10 ways for software developers to get Autodesk support: Forge and ADN (Autodesk Developer Network)

Augusto Goncalves
Autodesk Developer Advocate | @augustomaia

Caroline Ward
Program Manager, Developer Advocacy and Support | @ADNCarolineWard

Natalia Polikarpova
Senior Manager, Developer Advocacy and Support | @nataliapolikar1
About the speakers

Augusto, Caroline, Natalia
what’s in common and what’s unique

Developer Advocacy and Support
Over 10 years at Autodesk
Love working with partners

Focus: Technical, Program Management, Biz Dev
Location: San Francisco, Scotland, Boston
Origin: Brazil, Scotland, Russia
Class Abstract

10 ways for software developers to get Autodesk support:
Forge and ADN (Autodesk Developer Network)

Whether you are developing web- and mobile-based solutions, customizing desktop Autodesk software, or creating plug-ins and integrations into your enterprise workflows, Autodesk is committed to supporting your software development efforts. In fact, there are 10 ways you can get Autodesk support and we keep adding new channels.

In this class we’re going to talk about how to get the best out of the support resources and how to fit them to your needs as quickly as possible.
Agenda

• Why learning about Developer Support resources now

• What
  ❖ is ADN and who are typical ADN partners
  ❖ is Forge and who uses it
  ❖ support channels are available for ADN and Forge

• How to choose the best option for your needs
WHY
WHAT

WHAT IS ADN AND WHO ARE ADN PARTNERS
WHAT IS FORGE AND WHO USES IT
WHAT SUPPORT CHANNELS ARE AVAILABLE FOR ADN AND FORGE
Autodesk Developer Network, ADN

Partnership Program

Desktop

Over 4200 partners worldwide

https://www.autodesk.com/adn

Forge

Developer Platform:
both internal and external

Cloud, Web, Mobile

Over 2,800 Monthly Active Developers

https://forge.autodesk.com/
ADN membership options

- ADN Open
- ADN Standard
- ADN Professional

https://www.autodesk.com/developer-network/membership-options
ADN Open

1. Platform Technologies
2. Trial versions
3. Autodesk App Store
4. Blogs and Forums

https://www.autodesk.com/developer-network/open
Blogs & Forums

Cloud and mobile
Forge Developer Blog—ADN DevTech
Mod the Machine—Brian Ekins and Adam Nagy

Architecture, Engineering & Construction
The Building Coder—Jeremy Tammik
AEC DevBlog—ADN DevTech
Field of View—Mikako Harada

Manufacturing
Mod the Machine—Brian Ekins and Adam Nagy
Manufacturing DevBlog—ADN DevTech

Media & Entertainment
Around the Corner—Cyrille Fauvel
GetCOREInterface—Kevin Vandecar

Platform technologies
Through the Interface—Kean Walmsley
AutoCAD DevBlog—ADN DevTech

https://www.autodesk.com/blogs
Blogs & Forums

AutoCAD .NET
AutoCAD ObjectARX
AutoCAD Civil 3D Customization
Autodesk Fusion API
Autodesk Inventor Customization
Autodesk Navisworks Customization
Autodesk Revit API
Autodesk Vault Customization
FBX Forum
3ds Max Programming
Maya Programming

https://forums.autodesk.com/
Types of ADN Partners

- Commercial
- Corporate
- Universities
- Start-ups
ADN Standard and Professional

Requirements:
• Software Developer on board
• Application process
• Membership fee

How we help:
• Access to nearly all Autodesk Desktop products: AutoCAD, Inventor, Revit, 3ds Max, etc.
• API support
• Access to prerelease beta versions of future Autodesk software releases
• Direct introductions to sales teams and customers

https://www.autodesk.com/joinadn
ADN extranet

https://adn.autodesk.io
ADN extranet

https://adn.autodesk.io
API Support

ADN only, or Customer with Subscription Contract

https://accounts.autodesk.com

Business relationship, eg reseller

https://autodesk.secure.force.com/partner
API Support – Autodesk Account
API Support – Partner Center
API Support – Partner Center

View: [My Company’s Cases]

Recent Cases

Create New Case

Get Support

Select a support topic to see available help articles and contact options.

- Orders & Subscriptions
- Accounts
- CRM Support
- Installation, Activation & Registration
- License Management
- Technical Support
- Product Troubleshooting
- Installation Troubleshooting
- API Support
- Other
API Support

Issues/problems with access

adn-americas-geo-administrator@autodesk.com
Forge

How we help:
• Access to Forge APIs and web services
• Awareness and promotion:
  ✓ Share your stories
  ✓ Speak at Forge Partner Talks Webinars
  ✓ Contribute to Forge Blog and social media
• Introductions to sales teams and customers

How to get started:
• Sign up at https://forge.autodesk.com/
• No application process or requirements
• 90 days Trial with complimentary 100 Cloud Credits
Find answers or ask your questions. Open to all. Actively monitored by Forge team.

https://stackoverflow.com/tags/autodesk-forge
Email support

Great for private questions.
forge.help@autodesk.com
Accelerator

Weeklong event, 24-hour support from Forge Experts to get your POC/prototype running.

https://forge.autodesk.com/accelerator-program
Coffee break

BY AUGUSTO GONCALVES

Bi-weekly, open space, random topics. Great conversations.

https://forge.autodesk.com/blog/coffee-break
Doctor is in

Book a private appointment, get the answers you need.

https://calendly.com-autodeskforge
Forge Blog

Articles, announcement, news
forge.autodesk.com/blog
Google search

"Google it", as simple as that.
Choose the best support options for your needs.
Call to Action

Join us for the next coffee break on Wednesday
November 18th, 8 am US-Pacific (11 am US-Eastern, 5 pm Central Europe)
December 2nd, 8 am US-Pacific (11 am US-Eastern, 5 pm Central Europe)

https://autodesk.zoom.us/meeting/register/tJYvdumtrj8iH9XHLkJQ75VuKwntIPaXHvxT