

Questions and Answers

Autodesk® 3ds Max® Design 2011 software offers compelling new techniques to help bring designs to life by aggregating data, iterating ideas, and presenting the results. Streamlined, more intelligent data exchange workflows and innovative new modeling and visualization tools help significantly increase designers' creativity and productivity, enabling them to better explore, validate, and communicate the stories behind their designs.

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1. General Product Information

1.1 What are the key new features in 3ds Max Design 2011?

The following features are the top new features included in 3ds Max Design 2011. Please see www.autodesk.com/3dsmaxdesign-features for a more detailed list of new features.

- **Quicksilver Hardware Renderer**
Create higher-fidelity preview animations and design dailies in less time with Quicksilver, an innovative new hardware renderer that helps produce higher-quality images at incredible speeds.
- **FBX File Link with Autodesk Revit Architecture**
Receive and manage upstream design changes from Autodesk® Revit® Architecture software with the new Autodesk® FBX® File Link.
- **Autodesk Inventor Import Improvements**
Take advantage of new Smart Data workflows for your Digital Prototyping workflows when using Autodesk® Inventor® software with direct import of solids via IPT and IAM files.
- **Viewport Display of 3ds Max Materials**
Develop and refine scenes in a higher-fidelity interactive display environment—without the constant need to re-render—with the new ability to view most 3ds Max Design texture maps and materials in the viewport.
- **Modeling and Texturing Enhancements**
Accelerate modeling and texturing tasks with new tools that help extend the Graphite modeling and Viewport Canvas toolsets: an expanded toolset for 3D painting and editing textures within the viewport; the ability to paint with object brushes to help create geometry within a scene; a new brush interface for helping edit UVW coordinates; and an interactive tool for extending edge loops.
- **Native Solids Import/Export**
Non-destructively import and export surfaces and solids between 3ds Max Design and certain other applications supporting SAT files: Autodesk® Revit® Architecture software, Rhino, SolidWorks®, and form-Z.
- **Google SketchUp Importer**
Import Google® SketchUp™ (SKP) version 6 and 7 files into 3ds Max Design more efficiently.
- **Autodesk Material Library**
Exchange material data between certain Autodesk 2011 applications – AutoCAD®, Inventor®, Revit Architecture, Autodesk® Revit® MEP, and Autodesk® Revit® Structure software – with the new Autodesk Material Library.
- **Local Edits to Containers**
Collaborate more efficiently with significantly enhanced workflows for Containers that enable designers to layer local edits non-destructively on top of referenced content.
- **Slate Material Editor**
More easily visualize and edit material component relationships with Slate, a new node-based material editor that helps significantly improve workflow and productivity for designers creating and editing complex material networks.

1.2 When will 3ds Max Design 2011 be available?

3ds Max Design 2011 is scheduled to ship on or after April 7, 2010.

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1.3 Why are there two versions of 3ds Max?

In order to optimize the user experience for both design visualization and entertainment customers, there are two versions of 3ds Max: 3ds Max Design and 3ds Max.

3ds Max Design is focused on providing a high-quality “out of the box” experience for design visualization specialists in the architecture, civil engineering, and manufacturing industries. For entertainment users, 3ds Max continues to build on its legacy as an industry-leading content creation tool in the games, film, and television industries.

Each “flavor” of 3ds Max is specifically tailored for its intended audience – from learning resources and sample files to application defaults.

1.4 Is 3ds Max 2011 or 3ds Max Design 2011 right for me?

If you work primarily in the architecture, civil engineering, or manufacturing sectors, and you do not need to create your own plug-ins using the SDK, choose 3ds Max Design 2011. It has all the features of 3ds Max 2011, except for the SDK, and it includes the Exposure™ lighting analysis tool for assisting with LEED EQ Credit 8.1 certification. In addition, only 3ds Max Design Autodesk® Subscription customers will have access to the Autodesk® Civil Visualization Extension for civil/infrastructure visualization, when it becomes available. For more information, visit www.autodesk.com/civilviz.

If you work primarily in entertainment and require the SDK, choose 3ds Max 2011. 3ds Max has all the features of 3ds Max Design except for the Exposure lighting analysis tool for assisting in attaining LEED EQ Credit 8.1 certification.

For more information on the differences between 3ds Max 2011 and 3ds Max Design 2011, view the comparison chart located at www.autodesk.com/3dsmaxdesign-compare.

1.5 What features are the same between 3ds Max 2011 and 3ds Max Design 2011?

With the exception of the SDK, 3ds Max Design has 100% of the features found in 3ds Max. 3ds Max and 3ds Max Design share a single binary. This means that both applications will be able to simultaneously advance from a technological perspective. A single binary also means that there is 100% file compatibility as well as plug-in compatibility between the applications.

1.6 Can I run 3ds Max and 3ds Max Design side-by-side?

Yes, it is possible to have both 3ds Max and 3ds Max Design on the same computer. As these applications are nearly identical in features and functionality, most customers will not have a need for side-by-side installs.

1.7 Can I use both products in a production environment?

Yes. Since 3ds Max 2011 and 3ds Max Design 2011 are based on the same binary, data moves seamlessly between them.

1.8 Will my MAXScript work in both products?

Unless you have written a script that requires the Exposure lighting analysis feature to be present, there are no known differences between running a script created in 3ds Max 2011 or 3ds Max Design 2011.

1.9 If I have floating licenses of 3ds Max 2011, how will things work?

You will need to have separate licenses for 3ds Max 2011 and 3ds Max Design 2011 to use both products. For example, if you have a pool of five floating 3ds Max 2011 licenses, you will only be able to use 3ds Max 2011 and not 3ds Max Design 2011. You will be required to crossgrade your license to use 3ds Max Design 2011 if you have purchased a license for 3ds Max 2011.

1.10 Will plug-ins from 3ds Max Design 2010 work with 3ds Max Design 2011?

Yes, 3ds Max Design 2011 is plug-in compatible with 3ds Max Design 2010. No recompile required.

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1.11 Can I save my 3ds Max Design 2011 files in a format 3ds Max Design 2010 can read?

Yes, you can save your 3ds Max Design 2011 files in a format 3ds Max Design 2010 can read. However, not all features are backwards compatible given that there are a number of new features that have been introduced in 3ds Max Design 2011.

1.12 Is there a trial version of 3ds Max Design 2011 available?

Yes, you may download the 3ds Max Design 2011 30-day trial* software from www.autodesk.com/3dsmaxdesign-trial

The 30-day trial is a fully functional version of the 3ds Max Design software for non-commercial use. The 3ds Max Design 2011 trial is supported on the 32-bit Windows supported platform.

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

1.13 Will a manual be included in the product package?

In a corporate-wide effort to support sustainable initiatives, no printed documentation will be shipped. 3ds Max Design 2011 documentation will be available in electronic form on the installation DVD and for download.

1.14 Is there a trial version of 3ds Max Design 2011 available?

Autodesk is introducing a new, streamlined upgrade pricing model expected on March 16, 2010. Under our current upgrade pricing model, the price of your upgrade depends on which product release you license. After March 15, 2010, your upgrade from any of the three previous software releases will cost 50 percent** of the price of a new license, no matter which release you own. **Find out more.**

*** Savings based on USD SRP. International pricing may vary.*

2. Technology

2.1 Is there an updated version of Autodesk® Backburner®?

Yes, there is an updated version. Autodesk Backburner 2011 is available as an additional install on the 3ds Max Design 2011 DVD. Prior releases of 3ds Max Design will not work with Backburner 2011. Therefore, Backburner 2008 is installed by default.

2.2 What operating systems does 3ds Max Design 2011 support? ¹

The 32-bit version of Autodesk 3ds Max Design 2011 software is supported by any of the operating systems:

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

The 64-bit version of 3ds Max Design 2011 software is supported by any of the operating systems: ¹

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

3ds Max Design 2011 32-bit and 64-bit software requires the following supplemental software:

- Microsoft® Internet Explorer® 7.0 internet browser or higher
- Mozilla® Firefox® 2.0 web browser or higher

¹ The 3ds Max Composite feature requires one of the following 32-bit or 64-bit operating systems:

- Microsoft® Windows® XP Professional (SP2 or higher) operating system
- Microsoft® Windows® XP Professional x64 (SP2 or higher) operating system
- Microsoft® Windows® 7 Professional x64 operating system

Note: You can install Autodesk 3ds Max Design 2011 software on a Mac® computer within a Windows® partition. The system must use the Boot Camp® application program to help manage a dual OS configuration and meet the minimum system requirements:

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- Intel®-based Mac Pro or MacBook® Pro computer
- Mac® OS X 10.5.x operating system or higher Boot Camp V 2.0 or higher
- Minimum 2 GB RAM (Recommend 4 GB for 32-bit Windows OS, 8 GB or more for 64-bit Windows OS)
- Minimum 20 GB disk space for Apple OS partition, minimum 20 GB for Windows OS partition

For more information on 3ds Max Design 2011 minimum and recommended system requirements, please refer to the system requirements document located at <http://www.autodesk.com/3dsmaxdesign>.

2.3 Is mental ray® Standalone available for this latest version of 3ds Max Design?

Yes, the mental ray Standalone 2011 renderer for 3ds Max Design 2011 is intended to be available on or after April 7, 2010. mental ray Standalone 2011 software is compatible only with 3ds Max Design 2011.

2.4 Can I choose not to install 3ds Max Composite?

Yes. When installing 3ds Max Design 2011, customers can choose to install or forgo installation of 3ds Max Composite. 3ds Max Composite may be installed at a later date.

3. Installation, Configuration, and Licensing

3.1 How do I transfer my 3ds Max Design 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. Online License Transfer allows you to use a web interface to de-activate the software on your current computer and re-activate the software on a different computer.

3.2 How does the Online License Transfer system work?

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.

4. Compatibility and Interoperability

4.1 Does 3ds Max Design 2011 integrate with other Autodesk and third-party products?

Yes. Along with support for at least 30 2D and 3D file formats, the FBX file interchange format, OBJ support, SAT file format support, and the Civil Visualization Extension allows users to more easily transfer assets between 3ds Max Design and Autodesk Revit products, Autodesk Inventor products, and AutoCAD® Civil 3D® software– as well as certain other third-party CAD packages.

5. Training and Support

5.1 What are my options for training?

There are a number of helpful 3ds Max Design training resources available for download from www.autodesk.com/3dsmaxdesign-learningpath.

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5.2 What is Autodesk Authorized Training, and how do I get it?

Autodesk Authorized Training is designed to accelerate your career with Autodesk software. Get trained at an Autodesk Authorized Training Center (ATC®), with hands-on, instructor-led classes to help you enhance your productivity and heighten return on investment. You can make Autodesk Official Training Courseware (AOTC) a key part of your product training, and learn from the best with content developed by Autodesk subject-matter experts. Earn Autodesk certification to prove your experience, reliably validate your skills and knowledge, enhance credibility in your field, and maximize your value. For more information about these learning solutions, visit www.autodesk.com/authorizedtraining, www.autodesk.com/aotc, and www.autodesk.com/certification.

5.3 How will 3ds Max Design technical support be provided?

All new license purchases of 3ds Max Design 2011 software will receive 30 days complimentary Up & Ready Support from the date of registration. This covers installation, licensing, and hardware issues.

Customers with Autodesk Subscription will receive access to web support. Customers with Autodesk Subscription with Gold Support for 3ds Max Design will receive both telephone and web support throughout the duration of their subscription term. Please consult www.autodesk.com/subscription for more details.

6. Subscription

6.1 What benefits does Subscription offer?

- Previous Version Rights
- License Management tools
- Extra territory rights
- Home Use Rights
- Access to e-learning content
- Access to downloadable DVDs
- New release online training
- Access to knowledge database
- Subscription Extensions
 - Civil Visualization Extension
 - Autodesk® MatchMover™ software
 - Autodesk® ImageModeler™ 2009

6.2 What benefits does Subscription with Gold Support offer?

Subscription with Gold Support includes all the benefits of Subscription (see above list), plus the following:

- Telephone support
- Access to Ask Autodesk discussion forums
- Defect reporting and tracking

6.3 How can I access my Subscription benefits?

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

6.4 How do I obtain a Home Use License?

You must have a valid Autodesk Subscription contract to be eligible to receive a Home Use license. If the Primary License is a standalone license, you may use the media in your possession to install the Home Use License of the product. Once the Home Use License is installed, you must obtain an authorization code from Autodesk. Standalone Home Use Licenses will have the same serial number as the Primary License on which they are based.

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If the Primary License is a network license, you must complete a Home Use License Application and submit it to Autodesk. Autodesk will review the application and issue a serial number for a standalone Home Use License based on the corresponding network license.

6.5 Are 3ds Max Design customers on Subscription or Subscription with Gold Support entitled to use previous versions of 3ds Max Design?

Yes. 3ds Max Design 2011 customers with valid Subscription and Subscription with Gold Support are entitled to use up to three previous versions of 3ds Max Design (3ds Max Design 2010 and 2009, and 3ds Max 2008), up to the total number of licenses of the product currently on Subscription.

6.6 As an Autodesk Subscription customer, how will I obtain my copy and my license of 3ds Max Design 2011?

Subscription customers will be able to download their 3ds Max Design 2011 software entitlement. Subscription contract managers and software coordinators will be sent an email containing a link to a download page. Customers must sign in using their Subscription Center login credentials to access this page. From there, they may download their 3ds Max Design 2011 product entitlement. The product license is accessible in the coverage report located in the Subscription Center.

6.7 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		

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6.8 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 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.

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

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 the Subscription Center.