

GripTools FAQ – March 2012

-Manuals and FAQ

The latest versions of all documentation is online available from within C4D in the main GripTools menu->Help.

Installing GripTools Xtensions

Purchased Xtensions come in the form of zip archive files. They should **not** be extracted. Please see the “CameraGripTools_Install.pdf”.

iXplorer glitch

This surfaces when connecting the app to the GripTools server on the workstation. It can cause the app freezing. There's a simple workaround: start the GripTools server first and AFTER that flip the connection switch on the iXplorer app on the iPhone. The issue will be fixed this in the next update.

Scene files/Xtensions/devices bindings: I have saved a C4D scene file with GripTools tags. The tags use channels with several input device axes. When I open the file, the channels are no longer assigned and set to 'Off'.

This happens when you open a scene file that uses devices that were present at save time, but not anymore. When the file is opened, GripTools cannot find the axes and will reset the missing assignments to 'Off'.

Be sure to have all Xtensions started before you open the file using the Xtensions plus devices. To restore the binding, close the scene file, connect the devices to your computer, start the Xtensions and reload the scene file.

-CustomMode: some object properties cannot be controlled, recorded or replayed.

This is true. Cinema 4D has a huge number of properties to animate. Although we spent a lot of time testing, there will be properties we have missed out. If you find one, please let us know. The more detailed your feedback is, the better we can try to implement it.

-I have send a registration request from C4D on my home computer and now I cannot activate GripTools on my office workstation or any other computer.

That is correct. GripTools is currently only available under a one-computer license. You need to generate the register request with GripTools/C4D running on the machine you want to work with.

That is how the demo is limited. Recording is disabled and you cannot more than 3 axes, 2 buttons and 1 Xtension at a time. If you want to test another Xtension, you will have to quit C4D and restart.

-Demo: I cannot use all devices at the same time in the GripTools Demo's

-Demo: when I selected an Xtension and finished playing with it, I cannot open another.

That is true. You can use one input device at a time in the demo. If you have connected more, you can select *one* per C4D session. Be sure that the one you want to test is connected to your computer before C4D startup.

-Demo: I cannot use ALL axes in the GripTools Demo's

No. You can use all axes but only 3 at the same time. Only the iXplorer demo exposes just 3: rotation (HPB).

-Full version: When I started an Xtension, I cannot close it or reopen.

That is correct.

-I cannot use my C4D scene files saved on a Mac on Cinema 4D on my Windows computer(MacWin).

We sell GripTools for Windows or Mac. You do not get both versions.

You can however use motion captured on Mac use on Windows (and vice versa).

Just delete the GripTools tag after recording and resave the Cinema 4D *.c4d file.

The motion captured on the timeline is still there.

-I cannot run GripTools under Windows 64 bit (Win).

GripTools is currently only available for 32 bit Windows versions.

We are working on this. Purchasing MAXON CINEMA 4D implies both 32 and 64 bit versions.

You should use the 32 bit version under Windows. GripTools for the Mac runs fine under OS X 64 bit.

-Can I use the Wiimote with GripTools?

-Running GripTools MIDI extension together with OSCulator crashes my computer (Mac).

You can use OSCulator with GripTools + HID(Joystick) extension (Mac only).

-Using GripTools products to perform live matchmove.

GripTools products are currently not designed for so called 'mixed reality' shooting.

You need very accurate position and rotation sensing to match green screen photography of live sets with computer generated 3D scenes. Moreover, angle and distortion of the physical lens used must be compensated and you need to perform elaborate calibration procedures.

-I cannot find the models of the GripTools crane, helicopter, etc.

The GripTools modes are abstractions of the real hardware. You can find this in the manual: 'The GripTools Modes'. If you need a camera, just drop a C4D camera in the scene and add a GripTools tag. The C4D camera will then behave as the mode model. It would not be very practical to fly around in your scene with a model airplane. You just want to fly the camera as if it was a airplane.

If you want a 'real' model of a crane, you will have to make one. We might add our logo crane model in a future release if there is any demand for.

-Does GripTools include XPresso nodes?

No. We dropped Xpresso shortly after the first release for technical reasons. We are considering to reintroduce XPresso support in a future version.

-Can I use all Apple mobile devices with the iXtensions?

Please read the Xtensions user guide under 'Usability with different types of Apple iDevices'.

-I have activated my Xtension with 64bit C4D, now I want to use it with C4D 32bit: It is no longer detected.

That is true; you need to activate an Xtension separately for 32 and 64 bit. Sorry for the inconvenience.