

Troubleshooting 3ds Max problems when running under Windows 10

Issue: 3ds Max 2014, 2015, 2016 or 2017 will not load or perform properly under Windows 10 -- the program either freezes upon launch, or will lock up and/or crash shortly after launch.

Although 3ds Max 2017 is the only version of the program that Autodesk has certified to run properly under Windows 10, many users have gotten earlier versions to run smoothly. However, some users have issues even with 3ds Max 2017 under Windows 10. 3ds Max may not launch properly when started (the program freezes), or users may experience serious program instability when running 3ds Max. They may also not be able to save files properly (both manual saves and auto-saves/backup files.)

Some of these issues may be due to non-supported video cards and video card drivers under Windows 10. However, some users have also reported Windows updates have altered their file/folder permissions so that 3ds Max won't work properly.

There are a wide variety of possible fixes/workarounds for these issues. Here are our suggestions:

Change graphics drivers in 3ds Max before launch by following [the instructions in this link](#).

Download and run the Windows Fixit tool to automatically repair files and folders, available [at this Microsoft link](#) (applies to Windows 7, 8 and 10.)

Add a System Variable:

1. Open the Windows 10 Control Panel.
2. Change the Control Panel settings to View by: Small Icons (or Large Icons.)
3. Select System, then click on the Advanced system settings link.
4. Click Environment Variables. In the section System Variables, find the PATH environment variable and select it. Click Edit. (If the PATH environment variable does not exist, click New.)
5. In the Edit System Variable (or New System Variable) window, add the following line:
<C:\Program Files\Autodesk\3ds Max 2016\> (or the relevant version of 3ds Max)
6. Reboot the PC and see if this fixes the issue.

Add a Windows Defender program exclusion for 3ds Max:

1. To do this, [follow these instructions provided by Microsoft](#).

Disable Windows Defender Real-time Protection:

1. Try [temporarily disabling the Windows Defender Real-time Protection](#) to see if this affects the startup of 3ds Max

Reset Windows Administrator privileges for certain folders/files:

1. Right-click on the drive that is causing the problem.
2. Left-click on Properties.
3. Click on the Security tab.
4. In the first window, click on Administrators (your computer name-PC Administrators).
5. Just below the window, click on Edit.
6. Click on Administrators (your computer name-PC Administrators) again.
7. Note: if Apply is grayed-out, check a box in the Deny column. It will then bring up Apply.
8. Check a box in the Allow column. It should check all of the boxes except the last one and uncheck all of the boxes in the Deny column.
9. Click Apply. It should run a scan of the files in the drive. When the scan is finished, click Ok. The first box should still be open.
10. In the first window, click on Users (your computer name-PC\Users) and repeat steps 5-9, clicking on Users (your computer name-PC\Users) instead of Administrators (your computer name-PC Administrators).
11. Note: you may not have to click in the Deny column after the first scan is completed, as indicated above

The instructions in the above list are taken from [this Microsoft support page and discussion](#).

Error: "Required privilege is not held by the client":

1. Follow [the instructions in this video](#) to reset the Windows permissions