

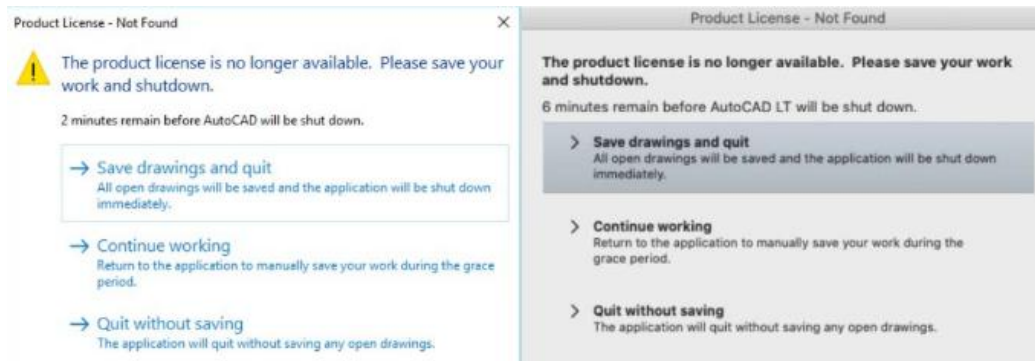
**“The product license is no longer available”**

**Autodesk Menghasilkan desain yang siap menghadapi tantangan yang ada dan yang akan muncul di masa depan.**



## Issue :

### ***“THE PRODUCT LICENSE IS NO LONGER AVAILABLE”***



## Penyebab :

1. Akun Autodesk belum diassign (diberikan akses)
2. Autodesk Identity Manager Corrupt/Error
3. Tidak ada pembaruan untuk Autodesk Desktop Licensing Service, Single Sign-On Component (AdSSO) dan, Autodesk Identity Manager.
4. Lisensi Error
5. Pembatasan jaringan

## Solusi :

- **VERIFIKASI AKUN AUTODESK DAN BERIKAN AKSES PRODUK**  
Berikut tutorial untuk assign user :  
[https://drive.google.com/file/d/1IVjkmT11nrE-Js2QKIXLsbB1\\_Jqz\\_QO0/view?usp=drive\\_link](https://drive.google.com/file/d/1IVjkmT11nrE-Js2QKIXLsbB1_Jqz_QO0/view?usp=drive_link)
- **UNINSTALL & REINSTALL AUTODESK IDENTITY MANAGER**
  1. Buka Control Panel > Programs and Features.
  2. Cari dan Uninstall "Autodesk Identity Manager"
  3. Restart Perangkat Komputer/Laptop.
  4. Download ke versi yang terbaru di [manage.autodesk.com](http://manage.autodesk.com) > Product Service
  5. Install Autodesk Licensing Service
- **UPDATE AUTODESK SINGLE SIGN-ON COMPONENT (AdSSO)**
  1. Tutup seluruh software Autodesk yang sedang dibuka
  2. Buka Task Manager dan end task pada AdSSO.exe
  3. Buka Autodesk Access dan sign Autodesk Account.
  4. Klik Tab My Updates
  5. Klik Update "Single Sign On Component-V14.1.3-2020.x SecurityFix English-US 64-Bit (Windows)".

- **UPDATE AUTODESK IDENTITY MANAGER**

1. Buka <https://manage.autodesk.com/products/updates> dan sign-in Autodesk Account.
2. Cari update 'Identity Manager 1.0 1.15.1 English-US 64-Bit '.
3. Klik "Download".
4. Refer to the "Troubleshooting" section below if you faced any installation errors.
5. Instal atau Update Autodesk Identity Manager

- **RESET LOCAL CACHE AUTODESK**

1. Tutup seluruh software Autodesk yang berjalan.
2. Download reset\_login\_win.zip .  
[https://help.autodesk.com/sfdcarticles/attachments/reset\\_login\\_win.zip](https://help.autodesk.com/sfdcarticles/attachments/reset_login_win.zip)
3. Ekstrak loginerror\_window.bat.
4. Double-klik file
5. Buka dan jalankan sign ulang