

Notes on recovering from Bridgemate communication problems

1 Precautions against communication problems

- Turn off sleep and hibernation or at least set to >4hr i.e. max likely length of a session. TH also recommends even delay screen dimming but I'm not sure this is necessary. Make sure computer is running on mains power.
- Keep batteries in server in case a different computer is used without those settings turned off, or the USB cord is inadvertently pulled out.

2 Types of problem

- The commonest problem will be BCS data loss due to loss of communication with the server.

This in turn will be due to inadvertent closing of the computer lid or perhaps sleep or hibernation if those haven't been turned off; alternatively the server USB cord may have been pulled out. If the batteries are in the server and haven't died or been switched off (you will know they are OK from the red light being on as a warning that you are depending on them, also BCS), the data will be retained and if it is disconnected it can be plugged back in. What is more, the Bridgemates will have continued sending their data to it.

At that point you need to confirm that the server is recognized by BCS (in BCS .. 'Server' ... 'connected'). This might entail some fiddling around in Windows for the USB connection to be recognized, e.g. exiting both JSS and BCS, unplugging the server then plugging it back in, then restarting JSS, retrieving the event or even starting a new one (with the same number of players obviously) and restarting BCS (WITHOUT resetting the server), for example.

Note: depending on whether you have to retrieve the event or have to create a new one you need to check the names. These are not retained in the Bridgemates and may not be retained in the server. Try Bridgemate Scoring - Names tab and one of the 'Copy...' buttons. If that doesn't work you will have to re-enter them.

- The next most likely problem will be Server data loss owing to the Server having been reset or somehow switched off while the Bridgemates are still in use.

In that case you have to get the data back into the server from the Bridgemates.
(You can get back data from BCS but that leaves anything entered into the Bridgemates since the server lost its data subject to an uncertain fate. It may or may not be added automatically, or you may have to resend [see below].)

Note: The Bridgemates automatically retain all the scores even if their batteries are dead (but not the names - see above) from their last event right up until the moment of acceptance of the first score of a new event. So up to that point you always have the option to resend the last event's data to the server. You would want to do that if an event has finished without getting into the computer. From that point, it will send the data of the current event, which is what you will want if the problem needs rectifying while the event it is in progress. It may not work if the server isn't connected to BCS, so check that first. You use either SETUP or TDMENU which will require codes 749 or 0000 respectively (at the time of writing), then INFO - RESEND.

- Finally, and easiest to correct, is JSS data loss.

3 The procedures

- BCS data loss

Retrieve from server if possible:

- in BCS, check correct scores are there by 'Server' - 'Show Scores', then click 'Server' - 'Show Tables'.
- check correct number of tables, then select all tables then 'Retrieve Scores'.

- Server data loss

Retrieve from Bridgemates:

- ensure server loaded with movement info. which may need restarting BCS from JSS (it's OK to reset it, that won't delete the Bridgemate data, but note you will have to re-enter the names)..
 - on each Bridgemate, if in result entry mode, 'TDMenu' - 'Resend', OR (if on main screen) 'Setup' - 'Info' - 'Resend'
 - NB remember to check the names are in JSS (if they aren't, try 'Bridgemate Scoring' - Names tab - 'Copy...')
- (as indicated above, I think it is may not be useful to recover from BCS but if you must do this:*
- 'Session' - 'Synchronize/Recover' - 'Recovery' - 'Recover Server').

- JSS data loss

check if in BCS file by:

- in BCS, 'File Open' ... - in JSS "Bridgemate Scorer" - 'Read All Results'.