

Autodesk Identity Manager — Recommended Fix Order

- Step 1 — Update all components from Autodesk Access
- Step 2 — Restart your PC
- Step 3 — Try launching AutoCAD again
- If the login still fails, apply the 5 deeper fixes:

Fix 1 — Repair Autodesk SSO Component

- 1. Open Control Panel → Programs and Features.
- 2. Repair:
 - - Autodesk Single Sign On Component
 - - Autodesk Identity Manager
 - - Autodesk Licensing Service
- 3. Restart your PC.
- 4. Open AutoCAD again.

Fix 2 — Launch Identity UI Manually

- Run one of the following files:
- C:\Program Files\Autodesk\AdskIdentity\AdskIdentityUI.exe
- or
- C:\Program Files\Autodesk\Identity Manager\AdskIdentityUI.exe
- This forces the login window to appear.

Fix 3 — Reset Identity Cache

- Delete this folder:
- C:\Users\<USERNAME>\AppData\Local\Autodesk\Identity Services
- Then relaunch AutoCAD.

Fix 4 — Restart Services

- 1. Kill these processes in Task Manager:
 - - AdskIdentityManager.exe
 - - AdskIdentityService.exe
 - - AdskLicensingService.exe
 - - AdskAccessService.exe
- 2. Open services.msc and restart:
 - - Autodesk Single Sign On Component
 - - Autodesk Licensing Service
 - - Autodesk Desktop Licensing Service

Fix 5 — Full Reinstall of SSO

- 1. Uninstall:
 - - Autodesk Single Sign On Component
 - - Autodesk Identity Manager
 - - Autodesk Licensing Service
- 2. Reinstall latest versions from Autodesk Access → Product Updates.