



Frequently Asked Questions (FAQ's)

- Q. ***Is EZ-Plant Software compatible with AutoCAD LT?***
A. No, EZ-Plant Software is not compatible with AutoCAD LT. It is compatible with all full versions of AutoCAD including 2018. EZ-Plant is also compatible with BricsCAD Classic, Pro, or Platinum V9 to 2018.
- Q. ***How do I best find out how to use and operate EZ-Plant Software?***
A. Go to our website at www.ez-plant.com and click on *Software Information*. There you will see our **Quick-Start Demo Guide, Videos with Handouts, Startup Tips**, files which you can read or download for printing. This will give you a great understanding for use of the program, including the **demo** version. Our **EZ-Plant Installation**, which describes the Installation and Uninstallation process in detail, can also be downloaded from here. There are many Help documents there including an example of our Excel database, so you can get an idea of what you receive with your purchase. We have 6 instructional videos with audio. Go to our WEB SITE www.ez-plant.com and see *Tutorial Videos*. EZ-Plant can also be downloaded from the Autodesk Exchange Apps Store and was integrated inside AutoCAD with specific EZ-Plant software Panel functions. In 2013, EZ-Plant was placed on the BricsCAD eStore, however the site needs updated with our November, 2017 release of Version 9.3
- Q. ***When I installed the EZ-Plant Demo, I got a “Runtime Error” and the program did not work properly. What went wrong?***
A. Most likely, you do not have MS Excel installed on the PC where the program was installed. You need **Microsoft Excel® XP 2002 or higher** for editing databases, and **AutoCAD, BricsCAD** to operate the EZ-Plant Software program (including the Demo version). In 2013, EZ-Plant can work with **Apache Open Office Calc** in lieu of MS Excel.
- Q. ***How many plants are in the database?***
A. Currently, with the addition of our metric plants, there are more than **4,000** plants in the database, and approximately 12 different mulch types. There are approximately 300 Perennials in the metric and Imperial, totaling more than 4,040 plants/mulches in all the databases combined. Of course, we encourage our clients to add in any new plant cultivars to our database that they prefer which is easily accomplished. See our Adding and Editing plants to the databases download ([AddingNewPlants.pdf](#)). Note: In late 2017, we decided to focus on the English USA Version 9.3 and not the Foreign metric Version which the numbers above include the metric version.
- Q. ***Does EZ-Plant Software work in all Versions of AutoCAD? What other CAD systems does EZ-Plant work in and what is the system requirements needed to use EZ-Plant?***
A. Yes, EZ-Plant software operates in all full versions of AutoCAD, including AutoCAD 2018, Civil 3D (Not AutoCAD LT). EZ-Plant also works in BricsCAD Classic, Pro or Platinum V9 or higher to Version 18. You need any of the aforementioned cad systems to run EZ-Plant (EZ-Plant Demo version also), plus Microsoft Excel® 2002 and up to read the database systems. EZ-Plant can also use the Apache Open Office Calc spread sheet program.
- Q. ***I installed the EZ-Plant Demo, purchased the program, but now I cannot install the EZ-Plant Program into my PC.***
A. The Demo program **must** be uninstalled before you try to install the full program in your PC. Simply go to www.ez-plant.com, click *Software Information*, and download the **Quick-Start Demo Guide**. This document has been specifically tailored for the demo. This will describe the Installation and Uninstallation process in detail. Make sure you follow the instructions precisely. The **EZ-Plant StartUp Tips** should be downloaded as well, when using the demo, to illustrate how the program operates.

- Q. ***We have done some tests with the demo version of EZ-Plant and found that the quantities shown in the Plant Schedule are always one (1) short. Is this because of the demo version or does the program operate this way?***
- A. No, both the demo version and the regular program have been developed to automatically subtract one plant or not include in the total QTY any the plant symbol in the Planting Schedule does not get added into the final quantity (QTY). Likewise, the total area of the groundcovers shown as hatching in the plant schedule legend is not included in the quantity of the groundcovers/perennials or mulch quantities. Before using UPLINK, place the KEY LEGEND *hatch or plant symbol* on the **EZ_LEGENDS** layer and this will not be added into the total QTY.
- Q. ***We want to know how your technical support works. What resources are available to us if we have problems with the application or questions and comments?***
- A. Our staff is very service oriented and our goal is to sell a fantastic product, including offering incredible service. For the most part, problems are very few and far between. However, if you do run into something, contact us by phone seven days a week between 7:00 AM and 11PM EST and we normally can get you immediate service. We should generally be able to get an answer to you within one working day. We will also continue to add to this FAQ document whenever we receive new questions.
- Q. ***I have added some new plants into the database and they are not showing up there when I go back into AutoCAD. What is wrong?***
- A. You must be sure to open up the original file where you first installed EZ-Plant. We have instructions that are placed on our website that describe in detail how to add and edit plants within the program. See our ***AddingNewPlants.pdf*** on the Software information segment of our website.
- Q. ***Do you offer any type of multiple site licenses or network license?***
- A. Please email us. We can sell license packages for standard EZ-Plant Versions and we have reduced multiple copy licenses available if you need to speak to us about network licenses or multiple licenses. We have multiple licensing agreements and standard fee reductions available. You are only to place 1 license on each PC.
- Q. ***Do you have new Versions and free updates?***
- A. We issue free updates within one year of your purchase date.
- Q. ***How many users of EZ-Plant Software are there?***
- A. EZ-Plant is used by scores of firms throughout the USA in nearly 40 states, Canada, Ireland, Great Britain, Australia, U.K., New Zealand and Gibraltar. The number of users is increasing constantly.
- Q. ***Do you offer and encourage Educational licenses and offer a reduced price rate for these?***
- A. Yes, we offer reduced-price rates for educational students and faculty members of landscape programs. Please send us and email request complete with your name, Educational Institution, when you will begin school and graduate, the name of your curriculum.
- Q. ***Does your plant database have native plants listed so we can place these plants into our projects to meet the new Sustainable Sites Initiative?***
- A. YES, our database contains listings of Native and Adapted plants listed regionally in our Excel database spreadsheet, which have the same plants as our EZ-Plant plant database that are used for your projects. We also show bog plants with necessary plant inundation depths. EZ-Plant also contains approximately 80% of some of the local Storm Water BMP Practices Manual of Trees and Shrubs. We have also included All American natives from Prairie Nursery of wildflowers, grasses, sedges and rushes. We also show a Legend for Xeriscape Plants or Drought Resistant plants as identified in the Native Origin column. We also list Deer Tolerant Plants, Fire Resistant Plants, Invasive Species, and Plants that attract Birds.
- Q. ***Are you willing to speak with me on the phone and do an on-line presentation and demonstration of EZ-Plant?***

- A. YES. Even though EZ-Plant is very easy to learn and use, I can arrange a demonstration of how to use our program. Just ask. However, if you are not very experienced in using AutoCAD or BricsCAD, we would appreciate if you would first review their operational procedures and become familiar with how these programs operate before you request a demonstration. We have instructional videos with audio on our website. Go to our website at www.ez-plant.com, and click on the *EZ-Plant Videos* link.
- Q. ***Before I make the decision to purchase BricsCAD with EZ-Plant, what will the learning curve be like in your opinion without Cad experience?***
- A. In my opinion, a user needs to have a minimal amount of experience using CAD, in order to operate EZ-Plant. If you have some experience using AutoCAD, then using BricsCAD with EZ-Plant is a snap. EZ-Plant has been specifically developed to be easy to learn and use. EZ-Plant has been developed to operate in all these programs so if you bought BricsCAD and previously used AutoCAD, EZ-Plant will work seamlessly regardless. Some people download a free 30 day trial of the CAD System and EZ-Plant to see how they operate together.
- Q. ***What is the cost differential between AutoCAD and BricsCAD?***
- A. We suggest that you check out each of the cad websites to obtain a current price quote from them directly so you compare apples to apples. However, an AutoCAD license is approximately \$4,000.00 while a BricsCAD license can now be purchased for approximately \$500.00-600 USD. Always check each cad system's current rates and see their specials.
- Q. ***How can I try AutoCAD or BricsCAD without spending tons of money and be able to try EZ-Plant Software with them to see how they all work?***
- A. If you contact AutoCAD or BricsCAD, by visiting their websites, you can download a Free Trial for 30 days and then download the EZ-Plant Demo (FREE) after you have done that. You must have these products downloaded first to be able to use the EZ-Plant Demo. Then after you use our demo, be sure to uninstall our demo before you purchase EZ-Plant by viewing our installation instructions on-line.
- Q. ***Do you have video Tutorials available so I can see how to use EZ-Plant Landscape Software?***
- A. Yes. We have 6 Instructional Videos complete with Audio Instructions on our website. Even though EZ-Plant is easy to use, the videos makes using EZ-Plant very easy. Go to our website at www.ez-plant.com, click *Videos* and click on the *EZ-Plant Videos*.
- Q. ***Is EZ-Plant Software compatible with ADT 2004 and up?***
- A. Yes. EZ-Plant works fine in AutoCAD Architectural Desktop 2004.
- Q. ***Will I need to pay taxes when I purchase EZ-Plant?***
- A. You will need to pay a 6% sales tax if your business operates in the state of Pennsylvania, unless you are a school or tax exempt organization; otherwise, there are no taxes.
- Q. ***I had been using AutoCAD and I switched to ZWCAD. If I create a landscape drawing in EZ-Plant on one CAD system, can I open and edit that drawing in another CAD system? Currently, we do not use or support EZ-Plant with ZWCAD. We left this question here in case there are old ZWCAD users.***
- A. Yes, our tests have indicated that there is interoperability among the three CAD Systems. However, we recommend that once you begin an EZ-Plant Drawing in one CAD system, you try to stay with that system until that project is completed. **Note: Please be aware that there may be operational issues among the hatch types of differing CAD systems for the groundcover/mulch commands, since the varying CAD Systems have differing hatch styles. This may occur when starting an EZ-Plant Drawing in one CAD System and then opening the same EZ-Plant drawing later in another CAD system. We have had much inter-operational success among the varying CAD systems that EZ-Plant has been developed to operate in (AutoCAD, BricsCAD and ZWCAD), however we recommend that users should begin and complete their EZ-Plant Landscape drawing in one CAD system.**
- Q. ***Will you have EZ-Plant Software in Metric for the UK or Australia any time soon?***

- A. In July 2012, we have released a Metric database just how the nurseries sell plants in those countries. In fact, once purchasing the software, everyone will have both Metric units and Imperial units accessibility by clicking on the SETGC command. UPDATE: As of Nov. 2017, we are focusing on our USA Version in English.
- Q. ***I would prefer not to show the mature Height and Spread or Remarks of the plants to my clients in my plant schedule. Will you have an optional plant schedule that will not display this information?***
- A. In our latest release in 2013, we have included new plant schedules and plant schedule extensions that accommodate users that want to show certain or lesser information on their planting schedules. Also, go to our HIDE/SHOW command and there are options to either Hide or Show the last three columns (Remarks, Height and Spread, and/or Unit and Total Costs.)
- Q. ***Do you list native origins of plants in your database and USDA Hardiness zone ranges of the plants?***
- A. Yes, in our release in 2013, we show all native origins of plants listed in our metric databases in a global description format. We also list the plants in our imperial database with their native region if they are native in the USA and Canada only. We have updated our entire database, imperial and metric, and we conveniently list the USDA Hardiness Zone of every plant in our Excel spreadsheet and this information is displayed in our Insert plant box window which appears when users *Insert Plants* into the plant schedule.
- Q. ***Can EZ-Plant be purchased through Autodesk in their ON-LINE store?***
- A. Yes. EZ-Plant may be purchased directly through Autodesk from their AutoCAD Version 2017 Exchange Apps Store.
- Q. ***How many graphic plant symbols are available through EZ-Plant because I like to use many different plant symbols on my projects?***
- A. EZ-Plant currently contains 96 different graphic plant symbols in our database. Users should use our Project Symbols Work Sheets to make sure that only one plant symbol is used per every different plant species on the planting plan. In July 2012, for a nominal fee additional plant symbols called ArchBlocks may be purchased through Autodesk Exchange Apps Store. There are at least 111 new and different graphic plant symbol types provided by ArchBlocks. EZ-Plant Software has conveniently provided Project Symbols Worksheets specifically for ArchBlocks shown in our 9.2 version and up.
- Q. AutoCAD 2015 introduced several new features designed to improve the display of lines, including the *Smooth line display* option. This has an effect on the display of line objects compared to how they looked in older versions of AutoCAD. In AutoCAD V 2018, when I insert plants from the EZ-Plant Insert Plant command and zoom in and out, there are random miscellaneous lines in the plant schedule.
- A. Type GraphicsConfig in the command line and click off the hardware accelerator and click software to smooth display. Or turn off the smooth line display or enter linesmoothing on the command line and set it to 0 and /or turn off high quality geometry or enter HQGEOM in the command line and set to 0.**