



Support and learning

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Previous version support change

Products and versions covered

Autodesk Support
Jun 21 2019

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Starting August 31, 2019, Autodesk will start enforcing its technical support lifecycle policy for all current versions of Autodesk software and previous versions (typically three versions back), listed on the [subscription and maintenance plan eligibility lists](#).

- What does this mean for my right to use Autodesk software?
- Why did Autodesk choose to make this change in their product activation process now?
- What is the best way for me to get a current version of my software?
- Is it possible to request an activation code and save it for future use?
- If my current network licensing file includes products which are v2010-earlier, will I be able to get an activation code?
- What about products which didn't use the year as a version (for example, R10)?
- Will I be able to access my drawings and files from previous versions if I am unable to activate that previous version?
- Will a customer with a perpetual product version 2011 and later be able to activate their product?
- If my maintenance plan ends, what version will I be able to activate?
- Will I still be able to get boxed software and downloads?
- Does the Previous Version Support Lifecycle policy apply to NFR and PED?

What does this mean for my right to use Autodesk software?

You can continue to use any previous version in your possession, as long as it doesn't violate the product's terms of use. See [Product Support Lifecycle](#) for more information.

Why did Autodesk choose to make this change in their product activation process now?

The majority of our activation code generators are built on aging technology, some of which are no longer supported by the vendors that built them. Aligning product activation practices allows us to retire many of the unsupported generators which reduces risk and ensures that we provide the help you need.

What is the best way for me to get a current version of my software?

We have many purchasing options and often runs promotions. Find current subscriptions and [promotions](#) on [www.autodesk.com](#).

Is it possible to request an activation code and save it for future use?

It is possible, but only within strictly controlled parameters where the configuration does not change from the time the code is generated. We cannot guarantee that previously-generated codes will work as intended. We won't offer product activation or installation support for products that are not on the eligible previous version list for [subscriptions](#) and [maintenance plans](#).

If my current network licensing file includes products which are v2010 or earlier, will I be able to get an activation code?

No. Product version is validated during the activation process. Versions 2010 or earlier cannot be activated.

What about products that didn't use the year as a version (for example, R10)?

All products using a non-year version scheme are included in the v2010 or earlier set of releases and can no longer be activated after August 31, 2019.

Will I be able to access my drawings and files from previous versions if I am unable to activate that previous version?

Autodesk software is backward compatible, so, you can access older files if you upgrade to the current version.

Can I activate a perpetual product version 2011 and later?

Yes. Product activation for versions 2011 and later is available.

If my maintenance plan ends, what version will I be able to activate?

The Terms of the maintenance plan stipulate that upon termination you can only use the last activated version and must uninstall any other versions.

For example, if AutoCAD 2020 was the current version when your plan terminated, but you last activated AutoCAD 2018, you can only use AutoCAD 2018. If you request an activation code for AutoCAD 2018, your version of record becomes AutoCAD 2018, and we'll provide you with an activation code. You can continue to get technical support for AutoCAD 2018 until it is no longer listed on the [maintenance plan eligible previous version list](#).

Will I still be able to get boxed software and downloads?

Boxed software and download requests follow existing service offerings for products listed on the eligible previous version list for [subscriptions](#) and [maintenance plans](#). If you have an active maintenance plan, you can request physical media for the most current product version and eligible previous versions. Some products or versions may no longer be supported. For subscription licenses, media kits can be purchased as needed.

Does the Previous Version Support Lifecycle policy apply to NFR and PED?

Yes. This policy applies to all product types, including NFR and PED.

Was this information helpful?

YES

NO

Need Help?

Tell us about your issue and find the best support option.

CONTACT SUPPORT



Post a Question, Get an Answer

Get answers fast from Autodesk support staff and product experts in the forums.

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