

Autodesk® Flame® Family **Licensing & Offering Changes**

Questions and Answers for Creative Finishing Customers

This document is designed to answer various questions related to the upcoming changes Autodesk is making to the licensing and sale of its Flame Family of products.

Products Affected by these changes:

Autodesk® Flame® Premium 2018

Autodesk® Flame® 2018

Autodesk® Flame® Assist 2018

Autodesk® Lustre® 2018

Autodesk® Flare™ 2018

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1.0 What are the changes Autodesk is making to its Flame Family of products?

1.1 The Flame Family is moving to the Autodesk Licensing Framework

With the next release of Autodesk Flame Premium, Flame, Flame Assist, Lustre and Flare (the Flame Family of products), Autodesk will switch to the same licensing technology it uses for many of its other software products including Autodesk Maya® and Autodesk 3ds Max®. The Flame Family will no longer use its current licensing system.

The new licensing system will entail several changes to the way you access, download, register, activate and manage your licenses/subscriptions. This document describes these changes in detail.

Moving to the Autodesk Licensing Framework offers several distinct advantages including, but not limited to, a single license manager for all of our Autodesk software, the ability to purchase and download monthly Flame subscriptions from the Autodesk e-store, free Flame educational licenses for students at eligible institutions* and a new 30-day trial version of Flame. The changes also mean that as of Feb 1st 2017 Autodesk will no longer sell perpetual licenses of Flame Premium, Flame, Lustre, Flare or Flame Assist.

*Please see section 10.0 for more detail on educational and student licenses.

1.2 Which products are impacted by this change?

The products impacted by the licensing change are: Autodesk Flame Premium, Autodesk Flame, Autodesk Flame Assist, Autodesk Lustre and Autodesk Flare. The changes apply to these products on both LINUX and macOS operating systems

1.3 Is this a global change?

Yes, this change applies to all customers worldwide.

1.4 Who do these changes apply to?

These changes apply to all new and existing subscribers, including maintenance plan customers, to any of Autodesk's Flame Family of products (Flame Premium, Flame, Lustre, Flare and Flame Assist). Customers who have active maintenance plans or subscription and who choose to upgrade their software to the new version will be affected by the licensing changes when they upgrade. Customers running current (2017) and/or previous versions of the software who do not upgrade are not affected and any future hotfixes/patches to those versions will support the previous licensing system.

1.5 Why is Autodesk discontinuing perpetual licenses?

As we announced last year, Autodesk is discontinuing perpetual licenses as part of its transition to subscription based products. Since the introduction of subscription for Flame we have seen a sharp rise in new subscribers. By moving to the Autodesk licensing framework, we can make the software even more accessible through new single-user monthly plans, free educational licenses and Autodesk e-store availability.

1.6 What happens to my existing perpetual license?

Customers' existing perpetual rights are not affected. You will be able to continue to use the software you have licensed, in perpetuity, in accordance with your perpetual license agreement. This will also be valid under the new licensing framework. If you have a maintenance plan, you will also continue to receive maintenance benefits including any potential upgrades released during the term of your contract. Those potential upgrades will also be perpetual. The end-of-sale of perpetual licenses only impacts the ability to make new purchases of perpetual licenses.

Please note however that should you discontinue your maintenance subscription, you will no longer be eligible for future perpetual potential upgrades. You will still be able to subscribe to new versions of the software but on non-perpetual terms. Your perpetual rights will be frozen at whatever the last version of the software was when your maintenance contract expired.

1.7 How will this change impact maintenance contracts?

There should be no change. If you have a current maintenance plan you will continue to have the option to renew it and receive any associated benefits including potential upgrades.

1.8 Is the price of Flame changing?

There are no changes to the price for floating (now multi-user access) subscriptions to any of the Flame Family of products. However, the price for perpetual licenses is being eliminated and we will no longer sell perpetual licenses.

Also, the new licensing framework now allows us to offer new single-user access subscriptions to Flame, Flare and Flame Assist for macOS.

1.9 Are there any limitations to the new single-user access offerings?

Yes, Autodesk single-user access requires that the license be attributed to a single 'named' user and only be used by that named user. Single user access is available for macOS only and, in the case of Flame, does not support background rendering (so no support for Burn nodes).

2.0 When are the changes happening? (key dates)

Feb 1st, 2017 – End of sale for perpetual licenses

Autodesk will no longer sell perpetual licenses for Flame Premium, Flame, Flame Assist, Lustre and Flare.

Feb 15th, 2017 – FCS of Flame Family 2018

Autodesk will ship the 2018 version of its Flame Family of products:

- Autodesk Flame Premium 2018
- Autodesk Flame 2018
- Autodesk Flame Assist 2018
- Autodesk Lustre 2018
- Autodesk Flare 2018

These versions will include the new Autodesk licensing framework

Feb 15th, 2017 – Flame on the Autodesk e-store

Where available, the following new offerings will be added to the Americas & EMEA Autodesk e-stores on Feb 15th, 2017, APAC e-stores will shortly follow on March 20th, 2017.

- Autodesk Flame – single user on macOS, monthly and annual subscription plans

3.0 Pricing and availability

3.1 Can I still purchase a perpetual license?

No, as of February 1st 2017, we are no longer selling perpetual licenses of Flame Premium, Flame, Flame Assist, Lustre and Flare.

3.2 Can I still purchase maintenance plans for my perpetual licenses?

Yes, you can still continue to purchase maintenance plans for your perpetual licenses of Flame Premium, Flame, Flame Assist, Lustre and Flare.

3.3 Is there any change to the price of maintenance?

No. there are no changes to the maintenance prices for Flame Premium, Flame, Flame Assist, Lustre and Flare.

3.4 What is going to happen to my existing maintenance entitlements?

Maintenance entitlements will be migrated to the new licensing system automatically from February 15th 2017*. As of that date you will be entitled to Autodesk multi-user maintenance plan benefits. For more information about multi-user maintenance plan benefits visit [here](#).

*The migration will commence on this date it may take up to 3 weeks to process all customers. You will be notified via your Autodesk account when your entitlements are available. Please note only Quarterly and Annual Subscriptions will be migrated. After February 15th, 2017, customers whose Quarterly multi-user subscription plans expire, will need to choose a new subscription plan that best suits their needs after their initial migration. Monthly, contracts will be available in My Accounts once either purchased for the first time or renewed after February 15th, 2017.

3.5 Is the price of Flame subscription changing?

No. the price of subscription for Flame, Flame Assist and Flare is not changing. The new subscription price for multi-user access is the same as the previous floating license subscription price. However, we will also now offer single-user access at a new, lower price point. Single user subscription access is only available for Flame, Flame Assist and Flare and is only available for macOS.

3.6 Can I still buy from an Authorized Autodesk reseller?

Yes. Autodesk multi-user access and maintenance plan renewals for Flame Premium, Flame, Flame Assist, Lustre and Flare are only available from authorized Autodesk resellers. Single-user quarterly, annual, and multi-year subscriptions to Flame, Flame Assist, and Flare on macOS can also be purchased from an Autodesk reseller

3.7 Can I now purchase Flame on the Autodesk e-store?

Yes. From February 15th, 2017 customers, can purchase single-user access to monthly and annual subscriptions to Flame for macOS from an Autodesk e-store (where available).

4.0 Licensing

4.1 What is single-user access?

Single-user access subscriptions require the Autodesk license to be assigned to a single 'named' user. The license can then only be used by that named user.

As single-user access is tied to an individual person, and it is best suited to freelancers, start-ups and small businesses where only one person needs to use the software. Because it is only available for Flame Family products on macOS it is best suited to creative workflows where custom hardware configurations are not required.

Subscribers with single-user access need to connect to the Internet every 30 days and sign in to the software so that Autodesk can verify that your subscription is still current as well as keep your software up-to-date. You will receive an in-product reminder 7 days prior to having to reconnect.

4.2 What is multi-user access?

Multi-user access allows licenses to be shared across multiple workstations and artists. It is ideal for larger companies where there is a need for multiple people and machines to share software licences across a network or where artists may need the ability to use their licenses outside of the office – on set for example.

Subscribers with multi-user access do not require an Internet connection for activation as licenses are assigned over a network by a network license server.

4.3 What subscription plans are available?

Subscription plans are very flexible with many different term lengths available (monthly, quarterly, annual and multi-year options). This allows customers to get exactly the software they need for as long as they need it. Please refer to the Subscription [FAQ](#) for more information on what term lengths are available for purchase direct or through a reseller.

Single-User Subscription Term length options

	Monthly	Quarterly	Annual	Multiyear
Flame	x	x	x	X
Flare		x	x	x
Flame Assist		x	x	x

Multi-User Subscription term length options

	Monthly	Quarterly	Annual	Multiyear
Flame			x	x
Flare			x	x
Flame Assist			x	x
Lustre			x	x

4.4 Can I subscribe for single-user access to the Linux platform?

No, Single-user subscription is only available/supported on macOS.

4.5 What platforms can I subscribe for multi-user access to?

Customers can subscribe for multi-user access to our software on both Linux and macOS.

4.6 Do I still get access to Burn nodes with the Flame family products?

Yes, 100 Burn nodes are available to current Maintenance plan customers and as part of multi-user subscription access

4.7 Why don't I get access to Burn with a single-user subscription?

Single-user access is designed for one user on one machine. It is not designed to support network configurations. If customers need the flexibility of network configurations they should purchase multi-user access instead. In addition, single-user access is currently only available for the macOS, whereas Burn is required to run on a LINUX platform.

4.8 Can I switch my maintenance plan from multi-user access to single-user access?

No, it is not possible to switch a maintenance plan to single-user access. You can however let your maintenance plan expire and then subscribe to single-user access. You would still retain your perpetual license rights to the software version you had installed at the time your maintenance contract expired.

4.9 Can I switch from multi-user access to single-user access or vice-versa?

You can switch once the term of your subscription plan expires and then subscribe to single-user access. It is not possible to switch plans mid-term.

5.0 Installation & Configuration

5.1 Will there be changes to the way I install Flame?

Yes. The Flame 2018 installation has been modified to comply with the Autodesk Licensing Framework. The installation process for Flame, Flame Assist, Lustre and Flare is now the same as other Autodesk products such as Maya and 3ds Max. See the [Download and Install](#) topics for more information.

5.2 So you still support central installation?

Yes. Our central installation framework has been modified to work with the Autodesk Licensing Framework. See the [Manage Licensing](#) topics for more information.

5.3 How do I install my Flame 2018 licenses moving forwards?

Single-user access licensing only requires customers to select the 'Sign In' option on the 'Let's Get Started' startup screen. Multi-user access licensing will require manual installation, outside of Flame 2018, following Autodesk Licensing standard procedures. Start here '[Get Ready for Network Licensing](#)' for more information.

5.4 How do I install my Flame Premium?

If you have a Flame Premium active maintenance plan, your Autodesk Account will give you access to all four standalone products: Flame, Flame Assist, Flare, and Lustre. Note – there is no longer a unique/individual Flame Premium installation package, customers will have access to all of the products contained in Flame Premium individually in their Autodesk Account.

Flame Premium is only available under multi-user access licensing. multi-user access licensing will require manual installation, outside of Flame 2018, following Autodesk Licensing standard procedures. Start here '[Get Ready for Network Licensing](#)' for more information.

5.5 What is an Autodesk Account?

An Autodesk Account is a single sign-in account that enables customers to use the same email address and password to access multiple Autodesk websites. This simplified sign in process makes remembering and managing their account information easier. Please see the [Autodesk Account](#) article for details on how to create and manage an account.

5.6 Will you support license borrowing for Flame 2018?

Yes. The Autodesk Licensing Framework supports license borrowing for Multi-user licensing options. All Flame Family products will support license borrowing when purchased and configured using Multi-user subscription. See '[License Borrowing](#)' for more information.

5.7 Will the Flame 2018 30-day trial be compatible with the Flame 2018 commercial version?

Yes, there will be a 30-day trial version of Flame. It will be fully compatible with the Flame commercial software, but some codecs and functionality may be limited.

The trial version is a separate installer. Projects started in the 30-day trial version are openable / editable in the Flame commercial version. However, switching from the trial software to the commercial software on your workstation will require a software reinstall.

6. Compatibility and interoperability

6.1 Will compatibility and interoperability be affected by the Autodesk Licensing Framework?

No. Flame Family products compatibility and interoperability are unaffected by licensing changes. Project collaboration will be supported within the family for any given version. Same as before.

6.2 **Will the 2018 versions be compatible with previous versions?**

Yes. No changes to compatibility are planned. Flame 2018 will be able to read pre-2018 license change projects but not the other way around.

6.3 **Will Flame 2018 commercial version be compatible with the Flame Trial version?**

Yes. Projects started in the Trial version can be opened and edited in Flame 2018 commercial version.

7. **Software Accessibility**

7.1 **How do I get my new Flame Family software downloads?**

All software versions, starting with 2018, will be posted and available in your Autodesk Account. Please see the [Download Products](#) or [About Download Methods](#) article for details on downloading from Autodesk Accounts.

To get access to the latest version of the software, you must have an active maintenance plan or an active subscription contract.

7.2 **How will I know when Updates are available?**

All software versions including Updates will be posted to your Autodesk account. You will need to log in and verify if an Update is available.

7.3 **How do I get my 2018 licenses for the next release, do I still contact ME Support/Licensing?**

No. Licenses will be assigned to your Autodesk Account. See '[Activate Your Product](#)' for more information.

7.4 **Where do I go to download my software?**

You will have access to your software in your Autodesk Account. Autodesk Account will be the only place to download your software. Please see the [Download Products](#) or [About Download Methods](#) article for details on downloading from Autodesk Accounts.

7.5 **Can I still access previous versions of the software?**

Yes. As long as you have an active maintenance plan or subscription contract. We provide access up to 3 previous versions.

7.6 **How do I request previous version access?**

To get access to versions prior to 2018 please submit a request to me.licensing@autodesk.com.

7.7 **What was the licensing model for previous versions?**

Previous versions of Flame Family products including v2015, v2016 and most recently v2017, both on the Linux and Mac platforms used flexlm licensing.

8. Software Support

8.1 Can I still call into ME Support for a support issue?

Yes. ME Support will maintain their hotline numbers to allow customers to contact support directly, visit the Autodesk Knowledge Network page [for GEO specific numbers and details](#).

8.2 Are there other ways to submit a support request with the new system?

Yes. Customers can log into their Autodesk Account and create a case in the Support Requests section. See [Managing Technical Support for Subscription Products & Services](#) for more information.

8.3 Will I still be able to access the Edge Subscription Portal?

Yes. Customers with valid maintenance and subscription plans at the time of the transition will still be able to access the Edge Portal to manage licenses for prior versions. However, all technical support requests will need to be created through your Autodesk Account. See [Managing Technical Support for Subscription Products & Services](#) for more information.

8.4 Will these changes affect Autodesk Hardware Support contracts?

No. All valid Hardware Support contracts will continue to be honored.

8.5 How do I request replacement parts under my Autodesk Hardware Support contracts?

Customers will now need to create all their technical support requests, including replacement parts for their system, through their Autodesk Account. Once created the Creative Finishing Support team will check to see if a valid Hardware Support contract is in place for the account and process the parts replacement accordingly.

9. Maintenance Plans

9.1 What happens if I am on a maintenance plan?

Customers with an active maintenance plan, will continue to enjoy its benefits for as long as you continue to renew it. It is important that you renew your maintenance plan on time in order to continue to access your maintenance benefits, including your rights to a perpetual license. For more information, see [Autodesk Maintenance Plans](#).

9.2 What happens if I let my maintenance plan expire?

If a maintenance plan expires, you will continue to own a perpetual license of the software version you had at the time of expiry, which you can continue to use indefinitely. However, if you ever need access to product support, flexible license rights or any new product features and functionality you will need to subscribe to the product again and will be treated as a new subscriber. This means you will no longer be eligible for a maintenance plan and for perpetual usage rights on any new versions of our software. This will not affect your previous perpetual license as your subscription will be considered a separate 'new' license. For more information, see [Autodesk Maintenance Plans](#).

9.3 How long will Autodesk continue to offer maintenance plans?

For now, Autodesk has no plans to stop offering maintenance plans, although our usual safe harbor statements still apply in that we reserve the right to change our plans in the future. For more information, see [Autodesk Maintenance Plans](#).

9.4 Will multi-year maintenance still be available?

Yes, Autodesk will continue to provide multi-year maintenance plans so that customers who have purchased perpetual licenses can continue to have access to the most up-to-date software, while locking in the price for the length of their contract. For more information, see [Autodesk Maintenance Plans](#).

9.5 Can I add new perpetual licenses under my current maintenance plan?

No. Autodesk has discontinued the sale of perpetual licenses for its Flame Family of products as of Feb 1st 2017. Customers are now only able to renew maintenance plans for previously purchased perpetual licenses. No new perpetual licenses may be added to existing maintenance contracts. If you need additional capacity, you can now subscribe to the number of licenses you need for the length of time you need them.

9.6 Why is the end-of-sale of perpetual licenses effective immediately?

Given the significant price difference between perpetual licenses and subscription there is almost no demand for perpetual licenses any more.

9.7 Can I still use my perpetual license if I do not renew my maintenance plan?

Yes, you can continue to use your perpetual software license in perpetuity.

10. Students and Education

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

The new licensing changes mean that qualified academic institutions, educators and students can now access Flame for free* as part of Autodesk's Education initiative. More about this initiative can be found here <http://www.autodesk.com/education/free-software/all>.

*Free Autodesk software and/or cloud-based services are subject to acceptance of and compliance with the terms and conditions of the [software license agreement or terms of service](#) that accompany such software or cloud-based services. Software and cloud-based services subject to an Educational license may be used solely for [Educational purposes](#).

The education version of Flame will be fully compatible with the Flame commercial software, but some codecs and functionality may be limited. Projects started in the education version are openable / editable in the Flame commercial version. However, switching from the education software to the commercial software on your workstation will require a software reinstall.