VirtualWork
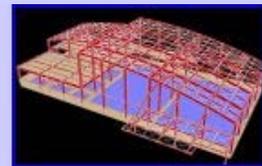### A newsletter for customers and friends

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10 Years Is a Long Time

Wow. IES will be ten years old next month. It has gone by so quickly and yet it seems like forever. We might have a huge celebration sometime this year. Or maybe we will just go out to lunch. Either way, the marketing people will be trying to make a big deal of this fact. (Get your "I Survived 10 years of IES Updates" button at your local Stuff-Mart, if they are out of stock, just call Garrett at 1-800-707-0816 and complain.)

Old Advertisement, circa 1996

Pop In This Disk — Integrated Engineering Software — to see tools that will — Improve The Quality of Your Structural Engineering

We will definitely be recognizing our old customers this year. Umm, let me rephrase that, our steadfast and loyal customers! If it were not for customers like YOU, IES would have vanished along with *Windows for WorkGroups 3.11* and the old 80386 boxes that we used to start this company.

If you have a story to share about your early IES software experiences we would like to hear it. If you have a suggestion on how to fix our current tools so they might last another ten years, we would definitely like to hear that.

Web Site Banner Ad, circa 1998

Quality Software for Structural Engineers — Information and free-trial software: www.iesweb.com
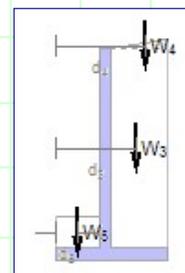
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QuickRWall 1.5 Beta Test

A preview of IES QuickRWall 1.5 is available for download from our web site. This is a **beta test version** of QuickRWall 1.5, which will be a **free upgrade** from version 1.0.

Price Increase
The new version will be released within 30 days at **$395**. Save $100 by making your purchase during the beta test period, at the 1.0 price of $295.
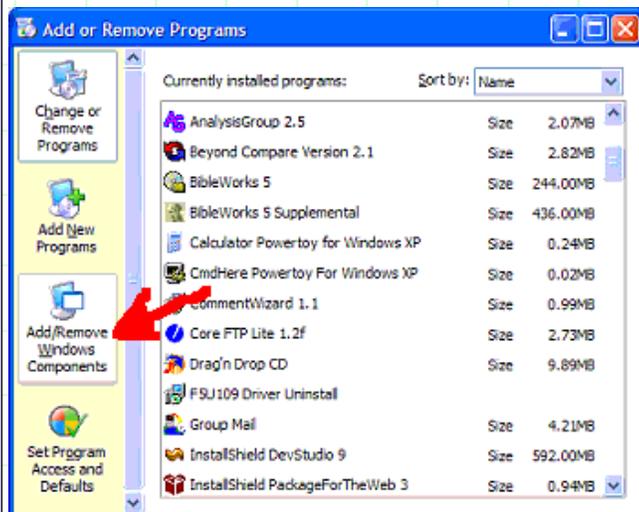
Cleaning House

In Today's era of 40 GB hard drives, we do not have to worry about space as much as we did in the past. Yet many of us have found ways to fill up our machines with all sorts of HUGE files and more of them. If you are feeling the pinch, here are some ideas for getting rid of excess stuff both in general, and specifically with IES software.

Windows House Cleaning
There are a number of ways to clean out your hard disk using the features available in Windows itself. Here are some of the best:

A) Start | Settings | Control Panel, **Add/Remove Programs**. It is a good idea to go back to this periodically and look at all those things you have installed. Do you still use them? If not, uninstall them! Also, take a look at the **Windows Components** that are installed. (This is a separate list.) Do you really use "MSN Explorer", "Games", "Telnet", or other features that Microsoft has installed?

B) Use **Disk Compression**. Right-click on your Hard Drive in My Computer, and choose Properties. Find the check-box to "Compress drive". *This can take a long time* if you tell it to compress all folders and sub-folders, but it can be worth it. Compressed files can actually load and uncompress faster than loading the uncompressed file, so in some cases you will see speed gains as well as getting an extra 50% out of your hard disk.

C) **Disk Cleanup** Feature. Right-click on your Hard Drive in My Computer, and choose Properties. Find the Disk Cleanup button on the General tab. *Be warned, this tool can be slow*, but it pays big dividends by cleaning out your Recycle Bin and Temporary folders. If you are not already using disk compression, this tool will offer to compress "old" files for you.

New Features in 1.5:

- **Restrained Wall Design** (Basements, propped cantilever)
- Masonry Design Checks via **MSJC 2002** & **IBC 2003**
- Canadian Design Checks via **CSA A23.3-94**
- User Interface enhancements
- **New Loading Types:**
  - Water in Backfill
  - Specify Passive Pressure via EFP
  - **Seismic** Loading
  - Lateral Stem Load
  - Line or Strip Surcharge
- **DXF File Export**
- **New design capabilities:**
  - Design just reinforcement
  - More control over automatic reinforcement sizes and spacing

If you have not yet tried this new product, here is a good opportunity. The beta test version is free for anyone to try. See for yourself why this tool is different from all the rest!

Why Use QuickRWall?
Built-in documentation and a learning mode makes this tool *easier* to use than any other. The high-quality graphics help you see exactly where you are and what you have. The *pass/fail check list* shows you at a glance whether your design is working (or why not). The advanced reports leave nothing to the imagination as each equation is spelled out so that *anyone can check the work*. If you prefer a shorter report, you can get that too!

Support Notes

Here are some Frequently Asked Questions and Answers from recent weeks:

Q. Your web site is messed up, I can't download the software…

A. No, it works just fine. really. Check to make sure you have disabled virus detectors, download managers and other 3rd party software that might interfere with InstallShield's stuff. We regularly test our installs and they are working. The install page has a link to common problems and solutions for download issues.

If you are attempting to download an update and it is not working, you should go directly to the Customer Center and follow the links to install updates. This will by-pass the "detect" mechanism and just let you install the latest version. If you already have it installed, the install

On my machine, I recently discovered that MS Office 2003 has quietly installed **303 MB of "setup files"** so that I won't have to insert a disk when it wants to install a new feature! Disk Cleanup can remove this for me if I'm running out of space.

IES Software Cleaning

A) **Uninstall old product versions**. We design our software so that you can upgrade and run both the old and new versions simultaneously. Don't forget to uninstall the old versions once you complete the transition! On my machine I have 3 versions of VisualAnalysis Package, 2 versions of AnalysisGroup, and the current ShapeBuilder and QuickRWall programs. Total: 92 MB. If I did not have to occasionally run the older versions for technical support, I could save 27.6 MB, or enough space for one or two of my favorite Music CDs in Windows Media Player.

B) **Clean out Last Year's Project Files**. When you are under deadlines and working hard, you probably tend to make extra backup copies of each project as you make progress. Once you complete the project, you can go back and remove most of these "versions" and backups. Then you should move the really old files off to a CD or tape backup to keep your hard disk lean and mean. One other tip, VisualAnalysis project files tend to increase in size dramatically if you save them with analysis results. When creating your archives you might **save them without results** to keep them smaller.

C) Once in a while, **you might want to do a "Clean Install"**. When you uninstall our software, not everything gets removed. We leave customizable data files in *IESCommonFiles* so that we do not destroy your customizations. When we upgrade our software, we sometimes switch technologies and file names will change. Old files may not get removed.
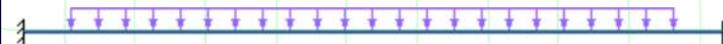
Case in Point
With VisualAnalysis 5.10.0007 we introduced newer, better help for the Database Editors. The new files are .chm (HTML Help format) while the old ones were .hlp files. The update software is not smart enough to delete the old ones. OK, maybe it is, but the guy creating the update is just not smart enough to figure out how to delete the old files for you (sorry).

A clean uninstall is where you uninstall all the software normally (through Add/Remove Programs). Then you go in and delete the folders and files that remain. Be sure to make a backup copy of anything you customized, though! [For an absolutely pure uninstall, you should also delete registry entries and files installed into the system folder, but this is not for the faint-of-heart, and is generally not necessary.] Then install our latest versions directly from the web site. Then put back

software will tell you that.

If you like, you can also visit InstallShield's consumer support site, they may be able to diagnose your specific install problem or provide tips for working around problems.

Q. I can't design my wood model, I think I need to re-install the software.

A. Probably you just need to fix the Shape and or Material database. There are discussions in the latest help files and also at the Self-Help web site regarding the issues with databases that are not current.

Q. I'm having a problem with AnalysisGroup 2.5 or ShapeBuilder 3.0.

A. Be sure to check for and download the "Hot Fixes" at www.iesweb.com/beta.htm There have been a couple of fixes to each of these products in the last couple months.

Q. I'm having a problem but uninstalling and reinstalling and rebooting does not help. **What's up?**

A. In general, we do NOT recommend that you uninstall your software if you are having a problem! There are many features that do not uninstall (customizable data files and system preferences). It is better to ask IES technical support about your problem before you waste time uninstalling. You may wish to re-install the latest updates and you may wish to do a quick search the "Self Help" site to see if your problem is a frequently asked question!

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your customized files as necessary.

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3 Ways to Install Updates

You can get VisualAnalysis 5.1 Package updates in a number of different ways:

1. Start | All Programs | IES | Support | Get VA 5.1 Package Updates.

2. Within VisualAnalysis, use: **Help | iesweb.com | Update VisualAnalysis**

3. If you already have the latest update, but things are not working right or you just wish to re-install it, you can go directly to the Customer Center, and click the link to *"Install Updates"*.

This approach bypasses the mechanism that checks to see if you need an update and allows you to run the update again. This is useful for "repairing" a broken installation or to add or remove features from your installation. There is no harm in re-running the installation if you think there might be a problem.

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Quick Links:

Upgrade Information
Product Information & Pricing
Latest Updates
Secure Order Form
Online Technical Support
Send Email to IES Support
Sales phone: 800-707-0816