

Autodesk®
3ds Max® 2010

Autodesk®
3ds Max® Design 2010

Installation Guide

Autodesk® 3ds® Max 2010 Software

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Quick Start to 3ds Max and 3ds Max Design Installation

1

This section provides quick start instructions on how to install your product on your system. You should read the entire *Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010 Installation Guide* if you have any questions that are not addressed in this Quick Start section.

This installation guide applies to both products.

NOTE For differences between Autodesk 3ds Max and Autodesk 3ds Max Design, see [Differences Between 3ds Max and 3ds Max Design](#) on page 5.

For network installs, you can also install your product by deploying the program. This can be especially useful when you want to install your product on many machines on a network. To deploy your product, see the *Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010 Network Administrator's Guide*, which you can access from the Documentation link in your product Installation Wizard.

NOTE Throughout this guide the term "your product" is used to refer to either Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.

How to Use this Document

This document is divided into four chapters. Read the chapter descriptions to see which ones contain information that pertains to your situation.

- See [Quick Start to 3ds Max and 3ds Max Design Installation](#) on page 1 for a quick overview of the install process. If your install is straightforward, this may be sufficient information.

- See [Installing Your Product](#) on page 5 for a detailed explanation of how to install, start, and license Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010. Also find out about customizing your installation.
- See [Supplemental Tools and Utilities](#) on page 47 for an explanation of the various supplementary tools that you may wish to install.
- See [Installation Troubleshooting](#) on page 63 if you have any problems or questions during your installation.

Preparing for Installation

Before you install 3ds Max or 3ds Max Design, you need to perform a few tasks. These steps are briefly outlined in this chapter or described in more detail in [Installing Your Product](#) on page 5.

Verifying System Requirements

Before you install your product, make sure that your computer meets the system requirements. If your system does not meet the system requirements, problems can occur, both within 3ds Max or 3ds Max Design and at the operating system level.

To review the system requirements, see [System Requirements](#) on page 6.

Obtaining Administrative Permissions

To install 3ds Max or 3ds Max Design, you must have administrator permissions. See [Administrative Permission Requirements](#) on page 12 for complete details.

Closing Other Programs

Certain other programs may cause problems during the 3ds Max or 3ds Max Design installation. It is suggested that you close these programs. See [Closing Other Programs During Installation](#) on page 2 for a complete list of these programs.

Installing and Running Your Product

To use the product, you must install the product, then launch it. To run it beyond the 30-day trial period, you must register and activate it.

Installing 3ds Max or 3ds Max Design

- 1 Insert the Software DVD into your computer's drive.
- 2 In the 3ds Max or 3ds Max Design Installation Wizard, click Install Products.
- 3 Follow the directions on each installation page.

For detailed instructions on installing 3ds Max or 3ds Max Design, see [Installing Your Product](#) on page 5.

3ds Max or 3ds Max Design Serial Number and Product Key Overview

To activate your product, you will need the serial number and product key found on the outside of the DVD case (or in the purchase confirmation email you received if you purchased your product or upgrade online). See [Locating Your Serial Number and Product Key](#) on page 3 for more information, including for Autodesk store (online store) downloads.

Registering and Activating 3ds Max or 3ds Max Design

After your product is installed, you can initiate the registration process by launching the product. When you launch your product, the Product Activation wizard is displayed. Follow the directions in the Product Activation wizard to register the product.

NOTE If you are upgrading from an earlier release, use your new serial number and product key when you register and activate the new release.

For detailed instructions on registering 3ds Max or 3ds Max Design, see [Registering and Activating Your Product](#) on page 27.

Starting 3ds Max or 3ds Max Design

You can start your product from a desktop shortcut, the Start menu, or from the location where you installed your product (with administrator permissions). See [Starting Your Product](#) on page 24 for further details.

Learning About New Features

For more information about the new features, see the “What’s New” section in the *3ds Max Help* or the *3ds Max Design Help* (accessible from the Help menu in the corresponding product).

Additional Information on the Web

Several pages on the Autodesk web site provide additional information about 3ds Max and 3ds Max Design.

3ds Max Web Sites

- <http://www.autodesk.com/3dsmax> for product information and related links.
- <http://www.autodesk.com/3dsmax-learningpath> for a map to online learning resources such as tutorials, videos, and help.
- <http://www.autodesk.com/3dsmax-support> for support.

3ds Max Design Web Sites

- <http://www.autodesk.com/3dsmaxdesign> for product information and related links.
- <http://www.autodesk.com/3dsmaxdesign-learningpath> for a map to online learning resources such as tutorials, videos, and help.
- <http://www.autodesk.com/3dsmaxdesign-support> for support.

Installing Your Product

2

This section provides detailed instructions for installing and activating 3ds Max or 3ds Max Design for an individual user. For information about installing network-licensed or multi-seat standalone-licensed versions of the program, see the *Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010 Network Administrator's Guide*, located on the Documentation tab of the Installation Wizard.

Differences Between 3ds Max and 3ds Max Design

Though this guide is shared between 3ds Max and 3ds Max Design, there are some key differences between these two products—as 3ds Max Design is intended for architecture and visualization customers, the tutorials and movies that are included show typical applications and scenarios for these customers. In addition, 3ds Max Design contains Exposure™ lighting analysis technology, which is designed specifically for architecture and visualization work flows. To learn more about Exposure lighting analysis, refer to the *3ds Max Design Help*.

The tutorials and movies included with 3ds Max demonstrate 3D pipelines typically employed by artists and animators in films, games and television-related fields. In addition, 3ds Max ships with the SDK which can be used to add your own plug-ins to your 3ds Max pipeline. The only difference that you will notice during the install procedure is that you cannot install the SDK with 3ds Max Design.

It is possible to install both 3ds Max and 3ds Max Design on the same machine—a unique serial number and product key for each product is required to activate the software so that you can run the products beyond the 30-day trial period.

System Requirements

Before you begin the install process, make sure your system meets the minimum software and hardware operating requirements for Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.

Operating Systems

The supported operating systems depend on whether you are running the 32- or 64-bit version of your product.

NOTE The same system requirements are shared between 3ds Max 2010 and 3ds Max Design 2010.

32-Bit Version

The following are the supported operating systems for the 32-bit version of 3ds Max 2010 and 3ds Max Design 2010.

-
- Microsoft® Windows® Vista™ (Business, Premium and Ultimate)
 - Microsoft® Windows® XP Professional (Service Pack 2 or higher)
 - **NOTE** Windows 2003 (Server), Windows® XP Home Edition, Windows® 2000 or earlier releases are not supported operating systems.
-

64-Bit Version

The following are the supported operating systems for the 64-bit version of 3ds Max 2010 and 3ds Max Design 2010.

-
- Microsoft® Windows® Vista™ (Business, Premium and Ultimate)
 - Microsoft® Windows® XP Professional x64, which is the recommended 64-bit operating system.
-

Hardware Requirements

Certain hardware requirements apply to both the 32- and 64-bit versions of 3ds Max 2010 or 3ds Max Design 2010, while others apply to only one or the other.

32-Bit Version

The 32-bit version of 3ds Max 2010 and 3ds Max Design 2010 requires the following hardware:

Hardware Item:	Minimum Requirements:
Processor	■ Intel Pentium® 4 or higher, AMD Athlon® 64 or higher, or AMD Opteron® processor
Hard Disk	■ 1 GB of swap space but 2 GB is recommended.
RAM	■ 1 GB RAM but 2GB is recommended
NOTE The complexity of your scene impacts the amount of RAM you need to maintain performance.	

64-Bit Version

The 64-bit version of 3ds Max 2010 and 3ds Max Design 2010 requires the following hardware:

Hardware Item:	Minimum Requirements:
Processor	■ Intel® EM64T, AMD® Athlon® 64 or AMD Opteron® processor
Hard Disk	■ 1 GB of swap space but 2 GB is recommended.
RAM	■ 1 GB RAM but 4 GB is recommended

Hardware Item:	Minimum Requirements:
	NOTE The complexity of your scene impacts the amount of RAM you need to maintain performance.

Shared Hardware Requirements (32- and 64-Bit)

Both 32- and 64-bit machines require the following hardware.

Hardware Item:	Minimum Requirements:
Display Minimum	<ul style="list-style-type: none"> ■ Graphics cards that support a minimum resolution of 1024 x 768 x 16-bit color.
Hardware Acceleration	<ul style="list-style-type: none"> ■ Hardware-accelerated OpenGL® and Direct3D with a resolution set to 1280 x 1024 x 32-bit color (or higher) is both supported and recommended. OpenGL and Direct3D® hardware acceleration is supported with graphics cards having a minimum of 128 MB of memory. ■ Some features of your product are only enabled when used with graphics hardware that supports Shader Model 3.0 (Pixel Shader and Vertex Shader 3.0). Check with your manufacturer to determine whether your hardware supports this. <p>NOTE 256-color mode is not supported.</p>
Mouse/Tablet with Pen	<ul style="list-style-type: none"> ■ Microsoft® Windows®-compliant pointing device (optimized for Microsoft® IntelliMouse®)
DVD-ROM drive	<ul style="list-style-type: none"> ■ DVD-ROM drive to launch the your product Installation DVD.
Network	<ul style="list-style-type: none"> ■ A TCP/IP-configured network is required for use in network rendering, is needed to access the internet for tasks such as downloading support installs, and is needed for network licensed setups.

Hardware Item:	Minimum Requirements:
Sound card and speakers (Optional)	<ul style="list-style-type: none"> ■ Required for listening to audio tracks.

Software Requirements

Certain softwares are required while others are optional.

Software Requirements

Internet Explorer® 6 (or later)	<ul style="list-style-type: none"> ■ To activate and register your product and to view the help, you must have Internet Explorer® 6 (or later). You can download Internet Explorer from the Microsoft Web site: http://www.microsoft.com/windows/ie/
---------------------------------	--

DirectX® Updates	<ul style="list-style-type: none"> ■ Both DirectX 9.0c and DirectX 10 (Vista only) are supported. ■ For DirectX 9.0c you must at least have the original version of DirectX 9.0c from Microsoft. If you have Windows XP SP2, you should already have it installed. ■ For DirectX 10 you must have DirectX 10 and all of the updates from Microsoft. If you are running Windows Vista, you should already have these items installed. ■ When you install your product, a specific set of Direct 3D updates is installed for DirectX 9.0c (August 2008, June 2007, December 2006, and October 2006) and for DirectX 10 (August 2008, June 2007 and December 2006). These updates make it possible for DirectX to work with your product. ■ You can download the latest version of DirectX (for DirectX 9.0c or 10) from http://www.microsoft.com/DirectX. Choose either the <i>For Gamers</i> or <i>For Pros</i> link and then click <i>Download the Latest DirectX</i>.
------------------	--

Acrobat® Reader® 8	<ul style="list-style-type: none"> ■ You will need Acrobat Reader to view all of the PDF documents on your Software DVD.
--------------------	---

Software Requirements

- If you do not have Acrobat® Reader® installed, you can go to the Adobe Web Site at <http://www.adobe.com/products/acrobat/readstep2.html>

Adobe® Flash Player

- Adobe® Flash Player is required to view the Hot Key Map (available from the Help menu).
- If you do not have Adobe® Flash Player installed, you can go to the Adobe Web Site at <http://www.adobe.com/products/flashplayer/>

Optional Software

OpenGL®

- If your graphics card supports OpenGL you will need to install the OpenGL driver that comes with your card. For more information see <http://www.opengl.org>.

Java Runtime Environment Download

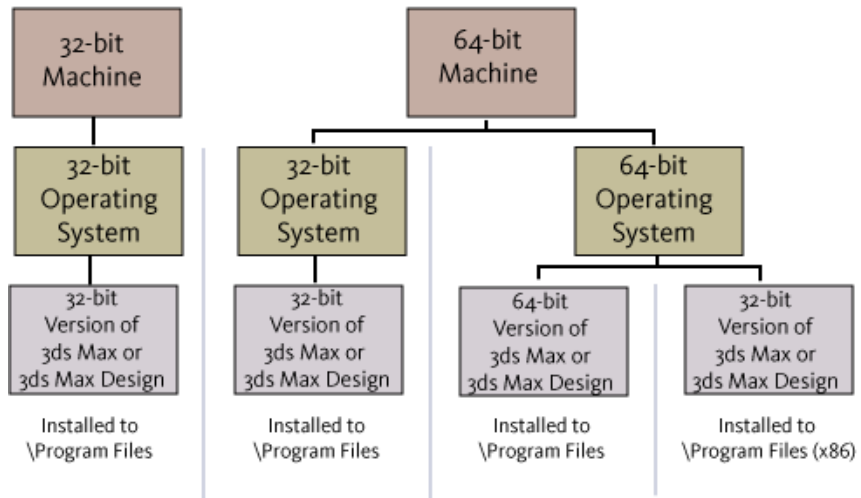
- You will need this download to use the JSR Viewer (M3G Player) which you access from Programs > Autodesk > Autodesk 3ds Max 2009 > JSR Viewer.
-

32- or 64-bit Support

When you install 3ds Max or 3ds Max Design the installer detects whether your machine is 32- or 64-bit. On a 64-bit machine with a 64-bit operating system you have the option of installing either the 32- or 64-bit version (as well as installing both of them on the same machine, and running them both together at the same time). The following illustration summarizes the various combinations of 3ds Max and 3ds Max Design available.

NOTE You can deploy your product from a 32-bit machine to both 32- and 64-bit machines. See your *Network Administrator's Guide* for complete details on deploying over a network.

Possible Configurations of Autodesk 3ds Max and Autodesk 3ds Max Design



Calculating the Appropriate Swap-File Setting

A good rule to keep in mind for configuring the size of your Windows swap-file is to have three times the amount of physical memory (RAM) on your system. Depending on scene complexity, more swap space might be desirable. When you output to high-resolution film or print work, the demands will be much higher than for video resolutions. This is especially true when using Image Motion Blur.

Many users dedicate entire hard drives or partitions as swap-files. Setting swap-files in this manner avoids any fragmentation of the swap-file.

It is very important that you have sufficient swap space set aside. A common cause of system instability is an improperly sized swap-file.

The Installation DVDs

Your product ships on two DVDs. The product DVD contains:

- the main software install
- required installs (supporting utilities)
- optional installs (third-party plugins and tutorial files)

The second DVD contains:

- a library of sample files that can be used as assets

Administrative Permission Requirements

To install your product, you must have administrator permissions. You do not need to have domain administrative permissions. See your system administrator for information about administrative permissions.

You will need these permissions to:

- Activate your product.
- Install your product or any of its components.
- Install network-rendering services.
- Remove your product or any of its components.
- Import and export your product license with the Portable License Utility.

To run your product, you do not need administrator permissions. You can run the program as a limited-rights user.

Locating Your Serial Number and Product Key

Your serial number and product key are located on the outside of the product package. When you are activating your product, you are prompted for this information. Make sure to have these numbers available for activation. Record the serial number and key and keep them on hand.

NOTE The serial number and product key will also be required for your next upgrade, if you ever have to reinstall or reactivate the software, or if you need to contact support.

Serial Number and Product Key for the Autodesk Store Download

If you purchased the electronic version of your product from the Autodesk Store (online store), you find your serial number and product key in both the

“Thank You for Purchasing Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010” e-mail and the follow-up e-mail.

Closing Other Programs During Installation

The installation process may stop if some applications (such as Microsoft® Outlook® or virus-checking programs) are running. Close all running applications to avoid possible data loss.

Additionally, ensure that none of the following programs are running: Autodesk® 3ds Max®, Autodesk® 3ds Max® Design, AutoCAD®, Autodesk® Combustion®, or Autodesk® VIZ.

The Installation Wizard

The Installation Wizard contains all installation-related material in one place. From the Installation Wizard, you can also access user documentation and view support solutions.

NOTE The screenshots shown throughout the guide are taken from the Autodesk 3ds Max 2010 Installation Wizard except where significant differences exist with Autodesk 3ds Max Design 2010.

A Quick Installation Wizard Tour

When you insert the Software DVD in your drive you will see this main installer page:



NOTE If Autorun does not start the Installation Wizard, navigate to your DVD-ROM. Click the *Setup.exe* file to open the Installation Wizard.

The Main Installation Wizard Menu

The Main Installation Wizard menu has four options:

- **Install Products**—Click to install your product. Certain required software such as Autodesk Backburner are also installed from this section.
- **Create Deployments**—Click to create an administrative image of your product which will be deployed to multiple workstations. You do not need to visit this section if you are simply installing your product on a single machine. Generally, these administrative images are created by a system administrator. Before creating the image, read the *Autodesk® 3ds Max® 2010 and Autodesk® 3ds Max® Design 2010 Network Administrator's Guide* to learn about deploying your product.

- **Install Tools and Utilities**—Click to install available supplementary, optional softwares. For details on these tools and utilities see [Supplemental Tools and Utilities](#) on page 47.
- **Read the Documentation**—Click to access the install documentation.

Documentation and Support

Documentation and Support links are located in the bottom-left corner of the Installation Wizard. As noted above, you can also access Documentation from the main menu of the Installation Wizard.

Documentation | Support

Install and Help File Documentation Set

You can view the entire install documentation set from the Read the Documentation button in the main menu or from the Documentation link in the bottom left corner of all tabs in the Installation Wizard. You also have access to these documents on the Software DVD in the \Docs folder.

NOTE The install documentation set is not installed with your product.

It is recommended that you read the *3ds_Max_readme.rtf* and this installation guide before beginning the install.

The following table summarizes the install documentation set for Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010:

Name of Document	File Name	For Information About:
Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010 Readme	3ds_Max_readme.rtf	Late-breaking information related to this version of Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.
Autodesk® 3ds Max® 2010 and Autodesk® 3ds	3ds_Max_sig.pdf	Installing 3ds Max 2010 and 3ds Max Design 2010.

Name of Document	File Name	For Information About:
Max® Design 2010 Installation Guide		
Autodesk® 3ds Max® 2010 and Autodesk® 3ds Max® Design 2010 Network Administrator's Guide	adsk_nag_3ds_Max.pdf	How to create an administrative image and distribute it to multiple users.
Stand-Alone Licensing Guide	adsk_slg.pdf	Setting up standalone licenses.
Network Licensing Guide	adsk_nlg.pdf	Setting up network licenses, including FLEXlm licensing.
FLEXnet Licensing Guide	LicensingEndUser-Guide.pdf	Advanced User Guide for Network Licensing Administration.
License Borrowing Guide	adsk_brw.pdf	Procedures for license borrowing.
SAMReport-lite™ User's Guide	Samlite_ug.pdf	SAMReport-lite which is a reporting tool that helps you track network license usage.

A full set of help files is also included with your product. Typically you access these files through the Help menu in your product. You also have access to the help files from the Start menu. (Start > Programs > Autodesk > Autodesk 3ds Max [Design] 2010 [32- or 64-bit] > Help)

For a description of all of the documents related to 3ds Max and 3ds Max Design see the “Documentation Set” topic in the *Help* available from the Help menu in your product.

Installing Your Product

This section contains information for installing your product on a single workstation. You must have administrative permissions to install your product. During your installation you will either select Standalone or Network License, depending on the type of license you purchased.

To perform a default install:

- 1 Insert the Software DVD.

NOTE If Autorun does not start the Installation Wizard, navigate to your DVD-ROM. Click the *Setup.exe* file to open the Installation Wizard.

- 2 Click Install Products on the Main Menu.



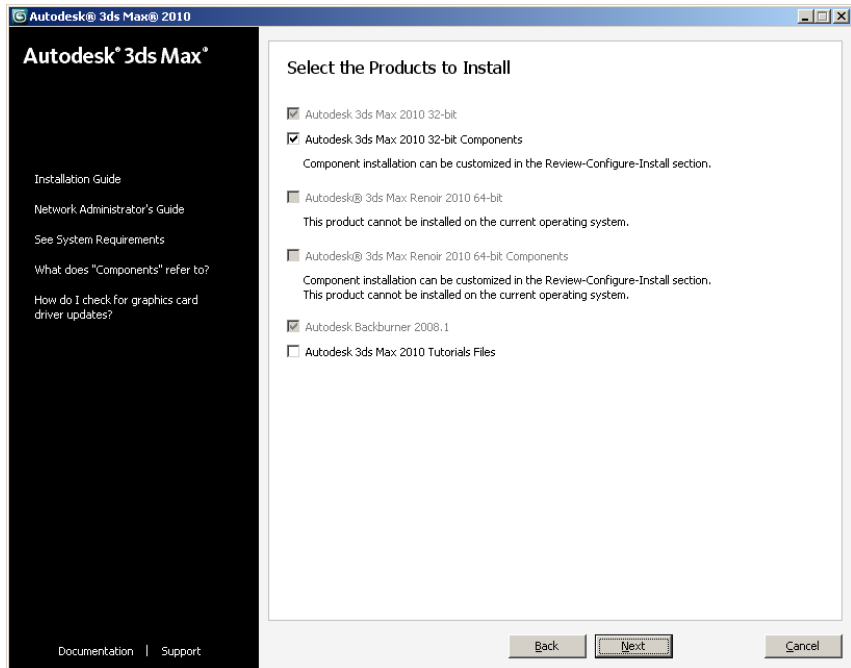
NOTE Click Read the Documentation if you want to access the install documentation set.

- 3 On the Select Products to Install page the entries that apply to your operating system (32- or 64-bit) are selected for install. For a 32-bit OS only the 32-bit options are selected by default whereas for a 64-bit OS, all options, including 32-bit options are selected. If you have already installed any of the components listed, these items will not be marked for install.

NOTE To install 3ds Max or 3ds Max Design only, you must turn off all items. It is then possible to select 3ds Max or 3ds Max Design only.

The following items are selected for install by default:

- Autodesk 3ds Max 2010/Autodesk 3ds Max Design 2010 [32- or 64-bit]
- Autodesk 3ds Max 2010/Autodesk 3ds Max Design 2010 [32- or 64-bit] Components
- Backburner 2008.1.1 [32-bit which is 64-bit compatible]
- Autodesk 3ds Max 2010/Autodesk 3ds Max Design 2010 [32- or 64-bit] Tutorial Files



If you do not want to install a certain product, uncheck the corresponding option. Notice that Autodesk Backburner 2008.1.1 must be installed with 3ds Max or 3ds Max Design.

Click Next to continue.

- 4 Review the Autodesk software license agreement for your country or region. You must accept this agreement to proceed with the installation. Choose your country or region, click I Accept, and then click Next.

NOTE If you do not agree to the terms of the license and want to terminate the installation, click Cancel.

- 5 On the Product and User Information page enter your details.

NOTE Be precise because you will not be able to change this information once you begin the install, unless you uninstall and reinstall 3ds Max or 3ds Max Design.

- 6 On the Review - Configure - Install page you can proceed with the default install by clicking Install. This means that the default values of 3ds Max Standalone License, default location, and Mental Ray Satellite Port on 7511 (32-bit machines) or 7512 (64-bit machines) are selected OR 3ds Max Design Standalone License, default location, and Mental Ray Satellite Port on 7513 (32-bit machines) or 7514 (64-bit machines).



To make custom selections, go to the next procedure.

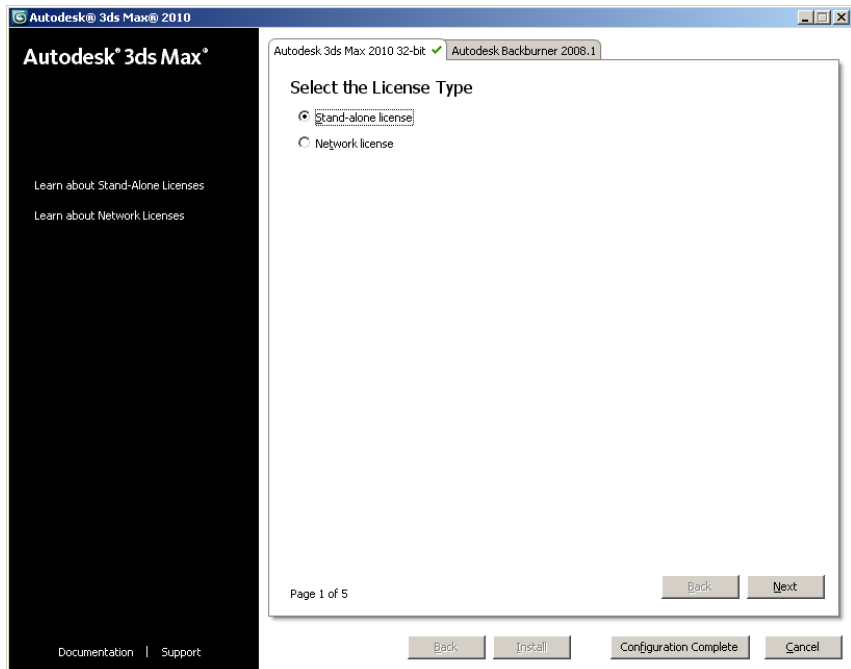
NOTE For more information about custom installations, see [Components \(Optional Tools\)](#) on page 49.

To specify custom install options:

- 1 With Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010 selected on the Review - Configure - Install page, click Configure.
- 2 You now have a tab for each of aspect of the installation that has non-default options.
- 3 On the Autodesk 3ds Max or Autodesk 3ds Max Design tab you can set the license type to:

Standalone License—See [Standalone Licenses \(Regular and Multi-Seat\)](#) on page 32.

Network License—See [Network Licenses](#) on page 36.



- For Autodesk 3ds Max or Autodesk 3ds Max Design, on the Mental Ray Satellite tab you can change the Satellite TCP port used for mental ray rendering. Before changing this option, please see [mental ray Satellites](#) on page 22 below. Click Next when you are finished.
- 4 On the Autodesk 3ds Max or Autodesk 3ds Max Design Components tabs, you can exclude components from the installation. To learn more about the components, see [Components \(Optional Tools\)](#) on page 49.

- 5 On the Autodesk 3ds Max or Autodesk 3ds Max Design Backburner tabs, you can set the location for the install. To learn more about Autodesk Backburner, see [Autodesk Backburner 2008.1.1](#) on page 48.
Click Next to continue.
- 6 On the Autodesk 3ds Max or Autodesk 3ds Max Design Tutorials tabs, you can set the location for the install.
- 7 When you have finished with all changes to the install settings for your product click Configuration Complete.
- 8 Click Install to complete this customized installation.



NOTE The status bar indicates that the install is in progress, but does not indicate the percentage of the install that has completed.

- 9 Click Finish to Exit the Installation Wizard.

NOTE If you want to install optional tools see [Components \(Optional Tools\)](#) on page 49.

Configure Button

During the installation process, you can choose to exclude some of the optional components. To customize, you begin in the Review - Configure - Create Deployments dialog box. Select the product you want to customize from the drop-down list, and click Configure.

Select a product to configure:

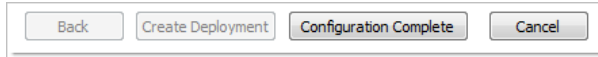


The following options are available after you click Configure. See [Components \(Optional Tools\)](#) on page 49 for more details about the components.

- Select the Installation Type - Typical or Custom
- Include Service Packs

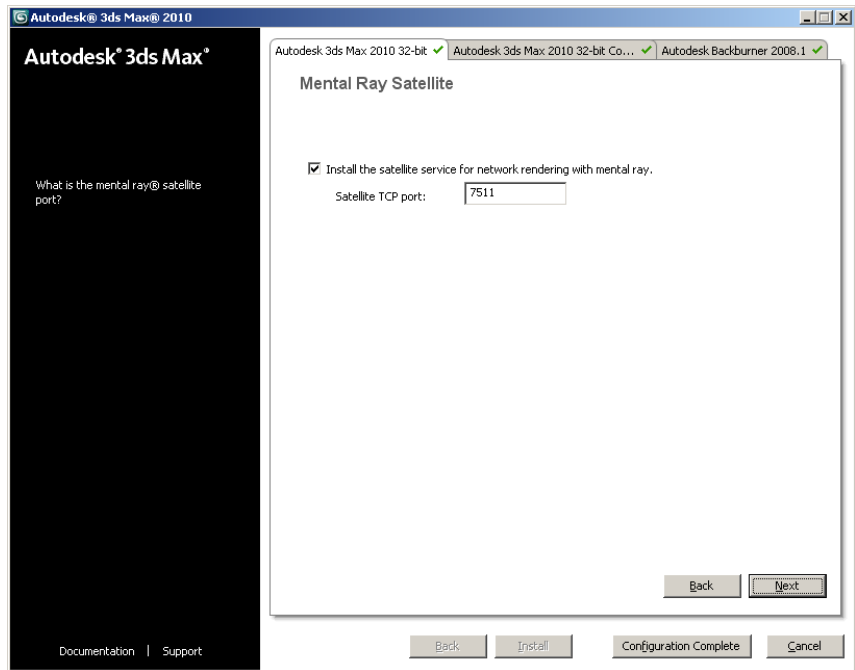
When you finish selecting options for your customization, click the Configuration Complete button. The Review - Configure - Create Deployments dialog box is displayed again, and you can review your selections. Once you have confirmed your selections, click Create Deployment.

NOTE To get a copy of your settings, select the Copy to Clipboard button.



mental ray Satellites

A port is selected by default for mental ray® network rendering. If the default value does not suit your needs, you can change it to any numerical value between 1 and 65535 but you should do so with caution. Speak with your system administrator before assigning a new number. You can reset to the default value by entering 0 in the port field.



Interrupting the Install Process

You can interrupt the install process by clicking Cancel during the installation. You then have the option of resuming the install or exiting. If you exit the installation midway through, you can install the application at another time. You will be prompted to click Finish to exit the Installation Wizard.

NOTE When you interrupt the install some items which were already installed are removed. Therefore it may take some time before you can quit the Installation Wizard entirely.

Leaving Ports Open

Autodesk 3ds Max or Autodesk 3ds Max Design, Autodesk Vault, Autodesk Backburner, and various other components of the install, require that certain ports be open in third-party firewalls. If you are having problems with your firewall, read the documentation included with your firewall.

Windows Theme Support

Autodesk 3ds Max or Autodesk 3ds Max Design can be customized to inherit the Windows interface theme (this feature supports the Windows XP and XP Classic themes as well as Windows Vista themes).

When you have chosen your preferred Windows theme, start your software using your normal shortcut. Find information about customization options under the topic, “Customize User Interface Dialog” in *Help*.

Starting Your Product

You can start your product using any of the following methods.

- Desktop shortcut icon. When you install your product, a shortcut icon is placed on your desktop unless you cleared that option during installation. Double-click the icon to start your product. The icons are different between 3ds Max and 3ds Max Design, as shown below:



Autodesk 3ds Max
2010 icon

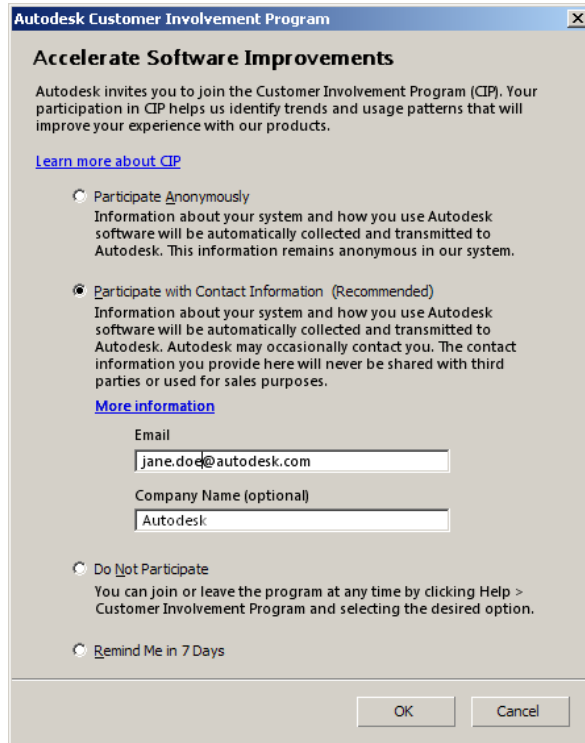


Autodesk 3ds Max
Design 2010 icon

- **Start menu**— On the Start menu, click All Programs (or Programs) > Autodesk > Autodesk 3ds Max 2009 [32- or 64-bit] > Autodesk 3ds Max 2009 [32- or 64-bit].
- **Location where your product is installed**— If you have administrative permissions, you can run your product in the location where you installed it. If you are a limited-rights user, you must run your product from the Start menu or from the desktop shortcut icon. If you want to create a custom shortcut, make sure that the Start In directory for the shortcut points to a directory where you have write permissions.

Customer Involvement Program (CIP)

The first time you start Autodesk 3ds Max or Autodesk 3ds Max Design, the Customer Involvement Program dialog opens. If you choose to participate in the Customer Involvement Program, 3ds Max or 3ds Max Design will automatically send Autodesk information about system configuration, what features you use most, any problems that you encounter, and other information helpful to the future direction of the product.

A screenshot of the Autodesk Customer Involvement Program (CIP) dialog box. The title bar reads "Autodesk Customer Involvement Program". The main heading is "Accelerate Software Improvements". The text explains that Autodesk invites users to join the CIP to help improve products. There are three radio button options: "Participate Anonymously", "Participate with Contact Information (Recommended)", and "Do Not Participate". The "Recommended" option is selected. Below the options, there are text input fields for "Email" (containing "jane.doe@autodesk.com") and "Company Name (optional)" (containing "Autodesk"). There is also a "Remind Me in 7 Days" option. At the bottom right are "OK" and "Cancel" buttons.

Autodesk Customer Involvement Program

Accelerate Software Improvements

Autodesk invites you to join the Customer Involvement Program (CIP). Your participation in CIP helps us identify trends and usage patterns that will improve your experience with our products.

[Learn more about CIP](#)

☐ Participate **Anonymously**
Information about your system and how you use Autodesk software will be automatically collected and transmitted to Autodesk. This information remains anonymous in our system.

☒ Participate with **Contact Information** (Recommended)
Information about your system and how you use Autodesk software will be automatically collected and transmitted to Autodesk. Autodesk may occasionally contact you. The contact information you provide here will never be shared with third parties or used for sales purposes.

[More information](#)

Email

Company Name (optional)

☐ Do **Not** Participate
You can join or leave the program at any time by clicking Help > Customer Involvement Program and selecting the desired option.

☐ Remind Me in 7 Days

OK Cancel

Viewing the Essential Skills Movies

When you launch your product for the first time, the Essential Skills Movies splash screen appears. You need Flash to view these movies. When you click to view a movie, you will be prompted to install it if you have not already.

Watching the Movies from Autodesk.com

You can visit <http://www.autodesk.com/3dsmax-essentials> or <http://www.autodesk.com/3dsmaxdesign-essentials> to view the same Essential Skills Movies that are shipped with 3ds Max 2010 and 3ds Max Design 2010. For information about the Procedural Movies, see [Viewing the Procedural Movies](#) on page 49.

Starting Your Product with Command Line Switches

You can start your product with special settings using command line switches. To see a complete list of command-line switches and their functions, see “Starting 3ds Max [Design] from the Command Line” in the Help.

NOTE You may need to activate the program before you can use these commands to start it.

To run your product using a command-line switch:

- 1 Right-click the icon or its shortcut.
A shortcut menu appears.
- 2 Choose Properties.
The Properties dialog appears.
- 3 In the Target text box, add the command-line switch (in this example -h) after the program path and executable file name. For example:

```
"C:\Program Files\Autodesk\3dsmax2010\3dsmax.exe" -h
```

NOTE Ensure the command-line switch is outside of the quotation marks ("").

- 4 Click OK.
The command-line switch takes effect the next time you run the program from the shortcut.

Registering and Activating Your Product

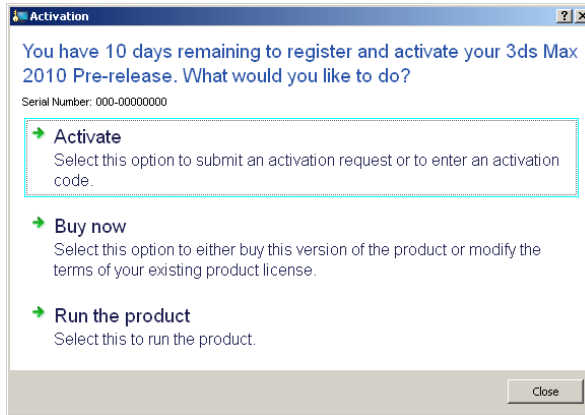
The first time you start your product, the Activation Wizard is displayed. You can either activate your product at that time or run your product and activate it later. Until you register and enter a valid activation code for your product, you are operating the program in *trial mode*. The Register Today dialog is displayed for 30 days from the first time that you run the program. If after 30 days of running your product in trial mode you have not registered and provided a valid activation code, your only option is to register and activate your product. Once you register and activate your product, the Register Today dialog is no longer displayed.

The fastest and most reliable way to register and activate your product is by using the Register Today dialog, which accesses the Internet. You enter your

registration information and it is sent to Autodesk over the Internet. Once you submit your information, registration and activation occur almost instantly.

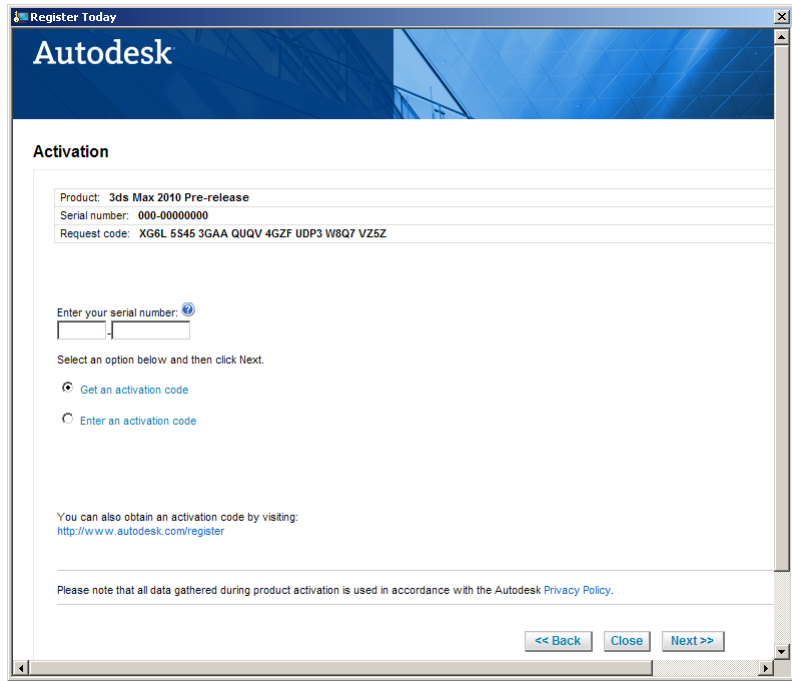
To register and activate your product

- 1 Start your product.
- 2 In the Activation Wizard, select Activate the Product, and then click Next.



This starts the Register Today process.

- 3 Click Register and Activate (Get an Activation Code).



- 4 Click Next and follow the on-screen instructions.

NOTE You will be prompted to Login to Autodesk. If you do not already have an account, you will need to create one.

Offline Registration and Activation

If for some reason online registration and activation is not possible, you can still register and activate your product offline. Your activation code is sent back to you by email or fax.

E-mail Create an e-mail message with your registration information and send it to Autodesk.

Fax Enter your registration information, and fax the information to Autodesk.

Phone Provide your registration information to one of our representatives over the phone.

Use the numbers or e-mail address that correspond to your area:

Area	e-mail	Fax and Phone Numbers
United States, Canada Latin America	authcodes@autodesk.com	FAX: 800.225.6490 or 415.507.4937 Phone: 800.551.1490
Europe Middle East Africa	authcodes.neu@autodesk.com	Fax: +41 (32) 7239169
Asia Pacific	ap.register@autodesk.com	Fax: +65.6735.4857

Offline registration and activation is necessary under the following conditions:

- An online request has timed out
- A processing error occurred such as an invalid serial number

To register your product offline

- 1 If you are unable to register online, the Register Today's Connect to the Internet page indicates the reason why online registration and activation failed. Click the Use Another Method link.
- 2 On the Product Registration page, specify the following:
 - Whether the product will be registered to a company or individual.
 - The country or region where the product will be used.
 - Whether the product is an upgrade. If it is, you also need the previous product's serial number.

Click Next.

- 3 Enter your personalization data on the Customer Information page and choose how you would like to receive your activation code - email, fax, or postal mail. Click Next.
- 4 Review your personalization data on the Confirm Information page and choose the method you will use to submit your request. Your request can be sent by email, fax, or phone.

If you choose Send My Request by Email, an email message will display for you to complete. If you choose to forward your request by fax or phone, the Contact Autodesk page will display with pertinent contact information.

You will be sent your activation code by the method you specified on the Customer Information page.

- 5 If you want to print a copy of your registration information, select the Open Activation Request Form. When you are finished, click Close.

To activate an Autodesk product during launch

- 1 When you start the program, select Activate the Product in the *[Autodesk Product]* Product Activation wizard, and click Next.
- 2 On the Activation page of Register Today, select Enter an Activation Code.
- 3 Select the method you would like to use for entering the activation code you received from Autodesk.
 - Select Paste the Activation Code if you received your activation code by email or electronic fax. Copy the code from the email and paste it into the activation code field.
 - Select Type the Activation Code if you received your activation code by postal mail or printed fax. Carefully enter the code, in groups of four characters, into the numbered fields.

NOTE The code is not case sensitive and you may not need to use all 14 fields.

- 4 After entering the activation code, click Next.
- 5 On the Registration - Activation Confirmation page, click Finish.

To activate an Autodesk product from the Help menu

- 1 On the Help menu, click About.
- 2 In the About *[Autodesk Product]* window, click Product Information.
- 3 In the Product Information dialog box, click Activate.
- 4 In the *[Autodesk Product]* Product Activation wizard, select Activate the Product, and then click Next.
- 5 On the Register Today page, follow the on-screen instructions.

Types of Licenses

When you purchase your product you purchase a license for a standalone-licensed version, multi-seat standalone licensed version, or a network-licensed version. The following section provides information on these types of licenses.

- For standalone and multi-seat standalone licenses also refer to the Autodesk Stand-Alone Licensing Guide.
- For network licenses also refer to the Autodesk Network Licensing Guide.

NOTE Access both guides on the Documentation page by clicking Read the Documentation in the Installation Wizard of the Software DVD.

After activation, you can see which type of license you have for your product by selecting Help > About > Product License Information.

NOTE If you are upgrading your product, you do not need the previous version of your product installed on your system. However, you will need your previous serial number to obtain a new activation code.

Standalone Licenses (Regular and Multi-Seat)

For a regular standalone license, when you activate your product, only the computer you activated it on is licensed to run that copy of the program. The license is bound to that machine.

For a multi-seat standalone license you use a single serial number for multiple computers. The license is installed locally on each machine, and works for a specific number of seats. The number of activations for the serial number is tracked up to the maximum and then no additional sessions can be run.

In both cases, you license your product during the activation process as described in [Registering and Activating Your Product](#) on page 27.

For complete information about standalone licenses, read the standalone licensing sections along with the *Autodesk Stand-Alone Licensing Guide* available on the Documentation page (bottom-left corner) in the Installation Wizard of the software DVD.

Updating or Moving your License

Your stand-alone license allows you to run an Autodesk product on a single computer. However, you can still install your Autodesk product on more than one computer. Without purchasing a separate license for the second installation, you can use the License Transfer utility to transfer a license from one workstation to another.

For example, you sometimes find yourself working from both your office desktop and an office laptop. Both computers have your Autodesk product installed. Because most of your work is done on your office desktop, you activated the license on that computer. If the trial period has expired on the office laptop, you can use the License Transfer utility to transfer your license from the office desktop to the office laptop. See [Transfer a License](#) on page 34 for more information.

If you make changes to your computer, or if you install your product on a new computer, you need to take steps to ensure that you do not receive license errors. You can use the License Transfer Utility to export the license from your system. Changes that will require the use of the LTU include changing the main hard disk, the motherboard, or upgrading the BIOS.

NOTE Just adding memory or changing the video card does not require reactivation.

The license information is not removed when you uninstall the software following a standard uninstall process. If you reinstall on the same system, the license information is still valid. You do not have to reactivate or use the LTU.

License Transfer Utility

With the License Transfer utility, you can use an Autodesk® product on more than one computer without purchasing a separate license for each computer. The License Transfer utility transfers a product license online from one computer to another, and ensures that the product works only on the computer that contains the license.

Introduction

Using the License Transfer utility, you can transfer an Autodesk product license between computers. You may want to transfer a license to a computer

temporarily (if you want to use an Autodesk product on your laptop, for example) or permanently (if the computer where you originally activated your Autodesk product is being replaced). You can leave the license on the secondary computer indefinitely, or you can move the license between computers as needed.

License transfers rely on a product's serial number. Before an Autodesk product can be exported, it must be activated with the serial number and product key. During license import, a previously activated and exported license is imported to a product or product suite installed with the same serial number. The activation is transferred to the import computer, completing the license transfer.

NOTE When you upgrade your Autodesk product (non-subscription), you can no longer perform online license transfers of the previous license.

NOTE Although the License Transfer utility allows you to transfer your product license between computers, your license agreement may not allow the installation of an Autodesk product on more than one computer. Read your license agreement to find out whether your product license permits the use of the License Transfer utility.

Transfer a License

To transfer a license you must have an Internet connection, have an Autodesk product installed on both computers, and perform an online export and import of the license.

Install the Autodesk Product

Before you can use the License Transfer utility to transfer licenses, you must have an Autodesk product installed on all computers involved in the transfer. The License Transfer utility is a custom stand-alone installation option. During installation, a shortcut is created from the Start (Windows) menu. A License Transfer utility shortcut is installed once per product, per workstation.

To install the Autodesk product

- 1 Install and activate the Autodesk product on a computer.
See your product's installation instructions for complete details.

- 2 Install the Autodesk product on any other computer that will be using the License Transfer utility. You do not have to register or activate the product on this computer.
See your product's installation instructions for complete details.

Export a License

A license is exported when the License Transfer utility moves a product license from a computer to the online Autodesk server.

The license can be exported as public or private. Exporting a license as public means that you are not reserving the license and anyone using the same serial number and their own user ID and password can import that license. Exporting a license as private means that you are reserving that license for yourself and the license can only be imported with the same serial number, your user ID, and your password.

NOTE An Internet connection is required to export a license.

To export a license

- 1 On the computer where you want to export the license, do one of the following:
 - (Windows XP) Click Start ► Programs ► Autodesk ► *[Autodesk Product]* ► License Transfer Utility.
 - (Windows Vista) Click Start ► All Programs ► Autodesk ► *[Autodesk Product]* ► License Transfer Utility.
 - (Mac OS X or Linux) Double-click the License Transfer Utility shortcut.

The Export the License dialog box displays the Autodesk product name and serial number.

- 2 In the Export the License dialog box, click Sign In.
- 3 On the Log In page, enter your Autodesk user ID and password and click Log In.
- 4 On the License Export page, confirm the export information.
- 5 If you want to make the license available as a public import, click Make the license available as a public import.
- 6 Click Export.

- 7 On the License Export Confirmation page, click Finish.

Import a License

A license is imported when the License Transfer utility moves a previously exported product license from the online Autodesk server to a computer.

When you have exported a product license from a computer, you complete the license transfer process by importing that license onto a computer. A license is imported when the License Transfer utility creates an active license on a computer, allowing your Autodesk product to run on this computer.

When you use the License Transfer utility to import a license to a computer, you are not activating the product on the computer; you are simply transferring your activation to this machine.

NOTE An Internet connection is required to import a license.

To import a license

- On the computer where you want to import the license, do one of the following:
 - (Windows XP) Click Start ➤ Programs ➤ Autodesk ➤ *[Autodesk Product]* ➤ License Transfer Utility.

Converting a Standalone License to a Network License

A standalone license can be converted to a network-license. Check with your Authorized Autodesk Reseller for more information. To locate your reseller go to: <http://www.autodesk.com/reseller>.

Network Licenses

If you've purchased a network-licensed version of your product, network administrators can perform a network installation by installing the Autodesk License Manager tools. Refer to the *Autodesk Network Licensing Guide* available on the Documentation page (bottom-left corner) in the Installation Wizard of Software DVD.

Network-licensed versions of your product obtain activation from a network-license server.

Contact your Authorized Autodesk Reseller if you want to get a network license. See <http://www.autodesk.com/reseller>.

License Borrowing

If you are running your product on a laptop, you can use the License Borrowing Utility to check-out a license when you are not connected to the network. For a complete explanation of license borrowing, see the *Network Licensing Guide*. You can also refer to *acad_brw.chm*, installed in the \Program Files\Common Files\Autodesk Shared\ENU folder on your local drive.

System Date and Time

In a network licensing setup the license server will not work if the system date and time have been tampered with, either intentionally or by mistake. To fix the problem set the clock back to the correct time and the license server will be unlocked. You will need to buy a new license if your license has expired. Permanent network licenses are not bound to a clock.

Graphic Cards and Drivers

For specifications for supported graphics cards, see [Shared Hardware Requirements \(32- and 64-Bit\)](#) on page 8.

When you launch your product, the Direct3D (DirectX) graphics driver is chosen by default. If you have DirectX 9.0c then DirectX 9.0 is selected. If you have DirectX 10 (Vista only), then DirectX 10 is selected. You can try the different drivers if you are not sure which option gives you the best performance. Choose Windows Start > Programs > Autodesk > Autodesk 3ds Max and Autodesk 3ds Max Design > Change Graphics Mode.



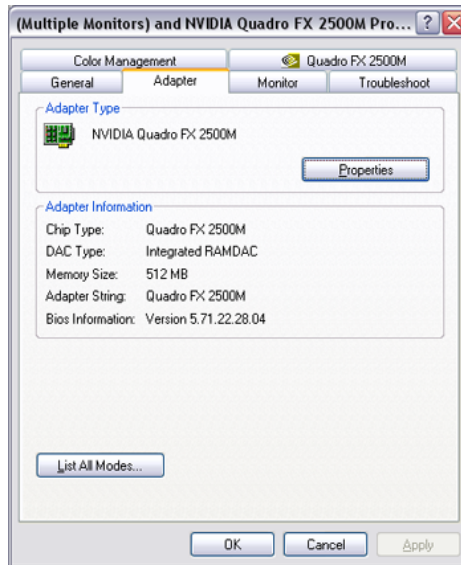
When you find a driver that gives you the best performance, start your software using your normal shortcut. Find information about all the driver options in “Graphics Driver Setup Dialog” in the *Help*.

Checking for Graphics Card Updates

It is recommended that you verify and update your graphics card driver if a new version is available. Doing so can improve system stability and performance while using 3ds Max or 3ds Max Design. Use the following procedure to identify your current graphics card driver.

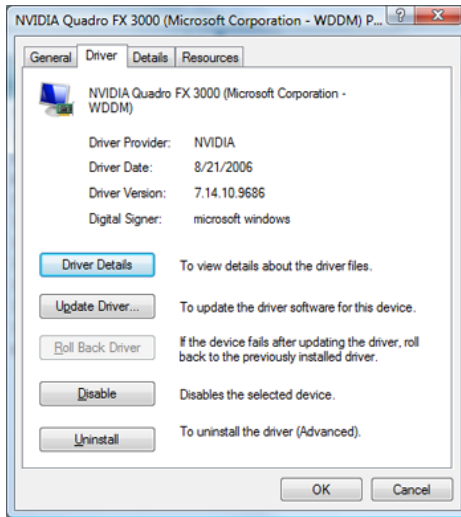
To check if new drivers are available (Windows XP, not Vista)

- 1 On the Start menu, click Settings > Control Panel.
- 2 Click the Display icon to access the Display Properties.
- 3 Open the Settings tab and click the Advanced button.
- 4 Click the Adapter tab to check the adapter type.
- 5 Click the Properties button and open the Driver tab to check driver version and see if newer drivers are available.



To check if new drivers are available (Windows Vista, Classic View)

- 1 On the Start menu click Control Panel.
- 2 Click Personalize.
- 3 Open Display Settings and click Advanced Settings.
- 4 Click the Adapter tab to check the adapter type.
- 5 Click the Properties button and open the Driver tab to check driver version and see if newer drivers are available.



NOTE Graphics driver information is also viewable within 3ds Max or 3ds Max Design from Customize menu > Preferences > Preference Settings dialog > Viewports tab.

TIP Many newer graphic cards offer tabbed pages where you can learn more precise information about your specific graphic card. If specific tab pages are present, refer to them instead of the Adapter tab.

Troubleshooting Graphics Card Issues

If you run into any issues related to your graphics card during start-up, it is recommended that you confirm that you have the correct DirectX drivers (see [System Requirements](#) on page 6) and also refer the *Video Driver and Display Problems* topic in the Help file (3dsmax.chm). You can access this file by navigating to `\\Program Files\\Autodesk\\3ds Max 2010\\help`. This topic will help you resolve most graphics card issues.

Reinstalling or Repairing Your Product Install

If you accidentally delete or alter files that are required by your product, you may receive error messages when you try to execute a command or find a file. You can usually fix the problem by reinstalling or repairing your product. The

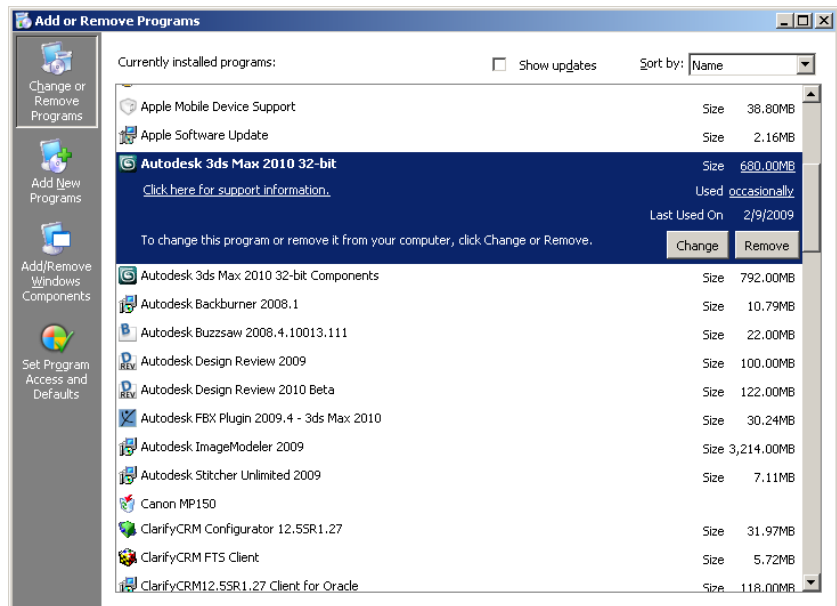
reinstallation or repair uses the features that were part of the installation type you chose when you initially installed the program. You may need the Software DVD for reinstallation and repair.

NOTE The procedures differ between Vista and other Windows operating systems.

NOTE When repairing your product, make sure that you have exited the program and make sure it is not running in a minimized state. If an existing file is newer than a file normally used to repair it, the existing file isn't changed. In other words, if you've applied a patch, a repair will *not* restore the system to a pre-patched state.

To reinstall or repair your product (Windows XP, not Vista)

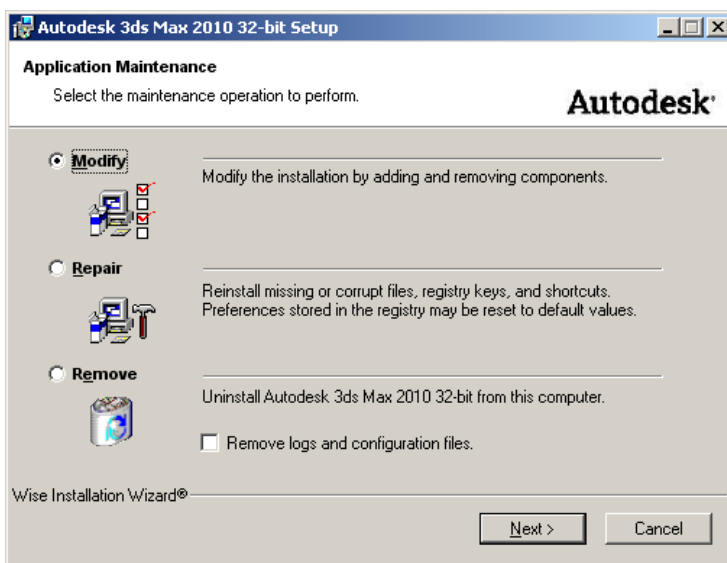
- 1 Select Start menu > Control Panel > Add or Remove Programs.
- 2 In the Add or Remove Programs window, select either Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.



You can also reinstall or repair the other components of your product install using the same procedure. Select the corresponding item from the Add/Remove Programs list.

The Installation Wizard re-opens in Maintenance Mode.

- 3 On the Application Maintenance page, click one of the following, and then click Next:
 - **Repair**—This option replaces all registry entries that 3ds Max or 3ds Max Design initially installed and restores 3ds Max or 3ds Max Design to its default state. If you are missing 3ds Max or 3ds Max Design files, use this option.
 - **Reinstall**—This option repairs the registry and reinstalls all files from the original installation. Use this option if the Repair My Installation option does not solve the problem.



NOTE It is not necessary to use the Modify option. The only thing you can modify separately is the desktop shortcut.

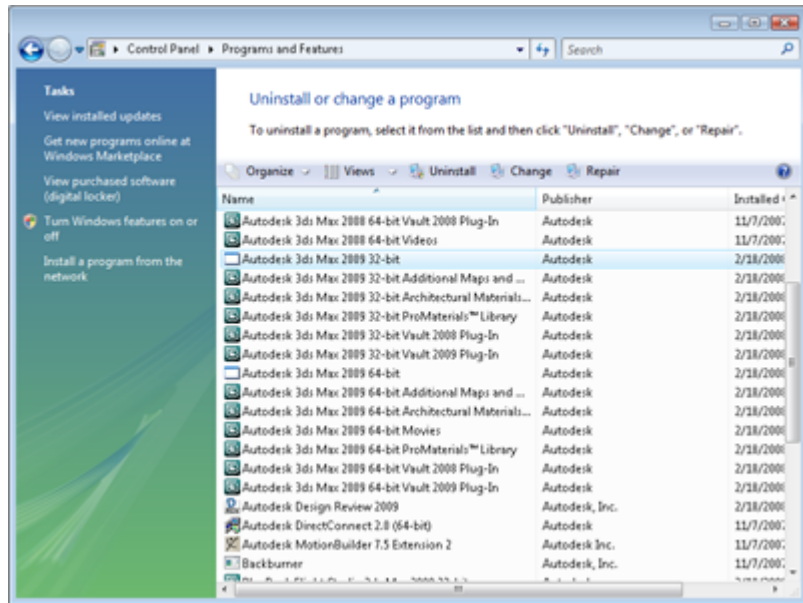
- 4 Click Next to start the process.

On the Repair Complete page, you are informed when the repairs have been performed.
- 5 Click Finish.

To reinstall or repair Autodesk 3ds Max or Autodesk 3ds Max Design (Windows Vista, Classic View)

- 1 Select Start menu > Control Panel > Program and Features

- 2 In the Uninstall or Change Program window, select Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.



You can also select other components using the same procedure. Select the corresponding item from the list.

The Installation Wizard re-opens in Maintenance Mode.

- 3 Click Change or Repair:
 - Repair—This option replaces all registry entries that 3ds Max or 3ds Max Design initially installed and restores 3ds Max or 3ds Max Design to its default state. If you are missing 3ds Max or 3ds Max Design files, use this option.
 - Change— You can use this option to uninstall if you want to see the progress of the uninstall.
- 4 Click Next to start the process.

On the Repair Complete page, you are informed when the repairs have been performed.
- 5 Click Finish.

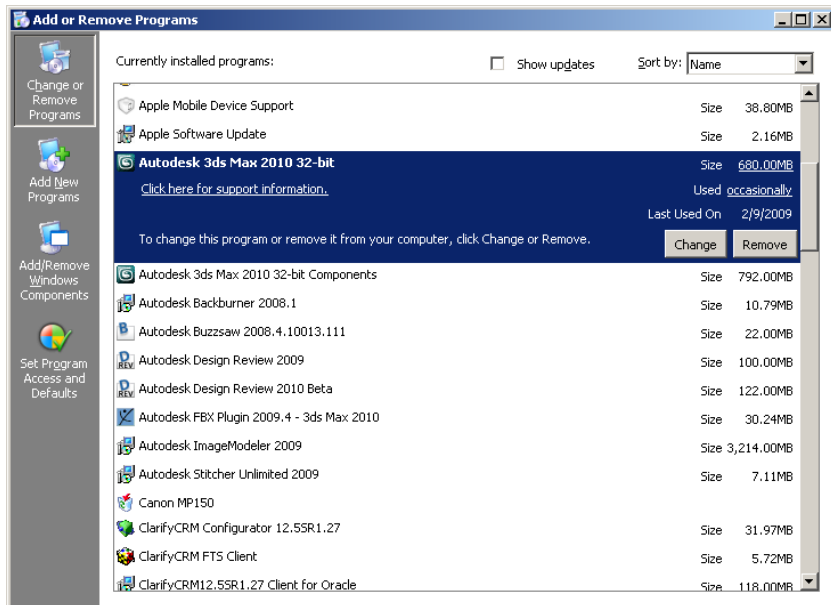
Uninstalling Your Product

Uninstall your product using Add/Remove Programs (Uninstall or Change Program in Vista). Several components are separate installs. You need to remove each component separately.

NOTE Certain files are left on your system after you uninstall your product. For information on removing these files, refer to the *Readme* available on the Documentation page (bottom-left corner) in the Installation Wizard of Software DVD.

To uninstall 3ds Max or 3ds Max Design (Windows XP, not Vista)

- 1 Select Start menu > Settings > Control Panel > Add or Remove Programs.
- 2 In the Add or Remove Programs window, select the item that you want to remove, and then click Remove.



NOTE If you remove the FBX Plug-in a separate window will open and you will need to click Uninstall. When the uninstall is complete, click Close.

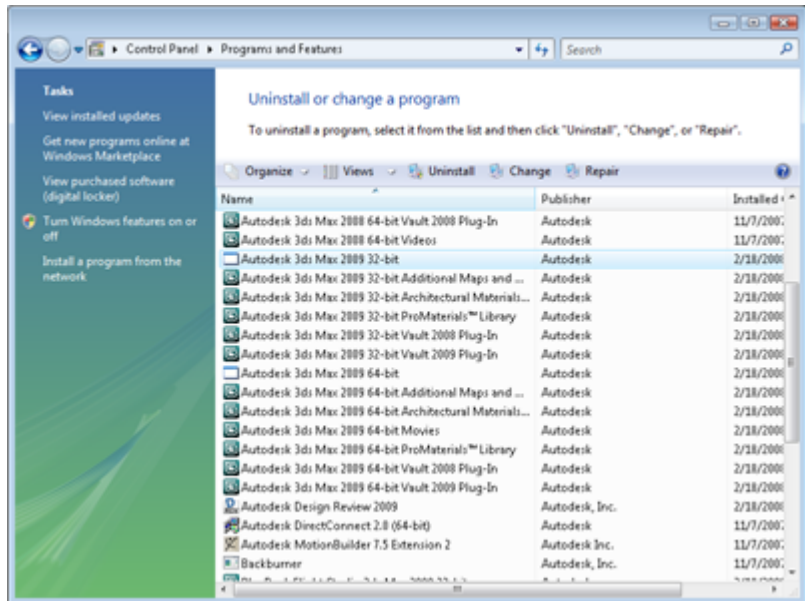
- 3 When informed that the component has been successfully uninstalled, click Finish.

- 4 Repeat with any other components that you want to remove.

NOTE Even though 3ds Max or 3ds Max Design is removed from your system, the software license remains. If you reinstall your product at some future time, you will not have to register and re-activate the program.

To uninstall your product (Windows Vista, Classic View)

- 1 Select Start menu > Control Panel > Program and Features
- 2 In the Uninstall or Change Program window, select Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010.



You can also select other components of your product install using the same procedure. Select the corresponding item from the list.

The Installation Wizard re-opens in Maintenance Mode.

- 3 Click Uninstall.
- 4 Follow the prompts.
- 5 Click Finish.

Supplemental Tools and Utilities

3

You can install many supplemental tools and utilities from the Installation Wizard. Some of these tools and utilities are required while others are optional. This chapter describes each of the supplementary tools, including how they are installed.

Required Tools and Utilities

Autodesk Backburner 2008.1.1, .NET, and Direct X 9.0c and 10 updates are installed by default during the 3ds Max or 3ds Max Design installation.

If you have already installed the required version of any of these tools or utilities, they will not be selected for install. If you have installed an older version of Autodesk Backburner you will be prompted to uninstall it before continuing. Also see [Network Licensing Tools \(Required for Network Licensing\)](#) on page 52.

DirectX 9.0c and 10

For DirectX 9.0c you must at least have the original version of DirectX 9.0c from Microsoft. If you have Windows XP SP2, you should already have it installed.

For DirectX 10 you must have DirectX 10 and all of the updates from Microsoft. If you are running Windows Vista, you should already have these items installed.

You can download the latest version of DirectX (for DirectX 9.0c or 10) from <http://www.microsoft.com/DirectX>. Choose either the *For Gamers* or *For Pros* link and then click *Download the Latest DirectX*.

When you install Autodesk 3ds Max, a specific set of Direct 3D updates is installed for DirectX 9.0c (June 2007, December 2006, and October 2006) and

for DirectX 10 (June 2007 and December 2006). These updates make it possible for DirectX to work with Autodesk 3ds Max.

Autodesk Backburner 2008.1.1

Autodesk® Backburner™ is the 3ds Max and 3ds Max Design network-rendering management software, also used by products such as Autodesk® Combustion®, Autodesk® VIZ®, Autodesk® Flame®, and Autodesk® Smoke®. It is installed during the installation of 3ds Max or 3ds Max Design.

If you're installing 3ds Max or 3ds Max Design on a system that had installations of Autodesk VIZ 2006, 2007, and 2008, Autodesk 3ds Max 8, 9, or 2008 or Autodesk Combustion, an older version of Autodesk Backburner is already installed on the system. You should uninstall previous versions of Autodesk Backburner before installing the new version. Autodesk Backburner 2008.1.1 is installed by default to the following path: *\Program Files\Autodesk\Backburner*. Autodesk Backburner 2008.1.1 is backward compatible so reassigning older jobs to it is not a problem.

For information on using Autodesk Backburner with 3ds Max or 3ds Max Design see the “Network Rendering” section of the *Help*. For further information about Autodesk Backburner refer to the *Autodesk Backburner User's Guide* and *Autodesk Backburner Installation Guide* which are available from Start > Programs > Autodesk > Autodesk 3ds Max 2010 [32- or 64-bit] > Help.

NOTE Autodesk Backburner 2008.1.1 does not acquire settings from previous versions of Autodesk Backburner. You must create new settings in Autodesk Backburner 2008.1.1.

Autodesk Backburner 2008.1.1 for Managing and Monitoring Only

You can install Autodesk Backburner 2008.1.1 on a machine without 3ds Max, 3ds Max Design, or another supported product such as Autodesk VIZ or Autodesk Combustion. However, such an installation of Autodesk Backburner cannot be used for rendering. You can only use this machine to manage or monitor jobs. Although the Autodesk Backburner server can be installed on a single machine, it will not do anything; it will only work if it detects a supported program such as Autodesk 3ds Max, Autodesk 3ds Max Design, Autodesk VIZ, or Autodesk Combustion. This means that you must have Autodesk Backburner installed with at least one additional Autodesk product

for a machine to render in your configuration. See [Installing Autodesk Backburner 2008.1.1 for Managing and Monitoring Only](#) on page 56.

Components (Optional Tools)

The following are the optional Autodesk tools that can be included when installing 3ds Max and 3ds Max Design.

Architectural Materials, ProMaterials, and Additional Maps and Materials

By default the Architectural Materials, ProMaterials, and Additional Maps and Materials options are installed. These include several maps and materials which are installed into your *\3ds Max 2010\maps* (including *\3ds Max 2010\maps\ProMaterials*) and *3ds Max 2010\materiallibraries* folders. Refer to the *Help* for information on maps and materials.

Viewing the Procedural Movies

There are several Procedural Movies included with your product. Throughout your product Help you will find links to these movies indicated by the filmstrip graphic. You can also search for the words "watch a movie" in the help file. For the movies to load when you click the links in the Help, you need to install this Movie item (which is selected for install by default when you install 3ds Max or 3ds Max Design). These movies demonstrate common procedures performed in 3ds Max and 3ds Max Design. For information about the Essential Skills Movies, see [Viewing the Essential Skills Movies](#) on page 26.



Autodesk Vault 2009 and 2010 Plug-Ins (32- or 64-bit)

The Autodesk Vault 2009 and 2010 Plug-ins are installed by default when you install Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010. These Plug-ins are used to communicate with the Autodesk Data Management Server. The Autodesk Data Management Server and Autodesk Vault Explorer are available to subscription customers on the subscription web site

(<http://www.autodesk.com/3dsmax-subscription>). Login to the Subscription Center and then scroll down to the “Product Information and Downloads” section and click on the *Click Here* link under “Autodesk Vault.” On the next page select either 3ds Max 2010 or 3ds Max Design 2010 and follow the instructions.

Additionally the Autodesk Data Management Server and Autodesk Vault Explorer are shipped with certain other Autodesk products. If you have the Autodesk Data Management Server and Autodesk Vault Explorer from any of these sources then you will need the Plug-in of the same version. Find the Autodesk Vault 2009 and Autodesk Vault 2010 Plug-ins on the Software DVD. By default, the plug-ins are selected for install when you install 3ds Max or 3ds Max Design. If you do not have the Autodesk Data Management Server and Autodesk Vault Explorer, then you do not need to install the Vault Plug-ins.

If you are unsure about your Autodesk Vault version, in the Help menu of Autodesk Vault Explorer, click About Autodesk Vault Explorer. See <http://www.autodesk.com/vault> for a complete description of Autodesk Vault.

Installing Plugins

The following are the optional Autodesk and 3rd party plugins that can be used with 3ds Max and 3ds Max Design. These tools can be installed from the Install Tools and Utilities section of the installer.

TurboSquid Tentacles (32- or 64-bit)

TurboSquid™ Tentacles is free software you can use to buy and sell digital assets. It provides access to a strong community of graphics professionals and a growing library of over 70,000 models, motion capture files, maps, sounds, plug-ins and more. For more information, visit the TurboSquid Web site at <http://www.turbosquid.com>. It is installed by default during the installation of your product.



Autodesk Design Review 2009

You use Autodesk Design Review 2009 to view and print 2D and 3D designs in the DWF file format. Refer to the “Exporting 3D DWF Files” topic in the *Help* for information about using Autodesk Design Review with 3ds Max and 3ds Max Design. For further information about Autodesk Design Review see <http://www.autodesk.com/designreview>.

Autodesk 3ds Max 2010 SDK

Information about the Autodesk 3ds Max Software Development Kit (SDK) is available on our peer-to-peer SDK Forum on the World Wide Web. To visit the SDK Forum, use the Autodesk Media and Entertainment Online Forum Web site at: <http://www.autodesk.com/3dsmax-sparks>.

NOTE The SDK is not shipped with Autodesk 3ds Max Design 2010.

To install the Autodesk 3ds Max 2010 SDK Help and/or the Max SDK Help for Visual Studio 2005 follow the instructions for [Installing Optional Tools](#) on page 56.

Autodesk 3ds Max 2010 SDK Help

If you install the Autodesk 3ds Max 2010 SDK Help, it is installed in CHM format in the `\maxsdk\help` folder under `\3ds Max 2010`.

You can use the SDK to create new Autodesk 3ds Max features and tools by writing your own plug-ins.

Autodesk 3ds Max 2010 SDK Help for Visual Studio 2008 SP1

A version of the SDK help has been created that is integrated into the Microsoft® Visual Studio® environment if you install Autodesk 3ds Max 2010 SDK Help for Visual Studio. You should not select this option for install if you do not have Visual Studio installed.

To view the Autodesk 3ds Max 2010 SDK Help from inside Visual Studio:

- 1 Launch Visual Studio.
- 2 Show the Contents panel.
Notice a new entry on the Contents panel called: 3ds Max 2010 SDK Help.
- 3 Expand the 3ds Max 2010 SDK Help entry to view the associated help.

NOTE You can also select the 3ds Max SDK filter using the Filtered By list in Visual Studio to use the Table of Contents, Index, and Search for the entire 3ds Max SDK help collection.

Network Licensing Tools (Required for Network Licensing)

In a network licensing setup the network administrator needs to install the Network Licensing Manager before registering the license online.

Find full details on network licensing in the *Network Licensing Guide* (adsk_nlg.pdf) available on the Documentation page (bottom-left corner) in the Installation Wizard of Software DVD.

- **Network Licensing Manager**—The Network License Manager is used to configure and manage license servers.
- **Network License Activation**—To register and activate a network license, you need to go online and use your Autodesk User Account (you can create one if you don't have one yet) to submit your product information at <https://registeronce.autodesk.com>. In addition, you can register your product, get automated support by e-mail, and save and migrate license files automatically.

SAMReport-Lite

SAMReport-lite is a reporting tool that helps you track network license usage. You need to obtain a separate license for this tool. Click the Obtain a License link below the SAMReport-lite entry in the Select the Products to Install page of the Installation Wizard. Refer to the *Autodesk SAMReport-lite User's Guide* available from the Documentation page (bottom-left corner) in the Installation Wizard of Software DVD.

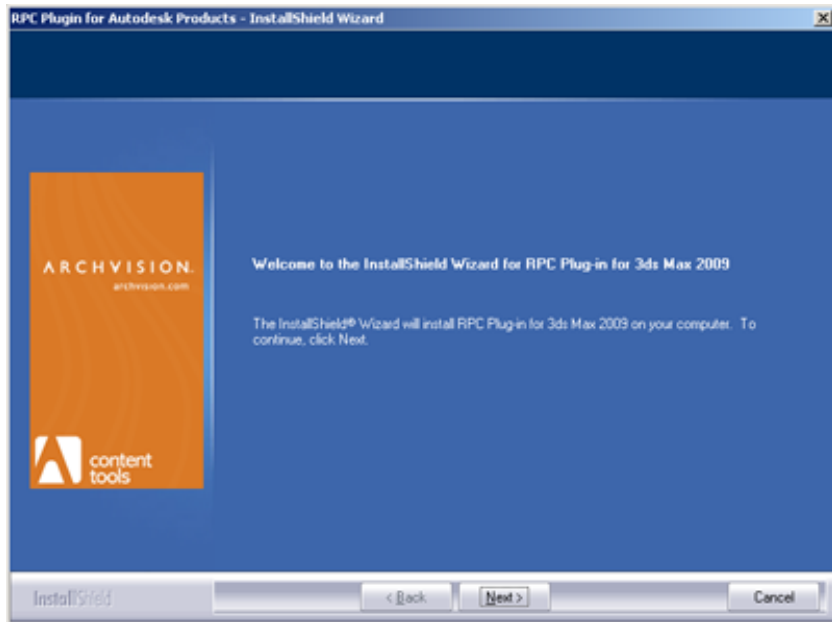


Partners/Plug-Ins

3ds Max and 3ds Max Design include several partner plug-ins.

WARNING You need to install and run at least once either 3ds Max 2010 or 3ds Max Design 2010 before installing these plug-ins. This will improve the compatibility of the plug-ins with 3ds Max or 3ds Max Design.

- **RPC™ Plug-Ins from ArchVision™, Inc. and Sample Content (32- or 64-bit)**— Lets you add photorealistic objects (such as cars, people, etc.) from the included ArchVision sample CD to your renderings.



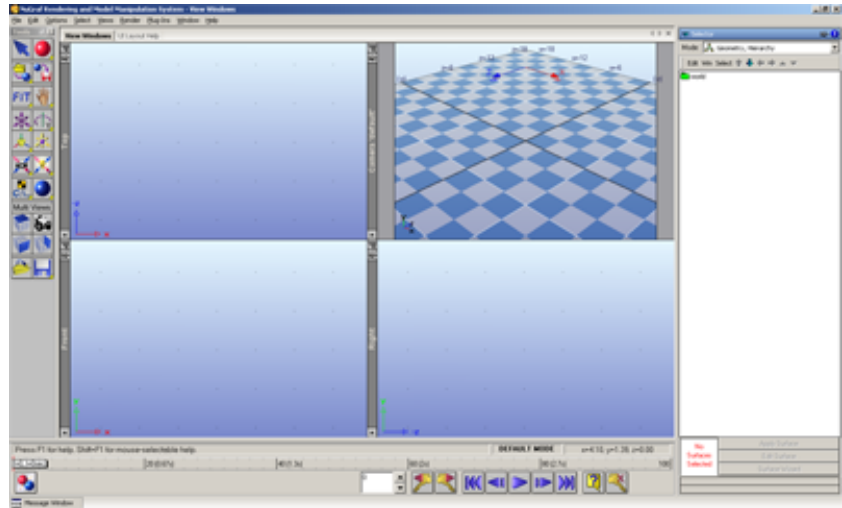
- **EASYNat™ from Bionatics® s.a.**—Offers a lifelike plant modeling solution that allows you to drop virtual seeds from the included samples and “grow” them in your model. Create 2D, 3D, and hybrid models that include branch and leaf detail.



- **Okino PolyTrans™ and NuGraf™ Demos (32- or 64-bit)**— A demo version of PolyTrans and NuGraf, from Okino Computer Graphics, lets you evaluate

dozens of CAD, DCC and VisSim data converters directly within 3ds Max or 3ds Max Design.

NOTE You need to also install the Okino Plug-ins Demo to access PolyTrans and NuGraf from inside 3ds Max or 3ds Max Design.



- **Okino PolyTrans™ Plug-ins (32- or 64-bit)**— Makes it possible for you to access the PolyTrans and NuGraf plug-ins from inside 3ds Max or 3ds Max Design.
- **TurboSquid™ Tentacles from TurboSquid**— See [TurboSquid Tentacles \(32- or 64-bit\)](#) on page 50.
- **Flight Studio 2009 Plug-in** See Flight Studio 2009 Plug-in (32- or 64-bit)

JRE 1.4.2 (Java™ Runtime Environment)

You will need this download to use the JSR Viewer (M3G Player) which you access from Programs > Autodesk > Autodesk 3ds Max 2010> JSR Viewer. A link to the installer is available on the “Select the Products to Install” in the Install Tools and Utilities section of the installer.

Adobe® Flash® Player 10

You need Flash to view the Essential Skills Movies and the Procedural Movies. If you try to view a movie without it installed, you will be prompted to install it. A link to the installer is available on the “Select the Products to Install” in the Install Tools and Utilities section of the installer

NOTE You can also view the Essential Skills Movies at <http://www.autodesk.com/3dsmax-essentials> or <http://www.autodesk.com/3dsmaxdesign-essentials>.

Installing Autodesk Backburner 2008.1.1 for Managing and Monitoring Only

You can also install Autodesk Backburner 2008.1.1 for managing and monitoring only.

To install required tools without 3ds Max or 3ds Max Design:

- 1 On the Software DVD navigate to the \support\backburner folder.
- 2 Double-click backburner.exe.
- 3 Follow the prompts to complete the Backburner install.

Installing Optional Tools

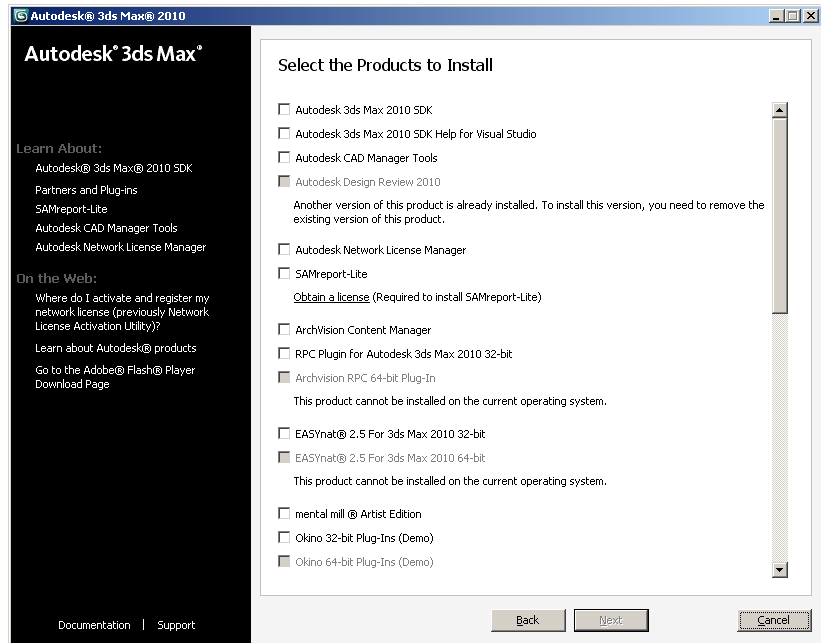
This procedure covers installing the optional tools from the Tools and Utilities section of the Installation Wizard. For information on installing the Samples and Tutorial Scene Files. See Installing Samples and Tutorial Scene Files. Certain optional tools are installed from the Install Products section of the Installation Wizard. See [Installing Your Product](#) on page 16.

- 1 Insert the Software DVD.

NOTE If Autorun does not start the Installation Wizard, navigate to your DVD-ROM. Click the *Setup.exe* file to open the Installation Wizard.

- 2 In the Installation Wizard, click Install Tools And Utilities.

- 3 Choose the products you want to install on the Select the Products to Install page. Click Next.



NOTE For Java and Flash Player only web links are provided. You need to visit the corresponding web site to install them.

WARNING Before installing the plug-ins you need to install 3ds Max 2010 or 3ds Max Design 2010 and open it at least once. This will ensure that the plug-ins fully detect 3ds Max or 3ds Max Design.

- 4 On the Review - Configure - Install page, click Install if you want to accept the default install location.
If you want the tool or utility installed in a different installation path, click Configure, set the path and then click Configuration Complete and then Install.
- 5 Depending on the products you choose, separate install dialogs will prompt you for ArchVision, RPC, EASYNat, and Okino PolyTrans and NuGraf. For ArchVision you will also need to set the content management path.
- 6 Click Finish when the Installation Complete page is displayed.

Installing Tutorial Scene Files and Samples

The tutorials can be found in the Help files for either 3ds Max or 3ds Max Design. As you work through these, you will need various tutorial scene files. If you did not select to install the tutorial files with the software, you can install them separately.

To install the tutorial scene files separately from 3ds Max or 3ds Max Design:

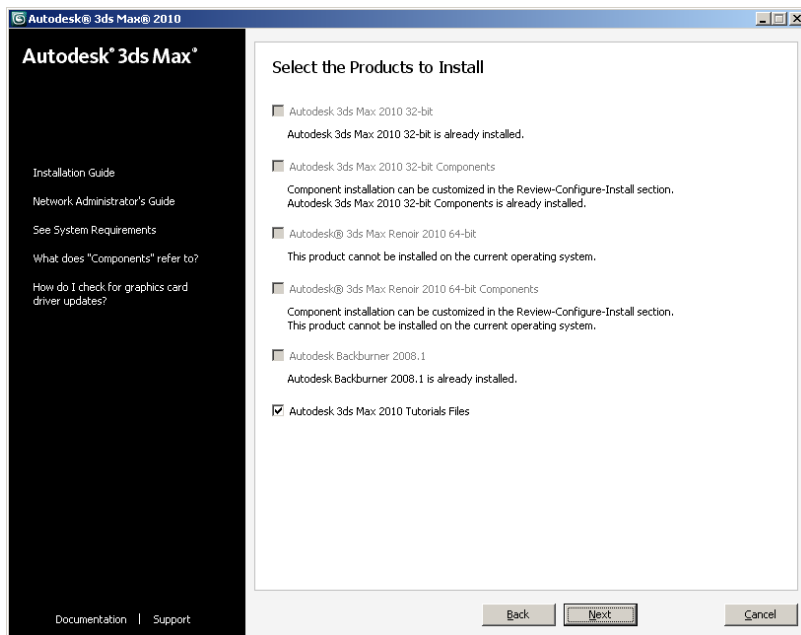
- 1 Insert the Software DVD.

NOTE If Autorun does not start the Installation Wizard, navigate to your DVD-ROM. Click the *Setup.exe* file to open the Installation Wizard.

- 2 Click Install Products on the Main Menu.

NOTE Click Read the Documentation if you want to access the install documentation set.

- 3 On the Select Products to Install page, select Tutorial Files.



Click Next to continue.

- 4 On the Product and User Information page enter your details.

NOTE Be precise because you will not be able to change this information once you begin the install, unless you uninstall and reinstall 3ds Max or 3ds Max Design.

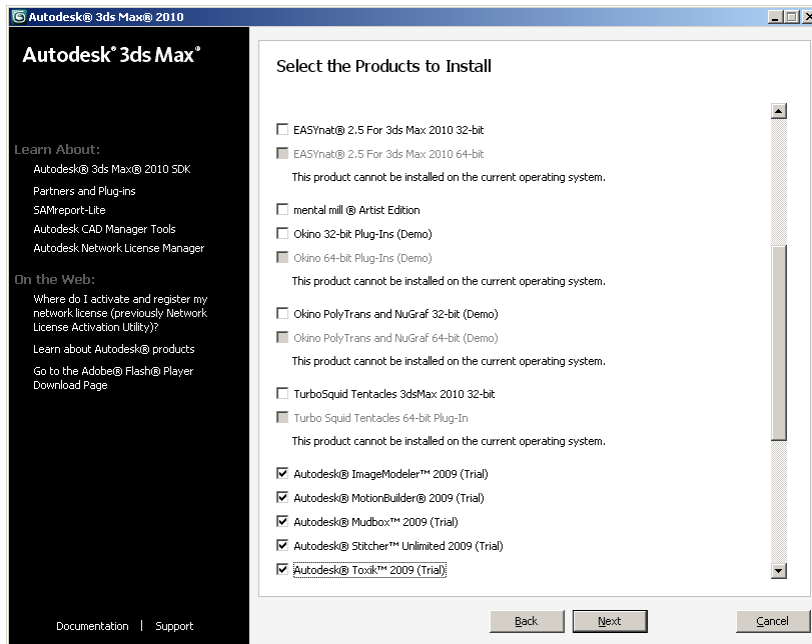
- 5 On the Review - Configure - Install page you can change the location of where the tutorial files will be installed. Click Configure to change the location, or Click Install to copy the files to the default location.

Samples

The total collection of sample files is quite large. You can manually copy them to your hard drive from the Sample Files DVD. The samples include maps and material library files. Sample files have their file attributes set to Read-only by default. Attempting to save a sample file using the same name will result in an error unless you turn the Read-only property off, so that the file becomes writeable.

Autodesk Product Trials

Try out the features of these industry-standard Autodesk tools that can help you visualize a concept and create content across any media or platform.



Autodesk® ImageModeler™

Use ImageModeler for image-based modeling and photogrammetry to generate 3D models from photographs—giving architects, designers, and entertainment content creators a new approach to 3D modeling. Bridging the 2D and 3D worlds, ImageModeler enables you to capture reality as-built and integrate photorealistic 3D models into your 3ds Max workflow.

Autodesk® MotionBuilder®

Whether you're working on a 30-second commercial, or on a large game or film project, adding Autodesk MotionBuilder software brings significant productivity and speed gains when dealing with the complexity of 3D character animation. With its real-time, non-linear environment, cutting-edge rigging and simulation features, and powerful tools for handling motion-captured data, it's the perfect complement to 3ds Max. Thanks to its native support for the platform independent FBX 3D authoring and interchange format, you can also benefit from seamless data exchange with 3ds Max and a host of other 3D packages.

Autodesk® Mudbox™

Designed by professional artists in the film, games, and design industries, Autodesk Mudbox digital sculpting and texture painting software combines a highly intuitive user interface with a powerful creative toolset for creating ultra-realistic high-poly 3D models. Mudbox provides an organic brush-based 3D modeling experience that complements the new 3ds Max 2010 Graphite modeling tools.

Autodesk® Stitcher™ Unlimited

Autodesk Stitcher Unlimited photo merging software offers 3ds Max users easy-to-use tools for creating high-quality panoramas, wide-angle images, virtual tours and matte paintings. Stitcher Unlimited can also create HRD images for global illumination and image-based lighting.

Autodesk® Toxik™

Autodesk Toxik is a node-based compositing solution with advanced image processing capabilities, designed with the creative user in mind. The software's architecture is built around its Ultra-High Resolution Interaction and High Dynamic Range Imagery (HDRI) core, which allows compositing professionals to work interactively and intuitively with virtually any visual media, regardless of bit-depth or image size. Toxik also features: Reaction, Autodesk's next-generation 3D environment for interactive compositing; Suave, a high-quality software renderer; and Touch UI, a unique gestural user interface paradigm. With its intuitive toolsets, open architecture and high level of interoperability with Autodesk 3ds Max, Toxik is the compositor of choice for everyone from independent 2D visual effects artists and design visualization specialists to large-scale film and broadcast facilities.

Installing an Autodesk Product Trial

This procedure covers installing trial versions of other Autodesk products that can be used in the same work pipeline with 3ds Max and 3ds Max Design. These Autodesk trials can be found in the Tools and Utilities section of the Installation Wizard.

- 1 Insert the Software DVD.

NOTE If Autorun does not start the Installation Wizard, navigate to your DVD-ROM. Click the *Setup.exe* file to open the Installation Wizard.

- 2 In the Installation Wizard, click Install Tools And Utilities.
- 3 Choose the products you want to install on the Select the Products to Install page. Click Next.
- 4 On the Begin Installation page, click Install.

Installation Troubleshooting

4

If you have any problems when using your product the following frequently asked questions may help you find a solution. You may also find solutions to your problems on the Autodesk Web Support page for Autodesk 3ds Max or Autodesk 3ds Max Design. See <http://support.autodesk.com> and select Autodesk 3ds Max or Autodesk 3ds Max Design. Enter keywords describing your question in the Search field.

Graphics Card Issues

See [Graphic Cards and Drivers](#) on page 37.

Compatibility of 3ds Max 2010 with 3ds Max Design 2010

You can install Autodesk 3ds Max and Autodesk 3ds Max Design on the same machine. Files that you create in on application can be opened in the other.

NOTE Exposure™ Daylight Simulation and Analysis Technology is only available in 3ds Max Design 2010 so you will not be able to adjust these settings in 3ds Max 2010.

Other File Issues

Backward Compatibility of Files

Files saved in the MAX format are forward compatible. You can try File > Export from Autodesk 3ds Max and use File > Import in an earlier version of your product, but some data may be lost.

Opening VIZ Files in 3ds Max 2010 or 3ds Max Design 2010

VIZ, 3ds Max, and 3ds Max Design all use the MAX file format so you can share files. Certain VIZ features do not work in 3ds Max or 3ds Max Design. “Stand-in” objects may be used to replace features which are not supported in 3ds Max or 3ds Max Design.

Opening or Linking to an Autodesk Architectural Desktop Drawing or Model

When you open or link to an Autodesk® Architectural Desktop drawing or model, certain objects may not show up. The most likely cause is that you are missing the Architectural Desktop object enablers. AutoCAD 2010 and AutoCAD vertical applications, such as Architectural Desktop (ADT), have custom objects that are unique to the product. In order to view them in 3ds Max or 3ds Max Design, you need the appropriate object enabler (OE). Object enablers let you access, display, and manipulate these objects in AutoCAD 2010, and also the other vertical applications, including 3ds Max and 3ds Max Design. For a list of downloadable Object Enablers, see <http://www.autodesk.com/autocad-object-enablers>.

Licensing and Activation Issues

This section outlines common issues and their solutions with regards to software licenses and the licensing of your product(s). Also see License Transfer Utility.

Sharing Your License between Business and Home (Subscription Only)

If you are a 3ds Max or 3ds Max Design subscription customer you can use your license for both business and home use. The complete instructions for doing so are found at our subscription site at:

<http://pointa.autodesk.com/local/enu/portal/vip/members/index.jsp?po=enu#>. Click Request Home Use under Subscription Administration.

NOTE You need a subscription login to access this page.

License Errors

If you receive a license error, you will need to reactivate your copy of your product. You can use the Activation Wizard to complete your request. Depending on the error, you may have a seven-day grace period, from the time of your license error, before you must reactivate your product. After the seven-day grace period, you will not be able to use the software again until you have entered a new activation code. In certain cases, there is no grace period.

If a new activation code is needed, the Activation Code dialog will appear when you start your product. You can only choose to activate the product if you encounter a licensing error.

Exporting Your License to Another PC

The first time you export to another PC, you have to write the file (and it can be anywhere, on a floppy, or shared network drive). But after that, you can use the Transfer Code instead. Export normally, but instead of entering a file name, on the Export Type Selection dialog, choose the Transfer Code option. Write down the code and click Transfer. On the other PC, choose Transfer Code again on the Import page, and enter the code.

NOTE Transfer codes can't be reused; you'll get a new one each time.

Lost Exported License

On the PC where you last worked, run the LTU (see License Transfer Utility) and export the license again. Then make a new floppy. This works because it

remembers which PC you exported it to. You can only re-export to the same PC.

Lost Exported License with Hard Disk Failure

Contact the Autodesk registration center directly by phone, fax, e-mail, or online. A technician will help you re-initiate your product license. See [Registering and Activating Your Product](#) on page 27.

Major System Failure without Parking the License

If the hard drive is damaged beyond recovery, it is unlikely the license will be retrievable. You will have to resubmit to get a new activation code after the operating system is reloaded. See [Registering and Activating Your Product](#) on page 27.

Activating During Non-Business Hours

3ds Max and 3ds Max Design both include an electronic registration and activation feature that allows users (in some geographic locations) to obtain an activation code at any time. You can only attempt to activate your product a certain number of times before you will need to contact a authorization code representative to assist you with your activation. See [Registering and Activating Your Product](#) on page 27.

Reactivating Your Product

The activation code is unique in every instance and cannot be used more than once.

Reactivating Partner Applications when Reactivating Your Product

Once activated, partner applications shouldn't need reactivation. If, for some reason, you need to reactivate your license for 3ds Max or 3ds Max Design, partner applications will operate correctly once 3ds Max or 3ds Max Design is running again.

Networking Issues

This section outlines common issues and their solutions with regards to performing a network installation or configuring your network license server(s).

Locating Your Server Name

When installing a network licensed product, you must specify the name of the server that will run the Network License Manager. If you don't know the server name, you can quickly find it by opening a Windows command prompt on the system that will be the Network License Manager. At the prompt, enter **ipconfig /all** and note the Host Name entry.

Log Files

There are two types of log files that can be generated that monitor information about deployments and installations.

The Network log file keeps a record of all workstations that run the deployment. The log lists the user name, workstation name, and the status of the installation. Refer to this file for status information and details about problems that users may have encountered during installation.

The Client log file contains detailed installation information for each workstation. This information may be useful in diagnosing installation problems. The client log is located in the *\Temp* directory of each client workstation.

Creating Custom Desktop Shortcuts

You can choose to create custom desktop shortcuts that use command line switches to specify several options when you start the program. For example, command line switches can be set to run a script during program launch, create a drawing based on a template or prototype drawing, or designate a workspace that should be restored on startup.

To create a custom desktop shortcut:

- 1 Right-click your Autodesk 3ds Max 2010 or Autodesk 3ds Max Design 2010 icon on the desktop.

- 2 On the Shortcut Tab, in the Target box, add your switch after the quotation marks. For example:

```
"C:\Program Files\Autodesk\3ds Max 2010\3dsmax.exe" -q
```

NOTE For setups with a 64-bit operating system and 32-bit version of 3ds Max or 3ds Max Design you need to use this switch instead:

```
"C:\Program Files (x86)\Autodesk\3ds Max 2010\3dsmax.exe" -q
```

- 3 Click Apply.

When you use this desktop shortcut, your switch will be applied. In this example, 3ds Max or 3ds Max Design will start without the splash screen showing.

NOTE There are several other switches you can use following this procedure. For a list see “Starting 3ds Max from the Command Line.”

Uninstall and Maintenance Issues

This section describes common issues and their solutions resulting from adding and removing features, reinstalling or repairing your installation, and uninstalling products.

Installation Location

After your product is installed, you cannot change the installation path from the Add/Remove Features page. Changing the path while adding features would result in program corruption.

Files Remaining After an Uninstall

If you uninstall the product, some files will remain on your system such as files you’ve created or edited, like drawings or custom menus.

Your license file also stays on your workstation when you uninstall your product. If you reinstall on the same workstation, the license information remains valid and you do not have to reactivate the product.

For complete details on removing all remaining files, refer to the *Readme* available on the Documentation page (bottom-left corner) in the Installation Wizard of Software DVD.

General Installation Issues

This section outlines common issues and their solutions that may arise while performing a general install of your product(s).

Installing Your Product on a Drive Besides C

By default, your product will install to the drive containing the Program Files folder. If that drive happens to be c:, then the Installation Wizard assumes you want to install to a folder named *c:\Program Files\Autodesk\3ds Max 2010* (or *c:\Program Files (x86)\Autodesk\3ds Max 2010* for the 32-bit version of 3ds Max or 3ds Max Design running on a 64-bit machine.) If the installer detects that you do not have sufficient space on the drive, a dialog will pop up asking you to change the path to a drive which has sufficient space.

If you choose to change the drive location, be sure to specify the entire path of the location where you want to install your product. If you simply type c:, you run the risk of installing the program into your system's root folder.

Checking DirectX Version

If your graphics card supports DirectX and you have drivers loaded, you can run a utility that loads with the DirectX drivers. From the Windows Start menu choose Run. In the Open field, type *dxdiag.exe*. This utility will display a dialog showing you which version of DirectX is currently installed.

Finding Latest Service Packs

To find out if a patch or Service Pack is available for your product, visit the Autodesk Product Support page at <http://support.autodesk.com/>.

Communication Center

See “Communication Center” in the *Help*.

InfoCenter

See “InfoCenter” in the *Help*.

General Error Messages

The following are some solutions to specific error messages:

‘Error: “Interactive 3D Renderer initialization failed. Please check your device settings by using the –H command line option.”’

This error indicates that the video setting is incorrect. To fix this see [Graphic Cards and Drivers](#) on page 37.

‘Error: “TCP/IP error or Transport error – The network protocol TCP/IP is not configured properly.”’

This error indicates an issue with your computer's network configuration. Refer to the documentation included with Autodesk Backburner which you can access from Start > Programs > Autodesk > Autodesk 3ds Max 2010 [32- or 64-bit] > Help.

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