

# Customer FAQ for Integration of Blue Ridge Numerics, Inc. and Autodesk

## 1. Why did Autodesk acquire Blue Ridge Numerics, Inc.?

The addition of Blue Ridge Numerics' CFdesign software enhances the Autodesk® solution for Digital Prototyping with powerful fluid flow and thermal simulation capabilities, enabling mechanical and building system engineers to virtually test and predict real-world behavior of designs and reduce expensive physical prototyping cycles in the lab.

"Simulation is critical for product or building system designers to be successful and to compete more effectively," said Robert "Buzz" Kross, Senior Vice President, Manufacturing Industry Group at Autodesk. "Autodesk customers can now better understand the impact of fluid flow and heat transfer on their designs before they are built, helping to improve quality and drive profitability."

## 2. What are the key customer benefits from the acquisition of Blue Ridge Numerics, Inc. by Autodesk?

- Broader product scope
- Deeper investment in research and development
- Same world class support, but with greater depth and a wider range of resources
- Same great team dedicated to providing world class product and support
- Exponential growth of Simulation team and expertise
- Exposure to NEW technology and resources

## Products

### 3. What's happening with the CFdesign products?

The CFdesign products have been rebranded to **Autodesk® Simulation CFD 2012**. The following table lists the previous CFdesign product names and their corresponding new Autodesk® Simulation CFD product names.

CFdesign Product Names	Autodesk Product Names
CFdesign Base and HPC Module	Autodesk® Simulation CFD
CFdesign GUI	Autodesk® Simulation CFD Design Study Environment
CFdesign Advanced	Autodesk® Simulation CFD Advanced
CFdesign Motion	Autodesk® Simulation CFD Motion
CFdesign for Inventor®	Autodesk® Simulation CFD Connection for Inventor®
CFdesign for Revit®	Autodesk® Simulation CFD Connection for Revit®
CFdesign for Pro/ENGINEER®	Autodesk® Simulation CFD Connection for Pro/ENGINEER®
CFdesign for SolidWorks®	Autodesk® Simulation CFD Connection for SolidWorks®
CFdesign for NX®	Autodesk® Simulation CFD Connection for NX®
CFdesign for Solid Edge®	Autodesk® Simulation CFD Connection for Solid Edge®
CFdesign for ACIS®	Autodesk® Simulation CFD Connection for ACIS®
CFdesign for Discrete	Autodesk® Simulation CFD Connection for Discrete
CFdesign for Catia® V5	Autodesk® Simulation CFD Connection for Catia® V5
CFdesign for CoCreate®	Autodesk® Simulation CFD Connection for CoCreate®
CFdesign for Parasolid®	Autodesk® Simulation CFD Connection for Parasolid®
CFdesign for SpaceClaim®	Autodesk® Simulation CFD Connection for SpaceClaim®
CFdesign 3D Viewer	Autodesk® Simulation CFD Viewer

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### 4. What's New with Autodesk® Simulation CFD 2012?

1. New branding
2. New licensing – ADLM
3. Autodesk® Inventor® Fusion Technology Connection

### 5. What is the Autodesk License Manager (ADLM)?

One of the most significant changes in the new products is the incorporation of the Autodesk License Manager (ADLM). ADLM enables customer registration and activation through Autodesk systems, which provide an overall richer customer experience.

### 6. What do I need to know about Installation and Licensing Autodesk® Simulation CFD 2012?

All installations of Autodesk® Simulation CFD use Autodesk Network License Technology. A network license supports a specified number of users who are connected to a network, which might be just a single user, or many. The Network License Manager is installed on one or more servers on the network to manage the distribution of licenses to Autodesk® Simulation CFD users.

Look for the “Read This First” card included with the DVD and accessible from <http://www.cfdesign.com/Support/CustomerPortal/AnswerSystem/KnowledgeBase.aspx?solutionid=5013000000WyMk>. It will help you get started with your registration and subscription benefits such as Software Downloads, Web Support and Learning Resources.

The Autodesk® Simulation CFD Installation Guide is a PDF document that contains installation and licensing procedures specifically for Autodesk® Simulation CFD. It is available in several places:

- The **en-US\Docs** folder of the Autodesk® Simulation CFD Installation DVD.
- In the **C:\Autodesk\Simulation\_CFD\_2012\_MultiLingual\_Win\_XXbit\en-US\Docs** folder after unpacking the electronic download file. (XXbit = 32bit or 64bit, depending on your platform).
- In the **Installation Process and Preparation** topic of the Help System.
- From the **Customer Portal**:  
<http://www.cfdesign.com/Support/CustomerPortal/AnswerSystem/KnowledgeBase.aspx?solutionid=5013000000WyMp>

The Autodesk® Simulation CFD Installation Guide is a great resource for installing and licensing Autodesk® Simulation CFD, and contains the following sections:

1. Prepare for the installation
2. Verify that your computer meets minimum system requirements.
3. Configure Licensing
4. Install Autodesk® Simulation CFD

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For additional information, please consult the comprehensive Autodesk® Installation and Licensing documentation located in the Help/INSTALLATION DOCUMENTATION sub-folder of the installation directory. This folder contains the following files:

- **OverviewInstallGuide.pdf:** A description of the basic installation and licensing procedure and a list of Frequently Asked Questions.
- **LicensingGuide.pdf:** A comprehensive set of procedures that describe how to configure licensing.
- **NetworkAdminGuide.pdf:** Network administration guide primarily for IT Managers.

### 7. When can I expect to receive the newest release of Autodesk® Simulation CFD?

If you have a current CFdesign license and an active maintenance/subscription contract as of August 1, 2011, the latest version of Autodesk® Simulation CFD will be shipped upon release to the primary contact on your maintenance contract during the months of August and September.

To download Autodesk® Simulation CFD, log in to the Autodesk® Subscription Center. The Subscription Welcome email, which you should have received as part of the migration program, contains information about accessing the Subscription Center.

## Autodesk® Subscription & Support

### 8. What is Autodesk® Subscription?

Autodesk® Subscription is the smartest way to optimize your investment in Autodesk® software. Your Subscription helps you realize increased productivity, predictable budgeting, and access to product downloads. Additional benefits of Autodesk® Subscription include:

- New product releases and any incremental product enhancements
- Exclusive license terms available only to Subscription members
- Direct expert support from Autodesk Product Support specialists
- Self-paced training to help you extend your skills.

### 9. What happens to my CFdesign Maintenance/Subscription contract?

If you are a CFdesign customer with a current maintenance/subscription agreement, Autodesk will continue to provide support for your Autodesk® Simulation CFD software. Your CFdesign maintenance agreement will be converted to an Autodesk® Subscription contract. Autodesk Subscription general terms and conditions can be found at <http://usa.autodesk.com/adsk/servlet/index?id=7942019&siteID=123112>

### 10. What is the Autodesk Subscription Center?

Autodesk Subscription Center provides online access to all of your subscription benefits. The Center is subscription-based, and is a customer-exclusive, password-protected portal that gives you access to support content and services, product extensions when/if released, and contract administration tools.

To learn about the Subscription Center, view the Autodesk Subscription Tour (PDF) at [http://download.autodesk.com/us/subctr/pdfs/quick\\_guide\\_to\\_using\\_subscription\\_benefits\\_us.pdf](http://download.autodesk.com/us/subctr/pdfs/quick_guide_to_using_subscription_benefits_us.pdf)

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To view the online tutorials:

<http://www.autodesk.com/subscriptiontutorials>

To access the Subscription Home Page:

<http://www.autodesk.com/subscription>

Please note: Not all Subscription Center features are available for all products. CFdesign content will be migrated to the Autodesk Subscription Center over time. You may continue to access the existing CFdesign Customer Portal at <http://www.cfdesign.com/Support/CustomerPortal.aspx>

### **11. How do I get access to the Autodesk Subscription Center?**

In August 2011, the primary contact or Contract Administrator on your CFdesign maintenance agreement will receive an invitation to the Subscription Center, which will include a unique User ID, temporary password, and login instructions. Your Contract Administrator can add more contacts to your account or you can self-register at

<http://subscription.autodesk.com/sc/selfregister>. You will need the product serial number(s) that can be obtained from an email sent to your Contract Administrator during the migration.

For more information about how to access the Autodesk Subscription Center and definitions of access roles, please read the PDF file at this link:

[http://download.autodesk.com/us/subctr/pdfs/WW\\_Subscription\\_Program\\_Guide\\_SOE.pdf](http://download.autodesk.com/us/subctr/pdfs/WW_Subscription_Program_Guide_SOE.pdf)

### **12. What happens to the technical solutions and support-related content found on the CFdesign Customer Portal?**

We are in the process of migrating the CFdesign Portal resources to Autodesk properties. Our goal is to offer the same high quality content while leveraging the additional Autodesk resources to provide a richer user experience. To ensure a transparent migration, the CFdesign Customer Portal will remain active until this migration is complete.

### **13. How do I get Technical Support for Autodesk® Simulation CFD?**

Subscription Center is the primary support mechanism:

<http://www.autodesk.com/customerservice>

Several Technical Support resources are available, including the Knowledge Base, Peer-to-Peer Forums, and personalized Web Support.

Existing CFdesign customers may continue to contact the support team through the Customer Portal and prior support processes.

## **Blue Ridge Maintenance Contract Migration to Autodesk Subscription**

### **14. What is the Migration?**

During the month of August 2011, Autodesk will begin migrating active Blue Ridge Numerics CFdesign maintenance contracts and contact information to Autodesk systems for continued support and product fulfillment.

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### 15. Who will be migrated?

All Blue Ridge Numerics CFdesign customers with an active maintenance contract as of August 1, 2011.

### 16. How will I know when my contract and account has been migrated?

As part of the migration process, in the month of August you will receive a series of automated emails about your Autodesk® Simulation CFD product order and subscription account. Please note that any order notifications will be for \$0 for your Autodesk Simulation CFD product.

### 17. Will I receive the new Autodesk® Simulation CFD 2012 product?

Autodesk will ship the new Autodesk® Simulation CFD product release to your account's shipping address to the attention of your Contract Administrator via traceable carrier. You will receive an Order Confirmation and Shipping Notification email as the order is shipped.

### 18. I think I have an active Blue Ridge Subscription contract but didn't receive any emails or product. What should I do?

If you have an active maintenance/subscription agreement and have not received the expected email notifications or your Autodesk® Simulation CFD physical shipment in the months of August and September 2011, North America customers can contact Autodesk Customer Service at <http://www.autodesk.com/customerservice> and click on "Contact Customer Service." For other countries, please complete the form on the "Contact Us" page of the Autodesk website for your country.

### 19. What about Educational customers?

Educational licenses of Autodesk® Simulation CFD 2012 will be provided on an Institutional basis only. There is not an individual student or collegiate competition version of Autodesk® Simulation CFD 2012.

### 20. How will I know when to renew my Autodesk Subscription?

Autodesk sends renewal reminders as early as 90 days prior to contract expiration. If your contract expiration date is within 90 days of August 1, 2011, you may receive an automated renewal notice as part of the subscription migration program.

### 21. How do I renew my Subscription with Autodesk?

If you are in North America, please contact your Autodesk Sales Rep for a direct sales quote for subscription renewal. If you do not know your Autodesk Sales Rep, please email [simulationcfdesign@autodesk.com](mailto:simulationcfdesign@autodesk.com) for assistance.

If you are in Europe or Asia Pacific, you have the option of contacting your local Reseller or an Autodesk Sales Rep; or you may email [simulationcfdesign@autodesk.com](mailto:simulationcfdesign@autodesk.com) for assistance.

### 22. What if I had a Blue Ridge Numerics WAN license (Global, Continental, or North American)?

You should receive a letter in August explaining that the terms of your Blue Ridge Numerics WAN license will continue to apply to the applicable Autodesk® Simulation CFD product until your original Blue Ridge Numerics maintenance contract expires. Please contact your Autodesk Sales Rep or Reseller for information and options about network offerings and global usage.

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### **23. What happened to all the personnel from our Blue Ridge Maintenance Account who had access to the CFdesign Customer Portal? They don't have access to Autodesk Subscription Center.**

Autodesk initially migrated the Contract Administrator to the Autodesk Subscription Center in August 2011. By the end of September 2011, the additional individuals for each account will be migrated to the Autodesk Subscription Center.

Your Contract Administrator can add more contacts to your Autodesk Subscription account or you can self-register at <http://subscription.autodesk.com/sc/selfregister>. To self-register, you will need the product serial number(s) included in the email sent to your Contract Administrator.

### **24. Can I continue to use my prior version of CFdesign software?**

Yes, we will continue to provide support for CFdesign 2010 and CFdesign 2011. Keep in mind, however, that these two versions use a different licensing mechanism from that used in Autodesk® Simulation CFD 2012.

We recommend migrating to Autodesk® Simulation CFD 2012 for several reasons:

- By using Autodesk® Simulation CFD 2012, you will be using the most up to date version of the product.
- You will be able to take advantage of the CAD connection with Autodesk® Inventor® Fusion technology.
- Your installed product will be part of the Autodesk Subscription system. This will greatly facilitate accessing support and other technical resources.

## Sales

### **25. How do I purchase Blue Ridge Numerics CFdesign products now?**

As of August 1, 2011, the sale of CFdesign products will be discontinued and we will start selling Autodesk® Simulation CFD products. If there is an authorized reseller in your area, you may purchase from them. If there are no authorized resellers in your area, you may purchase directly from Autodesk. You will find more information at <http://www.autodesk.com/simulationcfd-how-to-buy> and at the “How to Buy” web page on the Autodesk Simulation CFD product center website for other countries.

### **26. What if I purchased my CFdesign product and support from a CFdesign Reseller?**

Some CFdesign resellers will continue to sell and support the new Autodesk® Simulation CFD software. If you purchased CFdesign software from a reseller who is not authorized to sell Autodesk® Simulation CFD, you will be contacted and given the opportunity to select a new reseller partner.

### **27. How do I find an authorized Autodesk Reseller?**

If there is an authorized Autodesk reseller in your country, you will find them listed on the “How to Buy” web page at <http://www.autodesk.com/simulationcfd-how-to-buy> and the Autodesk® Simulation CFD product center website for other countries.

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### **28. How do I contact an Autodesk Sales Rep?**

Go to the “How to Buy” web page at <http://www.autodesk.com/simulationcfd-how-to-buy> for North America and the Autodesk® Simulation CFD product center website for your country to find the contact information.

### **29. What is the pricing of the Autodesk® Simulation CFD products?**

Please contact your Autodesk sales representative or reseller partner for current product and subscription pricing.

### **30. Where will Autodesk® Simulation CFD be sold?**

Autodesk® Simulation CFD will continue to be sold globally. Please refer to the “How to Buy” web page at <http://www.autodesk.com/simulationcfd-how-to-buy> for North America and the Autodesk Simulation CFD product center website in your country for more details.

## Finance

### **31. Will I pay customs duties to import the physical migration shipment of Autodesk® Simulation CFD?**

Existing CFdesign Customers should not incur any shipping or customs charges as a result of the migration for the shipment of your new Autodesk® Simulation CFD 2012 software. For future orders, depending on the Incoterms of your agreement or your resellers’ agreement, you may be responsible for shipping and the costs incurred to import our products into your country. Autodesk declares the full cost of sale on the export invoice.

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