



Known Issues / Workarounds

Please note: more detailed videos, help, forums and tutorials can all be found on www.iesve.com/SketchUp

Click “Identify Rooms” and nothing happens...

Scenario – after rooms have been identified correctly following editing of the SketchUp model the Identify Rooms button doesn't seem to work.

Probable Cause – deleting previously “found” rooms

Reason – the “Identify Rooms” button is looking for the previous rooms before identifying the next set of geometry

Workaround – start a **new** project; **import** the SketchUp model (*rather than open*); **explode** the geometry; **Identify Rooms** should now work correctly.

Status – this known issue is currently being fixed

Identify Rooms doesn't work with Components or Groups

Scenario – SketchUp project has components and groups used to sort the geometry. When “Identify Rooms” is clicked no rooms are found in geometry in the components or groups.

Reason – the “Identify Rooms” algorithm doesn't yet find rooms in either Groups or Components.

Workaround – “**un-group**” groups or **explode** components. Once this step has been done the rooms will be found (if bound volumes exist). **Note:** both Groups and Components can of course be used to “hide” geometry you do not want to include for analysis.

Status – we are working to utilize both Groups and Components. Groups will be developed first; components latterly. Look out for the updates!!

Thick walls option is greyed out and I cannot select it

Scenario – opened <VE> Analysis Settings and the Thick Walls option is greyed out – does the plug-in support thick walls?

Status – we got really far making the Thick Walls option operational; but in the final look we decided to hold it back until we were truly happy with it. This is the first item on the features list for the first update of the Beta – look out for the updates!!



Shading animation shows invisible wall – I haven't selected invisibility yet

Scenario – opened the VE-Toolkit or the full <Virtual Environment>; ran the solar shading animations or created images in SunCast; noticed that one (or more) walls is shown as invisible.

Reason – window frames within window frames can sometimes cause a wall to duplicate. This manifests itself in a rendering oddity where walls appear to disappear..

Workaround – delete and redraw the window frame on the offending wall

Status – this issue should be very rare – but it was the last fix that went into the Public Beta so we are being cautious about it! We will continue to investigate and close this issue.

Textures on surrounding buildings are lost

Scenario – after toggling VE shading the textures that have been applied to surrounding building or shading surfaces can sometimes be lost.

Workaround – close (without saving the SketchUp model) and reopen – textures will be reapplied.

Status – we are continuing to develop the fix for this issue.

Insert floors struggles with complex geometry

Scenario – for tall shapes that don't have a regular cross-section over its height insert floors doesn't seem to work...?

Reason – insert floors was only designed for tall structures with regular cross-section over its height. (Although it does work well upto a complex roof for example!).

Workaround – use SketchUp's own features such as CTRL + Push / Pull to create additional floors if your massing building has a complicated cross-section that Insert Floors doesn't handle.