RIT | College of Art and Design

Autodesk Sketchbook Pro 2016 won't launch due to license error

CADTech Student Employee - 2022-04-14 - [Troubleshooting Guides](#)

Problem

Sketchbook Pro launches under admin user but fails to read license file under a normal (non-admin) user account.

Solution

1. Close out of all applications

2. Log out and then Login as local Admin

3. Forget the Autodesk Sketchbook Pro packages with the following commands. May need to run them as root with the sudo command

   1. pkgutil --forget com.autodesk.SketchBookProWithNetworkLicense.SketchBookProWithNetworkLicense2016.pkg

   2. pkgutil --forget com.autodesk.pkg.SketchBookPro_AdLMconf2016.0

4. Remove any Sketchbook Pro Applications with this command

   1. sudo rm -R /Applications/Autodesk/SketchBook*

5. Assign Sketchbook Pro 2016 (or latest installer) via Munki to the machine having the problems, if not already assigned

6. Run CIAS_AdminControl and choose option 4, Run Munki at login

7. Logout and let Munki reinstall Sketchbook Pro

8. Reboot the computer if the installer does not

9. Login as non admin user and test Sketchbook Pro. Should be all set