

Introducing Arnold Single-User

Questions and Answers

Overview

There's a new way to buy Arnold. Monthly, annual, and 3-year single-user subscriptions of Arnold are now available on the Autodesk e-store, simplifying the process of subscribing to, accessing, installing, and renewing Arnold. Moving the Arnold buying experience to the Autodesk e-store means you now get immediate access to your software when you subscribe, and you no longer have to install and configure multi-user license servers when you only need a single seat.

Annual and 3-year single-user licenses are now also available from authorized Autodesk resellers, in addition to annual and 3-year multi-user licenses.

Questions and Answers

1. What are my subscription options?

There are several ways to subscribe to Arnold. If you are an individual artist or small studio rendering on a local network of workstations, your best option is to get a monthly, annual, or 3-year single-user subscription on the [Autodesk e-store](#). Arnold will no longer be available for purchase from the Arnold website (arnoldrenderer.com). Upon subscribing to Arnold on the e-store, you will be prompted to create an [Autodesk Account](#) where you can access your subscription.

If you are using Arnold on a render farm and require multi-user licenses, you can purchase annual and 3-year multi-user subscriptions from an [authorized reseller](#).

Arnold is also available for pay-per-use on the following cloud rendering platforms: [AWS Thinkbox Marketplace](#), [Microsoft Azure](#), [Zync Render on Google Cloud Platform](#), and [Conductor Technologies](#).

2. What do you mean by “single-user”?

With a single-user subscription, it's now possible to simply sign into your Autodesk account to access and start using Arnold. Single-user subscriptions require the Autodesk license to be assigned to a single “named” user. Whereas multi-user access allows licenses to be shared across multiple workstations using a network license server, a single-user license can only be used by the named user. With single-user access, you need to connect to the Internet every 30 days and sign into the software so that Autodesk can verify that the subscription is

still current as well as keep the software up-to-date. There is an in-product reminder 7 days prior to having to reconnect.

3. How do these changes affect access to Arnold with the Media & Entertainment Collection?

With the addition of single-user subscription, there are some changes to Arnold in the collection:

- New collection subscribers now get access to their 5-pack of Arnold licenses right away, without having to contact an Autodesk sales representative to help set it up manually. This means that if you previously purchased a single-user collection subscription on the Autodesk e-store, you can now access your 5-pack of single-user Arnold licenses simply by signing into your Autodesk Account.
- If you have a current **single-user collection subscription**, you now get a single-user Arnold license which can be installed on up to 5 machines. Note that this will show up in your Autodesk Account as **one** license, but you can use it on 5 separate machines. You may continue to use your current 5-pack of Arnold multi-user licenses for the remainder of the term of your subscription. Upon renewal, the licenses will move to single-user.
- If you have a current **multi-user collection subscription**, you continue to get 5 multi-user licenses of Arnold which are embedded within the license file. However, you will need to go to your Autodesk Account to upgrade to the latest version of Arnold. Arnold 5-packs set up manually prior to December 10, 2019 as part of a collection subscription, will not be updated to the latest version. You may still use these licenses for the term of your subscription before upgrading.

4. Can the single-user license I get with my single-user Media & Entertainment Collection be assigned to different users?

No. While you can use Arnold on up to 5 separate machines, you may only assign the license to one “named” user. This user must be the same across all of the products included in the collection including Maya and 3ds Max. With a multi-user collection subscription, you may share all of the products in the collection across multiple workstations and users.

5. How do these changes affect me if I use Arnold on a render farm?

If you are using Arnold on a render farm, multi-user licenses continue to be the best choice for you. Arnold single-user is best if you are an individual artist or small studio rendering on a local network of workstations.

Annual and 3-year multi-user licenses as well as 5, 25, and 100-packs are available from authorized Autodesk resellers.

6. What are the benefits of getting a single-user license?

By choosing single-user licensing, you benefit from a simplified experience when subscribing to and installing Arnold.

- **Instant access:** Get access right away when you subscribe online rather than having to wait for the process to be completed manually.
- **Easier to install:** Single-user licensing eliminates the need to install and configure an elaborate multi-user license server if you only need a single seat of Arnold.
- **More affordable:** If you were previously using only one seat of a multi-user license, a single-user license is now more affordable.
- **Streamlined processes:** The Autodesk e-store provides an easy and intuitive experience, with multiple payment options, auto-renewal, and automatic reminder notifications.

7. Has the price of Arnold changed?

Single-user Arnold is available for \$45 USD* monthly, \$360 USD* annually, and \$980 USD* for a 3-year license on the Autodesk e-store in the US and Canada. Visit your local e-store for pricing in other regions. The prices of annual and 3-year multi-user Arnold subscriptions have not changed.

8. Is single-user Arnold available globally?

Yes. Monthly, annual, and 3-year single-user subscriptions of Arnold are available on all standard Autodesk e-store sites, just like 3ds Max and Maya: Canada, US, Brazil, Europe (German, Spanish, French, Italian), UK, Australia, Singapore, Japan, and Korea. You can also purchase annual and 3-year single-user subscriptions from local resellers.

9. How do I install single-user Arnold?

After purchasing a subscription, you will receive an email with your Autodesk sign-in information. Using your Autodesk sign-in, you can download and install Arnold plugins for Maya, 3ds Max, Cinema 4D, Houdini, and Katana from the [Arnold website](#). You can also use this sign-in information to manage your subscription and access the Arnold SDK through your Autodesk Account.

10. Do the changes affect the way I use Arnold?

No. The changes do not impact the functionality or user experience with Arnold. They will not affect compatibility or interoperability with any of the Arnold plugins.

11. Can I switch between multi-user and single-user subscription?

You may choose a different subscription option once the term of your current subscription plan expires. It is not possible to switch plans mid-term.

12. I currently have an Arnold pack. How will this change affect me?

This change does not impact you if you have a multi-user Arnold pack. 5, 25, and 100 packs remain available as annual and 3-year multi-user subscriptions and can be purchased through Autodesk resellers. For more information, read the [Subscription Packs FAQ](#).

13. Can I access previous versions of Arnold with single-user subscription?

Yes. Single-user subscription does support previous versions of Arnold using RLM licensing. To request previous RLM version access, send a request to arnold.licensing@autodesk.com with the address of your computer and your Autodesk account sign-in information. For more information on previous version eligibility, visit the [Autodesk Knowledge Network](#).

14. How do I sign up for a free 30-day Arnold trial?

The Arnold trial experience is not changing. You can sign up for a 30-day trial of Arnold on the [Arnold website](#).

15. What happens at the end of my trial?

At the end of your trial, you will be prompted to purchase a subscription of Arnold to continue rendering without a watermark.

16. What do these changes mean for educational institutions?

There is no change to the educational offering of Arnold. Educational licenses of Arnold continue to be available at no cost for educational institutions. Qualified academic institutions and educators can visit [Autodesk Education Portal](#) for access to Arnold Educational Licenses.

17. How do I get support for licensing-related questions?

Refer to the [Autodesk Knowledge Network](#) for information on licensing or log into your Autodesk Account to create a case in the Support Requests section.

18. Who should I contact with general Arnold sales questions?

For general sales questions, contact an [Autodesk sales representative](#) or [local reseller](#).

19. How do I get support for Arnold technical issues other than licensing?

The [Arnold Answers](#) hub is a technical Q&A forum with spaces for all Arnold plugins. Go here first to find answers to your Arnold questions. You can also contact [Arnold support](#) to open a support case. The [Arnold documentation hub](#) serves as a portal to Arnold learning resources including official user guides and tutorials.

* The Suggested Retail Price (SRP) shown is Autodesk's suggested price for the specified product and services in the United States. The SRP does not include any allowance or provision for installation or taxes. The SRP is displayed for reference purposes only, as the actual retail price is determined by your reseller. Other terms and conditions may apply. Autodesk reserves the right to alter the SRP, product offerings, and specification of its products and services at any time without notice, and is not responsible for typographical, graphical, or other errors that may appear on this site.

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