

Autodesk®
Smoke® 2011

A Discreet® Systems product

For Mac OS® X

Installation and Configuration Guide



Autodesk® Visual Effects and Finishing 2011

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

Title: Autodesk Smoke 2011 for Mac OS X Installation and Configuration Guide
Document Version: 2
Date: April 23, 2010

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Introduction

1

Topics in this chapter:

- [About this Guide](#) on page 1
- [Workflow for Installing the 30-day Trial Version of Smoke for Mac OS X](#) on page 1
- [Workflow for Installing the Purchased Version of Smoke for Mac OS X](#) on page 2
- [Notation Conventions](#) on page 2
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About this Guide

This guide contains detailed information about installing and licensing Autodesk® Smoke® 2011 for Mac OS® X. The document also contains general guidelines about preparing your workstation and operating system before you install the Smoke software.

This document assumes that you have regular user knowledge of Apple® workstations and Mac OS X. You do not need prior knowledge of Autodesk Visual Effects and Finishing software.

Workflow for Installing the 30-day Trial Version of Smoke for Mac OS X

This section outlines the steps you need to take to install a 30-day trial version of Smoke for Mac OS X.

- 1 Visit the Autodesk Smoke for Mac OS X Product Trial Web page at www.autodesk.com/smoke-trial, to read about Smoke system requirements, and to download the Smoke Product Trial software installation package.

NOTE Before visiting the Product Trial Web page, make sure your Web browser is set to accept cookies.

- 2 Use the license generator on the Product Trial Web page to obtain a 30-day trial license code for Smoke. The license code is sent to you by e-mail.
- 3 Prepare your Mac® for the installation of Smoke. See [Preparing Your Workstation](#) on page 5.
- 4 Install and configure Smoke on your Mac. See [Installing Smoke](#) on page 11 and [Configuring Smoke](#) on page 14.
- 5 Install the trial license code you received from Autodesk. See [Licensing Smoke](#) on page 21.

Workflow for Installing the Purchased Version of Smoke for Mac OS X

This section outlines the steps you need to take to install or upgrade a purchased version of Smoke for Mac OS X.

- 1 Consult the Autodesk Smoke for Mac OS X System Requirements Web page, www.autodesk.com/smoke-systemrequirements, to make sure your workstation and storage devices meet the requirements for this version of Smoke, and for the media format you plan to work with.
- 2 Consult the *Autodesk Smoke for Mac OS X Release Notes* for important information you need to know before installing Smoke.
- 3 Obtain your Smoke for Mac OS X installation package.
 - Major releases are available on DVD, and as a downloadable *.dmg* file. The download path is provided in the Release Announcement you received from Autodesk.
 - Extensions and service packs are available only as a downloadable *.dmg* file. The download path is provided in the Release Announcement you received from Autodesk.
- 4 Prepare your Mac for the installation of Smoke. See [Preparing Your Workstation](#) on page 5.
- 5 Install the Smoke software on your Mac. See [Installing Smoke](#) on page 11.
- 6 Configure Smoke. See [Configuring Smoke](#) on page 14.
- 7 Obtain and install a license for your application. See [Licensing Smoke](#) on page 21.

NOTE You do not need to obtain a new license if you are upgrading to a service pack of the same release.

- 8 Run Smoke from the *Applications / Autodesk / Smoke 2011* folder. See [Starting Smoke for the First Time](#) on page 22.

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

Convention	Example
Variable names appear in Courier, enclosed in angle brackets.	<filename>
Feedback from the command line or shell appears in Courier.	limit coredumpsize
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>.

NOTE Hotline customer support is not available for the trial version of Autodesk Smoke for Mac OS X. Post your inquiries on the trial version to the Autodesk Digital Entertainment & Visualization Community portal, at <http://area.autodesk.com>.

Before calling Autodesk Customer Support, run the *platforminfo* command-line utility to gather important information on your system.

To obtain system information:

- 1 Open the Terminal from the *Applications / Utilities* folder.

- 2 Type the following command:

```
platforminfo
```

The output looks similar to the following:

```
Workstation: MacPro4,1
```

```
CPU: 2 Quad-Core Intel Xeon @ 2.93 GHz, 8 cores
```

```
RAM: 12 GB of RAM
```

```
Graphics: NVIDIA Quadro FX 4800 Driver: 19.5.2f10
```

```
OS: Mac OS X 10.6.3 (10D561)
```

```
Kernel: Darwin 10.3.0
```

- 3 Send this information to Autodesk Customer Support.

Preparing Your Workstation

2

Topics in this chapter:

- [Preparing Your Hardware](#) on page 5
- [Preparing Your Media Storage](#) on page 5
- [Updating Your Operating System](#) on page 6
- [Installing or Updating Hardware Drivers](#) on page 6
- [Setting System Preferences](#) on page 6
- [Configuring Your Network](#) on page 7
- [Configuring Mac OS X Keyboard Shortcuts](#) on page 7
- [Configuring Wacom Pen Buttons](#) on page 8
- [Configuring Display Arrangement in Dual Monitor Configurations](#) on page 9

Preparing Your Hardware

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

Consult your hardware documentation for information on how to install the necessary add-on cards in your system (such as the NVIDIA® graphics card, and the AJA Kona card), and how to connect your workstation to the peripherals you want to use it with (such as a pen tablet, graphics monitor, broadcast monitor, or VTR).

Preparing Your Media Storage

Before configuring storage to work with Autodesk Smoke, contact your storage vendor to make sure your storage fulfills the requirements for the frame format you will be working with.

Remember that, in order to ensure the best quality results, Autodesk Smoke does not apply compression to rendered intermediates. This means that the storage bandwidth requirements are higher than those for applications that use compressed media. Select the appropriate storage solution to achieve sustained real-time playback.

Consult the Autodesk Smoke for Mac OS X System Requirements Web page at www.autodesk.com/smoke-systemrequirements 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 the Mac OS X Disk Utility to perform the RAID striping of your media storage device.

Recommended File System

For optimal performance, Autodesk recommends using the default *Mac OS Extended Journaled (HFS+)* file system, for your system drive and your media storage volume.

Use the Mac OS X Disk Utility to format your media storage volume to the recommended file system. Consult your Mac OS X documentation for information.

Updating Your Operating System

Consult the Autodesk Smoke for Mac OS X System Requirements Web page at www.autodesk.com/smoke-systemrequirements for information on the version of the Mac OS X operating system required for Autodesk Smoke.

To find out which version of Mac OS X your workstation is currently running, select About this Mac from the Apple menu. The version number appears below the *Mac OS X* heading.

If your workstation is not running the required version of Mac OS X, click Software Update to upgrade your operating system.

WARNING Do not update your operating system or hardware drivers to versions other than the ones recommended by Autodesk. Ignore any updates offered by the Apple Software Update utility, unless instructed otherwise by Autodesk.

Installing or Updating Hardware Drivers

Before installing Smoke, install or upgrade the drivers for your hardware devices.

Consult the Autodesk Smoke for Mac OS X System Requirements Web page at www.autodesk.com/smoke-systemrequirements for information on the supported driver versions.

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.

WARNING Do not install any driver versions other than the ones recommended by Autodesk. Ignore any driver updates offered by the Apple Software Update utility, unless instructed otherwise by Autodesk.

Setting System Preferences

Open the System Preferences application, and set the following options as indicated in the table below.

WARNING These settings are mandatory and will prevent Smoke from working correctly if they are not set as documented.

NOTE These system preferences are set per Mac OS X user account. Make sure you apply them to all the Mac OS X user accounts you plan to use with Smoke.

System Preference	Option to Modify
Desktop & Screen Saver	In the Screen Saver tab, set <i>Start screen saver</i> to Never.
Energy Saver	<ul style="list-style-type: none">■ Set <i>Computer sleep</i> to never.■ Disable <i>Put the hard disk(s) to sleep when possible</i>.
Spotlight	In the Privacy tab, add the Smoke media storage volume to the list of locations Spotlight does not search.
Software Update	<p>In the Scheduled Check tab, disable <i>Check for updates</i>.</p> <p>NOTE Before installing Mac OS X or QuickTime® updates, consult the Autodesk Smoke for Mac OS X System Requirements Web page at www.autodesk.com/smoke-systemrequirements, to see if these updates are compatible with the installed version of Smoke.</p>
Sound	<p>In the Output tab, make sure the device selected for sound output is not the AJA card.</p> <p>Select, for example, <i>Internal Speakers</i>, or <i>Line Out</i>.</p>

Configuring Your Network

Smoke for Mac OS X supports both static IP and DHCP network configurations.

If your Mac uses DHCP to obtain its hostname or IP address, make sure the hostname and IP address assigned to your computer do not change when the DHCP lease is renewed.

WARNING 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, to avoid any issues with the application.

Configuring Mac OS X Keyboard Shortcuts

The Smoke application uses many keyboard shortcuts that are also used by Mac OS X.

As a general guideline, make sure your operating system does not use any single-key shortcuts (such as **F1**, **F2**, etc.) or shortcuts that include the **CTRL** and **OPTION** key modifiers, as these could overlap with Smoke hotkey combinations.

It is recommended to include the **COMMAND** key when defining OS-level shortcuts, as Smoke does not use this key.

Update your keyboard preferences as suggested below. These changes are optional but will minimize keyboard shortcut conflicts.

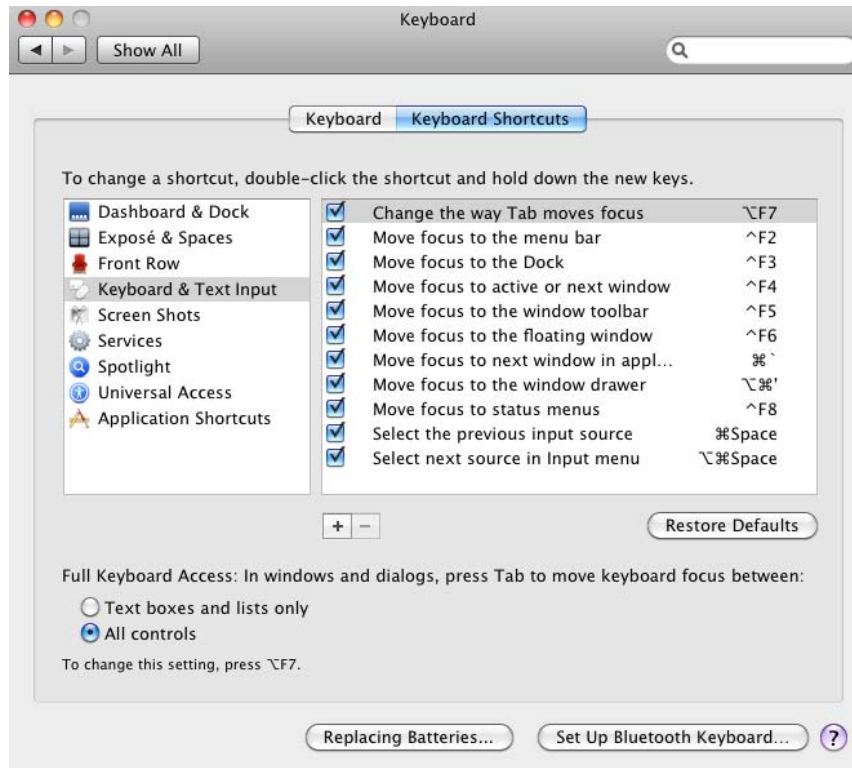
NOTE The keyboard preferences are set per Mac OS X user account. Make sure you apply them to all the Mac OS X user accounts you plan to use with Smoke.

To edit OS keyboard shortcuts:

- 1 Open the System Preferences application.
- 2 Click Keyboard.
- 3 In the Keyboard tab, enable *Use all F1, F2, etc. keys as standard function keys*.

NOTE This option is available only if you are using an Apple keyboard.

- 4 Click the Keyboard Shortcuts tab.

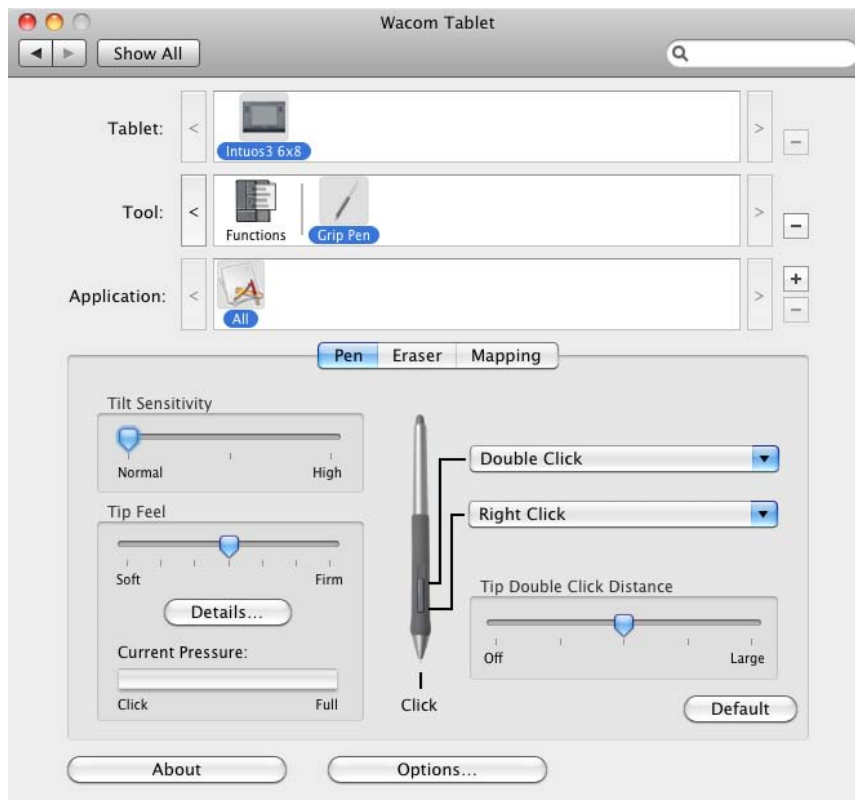


- 5 Select each section in the left panel, and then disable all its keyboard shortcuts, or change the shortcuts to include the **COMMAND** key.

Configuring Wacom Pen Buttons

To make sure the Wacom pen buttons work properly in Smoke, 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.

Configuring Display Arrangement in Dual Monitor Configurations

If your Mac uses two monitors, set the display arrangement to “Mirror Displays” in the Display Preferences panel for best Wacom pen tablet usability in Smoke.

Using any other dual display mode will result in the pen tablet mapping to the incorrect screen or lacking precision in Smoke.

Installing and Configuring Smoke

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Topics in this chapter:

- [Installing Smoke](#) on page 11
- [Configuring Smoke](#) on page 14
- [Licensing Smoke](#) on page 21
- [Starting Smoke for the First Time](#) on page 22
- [Uninstalling Smoke](#) on page 23

Installing Smoke

Perform the following tasks to install the Autodesk Smoke software on your Mac.

To install Smoke:

- 1 If you are installing Smoke from a DVD, insert the DVD, and then double-click the DVD icon that appears on your desktop.
- 2 If you are installing Smoke from a downloaded *.dmg* disk image file, double-click the file. The contents of the DVD or *.dmg* disk image are displayed.

NOTE The *Standalone Installers* folder contains separate installers Autodesk® Backburner™, Autodesk® Stone® and Wire®, Autodesk® WiretapCentral™, Autodesk® Wiretap® Gateway, and the Autodesk® Backburner® Media I/O Adapter.

You do not need to run any of these stand-alone installers on your workstation, as they are automatically installed with Smoke. You only need to use these installers if you are relocating just the Backburner or Wiretap components to other Mac systems. Refer to the latest *Autodesk WiretapCentral and Wiretap Gateway Installation and Configuration Guide* for instructions.

- 3 Double-click *Install Smoke 2011*.

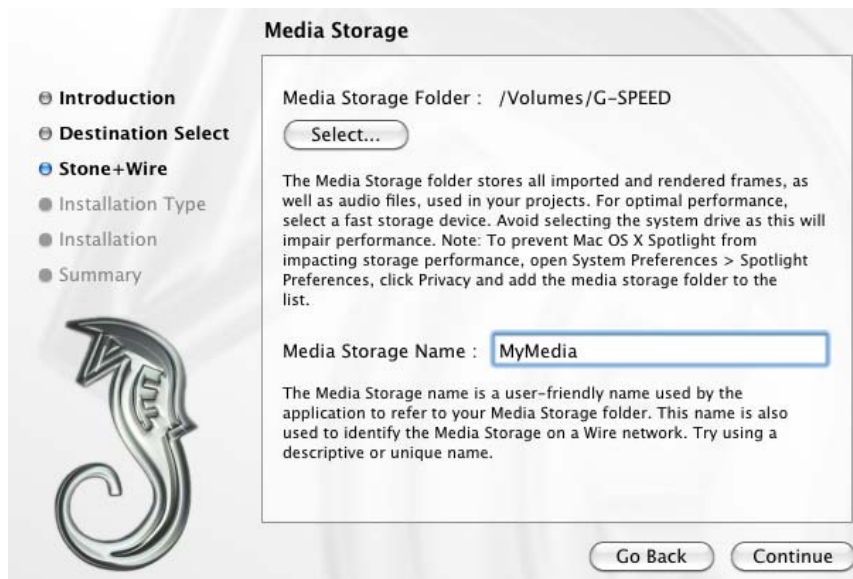
The installer starts.

- 4 Click Continue. Depending on your OS configuration, the Select a Destination window may appear.



- 5 Click “Install for all users of this computer”, and then click Continue.

The Media Storage window appears. This window enables you to define an internal or external storage volume for your media.



- 6 Click Select.

A file browser window opens.

- 7 Browse to the volume you want to use for media storage. The installer will automatically create a subfolder called *ManagedFolder7* under the folder you select, so that all Smoke media files are kept in one place.

WARNING Never use your Mac OS X system disk for media storage, as this may fill up the drive and impair system performance.

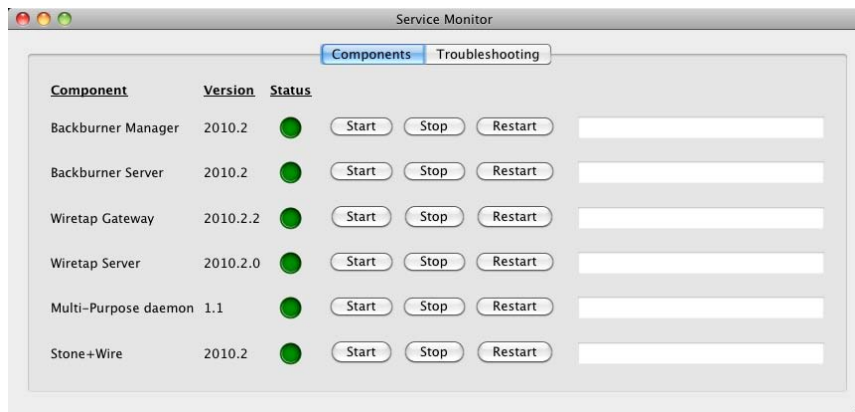
- 8 Type a name for your media storage folder in the Media Storage Name field. This name will also be used by Smoke to refer to your media storage folder.

NOTE This name can only contain non-accented latin letters and numbers. Do not use special characters.

- 9 Click Continue.



- 10 Click Install to begin the installation process.
You are prompted to log in.
- 11 Enter the user name and password of a user with administrative privileges.
Smoke is installed. Several additional components, such as Autodesk Backburner Manager, Autodesk Backburner Server, Autodesk WiretapCentral, Autodesk Wiretap Gateway, and Autodesk Backburner Media I / O Adapter are also automatically installed.
- 12 Click Close to exit the installer.
- 13 Clear your browser cache to make sure the latest version of WiretapCentral loads properly. Refer to your Mac OS X documentation for information on clearing the browser cache.
- 14 (Optional) To check that all necessary services have been properly installed and started, go to the *Applications / Autodesk / Smoke Common Utilities* folder, and open the *Service Monitor* application.



A green status light means that the service is installed and started. 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.

- 15 Configure and license your application.

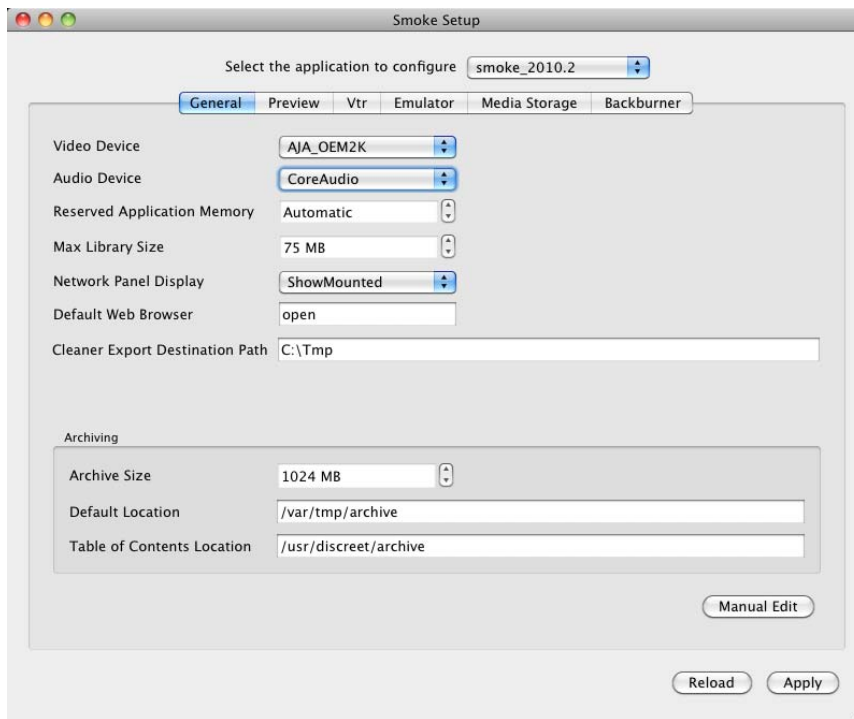
Configuring Smoke

The Smoke Setup utility allows you to easily configure general Smoke settings, add or edit the media storage, and configure background rendering.

Run the Smoke Setup utility from the *Applications / Autodesk / Smoke 2011 / Utilities* folder.

Configuring General Settings

The General tab of the Smoke Setup utility enables you to configure the following application settings.



- **Video Device** Use this setting to specify 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** Use this setting to specify 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.

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** Use this field to specify 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** Use this setting to define 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.

NOTE 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. Select *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.

NOTE 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** Use this setting to specify 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** Use this field to define the maximum size for a file archive in MB. The default value is 1024MB.
- **Default Location** Use this field to define the default location for archives created in Smoke. The default location is */var/tmp/archive*.
- **Table of Contents Location** Use this field to define the location where online HTML and ASCII tables of contents are saved when archiving. The default location is */usr/discreet/archive*.

NOTE If you prefer to edit these 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.

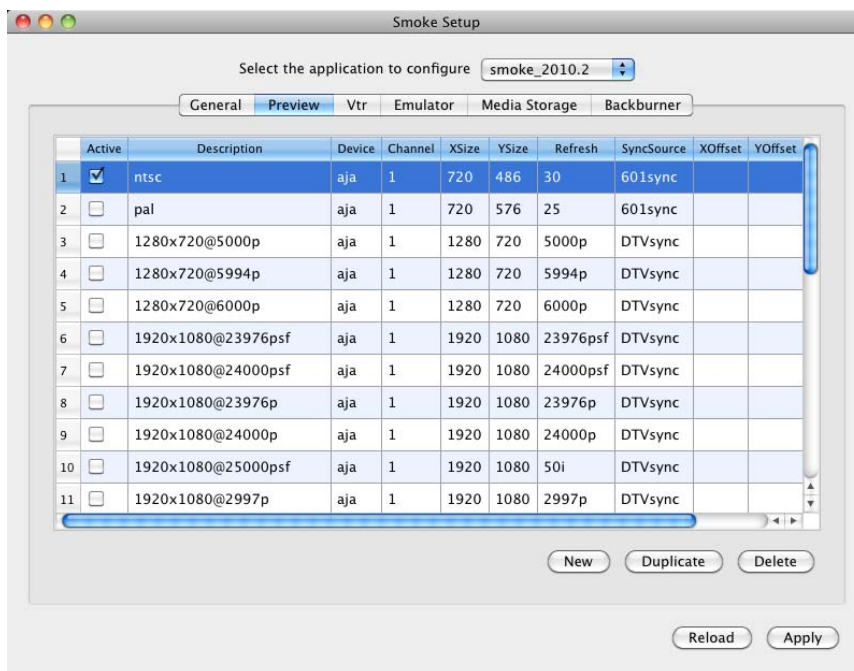
When you have finished configuring these settings, click Apply to save them. If you want to revert to the last saved configuration, click Reload. Note that this will undo unsaved changes in all the tabs of the Smoke Setup utility.

Defining the Video Preview Device

Use the Preview tab of the Smoke Setup utility to specify the device used for the graphics-to-video display.

Enable entries for the resolutions of the projects on which you will be working, as well as the resolutions supported by your hardware configuration.

If necessary, you can also add new entries, and duplicate or delete existing entries.



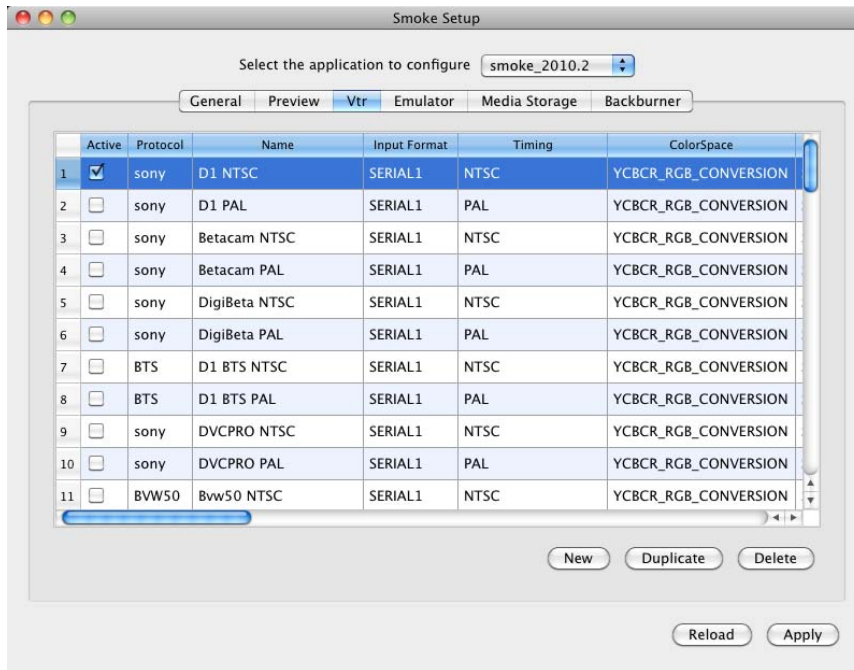
When you have finished configuring these settings, click Apply to save them. If you want to revert to the last saved configuration, click Reload. Note that this will undo unsaved changes in all the tabs of the Smoke Setup utility.

Defining VTRs

Use the Vtr tab of the Smoke Setup utility to specify 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.

If necessary, you can also add new entries, and duplicate or delete existing entries.



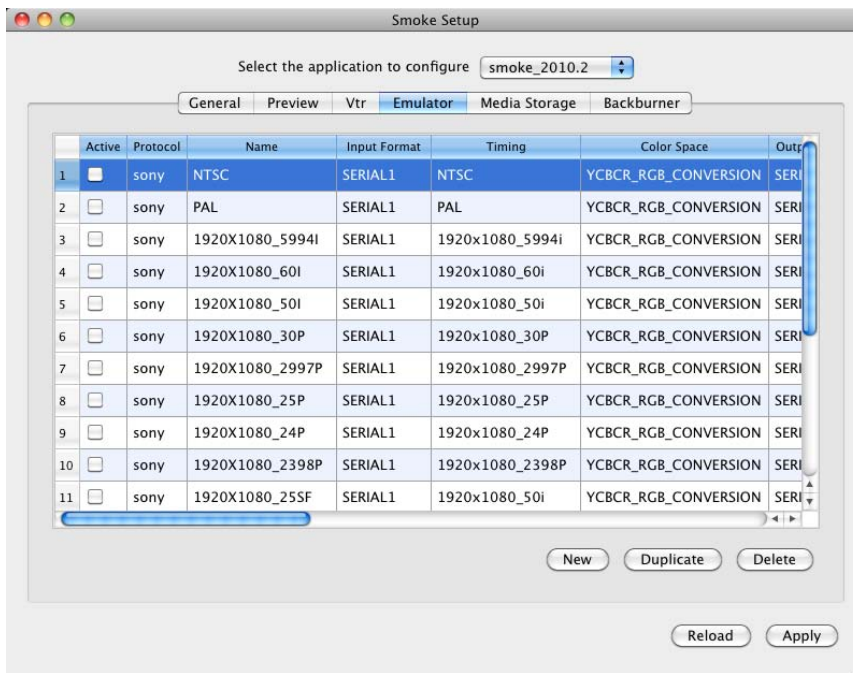
When you have finished configuring these settings, click Apply to save them. If you want to revert to the last saved configuration, click Reload. Note that this will undo unsaved changes in all the tabs of the Smoke Setup utility.

Configuring VTR Emulation

Use the Emulator tab of the Smoke Setup utility if you want to configure 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.

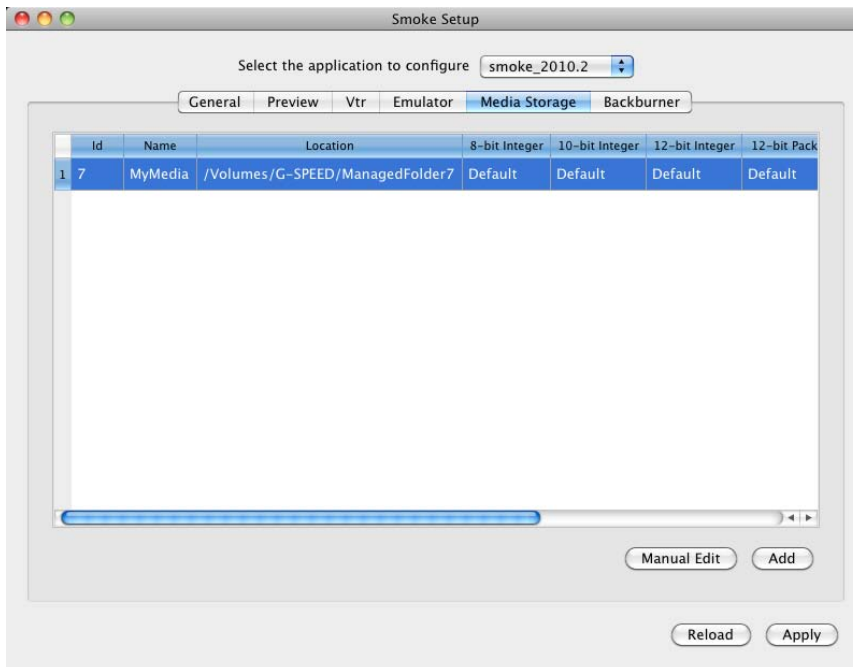
If necessary, you can also add new entries, and duplicate or delete existing entries.



When you have finished configuring these settings, click Apply to save them. If you want to revert to the last saved configuration, click Reload. Note that this will undo unsaved changes in all the tabs of the Smoke Setup utility.

Adding or Editing Media Storage Volumes

Use the Media Storage tab of the Smoke Setup utility to define new media storage volumes for use with Smoke, or to edit the settings of 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.

NOTE For safety reasons, the Name and Location fields are blank by default. You are required to fill in these fields before you can click Apply.

To edit the settings of a media storage folder:

- 1 Double-click the Name field and enter a meaningful label for the media storage. For example, *MyMedia*. This label identifies the media storage in Smoke.
- 2 Double-click the Location field, and browse to the directory that will contain the Smoke media files on your storage device. For example, */Volumes/G-SPEED/ManagedFolder7*.

WARNING 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.

- 3 (Optional) Double-click the 8-bit Integer, 10-bit Integer, 12-bit Integer and 12-bit Packed Integer fields, and choose the file formats that Smoke will use when writing frames of those bit depths to the storage.
- 4 (Optional) If you plan to use the *JPG* file format, double-click the Jpeg Compression field, and set JPEG compression to a value between 0 (lowest compression, highest quality) and 100 (highest compression, lowest quality).
- 5 Click Apply to save your configuration.

If you want to revert to the last saved configuration, click Reload. Note that this will also undo any unsaved changes in the other tabs of the Smoke Setup application.

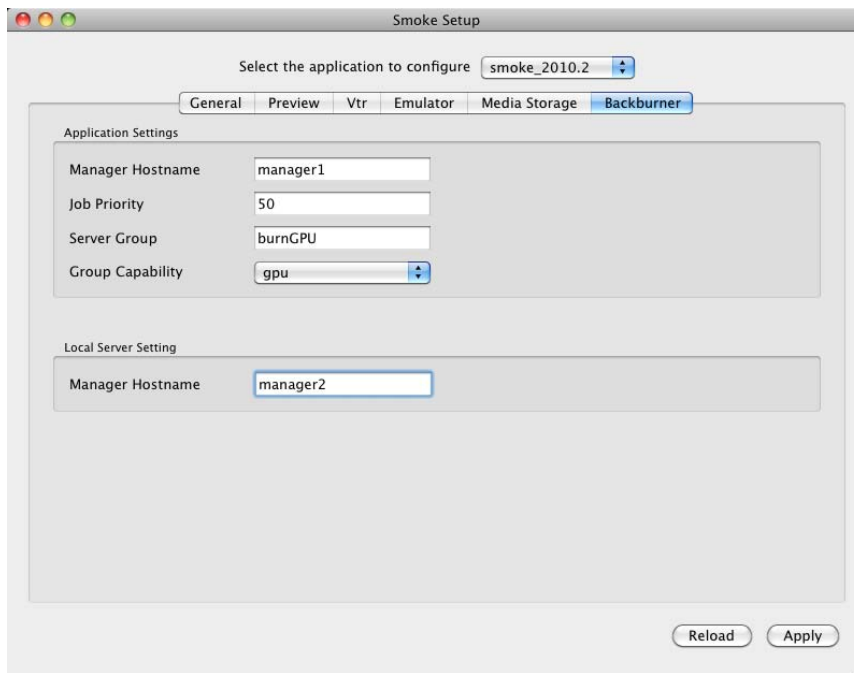
NOTE If you prefer to edit these parameters directly in the storage configuration file, click Manual Edit. Be very careful when working with the configuration file. Incorrect settings may make your application unusable.

Configuring Backburner Settings

If you want to use an Autodesk® Burn® background processing network, or to use your Mac as a background processing node, define Backburner settings in the Backburner tab of the Smoke Setup utility.

To configure background processing for Smoke, use the four fields in the Application Settings Section.

To use your Mac as a background processing node, define the hostname of the Backburner Manager that will distribute processing jobs to your Mac, in the Local Server Settings section.



To configure settings for jobs submitted by Smoke to a Backburner network:

- 1 In the Manager Hostname field of the Application Settings section, enter the hostname or IP address of the Backburner Manager system that will handle background jobs submitted by Smoke.
Setting the Manager Hostname enables the Background Wire[®] and Background Proxies buttons in the application; they are otherwise greyed out.
- 2 In the Job Priority field, enter the priority for jobs sent by Smoke to the Backburner Manager on your rendering network. Job priority can range from 0 to 100, where 0 is the highest priority and 100 is the lowest. The default is 50.
- 3 In the Server Group field, enter the name of the group of render nodes to which jobs created in Smoke will be submitted. Refer to the latest *Autodesk Backburner User Guide* for information on creating groups in Backburner Monitor.
- 4 From the Group Capability drop-down list, select whether the nodes in your group are equipped with GPU-accelerated graphics cards or not.

Set this value as follows:

- 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.

NOTE 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.

NOTE 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.

Licensing Smoke

Before you can use Smoke, you need to obtain and install a license code for it.

- To install a 30-day trial license for Autodesk Smoke for Mac OS X, generate the license code from the Smoke Product Trial Web page www.autodesk.com/smoke-trial. The license code is sent to the e-mail address you supply. Use the Smoke License Wizard to install the license code. See [To install a license code](#) on page 22.

NOTE The trial license code is valid for 30 days from the day you requested it, not from the day you install it. A trial license code cannot be renewed.

- If you are installing a purchased version of Autodesk Smoke for Mac OS X, use the Smoke License Wizard to request a license code, and then to install the license code once you receive it from Autodesk. See [To request a license code](#) on page 21.

The Smoke License Wizard runs automatically when you launch an unlicensed version of Autodesk Smoke.

You can also start the License Wizard manually from the *Applications / Autodesk / Smoke Common Utilities* folder.

Use the following procedures to request and install a license. If you have already received a license code from Autodesk, skip the first procedure.

To request a license code:

- 1 Start an unlicensed version of Smoke, or open the License Wizard from the *Applications / Autodesk / Smoke Common Utilities* folder.

The License Wizard appears.



- 2 Select "No, request a License Code", and click Continue.

- 3 Enter your contact information in the license code request form. The host ID and system serial number of your workstation are automatically filled in.
- 4 Click Continue.
- 5 Copy the information that appears in the next window and e-mail it to me.licensing@autodesk.com to request a license code. Be careful to copy all the information from that window.
- 6 Click Continue.
The License Wizard closes.

To install a license code:

- 1 When you receive your license code from Autodesk, start the unlicensed version of Smoke, or open the License Wizard from the *Applications / Autodesk / Smoke Common Utilities* folder.



- 2 Select “Yes, install the License Code”, and click Continue.
- 3 Paste the license codes you received from Autodesk in the next window.

NOTE Be very careful to paste the license codes exactly as you have received them. Any incorrect or missing characters will prevent your application from recognizing the license.

- 4 Click Install to install the license code. Enter your password, if required.
Smoke is now ready to use.

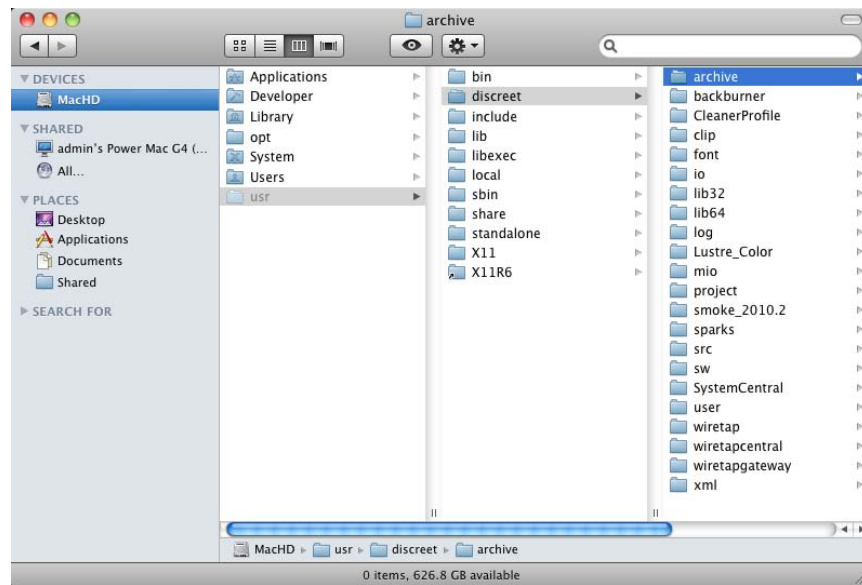
NOTE License codes are unique for each workstation, and are tied to the system hardware. If you replace major system components in your Mac, you must request and install a new license code for Smoke.

Starting Smoke for the First Time

After installing the license code, you are ready to start Smoke for the first time.

To start Smoke for the first time:

- 1 Double-click the Smoke icon in the *Applications / Autodesk / Smoke 2011* folder to start the application. Smoke starts, and the Autodesk Master Systems Software License Agreement appears.



- 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.

Troubleshooting Smoke

A

Topics in this chapter:

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Introduction

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](#).

Enabling Remote Login

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

To enable remote login:

- 1 Open System Preferences, and click Sharing.

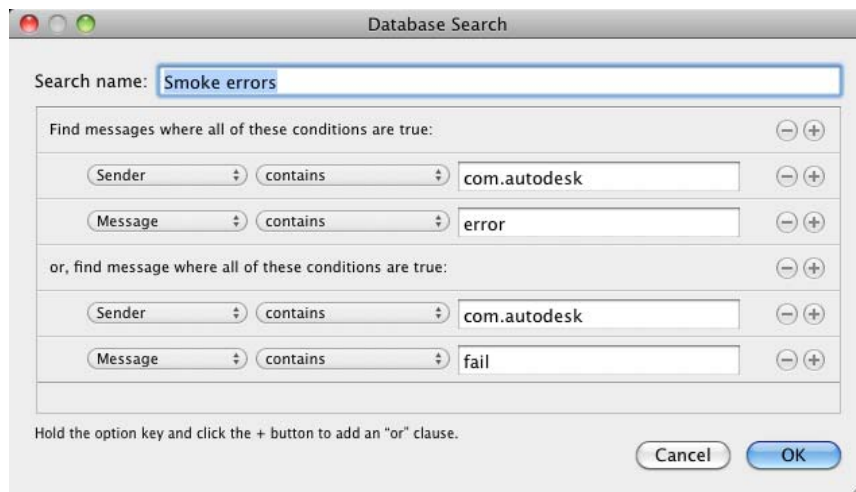
- 2 Enable Remote Login. Allow access to all users by selecting “All users”.
- 3 Close System Preferences.

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 Service Monitor application from the *Applications / Autodesk / Smoke Common 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 Service Monitor application from the *Applications / Autodesk / Smoke Common 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**.

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 shutdown 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.

Fixing VOLUMEMGT and No Volume Errors

Follow the steps below if you ever start Smoke and cannot select your framestore volume, or if you get the following error:

Error: VOLUMEMGT : Failed to initialize Stone+Wire connection.

To solve the errors listed above:

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

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 times in the DHCP environment, as the media storage and networking components of Smoke (known as "Stone and Wire") do not support dynamic hostname changes.

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 Service Monitor application from the *Applications / Autodesk / Smoke Common Utilities* folder.
- 3 Click the Troubleshooting tab.



- 4 Click Send.

Smoke and system log files are automatically sent to Autodesk.

Switching Your Mac OS X Kernel between 32-bit Mode and 64-bit Mode

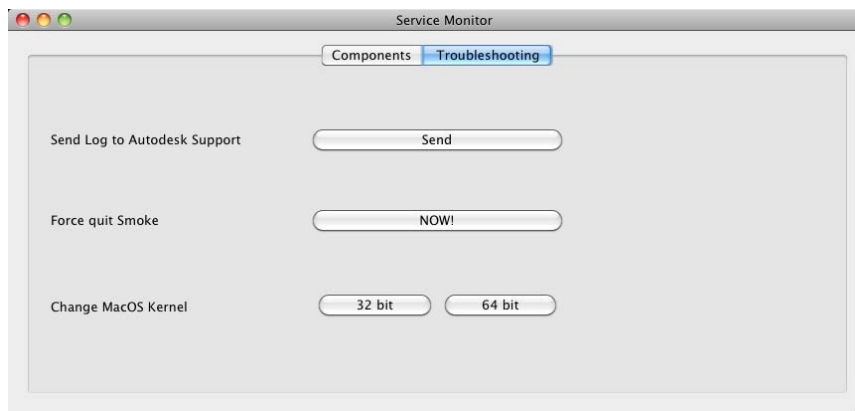
Smoke 2011 for Mac OS X is a 64-bit application that can run on either the 32-bit Mac OS X kernel or the 64-bit kernel, while Smoke 2010 for Mac OS X specifically required the 64-bit kernel.

If you are running Smoke 2011 for Mac OS X on a workstation where Smoke 2010 for Mac OS X 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.

Skip this section if you are running Smoke 2011 for Mac OS X on a workstation where Smoke 2010 for Mac OS X was never installed. By default, Mac OS X comes with the 32-bit kernel activated, which can run most 64-bit applications, including Smoke 2011.

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

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



- 3 Click the 32 bit or 64-bit button.
- 4 Reboot your Mac for the change to take effect.