

Phoenix FD for Maya Installation Guide for version 2.0

Online help index available at

http://www.spot3d.com/phoenix20_maya/

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Supported operating systems and Maya versions

Phoenix FD for Maya supports the following versions of Autodesk Maya :

	Windows	Linux
Maya 2010 32-bit	No	N/A
Maya 2010 64-bit	Yes	Yes
Maya 2011 32-bit	No	N/A
Maya 2011 64-bit	Yes	Yes
Maya 2012 32-bit	No	N/A
Maya 2012 64-bit	Yes	Yes
Maya 2013 32-bit	No	N/A
Maya 2013 64-bit	Yes	Yes

V-Ray for Maya is supported on the following operating systems:

Windows	Windows XP SP3, Windows Vista, Windows 7
Linux	Various distributions (Fedora, Ubuntu, Debian etc.)

Installing the V-Ray license server

Before you can use Phoenix FD for Maya, you must install the V-Ray license server on a machine in your network. The licenses are then available for use from any machine in your local network.

Note that you will need to use the license server provided with Phoenix FD for Maya – using an older license server may not work with this version of Phoenix FD for Maya. However the new license server will work fine with older versions of Phoenix FD for Maya.

The DEMO version of Phoenix FD for Maya does not require a license server.

The license server requires a hardware lock (dongle) in order to run. The dongle also stores the amount and type of the available licenses. You must install the dongle drivers first, before proceeding with the installation of the license server itself.

If you already have a license server for V-Ray for 3ds Max or V-Ray RT for 3ds Max running on the machine, **you must remove it** (i.e. unregister it from the Windows services list, and close it, if it is running), since it will conflict with the license server of V-Ray for Maya. However, the license server for V-Ray for Maya can also serve licenses for V-Ray for 3ds Max and V-Ray RT for 3ds Max, if these are available on your dongle.

Installing the V-Ray license server on Windows

Installing the dongle drivers on Windows

If you already have the WIBU-KEY drivers installed on the machine, you can skip this section. Otherwise, to install the WIBU-KEY drivers on Windows, start the respective installation file:

32-bit operating systems	WkRuntime32.exe
64-bit operating systems	WkRuntime64.exe

Follow the instructions of the installer. You do not need to install the WIBU-KEY network server and monitor.

Installing the license server on Windows

Once you have the dongle drivers installed, you can plug in the dongle into a free USB port of the machine. The dongle must be plugged into the machine whenever you need to run the V-Ray license server.

To install the V-Ray license server on Windows Vista, right-click the installer and select the **Run as Administrator...** command. On Windows XP, make sure you have administrative privileges and double-click the installer to run it.

32-bit operating systems	vrlservice_22001_x86.exe
64-bit operating systems	vrlservice_22001_x64.exe

Follow the instructions of the installer.

Starting and stopping the license server on Windows

If you registered the V-Ray license server to run as a Windows service, either during the installation or from the Start Menu, you can start/stop it from the **Services** applet in the **Control Panel** (e.g. **Start Menu > Control Panel > Administrative tools > Services**). If you are running the license server manually, you can start it from **Start Menu > All Programs > Chaos Group > V-Ray license server > Launch V-Ray license server**. To stop the license server later on, double-click its icon in the taskbar and click on the **Terminate license server** button.

Uninstalling the license server on Windows

To remove the V-Ray license server, either use the **Add/Remove Programs** applet from the **Control Panel**, or select **Start menu > All Programs > Chaos Group > V-Ray license server > Uninstall V-Ray license server**.

Installing the V-Ray license server on Linux

Installing the dongle drivers on Linux

If you already have the WIBU-KEY drivers installed on the machine, you can skip this section. Otherwise, install the WIBU-KEY drivers with the appropriate command listed below. Note that the Linux drivers come in two versions, as a **.rpm** and as a **.deb** package – use the one that is appropriate for your Linux distribution (i.e. the **.rpm** files for Red Hat/Fedora/CentOS, the **.deb** files for Debian/Ubuntu etc).

Operating system	Driver installation file	Command
64-bit, with .rpm support	WkRt-Lin64-6.0.501-1.x86_64.rpm	<code>rpm -ivh WkRt-Lin64-6.0.501-1.x86_64.rpm</code>
64-bit, with .deb support	wkrt-lin64_6.0.501_amd64.deb	<code>dpkg -i wkrt-lin64_6.0.501_amd64.deb</code>

Installing the license server on Linux

Once the dongle drivers are installed, you can plug the dongle into the machine and proceed with the installation of the license server:

1. Make sure the dongle is plugged into the machine;
2. Extract the license server installation file to a suitable directory, for example **vray_license_server**;
3. Open a **Terminal** window and navigate to that folder using the **cd** command;
4. Run the installation file in that folder with an account that has superuser privileges or using the **sudo** command;
5. Follow the instructions of the installer. You will be asked for a folder where to install the license server files and whether you want to register the license server as a service, so that it runs automatically when you log on to the machine. Press **Enter** to accept the suggested defaults, or type in different ones. It is recommended to answer **yes** when asked to register the license server, otherwise you will have to start the license server manually each time you want to use V-Ray for Maya or V-Ray Standalone.

For example:

```
$ cd vray_license_server
$ sudo ./vrlservice_adv_22001_linux_x64
....
License server destination directory: [/usr/ChaosGroup/VRLService/linux_x64]:
Register the V-Ray license service ([no] or yes): yes
....
```

Starting and stopping the license server on Linux

If you registered the license server to run as a service during the installation, it will be registered as a *daemon* by the installer. In that case, you can use the `/etc/init.d/vrslsvctl` command to start/stop the license server with the following commands in a **Terminal** window:

```
$ /etc/init.d/vrslsvctl start
$ /etc/init.d/vrslsvctl stop
$ /etc/init.d/vrslsvctl restart
```

If the license server is not registered as a service, then you can run it directly from its install location:

```
$ /usr/ChaosGroup/VRLService/linux_x64/bin/vrllservice
```

Uninstalling the license server on Linux

To uninstall the V-Ray license server on Linux, start with root permissions the **uninstall_chaos.exe** program, which is normally located in the `/usr/ChaosGroup/VRLService/uninstall` directory:

```
$ su
$ /usr/ChaosGroup/VRLService/uninstall/uninstaller_chaos
follow the instructions of the uninstaller
$ exit
```

The uninstaller will not remove the V-Ray license configuration files or any other files that you have modified manually after the installation.

License server web interface

You can verify that the license server is installed and operating properly through a regular web browser. To do this, open a web browser, and type <http://localhost:30304> as the address. You should see a web page listing the currently available licenses and the licenses which are in use.

Installing Phoenix FD for Maya

This section describes the installation of Phoenix FD for Maya on the supported operating systems.

Keep in mind that before installing Phoenix FD for Maya, you must have the V-Ray license server installed and running on a machine in your local network.

Phoenix FD for Maya can be installed either through the automatic installation program, or manually from a .zip file.

GUI installation of Phoenix FD for Maya on Windows

This section describes the installation of Phoenix FD for Maya on Windows through using the provided installer.

Plugin installation on Windows

To install V-Ray for Maya on Windows Vista or Windows 7, right-click the installer for appropriate OS and Maya version, and select the **Run as Administrator...** command. On Windows XP, make sure you have administrative privileges and double-click the installer to run it:

<i>Maya version</i>	<i>Installer name</i>
Maya 2010 64-bit	phoenixFD_adv_20000_maya2010_vray_20_x64.exe
Maya 2011 64-bit	phoenixFD_adv_20000_maya2011_vray_20_x64.exe
Maya 2012 64-bit	phoenixFD_adv_20000_maya2012_vray_20_x64.exe
Maya 2013 64-bit	phoenixFD_adv_20000_maya2013_vray_20_x64.exe

Follow the instructions of the installer.

Loading the Phoenix FD for Maya plugin on Windows

Once you have installed Phoenix FD for Maya, you can load the plugin from the Maya plugin Manager:

1. Start Maya;
2. Open the Plugin Manager from the **Windows > Settings and Preferences > Plugin manager** menu.
3. Scroll down to the **phoenixfd.mll** plugin entry;
4. Check the **Loaded** and **Auto-load** options to load Phoenix FD for Maya.

If the **phoenixfd.mll** plugin is not listed, you may have to browse for it manually. It is installed by default in the folder **[Program Files]\Autodesk\MayaNNNN\phoenix\plug-ins**.

Uninstalling Phoenix FD for Maya on Windows

You can uninstall V-Ray for Maya from the **Add/Remove Programs** applet in the **Control Panel**, or from **Start Menu > All Programs > Chaos Group > V-Ray for Maya > Uninstall Phoenix FD for Maya**. The uninstaller will not remove any files added or modified after the installation of Phoenix FD for Maya.

Installing Phoenix FD for Maya on Linux

This section describes the installation of Phoenix FD for Maya on Linux through the provided installer.

Plugin installation

Once you have installed the license server on a machine in your network, you are ready to install V-Phoenix FD for Maya:

1. Unpack the contents of the installation archive to a temporary folder (called **phoenix_install_dir** below);
2. Open a console and navigate to that folder;
3. Make sure you have root permissions or use the **su** or the **sudo** command;
4. Run the installation file in the directory for the respective OS and Maya version:

<i>Maya version</i>	<i>Installer name</i>
Maya 2010	phoenixFD_adv_20000_maya2010_vray_20_linux_x64
Maya 2011	phoenixFD_adv_20000_maya2011_vray_20_linux_x64
Maya 2012	phoenixFD_adv_20000_maya2012_vray_20_linux_x64
Maya 2013	phoenixFD_adv_20000_maya2013_vray_20_linux_x64

5. Follow the instructions of the installer; if you had a previous version of Phoenix FD for Maya, the installer will try to automatically remove it first.

For example:

```
$ cd vray_install_dir
$ su
$ ./phoenix_adv_22001_maya2012_vray20_linux_x64
follow installer instructions
$ exit
```

Specifying the location of the license server

If you are running the V-Ray license server on a different machine, you need to tell PhoenixFD for Maya where to look for it. To do this, run the **setvrlservice** program from the **/usr/autodesk/mayaNNNN/vray/bin** directory, e.g:

```
$ /usr/autodesk/maya2012-x64/vray/bin/setvrlservice -server=[server name or IP]
-port=30304
```

where *[servername or IP]* is the IP address or name of the machine where the V-Ray license server is running, *without* the enclosing '[' and ']' characters.

Note that this setting is per user; if there are many users running PhoenixFD for Maya on the machine, you will need to set the license server location for each of them.

Loading the Phoenix FD for Maya plugin on Linux

Once you have installed Phoenix FD for Maya, you can load the plugin from the Maya plugin Manager:

1. Start Maya;
2. Open the Plugin Manager from the **Windows > Settings and Preferences > Plugin manager** menu.
3. Scroll down to the **phoenixfd** plugin entry;
4. Check the **Loaded** and **Auto-load** options to load Phoenix FD for Maya.

If you do not see the **phoenixfd** entry, you will need to browse explicitly for the Phoenix FD for Maya plugin, which is called **phoenixfd.so** and is located by default in the **/usr/autodesk/mayaNNNN/phoenix/plug-ins/** directory. The plugin will attempt to load a shared library, **libvray.so**, which is installed in the **/usr/autodesk/mayaNNNN/lib** folder and should be readily accessible for Maya to load without modifying the LD_LIBRARY_PATH variable.

NOTE: do not attempt to make Phoenix FD for Maya load the **libvray.so** library with the same name for the standalone version of V-Ray, which is located in the **/usr/ChaosGroup/V-Ray/Standalone_for_Linux_x64/lib/linux_x64** folder. Attempting to load the V-Ray standalone library into Maya will cause Maya to crash immediately.

Uninstalling V-Ray for Maya on Linux

To uninstall Phoenix FD for Maya, start with root permissions the **uninstall_chaos** program, which is normally located in the **/usr/ChaosGroup/PhoenixFD/MayaNNNN-x64/uninstall/** directory:

```
$ su
$ /usr/ChaosGroup/PhoenixFD/Maya2012-x64/uninstall/uninstaller_chaos
follow the instructions of the uninstaller
$ exit
```

The uninstaller will not remove the V-Ray license configuration files or any other files that you have modified manually after the installation.

Installing Phoenix FD for Maya from a .zip file

This section covers the installation of Phoenix FD for Maya from a .zip file.

Unpacking the contents of the .zip file

Extract the contents of the relevant .zip file into a suitable folder, for example, **phoenix_builds/my_version**. After the extraction, there should be four subfolders in it: **maya_root**, **maya_phoenix**, **vrayplugins** and **phoenix**.

Running Maya

Before you run Maya, you need to perform the following steps:

1. Set the PHX_FOR_MAYAnnnn_MAIN_x64 environment variable to point to the **phoenix_builds/my_version/maya_phoenix** folder where *nnnn* is the Maya version (2008, 2009, etc).
2. Add to the MAYA_PLUG_IN_PATH variable the folder **vray_builds/my_version/maya_phoenix/plug-ins**
3. Add to the MAYA_SCRIPT_PATH variable the folder **vray_builds/my_version/maya_phoenix/scripts**
4. Add to the XBMLANGPATH variable the folder **vray_builds/my_version/maya_phoenix/icons/%B** (the **%B** is necessary - Maya will replace it with actual bitmap name)
5. Copy the content of the **vrayplugins** folder to the path defined with VRAY_FOR_MAYAnnnn_PLUGINS_x64 environment variable.
6. You can now run Maya.

Reprogramming a dongle

If you purchase more copies of either Phoenix FD for Maya, V-Ray for Maya or V-Ray Standalone, your dongle will need to be reprogrammed to reflect the new number of available licenses and/or the addition of new products. Reprogramming the dongle is a two-part process:

A. In the first part, you need to send us a special file, created through the V-Ray License Server, which contains information identifying your specific dongle.

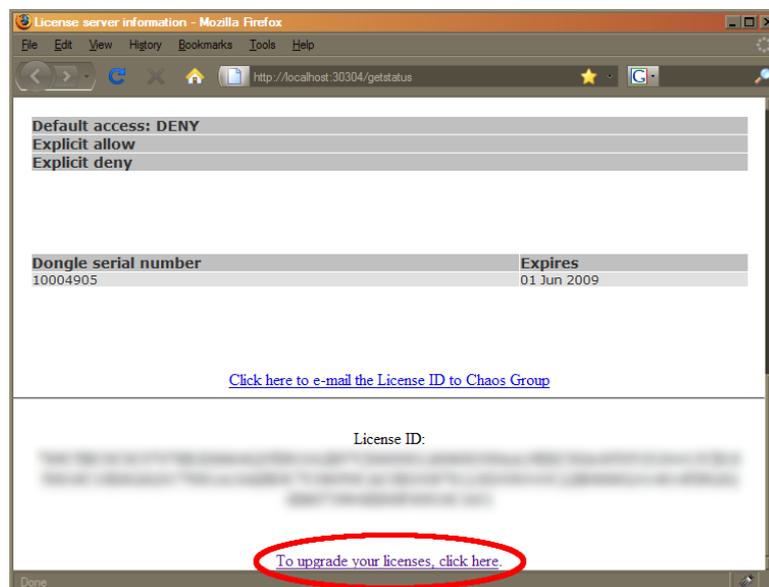
B. Chaos Software will send you another file, which includes the new contents of your dongle. This is transferred onto the dongle by the WIBU-KEY drivers.

After the dongle is reprogrammed, you can check if the new licenses/products have been added successfully. Here are these steps in more details.

Creating a dongle remote programming context file (.wbc)

In order to reprogram a dongle, you first need to create a file which identifies your specific dongle.

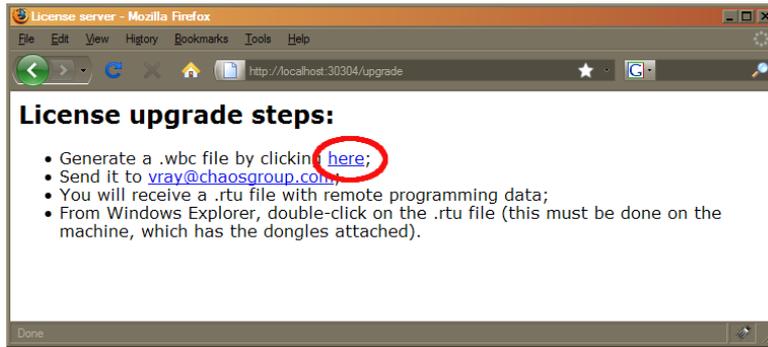
1. Open a web browser (you need to have Javascript enabled)



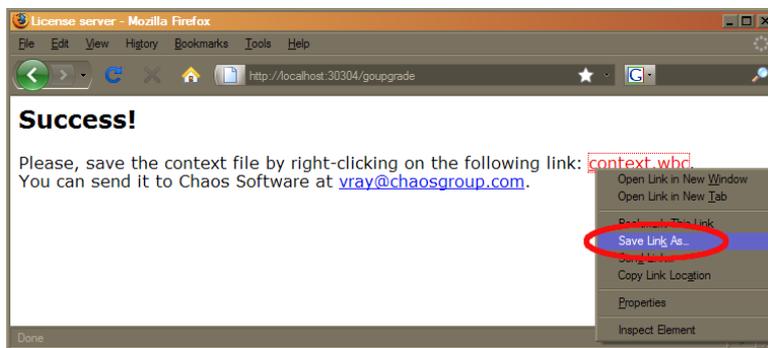
2. In the address field, enter **http://someserver:30304** where *someserver* is the name or IP address of the machine where the V-Ray licensing service is running (or *localhost* if you are on that machine). Click on the **Get status of the server** link on the page that loads. On this page, scroll down to the bottom and click on the **To upgrade your licenses...** link.

3. A web-based wizard will appear. Click on the first link.

4. Wait until the remote context file is created on the server (this normally takes 10-20 seconds)



5. When the **Success!** page appears, save the remote context file by right-clicking on the link and using **Save Link As.../Save Target As...**



6. Email this file to phoenix@chaosgroup.com along with any other relevant information.

Updating the contents of the dongle with remote programming file (.rtu)

Once we receive the .wbc file, we will generate another file with extension .rtu that can be used by the dongle drivers to update the contents of the dongle.

1. When you receive the .rtu file, save it on the Desktop of the machine where the dongle is plugged.

2. Close the V-Ray license server, if it is running. On Windows, you can do this either by right-clicking the V-Ray license service icon in the Task Bar and selecting **Exit**, or if it is running as a service – from the **Control panel > Administrative tools > Services** applet.

3. The exact method of writing the .rtu file onto the dongle depends on the operating system:

Windows	Double-click the saved .rtu file. The dongle software will ask you whether you really want to transfer the file to the dongle. Click Yes to update your dongle.
Mac OS X	In Finder , navigate to the /Applications/WIBUKEY folder and start the WkConfig application. Select the Update tab

	and click on the Execute Update... button to browse for the .rtu file and update the dongle.
--	--

4. Start the V-Ray license server again. On Windows, you can do this from **Start menu > All Programs > Chaos Group > V-Ray License server > Launch V-Ray license server**.

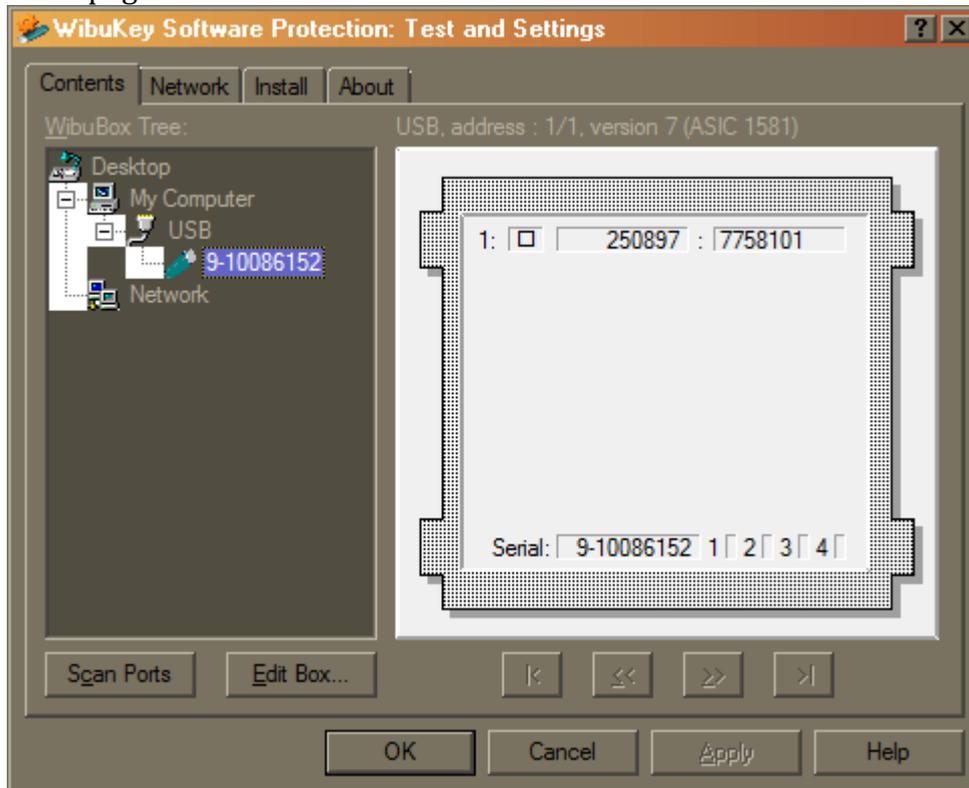
Checking if the dongle has been reprogrammed correctly

After the dongle is successfully updated, you may wish to check if the number of licenses is correct. Open the license server status page as described in step 2) of the **Creating a dongle remote programming context file** section above.

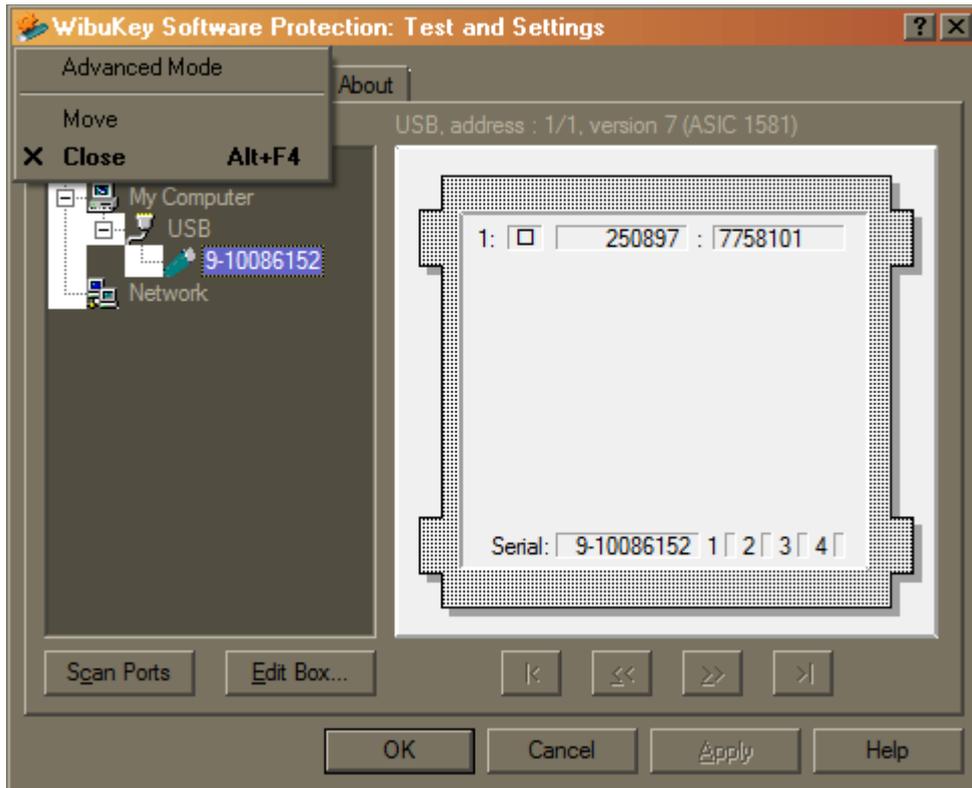
Updating the contents of the dongle on Windows, when the .rtu file extension is not associated with any program

Sometimes double clicking on the update.rtu file will not update the WIBU dongle because of issues with the association of the .rtu file. In that case you may need to update the dongle manually. To do that just follow the next simple procedure:

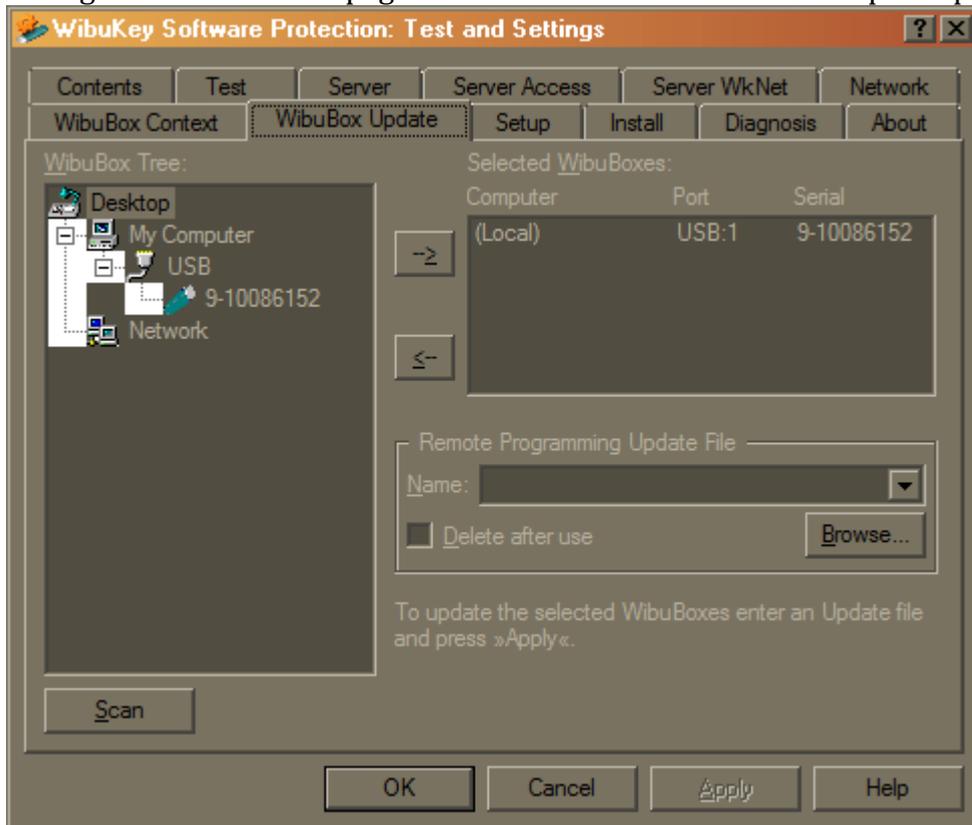
1. Make sure that the dongle is plugged-in and the WIBU-Key drivers are installed
2. Open the Control Panel - Start>Control Panel
3. In the Control Panel locate the WibuKey management tool and run it. You will see the four basic pages



4. To display all pages the Advanced Mode can be used. It can be activated in the system menu or by right-clicking onto the title bar (image).



5. This will bring out the advanced pages of the tool. Go to the WibuBox Update page



6. Click Browse and specify the update.rtu file that you have and Press Apply

Troubleshooting

In this section are listed some common problems that may arise during the installation of Phoenix FD for Maya. If you encounter a problem that is not listed here or cannot be solved with the suggested solutions, please email phoenix@chaosgroup.com

The installation crashes when you attempt to run it

Problem: The installation file crashes when you attempt to run it.

Cause: This will happen if the installation file is not downloaded properly.

Solution: Please re-download the installation file from our web site.

I get a "Could not obtain license (10061)" error when I try to render (Windows)

I get a "Could not obtain license (111)" error when I try to render (Linux)

Problem: When attempting to render, the Maya status line shows the message "error: Could not obtain a license (10061)" or "error: Could not obtain a license (111)" or "error: Could not obtain a license (61)"

Cause: This error means that Phoenix FD could not connect to a working license server.

Solution: There are several things to check:

- Check that the license server settings are correct. How to do this depends on your operating system:

Windows	Go to: <i>Start menu > Programs > Chaos Group > V-Ray for Maya > Change license settings</i>
Linux	Run: <i>/usr/autodesk/mayaNNNN/vray/bin/setvr lservice.exe -dump</i>

- This will show you the IP address or the name of the computer that V-Ray is trying to connect to;

- If the license server settings are correct, make sure that the license server is really running on that machine (if the license server is specified as **localhost** or **127.0.0.1**, this is your workstation);

•If the license server is running on the specified machine, try to connect to it manually from a web browser. Open your web browser and type **http://servername:30304** where **servername** is the IP address or the name of the machine where the V-Ray license server is running. If you do not see the license server web page, or an error is displayed, it may be that the connection to the license server is blocked by a firewall or an antivirus program. You must change the set up of this program to allow connections to the license server.

If the problem persists, contact our support team at phoenix@chaosgroup.com

I get a "Could not obtain a license (-98)" error

Problem: When attempting to render, the Maya status line shows the message "error: Could not obtain a license (-98)".

Cause: This error means that, while Phoenix FD successfully connected to the V-Ray license server, there are no respective licenses for Phoenix FD on it.

Solution: Check the license server status page to see if you have the appropriate type of license. Contact our support team at phoenix@chaosgroup.com for further assistance.

I get an error "Could not read Phoenix FD environment variable... Please re-install" in the Script Editor

Problem: Right after an apparently successful installation, the Phoenix FD for Maya plugin loads in Maya, but Phoenix FD shelf does not appear to work. The script editor shows a number of errors "Could not read V-Ray environment variable PHX_FOR_MAYA2012_MAIN_x64. Please re-install" or similar.

Cause: Phoenix FD for Maya uses several environment variables to find out where various components are installed. The above errors appear when Phoenix FD for Maya cannot find these variables.

Solution: Try to log out and log in to your machine again – sometimes the environment changes are not propagated immediately throughout the system.