

AutoCAD 2020 including specialized toolsets  
Frequently Asked Questions  
Channel Version

March 1, 2019



### **What changed with the release of AutoCAD 2019?**

With the AutoCAD 2019 release, AutoCAD subscribers gained access to seven industry toolsets. In addition to industry-specific features & libraries, subscribers can work on AutoCAD in the field and on the go with AutoCAD web and mobile apps. AutoCAD 2020 including specialized toolsets includes many new features and performance improvements including the new Quick Measure tool and Blocks palette.

### **Are all the new features and performance improvements available with the AutoCAD 2020 release (such as the Quick Measure tool and Blocks palette) also available in each of the specialized toolsets?**

Yes, the new features and performance improvements are available in each of the specialized toolsets.

### **As a reminder, what are the specialized toolsets available as part of an AutoCAD including specialized toolset 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)

### **Is Autodesk Civil 3D included as part of the AutoCAD including specialized toolsets offering?**

No, Autodesk Civil 3D is not included. Civil 3D remains our primary BIM modeling platform for civil design in the AEC industry. Over the past several years Autodesk has been investing heavily in developing InfraWorks as the preliminary planning and design platform for civil engineers. Civil 3D and InfraWorks have been tightly integrated in order to provide a seamless user experience for civil engineers to move data from preliminary design through detail design and construction. As a result, it was felt that although Civil 3D is built on top of the AutoCAD platform it is becoming more tightly coupled with InfraWorks going forward as the platform for civil engineers in BIM.

### **Are AutoCAD web and AutoCAD mobile apps included with an AutoCAD subscription?**

Yes, with a subscription to AutoCAD, subscribers get full access to the AutoCAD web app and the AutoCAD mobile app.

### **What are the benefits of AutoCAD web and AutoCAD mobile?**

Here are just a few of the benefits:

- Edit, create, and view DWG files in AutoCAD on any device-desktop, web, or mobile
- Access the AutoCAD mobile app from a smartphone or tablet (it even lets subscribers work offline)

- Work from any computer with no software install required with the AutoCAD web app

#### **How does an AutoCAD subscriber access the AutoCAD mobile app?**

Subscribers can download the free mobile app on their device and sign in with the same Autodesk ID as their AutoCAD subscription. They will be automatically upgraded to the Premium version of the app.

#### **How does an AutoCAD subscriber access the AutoCAD web app?**

AutoCAD subscribers can log into [web.autocad.com](http://web.autocad.com) and sign in with their Autodesk ID.

#### **Will Autodesk Architecture, Engineering & Construction Collection and Autodesk Product Design & Manufacturing Collection include access to the specialized toolsets available with AutoCAD?**

Yes, the Architecture, Engineering & Construction and Product Design & Manufacturing industry collections have access to the specialized toolsets, customer entitlements have been updated to include access to AutoCAD and all the included toolsets.

#### **Are trials available for AutoCAD and each of the specialized toolsets?**

Yes. Trials for AutoCAD and the respective AutoCAD specialized toolsets continue to be available individually (as individual trial downloads). All AutoCAD and specialized toolset trials are accessed from the AutoCAD trial page on [Autodesk.com](http://Autodesk.com).

#### **Are there any price changes associated with AutoCAD 2020 including specialized toolsets?**

Beginning March 27, there will be a 2.5% price increase on AutoCAD for both renewals and new subscriptions. For more information on this price increase, [click here](#).

#### **What is the FCS date for AutoCAD including specialized toolsets? Are all the specialized toolsets available as of March 27, 2019?**

Yes, the FCS date is March 27, 2019 (12am GMT) including each of the specialized toolsets.

#### **What is the change to the 32-bit version offering of AutoCAD 2020 and AutoCAD LT 2020?**

There will be no 32-bit offering of AutoCAD 2020 and AutoCAD LT 2020.

#### **Why is Autodesk making this change?**

Over the last ten years, nearly all our AutoCAD users have switched over to 64-bit hardware and operating systems that provide more memory and higher performance when compared to 32-bit systems. This is a trend that is not unique to AutoCAD: Revit, Inventor, Infraworks and 3DS Max have all discontinued their 32-bit offering to provide users with the best product

experience. In 2017, we dropped support for our 32-bit offering on Windows 10 as the low-memory 32-bit systems created many performance issues. Now, rather than leave our users with a sub-optimal and unsupported experience on 32-bit, we are moving completely to a 64-bit solution. The focus on 64-bit will provide our users with the best possible AutoCAD experience.

### **What do current AutoCAD and AutoCAD LT subscribers need to do?**

The vast majority of our users will not have to do anything. Customers running a 64-bit operating system on 64-bit hardware can download and run AutoCAD just as they have in the past. If you are running either a 32-bit OS on 64-bit hardware or you have a 32-bit OS and 32-bit hardware, then you can either choose to stay on your current version of AutoCAD or upgrade your OS and hardware.

### **What if an active AutoCAD subscriber wants to continue to use 32-bit?**

Subscribers can continue using their current 32-bit version of AutoCAD, but all future versions of AutoCAD will only be available as 64-bit.

## **Existing AutoCAD, AutoCAD vertical and Collection Subscribers**

### **How can existing AutoCAD and AutoCAD vertical subscribers move to the new AutoCAD 2020 including specialized toolsets?**

Existing subscribers have the option to either move to AutoCAD including specialized toolsets, or continue to renew their current AutoCAD and/or AutoCAD vertical subscription. If an existing subscriber chooses to move to the new AutoCAD including specialized toolsets, they will need to contact their reseller or an Autodesk sales representative to determine whether they are eligible to switch to subscription in the middle of their subscription term, or if they need to wait until the end of their subscription term to purchase a new subscription for AutoCAD including specialized toolsets.

### **Do customers get access to the new AutoCAD offering once they switched subscription right away or is it similar to maintenance to subscription where they can only access the switched product at start date of the contract?**

Unlike Maintenance to subscription, a switch can be transacted at any time before the existing subscription expires. And, once transacted and fully processed, the customer has access to AutoCAD including specialized toolsets right away, and has 30 days to see both the new and the old in Account to complete their switch (basically, unassign users from the original subscription and assign them to the new subscription. Install/reinstall is not required.)

- If originally purchased through a partner, customer needs to initiate switch with their reseller

- If purchased direct, customer or sales can submit case with Client Services
- Reminder - If customer has previously done an M2S they are not eligible for a switch
  - If within 30 days they can request a return:
    - If originally purchased through a partner, customer needs to initiate return with their reseller
    - If purchased direct, customer or sales can submit case with Client Service

### **Will existing AutoCAD and AutoCAD vertical subscribers be auto-migrated to AutoCAD 2020?**

No, existing subscribers will not be auto-migrated to AutoCAD 2020 including specialized toolsets at this time.

### **If purchased through the Autodesk store, how can existing AutoCAD and AutoCAD vertical subscribers move to the new AutoCAD including specialized toolsets?**

Existing AutoCAD and AutoCAD vertical subscribers who purchased on the Autodesk store, will need to let their existing subscription expire (making sure to turn off the automatic renewal) and then purchase a new subscription for AutoCAD including specialized toolsets. Please refer to the link for more information on [cancelling automatic renewal](#).

### **Can an existing AutoCAD and/or AutoCAD vertical subscriber continue to renew their existing individual AutoCAD and/or AutoCAD vertical subscription (i.e. AutoCAD Mechanical) and not move to AutoCAD including specialized toolsets?**

Yes, an existing AutoCAD vertical customer can choose to continue renewing their existing AutoCAD and/or AutoCAD vertical subscription.

### **Do existing AutoCAD and/or AutoCAD vertical subscribers have access to previous versions if they move to the new AutoCAD including specialized toolsets?**

Subscribers 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 their original subscription.

## **Maintenance Customers**

### **What about former maintenance plan customers who moved to subscription prior to the new AutoCAD subscription offering on March 22, 2018? Are these subscribers eligible to move to AutoCAD 2020 including specialized toolsets?**

No, maintenance plan customers who already moved to subscription prior to March 22, 2018 are not eligible to switch again to AutoCAD including specialized solutions.

### **Can existing AutoCAD and AutoCAD vertical maintenance plan customers get access to the new AutoCAD including specialized toolsets while on maintenance?**

No, existing AutoCAD and AutoCAD vertical maintenance plan customers can only get access to the new AutoCAD including specialized toolsets by moving to subscription.

### **Can an existing AutoCAD vertical maintenance customer wishing to move from maintenance to subscription required to M to AutoCAD with specialized toolset? Or are they able to M2S to vertical AutoCAD?**

AutoCAD vertical maintenance customers who wish to M2S can either move to AutoCAD including specialized toolsets or move to an Autodesk Collection. Customers can take advantage of the maintenance to subscription offer to switch some or all of their AutoCAD and AutoCAD vertical maintenance plan seats to AutoCAD including specialized toolsets. Stand-alone subscriptions to AutoCAD verticals are no longer offered as of March 22, 2018.

### **What if an existing AutoCAD and/or AutoCAD vertical maintenance plan customer doesn't want to move to the new AutoCAD?**

Existing AutoCAD and/or AutoCAD vertical maintenance customers can continue to stay on maintenance by renewing their maintenance plan on an annual basis.

## **Installation, Configuration and Usage**

### **How do subscribers access AutoCAD including specialized toolsets?**

AutoCAD including specialized toolsets can be accessed from Autodesk Account and the Autodesk desktop app. Since subscribers will select specialized toolsets similar to the way collections customers choose included products, we are using the mechanics of the collections framework to facilitate the launch. For more details, click [here](#).

### **How are the AutoCAD specialized toolsets downloaded?**

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

### **Can subscribers decide which AutoCAD specialized toolset they wish to download as part of their AutoCAD subscription?**

Yes, they can download as many or as few toolsets as they like.

### **Can all assigned users for single-user access, or all users on the network for multi-user access, use 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). This means that when a User is

assigned to “AutoCAD including specialized toolsets” they alone can use any of the toolsets concurrently. But they are not allowed to share access and use Mechanical toolset while another user (different person) uses Raster Design for example. As this would mean they are sharing their login credentials with other people and this goes against the license terms.

### **How do AutoCAD for Mac subscribers access the specialized toolsets?**

When customers subscribe to AutoCAD, they will have access to AutoCAD, AutoCAD for Mac, plus vertical toolsets for architectural design, mechanical design, electrical design, MEP design, and much more. 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 their serial number and product key to activate AutoCAD for Mac. There is no intention to create an AutoCAD for Mac including specialized toolsets.

### **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.

### **Are we providing instant cross-project compatibility between toolsets i.e., start in AutoCAD then go to the Map toolset then go to the Electrical toolset?**

No. Any work will need to be done in that specific toolset and then the DWG will need to be saved and reopened in a different toolset if additional work needs to be done using capability offered by that other toolset.

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