

Frequently Asked Questions

Autodesk® MotionBuilder® 2012 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 Who uses MotionBuilder?

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

1.2 What are the key strengths of MotionBuilder?

Increased productivity through real-time performance

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

Motion capture data editing

With MotionBuilder software, you can import or capture live files from industry-standard motion capture systems and use the powerful clean-up, 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.

Previsualisation and virtual cinematography

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

1.3 What are the key new features in MotionBuilder 2012?

Stereo Support

Create and view stereoscopic content in MotionBuilder with the new in-viewport stereoscopic display and camera rig. Camera data can be exchanged with Autodesk® Maya® 2012, Autodesk® Flame® 2012 software and Autodesk® Smoke® 2012 software via Autodesk® FBX® 2012 asset exchange technology.

Single-Step Interoperability

Enjoy a more seamless workflow that makes use of multiple Autodesk® Entertainment Creation Suite products with new single-step interoperability between MotionBuilder and Maya or 3ds Max. Import Maya or 3ds Max scenes into MotionBuilder in one simple step and then take the changes back to the content creation package with equal ease, without having to think about file format details. Single-step interoperability gives artists easier access to the best Autodesk tools for the task at hand.

Enhanced UI Scheme

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An enhanced, dark-coloured UI scheme brings a more modern look to MotionBuilder, consumes less screen real-estate and provides greater consistency with other products in the Autodesk Entertainment Creation Suites, making it easier for artists to switch between applications while working.

F-Curve Editor Enhancements

An enhanced user interface for editing animation curves takes popular features from the f-curve editors within each of the products in the Autodesk® Entertainment Creation Suites 2012 and combines them into a more unified toolset with consistent terminology, enabling animators to switch between products more easily.

HumanIK Unification

Working with characters in both MotionBuilder 2012 and Maya 2012 will now be easier, with a unified interface and solver for HumanIK® that offers more consistent workflows and improved interoperability between the products plus updated Character Controls and Characterisation tools. In addition, customers who use the Autodesk® HumanIK® 4.5 or 2012 middleware solution will benefit from improved consistency between MotionBuilder and their games engine.

Live Video In

Valuable reference video from a motion capture session can now be streamed directly into MotionBuilder and recorded simultaneously with the motion capture data on a per-take basis. Formerly handled as a separate process, this helps directors and their creative teams to better visualise the end results and to troubleshoot errors, reducing the need for downstream changes and rework.

Audio Per Take

Dealing with multiple animation variations that each have associated audio is now easier with the new ability to handle separate audio files per take. This enables animators to switch between multiple takes and to change the audio file automatically to match, previously a time-consuming manual process.

1.4 When will MotionBuilder 2012 be available?

MotionBuilder 2012 is scheduled to ship on or after 8 April 2011.

1.5 Will a trial version of MotionBuilder 2012 be available?

Yes, you will be able to download the MotionBuilder 2012 30-day trial* software from 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 non-commercial use.

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

1.6 What is simplified upgrade pricing?

Autodesk introduced a streamlined upgrade pricing model on 16 March 2010. Your upgrade from any of the three previous product releases will cost 50 percent* of the price of a new licence, no matter which release you own. To find out more, visit www.autodesk.com/upgrade.

** International pricing and discounts may vary.*

2. Technology

2.1 What operating systems will MotionBuilder 2012 support?

The **32-bit** version of MotionBuilder 2012 will support the following operating system:

- Microsoft® Windows® XP Professional (SP3)

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

- Microsoft® Windows® 7 Professional
- Microsoft® Windows Vista® Business x64 Edition (SP2)
- Microsoft Windows XP Professional x64 Edition (SP2)

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).

3. Installation, Configuration and Licensing

3.1 Will MotionBuilder 2012 be available with hardware dongle support?

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

3.2 How does Online Licence Transfer work?

Online Licence Transfer provides a flexible and convenient web-based mechanism for customers with Standalone licences to transfer them 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 Licence Transfer allows you to use a web interface to de-activate the software licence on your current computer and re-activate it on a different computer.

4. Compatibility and Interoperability

4.1 How does MotionBuilder 2012 integrate with other Autodesk products?

The Autodesk® FBX® 2012 software file interchange format will allow users to transfer assets easily to and from Autodesk® 3ds Max® software, Autodesk® Maya® software and Autodesk® Softimage® software, as well as other content creation packages that support FBX, making MotionBuilder a complementary package that will enhance any new or existing production pipeline. With new single-step interoperability between MotionBuilder and Maya or 3ds Max, users will be able to import Maya or

3ds Max scenes into MotionBuilder in one simple step and then take the changes back to the content creation package with equal ease.

5. Consulting, Training and Support

5.1 What training options will there be?

A number of helpful MotionBuilder training resources will be available for download from www.autodesk.com/motionbuilder-learningpath.

5.2 How will MotionBuilder 2012 technical support be provided?

All new licence purchases of MotionBuilder software will receive 30 days of complimentary Up & Ready Support from the date of registration, which covers installation and licensing 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?

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), telephone support, learning resources and the right to use certain previous versions of MotionBuilder

Note: Customers must have all of their MotionBuilder 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 How can I obtain MotionBuilder Subscription with Gold Support benefits?

Simply sign in to the Autodesk Subscription Center at www.autodesk.co.uk/subscriptionlogin to begin accessing your Subscription with Gold Support benefits.

6.3 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for MotionBuilder 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 MotionBuilder 2012 documentation will be available for download.

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.

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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		

6.5 Can I change my product upgrade delivery preference?

Yes. If you are a 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 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 the Subscription Center.

6.6 What if I want both a download and a boxed shipment of MotionBuilder 2012?

If you are the 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.

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