

Questions and Answers

Autodesk® 3ds Max® 2011 software offers compelling new techniques for helping create and texture models, animate characters, and produce higher-quality images. Enhancements to the modeling, texturing, and animation toolsets help significantly increase productivity, while a new node-based material editor, high-quality hardware renderer, and full-featured compositor make creating stunning, photo-realistic images easier.

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1. General Product Information

1.1 What are the key new features in 3ds Max 2011?

The following features are the top new features included in 3ds Max. Please see www.autodesk.com/3dsmax-features for the complete list of new features included in 3ds Max 2011.

- **Slate Material Editor**
More easily visualize and edit material component relationships with Slate, a new node-based material editor that helps significantly improve workflow and productivity for artists creating and editing complex material networks.
- **Quicksilver Hardware Renderer**
Create high-fidelity pre-visualizations, animatics, and games-related marketing materials in less time with Quicksilver, an innovative new hardware renderer that helps produce higher-quality images at incredible speeds.
- **Local Edits to Containers**
Collaborate more efficiently with significantly enhanced workflows for Containers that enable users to layer local edits non-destructively on top of referenced content.
- **Modeling and Texturing Enhancements**
Accelerate modeling and texturing tasks with new tools that extend the Graphite modeling and Viewport Canvas toolsets: a revised toolset for 3D painting and editing textures within the viewport; the ability to paint with object brushes to create geometry within a scene; a new brush interface for editing UVW coordinates; and an interactive tool for extending edge loops.
- **Viewport Display of 3ds Max Materials**
Develop and refine scenes in a high-fidelity interactive display environment—without the constant need to re-render—with the new ability to view most 3ds Max texture maps and materials in the viewport.
- **3ds Max Composite**
Enhance rendered passes and incorporate them into live action footage with 3ds Max Composite: a full-featured, high-performance, HDR-capable compositor, based on technology from Autodesk® Toxik™ software.
- **In-Context Direct Manipulation UI**
Save time when modeling and maintain focus on the creative task at hand with a new in-context user interface (UI) for polygon modeling tools that help eliminate unnecessary mouse movement away from the model.
- **CAT Integration**
More easily create and manage characters, and layer, load, save, remap, and mirror animations with the Character Animation Toolkit (CAT).
- **User Interface Customization**
Maximize the usable workspace and focus on the features that matter most for specialized workflows with customizable user interface layouts.

1.2 When will 3ds Max 2011 be available?

3ds Max 2011 is scheduled to ship on or after April 7, 2010.

1.3 Why are there two versions of 3ds Max?

In order to optimize the user experience for both entertainment and design visualization customers, there are two versions of 3ds Max: Autodesk 3ds Max 2011 software, and Autodesk® 3ds Max® Design 2011 software.

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Entertainment users commonly specialize in areas such as character rigging, lighting, texturing, and animation. For these customers, 3ds Max 2011 continues to build on its legacy as an industry-leading content creation tool in the games, film, and television industries. 3ds Max Design is directed towards helping maximize a higher-quality “out of the box” experience for design visualization specialists in the architecture, civil engineering, industrial and manufacturing industries.

Each “flavor” of 3ds Max is specifically tailored for its intended audience; from learning resources and sample files to application defaults.

1.4 Is 3ds Max 2011 or 3ds Max Design 2011 right for me?

If you work primarily in entertainment and require the SDK, choose 3ds Max 2011. 3ds Max has all the features of 3ds Max Design 2011, 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, choose 3ds Max Design 2011. It has all the features of 3ds Max 2011, except for the SDK, and it includes the Exposure lighting analysis tool for assisting with LEED EQ Credit 8.1 certification. In addition, only 3ds Max Design Autodesk® Subscription customers will have access to the Autodesk® Civil Visualization Extension when it becomes available. For more information on the Autodesk® Civil Visualization Extension, visit www.autodesk.com/civilviz.

For more information on the differences between 3ds Max 2011 and 3ds Max Design 2011, view the comparison chart located at <http://www.autodesk.com/3dsmax>.

1.5 What features are the same between 3ds Max 2011 and 3ds Max Design 2011?

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

1.6 Can I run 3ds Max 2011 and 3ds Max Design 2011 side-by-side?

Yes, it is possible to have both 3ds Max and 3ds Max Design on the same computer. As these applications are nearly identical in features and functionality, most customers will not have a need for side-by-side installs.

1.7 Can I use both products in a production environment?

Yes. Since 3ds Max and 3ds Max Design are based on the same binary, data will move seamlessly between them and both can be used together in an Autodesk® Backburner™ 2011 rendering network.

1.8 Will my MAXScript work in both products?

Unless you have written a script that requires the Exposure lighting analysis feature to be present, there are no known differences between running a script created in 3ds Max 2011 on 3ds Max Design 2011.

1.9 If I have floating licenses of 3ds Max 2011, how will things work?

You will need to have separate licenses for 3ds Max 2011 and 3ds Max Design 2011 to use both products. For example, if you have a pool of five floating 3ds Max 2011 licenses, you will only be able to use 3ds Max 2011 and not 3ds Max Design 2011. You will be required to crossgrade your license to use 3ds Max Design 2011 if you have purchased a license for 3ds Max 2011.

1.10 Will plug-ins from 3ds Max 2010 work with 3ds Max 2011?

Yes, 3ds Max 2011 is plug-in compatible with 3ds Max 2010. No recompile required.

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1.11 Can I save my 3ds Max 2011 files in a format 3ds Max 2010 can read?

Yes, you can save your 3ds Max 2011 files in a format 3ds Max 2010 can read; however, not all features are backwards compatible given that there are a number of new features that have been introduced in 3ds Max 2011.

1.12 Is there a trial version of 3ds Max 2011 available?

Yes, you may download the 3ds Max 2011 30-day trial* software from www.autodesk.com/3dsmax-trial.

The 30-day trial is a fully functional version of the 3ds Max software for non-commercial use. The 3ds Max 2011 trial is supported on the 32-bit Windows supported platform.

**This product is subject to the terms and conditions of the end-user license agreement that accompanies this software.*

1.13 Will 3ds Max customers be able to crossgrade to the Autodesk® 3ds Max® Entertainment Creation Suite 2011?

Yes. 3ds Max customers with licenses of any of the three prior versions, will be able to purchase a crossgrade to the 3ds Max Entertainment Creation Suite 2011. Please consult your local reseller or Autodesk sales representative for details.

1.14 Will a manual be included in the product package?

In a corporate-wide effort to support sustainable initiatives, no printed documentation will be shipped. 3ds Max 2011 documentation will be available in electronic form on the installation DVD and for download.

1.15 What is simplified upgrade pricing?

Autodesk is introducing a new, streamlined upgrade pricing model on March 16, 2010. Under our current upgrade pricing model, the price of your upgrade depends on which product release you license. After March 15, 2010, your upgrade from any of the three previous software releases will cost 50** percent of the price of a new license, no matter which release you own. **Find out more.**

*** Savings based on USD SRP. International pricing may vary.*

2. Technology

2.1 Is there an updated version of Autodesk Backburner?

Yes, there is an updated version. Autodesk Backburner 2011 is available as an additional install on the 3ds Max 2011 DVD. However Backburner 2008 will be installed by default because prior releases of 3ds Max will not work with Backburner 2011.

2.2 What operating systems does 3ds Max 2011 support?¹

The 32-bit version of Autodesk 3ds Max 2011 software is supported by any of the operating systems:

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

The 64-bit version of 3ds Max 2011 software is supported by any of the operating systems:¹

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

3ds Max 2011 32-bit and 64-bit software requires the following supplemental software:

- Microsoft® Internet Explorer® 7.0 internet browser or higher
- Mozilla® Firefox® 2.0 web browser or higher

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The 3ds Max Composite feature requires one of the following 32-bit or 64-bit operating systems:

- Microsoft® Windows® XP Professional (SP2 or higher) operating system
- Microsoft® Windows® XP Professional x64 (SP2 or higher) operating system
- Microsoft® Windows® 7 Professional x64 operating system

Note: You can install Autodesk 3ds Max 2011 software on a Mac® computer within a Windows® partition. The system must use the 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
- 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

For more information on 3ds Max 2011 minimum and recommended system requirements, please refer to the system requirements document located at <http://www.autodesk.com/3dsmax>.

2.3 Is mental ray® Standalone available for this latest version of 3ds Max?

Yes, mental ray Standalone 2011 renderer for 3ds Max 2011 is intended to be available on or after April 7, 2010. mental ray Standalone 2011 software is compatible only with 3ds Max 2011.

2.4 Can I choose not to install 3ds Max Composite?

Yes. When installing 3ds Max 2011, customers can choose to install or forgo installation of 3ds Max Composite. 3ds Max Composite may be installed at a later date.

3. Installation, Configuration, and Licensing

3.1 How do I transfer my 3ds Max 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 is no limit on the number of transfers. Online License Transfer allows 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 Does 3ds Max 2011 integrate with other Autodesk products?

Yes. Autodesk® FBX® 2011 file interchange format and OBJ support allows users to more easily transfer certain assets to and from 3ds Max 2011, Autodesk® Mudbox™ 2011, Autodesk® Maya® 2011, and Autodesk® MotionBuilder® 2011 software products, as well as certain other content creation packages that support FBX or OBJ.

5. Training and Support

5.1 What are my options for training?

There are a number of helpful 3ds Max training resources available for download from www.autodesk.com/3dsmax-learningpath.

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®), 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, www.autodesk.com/aotc, and www.autodesk.com/certification.

5.3 How will 3ds Max technical support be provided?

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

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

6. Subscription

6.1 What benefits does Subscription offer?

- Web support
- Previous version rights
- License management tools
- Extra territory rights
- Home Use Rights
- Access to e-learning content
- Access to downloadable DVDs
- New release online training
- Access to knowledge database

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 Ask Autodesk discussion forums
- Defect reporting and tracking

6.3 How can I access my Subscription benefits?

Simply sign in to the Subscription Center at www.autodesk.com/subscriptionlogin to begin accessing your Subscription services.

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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. Standalone 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. Standalone Home Use Licenses will have a different serial number than the Primary License on which they are based.

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

Yes. 3ds Max 2011 customers with valid Subscription and Subscription with Gold Support are entitled to use up to three previous versions of 3ds Max (3ds Max 2010, 3ds Max 2009 and 3ds Max 2008), up to the total number of licenses of the product currently on Subscription. The Subscription contract manager or software coordinator can 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 2011?

Subscription customers will be able to download their 3ds Max 2011 software entitlement. Subscription contract managers and software coordinators will be sent an email containing a link to a download page. Customers must sign in using their Subscription Center login credentials to access this page. From there they may download their 3ds Max 2011 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 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		

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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 nonparticipating countries 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.