



Installation Overview and FAQ

Autodesk® Mudbox™ 2012

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Installing Autodesk Media & Entertainment Products

Overview

The following diagram shows the major parts of the installation process:



Further details are provided in the following sections.

Prepare for Installation

Before starting to install, check the following details:

- Confirm that your computer meets the minimum system requirements. If in doubt, click System Requirements at the bottom of the installer screen.
- Review product documentation to clarify details such as the type of installation to do (stand-alone or network) and which products to install. Documentation is accessible from links on the lower left corner of the installer:

- Ensure that your user name has Administrator permissions to install applications on the computer or network.
- Obtain serial numbers and product keys for all products you want to install. These are on the product package or provided at the time you download the software.
- Close all running applications.

Select Install Type

Here is some basic information to help you choose the right path.

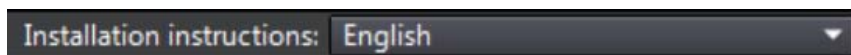
- **Install** is recommended for individual users or small groups. The key point is that you will repeat the installation process on each computer. This is the only valid installation type for a stand-alone license, but it can also be used with a multi-seat stand-alone or network license.
- **Create Deployment** is recommended for network administrators, using either a multi-seat stand-alone or network license. In the deployment process, the installation is configured once, stored on the network, and then distributed efficiently to users' computers.

For more information on deployments, see [Create Deployment](#) (page 5) or the *Network Administrator's Guide*.

- **Install Tools & Utilities** is used to install tools and utilities related to your suite or product. If you have a network license for your Autodesk product, you will need to use this option to install the Network License Manager before any users can run the product. Consult the documentation for your suite or product to identify the available tools and utilities of interest.

Select Installer Language

On the first screen of the installer, you can select the language for the installer screens, using this control on the upper right:



For some Autodesk products, later in the install process you can select the language for installed products. For more information, see [Change Product Language](#) (page 5).

Specify License

The following notes provide a general overview. For more detailed information, see the *Licensing Guide* for your product.

License Types

You can install most Autodesk products for a trial period of 30 days to evaluate the product. If you purchase a license, it is configured as either stand-alone or network, and for a specific number of users. These license types are briefly described as follows:

- A **stand-alone license** is intended for use by one person. The licensed products can be installed on two computers, as long as both instances are not running concurrently.
- A **multi-seat stand-alone license** is intended to support a specified maximum number of users, but it can be installed on a larger number of computers for convenient access.
- A **network license** supports a specified number of users who are connected to a network. The Network License Manager is installed on one or more servers on the network to manage the distribution of licenses to users.

Network License Server Models

If you are using a network license, choose the server configuration for the Network License Manager that was specified at the time of license purchase:

- **Single License Server**
One server manages all licenses on the network.
- **Distributed License Server**
Licenses are distributed across a pool of multiple servers in the network. You enter the name of each server in the pool.
- **Redundant License Server**
Three servers are available to authenticate each license. You enter the names of the three servers.

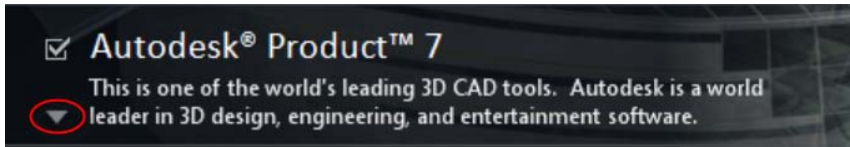
Configure and Install

Installation Path

This path specifies where the product folder will be installed.

Configuration

Most products have a number of configuration settings. On the Install > Configure Installation page, for any product you have selected to install, you see a triangular control for access to a configuration panel:



Click anywhere in the product box to open the configuration panel. For many products, you can select an installation type, either **Typical** to accept the default configuration settings, or **Custom** to review the settings and decide whether to modify them. More information on the configuration settings for your product may exist in an appendix to this guide. After you have configured the settings as required, click the triangle to close the configuration panel.

Activate Products

When you run an Autodesk product for the first time, you will be asked to activate the product. If it is connected to the Internet, your computer can communicate directly with Autodesk to complete the activation process.

If your computer is disconnected from the Internet, you can activate later when you are connected. Some products also permit you to activate offline by sending the serial number, request code, and registration data to Autodesk over the Web or by email. For more information on activation, go to [Autodesk Licensing](#) and select the FAQ link.

Create Deployment

Administrative Image

This is a customized set of installation files created by the deployment process. It is used to install a consistent configuration of programs on each computer. Other settings:

- **Administrative image path.** Specify a shared network location where you have Full Control permissions. Users will go to this path to install the programs.
- **Target platform.** Select either 32-bit or 64-bit to match the operating system of the computers that will use the deployment.
- **Include only products required by this deployment configuration.** If selected, the deployment cannot be modified in the future to include additional products. If unselected, the administrative image will include all possible products, and the deployment can be modified in the future in any way.

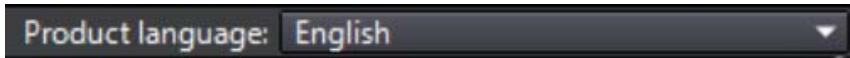
Installation Settings

- **Silent mode** runs the installation in background, without user input.
IMPORTANT In silent mode, the user's computer can restart automatically and without warning when the installation is complete.
- A **log file** records installation data for each computer.
- A **network log file** keeps a central record of installation data for all computers that run the deployment. It has the same name as your deployment, and must reside in a shared folder where users have Change permissions, so that their computers can write to the log file.

Change Product Language

This topic does not apply to Autodesk products that provide each language version on separate media. For these products, you must specify the product language when purchasing, and cannot change it.

For some Autodesk products, you can select the product language at the time of installation, using this drop-down menu on the installer:



If the language you want is not available from this control, and if you see the Add Language option on the menu, you can add a language pack.

NOTE The Add Language Pack option is available only to subscription customers.

For deployments, language packs can be included in an administrative image when you initially create a deployment, or when you create a new deployment configuration, but not when you modify a deployment.

To Download a Language Pack

You can obtain language packs from the [Subscription Center](#) website, as follows:

- 1 On the Select the Products to Install page, click the language drop-down arrow and select Add Language Pack.
- 2 In the Language Pack dialog box, click the Browse button and select the language pack downloaded from the subscription center.

The following rules apply to language selection:

- Only one language can be chosen per installation session. For example, you cannot choose English for one product and German for another product during the same installation.
- Deployments must be in a single language. One administrative image can support deployments for different languages, but each deployment is for one language.
- If you are modifying a deployment, or creating a new deployment using an existing deployment as a template, you cannot change the language of the deployment.
- If you select a language that is not supported by some products, a default language is chosen.

Frequently Asked Questions

For advice and assistance with topics not covered here, go to [Autodesk Support](#), click your product name, and search in the Knowledgebase for your product.

What if I have lost my serial number or product key?

Check your product packaging or purchase records, if available, or contact [Autodesk Customer Service](#) for assistance.

Why do I need to activate a product after installation?

Activation verifies for Autodesk and for you as a license holder that your Autodesk product is installed on an eligible computer. The activation process improves license security and management. For example, it ensures that a multi-seat license is not in use by more than the authorized number of users.

How does a trial license work in a product suite or bundle?

A single trial period, usually 30 days, applies to all Autodesk products in the suite or bundle. When the first product is started, the trial period countdown begins for all products. If the user does not activate one of the products before the trial period ends, access to all of the products is denied. After the trial period ends, the user can restore access to the products by entering an activation code.

How do I switch my license from stand-alone to network or network to stand-alone?

If you simply entered the wrong license type by mistake, and are still running the installer, use the Back button to return to the Product Information dialog, and change the license type.

If you want to change the license type for an installed product, contact your Autodesk reseller or license supplier to obtain the new license and serial number. Then uninstall your product and run a new install to change the license type and enter the new serial number.

Where can I find product license information after installation?

Select Help menu ► About, or About *[Product Name]*. If your product uses InfoCenter, that is where you can find the Help menu.

After installation, how can I change product configuration, repair, or uninstall the product?

- 1 Go to the Windows control panel:
 - Windows XP: On the Start menu, click Settings ► Control Panel ► Add or Remove Programs.
 - Windows Vista or 7: On the Start menu, click Settings ► Control Panel ► Programs/Uninstall a Program.
- 2 In Windows control panel, click the product name, and then click Change/Remove (Windows XP) or Uninstall/Change (Windows Vista and 7).

The Installer opens in maintenance mode, and directs you through the process.

Appendix: Installing Autodesk Mudbox

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Installation Information Specific to Autodesk Mudbox 2012

Certain items are unique to the Autodesk® Mudbox® install process (in contrast with other Autodesk products). In this chapter, learn about the process for downloading a copy of the Mudbox Help, and how to install the 32-bit version of Mudbox on a 64-bit machine.

This chapter also includes information on installing Autodesk Mudbox for Mac OS X and Linux.

Install a 32-bit Product on a 64-bit Operating System

You can manually override the installer's default behavior, which automatically installs the 64-bit product on a 64-bit computer. For a stand-alone installation, navigate to the root directory of the install media, and launch the 32-bit installer, which has a file name of Setup_32.exe or similar. For a deployment, you can select the 64-bit target platform, and specify the 32-bit version of a product.

Install Mudbox on Mac OS X

To install Mudbox on Mac OS X

- 1 Do one of the following to launch the installer:
 - If you are installing from a DVD, insert the DVD into your drive, then double-click the Mudbox DVD icon that appears on your desktop.
Navigate to the Mudbox/MacOSX folder on the DVD drive.
 - If you are installing from a download package, double-click the Mudbox .dmg.
- 2 In the Finder window, double-click the Install Mudbox 2012 program. The Mudbox Installer starts.



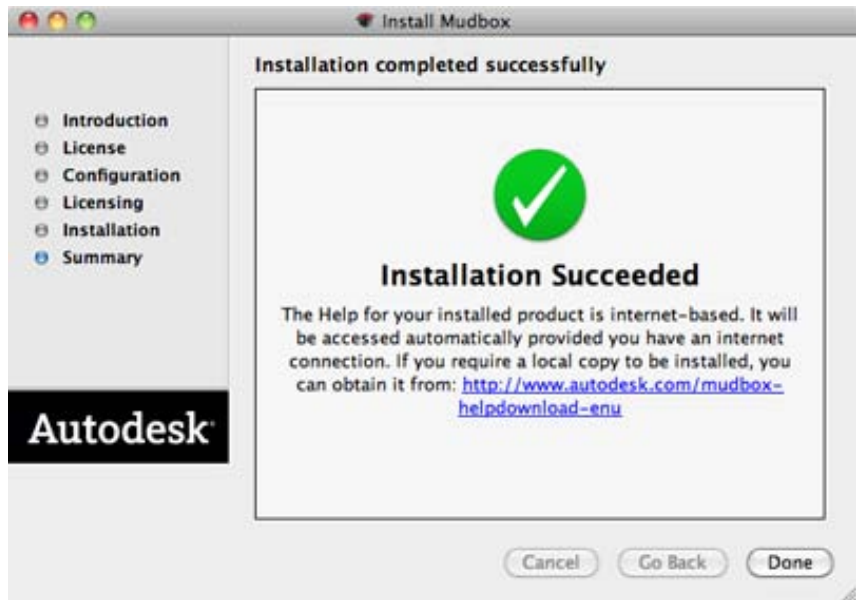
- 3 Follow the instructions in the Mudbox Installer to install the product. For example, in the **License Configuration** window, do the following:
 - Enter your 11-digit serial number.
 - Enter your **Product key**.
 - Select your License type: **Standalone** or **Network**.

If you select the Network license type, enter your license server name in the Server name field that appears. Contact your network administrator to find your license server name. For more information on setting up a license server, see the Autodesk Network Administrator's Guide at www.autodesk.com/me-nag-2012-enu.

- Click **Continue**.



- 4 In the final window that confirms a successful installation, click **Done**.



NOTE As indicated in the final installer screen, the Mudbox Help is Internet-based. When you press F1 or select **Help > Mudbox Help**, the Help launches from an Autodesk web server. If you do not have reliable Internet access, you can download a local copy of the Help from www.autodesk.com/mudbox-helpdownload-enu.

By default, Mudbox is installed in the following directory:
/Applications/Autodesk/Mudbox2012/.

Install Mudbox on Linux

Install Mudbox on Linux using the installation wizard

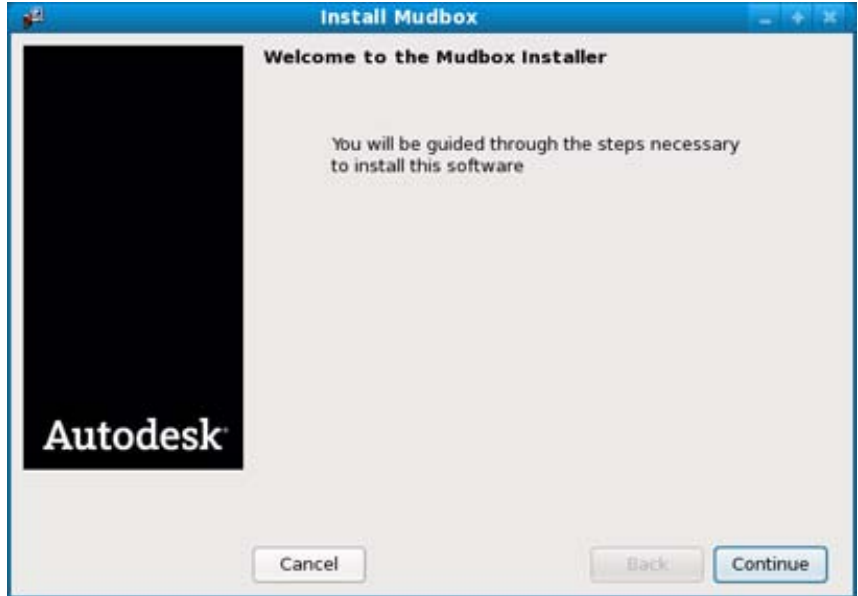
To install Mudbox on Linux

- 1 Do one of the following to start the Mudbox install:
 - If you are installing from a DVD, insert the DVD into your drive.
 - If you are installing from a download package, extract the Mudbox packages from the compressed file.

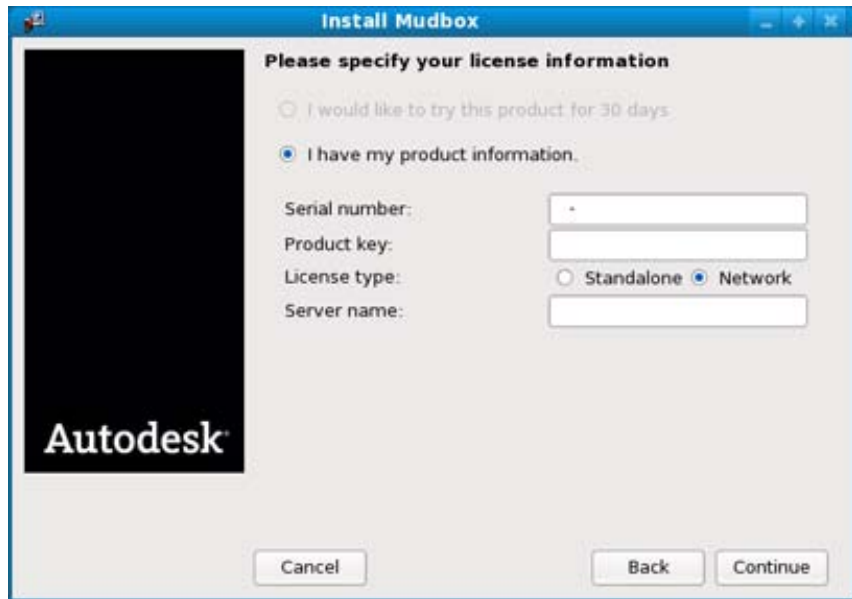
- 2 Open a shell as a super user (using `su -`) and navigate to the directory where you extracted the packages.

NOTE Recent Linux distributions may require a full super user environment to run the installer as root. You can use `su -` to obtain the proper level. (Note the trailing dash.)

- 3 Type `./setup` and press Enter.
This starts the Mudbox Installer.



- 4 Follow the instructions in the Mudbox Installer to install the product.
For example, in the **License information** window, do the following:
 - Enter your 11-digit serial number.
 - Enter your **Product key**.
 - Select your License type: **Standalone** or **Network**.
If you select the Network license type, enter your license server name in the Server name field that appears. Contact your network administrator to find your license server name.
 - Click **Continue**.



- 5 In the final window that confirms a successful installation, click **Done**.
By default, Mudbox is installed in the following directory:

`/usr/autodesk/Mudbox2012.`

NOTE As indicated in the final installer screen, the Mudbox Help is Internet-based. When you press F1 or select **Help > Mudbox Help**, the Help launches from an Autodesk web server. If you do not have reliable Internet access, you can download a local copy of the Help from www.autodesk.com/mudbox-helpdownload-enu.

Install Mudbox on Linux using the rpm utility

With the rpm command line utility, you can use either the `-i` flag or the `-ivh` flag to install the programs. The `-ivh` flag provides you with more information during the installation.

To install Mudbox on Linux using the rpm utility

- 1 Open a shell as a super user.
- 2 Extract the Mudbox packages from the compressed file, then change to the directory where you extracted the Mudbox packages.
- 3 Use the `ls` command to list the packages.

The packages you see will be similar to the following, where # indicates the specific package numbers.

- 4 To install the required software, enter either of the following commands, depending on whether you are installing Mudbox on a computer with Maya already installed:

- If you are installing Mudbox alone, enter the following:

```
rpm -ivh Mudbox2012_64-2012-#.x86_64.rpm
adlmapps4-4.0.35-0.x86_64.rpm
adlmflexnetclient-4.0.35-0.x86_64.rpm
```

- If you are installing Mudbox with Maya, enter the following:

```
rpm -ivh --force Mudbox2012_64-2012-#.x86_64.rpm
adlmapps4-4.0.35-0.x86_64.rpm
adlmflexnetclient-4.0.35-0.x86_64.rpm
```

- 5 Look for a file named `libGL.so` in the `/usr/lib/` or `/usr/X11R6/lib` directory to verify that OpenGL is installed.
- 6 Run the following command to set whether you are using a network or a stand-alone license:

```
/usr/autodesk/Mudbox2012/bin/licensechooser
```

```
/usr/autodesk/Mudbox2012/ <licensetype>
```

where you specify `standalone` or `network` for `<licenseType>`.

This updates the `license.env` file (used by the Autodesk licensing software) with your license type information.

- 7 Add `/opt/Autodesk/Adlm/R4/lib64/` to `LD_LIBRARY_PATH` to set your shared libraries for this session.

For example, you can run the following command in a BASH shell:

```
export LD_LIBRARY_PATH=/opt/Autodesk/Adlm/R4/lib64/
```

- 8 Run the following commands to register Mudbox with the Autodesk licensing software, where `<productKey1>` and `<productKey2>` are your product keys, and `<serialNum>` is your serial number:

- Stand-alone license

```
/usr/autodesk/Mudbox2012/bin/adlmreg -i S
<productKey1> <productKey2> 2012.0.0.F <serialNum>
/var/opt/Autodesk/Adlm/Mudbox2012/MudboxConfig.pit
```

- Network license

```
/usr/autodesk/Mudbox2012/bin/adlmreg -i N  
<productKey1> <productKey2> 2012.0.0.F <serialNum>  
/var/opt/Autodesk/Adlm/Mudbox2012/MudboxConfig.pit
```

NOTE

If you purchased Mudbox alone and received only one product key, you can enter the same product key for both *<productKey1>* and *<productKey2>*.

For example:

```
/usr/autodesk/Mudbox2012/bin/adlmreg -i S 498D1 498D1  
2012.0.0.F 000-00000000  
/var/opt/Autodesk/Adlm/Mudbox2012/MudboxConfig.pit
```

This step updates the product information .pit file, which you can copy to other machines that have the same configuration if you are installing many instances of Mudbox.

These commands return a Registration succeeded message, and you can now run Mudbox using your stand-alone or network license.

Additional Linux notes

This section provides information for configuring Mudbox to run on Linux, describes differences between Mudbox for Linux and other versions of Mudbox, and provides other information specific to using Mudbox on the Linux operating system.

Configuring QT

If you intend to build plug-ins using the SDK, install QT 4.7.1 on the machine. In addition, you need to define QTDIR in your .bashrc/.cshrc/.tschrc file as appropriate. QTDIR should be set to the QT include directory on the machine. If QT is installed in the "standard" location, that directory is QTDIR=/usr/local/Trolltech/Qt-4.7.1/include.

Building plug-ins

Plug-ins built using the Mudbox 2012 SDK require the GCC 4.1.2 compiler.

Learning movies

In order to play the 1-minute learning movies included in the Mudbox welcome screen on a Linux platform, it is necessary to install a media player that recognizes the movie files.

Differences in operation

When installed on a Linux system, Mudbox works in much the same way as when installed on Windows. The user interface may appear slightly different due to operating system differences. For example, the file browsers are specific to each operating system.

Install the Mudbox Help locally

By default, Mudbox calls an Autodesk web server to display the Mudbox Help. You must have Internet access to view the Help. This ensures you have the most up-to-date version of the Help and allows Autodesk to make updates to the Help between software releases.

If you do not have reliable Internet access, you can download the Mudbox Help from the Autodesk Web site and install it locally as follows.

Prepare to install the Mudbox Help

Before you install the Mudbox Help, ensure that you do the following:

- Install Mudbox
- Download the Autodesk Mudbox 2012 English Documentation executable file for your platform from www.autodesk.com/mudbox-helpdownload-enu. This file installs Mudbox Help for 32-bit and 64-bit systems.

Install the Mudbox Help

(Windows)

- 1 Download and run the Help installer from www.autodesk.com/mudbox-helpdownload-enu, following the instructions in the installer.

By default, the Mudbox Help is installed in the following directory:
Program Files\Autodesk\Help\mudbox2012\.

- 2 Start Mudbox.

- 3 Select **Windows > Preferences** to open the **Preferences** window.
- 4 Expand the **Help** section and set **Help Location** to **Installed Local Help**.
- 5 Click **Ok** to exit the **Preferences** window.

Once installed, the local Mudbox 2012 Help is available when you select **Help > Mudbox Help**, press F1, or click the **Help** button in various Mudbox windows.

(Mac OS X)

- 1 Double-click the Autodesk Mudbox 2012 English Documentation executable file you download from www.autodesk.com/mudbox-helpdownload-enu.
The Mudbox Help package appears in a Finder window.
- 2 Double-click the package (.pkg) file.
- 3 Follow the instructions in the Help installer that appears.
By default, the Mudbox Help is installed in the following directory:
`/Applications/Autodesk/Mudbox2012/docs/mudbox2012/en_US`.
- 4 Start Mudbox.
- 5 Select **Mudbox > Preferences** to open the **Preferences** window.
- 6 Expand the **Help** section and set **Help Location** to **Installed Local Help**.
- 7 Click **Ok** to exit the **Preferences** window.

Once installed, the local Mudbox 2012 Help is available when you select **Help > Mudbox Help**, press F1, or click the **Help** button in various Mudbox windows.

(Linux)

- 1 Extract the Mudbox Help package from the compressed files you download from www.autodesk.com/mudbox-helpdownload-enu.
- 2 Open a shell as a super user (using `su -`) and navigate to the directory where you extracted the packages.
- 3 Type `./setup` and press Enter.
- 4 Follow the instructions in the Help installer that appears.
By default, the Mudbox Help is installed in the following directory:
`/usr/Autodesk/Mudbox2012-x64/docs/mudbox2012/en_US`.
- 5 Start Mudbox.

- 6 Select **Windows > Preferences** to open the **Preferences** window.
- 7 Expand the **Help** section and set **Help Location** to **Installed Local Help**.
- 8 Click **Ok** to exit the **Preferences** window.

Once installed, the local Mudbox 2012 Help is available when you select **Help > Mudbox Help**, press F1, or click the **Help** button in various Mudbox windows.

NOTE You can also set the **Help Location** preference to **Custom** if you have manually copied the Mudbox Help files to your computer, or if you want to access the Help from a location not on your own machine (for example, to point to a common location on your network). Refer to the instructions in the following section, *Install the Mudbox Help in a shared location*.

Install the Mudbox Help in a shared location

You can install the Mudbox Help on a shared location, such as internal network or web server, so that it can be accessed by multiple users. You can then set the Mudbox Help preferences on individual systems to access the Help from the shared location.

When designating a directory path to the shared location of the Mudbox Help, ensure that:

- The path points directly to the Help location. For example, \\CompanySever\SharedLocation\MudboxHelp\docs\Mudbox2012\en_US. Do not use an alias path.
- The path points to the directory containing the index.html file. For example, the path pointing to the English Mudbox Help ends at the \en_US directory.
- Either http or https protocol is used for a web server location.

To install Mudbox Help to a shared location

- 1 Download and run the Help installer from www.autodesk.com/mudbox-helpdownload-enu, following the instructions in the installer.
- 2 When asked where to install the Mudbox Help files, click **Change** (Windows) or **Browse** (Linux) and specify a shared location for the Help.

NOTE

On Mac OS X, you can only install the Help to the default location. To install the Mudbox Help in a shared location, you must first install to the default location (

/Applications/Autodesk/Mudbox2012/docs/mudbox2012/en_US), then manually copy the docs directory to your desired location.

Individual users can then set their Help preferences to access the Mudbox Help from this shared location.

To access Mudbox Help from a shared location

- 1 Start Mudbox.
- 2 (**Windows** and **Linux**) Select **Windows > Preferences** to open the **Preferences** window.
(**Mac OS X**) Select **Mudbox > Preferences** to open the **Preferences** window.
- 3 Expand the **Help** section and set **Help Location** to **Custom**, then enter the shared location of the Mudbox Help in the **Help Path** field.
- 4 Click **Ok** to exit the **Preferences** window.

The Mudbox Help is now accessed from the shared location.

Uninstall Mudbox on Mac OS X or Linux

To uninstall Mudbox on Mac OS X

- 1 Navigate to the Mudbox directory (by default, */Applications/Autodesk/Mudbox2012/*).
- 2 Drag the Mudbox2012 application to the trash.
- 3 Open a Terminal window and execute the following commands, where *<productKey>* is your product key:

```
adlmreg -u S <productKey> 2012.0.0.F  
adlmreg -u N <productKey> 2012.0.0.F
```

This ensures that product information is properly removed from the ProductInformation.pit file.

To uninstall Mudbox on Linux

To uninstall Mudbox on Linux you can use the rpm utility.

- 1 Open a shell as a super user.
- 2 Add `/opt/Autodesk/Adlm/R4/lib64/` to `LD_LIBRARY_PATH` to set your shared libraries for this session.

For example, by running the following command: `export LD_LIBRARY_PATH=/opt/Autodesk/Adlm/R4/lib64/`

- 3 Run both of the following commands, where `<productKey>` is your product key:

```
/usr/autodesk/Mudbox2012-x64/bin/adlmreg -u S  
<productKey> 2012.0.0.F
```

```
/usr/autodesk/Mudbox2012-x64/bin/adlmreg -u N  
<productKey> 2012.0.0.F
```

- 4 List the installed package names by entering:

```
rpm -qa |egrep 'adlm|Mudbox'
```

- 5 Identify each package name you want to uninstall. For example, the `Mudbox-2012-#` package (where # is the package number).

- 6 Uninstall each package using the following command:

```
rpm -e PackageName
```

Additional Mudbox resources

You can find the following additional Mudbox resources online:

- The Autodesk Mudbox 2012 documentation at www.autodesk.com/mudbox-help-2012-enu.
- A listing of the most current qualified hardware and operating systems at www.autodesk.com/mudbox-systemreq-2012-enu.
- Mudbox licensing information at www.autodesk.com/me-licensing-2012-enu.

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