# Arnold Subscriptions
## Questions and Answers

## Overview

Arnold is an advanced Monte Carlo ray tracing renderer. This FAQ provides an overview of Arnold single-user and multi-user subscriptions, Arnold subscription packs, Arnold as a part of the Media and Entertainment Collection, free trials and educational licenses, and support.

## Questions and Answers

## Arnold Single-User and Multi-User Subscriptions

1. **What subscription options are available to customers?**

   There are several ways customers can subscribe to Arnold:

   - Monthly, annual, and 3-year single-user subscriptions of Arnold are available on Autodesk.com. Annual and 3-year single-user subscriptions are also available for purchase through Autodesk-authorized resellers.
   - Annual and 3-year multi-user subscriptions of Arnold are available for purchase through Autodesk-authorized resellers.

2. **What is the difference between single-user and multi-user Arnold subscriptions?**

   With a single-user subscription, it's possible for customers to simply sign into their 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, customers 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 3 days prior to having to reconnect.

3. **When should customers get a single-user Arnold subscription versus a multi-user Arnold subscription?**

   If they are an individual artist or small studio rendering on a local network of workstations, a customer's best option is to get a monthly, annual, or 3-year single-user subscription on Autodesk.com. Upon subscribing to Arnold on the e-store, they will be prompted to create an Autodesk Account where they can access their subscription. If they are using Arnold on a render farm and require multi-user licenses, they can purchase annual and 3-year multi-user subscriptions from an Autodesk-authorized reseller. Arnold is also available for pay-per-use on the following cloud rendering platforms: AWS Thinkbox Marketplace, Microsoft Azure, and Conductor Technologies.

4. **What are the prices of Arnold single-user and multi-user subscriptions?**

   For pricing information, customers can visit Autodesk.com for single-user subscriptions or contact their Autodesk-authorized reseller for both single-user and multi-user subscription pricing.

5. **Are Arnold single-user and multi-user subscriptions available globally?**

   Yes. Monthly, annual, and 3-year single-user subscriptions of Arnold are available on all standard Autodesk.com sites, just like 3ds Max® and Maya®. Customers can also purchase annual and 3-year single-user subscriptions from an Autodesk-authorized reseller, in addition to annual and 3-year multi-user subscriptions.

6. **How do customers install single-user and multi-user Arnold?**

   After purchasing a subscription, customers can sign into their Autodesk Account to access and install Arnold plugins for Maya, 3ds Max, Cinema 4D, Houdini, and Katana. They can also use this sign-in information to manage their subscription and access the Arnold SDK through their Autodesk Account.

7. **Can customers switch between multi-user and single-user subscription?**

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

## Arnold Subscription Packs

8. **What are Arnold subscription packs?**

   Arnold subscription packs bundle multiple Arnold renderer subscriptions together, which can be used locally or on the cloud (as enabled by Cloud Rights - see further details on the Subscription Benefits FAQ: Cloud Rights for 3ds Max and Maya on the Autodesk Knowledge Network (AKN)). Customers can choose between a subscription 5-pack (meaning 5 multi-user Arnold subscriptions included in the pack), a 25-pack, or 100-pack. For more information, customers can see the Arnold Subscription Packs FAQ on Autodesk Knowledge Network.

## Arnold as part of the Media & Entertainment Collection

9. **What kind of Arnold subscriptions do customers get with a Media & Entertainment Collection subscription?**

   For information on Arnold subscriptions as a part of the Media & Entertainment Collection, see the Media & Entertainment Collection FAQ on AKN.

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## Arnold Free Trials and Educational Licenses

### 10. How do customers sign up for a free 30-day Arnold trial?

Customers can sign up for a 30-day trial of Arnold on the Arnold website.

### 11. What happens at the end of a customer's trial?

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

### 12. Are Arnold single-user and multi-user subscriptions available to educational institutions?

Yes. Arnold is available to eligible students, educators, and educational institutions through the Autodesk Education Community.

## Arnold Support

### 13. How do customers get support for technical or licensing questions?

If customers need support, they can sign in to their Autodesk Account and create a case in the Support Requests section. They can also refer to the Autodesk Knowledge Network for information on licensing.

### 14. Can customers access previous versions of Arnold?

Yes. Access to previous versions is available as part of an active subscription per standard Autodesk policy.

For any versions older than Arnold 5, customers must make a request to Arnold.licensing@autodesk.com. An active subscription is also required.

For more information on previous version eligibility, visit the Autodesk Knowledge Network.
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### 15. Who should customers contact with general Arnold sales questions?

For general sales questions, customers can contact an Autodesk sales representative or an Autodesk-authorized reseller.

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