

When things go wrong.....

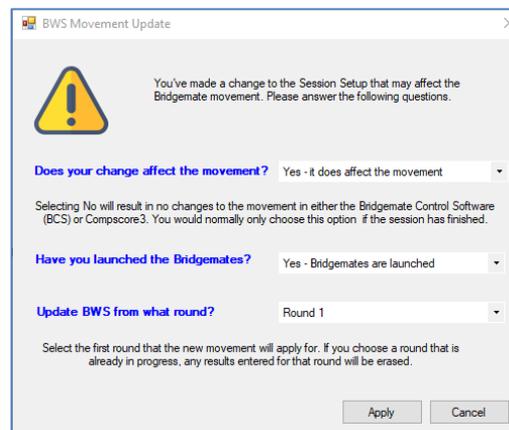
A change to the movement is necessary

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 Compscore3 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.



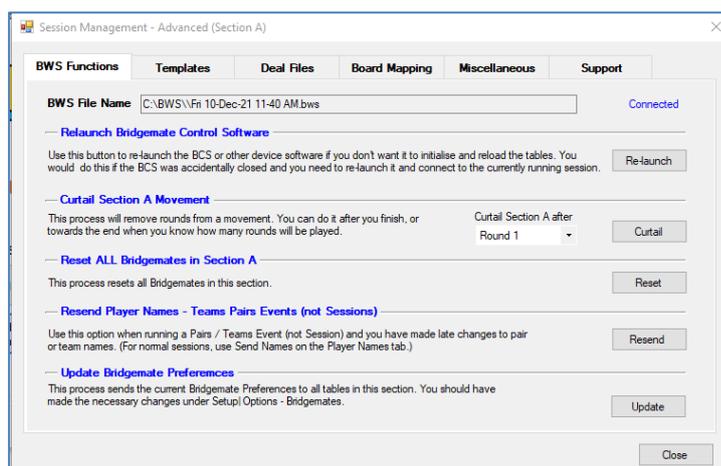
Note that if you want the Bridgemates to be updated from Round 1 but some tables have already entered their player numbers, the best method is to start again – close BCS, create a new session in CS2, then launch as normal. You might need to then click Advanced on the Setup tab, and click Reset All BMs.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

Bridgemate Control Software gets accidentally closed

If Bridgemate 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 start it by using the usual Launch process, as this will erase all scores and restart the session.

The correct way is to open Compscore3, 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 Bridgemate Control Software and load the current database, without trying to initialise anything. BCS will then read in any scores that have reached the Bridgemate server but have not yet been imported. This may take a few minutes if the BCS has been closed for a while.



If the server had lost power however, or a new movement had been sent to the server subsequently, the process is not as straightforward, and you need to follow the steps described below under Catastrophic Failure.

You lose power through the session

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

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 Bridgemate Control Software to push all the data from the BCS database back to the server. To do this, ensure the Compscore3 and BCS programs are open (use the steps in the above paragraph to re-launch if they're not). Then, in the Bridgemate Control Software, run the Recover process described below under Catastrophic Failure. This will push all the data in the BCS database back to the Bridgemate Server and play can continue.

You realise you have the wrong Bridgemate options

Bridgemate options (like results display, entering player numbers, opening lead etc) are set when the session is created, not when it is launched. However they can be changed during a session and this can be done separately for each section.

First, ensure your preferred options are set under Setup | Preferences – Bridgemates.

Next, click the **Advanced** button on the Setup tab, and on the first tab labelled BWS Functions, click **Update**.



This will send the current Bridgemate options to all tables in the section.

You lose a pair through the session

If the change creates a static sit-out table (e.g. 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**.

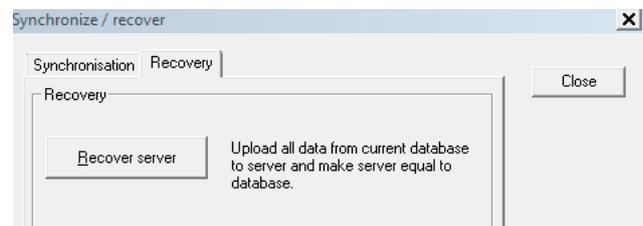
You want a Bridgemate to be initialised

If there is no session running but a Bridgemate is asking for a Board Number instead of showing the initial Bridgemate II screen, it can be difficult to initialise it. Normally, once a new movement is sent to the server it will right itself, but a guaranteed method is to turn off the Bridgemate server (i.e. unplug the USB lead and hold down the black button on the server until both lights go out), then reset the Bridgemate via the TC menu. When the message “Log-off Failed, Retry” appears, press the Cancel button.

Catastrophic failure – resending results from the Bridgemates

If the BCS program gets accidentally closed (including the PC being turned off), the correct way to resurrect things is to re-launch Compscore3 as described above. However, this relies in the server remaining powered throughout. If the server has lost power, or a movement has been sent to the server subsequently, we need to reload whatever session data we have back into the server, and then re-transmit all results data from each Bridgemate. (This is our last line of protection, short of going to the BCS log file and manually re-entering all the results.)

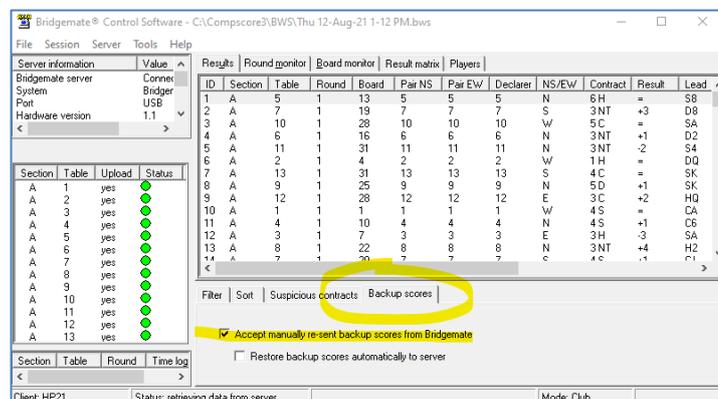
Follow the steps described above to open the session in Compscoer2, then Relaunch via the Advanced page (not Launch). Then, in the BCS program, select Session from the menu at the top, then Synchronise/Recover. Select the Recovery tab, then click the button labelled Recover Server. After two confirmation dialogs you will be asked to further confirm your intentions by entering the 3 digit number shown. (This triple-level safety process is in place to minimise the chance of this process being run by a user accidentally.)



Whatever data that was in the BCS database will now be sent to the server, and the server will be waiting to receive re-sent results data from the Bridgemates.

The next step is to send the data from each Bridgemate. The option to Resend is in the Setup area. (You may need to force a reset via the TD menu if the Setup button isn't visible.) Press the top left button marked Setup, enter the Setup code if prompted (749), then select Info (top right button) then Resend (also top right button). This will send all scores in the Bridgemate's memory to the server. Repeat this process for all Bridgemates used in the session. The BCS screen will show the progress of the results being retrieved.

You may receive an error message in the BCS that the resent results cannot be processed. This may be because of another BCS setting that needs to be enabled – see pic.



Once done, you should now be able to import the results in Compscore3 and finalise the session as normal.

Other problems

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. However the problem might also be caused by server deactivating, perhaps because it lost connection to the PC and had no batteries. If players press the Cancel button when they receive this message, their results will continue to be saved in the Bridgemate and can be retrieved once the problem has been resolved.

Bridgemate displays “Session Not Activated” – if you’re sure the Bridgemate Control Software is running, it may be that the table or section number is 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 (BM Pro only) – 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 session/s 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 Compscore2, 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.