



Autodesk® Mudbox™ 2010 Frequently Asked Questions

Introduction to Autodesk Mudbox

Q: What is Autodesk Mudbox?

A: Designed by professional artists in the film, games and design industries, Autodesk® Mudbox™ 2010 software gives 3D modelers and texture artists the freedom to create without worrying about the technical details. A premier digital sculpting and texture painting solution, Mudbox 2010 combines a highly intuitive user interface with a powerful creative toolset for creating ultra-detailed 3D models. Breaking the mold of traditional 3D modeling applications, Mudbox 2010 provides an organic brush-based 3D modeling experience that ignites the creative process.

Q: What are the target markets for Mudbox?

A: Mudbox is primarily targeted at 3D artists in the film, games and television industries. It can also be used by artists who work with traditional media, amateur enthusiasts, or 2D graphic designers and illustrators looking to add 3D to their workflow. Its familiar user interface and ability to easily manipulate high-poly count meshes, makes Mudbox an ideal tool for quickly retouching or painting 3D models.

Q: Can artists and designers try the latest version of the software?

A: Yes. Artists or designers wishing to learn and experiment with Autodesk Mudbox 2010 may download a free* 30-day trial from the Autodesk website at www.autodesk.com/mudbox-trial.

This trial is available for Windows® (32-bit and 64-bit) and Mac OS® operating systems.

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

About Mudbox 2010

Q: What is new in Autodesk Mudbox 2010?

A: Mudbox 2010 makes it easier than ever for artists to use Mudbox alongside professional creative tools such as Adobe® Photoshop®, Autodesk® Maya®, Autodesk® 3ds Max® and Autodesk® Softimage® software. Mudbox 2010 now features a Software Development Kit (SDK) enabling production teams to customize and integrate Mudbox into pipelines. A host of new creative tools and workflows enhance the powerful Mudbox digital sculpting and painting toolset:

- **Interoperability with Adobe Photoshop** – New workflows make using Mudbox in conjunction with Photoshop easier than ever. Mudbox 2010 can import PSD files to use as paint layers, as well as export paint layers as PSD files for touch up.
- **Simpler interoperability with Maya, 3ds Max and Softimage** –Mudbox adds support for Autodesk® FBX® file transfer technology, which allows artists to import and export scene data containing more information than the usual OBJ file format. Important data can be retained, including painted texture maps, cameras and image planes. This results in higher fidelity transfers; saving artists time.
- **Software Development Kit (SDK)** – Mudbox 2010 introduces a C++ SDK so production teams can customize and integrate Mudbox into pipelines.
- **New Creative Tools and Workflows** – Mudbox 2010 also includes new brushes (dry brush, clone brush); paint layer undo, support for re-ordering of paint layers, and support for rendering images directly from the viewport.

Visit www.autodesk.com/mudbox for a detailed list of features.



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Q: When will Autodesk Mudbox 2010 be available?

A: Autodesk expects that Mudbox 2010 will ship in August 2009. Upgrade downloads for Autodesk[®] Subscription customers are intended to be available on August 10, 2009. The software is expected to ship simultaneously on all supported platforms: Windows 32-bit and 64-bit, Mac OS.

Q: What operating systems are supported for Autodesk Mudbox 2010?

A: Mudbox 2010 is supported on the 32- and 64-bit versions of Microsoft[®] Windows[®] XP Professional and Microsoft Windows Vista[®] operating systems. The software is now also supported on Apple[®] Mac OS[®] X 10.5.7 operating system or higher. For further details, please refer to the qualification charts at: www.autodesk.com/mudbox-hardware.

Q: Is Mudbox 2010 available in languages other than English?

A: Mudbox is only available in English.

Pricing and Services

Q: How can I purchase a license of Autodesk Mudbox?

A: Mudbox 2010 will ship as a standalone license, and upgrades as well as Autodesk Subscription, can be purchased through software resellers near you. To locate a reseller, visit www.autodesk.com/reseller.

Autodesk Mudbox 2010 standalone licenses and upgrades can also be purchased at the Autodesk online store: <https://autodesk.plimus.com/buymb2009.html>.

In addition, Autodesk Mudbox 2009 can be purchased on Amazon.com (U.S. only).

Q: Does the Mudbox box include both the Windows and Mac version?

A: Yes, the box includes the 32-bit, 64-bit and the Mac version. The license cannot be used simultaneously on several machines.

Q: What is the price of Autodesk Mudbox 2010?

A: Autodesk suggested retail pricing for Mudbox 2010 is \$750 USD**.

Q: What is the price to upgrade from Mudbox 2009 to Mudbox 2010?

A: The upgrade price for Mudbox 2009 is \$375 USD**.

Q: What is the upgrade pricing for Mudbox Pro 1.0 to Mudbox 2010?

A: The upgrade price for Mudbox Pro 1.0 is \$375 USD**.

There is no upgrade from Mudbox Basic 1.0 to Mudbox 2010.

Q: What services are offered for Mudbox 2010?

A: Mudbox users can purchase Autodesk[®] Subscription through their reseller and receive benefits such as upgrades and web-based support. For more information, visit www.autodesk.com/subscription.

Autodesk Mudbox 2010 also offers flexible network licensing through Autodesk Resellers. To locate a reseller, visit www.autodesk.com/reseller.



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Resources, support and training

Q: How will Mudbox support be provided?

A: New purchases of Mudbox software licenses will receive 30 days complimentary Up & Ready Support from the date of registration, which covers installation, licensing, and hardware issues only.

Q: Is a manual included in the package?

A: No, printed documentation is not shipped with Mudbox. The Installation and Licensing guides are provided in electronic form (PDF) on the installation DVD or electronic download page. Mudbox accesses the user documentation directly from the Autodesk Web site at: <http://www.autodesk.com/mudbox-docs-v2010>.

For users without reliable internet access, a version of the user documentation can be downloaded for offline use at: <http://www.autodesk.com/mudbox-docs>. Instructions for installation of the user documentation are available on this Web page.

Q: Where can I learn how to use Mudbox 2010?

A: You can consult our online learning resources, which include online user guides that explain virtually every aspect of the software, as well as learning movies: www.autodesk.com/mudbox-training

Independent Mudbox artists and publishing houses have also developed their own learning material for Mudbox:

- *Mudbox: A Practical Guide*, by Wayne Robson, available on [Amazon.com](http://www.amazon.com)
- *Introduction to Mudbox and Introduction to Mudbox 2009*, by Digital Tutors: <http://www.digitaltutors.com>

Q: Is there a user forum for Mudbox?

A: Yes, you can exchange ideas with other users and get tips from peers at the AREA's Mudbox Discussion Group: <http://www.the-area.com/forum/autodesk-mudbox/>.

Q: Where can I see examples of models created with Mudbox?

A: You can see how Mudbox has been used by artists worldwide by visiting our galleries: www.autodesk.com/mudbox-gallery and <http://www.the-area.com/showcase/images/>

Subscription

Q: How will Autodesk Subscription customers be notified of the download for Mudbox 2010?

A: Subscription Contract Managers and Software Coordinators will be sent an email containing a link to a download page. Customers must login using their Subscription Center login credentials to access this page. From there they may download their product entitlements.

Q: Will Subscription customers also receive a physical shipment of Mudbox 2010?

A: Yes, Autodesk Subscription software coordinators will also be sent a physical shipment of Mudbox 2010. The box includes the 32-bit, 64-bit and Mac version.



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License relocation

Q: I have purchased an Autodesk Mudbox 2010 software license for Windows operating system. Can I relocate it to my Mac OS X computer?

A: If you purchased Autodesk Mudbox 2010 license for Windows and would prefer to run the Mudbox license on Mac OS X, you can download and install Mudbox 2010 for Mac OS X and relocate your existing license, free of charge. To do this you need to have an Autodesk serial number of the format xxx-xxxxxxx (for example 123-12345678).

Here are the steps:

- Uninstall Mudbox 2010 from your Windows computer.
- [Install Mudbox 2010](#) on your [Mac OS X computer](#).
- The first time you launch Mudbox 2010, the Product Configuration window appears.
- In the Product Configuration window, select the option, "I have a serial number that I need to activate."
- Click "Next" and enter your serial number.
- Follow the instructions to obtain your license and activate your product.

If you are unable to license and activate Mudbox 2010 using these steps, please go to the [Autodesk Registration and Activation](#) website.

Q: I have purchased a license of the 32-bit Windows version of Mudbox 2010. Can I switch to the 64-bit Windows version?

A: If you purchased a license of the 32-bit Windows version of Mudbox 2009 and would prefer to use the 64-bit Windows version, you can download and install the 64-bit version and relocate your existing license to your 64-bit Windows machine, free of charge. To do this you need to have an Autodesk serial number of the format xxx-xxxxxxx (for example 123-12345678).

Here are the steps:

- Uninstall the 32-bit version of Mudbox 2010.
- [Install the 64-bit version of Mudbox 2010](#).
- The first time you launch Mudbox 2010, the Product Configuration window appears.
- In the Product Configuration window, user will be asked to "Please specify your license information" which includes serial number, product key. .
- Follow the instructions to obtain your license and activate your product.

If you are unable to license and activate Mudbox 2010 using these steps, please go to the [Autodesk Registration and Activation](#) website.

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**International pricing may vary.

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