

# Compscore2

## When things go wrong.....



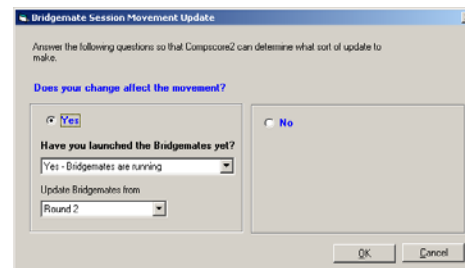
### A change to the movement is necessary

Click **Edit Setup** on the **Setup** tab, and change the movement to the new one, then click **Apply**.

A screen will appear confirming that a change to the movement has been made, and asking you if you've launched the Bridgemates yet.

If you haven't, choose **No – Bridgemates Not Launched**, and click **OK**.

If you have, select **Yes – Bridgemates are running**. You will now need to enter the round from which the update is to happen. If players haven't started entering results, choose Round 1. This will update the entire movement, starting at Round 1. If players have started entering results, choose the first round that hasn't been started. That will leave all earlier rounds intact (perhaps requiring some manual intervention from you at the table, or adding results to Compscore2 later), and the movement from that round on will be updated. Choosing to update from a particular round will erase all scores entered for that round and subsequent. Click **OK** when done.



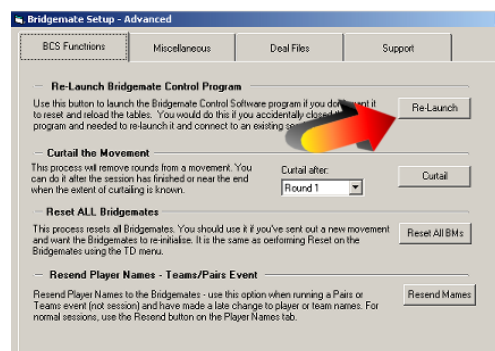
Note that if you want the Bridgemates to be updated from Round 1 but some tables have already entered their player numbers, the best method is to start again – close BCS, create a new session in CS2, then launch as normal. You might need to then click **Advanced** on the Setup tab, and click **Reset All BMs**. This is the same as resetting each Bridgmate unit.

### Bridgmate Control Software gets accidentally closed

If Bridgmate Control Software program is closed (either through a re-boot or gets closed accidentally), it needs to be re-launched in a special way.

**DO NOT** attempt to relaunch it by using the usual Launch process, as this will erase all scores and restart the session.

The correct way is to open Compscore2, open one of the sessions that are running, then on the **Setup** tab, click **Advanced**, then on the **BCS Functions** tab, click **Re-Launch**. This will reopen the Bridgmate Control Software and load the current database, without trying to initialise anything. BCS will then read in any scores that have reached the Bridgmate server but have not yet been imported. This may take a few minutes if the BCS has been closed for a while.



### You lose power through the session

As long as you have batteries in the Bridgmate server, it should continue to receive and hold results, so play can continue. When power is returned, follow the steps above.

However, if you have lost power to the server, it will have lost all its data. You should then run the Resynchronisation process in the Bridgmate Control Software to push all the data from the BCS database back to the server. To do this, ensure the Compscore2 and BCS programs are open (use the steps in the above paragraph if they're not). Then, in the

Bridgemate Control Software, select the **Session** menu, and choose **Synchronise / Recover**, and choose the **Recovery** tab. Click the button **marked Recover Server**, and follow the prompts. This will push all the data in the BCS database back to the Bridgemate Server. More details can be found in the Bridgemate documentation.

### **You lose a pair through the session**

If the change creates a static sit-out table (eg. you've lost a NS pair in a Mitchell movement or a stationary pair in a Howell movement), just ignore it as the Bridgemate on that table won't need to be used any further.

If the change has created a missing EW pair, the missing pair will "travel" through the movement. The best way is to simply enter averages each round rather than changing the movement. Alternatively, have the players use the **No Play** option (press 0 as the contract) for their sit-out boards.

In both these cases, it's suggested that unless the lost pair only missed one or two rounds, at the end of the session you completely remove all scores for the pair you lost – if you don't, the program will factor up those few boards they played and give them a result.

### **The Bridgemates are asking for a board number before you start**

The most likely cause is the previous day's session wasn't completed, presumably because it was curtailed. To fix this, open the previous session, and on the **Setup** tab, click **Advanced** and then Re-launch (this loads the BCS with that session running), then select the round you want to curtail from and click **Curtail**.

### **Other problems**

**Board number not accepted by the Bridgemate** – usually this is because the Bridgemate is still in the round before, waiting for a result. On the BM2's, the current round boards show at the top of the screen, and for all BM types, you can try entering each board from the previous round to see if it accepts any of the numbers, or use the TD menu/key and choose Option 6 Missing Boards.

**Bridgemate displays "Fail to send"** – usually a problem with communication, perhaps because of distance or too many solid objects between the BMs and the Bridgemate server. If intermittent, and Retry might work, otherwise examine your environment,

**Bridgemate displays "Session Not Activated"** – if you're sure the Bridgemate Control Software is running, it may be that the table and section number are invalid, or the Channel might not be correct.

**Screen is very faint** – the contrast can be managed (a) if the session isn't launched, press the + and – keys (b) if the session is running access the TD Menu and use the + and – keys.

**Bridgemate screen is dark** – if the batteries have just been replaced, it is because the contrast was on maximum for the weaker batteries and with full batteries it is too strong. Either replace one of the batteries with a weaker one and follow the steps above, or keep pressing the OK button until you're sure the Board prompt is up, and then the TD menu can be invoked as above. Alternatively, if there's no session active, the + and – keys work without the TD Menu being activated.

**Bridgemates launch but one or more sections missing** – you have probably created the missing sessions using different BWS database. New sections need to be launched from the **New Section** button in the first or subsequent section, and not from the **New Session** button at the top of the screen. To rectify this, open BCS, look at the top of the screen for the database file name (this will be in the form of a date and time like "12 May 2010 7.42pm"), and then for each section not launched, open that section in Comspcor2, click **Edit Setup** on the Setup tab, and at the foot of that form, change the database name to the correct one. Then, when back on the Bridgemate Management Form for this section, click **Update** and run the update process from Round 1.