

# Questions and Answers

Autodesk® 3ds Max® 2012 and 3ds Max Design® 2012 software deliver inspiring new creative and rendering toolsets, accelerated iterative workflows, enhanced interoperability, and accelerated graphics cores that together help significantly increase overall productivity.

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# 1. General Product Information

## 1.1 What will be the key new features in 3ds Max 2012 and 3ds Max Design 2012?

Autodesk® 3ds Max® 2012 software and Autodesk® 3ds Max® Design 2012 software deliver inspiring new creative toolsets, enhanced iterative workflows, and an accelerated graphics core that together help significantly increase overall productivity.

3ds Max 2012 delivers powerful tools that help take advantage of the latest hardware advances including the multi-threaded rigid-body dynamics, to the physically accurate 'point-and-shoot' iray® renderer from mental images®, to the Nitrous render-quality accelerated viewports. Moreover, with versatile procedural textures; enhanced mapping, painting, and sculpting toolsets; and single-step interoperability with other products in the Autodesk® 3ds Max® Entertainment Creation Suites, 3ds Max 2012 helps artists meet the conflicting demands of shrinking deadlines and increasing consumer expectations for quality.

3ds Max Design features the physically accurate iray® renderer from mental images, versatile procedural textures, and stylized rendering capabilities. Moreover, with the Nitrous render-quality accelerated viewports, designers can more rapidly iterate on their ideas to achieve more compelling end results. And, with new interoperability with Autodesk® Alias® industrial design applications and automated workflows with AutoCAD® Civil 3D® software, designers can more seamlessly aggregate their CAD data into powerful storytelling visualizations.

Please see [www.autodesk.com/3dsmax-features](http://www.autodesk.com/3dsmax-features) for the complete list of new features included in 3ds Max 2012 and 3ds Max Design 2012.

## 1.2 When will 3ds Max 2012 and 3ds Max Design 2012 be available?

3ds Max 2012 and 3ds Max Design 2012 is expected to ship on or after April 8, 2011.

## 1.3 Why will there be two versions of 3ds Max?

In order to help optimize the user experience for both entertainment and design visualization customers, there will be two versions of 3ds Max: 3ds Max Design, and 3ds Max.

Entertainment users commonly specialize in areas such as character rigging, lighting, texturing, and animation. For these customers, 3ds Max 2012 will continue to build on its legacy as an industry-leading content creation tool in the games, film, television industries. 3ds Max Design will be directed towards maximizing a high-quality "out of the box" experience for design visualization specialists in the architecture, civil engineering, industrial and manufacturing industries.

Each version of 3ds Max will be tailored for its intended audience; from learning resources and sample files, to application defaults.

**1.4 Will 3ds Max 2012 or 3ds Max Design 2012 be right for me?**

If you work primarily in entertainment and require the SDK, you can choose 3ds Max 2012. 3ds Max will have all the features of 3ds Max Design except for the Exposure™ lighting analysis tool for assisting in attaining LEED EQ Credit 8.1 certification.

If you work primarily in the architecture, civil engineering, or manufacturing sectors, and you do not need to create your own plug-ins using the SDK, you can choose 3ds Max Design 2012. It will have all the features of 3ds Max 2012 except for the SDK, and it includes the new Exposure lighting analysis tool for assisting with LEED EQ Credit 8.1 certification and the Civil View feature set.

**1.5 What features will be the same between 3ds Max and 3ds Max Design?**

With the exception of the SDK, 3ds Max Design will have 100% of the features found in 3ds Max. 3ds Max and 3ds Max Design will share a single binary. This means that both applications will be able to simultaneously advance from a technological perspective. A single binary also means that there is will be 100% file compatibility as well as plug-in compatibility between the applications.

**1.6 Will there be a trial version of 3ds Max 2012 and 3ds Max Design 2012 available for download?**

Yes, you will be able to download the 3ds Max 2012 30-day trial software from [www.autodesk.com/3dsmax-trial](http://www.autodesk.com/3dsmax-trial) or the 3ds Max Design 2012 30-day trial software from [www.autodesk.com/3dsmaxdesign-trial](http://www.autodesk.com/3dsmaxdesign-trial).

The 30-day trial will be a fully functional version of the software for non-commercial use. The 3ds Max 2012 and 3ds Max Design 2012 trials will be supported on both 32-bit and 64-bit windows supported platforms.

Trial versions are subject to the terms and conditions of the license and services agreement that accompanies the software.

**1.7 Will 3ds Max 2012 and 3ds Max Design 2012 be available in languages other than English?**

Yes. 3ds Max 2012 and 3ds Max Design 2012 will be available in English, Korean, Japanese, German, French and Simplified Chinese.

**1.8 If am currently using 3ds Max software, and I'm interested in cross-grading to 3ds Max Design 2012. What will the cross-grade policy be?**

The cross-grade price for moving from 3ds Max 2012 to 3ds Max Design 2012 will be 10% of the MSRP\*\*\*. Customers with licenses of previous versions of 3ds Max software will have to upgrade to the 2012 release prior to taking advantage of these cross-grade offers.

*\*\*\*Local pricing may vary. Please check with your local reseller for more information.*

**1.9 Will 3ds Max 2012 customers be able to cross-grade to the Autodesk® 3ds Max® Entertainment Creation Suite 2012 (both Premium and Standard versions)?**

Yes. 3ds Max 2012 customers will be able to purchase a cross-grade license to the 3ds Max Entertainment Creation Suite Premium or Standard 2012. Please consult your local reseller or Autodesk sales representative for details.

**1.10 Will a manual be included in the product package?**

In a corporate-wide effort to help support sustainable initiatives, no printed documentation will be shipped. 3ds Max 2012 or 3ds Max Design 2012 documentation will be available on-line.

## 2. Technology

**2.1 What operating systems will 3ds Max 2012 and 3ds Max Design 2012 support?**

The **32-bit version** of Autodesk® 3ds Max® 2012 and Autodesk® 3ds Max® Design 2012 software will be supported by any of the operating systems:

- Microsoft® Windows® 7 Professional operating system
- Microsoft® Windows Vista® Business operating system (SP2 or higher)
- Microsoft® Windows® XP Professional operating system (SP3 or higher)

The **64-bit version** of 3ds Max 2012 and 3ds Max Design 2012 software will be supported by any of the operating systems:

- Microsoft® Windows® 7 Professional x64 operating system
- Microsoft® Windows Vista® Business x64 Edition (SP2 or higher)
- Microsoft® Windows® XP Professional x64 Edition (SP3 or higher)

3ds Max 2012 and 3ds Max Design 2012 **32-bit and 64-bit** software will require the following supplemental software:

- Microsoft® Internet Explorer® 8.0 internet browser or higher
- Mozilla® Firefox® 3.0 web browser or higher

Note: You will be able to install Autodesk 3ds Max 2012 and 3ds Max Design 2012 software on a Mac® computer on a Windows® partition. The system must use Boot Camp® application program to help manage a dual OS configuration and meet the minimum system requirements.

- Intel®-based Mac Pro or MacBook® Pro computer<sup>1</sup>
- Mac® OS X 10.5.x operating system or higher
- Boot Camp V 2.0 or higher
- Minimum 2 GB RAM (Recommend 4 GB for 32-bit Windows OS, 8 GB or more for 64-bit Windows OS)
- Minimum 20 GB disk space for Apple OS partition, minimum 20 GB for Windows OS partition

Please consult the full list of minimum and recommended system requirements at: <http://www.autodesk.com/3dsmax>

**2.2 Will mental ray® Standalone be available for the latest versions of 3ds Max and 3ds Max Design?**

Yes, mental ray Standalone 2012 is intended to be available on or after April 8, 2011. 3ds Max 2012 and 3ds Max Design 2012 software will only be compatible with mental ray Standalone 2012.

**2.3 Can I choose not to install 3ds Max® Composite functionality?**

Yes. When installing 3ds Max 2012 or 3ds Max Design 2012, customers will be able to choose to install or forgo installation of 3ds Max Composite. 3ds Max Composite will be able to be installed at a later date.

## 3. Installation, Configuration, and Licensing

**3.1 Will I be able to transfer my 3ds Max or 3ds Max Design license to another machine?**

Online License Transfer provides a flexible and convenient web-based mechanism for customers with Standalone licenses to transfer their licenses to different machines without using a dongle. This basic functionality is available without additional charge and there will be no limit on the number of transfers. Online License Transfer will allow you to use a web interface to de-activate the software on your current computer and re-activate the software on a different computer.

**3.2 How does the Online License Transfer System work?**

Log on to the Online License Transfer system using a web interface where you can then de-activate your software license on your current computer before re-activating it on a different one.

## 4. Compatibility and Interoperability

**4.1 Will 3ds Max 2012 integrate with other Autodesk products?**

Yes. 3ds Max 2012 will offer single step interoperability with Autodesk® Mudbox™ 2012 software, Autodesk® MotionBuilder® 2012 software, and the Autodesk® Softimage® 2012 software's Interactive Creation Environment (ICE). 3ds Max also offers support for OBJ and Autodesk® FBX® file interchange format.

**4.2 Will 3ds Max Design 2012 integrate with other Autodesk and third-party products?**

Yes. Along with support for at least 30 2D and 3D file formats, the FBX file interchange format, OBJ support, SAT file format support, and Autodesk® Civil View, allows users to more easily transfer assets between 3ds Max

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Design and Autodesk® Revit® products, Autodesk® Inventor® products, AutoCAD®, AutoCAD® Civil 3D® and Autodesk® Alias® Design software— as well as certain third-party CAD packages.

### **4.3 Will I be able to use both 3ds Max and 3ds Max Design in a production environment?**

Yes. Since 3ds Max and 3ds Max Design are based on the same binary, data moves seamlessly between them and both can be used together in a Autodesk® Backburner™ software rendering network.

### **4.4 Will my Maxscript work in both products?**

Unless you have written a script that requires the Exposure™ lighting analysis feature to be present, there will be no known differences between running a script created in 3ds Max on 3ds Max Design.

### **4.5 I have floating licenses of 3ds Max. How will things work?**

You will need to have separate licenses for 3ds Max and 3ds Max Design to use both products. For example, if you have a pool of five floating 3ds Max licenses, you will only be able to use 3ds Max and not 3ds Max Design. You will be required to cross-grade your license to use 3ds Max Design if you purchase a license for 3ds Max.

### **4.6 Will my plug-ins from the previous version of 3ds Max work with 3ds Max 2012 or 3ds Max Design 2012?**

No. Autodesk 3ds Max 2011 and earlier versions of plug-ins will need to be recompiled, in order to be compatible with 3ds Max 2012 or 3ds Max Design 2012.

### **4.7 Will my plug-ins from 3ds Max 2012 work with 3ds Max Design 2012?**

Yes, 3ds Max 2012 is plug-in compatible with 3ds Max Design 2012. No recompile required.

### **4.8 Will I be able to save my 3ds Max 2012 files in a format 3ds Max 2011 can read?**

Yes, you will be able to save your 3ds Max 2012 files in a format 3ds Max 2011 can read; however, not all features are backwards compatible given that there will be a number of new features that have been introduced in 3ds Max 2012.

### **4.9 Will I be able to save my 3ds Max Design 2012 files in a format 3ds Max Design 2011 can read?**

Yes, you will be able to save your 3ds Max Design 2012 files in a format 3ds Max Design 2011 can read; however, not all features are backwards

compatible given that there will be a number of new features that have been introduced in 3ds Max Design 2012.

## 5. Consulting, Training, and Support

### 5.1 What are my options for training?

There are a number of helpful 3ds Max and 3ds Max Design training resources available for download from [www.autodesk.com/3dsmax-learningpath](http://www.autodesk.com/3dsmax-learningpath) and [www.autodesk.com/3dsmaxdesign-learningpath](http://www.autodesk.com/3dsmaxdesign-learningpath) respectively.

### 5.2 What is Autodesk Authorized Training, and how do I get it?

Autodesk Authorized Training is designed to accelerate your career with Autodesk software. Get trained at an Autodesk Authorized Training Center (ATC<sup>®</sup>), with hands-on, instructor-led classes to help you enhance your productivity and heighten return on investment. You can make Autodesk Official Training Courseware (AOTC) a key part of your product training, and learn from the best with content developed by Autodesk subject-matter experts. Earn Autodesk certification to prove your experience, reliably validate your skills and knowledge, enhance credibility in your field and maximize your value. For more information about these learning solutions, visit [www.autodesk.com/authorizedtraining](http://www.autodesk.com/authorizedtraining), [www.autodesk.com/aotc](http://www.autodesk.com/aotc), and [www.autodesk.com/certification](http://www.autodesk.com/certification).

### 5.3 How will 3ds Max and 3ds Max Design Technical Support be provided?

All new license purchases of 3ds Max or 3ds Max Design software will receive 30 days complimentary Up & Ready Support from the date of registration, which covers installation and licensing issues.

Customers with Autodesk Subscription will receive access to web support. Customers with Autodesk Subscription with Gold Support for 3ds Max or 3ds Max Design will receive both telephone and web support throughout the duration of their subscription term. Please consult the [www.autodesk.com/subscription](http://www.autodesk.com/subscription) for more details.

## 6. Autodesk<sup>®</sup> Subscription

### 6.1 What benefits does Subscription offer?

- Software Upgrades and Advantage Pack releases
- Web support
- Previous Version Rights
- License Management tools
- Extra territory rights
- Home Use Rights
- Access to e-learning content
- New release online training
- Access to knowledge database
- Subscription Extensions & Samples Content

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- Autodesk® MatchMover™ software
- Autodesk® ImageModeler™ 2009 software
- Autodesk 3ds Max & Autodesk 3ds Max Design Samples Files

### **6.2 What benefits does Subscription with Gold Support offer?**

Subscription with Gold Support includes all the benefits of Subscription (see above list), plus the following:

- Telephone support
- Access to Autodesk discussion forums
- Defect reporting and tracking

### **6.3 How can I access my Subscription benefits?**

Simply login to the Subscription Center at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin) to begin accessing your Subscription services.

### **6.4 How do I obtain a Home Use license?**

You must have a valid Autodesk Subscription contract to be eligible to receive a Home Use license. If the Primary License is a standalone license, you may use the media in your possession to install the Home Use License of the product. Once the Home Use License is installed you must obtain an authorization code from Autodesk. Stand-alone Home Use Licenses will have the same serial number as the Primary License on which they are based.

If the Primary License is a network license, you must complete a Home Use License Application and submit it to Autodesk. Autodesk will review the application and issue a serial number for a standalone Home Use License based on the corresponding network license.

Home Use License applications are available on the Subscription Center and from your reseller or Autodesk sales representative. Once the Home Use License is installed you must obtain an authorization code from Autodesk. Stand-alone Home Use Licenses will have a different serial number than the Primary License on which they are based.

### **6.5 Are customers on Subscription or Subscription with Gold Support entitled to use previous versions of 3ds Max or 3ds Max Design?**

Yes. Customers with 3ds Max 2012 or 3ds Max Design 2012 on Subscription and Subscription with Gold Support will be entitled to use up to three previous versions (2009, 2010 and 2011) of 3ds Max or 3ds Max Design that they currently have on subscription. For customers with 3ds Max 2012, they will have access to 3ds Max 2011, 2010 and 2009 and customers with 3ds Max Design 2012 will have access to 3ds Max Design 2011, 2010 and 2009 (up to the total number of licenses of the product currently under Subscription). The Subscription contract manager or software coordinator will be able to download the three previous versions from the Subscription Center.

### **6.6 As an Autodesk Subscription customer, how will I obtain my copy and my license of 3ds Max 2012 or 3ds Max Design 2012?**

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Subscription customers will be able to download their 3ds Max 2012 or 3ds Max Design 2012 software entitlement. Subscription contract managers and software coordinators will be sent an email containing a link to a download page. Customers must login using their Subscription Center login credentials to access this page. From there they may download their 3ds Max 2012 or 3ds Max Design 2012 product entitlement. The product license is accessible in the coverage report located in the Subscription Center.

### 6.7 In which countries will software download be the default method for delivering software upgrades to Subscription customers?

Software download will be the default method of delivering software upgrades to Autodesk Subscription customers in the 37 countries listed below. Autodesk Subscription customers in these Software countries will not automatically receive a boxed shipment.

Americas	Europe, Middle East, and Africa	Asia Pacific
Argentina	Austria	Australia
Bahamas	France	Hong Kong
Bolivia	Germany	Korea, Republic of
Brazil	Ireland	Macau
Canada	Italy	Malaysia
Chile	Liechtenstein	New Zealand
Colombia	Portugal	Singapore
Costa Rica	Spain	Taiwan
Dominican Republic	Switzerland	
Ecuador	United Kingdom	
Guatemala		
Jamaica		
Mexico		
Paraguay		
Peru		
Puerto Rico		
United States		
Uruguay		
Venezuela		

### 6.8 Can I change my product upgrade delivery preference?

Yes. If you are a Software Coordinator in a participating country and you prefer to receive a boxed shipment, you can change the delivery preference in your Subscription Center profile from “download” to “box.”

Likewise, if you are a Software Coordinator in one of the non-participating countries, excluding China, India, Japan and Russia, and you prefer to download your software upgrade, you can change the delivery preference in your Subscription Center profile from “box” to “download.”

You can change your delivery preference at any time; however, the changes you make will not be applied to upgrade orders that have already been fulfilled or upgrade orders that are scheduled to be processed within the next seven business days.

If you want to change your delivery preference, you should do so immediately to ensure all future software releases to which you are entitled will be delivered according to your preference.

Subscription customers who change their preference after their upgrade order has already been fulfilled can request a box at any time by submitting a Boxed Shipment Request form in Subscription Center.

**6.9 What if I want both a download and a boxed shipment?**

If you are the Software Coordinator and you want both a download and a boxed shipment, you can change the delivery preference in your Subscription Center profile to “box.” This will ensure that a boxed shipment is automatically sent as soon as it is available. Or, you can keep your delivery preference set to “download” and request a one-time boxed shipment by submitting a Boxed Shipment Request form in Subscription Center.

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