VA 11.0 Goes to 'Beta' Testing

Customer Preview: The best time to tell us what is wrong!

With almost every new product release, we deliver a free test-version to customers for one specific purpose: so YOU can try it and tell us what is wrong with it BEFORE you get the official release.

The Old Version Didn't Have This Problem

It never fails though, the day after we release a new product, some unhappy customer will contact us and tell us that our new product is 'totally worthless' or that we have removed some critical feature that they needed or that we have handicapped their production. We (obviously) have not built our business on trying to make unhappy customers and we do our best to release new products that are all-around better in many, many ways. But everybody is unique and it is very difficult to both improve products and maintain every nuance of previous versions.

Once we release a product "officially" we are much less inclined to make changes as any software change can have dramatic and unwelcome side-effects and requires a significant amount of testing. Getting features and fixes finished early in the development process helps us deliver higher quality products for the least cost.

We Need Your Help to Make Great Products

This is why we need your help. **Please take 10 minutes** or an hour to test the preview versions of new products and then tell us about your experience, whether it was good or bad or what is missing. The more specific details or constructive comments and suggestions you can give us, the better. Please use 'test@iesweb.com' to report problems with test-versions of our products.

New in VisualAnalysis 11.0

- IBC 2012 Load Combinations
- Steel Design per AISC 360-10 (14th Ed.)
- Wood Design per NDS 2012
- Concrete Design per ACI 318-11
- Cold-formed steel design per NAS 2012
- Much more, try it!.

[back to top]

New Self-Service Portal

Self-Service Customer Portal

Change is Good!

You may have been confused by our recent 'change' emails, but there is good news! We are working to make your life easier and provide better customer service as well as great software. ShapeBuilder 7.0 is the first product available in the new system and we will be rolling out new versions of all the IES products **very quickly** to minimize the transition period between old and new systems.

Log-in to the new **Self-Service Portal** from the IES Customer Service page: www.iesweb.com/support. You should have received an email with your login

information. Contact IES (sales@iesweb.com) if you do not have the information you need to get connected.

Your Current Products are Safe!

First of all, your existing products and licenses are NOT affected by any of these changes. Nobody will take away any licenses or privileges with existing IES products. You can continue to use old products as long as you can keep it alive.

What happens to old versions when a "new" version comes out?

We stop issuing updates (patches) for the previous version. No more bug fixes. You will continue to receive free email technical support until the product is officially retired, which is 4 years from the date it was replaced.

Upgrades?

What will happen is that at some point in the future we will release a new version. Under our "current" licensing system, you could optionally upgrade from, say, version 3.0 to 4.0 at a nice discount. However, under our new system there is no upgrade option. If at some point in the future you could optionally purchase the new product, but it will be at full-cost. We will be offering upgrades on existing products through the end of 2013.

Maintenance Plans Save $$

If you are on a maintenance plan (optional, low annual fee) then you would automatically get any new version released during the year you are covered by a plan for that product.
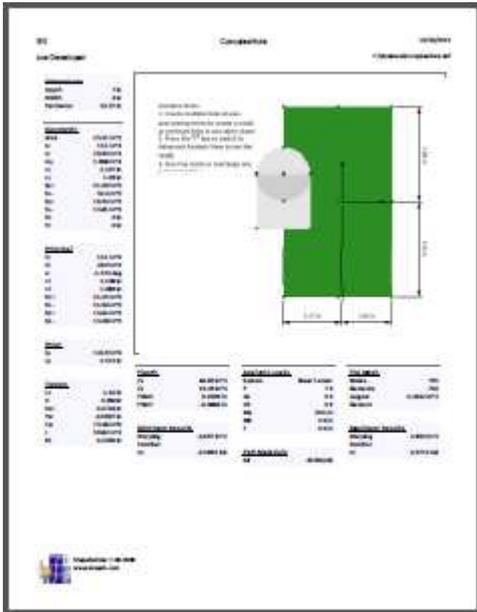
Because maintenance plans are fairly inexpensive, we are encouraging customers to consider this option. If you like our software and think you will want to stay fairly current, the maintenance plan will save you the most money in the long run.

[back to top]

ShapeBuilder 7.0!

New Version: Awesomized

Released! It has taken a little longer than it should have, but we have a brand-new, completely overhauled and gluten-free version of ShapeBuilder for your engineering pleasure!

Crazy fast. Very simple. Plus it gives rock-solid answers to tough problems you do not want to solve by hand.
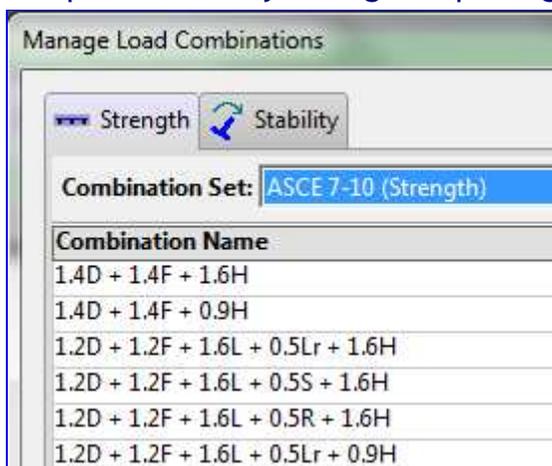
[back to top]

Quick Products

Simplified Custom Combinationss

The line-up of four IES Quick* products are scheduled for a major overhaul early in 2014. One of the changes coming is better load combinations. Others include updated building-code provisions and improvements to make the products easier to use.

Load Combinations Editor

The upcoming new releases of the Quick products will offer a considerably enhanced ability to modify the load combinations that the software uses. Gone is the old, "drill-down" approach that the products have presented since their initial inception several years ago. Replacing this is the new dialog shown below:

Unlike its predecessor, this dialog displays all combinations for a given set (e.g. IBC 2009 strength combinations) in a single view, and allows editing of factors

right in the grid where they are displayed. Any value modified since launching the dialog is shown in blue for easy identification, and a number of buttons allow for adding or removing combinations and combination sets. For applications that use different categories of load combinations (e.g. combinations for strength checks and for service/stability checks), a separate tab at the top of the dialog will exist for each such category. An alternate way of editing has also been added, based on customer requests. A click of the "Use Text Edit Mode" button will initiate a special mode where load combinations can be edited as text: You may add, modify, or remove load combinations directly in the text. Not only has this been requested by several users as a preferred method of editing, but it also provides a method of transfer that did not exist before. By copying and pasting the text, you can easily move combinations between different computers, or between different Quick products on the same computer. This benefit greatly streamlines what was previously a tedious process.

[back to top]