

Autodesk Softimage – Frequently Asked Questions (FAQ)

Autodesk Softimage 7.5 – General Questions

Q: What Softimage products are available from Autodesk?

A:

- Autodesk® Softimage® software
- Autodesk® Softimage® Advanced software
- Autodesk® Softimage® Student Version software
- Autodesk® Softimage® Advanced Educational software
- Autodesk® Softimage® Mod Tool software
- Autodesk® Face Robot® software
- Autodesk® Crosswalk software
- Autodesk® Softimage® Batch* software
- mental ray® Standalone*

* Available upon written request through Autodesk Sales and Media & Entertainment

Q: What is Autodesk Softimage 7.5?

A: Autodesk® Softimage® 7.5 software is built on a new, highly extensible architecture. Softimage helps give 3D professionals power and flexibility to bring their creative visions to life quickly and profitably. Softimage features Interactive Creative Environment (ICE), a new platform for building effects and tools visually using a node-based paradigm. Powering ICE is a high performance parallel processing engine that takes advantage of multi-core workstations; giving users the utmost performance and scalability.

Q. What are the target markets for Softimage products?

A. Softimage is a 3D modeling, animation, effects, and rendering solution used by visual effects and games customers' worldwide.

Q: What is new in Autodesk Softimage 7.5?

A: See the full feature list at www.autodesk.com/softimage

- UV Unfolding Technology
 - Softimage 7.5 features UV unfolding. Save time by unwrapping polygon models with just a few clicks. UV unfolding works well on complex organic models, which would be difficult to unwrap manually. A wealth of UV editing tools helps artists create and edit UV maps more quickly and easily with Softimage 7.5.
- mental ray 3.7+
 - Version 3.7+ of the award-winning mental ray® renderer is now integrated into Softimage 7.5. Highlights: improvements to Binary Space Partitioning (BSP) for faster render times, multiple final gathering refinement passes and new motion-based displacement; creates high fidelity images faster than ever before.
- Scene compatibility with version 7.0
 - Scenes saved in version 7.5 will load into version 7.0.
- Multi-threaded Syflex cloth simulator
 - The production proven cloth simulator is now multi-threaded. Utilize the cores on your machine to iterate faster to get the look you want.

Q. When will Autodesk Softimage 7.5 be available?

A. Softimage 7.5 shipped on February 23, 2009. Electronic downloads for Autodesk® Subscription customers are intended to be available on February 23, 2009. The software will ship simultaneously on all supported platforms.

Q. How will existing Softimage customers be able to get Autodesk Softimage 7.5 products?

A. Current Softimage XSI customers with active licenses pursuant to a Softimage maintenance contract will have their existing licenses converted to Autodesk licenses, with the remaining duration of their Softimage maintenance contract migrated to Autodesk Subscription with Gold Support.

Softimage XSI customers whose licenses are not active pursuant to a Softimage maintenance contract, will have an opportunity to migrate their current licenses to the Autodesk Softimage products at a discount under the Autodesk Softimage Migration Program ("Migration Program").

Q. Will Softimage|XSI customers with active licenses pursuant to a Softimage maintenance contract receive Autodesk Softimage 7.5 as a free fulfillment?

A. Current Softimage XSI customers with active licenses pursuant to a Softimage maintenance contract will have their existing licenses converted to Autodesk Softimage 7.5 licenses and will be shipped the new product(s).

Q. How will Autodesk Subscription with Gold Support customers be notified of the download for Softimage 7.5?

A: Autodesk Subscription with Gold Support Contract Managers and Software Coordinators will be sent an email containing a link to a download page. Customers must login using their Autodesk Subscription Center login credentials to access this page. From there they may download their product entitlements.

Q. Will Autodesk Subscription with Gold Support customers also receive a physical boxed shipment of Softimage 7.5?

A: Yes, Autodesk Subscription with Gold Support software customers will also be sent a physical boxed shipment of Softimage 7.5.

Q: Is Softimage still available as an electronic download?

A: Softimage for Windows® operating system standalone license is available as boxed product and by electronic download on the Autodesk estore (in North America only). Direct sales and channel orders are shipped physical, boxed product.

Q. What happens to the Softimage maintenance contract?

A. Softimage customers with a current Softimage maintenance contract will continue to receive support for Softimage software. A Softimage maintenance contract will be converted to an Autodesk Subscription with Gold Support contract with similar terms and conditions. Autodesk terms and conditions can be found at <http://usa.autodesk.com/company/legal-notices-trademarks/support-terms-and-conditions> .

For more information on Autodesk Subscription, please see the Subscription and Maintenance section of this document.

Q. What are the details of the Autodesk Softimage|XSI Migration Program?

A. From February 1, 2009 through April 15, 2009, existing Softimage|XSI customers will have the option to migrate their existing products to Autodesk Softimage 7.5 products at discounted pricing. Migration purchases will be fulfilled with Autodesk network licensed products. If standalone licenses are desired, please request this at time of order.

Softimage XSI Migration Program					
* Purchase of Autodesk Subscription Required		Migration Program Pricing <small>Discount compared to previous Softimage Upgrade SRP</small>			
Coming From Softimage Product	Going to Autodesk Product	Product SRP	Product Discount %	Subscription SRP	Total SRP
Softimage XSI Essentials (Windows)	Autodesk Softimage 7.5 Essentials (Windows)	\$ 495	50%	\$ 795	\$ 1,290
Softimage XSI Essentials (Any Operating System)	Autodesk Softimage 7.5 Essentials (Linux)	\$ 595	50%	\$ 895	\$ 1,490
Softimage XSI Advanced (Windows)	Autodesk Softimage 7.5 Advanced (Windows)	\$ 695	49%	\$ 1,235	\$ 1,930
Softimage XSI Advanced (Any OS)	Autodesk Softimage 7.5 Advanced (Linux)	\$ 795	50%	\$ 1,335	\$ 2,130

Pricing will be published to Autodesk promotional pricelists. *International pricing and discount(s) may vary. AUTODESK RESERVES THE RIGHT TO CANCEL, SUSPEND OR MODIFY PART OR THIS ENTIRE PROMOTION AT ANY TIME WITHOUT NOTICE, FOR ANY REASON IN ITS SOLE DISCRETION.*

Q. What are the requirements for a customer to take advantage of this Autodesk Softimage|XSI Migration Program?

A.

- Customers must have valid licenses of Softimage|XSI products;
- Customers must provide the product names and license numbers for each Softimage|XSI product being migrated;
- Each order must include one (1) year of Autodesk Subscription; and
- Each order must be approved by Autodesk regional sales management.

Q. Who can a Softimage customer talk to discuss this Migration Program?

A. Customers should discuss the benefits and value of the new product offerings with their Autodesk Authorized Media & Entertainment reseller representative or their Autodesk/Softimage sales representative.

Q. Can customers purchase a new seat of Autodesk Softimage 7.5 without Autodesk Subscription?

A. Yes, customers can purchase new seats and add seats of Autodesk Softimage and Softimage Advanced 7.5 without Autodesk Subscription. Refer to the Autodesk Price List for a complete listing of Softimage offerings and SKUs. For customers not purchasing Autodesk Subscription, 30 day “Up and Ready” support is available to assist with installation and the product registration.

Q. Can customers add Autodesk Subscription to product(s) later on?

A. Autodesk Subscription can be attached up to one (1) year for current product(s) only. The Subscription will be back dated to License Purchase Date. There is no incremental late fee for attaching Subscription to current product. For order submission, the License Purchase Date must be stated on the Purchase Order.

Q: If customers own a Batch and Batch Universal license under a Softimage maintenance contract, and as these products are no longer available, will there be a path to get a license of Softimage Advanced?

A. Yes, Batch and Batch Universal customers (or combined Batch and Batch Universal) will be transitioned to Softimage 7.5 or Softimage Advanced 7.5 depending on the number of Batch and/or Batch Universal license(s) they own.

Each license of Softimage Advanced offers an additional five seats of Batch processing. If you already own Softimage Batch licenses, for every multiple of five seats you can transition to one Softimage Advanced 7.5. If you own two to five seats of Batch/Batch Universal you can also cross-grade to one Softimage Advanced 7.5.

If you own one seat of Batch/Batch Universal you can transition to one seat of Softimage 7.5 (which doubles as a Batch product)

Q: For customers who own Batch and Batch Universal licenses, but do not have a Softimage maintenance contact, will there be a path to get a license of Softimage Advanced?

A: Customers will be offered the Softimage|XSI Migration promotion (the same rules as the Migration Program mentioned above) for their Batch/Batch Universal licenses. Customers can purchase one (1) license of Softimage Advanced at the Softimage|XSI Migration promotion price for every five (5) licenses of Batch/Batch Universal that they own. Flexibility is allowed if a customer has an uneven number of Batch seats. Please contact SoftimageInquiries@Autodesk.com for Batch Transition clarification.

Q: For customers who own a license of Batch Universal and mental ray Standalone under a Softimage maintenance contract, do they get a new license token for the mental ray component?

A: No, existing license(s) will continue to work with the version of mental ray 3.7 found in Softimage 7.5.

Q: Can customers continue to purchase licenses of mental ray Standalone?

A: Yes. There will be mental ray standalone SKUs for mental ray Standalone for Softimage on the Autodesk FY10 Q2 Price Lists. In the meantime, please contact SoftimageInquiries@Autodesk.com.

Q: Is Softimage 7.5 available in languages other than English?

A: Yes. Softimage is available in Japanese in addition to English.

Q: Which versions of Softimage can be purchased as a network license?

A. Both Softimage and Softimage Advanced can be purchased as network licenses.

Q: What is the price of an Autodesk Softimage 7.5 license?

A: Softimage Standalone license for Windows is US\$2995** SRP, Softimage Network license for Windows is US\$3745** SRP, Softimage Advanced Network license for Windows is US\$4695** SRP.

** International pricing may vary.

Q: What is the price of a cross-grade license from Softimage 7.5 to Softimage Advanced 7.5?

A. The cross-grade price of Softimage for Windows is US\$1700** SRP for both Standalone and Network licenses.

**International pricing may vary.

Q: Will a manual be included in the Softimage 7.5 packaging?

A: No printed documentation will be shipped with this release. Softimage 7.5 documentation will be available in electronic form on the installation DVD and available for download.

Q: Will learning tools be included for Softimage 7.5?

A: Yes, learning tools (The Artist's Guide to XSI by Digital Tutors) will continue to be included in both the new and upgrade Softimage 7.5 kits.

Q: Is there still a trial version of Softimage 7.5?

A: Softimage 7.5 is available as a 30-day trial* download from Autodesk.com at <http://www.autodesk.com/softimage>. Please follow the instructions for standalone installation.

*Free products are subject to the terms and conditions of the end-user license agreement that accompanies the software.

Q: How does Softimage integrate with other Autodesk Media & Entertainment products?

A: Softimage includes Crosswalk, an initiative to help transfer XSI content in and out of Autodesk® Maya®, Autodesk® 3ds Max® and Autodesk® MotionBuilder® software products using the latest Autodesk® FBX®, COLLADA, and dotXSI standards. Crosswalk makes Softimage a complementary package that can help enhance new or existing production pipelines.

Q. Will Autodesk continue to develop Autodesk Softimage, Autodesk Maya, and Autodesk 3ds Max?

A. Yes. Autodesk intends to continue to develop and support all of these products.

Q. Why will Autodesk continue investing in three different 3D animation and modeling applications, i.e., Autodesk Softimage, Autodesk Maya and Autodesk 3ds Max?

A. These three software products address different needs and workflows. For this reason many customers use Softimage, Maya and 3ds Max together (and separately) in a single workflow and have chosen these products because they are production-proven solutions in the industry. Having a range of solutions to meet customer needs as opposed to a single 'one size fits all' approach benefits customers and Autodesk's business. There is a growing user base, revenue stream, and market demand for these products.

Q. What advantages does a mixed Softimage, Maya and 3ds Max pipeline offer?

A. A mixed Softimage, Maya and 3ds Max pipeline offers seemingly limitless possibilities; artists can do things practically any way they want, rather than being locked into a single approach. In addition to this flexibility, such a pipeline also offers more robustness and interoperability with the end-to-end suite of post-production solutions from Autodesk.

Q: What operating systems are supported for Autodesk Softimage 7.5 32-bit?

A: Microsoft® Windows Vista® Business operating system (SP1 or higher), Microsoft® Windows® XP Professional operating system (SP2 or higher), and the recommended Linux operating system for Fedora® Core 5*operating system.

* Please note that Softimage Version 7.5 may run on other distributions of Linux, however these are neither tested nor supported by Autodesk.

Q: What operating systems are supported for Autodesk Softimage 7.5 64-bit?

A: Microsoft Windows Vista Business (SP1 or higher), Microsoft Windows XP Professional x64 Edition (SP2 or higher), and the recommended Linux distribution is Fedora Core 5*.

* Please note that Softimage Version 7.5 may run on other distributions of Linux, however these are neither tested nor supported by Autodesk.

Licensing

Q: Why did the Licensing Technology change in Softimage?

A: Softimage 7.5 will use the Autodesk Licensing Manager (AdLM) incorporated into the Windows version. The standalone license user experience will be somewhat automated for 24/7 registration and activation through the in-product “Register Today” program and/or autodesk.com/register. The network license installation is a rather less automated a process; please make sure to refer to the product documentation for installation instructions.

Softimage for the Linux platform will continue to ship with the existing SPM licensing for Softimage 7.5. The Linux version will require manual license activation. The Linux license request form is located at www.autodesk.com/softimagelinuxactivation . Customers can expect a 24-48 hour turnaround to receive their license, if there are no complications with the order, customer information and/or license generation.

Q. Is an Internet connection required for license activation?

A. Yes, for a network license product an internet connection is required in order to deliver the authorization code file. A customer can use a separate machine if the machine the product is installed on does not have direct access to the internet.

The customer can also use autodesk.com/register.com.

Standalone licenses can be obtained through fax or phone, please refer to autodesk.com for contact information.

Q. What is the difference between a standalone and a network license? How is this different from the way the product was offered at Avid?

A. All Softimage products were network floating licenses. At Autodesk, products are offered as standalone versions or network versions. Customers must determine which version and operating system they want at the point of order.

A standalone version will run one license or in other words, one seat on one machine. The installation and activation process is somewhat automated and easy-to-use.

A network version will run multiple seats on one server, or on multiple machines or servers (up to the purchased number of seats). Please refer to the installation documentation with the product to understand the differences between a standard network installation and a distributed network installation.

Q. Can customers move a license from one machine to another?

A. For standalone licenses using Autodesk AdLM licensing, customers can use the License Transfer Utility to move a standalone license of Autodesk Softimage between Windows-based computers.

For network licenses using Autodesk AdLM licensing, customers can install their Autodesk Softimage product on another computer, and point that computer to the network license server. If customers want to run their Autodesk Softimage product away from the network, license borrowing is available.

Q. Can customers still use a dongle?

A. No, Autodesk AdLM licensing does not use a dongle.

The Softimage Linux product requires a dongle for new orders, please make sure to order the dongle if needed, it has a separate SKU.

Q. How do customers get activation for previous versions of Softimage 7.01? What about activation for other products such as Foundation or Batch?

A. If customers need to re-activate licenses on earlier versions, it is possible to ask for assistance in getting the following versions activated.

- Historical licenses supported by manual activation:
 - Autodesk|XSI Advanced 5.0 – 7.0
 - Autodesk|XSI Essential 5.0 – 7.0
 - Autodesk|XSI Batch 5.0 -7.0
 - Autodesk|XSI Batch Universal 5.0 –6.5 (discontinued for 7.0)
 - Autodesk|XSI Foundation 6.0 (previous versions use a serial based system)
 - mental ray Standalone 3.4x-3.6x
- Previous versions available for download by Autodesk Subscription customers, up to the number of active seats owned by the user:
 - Softimage 7.01
 - Softimage 6.5
 - Softimage 5.11
- **Previous versions of Foundation** and previous versions of Softimage|XSI (4.2 or earlier) Autodesk has no plans to support these legacy products or licensing related to them. Autodesk has no plans to move any existing “downloadable” Foundation keys from www.softimage.com.

Q. How do customers get access and licenses for previous versions?

A. Previous versions of Softimage 7.01, Softimage 6.5, Softimage 5.11 are available as part of the Autodesk Subscription benefit. Once the contract manager has received the invite to the Autodesk Subscription Center, customers will be able to download related previous versions.

Q. Are the Licensing Tools localized?

A. Only the Network License Activation tool is localized in Japanese. The Setup program, the Network License Manager, and the License Administration Tools are not localized.

Q. What are the licensing options for Softimage products?

A.

- On Windows, Softimage products use Autodesk AdLM licensing.
 - Softimage (formerly Essentials) licenses can be standalone or network.
 - Softimage Advanced is network-licensing only.
- On Linux, Softimage products will continue to use SPM.

Q. What operating systems does AdLM support?

A. AdLM currently is available for Windows. On Linux, Softimage products will continue to use SPM.

Q. Are “All Operating System” licenses and a mixed environment of Windows and Linux boxes supported?

A. Yes, please contact your authorized Autodesk reseller for more information.

Q. How do customers run previous versions of Softimage using AdLM?

A. To run previous versions of Softimage products, such as Advanced 7.01, customers need to use the SPM license server.

Q. If a customer doesn’t want to use AdLM, can the customer continue to use SPM?

A. Version 7.5 and later of Softimage products use AdLM on Windows, and SPM on Linux.

Q. What happens to existing 7.0 licenses with an upgrade to 7.5?

A. Previous licenses already issued will continue to function. Per the End-User License Agreement, section 2.3, customers are required to cease use and uninstall all copies of the previous version within 120 days of installing Softimage 7.5.

If customers require the use of and/or new licenses for a previous version, please purchase Autodesk Subscription or contact the Sales Representative.

Q. Can SPM and AdLM run on the same computer?

A. Yes. There is no conflict.

Q. Can a customer install AdLM on a system that already has a licensing system for another Autodesk product?

A. For **standalone** licenses customers can install and activate on the same system. For **network** licenses if customers already have an existing NLM installed, they need to append their new license keys to their existing license.lic file.

Q. Can a customer upgrade Batch licenses to 7.5?

A. Batch, Batch Universal and the Batch/mental ray bundle are no longer sold as Autodesk products. Softimage Advanced ships with five seats of Batch; to upgrade Batch licenses, customers need to cross-grade to Softimage Advanced. Please contact an authorized Autodesk reseller for more information.

Q. How do customers upgrade mental ray standalone licenses to mental ray 3.7 +?

A. Current mental ray standalone licenses of version 3.6 will work with mental ray 3.7 for Softimage 7.5.

To purchase mental ray standalone licenses, please contact an Autodesk Sales Representative or Channel Partner at www.autodesk.com/partners

Q: Who do customers contact for licensing support?

A: If customers need a license activation code, please use their in-product “Register Today” program for 24/7 activation, or refer to the Licensing pages on Autodesk.com at www.autodesk.com/contact

If customers need help with “Up & Ready” or installation support, visit <http://autodesk.com/softimage-upandready> .

What does a customer do if the license server computer goes down?

A: Contact Autodesk Product Support to manually assist.

Where does a customer find their serial number and product key?

It will be printed on their product packaging, sent via email for electronic downloads or accessible from the Autodesk Subscription Center. The serial number can also be found in the product under the Help About menu.

If a customer lost their serial number or product key, what does the customer do?

A: For more information, please visit www.autodesk.com/contact.

Support and Subscription

Q. What is Autodesk Subscription?

A. Autodesk® Subscription is a smart way to optimize investment in Autodesk software. Subscription helps customers realize increased productivity, predictable budgeting, and simplify license management. Customers automatically receive new product releases and incremental product enhancements to the software, plus customers get exclusive license terms available only to subscription members. Expert support direct from Autodesk Product Support specialists and self-paced training to help customers extend their skills.

Q. What does Autodesk Subscription offer?

A. Autodesk Subscription with Gold Support gives:

- Upgrades to licensed software that are released during the term of the Softimage maintenance/ Autodesk subscription contract
- Gold level support, which includes both telephone and web-based technical support during standard business hours (9:00 a.m. to 5:00 p.m. EST), Monday-Friday.
- A response to support requests within 24 hours of submission
- Access to previous versions of the product
- Access to the members-only Autodesk Subscription Center web site, where customers will find:
 - Downloads of extensions and other available enhancements for product(s) under subscription
 - Subscription contract administration tools
 - Use of e-Learning lessons and knowledge assessments

For more information about Autodesk Subscription go to

http://images.autodesk.com/flashassets/subscription/autodesk_sub_tour/usa/index.html

Please Note: Not all Autodesk Subscription Center features are available for all products. Softimage content will be brought over to the Autodesk Subscription Center over time. Services and benefits may not be available in all languages, or for all products.

Q. How will customers with multiple Softimage maintenance contracts be brought onto Autodesk systems?

A. Customers with contracts on the same network (Site ID) require a common expiration date within the product to be able to activate licenses. Customers with multiple products may not be able to have a combined contract due to the payment requirements to bring them under one

contract. Where Autodesk was able to bring existing current contracts over and consolidate them, the date chosen was the maximum Softimage expiration date for the site. Where contracts were unable to be consolidated, customers will need to activate products manually or request consolidation with payment to align dates. Customers impacted and requiring manual activation will be contacted directly to discuss consolidation options.

Q. Can subscription contracts be merged or split?

A. Autodesk encourages customers to merge their subscription contracts. Resellers and Autodesk Business Centers are both equipped to assist customers in their requests to merge contracts into one. If the contracts are not currently expiring on a common date, the end dates must be aligned before a merge is possible. The sales representative can assist with the process of paying to align these dates.

It is possible to split contracts for specific circumstances. There are limitations within a network license that require a customer to manually activate, so the splitting of contracts should be carefully considered and avoided if possible.

Q. What is the Autodesk Subscription Center?

A. Autodesk Subscription Center provides online access to all Subscription benefits. This subscription customer-exclusive, password-protected portal gives customers access to Support content and services, product extensions when/if released, and contract administration tools. To learn about the Autodesk Subscription Center, view the Autodesk Subscription tour at http://images.autodesk.com/flashassets/subscription/autodesk_sub_tour/usa/index.html

Q. How does a customer get access to the Autodesk Subscription Center?

A. During the migration to Autodesk systems, the primary contact on the Softimage maintenance contract will receive an invitation to the Autodesk Subscription Center. This email will include a unique user ID, temporary password, and login instructions. Additional contacts listed on the Softimage contract/account will be migrated throughout the month of March. **Only three (3) named callers** are allowed in addition to the contract manager. If customers need assistance immediately, please contact your contract administrator.

Q. How does a customer contact Autodesk Product Support?

A. As an Autodesk customer having Autodesk Subscription with Gold Support, customers may contact support by:

Phone – call a local Autodesk Softimage support specialist.

Web – submit a support request through the Support Request System on the Autodesk Subscription Center at

<http://subscription.autodesk.com/sp/servlet/public/index?siteID=11564774&id=11607975>

(Access to Autodesk Subscription Center requires unique user ID and password as described above).

Email – Customers can continue to submit support requests by email to support@softimage.com. After customers get access to the Autodesk Subscription Center, customers can submit support requests as described above.

Authorized Reseller - if the reseller is contracted with Autodesk for Softimage and customers currently receive product support through one of Softimage's authorized resellers, customers will continue to receive support for their Autodesk Softimage product(s) in the same manner

Q. What is the support option if the customer is not an Autodesk Subscription customer?

A. For customers not purchasing Autodesk Subscription, 30 day "Up and Ready" support is available to assist with installation and the product registration. To learn more about who has access to Autodesk Product Support, Product Support features, and Product Support hours of operation go to http://images.autodesk.com/adsk/files/tsandcs_ww.pdf

Q. What happens to the technical solutions and support-related content now on Softimage Community Centers?

A. For a period of time, support content can still be found on the Softimage web site at <http://community.softimage.com/>. Eventually, this content will be migrated to the Autodesk Subscription Center and/or other Autodesk web sites.

Q. Will Autodesk support previous versions of Softimage software under the Autodesk Subscription contract?

A. Yes, Autodesk will support the current Autodesk release and the following versions of Softimage software:

- Softimage 7.01
- Softimage 6.5
- Softimage 5.11

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