

Frequently Asked Questions

Q. What is Autodesk Maya 2010?

A: Autodesk® Maya® 2010 software will be the first software release to unify the feature set of Maya Complete 2009 and Maya Unlimited 2009 into a single offering. It also includes Maya Composite, advanced match-moving capabilities, five additional mental ray® for Maya batch¹ rendering nodes and the Autodesk® Backburner™² software network render queue manager for a more complete creative workflow.

Q. When will Autodesk Maya 2010 ship?

A: Maya 2010 is expected to ship simultaneously on all supported platforms on or after August 18, 2009³. Upgrade downloads for Autodesk® Subscription customers will be available on or after August 10, 2009.

Q: How will Autodesk Subscription customers be notified of the Maya 2010 software download?

A: 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.

Q: Will Maya Complete 2009 Subscription customers get Maya 2010?

A: Yes. All Maya Complete 2009 customers with active Autodesk Subscription or Autodesk Subscription with Gold Support contracts on the date of product shipment will be entitled to the Maya 2010 software release. These customers will be able to download Maya 2010, when available, via the Subscription Center and will also be sent a physical shipment of the software.

¹ Feature only available with network license

² Feature only available for Windows 32-bit / 64-bit and Linux 64-bit operating systems

³ Please note that all dates are intended dates only and could be subject to change – Autodesk reserves the right to change all plans, product offerings and specifications contained in this document at any time and without notice.

Q: Will Maya Unlimited 2009 Subscription with Gold Support customers get Maya 2010?

A: Yes. All Maya Unlimited customers with active Autodesk Subscription with Gold Support contracts on the date of product shipment will be entitled to the Maya 2010 software release. These customers will be able to download Maya 2010, when available, via the Subscription Center and will also be sent a physical shipment of the software.

Q: Can I still buy Maya Complete 2009 and Maya Unlimited 2009?

A: Yes, Maya Complete 2009 and Maya Unlimited 2009 licenses will continue to be available for purchase.

Note: Maya Complete 2009 and Maya Unlimited 2009 kits sold after August 18, 2009 (the expected ship date of Maya 2010) will not be eligible for either Autodesk Subscription or Autodesk Subscription with Gold support.

Note: A cross grade for Maya Complete 2009 and Maya Unlimited 2009 kits sold after August 18, 2009 to Maya 2010 will be available. Please consult your local Autodesk channel partner for additional information.

Q: Will Maya 2010 be available in languages other than English?

A: Yes, Maya 2010 will also be available in Japanese.

Q: What technical support options are available for Maya 2010?

A: Customers purchasing new licenses of Maya software will receive Autodesk's standard 30-day complimentary Up & Ready Support from the date of product registration. This support is limited to installation, licensing, and hardware configuration 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.

Q: Will there be any licensing changes with Maya 2010?

A: Yes, all Maya 2010 licenses now use the Autodesk License Manager (AdLM). Previous Maya Complete and Maya Unlimited licenses will be replaced with a single Maya 2010 license when upgrading.

Note: Only one license is required and used for all Maya 2010 components: the Maya 3D animation software, Maya Composite, Autodesk® MatchMover™, and mental ray Batch for Maya. Backburner does not require a license to operate.

Q: Can I choose not to install either the Maya Composite, MatchMover, Backburner or Batch components?

A: Yes. When installing Maya 2010, customers can select which Maya components they wish to install. Uninstalled components can be installed at a later date.

Q: Can I choose to install the Maya Composite or MatchMover components on a different workstation?

A: No. These components require and use the same license as the Maya 2010 3D animation software and must be installed on the same workstation.

Q: Can I choose to install the Backburner or Batch components on a different workstation?

A: Yes. Customers can install the Backburner software and 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.

Q: Will Maya 2010 be available for purchase as a Network license?

A: 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 2010, Maya Composite and MatchMover components all share the same license and cannot be used concurrently on different workstations.

Q: Does the switch to AdLM impact licensing of previous Maya versions?

A: Customers with entitlement to use previous versions of Maya through the Autodesk Subscription program who would like to use versions prior to Maya 2010 will need to continue using the previous licensing system. The Autodesk License Manager (AdLM) can only be used with Maya 2010. Customers on Subscription or Subscription with Gold Support who are entitled to use previous versions in conjunction with Maya 2010 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.

Q: Will Maya 2010 be available with hardware dongle support?

A: No. Autodesk's Online License Transfer system provides a flexible alternative to hardware dongles.

Q: What is the Online License Transfer system?

A: The Online License Transfer system is a flexible and convenient web-based mechanism for customers to transfer their licenses to different machines without requiring the physical transfer of a dongle. It is available at no charge to all Network license customers and there is no limit on the number of transfers that can be made.

Q: How does the Online License Transfer system work?

A: 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.

Q: 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 2010?

A: No. Customers will only be able to purchase dongles up until Maya 2010 starts shipping. If after that date you need to move your license to another workstation you will need to upgrade to a Maya 2010 Network license and use the Online License Transfer system.

Q: Can a dongle purchased for use with Maya 2009 (or certain prior versions) be returned for a refund after upgrading to Maya 2010?

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

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

A: No. This functionality is not available with Maya 2010 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.

Q: What operating systems will be supported for Autodesk Maya 2010 32-bit?

A: Microsoft® Windows Vista® Business (SP1 or higher), Microsoft® Windows® XP Professional (SP2 or higher), and Apple® Mac OS X 10.5.7 operating systems or higher. For a list of the latest operating systems supported please refer to the qualification charts at: <http://usa.autodesk.com/qual-charts>.

Q: What operating systems will be supported for Autodesk Maya 2010 64-bit?

A: Microsoft Windows Vista Business (SP1 or higher), Microsoft Windows XP Professional x64 Edition (SP2 or higher), Red Hat® Enterprise Linux® 5.3 WS or higher, and Fedora™ 8 operating systems. For a list of the latest operating systems supported please refer to the qualification charts at: <http://usa.autodesk.com/qual-charts>.

Note: Maya 2010 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 the online qualification charts.

Q: Will Autodesk Maya 2010 be available as a Universal binary?

A: No. Maya 2010 runs natively on Intel® processor-based Macintosh® computers only.

Q: Is the Mac OS X release of Maya 2010 64-bit?

A: No. There will not be a 64-bit version of Maya 2010 available for Mac OS X.

Q: Are there any changes to rendering in Maya 2010?

A: Maya 2010 uses the latest mental ray® 3.7.5x renderer core library and includes five additional mental ray for Maya Batch rendering nodes. Each Maya seat now enables artists to use other networked computers to render their sequences faster. The Backburner network render queue manager is intended to be included to help those with smaller rendering pipelines manage the process; larger facilities are expected to be able to integrate the additional mental ray for Maya nodes with their existing render management software.

Q: Will printed manuals be included in the package?

A: 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. In doing so Autodesk has significantly reduced the 1.1 million manuals (360 metric tons) that it used to produce each year. Maya documentation is available in electronic form on the installation DVD and for download from the Maya product center (www.autodesk.com/maya-documentation). For more information on Autodesk's sustainability initiatives visit <http://usa.autodesk.com/company/sustainability-report>.

Q: Will there be a Maya 2010 Personal Learning Edition (PLE) be available in the future.

A: As of this time, there are no plans to release new versions of the Maya PLE. If you need to evaluate the Maya software please use the Maya 2010 30-day trial⁴.

Q: Will learning tools be included with the Maya 2010 software kit?

A: No, learning tools will not be included in the Maya 2010 or in the upgrade Maya 2010 kits.

Q: Will Maya 2010 support file data from previous versions of Maya?

A: Yes. Maya 2010 will be able to load file data from Maya 3 through Maya 2009.

⁴ Free trial products are subject to the terms and conditions of the end-user license agreement that accompanies download of the software

Q: Will Maya customers be able to cross grade to the Autodesk Maya Entertainment Creation Suite or the Autodesk Maya Real-Time Animation Suite?

A: 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.

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

A: The Autodesk® FBX® software file interchange format allows users to easily transfer assets to and from Autodesk® 3ds Max®, Autodesk® Softimage®, Autodesk® MotionBuilder® and Autodesk® Mudbox™ software products, as well as certain other content creation packages that support FBX, making Maya a complementary package that can be expected to enhance any new or existing production pipeline.

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

A. Yes. Autodesk intends to continue to develop and support all three products for the foreseeable future.