

# Autodesk Showcase 2012 Service Pack 1 Readme

Autodesk® Showcase® 2012 visual communication software helps designers, engineers, and marketing teams evaluate designs in context, more rapidly explore alternatives, and tell the stories of their designs with more vividly immersive 3D presentations and renderings. The software features storyboarding and movie creation tools, new environments, and an intuitive UI and navigation techniques.

This readme describes known limitations and issues in Autodesk Showcase 2012 Service Pack 1. It is strongly recommended that you read this document before you install this release. For reference, you should save this readme to the hard drive or print a copy.

For further important notes and workarounds, see the Showcase Knowledge Base at <http://www.autodesk.com/showcase-support-enu>.

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## Installation Notes

For general Autodesk product and Showcase-specific installation information, see the Showcase Installation Overview and FAQ at <http://www.autodesk.com/showcase-faq-2012-enu>.

**Important:** If you are installing Autodesk Showcase Professional software or want to run Showcase in Kiosk (Presenter) mode, read the following sections of the Showcase Installation Overview and FAQ, under Showcase Installation Options:

- Install Showcase Professional
- Run Showcase in Kiosk Mode

## Where to Find More Information

For system requirements, go to:

- <http://www.autodesk.com/showcase-systemreq-2012-enu>

To see the Showcase Learning Path, go to:

- <http://www.autodesk.com/showcase-learningpath>

For a summary of new features, see:

- "What's new in Autodesk Showcase 2012" in the online help.

For an updated copy of this readme, go to:

- <http://www.autodesk.com/showcase-readme-2012-enu>

## Issues Resolved in Service Pack 1

- Objects may disappear after changing tessellation settings and converting again in the Import Status Window. This only affects objects with baked per-vertex ambient shadows; it does not affect objects with non-per-vertex ambient shadows. Workaround: If objects disappear after updating the conversion settings in the Import Status window, select the objects from the Organizer and bake the Ambient Shadows again. (381056)
- When using side-by-side mode it is possible that the first model may appear in both views when switching in and out of ray tracing. Workaround: Switch the left and right views and Showcase will draw both sides correctly. (380416)
- When using ray tracing and the Compare Scene feature, if three or more scenes are added in Showcase then more than one scene will be visible in the ray traced view. This does not affect the hardware view. Workaround: When using ray tracing in combination with Compare Scene, open only two scenes for compare at one time. If more than two scenes are needed for compare, ray tracing should not be used. (380274)
- Import of nested materials is not supported. (372911)
- Creating a flash presentation from storyboard slides may fail if slides are missing thumbnail images. This appears with the error "Can't load image from file (file)." To avoid this, make sure that thumbnail images appear for all Storyboard slides by right-clicking on the slide and selecting Set Image. (355104)
- In Showcase 2012, environments in storyboard slides are saved using the relative path instead of absolute path. This was not the case in older versions of Showcase. As a result, you may find when opening older Showcase scenes that environments are missing from Storyboards. If this happens, add the environments to the slides again. (378652)
- When enabling Side-by-Side mode while in clustered mode, or enabling clustered mode while in Side-by-Side mode, the cluster side will crash. (380489)
- The X-Rite MA98 spectrophotometer now works. (384174) However, some problems may arise when installing the MA98 driver. Install the driver as follows:
  1. Disable User Account Control. Do this in **Control Panel > System and Security > Change Account Settings**.
  2. Restart the computer.
  3. Install the MA98 driver.
  4. Connect the MA98 spectrophotometer.
- Showcase Professional supports stereo and sync / framelock only in OpenGL. (383489) To use this, the following environment variable should be added to enable OpenGL display in Showcase

Professional:

SHOWCASE\_DEVICE\_API = GL

- Many performance and memory improvements when ray tracing Autodesk Materials. (381058)
- General performance and memory improvements.

## Feature Limitations and Notes

The following are known feature limitations and notes in Autodesk Showcase 2012 SP1.

### Opening and importing files

- Importing a DirectConnect supported file format (step, wire, iges, catia, jt, and so on) may fail with the following error: "...could not find an up-to-date version of DirectConnect." The error message goes on to show the path to DirectConnect, but the version is empty. This error indicates that there was a problem with the installation of the DirectConnect file translator. Resolve the issues as follows:
  1. From the Windows Control Panel, uninstall DirectConnect 2012 and Showcase 2012.
  2. Restart the computer.
  3. Install Showcase (DirectConnect will be installed automatically).
  4. Restart the computer.
  5. Start Showcase. You should now be able to import files with DirectConnect. (379983)
- AutoCAD UV orientation may appear incorrect for surfaces and 3D solids. Any time you convert geometry types in AutoCAD you need to re-apply the material from the material window in AutoCAD. Even if the results look correct in AutoCAD, this step is necessary for correct results in Showcase. (379206)
- In some cases, Inventor files may not be oriented properly after import. If this happens, press the Home key, then change the orientation in the Import Status Window for the imported model from Y-up to Z-up. (378320)
- If units are changed (for example, from *cm* to *m*) in the Import Status window, the changes are applied in the scene but the Import Status window does not reflect the change. (372375)

### Graphics card

- Graphics card must be qualified: If you experience problems with viewing a scene (no shadows, materials appearing flat or black), the graphics card may not be qualified. Check system requirements at <http://www.autodesk.com/showcase-systemreq-2012-enu>.
- Showcase requires a large amount of graphics memory (RAM on the graphics card) to render images with bloom. If you enable bloom and attempt to save a large image you may experience problems. (352551)

Workaround: If you encounter a crash or graphics driver reset when attempting to save large images, try saving at a lower resolution or render the image on a machine with more graphics RAM. The maximum image size will be determined by the amount of available graphics memory.

(For example, an A1 format image is over 9000x7000 pixels. This would require over 1GB free graphics memory to render.)

- Showcase does not run on Virtual Machines. (376246)
- Showcase may be unstable when used in a dual-monitor configuration with one or more monitors rotated. To avoid this problem, switch all monitors to landscape orientation. (344742)
- Various problems may occur after a screen saver is invoked, or after a computer has been locked. For example, ray traced scenes may not reappear correctly, or ground shadows may not look right. To avoid this, disable screen savers, turn off ray tracing, or, after a screen saver is invoked, change the view slightly so that the scene redraws. (378926, 374816, 370323)

### Scene authoring

- If you delete items from the Slide Properties dialog box and then undo the deletion, the items may be restored in the wrong order.
- YouTube video uploads may fail if uploaded from a computer using a proxy server. Workaround: Showcase saves a local version of the file when you attempt to upload a file to YouTube. If the upload fails due to a proxy server or other network problem, upload the file manually using the YouTube web page. (381597)
- Decals may appear black (no color information visible) in ray tracing. Workaround: Select **Edit > Always Face Surface Normals to Camera**. This will display the color decal in ray tracing. (379885)
- Showcase ignores "color by object" settings on Autodesk materials. (379584)
- In some cases, shadows may disappear after an environment model is replaced or reloaded. (378115)
- Objects below the environment floor (for example, foundations) may cast unusual shadows. (375629)
- In the Create New Arrangement dialog box of the Organizer, you may not be able to enter accented (non-English) characters. Workaround: Copy and paste them from another application. (375551)
- Shadows may not display as expected when using cross-sections. (371887)
- Some ZIP files containing Showcase scenes may not open correctly in Showcase. To avoid this problem, extract the contents of the ZIP file outside of Showcase, then open the A3S file directly. (362933)
- Cross-section outlines may be visible behind other objects while tumbling or tracking the camera. (359659)
- In side-by-side mode, the cross-section outline of a model is displayed on both sides (both views). (353625)
- Fade transitions may cause the scene to appear darker after shot playback is complete. Larger fade transition lengths (several seconds) may make this effect more obvious. This does not affect shots saved as movies; it is only observed when shots are played back interactively. To avoid this problem, use the default fade duration or add a still shot with no fade transition at the end of the Shot sequence. (351974)

- The Empty Lab environment may behave in unexpected ways when ray tracing. For example, shadows may render incorrectly. (346195)
- When you create a trigger, its icon in the behavior list is a finger touch. Like shots and other behaviors, if you right-click the icon and select Set Image, a thumbnail is created. However, the overlay icon on that thumbnail then incorrectly identifies the trigger as a turntable. To avoid this problem, leave the default finger touch icon for triggers. If you choose to Set Image for a trigger, consider renaming it to make it more easily identifiable as a trigger (for example. "Tr-Door"). Triggers can also be seen interactively in presentation mode by hovering over a surface with a trigger assigned. (332286)
- Sometimes when planar decals are applied to planar or semi-planar surfaces, seams or lines may appear on the surface. To fix this, scale the decal slightly on the plane on which the axis is applied. (313492)
- After calibrating and enabling 1:1 display, it is not maintained when navigating to orthographic views using the ViewCube. (275482)
- Occasionally some Showcase display elements, such as interface images, scene textures or shadows, may become corrupted. This rare occurrence can be caused by memory-intensive tasks such as environment creation, ambient shadow calculation, or complex ray-tracing. If this happens, save the scene and restart Showcase. (378118)
- When working with Autodesk materials in ray tracing mode, you may find that you need a higher ray tracing sampling rate than with Showcase materials to get smooth looking materials without sampling artifacts. Change this using the **Samples per pixel** slider under **File > Preferences > Performance and Quality**. (379743)
- Similarly, increase samples-per-pixel if you find that anti-aliasing of object edges is insufficient. (376847)
- MOV and FLV files cannot be successfully uploaded to YouTube using the Showcase YouTube feature. You must manually upload these types of files to your YouTube account separately. (384914)
- AVI files cannot be uploaded to YouTube through Showcase if they were created with "All shots separately" selected in the Save Movie window. (384974)
- Creating a movie of "All shots separately" does not work when saving as MOV, MP4, or FLV. (384972)

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