

FAQs

Q: What does Release Preview mean for the Vault mobile app?

A: The Release Preview of the Vault mobile app is an early preview of the applications with all features currently available without requiring a Vault license. Autodesk has the right to remove the Release Preview benefits or terminate access at any time. The Release Preview benefits are subject to change or modifications if Autodesk chooses at our discretion to release the application commercially to Vault subscribers.

Q: Are we able to discuss with customers the anticipated commercial release date of Vault mobile?

A: No. The commercial release date is in embargo until FY22.

Q: What Vault edition does the mobile app connect with?

A: The Vault mobile app connects to Vault Professional servers, requiring a Vault Professional or Vault Office subscription.

Q: What devices does the Vault mobile app work with?

A: iOS Version 12 and higher.

Q: What is the authorization method?

A: An Autodesk ID is required.

Q: What are the Vault server requirements? Direct internet access? SSL/TLS enabled?

A: There are no Vault server configuration requirements that are specific to use the Vault mobile app.

Q: Is the data encrypted when it moves from the mobile device to the Vault server?

A: The administrator has to configure SSL on the server for communications to be encrypted. Then the mobile device has a setting for SSL communications.

Q: Will the Vault mobile app only be available via the Apple App Store or will it be distributed independently as well?

A: Our current plan is to only use the app store.

Q: For customers on a token flex subscription, is this app available to them and is there a token value associated with it?

A: While available as a release preview and prior to commercialization, no tokens will be consumed.

Q: Does the user need internet access to be able to view CAD files.

A: Yes, internet access is required to view documents that cannot be opened using an app on your device.

Q: When viewing files, such as step, pdf or ipt, is the file upload to Autodesk Cloud before it is viewed?

A: If the file needs to be translated, it will be uploaded to the cloud. Other files like PDF or MS Office documents are opened locally.

Q: Can a Vault mobile user add comments to a change order?

A: Yes.

Q: Can you add comments to change orders within the Vault mobile app?

A: Vault mobile app has a read-only mode where nothing can be modified, or you can use it in full mode where you can add comments to change orders.

Q: Does the mobile device cache PDFs once checked out?

A: No, it does not cache any files on the mobile device.

Q: Can you generate links in the mobile app to open a given dataset?

A: Yes, you can generate links within the Vault mobile app and send the link right away via email, Slack or any other communication tool. These links will only open the Vault Thick Client to the given dataset.

Q: Will the admin be able to prevent activities like printing from the mobile device?

A: There are currently no admin controls for Vault mobile app. This may come as a future enhancement.

Q: Will there be an additional security role added to allow mobile access?

A: No.

Q: Can you create a new project with folders using the app and upload files (to share files with engineering while being on site at a customer)?

A: You can create a folder and sub folder within the app and upload files.

Q: Which server will this access in a fully replicated environment?

A: In mobile application settings, the user inputs the server they are trying to connect to.

Q: Does the mobile application have a local workspace like the thick client?

A: No, it isn't meant to be used for fully editing the CAD files. It will use the devices local storage for downloading files.

Q: Will you be able to edit properties in the application?

A: No, you will not be able to edit file properties from the mobile application.

Q: Can I use the Vault mobile app with the AutoCAD mobile app?

A: Yes, however when adding a file from AutoCAD mobile app to Vault mobile app, CAD references are not included. The administrator will have to turn off the 'Disable Check in of Design Files' in the Vault settings to enable this workflow.