Known Issues in Component Modeling Approach Software Tool (CMAST) 1.2

General

1. CMAST doesn't work on a new Windows 10 computer.
   - Please check your Intel HD Graphics 500 P500 600 P600 series Driver. Any updates to this driver past May 5, 2017 will not work. Roll back your driver to this update and it should work perfectly.
2. CMAST gives random errors.
   - Please make sure that CMAST is being used as administrator. If you are unsure if you have these rights, right mouse click on the CMAST desktop icon and select "Run as Administrator" to use CMAST.
3. CMAST shows an error when trying to create a frame assembly.
   - Please make sure there are no "validation" status framing product lines downloaded and in CMAST. CMAST enforces the visibilities or permissions that were set with the FPL when created and if not in "validated" status, frame assemblies will not be able to be created.
4. Is there a certain size for framing components to be approved for the CMAST libraries?
   - Framing Product lines (FPL) shall be validated by a whole product. The whole product to be tested is based on what the frame components are for (ie. operator type – glazed wall system, double hung, casement, fixed, etc.). The whole product sizes that shall be followed are in NFRC 100, Table 4-3.
5. CMAST shuts down when a new product is created.
   - This can be caused from a dual monitor setup. Dual monitor has been reported to cause random errors as well. Shut down and unplug the second monitor, then open CMAST on the main monitor (#1) and try again.
6. If the ACE, SA, IA, and ASL can't see the status of components at all times, how can each entity verify at what point of submission components are?
   - This is "by design" - only "special" users (NFRC and IA) can see status column, and components other than "Approved" (namely, Review). Manufacturers and other users can only see Approved components, without Status column.
7. CMAST shuts down randomly or does not perform correctly.
   - This is a common error with those computers using Windows 7. CMAST was designed to run on Windows XP and works best on that platform.
8. Staff recommends that users experiencing difficulty with the Smart Sync process in CMAST to perform the following:
   - If your CMAST application begins to take a while to upload/download, please reset your CMDOP.CDF file. Remember, Smart Sync is designed to only download and use what is necessary for any one project. The CMDOP file should be saved with the project information and a new BLANK CMDOP file should be used for each new project.
9. Unable to sync after resetting my password.
   - This means you have logged in with your OLD password. In order to syncronize, you must login with the NEW password.
10. Unable to sync after updating to new versions of Window/Therm/CMAST   NEW!

- o Please remember to uninstall the previous versions of the software along with any folders it left on your C drive. Install the new versions and sync. You should have no issues.

11. 'Reset password' and didn't get email?
    - o Many times the CMAST no reply emails are caught in Spam or Junk mail folders. There have been reported issues with Gmail specifically. Using an email other than Gmail is recommended.

ASL

1. Unable to create a FPL for a customer. They do not show up in CMAST.
    - o The manufacturer should register with the CMA program here: http://cmast.nfrc.org.
2. A spacer assembly which has already been simulated and added into the Spacer library in CMAST received an error upon calculation: "The geometry contains voids or overlapping regions. The edges surrounding these regions will be highlighted in red. You must fix this problem before simulating. Regenerating Boundary Conditions may correct this in some cases. There are materials that lie outside of the Boundary Conditions Model geometry and Boundary Conditions need to be properly defined before a calculation can be performed
3. Calculation not successful." The user did not create this file and has no access to modify.
    - o Re-sync CMAST, and re-select the spacer, it should then calculate.
4. Unable to sync laminates in Optics in CMAST.
    - o It works if you exit out of the glass library and re-sync the entire system first. Then go into the specific laminate and "Submit for review".

5. The U-Factor I received is not in line with the NFRC100/200/500.
    - o This could be a result of a "warm-edge" spacer or it could be a combination of this the spacer algorithm and the fact the newest version of Therm6 had a button under Preferences/Simulation that requires the simulator to check the following box: "ISO 15099 Jamb Cavity Radiation Fix". (see below). If this box is left "Un-checked" the values are significantly different for aluminum products that might give you the 0.02 or more difference.

        For example, a thermally-broken curtain wall (with bolt modeled) has the following results with and without the ISO 15099 box checked:

        With box checked (which is the correct way)

        L/L Uf = 1.4249

        H/H Uf = 1.7931

        With box unchecked (which might be the case if the Therm models entered into CMAST were done with older versions of THERM)

        L/L = 1.4852

        H/H = 1.8463

6. How do I model spandrels?
Currently CMAST does not do spandrels.

ACE

1. Some of the elevations in question have vertical members that are differing heights. How should a product be built?
   o The standard NFRC CMA product type is a Glazed Wall / Sloped Glazing at 2000 mm x 2000 mm, which has one vertical mullion, two intermediate verticals, and four intermediate horizontals (For a Window Wall XXXX mm x XXXX mm intermediate horizontals are the sill and head component). Therefore, you need to select applicable product type cross-sections for intermediates and mullion and ignore differing heights.
2. If a product has been submitted on a Label Certificate and is currently under review, can an ACE use the same product on a different Label Certificate?
   o No. It is recommended that a new product is built for each project. Copying and reusing can be problematic when dealing with internal product/assembly links to projects.
3. How do we approach multiple buildings on a single project? A good example would be a college campus or military base. Do we need to have separate label certificates since the address is different for each building or can we put everything into one certificate?
   o As long as the multiple buildings are on one project, you should be able to list them on one label certificate.
4. Can we do a multiple combination product within CMAST?
   o No, CMAST does not label complex or combination products.
5. How should spandrels be handled?
   o Currently CMAST does not do spandrels.

IA

1. Is there an order in which to approve validation test data & simulation test data?
   o Yes, there is.
      1. Review the validation, do not approve.
      2. Review and if applicable, approve the individual frame components.
      3. Approve the validation.