INSTALLATION GUIDE

Release 19

MAXON
A NEMETSCHEK COMPANY

Contents

MAXON Software Installation Guide

1. Prior to installation

This installation guide applies to all applications.

The only difference is how you acquired the installation program:

Purchase of full version – via download / from optional USB stick
Purchase of student license – via download / from optional USB stick
Free student license – only via download
Free teacher license – only via download

If you opted for the USB stick and do not yet have a serial number (via ePortfolio, email, letter), please contact your reseller or MAXON Computer right away. Our address can be found at the end of this document.

You can also visit us online at **www.maxon.net** for information about updates for your software version. If a newer version of your software or a language packet or documentation be available, download the corresponding file(s) prior to installation (if the computer on which you are installing the software has access to the Internet you do not have to download these files prior to installation. The Online Updater will do this automatically).

Below you will find step-by-step instructions for installing the program. You will also find a description of how to start and update the program:

2. Important information for the free student license

Technical requirements

Please note that an Internet connection via a DSL router or a network is required to activate or use the student license and to download updates.

The following is not supported:

- An Internet connection via USB online stick
- A network behind a password-protected proxy server
- If more than one network is identified by the system
- Virtual systems

During installation

Since certain aspects of the free student license differ from the version for purchase, the installation process also differs slightly.

You will not be required to enter a serial number during the installation process and can skip this part of the installation (point 3. Registration).

The only installation type available is Cinema 4D. Please ignore the installation step Libraries, languages and Help because the libraries can only be installed after the application itself has been installed (point 3. Installation Type).

The Team Render options are only available in conjunction with the student license for purchase or the free teacher license (point 5).

Activating the student license

After the program has been started, an informational dialog window will open in which you can activate the application.

> **Note:** This dialog window will be displayed each time the application is started, even if the application has already been activated.

If you close the window you can open it via the Help/Personalize option in the main menu.

Start the activation process by clicking on the Click here button.

Login using your email address and the password that you set when you set up your student account at our website.

That's it.

You will receive an email with your activation code.

Note: If you do not receive this email right away, please check your spam folder.

When you open the email, the activation code will already be highlighted. Copy this code, beginning with the V through to the last number to your cache.

Go to Cinema 4D and click on Enter Activation Code and paste the code there. Click on OK.

The application will be activated for a period of 18 months.

Attention: The activation is only valid for this computer!

If you change operating systems, re-install or change hardware, the activation code will no longer be valid!

Altering the operating system's date (whether intentionally or not) will cause the validation to no longer be valid!

3. Installing the Program

Proceed as follows to install the program:

From the USB stick

Connect the USB stick with your computer. After the device drivers have been verified or installed it should be displayed in the Windows Explorer or macOS Finder.

Open the USB stick via the Explorer/Finder to show its contents.

Double-click on the file MAXON-Start(.exe).

Note: The USB stick is NOT a read-only stick. Even though all files are marked as writeprotected and thus protected from deletion, it is in principle possible to format the USB stick. If you accidentally delete the contents of or reformat your USB stick you can download the installation files at any time from your ePortfolio. If you do not yet have access to your ePortfolio, please contact our support team for assistance.

As a download

Unzip/unpack the downloaded Zip/DMG archive to your hard drive.

On Windows systems, 7zip or WinZip are recommended.

On macOS systems you can simply double-click on the DMG archive.

> **Note:** Do not copy individual files or start the installation from the ZIP archive!

Double-click on the file MAXON-Start(.exe).

This will install Cinema 4D, BodyPaint 3D or Team Render. What you can install and use is determined by the license you purchased, which is described in your registration letter and must enter during installation.

> **Note:** Only install the program and the corresponding files on the computer on which you intend to use the program.

If you start the installation over a network you will generally receive an error message and the installation must be terminated.

System Requirements

Windows

The minimum system requirements for Release 19 on Windows are:

- Windows 7 with SP1 (all service updates), Windows 8.x, Windows 10
- Internet Explorer 8 or newer
- USB 2 port
- 4 GB RAM (8 GB RAM recommended)
- AMD or Intel-compatible 64-bit processor with SSE3 support
- OpenGL 4.1-capable graphics card (NVIDIA or AMD)*
- Monitor resolution of 1280 x 800 px with 24-bit color depth
- approx. 8 GB hard drive space

> **Note:** If the SSE3 support is not available, an error message will appear and the installation must be terminated.

macOS

> **Note:** End all programs that require QuickTime (iTunes, App Store, etc.) as well as QuickTime itself. Otherwise an error message may appear at the end of the installation.

The minimum system requirements for Release 19 on macOS are:

- macOS X 10.11.6 or 10.12.4 or higher
- USB 2 port
- 4 GB RAM (8 GB RAM recommended)
- Intel 64-bit processor (Core 2 Duo or newer)
- OpenGL 4.1-capable graphics card (NVIDIA or AMD)*
- Monitor resolution of 1280 x 800 px with 24-bit color depth
- approx. 8 GB hard drive space

*The GPU renderer requires NVIDIA or AMD graphics cards for Windows and an AMD graphics card with OpenCL 1.2 support or higher for macOS. We recommend 4 GB or more VRAM for GPU rendering.

> **Note:** MAXON cannot guarantee the support of hardware and operating systems released after this software version.

Installation Dialog

Language Selection
You will first receive the language selection for the installation menus. Select the desired language and confirm by clicking on OK.

Informations
On the next installation page, an informational text will be displayed. Read this information carefully in case changes were made. After you have read the information, click on Continue.

Registration

You will be taken to the registration page where you will be required to enter your personal information and serial number(s).

1. Enter your personal information and/or company information here.

   Note: This information must not be identical to the information in the registration letter but all spaces must be filled out. You can, for example, enter an employee's name if the software is registered to a company.

2. Enter your serial number(s) here. These can be entered manually or copied from the email (if you received them via email) and pasted into the respective field. If you enter the serial number(s) manually you can include all numbers, dashes and letters from the document you received. If you received an email with your serial number(s), simply copy the entire text to your computer's cache and click on the Paste button. The number(s) will automatically be entered.

   If you have already received your final serial number(s) you do not have to enter the temporary number(s) for a re-installation. Simply use the final serial number(s).

   Tip: You only have to enter a serial number for Cinema 4D/BodyPaint 3D, Team Render Server or the libraries. Leave this field empty when installing Team Render Client.

> Note: Ignore additional serial numbers, e.g., for multi-licenses, except for the student license for purchase or the free teacher license. For this version a run-time license will also be required.

3. Here only the first eleven numbers of your serial number will be displayed

4. Here you can select if the serial number should be saved on the computer for the current user or all users.

    ### Current User

    The serial number is saved for the current user. This means that only the current user and no other user can use the program.

    ### All Users

    The serial number will be saved globally and the program can be used by all users.

    > Tip: If, for example, the program is installed by the Administrator it can be used by all users.

5. Activate this option ONLY if you use the MAXON License Server (MLS) or Reprise License Manager (RLM).

    A separate dialog window will appear in which the IP address for the MLS and its port can be entered.
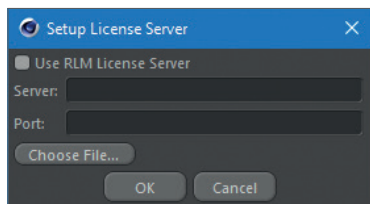
    You can click on Select File … to open an existing license.ini file. In the Windows Explorer you can open the license.ini file that you normally find in an older Cinema 4D installation directory if you already use the MLS. The IP address and port will automatically be entered.

    If you use the RLM, enable the RLM License Server option and enter the computer's name – and not the RLM server's IP address – in the Server field

    Confirm by clicking on OK to close the window.

    After you have entered all required information, click on Continue.

Installation Type

On the following pages you will find information about various installation types, depending on the previously entered serial number(s). You can select from:

Cinema 4D / BodyPaint 3D

The program will be installed in its own directory.

Note: Team Render Server, Team Render Client and Command Line program files will be installed in addition to Cinema 4D.

Team Render Server

Team Render Server will be installed in its own directory.

Note: Team Render Server will only be offered if a corresponding Cinema 4D serial number (Broadcast, Visualize, Studio) was entered.

Team Render Client

Team Render Client will be installed in its own directory.

Note: Team Render Client is always available for installation because it can be installed freely. A serial number is not required.

Libraries, languages and documentation

All available libraries, languages and documentation can be subsequently installed.

Note: Only the language or documentation for the specific program version can be installed.

For example, if you have updated to a newer program version, the language or documentation from the USB stick cannot be installed. These items can, however, be installed using the Online Updater.

Attention: If you want to install these elements for a Team Render Client, the serial number must first be entered.

Select the desired installation type and click on Continue.

Installation Selection

On the next pages you can again check what exactly will be installed. The most important elements for installation such as the program itself will already be enabled.

Initially, the program will be installed in English. Under Optional you will find additional languages and the available context help for each language. If these are not already selected, simply click on the check box next to the item you want to install.

After making your selection(s), click on Continue.

License Agreement

On the next page you will be shown the software license agreement to which you must agree to install the program.

Click on the Print button or right-click on the document to print the software license agreement.

Note: Read this document thoroughly.

If you do not agree with the license terms you cannot install the program and must click on Cancel to terminate the installation.

In this case, please return the software and all corresponding materials to MAXON or the reseller from whom you made your purchase.

After you have thoroughly read and accepted the license terms, enable the check box to accept the terms.

Click on Continue to proceed.

Installation Options

On the following pages you can determine where the program should be installed, if and how Windows Start Menu items should be created and if a shortcut should be placed on the desktop.

The Windows program directory is the default location, which can be changed here.

Attention: Note that if the installation path is changed, the target folders Cinema 4D or BodyPaint 3D must be entered manually. Otherwise all program elements will lie in the selected directory.

Do not use special characters for directories you create yourself.

Valid characters are: a to z, A to Z, 0 to 9 and valid letters for the respective operating system.

For manually created paths on Windows systems, do not install it to C:\Programs (x86) because only 32-bit programs can be stored here!

Do not install this version in an existing directory, e.g., from Cinema 4D R18 because this will destroy both installations!

You can still define if and how links in the Start Menu should be created.

Do not create Start Menu elements
No links will be created in the Start Menu

Only for me
Start Menu links will only be created for the current user account.

For everyone
Start menu links will be created for all user accounts.

Create desktop link
A link will be created on the desktop.

After you have defined all settings, click on Continue to start the actual installation.

Installation
First, all required files will be unzipped and copied onto the hard drive, after which the installation program will start in order to install the program with the settings you defined.

Tip Windows: Additionally required system libraries will automatically be installed during the installation process.

Tip macOS: You might be required to authenticate yourself by entering your system password in order to install the components according to your needs.

If the installation was successful, this will be displayed until the installation is complete.

Clicking on Finish will end the installation and start the program. If you want to start the program at a later time, disable the Start … option.

Note: In rare cases you can receive a prompt that the program was not installed correctly – which may not necessarily be the case. If you can start the program from its defined installation path then the installation was successful.

4. Updating the program package

If you want to expand your Cinema 4D package, e.g., from Cinema 4D Prime to Cinema 4D Studio, you do not have to reinstall the entire program.

All you have to do is start Cinema 4D and go to the Help/Personalize menu and enter your new serial number. After the program is restarted your new version will be available.

Attention: This is different if you previously used BodyPaint 3D and want to switch to Cinema 4D Studio, for example.

To do so you have to install Cinema 4D using the new serial numbers as described in point 2 above.

5. Installing Team Render Server / Client

Here you proceed as in point 3 above.

Select Team Render Server or Team Render client on the installation type page.

Note: To install the Team Render Server, you must first enter the Cinema 4D R19 serial number; for the student license for purchase or the free teacher license the runtime license.

The Team Render Client is always available for installation because it can be installed freely.

Attention: The Team Render Server cannot access serial numbers via the MAXON License Server.

This (Cinema 4D serial number) must be entered during installation or when the program is first started.

The new directory's default path will be created with the name Team Render Server R19 or Team Render Client R19.

Attention: Note that if the installation path is changed, the target folder Team Render Server R18 or Team Render Client R19 must be defined manually. Otherwise all program elements will lie directly in the selected directory.

Do not use special characters for directories you create yourself.

Valid characters are: a to z, A to Z, 0 to 9 and valid letters for the respective operating system.

DO NOT install Team Render in the Cinema 4D directory!

For manually created paths on Windows systems, do not install it to C:\Programs (x86) because only 32-bit programs can be stored here!

Tip: So you don't have to install Team Render Client on each computer that is used as a Client, simply copy the existing Team Render Client R19 installation directory to all respective computers.

Attention: Do not distribute the Team Render Clients to other computers via an image if these have already been started once. The Client will create a unique ID for the respective computer that will be identical on other computers, which can in turn lead to version conflicts.

The additionally required Windows libraries are not included and must be subsequently installed on each computer individually, if required.

These elements can be found on the USB stick or in the unzipped directory in the folder bin\data\redist.

6. Installing the MAXON License Server

Here you proceed as in point 3 above.

Only the serial numbers do not have to be entered since they have to be entered after the program has been installed and started.

Attention: Only install the MAXON License Server if you have also purchased the corresponding multi-license.

7. Uninstalling the program

Windows

Go to the system settings, select Programs and Functions and double-click on the Cinema 4D R19, BodyPaint 3D R19, Team Render Server R19, Team Render Client R19 or MAXON License Server item The deinstallation dialog window will open.
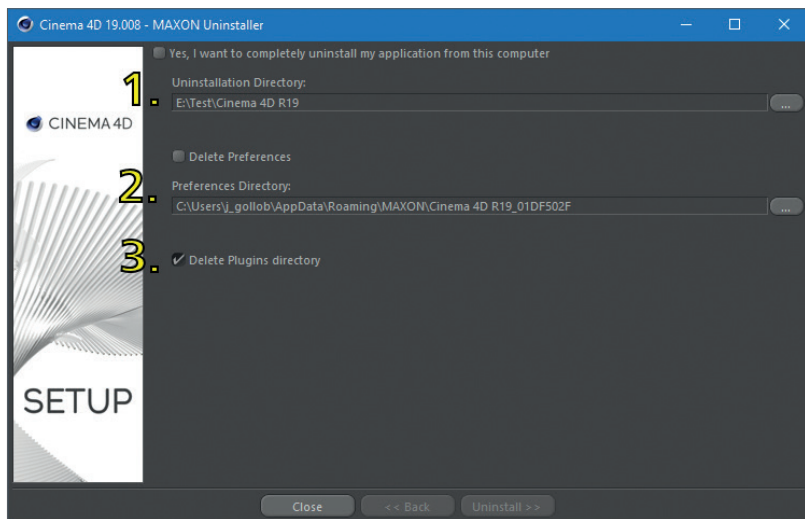
1. Activate this item if you want to completely remove the program from your computer.

2. Activate this option if you also want to remove your user directory. This directory contains your personal program settings as well as other information.

    Attention: If this directory is deleted, your own Content Browser libraries and all other data that you have saved here will be deleted. Only activate this option if you no longer require these files!

3. This option defines if the plugins should also be deleted during the deinstallation. This option should be disabled if you have third-party plugins that you want to continue using.

    Attention: This option is enabled by default.

    Note: The RLM directory, which is located under C:\Program Files\MAXON, will not be deleted and must be removed manually.

macOS

To uninstall the program, move the folder Cinema 4D R19, BodyPaint 3D R19, Team Render Server R19, Team Render Client R19 or MAXON License Server to the trash.

Your personal user data can be found on the hard drive under Macintosh HD / Benutzer / [username] / Library / Preferences / MAXON. If you also want to delete this information, drag this folder into the trash as well.

Attention: If this directory is deleted, your own Content Browser libraries and all other files stored here will be deleted!

8. Online Updater

After the program has been started, the Online Updater might alert you to new updates, additions, languages or documentation. This will especially be the case if neither additional languages nor the documentation was installed.

In order for the Online Updater to be active, your computer must be connected to the Internet and your firewall configured correspondingly.

If your computer is not connected to the Internet, refer to point 9 for installing updates manually.

Note: Protection of personal data is very important to us!

If you use the Online Updater, neither your personal information nor information from your computer will be transferred to us.

If you do not want to use the Online Updater, disable it in the Preferences menu (Cmd/Ctrl+E) in the network settings. Updates files must then be installed manually (see point 9).

Attention: Content libraries, if not installed, will only be available via the Online Updater and can only be updated here.

A manual installation is not possible.

How does this work?

If the Online Updater appears after the program starts it will show which elements can be installed.
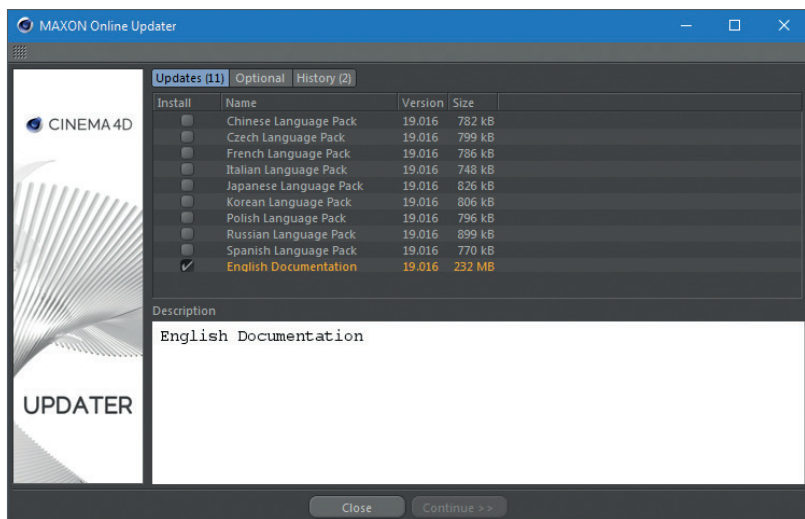
Select which elements should be installed. To do so, click on the check box next to the respective item.

> **Note:** Some important updates will already be enabled and grayed out. These cannot be deselected. Only the Online Updater itself can be aborted.

Clicking on an item will display its respective information below. After you have made your selection, click on Continue to proceed.

The license terms will be shown that you must accept to proceed. If you do not agree to the license terms you must terminate the update. If you agree to the license terms you can click on Continue to proceed with the update and define how it will be done.

Automatic restart during installation

If this option is enabled, the program will restart as required during the installation process. If this option is disabled, a prompt will appear each time the program must be restarted.

> **Note:** You still have to confirm your operating system's safety warnings.

Delete downloaded archive after successful installation

If this option is enabled, all downloaded archives that are no longer required will be deleted automatically after an update has been installed. Depending on the update, this can free up a lot of hard drive space.

Create a backup copy before installation

If this option is enabled, a backup copy of your current installation will be made. In the Path field you can enter the location to which the backup copy should be saved. The user directory created by the program is the default location. If an error occurs during the update installation (write error on the hard drive, computer crash, internet disconnected, etc.), the original program state can be restored.

You should generally enable backups when updating.

> **Note:** The backup copy is a normal Zip archive with the name c4d_backup_[date]_[time].zip. If this file is larger than 500 MB it will be split into several archives. If you want to restore a multi-part backup, the individual archives must be packed into a single directory with the correct directory structure.
>
> On Windows, double-click on each archive individually and drag its contents into the single directory.
>
> If you use a specific archiving program, select all zipped files of a given archive and select Extract to … (WinZip) or Unpack here (7-Zip).
>
> On macOS, double-click the *.bat file that was created in addition to the Zip archive. The Terminal should start, which will restore the backup. If this does not happen, right-click or Ctrl+click on the *.bat file and open it with a different program and select the program from the Terminal.
>
> The files will then be restored in a new directory.

Click on Continue to proceed with the download of the required files. In the next window you can view the progress of the download. If you close the window the download will continue in the background. It will not be interrupted.

After all files have been downloaded they will be unzipped, the program will be ended and the update will begin. If the automatic restart is not enabled (see above), you will be prompted to restart the program.

The new files will be installed and the program will start automatically – if this option is enabled – in the new version or new language.

Note: If updates are available, they will be valid for Cinema 4D / BodyPaint 3D and Team Render. Otherwise they will be offered in a different form. Corresponding information and updates will be offered at our website www.maxon.net.

Note that Team Render Client and Team Render Server must always be updated to the same version. Otherwise they will not work together.

9. Installing languages, documentation and updates manually

If your computer is not connected to the internet or if you have disabled the automatic Online Updater, no updates, additional languages or documentation can be displayed or installed. These items must be installed manually.

Corresponding c4dupdate files can be found online at the MAXON website at www.maxon.net. These files must be made accessible for your computer (e.g., via a computer that is connected to the internet and in turn copied onto a USB stick or from a company server, etc.).

Start the program. Select Help/Manual Installation. In the window that opens, navigate to the update file and click on Open.

All of the following steps correspond to those of a normal update (see point 8 above).

Remarks

In order to install the matching documentation (if available) to the installed language you must first install the respective language file.

The language version for your program has the respective version number in its name. For example:
ENGLISH_19.009_20170709_103102.c4dupdate. This English language package can only be used with R19.009. If the file name is ENGLISH_HELP_19.009_20170709_103102.c4dupdate, this package contains the correct English documentation.

After the installation, the program will start using the language that was just installed and the documentation will be available. Select the documentation file exactly as just described.

Tip 1: If you install an update it will be installed in English. Then install your language manually – if the Online Updater hasn't notified you. If an update is already installed, only use the language package that belongs to this version.

Tip 2: If the language is installed by another user, e.g., the administrator, and the program is started by you, the newly installed language must first be selected in the Preferences (Ctrl/Cmd+E) menu.

If an R19 update is available on the MAXON website and you want to install it manually, proceed as described above.

Tip: Note that the corresponding language package must also be installed after an update has been installed.

10. Tips and tricks

Unattended or silent installation

I want to install Cinema 4D on multiple computers without observing the process. Can this be done with the installation program?

No. This is not really possible. Cinema 4D/BodyPaint 3D and Team Render Client must be initially installed and updated as described above. Subsequently, either the entire MAXON directory or the respective program directory can simply be copied over the network to other computers since these directories contain all program elements.

Tip: The additionally required Windows libraries are not included and must be subsequently installed on each computer individually, if required.

These elements can be found on the USB stick or in the unzipped directory in the folder bin\data\redist.

No serial number, MAXON License Server

When I start the program I receive the prompt that the serial number is missing and the license server cannot be found. What went wrong?

During installation you noted that you use the MAXON License Server (MLS), which resulted in a license.ini file being created in the installation directory or a connection to the MLS was interrupted or blocked.

If you do not use the MLS, simply delete the license.ini file and enter your personal serial number.

However, if you are using the MLS and receive this prompt, make sure that the connection to the computer on which the MLS is running is ok.

If the MLS is not running, start the MLS so the program can get a serial number.

No manual installation of updates, languages or documentation
I downloaded the updates from the MAXON website but the Zip files are not recognized by the Online Updater or no updates are shown. What did I do wrong?

All updates, language and documentation files have the suffix c4dupdate and are located in the Zip file that you have to unzip so the update can be installed.

Mobile use of the program, single seat license on multiple computers
I want to use my single seat license on multiple computers but the software license agreement prohibits this. What options do I have?

Install the program on an external hard drive or on a USB stick (>8 GB) instead of a local hard drive since the program has all necessary data in its own directory. You only have to enter the serial numbers the first time you start the program on a new computer.

> **Attention:** If you want to use the program on Windows or macOS on mobile devices you must install the program separately twice – first on macOS, then on Windows. If you don't do it in this order the installation may not work.

New hardware / switching computers
I want to install the program on a new computer. What do I need to know?

If you have a single seat license, delete the installation on the old computer and install the program on the new computer.

If you have an MSA contract (total of 2 installations) or a multi-license, simple install the program on the new computer.

This can be done even easier by copying the entire MAXON directory onto the new computer since the directory contains all required elements and you won't have to install any updates.

> **Tip 1:** For the latter, note that a deinstallation on Windows will no longer be available and you will have to delete all directories manually.

> **Tip 2:** The additionally required Windows libraries are not included and must be subsequently installed on each computer individually, if required.

> These elements can be found on the USB stick or in the unzipped directory in the folder bin\data\redist.

11. Support and Contact

If you need additional assistance for installation or when using the program, contact us here:

Germany/Europe

MAXON Computer GmbH
Phone: +49-6172-5906-42
Fax: +49-6172-5906-30

For the free student license:
Email: student@maxon.de

For the full version / student license for purchase or the free teacher license:
Email: support@maxon.de

France

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