

Autodesk®
Smoke® 2010

A Discreet® Systems product

For Mac OS® X

Release Notes



Autodesk® Smoke® 2010 For Mac OS® X

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Published by: Autodesk, Inc.
111 McInnis Parkway
San Rafael, CA 94903, USA

Title: Autodesk Smoke 2010 for Mac OS X Release Notes
Document Version: 2
Date: December 16, 2009

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Introduction

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Topics in this chapter:

- [About these Release Notes](#) on page 1
- [Notation Conventions](#) on page 1
- [Related Documentation](#) on page 2
- [Contacting Customer Support](#) on page 2

About these Release Notes

This document provides important information for Autodesk® Smoke® 2010 for Mac OS® X.

Read this document thoroughly before installing your application.

For information on known issues, see the *Autodesk Smoke 2010 for Mac OS X Known Bugs* document. You can get the latest version of this document from the Autodesk Web site at <http://www.autodesk.com/smoke-macosx-documentation>.

Notation Conventions

A number of style conventions are used throughout your documentation. These conventions and examples of their use are shown as follows.

Convention	Example
Text that you enter in a command line or shell appears in Courier bold. Press the Enter key after each command.	install rpm -qa
Variable names appear in Courier, enclosed in angle brackets.	<filename>

Convention	Example
Feedback from the command line or shell appears in Courier.	<code>limit coredumpsize</code>
Directory names, filenames, URLs, and command line utilities appear in italics.	<i>/usr/discreet</i>

Related Documentation

Documentation for this release is installed with the product as PDF files and as an HTML help system, and is also available on the Autodesk web site at <http://www.autodesk.com/me-documentation>. From this page you can access the complete documentation library.

You should also refer to the product release notes for all late-breaking release information.

Contacting Customer Support

For Autodesk Media and Entertainment Customer Support, visit <http://www.autodesk.com/support>.

Customer support is also available through your Autodesk reseller. To find a reseller near you, consult the reseller look-up database at <http://www.autodesk.com/resellers>.

Important Notes for Smoke 2010 for Mac OS X

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Topics in this chapter:

- [System Requirements](#) on page 3
- [Compatibility and Limitations](#) on page 3
- [Troubleshooting Smoke](#) on page 6
- [Backburner Documentation Erratum](#) on page 10

System Requirements

Before you set up your workstation, consult the Autodesk Smoke for Mac OS X System Requirements Web page www.autodesk.com/smoke_sysrequirements, and make sure your hardware meets the minimum requirements for your version of Smoke for Mac OS X.

You can check if your Mac meets system requirements for Autodesk Smoke by using the System Checker utility from Autodesk. This application is included on the Smoke DVD or *.dmg* file, in the *Tools* folder.

Compatibility and Limitations

This section contains important information on application compatibility and limitations for this version of Smoke for Mac OS X.

Differences Between Smoke on Mac and Smoke on Linux

Due to limitations on the Mac platform, the following features are **not** available in Smoke for Mac OS X:

- Real-Time Deliverables

- Tape archiving and VTR archiving — use file archives instead.
- The spell check feature in the Text module
- Broadcast monitor output when inputting media
- Exporting to QuickTime DNxHD

NOTE Importing DNxHD material is supported only in the purchased version of Smoke for Mac OS X.

All other import and export codecs available in Smoke on Linux[®] are also available in Smoke for Mac OS X. Additionally, Smoke for Mac OS X supports the Apple ProRes codec, which is not supported on the Linux platform.

Note also that the Batch FX module is only available in Smoke Advanced.

Running Other Applications alongside Smoke

For optimal performance, it is recommended to avoid running other resource-intensive applications alongside Smoke. Such applications include image, audio and video editing software, as well as back-up and indexing services, such as TimeMachine and Spotlight.

Be aware that even “light” applications, such as iTunes or Web browsers, can consume a lot of system resources if you have a very large library, or have a lot of Web browser tabs open.

Do Not Use Fast User Switching with Smoke

If the “Fast User Switching” feature is enabled in your operating system, make sure you do not switch users while Smoke is running. Switching users while Smoke is running might cause unpredictable results.

Moreover, if Smoke is running from one user account, and you attempt to launch it again after switching to another user account, the application will not start. The following error message will appear: “Application exited abnormally”.

To disable Fast User Switching on your Mac, go to System Preferences > Accounts, click Login Options, and disable the “Show fast user switching menu” option.

Compatibility with 32-bit Applications

The kernel of the Mac OS X operating system can run in 32-bit or 64-bit mode. By default, Mac OS X comes with the 32-bit kernel activated, which can run most 64-bit applications.

However, for best performance, Autodesk Smoke 2010 for Mac OS X specifically requires the 64-bit Mac OS X kernel to be active. The 64-bit kernel is automatically activated when you install Smoke.

NOTE The default 32-bit kernel is automatically re-activated when you uninstall Smoke.

Some third-party applications and drivers on your workstation may not work with the 64-bit OS X kernel, and may require you to temporarily switch to the 32-bit kernel in order to use them.

The Smoke Monitor application makes it easy to switch between the 32-bit and 64-bit kernel modes.

To switch between 32-bit and 64-bit kernel modes:

- 1 Run the Smoke Monitor application from the *Applications / Autodesk / Smoke 2010 / Utilities* folder.
- 2 Click the Troubleshooting tab.



- 3 Click 32 bit or 64 bit to switch between the 32-bit and the 64-bit Mac OS X kernels.
- 4 Reboot your Mac for the change to take effect.

NOTE If you switch to the 32-bit kernel to run a third-party application, remember to revert back to the 64-bit kernel before running Smoke.

Using Accented and Multi-byte Characters

Smoke 2010 for Mac OS X supports using accented characters in the text module and in Action 3D text.

You can also paste multi-byte characters (such as Japanese characters) into the text module and Action 3D text. Note that you cannot copy multi-byte characters from Smoke and paste them into other applications.

WARNING Do not use non-English characters in the Smoke Setup utility (for example, in the Media Storage name or path, in the Burn server group name, etc.).

Hotkey Compatibility with International Keyboards

The default hotkeys in Smoke 2010 for Mac OS X were designed for the standard Mac US English keyboard.

If you are using a non-US English keyboard, some of the default hotkeys in Smoke might map to different keys or to keys not physically present on your keyboard (such as **Right CTRL** on Japanese keyboards). In such cases, it is recommended to redefine your hotkeys to match your keyboard type. Consult the Smoke help for information on redefining hotkeys.

See the *Autodesk Smoke 2010 for Mac OS X International Keyboard Reference Guide* for information on how different international keyboard layouts are remapped to the US English keyboard layout. This guide is available in the *Documentation* folder of the Smoke for Mac OS X DVD or *.dmg* file.

About Case-Sensitivity and Importing Projects from Linux Workstations

Keep in mind that Linux is case-sensitive while Mac OS X is not. In Linux, a file named *Test* is different from a file named *test*. In Mac OS X, the files are identical.

In practice, this means that a project created on a Linux workstation might not be compatible on the Mac. For instance, if you create an Action schematic in Flame that contains a node named *NODE* and another

one named *node*, when you import the project in Smoke for Mac OS X, those two nodes as seen as one. This can create unpredictable issues.

If you are working in a mixed Linux and Mac OS X environment, it is recommended to implement formatting best-practices, such as always using lower-case letters.

Autodesk Burn Compatibility

Smoke 2010 for Mac OS X can only submit jobs to Burn render nodes running Autodesk Burn 2010 Extension 1. Earlier versions of Autodesk Burn are not supported by Smoke 2010 for Mac OS X.

It is recommended to create a server group consisting only of Burn 2010 Extension 1 nodes, and send jobs only to that group from Smoke 2010 for Mac OS X.

Read the *Autodesk Backburner 2010.2 User Guide* for instructions on creating server groups in Backburner Monitor, and the *Autodesk Smoke 2010 for Mac OS X Installation and Configuration Guide* for information on configuring Smoke to use the server group.

WiretapGateway Compatibility

If you have Linux Visual Effects, Finishing and Colour Grading workstations on your network, or stand-alone Linux systems running Autodesk Wiretap® Gateway or Autodesk® Backburner™ Media I/O Adapter, upgrade those systems to the latest service pack to avoid any compatibility issues. You will receive a Service Pack Release Announcement from Autodesk containing the service pack download links.

Troubleshooting Smoke

The following sections contain information to help you troubleshoot Smoke for Mac OS X.

Some of the following procedures are intended for advanced users. If you are not confident performing these procedures, contact Autodesk Customer Support for assistance. See [Contacting Customer Support](#) on page 2.

Enabling Remote Login

To ensure you will be able to reboot your workstation in case it freezes, it is recommended that you enable remote login on your Mac.

To enable remote login:

- 1 Open System Preferences, and click Sharing.
- 2 Enable Remote Login. Allow access to all users by selecting “All users”.
- 3 Close System Preferences.

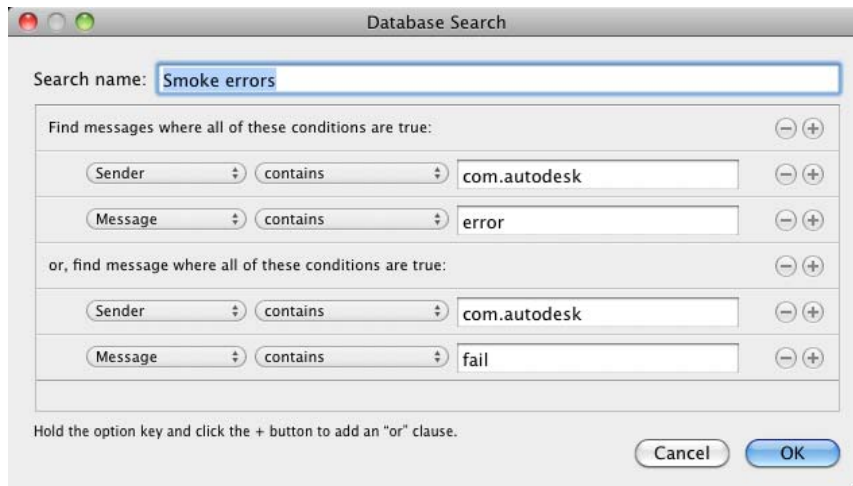
Viewing Application Error Messages

If you experience problems with Smoke or any of its related components, checking the error messages in the Mac OS X system console might help you to identify the issue.

To view Smoke error messages:

- 1 Open the Console application from the *Applications / Utilities* folder.

- 2 From the File menu, click New Database Search.



- 3 Give your search a meaningful name. You will be able to reuse it later.
- 4 Define the search criteria as illustrated in the previous screenshot, and click OK.
A new Console window opens and displays all messages sent by Autodesk applications or services, and containing the words "error", "failed" or "failure". The search settings are saved in the left panel of the Console window, under Database Searches.
- 5 Look through the error messages to find any information that might help you identify the problem. If you encounter error messages about Backburner or Stone and Wire, refer to the following section for information on restarting these services.

Checking that Background Services are Running

To check that all necessary background services are running, open the Smoke Monitor application from the *Applications / Autodesk / Smoke 2010 / Utilities* folder.



A green status light means that a service is running. A red light means that the service is not running. Click Restart to activate it.

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

Forcing Smoke to Exit

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

- 1 Run the Smoke Monitor application from the *Applications / Autodesk / Smoke 2010 / Utilities* folder.
- 2 Click the Troubleshooting tab.



- 3 Click NOW! to force Smoke to quit.
- 4 If Smoke still does not quit, use the following procedure to exit Smoke from the Terminal.

To exit Smoke from the Terminal:

- 1 Open the Terminal from the *Applications / Utilities* folder.
- 2 Type: `sudo killall -9 smoke`
- 3 Press **Enter**.
- 4 Enter your password and press **Enter**.

Rebooting after an IP Address or Host Name Change

If your workstation uses DHCP to obtain its network configuration, it is advisable to restart it after a change of IP address, for instance when switching from a wired to a wireless connection.

Furthermore, ensure that your workstation's hostname remains constant and is resolvable at all time in the DHCP environment, as the media storage and networking components of Smoke (known as "Stone and Wire") do not support dynamic hostname changes.

Handling System Freezes

If your workstation "freezes" for any reason, **DO NOT** force it to power off using the Power button, as this may cause problems with your media storage.

To avoid any problems, always use the following procedure to safely restart your workstation when it freezes.

To reboot your Mac OS X workstation:

- 1 On a Linux system or another Mac 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 a NIS (network) user, and <Mac_IP_Address> is the IP address of the Smoke Mac OS X workstation. You can also use the workstation hostname instead of the IP address.

NOTE You can also connect from a Windows® system, by installing a SSH client such as *OpenSSH*.

- 2 Enter your password when prompted.
- 3 When you are logged into the Mac OS X workstation, type the following command to reboot it:
sudo reboot
- 4 Enter your password when prompted.
The workstation reboots.

Repairing Media Storage Mount Points

If you force your workstation to power off, the operating system may mount the storage on an incorrect mount point folder when it restarts (for example */Volumes/Storage1* instead of */Volumes/Storage*). This issue prevents Smoke from being able to access the media storage.

To avoid this problem, **NEVER** use the Power button to force a shut down if your workstation freezes. Use the procedure described in the previous section to safely reboot your workstation.

If you did force the workstation to power off, and are now experiencing storage issues, perform the following procedure to delete the incorrect mount point, and to mount your storage to the proper mount point.

To delete an incorrect mount point:

- 1 Log into your workstation as a user with administrative privileges.
- 2 Open System Preferences, click Sharing, and disable all the file services.
- 3 Open Finder.
- 4 Press **COMMAND+Shift+G**, and type */Volumes* in the text field.
- 5 In the */Volumes* folder, locate 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.
- 6 Right-click the incorrect mount point folder, and select “Move to Trash” from the context menu. Enter your password if prompted.
The folder is deleted.
- 7 Restart your workstation.
The media storage should mount to the proper location (for example, */Volumes/Storage*) after the reboot.

NOTE If the media storage is still not available after restart, open Disk Utility from the *Applications / Utilities* folder, select your media storage disk and click Repair Disk in the First Aid tab. See the Mac OS X documentation for details.

Sending Application Logs to Autodesk Customer Support

If you have called Autodesk Customer Support to troubleshoot an issue with your application, you may be asked to submit the application log files.

To submit Smoke log files to Autodesk:

- 1 Make sure your Mac is connected to the Internet.
- 2 Run the Smoke Monitor application from the *Applications / Autodesk / Smoke 2010 / Utilities* folder.
- 3 Click the Troubleshooting tab.



- 4 Click Send.
Smoke log files are automatically sent to Autodesk.

Backburner Documentation Erratum

An error relating to Maya has been discovered in the following guides available on the Autodesk Smoke 2010 for Mac OS X DVD and *.dmg* image:

- *Autodesk Backburner 2010.2 Installation Guide*
- *Autodesk Backburner 2010.2 User Guide*

In each case, the error is in the "What's New" section (Chapter 1: Introduction). The incorrect version of Maya has been stated. The document says "Maya 2011". This is incorrect. It should say "Maya 2010".

Backburner 2010.2 Installation Guide

Chapter 1: Introduction - What's New (page 9)

- Heading currently reads "Support for Maya 2011 on Mac OS X".
Should read "Support for Maya 2010 on Mac OS X".
- Text currently reads "With Maya 2011 and Backburner 2010.2".
Should read "With Maya 2010 and Backburner 2010.2".

Backburner 2010.2 User Guide

Chapter 1: Introduction - What's New (page 7)

- As for the *Installation Guide*.

These errors have been fixed in the latest version of the Backburner 2010.2 guides, available online at www.autodesk.com/smoke-documentation-macosx.