Autodesk®
Softimage®
2012

Frequently Asked Questions

Autodesk® Softimage® 2012 software delivers innovative new creative toolsets, offers enhanced interoperability, and addresses emerging production demands to provide a powerful 3D toolset that helps extend the capabilities of existing content creation pipelines for today's demanding television, games, and film projects.

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1. General Product Information

1.1 What is Softimage 2012?

Autodesk® Softimage® 2012 software delivers innovative new creative toolsets, offers enhanced interoperability, and addresses emerging production demands to provide a powerful 3D toolset that helps extend the capabilities of existing content creation pipelines for today's demanding television, games, and film projects.

1.2 What are the key strengths of Softimage?

- **Node-Based Interactive Creative Environment (ICE) -** ICE is a powerful platform for creating and sharing custom tools, dynamic effects, advanced character rigs, and procedural models without the need to script a line of code. The flexible, intuitive, visual programming interface helps artists to work more efficiently and easily explore new creative ideas, while a high-performance parallel processing engine helps increase interactivity and boost productivity. Artists can modify or extend effects using a standard editing workflow with the ICE FX Builder. ICE effects can be exported to Autodesk® Maya® 2012 software or Autodesk® 3ds Max® 2012 software.
- **Softimage® Face Robot® Toolset -** Softimage includes the Face Robot toolset, a professional solution for more quickly and easily rigging and animating large numbers of 3D facial expressions. Face Robot enables games and visual effects studios to create life-like facial animation at faster speeds, and features automatic lip-syncing for the generation of facial animation from an audio file. Fully-solved Face Robot heads can be exported to Maya 2012 for greater flexibility when creating believable characters.
- **Autodesk Entertainment Creation Suites Integrated Workflows -** Available as part of the Autodesk® Entertainment Creation Suites Premium 2012 alongside either Maya or 3ds Max, together with Autodesk® MotionBuilder® 2012 software and Autodesk® Mudbox™ 2012 software, Softimage leverages integrated workflows to help extend your pipeline's capabilities. Export Softimage scene elements to Mudbox 2012 to intuitively add organic sculpted and painted details, and then update the scene in Softimage 2012 in one simple step. Import fully-rigged Face Robot meshes into Maya 2012. And use the power of the Softimage ICE particle system in your Maya 2012 or 3ds Max 2012 scene with just a few clicks. 3D geometry, animation, and map data can also be exchanged with Suites products and certain third-party applications via the Autodesk® FBX® 2012 and Autodesk® Crosswalk technologies.
- **Production-Proven Solution -** Increased competition and tighter deadlines, combined with higher audience expectations for quality, mean that many jobs require artists to produce more creative content in less time than ever before. Softimage helps maximize productivity through advanced creative tools, efficient scene management tools, non-destructive workflows, and support for collaborative workflows. Repetitive tasks can also be automated through the Python® scripting language. As a result, Softimage is one of the entertainment industry's leading 3D production tools. It has been used extensively by award-winning film, game development, and broadcast production facilities.

1.3 When will Autodesk Softimage 2012 be available?

Softimage 2012 (English) is expected to ship simultaneously on all supported platforms on or after April 8, 2011. Softimage 2012 downloads for Autodesk® Subscription customers are expected to be available on or after April 8, 2011.

1.4 What will be contained in the Softimage 2012 (English) boxed software kit?

The Softimage 2012 English boxed software kit will contain one (1) DVD with the following components:

- The Softimage software for all supported platforms (Windows® 32-bit and Windows / Linux® 64-bit operating systems)
- Softimage® Composite and Autodesk® MatchMover™ functionality
- mental ray® Satellite renderer for Softimage
- Softimage Batch processing*

**Softimage batch rendering is only available with Network license.*

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1.5 Will there be an electronic software download for new Softimage 2012 commercial software purchases?

Yes. There will be an electronic software download of Softimage 2012 available for new sales online at the Autodesk Store (where available).

1.6 When will Softimage 2012 licenses be available for purchase online at the Autodesk Store (where available)?

Softimage 2012 licenses are expected to be available for purchase online at the Autodesk Store (where available) on or after April 8, 2011.

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

1.7 How long will version upgrades to Softimage 2011 be available for purchase?

Version upgrades to Softimage 2011 will be available until April 30, 2011. After this date, upgrades to Softimage 2011 will no longer be available.

1.8 What will be the price for Softimage 2012 Standalone software?

The price is US $2,995.00 MSRP*.

** International pricing may vary.*

1.9 Will there be a trial version of Softimage 2012 available?

Yes, you may download the Softimage 2012 30-day trial* software from www.autodesk.com/softimage-trial.

The 30-day trial is a fully functional version of the Softimage software that provides free access to Softimage for non-commercial use.

Note: The Softimage 2012 30-day trial software is only available for the Windows 32 and 64-bit operating systems.*

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

1.10 Will printed documentation be included in the package?

No. With Softimage 2012, web based documentation will be provided as the default delivery method.

1.11 Will tutorials be included with the Softimage 2012 software kit?
Yes, tutorials will be included in the Softimage 2012 commercial and upgrade kits.

1.12 Will Softimage customers be able to cross grade to the Autodesk® Maya® Entertainment Creation Suite Premium 2012 or the Autodesk® 3ds Max® Entertainment Creation Suite Premium 2012?

Yes. Softimage customers with licenses of any of the three versions prior to Softimage 2012 will be able to purchase a cross grade license to the Autodesk Maya Entertainment Creation Suite Premium 2012 or Autodesk 3ds Max Entertainment Creation Suite Premium 2012. Please consult your local reseller or Autodesk sales representative for details.

1.13 Will Softimage 2012 be available in languages other than English?

Yes. Softimage 2012 will be available in Japanese.

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1.14 Will Softimage Advanced 2010 still be available for purchase?

No, Autodesk® Softimage® Advanced 2010 software is no longer available for purchase. The features of Softimage Advanced 2010 are included as part of Softimage 2012.

Note: Only Softimage 2012 Network license offers the five additional Batch processing nodes.

1.15 I own a license of Softimage Advanced 2010 and wish to upgrade to the latest release, what will be my options?

A cross grade path will be available for Softimage Advanced 2010 customers wishing to cross grade to Softimage 2012. Please contact your local Autodesk channel partner for more information.

2. Technology

2.1 What operating systems will Softimage 2012 support?

The **32-bit** version of Softimage 2012 software will be supported on the following operating systems:

- Microsoft® Windows® 7 Professional operating system
- Microsoft® Windows Vista® Business operating system (SP2)
- Microsoft® Windows® XP Professional operating system (SP3)

The **64-bit** version of Softimage 2012 software will be supported on any of the following operating systems:

- Microsoft Windows 7 Professional operating system (Recommended 64-bit OS for Windows)
- Microsoft Windows Vista Business x64 (SP2)
- Microsoft Windows XP x64 Edition (SP2)
- Fedora™ 14 operating system

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2.2 Will there be any changes to rendering in Softimage 2012?

Yes. Softimage 2012 will use the latest mental ray 3.9 renderer core library.

2.3 Will all versions of mental ray Standalone software be compatible with Softimage?

No. Only mental ray Standalone 2012 will be compatible with Softimage 2012. Please refer to the online compatibility table or contact your local Autodesk representative for more information.

2.4 Will the four (4) mental ray Satellite network rendering nodes that are included as part of the Softimage 2012 software be able to be installed on all Softimage 2012 supported operating systems?

Yes. The four (4) mental ray Satellite network rendering nodes will be able to be installed on Windows 32 and 64-bit, and Linux 64-bit platforms.

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3. Installation, Configuration, and Licensing

3.1 How will I transfer my Softimage License to another machine?

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.

3.2 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.

3.3 What will be the licensing method for Softimage 2012?

Softimage 2012 licenses will use the Autodesk License Manager (AdLM).

Note: Only one license will be required and used for the Softimage 2012 components: the Softimage 3D animation software, Softimage Composite, Autodesk MatchMover and Softimage Batch.

3.4 Can I choose not to install either the Softimage Composite or MatchMover components?

Yes. When installing Softimage 2012, customers will be able to select which Softimage components they wish to install. Uninstalled components will be able to be installed at a later date.

3.5 What is the Softimage Batch component?

Softimage Batch is the Softimage executable running in command line mode.

3.6 Can I choose to install the Batch components on a different workstation?

Yes. Customers will be able to install Softimage (and therefore Batch) on any supported Softimage configuration and operating system.

Note: Softimage Batch will only be available with a Network license.

3.7 What operating systems will I be able to use with my Batch licenses?

You will be able to use your Batch licenses on any supported Softimage configuration and operating system.

3.8 Will Softimage 2012 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, and Linux operating systems), the Softimage 2012, Softimage Composite and MatchMover components will share the same license and will not be able to be used concurrently on different workstations.

3.9 Will a Softimage 2012 Network license be able to float across any Softimage 2012 supported platform?

Yes. Softimage 2012 Network licenses will be able to float across Windows 32 and 64-bit, and Linux 64-bit platforms.

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4. Compatibility and Interoperability

4.1 How will Softimage 2012 integrate with other Autodesk products?

Softimage 2012 will be able to transfer content in and out of Autodesk® Maya® 2012, Autodesk® 3ds Max® 2012 and Autodesk Mudbox™ 2012 software using a new single-step interoperability based on Autodesk® FBX® 2012 file interchange format and nCache. FBX data can also be used with Autodesk® MotionBuilder® 2012 software. In addition Softimage will support COLLADA and dotXSI standards via Autodesk® Crosswalk technology.

4.2 Will Softimage 2012 support file data from previous versions of Softimage?

Yes. Softimage 2012 will be able to access .scn and .emdl data from Softimage 5.11 through Softimage 2012.

5. Consulting, Training, and Support

5.1 What will be my options for training?

There will be a number of helpful Softimage training resources available for download from http://www.autodesk.com/softimage-training.

5.2 Will there be other documentation and training resources available for Softimage?

Yes, the Softimage Wiki is a community resource for users of Softimage. It features support information, tutorials, documentation updates, scripting tips and tricks, and many useful articles for Softimage users of all levels: http://softimage.wiki.softimage.com.

In addition, should you require further information on Softimage technical support, please consult the following resources:

Support blog: http://xsisupport.wordpress.com
Support videos and faqs : http://autodesk.com/softimage-support
YouTube channel: http://www.youtube.com/user/SoftimageHowTos

5.3 How will Softimage technical support be provided?

All new license purchases of Softimage 2012 software will receive 30 days complimentary Up & Ready Support from the date of registration, which will cover installation and licensing issues only.

Customers with Autodesk Subscription with Gold Support for Softimage will be entitled to additional technical product support based on the operating hours of Autodesk's various support centers.

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

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6. Subscription

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

Autodesk Subscription with Gold Support 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 Softimage.

Note: Customers will need to have all of their Softimage seats (whether Standalone or Network licenses) on Autodesk Subscription with Gold Support; otherwise, Autodesk Subscription with Gold Support will not be available for any seat.

6.2 What will be the price for Autodesk Subscription with Gold Support for Softimage 2012?

The price is US $795 MSRP*.

** International pricing may vary.*

6.3 If a customer upgrades to Softimage 2012 will the customer be considered "current" and will they be able to purchase Subscription with Gold Support?

Yes. Customers who purchase an upgrade license to Softimage 2012 will be considered "current" and will be able to purchase Autodesk Subscription with Gold Support. Autodesk standard policy requires Subscription with Gold Support to be purchased at the same time as the license is purchased. If the Subscription with Gold Support and license purchase do not occur together, the following rules apply:

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

6.4 How long after a customer's Subscription with Gold Support lapses does the customer have to renew without a penalty or additional charges?

Customers can renew their Autodesk Subscription with Gold Support 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 with Gold Support Renewal fee and Late Renewal Processing fee for every seat of Softimage licensed by the customer.*

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

6.5 When will Softimage 2012 be available for electronic software download for Subscription with Gold Support customers?

Softimage 2012 software is expected to be available to Autodesk Subscription with Gold Support customers for electronic download from the online Subscription Center on or after April 8, 2011.

6.6 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for Softimage 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 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 Softimage 2012 documentation will be available for download on or after April 8, 2011.

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6.7 Will active Subscription with Gold Support customers automatically receive a physical Softimage 2012 kit?

Software download will be the default method of delivering software upgrades to the majority of Autodesk Subscription with Gold Support customers. Autodesk Subscription with Gold Support customers in countries where software download is set as the default upgrade delivery method will be notified that the 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 the Subscription Center and Autodesk will ship them a software kit at no additional cost.

Note: Softimage 2012 software kits are expected to be shipped on or after April 8, 2011.

6.8 In which countries is software download the default method for delivering software upgrades to Subscription with Gold Support customers?

Software download will be the default method of delivering software upgrades to Autodesk Subscription with Gold Support customers in the 37 countries listed below. Autodesk Subscription with Gold Support 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		

6.9 Can I change my product upgrade delivery preference?

Yes. If you are a Subscription 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 Subscription Software Coordinator in one of the non-participating 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 with Gold Support 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 Subscription Center.

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6.10 What if I want both a download and a boxed shipment?

If you are the Subscription 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.

6.11 How will I access Softimage Subscription with Gold Support benefits?

Simply login to the Subscription Center at http://www.autodesk.com/subscriptionlogin to begin accessing your Subscription with Gold Support services.

6.12 As a Subscription with Gold Support customer, will I have access to versions of Softimage prior to the 2012 release?

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

For complete information on Softimage 2012, please refer to the product pages located at http://www.autodesk.com/softimage.

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