

# Questions and Answers

Autodesk® MotionBuilder® 2011 software is a leading real-time animation software: an ideal tool for high-volume game animation pipelines, director-driven virtual cinematography and real-time character simulations.

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# 1. General Product Information

## 1.1 What is MotionBuilder?

MotionBuilder software is used by 3D artists and facilities doing 3D character animation, previsualization or virtual cinematography. MotionBuilder is used extensively in the game, film and television markets.

## 1.2 What are the key strengths of Autodesk MotionBuilder?

- **Increased productivity through real-time performance**

Built on a real-time 3D architecture, MotionBuilder provides you with a highly responsive, interactive environment to create, edit, and play back complex character animation.

- **Motion capture data editing**

With MotionBuilder software, you can import or capture live files from any industry-standard motion capture system and use the powerful cleanup, filtering, blending, and editing features to manipulate and massage dense data.

- **Real-time character simulation**

With MotionBuilder software, you can perform real-time rigid body dynamic simulations as part of, or alongside, your character animation; simulations can be blended with keyframed or motion-captured data.

- **Previsualization and virtual cinematography**

Using Autodesk MotionBuilder software to pre-visualize their scenes, directors can experiment with camera angles and framing, and visual effects supervisors can more effectively plan visual effects work and stunts, all within a higher-quality display that closely mimics the final output.

## 1.3 What are the new features in MotionBuilder 2011?

MotionBuilder 2011 software delivers features that enable you to integrate it more smoothly and reliably into production pipelines. With extended animation layers that closely match those in Autodesk® Maya® 2011 software, a more consistent method for handling materials, and native support for the latest version of Autodesk® FBX® 2011 asset exchange technology, artists will find it easier to use MotionBuilder 2011 alongside other products. In addition, skinning and blendshape deformations are now calculated on the GPU, the in-viewport experience is significantly more interactive, and playback many times faster, while the Story Tool offers greater stability and performance.

## 1.4 When will Autodesk MotionBuilder 2011 be available?

MotionBuilder 2011 is scheduled to ship on or after April 7, 2010.

## 1.5 Is there a trial version of MotionBuilder 2011 available?

Yes, you may download the MotionBuilder 2011 30-day trial\* software from [www.autodesk.com/motionbuilder-trial](http://www.autodesk.com/motionbuilder-trial).

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

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

## 1.6 What is simplified upgrade pricing?

Autodesk is introducing a new, streamlined upgrade pricing model on March 16, 2010. Under our current upgrade pricing model, the price of your upgrade depends on which product release license you own. After March 15, 2010, your upgrade from any of the three previous product releases will cost 50 percent\* of the price of a new license, no matter which release you own. Find out more at [www.autodesk.com/upgrade](http://www.autodesk.com/upgrade).

*\* International pricing may vary.*

## 2. Technology

2.1 What operating systems does MotionBuilder 2011 support?

The 32-bit version of MotionBuilder 2011 software is supported on the following operating system:

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

The 64-bit version of MotionBuilder 2011 software is supported on any of the following operating systems:

- Microsoft Windows XP Professional x64 Edition (SP2 or higher)
- Microsoft® Windows Vista® Business x64 Edition operating system (SP1 or higher)
- Microsoft Windows® 7 Professional operating system

## 3. Installation, Configuration, and Licensing

3.1 Is MotionBuilder 2011 available with hardware dongle support?

No, Autodesk's Online License Transfer system replaces the need for dongles.

3.2 How does Online License Transfer work?

Online License Transfer provides a flexible and convenient web-based mechanism for customers with Standalone licenses to transfer their licenses to different machines without using a dongle. This basic functionality is available without additional charge and there is no limit on the number of transfers. Online License Transfer allows you to use a web interface to de-activate the software license on your current computer and re-activate the software license on a different computer.

## 4. Compatibility and Interoperability

4.1 How does MotionBuilder 2011 integrate with other Autodesk products?

The Autodesk® FBX® 2011 software file interchange format allows users to easily transfer assets to and from Autodesk® 3ds Max® software, Autodesk® Maya® software and Autodesk® Softimage® software, as well as any other content creation package that supports FBX, making MotionBuilder a complementary package that enhances any new or existing production pipeline.

## 5. Training and Support

5.1 What are my options for training?

There are a number of helpful MotionBuilder training resources available for download from [www.autodesk.com/motionbuilder-learningpath](http://www.autodesk.com/motionbuilder-learningpath).

5.2 How will MotionBuilder technical support be provided?

All new license purchases of MotionBuilder software will receive 30 days complimentary Up & Ready Support from the date of registration, which covers installation, licensing, and hardware issues only.

Customers with Autodesk® Subscription with Gold Support for MotionBuilder will receive access to both telephone and web support.

## 6. Subscription

### 6.1 What benefits does Subscription with Gold Support for MotionBuilder offer?

With Autodesk Subscription, you get telephone and web support, as well as new upgrades of your Autodesk software and any incremental product enhancements released during your subscription term. A range of community resources including self-paced training to extend your skills, make Autodesk Subscription the best way to optimize your investment in MotionBuilder software.

### 6.2 How can I access MotionBuilder Subscription with Gold Support benefits?

Simply sign in to the Subscription Center at **[www.autodesk.com/subscriptionlogin](http://www.autodesk.com/subscriptionlogin)** to begin accessing your Subscription with Gold Support services.

### 6.3 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for MotionBuilder 2011?

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

### 6.4 In which countries will software download be the default method for delivering software upgrades to Subscription customers?

Software download will be the default method of delivering software upgrades to Autodesk Subscription customers in the 37 countries listed below. Autodesk Subscription customers in these countries will not automatically receive a boxed shipment.

Americas	Europe, Middle East, and Africa	Asia Pacific
Argentina	Austria	Australia
Bahamas	France	Hong Kong
Bolivia	Germany	Korea, Republic of
Brazil	Ireland	Macau
Canada	Italy	Malaysia
Chile	Liechtenstein	New Zealand
Colombia	Portugal	Singapore
Costa Rica	Spain	Taiwan
Dominican Republic	Switzerland	
Ecuador	United Kingdom	
Guatemala		
Jamaica		
Mexico		
Paraguay		
Peru		
Puerto Rico		
United States		
Uruguay		
Venezuela		

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### 6.5 Can I change my product upgrade delivery preference?

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

Likewise, if you are a Software Coordinator in one of the nonparticipating countries and you prefer to download your software upgrade, you can change the delivery preference in your Subscription Center profile from “box” to “download.”

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

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

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

### 6.6 What if I want both a download and a boxed shipment?

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