

# AUTODESK® MUDBOX™ 2009 SERVICE PACK 1 & 2

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## GRAPHICS HARDWARE QUALIFICATION

### MICROSOFT® WINDOWS® PLATFORM

Last updated: May 5<sup>th</sup>, 2009.

#### Readme First

The information contained in the [Readme First](#) document applies to hardware qualification executed on all service packs of Autodesk Mudbox 2009 software product release and should be acknowledged by all users prior consulting the qualification charts.

#### What's New

Make sure you look at our latest additions to this document, which are: FirePro™ 3D v8700, FirePro 3D v7750, FirePro 3D v5700, FirePro 3D v3750 and FirePro 3D v3700 results are now available.

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## Important Notes

1. Results on this page apply to all Mudbox 2009 service packs.
2. Qualification is being performed on single screen at resolution of 1920x1200 (60Hz).
3. In Service Pack 1 ambient occlusion works on all graphics cards that support 32 bit textures.
4. Older hardware may have performance issues that can be resolved by turning texture filtering off. For NVIDIA this hardware is pre g80 GPU video cards (i.e. Geforce 7900, Quadro FX 4400). For ATI it is pre r600 GPU video cards (i.e. Radeon x1900 and older).
5. Certain combinations of lights, shadows, reflectivity & viewport filters may not work properly on ATI hardware. If the model in your viewport shows up white, you've hit one of these limitations. To restore the model, reduce the number of lights/shadows, or turn off reflectivity or viewport filters until the object no longer renders white.
6. ATI can only display one bump, reflectivity or shadow effect on a single material at one time. These limitations exist because Mudbox is limited by the number of shader instructions that ATI can support when using Cg. Enabling these features increases the number of shader instructions used and causes the shader to fail.
7. Some of the limitations on ATI hardware have been fixed in Service Pack 1. There are no longer limitations with viewport filters and now up to eight directional lights are supported on ATI hardware.
8. ATI is still limited to one shadow
9. Graphics cards with at least 512 MB memory and that support 32bit texture channels will show better performance during texture painting workflows.
10. Apple® Macintosh® computers based on Intel processors and running Microsoft operating systems are not currently supported by Autodesk Support.
11. If you are experiencing issues not listed in this document, please search our Knowledge Base or contact customer support (<http://www.autodesk.com/mudbox-support>).

## Graphics Cards & Drivers

The following table lists the graphics cards and driver versions for the Mudbox 2009 software product release.

### Table Legend

- ✓ Qualified
- 👉 Qualified with caveats. Refer to Caveats & Limitations
- 👉 Supported (although not yet qualified in our lab). Qualification may or may not be planned
- 🕒 Qualification planned. Results coming shortly
- 📄 Qualification is in progress. Results will be published within a few days
- ✗ Qualification failed due to serious problems
- Un-tested. No qualification planned – not applicable / not available

Note: Click on the links in the table to download the drivers for your operating system

Should cards be missing from the table below, please refer to [Mudbox 2009 qualification charts](#)

Graphics Card & Driver Qualifications for Autodesk Mudbox 2009 service pack 1 for Windows					
		Windows XP SP2		Windows Vista Business SP1	
Graphics Card	Driver	32-bit OS	64-bit OS	32-bit OS	64-bit OS
NVIDIA®					
Quadro® FX 5800	181.20	✓	✓	✓	✓
Quadro FX 4800	181.20	✓	✓	✓	✓
Quadro FX 3800	182.08	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>
Quadro FX 1800	182.08	<a href="#">✓</a>	<a href="#">👉</a>	<a href="#">✓</a>	<a href="#">✓</a>
GeForce® GPUs	—	🕒 - See Note 1 in <a href="#">Readme First</a>			
ATI					
FirePro™ 3D v8700	8.563	<a href="#">✓*</a>	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>
FirePro 3D v8700	8.543.1.4	✓	✓	✓	✓
FirePro 3D v7750	8.563	<a href="#">✓*</a>	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>
FirePro 3D v7750	8.543.1.4	✓	✓	✓	✓
FirePro 3D v5700	8.563	<a href="#">✓*</a>	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>
FirePro 3D v5700	8.543.1.4	✓	✓	✓	✓
FirePro 3D v3750	8.563	<a href="#">✓*</a>	<a href="#">✓</a>	<a href="#">✓</a>	<a href="#">✓</a>

Graphics Card & Driver Qualifications for Autodesk Mudbox 2009 service pack 1 for Windows					
		Windows XP SP2		Windows Vista Business SP1	
Graphics Card	Driver	32-bit OS	64-bit OS	32-bit OS	64-bit OS
FirePro 3D v3750	8.543.1.4	✓	✓	✓	✓
FirePro 3D v3700	8.563	✓*	✓	✓	✓
FireGL™ v8650	8.543.1.4	✓	✓	✓	✓
FireGL v8600	8.543.1.4	✓	✓	✓	✓
FireGL v7700	8.543.1.4	✓	✓	✓	✓
FireGL v7600	8.543.1.4	✓	✓	✓	✓
FireGL v5600	8.543.1.4	✓	✓	✓	✓
FireGL v7350	8.543.1.4	✓	✓	✓	✓
Radeon™ GPUs	—	ⓘ - See Note 2 in <a href="#">Readme First</a>			

\* This permutation was done on Windows XP SP3

## Caveats & Limitations

The following table provides a description of NVIDIA graphics cards caveats and limitations.

NVIDIA Graphics Cards Caveats and Limitations				
Graphics Card	Driver	OS	Limitation / Caveat	Status/ Workaround
QuadroFX 1700 QuadroFX 5500 QuadroFX 4500 QuadroFX 3500 Quadro FX 1500 QuadroFX 4500x2	169.96, 175.51	All	<p>NVIDIA graphics cards with low graphics memory (256MB) may exhibit problems such as:</p> <ul style="list-style-type: none"> <li>slow interaction with multiple shadows (bug # 311214), limitations in performance and slow interaction when working with multiple paint layers (bugs # 311289 and # 311200),</li> <li>painting and tumbling interaction may be slower when viewport filters are ON (bug # 311287), and</li> <li>slower viewport interaction when viewport filters are ON</li> </ul>	None. This is a limitation of the graphics card.

NVIDIA Graphics Cards Caveats and Limitations				
Graphics Card	Driver	OS	Limitation / Caveat	Status/ Workaround
			(bug # 311280).	
QuadroFX 5500 QuadroFX 4500 QuadroFX 1500 QuadroFX 3500 QuadroFX 4500x2	169,96, 175,51	All	Bug #31194 Smooth Shade OFF may display black artifacts.	Vendor has been notified of issue and is investigating.

The following table provides a description of ATI graphics cards caveats and limitations.

ATI Graphics Cards Caveats and Limitations				
Graphics Card	Driver	OS	Limitation / Caveat	Status/ Workaround
FireGL V3600 FirePro 3D v3700	All	All	ATI graphics cards with low graphics memory (256MB) may exhibit problems such as: <ul style="list-style-type: none"> <li>• limitations in performance and slow interaction when working with multiple paint layers (bugs #311289 and #311200),</li> <li>• painting and tumbling interaction may be slower when viewport filters are ON (bug # 311287), and</li> <li>• slower viewport interaction when viewport filters are ON (bug # 311280).</li> </ul>	None. This is a limitation of the graphics card.
All	All	All	The bump mapping quality is poor.	

## Operating System Dependent & Miscellaneous Issues

The following limitations/caveats are still being investigated. Autodesk has not identified the precise combination of factors involved. Please refer to the “Release Notes” for further details on known issues with Mudbox.

Limitation / Caveat		
Bug Number	OS	Description
#311378	Windows Vista 32-bit & 64-bit	Mudbox viewport may exhibit minor refresh issues on systems with Vista OS.

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[https://www.surveymonkey.com/s.aspx?sm= 2fPzP9gNoplac7SkNcwK3rQ\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm= 2fPzP9gNoplac7SkNcwK3rQ_3d_3d).

Note: We monitor this feedback on a monthly basis.