

# Questions and Answers

Available in two options, the Autodesk® Entertainment Creation Suites offer a range of powerful creative toolsets at a significant cost saving\*.

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# 1. General Product Information

## 1.1 What software is included in the Entertainment Creation Suites?

The Autodesk® Maya® Entertainment Creation Suite 2011 includes:

- Autodesk® Maya® 2011
- Autodesk® MotionBuilder® 2011
- Autodesk® Mudbox™ 2011

The Autodesk® 3ds Max® Entertainment Creation Suite 2011 includes:

- Autodesk® 3ds Max® 2011
- Autodesk® MotionBuilder® 2011
- Autodesk® Mudbox™ 2011

## 1.2 What are the advantages of the Entertainment Creation Suites?

- Almost 40% cost savings\* over purchasing the products contained in the Suite individually
- Increased productivity by using specialized tools purpose-built for animation and modeling
- Access to a broader range of creative tools to help you to develop cutting-edge content

## 1.3 How can Mudbox 2011 help improve my workflow?

Mudbox provides a dedicated toolset for helping sculpt and 3D paint that enables you to more easily and quickly create highly-detailed, lifelike models from scratch, or to add surface and texture detail to existing Maya or 3ds Max models. Details can be optionally baked into high-quality, accurate Normal, Displacement, Vector Displacement, and Ambient Occlusion maps, and transferred to other meshes. And with support for Autodesk® FBX® 2011 technology, you can more seamlessly exchange meshes, cameras, and image planes between Mudbox and Maya or 3ds Max. Moreover, the Mudbox software's highly intuitive interface and artist-friendly feature set will enable you to become fully productive in very little time.

## 1.4 How can MotionBuilder 2011 help increase my productivity?

With its real-time 3D engine, robust interoperability with Maya and 3ds Max, and productivity-gearred workflows, MotionBuilder helps make animation pipelines more efficient. As one of the industry's fastest animation tools, MotionBuilder is ideal for high-volume animation, virtual cinematography, pre-visualization, performance animation, and real-time simulations, while dedicated toolsets enable you to more effectively handle and manipulate motion-capture data. Simply put, with MotionBuilder, you can produce more high-quality animation in less time.

## 1.5 Will all three products within the Entertainment Creation Suite come in the same box?

Yes, the Entertainment Creation Suite is a single package containing all three products.

## 1.6 I currently own a license of the Entertainment Creation Suite 2010 software. What is new in the Entertainment Creation Suite 2011?

The 3ds Max and Maya Entertainment Creation Suites 2011 include the latest versions of 3ds Max, Maya, MotionBuilder and Mudbox containing new features and enhancements. Please consult the following web pages for specific product-related updates:

Maya 2011: [www.autodesk.com/maya](http://www.autodesk.com/maya)

3ds Max 2011: [www.autodesk.com/3dsmax](http://www.autodesk.com/3dsmax)

MotionBuilder 2011: [www.autodesk.com/motionbuilder](http://www.autodesk.com/motionbuilder)

Mudbox 2011: [www.autodesk.com/mudbox](http://www.autodesk.com/mudbox)

## 1.7 When will the Entertainment Creation Suites 2011 be available?

The Entertainment Creation Suites 2011 are scheduled to ship on or after April 7, 2010.

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1.8 Are there crossgrades from the standalone products to the Entertainment Creation Suites available for purchase?

Yes, customers with eligible licenses of Maya, 3ds Max or MotionBuilder will be able purchase crossgrade licenses to the Autodesk Entertainment Creation Suites 2011. Crossgrades are available for up to and including three previous versions of either 3ds Max, Maya or MotionBuilder. Please contact your Autodesk Authorized Reseller for more information:

**[www.autodesk.com/reseller](http://www.autodesk.com/reseller)**

1.9 Is the Autodesk Real-Time Animation Suite still available for purchase?

No, the Autodesk® Real-Time Animation Suite is no longer available for purchase. Please consult your Autodesk Authorized Reseller for options to crossgrade to the Entertainment Creation Suites 2011.

1.10 What is Simplified Upgrade Pricing?

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: **[www.autodesk.com/upgrade](http://www.autodesk.com/upgrade)**

## 2. Installation, Configuration and Licensing

2.1 Are the Entertainment Creation Suites available as Standalone and Network licenses?

Yes, both Standalone and Network licenses are available for purchase.

2.2 Do all products within the Entertainment Creation Suites need to be used on the same workstation?

For the Standalone version of the Suite, all products must be used on the same workstation. In the case of a network license for the Suites, while anyone on the network can check out one of the products of the Suite, as soon as they do so, all three products will be checked out until the user exits the software. There is only one license for all three products in the Suite and they cannot be run on different workstations concurrently.

## 3. Compatibility and Interoperability

3.1 How do the products within the Suite integrate with one another?

All products within the Entertainment Creation Suites support the Autodesk® FBX® 2011 data exchange technology, an open platform for 3D data exchange between applications. Users of the Entertainment Creation Suites will be able to transfer data from either 3ds Max or Maya to Mudbox and MotionBuilder, as well as exchange 3D data with certain other Autodesk and certain third-party applications. The Entertainment Creation Suites 2011 offer improved interoperability over the previous version.

## 4. Consulting, Training and Support

4.1 What are my options for training?

There will be a number of helpful training resources available for download from:

**[www.autodesk.com/maya-learningpath](http://www.autodesk.com/maya-learningpath)**

**[www.autodesk.com/3dsmax-learningpath](http://www.autodesk.com/3dsmax-learningpath)**

**[www.autodesk.com/motionbuilder-learningpath](http://www.autodesk.com/motionbuilder-learningpath)**

**[www.autodesk.com/mudbox-learningpath](http://www.autodesk.com/mudbox-learningpath)**

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## 4.2 How will technical support be provided?

All new license purchases of the Autodesk Entertainment Creation Suites 2011 will receive thirty (30) days complimentary Up & Ready Support from the first date of registration of any one of the products in the Suite. Up & Ready support covers installation, licensing, and hardware issues only.

Customers with Autodesk® Subscription have access to an online technical knowledgebase.

Customers with Autodesk® Subscription with Gold Support for Entertainment Creation Suite will receive both telephone and web support through the Autodesk Technical Support Team in the Americas, EMEA, Australia and New Zealand throughout the duration of their subscription term (applies to all products in the Suite). APAC customers with Subscription with Gold Support will receive support directly through their Autodesk Authorized Reseller.

## 5. Subscription

### 5.1 Is Subscription available for purchase with either of the Entertainment Creation Suites?

Yes, both Autodesk Subscription and Subscription with Gold Support are available for purchase with either of the Entertainment Creation Suites.

### 5.2 What benefits does Subscription offer?

- Access to new upgrades of your Autodesk software and any incremental product enhancements released during your subscription term
- Rights to use certain previous versions of your Autodesk software
- Self-paced training to extend your skills
- Access to a knowledgebase
- Home use license rights

### 5.3 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
- Web support
- Access to Ask Autodesk discussion forums
- Defect reporting and tracking
- Application Programming Interface (API) developer support with scripting supports

### 5.4 How can I access my Subscription benefits?

Simply login to the Subscription Center at **[www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin)** to begin accessing your Subscription services.

### 5.5 As an Autodesk Subscription customer, how will I obtain my copy of the Entertainment Creation Suites 2011?

Subscription customers will be able to download their Entertainment Creation Suites 2011 software entitlement. Subscription Software Coordinators will be sent an email containing a link to a download page. Customers must login using their Subscription Center login credentials to access this page. From there they may download their Entertainment Creation Suites 2011 product entitlement.

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5.6 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		

5.7 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 make sure 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 Subscription Center.

5.8 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 make sure 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.

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

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