

# Frequently Asked Questions

Autodesk® MotionBuilder® 2012 software is a leading real-time animation software: an ideal tool for high-volume game animation pipelines, director-driven virtual cinematography and real time character simulations.

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# 1. General Product Information

## 1.1 Who uses MotionBuilder?

MotionBuilder software is used by 3D artists and facilities doing 3D character animation, previsualization or virtual cinematography. MotionBuilder is used extensively in the game, film and television markets.

## 1.2 What are the key strengths of MotionBuilder?

### Increased productivity through real-time performance

Built on a real-time 3D architecture, MotionBuilder provides you with a highly responsive, interactive environment to help create, edit, and play back complex character animation.

### Motion capture data editing

With MotionBuilder software, you can import or capture live files from industry-standard motion capture systems and use the powerful cleanup, filtering, blending, and editing features to manipulate and massage dense data.

### Real-time character simulation

With MotionBuilder software, you can perform real-time rigid body dynamic simulations as part of, or alongside, your character animation; simulations can be blended with keyframed or motion-captured data.

### Previsualization and virtual cinematography

Using MotionBuilder to pre-visualize their scenes, directors can experiment with camera angles and framing, and visual effects supervisors can more effectively plan visual effects work and stunts, all within a higher-quality display that more closely mimics the final output.

## 1.3 What are the key new features in MotionBuilder 2012?

### Stereo Support

Author and view stereoscopic content in MotionBuilder, with the new in-viewport stereoscopic display and camera rig. Camera data can be exchanged with Autodesk® Maya® 2012, Autodesk® Flame® 2012 software, and Autodesk® Smoke® 2012 software via Autodesk® FBX® 2012 asset exchange technology.

### Single-Step Interoperability

Enjoy a more seamless workflow that leverages multiple Autodesk® Entertainment Creation Suite products, with new single-step interoperability between MotionBuilder and Maya or 3ds Max. Import Maya or 3ds Max scenes into MotionBuilder in one simple step, and then take the changes back to the content creation package with equal ease, without having to think about file format details. With single-step interoperability, artists can enjoy easier access to the best Autodesk tools for the task at hand.

### **Enhanced UI Scheme**

An enhanced, dark-colored UI scheme brings a more modern look to MotionBuilder, consumes less screen real-estate, and provides greater consistency with other products in the Autodesk Entertainment Creation Suites, making it easier for artists to switch between applications while working.

### **F-Curve Editor Enhancements**

An enhanced user interface for editing animation curves takes popular features from the f-curve editors within each of the products in the Autodesk® Entertainment Creation Suites 2012, and combines them into a more unified toolset with consistent terminology—enabling animators to switch more easily between products.

### **HumanIK Unification**

Working with characters in both MotionBuilder 2012 and Maya 2012 will now be easier, with a unified interface and solver for HumanIK® that offers more consistent workflows and improved interoperability between the products, and updated Character Controls and Characterization tools. In addition, customers who use the Autodesk® HumanIK® 4.5 or 2012 middleware solution will benefit from enhanced consistency between MotionBuilder and their games engine.

### **Live Video In**

Valuable reference video from a motion capture session can now be streamed directly into MotionBuilder and recorded simultaneously with the motion capture data on a per-take basis. Formerly handled as a separate process, this helps directors and their creative teams to better visualize the end results and to troubleshoot errors, reducing the need for downstream changes and rework.

### **Audio Per Take**

Dealing with multiple animation variations that each have associated audio is now easier, with the new ability to handle separate audio files per take. This enables animators to switch between multiple takes and automatically change the audio file to match—previously a time-consuming manual process.

#### **1.4 When will MotionBuilder 2012 be available?**

MotionBuilder 2012 is scheduled to ship on or after April 8, 2011.

#### **1.5 Will there be a trial version of MotionBuilder 2012 available?**

Yes, you will be able to download the MotionBuilder 2012 30-day trial\* software from [www.autodesk.com/motionbuilder-trial](http://www.autodesk.com/motionbuilder-trial).

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

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

### 1.6 What is simplified upgrade pricing?

Autodesk introduced streamlined upgrade pricing model on March 16, 2010. Your upgrade from any of the three previous product releases will cost 50 percent\* of the price of a new license, no matter which release you own. Find out more at [www.autodesk.com/upgrade](http://www.autodesk.com/upgrade).

*\* International pricing and discounts may vary.*

## 2. Technology

### 2.1 What operating systems will MotionBuilder 2012 support?

The **32-bit** version of MotionBuilder 2012 will support the following operating system:

- Microsoft® Windows® XP Professional operating system (SP3)

The **64-bit** version of MotionBuilder 2012 software will support any of the following operating systems:

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

*Autodesk is not responsible for errors or failures of Autodesk software arising from the installation of updates, extensions or new releases issued by third party hardware or software vendors for the certified software or hardware identified in this document (or for any other third party software or hardware that you may use in connection with Autodesk products).*

## 3. Installation, Configuration, and Licensing

### 3.1 Will MotionBuilder 2012 be available with hardware dongle support?

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

### 3.2 How does Online License Transfer work?

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 license on your current computer and re-activate the software license on a different computer.

## 4. Compatibility and Interoperability

### 4.1 How does MotionBuilder 2012 integrate with other Autodesk products?

The Autodesk® FBX® 2012 software file interchange format will allow users to easily transfer assets to and from Autodesk® 3ds Max® software, Autodesk® Maya® software and Autodesk® Softimage® software, as well as other content creation packages that supports FBX, making MotionBuilder a complementary package that enhances any new or existing production pipelines. With new single-step interoperability between MotionBuilder and Maya or 3ds Max, users will be able to import Maya or 3ds Max scenes into MotionBuilder in one simple step, and then take the changes back to the content creation package with equal ease.

## 5. Consulting, Training, and Support

### 5.1 What are my options for training?

There will be a number of helpful MotionBuilder training resources available for download from [www.autodesk.com/motionbuilder-learningpath](http://www.autodesk.com/motionbuilder-learningpath).

### 5.2 How will MotionBuilder 2012 technical support be provided?

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

Customers with Autodesk® Subscription with Gold Support for MotionBuilder will receive access to both telephone and web support.

## 6. Subscription

### 6.1 What benefits does Subscription with Gold Support for MotionBuilder offer?

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 Packs (previously known as product extensions), telephone support, learning resources, and the entitlement to use certain previous versions of MotionBuilder

*Note: Customers must have all their MotionBuilder 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.*

### 6.2 How can I obtain MotionBuilder Subscription with Gold Support benefits?

Simply sign in to the Autodesk Subscription Center at [www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin) to begin accessing your Subscription with Gold Support benefits.

### 6.3 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for MotionBuilder 2012?

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 MotionBuilder 2012 documentation will be available for download.*

### 6.4 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          |                                |                    |

### **6.5 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 (excluding China, India, Japan and Russia) 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 the Subscription Center.

### **6.6 What if I want both a download and a boxed shipment of MotionBuilder 2012?**

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.

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