

# SOFTIMAGE®

## Customer Service Guide

***Avid***

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## Contents

## Softimage Customer Service

All Softimage products are supported by our dedicated team of graphics, post-production, and software support engineers and the dedicated team of Authorized Service Providers (ASPs).

If you have purchased support from an ASP, please contact them for directions on how to access their support services.

Our ASPs are fully trained agents who have been chosen to represent Softimage in certain geographical areas and time zones. They have full access to the Softimage escalation teams in North America and Europe. Our ASPs are an extension of Softimage, allowing us to provide the most efficient and effective support possible to all our customers. If your contract is directly with Softimage, you can contact technical-support resources by phoning us at the numbers listed below, by sending e-mail to [support@softimage.com](mailto:support@softimage.com), or by completing our Support Request form at [softimage.com/3dsupport/helprequest](http://softimage.com/3dsupport/helprequest).

Additionally, our supported customers can access the SOFTIMAGE®|3D Knowledge Base (KB) section of our web site, which offers FAQs, troubleshooting tips, and detailed tutorials. For instructions on accessing and searching the KB, see the section titled *Accessing the Knowledge Base* on page 13.

For telephone support, the Softimage hotline is handled by Softimage technical staff or our ASPs. The Softimage hotline is available Monday to Friday from Softimage Customer Service (CS) in Montreal and from our European office in London.

## Softimage Montreal / North America

Softimage Customer Service  
3510 Saint-Laurent Boulevard  
Montreal, Quebec  
H2X 2V2 Canada

Hours: 9 AM to 9 PM (EST)  
2 PM to 2 AM (GMT)



Most holidays have partial coverage.

## Softimage UK / International

Softimage Customer Service Europe  
Pinewood Studios  
Pinewood Road  
Iver Heath, Buckinghamshire SL0 0NH

Hours: 9 AM to 6 PM (GMT)  
4 AM to 1 PM (EST)

## Support Telephone and Fax Numbers

Region	CS Contact
Montreal/International	Tel.: (514) 845-2199 Fax: (514) 845-8252
North America	Tel.: 1 800 387-2559 Fax: (514) 845-8252
UK/International	Tel.: 44 (0) 1 753 650 670 Fax: 44 (0) 1 753 658 503

## Licensing

To request a license for your Softimage product, contact your Softimage reseller.

## Toonz Support

The dedicated technical support team at Digital Video, the company responsible for developing Toonz, will provide you with direct support during the following hours:

### Hours

Region	Hours
PST	12 AM to 9AM
Singapore	4 PM to 1 AM
CET	9 AM to 6 PM (PST)
GMT	8 AM to 5 PM (PST)

### *Except holidays*

Jan 1 and 6, Easter Monday, Apr 25, May 1, June 29, Aug 15, Nov 1, Dec 8, 24 (half day), 25, 26, and 31 (half day).

### Locations

#### *Italy*

147, via E. Jenner  
I-00151 Rome, Italy  
Telephone: (+39 06) 58 20 2367  
Fax: (+39 06) 58 20 4283  
e-mail: [support@divideo.it](mailto:support@divideo.it)

#### *North America*

Telephone: 1 800 578-3570 pin 4306  
e-mail: [Toonz.us@catalinas.net](mailto:Toonz.us@catalinas.net)

#### *South Korea*

Support provided only by NEAT:  
Telephone: 82 2 583-2222  
Fax: 82 2 583-2313  
e-mail: [khlee@neat.co.kr](mailto:khlee@neat.co.kr)

## **Softimage Authorized Support Provider (ASP)**

In addition to technical support, your ASP will provide you with the Product Version Upgrades and Service Packs that the Softimage maintenance program offers.

Your Softimage ASP has been selected because of their competency and ability to manage the technical-support process. ASP specialists are certified with the product line and are re-certified annually. They have access to resources at Softimage to ensure that they are able to provide top-quality support. Please contact your ASP to understand the methods in accessing their support offerings.

## **Electronic Mailing Lists**

If you have an e-mail account, you can join the world-wide network of Softimage users exchanging ideas. To find out more, send an e-mail to [majordomo@softimage.com](mailto:majordomo@softimage.com) with the Subject line blank and the word “help” in the body of your mail message.

### **Confidentiality**

Note that the Softimage Electronic Mailing list is not confidential and your comments can be viewed by anyone accessing this service. Softimage does not assume any liability whatsoever for any of your comments, their use, or any reproduction thereof made by third parties, nor does it assume any editorial responsibility for the discussions and comments made.

### **Technical Support on the Softimage Mailing List**

Softimage technical support is not provided through this mailing list; however, Softimage personnel occasionally contribute. If you need direct assistance, please contact your local ASP or Softimage Customer Service.

To ensure that your requests, fixes, and bugs are received and logged by Softimage, refer to *Reporting Incidents and Defects (Bugs) by e-mail* on page 15. (Posting a bug to the discussion group does not guarantee that Softimage receives it.)

## International Offices

### Softimage Asia-Pacific

The Softimage APAC office is your contact for the Asia-Pacific region. Softimage APAC will support your preferred Softimage reseller, providing you with all the benefits of your Softimage product.

#### Contact Information:

Avid Technology Asia Ltd.  
315 Alexandra Road  
#03-01 Performance Center  
Singapore 159944

Telephone: (65) 476-7666  
Fax: (65) 475-7666  
Internet/e-mail: [hlau@avid.com](mailto:hlau@avid.com)

For support: Contact your Authorized Support Provider or [support@softimage.com](mailto:support@softimage.com)

### Softimage France

- *SOFTIMAGAZINE* is a newsletter published by Softimage France that provides French-speaking Softimage users with the following information:
  - Latest software information
  - Latest hardware information
  - Tips, tricks, and scripts
  - Upcoming events
- Freelance database allows Softimage freelancers to get in touch with other Softimage users.
- Softimage France organizes seminars and open houses (such as mental ray® seminars, Games events, etc.)

#### Contact Information:

Softimage France  
Avid Technology S.A.R.L.  
37 bis, rue de Villiers  
92200 Neuilly-sur-Seine  
France

Telephone: (33) 141 49 4000  
Fax: (33) 147 57 1527  
e-mail: [gdupuis@softimage.com](mailto:gdupuis@softimage.com)

For support: Contact your Authorized Support Provider or [support@softimage.com](mailto:support@softimage.com)

## Softimage Italy

Softimage Italy offers the following services:

- Customer training
- Freelance training
- Production consulting

### Contact Information:

Softimage Italia  
Avid Technology S.R.L.  
Palazzo E1  
20090 Assago – Milanofiori (MI)  
Italia

Telephone: +39 02 5778971

Fax: +39 02 57789725

Internet/e-mail: Diego Franciosi at [diego\\_franciosi@avid.com](mailto:diego_franciosi@avid.com)

For support: Contact your Authorized Support Provider or  
[support@softimage.com](mailto:support@softimage.com)

## Softimage Japan

Softimage Japan offers the following services:

- Localized documentation (software manuals, tutorials, and release notes)

### Contact Information:

Softimage Section  
Avid Japan K.K.  
4F ATT New Tower 2-11-7 Akasaka Minato-Ku Tokyo  
107-0052 Japan

Telephone: (81)-3-3505-7937

Fax: (81)-3-3505-7938

e-mail: [kazuyuki\\_souma@avid.com](mailto:kazuyuki_souma@avid.com)

For support:

Contact your Authorized Support Provider or  
[support@softimage.com](mailto:support@softimage.com)

## Softimage United Kingdom

### Contact Information:

Softimage UK / International  
Softimage Support Services Europe  
Pinewood Studios  
Pinewood Road  
Iver Heath, Buckinghamshire SL0 0NH

Telephone: 44 (0) 1 753 650 670

Fax: 44 (0) 1 753 658 503

e-mail: Contact your Authorized Support Provider or  
[support@softimage.com](mailto:support@softimage.com)

## **Softimage Germany**

### **Contact Information:**

Avid Technology GmbH  
Isar Officepark  
Am Soeldnermoos 6  
D-85399 Hallbergmoos

Telephone: 49 8 11 55 200

Fax: 49 8 11 55 20 999

e-mail: Ingrid von der Esch at [ingrid\\_esch@avid.com](mailto:ingrid_esch@avid.com).

For support: Contact your Authorized Support Provider or  
[support@softimage.com](mailto:support@softimage.com)

## **Softimage Latin America**

### **Contact Information:**

e-mail: Flavio Longoni at [flavio\\_longoni@avid.com](mailto:flavio_longoni@avid.com)

Spanish/Portuguese Discussion Group:

- [latam-discussion-request@softimage.com](mailto:latam-discussion-request@softimage.com)
- [latam-discussion@softimage.com](mailto:latam-discussion@softimage.com)



Refer to *Electronic Mailing Lists* on page 8 for usage information.

## Softimage Full Support

### Customer Service Warranty

Softimage products have a 90-day warranty, after invoicing, for the following:

- Media defects
- Version upgrade
- SOFTIMAGE|3D Service Pack
- Technical support
- Internet access to the SOFTIMAGE|3D Knowledge Base



Product upgrades bought while under the warranty period or the yearly full-support contract period do not extend either of these two periods.

### Extended Warranty

The extended warranty provides the option of extending your product warranty an additional nine (9) months. This option is offered only at the time of purchase.

### Version Upgrade Support

Softimage version upgrades have 30 days of support after licensing for the following:

- Media defects
- SOFTIMAGE|3D Service Pack
- Technical support



Version upgrades received while under the warranty period, or the yearly full support contract period, do not extend either of these two periods.

### Full Support Contract

The yearly contract offers the following:

- SOFTIMAGE|3D Service Pack
- Technical support
- Internet access to the SOFTIMAGE|3D Knowledge Base



Softimage provides technical assistance for the current and previous release of its product. If you need assistance for earlier versions, contact your Support office to identify if there are other possible options.

### SOFTIMAGE®|SDK Partners

If you would like to develop for Softimage applications, then you can join our SDK Partners Program. Whether you are a current program member or would like to become one, we can answer your questions about our support programs. To receive more information or an application kit, send your full mailing address to [sidevprogram@softimage.com](mailto:sidevprogram@softimage.com)

## **Educational Institution Support**

Softimage offers the following unique support program to educational institutions:

- Very competitive program offering yearly software version upgrades (does not include technical support)
- An annual support fee that includes access to technical support for two contacts

### **Student Subscription Program**

Under the Student Subscription Program, students around the world can help each other through the discussion groups.

## **Softimage Knowledge Base**

### **What Is the Knowledge Base?**

The Knowledge Base (KB) is a Softimage technical-support tool that provides quick access to technical information originating from Customer Service expertise. This helps you reduce the time it takes to solve your technical problems.

SOFTIMAGE|3D is just one of the products for which the Softimage KB web site provides information. The KB search engine takes you directly to the information you need, or you can browse through a hierarchy of topics and articles. Either way, the KB helps you find the answers you need. It's like having a dedicated Softimage Customer Service engineer sitting at your desk!

Every week, the most recent problem-solving techniques used by the Softimage Customer Service engineers are posted. In addition, Softimage KB articles provide detailed answers to questions that you call Customer Service about. When you query the Softimage KB, you will discover:

- Simplified 3D workarounds
- Product tips and tricks
- Troubleshooting tips
- Error messages: Probable causes and solutions

### **Accessing the Knowledge Base**

1. Type the following URL on the Address line of your Internet browser:

`http://softimage.com/3dsupport`

2. Enter your User Name and Password.
3. In the text box, enter the name of the subject on which you want to search.
4. Click **Search** to start the Knowledge Base search engine.

### **Submit Your Ideas!**

If you have any suggestions for Softimage KB articles, send an e-mail to [KBEditor@softimage.com](mailto:KBEditor@softimage.com). When submitting article suggestions, include the following information:

- Subject line (brief description of the article idea)
- Procedure (detailed description of your article idea)
- Platform (IRIX or Windows NT)
- Softimage product (SOFTIMAGE®|3D, SOFTIMAGE®|Eddie, and/or Particle)
- Software version number

### **Disclaimer**

The e-mail you send to the [KBEditor@softimage.com](mailto:KBEditor@softimage.com) address is not confidential. In the event that your article idea is submitted to the Knowledge Base, it can be viewed by any member of the public accessing the Knowledge Base site. Softimage does not assume any liability whatsoever for any of your article ideas, their use, or any reproduction thereof made by third parties.

On behalf of Softimage, we thank you for your input.

## Support Policies and Procedures

When you report an incident, our support engineer will work with you to find a suitable solution to your problem. If it cannot be solved on the first call, you will be provided with an incident number. Our support team will work on the solution and call you back.

You may call at any time for an update on the status of your incident number. Incidents are given different levels of urgency. Our engineers will work with you to determine a priority level corresponding to your needs.

Softimage provides technical assistance for the current and the previous release of its products. If you need assistance for earlier versions, contact your support office to identify if there are other possible options.

The same applies to electronic services.

### Reporting Incidents and Defects (Bugs) by e-mail

The title of your e-mail must start with one of the following words:

- **Problem** (to request help from technical support)
- **Problem #XXXXXX** (for a problem you have already reported, where XXXXX is the problem number that you were given when you reported it)
- **Bug** (to report a bug)
- **Request** (to suggest changes to the software)
- **Info** (for general information)
- Include the following information in your e-mail:
  - Your name, company name, phone number, e-mail address, and SID/PID.
  - Detailed description and replication steps, which will ensure a prompt response
  - Hardware description and the version of your operating system

We will respond to an incident number (or bug number) directly with the solution.

## Bug-Report Template

- Make sure that each bug report contains only one bug. Having more than one bug per report makes it difficult to track bugs.
- Include easy-to-follow reproduction steps for all bugs. Try to provide enough detail so that anyone familiar with the product can easily reproduce your bug.

Use the following template for your bug reports, and make sure your e-mail title begins with the word “Bug”:

**SUBJECT:** Softimage product name

**SOURCE:** Your name and your company name

**ISSUE AREA:** Model, Motion, Actor, Matter, Tools, UI, Standalones, Particle, etc.

**VERSION:** Version number of the product

**PLATFORM TYPE:** Indigo II Extreme, Impact, Onyx, etc.

**ISSUE TYPE:** Program crashes, loss of data, system locks up, poor performance, broken feature, or minor annoyance

**SEVERITY:** Values between 1 and 4, where 1 is severe and 4 is minor

**TITLE:** One sentence describing the bug found

**DESCRIPTION:** Brief overview of the bug that describes the problem and any other specific information about the bug

**REPRODUCTION STEPS:** Step-by-step instructions on how to reproduce the problem

## Problem Investigation

To solve your incident with the greatest expediency, we may require additional information regarding an incident, including the model or scene with which you are experiencing problems. We will treat all information provided with the utmost confidentiality.

Through this process, we may escalate the issue and/or submit it to Research and Development. At any time throughout this process, you may discuss escalation possibilities with your support engineer.

## **Softimage Guidelines for Limited Support**

Softimage products perform to specifications for a range of Windows NT and IRIX operating-system versions. Development and quality acceptance of such intensive graphics, I/O, and computer applications requires a specified optimum environment. Our certified computer-platform requirements ensure performance and stability to meet the quality standards required by our customers. You are invited to contact your local Softimage office, distributor, or Softimage web site for more details regarding computing environments that are compliant with our applications.

Softimage technical support is devoted to helping you get the most out of Softimage products whether through our Authorized Support Providers or from Softimage Customer Service. When you encounter a problem using our products, a support engineer will work with you to resolve or qualify the issue in a timely manner.

If the problem is qualified as an operating-system or hardware-specific problem, the corresponding supplier should be contacted.

If the problem cannot be identified or reproduced, and the platform (operating system or hardware) does not comply with the product, the support engineer will advise you that they cannot pursue the problem any longer. The standard support fee will apply.

This document undergoes revisions on a regular basis. You can obtain the latest version from the Support section of the Softimage web site ([softimage.com](http://softimage.com)).

