

DriveWorks Pro 23 SP0 – Released September, 2025

# Frequently Asked Questions

## How do I download DriveWorks Pro 23?

DriveWorks Pro 23 is available to download from the [software page of the MyDriveWorks Community](#).

## How do I license DriveWorks Pro 23?

License codes for DriveWorks Pro are version specific. Your new license codes for DriveWorks Pro 23 are available in the [Manage your organization portal](#).

If you do not have license codes listed, please [contact us](#).

## What are the prerequisites for DriveWorks 23?

Prerequisites are available in the [DriveWorks Pro online help file](#).

## Can I install two versions of DriveWorks?

New license codes are provided for every major version so you can test the new functionality before updating your production environment to the latest release.

We recommend having separate development and production environments. We offer special pricing for development environment licenses. Please contact [sales@driveworks.co.uk](mailto:sales@driveworks.co.uk) for details.

- You can install two versions of DriveWorks Pro at the same time.
- If you have DriveWorks Solo and DriveWorks Pro installed, the major version must be the same.

**Backup your DriveWorks files and test your projects using DriveWorks 23 before upgrading your production environment.**

**Only one version of DriveWorks can be used in a production environment.** Using more than one version of DriveWorks in a production environment is a violation of the DriveWorks End-User License Agreement.

## What modules of DriveWorks Pro should I install?

DriveWorks Pro is made up of different software modules that offer specific functionality. Each module is licensed individually. All modules installed must be the same version.

- DriveWorks Administrator

- DriveWorks Autopilot
- DriveWorks Live
- DriveWorks User
- DriveWorks Pro Server

You can learn more about the different DriveWorks modules and installing DriveWorks in the [DriveWorks Pro online help file](#). If you work in a multi-user environment or use shared groups, don't forget to update your DriveWorks Pro Server.

## Where can I find help and training resources for DriveWorks Pro 23?

- Open DriveWorks and click the help icon or press F1.
- View the [DriveWorks Pro online help file](#).
- If you can't find an answer to your question, contact your DriveWorks Reseller for technical support.
- The What's New in DriveWorks 23 sessions from DriveWorks World are available in the [DriveWorks Learning Portal](#).
- This year's [DriveWorks Tech Talks](#) series are focused on the new features in DriveWorks 23.
- The DriveWorks training manual covers the essentials of using DriveWorks Pro Administrator.

Resellers requiring technical support can open a new case with the DriveWorks technical team. [View the technical support guidelines and open a case](#).

## What version of DriveWorks will I get?

New customers purchasing DriveWorks are supplied with license codes for the latest major version of DriveWorks.

Existing customers with an active [DriveWorks Subscription](#) will receive new license codes for the latest major release of DriveWorks for each software module purchased, for testing and upgrade purposes.

**Only one version of DriveWorks can be used in a production environment.** Using more than one version of DriveWorks in a production environment is a violation of the DriveWorks End-User License Agreement.

When purchasing additional DriveWorks licenses, customers will receive codes for the latest major version. If you have not yet upgraded, you can request codes to match your current installation.

## What is DriveWorks Live Insights?

Customers who purchase DriveWorks Live will be given a free DriveWorks Live Insights license. Activating DriveWorks Live Insights enables DriveWorks Live session reporting, which can be viewed in the [Manage your organization portal](#) in MyDriveWorks.

DriveWorks Live Insights reports session usage for perpetual, term and OnDemand licenses, including when total concurrent session usage exceeds limits and new sessions are denied.

## Do I need to update DriveWorks Plugins?

Plugins have been updated for DriveWorks 23 and are available to download from the [plugins page](#).

## Is there an updated API for DriveWorks 23?

Yes, please request the DriveWorks 23 SDK from [apisupport@driveworks.co.uk](mailto:apisupport@driveworks.co.uk).

## What if I have a sales or product related question?

Please email [sales@driveworks.co.uk](mailto:sales@driveworks.co.uk).

We hope you like the new release. Please share your comments and feedback at [suggest@driveworks.co.uk](mailto:suggest@driveworks.co.uk).

Philip Stears - CTO