General Recovery

1 Close down Scorer and BCS. Load BMPro and open the appropriate .bws file

2 Retrieve the Event that you were using before the problem occured

3 Go to „Bridgemate Scoring"

4 Click „Create Database". In reply to the „movement already exists" message, reply No.

5 „Launch BCS" with Reset Server unticked

6 Wait for all tables to be added

7 „Start Receiving" data as normal again.

The system should be back and operating as before. If a table has entered results when the computer was down, they are lost during the recover server process and will have to be re-entered into the Bridgemates. Check on the Score's Bridgemate control screen for any outstanding scores for the current round and advise any tables with missing scores to re-enter them on the Bridgemates.

Wrong movement

If you need to change in the first round (e.g. late arrival creating a new table, or the movement is wrong), it's best to totally restart:

- Close BCS
- Return to the 'Select Movement' and re-define the movement (JSS will ask for confirmation - Press OK). Untick 'Retain Results'
- Go to 'Bridgemate Scoring'.
- Click on 'Restart' to activate the 'Create Database' button
- Click on 'Create Database' - reply 'Yes' to overwrite the database.
- 'Launch BCS', and confirm.
- Ask pairs to re-enter names and any first round results already entered

If you need to change at a later stage (the most likely situations are you forgot to define the movement with an arrow switch on the last round(s), or you wish to add an extra round), there are slight complications in that the pairs will possibly be re-numbered if NS and EW numbers are not unique, but these will be handled automatically.

- Return to the 'Select Movement' and re-define the movement. Ensure 'Retain Results' is ticked. (JSS will ask for confirmation. Press OK).
- Go to 'Bridgemate Scoring'.
- Use 'Update Movement' button from round 'next round'.

Faulty Bridgemate

- On the replacement Bridgemate, use the SETUP key to set to the table number of the faulty Bridgemate.
- (Warning message 'Table Started By Another Bridgemate').
- Press OK.
- Enter PIN.
- Press CONTIN button (fourth button)
- Confirmatory message.
- The old Bridgemate can now be removed (eventually it will also have to be renumbered).

Reset Server ticked accidentally

BM Pro Menu Bar > Session > Synchronise client-server > Recovery Tab
Click Recover Server. Message appears: appears - recover the server?: - Click > Yes
Another message appears - reset the server?: - Click > Yes
Enter number shown > OK
Report appears regarding scores updates > close.
Ensure BM Pro is retrieving data; if not, click Start Receiving in the Scorer or on the
BPC Menu Bar
Use Session > Retrieve data from server (status now changes to retrieving).
Bridgemates will still be red; press OK on Bridgemates till they appear in green and
you are back where you were when the computer closed down.

BMs stop operating

If the problems is with a small number of Bridgemates, issue the affected tables with
travellers (Swiss Pairs type table score sheets are best) so that they can record the
scores at the table.
To enter the scores for these tables, navigate to the Event screen > Enter
Scores.Using the drop-down boxes at the top of the screen, navigate to the
appropriate Session, Section, Table and Round.
Scores are entered in the column of cells under the Pair numbers. Click in the first
cell and enter scores as e.g., 9+, 12- etc. The +/- moves the cursor to the next board.
Once all the scores for the affected tables have been entered, click Return.

If there is a problem with all (or most) Bridgemates, this is most likely to happen
when the movement information for a new round is being sent to the server. But it
could happen also during a round.
In such circumstances the best solution is to abandon scoring using bridgemates and
revert to the traditional method of manually entering scores in VPs from Captain's
cards.
If you go down this route, then all the board scores for the round in progress (i.e. after
the last round assignment) are lost. For example, if you are in the middle of round 4,
the VP scores for rounds 1-3 are OK but all scores received for round 4 are lost. If
you change to VP scoring after round 4 has been assigned but before any round 4
scores are received, the VP scores of rounds 1-3 are OK.
To switch to VP scoring, click Return till you get to the Event screen, then click
Event Details. In the Results Input Method section, select VP Scores > OK > OK >
Event screen. From the Event screen, click Enter Scores

To check that the VP scores for previous rounds are OK, select the round from the
drop-down menu at the top of the screen. The information section (top-right of
screen) shows the current state of the event. The Results Awaited box is helpful if the
number of teams is such that are not all shown on the main screen display. A list box
at the bottom of the screen shows the tables which have outstanding results.

Scorer inadvertently closed

The Scorer has been closed in the middle of a Session even though BCS is still running and the Server is still operating normally. Adopt the General Recovery procedure OR -
- Re-start JSS.
- Retrieve the event being scored.
- Go to 'Bridgemate Scoring'.
- Click on 'Create Database'. At the warning message 'Database Already Exists reply 'No. (If you do click 'yes' the system will ignore since BCS is still running)
- The results will re-start to come into the program (if for some reason they don't, click on 'Read All Results').

BCS Inadvertently Closed

If BCS has been (accidentally) closed in the middle of a Session, the Scorer and the Server are still running and operating in the normal way. Adopt the General Recovery procedure.

Server disconnected / switched off

If the server is disconnected from the computer (USB lead detached), the server will continue to run on battery, but data will not be sent to BCS on the computer. The USB lead can be reconnected, and BCS will automatically retrieve any delayed data from the server.

A highly unlikely situation can occur, if for some reason the server has become unplugged and the batteries have run-down, or the server has been switched off. The Bridgemates will no longer operate, and data will need to be re-sent from BCS (.bws file) to the server..
To recover this situation:

- Go to the BCS program.
- Click 'Session', 'Synchronize/Recover'.
- Click 'Recovery'.
- Follow the on-screen instructions

All data in the Server will be deleted and replaced with the movement information and scores from the Event Database file. If a table has entered scores when the power was down, they are lost during the restart process and will have to be reentered.

Server needs to be replaced

Attach replacement server. In BMPro, go to Session => Synchronise Client <-> Server ==> Recover tab ==> Recover Server, ==> Yes, ==> Yes, then follow on-screen prompts.
This deletes all data in the server and replaces it with the date in the .bws file. Close report and, if necessary, reset the Bridgemates.

Computer Freezes

The biggest problem when a Computer freezes is that it cannot be closed down using any of the normal Windows methods (File -> Exit, Alt+F4 etc). To get round this Press Ctrl + Alt + Del. This will bring up the Windows Task Manager. Select the program (often there will be a note beside it saying that it is not responding) and click on End Task. The program should then close down. If the Windows Task Manager cannot be invoked, then you should close down the computer by holding the power key/button down for 5-10 seconds. Adopt the General Recovery procedure.

Computer closes down

A common cause is the Laptop has gone into Standby (hibernate mode) after no key has been pressed for a certain time. It is best at start to set the Power Options in Control Panel to avoid this. However, as long as the Bridgemate Server retains power (mains or battery) it will retain all the data it had before the crash as well as any results sent from the Bridgemates while the computer was down. Adopt the General Recovery procedure

Total computer failure

Assuming that the server has not been turned off (it has continued to run on battery), all existing results will have been retained in the server's memory. In this situation you will need to revert to another machine. You will need to recreate a new (blank) .bws file and read the results from the server into it
On the new machine -

    Start JSS
- Recreate the event, and the movement
- Select Bridgemate Scoring
- Create Database. <u>Ensure 'Reset Server' is unticked</u>
- Launch BCS. <u>Ensure 'Reset Server' is unticked</u>
- Within BCS, select 'Server' tab
- Select 'Show Tables'
- Select all the tables (select the top one, and with the 'shift' key depressed, select the bottom one)
- Click on 'Retrieve Scores' – all server results will be read by BCS and the .bws file will be re-populated (and hence JSS).
  (Note – this does not read the results from the Bridgemates internal memory)
- To resend the names from BCS, within the 'Names' tab 'Read Names From BCS'