

# Questions and Answers

Autodesk® Softimage® 2011 software enables you to more quickly create custom tools and amazing visual effects through the Interactive Creative Environment (ICE), a node-based visual development platform. ICE is designed to help users be more creative and efficient, allowing them to explore new creative ideas with greater ease and simplicity. Beyond effects, you can use this production-proven 3D modeling, animation, rendering, and compositing software for every aspect of your CG (computer graphics) workflow whether you're tackling a game, film, or television project.

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# 1. General Product Information

## 1.1 What are the key strengths of Softimage?

- **Production-Proven Solution** - One of the entertainment industry's leading 3D production tools, Softimage has been used extensively by award-winning film studios, game development shops, and broadcast production facilities.
- **Innovative Features** - Access a wide range of features for advanced 3D modeling, animation, visual effects, and rendering. Over the years Softimage software has introduced many innovative technologies to the entertainment industry: ICE (Interactive Creative Environment), Softimage® Face Robot® toolset, and the Animation Mixer for nonlinear animation editing.
- **Efficient Pipeline Interoperability** - The Autodesk® Crosswalk and Autodesk® FBX® technologies enable exchange of rich 3D data between Autodesk and certain third-party applications. Interoperability with Face Robot and bidirectional transfer between Autodesk® Maya® 2011 software simulations and ICE effects helps make Softimage 2011 a powerful addition to Maya pipelines.
- **Productivity Focused** - Beyond its impressive Softimage GigaCore III performance, Softimage helps you maximize productivity through advanced project management tools, nonlinear workflows, and support for collaborative work flows, as well as by enabling you to create Python® scripts that automate repetitive tasks.

## 1.2 What are the new features in Softimage 2011?

Softimage 2011 introduces innovative new rendering and animation tools that help artists create more complex, high-quality characters and effects in less time. Enhancements include an advanced new shading architecture and editing environment, support for kinematics in ICE (Interactive Creative Environment), and automated lip-syncing\* in the Face Robot® facial animation toolset.

*\* Face Robot lip-sync technology is provided by Fonix(R) Voiceln.*

## 1.3 When will Softimage 2011 be available?

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

## 1.4 Is there a trial version of Softimage 2011 available?

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

The 30-day trial is a fully functional version of the Softimage software for non-commercial use. The Softimage trial is supported on both 32-bit and 64-bit Windows® operating system supported platforms.

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

## 1.5 Is Softimage 2011 available in languages other than English?

Yes. Softimage 2011 is available in Japanese.

## 1.6 Is Softimage Advanced still available for purchase?

The features of Softimage Advanced are now included in the Network version of Softimage 2011 and therefore, Softimage Advanced is no longer available for purchase. Specifically, a Softimage 2011 Network license offers five additional Batch processing nodes.

## 1.7 I purchased a license of Softimage Advanced 2010 and wish to upgrade to the latest release, what are my options?

Existing Softimage Advanced customers with a valid Autodesk® Subscription contract will automatically get access Softimage 2011 (Network version). Customers who do not have a valid Autodesk Subscription contract will be able to purchase an upgrade to the Softimage 2011 Network version. Please contact your reseller for further information.

## 2. Technology

### 2.1 What operating systems does Softimage 2011 support?

Softimage 2011 software is supported on the following operating systems:

- Microsoft® Windows® 7 operating system (32-bit Windows)
- Microsoft® Windows® 7 operating system (Recommended OS 64-bit Windows)
- Microsoft® Windows Vista® Business operating system, SP2 (32-bit & 64-bit)
- Microsoft® Windows® XP Professional, SP2 operating system (32-bit)
- Microsoft® Windows® XP Professional, SP3 or higher operating system (64-bit)
- Softimage for Linux® 64-bit operating system; Fedora® 11 operating system (Recommended Linux Distribution)

### 2.2 Will mental ray Standalone available for this latest version of Softimage?

mental ray® Standalone 2011 renderer for Softimage 2011 is scheduled to be available on or after April 7, 2010. mental ray Standalone 2011 software is compatible only with Softimage 2011.

## 3. Installation, Configuration, and Licensing

### 3.1 How do I transfer my Softimage License to another machine?

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 deactivate 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 Softimage integrate with other Autodesk products?

Softimage includes Autodesk® Crosswalk technology, a utility to help transfer content in and out of Autodesk® Maya®, Autodesk® 3ds Max®, Autodesk® MotionBuilder® and previous versions of Face Robot technology using the latest version of the Autodesk® FBX® file format, COLLADA, and dotXSI standards. Crosswalk makes Softimage a complementary package that can help enhance new or existing production pipelines.

## 5. Training and Support

### 5.1 What are my options for training?

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

### 5.2 How will Softimage technical support be provided?

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

Customers with Autodesk® Subscription with Gold Support for Softimage will receive both telephone and web support through the Autodesk Technical Support Team in the Americas, EMEA, Australia and New Zealand throughout the duration of their subscription term. APAC customers with Autodesk Subscription with Gold Support will receive support directly through their Autodesk Authorized Reseller.

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5.3 Are there other documentation and training resources available for Softimage?

Yes, the Softimage Wiki is a community resource for users of Softimage. It features support information, tutorials, documentation updates, scripting tips and tricks, and many useful articles for Softimage users of all levels:

<http://softimage.wiki.softimage.com/>

In addition, should you require further information on Softimage technical support, please consult the following resources:

Support blog: <http://xsisupport.wordpress.com/>

Support videos and faqs : <http://autodesk.com/softimage-support>.

## 6. Subscription

6.1 What benefits does Subscription with Gold Support for Softimage offer?

With Autodesk Subscription, you get telephone and web support, as well as new upgrades of your Autodesk software and any incremental product enhancements, if 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 your Softimage software.

6.2 How can I access Subscription with Gold Support benefits?

Simply login 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 How do I obtain a Home Use License?

You must have a valid Autodesk Subscription contract to be eligible to receive a Home Use license. If the Primary License is a standalone license, you may use the media in your possession to install the Home Use License of the product. Once the Home Use License is installed you must obtain an authorization code from Autodesk. Stand-alone Home Use Licenses will have the same serial number as the Primary License on which they are based. If the Primary License is a network license, you must complete a Home Use License Application and submit it to Autodesk. Autodesk will review the application and issue a serial number for a standalone Home Use License based on the corresponding network license.

Home Use License applications are available on the Subscription Center and from your reseller or Autodesk sales representative. Once the Home Use License is installed you must obtain an authorization code from Autodesk. Stand-alone Home Use Licenses will have a different serial number than the Primary License on which they are based.

6.4 Are Softimage customers on Subscription with Gold Support entitled to use previous versions of Softimage?

Yes. Softimage 2011 customers on Subscription with Gold Support are entitled to use up to three previous versions of Softimage, up to the total number of licenses of the product currently under Subscription. The Subscription contract manager or software coordinator can download the three previous versions from the Subscription Center.

6.5 As an Autodesk Subscription customer, how will I obtain my copy and my license of Softimage 2011?

Subscription customers will be able to download their Softimage 2011 software entitlement. Subscription contract managers and software coordinators will be sent an email containing a link to a download page. Customers must login using their Subscription Center login credentials to access this page. From there they may download their Softimage 2011 product entitlement.

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

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

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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		

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

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

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

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

If you want to change your delivery preference, you should do so immediately to 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.

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

If you are the Software Coordinator and you want both a download and a boxed shipment, you can change the delivery preference in your Subscription Center profile to “box.” This will 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.