

Questions and answers

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Quick Facts

- Autodesk® Softimage® 2015 will be the last release of the software
- Autodesk Softimage 2015 is expected to ship on April 14, 2014.
- Autodesk will provide Softimage customers on Autodesk® Subscription with support services until April 30, 2016.
- Autodesk will provide all Softimage customers with any Hot Fixes or Service Packs issued until April 30, 2016.
- Customers will still be able to transfer their licenses to a new machine, if required, after that date.
- All Softimage licenses will still continue to work after April 30, 2016.
- Autodesk will provide Softimage Subscription customers with the option to migrate to a transition offering that includes either Autodesk® 3ds Max® or Autodesk® Maya® software at no additional cost.
- Customers that migrate to a transition offering will still be able to continue to use their Softimage license for the length of the transition period.
- After April 30, 2016 customers who have transitioned to 3ds Max or Maya will still be able to access Softimage through the Subscription center in the same way that they can access prior versions today.
- Autodesk Entertainment Creation Suite (ECS) Premium will be discontinued and customers will receive Autodesk ECS Ultimate, free of charge.

1. What is happening to Softimage?

Autodesk Softimage 2015 will be the last version release of the software. As of March 28, 2014, customers will no longer be able to purchase new standalone licenses. For Softimage customers who are currently on Autodesk Subscription, there will be options to migrate to transition offerings that include either Autodesk Maya or Autodesk 3ds Max for no additional cost. ([See question 5 for details](#)).

2. How long will Autodesk provide support services for Softimage?

Autodesk plans to provide support and maintenance services to Softimage customers with active Autodesk Subscription contracts until April 30, 2016 or until the end of their contract in cases where an existing contract has a later expiry date. Customers renewing Subscription contracts will be able to continue to do so until April 30, 2016. Where necessary, contracts after March 28, 2014 will be prorated to end on April 30, 2016.

3. What about Service Packs?

Ongoing maintenance development (Hot Fixes and Service Packs) will continue for all customers (Subscription and non-Subscription) for a two-year support period (until April 30, 2016). All customers will be entitled to any Hot Fixes or Service Packs released for their version of software. However, an Autodesk Subscription contract will be required to access any additional customer support services.

4. Why is Autodesk discontinuing new releases of Softimage?

This decision is necessary for Autodesk to keep pace with the industry's rapid rate of change and to better serve our customers during this highly turbulent transitional period for both visual effects and games. We need to innovate faster while balancing our investment in the development of features and functionality needed to support new and existing customer workflows. We did not make this decision lightly. Many factors were taken into consideration during the decision making process, including the impact on the Softimage user base. Although the decision is a difficult one, we do believe that by doing this we can better serve the needs of the industry as a whole and provide customers with better product choices.

5. I am on Subscription. Is there a migration path for me?

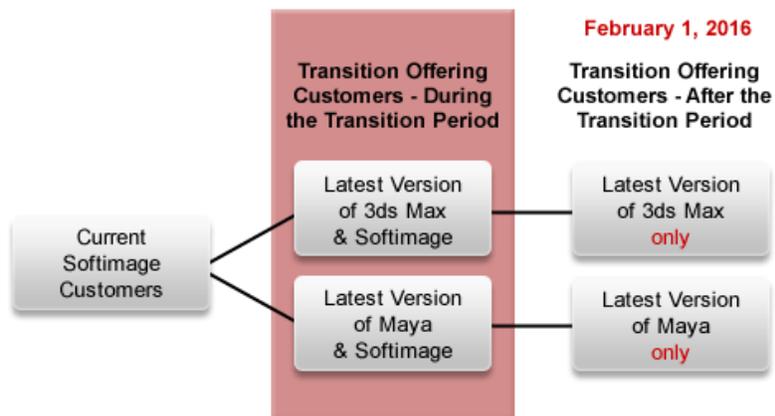
Yes, if you have an active Softimage Subscription contract you will be able to migrate to the latest release of either Maya or 3ds Max, at no additional cost. In order for you to continue to use Softimage while you transition we have created two special offerings which will be available to you for a limited time only (the transition period*):

- *Maya with Softimage*: includes Autodesk Maya 2015 and Autodesk Softimage 2015
- *3ds Max with Softimage*: includes Autodesk 3ds Max 2015 and Autodesk Softimage 2015

This way, you can still use your license of Softimage for production work while learning either Maya or 3ds Max.

*The transition period is expected to last until February 1, 2016, approximately 2 years. (Autodesk reserves the right to change this date at any point in time and without notice)

Please note that these offers will terminate at the end of the transition period and you will be transitioned to the latest release of either 3ds Max or Maya depending on your initial choice. We will no longer ship Softimage with these products. If you need to use Softimage after February 1, 2016 you will be able to access it through the Subscription center in the same way that Subscription customers can access prior versions today.



6. Do I have to migrate?

There is no requirement to migrate. Softimage customers who are on Softimage 2015 or earlier versions (with or without Subscription) can choose to remain on their last version of Softimage. Your licenses will continue to work indefinitely after April 30, 2016. If you need to transition your license to a new machine you will be able to do so via our support services but please be aware that we will not be testing or certifying any new hardware configurations or operating system updates after April 30, 2016. However, if you are on Subscription, you can still transition to either *Maya with Softimage* or *3ds Max with Softimage* and keep using Softimage 2015 and earlier versions while learning either Maya or 3ds Max respectively.

7. Can I purchase new seats of Softimage?

As of March 28, 2014 only existing Softimage customers will be able to purchase new or additional seats of Softimage by purchasing either the *Maya with Softimage* or *3ds Max with Softimage* transition offerings. These transition offerings will be available for purchase at the cost of \$3,675 US SRP* for the duration of the transition period (approximately two years ([see question 5](#))). These transition offerings will also be available as rental plans for purchase at the cost of \$575 US SRP quarterly, or \$1,840 US SRP annually. After the two year transition period customers will no longer be able to purchase or rent new Softimage licenses from Autodesk.

8. Can customers who did not previously own Softimage purchase these bundles?

No. The *Maya with Softimage* and *3ds Max with Softimage* licenses are not available to customers who do not currently own Softimage licenses.

9. I did not renew my Subscription. Can I transition to Maya or 3ds Max?

If you have purchased a new license or upgraded your Softimage within the last 365 days you can late-attach Subscription by paying the Late Renewal fee. Once you are current and on Subscription you will have access to the transition offerings previously described in [question 5](#).

10. I am on an older version and wish to transition to Maya or 3ds Max. Can I?

To be eligible to transition to either *3ds Max with Softimage* or *Maya with Softimage* you will need to upgrade your software to the latest version of Softimage using standard Autodesk upgrade paths. Versions older than 6 versions back are typically not eligible for upgrades and other limitations may apply. Once you have upgraded to the latest version, you must also purchase a Subscription contract to gain access to the transition offerings described in [question 5](#).

Please note that after February 1, 2015, Autodesk will no longer offer software upgrades for purchase for all of its software products.

11. I recently purchased Softimage software/Subscription. Can I get a full refund?

Standard Autodesk refund policies apply. Contact your reseller or, if purchased on-line, refer to the following guidelines: [Return and Cancellations](#).

12. Who can I talk to if I have questions about this program?

If you have questions about this program please contact your [Autodesk Reseller](#) or local Autodesk Representative.

13. What changes are you making to the Autodesk Entertainment Creation Suites?

As of March 28, 2014, Autodesk will make the following changes to its FY15 Entertainment Creation Suites (ECS) portfolio:

- Autodesk Maya ECS Standard – NO CHANGE
- Autodesk 3ds Max ECS Standard – NO CHANGE
- Autodesk Softimage ECS Standard (available in Japan-only) – 2015 will be the last version release.
- Autodesk 3ds Max ECS Premium – will be replaced by Autodesk ECS Ultimate.
- Autodesk Maya ECS Premium – will be replaced by Autodesk ECS Ultimate.
- Autodesk ECS Ultimate - will be reduced in price.

14. What is happening to Entertainment Creation Suite Premium customers?

Autodesk Maya Entertainment Creation Suite Premium 2014 and Autodesk 3ds Max Entertainment Creation Suite Premium 2014 will be the last releases of the Premium suites. All Premium suite customers on Subscription will be automatically fulfilled with Autodesk Entertainment Creation Suite Ultimate 2015. If you are not on Subscription you may be able to upgrade.

15. Will customers have to pay more when they are automatically fulfilled with the Ultimate Suite?

We will be re-pricing the Ultimate Suite (for both new licenses and for Subscription) to be at similar prices to the previous Premium Suite. See the question below for details on new Ultimate Suite pricing.

16. What is happening with the Entertainment Creation Suite Ultimate offering?

Autodesk Entertainment Creation Suite Ultimate will remain with the same product composition for two years: Softimage 2015 and whatever the latest versions of 3ds Max, Maya, MotionBuilder and Mudbox may be during that time period. The Ultimate Suite will also be re-priced to match the previous price of the Premium Suite at \$6,825 US SRP*. Ultimate Suite Subscription prices will also be reduced to be close to the price of the previous Premium Suite Subscription with Advanced Support offering at \$1,090 US SRP* (a \$75 difference). After two years, Softimage will be removed from the suite. You will still be able to access Softimage after April 30, 2016 as part of your Subscription benefit.

17. What is happening with the Softimage Entertainment Creation Suite (Japan only) offering?

Autodesk Softimage Entertainment Creation Suite customers on Subscription will be offered a free transition to either the Autodesk 3ds Max Entertainment Creation Suite Standard or the Autodesk Maya Entertainment Creation Suite Standard. Support will provided for two years. There will be no new sales of Autodesk Softimage Entertainment Creation Suite after March 28, 2014.

* The Suggested Retail Price (SRP) shown is Autodesk's suggested retail price for the specified product and services in the United States. The SRP does not include any allowance or provision for installation or taxes. The SRP is displayed for reference purposes only, as the actual retail price is determined by your reseller. Other terms and conditions may apply. Autodesk reserves the right to alter the SRP, product offerings, and specification of its products and services at any time without notice, and is not responsible for typographical, graphical, or other errors that may appear on this site.