

Frequently Asked Questions

Autodesk® Maya® 2012 software delivers new toolsets for previsualisation and games prototyping, extends the simulation feature set and opens the way for better pipeline integration.

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1. General Product Information

1.1 What is Maya 2012?

Maya 2012 is a modelling, animation, rendering and visual effects software offering film, game, television and design visualisation artists an end-to-end creative workflow. Maya 2012 delivers powerful new toolsets for previsualisation and games prototyping, offers extended simulation capabilities and opens the way for better pipeline integration.

1.2 What are the key strengths of Maya?

- **Unbeatable Value:** Maya provides a full-featured 3D modelling, animation, effects and rendering feature set in addition to advanced matchmoving capabilities and high dynamic range compositing in a single affordable offering.
- **Proven Solution:** Maya has been a 3D tool of choice for companies producing leading film, game and television content throughout the world for the past decade.
- **Productivity:** Maya helps to maximise productivity with optimised workflows for everyday tasks, opportunities for collaborative, parallel workflows and re-use of assets and automation through scripting for repetitive tasks.
- **Performance:** Through a combination of multi-threading, algorithmic tuning, sophisticated memory management and tools for segmenting scenes, Maya is engineered to help handle today's increasingly complex data sets elegantly without slowing down the creative process.
- **Interoperability:** Maya includes the Autodesk® FBX® technology supporting the exchange of 3D data with numerous professional applications, allowing certain assets created outside of Maya to be re-used.
- **Extensibility:** Built from the ground up with its own embedded scripting language, Maya Embedded Language (MEL), Maya also offers Python® scripting language and an extensive, well-documented C++ application programming interface (API). In addition, Maya has a software development kit (SDK) to help assist studios with pipeline integration.
- **Platform Choice:** Whether an artist uses Windows®, Mac® OS® X or Linux® operating systems, they can run Maya. Maya also has 64-bit executables for Windows, Mac and Linux.

1.3 When will Autodesk Maya 2012 be available?

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

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

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

- The Maya software for all supported platforms (Windows 32-bit and Windows / Linux / Mac OS X 64-bit operating systems)
- Maya® Composite, Autodesk® MatchMover™ and Autodesk® Backburner™ functionality
- mental ray® renderer for Maya Satellite
- mental ray for Maya Batch

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

<http://www.autodesk.co.uk/maya>

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

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

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

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

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

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

1.8 How much will Maya 2012 Standalone software cost?

The price is US \$3,495.00 MSRP*.

** International pricing may vary.*

1.9 Will a trial version of Maya 2012 be available?

Yes, you can download the Maya 2012 30-day trial* software on or after 8 April 2011 from www.autodesk.co.uk/maya-trial

The 30-day trial is a fully functional version of Maya 3D character animation software that provides free access to Maya for non-commercial use.

Note: The Maya 2012 30-day trial software is only available for the Windows 32 and 64-bit and Mac OS X 64-bit operating systems

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

1.10 Will printed documentation be included in the package?

No. Web-based documentation will be provided as the default delivery method with Maya 2012.

1.11 Will tutorials be included with the Maya 2012 software kit?

Yes, tutorials will be included in the Maya 2012 commercial and upgrade kits.

1.12 Will a Maya 2012 Personal Learning Edition (PLE) be made available?

There are no plans to release new versions of the Maya PLE at this time. If you need to evaluate the Maya software, please use the Maya 2012 30-day trial.

1.13 Will Maya customers be able to crossgrade to the Autodesk® Maya Entertainment Creation Suite Standard 2012 or the Autodesk® Maya Entertainment Creation Suite Premium 2012?

Yes. Maya 2012 customers or Maya customers with licences of any of the three versions prior to Maya 2012 will be able to purchase a crossgrade to either Suite. Please consult your local reseller or Autodesk sales representative for details.

2. Technology

2.1 What operating systems will Maya 2012 support?

The **32-bit** version of Maya 2012 software will support the following operating systems:

<http://www.autodesk.co.uk/maya>

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

The **64-bit** version of Maya 2012 software will support the following operating systems:

- Microsoft® Windows 7 Professional
- Microsoft Windows Vista Business x64 (SP2)
- Microsoft Windows XP x64 Edition (SP3)
- Apple Mac OS X 10.6.5
- Red Hat® Enterprise Linux® 5.5 WS
- Fedora™ 14

Note: Maya 2012 is expected to be capable of running on other configurations such as boutique distributions of Linux. However, enumerating systems that are not tested and cannot be supported or that fall below the requirements for a productive user experience is beyond the scope of the online qualification charts.

Autodesk is not responsible for errors or failures of Autodesk software arising from the installation of updates, extensions or new releases issued by third party hardware or software vendors for the certified software or hardware identified in this document (or for any other third party software or hardware that you may use in connection with Autodesk products).

2.2 Will Autodesk Maya 2012 be available as a Universal binary?

No. Maya 2012 will operate natively on Intel® processor-based Macintosh® computers only.

2.3 Will Maya 2012 support older generation Apple PowerPC® computers?

No. Maya 2012 will only support Intel-based Macintosh computers.

2.4 Will there be any changes to rendering in Maya 2012?

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

2.5 Will all versions of mental ray Standalone software be compatible with Maya?

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

2.6 Will it be possible to install the Maya native renderer on all supported Maya 2012 operating systems?

Yes. It will be possible to install the Maya 2012 native renderer on Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

2.7 Will it be possible to install the four (4) mental ray Satellite network rendering licences included as part of the Maya 2012 software on all Maya 2012 supported operating systems?

Yes. It will be possible to install the four (4) mental ray Satellite network rendering licences on Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

3. Installation, Configuration and Licensing

3.1 Will Maya 2012 have hardware dongle support?

No, the Autodesk Online Licence Transfer system replaces the need for dongles.

3.2 Will dongles for Maya 2009 (or certain previous versions) be available for purchase for use with previous versions of Maya after the release of Maya 2012?

Customers can no longer purchase dongles. If you need to move your licence to another workstation you will need to upgrade to a Maya 2012 Standalone licence and use the Online Licence Transfer system.

3.3 Can a dongle purchased for use with Maya 2009 (or certain previous versions) be returned for a refund after upgrading to Maya 2012?

No. You will need your dongles to use Maya 2009 if you have previous version usage rights.

3.4 What is the Online Licence Transfer system?

Online Licence Transfer provides a flexible and convenient web-based mechanism for customers with Standalone licences to transfer their licences to different machines without using a dongle. This basic functionality is available without additional charge and there is no limit on the number of transfers.

3.5 How does the Online Licence Transfer system work?

You log on to the Online Licence Transfer system using a web interface where you can then de-activate your software licence on your current computer before re-activating it on a different one.

3.6 Will customers be able to get the pre-licence through a webkey/prekey file?

No. This functionality is not available with Maya 2012 because it uses the previous licence security system. Customers can still find these files on the Support site for Maya 2009 and certain previous versions.

3.7 What will the licensing method for Maya 2012 be?

Maya 2012 licences will use the Autodesk Licence Manager (AdLM).

Note: Only one licence will be required and used for the Maya 2012 components: the Maya 3D animation software, Maya Composite, Autodesk® MatchMover™ functionality and mental ray Batch for Maya. Backburner does not require a licence to operate.

3.8 Can I choose not to install either the Maya Composite, Autodesk MatchMover, Autodesk Backburner functionality or mental ray Batch for Maya components?

Yes. When installing Maya 2012, customers will be able to select which Maya components they wish to install. It will be possible to install uninstalled components at a later date.

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

Yes. Customers will be able to install the mental ray for Maya Batch nodes on any supported Maya configuration and operating system.

Note: mental ray for Maya Batch will only be available with a Network licence.

3.10 Will Maya 2012 be available for purchase as a Network licence?

Yes. Please note that while Network licences can be used on any supported workstation configuration on the network (Windows, Mac OS X and Linux operating systems), the Maya 2012, Maya Composite and MatchMover components will share the same licence and will not be able to be used concurrently on different workstations.

3.11 Will a Maya 2012 Network licence be able to float across any Maya 2012 supported platform?

Yes. Maya 2012 Network licences will be able to float across Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

3.12 Will AdLM licensing work with earlier versions of Maya than the 2012 release?

The Autodesk Licence Manager (AdLM) can only be used with Maya 2010, Maya 2011 and Maya 2012. Customers with Autodesk® Subscription or Autodesk Subscription with Gold Support who are entitled to use certain previous versions in conjunction with Maya 2012 will have to use a separate licence file. Previous version licensing of Maya can be done through the Subscription Center; alternatively, eligible customers can use their existing licence file to unlock previous versions.

4. Compatibility and Interoperability

4.1 How will Maya 2012 integrate with other Autodesk products?

The FBX 2012 software file interchange format allows you to transfer assets more easily to and from Autodesk® 3ds Max® 2012 software, Autodesk® Softimage® 2012 software, Autodesk® MotionBuilder® 2012 software and Autodesk® Mudbox™ 2012 software as well as other content creation packages that support FBX, making Maya a complementary package that enhances new or existing production pipelines.

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

Yes. Maya 2012 is expected to be able to access .ma and .mb data from Maya 3 through to Maya 2012.

5. Consulting, Training and Support

5.1 What training options will there be?

There will be a number of helpful Maya training resources available for download from <http://www.autodesk.com/maya-learningpath>.

5.2 How will Maya technical support be provided?

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

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

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

6. Subscription

6.1 What is included as part of Autodesk Subscription?

Autodesk Subscription provides customers with access to the latest release made available during the term of their contract; this includes major releases and Autodesk® Subscription Advantage Packs (previously known as product extensions), learning resources and the right to use certain previous versions of Maya.

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

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

Autodesk Subscription with Gold Support includes everything that Autodesk Subscription offers plus:

- Telephone support
- Application Programming Interface (API) developer support with scripting support

6.3 How much will Autodesk Subscription with Gold Support for Maya 2012 cost?

The price is US \$895 MSRP*

** International pricing may vary.*

6.4 If a customer upgrades to Maya 2012, will the customer be considered “current” and will they be able to purchase Subscription or Subscription with Gold Support?

Yes. Customers who purchase an upgrade licence to Maya 2012 will be considered “current” and will be able to purchase Autodesk Subscription. Autodesk standard policy requires Subscription to be purchased at the same time as the licence. If the Subscription and licence purchase do not occur together, the following rules apply:

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

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

Customers can renew their Autodesk Subscription contract up to thirty (30) days after the contract expiration date without incurring a penalty or additional charges.

Note: Contracts that are between 31 to 364 days expired are eligible for late renewal processing subject to the following criteria:

- *Customer must pay the Autodesk Subscription Renewal fee and Late Renewal Processing fee for every seat of Maya licensed by the customer.*

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

6.6 When will Maya 2012 be available for electronic software download for Subscription and Subscription with Gold Support customers?

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

6.7 As an Autodesk Subscription / Subscription with Gold Support customer, how will I be notified of the download for Maya 2012?

Autodesk will send an email containing a link to a software download page to all Subscription contract managers and software co-ordinators with active Autodesk Subscription or Autodesk Subscription with Gold Support contracts on the date the product ships. Customers will need to use their Subscription Center login credentials to access this page and download their product entitlements.

Note: The Maya 2012 documentation will be available for download on or after 8 April 2011.

6.8 Will active Subscription and Subscription with Gold Support customers automatically receive a physical Maya 2012 kit?

Software download will be the default method of delivering software upgrades to the majority of Autodesk Subscription customers. Autodesk Subscription customers in countries where software download is set as the default upgrade delivery method will be notified that the software upgrade is available to download. They will not automatically receive a software kit. If they prefer to have a DVD, they can submit a request in Subscription Center and Autodesk will ship them a software kit at no additional cost.

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

6.9 In which countries is software download 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		



6.10 Can I change my product upgrade delivery preference?

Yes. If you are a Subscription Software Co-ordinator in a participating country and you prefer to receive a boxed shipment, you can change the delivery preference in your Subscription Center profile from “download” to “box”.

Likewise, if you are a Subscription Software Co-ordinator in one of the non-participating countries (excluding China, India, Japan and Russia) and you prefer to download your software upgrade, you can change the delivery preference in your Subscription Center profile from “box” to “download”.

You can change your delivery preference at any time; however, the changes you make will not be applied to upgrade orders that have already been fulfilled or upgrade orders that are scheduled to be processed within the next seven business days.

If you want to change your delivery preference, you should do so immediately to ensure that all future software releases to which you are entitled are delivered according to your preference.

Subscription customers who change their preference after their upgrade order has been fulfilled can request a box at any time by submitting a Boxed Shipment Request form in Subscription Center.

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

If you are the Subscription Software Co-ordinator and you want both a download and a boxed shipment, you can change the delivery preference in your Subscription Center profile to “box”. This will ensure that a boxed shipment is sent automatically as soon as it is available. Alternatively, you can keep your delivery preference set to “download” and request a one-time boxed shipment by submitting a Boxed Shipment Request form in Subscription Center.

6.12 How will I access Maya Subscription / Subscription with Gold Support benefits?

To begin accessing your Subscription / Subscription with Gold Support services, simply log in to the Subscription Center at www.autodesk.co.uk/subscriptionlogin

6.13 As a Subscription / Subscription with Gold Support customer, will I have access to earlier versions of Maya than the 2012 release?

Yes. Previous version usage rights for the Maya software will only be available for Subscription and Subscription with Gold Support customers.

For complete information on Maya 2012, please refer to the product page located at www.autodesk.co.uk/maya.

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