NASEM Dairy-8
Frequently Asked Questions

Last updated on July 7, 2023

How do I report bugs in the software?

If you encounter a problem installing the software or you would like to report a bug in the software please send an e-mail to the NASEM Dairy-8 Software Team at nasem.dairy.software@gmail.com and cc to Dairy@nas.edu. This e-mail address is only for reporting software-related issues or bugs in the software and not for reporting errors in the book or model equations.

NOTE: Each time a bug is reported, the software team fixes the issue and the latest software version is always accessible/downloadable using the link provided below. The software version number and the release date are always displayed on screen whenever the software is launched and while in use. A list of all software bugs that have been reported and fixed is also accessible via the Google drive where the software is located.

Does the software run on MAC or Linux?

This software only runs on Windows computers. It does not work on MAC or Linux computers.

How do I download the software?

There are two versions of the setup program: One is for Windows 11 and the other one is for Windows 10 and earlier versions of the Windows operating system, such as Windows 8, Windows XP, etc.

For Windows 11, use the following link:

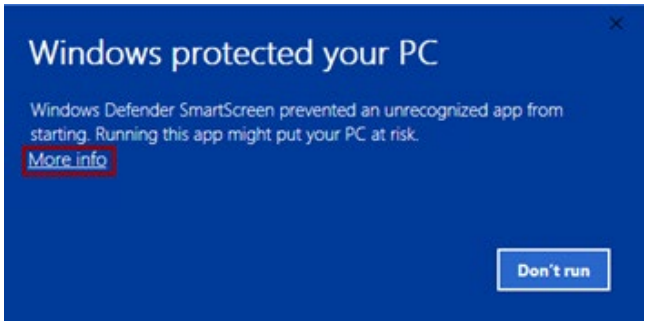
https://drive.google.com/drive/folders/1mbfzZuzfZS_Z8I7I-msB3DfNkrn8eDEX?usp=sharing

For Windows 10 and earlier versions of the Windows operating system, use the following link:

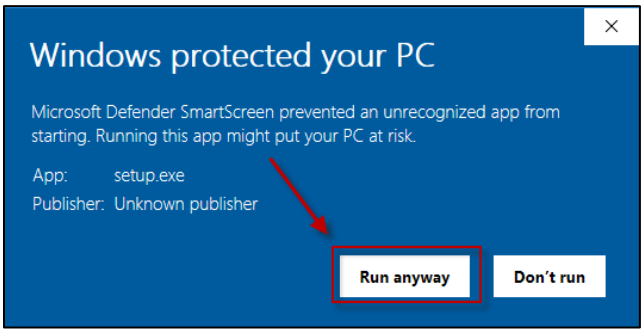
https://drive.google.com/drive/folders/1t9a0fNPEHu2fDXYK59vwSdu2V2FjIlWY?usp=sharing

What should I do if I see a warning message during installation?

1. When you see a warning message like the one below, do not panic and simply click on the "**More info**" link.



2. After clicking the "**More Info**" link, you will see the following dialog box:



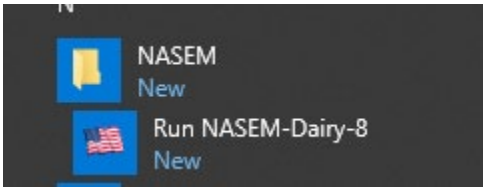
3. Click on the "**Run anyway**" button and follow the on-screen prompts to install the software on your computer.

Where is the software installed?

The Software is installed in the **C:\NASEM\NASEM-Dairy-8\ folder**.

How do I run the software?

1. Click the **Start** button at the lower left corner of your desktop.
2. Scroll down to the NASEM folder icon.
3. Double click on the **Run NASEM-Dairy-8** icon.



Why is the software not displayed properly on my computer?

If the software is not being displayed properly on your computer, you probably set the scale of your display to a value more than 100% or set the resolution of your display to a value less than 1920 x 1080. To resolve the problem, you must adjust the display setting by following these steps:

1. Select Start > Settings > System > Display.
2. To change the size of your text and apps, choose an option from the drop-down menu under Scale and layout. We recommend that you set it to 100%.
3. To change your screen resolution, use the drop-down menu under Display resolution. We recommend that you set it to 1920 x 1080 or similar settings. The software can also support 1280 x 720 resolution.

If your computer does not support the recommended resolution, please be aware that our software team is currently working on a solution to support older computers with lower resolutions.

What should I do if I have problems viewing the reports?

We use Microsoft Word and Microsoft Excel to view the outputs. If you do not have Microsoft Office or you have it but it's an Office 360 suite, you can use the FreeOffice package from SoftMaker vendor, which contains the following free programs:

- TextMaker.exe, a Word-look-alike free program.
- PlanMaker.exe, an Excel-look-alike free program.

Instructions for downloading and installing SoftMaker are shown below:

1. Access SoftMaker using your web browser: https://www.freeoffice.com/en/download/applications
2. Click the download button for Windows version. The setup program, **freeoffice2018.msi**, will be downloaded to your downloads folder.
3. Navigate to your downloads folder and double click on **freeoffice2018.msi**
4. The system installs the TextMaker.exe and PlanMaker.exe on your computer.

Instructions for using SoftMaker FreeOffice in NASEM Dairy-8 are below:

1. Run NASEM Dairy-8.
2. Navigate to the Report screen.
3. Double click on the **Switch Report Viewer** button. The Select an option dialog box will appear.
4. Select the **Free TextMaker from FreeOffice** option and click OK.

5. Note that by selecting this option, the software will use the TextMaker to view Word documents and will use the PlanMaker to view Excel workbooks.
6. For the new Report Viewer to take effect, you must exit the NASEM Dairy-8 program and restart it. Otherwise, it will still show the old Report Viewer.

How can I take screenshots?

To take a screenshot while using the software, use the Snipping Tool, which is the default tool for taking screenshots in Windows 10.

Select **Start,** type **snipping tool**, and then select it in the search results.

To take a new screenshot using the same mode you used last, select **New**. Or, to choose the type of snip you want, select **Mode** (or, in older versions of Windows, the arrow next to **New**), and then choose a capture mode. When making free-form or rectangular snips, use your mouse to select the area that you want to capture.

You can mark up the image with a pen, pencil, highlighter, eraser, ruler, and cropping tool.

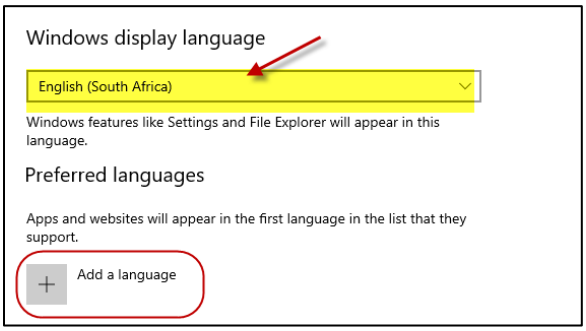
Use the **Save** and **Copy** buttons at the top of the snip to save or copy it to the clipboard.

The available snipping modes are Free-form, Rectangular, Window, and Full-screen Snip.

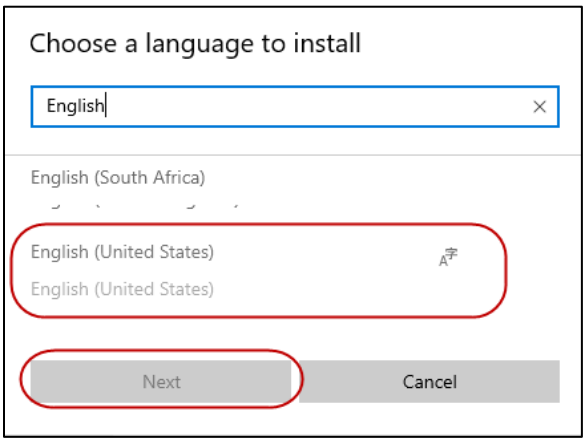
What should I do if there are problems with the display language?

Microsoft Windows supports different versions of the English language, such as English (United States), English (New Zealand), English (Philippines), and English(South Africa). Some of these languages, such as English (South Africa), display decimal points as commas instead of periods. Hence, when you type 86.7 it would show up as 86,7. To solve this problem, you must change your Windows display language to English (United States) by following these steps:

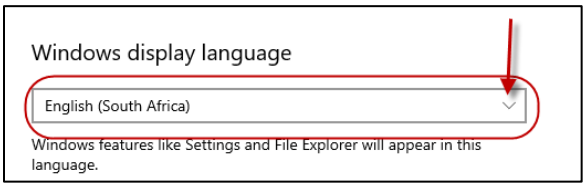
1. Click on the the Windows Start icon, and on the search bar, type language settings and double click on ”Language setting”link (top right). The following screen will appear:



2. Click “Add a language”. The following screen will appear:



3. Choose the English (United States) language and click Next.
4. The system downloads and installs the selected language on your system and it will be avaiable to be selected later on.
5. Click on the Windows Start icon and on the search bar, type language settings and double click on the ”Language setting” link. The following screen will appear:



6. Click on the arrow and choose English (United States).
7. For this to be activated, you must log off from Windows and then log on.
8. You are done and the software should work properly.

What should I do if I have problems with Excel?

If you are working with Windows 10 or 11, you may get this error message when you try to generate an Excel sheet for complete feed composition:

Error: Unable to cast COM object of type 'Microsoft.Office.Interop.Excel.ApplicationClass'

Note that this is not a bug in our software. It is mostly caused by incorrect COM Interop settings in the Windows registry of your computer. To solve this problem, please repair your Office 365 by following these steps:

1. Right Click on Start Menu.
2. Click Apps and Features.
3. Search Microsoft 365.

4. Click Microsoft 365.
5. Click Modify.
6. Select the quick repair option.
7. Try running the NASEM Dairy-8 software again, if you still have the problem, repeat steps 1 through 6 and this time select the "**Online Repair**" option.
8. Please let us know if this solution works for you by sending an e-mail to nasem.dairy.software@gmail.com and cc'ing Cables@nas.edu.