



Knowledge Center

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SketchUp 2013 FAQ

What's new in SketchUp 2013?

Read all about [SketchUp 2013 here](#). Some of the highlights include a new Extension Warehouse and some big improvements to LayOut in [SketchUp Pro](#). You can also read more about new features in SketchUp 2013 on [our blog](#). We've also redesigned SketchUp.com: explore and enjoy!

What is SketchUp Make?

[SketchUp Make](#) is the new name for our basic version. It's available

today and still free to use. With this change, we're also clarifying that SketchUp Make is not licensed for commercial work.

What is commercial work? Is my SketchUp project commercial work?

Just like most companies, we're not legally permitted to interpret our terms of use. We trust our users to choose the right version of SketchUp for them. If you're unsure what version to use, here's some [more information](#) about the differences between SketchUp Pro and SketchUp Make.

I use SketchUp 8 (or version 7, 6...) every day for work -- do I have to stop?

As with all of our previous releases, we don't require you to update to a new version of SketchUp if you don't want to. But when we move on to a new release of SketchUp, we very rarely (read: almost never) issue updates or fixes for older versions of SketchUp. You're welcome to continue using the version of SketchUp you have today (for what you use it for today); we just offer less (or no) support for it going forward.

Why are you making this change?

SketchUp is 3D for Everyone, that's why we provide a version for both professionals and non-professionals. We're making this change to clarify that **SketchUp Pro** is 3D for people who are doing commercial work; **SketchUp Make** is 3D for everyone else. We understand this change to our terms of use means that some professionals who have been using the free version of SketchUp may now feel inclined to switch to SketchUp Pro. With licenses that never expire, we think that SketchUp Pro is still one of the best values around—we've never been shy about saying that we think SketchUp Pro is worth it.

A lot of people at my office use the free SketchUp. What should we do?

If you or your team need to transition to SketchUp Pro, please [contact our sales team](#).

Upgrade, Maintenance, and Support

With SketchUp Pro 2013, we're also introducing an upgrade, maintenance, and support program. License upgrades used to be a one-time purchase; now they are purchased as a year-long program. So with a license upgrade (or new license purchase), customers also get one year of coverage for future updates to SketchUp Pro. The program also includes technical support via email and phone support for licensing and installation issues. Our old license upgrades were \$95; the new annual program is also \$95. (Note: network license upgrades are \$150).

Do upgrades and updates include both major releases and minor maintenance releases?

Yes, indeed.

What's the difference between major releases and minor maintenance releases?

Major releases are typically feature-focused and increase the version

number (e.g., SketchUp Pro 7, 8, 2013, etc...). Minor maintenance releases are intended to resolve issues that don't match our specifications or intended use of SketchUp. They generally don't include any new features.

I just want the new version and not support. Can I pay less than the \$95?

Support can't be broken out from our new upgrade, maintenance, and support program. Of course, you don't have to use support if you don't want to. There are many resources available online which can help resolve nearly any question you have about SketchUp; we certainly encourage you to use those tools. The upgrade, maintenance, and support program costs as much as our old upgrades used to cost, but now we are including any additional major version upgrades that become available while you're actively in the program.

What happens with the additional months I already paid for if you come out with a newer version before it expires?

Your upgrade, maintenance, and support coverage lasts for one year from the date of purchase. If we come out with a major release five months after you start your upgrade/support program, you still have another seven months of support and maintenance that apply to the new version of SketchUp Pro that we release.

What happens if I decide to skip a year in this program?

SketchUp Pro commercial licenses never expire, so skipping a year of the program doesn't affect your use of SketchUp Pro at all. However, if you do decide to skip a year, you can expect a modest reinstatement fee should you choose to renew your upgrade, maintenance, and support program.

Can I get support for any issue?

Just about. However, to better serve the needs of all customers' technical issues and ensure that all customers are assisted as quickly as possible, we are unable to offer how-to or tutorial services for SketchUp. Similarly, if you're encountering an issue with a plugin that you have installed, you'll need to contact the plugin developer for further assistance.

Is there quantity pricing available for the upgrade, maintenance, and support program?

There is tiered pricing for quantity single-user and network licenses, but the upgrade, maintenance, and support program cost will remain fixed.

If I don't upgrade to 2013, will I continue to receive email technical support for Pro 8?

SketchUp Pro 8 customers who purchased prior to August 28th, 2012 are entitled to two years of email support from their purchase date. Customers who purchased SketchUp Pro 8 on or after August 28th, 2012 are entitled to one year of email support, similarly, from their purchase date. However, customers will not be entitled to phone support until they purchase the upgrade, maintenance, and support program.

Are resellers selling this program?

Yes. Resellers will sell both SketchUp Pro licenses and the upgrade, maintenance, and support program. They will also continue to provide support to their customers, just as they always have.

Extension Warehouse

In SketchUp 2013, we're introducing **Extension Warehouse (beta)**. Today, thanks to a community of dedicated developers, SketchUp offers users thousands of add-on tools. Until recently, skilled modelers had to scour the web for these custom-built tools. Now it's easier than ever to search for and install these extensions while you're working (in either SketchUp Pro or SketchUp Make).

Where do extensions come from?

SketchUp has a long history of having developers in the community who find ingenious ways to expand SketchUp's functionality using our API (application programming interface) and SDK (software development kit). This same community of developers created many of the plugins in the Extension Warehouse. In fact, the majority of tools you'll find on the Extension Warehouse are not built by the SketchUp Team.

I just installed an extension from the Extension Warehouse. Where did it go?

It depends. Some tools are found in the Plugins menu, while others are added to the Tools or Draw menus. Some are context-aware (e.g., appearing after a right-click on a component). If you're confused about a tool you've downloaded from the Extension Warehouse, head back to the plugin's details page in the Extension Warehouse and check out the instructions or tutorials listed there.

I'm having a problem with an extension I installed. How can I find help for it?

Extensions are supported by the developer(s) who authored the plugin. Check out the plugin detail page in the Extension Warehouse and click on the contact/support/help link to contact the developer. At this time,

SketchUp Pro technical support will not provide assistance with troubleshooting extensions.

Does the Extension Warehouse affect extensions and plugins I've already installed?

In SketchUp 2013, extensions and plugins are stored in a different folder on your machine. To use all of your current extensions and plugins in SketchUp 2013, you have two options:

1. Search the Extension Warehouse. If your extensions are already listed there, it's easy to install them from within SketchUp. From now on, Extension Warehouse will keep a record of what you've installed, making it easier to take your extensions with you from one machine to another.
2. Copy/Paste your extension/plugin files to the new plugins folder.

On PC, the new plugins folder is typically located in...

C:\Program Files\SketchUp\SketchUp 2013\Plugins

On Mac, the new plugins folder is located in...

Macintosh HD/Users/Library/Application/Support/SketchUp
2013/SketchUp/Plugins

Why can't I find the extension or plugin I'm looking for?

At this time, the Extension Warehouse doesn't contain all of the great SketchUp plugins that are out there. If you can't find a plugin that you know about, you may want to search the Internet to locate the site that's hosting the plugin. You might consider sending a message to the plugin owner and ask them to upload their plugin to the Extension Warehouse for others to find.

I have a SketchUp extension: how do I get it onto Extension Warehouse?

Sweet! Check out our [developer page](#) for more information on how to upload your plugin to the Extension Warehouse.

Educational and Non-profit Use

Is it okay to use the free version of SketchUp in schools?

Our terms of use allows SketchUp Make to be used for educational classroom purposes. So if you're using SketchUp today for classroom work or for teaching, there's no change. You can choose between SketchUp Pro and SketchUp Make on our [Download](#) page.

Will there be any additional costs for SketchUp Pro EDU licenses -- either new or upgrades?

Our EDU license structure/pricing remains unchanged. There is no cost to upgrade your EDU license (so long as it has not expired), and maintenance and support are included with all EDU licenses.

What if I have a SketchUp Pro educational license, or purchase a new pro EDU license -- will I have to pay for upgrades or the maintenance/support program?

All SketchUp Pro educational licenses include maintenance/support at no additional cost. This applies to all EDU license types -- student, lab,

laptop programs. As always, as long as your pro EDU license has not expired, you can upgrade to the most current version of SketchUp Pro for free. Since many student and EDU licenses are provided by a reseller, be sure to contact your reseller when it's time to purchase new licenses, upgrade existing licenses, or receive support.

What if our school/district has a SketchUp Pro license grant -- will we have to pay for the maintenance/support program?

All SketchUp Pro Statewide License Grant recipients will include maintenance/support with their Pro licenses at no cost. As always, visit our [SketchUp Pro Grant site](#) for more details.

Do non-profits get technical support?

Absolutely -- one year of coverage in the upgrade, maintenance, and support program is included with every new license purchase. If you're a non-profit and you want to upgrade to a new version of SketchUp Pro or renew your coverage in the program, [get in touch with us](#).

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