

---

Subject: FIX FOR GMAX PROBLEM WITH MS HOTFIX

Posted by [Crimson](#) on Fri, 22 Aug 2003 04:42:07 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

#### PROBLEM:

The Microsoft Hotfix 823980 which has been made available through Windows Update to all Windows 2000 and XP operating systems and service packs causes the corruption of gmax (.gmax) files.

As a result, all .gmax files saved with the Windows Hotfix 823980 installed may not load or may destabilize the gmax application on systems without the fix.

#### WHO IS AFFECTED:

The following operating systems configurations will experience gmax file corruption:

Windows 2000 Service Pack 4  
Hotfix KB 823980 under XP  
Hotfix KB 823980 under Win2K SP3 or lower

Note: we previously thought this problem extended to Windows NT 4 SP6 but have found under further testing that it does not affect users on that Windows version.

#### RESOLUTION:

According to Microsoft, Hotfix 823980 addresses potential security issues in its operating system. As such, if you anticipate picking up Hotfix 823980 some time in the future - either manually or via automatic Windows updates through WinUpdate, you may consider updating to Hotfix 823980 now, and ALSO IMMEDIATELY follow the instructions below for adding the latest Hotfix described to address the .gmax file corruption issue.

For those of you who have updated to Hotfix 823980 or Windows 2000 Service Pack 4 and encounter the problem described above, Microsoft has a new, early-version Hotfix available.

For access to this early Hotfix, customers can call 800-936-4900 or 425-635-7083 and request Hotfix - Q824136 for Windows 2000 or Windows XP.

You will be asked to provide your Name, Email and Zip Code, then the ~1Mb Hotfix will be sent to you via email attachment within about 10-15 minutes. The fix will only install if you have previously installed one of the affected hotfixes or service packs listed above in the "Who is Affected" section.

**WARNING** - be sure to back up any critical data on your system before installing the new MS

Hotfix.

After installation of the new Hotfix Q824136, you should open and resave any affected files.

This Hotfix is expected to be fully tested and officially released through Microsoft by the end of this month. For further information about this Hotfix or to contact a local Microsoft Product Support office, please refer to the Microsoft Product Support site at <http://support.microsoft.com/default.aspx?scid=kb;en-us;824136>.

This new Hotfix is also available for some localized language versions of Windows. When requesting the Q824136 Hotfix, make sure to request the language that matches your installation of Windows.

We are actively working with Microsoft to provide contact information outside of the U.S. and Canada. Please continue to check the Discreet gmax Support site at <http://www.discreet.com/products/gmax/> for ongoing informational updates.

Discreet is a division of Autodesk, Inc. Autodesk, Discreet, and gmax are either registered trademarks or trademarks of Autodesk Inc/Autodesk Canada Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective

---