

Questions and Answers

Autodesk® Mudbox™ 2011 digital sculpting and texture painting software gives artists the freedom to create 3D digital artwork as if they were working with clay and paint. Designed by professional artists in the film, game, and design industries, Mudbox combines a highly intuitive interface with a powerful toolset composed of stencils and brushes for creating ultra-realistic 3D characters, environments and props.

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1. General Product Information

1.1 Who uses Mudbox?

Mudbox is primarily targeted at 3D artists in the film, games and television industries. It can also be used by 2D designers and illustrators looking to add 3D to their workflow.

1.2 What are the key strengths of Mudbox?

- Easy to use & learn – intuitive tools and workflow; clean & simple user-interface; virtually no learning curve
- A world class sculpting toolset – fast, smooth and accurate results
- Paint directly on 3D models – see results immediately as you paint directly onto high-res models
- Explore concepts quickly – layers can be turned on and off selectively so you can try different ideas and variations on different layers and easily make revisions at any point in the process
- Paint multiple material channels – includes a powerful toolset for painting and viewing diffuse, specular, reflection, bump and other textures across multiple high-resolution maps on your models
- Superior performance - work with hundreds of millions of polygons, while viewing the entire asset with interactive shadows & lights

1.3 What are the new features in Mudbox 2011?

Mudbox 2011 software helps accelerate design, sculpting, and approval phases with powerful new tools for deforming and posing models, and the new ability to create high-quality turntables for presentations. Moreover, the texture painting toolset is significantly extended with image adjustment brushes and blend modes for paint layers, while a Vector Displacement map extraction method offers new possibilities for creating and rendering complex details. And, with single-click file transfer with Autodesk® Maya®, multi-layer PSD exchange with Adobe® Photoshop®; and added support for Windows® 7, and Mac OS® X 64-bit operating systems, Mudbox 2011 fits more seamlessly into existing pipelines.

1.4 When will Mudbox 2011 be available?

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

1.5 Is there a trial version of Mudbox 2011 available?

Yes, you may download the Mudbox 2011 30-day trial* software from www.autodesk.com/mudbox-trial
The 30-day trial is a fully functional version of the Mudbox software for non-commercial use.

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

1.6 Is Mudbox 2011 available in languages other than English?

Mudbox is only available in English.

1.7 How can I purchase a license of Autodesk Mudbox?

Mudbox 2011 can be purchased through a local Autodesk software reseller. To locate a reseller, visit www.autodesk.com/reseller.

Autodesk Mudbox 2011 standalone licenses and upgrades can also be purchased at the Autodesk online store.

1.8 What is simplified upgrade pricing?

Autodesk introduced a new, streamlined upgrade pricing model on March 16, 2010. Under our former upgrade pricing model, the price of your upgrade depended on which product release you owned. After March 15, 2010, your upgrade from any of the three previous software releases costs 50* percent of the price of a new license, no matter which release you license. **Find out more**

** International pricing may vary*

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1.9 What is the Mudbox in-product user community?

The Mudbox Community allows you to access valuable online resources directly from within the Mudbox 2011 user interface. You can find hundreds of stamps, stencils, base meshes and tutorials. Get inspired by talented Mudbox artists through the Image Gallery or upload renders of your work in progress to get feedback from peers, all without ever leaving your Mudbox work environment.

2. Technology

2.1 What operating systems does Mudbox 2011 support?

The 32-bit version of Mudbox 2011 software is supported on any of the following operating systems:

- Microsoft® Windows Vista® Business operating system (SP1)
- Microsoft Windows® XP Professional operating system (SP2)
- Microsoft Windows® 7 Professional operating system

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

- Microsoft Windows Vista Business (SP1)
- Microsoft Windows XP x64 Edition (SP2)
- Microsoft Windows 7 Professional x64 Edition
- Apple® Mac OS® X 10.6.2 operating system

2.2 Does the Mudbox package include both the Windows and Mac version?

Yes, the software package includes the Windows and the Mac version.

3. Installation, Configuration, and Licensing

3.1 Is Mudbox 2011 available as a Standalone and Network license?

Yes, both standalone and network licenses are available for purchase.

3.2 Can I transfer my Mudbox software license to another machine?

Yes. 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.

3.3 How does the Online License Transfer system work?

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

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3.4 I have purchased a Mudbox 2011 software license for Windows operating system. Can I relocate it to my Mac OS X computer?

If you purchased a Mudbox 2011 license for Windows and would prefer to run the Mudbox license on Mac OS X, you can download and install Mudbox 2011 for Mac OS X and relocate your existing license, free of charge. To do this you need to have an Autodesk serial number of the format xxx-xxxxxxx (for example 123-12345678).

Here are the steps:

- Uninstall Mudbox 2011 from your Windows computer.
- Install Mudbox 2011 on your Mac OS X computer
- The first time you launch Mudbox 2011, the Product Configuration window appears.
- In the Product Configuration window, select the option, "I have a serial number that I need to activate."
- Click "Next" and enter your serial number.
- Follow the instructions to obtain your license and activate your product.

If you are unable to license and activate Mudbox 2011 using these steps, please go to the **Autodesk Registration and Activation** website.

3.5 I have purchased a license of the 32-bit Windows version of Mudbox 2011. Can I switch to the 64-bit Windows version?

If you purchased a license of the 32-bit Windows version of Mudbox 2011 and would prefer to use the 64-bit Windows version, you can download and install the 64-bit version and relocate your existing license to your 64-bit Windows machine, free of charge. To do this you need to have an Autodesk serial number of the format xxx-xxxxxxx (for example 123-12345678).

Here are the steps:

- Uninstall the 32-bit version of Mudbox 2011.
- Install the 64-bit version of Mudbox 2011.
- The first time you launch Mudbox 2011, the Product Configuration window appears.
- In the Product Configuration window, user will be asked to "Please specify your license information" which includes serial number, product key.
- Follow the instructions to obtain your license and activate your product.

If you are unable to license and activate Mudbox 2011 using these steps, please go to the **Autodesk Registration and Activation** website.

4. Compatibility and Interoperability

4.1 How does Mudbox integrate with other Autodesk products?

Mudbox was designed to complement the industry's favorite 3D animation packages. Using Autodesk® FBX® 2011 data interoperability technology, Mudbox is able to import and export models from Autodesk® Maya®, Autodesk® 3ds Max®, and Autodesk® Softimage® software. Key information such as mesh component IDs, UV texture coordinates, selection sets, cameras, image planes and blend shapes are retained.

4.2 How does Mudbox 2011 integrate with Adobe Photoshop?

Mudbox allows you to send your texture maps to Photoshop, work on them, and then bring them back into Mudbox. In addition, the Mudbox 2011 release offers multi-layer PSD exchange with Photoshop.

5. Training and Support

5.1 How can I learn to use Mudbox?

There are a number of helpful Mudbox training resources available for download from the **Learning Path**

5.2 Is a manual included in the package?

The Mudbox 2011 user documentation is provided in an online format and can be accessed from: **<http://www.autodesk.com/mudbox-docs-v2011>**

The installation and licensing guides are provided in electronic form (PDF) on the installation DVD or from the Autodesk website at: **<http://www.autodesk.com/mudbox-docs>**

5.3 How will Mudbox support be provided?

All new license purchases of Mudbox 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 for Mudbox 2011 will receive web support through the Autodesk Technical Support Team in the Americas, EMIA, Australia and New Zealand throughout the duration of their subscription term. Subscription customers located in Asia will receive support directly through their Autodesk Authorized Reseller.

6. Subscription

6.1 What benefits does Subscription for Mudbox offer?

With Autodesk Subscription, you get 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 your Mudbox software.

6.2 How can I access Subscription with Gold Support benefits?

Simply login to the Subscription Center at **www.autodesk.com/subscriptionlogin** to begin accessing your Subscription services.

6.3 As an Autodesk Subscription customer, how will I obtain my copy of Mudbox 2011?

Subscription customers will be able to download their Mudbox 2011 software entitlement. Subscription 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 Mudbox 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. (chart on following page)

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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 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.