

Frequently Asked Questions

Autodesk® Maya® 2012 software delivers new toolsets for previsualization and games prototyping, extends the simulation feature set, and opens the way for better pipeline integration.

Contents

1. General Product Information	3
1.1 What is Maya 2012?.....	3
1.2 What are the key strengths of Maya?.....	3
1.3 When will Autodesk Maya 2012 be available?	3
1.4 What will be contained in the Maya 2012 (English) boxed software kit?	3
1.5 Will there be an electronic software download for new Maya 2012 commercial software purchases?.....	3
1.6 When will Maya 2012 licenses be available for purchase online at the Autodesk Store (where available)?.....	4
1.7 How long will version upgrades to Maya 2011 be available to purchase?.....	4
1.8 What will be the price for Maya 2012 standalone software?.....	4
1.9 Will there be a trial version of Maya 2012 available?	4
1.10 Will printed documentation included in the package?.....	4
1.11 Will tutorials be included with the Maya 2012 software kit?	4
1.12 Will there be a Maya 2012 Personal Learning Edition (PLE) made available?.....	4
1.13 Will Maya customers be able to cross grade to the Autodesk® Maya Entertainment Creation Suite or Autodesk® Maya Entertainment Creation Suite Premium?.....	4
2. Technology	5
2.1 What operating systems will Maya 2012 support?	5
2.2 Will Autodesk Maya 2012 available as a Universal binary?.....	5
2.3 Will Maya 2012 support older generation Apple PowerPC® computers?.....	5
2.4 Are there any changes to rendering in Maya 2012?.....	5
2.5 Will all versions of mental ray® Standalone software compatible with Maya?	5
2.6 Will the Maya native renderer be installed on all supported Maya 2012 operating systems?	5
2.7 Will the four (4) mental ray Satellite network rendering licenses included as part of the Maya 2012 software be installed on all Maya 2012 supported operating systems?	5
3. Installation, Configuration, and Licensing	6
3.1 Will Maya 2012 have hardware dongle support?.....	6

3.2 Will dongles for Maya 2009 (or certain prior versions) be available for purchase for use with prior versions of Maya after the expected release of Maya 2012?	6
3.3 Can a dongle purchased for use with Maya 2009 (or certain prior versions) be returned for a refund after upgrading to Maya 2012?	6
3.4 What is the Online License Transfer system?	6
3.5 How does the Online Transfer System work?	6
3.6 Will customers be able to get the pre-license through a webkey/prekey file?.....	6
3.7 What will be the licensing method for Maya 2012?	6
3.8 Can I choose not to install either the Maya [®] Composite, Autodesk [®] MatchMover [™] , Autodesk [®] Backburner [™] functionality or mental ray Batch for Maya components?	6
3.9 Can I choose to install the Batch components on a different workstation?	6
3.10 Will Maya 2012 be available for purchase as a Network license?	7
3.11 Will a Maya 2012 network license float across any Maya 2012 supported platform?	7
3.12 Will AdLM licensing work with versions of Maya prior to the 2012 release?.....	7
4. Compatibility and Interoperability	7
4.1 How will Maya 2012 integrate with other Autodesk products?.....	7
4.2 Will Maya 2012 support file data from previous versions of Maya?.....	7
5. Consulting, Training, and Support.....	7
5.1 What will be my options for training?	7
5.2 How will Maya technical support be provided?.....	7
6. Subscription	8
6.1 What is included as part of Autodesk Subscription?.....	8
6.2 What is included as part of Autodesk Subscription with Gold Support?	8
6.3 What will be the price for Maya 2012 Subscription with Gold Support?	8
6.4 If a customer upgrades to Maya 2012 will the customer be considered “current” and will they be able to purchase Subscription?.....	8
6.5 How long after a customer’s Subscription lapses does the customer have to renew without a penalty or additional charges?	8
6.6 When will Maya 2012 be available for electronic software download for Subscription and Subscription with Gold Support customers?.....	8
6.7 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for Maya 2012?	9
6.8 Do active Subscription and Subscription with Gold Support customers automatically receive a physical Maya 2012 kit?.....	9
6.9 In which countries is software download the default method for delivering software upgrades to Subscription customers?	9
6.10 Can I change my product upgrade delivery preference?	10
6.11 What if I want both a download and a boxed shipment?	10
6.12 How will I access Maya Subscription with Gold Support benefits?.....	10
6.13 As a Subscription customer, will I have access to versions of Maya prior to the 2012 release?.....	10

1. General Product Information

1.1 What is Maya 2012?

Maya 2012 is a modeling, animation, rendering, and visual effects software offering film, game, television and design visualization artists an end-to-end creative workflow. Maya 2012 delivers powerful new toolsets for previsualization and games prototyping; offers extended simulation capabilities; and opens the way for better pipeline integration.

1.2 What are the key strengths of Maya?

- **Unbeatable Value:** Maya provides customers with a full featured 3D modeling, animation, effects and rendering feature set in addition to advanced matchmoving capabilities and high dynamic range compositing into a single affordable offering.
- **Proven Solution:** Maya has been a 3D tool of choice for companies producing leading film, games, and television content throughout the world for the last decade.
- **Productivity:** Maya helps maximize productivity with optimized workflows for everyday tasks, opportunities for collaborative, parallel workflows and re-use of assets, and automation through scripting for repetitive tasks.
- **Performance:** Through a combination of multi-threading, algorithmic tuning, sophisticated memory management, and tools for segmenting scenes, Maya is engineered to help elegantly handle today's increasingly complex data sets without slowing down the creative process.
- **Interoperability:** Maya includes the Autodesk® FBX® technology supporting the exchange of 3D data with numerous professional applications, allowing certain assets created outside of Maya to be re-used.
- **Extensibility:** Built from the ground-up with its own embedded scripting language, Maya Embedded Language (MEL), Maya also offers Python® scripting language, and an extensive, well-documented C++ application programming interface (API). In addition, Maya has a software development kit (SDK) to help assist studios with pipeline integration.
- **Platform Choice:** Whether an artist uses Windows®, Mac® OS® X, or Linux® operating systems, Maya runs on these platforms. Also Maya has 64-bit executables for Windows, Mac, and Linux.

1.3 When will Autodesk Maya 2012 be available?

Maya 2012 (English) is expected to ship simultaneously on all supported platforms on or after April 8, 2011. Maya 2012 downloads for Autodesk® Subscription customers are expected to be available on or after April 8, 2011.

1.4 What will be contained in the Maya 2012 (English) boxed software kit?

The Maya 2012 English boxed software kit will contain one (1) DVD with the following components:

- The Maya software for all supported platforms (Windows 32-bit and Windows / Linux / Mac OS X 64-bit)
- Maya® Composite, Autodesk® MatchMover™ and Autodesk® Backburner™ functionality
- mental ray® renderer for Maya Satellite
- mental ray for Maya Batch

1.5 Will there be an electronic software download for new Maya 2012 commercial software purchases?

Yes. There will be an electronic software download of Maya 2012 available for new sales (on e-store only).

<http://www.autodesk.com/maya>

1.6 When will Maya 2012 licenses be available for purchase online at the Autodesk Store (where available)?

Maya 2012 licenses are expected to be available for purchase online at the Autodesk Store (where available) on or after April 8, 2011.

Note: Software purchase and download on the Autodesk Store is for US and Canada customers only and prices are listed at US\$ SRP.

1.7 How long will version upgrades to Maya 2011 be available to purchase?

Version upgrades to Maya 2011 will be available until April 30, 2011. After this date, upgrades to Maya 2011 will no longer be available.

1.8 What will be the price for Maya 2012 standalone software?

The price is US \$3,495.00 SRP*.

** International pricing may vary.*

1.9 Will there be a trial version of Maya 2012 available?

Yes, you may download the Maya 2012 30-day trial* software on or after April 8, 2011 from <http://www.autodesk.com/maya-trial>.

The 30-day trial is a fully functional version of Maya 3D character animation software that provides free access to Maya for non-commercial use.

Note: The Maya 2012 30-day trial software is only available for the Windows 32 and 64-bit and Mac OS X 64-bit operating systems

**This product is subject to the terms and conditions of the end-user license and services agreement that accompanies this software.*

1.10 Will printed documentation included in the package?

No. With Maya 2012, web based documentation is provided as the default delivery method.

1.11 Will tutorials be included with the Maya 2012 software kit?

Yes, tutorials will be included in the Maya 2012 commercial and upgrade kits.

1.12 Will there be a Maya 2012 Personal Learning Edition (PLE) made available?

As of this time, there are no plans to release new versions of the Maya PLE. If you need to evaluate the Maya software please use the Maya 2012 30-day trial.

1.13 Will Maya customers be able to cross grade to the Autodesk® Maya Entertainment Creation Suite or Autodesk® Maya Entertainment Creation Suite Premium?

Yes. Maya 2012 customers or Maya customers with licenses of any of the three versions prior to Maya 2012, will be able to purchase a cross grade to either Suite. Please consult your local reseller or Autodesk sales representative for details.

2. Technology

2.1 What operating systems will Maya 2012 support?

The **32-bit** version of Maya 2012 software will support the following operating systems:

- Microsoft® Windows® 7 Professional operating system
- Microsoft® Windows Vista® Business operating system (SP2)
- Microsoft® Windows® XP Professional operating system (SP3)

The **64-bit** version of Maya 2012 software will support the following operating systems:

- Microsoft® Windows 7 Professional operating system
- Microsoft Windows Vista Business x64 (SP2)
- Microsoft Windows XP x64 Edition (SP3)
- Apple Mac OS X 10.6.5 operating system
- Red Hat® Enterprise Linux® 5.5 WS operating system
- Fedora™ 14 operating system

Note: Maya 2012 is expected to be capable of running on other configurations such as boutique distributions of Linux. However, enumerating systems that are not tested and cannot be supported or that fall below the requirements for a productive user experience is beyond the scope of the [online certification charts](#).

Autodesk is not responsible for errors or failures of Autodesk software arising from the installation of updates, extensions or new releases issued by third party hardware or software vendors for the certified software or hardware identified in this document (or for any other third party software or hardware that you may use in connection with Autodesk products).

2.2 Will Autodesk Maya 2012 available as a Universal binary?

No. Maya 2012 will operate natively on Intel® processor-based Macintosh® computers only.

2.3 Will Maya 2012 support older generation Apple PowerPC® computers?

No. Maya 2012 will only support Intel based Macintosh computers.

2.4 Are there any changes to rendering in Maya 2012?

Yes. Maya 2012 will use the latest mental ray 3.9 renderer core library.

2.5 Will all versions of mental ray Standalone software be compatible with Maya?

No. Only mental ray Standalone 2012 will be compatible with Maya 2012. Please refer to the online compatibility table or contact your local Autodesk Channel Manager for more information.

2.6 Will the Maya native renderer be installed on all supported Maya 2012 operating systems?

Yes. The Maya 2012 native renderer will be able to be installed on Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

2.7 Will the four (4) mental ray Satellite network rendering licenses included as part of the Maya 2012 software be installed on all Maya 2012 supported operating systems?

Yes. The four (4) mental ray Satellite network rendering licenses will be able to be installed on Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

3. Installation, Configuration, and Licensing

3.1 Will Maya 2012 have hardware dongle support?

No, the Autodesk Online License Transfer system replaces the need for dongles.

3.2 Will dongles for Maya 2009 (or certain prior versions) be available for purchase for use with prior versions of Maya after the expected release of Maya 2012?

Customers can no longer purchase dongles. If you need to move your license to another workstation you will need to upgrade to a Maya 2012 standalone license and use the Online License Transfer system.

3.3 Can a dongle purchased for use with Maya 2009 (or certain prior versions) be returned for a refund after upgrading to Maya 2012?

No. You will need your dongles to use Maya 2009 if you have prior version usage rights.

3.4 What is the Online License Transfer system?

Online License Transfer provides a flexible and convenient web-based mechanism for customers with Standalone licenses to transfer their licenses to different machines without using a dongle. This basic functionality is available without additional charge and there is no limit on the number of transfers.

3.5 How does the Online License Transfer system work?

You log on to the Online License Transfer system using a web interface where you can then deactivate your software license on your current computer before re-activating it on a different one.

3.6 Will customers be able to get the pre-license through a webkey/prekey file?

No. This functionality is not available with Maya 2012 because it uses the previous license security system. Customers can still find these files on the Support site for Maya 2009 and certain prior versions.

3.7 What will be the licensing method for Maya 2012?

Maya 2012 licenses will use the Autodesk License Manager (AdLM).

Note: Only one license is required and used for all Maya 2012 components: the Maya 3D animation software, Maya Composite, Autodesk® MatchMover™ functionality, and mental ray Batch for Maya. Backburner does not require a license to operate.

3.8 Can I choose not to install either the Maya Composite, MatchMover, Backburner or Batch components?

Yes. When installing Maya 2012, customers will be able to select which Maya components they wish to install. Uninstalled components will be able to be installed at a later date.

3.9 Can I choose to install the Batch components on a different workstation?

Yes. Customers will be able to install the mental ray for Maya Batch nodes on any supported Maya configuration and operating system.

Note: mental ray for Maya Batch will only be available with a network license.

3.10 Will Maya 2012 be available for purchase as a Network license?

Yes. Please note that while network licenses can be used on any supported workstation configuration on the network (Windows, Mac OS X, and Linux operating systems), the Maya 2012, Maya Composite and MatchMover components will share the same license and will not be able to be used concurrently on different workstations.

3.11 Will a Maya 2012 network license float across any Maya 2012 supported platform?

Yes. Maya 2012 network licenses will float across Windows 32 and 64-bit and Mac OS X and Linux 64-bit platforms.

3.12 Will AdLM licensing work with versions of Maya prior to the 2012 release?

The Autodesk License Manager (AdLM) can only be used with Maya 2010, Maya 2011 and Maya 2012. Customers on Autodesk® Subscription or Autodesk Subscription with Gold Support who are entitled to use certain previous versions in conjunction with Maya 2012 will have to use a separate license file. Previous version licensing of Maya can be done through the Subscription Center or eligible customers can use their existing license file to unlock previous versions.

4. Compatibility and Interoperability

4.1 How will Maya 2012 integrate with other Autodesk products?

The FBX 2012 software file interchange format allows users to more easily transfer assets to and from Autodesk® 3ds Max® 2012 software, Autodesk® Softimage® 2012 software, Autodesk® MotionBuilder® 2012 software and Autodesk® Mudbox™ 2012 software as well as other content creation packages that support FBX, making Maya a complementary package that enhances new or existing production pipelines.

4.2 Will Maya 2012 support file data from previous versions of Maya?

Yes. Maya 2012 will access .ma and .mb data from Maya 3 through Maya 2012.

5. Consulting, Training, and Support

5.1 What will be my options for training?

There will be a number of helpful Maya training resources available for download from <http://www.autodesk.com/maya-learningpath>.

5.2 How will Maya technical support be provided?

All new license purchases of Maya 2012 software will receive 30 days complimentary Up & Ready Support from the date of registration, which will cover installation and licensing issues only.

Customers with Autodesk Subscription with Gold Support for Maya are entitled to additional 24x5 technical product support based on the operating hours of Autodesk's various support centers.

Note: Support in languages other than English is provided where available but is not guaranteed.

6. Subscription

6.1 What is included as part of Autodesk Subscription?

Autodesk Subscription provides customers with access to the latest release made available during the term of their contract, this includes major releases and Autodesk Subscription Advantage Packs (previously known as product extensions), learning resources, and the entitlement to use certain previous versions of Maya.

Note: Customers must have all their Maya seats (whether standalone or network licenses) on Autodesk Subscription or Autodesk Subscription with Gold Support otherwise, Autodesk Subscription and Autodesk Subscription with Gold Support is not available for any seat.

6.2 What is included as part of Autodesk Subscription with Gold Support?

Autodesk Subscription with Gold Support includes everything that Autodesk Subscription offers plus:

- Telephone support
- Application Programming Interface (API) developer support with scripting support

6.3 What will be the price for Maya 2012 Subscription with Gold Support?

The price is US \$895 SRP*

** International pricing may vary*

6.4 If a customer upgrades to Maya 2012 will the customer be considered “current” and will they be able to purchase Subscription?

Yes. Customers who purchase an upgrade to Maya 2012 will be considered “current” and will be able to purchase Autodesk Subscription. Autodesk standard policy requires Subscription to be purchased at the same time as the license is purchased. If the Subscription and license purchase do not occur together, the following rules apply:

- Subscription can be late attached for up to one (1) year after the date of purchase for the current products only. Subscription will be back dated to the license purchase date. There is a late fee for late attaching Subscription to current product more than 30-days after purchase.

6.5 How long after a customer’s Subscription lapses does the customer have to renew without a penalty or additional charges?

Customers can renew their Autodesk Subscription contract up to thirty (30) days past the contract expiration date without penalty or additional charges.

Note: Contracts that are expired between 31 to 364 days are eligible for late renewal processing subject to the following criteria

- *Customer must pay the Autodesk Subscription Renewal fee and Late Renewal Processing fee for every seat of Maya licensed by the customer. Please refer to price list posted on the Partner Portal.*

Note: Contracts that have expired 365+ days are not eligible for renewal.

6.6 When will Maya 2012 be available for electronic software download for Subscription and Subscription with Gold Support customers?

Maya 2012 software is expected to be available to Autodesk Subscription and Autodesk Subscription with Gold Support customers for electronic download from the online Subscription Center on or after April 8, 2011.

6.7 As an Autodesk Subscription with Gold Support customer, how will I be notified of the download for Maya 2012?

Autodesk will send an email containing a link to a software download page to all Subscription contract managers and software coordinators with active Autodesk Subscription or Autodesk Subscription with Gold Support contracts on the date the product ships. Customers will need to use their Subscription Center login credentials to access this page and download their product entitlements.

Note: The Maya 2012 documentation will be available for download.

6.8 Do active Subscription and Subscription with Gold Support customers automatically receive a physical Maya 2012 kit?

Software download will be the default method of delivering software upgrades to the majority of Autodesk Subscription customers. Autodesk Subscription customers in countries where software download is set as the default upgrade delivery method will be notified that the software upgrade is available to download. They will not automatically receive a software kit. If they prefer to have a DVD, they can submit a request in Subscription Center and Autodesk will ship them a software kit at no additional cost.

Note: Maya 2012 software kits are expected to be shipped on or after April 8, 2011.

6.9 In which countries is software download the default method for delivering software upgrades to Subscription customers?

Software download will be the default method of delivering software upgrades to Autodesk Subscription customers in the 37 countries listed below. Autodesk Subscription customers in these countries will not automatically receive a boxed shipment.

Americas	Europe, Middle East, and Africa	Asia Pacific
Argentina	Austria	Australia
Bahamas	France	Hong Kong
Bolivia	Germany	Korea, Republic of
Brazil	Ireland	Macau
Canada	Italy	Malaysia
Chile	Liechtenstein	New Zealand
Colombia	Portugal	Singapore
Costa Rica	Spain	Taiwan
Dominican Republic	Switzerland	
Ecuador	United Kingdom	
Guatemala		
Jamaica		
Mexico		
Paraguay		
Peru		
Puerto Rico		
United States		
Uruguay		
Venezuela		

6.10 Can I change my product upgrade delivery preference?

Yes. If you are a Software Coordinator in a participating country and you prefer to receive a boxed shipment, you can change the delivery preference in your Subscription Center profile from “download” to “box.”

Likewise, if you are a Software Coordinator in one of the nonparticipating countries (excluding China, India, Japan and Russia) and you prefer to download your software upgrade, you can change the delivery preference in your Subscription Center profile from “box” to “download.”

You can change your delivery preference at any time; however, the changes you make will not be applied to upgrade orders that have already been fulfilled or upgrade orders that are scheduled to be processed within the next seven business days.

If you want to change your delivery preference, you should do so immediately to ensure all future software releases to which you are entitled will be delivered according to your preference.

Subscription customers who change their preference after their upgrade order has already been fulfilled, can request a box at any time by submitting a Boxed Shipment Request form in Subscription Center.

6.11 What if I want both a download and a boxed shipment?

If you are the Software Coordinator and you want both a download and a boxed shipment, you can change the delivery preference in your Subscription Center profile to “box.” This will ensure that a boxed shipment is automatically sent as soon as it is available. Or, you can keep your delivery preference set to “download” and request a one-time boxed shipment by submitting a Boxed Shipment Request form in Subscription Center.

6.12 How will I access Maya Subscription with Gold Support benefits?

To begin accessing your Subscription with Gold Support services, simply login to the Subscription Center at <http://www.autodesk.com/subscriptionlogin>.

6.13 As a Subscription customer, will I have access to versions of Maya prior to the 2012 release?

Yes. Prior version usage rights for the Maya software will only be available for Subscription and Subscription with Gold Support customers.

For complete information on Maya 2012, please refer to the product page located at <http://www.autodesk.com/maya>.

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