Program usage FAQ

ⓘ This page is devoted to **frequently asked questions** (FAQ) related to program usage.

On this page:

Tabular load patterns

How are load patterns rearranged using interactive database editing?

Answer: The interactive database editor does not have the capability to rearrange rows. While the order of load-pattern data is not important to most tables, it is important to some, such as when data points occur in a function. When data is exported from the editor to Excel, rearranged, imported, then applied using the Apply To Model command, the software checks for changes, updates definitions, and refills the table. However, internal ordering does not change, which is used to refill the table. To reorder load cases, the up/down arrows may be used on the form, however no equivalent is available for load patterns.

To reorder load patterns, it is best to export the *entire* model to Text, Access, or Excel, reorder the load patterns in the load-pattern definition table, then import the *entire* model. The internal order will then be set by the order in which the items are defined.

Import data

How is data imported into SAP2000?

Answer: For response, please see the Import FAQ article.

Model recovery

How is the SDB model file recovered when corrupted?

Answer: The model may be recovered through either of the following means:

- Open the model backup file in binary format, which is the file with the SBK extension automatically created in the model directory.

- Import the model backup file in text format, which is the file with the S$K extension automatically created in the model directory.

Help file recovery

What should be done when the help file is not working?

Answer: Locate the SAP2000.chm file in the SAP2000 program folder (typically C:\Program Files\Computers & Structures\SAP2000 14), then complete the following process:

1. Right-click the *.chm file, then select Properties > Unblock.
2. Double-click the *.chm to open the help file.

If the help file then opens without issue, it should be accessible from within the software interface.

Alternate approaches

If the procedure previously described is unsuccessful, try one of the suggestions which follow:

- **Network settings** – Have the network administrator modify network security settings to allow .chm files to open from network locations.

- **Copy locally** – Copy the .chm to the local machine such that you may use the help file as a standalone resource. The F1 key will not link to Context Help, but reference material will still be accessible by using the help file table of contents, keywords, and search feature.

- **Install locally** – Perform a standalone installation of the software. This will allow you to use the F1 key to display context help.

Explanation

This problem is typically specific to network installations in which the .chm help file is located on the server and accessed over the network. Network security settings may then prevent a local machine from accessing the .chm. Additional information is available in the Microsoft Knowledgebase Article 902225.