

# Autodesk 3ds Max / 3ds Max Design 2013 Readme

This readme contains recent information regarding the installation and use of Autodesk® 3ds Max® 2013 and Autodesk® 3ds Max® Design 2013 software. It is strongly recommended that you read this entire document before installing the software. For future reference, you should save this readme to your hard drive.

Use the following table to locate various resources related to 3ds Max 2013/ 3ds Max Design 2013:

Resource	Location
Installation, licensing and networking instructions	<i>Installation Help</i> link in the install wizard.
System Requirements	<a href="http://www.autodesk.com/3dsmax-systemreq-2013-enu">www.autodesk.com/3dsmax-systemreq-2013-enu</a>
What's New	<a href="http://www.autodesk.com/3dsmax-help-2013-whatsnew">www.autodesk.com/3dsmax-help-2013-whatsnew</a>
Learning Resources	<a href="http://www.autodesk.com/3dsmax-learningpath">www.autodesk.com/3dsmax-learningpath</a> or <a href="http://www.autodesk.com/3dsmaxdesign-learningpath">www.autodesk.com/3dsmaxdesign-learningpath</a>
Support Resources	<a href="http://www.autodesk.com/3dsmax-support">www.autodesk.com/3dsmax-support</a> or <a href="http://www.autodesk.com/3dsmaxdesign-support">www.autodesk.com/3dsmaxdesign-support</a>
3ds Max® Composite tool set Information	<a href="http://www.autodesk.com/composite-help">www.autodesk.com/composite-help</a>
3ds Max SDK Documentation	<a href="http://www.autodesk.com/3dsmax-sdk-docs">http://www.autodesk.com/3dsmax-sdk-docs</a>

**Note:** 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 qualified 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).

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## Installation Issues

### Prerequisites

Before an end-user with restricted Windows® operating system privileges can use Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013, an administrator, with full privileges, must install and start the software one time in order to generate the Windows operating system registry information needed to complete the installation.

Before an end-user with restricted privileges can use third-party plug-ins for Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013, an administrator, with full privileges, must install and start 3ds Max

2013 / 3ds Max Design 2013 one time in order to generate the necessary folders for these third-party plug-ins.

#### *Microsoft .NET Framework 4.0 requires Windows Imaging Component*

If the Autodesk Installer prompts you to install the Microsoft .NET 4.0 Framework, the .NET 4.0 Framework installer might prompt you to first install the Windows Imaging Component (WIC). This can occur if you do not have the latest Microsoft Windows updates or service packs. You are most likely to need WIC if you are running Windows XP SP2 without certain Windows Updates installed. If required, the Microsoft WIC installers are available at the following locations:

- 32-bit installer

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=8e011506-6307-445b-b950-215def45ddd8&displaylang=en>

- 64-bit installer

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=f64654ac-6e26-41d9-a90a-0e7783b864ee>

#### **Release Version with Beta**

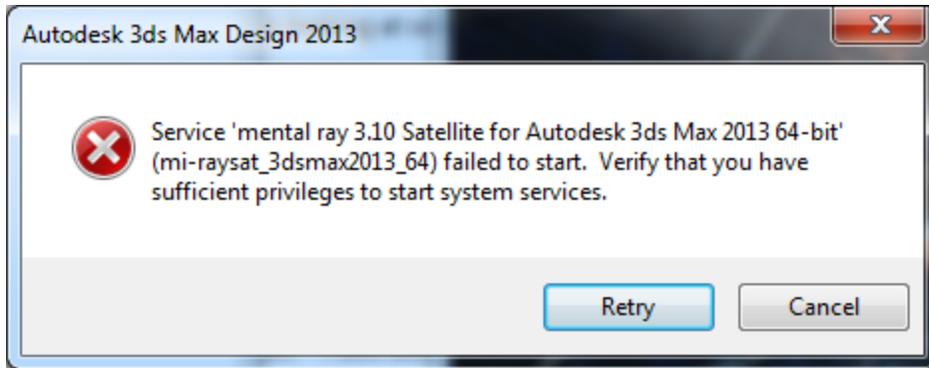
If there are previously installed versions of any beta software (including Release Candidate (RC) versions) of Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013, uninstall and delete all system folders pertaining to these beta versions before installing the commercial version. Instructions on how to uninstall the beta versions are posted on the beta portal in the Beta and RC Readme files.

#### **Leaving Ports Open**

Autodesk 3ds Max or Autodesk 3ds Max Design, Autodesk Vault, Autodesk Backburner™, and various other components of the install, require that certain ports be open in third-party firewalls. If you are having problems with your firewall, read the documentation included with your firewall.

#### *Port Conflict with mental ray (When Installing Autodesk 3ds Max 2013)*

During the Autodesk 3ds Max installation process (from the install wizard) the mental ray port is assigned automatically and cannot be changed from the install wizard. In most cases this is fine. In a rare case a conflict arises if the port is already occupied. In such a case you will receive this error message:



To fix this issue, perform the following steps:

1. Using a text editor, open the *setup.ini* file (located at the root of your install media).
2. Search for the [MAX] section.
3. Reassign mental ray to a different port number by adding this line under EXE\_PATH=

```
EXE_PARAM= MR_TCP_PORT=[YOUR PORT NUMBER]
```

... where [YOUR PORT NUMBER] is replaced by the port number you want to assign to mental ray.

4. Save the *setup.ini* file and run the installer again.

### Installing the IPv4 or IPv6 Versions of the Network License Manager

You can install the IPv4 version of the Network License Manager from the Tools and Utilities tab in the 3ds Max 2013 / 3ds Max Design 2013 installer. If you need to install the IPv6 version of the Network License Manager, you can do so from Autodesk.com at the following location:

[www.autodesk.com/nlm-ipv6-windows](http://www.autodesk.com/nlm-ipv6-windows)

The IPv4 version that is on the Tools and Utilities tab is also available on Autodesk.com at:

[www.autodesk.com/nlm-ipv4-windows](http://www.autodesk.com/nlm-ipv4-windows)

### Customer Involvement Program (CIP)

The first time 3ds Max / 3ds Max Design is started, the Customer Involvement Program dialog opens. If you choose to participate in the Customer Involvement Program, 3ds Max or 3ds Max Design will automatically send Autodesk information about system configuration, which features are used most frequently, problems encountered, and other information helpful to the future direction of the product. For further information, see [www.autodesk.com/cip](http://www.autodesk.com/cip).

## To enable CIP:

1. Install and start 3ds Max / 3ds Max Design.
2. If the Customer Involvement Program dialog is not displayed automatically, then in the Help menu, click Customer Involvement Program.
3. In the Customer Involvement Program dialog, select "Participate - with contact information."
4. Click OK.

## Customer Error Reports (CERs)

We can improve the stability of Autodesk 3ds Max / Autodesk 3ds Max Design largely because of the Customer Error Reports (CERs) that end-users submit. We thank you for taking the time to fill out these reports and ask you to include as much information as possible about what actions you were performing at the time the error occurred. These details raise the value of the report immensely and are very much appreciated by the Autodesk 3ds Max Quality Engineering team.

For further information about CERs refer to [www.autodesk.com/cer](http://www.autodesk.com/cer).

## Feature Limitations and Notes

The following are the major known feature limitations and notes for Autodesk 3ds Max 2013 / Autodesk 3ds Max Design 2013:

Feature	Limitations and Notes
Animation	<ul style="list-style-type: none"><li>• Dragging the Region Keys Tool into negative time on Position tracks causes a program error.</li><li>• A system exception occurs when accessing the <i>deformertype</i> property on CatMuscle instances.</li><li>• When using CAT Match IK, the limb transforms will not be correct.</li><li>• When using the CAT IK/FK slider, the FK feet and toes do not match the alignment of the IK feet and toes.</li><li>• The CAT Twist Bones do not animate properly if the entire arm does not have a key set.</li><li>• Deleting Retimer markers when multiple Track Views are open causes a program error.</li><li>• Using Undo after baking with the Retimer can cause a program error.</li><li>• When using Save To Previous, the Retimer tool will be removed. <b>Workaround:</b> Save your scene before using Save To Previous.</li><li>• Retimed tracks have the trailing '(RO)' removed temporarily after using Save To Previous.</li><li>• Merging a file that uses Retimed All into the current scene does not retain Retimed All values.</li></ul>
Autodesk Animation Store	<ul style="list-style-type: none"><li>• When canceling an animation preview, any pre-existing animation data</li></ul>

Feature	Limitations and Notes
	in a CAT rig is lost.
Backburner	<ul style="list-style-type: none"> <li>Backburner 2013.0 Server, Manager, and Queue Monitor do not support Unicode Job names and do not display error messages properly. Unicode data is supported but is not displayed correctly.</li> </ul> <p><b>Workaround:</b> Use only ASCII characters in job names.</p> <p><b>Note:</b> Backburner <i>does</i> properly handle Render Output File paths that contain Unicode.</p>
Civil View	<ul style="list-style-type: none"> <li>The Civil View Explorer window can stop displaying if you move it to another monitor.</li> <li>Currently the Light List rollout for light objects other than Daylight does not work.</li> </ul>
Composite	<ul style="list-style-type: none"> <li>When exporting to Composite, use only ASCII characters and no Unicode.</li> </ul>
gPoly	<ul style="list-style-type: none"> <li>gPoly added to certain group hierarchies can cause a program error.</li> <li>gPoly can have incompatibilities with MAXScript commands that add modifiers.</li> <li>Don't use Deformable gPoly or the "Turn To gPoly" modifier with grouped objects. This can cause a program error.</li> <li>Using MAXScript to convert geometry to gPoly can cause a program error.</li> <li>AutoGrid does not work with deformable gPoly.</li> </ul>
MAXScript	<ul style="list-style-type: none"> <li>The function pickObject() can garbage-collect internal values too early and cause a program error. It is safe to use only if a Garbage Collection does not occur.</li> </ul> <p><b>Workaround:</b> To make sure a garbage collection does not occur, increase the MAXScript Heap memory.</p>
Maya Mode	<ul style="list-style-type: none"> <li>Subtracting from a selection in Skin vertex is not supported.</li> <li>On some systems, you must be logged in as an Administrator to use Maya Mode.</li> </ul>
MassFX	<ul style="list-style-type: none"> <li>The MassFX Ragdoll helper assigns the same mass to all bones in the ragdoll, instead of calculating different masses in proportion to bone size.</li> <li>Currently the Distribute Ratio control on the Ragdoll Properties rollout has no effect.</li> </ul>
mCloth	<ul style="list-style-type: none"> <li>mCloth Density uses Grams Per Square Meter (gsm) and not Grams Per Square Centimeter (gsc), as the tooltip incorrectly states.</li> </ul>
Nitrous viewports	<ul style="list-style-type: none"> <li>Viewport response can be affected when using large textures in the viewport.</li> </ul> <p><b>Workaround:</b> If this occurs, run the following MAXScript command in the MAXScript listener:  <i>NitrousGraphicsManager.SetTextureSizeLimit 256 true</i></p> <ul style="list-style-type: none"> <li>In some cases, some objects might not be visible in viewports.</li> </ul> <p><b>Workaround:</b> Press the "O" hotkey. This disables progressive</p>

Feature	Limitations and Notes
	<p>rendering.</p> <ul style="list-style-type: none"> <li>When orbiting a viewport, lags can occur on some systems. <b>Workaround:</b> If this occurs, run the following MaxScript command in the MAXScript listener: <i>NitrousGraphicsManager.ChangeCursorOnMouseMove = false</i></li> <li>If Backface Cull is enabled, wireframe or edged faces can cause negative performance issues. <b>Workaround:</b> If this occurs, disable Wireframe or Edged Faces display. <b>Note:</b> This problem does not occur in DirectX (D3D) viewports.</li> <li>When using a Realistic Material: Black: Diffuse Color map uses Map Channel 2 + Normal Bump map.</li> <li>When using image-based lighting (IBL), the shader cache must be built manually before loading scenes using IBL.</li> <li>In some cases, scripts that create arrays of objects can cause a program error when you Reset the scene.</li> <li>The Clay visual style does not show edged faces when backface cull is enabled for an object.</li> <li>Some cases can cause one core processor to temporarily run at 100% while drawing the scene.</li> </ul>
Panorama Exporter	<ul style="list-style-type: none"> <li>Quicktime VR Output from Panorama Exporter does not always work. <b>Workaround:</b> In order for the QTVR export to work in a new session of 3ds Max, use the QT Compression Settings dialog (for example, in the Render Setup Dialog for Panorama Exporter) and configure QT for an appropriate compression method.</li> </ul>
Rendering	<ul style="list-style-type: none"> <li>The Radiosity solution is lost when saving via the Save To Previous feature.</li> <li>The mental ray shadows Segments mode does not calculate transparency correctly.</li> <li>mental ray BSP 2 is not working with solid glass and shadows.</li> <li>Files saved with NetRender enabled can only NetRender and will not render locally. <b>Workaround:</b> Select the Production Renderer from the Render button flyout. This disables network rendering.</li> <li>Rendering surface maps can cause unpredictable results.</li> <li>Substance maps will not render in mental ray when Bitmap Paging is enabled.</li> <li>The toolbar render flyout is out of sync with the Render button flyout on the Render Setup dialog.</li> <li>Substance shaders do not work when you use Distributed Bucket (Satellite) rendering with mental ray.</li> </ul>
UI	<ul style="list-style-type: none"> <li>Display problems can occur when you minimize the Command panel and then re-dock it.</li> <li>With a dual-screen setup, dialogs closed on the second monitor can continue to open on the second monitor even after you set the system to a single monitor.</li> </ul>

Feature	Limitations and Notes
	<ul style="list-style-type: none"> <li>The XP operating system runs 3ds Max / 3ds Max Design in English only. To use 3ds Max / 3ds Max Design in another language, you must also use Windows 7.</li> </ul>
Viewports	<ul style="list-style-type: none"> <li>The DirectX (D3D) viewport fails to respond in some cases when you unlock the system.</li> </ul>
Viewport Canvas	<ul style="list-style-type: none"> <li>When using Clone Source &gt; Screen, the object can disappear when you select the painting area (ALT+click).</li> <li>Objects can flicker when you use filters from the Layers menu. <b>Workaround:</b> Use the 2D Paint window.</li> <li>Isolate mode creates a hidden object and an empty node in the scene.</li> </ul>
Viewport Tabs	<ul style="list-style-type: none"> <li>When you open a new file or Reset, Viewport Tabs will not prompt to save if no other changes have been made in the scene. <b>Workaround:</b> Save the scene even if only viewport tabs have been modified.</li> <li>The docked Scene Explorer does not display properly in multiple viewport tabs.</li> </ul>

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