



## Autodesk 3ds Max / Design 2009<sup>®</sup> Hotfix 2009.01.19

This file contains information regarding the Autodesk 3ds Max 2009 Hotfix 2009.01.19.  
Follow this link to the support web site to get the latest information:  
[www.autodesk.com](http://www.autodesk.com)

## Installing Autodesk 3ds Max / Design 2009 Hotfix 2009.01.19

You must be logged in to the system as an administrator in order to install the Autodesk 3ds Max 2009 Hotfix 2009.01.19.

1. Download the appropriate file for your Autodesk product and Operating System:
  - a. 3ds Max 2009
    - i. **32-bit Operating System:** 3dsMax2009\_32-bit\_2009.01.19.msp
    - ii. **64-bit Operating System:** 3dsMax2009\_64-bit\_2009.01.19.msp
  - b. 3ds Max Design
    - i. **32-bit Operating System:** 3dsMaxDesign2009\_32-bit\_2009.01.19.msp
    - ii. **64-bit Operating System:** 3dsMaxDesign2009\_64-bit\_2009.01.19.msp
2. Double-Click the appropriate .msp file to launch the installer
3. Click 'Next' when prompted
4. Click 'Finish' once completed

### Uninstalling the Hotfix: XP

1. Double-click the "Add or Remove Programs" icon found within Start > Settings > Control Panel
2. Check the "Show Upgrades" option in the top section
3. Locate "Autodesk 3ds Max [Design] 2009 Hot Fix 2009.01.09" and select it
4. Click on "Remove".

### Vista

1. Open "Programs and Features" found within Start > Control Panel
2. Click on "View installed updates"
3. Locate "Autodesk 3ds Max [Design] 2009 Hot Fix 2009.01.09" and select it
4. Click on "Uninstall"

- This patch can only be applied to **Autodesk 3ds Max [Design] 2009**. The install program will not install over any previous version. (*Example: Autodesk 3ds Max 9*).
- Defects with this Hotfix should be reported to Customer Support at:  
<http://www.autodesk.com/contactMaxVizSupport>

## Customer Error Reports (CERs)

We are able to improve the stability of 3ds Max and 3ds Max Design largely because of the CERs that customers fill in. We thank you for taking the time to fill out these reports and ask you to include as much information as possible about what you were doing at the time the crash took place. These details raise the value of the report immensely and are thoroughly appreciated by the 3ds Max/3ds Max Design Quality Engineering team.

## Issues addressed by this Hotfix

- The Garbage Collector has been modified to better manage memory. In this way, we are significantly reducing the loss of the undo stack.

- Scenes that contain settings that require MR to log progress took much longer to render on the network.
- 3ds Max [Design] 2009 & Backburner 2008.1 did not work when running BB as a service on a machine with limited user account.

*Note: This is a cumulative Hotfix and contains previous Hotfixes*

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