

IC3 Version 4.0 Help/FAQ

How do I contact ESL about problems with IC3?

Our help-desk is by email only and is at: esl_e2calc_support@tees.tamus.edu

Why are only single family projects available?

The state of Texas will mandate the 2015 IECC starting on September, 2016. Because certain municipalities have requested a 2015 capable version of IC3 earlier, we have released a version in June, 2015. However, at this time, we only have a version for single family projects ready for release. A version with multifamily project capability will be released before the state mandate takes effect.

Why do I get an error message when printing the Energy Report?

Most modern browsers will, by default, attempt to convert a .pdf file to an HTML5 file and display it as a webpage. There are a few problems with this:

1. For the energy report, we are using a dynamic, writable, fully extended life-cycle .pdf. Most of the current browser plug-ins simply cannot convert this document correctly. Older version of Adobe Reader cannot handle this format, so install Adobe Reader DC first.
2. Even if you have one of the few browser plug-ins that can convert it correctly, it is no longer a .pdf file. It has been converted into a webpage. It can't be saved as a.pdf file, and printing quality is very dependent on which browser you are using.

The solution is simple. Keep the file as a .pdf and don't allow it to be converted into a webpage. This can be accomplished in one of two ways:

1. When prompted, do not open the file, save it instead. We suggest placing it in your documents folder. Then right click on the saved document, and select 'open with' Adobe Acrobat[®] or Acrobat Reader[®].
2. Permanently disable the browser plug-in for .pdf files. Note: This will cause .pdf files downloaded from all sites to forever open in Acrobat[®], not just those from this website. The procedure to do this varies by browser, as detailed below:

IE:

1. Open Internet Explorer, and choose **Tools > Manage Add-ons**.
2. Under Add-on Types, select **Toolbars and Extensions**.
3. In the Show menu, select **All Add-ons**.
4. In the list of add-ons, select **Adobe PDF Reader**.
5. Click the **Disable** button

Firefox:

1. Choose **Tools > Add-ons**.
2. In the Add-ons Manager window, click the **Plugins** tab, then select the **Adobe Acrobat** or **Adobe Reader** plugin.
3. Choose an appropriate option in the drop-down list next to the name of the plugin.
 - a. **Never Activate** turns off the plugin so it does not open PDFs in the browser.

Safari:

1. Launch Safari, and then choose **Preferences**.
2. In the Preferences window, choose **Security** and then click the **Website Settings** button for Internet plug-ins.
3. Now select **Adobe Reader** in the list of plugins.
4. Under the option '*When visiting other Websites*', in the drop-down list, choose **Allow Always** and then click **Done**.

Chrome (before version 56.0.2924.87):

1. In the Chrome address bar, type *chrome://plugins*
2. **Disable** Chrome PDF Viewer.
3. Disable the **Adobe Acrobat/ Adobe Reader** plugin.

Chrome (after version 56.0.2924.87 but before version 57):

1. In the Chrome address bar, type *chrome://plugins*
2. **Disable** Chrome PDF Viewer.
3. In the Chrome address bar, type *chrome://extensions*
4. Disable the **Adobe Acrobat and/or Adobe Reader** plugin.

Chrome (after version 57):

1. Type in *chrome://settings/content* into the address bar
2. Click the link "show advanced settings" at the bottom of the page (this may or may not be there – if it isn't just skip this step)
3. At the bottom of the popup page, click the box "Open PDF files in the default PDF viewer application"

Opera:

1. In the address bar, type *opera://plugins*
2. Disable any pdf viewer
3. Disable the **Adobe Acrobat/ Adobe Reader** plugin.