

3DS MAX COMMON FAQs

This answers the most common questions from customers. This list should provide an easy resource for you to point customers to when they require basic assistance.

Q: *What **Hardware** is 3ds Max tested on?*

A: [This Link](#) provides you with a list of hardware that Autodesk has tested (Qualified) 3ds Max on. The vendors currently tested are NVIDIA, ATI/AMD, HP, Dell, Apple, Lenovo, Boxx, Wacom and Fujitsu.

Q: *I'm thinking of buying a new **Graphics Cards**, what do you recommend?*

A: [This Link](#) provides an overview of the 3ds Max versions and 'qualified' graphics cards. For specifically 3ds Max/Design 2011, please [follow this link](#).

Q: *I would like to run **3ds Max** on an **Apple Mac**, what choices do I have?*

A: Autodesk currently provides support for 3ds Max/Design on a Mac when used in conjunction with Parallels Desktop or via BootCamp. To learn more about Parallels Desktop, [click here](#). You can view a full list of Mac supported/compatible products from Autodesk [here](#).

Q: *Where can I download the **latest service packs/hotfixes**?*

A: Click on your version of [3ds Max](#) or [3ds Max Design](#) and navigate to the relevant downloads section. From here select your version number from the list.

Q: *I have an idea for a **new feature**, where can I send it?*

A: You can submit ideas for new features via this [weblink](#).

Q: *I may have found a **defect**. Where do I log it?*

A: You can [log a potential defect here](#). Please provide as much information as possible, including your hardware setup. This link is for logging defects only, and does not provide support assistance. Support requests should go via the Subscription Portal or via your reseller/channel partner.

Q: I want to **change my viewport type** from OpenGL/DirectX/Software mode when 'Max' starts.

A: The easiest way is to do this is with Windows Commandline. The process is simple, and only involves adding "-h" to the shortcut. Run command prompt from windows start (cmd) and change the folder to match your installed 3ds Max location. From here you add the exe icon name with the -h. This should read "3dsmax.exe -h" Whilst 3ds Max is now loading it will ask you which mode you wish to use. To help clarify the below image is what the commandline should look like. (Click to enlarge.)

```
C:\>cd c:\program files\autodesk\3ds max design 2011\  
c:\Program Files\Autodesk\3ds Max Design 2011>3dsmax.exe -h
```

There are various reasons for wanting to do this, but the most common is to see if a new graphics card driver you have installed is causing any local issues whilst using the software. This often helps to narrow down the problem.

Q: Is there a database of **common problems** and workarounds?

A: For 3ds Max, [click here](#), and for 3ds Max Design, [click here](#).

Q: What are the **recommended system specs** for 3ds Max/Design?

A: Please [click here](#) to view the updated recommendations. Note there are two different levels of use specified.

Q: I want to do **Stereoscopic Images/animations** in 3ds Max/Design.

A: There are various free scripts available to you, but in my opinion the most efficient workflow and robust of these [can be found here by Louis Marcoux](#). Louis has a wealth of experience in this subject and I strongly recommend you view the video tutorial he has made. You won't find better.

Q: I'm **installing** 3ds Max/Design for the **first time** and require help.

A: You are entitled to what is known as "Up and Ready" support. This lasts for 30 days from the date of registration. You can find out more [here](#).

Q: Can you **recommend** any good **books**?

A: I've added a list of books that I've used over the years. [Have a look here](#).

Q: I would like to start developing **plugins**. Can Autodesk help?

A: At Autodesk we have a program called ADN or Autodesk Developer Network. This is specifically designed to help third parties create plugins to work with our software. You can find out more about this program by [clicking here](#). To read more about the different service levels, [read this link](#).

Q: I would like to use my **companies license at home**?

A: If you're on the Autodesk Subscription program, you can take advantage of 'Home Use'. The Home Use benefit allows you to request a standalone license to use at home. You can access this via logging into the subscription centre and navigating to 'Contract Administration' and selecting 'Request Home License.' From here follow the onscreen commands.

[Log into your Subscription account here](#). (login and password required.)

Q: Where can I find a library of **scripts** to speed up my workflows?

A: There are a number of good resources for MAXScript, three worth mentioning are [Scriptspot](#), [LoneRobot](#) and [Maxplugins.de](#). These all have a wealth of free scripts to enhance your workflows, and I would recommend spending some time exploring the many scripts available. There are many good 'scripters' out there. However the undisputed guru is "[Bobo](#)." Anything by him is rock solid, and I would recommend any tutorials or DVD training by him.

Q: How do I **locate a local reseller** of 3ds Max/Design?

A: Follow [this link](#) to search for the relevant 3ds Max product, and the country you live in.

FAQ compiled by Jamie Gwilliam, 3D application Specialist, Northern Europe, EMEA
Autodesk Media & Entertainment.

Packaged in current format by Matti Ööpik, Technical Sales
Future CAD

