

# Proxy server settings changes required to unblock Autodesk 360 services

## Issue:

You are using an Autodesk desktop product, and notice that some requests to Autodesk online services, including Autodesk 360 are being denied.

Autodesk desktop product requests to Autodesk online services can be blocked by proxy servers. The following components can be affected when proxies block requests to Autodesk servers:

- Welcome Screen (AutoCAD 2013 only)
- Online Help (AutoCAD 2012 and 2013, Autodesk Inventor 2012, 2013 and 2014)
- Sign in to Autodesk (Single sign-in to Autodesk Servers e.g. Autodesk 360, Subscription Center, etc)
- Sign in to Autodesk 360
- Autodesk Sync
- Content Explorer: Accessing SEEK from the Content Explorer AutoCAD plug-in

## Solution:

If your network uses proxy servers to access the Internet, one of the following methods should help avoid internet access issues for Autodesk services components:

### Exception Rules:

If you are experiencing issue accessing Autodesk servers through a proxy, adding an exception to the Internet Explorer proxy settings to allow the following domains to bypass the proxy server should help:

- \*.autodesk.com
- \*.google-analytics.com
- \*.cloudfront.net
- \*.newrelic.com
- \*.akamaiedge.net
- \*.amazonaws.com
- \*.getsatisfaction.com

**Note:** Please make sure your network is setup to route requests directly to these domains without routing through the proxy servers.

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Proxy settings for Windows OS can be found at:

Internet Explorer -> Tools -> Internet Options -> Connections -> LAN Settings -> Advanced

[Requires that "Use a Proxy Server for your LAN" is checked]

The image shows the 'Proxy Settings' dialog box in Windows. It is divided into two main sections: 'Servers' and 'Exceptions'.

**Servers Section:**

Type	Proxy address to use	Port
HTTP:	10.XX.XX.XX	8080
Secure:	10.XX.XX.XX	8080
FTP:		
Socks:		

Use the same proxy server for all protocols

**Exceptions Section:**

Do not use proxy server for addresses beginning with:

\*.autodesk.com; \*.newrelic.com; \*.cloudfront.net;  
\*.akamaiedge.net; \*.google-analytics.com;

Use semicolons ( ; ) to separate entries.

Buttons: OK, Cancel

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## **Authenticated Proxies:**

To use the above mentioned Autodesk online components through proxy servers with Authentication enabled, you should enable http (port 80) and https (port 443) access to the following domains in the proxy without Proxy Authentication (i.e. Access for “All users” or Anonymous access through the proxy):

- \*.autodesk.com
- \*.google-analytics.com
- \*.cloudfront.net
- \*.newrelic.com
- \*.akamaiedge.net
- \*.amazonaws.com
- \*.getsatisfaction.com

## **Transparent proxies:**

An intercepting proxy (also known as a forced proxy or transparent proxy) combines a proxy server with a gateway or router (commonly with NAT capabilities). Connections made by client browsers through the gateway are diverted to the proxy without client-side configuration (or, often, knowledge). Connections may also be diverted from a SOCKS server or other circuit-level proxies.

Transparent proxies will not prevent access to Autodesk Server components.

## **Related questions & answers:**

Q: Why can't we use IP addresses for the firewall rules?

A: The Single Sign-On solution from Autodesk takes advantage of Akamai for network route optimization. Because the Akamai network has many (1000s) of edge nodes which change over time, it is not advisable to filter based on IP addresses. If filtering is required, then it should be done by URL (\*.autodesk.com).

Q: Why should we enable special rules in the proxy server for certain URLs?

A: Authentication information is not currently sent to the proxy server; hence an exception rule is required on the proxy to enable these communications anonymously.

Q: What if we don't use proxy servers and access the control list directly on the firewall?

A: If the rules can be added with DNS names you could use the above mentioned URLs to allow the traffic.

Q: We have secureNAT on our clients why I can't I access any of Autodesk 360 services?

A: The issue is due to the ISA Firewall service performing reverse DNS name resolution to determine whether a rule applies for every request from SecureNAT client. If you add Akamai hosts (\*.edgekey.net & \*.akamaiedge.net) to the exception lists this should resolve the issue.