

## PLANET Frequently Asked Questions

### 1. Please send me a PLANET/MANNER CD

PLANET and MANNER are no longer available on CD – you need to download from the website [www.planet4farmers.co.uk](http://www.planet4farmers.co.uk)

### 2. I can't install PLANET/MANNER – I get an error message 1925/insufficient administrator privileges

You need to install as an administrator. Follow these steps and it should install fine:

- When you click on the link to download you will be given the option to Run or Save.
- Select to Save the file.
- This will save it to the 'Downloads' file on your computer
- Locate the saved file. Right click on it and select to 'Run as administrator'
- The program should then install file

### 3. I can't log onto the website/the forgot password link isn't working

If you are having problems accessing the website, you can download PLANET and MANNER-NPK using the links below, which don't require you to be logged into the website.

PLANET: [http://www.planet4farmers.co.uk/downloads/planetandmanner/PLANETv3\\_3\\_3.exe](http://www.planet4farmers.co.uk/downloads/planetandmanner/PLANETv3_3_3.exe)

MANNER: <https://www.planet4farmers.co.uk/downloads/planetandmanner/MannerNPKSetup.exe>

### 4. I can't get Nmax to run for my crop

In order to calculate Nmax on 'recorded' applications you must –

- Have entered fertiliser info for all fields for the crops you want to calculate N max for (if you have a field that you didn't apply fertiliser to, you should add a fertiliser entry and just leave the application rates as zeros)
- Have confirmed all field/cropping info (unconfirmed records show on a yellow background; confirmed records show on a white background).
- Have cropping info for all fields for which you want to calculate N max for in the previous harvest year.
- Fields must be in an NVZ (Farm details tab) – PLANET will only calculate Nmax for those fields that are selected as being in an NVZ.

The easiest way to check if you've missed entering fertiliser info for any fields is to go to the 'Nutrients and Lime' tab & try and enter more data – so if you select the harvest year (i.e. 2020) and then go to the drop down menu for fields – if any fields are showing in the drop down list then you haven't already entered fertiliser info for these fields.

### 5. I can't find <crop name> in PLANET

Double check whether the named crop is in RB209. PLANET only includes crops listed in RB209 8<sup>th</sup> Edition. There are some minority crops not included in RB209 or PLANET. The user can enter these as an 'Other' crop for nutrient planning purposes.

## **6. Why is the PLANET helpline no longer answering queries?**

If you are in Scotland, the helpline is now supported via the Scottish Farming Advisory Service ([advice@fas.scot](mailto:advice@fas.scot) 0300 323 0161).

If you are in England and you have a nutrient management of Nitrate Vulnerable Zone query, you can contact the Farming Advisory Service ([advice@farmingadvice.org.uk](mailto:advice@farmingadvice.org.uk) 03000 200 301). Please note that the Farming Advice Service will be unable to assist with PLANET software queries.

The PLANET helpline was set up by ADAS on behalf of Defra and the Scottish Government, however funding for ADAS to run the helpline ended in 2017 and ADAS can no longer answer PLANET queries. We ask that you do not call ADAS staff directly with your query as unfortunately we no longer have the resource to respond.