

Changes to Media & Entertainment Collection

Questions and Answers

May 2018



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1.0 Overview

There are new changes to the Media & Entertainment Collection.

The existing Arnold 5-pack promo with the Media & Entertainment Collection ended on April 30, 2018.

As of May 7, 2018 an Arnold subscription 5-pack will be included as part of new and renewing Media & Entertainment Collection subscriptions (including the Maintenance to Subscription program).

Key dates and information:

August 30, 2017

Cloud Rights becomes a new subscription benefit for 3ds Max, Maya, and with Maya & 3ds Max as part of the Media & Entertainment Collection.

September 7, 2017

Updated Media & Entertainment Collection is available and the Media & Entertainment and Arnold (5-pack of Arnold licenses) subscription promo is available for purchase.

April 30, 2018

The Arnold 5-pack subscription promo included in the Collection ends.

May 7, 2018

The new Arnold subscription 5-pack with the Media & Entertainment Collection will be available.

Standalone Arnold packs of 5, 25 and 100 subscriptions are also being introduced at this date. For more information about the standalone packs, please read the [FAQ available on Autodesk Knowledge Network](#).

1.1 What is included in the Media & Entertainment Collection?

As of May 7, 2018, the following are included in a subscription to the Media & Entertainment Collection:

- 3ds Max
- Maya
- Arnold (5-pack)
- Mudbox
- MotionBuilder
- ReCap Pro
- SketchBook for Enterprise
- Character Generator

In addition, Media & Entertainment Collection subscribers gain Cloud Rights, which grant access to run remote batch functionality via multiple computers over the internet. For more on Cloud Rights, please review the [Cloud Rights FAQ on Autodesk Knowledge Network](#).

1.2 What are the new changes in the Media & Entertainment Collection?

On April 30, 2018, the existing Arnold 5-pack promo for the M&E Collection (available since September 7, 2017) ended.

Starting May 7, 2018 a new Arnold subscription 5-pack will be available for new and renewing subscribers to the Media & Entertainment Collection (including the Maintenance to Subscription program).

1.3 Why is Autodesk making these changes?

Including the Arnold 5-pack as a regular component of the Media & Entertainment Collection for new and renewing subscribers (including the Maintenance to Subscription program) will make it easier for those subscribers to access their Arnold subscriptions.

1.4 What kind of workflows are best suited for the Media & Entertainment Collection?

The Media & Entertainment Collection is ideal for games and film/tv customers who enjoy flexibility and options when it comes to content creation, and who may need multiple tools at their disposal at any given time. VFX and animation workflows are bolstered with the addition of Cloud Rights through Maya and 3ds Max, SketchBook for Enterprise, and access to an Arnold 5-pack.

While Cloud Rights and Arnold help provide more rendering capacity, SketchBook for Enterprise adds to the creative process as a tool for brainstorming, storyboarding, and more.

1.5 What are Arnold Packs?

Arnold Packs are multiple Arnold renderer licenses bundled together, which customers can use locally or on the cloud.

The Arnold Pack with the Media & Entertainment Collection is a 5-pack, meaning there are 5 Arnold licenses included with a subscription to the Media & Entertainment Collection. There have been some recent changes to Arnold licensing, for more information on that please read the [FAQ on Autodesk Knowledge Network](#).

As of May 7, 2018, we will also introduce standalone Arnold packs of 5, 25 or 100 subscriptions with a built-in discount based on pack size. For more information please read the [FAQ available on Autodesk Knowledge Network](#).

1.6 Will Autodesk be adding more products to the Media & Entertainment Collection?

There are no immediate plans to make more changes, however this is the advantage of the subscription model with the Collection – we have the flexibility to add value for subscribers at any time.

2.0 Pricing and Availability

2.1 Is the price changing for Media & Entertainment Collection?

No, there is no current plan to change the price of the Media & Entertainment Collection.

2.2 When will the new Arnold 5-pack with the Media & Entertainment Collection be available?

The current Arnold 5-pack promo offer available with the Media & Entertainment Collection began on September 7, 2017 and ended on April 30, 2018.

Starting May 7, 2018 a new Arnold 5-pack will be available with the Media & Entertainment Collection, as a regular offering.

The Arnold pack will be available via Autodesk resellers only. You can find [a list of local resellers here](#).

2.3 How do I access my Media & Entertainment Collection and Arnold 5-pack?

When you login to Autodesk Account you will see two separate entitlements, one for the Media & Entertainment Collection and one for the 5 Arnold subscriptions.

2.4 If my Media & Entertainment Collection subscription is up for renewal, however my initial subscription purchase was not purchased through a reseller, how can I get the Media & Entertainment Collection and Arnold 5-pack upon renewal?

If your subscription to the Media & Entertainment Collection is up for renewal, and you are interested in the Media & Entertainment Collection and Arnold 5-pack, you must [contact a local reseller](#) prior to the renewal date in order to determine if you are eligible for this promotion.

If you are eligible, you will need to cancel the automatic renewal in your Autodesk Account. Instructions for cancelling an automatic renewal can be [found here](#). Then a new subscription for the M&E Collection, which includes the Arnold 5-pack, can be processed by the reseller.

2.5 Is the new Arnold 5-pack with the Media & Entertainment Collection available worldwide?

Yes, the Arnold subscription 5-pack with the Media & Entertainment Collection is available for sale worldwide.

2.6 If I am a current subscriber of the Media & Entertainment Collection, do I get entitlements to Arnold?

No, as an existing subscriber to the M&E Collection you will not get entitlements to Arnold. The new Arnold subscription 5-pack with the Media & Entertainment Collection is available with a new or renewal subscription of the Media & Entertainment Collection after May 7, 2018 (including the Maintenance to Subscription program). So, when you renew your subscription to the Media & Entertainment Collection after May 7, 2018, you will be entitled to the Arnold 5-pack.

If you subscribed to a M&E Collection after September 7, 2017 and didn't receive the Arnold 5-pack, you can contact Arnold.Sales@autodesk.com with your Serial number & Contract number.

However, you can take advantage of the separate Arnold packs pricing available as of May 7, 2018. For more info read the [FAQ on Autodesk Knowledge Network](#).

2.7 Can I purchase Arnold Packs separately?

The promo offer for an Arnold 5-pack annual subscription ended on April 30, 2018.

As of May 7, 2018, there will be Arnold packs of 5, 25 and 100 subscriptions available, as a regular offering. For more information on the new Arnold packs, please read the [FAQ on Autodesk Knowledge Network](#).

3.0 Switching to Media & Entertainment Collection

3.1 I have a maintenance contract and would like to switch to the Media & Entertainment Collection. Is that possible?

Yes, you can switch from maintenance to subscription. At time of renewal, you can choose to move to subscription for the same cost as your maintenance plan renewal—or switch to an industry collection, such as the Media & Entertainment Collection, at a special price. As long as you continue to renew, you'll enjoy special pricing, which will be lower than maintenance plan renewal pricing, and far below the cost of purchasing a new subscription.

3.2 I have a subscription contract for a standalone product (such as 3ds Max or Maya), can I switch to the Media & Entertainment Collection?

Yes, you can switch from standalone products to the Media & Entertainment Collection. For more information on making the switch, please [contact your Autodesk Reseller](#).

3.3 I have a maintenance contract for a standalone product (such as 3ds Max or Maya), can I switch to the Media & Entertainment Collection?

Yes, you can switch from a maintenance contract for standalone products to the Media & Entertainment Collection. Please [contact your Autodesk Reseller](#).

4.0 Support

4.1 Are there any changes to support for either Arnold or Media & Entertainment Collection?

No, support for both Arnold and the Media & Entertainment Collection remain unchanged. For technical support customers can log into their Autodesk Account and create a case in the Support Requests section.

5.0 Students and Education

5.1 What do these changes mean for students and educational institutions?

Students and educational institutions with subscriptions to Media & Entertainment Collections will have entitlements for SketchBook for Enterprise. Educational institutions will be able to get Arnold for their school using the standard process via the [Autodesk EDU portal](#). Students will need to get the student versions of either Maya or 3ds Max in order to get Arnold, as Arnold is not currently offered on single-user subscription and therefore not available to students on an individual basis.

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