
"The product license is no longer available"

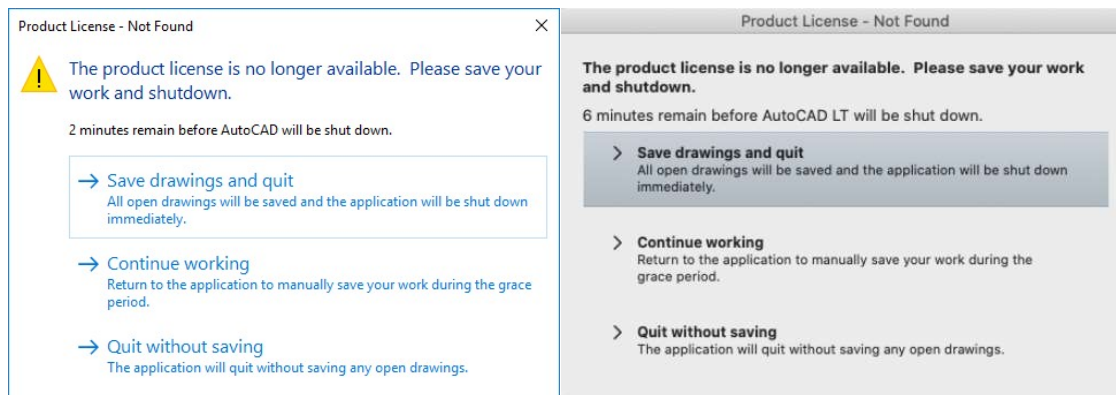
"The product license is no longer available. Please save your work and shutdown."
when launching Autodesk software.

Issue:

After signing in with the appropriate credentials for an Autodesk program, the following message pops up, and force quits the software.

Product License - Not Found

*The product license is no longer available. Please save your work and shutdown.
<number> minutes remain before <product> will be shut down.*



Causes:

1. Software not assigned on the Autodesk Account.
2. Corrupted Autodesk Identity Manager Component.
3. Missing updates for Autodesk Desktop Licensing Service, Single Sign-On Component (AdSSO) and, Autodesk Identity Manager.
4. Corrupted licensing information stored on the system.
5. Network restrictions.

Solution:

To solve this, try one or more of the following:

Verify that the software is listed and assigned under the Products and Services section of your [Autodesk Account](#)

See Assign [Products and Services to Users in the New View](#).

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](#).

Uninstall and reinstall the Autodesk Identity Manager component (2024 products)

1. Right-click the Windows button (Logo).
2. Choose "Apps and Features".
3. Select "Autodesk Identity Manager" and uninstall it.
4. Reboot the machine.
5. Download the newest version of [Autodesk Identity Manager](#).
6. Install the downloaded component.

Update the Autodesk Desktop Licensing Service, the Autodesk Single Sign-On, and the Autodesk Identity Manager Components.

Update	Download from
Autodesk Desktop Licensing Service	➤ AKN ➤ Autodesk Account ➤ Autodesk Access
Autodesk Single Sign-On Component (AdSSO)	➤ AKN ➤ Autodesk Account ➤ Autodesk Access
Autodesk Identity Manager	➤ AKN ➤ Autodesk Account ➤ Autodesk Access

Reset the local login/licensing cache

- Versions 2020 and later: [How to reset local login cache for Autodesk desktop software](#).
- Versions 2019 and earlier: see section "Autodesk 2019 and earlier product release" from [How to reset license activation for an Autodesk product for stand-alone license with single-user access](#).

Verify that the required URLs and ports can pass through the firewall or proxy environment

See [Which URLs/Protocols need to be allowed for Autodesk Subscription Licensing](#).

Disable all Antivirus and security programs to ensure they are not blocking or stopping the Autodesk Licensing Service

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

Source:

["The product license is no longer available. Please save your work and shutdown." when launching Autodesk software](#)