

GRAPHICS HARDWARE QUALIFICATION

MICROSOFT[®] WINDOWS[®] PLATFORM

Last updated: November 4th, 2009.

Readme First

The information contained in the [Readme First](#) document applies to all hardware qualifications executed on the Autodesk Media and Entertainment 2010 software product releases and should be acknowledged by all users prior to consulting the qualification charts.

What's New

Testing on Windows 7 are complete

- CONTENTS
- README FIRST
- WHAT'S NEW
- IMPORTANT NOTES
- PROFESSIONAL GRAPHICS CARDS
- PROFESSIONAL GRAPHICS CARDS
CAVEATS & LIMITATIONS
- CONSUMER GRAPHICS CARDS
- CONSUMER GRAPHICS CARDS
CAVEATS & LIMITATIONS
- OPERATING SYSTEM DEPENDENT &
MISCELLANEOUS ISSUES
- SEND FEEDBACK ON THIS
DOCUMENT

Important Notes

The following describes important notes related to the graphics hardware qualifications for the Autodesk 3ds Max 2010 and Autodesk 3ds Max Design 2010 software product releases.

- Scene Effects are not compatible with the new HW shading features such as Ambient Occlusion and Tone mapping
- Qualification of graphics cards has mainly been done using Direct3D® mode
- OpenGL® has been qualified but to a lesser degree, and therefore you may encounter issues that have not been listed in this document
- DirectX® 9.0c has been used, in both Windows XP and Windows Vista®. DirectX 10.0 has not been tested
- Qualification is being performed on both single and dual screen configurations at resolution of 1920x1200 (60Hz each).
- If you are experiencing additional display issues not listed in this document, please search our Knowledge Base or contact customer support (<http://www.autodesk.com/3dsmax-support>).Single screen at resolution of 1920x1200 (60Hz)

Professional Graphics Cards

The following table provides the professional graphics card and driver version hardware qualifications for the Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows software product releases.

Table Legend

✓	Qualified
👤	Qualified with caveats. Refer to the Professional Graphics Cards Caveats & Limitations
⌚	Qualification planned OR in progress. Results coming shortly
👉	Supported although not officially qualified in our lab
☑	Testing is completed
🔧	Hardware component falls below minimum system requirements to run this product
✗	Qualification failed due to serious problems
○	No qualification planned OR not applicable
—	Not yet tested.

Professional Graphics Card & Driver Qualifications for Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows							
Graphics Card	Driver	Windows® XP Professional		Windows Vista® Business SP1		Windows® 7	
		Product	Version	SP3 32-bit OS	X64 Edition SP2 64-bit OS	32-bit OS	64-bit OS
NVIDIA®							
Quadro® FX 5800	190.38	👤	👤	👤	👤	—	—
Quadro FX 4800	190.38	👤	👤	👤	👤	—	—
Quadro FX 3800	190.38	✓	✓	✓	✓	—	—
Quadro FX 1800	190.38	✓	✓	✓	✓	—	—
Quadro FX 580	190.38	✓	✓	✓	✓	—	—
Quadro FX 380	190.38	✓	✓	✓	✓	—	—
Quadro FX 4700 X2	190.38	✓	✓	✓	✓	—	—
Quadro FX 3700	190.38	✓	✓	✓	✓	—	—
Quadro FX 1700	190.38	👤	✓	👤	✓	—	—
Quadro FX 570	190.38	✓	✓	✓	✓	—	—
Quadro FX 370	190.38	✓	✓	✓	✓	—	—

Professional Graphics Card & Driver Qualifications for Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows							
Quadro FX 5600	190.38					—	—
Quadro FX 4600	190.38					—	—
Quadro FX 5500	190.38					—	—
Quadro FX 4500 X2	190.38					—	—
Quadro FX 4500	190.38					—	—
Quadro FX 3500	190.38					—	—
Quadro FX 1500	190.38					—	—
ATI™							
FirePro™ V8750	8.634					—	—
FirePro V8700	8.634					—	—
FirePro V7750	8.634					—	—
FirePro V5700	8.634					—	—
FirePro V3750	8.634					—	—
FirePro V3700	8.634					—	—
FireGL™ V7700	8.634					—	—
FireGL V8650	8.634					—	—
FireGL V8600	8.634					—	—
FireGL V7600	8.634					—	—
FireGL V5600	8.634					—	—
FireGL V3600	8.634					—	—

Professional Graphics Cards Caveats & Limitations

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

NVIDIA Professional Graphics Cards Caveats & Limitations					
Autodesk 3ds Max 2010 & Autodesk 3ds Max 2010 Design for Microsoft Windows					
Graphics Card	Driver	OS	Caveat / Limitation	Status	Workaround
Quadro FX x800 series	190.38	Microsoft Windows XP SP2 64-bit	Viewport artefacts may appear within a maximized viewport when Hardware Shading is enabled with Shadows enabled	Issue reported to vendors	There is no workaround found for the moment.
All cards	190.38	All	DirectX fails when detaching/reattaching displays (monitors) in Dualview mode. (Bug # 325359)	This is not an NVIDIA defect, but a limitation in the operating system. DirectX can be restored to both displays by rebooting the system.	—
Quadro FX 1700	190.38	Microsoft Vista SP1, 32-bit	Users may experience a lag upon manipulating objects in the viewport. (Bug # 326666)	Vendor is investigating issue.	—

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

ATI Professional Graphics Cards Caveats & Limitations					
Autodesk 3ds Max 2010 & Autodesk 3ds Max 2010 Design for Microsoft Windows					
Graphics Card	Driver	OS	Caveat / Limitation	Status	Workaround
FireGL Vx600 series FireGL V7700 FirePro Vx700 series	8.634	Microsoft Windows XP SP3, 32-bit and Windows Vista SP1, 32-bit	Users may experience irregular shading effects (non-smooth) with certain photometric light settings (Bug # 326090)	Vendor is investigating issue.	—
FireGL Vx600 series	8.634	All	Using viewport hardware shading can cause graphical artefacts while switching between wireframe and smooth shaded modes. (Bug # 325793)	Vendor is investigating issue.	—
FireGL V7700	8.634	Microsoft Windows XP SP3, 32-bit	Bug #339560 Freeze on translating camera/perspective	Vendor is investigating issue.	
FireGL V7700	8.634	Microsoft Windows XP SP3 32-bit & SP2 64-bit	Maximized viewports may temporarily turn black upon clicking on 3ds Max menus. (Bug # 326377)	Vendor is investigating issue.	Viewport will refresh when swapping in quad view.
FireGL Vx600 series	8.634	Microsoft Windows XP	Bug #339763 3D screen savers may cause display issues when resuming work in active viewport		

Consumer Graphics Cards

The following table provides a list of tested NVIDIA GeForce® and ATI Radeon™ consumer graphics cards and driver versions for Autodesk Maya 2010.

Important: Although Autodesk tested the NVIDIA GeForce and ATI Radeon consumer graphics cards, it is Autodesk, NVIDIA, and AMD policy to only recommend and support the professional NVIDIA Quadro, ATI FirePro, and ATI FireGL graphics family cards. See the [NVIDIA Quadro vs. GeForce GPUs White Paper \[PDF\]](#).

If you have any questions, please contact:

NVIDIA: NVIDIAAutodeskhelp@nvidia.com

AMD/ATI: <http://emailcustomercare.amd.com>

Table Legend

☑	Testing is completed
👁	Testing is completed. Some issues found. Refer to the Consumer Graphics Cards Caveats & Limitations
△	Testing is ongoing OR planned
⊙	No testing is planned
☒	Hardware component falls below minimum system requirements to run this product.
—	Not yet tested

Consumer Graphics Card & Drivers Tested for Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows							
Graphics Card	Driver	Windows® XP Professional		Windows Vista® Business SP1		Windows® 7	
		SP3 32-bit OS	X64 Edition SP2 64-bit OS	32-bit OS	64-bit OS	32-bit OS	64-bit OS
NVIDIA							
GeForce GTX 295	190.38	△	⊙	⊙	☑	—	—
GeForce GTX 285	190.38	☑	⊙	⊙	☑	—	—
GeForce GTS 250	190.38	⊙	☑	⊙	△	—	—
GeForce 9800 GT	190.38	☑	⊙	☑	△	—	—
GeForce 8800 GTS	190.38	☑	⊙	⊙	☑	—	—
GeForce 8800 GT	190.38	△	⊙	☑	⊙	—	—
GeForce 9600 GT	190.38	△	⊙	☑	⊙	—	—
GeForce 8600 GT	190.38	☑	⊙	⊙	☑	—	—
ATI™							

Consumer Graphics Card & Drivers Tested for Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows							
Graphics Card	Driver	Windows® XP Professional		Windows Vista® Business SP1		Windows® 7	
		SP3 32-bit OS	X64 Edition SP2 64-bit OS	32-bit OS	64-bit OS	32-bit OS	64-bit OS
Radeon HD 4870 X2	8.633	△	⊙	⊙	☑	—	—
Radeon HD 4870	8.633	△	⊙	⊙	☑	—	—
Radeon HD 3870	8.633	△	⊙	⊙	△	—	—
Radeon HD 3850	8.633	☑	⊙	⊙	☑	—	—
Radeon HD 4650	8.633	☑	☑	☑	⊙	—	—
Radeon HD 3650	8.633	△	⊙	⊙	☑	—	—
Radeon HD 3470	8.633	☑	⊙	⊙	△	—	—
Radeon HD 2600 XT	8.633	☑	☑	☑	△	—	—
Radeon HD 2600 Pro	8.633	△	⊙	☑	⊙	—	—
Radeon HD 2400 Pro	8.633	☑	⊙	⊙	△	—	—

Consumer Graphics Cards Caveats & Limitations

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

NVIDIA Consumer Graphics Cards Caveats & Limitations					
Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows					
Graphics Card	Driver	OS	Caveat / Limitation	Status	Workaround
GeForce 8600 GT	190.38	Microsoft Windows XP SP3 32-bit	Texture display corruption in the viewport OpenGL mode	—	There is no workaround found for the moment.

Operating System Dependent & Miscellaneous Issues

There are currently no known operating system dependent or miscellaneous issues related to the operating systems supported by the Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows software product releases.

Operating System Dependent & Miscellaneous Issues		
Autodesk 3ds Max 2010 & Autodesk 3ds Max Design 2010 for Microsoft Windows		
Operating System	Caveat / Limitation	Workaround
All	We are aware that some unsupported hardware configurations will demonstrate “choppy” or “stuttering” viewport interaction when orbiting or navigating with some scenes.	viewport-> configure -> view cube -> and select “Show the ViewCube only in Active Window”. You can also change the ViewCube behavior with the “+” menu in the viewport: “+” ViewCube Show For Active View.
All	Bug 326032 The following DX shaders will not work in Windows 32-bit: <ul style="list-style-type: none"> Glow.fx DiffuseBump.fx RTTNormalMap.fx BumpReflect.cgfx Durer.cgfx Goochy.cgfx Metal.cgfx 	There is no workaround.

Send Feedback on this Document

Did you find what you were looking for? Was this document useful to you?

We would like to hear your thoughts on the content and presentation of this document. If you are interested in providing such feedback, please go to the following link: [Survey Link](#)

Please note that we monitor this feedback on a monthly basis. Should you need a faster turnaround time on your question/feedback, please email us at me.3d.qualification@autodesk.com.

© 2009 Autodesk, Inc. All Rights Reserved.

Except as otherwise permitted by Autodesk, Inc., this publication, or parts thereof, may not be reproduced in any form, by any method, for any purpose.

Certain materials included in this publication are reprinted with the permission of the copyright holder.

Trademarks

The following are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and other countries: 3DEC (design/logo), 3December, 3December.com, 3ds Max, Algor, Alias, Alias (swirl design/logo), AliasStudio, Alias|Wavefront (design/logo), ATC, AUGI, AutoCAD, AutoCAD Learning Assistance, AutoCAD LT, AutoCAD Simulator, AutoCAD SQL Extension, AutoCAD SQL Interface, Autodesk, Autodesk Envision, Autodesk Intent, Autodesk Inventor, Autodesk Map, Autodesk MapGuide, Autodesk Streamline, AutoLISP, AutoSnap, AutoSketch, AutoTrack, Backburner, Backdraft, Built with ObjectARX (logo), Burn, Buzzsaw, CAiCE, Civil 3D, Cleaner, Cleaner Central, ClearScale, Colour Warper, Combustion, Communication Specification, Constructware, Content Explorer, Dancing Baby (image), DesignCenter, Design Doctor, Designer's Toolkit, DesignKids, DesignProf, DesignServer, DesignStudio, Design Web Format, Discreet, DWF, DWG, DWG (logo), DWG Extreme, DWG TrueConvert, DWG TrueView, DXF, Ecotect, Exposure, Extending the Design Team, Face Robot, FBX, Fempro, Fire, Flame, Flint, FMDesktop, Freewheel, GDX Driver, Green Building Studio, Heads-up Design, Heidi, HumanIK, IDEA Server, i-drop, ImageModeler, iMOUT, Incinerator, Inferno, Inventor, Inventor LT, Kaydara, Kaydara (design/logo), Kynapse, Kynogon, LandXplorer, Lustre, MatchMover, Maya, Mechanical Desktop, Moldflow, Moonbox, MotionBuilder, Movimento, MPA, MPA (design/logo), Moldflow Plastics Advisers, MPI, Moldflow Plastics Insight, MPX, MPX (design/logo), Moldflow Plastics Xpert, Mudbox, Multi-Master Editing, Navisworks, ObjectARX, ObjectDBX, Open Reality, Opticore, Opticore Opus, Pipeplus, PolarSnap, PortfolioWall, Powered with Autodesk Technology, Productstream, ProjectPoint, ProMaterials, RasterDWG, RealDWG, Real-time Roto, Recognize, Render Queue, Retimer, Reveal, Revit, Showcase, ShowMotion, SketchBook, Smoke, Softimage, Softimage|XSI (design/logo), Sparks, SteeringWheels, Stitcher, Stone, StudioTools, Topobase, Toxik, TrustedDWG, ViewCube, Visual, Visual LISP, Volo, Vtour, Wire, Wiretap, WiretapCentral, XSI, and XSI (design/logo).

Disclaimer

THIS PUBLICATION AND THE INFORMATION CONTAINED HEREIN IS MADE AVAILABLE BY AUTODESK, INC. "AS IS." AUTODESK, INC. DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THESE MATERIALS.