

## Self-Service Portal, Explained

### Update Your Contact Information

Please take a minute to log in to the IES Self Service Portal. This is your one-stop place for managing your business with IES. There is one login/password per company and you can and should update your mailing address, email addresses and licensee names for products.

Start Here: [www.iesweb.com/service](http://www.iesweb.com/service)

Doing this will ensure that IES can contact you regarding important information about your products and licenses.

### Licenses & Activations

You will find the license IDs you need to activate your licenses. Also check to see if you have any **activations available** (single-user licenses get 2, network licenses get 1). You will find PDF licensing instructions at the above link, along with troubleshooting information. More detailed answers to license issues are in [FAQ Answers](#).

### Recurring Payments

When you buy IES products online we automaticall set up a maintenance plan to keep your licenses current. Your credit card will be billed automatically. If you wish to pay by check, you can delete the payment plan, but be aware that you must remember to pay for your maintenance before they expire and without a payment plan, you will be on your own for remembering this. We try to send out manual reminders, but things are easier if you have a payment plan set up.

**Without maintenance**, you could be at-risk of getting locked out of your IES software products. [See details here](#).

### Renewals & Upgrades

You may manually extend your maintenance by one-year using these items. You may upgrade VisualAnalysis levels here as well.

### Full Product Catalog

The self-service portal allows you to purchase additional licenses or products using the Product Catalog.

### Call Us For Personalized Service


Some things just cannot be handled automatically, such as converting from single-user to network licensing. Call us if you don't have any activations remaining and need us to manually deactivate a dead machine.

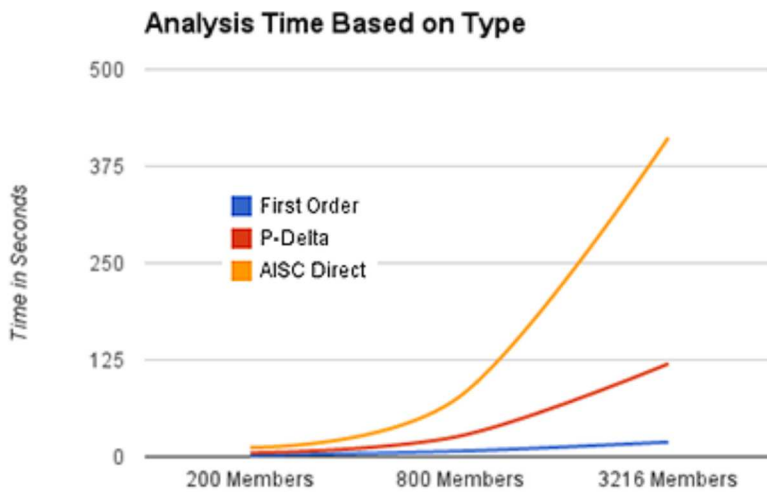
If you have sales or licensing questions or issues, you may contact Anna at 800-707-0816, or [sales@iesweb.com](mailto:sales@iesweb.com) for assistance.

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## VA Performance Research

### What makes VisualAnalysis SLOW?

How many elements are too many for VisualAnalysis? What else would make VisualAnalysis slow down? Can VisualAnalysis run out of memory? We have done [a little research](#)  to find out answers to these questions so you can start new projects without fear of the unknown. You could also duplicate one or more experiments on YOUR machine(s) for a more custom answer.



### Getting "Snappy" Performance:

Here is the executive summary. The bottom line is, think about these things, manage these things before they get to be a problem with larger projects. Design-checks tend to be the worst bottleneck in VisualAnalysis 12.0 and prior.

**Nodes, Members & Plates:** More is slower, perhaps obviously. But many thousands are reasonable. Start thinking about it at 2000 nodes, acting over 4000 nodes.

**Load Combinations:** More is slower, especially for Design Checks.


**Seismic Category C & D:** Increases load combinations, dramatically.

**P-Delta, AISC-Direct:** Much slower analysis, also doubles design-checks. Notional load combinations! AISC-Direct adds additional load combinations.

### Memory Issues?

Not likely to be a factor for **most** projects as performance will keep you from attempting projects that are too memory intensive. The exception to this might be with **AISC Direct analysis on larger models** because this "explodes" number of load combination results.

### Resources

Read this [white paper](#)  now to get the details. This document outlines the tests we made and the results we gathered and draws some conclusions that you can use when setting up your own projects.

### The Future is Bright

The good news is that we are working on a multi-threaded, parallel version of VisualAnalysis in the lab that will make much better use of modern hardware and software systems to improve performance. While we are working first to ensure 100% accuracy, we have high hopes (and some preliminary data) that indicate significant performance gains will be made.

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## VA 12.0 Released!

### Smarter, Easier, Better

VisualAnalysis just got a little smarter. Thanks to a few really good complainers who like to "bother" IES with bug reports and explanations and ideas. (You can thank those IES 5% of customers who take the time to contact [support@iesweb.com](mailto:support@iesweb.com) when things don't always go right!)

We listen closely to these conversations and try to read between the lines and try to understand how the software feels in YOUR hands, with YOUR projects. And then we try to eliminate bottlenecks or to streamline operations, or to provide

some missing functionality that many engineers could benefit from.

#### **New Features**

- \* Concise Member Result Report Tables
- \* Clone Load Combinations
- \* Wood Design w/Parametric Rectangles
- \* Clipboard: Modify/Remove Loads on Import
- \* CISC S16-14 Canadian Steel Design
- \* SDNF Version 3.0 Import/Export

#### **Get Started Now**

If you have an active license for VisualAnalysis, you can get started with VisualAnalysis 12.0 today. Install it and go. Remove version 11.0 immediately, or when you are ready.

Don't have a license for VisualAnalysis? Download it and run the free-trial!

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## **Revit Link 2015**

#### **Free Utility for Revit Structure 2015**

IES has provided, for years, a free VAREvitLink utility that will create a VisualAnalysis project file from within Autodesk's Revit Structure. This utility was recently updated to help streamline the export process, improving some "weirdness" with Revit analytical models that don't always line up with the architectural models or have round-off and alignment issues.

Get the latest VAREvitLink from the **Supplementary** tab on the [downloads page](#).

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