

**Autodesk®**  
Smoke® 2012 Subscription  
Advantage Pack 2

A Discreet® Systems product

For Mac OS® X

Installation and  
Configuration Guide



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# Pre-installation

# 1

## Requirements

### User requirements

- A user account with administrator privileges, and experience administrating Mac OS X. Some procedures may require using the Terminal (command line).
- No experience with Autodesk Visual Effects and Finishing software is required to perform the installation.

### System requirements

The latest hardware and software requirements are here: [www.autodesk.com/smoke-systemrequirements](http://www.autodesk.com/smoke-systemrequirements).

To get your Mac's current configuration, select About This Mac from the Apple menu at the top left of the screen, and then choose More Info.

The installation includes an Autodesk Qualification Report generator. To see the report for your machine, after installation, go to Applications > Autodesk > Smoke Common Utilities > System Checker.

### Hardware & drivers

- Consult Apple and third party documentation on the the installation of any cards or peripherals. Before installing the application, install or upgrade the drivers for your hardware devices. You can update some of the drivers, such as the NVIDIA graphics card driver, through the Apple Software Update utility. To get drivers that are not installed by the Software Update utility (such as the AJA Kona video card driver, or the Wacom pen tablet driver), refer to the Web site of your hardware device vendor.
- Do not update your operating system or hardware drivers to versions other than the ones recommended by Autodesk. Ignore any driver updates offered by the Apple Software Update utility, including QuickTime, unless instructed otherwise by Autodesk.

### Media storage

- The Mac OS Extended Journaled (HFS+) file system is recommended for your system drive and your media storage volume, formatted with Disk Utility.
- To improve quality, Smoke does not apply compression to rendered intermediates. This means more space is required than for applications using compressed media. Select the appropriate storage solution

to achieve sustained real-time playback. See the Release Notes for guidelines about the throughput your storage should support for various frame formats.

- Consult your vendor documentation for information on connecting the media storage disks to your Mac, and on using Disk Utility to set up RAID striping of your media storage device.
- Media storage configuration information is kept in `/usr/discreet/sw/cfg/stone+wire.cfg`. Once defined, this configuration information may be reused during subsequent upgrades or installations.

### Network

- Smoke supports both static IP and DHCP network configurations.
- If your Mac uses DHCP to obtain its hostname or IP address, ensure the hostname and IP address assigned to your computer do not change when the DHCP lease is renewed. If the hostname or IP address of your Mac change while Smoke is running (for example, if your Mac switches from a wired network to a wireless connection), close Smoke and restart your computer.

## System Preferences

**System Preferences must be set for each user account. If not set as documented, Smoke may not work correctly. Set the following in the System Preferences application:**

- Desktop & Screen Saver > Screen Saver > Start screen saver > Never.
- Energy Saver > Computer sleep > Never. Disable Put the hard disk(s) to sleep when possible.
- Euphonix (if applicable): Depending on current location of control surface Ethernet connection, Set Network interface to Ethernet Port 1 or Ethernet Port 2.
- By default Smoke uses keyboard shortcuts that conflict with the OS X default settings. In Keyboard > Keyboard Shortcuts, disable shortcuts and shortcuts using the function keys (F1, F2), control key, or option meta key. Instead, use the command key when defining OS-level shortcuts, since Smoke does not use this key. If the Mac has an Apple keyboard enable Use F1, F2, etc. keys as standard function keys at Keyboard > Keyboard tab.
- Sharing:
  - So that you can access your Mac if it freezes, enable remote login and Allow access to all users by selecting "All users".
  - In OS X Lion 10.7 turn Web Sharing on to able to use the WiretapCentral Backburner Web Monitor.
- Spotlight: In the Privacy tab, add the Smoke media storage volume to the list of locations Spotlight does not search.
- Software Update: disable Scheduled Check > Check for updates.
- Sound: in the Output tab, ensure the device selected for sound output is not the AJA card.

# Installation & licensing

# 2

## Upgrading, reinstalling, or relicensing

### Installing over an older version

If you have a version of Smoke older than 2011 SP4, uninstall it before installing the current version.

Whether or not you uninstall a previous version, certain data is retained on your computer. During a subsequent installation, previously-used configurations for licensing and media storage may be re-used. In this case you may not be prompted to configuration these during installation.

### Service packs and subscription advantage packs

If you have a commercial or education license, and Autodesk releases a service pack or subscription advantage pack to the version you're running: there is no licensing to do, just install the new software package. The installer will detect the license settings from your previous installation.

### Upgrade a trial version to a student version

- To upgrade a trial to commercial or educational license: uninstall Smoke and then reinstall, choosing to license it as commercial or educational. This is necessary to install and configure the license server. The Activate button is used only to convert a trial license to a student license.
- To upgrade a trial to a student licence:
  - 1 Register at <http://students.autodesk.com>, and login. Via the Free Software section, download Smoke. When the download starts you are presented with a serial number and product key. Take note of them, you'll need them later.
  - 2 Launch Smoke, and in the Trial dialog, click Activate.
  - 3 Enter your serial number and click Next.
  - 4 Login to Autodesk.
  - 5 Choose an account to which Smoke will be registered.
  - 6 In the Activation Complete dialog, the path to an HTML file containing activation information is displayed. You can click on it to read the information in your browser.

**See also:**

- Autodesk licensing, registration, and activation (web pages): <http://www.autodesk.com/licensing>.
- Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>
- Network Administrator's Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>

## Standalone installation

### Standalone installation

The stand-alone license, is validated by a serial number, as opposed to the network license.

- 1 Launch the installer. At the Introduction pane, click Continue.
- 2 At the License pane:
  - a Choose "I have a license for Smoke".
  - b Choose License Type: Standalone.
  - c Enter your serial number and click Continue.
- 3 At the Configuration pane, select the components to install, and click Continue. If you do not install the tutorials, you can install them later by running the installer again.
- 4 At the Media Storage pane, review the media storage device chosen by the installer. You can change it by selecting another device, if any. When the correct storage device is selected, click Continue. When the software is installed, the Summary pane is displayed. Click Done. If any previous version of Smoke was installed, this step is skipped, and you are not prompted to set up media storage. Use Smoke Setup after installation to change the media storage.
- 5 Launch Smoke from the Autodesk folder in Applications. When prompted, click Enter Product Information.
- 6 Enter your serial number and click Next.
- 7 In the Activation Complete dialog, the path to an HTML file containing activation information is displayed. You can click on it to read the information in your browser.

Once installed, a license can be moved from one computer to another with the License Transfer Utility. See the Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>.

**See also:**

- Autodesk licensing, registration, and activation (web pages): <http://www.autodesk.com/licensing>.
- Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu> .
- Network Administrator's Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>.



# Network installation

## What is a network license?

Unlike a standalone license, you license your client software against a license manager. By default the license manager is installed and setup on the machine where you install Smoke. It can also be installed on a remote machine. You may consider installing the license manager on another machine if you have multiple products to license, or to enable shared licensing for multiple users. Advanced license manager configurations, such as distributed and redundant license managers, are also supported. The remote license server is available for the OS X, Linux, and Windows operating systems.

## If you run multiple Autodesk products

The license manager uses a license file at `/usr/local/flexnetserver/adsk_server.lic`. By default, when you install Smoke, this file is overwritten. If your system has other Autodesk applications using the same licensing model, their licensing information is stored in `/usr/local/flexnetserver/adsk_server.lic` and you should backup this file before installing Smoke. Once Smoke is installed you should merge the two files.

## Installation with local licensing

- 1 Launch the installer. At the Introduction pane, click Continue.
- 2 At the License pane:
  - a Choose I have a license for Smoke.
  - b Choose License Type: Other.
  - c Enter your serial number.
- 3 At the Register pane:
  - If you do have a license:
    - a Click Continue.
    - b In the Load License File pane, click Load License File, and select the license file.
  - If you do not have a license:
    - a Click Get License File. This opens a browser. Login to Autodesk.
    - b Choose an account to which Smoke will be registered and click Next.
    - c Choose Macintosh under Select the Product's Operating System.
    - d Enter the product serial number. You can copy these from the installer. Click Next.
    - e Enter the server host name and server ID (MAC address). You can copy these from the installer. Click Next
    - f The license file is generated, and its contents are displayed. Click Save License File. The License file is saved to your browser's default downloads folder.
- 4 In the Verify License Details pane of the installer, click Continue. If registration fails or you do not license Smoke for some other reason, you can configure licensing after the installation has finished.
- 5 At the Configuration pane, select the components to install, and click Continue. If you do not install the tutorials, you can install them later by running the installer again.
- 6 At the Media Storage pane, review the media storage device chosen by the installer. You can change it by selecting another device, if any. If any previous version of Smoke was installed, this step is skipped, and you are not prompted to set up media storage. Use Smoke Setup after installation to change the media storage. When the correct storage device is selected, click Continue. When the software is installed, the Summary pane is displayed. Click Done.

## Installation with the license manager on a remote server

To connect to the server, Smoke may use the IP address of the server. It is recommended to set up your networking so that IP addresses do not change. Use a fixed IP address rather than dynamic addressing or DHCP. If the server is a Mac, you might be able to use its hostname which usually remains constant.

The license server installer for Mac is included with Smoke. The Linux version of the license server is available in the Burn .tar.gz (Standalone Installers DMG provided with Smoke). For other platforms, browse to this site <http://autodesk.com/maya-support> and go to Data & Downloads > Updates & Service Packs.

- 1 Launch the installer. At the Introduction pane, click Continue.
- 2 At the License pane:
  - a Choose I have a license for Smoke.
  - b Choose License Type: Other.
  - c Enter your serial number.
  - d Choose Use existing license server. Enter the name or IP address of the machine running the license manager. If the connection to this fails, you can configure the licensing after installation.
  - e Click Continue.
- 3 At the Configuration pane, select the components to install, and click Continue. If you do not install the tutorials, you can install them later by running the installer again.
- 4 At the Media Storage pane, review the media storage device chosen by the installer. You can change it by selecting another device, if any. When the correct storage device is selected, click Continue. When the software is installed, the Summary pane is displayed. Click Done.

## Post-installation licensing and configuration

**You can install Smoke even if you are unable to configure the license manager (whether local or remote) at the time of installation.**

- If you cannot create a license file, contact customer support.
- Once the installation is complete, use Applications > Autodesk > Smoke Common Utilities > License Server Selector to set the license server where your license manager is running. This can be either the same machine where Smoke is installed, or a remote machine.
- If necessary, use the server manager installer included with the Smoke installation package. Use `/usr/local/flexnetserver/lmutil lmhostid -hostname` and `/usr/local/flexnetserver/lmutil lmhostid -hostname` to get the fully qualified server name and MAC address respectively.
- Use Applications > Autodesk > Smoke Common Utilities > License Server Configurator to add a license file and start or stop the server.

## Remote license manager installation

By default, when you install Smoke it installs the license manager on the same machine. The license manager can also be installed on another machine.

- 1 From the Smoke installation disk image, run the Install License Server package from the Standalone Installers folder.
- 2 Once installed, use Applications > Autodesk > Adlm > License Server Configurator to set up your license and start or stop the server service.

## Network licensing components

The following are the main components involved in network licensing:

- The License Server: /usr/local/flexnetserver/lmgrd
- The Server license file, /usr/local/flexnetserver/adsk\_server.lic. It contains information on the features, number of seats and expiration date of the license. The license file is generated at the time of installation by entering the product serial number, server host name, and server MAC address.

```
SERVER 127.0.0.1 0023df94dea3
USE_SERVER
VENDOR adskflex port-2086
PACKAGE 85738SMKMAC_F adskflex 1.000 \
COMPONENTS-85738SMKMAC_2011-0F OPTIONS-SUITE SUPERSEDE \
ISSUED-04-Oct-2010 SIGN="0120 BE5C A5BA FEBE 2BF8 643F F94D \
7259 614B 20BB E038 B7FF 1E08 0319 0F2D 4433 0B25 121A DC0C \
2D51 F4C8 5039 D9C7 215A 6DF2 672B 6B8D 7FA1 67DA 3D5E" \
SIGN2="ABCE 494B 34BA 88F0 8876 D5 0789 6A35 B3B1 88EB A2B7 \
F82D 4D85 CCC9 4F24 D0F3 A5C6 3498 B4C9 6BDE D504 28AD B9B5 \
671C 867D 618C 6DA3 C37C 8D3B 05AF 70B0"
INCREMENT 85738SMKMAC_F adskflex 1.000 permanent 1 \
VENDOR_STRING=commercial:permanent SUPERSEDE DUP_GROUP=UH \
SUITE_DUP_GROUP-UHV ISSUED-04-Oct-2010 BORROW-4320 \
SN-356-81178138 SIGN-"7259 614B 20BB E038 B7FF 1E08 0319 0F2D \
4433 0B25 121A DC0C 2D51 F4C8 5039 D9C7 215A 6DF2 672B" SIGN2="6B8D \
7FA1 67DA 3D5E F82D 4D85 CCC9 4F24 D0F3 A5C6 3498 B4C9 6BDE D504 \
7259 614B 20BB E038 B7FF 1E08 0319 0F2D 4433 0B25 121A 28AD B9B5 \
F4C8 5039 D9C7 215A 6DF2"
```

The top three lines contain license server information: hostname or IP, physical address, and port. This information must match the license director file on the workstation. PACKAGE defines the licensed product. Similar packages are defined for the one Burn and two Wiretap Gateway licenses included in the Smoke for Mac OS entitlement.

- The License Director file, /var/flexlm/autodesk.lic, tells Smoke which server to connect use to obtain its license. A graphical interface for modifying this file is at Applications > Autodesk > Smoke Common Utilities > License Server Selector.

```
SERVER 127.0.0.1 0023df94dea3
USE_SERVER
VENDOR adskflex port-2080
```

**SERVER** The name of the computer running the license manager. In this example 127.0.0.1, meaning the license manager is running on the same machine as Smoke. This could also be a remote machine. Do not use localhost in this file. Use 127.0.0.1. The MAC address is the MAC of the server by default. But it can be anything and does not need to be maintained.

**VENDOR** Defines the adskflex daemon. Port must be 2080.

### See also:

- Autodesk licensing, registration, and activation (web pages): <http://www.autodesk.com/licensing>.
- Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>
- Network Administrator's Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>

# Running Smoke

Once installed, launch Smoke from the Autodesk folder in Applications. By default, Smoke is not available via Spotlight.

A Product License Information report is available in the Smoke application at Help > Product Information.

## Software installed with Autodesk Smoke2012 SAP2

### Smoke software installer

The installer installs all the required components and complementary utilities.

- Smoke
- System Checker: Provides a detailed report on your Mac system configuration. Available for use in the software installer .dmg after installation, at Applications > Autodesk > Smoke Common Utilities > System Checker.
- Autodesk Wiretap Gateway: a background service used for media import in the clip library. To see if the service is properly running, after installation go to: Applications > Autodesk > Smoke Common Utilities > Service monitor. For more instructions on media import see the main product documentation: [Importing Media Files and Sequences](#).
- Autodesk WiretapCentral: a web application for browsing raw media assets across your network through a Wiretap Gateway or media in your Smoke projects.
- Autodesk Backburner Manager & Server: background services required to assign background tasks from Smoke. To see if the services are properly running, after installation run Applications > Autodesk > Smoke Common Utilities > Service monitor.
- License Server Selector: a tool for choosing which network license server to use. Edits the file `/var/flexlm/autodesk.lic`. Not needed for trial or student installs. Applications > Autodesk > Smoke Common Utilities > License Server Selector.
- License Server Configurator: a tool for managing your local network license server and license file. Edits the file `/usr/local/flexnetserver/adsk_server.lic`. Applications > Autodesk > Smoke Common Utilities > License Server Configurator.
- License Transfer Utility (LTU): for transferring stand-alone licenses from one computer to another installed in: Applications > Autodesk > [Application version] > Utilities.

For more information, see the Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>.

### Optional utilities

This package contains utilities you can install on remote systems on the same network as Smoke.

- Autodesk License Server for Mac OS X.
- Autodesk Backburner Manager & Server.
- Autodesk Backburner Media I / O Adapter.
- Autodesk WiretapCentral.
- Wiretap Gateway: a local version of Wiretap Gateway is installed on the same machine along with Smoke. Optionally you can install another instance of Wiretap Gateway on another machine. A Smoke network license includes two additional licenses of Wiretap Gateway. For instructions on installing and licensing Wiretap Gateway on remote workstations, see the Autodesk Wiretap Central and Autodesk Wiretap Gateway Installation Guide.

- Autodesk Burn: an application for rendering clips in the background across your network, freeing your workstation for other tasks. A Smoke network license includes one license of Burn. It requires a computer running a supported Linux operating system. For information on installing and licensing Burn, see the Autodesk Burn Installation and User Guide.

## Uninstalling Smoke

### Uninstall Smoke with the uninstaller utility:

- 1 If Smoke is running, exit it.
- 2 Run Applications > Autodesk > Smoke Common Utilities > Smoke Uninstaller and follow the on-screen instructions.

### Uninstall Smoke from the command line:

- 1 If Smoke is running, exit it.
- 2 In Finder, go to */usr/discreet*. You can use `COMMAND+SHIFT+G` to call the Go to Folder dialog.
- 3 If you have no other versions of Smoke installed, delete all the subfolders under the *discreet* folder, with the exception of the *clip*, *project* and *user* folders. These folders contain the data files of the projects and clips you created in Smoke, and might be useful next time you install Smoke
- 4 If you have several versions of Smoke on your Mac, and you want to remove just one of them, delete only the subfolder corresponding to the version you uninstalled.



# Configuration

# 3

## Setup

### How to use the setup utility

Run the Setup utility from the Applications > Autodesk > Smoke [current version] > Utilities.

If you have multiple versions of Smoke installed, select the version you want to configure from the drop-down list at the top of the window.

In the Preview, Vtr, and Emulator tabs, the Duplicate and Delete buttons apply to the selected entry, not the one checked under Active.

When you have finished configuring these settings, click Apply to save them.

To revert to the last saved configuration, click Reload. This discards unsaved changes in all the tabs of the Smoke Setup utility.

To edit the parameters directly in the application configuration file, click Manual Edit. Be very careful when working with the configuration file. Incorrect settings may make your application unusable.

### General

**Video Device** The video output device to be used with Smoke. If your Mac is equipped with an AJA Kona 3 card, select KONA 3.

**Audio Device** The audio output device to be used with Smoke. If your Mac is equipped with an AJA Kona 3 card, select AJA. Otherwise, select CoreAudio to use the default sound card of your workstation.

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**NOTE** You can only use the AJA card as an audio device if you also set the AJA card as the video device. Similarly, you can only use CoreAudio if the AJA card is not set as the video device.

---

**Reserved Application Memory** The amount of memory allocated for Smoke frame buffers. In most cases, you should leave this setting to *Automatic*. The default configuration is sufficient for most projects, regardless of the different resolutions you may be working with.

**Max Library Size** The maximum size of any single clip library, in megabytes. The higher the value, the more memory the application uses. Using a larger value reduces memory fragmentation, which optimizes memory use. To run Smoke, you must have at least 10 megabytes of free hard drive space in addition to the value set by this field.

**Network Panel Display** Use this setting to filter the list of remote media storage volumes that are displayed in the Network panel. Choose *ShowMounted* to see only media storage volumes that are mounted and available on the Wire network, or *ShowAll* to show all media storage volumes available on the network without checking whether they are mounted. Using *ShowAll* slightly reduces the time needed for your application to start, as no checks are performed on remote media storage volumes.

**Default Web Browser** The Web browser used by Smoke to browse the Help and view HTML tables of contents for archives. Set this option to *open* to use the default Web browser.

**Cleaner Export Destination Path** If you are using Autodesk Cleaner XL digital video mastering and encoding software, use this field to define the default path on a Microsoft Windows workstation where clips are saved after encoding by Cleaner XL. The default path you enter appears in the Cleaner Destination Path field when you select *Cleaner* in the Format Box of the Image Export menu. You can edit the path there. If there is an FTP path in the output profile, the ftp path is used as an additional destination for encoded jobs. See your application help.

**Archive Size** The maximum size for a file archive in MB. The default value is 1024MB.

**Default Location** The path for archives created in Smoke. The default location is */var/tmp/archive*.

**Table of Contents Location** The path where online HTML and ASCII tables of contents are saved when archiving. The default location is */usr/discreet/archive*.

## Preview

Specifies the device used for the graphics-to-video display. Enables entries for the resolutions of the projects on which you will be working, as well as the resolutions supported by your hardware configuration.

## Vtr

Specifies the video tape recorders you want to use for clip I/O. You can enable VTRs of different video formats. Any enabled VTR can be selected for a project, regardless of the project's video I/O timings.

## Emulator

Configures your workstation to emulate a Sony VTR. You can specify more than one emulator. Any enabled emulator can be selected for a project, regardless of the project's video I/O timings.

## Media Storage

You can create new or edit existing media storage volumes. To define a new media storage volume, click Add. A new entry is created in the media storage list, and is populated with default values. Click Manual Edit to edit the configuration file in a text editor.

## Parameters

- Name: a label to identify the media storage in Smoke. Required.
- Location: path to the Smoke media files on your storage device. For example, */Volumes/G-SPEED/ManagedFolder7*. Do not select the root of a drive as your media storage folder. Create a subfolder to hold all your media files in one place. We recommend that you name the subfolder *ManagedFolder<x>*, where *<x>* is the number that appears in the Id column in the Smoke Setup utility. Required.
- 8-bit Integer, 10-bit Integer, 12-bit Integer and 12-bit Packed Integer. The file formats Smoke uses when writing frames of those bit depths to the storage. Optional.
- Jpeg Compression: can be set from 0 (lowest compression, highest quality) to 100 (highest compression, lowest quality). Optional.



## Backburner

### To configure background processing for Smoke

**Manager Hostname** The hostname or IP address of the Backburner Manager system that will handle background jobs submitted by Smoke. This enables the Background Wire and Background Proxies buttons in the application; they are otherwise greyed out.

**Job Priority** The priority for jobs sent by Smoke to the Backburner Manager on your rendering network. From 0 to 100, where 0 is the highest priority and 100 is the lowest. The default is 50.

**Server Group** The name of the group of render nodes to which jobs created in Smoke will be submitted. Refer to the *Autodesk Backburner User Guide* for information on creating groups in Backburner Monitor. Autodesk Smoke 2010 for Mac OS X is compatible only with Burn render nodes running Autodesk Burn 2010 Extension 1. It is recommended to create a group of Burn 2010 Extension 1 nodes, and only use that group with Smoke 2010 for Mac OS X.

**Group Capability** Whether the nodes in your group are equipped with GPU-accelerated graphics cards or not.

- If none of the nodes in your rendering network are equipped with GPUs, select *software*. Smoke will not send jobs that require a GPU to the rendering network, but only jobs that can be rendered in software mode by the render nodes.
- If all the nodes in your rendering network are equipped with GPUs, select *gpu*. Smoke will send all jobs to the GPU-equipped nodes, even if some jobs do not specifically require a GPU render node. If your rendering network also contains render nodes without a GPU, but this value is incorrectly set to *gpu*, all jobs are sent only to GPU-equipped render nodes, and the nodes without a GPU are never used.
- If your rendering network contains a mix of nodes with GPUs and without GPUs, select *hybrid*. The application sends all jobs to the rendering network, and Backburner Manager distributes each job to the appropriate type of render node. Select *gpu* or *hybrid* only if you are sure that at least one node in your rendering network is equipped with a GPU. Attempting to submit a job that requires a GPU to a rendering network with no GPU-equipped render node results in the job being stuck in the rendering queue indefinitely.

### To use your Mac as a background processing node

In Local Server Setting > Manager Hostname, set the computer that will distribute processing jobs to your computer.

## Licensing

Sets the location of your license server. This is a graphic interface to editing the License Director file: `/var/flexlm/autodesk.lic`. You can also set the license server with the graphical utility at Applications > Autodesk > Smoke Common Utilities > License Server Selector.

Smoke must not be running when making changes to the licensing configuration.

To set the current workstation as your license server, click Add Localhost and click Apply. The license server must be installed on the local workstation.

To use another computer as the license server, click +, enter the name in the hostname field, and then click Apply. The license server must be installed on the remote workstation.

# Using projects from versions before 2012 SAP2

Projects and clip libraries created in previous versions of Smoke are read-only. A service pack for a version is considered a new version and projects must be upgraded.

- If the original project is on the same system, create a project in the current release of Smoke and then copy the clip libraries from the old project to the new project. If you have many projects to upgrade, use the project upgrade script to create the projects for you.
- If the original project is on another system that has a previous version installed, transfer (push) the clip libraries to a project on the 2012 SAP2 system.
- Alternatively, you can archive the project from an older version and restore the archive in the latest version. See the application help for instructions on creating and restoring archives.

Use the *copyProjects* command-line tool to recreate Smoke projects from previous versions in 2012 SAP2. Using this tool instead of manually re-creating your projects is recommended, as it reduces the time needed to migrate multiple projects, and helps avoid human error. The *copyProjects* tool does not copy any media. It only re-creates projects and copies their settings and setups to the current version. You still have to transfer your media using the network library.

## To copy projects using *copyProjects*:

- 1 In a Terminal run as root `/usr/discreet/<smoke_version>/bin/copyProjects`. You can also run the `copyProjects` command with the `-s` parameter to change the suffix that the script adds to the new copies of projects. For example: `/usr/discreet/<product_home>/bin/copyProjects -s _2012`.
- 2 If the version returned by the script is the newly installed version, answer Yes and continue this procedure. Otherwise, perform the steps in the following procedure to change the application version to which projects are copied.
  - 1 Stop Stone and Wire by typing: `/usr/discreet/sw/sw_stop all`
  - 2 Unlink the Wiretap startup script by typing: `unlink /usr/discreet/sw/sw_depend/iffesWiretapServer.sw_depend`
  - 3 Link the Wiretap startup script to the latest version by typing: `ln -s /usr/discreet/wiretap/<version>/iffesWiretapServer.sw_depend /usr/discreet/sw/sw_depend/iffesWiretapServer.sw_depend`
  - 4 Start Stone and Wire by typing: `/usr/discreet/sw/sw_start all`
  - 5 Run the `copyProjects` script again.
- 3 Confirm each project you want to copy to the new version, or type “a” to copy all projects. If you don't use the `-s` parameter, the default suffix `_copy` is appended to the names of the copied projects (e.g. `myProject` will be copied as `myProject_copy`)
- 4 Use the network library to transfer media into the copied projects.

To access clip libraries from projects created with Smoke versions 2010 or 2011 on a remote host with 2012 SAP2, you must transfer the clip libraries to a project created in 2012 SAP2.

You can install 2012 SAP2 on the remote system and use Wire to transfer the clip libraries to a 2012 SAP2 project. See your application help.

If you do not want to or cannot install 2012 SAP2 on the remote system, use the following procedure to transfer clip libraries between two versions.

## To transfer clip libraries to a 2012 SAP2 project:

- 1 Use Smoke 2010 or 2011 to create a project and a clip library on the 2012 SAP2 system. See your application help. The project and library is formatted for the software version it was created with.

- 2 Use the 2010 or 2011 application to move clips over the network into the previously created project on the 2012 SAP2 system. You can use Background Wire to help free up the resources of the workstation running the older version of the application. See your application help.
- 3 Create a new project on the version 2012 SAP2 system. If you have many projects, use the *copyProjects* script.
- 4 Use the 2012 SAP2 application to open the library created in step 1 (the library is read-only).
- 5 Use Dual View to drag the clips into the 2012 SAP2 project and library.
- 6 Use the older application version to remove the project created in step 1. 2012 SAP2 applications cannot remove projects created with previous versions because they are read-only.

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**TIP** If you have 2010 or 2011 installed on your 2012 SAP2 system, you can access the 2010 or 2011 system remotely to transfer the media using Wire without interrupting a session on that station. See your application help.

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## 32-bit vs. 64-bit OS X

Smoke is a 64-bit application that can run on either the 32-bit Mac OS X kernel or the 64-bit kernel. Smoke 2010 for Mac required the 64-bit kernel.

If you are running Smoke on a Mac where Smoke 2010 was previously installed, you may need to switch the Mac OS X kernel into 32-bit mode for certain third-party drivers and software to work properly. By default, Mac OS X comes with the 32-bit kernel activated, which can run most 64-bit applications, including Smoke.

**To switch the kernel between 32-bit mode and 64-bit mode:**

- 1 Run Applications > Autodesk > Smoke Common Utilities > Service Monitor.
- 2 In the Troubleshoot tab, click 32 bit or 64-bit.
- 3 Reboot your Mac for the change to take effect.

## Configuring Wacom pen buttons

**To ensure the Wacom pen buttons work properly, configure them as follows:**

- 1 Open the System Preferences > Wacom Tablet panel.
- 2 If Grip Pen does not appear in the Tool section, touch the pen on the tablet.
- 3 Select the Pen tab.
- 4 Make sure the top pen button is assigned to the double-click function, and that the bottom pen button is assigned to the right-click function.



# Troubleshooting

# 4

## License troubleshooting

A license manager or network license is required for educational and commercial versions of Smoke. The license manager can either be installed locally or on some other computer on your network.

Before stopping or restarting a background service, make sure Smoke is not running, and that there are no network connections to your media storage.

### License not working

Use Applications > Autodesk > Smoke Common Utilities > License Server Selector to check which License server Smoke is using.

- If it is an IP address like 127.0.0.1, then Smoke is set to use a license server on the same machine as Smoke. If this is how Smoke should be licensed, and licensing is not working, a frequent cause is that the name of the address of you machine has changed. This can be caused by DHCP hostname change, a missing DNS suffix, or a missing .local hostname suffix in the license file. To Fix:
  - 1 In the License Server Selector, remove the current license server(s) with the minus button.
  - 2 Click Add Localhost. Note the values entered under License server and under Hostname, you'll need them later. Click OK to save changes.
  - 3 Open Applications > Autodesk > Smoke Common Utilities > License Server Configurator. In the Licenses tab look in the license key. The first line reads something like "SERVER 127.0.0.1 002500ee1e8b". In this example "127.0.0.1" should be the same as the License server and under Hostname entered in the License Server Selector.
  - 4 Check the MAC address of your machine is the same as that used in the license file. In our example where the server is defined as "SERVER localhost 002500ee1e8b", 002500ee1e8b is the MAC address of the machine on which the license server is running. Verify that you are using the correct MAC address by clicking on the Apple local in the upper left, then About This Mac, then More Info. The MAC address is usually listed under Network > Locations > Ethernet 1 > Hardware (MAC) Address. This address includes colons (:) which are not used in the license file.
  - 5 In the License Server Selector, click Apply to change the changes to the license key. In the Server Status tab, click Restart to restart the server.

- If it is an IP address like 10.142.234.74 or 192.168.1.10 or a machine name like "montreal", then your license server is installed on another computer on your network.
  - 1 Get the IP address and MAC address of the machine running the license server. On a Linux or Mac you can do this with the terminal command `ifconfig`. If the machine is running OS X, you can also use its machine name to connect to it.
  - 2 On the machine running the server, verify that the server name or IP address and MAC address of the server are correct.
  - 3 On the Mac running Smoke, in the License Server Selector, verify the address (name or IP address) of the server is correct. If it is not, remove it and add a new one with the correct address. Click Apply to save changes.
  - 4 Test your network connection to the server with the ping command. There is a graphical user interface to this command in the OS X Network Utility.

### Check background services are running

Run Applications > Autodesk > Smoke Common Utilities > Service Monitor.

A green status indicates a service is running, red indicates it is not. Click Restart to start it.

### License error log file

The license error log file is here: `/var/log/autodesk`.

## Repairing media storage mount points

If your Mac experienced a hard reboot (e.g. because of a power outage), when it restarts the operating system may mount the media storage incorrectly (for example, `/Volumes/Storage1` instead of `/Volumes/Storage`). If so, Smoke will be unable to access the media storage.

### To delete an incorrect mount point:

- 1 On your Mac go to System Preferences > Sharing, and disable all the file services.
- 2 In Finder use `COMMAND+Shift+G` to navigate to `/Volumes`.
- 3 In `/Volumes`, find the incorrect mount point folder. It should have the name of the original mount point (for example, `Storage`), but its icon depicts a folder instead of a disk drive.
- 4 Delete the folder.
- 5 Restart the Mac. Restore System Preferences > Sharing settings.
- 6 If the media storage is still not available after restart, use the Mac application Disk Utility to repair the media storage disk. See the Mac documentation for details.

## Use Database Search to view error messages

View Mac OS X system error messages using Applications > Utilities > Console. If you find error messages about Backburner or Stone and Wire, try restarting these services. To search for errors related to Autodesk products, create a new database search (from the File menu) with the following parameters:

### Database Search parameters

**Search name** Give your search a meaningful name. You will be able to reuse it later. The search settings are saved in the left panel of the Console window, under Database Searches.

**Sender** Contains com.autodesk

**Message** Contains error or fail

## Forcing the application to close

If Smoke crashes but does not close, use the following procedures to force it to close.

- 1 In the Service Monitor application (Applications > Autodesk > Smoke Common Utilities) , Trouble shooting tab, click NOW! to force the application to close.
- 2 If it's still running, use the console command `sudo killall -9 smoke`

## Handling system freezes

If your workstation becomes unresponsive, do not force it to power off using the power button, as this may cause problems with your media storage. Instead, do this:

- 1 From another computer on your network, open a terminal and type the following command to connect remotely to the Smoke Mac OS X workstation: `ssh <user_name>@<Mac_IP_Address>` where `<user_name>` is a user that exists on the Smoke Mac OS X workstation, or an NIS (network) user, and `<Mac_IP_Address>` is the IP address of the Smoke workstation. You can also use the workstation hostname instead of the IP address.
- 2 Enter your password when prompted.
- 3 When logged into the Mac, reboot it with the command `sudo reboot` .

## Fixing VOLUMEMGT and No Volume errors

Follow the steps below if you cannot select your framestore volume, or if you get the following error: Error: VOLUMEMGT : Failed to initialize Stone+Wire connection.

- 1 Exit Smoke.
- 2 Open Applications > Autodesk > Smoke Common Utilities > Service Monitor.
- 3 Restart the *Stone+Wire* service.
- 4 Start Smoke

## More Support and Documentation

### Autodesk licensing documentation

- Autodesk licensing, registration, and activation (web pages): <http://www.autodesk.com/licensing>.
- Licensing Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>
- Network Administrator's Guide for Media & Entertainment 2012 Products (PDF): <http://www.autodesk.com/me-licensing-2012-enu>

## Data & downloads

- Autodesk Maya Services & Support: <http://autodesk.com/maya-support>. Downloads for license servers are here
- Autodesk Smoke homepage: <http://autodesk.com/smoke>.

## Contacting Autodesk support

### Before contacting Autodesk Customer Support, gather information about your system:

- In the Terminal application, enter the command `platforminfo`. This reports information about your Workstation, CPU, RAM, graphics hardware, and operating system which you can copy paste when contacting customer support.
- More information is available about your Mac's configuration: select About This Mac from the Apple menu at the top left of the screen, and then choose More Info.
- If Autodesk Customer Support requests your Smoke system log files, you can send them from your Mac if it is connected to the internet. Run Applications > Autodesk > Smoke Common Utilities > Service Monitor. In the Troubleshooting tab, click Send.
- Smoke installs with a Qualification Report generator at Applications > Autodesk > Smoke Common Utilities > System Checker.

### Where to get support:

- Autodesk Subscription Center: Go to <http://www.autodesk.com/subscriptionlogin> and register if necessary. Once logged in, select "Support Requests".
- Autodesk resellers also provide support. See: <http://www.autodesk.com/resellers>.

If online registration and activation is not possible (e.g. an online request timed out, or a processing error occurred), you can still register and activate your product offline. Contact Autodesk as below to get your activation code.

Area	e-mail	Fax and Phone Numbers
United States, Canada, Latin America	<a href="mailto:authcodes@autodesk.com">authcodes@autodesk.com</a>	FAX: 800.225.6490 or 415.507.4937 Phone: 800.551.1490
Europe, Middle East, Africa	<a href="mailto:authcodes.neu@autodesk.com">authcodes.neu@autodesk.com</a>	Fax: +41 (32) 7239169
Asia Pacific	<a href="mailto:ap.register@autodesk.com">ap.register@autodesk.com</a>	Fax: +65.6735.4857

If you have lost your serial number, contact the Autodesk Business Center at 1-800-538-6401.