

Changes to Media & Entertainment Collection

Questions and Answers

May 2018



Table of Contents

1.0 Overview	4
1.1 What is included in the Media & Entertainment Collection?.....	5
1.2 What are the new changes in the Media & Entertainment Collection?.....	5
1.3 Why is Autodesk making these changes?.....	5
1.4 Who is the ideal customer for the Media & Entertainment Collection?	5
1.5 When can I talk to my customers about these new changes?	6
1.6 What are Arnold Packs?	6
1.7 Will Autodesk be adding more products to the Media & Entertainment Collection?...6	
2.0 Pricing and Availability	6
2.1 Is the price changing for the Media & Entertainment Collection?.....	6
2.2 When will the new Arnold 5-pack with the Media & Entertainment Collection be available?	6
2.3 How do Customers access their Media & Entertainment Collection and Arnold 5-pack?	7
2.4 If a Customers' Media & Entertainment Collection subscription is up for renewal, however their initial subscription purchase was not purchased through a reseller, how can they get the Media & Entertainment Collection and Arnold 5-pack upon renewal?...7	
2.5 Is the Media & Entertainment Collection with the Arnold 5-pack available worldwide?.....	7
2.6 Do existing subscribers of the Media & Entertainment Collection get entitlements to Arnold?.....	7
2.7 Can Arnold Packs be purchased separately?.....	8
3.0 What are my sales processes? Have they changed?	8
3.1 How do partners include the new Arnold 5-pack when processing a new subscription order of Media & Entertainment Collections?.....	8
3.2 If I forget to include the Arnold SKU on the Media and Entertainment Collection order, can I go back and process it afterwards?	8
3.3 Who is allowed to sell the Media & Entertainment Collection with the Arnold 5-pack?	8
4.0 Switching to Media & Entertainment Collection	8
4.1 A customer has a maintenance contract and would like to switch to the Media and Entertainment Collection. Is that possible?	9
4.2 If a customer has a subscription contract for a standalone product (such as 3ds Max or Maya), can they switch to the Media & Entertainment Collection?	9
4.3 If a customer switches from a point product maintenance to M&E Collection subscription through M2S, are they eligible for the Arnold pack?	9
5.0 Support	9

5.1 Are there any changes to support for either Arnold or Media & Entertainment Collection?.....	9
6.0 Students and Education.....	9
6.1 What do these changes mean for students and educational institutions?.....	10

1.0 Overview

There are new changes to the Media & Entertainment Collection.

The existing Arnold 5-pack promo with the Media & Entertainment Collection ended on April 30, 2018.

As of May 7, 2018 an Arnold subscription 5-pack will be included as part of new and renewing Media & Entertainment Collection subscriptions (including the Maintenance to Subscription program).

Key dates and information:

August 30, 2017

Cloud Rights becomes a new subscription benefit for 3ds Max, Maya, and with Maya & 3ds Max as part of the Media & Entertainment Collection.

September 7, 2017

Updated Media & Entertainment Collection is available and the Media & Entertainment and Arnold (5-pack of Arnold licenses) subscription promo is available for purchase.

April 30, 2018

The Arnold 5-pack subscription promo included in the Collection ends.

May 7, 2018

The new Arnold subscription 5-pack with the Media & Entertainment Collection will be available.

Standalone Arnold packs of 5, 25 and 100 subscriptions are also being introduced at this date. For more information about the standalone packs, please read the [FAQ available on One Team Source](#).

1.1 What is included in the Media & Entertainment Collection?

As of May 7, 2018, the following are included in a subscription to the Media & Entertainment Collection:

- 3ds Max
- Maya
- Arnold (5-pack)
- Mudbox
- MotionBuilder
- ReCap Pro
- SketchBook for Enterprise
- Character Generator

In addition, Media & Entertainment Collection subscribers gain Cloud Rights, which grant access to run remote batch functionality via multiple computers over the internet. For more on Cloud Rights, please review the [Cloud Rights FAQ](#) on One Team Source.

1.2 What are the new changes in the Media & Entertainment Collection?

On April 30, 2018, the existing Arnold 5-pack promo for the M&E Collection (available since September 7, 2017) ended.

Starting May 7, 2018, a new Arnold subscription 5-pack will be available for new and renewing subscribers to the Media & Entertainment Collection (including the Maintenance to Subscription program).

1.3 Why is Autodesk making these changes?

Including the Arnold 5-pack as a regular component of the Media & Entertainment Collection for new and renewing subscribers (including the Maintenance to Subscription program) will make it easier for those subscribers to access their Arnold subscriptions.

1.4 Who is the ideal customer for the Media & Entertainment Collection?

The Media & Entertainment Collection is ideal for games and film/tv customers who enjoy flexibility and options when it comes to content creation, and who may need multiple tools at their disposal at any given time. VFX and animation workflows are bolstered with the addition of Cloud Rights through Maya and 3ds Max, SketchBook for Enterprise, and access to an Arnold 5-pack.

While Cloud Rights and Arnold help provide more rendering capacity, SketchBook for Enterprise adds to the creative process as a tool for brainstorming, storyboarding, and more.

1.5 When can I talk to my customers about these new changes?

You can discuss these changes with your customers starting on May 7, 2018.

1.6 What are Arnold Packs?

Arnold Packs are multiple Arnold renderer licenses bundled together, which customers can use locally or on the cloud.

The Arnold Pack with the Media & Entertainment Collection is a 5-pack, meaning there are 5 Arnold licenses included with a subscription to the Media & Entertainment Collection. There have been some recent changes to Arnold licensing, for more information on that please read the [FAQ on One Team Source](#).

As of May 7, 2018, we will also introduce standalone Arnold packs of 5, 25 or 100 subscriptions with a built-in discount based on pack size. For more information please read the [FAQ available on One Team Source](#).

1.7 Will Autodesk be adding more products to the Media & Entertainment Collection?

There are no immediate plans to make more changes, however this is the advantage of the subscription model with the collection – we have the flexibility to add value for subscribers at any time.

2.0 Pricing and Availability

2.1 Is the price changing for the Media & Entertainment Collection?

No, there is no current plan to change the price of the Media & Entertainment Collection.

2.2 When will the new Arnold 5-pack with the Media & Entertainment Collection be available?

The current Arnold 5-pack promo offer available with the Media & Entertainment Collection began on September 7, 2017 and ended on April 30, 2018.

Starting May 7, 2018 a new Arnold 5-pack will be available with the Media & Entertainment Collection, as a regular offering.

However, the new Arnold 5-pack will still appear as a separate SKU on the price list. The Arnold 5-pack SKU must be added to every Media & Entertainment Collection order.

2.3 How do Customers access their Media & Entertainment Collection and Arnold 5-pack?

When they login to Autodesk Account they will see two separate entitlements, one for the Media & Entertainment Collection and one for the 5 Arnold subscriptions.

2.4 If a Customers' Media & Entertainment Collection subscription is up for renewal, however their initial subscription purchase was not purchased through a reseller, how can they get the Media & Entertainment Collection and Arnold 5-pack upon renewal?

If their subscription to the Media & Entertainment Collection is up for renewal, and they are interested in the Media & Entertainment Collection and Arnold 5-pack, they must contact a local reseller prior to the renewal date in order to determine if they are eligible for this promotion.

If the customer is eligible, the customer will need to cancel the automatic renewal in their Autodesk Account. Instructions for cancelling an automatic renewal can be [found here](#). Then a new subscription for the M&E Collection and Arnold promo offer can be processed by the reseller.

2.5 Is the Media & Entertainment Collection with the Arnold 5-pack available worldwide?

Yes, the Media & Entertainment Collection, including the Arnold 5-pack, is available for sale worldwide.

2.6 Do existing subscribers of the Media & Entertainment Collection get entitlements to Arnold?

No, existing subscribers to the M&E Collection will not get entitlements to Arnold. The new Arnold subscription 5-pack with the Media & Entertainment Collection is available with a new or renewal subscription of the Media & Entertainment Collection after May 7, 2018 (including the Maintenance to Subscription program).

If a customer subscribed to a M&E Collection after September 7, 2017 and didn't receive the Arnold 5-pack, they can contact Arnold.Sales@autodesk.com with their Serial number & Contract number.

However, customers can take advantage of the separate Arnold packs pricing available as of May 7, 2018. For more info read the [FAQ](#) on One Team Source.

2.7 Can Arnold Packs be purchased separately?

The promo offer for an Arnold 5-pack annual subscription ended on April 30, 2018.

As of May 7, 2018, there will be Arnold packs of 5, 25 and 100 subscriptions available, as a regular offering. For more information on the new Arnold packs, please read the [FAQ on One Team Source](#).

3.0 What are my sales processes? Have they changed?

3.1 How do partners include the new Arnold 5-pack when processing a new subscription order of Media & Entertainment Collections?

The M&E Collection Arnold 5-pack will have its own SKU on the price list. However, compared to the M&E Collection Arnold promo offer, it will not be marked as a promo SKU as it is now a regular SKU. When placing an order for Media & Entertainment Collection, you also need to include the new Arnold Pack SKU with the order. If the SKU is not submitted with the order, an entitlement for the 5-pack will be created within 48 hours to ensure all M&E Collection customers receive their Arnold 5-pack.

3.2 If I forget to include the Arnold SKU on the Media and Entertainment Collection order, can I go back and process it afterwards?

The Arnold SKU needs to be included with the M&E Collection subscription order. If you forget to add the Arnold SKU, you can place a second order on the same day with only the Arnold SKU to enable us to merge the contracts.

3.3 Who is allowed to sell the Media & Entertainment Collection with the Arnold 5-pack?

The Arnold 5-pack with the Media & Entertainment Collection can only be sold through Autodesk resellers.

4.0 Switching to Media & Entertainment Collection

4.1 A customer has a maintenance contract and would like to switch to the Media and Entertainment Collection. Is that possible?

Yes, they can switch from maintenance to subscription. At time of renewal, they can choose to move to subscription for the same cost as their maintenance plan renewal—or switch to an industry collection, such as the Media & Entertainment Collection, at a special price. As long as they continue to renew, they'll enjoy special pricing, which will be lower than maintenance plan renewal pricing, and far below the cost of purchasing a new subscription.

4.2 If a customer has a subscription contract for a standalone product (such as 3ds Max or Maya), can they switch to the Media & Entertainment Collection?

Yes, they can switch from standalone products to the Media & Entertainment Collection. For more information on making the switch, you can review the eligibility matrix.

4.3 If a customer switches from a point product maintenance to M&E Collection subscription through M2S, are they eligible for the Arnold pack?

Yes, they are eligible for the Collection Arnold 5-pack as of May 7, 2018. The Arnold SKU and the M2S SKU need to be transacted on the same order.

5.0 Support

5.1 Are there any changes to support for either Arnold or Media & Entertainment Collection?

No, support for both Arnold and the Media & Entertainment Collection remain unchanged. For technical support, customers can log into their Autodesk Account and create a case in the Support Requests section.

6.0 Students and Education

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

Students and educational institutions with subscriptions to Media & Entertainment Collections will have entitlements for SketchBook for Enterprise. Educational institutions will be able to get Arnold for their school using the standard process via the [Autodesk EDU portal](#). Students will need to get the student versions of either Maya or 3ds Max in order to get Arnold, as Arnold is not currently offered on single-user subscription and therefore not available to students on an individual basis.

Autodesk, the Autodesk logo, 3ds Max, Maya, ReCap Pro, Mudbox, MotionBuilder, Character Generator and SketchBook are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document. © 2018 Autodesk, Inc. All rights reserved.