



# ALTAIR

ONLY FORWARD

Altair<sup>®</sup> S-FRAME<sup>®</sup>, S-STEEL<sup>™</sup> and ICD<sup>™</sup> 2022.3

## Release Notes

Updated: 03/20/2023

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**Altair® StarVision PRO™** ©2002-2023

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### **Altair Packaged Solution Offerings (PSOs)**

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**Altair® e-Motor Director™** ©2019-2023

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### **Altair HPC & Cloud Products**

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**Altair® Control™** ©2008-2023

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**Altair® Accelerator™** ©1995-2023

**Altair® Accelerator™ Plus** ©1995-2023

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### **Altair Data Analytics Products**

**Altair Analytics Workbench™** © 2002-2023

**Altair® Knowledge Studio®** ©1994-2023

**Altair® Knowledge Studio® for Apache Spark** ©1994-2023

**Altair® Knowledge Seeker™** ©1994-2023

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2022.3

March 17, 2023

# Technical Support

Altair provides comprehensive software support via web FAQs, tutorials, training classes, telephone, and e-mail.

## Altair One Customer Portal

Altair One (<https://altairone.com/>) is Altair's customer portal giving you access to product downloads, a Knowledge Base, and customer support. We recommend that all users create an Altair One account and use it as their primary portal for everything Altair.

When your Altair One account is set up, you can access the Altair support page via this link:

[www.altair.com/customer-support/](http://www.altair.com/customer-support/)

## Altair Community

Participate in an online community where you can share insights, collaborate with colleagues and peers, and find more ways to take full advantage of Altair's products.

Visit the Altair Community (<https://community.altair.com/community>) where you can access online discussions, a knowledge base of product information, and an online form to contact Support. After you login to the Altair Community, subscribe to the forums and user groups to get up-to-date information about release updates, upcoming events, and questions asked by your fellow members.

These valuable resources help you discover, learn and grow, all while having the opportunity to network with fellow explorers like yourself.

## Altair Training Classes

Altair's in-person, online, and self-paced trainings provide hands-on introduction to our products, focusing on overall functionality. Trainings are conducted at our corporate and regional offices or at your facility.

For more information visit: <https://learn.altair.com/>

If you are interested in training at your facility, contact your account manager for more details. If you do not know who your account manager is, contact your local support office and they will connect you with your account manager.

## Telephone and E-mail

If you are unable to contact Altair support via the customer portal, you may reach out to technical support via phone or e-mail. Use the following table as a reference to locate the support office for your region.

Altair support portals are available 24x7 and our global support engineers are available during normal Altair business hours in your region.

When contacting Altair support, specify the product and version number you are using along with a detailed description of the problem. It is beneficial for the support engineer to know what type of workstation, operating system, RAM, and graphics board you have, so include that in your communication.

Location	Telephone	E-mail
Australia	+61 3 9866 5557	anzsupport@altair.com
Brazil	+55 113 884 0414	br_support@altair.com
Canada	+1 416 447 6463	support@altairengineering.ca
China	+86 400 619 6186	support@altair.com.cn
France	+33 141 33 0992	francesupport@altair.com
Germany	+49 703 162 0822	hwsupport@altair.de
Greece	+30 231 047 3311	eesupport@altair.com
India	+91 806 629 4500 +1 800 425 0234 (toll free)	support@india.altair.com
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Italy	+39 800 905 595	support@altairengineering.it
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Malaysia	+60 32 742 7890	aseansupport@altair.com
Mexico	+52 55 5658 6808	mx-support@altair.com
New Zealand	+64 9 413 7981	anzsupport@altair.com
South Africa	+27 21 831 1500	support@altair.co.za
South Korea	+82 704 050 9200	support@altair.co.kr
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See [www.altair.com](http://www.altair.com) for complete information on Altair, our team, and our products.

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# Altair S-FRAME, S-STEEL and ICD 2022.3 Release Notes

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## Highlights

This release of S-FRAME and S-STEEL includes support for a new building code and steel design code.

## New Features

### *New Building Code Support in S-FRAME*

National Building Code of Canada 2020

### *New Steel Design Code Support in S-STEEL*

Support for AISC 341-16: Seismic Provisions for Structural Steel Buildings

## Enhancements

### *Windows 11 Platform Support*

Windows 11 is now a supported operating system in this version.

### *Named-User Licensing*

This version offers support for Named-User license type.

## Resolved Issues

- Corrected an issue in ESFP analysis where the results of base shears in positive and negative directions yield a different magnitude.