

NVIDIA IRAY PLUGIN TRANSITION FAQ

NVIDIA has transferred the sales and support of the Iray plugin products—Iray for 3ds Max, Iray for Maya, Iray for Rhino, and Iray Server—to the Iray integration partners, Lightworks, migenius, and 0x1 software.

Any new and renewal licenses can be purchased from our partners. To learn more about licensing terms and product details, visit www.irayplugins.com.

Q: What is happening to the NVIDIA Iray plugin products?

A: NVIDIA is changing the product strategy for NVIDIA® Iray® plugins in response to market trends. As of November 20th, 2017, NVIDIA will transfer the development, sales, and support of the following NVIDIA Iray plugins and the sales and support of Iray Server to these software companies:

- > **Lightworks** – Iray for 3ds Max
- > **0X1 Software** – Iray for Maya
- > **migenius** – Iray for Rhino and Iray Server

Q: How do I purchase a new subscription or renew my existing subscription to an Iray plugin?

A: Please visit www.irayplugins.com for pricing details and how to purchase renewal and new subscriptions to your plugin.

Q: Will Iray plugins and Iray Server support NVIDIA Volta GPUs?

A: There will be a final NVIDIA release that adds support for the upcoming NVIDIA Volta™ GPU generation.

Q: Where do I get support if I have an NVIDIA licensed plugin subscription?

A: Direct email support for the plugins will be provided by the owning company:

- > **Lightworks** – Iray for 3ds Max
- > **0X1 Software** – Iray for Maya
- > **migenius** – Iray for Rhino and Iray Server

All support requests will be migrated through the Iray plugin forum, hosted here:

www.irayplugins.com

NVIDIA will continue to keep the Advanced Rendering Forum open during the transition.

You can find it here: forum.nvidia-arc.com

Q: Will Iray plugin licensing technology remain with Flexera?

A: Licensing will be changed to RLM licensing technology for new and renewal subscriptions from November 20th, 2017 onward. Please visit www.irayplugins.com for more details.

NVIDIA Software Licensing Portal will remain open for Flexera licensing maintenance like moving license(s) to a new machine.

Q: Will there be a free trial to plugins for new customers?

A: There will be a 30-day free trial offered after November 20th, 2017 at www.irayplugins.com.

Q: What is happening to Iray for Cinema 4D?

A: NVIDIA will end the distribution of the Iray for Cinema 4D plugin product. The possibility to purchase, download, and license the NVIDIA Iray for Cinema 4D plugin will come to an end on November 20th, 2017. NVIDIA will no longer offer new license subscriptions of this Iray plugin for Cinema versions R19, R18, R17, and R16, both for Windows and Mac OS.

Q: Will there be support for Iray for Cinema 4D R19?

A: The final plugin release will introduce support for NVIDIA Volta GPUs and for Cinema 4D R19.

Q: Why is NVIDIA discontinuing the Iray for Cinema 4D plugin?

A: The NVIDIA Iray for Cinema 4D plugin did not meet NVIDIA's business expectations.

Q: How long will NVIDIA provide support services for Iray for Cinema 4D?

A: NVIDIA will continue to support the Iray plugin for Cinema 4D for the foreseeable future in line with our contractual obligations. The public Iray for Cinema 4D support forum will remain open, as well as the dedicated support email alias and the licensing help desk.

Q: Can I purchase new licenses of Iray for Cinema 4D?

A: As of November 20th, 2017, licenses for the Iray for Cinema 4D plugin product cannot be purchased anymore. However, licenses purchased before that date can still be managed in the NVIDIA licensing portal, for example, to move the license(s) to another machine.

Iray for Cinema 4D customers can request an extended license term. Email your request: arc-licensing@nvidia.com.

Q: I recently purchased the Iray for Cinema 4D plugin, can I get a refund?

A: The standard NVIDIA refund policies apply which is 30 days after purchase. Please contact your reseller or, if purchased in the NVIDIA online store, refer to its [returns and cancellations](#) guidelines to process a return within 30 days of purchase.

Q: Who can I contact directly if I have questions about Iray plugin products transition?

A: If you have questions about this program, please contact your reseller or local NVIDIA representative, or send email to NVIDIAAdvancedRendering@nvidia.com

Q: What is NVIDIA's ray tracing strategy?

A: To bring AI and further GPU acceleration to graphics, NVIDIA continues to significantly focus on developing SDKs and technologies for software development partners who create professional ray tracing products.

With this emphasis, NVIDIA has made product development changes around the Iray plugin products.

NVIDIA will focus on bringing GPU accelerated ray tracing technology to every rendering product out there. Therefore, it further invests into core rendering technology, like:

- > NVIDIA OptiX real-time ray tracing platform for NVIDIA GPU architectures.
- > MDL, the open Material Definition Language.
- > NVIDIA IndeX, our platform technology for visualization and computing of multi-valued volumetric and embedded geometry data.
- > NVIDIA Iray for physically based rendering platforms focusing on the CAD, product and architectural design markets.

