# Autodesk 3ds Max / 3ds Max Design 2013
## Product Update 4 Readme

This readme contains recent information regarding the installation and use of Autodesk® 3ds Max® 2013 Product Update 4 and Autodesk® 3ds Max® Design 2013 Product Update 4 software. It is strongly recommended that you read this entire document before installing the software. For future reference, you should save this readme to your hard drive.

Use the following table to locate various resources related to 3ds Max 2013 / 3ds Max Design 2013:

| Resource | Location |
|---|---|
| **Installation, licensing and networking instructions** | *Installation Help* link in the install wizard. |
| **System Requirements** | www.autodesk.com/3dsmax-systemreq-2013-enu |
| **What's New** | www.autodesk.com/3dsmax-help-2013-whatsnew |
| **Learning Resources** | www.autodesk.com/3dsmax-learningpath  or www.autodesk.com/3dsmaxdesign-learningpath |
| **Support Resources** | www.autodesk.com/3dsmax-support or www.autodesk.com/3dsmaxdesign-support |
| **3ds Max® Composite tool set Information** | www.autodesk.com/3dsmax-docs-2013-enu |
| **3ds Max Composite Release Notes** | www.autodesk.com/3dsmax-releasenotes |
| **3ds Max SDK Documentation** | http://www.autodesk.com/3dsmax-sdk-docs |

**Note:** Autodesk is not responsible for errors or failures of Autodesk software arising from the installation of updates, extensions or new releases issued by third-party hardware or software vendors for the qualified software or hardware identified in this document (or for any other third party software or hardware that you may use in connection with Autodesk products).

## Contents

## Versions of the Product Update

| Product to Update | Update Filename |
|---|---|
| **3ds Max 2013 64-bit** | 3dsMax2013_PU04_Win_64-bit.msp |
| **3ds Max Design 2013 64-bit** | 3dsMaxDesign2013_PU04_Win_64-bit.msp |
| **3ds Max 2013 32-bit** | 3dsMax2013_PU04_ Win_32-bit.msp |
| **3ds Max Design 2013 32-bit** | 3dsMaxDesign2013_PU04_Win_32-bit.msp |

## Installation

1. Download the appropriate file for your system. See Versions of this Product Update
2. Double-Click the Product Update 4 executable
3. Follow the installation prompts in the Product Update 4 installer

**Note:** Product Update 4 includes all previous Product Updates for 3ds Max/Design 2013

## Uninstall Instructions

### Windows XP

1. Open Start > Settings > Control Panel > Add Or Remove Programs dialog.
2. Turn on Show Updates at the top of the Add Or Remove Programs dialog.
3. Select Autodesk 3ds Max 2013 Product Update 4 / Autodesk 3ds Max Design 2013 Product Update 4.
4. Click Remove.

### Windows 7

1. Open Start > Control Panel > Programs and Features.
2. Click View Installed Updates.
3. Select Autodesk 3ds Max 2013 Product Update 4 / Autodesk 3ds Max Design 2013 Product Update 4.
4. Click Uninstall.

 If there are previously installed versions of any beta software (including Release Candidate (RC) versions) of Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013, uninstall and delete these beta versions before installing the commercial version. Instructions on how to uninstall the beta versions are posted on the beta portal in the Beta and RC Readme files.

**Note:** When uninstalling Product Update 4, if the Product Update 1 was previously installed a disk source error might display. If this happens, the uninstall will fail. To correct this problem and successfully uninstall Product Update 4, the original Product Update source files are needed. They can be extracted from the Product Update 1 or Product Update 2 & 3 available at http://www.autodesk.com/3dsmax-

<u>updates</u>.  It is recommended to uninstall any versions of Product Update 1 prior to installing Product Update 4.


## Supported Operating Systems

Use the following supported operating systems for the 32-bit or 64-bit version of the Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013 Product Update 4:

- Microsoft® Windows® XP Professional (SP3 or higher) operating system
- Microsoft® Windows® XP Professional x64 (SP2 or higher) operating system
- Microsoft® Windows® 7 Professional operating system
- Microsoft® Windows® 7 Professional x64 operating system
- Mac® operating system: You can run 3ds Max 2013 / 3ds Max Design 2013 Product Update 4 on a Mac® with either Boot Camp® or via Parallels Desktop for Mac, provided certain system requirements are met. Refer to the *Autodesk 3ds Max 2013 and Autodesk 3ds Max Design 2013 Installation Guide* for further details (found on the product media).

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## Customer Involvement Program (CIP)

If you choose to participate in the Customer Involvement Program, 3ds Max or 3ds Max Design will automatically send Autodesk information about system configuration, which features are used most frequently problems encountered, and other information helpful to the future direction of the product. For further information, see <u>www.autodesk.com/cip</u>.

**To enable CIP:**

1. Install and start 3ds Max / 3ds Max Design.
2. If the Customer Involvement Program dialog is not displayed automatically, then in the Help menu, click Customer Involvement Program.
3. In the Customer Involvement Program dialog, select "Participate - with contact information."
4. Click OK.


## Customer Error Reports (CERs)

We can improve the stability of Autodesk 3ds Max / Autodesk 3ds Max Design largely because of the Customer Error Reports (CERs) that end-users submit. We thank you for taking the time to fill out these reports and ask you to include as much information as possible about what actions you were performing

at the time the error occurred. These details raise the value of the report immensely and are very much appreciated by the Autodesk 3ds Max Quality Engineering team.

For further information about CERs refer to www.autodesk.com/cer.

## Fixes in this Product Update

Fixes for Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013 Product Update 4:

| Feature | Summary |
|---|---|
| CAT | • There was a program error when using copy/paste in CAT muscle. This has been fixed. |
| Customer Error Reports (CER) | • A program error while using Scene States has been fixed. <br> • A MAXScript program error during shutdown of Max has been fixed. <br> • A program error while rendering has been fixed. <br> • A program error in the Schematic Material Editor has been fixed. <br> • A program error when clearing normals has been fixed. <br> • A program error that happened during a Skin Morph operation has been fixed. <br> • A program error in the Array Tool has been fixed. <br> • A program error in gPoly has been fixed. <br> • A program error concerning dotNet has been fixed. <br> • A program error when creating a camera with the keyboard has been fixed. <br> • A program error with the renderer component in FilterTable has now been fixed. <br> • There was a program error when merging specific scene file content that has now been fixed. <br> • A program error with Mesh when filling in vertex, edges, and faces has been fixed. <br> • A program error concerning Undo with constraints has been fixed. |
| Display/Viewport | • A program error on Open while in Nitrous mode has been fixed. |
| InfoCenter | • A hang during startup concerning the InfoCenter has been fixed. |
| Modeling | • There was a hang when using gPoly that has been fixed. <br> • A problem when enabling the Cookie Cutter option has been fixed. |
| Particles | • A program error when loading a 3ds Max 2010 supplemental material file has been fixed. |
| Plug-Ins | • An issue with the nondeterministic load order of .NET wrapper files (*Autodesk.Max.Wrappers.dll)* led to program errors. This has been fixed. |
| Substances | • The mental ray renderer would not render Substance maps while Bitmap Paging was enabled. This has been fixed. |
| UI | • There were problems when docking the command panel to the left of the viewport. These have been fixed. |

| Feature | Summary |
|---|---|
| UVW Unwrap | • Stitching a non-border edge when using the custom stitch tool no longer causes a program error. |
| Viewport Canvas | • A program error when using Viewport Canvas and the clone brush has been fixed. |
| XRef | • A program error that occurred when loading an XRef scene with an atmospheric effect has been fixed. |