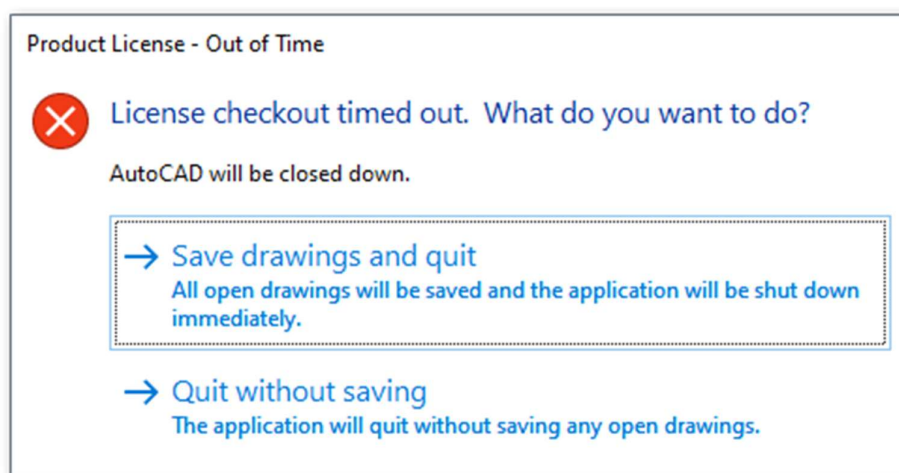

"License checkout timed out. What do you want to do?"

"License checkout timed out. What do you want to do?" when launching Autodesk product on Windows

Issue:

When starting an Autodesk product on Windows, after several seconds a message such as the following appears and the program must close. The message may also appear after waking up from sleep mode

"Product License - Out of Time License checkout timed out. What do you want to do?"



Environment:

- Windows 10
- Windows 11

Causes:

- Autodesk Desktop Licensing Service is not running.
- Corrupt Licensing Component.
- Corrupt Single Sign On Component.
- Incompatible 3rd party software/device.
- Autodesk Desktop Licensing Service set to run as "This account" in Windows Services.
- Product license registration incomplete.
- Proxy or Network Setting.

Solution:

Recommended - Try the [Troubleshooting Tool](#)

Basic Checks

Update the Autodesk Desktop Licensing Service and the Autodesk Single Sign On Component. The error is often resolved by installing the latest updates for:

- Autodesk Desktop Licensing Service
- Autodesk Identity Manager (2024 and newer)
- Autodesk Single Sign On Component "AdSSO" (2020-2023)

Refer to the following table for reference. Visit the correspondent Autodesk Support page for each update for detailed install steps and information.

Update	Download
Autodesk Desktop Licensing Service	➤ Autodesk Support ➤ Autodesk Account ➤ Autodesk Access
Autodesk Identity Manager (2024 and newer)	➤ Autodesk Support ➤ Autodesk Account ➤ Autodesk Access
Autodesk Single Sign On Component "AdSSO" (2020-2023)	➤ Autodesk Support ➤ Autodesk Account ➤ Autodesk Access

Restart or check if the Autodesk Desktop Licensing Service is running

See [How to check the status of Autodesk Desktop Licensing Service.](#)

Uninstall and Reinstall the Autodesk Desktop Licensing Service

Follow these steps:

1. [How to uninstall Autodesk Desktop Licensing Service.](#)
2. [How to download and install Autodesk Desktop Licensing Service.](#)

Add Licensing Component to your antivirus exception list

Consult with your local IT team or internet security software vendor to set exceptions in your antivirus software for the folders:

- C:\Program Files (x86)\Common Files\Autodesk Shared\AdskLicensing\Current\AdskLicensingService\ (including all subfolders and files).
- C:\Program Files\Autodesk\Autodesk AdSSO\AdSSO.exe

Check for known conflicting software

See [Autodesk Licensing Service: Known Conflicting Applications.](#)

Autodesk Desktop Licensing Service set to run as "This account" in Windows Services

1. Type "Services.msc" into the Windows search.
2. Navigate to the Autodesk Desktop Licensing Service.
3. Right click it and select "Properties"
4. Select the "Log On" tab.
5. Change "Log on as:" to "Local System account" and select "Allow service to interact with desktop".
6. Select the "Apply" button.
7. Restart the product.

Re-register software with Licensing Service

See [How to re-register an Autodesk software with the Autodesk Licensing Service.](#)

Verify user's permissions on Autodesk folders

See that What user permissions does [AutoCAD require?](#).

Proxy configuration

Even if the current Windows user doesn't have any proxy configuration, apply the following in an elevated Command prompt (press *WIN+R* > type *cmd* > press *CTRL+SHIFT+ENTER*):

```
netsh winhttp Reset Proxy
```

Check your proxy and/or firewall

Consult with your system/network administrator to allow the connection to the Autodesk domains through your proxy and/or firewall. See [Which URLs/Protocols need to be allowed for Autodesk Subscription Licensing](#).

You can also verify whether you can connect to Autodesk domains with the [Licensing Support Tool](#).