

**One of our Autodesk Customer Service Representatives will be with you shortly.**

**Hello. My name is Angelo. How may I assist you?**

**Angelo:** Hi Paul.

**Paul Mercier:** I purchased a new lap top and wanted to install a copy of autoCAD LT 2010 from same work station laptop. I had order extended and downloaded software and installed, however I am unable to activate.\

**Angelo:** For Activations requests, you may use the following web form.

**Angelo:** [Get Help Activating Your License](#)

**Angelo:** On the drop down menu, please select: Registration or activation of a product.

**Paul Mercier:** I did this but it did not accept my order numbers?

**Angelo:** There is no order number field on the above web form.

**Angelo:** I am not sure where you are trying to enter order numbers.

**Paul Mercier:** would you be able to stay online while I try this again?

**Angelo:** Sure.

**Paul Mercier:** i have an error 8000c0008 fro the previous attempt.. I am now on the page you directed me to and have stumbled on the request code? i checked the ? and didn't see anything that looked what i was looking for?

**Angelo:** Usually the request code, populates on the installation / activation window during set up.

**Paul Mercier:** I was unable to get that far in the installation setup?

**Angelo:** What is the product serial number please?

**Paul Mercier:** 355-74009633

**Angelo:** Thanks.

**Angelo:** One moment please.

**Paul Mercier:** ok

**Angelo:** I do not see any technical support plan associated to this license, therefore we can suggest you the following free technical support resource:

**Paul Mercier:** how do i do this?

**Angelo:** [Autodesk Discussion Groups AutoCAD LT AutoCAD LT](#)

**Paul Mercier:** is this all i can do?

**Angelo:** You can login to the above online technical support community web portal using your existing Autodesk login and password.

**Paul Mercier:** thank you.

**Angelo:** Once logged in, you can post your technical problem description, error messages, attached error screenshots, etc.

**Angelo:** You are welcome.

**Angelo:** Did you have any other questions today?

**Paul Mercier:** no thank you

**Angelo:** Thanks and have a great day.

**Angelo:** Thank you for chatting with us. We value your feedback. Please click the "Close Window" button at top right to answer a few questions about your experience with us today.

**Your Live Chat session with Autodesk has ended.**