Yes, you will have access to prior versions per the [Subscription Previous Version Eligibility list](#), including continued access to previous versions downloaded and activated as part of your original subscription. (Specifically refer to the question on this page, "[If I switched from a subscription of one product to another, can I continue using previous versions of products from my original subscription?](#)")

15. As an Autodesk Store customer, if I subscribe to a new AutoCAD including specialized toolsets instead of renewing my existing AutoCAD or AutoCAD vertical subscription, will I have access to prior versions previously downloaded and activated as part of my original subscription?

You have the right to access versions of the AutoCAD or AutoCAD vertical product(s) you previously downloaded and activated if you have subscribed to a new AutoCAD including specialized toolsets within 30 days from the expiration of your AutoCAD or AutoCAD vertical subscription.

16. As an Autodesk Store customer, how do I make the request for the prior version previously downloaded and activated as part of my original subscription contract?

You will need to make a special request through [Contact Us](#) to validate your eligibility for this prior version.

17. Will prior versions of the specialized toolsets be available for download in Autodesk Accounts?

Prior versions [listed on the eligibility list for AutoCAD including specialized toolsets](#) will be available for download in Autodesk Account.

18. If I am an active, existing AutoCAD and/or AutoCAD vertical subscriber can I continue to renew my existing individual AutoCAD and/or AutoCAD vertical subscription (i.e. AutoCAD Mechanical) and not move to AutoCAD including specialized toolsets?

Yes, as an existing active AutoCAD and/or AutoCAD vertical customer, you can choose to continue renewing your existing AutoCAD and/or AutoCAD vertical subscription.

19. Can I access AutoCAD including specialized toolsets if I'm on an active maintenance plan?

No, as an existing active AutoCAD and AutoCAD vertical maintenance plan customer, you can only get access to the new AutoCAD including specialized toolsets by moving to subscription.

20. I own an AutoCAD and/or AutoCAD vertical perpetual license with an active maintenance plan. How do I move to subscription to take advantage of the new AutoCAD including specialized toolsets?

As of March 22, 2018, existing AutoCAD and/or AutoCAD vertical maintenance plan customers eligible for renewal can move to subscription and take advantage of the new AutoCAD including specialized toolsets. You will need to contact your Autodesk Authorized Reseller or an Autodesk Sales Representative to determine whether you are eligible to move to subscription and to AutoCAD including specialized toolsets. For more information go to: [What to Consider Before Moving from Maintenance to Subscription](#)

21. How can I get up to speed on AutoCAD including specialized toolsets? What learning content is available?

As a new subscriber of the new AutoCAD including specialized toolsets, you will receive onboarding emails that will include tips and tricks on how to get you started on AutoCAD including specialized toolsets. Learning content will include tips for beginners as well as training for immediate and more advanced users. The Autodesk Knowledge Network will also provide resources and content on the specialized toolsets. Contact your Autodesk Authorized Reseller for additional training opportunities.

22. As a subscriber to AutoCAD including specialized toolsets, how will I access it?

You will be able to access AutoCAD including specialized toolsets from [Autodesk Accounts](#) and the Autodesk desktop app.

23. How are the AutoCAD specialized toolsets downloaded?

Each toolset is available as a separate download through Autodesk Account and the Autodesk desktop app.

24. As a subscriber to AutoCAD including specialized toolsets, can I decide which specialized toolset I want to download?

Yes, you can download as many or as few toolsets as you need for use by one user at a time.

25. Can all assigned users access any of the new AutoCAD including specialized toolsets?

Yes, however, seats cannot be shared (e.g. one user cannot use the Architecture toolset while another uses the Mechanical toolset with only one seat).

26. How do AutoCAD for Mac subscribers access the specialized toolsets?

AutoCAD specialized toolsets only work on Windows and are not available for Mac users, unless they use a virtual machine running Windows such as Parallels or Bootcamp. Subscribers to AutoCAD including specialized toolsets will continue to be able to use your serial number and product key to activate AutoCAD for Mac.

27. Will AutoCAD continue to work with third-party applications? Is there any impact to customizations?

There will be no impact to third-party applications with the AutoCAD including specialized toolsets offering.

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