

# Frequently Asked Questions

## I. General Information

### Is a trial version available?

The demo version, available at no cost, is available for this purpose.

### How can I buy EES?

Licenses may be purchased with payment by credit card at our secure [webstore](#). A purchase order with payment by check or wire transfer will also be accepted. Payment terms usually are net 30 days, but payment may be required in advance. Payment terms in excess of 30 days will not be accepted. The name and email address of the end user (single-user) or license manager (multi-user or academic) must be provided with the order.

### How is the software delivered?

The software is downloaded from the fchart.com website. The end user or license manager will receive an email with instructions, including a license file and unique password. We do not provide our software on a CD or DVD.

### How many equations can EES solve?

The Commercial version of EES can solve up to 6000 simultaneous equations. The Professional version can solve up to 12000 equations. The 64-bit Professional version solves up to 24000 equations.

### What property data are included with EES?

EES property information can be classified as Ideal Gases, Real Fluids, or Incompressible Fluids. EES provides properties for hundreds of pure fluids and a few mixtures such as R407C, R410A, and ammonia-water. A list of the fluids for which property data are available is provided on our [website](#).

### Can property data be added to EES?

EES uses a detailed equation of state to determine property information for Real Fluids. The process of entering this information is complicated and such data cannot be added by the user. Data for Ideal Gases and Incompressible Fluids can be entered.

### Does EES provide property information for R452A and other mixtures?

With the exception of ammonia-water and a few organic mixtures that behave as pure fluids, EES property data are limited to pure fluids. The [NIST REFPROP program](#) can provide property information for mixtures. The optional EES\_REFPROP Interface that allows the REFPROP property database to be used with the equation-solving and other features of EES. See our [website](#) for more information about this interface.

### Is training available?

Several training options are available. [Online Help](#) is provided with the program and it is robust and complete. YouTube Tutorials that are available on our [website](#) cover basic subjects. The [Mastering EES](#) ebook is a comprehensive presentation of all of the features in the Commercial and Professional versions of EES. In addition, our personnel may be available to provide a 1 day EES short course at your site tailored to new or experienced EES users. Contact us for pricing and availability.

### Is a student version available?

No, a student version is not offered. An Academic license is available for use by students and faculty, but it may not be installed on personal computers. The least expensive license that may be installed on personal computers is the Single-User Commercial EES License.

### What is the difference between the Commercial and Professional versions?

The Professional version offers many additional capabilities. Differences are outlined at <http://www.fchart.com/ees/pro-comm-versions.php>, and in greater detail in [Mastering EES](#).

### I have a 64-bit Windows Operating System. Do I need the 64-bit version?

No. The 32-bit version of EES (Commercial or Professional) is designed to operate on both 32 and 64-bit Windows operating systems. A [64-bit version of EES](#) can be purchased to upgrade a Professional version. Calculation speeds for the 64-bit version can be about 2 times faster than the 32-bit Professional version for computationally-intensive problems.

### Will EES run on Macintosh Computers or Linux?

EES has been specifically developed to run under the 32 and 64-bit Windows operating systems. However EES can be run on Macs using Boot Camp, Parallels Desktop, or VMWare Fusion. Also, EES can operate under Linux using Wine, an Open Source implementation of the Windows API. Academic versions of EES may be made available through Citrix Online XENAPP or AppsAnywhere, which can be run on any operating system.

### Is EES available from distributors?

EES is distributed solely by F-Chart Software. While we will accept an order from a third party vendor, we do not allow reselling.

### My computer has crashed. Will you send a replacement license file?

Replacement of a license file will be provided at no cost if the [Instant Update and Technical Service](#) for a named user license is current. For an academic license, a replacement license file costs \$100 and may be purchased only by the license manager.

### I Need to Reference EES in my publication

If you use EES to produce results that are to be published, you should reference the program as follows.

Klein, S.A.,

EES – Engineering Equation Solver, Version XX.YYY, date

F-Chart Software, <http://fchart.com>

The version number and date are displayed on the EES startup screen

## **II. Named User Licenses**

### Is a single or multi-user license perpetual?

No. The initial license purchase includes one year of [Instant Update and Technical Service](#) (IUTS). Renewal of IUTS is optional. However, the license will be inactivated after 5 years if IUTS is not renewed, but the license will be reactivated with the renewal of IUTS.

### May I install my license on more than one computer?

Yes, a license may be installed on more than one computer, but only for use by the designated end user.

### Is a floating license available?

No, we do not offer a floating license. Every user must be designated. A Single-User License is registered for use only by the end user. The license manager of a multi-user license is responsible for ensuring that only the designated users have access to the software.

### How can I determine when update service for my license expires?

The data of expiration of [Instant Update and Technical Service](#) (IUTS) is sent to the end user or license manager with the license file and again when this service is renewed. Also, the expiration date is displayed with the License Information command in the EES Help menu for versions 10.178 or newer.

### How much does it cost to renew Instant Update and Technical Service?

The cost to renew IUTS depends on whether it is a Commercial or Professional version, the number of users, and the time elapsed since the last purchase of IUTS. The cost for this service is 20% of current cost of the program per year, but the cost increases to 40% for EES versions that have not been updated within the last two years. Prices are shown at the webstore.

### Is it possible to upgrade a license?

Yes. A Commercial license may be upgraded from a Commercial to the Professional version, and the number of users may be increased. The cost of the upgraded license will be discounted by the amount initially paid provided that Instant Update and Technical Service is current. Another upgrade is the [64-bit version](#), which is available only for the Professional version.

### Is it possible to downgrade a license?

Under some circumstances, a multi-user license may be downgraded, e.g., 20- to 10-user. We generally discourage such action because credit for the cost of the initial license will not be available towards an upgrade if such action is requested in the future.

### May I transfer my license to a different user?

Yes. It is possible to transfer the registration of a license to another user while the Instant Update and Technical Service contract is in effect.

## **III. Academic Licenses**

### What is the requirement for an Academic License?

Academic licenses are available only to educational institutions involved in formal classroom instruction. The Academic license must be installed on a server that provides access to students and faculty in the adopting department(s), but restricts access by others. Academic licenses require an internet connection having a recognized university IP address.

### How many users will an academic license allow?

The number of users for an academic license is not restricted. It may, however, be used only by faculty and students in the designated department and only for educational purposes. A single academic license may be used only by one department. If two departments within a college or school of engineering or equivalent both obtain a license, then F-Chart Software will provide a license for the whole unit.

### May an academic license be used for research?

An academic license may be used for research only if that research is part of a student's degree requirement. A named user (non-academic) license is required if the license is used for sponsored research or other activities that are not a part of a student's graduation requirement. Thesis research that leads to an advanced degree is considered an academic activity and is allowed under the license agreement.

### May I install the software on a personal computer and use it at home?

Installation of the Academic EES license on personal computers is not allowed. Academic versions may be accessed by students and faculty in the educational department that has purchased the license through computers that are owned or operated by the department. Off-campus access to EES may be provided by the department through their use of a program that provides internet delivery such as [AppsAnywhere](#), [XENAPP](#), or Remote Login to a server computer, provided that there is a login procedure for authorized users and a university IP address.

### Why is EES showing an error indicating that it needs to be connected to the internet?

When EES starts it needs to connect to our website (fchart.com, 104.219.56.228) by FTP on port 21. If you see the message "This version of EES can be used only if you are connected to the internet", the problem is likely that you are using a Proxy server that restricts FTP access. You need to have your IT support open access to 104.219.56.228 on port 21.