

Questions and Answers

Autodesk® Maya® 2011 software provides artists with an end-to-end creative workflow at an exceptional value.

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1. General Product Information

1.1 What is Maya 2011?

Autodesk® Maya® 2011 is a modeling, animation, rendering, and visual effects software offering film, game, television and design visualization artists an end-to-end creative workflow. Maya 2011 features powerful new tools for helping create and repurpose character animation: enhanced skinning capabilities and non-destructive live motion retargeting, now with support for 64-bit Mac OS® X operating system.

1.2 What are the key strengths of Autodesk Maya?

- **Unbeatable Value**

Maya provides customers with a full featured 3D modeling, animation, effects and rendering feature set in addition to advanced matchmoving capabilities and high dynamic range compositing in a single affordable offering.

- **Proven Solution**

Maya has been a 3D tool of choice for companies producing the top film, games, and television content throughout the world for the last decade.

- **Productivity**

Maya helps maximize productivity with optimized workflows for everyday tasks, opportunities for collaborative, parallel workflows and re-use of assets, and automation through scripting for repetitive tasks.

- **Performance**

Through a combination of multi-threading, algorithmic tuning, sophisticated memory management, and tools for segmenting scenes, Maya is engineered to help elegantly handle today's increasingly complex data sets without slowing down the creative process.

- **Interoperability**

Maya includes the Autodesk® FBX® technology supporting the exchange of 3D data with numerous professional applications, allowing certain assets created outside of Maya to be re-used.

- **Extensibility**

Built from the ground-up with its own embedded scripting language, Maya Embedded Language (MEL), Maya also offers Python™ scripting, and an extensive, well-documented C++ application programming interface (API). In addition, a software development kit (SDK) is available to help assist studios with pipeline integration.

- **Platform Choice**

Whether an artist uses Windows®, Mac®, or Linux® operating systems, Maya runs on these platforms. Also with 64-bit executables for Windows, Mac OS X, and Linux.

1.3 When will Autodesk Maya 2011 be available?

Maya 2011 (English) is expected to ship simultaneously on all supported platforms on or after April 7, 2010. Upgrade downloads for Autodesk® Subscription customers are expected to be available on or after April 7, 2010.

1.4 What will be contained in the Maya 2011 (English) boxed software kit?

The Maya 2011 English boxed software kit will contain two (2) DVDs with the following components:

- The Maya software for all supported platforms (Windows/Mac OS X 32-bit and Windows/Linux/ Mac OS X 64-bit)
- Maya Composite, Autodesk® MatchMover™ and Autodesk® Backburner™ functionality
- mental ray® for Maya Satellite
- mental ray for Maya Batch
- English documentation

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1.5 Will there be an electronic software download of Maya 2011 commercial software?

Yes. It is expected there will be an electronic software download of Maya 2011 available for new sales (on e-store only).

1.6 When are Maya 2011 licenses expected to be available for purchase online at the Autodesk Store (where available)?

Maya 2011 licenses are expected to be available for purchase online at the Autodesk Store (where available) beginning on or after April 7, 2010.

Note: Software purchase and download on the Autodesk Store is for US and Canada customers only and prices are listed at US\$ SRP.

1.7 How long will version upgrades to Maya 2010 be available to purchase?

Version upgrades to Maya 2010 will be available until April 7, 2010. After this date, upgrades to Maya 2010 will no longer be available.

1.8 What is the price for Maya 2011 standalone software?

The price is US \$3,495.00 SRP*.

** International pricing may vary.*

1.9 Is there a trial version of Maya 2011 available?

Yes, you may download the Maya 2011 30-day trial* software from **www.autodesk.com/maya-trial**.

The 30-day trial is a fully functional version of Maya 3D character animation software that provides free access to Maya for non-commercial use.

Note: The Maya 2011 30-day trial software is only available for the Windows 32 and 64-bit and Mac OS X 32 and 64-bit operating systems.

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

1.10 Will printed manuals be included in the package?

Autodesk no longer ships printed documentation with its software products in an effort to reduce its environmental impact and promote sustainability in design and manufacturing. Maya documentation is available in electronic form on the installation DVD and for download from the Maya Services & Support center **www.autodesk.com/maya-documentation**.

1.11 Will tutorials be included with the Maya 2011 software kit?

Yes, tutorials will be included in the Maya 2011 commercial and upgrade kits.

1.12 Will there be a Maya 2011 Personal Learning Edition (PLE) available in the future?

As of this time, there are no plans to release new versions of the Maya PLE. If you need to evaluate Maya software please use the Maya 2011 30-day trial.

1.13 Will Maya customers be able to cross grade to the Autodesk® Maya® Entertainment Creation Suite?

Yes. Maya customers with licenses of any of the three prior versions, will be able to purchase a cross grade to either Suite. Please consult your local reseller or Autodesk sales representative for details.

2. Technology

2.1 What operating systems does Maya 2011 support?

The 32-bit version of Maya 2011 software is supported on the following operating systems:

- Microsoft® Windows® 7 Professional operating system
- Microsoft® Windows Vista® Business operating system (SP2 or higher)
- Microsoft® Windows® XP Professional operating system (SP3 or higher)
- Apple® Mac OS® X 10.6.2 operating system

The 64-bit version of Maya 2011 software is supported on any of the following operating systems:

- Microsoft Windows 7 Professional operating system
- Microsoft Windows Vista Business (SP2 or higher)
- Microsoft Windows XP x64 Edition (SP3 or higher)
- Apple Mac OS X 10.6.2 operating system
- Red Hat® Enterprise Linux® 5.4 WS operating system
- Fedora™ 11 operating system

Note: Maya 2011 will also be expected to be capable of running on other configurations such as boutique distributions of Linux. However, enumerating systems that are not tested and cannot be supported or that fall below the requirements for a productive user experience is beyond the scope of this document.

2.2 Is Autodesk Maya 2011 available as a Universal binary?

No. Maya 2011 operates natively on Intel® processor-based Macintosh® computers only.

2.3 Will Maya 2011 support older generations Apple PowerPC® computers?

No. Maya 2011 only supports Intel based Macintosh computers.

2.4 Will Maya continue to support 32-bit Mac OS X release now that there is an OS X 64-bit version?

Maya 2011 will be the last release to support 32-bit Mac OS X. Autodesk intends to focus on the Mac OS X development of Maya on the 64-bit environment.

2.5 Are there any changes to rendering in Maya 2011?

Maya 2011 uses the latest mental ray® 3.8 renderer core library.

2.6 Are all versions of mental ray Standalone software compatible with Maya?

No. Only mental ray Standalone 2011 is compatible with Maya 2011. Please refer to the online compatibility table or contact your local Autodesk Channel Manager for more information.

2.7 Can the Maya native renderer be installed on all supported Maya 2011 operating systems?

Yes. The Maya 2011 native renderer can be installed on Windows 32 and 64-bit, Linux 64-bit and Mac OS X 32 and 64-bit platforms.

2.8 Can the eight (8) mental ray Satellite network rendering licenses included as part of the Maya 2011 software be installed on all Maya 2011 supported operating systems?

Yes. The eight (8) mental ray Satellite network rendering licenses can be installed on Windows 32 and 64-bit, Linux 64-bit and Mac OS X 32 and 64-bit platforms.

3. Installation, Configuration, and Licensing

3.1 Is Maya 2011 available with hardware dongle support?

No, Autodesk's Online License Transfer system replaces the need for dongles.

3.2 Can dongles for Maya 2009 (or certain prior versions) continue to be purchased for use with prior versions of Maya after the expected release of Maya 2011?

Customers are no longer able to purchase dongles. If you need to move your license to another workstation you will need to upgrade to a Maya 2011 standalone license and use the Online License Transfer system.

3.3 Can a dongle purchased for use with Maya 2009 (or certain prior versions) be returned for a refund after upgrading to Maya 2011?

No. You will need your dongles to use Maya 2009 or certain prior versions if you have prior version usage rights.

3.4 What is the Online License Transfer system?

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.

3.5 How does the Online License Transfer system work?

You 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.

3.6 Will customers be able to get the pre-license through a webkey/prekey file?

No. This functionality is not available with Maya 2011 because it uses the previous license security system. Customers can still find these files on the Support site for Maya 2009 and certain prior versions.

3.7 What is the licensing method for Maya 2011?

Maya 2011 licenses use the Autodesk License Manager (AdLM).

Note: Only one license is required and used for all Maya 2011 components: the Maya 3D animation software, Maya Composite, Autodesk® MatchMover™ functionality, and mental ray Batch for Maya. Backburner does not require a license to operate.

3.8 Will I be able to choose not to install either the Maya Composite, MatchMover, Backburner or Batch components?

Yes. When installing Maya 2011, customers will be able to select which Maya components they wish to install. Uninstalled components can be installed at a later date.

3.9 Will I be able to choose to install the Batch components on a different workstation?

Yes. Customers will be able to install the mental ray for Maya Batch nodes on any supported Maya configuration and operating system.

Note: mental ray for Maya Batch will be only available with a network license.

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3.10 Will Maya 2011 be available for purchase as a Network license?

Yes. Please note that while network licenses can be used on any supported workstation configuration on the network (Windows®, Mac OS® X, and Linux® operating systems), the Maya 2011, Maya Composite and MatchMover components will share the same license and will not be able to be used concurrently on different workstations.

3.11 Can a Maya 2011 network license float across any Maya 2011 supported platform?

Yes. Maya 2011 network licenses can float across Windows 32 and 64-bit, Linux 64-bit and Mac OS X 32 and 64-bit platforms.

3.12 Will AdLM licensing work with versions of Maya prior to the 2011 release?

The Autodesk License Manager (AdLM) can only be used with Maya 2010 and Maya 2011. Customers on Autodesk® Subscription or Subscription with Gold Support who are entitled to use certain previous versions in conjunction with Maya 2011 will have to use a separate license file. Previous version licensing of Maya can be done through the Subscription Center or eligible customers can use their existing license file to unlock previous versions.

4. Compatibility and Interoperability

4.1 How does Maya 2011 integrate with other Autodesk products?

The Autodesk® FBX® 2011 software file interchange format allows users to more easily transfer assets to and from Autodesk® 3ds Max® 2011 software, Autodesk® Softimage® 2011 software, Autodesk® MotionBuilder® 2011 software and Autodesk® Mudbox™ 2011 software as well as any other content creation package that supports FBX, making Maya a complementary package that enhances new or existing production pipelines.

4.2 Will Maya 2011 support file data from previous versions of Maya?

Yes. Maya 2011 can access .ma and .mb data from Maya 3 through Maya 2010.

5. Training and Support

5.1 What are my options for training?

There will be a number of helpful Maya training resources available for download from **www.autodesk.com/maya-learningpath**.

5.2 How will Maya technical support be provided?

All new license purchases of Maya software will receive 30 days complimentary Up & Ready Support from the date of registration, which will cover installation, licensing, and hardware issues only.

Customers with Autodesk Subscription with Gold Support for Maya are entitled to additional 24x5 technical product support based on the operating hours of Autodesk's various support centers.

Note: Support in languages other than English is provided where available but is not guaranteed.

6. Subscription

6.1 What is included as part of Autodesk Subscription?

Autodesk Subscription provides customers with access to the latest release made available during the term of their contract. This includes major releases and Autodesk Subscription Advantage Pack (previously known as product extensions), learning resources, access to a technical knowledge base, and the entitlement to use certain previous versions of Maya.

Note: Customers must have all their Maya seats (whether standalone or network licenses) on Autodesk Subscription or Autodesk Subscription with Gold Support otherwise, Autodesk Subscription and Autodesk Subscription with Gold Support is not available for any seat. Please contact your reseller for any exceptions to this policy.

6.2 What is included as part of Autodesk Subscription with Gold Support?

Autodesk Subscription with Gold Support includes everything that Autodesk Subscription offers plus:

- Telephone support
- Web support
- Access to Ask Autodesk discussion forums
- Defect tracking
- Application Programming Interface (API) developer support with scripting support

6.3 What is the price for Maya 2011 Subscription with Gold Support?

The price is US \$895 SRP*.

** International pricing may vary.*

6.4 If a customer upgrades to Maya 2011 will they be considered “current” and will they be able to purchase Subscription?

Yes. Customers who purchase an upgrade to Maya 2011 will be considered “current” and will be able to purchase Autodesk Subscription. Autodesk standard policy requires Subscription to be purchased at the same time as the license is purchased. If the Subscription and license purchase do not occur together, the following rules apply:

- Subscription can be late attached for up to one (1) year after the date of purchase for the current products only. Subscription will be back dated to the license purchase date. There is a late fee for late attaching Subscription to current product more than 30-days after purchase.

6.5 How long after a customer’s Subscription lapses do they have to renew without a penalty or additional charges?

Customers can renew their Autodesk Subscription contract up to thirty (30) days past the contract expiration date without penalty or additional charges.

Note: Contracts that are expired between 31 to 364 days are eligible for late renewal processing subject to the following criteria:

- Customer must pay the Autodesk Subscription Renewal fee and Late Renewal Processing fee for every seat of Maya licensed by the customer. Please contact your reseller for more details.

Note: Contracts that have expired 365+ days are not eligible for renewal.

6.6 When will Maya 2011 be available for electronic software download for Subscription and Subscription with Gold Support customers?

Maya 2011 software is expected to be available to Autodesk Subscription and Autodesk Subscription with Gold Support customers for electronic download from the online Subscription Center on or after April 7, 2010.

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6.7 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for Maya 2011?

Autodesk will send an email containing a link to a software download page to all Subscription contract managers and software coordinators with active Autodesk Subscription or Autodesk Subscription with Gold Support contracts on the date the product ships. Customers will need to use their Subscription Center login credentials to access this page and download their product entitlements.

Note: The Maya 2011 documentation will be available for download.

6.8 Will active Subscription and Subscription with Gold Support customers automatically receive a physical Maya 2011 kit?

Software download will be the default method of delivering software upgrades to the majority of Autodesk Subscription customers. Autodesk Subscription customers in countries where software download is set as the default upgrade delivery method will be notified that their software upgrade is available to download. They will not automatically receive a software kit. If they prefer to have a CD/DVD, they can submit a request in Subscription Center and Autodesk will ship them a box at no additional cost.

Note: Maya 2011 software kits are expected to be shipped on or after April 7, 2010.

6.9 How can I access Maya Subscription with Gold Support benefits?

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

6.10 As a Subscription customer, do I have access to versions of Maya prior to the 2011 release?

Yes. Prior version usage rights for the Maya software will only be available for Subscription and Subscription with Gold Support customers.

For complete information on Maya 2011, please refer to the product pages located at www.autodesk.com/maya.