ESRI ArcGIS FAQ

Q: What software is available under the terms of the site license?

A: The majority of products offered by ESRI are available under the site license. ESRI maintains a list of available software (PDF) under our unlimited site license. Note that certain applications have restricted usage.

Q: Who can use ESRI ArcGIS?

A: Faculty, staff, and students at the University of Texas at Austin and its component institutions.

Q: For what purposes can I use the ArcGIS software?

A: The software can be used for:

- Faculty Research (not-for-profit only)
- Student Instruction
- Administrative Purposes (Parking and Transportation, UTPD, ITS-Networking)

Q: Can students use ESRI ArcGIS?

A: Students are welcome to use the software in an instructional lab (several of which are available on campus) or as part of a research project under a faculty primary investigator.

Students may install ESRI 10.x products on their personal computers, using the campus license server for license authorization.

Students wanting their own personal version of ESRI ArcGIS have two options:

- A one-year timeout version of ArcView is available for free, for use by students taking GIS-related courses or programs at the University of Texas at Austin. This software must be requested by a faculty sponsor. ESRI's website provides additional information and a request form.
- Students may purchase the ArcGIS Desktop Student 1-Year License (includes Esri Data and Maps) for $250 by calling ESRI TeleBusiness at 1-800-447-9778 or sending an email to academicsales@esri.com.

Q: What labs have ESRI ArcGIS available for use?

A: There are several labs and other facilities on campus that have ESRI ArcGIS available, including, but not limited to:

- MEZ 2.104 (LAITS Walk-In Lab) - open to all students, faculty and staff
- SAC 5.112 (Anthropology Lab) - open to Anthropology students when classes aren't in session
- PCL General Libraries student use computers
- All classroom consoles with Windows computers in Liberal Arts-managed classrooms
- Note that other lab facilities may be available, check with your individual college

Q: How do I get the software?

A: A collection of ESRI ArcGIS software is available on Box from here.

Due to the size of the installation media, ESRI no longer provides us with CD/DVD media for distribution. If you have requests for additional software covered under the site license that is not available at the above link, please send a request to License Administrator.

Q: How do I get a license?

A: There are several options for obtaining a license to use ESRI ArcGIS products.

ATS manages a license server for the campus that provides ArcGIS Desktop licenses, along with all of the available extensions. Users can point their installations of ESRI ArcGIS Desktop to the site license manager.

To use the campus license server, follow these steps:

1. Launch ArcGIS Administrator
2. Select the "Desktop" tab
3. Select "Advanced (ArcInfo) Concurrent use"
4. Enter "arcgis.shared.utexas.edu" under the License Manager (for Concurrent Use software products)
5. Be sure that you enable any extensions you intend to use.
Note that you must have a campus wired or VPN connection (not wireless).

The campus license server provides the ability to check-out a concurrent license for up to 90 days. Users are strongly encouraged to use this feature if they will intermittently be in the field, or off-campus. Alternatively, users may use the campus VPN service to access the campus license server.

For users who will be off-campus for extended periods of time, or who have special software needs, an individual stand-alone license may be provided. Please contact the License Administrator to request a stand-alone license.

Q: How much does a license cost?
A: The cost of the University of Texas at Austin site license is covered by several participating units:

- School of Architecture
- Cockrell School of Engineering
- Jackson School of Geological Sciences
- College of Liberal Arts
- College of Natural Sciences
- Technology Resources (TRECS)
- LBJ School of Public Affairs

These units have agreed to make the ESRI site license available to all units at the University without additional cost. If a non-participating unit demonstrates significant usage of the site license products (typically 15+ seats), they will be asked to participate in funding the site license.

Q: How do I get support?
A: Only registered contacts can submit support requests to ESRI as part of our site license. Currently, those contacts are:

Academic Technology Support (Submits a support request to ATS)
Mark Wiederspahn (JSGS)
Eric Hepburn (Architecture)
Tim Keitt (Natural Sciences)
Teresa Howard (Engineering)
Christine Roquet (TRECS)

If you are in one of these units, please contact the appropriate party listed. For those not in one of these units, please submit your support request to ats-license-help@utexas.edu.

Q: How do I learn ArcGIS?
A: ESRI provides virtual campus classes to assist users with learning ArcGIS. ESRI maintains a website that lists the available courses.

In order to take any virtual campus courses, you must create your own ESRI global login.

To request a code to take any of the available courses, please send the complete virtual campus course name(s) to the License Administrator, and you will receive the codes via email once processed.