

# Questions and Answers for Citrix Ready Software

AutoCAD® Map 3D software is one of the leading engineering platforms for creating and managing spatial data. Bridging the gap between CAD and GIS, AutoCAD Map 3D provides direct access to the leading data formats used in design and GIS. AutoCAD Map 3D enables the use of AutoCAD® software tools for maintaining a broad variety of geospatial information and allows design processes to integrate GIS functions in a single environment for more efficient workflows. The results are better designs, increased productivity, and better data quality. When combined with Autodesk MapGuide® Enterprise software, AutoCAD Map 3D is the quickest way to publish data to the web or intranet.

## Contents

<b>1. General Product Information</b> .....	<b>3</b>
1.1 What is AutoCAD Map 3D 2009? .....	3
1.2 What's new in AutoCAD Map 3D 2009? .....	3
1.3 What are the benefits of deploying AutoCAD Map 3D on Citrix XenApp? .....	4
1.4 Are other AutoCAD 2009 platform-based applications available that are Citrix Ready? .....	4
1.5 Why is AutoCAD Map 3D the only AutoCAD 2009 platform-based application that is Citrix Ready? .....	5
1.6 How does AutoCAD Map 3D performance in a Citrix environment compare to AutoCAD Map 3D installed in a stand-alone environment? .....	5
1.7 Can I customize the AutoCAD Map 3D user interface differently for individual users in a Citrix deployment? .....	5
<b>2. Product Users</b> .....	<b>5</b>
2.1 Who uses AutoCAD Map 3D? .....	5
<b>3. Purchase Information</b> .....	<b>6</b>
3.1 Where can I purchase a Citrix Ready version of AutoCAD Map 3D? .....	6
3.2 Can I try AutoCAD Map 3D 2009 software before I buy it? .....	6
3.3 Do I have to purchase Citrix Ready AutoCAD Map 3D with subscription? .....	6
3.4 Can I exchange single-user or network licensing for AutoCAD Map 3D Citrix licensing? .....	6
<b>4. Compatibility and System Requirements</b> .....	<b>6</b>
4.1 What Citrix technology can I use to deploy AutoCAD Map 3D 2009? .....	6
4.2 What are the system requirements for Citrix Ready AutoCAD Map 3D 2009? ...	6

AUTOCAD MAP 3D 2009: QUESTIONS AND ANSWERS FOR CITRIX READY SOFTWARE

- 4.3 What are the recommended hardware configuration and network requirements for Citrix Ready AutoCAD Map 3D? ..... 7
- 4.4 Does AutoCAD Map 3D 2009 software support the Windows Vista operating system? ..... 7
- 4.5 Is a native 64-bit version of AutoCAD Map 3D 2009 software available? ..... 7
- 4.6 Is AutoCAD 2009 included with AutoCAD Map 3D 2009? ..... 7
- 4.7 Does AutoCAD Map 3D 2009 support multiple CPU systems? ..... 7
- 4.8 Are there functional limitations for the Citrix Ready AutoCAD Map 3D version? 7
- 5. Installation and Configuration..... 7**
  - 5.1 What are the recommended procedures for installing software updates in a Citrix environment? ..... 7
  - 5.2 What are the recommended user limits for Citrix Ready AutoCAD Map 3D 2009? ..... 7
- 6. Licensing..... 8**
  - 6.1 How is Citrix Ready AutoCAD Map 3D 2009 software licensed? ..... 8
  - 6.2 How do I activate my Citrix Ready AutoCAD Map 3D 2009 software? ..... 8
  - 6.3 How does Citrix Ready AutoCAD Map 3D licensing differ from AutoCAD Map 3D network licensing? ..... 8
  - 6.4 Will the Autodesk License Manager Utility in the CAD Manager Tools be able to detect licenses of AutoCAD Map 3D 2009 Citrix version? ..... 8
  - 6.5 Where can I find more information about Citrix licensing?..... 8
- 7. Consulting, Training, and Support..... 8**
  - 7.1 What consulting services are available for AutoCAD Map 3D 2009? ..... 8
  - 7.2 Where do I find training courses for AutoCAD Map 3D 2009? ..... 9
  - 7.3 How can I find technical support information for AutoCAD Map 3D 2009? ..... 9
  - 7.4 How do I obtain direct technical support for Citrix Ready AutoCAD Map 3D? .... 9
  - 7.5 How do I find out if a service pack is available for AutoCAD Map 3D 2009? .... 10

# 1. General Product Information

## 1.1 What is AutoCAD Map 3D 2009?

AutoCAD Map 3D software is one of the leading engineering platforms for creating and managing spatial data. Bridging the gap between CAD and GIS, AutoCAD Map 3D provides direct access to the leading data formats used in design and GIS. AutoCAD Map 3D enables the use of AutoCAD tools for maintaining a broad variety of geospatial information and allows design processes to integrate GIS functions in a single environment for more efficient workflows. The results are better designs, increased productivity, and better data quality. When combined with Autodesk MapGuide Enterprise software, AutoCAD Map 3D is the quickest way to publish data to the web or intranet.

## 1.2 What's new in AutoCAD Map 3D 2009?

In addition to the powerful AutoCAD Map 3D core functionality for creating and maintaining precise geospatial information, the new features in AutoCAD Map 3D 2009 help you work faster and more efficiently on the tasks that you do every day:

- AutoCAD 2009 Software—AutoCAD Map 3D 2009 software contains all the features and functionality of AutoCAD 2009, which is automatically installed when you install AutoCAD Map 3D 2009, so you know you are working with proven, reliable software. To find out more about AutoCAD 2009 features, visit [www.autodesk.com/autocad-features](http://www.autodesk.com/autocad-features).
- User Interface—The new Expression Builder provides a consolidated user interface for all functions, including query and math functions from Feature Data Objects (FDO) data sources. The new tooltips provide additional contextual information about the item that is selected and, from within Display Manager, provide data source and layer information. In addition, the data connect feature has been updated to make it easier to add and manage data sources.
- Data Creation and Editing—Creation and editing of data accessed through FDO have been improved by enabling the use of standard AutoCAD commands (Pedit, Trim, Break, Join, Offset, Extend, Rotate, Move, and Cut/Copy/Paste). New split and merge rules enable easy editing of polygon objects. In addition, attribute creation has been improved with autopopulation of attributes using calculated fields.
- Data Management—AutoCAD Map 3D 2009 provides constraint-based attribute creation for FDO-accessed data stores. Constraints can be defined within the schema editor and presented in the data table. In addition, server-side views (for example, Oracle®) are now supported.
- Data Exchange—To enable easier moving of vector data between DWG™ files and FDO-accessed data stores, AutoCAD Map 3D 2009 includes enhanced functionality that enables DWG vectors to be converted to SDF 3, Oracle, and ESRI® ArcSDE®-managed databases and vice versa. During conversion you can choose to map DWG layer names, object classification, AutoCAD Map 3D object data tables, or link templates to corresponding FDO feature classes. Once your vector data has been converted to SDF, Oracle, or ESRI ArcSDE, you can use the AutoCAD Map 3D Display Manager to stylize these features and easily move this data to other data stores such as MySQL and Microsoft® SQL Server™ software.

## AUTOCAD MAP 3D 2009: QUESTIONS AND ANSWERS FOR CITRIX READY SOFTWARE

- Map Creation and Stylization—Enhanced labeling and annotation provide segment stitching and text along a curve for FDO-accessed data stores, enabling you to produce cleaner and more informative designs, maps, and plans.
- ISO Metadata—AutoCAD Map 3D 2009 enables you to automatically generate metadata about your spatial information and publish it in standard formats, including International Organization for Standardization (ISO) (19115 and 19139) and Federal Geographic Data Committee (FGDC). This capability makes it easy to share data with other people in your organization or externally with contractors and regulatory agencies.
- Publishing—When you publish design data and fully stylized maps to the web via Autodesk MapGuide Enterprise software, web layouts are automatically generated. In addition, functionality improvements now provide consistent labeling between AutoCAD Map 3D and Autodesk MapGuide Enterprise software.
- Application Programming Interfaces (APIs)—The production-ready Geospatial Platform API has added capability to interoperate with the AutoCAD Selection API. It has five new samples. These new samples show how applications can convert existing entity-based features to FDO features, leverage AutoCAD selection to work with FDO features, and reap the power of data binding technology of Windows® Presentation Foundation (WPF) in .NET 3.0.
- Deployment Options—AutoCAD Map 3D 2009 is a Citrix Ready™ application, enabling deployment via a Citrix application delivery environment.

Go to [www.autodesk.com/map3d-features](http://www.autodesk.com/map3d-features) to learn more about the benefits and advanced functionality of AutoCAD Map 3D 2009.

Go to [www.autodesk.com/citrix](http://www.autodesk.com/citrix) to learn more about the benefits of AutoCAD Map 3D and Citrix.

### 1.3 What are the benefits of deploying AutoCAD Map 3D on Citrix XenApp?

According to Citrix, deploying AutoCAD Map 3D 2009 software on XenApp™ software organizations can

- Facilitate IT centralization efforts that can reduce costs through server consolidation and single-point management.
- Improve IT efficiency by reducing or eliminating the need to touch each user desktop.
- Remotely troubleshoot through session shadowing over the network,.
- Centrally install and roll out upgrades and patches to users quickly and painlessly.

For more information visit [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

### 1.4 Are other AutoCAD 2009 platform-based applications available that are Citrix Ready?

No. AutoCAD Map 3D 2009 is the only AutoCAD 2009-based application that has been designated Citrix Ready.

**1.5 Why is AutoCAD Map 3D the only AutoCAD 2009 platform-based application that is Citrix Ready?**

In response to requests from customers, AutoCAD Map 3D was selected for the Citrix Ready certification program in 2008. Other Autodesk products may be added to the program at a later date as we evaluate customer satisfaction with AutoCAD Map 3D.

**1.6 How does AutoCAD Map 3D performance in a Citrix environment compare to AutoCAD Map 3D installed in a stand-alone environment?**

Performance of AutoCAD Map 3D 2009 on Citrix technology varies by task. The following guidelines are typical of applications deployed using Citrix technology.

- Access speeds to databases (for example, Oracle and ArcSDE) may show significant improvement because the data will likely reside on the same server or another server, resulting in reduced network traffic to client machines.
- Large drawing files (for example, DWG files) hosted on the server do not have to go through a local area network or wide area network so access speeds are often improved.
- Graphics performance may be affected because most servers are not configured with high-end graphics systems.

For complete details about Citrix Ready AutoCAD Map 3D performance, refer to the *AutoCAD Map 3D Citrix XenApp 4.5 Scalability Analysis* benchmark test at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

**1.7 Can I customize the AutoCAD Map 3D user interface differently for individual users in a Citrix deployment?**

Yes. For complete instructions, refer to the *Citrix Ready AutoCAD Map 3D Installation and Setup Guide* at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

## 2. Product Users

**2.1 Who uses AutoCAD Map 3D?**

AutoCAD Map 3D software is intended for engineering and GIS professionals, mapping technicians, planners, and facilities/infrastructure designers and managers. It is intended for anyone who designs, creates, and maintains infrastructure; produces maps; and needs to use CAD and GIS data for design, planning, and management purposes. AutoCAD Map 3D integrates vector and raster data in a variety of design and GIS data formats.

The industries that can benefit most from AutoCAD Map 3D are utilities (electric, gas, water/wastewater), communications (telecommunications and cable), natural resources (for example, petroleum, mining, agriculture, environmental engineering and management, and water resources), and government agencies (for example, public works, land planning, and cadastral management). AutoCAD Map 3D is suitable for any application that requires creation and maintenance of infrastructure-related information in a precision graphical environment.

## 3. Purchase Information

### 3.1 Where can I purchase a Citrix Ready version of AutoCAD Map 3D?

Citrix Ready AutoCAD Map 3D 2009 is available worldwide. Contact your local Autodesk Authorized Reseller for more information. To locate a reseller near you, visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

### 3.2 Can I try AutoCAD Map 3D 2009 software before I buy it?

Yes, you can try it out by requesting the AutoCAD Map 3D 2009 software trial version. This fully functioning version of AutoCAD Map 3D is available as a free\* 30-day trial. You can order the trial DVD from your Autodesk Authorized Reseller or online at [www.autodesk.com/autocadmap3d-trial](http://www.autodesk.com/autocadmap3d-trial).

**Note:** The trial version of AutoCAD Map 3D software allows only a single user to run the application and cannot be run in multiuser Citrix environment.

### 3.3 Do I have to purchase Citrix Ready AutoCAD Map 3D with subscription?

No, you do not have to purchase AutoCAD Map 3D with subscription. However, only current subscription customers receive automatic product upgrades. There are several subscription pricing options, including single and multiyear contracts, to best meet your needs. Contact your reseller for more information about Autodesk® Subscription.

### 3.4 Can I exchange single-user or network licensing for AutoCAD Map 3D Citrix licensing?

If you have already purchased an AutoCAD Map 3D 2009 single-user or network license, it may be crossgraded to an AutoCAD Map 3D 2009 Citrix license. For more information, contact your Autodesk Account Executive or your local Autodesk Authorized Reseller.

## 4. Compatibility and System Requirements

### 4.1 What Citrix technology can I use to deploy AutoCAD Map 3D 2009?

AutoCAD Map 3D 2009 software completed validation testing with Citrix XenApp software through the Citrix Ready program. The Citrix Ready designation identifies products that are compatible with a Citrix application delivery environment, simplifying the selection process for Citrix customers.

### 4.2 What are the system requirements for Citrix Ready AutoCAD Map 3D 2009?

#### *Administrative image*

- 750 MB

#### *Citrix XenApp*

- Windows Server® 2003 (SP1 or SP2) Standard Edition, Enterprise Edition, or Datacenter Edition

#### *Client Devices*

- Any computing appliance capable of executing a Citrix XenApp Client and a web browser, including desktop PCs, network computers, and mobile devices

## AUTOCAD MAP 3D 2009: QUESTIONS AND ANSWERS FOR CITRIX READY SOFTWARE

For complete details, refer to the *Citrix Ready AutoCAD Map 3D 2009 Installation and Setup Guide* at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

### **4.3 What are the recommended hardware configuration and network requirements for Citrix Ready AutoCAD Map 3D?**

For complete details, refer to the *Citrix Ready AutoCAD Map 3D 2009 Installation and Setup Guide* at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

### **4.4 Does AutoCAD Map 3D 2009 software support the Windows Vista operating system?**

AutoCAD Map 3D 2009 software supports Windows Vista® Enterprise, Business, Ultimate, Home Premium, and Home Basic operating systems. In addition, AutoCAD Map 3D takes advantage of some new Windows Vista capabilities, specifically Windows Vista thumbnail previews for DWG and DWF™ files in the Microsoft® Internet Explorer® browser, display of AutoCAD properties on the Internet Explorer Detail tab, and ability to use Windows Vista search tools with text strings found in drawing properties, text, mtext, and so forth, in the DWG file.

### **4.5 Is a native 64-bit version of AutoCAD Map 3D 2009 software available?**

No. Support for 64-bit operating systems is not currently available for AutoCAD Map 3D 2009.

### **4.6 Is AutoCAD 2009 included with AutoCAD Map 3D 2009?**

Yes. AutoCAD Map 3D 2009 is built on AutoCAD 2009 software and is enhanced with a suite of data creation, editing, and mapping tools. It contains all the features and functionality of AutoCAD 2009, which is automatically installed when you install AutoCAD Map 3D.

### **4.7 Does AutoCAD Map 3D 2009 support multiple CPU systems?**

Yes, AutoCAD Map 3D 2009 supports multiple CPU systems. The performance of AutoCAD graphics and rendering systems will benefit from multiple CPU systems.

### **4.8 Are there functional limitations for the Citrix Ready AutoCAD Map 3D version?**

Yes, there may be certain functionality limitations for both AutoCAD and AutoCAD Map 3D when run on a Citrix server, as compared with running these applications on a desktop. Go to [www.autodesk.com/citrix](http://www.autodesk.com/citrix) to learn more about the results of Citrix Ready validation testing and any documented functional limitations.

## 5. Installation and Configuration

### **5.1 What are the recommended procedures for installing software updates in a Citrix environment?**

Please refer to the *AutoCAD Map 3D 2009 Citrix Installation and Setup Guide* for complete instructions on how to install and set up AutoCAD Map 3D 2009 on a Citrix XenApp. This document is available at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

### **5.2 What are the recommended user limits for Citrix Ready AutoCAD Map 3D 2009?**

User limits vary depending on hardware and network parameters. For more information, refer to the *AutoCAD Map 3D Citrix XenApp 4.5 Scalability Analysis* benchmark test at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

## 6. Licensing

### 6.1 How is Citrix Ready AutoCAD Map 3D 2009 software licensed?

If you purchase the Citrix Ready version of AutoCAD Map 3D, a license addendum allows you to install one copy of the software on your Citrix server, providing access up to a number of concurrent users equal to the number of seats purchased. For more information, see the AutoCAD Map 3D Citrix Ready License Addendum available at [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

### 6.2 How do I activate my Citrix Ready AutoCAD Map 3D 2009 software?

Through the activation and registration interface, you can activate your product 24 hours a day, seven days a week over the Internet or by email. Either option takes only a few steps to complete and requires your product serial number and registration information.

### 6.3 How does Citrix Ready AutoCAD Map 3D licensing differ from AutoCAD Map 3D network licensing?

Network licensing is appropriate for environments in which a license server is fulfilling requests for licenses to AutoCAD Map 3D clients running on desktop systems. Citrix Ready licensing is appropriate for environments in which both the license server and the AutoCAD Map 3D application are running on a server system with Citrix XenApp 4.5. Network licensing and Citrix Ready licensing differ in the way licenses are granted to requests that originate from the same server. With network licensing, requests for a license from the same machine result in the same license returned to the user. With Citrix Ready licensing, requests for a license from the same machine (in this case the Citrix server) result in a different license returned to the user, up to the number of Citrix seats purchased.

### 6.4 Will the Autodesk License Manager Utility in the CAD Manager Tools be able to detect licenses of AutoCAD Map 3D 2009 Citrix version?

Yes. LMTOOLS will read AutoCAD Map 3D Citrix licenses in a similar manner to AutoCAD Map 3D network licenses.

### 6.5 Where can I find more information about Citrix licensing?

For more information about Citrix licensing, visit [www.autodesk.com/citrix](http://www.autodesk.com/citrix).

## 7. Consulting, Training, and Support

### 7.1 What consulting services are available for AutoCAD Map 3D 2009?

Autodesk Consulting provides consulting offerings for project assessments, process audits, opportunity assessments, networking setup, application porting, and other custom services to help you streamline business processes and get the best return on your investment in Autodesk technology. AutoCAD and AutoCAD Map 3D users planning to migrate to AutoCAD Map 3D 2009 can take advantage of these services. For more information about Autodesk Consulting, contact your Autodesk Account Executive or your local Autodesk Authorized Reseller; or visit [www.autodesk.com/consulting](http://www.autodesk.com/consulting).

### **7.2 Where do I find training courses for AutoCAD Map 3D 2009?**

Training courses are available from both Autodesk Consulting as well as through the Autodesk Authorized Training Center (ATC<sup>®</sup>) network.

Training courses through Autodesk Consulting include custom training to match your organization's specific needs, Autodesk Classroom Training, and AutoCAD certification. For more information about Autodesk's training services, visit [www.autodesk.com/map3d-training](http://www.autodesk.com/map3d-training).

You can also enroll in instructor-led training at Autodesk Authorized Training Centers around the world. These training centers use Autodesk Official Training Courseware (AOTC) created by Autodesk to deliver comprehensive courses for new and intermediate AutoCAD Map 3D 2009 users. Autodesk Authorized Training Centers also deliver custom courses on AutoCAD 2009 and other Autodesk products. To learn more, visit [www.autodesk.com/atc](http://www.autodesk.com/atc).

### **7.3 How can I find technical support information for AutoCAD Map 3D 2009?**

Visit [www.autodesk.com/map3d-hotissues](http://www.autodesk.com/map3d-hotissues) to find a knowledge base of common support questions. Also, you can ask questions and read information about the use of Autodesk products in the peer-to-peer discussion groups at [www.autodesk.com/discussion](http://www.autodesk.com/discussion). Autodesk hosts topical discussion groups about specific products, including AutoCAD Map 3D, and about general topics, such as drafting techniques and customization. Alternatively, Autodesk software manuals and documentation are a great source of answers to your support questions. Easy searching of documentation in AutoCAD Map 3D can be accomplished via the InfoCenter.

### **7.4 How do I obtain direct technical support for Citrix Ready AutoCAD Map 3D?**

Direct technical support is available from both Autodesk and Autodesk Authorized Resellers.

In addition, Autodesk Subscription provides a software, support, and training package that helps to simplify your technology upgrades and boost your productivity. Purchase of Autodesk Subscription includes web support from Autodesk technical experts for installation, configuration, and troubleshooting questions. Web support via subscription provides fast, complete answers to technical questions to help you get more from your investment in Autodesk software. Interactive contact with Autodesk product experts right at the desktop can help you improve productivity and avoid expensive downtime.

To learn more about Autodesk Subscription, contact your Autodesk Account Executive or Autodesk Authorized Reseller, or visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

The Autodesk Enterprise Support program is a worldwide program that provides expert technical support by telephone for all major Autodesk products from a single source. Contact your Autodesk Account Executive or Autodesk Authorized Reseller for details. Autodesk Preferred Solution Providers (PSPs) and Autodesk Authorized Resellers also provide telephone support services for AutoCAD Map 3D software and all other Autodesk products. In the United States and Canada, call 800-964-6432 to locate a PSP or reseller near you, or visit [www.autodesk.com/reseller](http://www.autodesk.com/reseller).

For technical assistance with Citrix either contact Citrix directly (800-424-8749) or contact a Citrix reseller. To locate a Citrix reseller near you visit [www.citrix.com](http://www.citrix.com).

**7.5 How do I find out if a service pack is available for AutoCAD Map 3D 2009?**

If Autodesk releases a service pack for AutoCAD Map 3D 2009, it will be easy to access and install it using the Communication Center. Look at the top of the Communication Center window to see if an update is available. AutoCAD Map 3D automatically recognizes if you have the most up-to-date release and prompts you if there is an update available. When you click the link, AutoCAD Map 3D automatically downloads and installs the update. In addition, updates are available at [www.autodesk.com/map-downloads](http://www.autodesk.com/map-downloads).

\*Free products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software.

Occasionally, Autodesk makes statements regarding planned or future development efforts for our existing or new products and services. These statements are not intended to be a promise or guarantee of future delivery of products, services, or features but merely reflect our current plans, which may change. Purchasing decisions should not be made based upon reliance on these statements. The Company assumes no obligation to update these forward-looking statements to reflect events that occur or circumstances that exist or change after the date on which they were made. Autodesk is not responsible for typographical or graphical errors that may appear in this document.

Autodesk, AutoCAD, ATC, Autodesk MapGuide, DWF, and DWG are registered trademarks or trademarks of Autodesk, Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders.

© 2008 Autodesk, Inc. All rights reserved.