AASHTOWare® Bridge Design & Rating technical support can be accessed using the following link:

https://aashto.mbakercorp.com/Pages/Support.aspx

Read-only access to logged issues and maintenance requests can be found through the JIRA Support Center. The link to the JIRA Support Center link is located midway down the web page referenced above.

### Customer Support Center

- JIRA Support Center
  - Getting Started Guide
  - BrDR Issue Policy
- Legacy IssueNet Support Center Issues

**Username:** BrDR@mbakerintl.com  
**Password:** readaccess

### Recently Logged Issues and/or Maintenance Requests

**BRDRSUP-2094 (OPEN):** BrR is not properly evaluating prestressing strands in the top of beams that are debonded at mid span. **Potential workaround:** Omit top debonded strands.

**BRDRSUP-2063 (OPEN):** Emergency Vehicles - Failure to Run in 6.8.3 Modern Engine & Unexpected Results in 6.8.2 and 6.8.3 Legacy. **Potential Workaround:** Refer to Bridge Load Rating Aid for BrR 6.8.3 Load Rating Vehicle Configurations
BRDRSUP-2052 (OPEN): Steel girder splice bottom flange inner splice plate recorded incorrectly in BWS report. **Response**: BrDR Support confirmed that the issue is cosmetic to the BWS report and that the analysis is correct.

BRDRSUP-1818 (RESOLVED): Precast RC Box Culverts Reinforcement. When using Bar Mark Definition Type: WWR, BrR is uses a 4” center-to-center spacing for load rating analysis regardless of user input.

BRDRSUP-1606 (RESOLVED): BrR Timber Deck Error - Not Taking Maximum Plank Deck Span. AASHTOWare BrR is not using the correct girder spacing when it varies across the bridge. The timber deck calculation always takes the beam spacing between the first two beams (first bay), rather than finding the maximum beam spacing on the bridge.

BRDRSUP-1596 (RESOLVED): BrR Culvert Module Live Load less in 6.8.2 than 6.8.1. **Notes**: BrR culvert models created in versions prior to 6.8.2 MR 2 should see improved ratings in version 6.8.3.

BRDRSUP-1505 (OPEN): INDOT propose that distribution factors should be automatically calculated by default and automatically updated when bridge geometry or information changes.

BRDRSUP-1504 (OPEN): INDOT propose to add timber slab bridges (nail laminated) as a superstructure type.

BRDRSUP-1503 (OPEN): INDOT proposes to add regularly reinforced concrete channel beams as a beam type and superstructure type.

BRDRSUP-1502 (OPEN): INDOT proposes to add steel open grate decking for steel girder bridges and for steel trusses.

BRDRSUP-1501 (OPEN): INDOT proposes to add timber deck and generic deck types for truss superstructure.

BRDRSUP-1462 (RESOLVED): When all bars are defined from the top, rebar distance is calculated incorrectly for the RC slab bottom bar when there is sacrificial wear layer.

BRDRSUP-1323 & 1178 (RESOLVED): BrR crashed when calculating LLDF using the “Stringer Unit Layout Wizard”