

Chapter 9: Tips for use

Bridgemate logged on as the wrong table

When a Bridgemate logs on under a wrong section or table number, this will have its effect on this Bridgemate, but also on the Bridgemate of the other table which section and table number has now been occupied. To rectify this situation, the Bridgemate has a simple “take over table” procedure. Just let the Bridgemate of the correct section/table start the session. It will prompt that the table was already started by another Bridgemate asks to proceed or to cancel. Press OK to proceed, and call the TD to confirm the take-over through his PIN code. After his confirmation, the table will start the session. The wrongly logged on table will now stop functioning and they will soon report themselves to the TD. See also chapter 5, paragraph “Starting the session” for more information.

Replacing Bridgemate

If for whatever reason you need to replace a Bridgemate during a session, and you are unable to log off the Bridgemate using its reset function, proceed as follows:

- In BCS, go to menu Server à Show tables.
- Select the relevant table and press “Log off table(s)”. The Bridgemate will now be logged off from the server.
- Take another Bridgemate and set this Bridgemate to the correct section and table number. Also make sure to set the correct channel.
- Activate this Bridgemate. The Bridgemate will take over the position of the old Bridgemate.

Besides this procedure, it is also possible to use the “take over table” feature of the Bridgemate. This makes it extremely simple to replace a Bridgemate with a new one. Proceed as follows:

- Remove the Bridgemate to be replaced out of the game.
- Take another Bridgemate and set this Bridgemate to the correct section and table number. Also make sure to set the correct channel.
- Activate this Bridgemate. It will inform you that the table has been started by another Bridgemate. Press OK to proceed, enter TD PIN code and press OK again. When it asks you to erase or retain previously entered data, press CONTIN to retain the data and continue where the old Bridgemate has left the game. This Bridgemate has now replaced the old Bridgemate.

Recovering the server

If the server is accidentally disconnected from the power supply, all data will be lost and the Bridgemates will stop functioning. Bridgemate Control Software is able to recover the old situation. Proceed as follows:

- Make sure the server is reconnected to the power supply.
- In BCS, go to menu Session à Synchronize client <-> Server.
- Go to the “Recovery” tab and press “Recover server”. All information from the result file will now be moved to the server.

When recovering the server, it is important that all scores have been moved previously from the server to the result file. If this is not the case, scores that have not been moved to the computer will be lost and the server cannot restart fully from the previous position. Make sure therefore that the data retrieval is always activated during the session.

Procedure in the event of data loss

The security of the board results entered in the Bridgemate II scoring system is given top priority. The best defense against data loss is to store the results in multiple locations, namely:

- *The Bridgemate memory*
All results entered in the Bridgemate are sent to the server. At the same time, each result is also stored in the Bridgemate's internal memory. These results are stored until the Bridgemate is started up again for a new session. Then the memory will be erased.
The data remains stored in the internal memory of the Bridgemate, even if no batteries are installed.
- *The server memory*
Results entered in the Bridgemate are sent to the server, and stored in the server's internal memory. It is essential that the server is connected to a power source (batteries and/or power adapter). If there is no power source, or in the event of power failure, all data will be lost.
- *Bridgemate Control Software result file and log file*
BCS continuously reads the new results from the server and processes these into the result file. This data is immediately written to the hard disk of your PC, ensuring the data is safe even in the event of power failure. All results shown on the BCS screen have been written to the result file.
BCS also has a log file, containing all the relevant events. All received results are written to this log file. To view the log file, go to the Tools → Show log file menu.
- *Session file in your scoring program*
Lastly, the scoring program retrieves the results from the result file. The scoring program stores the results in its own files.

The results are therefore stored in five locations in total. In the event of data loss in one of the five locations, it is possible to check whether the results are still stored at the next level up, and to reprocess the results from that location.

Scoring program data loss

In the event of data loss in the scoring program, check whether the results are still stored in the BCS result file. The recommended method is to launch BCS from the Windows Start menu → All Programs → Bridgemate II. Once BCS is started up, go to the File → Open menu and select the result file you used for your session. If the results appear on the screen, they have been stored in the result file. The results can now be reprocessed from the scoring program. For further information about processing Bridgemate results, see the instructions included with the scoring program.

Bridgemate Control Software data loss

If the result file contains no results (see the above-mentioned step), it is possible to retrieve them from the server and to read them in the result file. The first step is to check whether the results are still stored on the server. Use the Server → Show all scores menu for this purpose. All the results stored in the server will now be shown. If the correct results are shown, it is possible to read them manually using the Server → Show tables menu. Select all tables (hold down the left mouse button and the Shift key) and press "Retrieve scores". The results of the selected tables are retrieved from the server and processed in the result file. The results can now be read by the scoring program.

Server data loss

If neither the server, nor the result file, nor the scoring program contains any data, your last resort is to retrieve the results from the Bridgemates. All results entered in the Bridgemate are stored in the internal memory of the Bridgemate and can be resend to the server. See paragraph “Resending results” for more information.

Warning

The board results are stored in the internal memory of the Bridgemate. Once the Bridgemate has been started up again for a new session and the first result is entered and confirmed, the memory is erased and all the data removed. Ensure that no players are operating the Bridgemates at the end of the session to avoid a possible loss of data.

Retrieving results from the log file

Results can also be retrieved from the log file. All results entered in BCS are stored in the log file. To view the log file, go to the Tools à Show log file menu. The selected rows can be copied and saved to an empty text file and printed. Automatic processing is not possible; the results must be entered manually in the scoring program. The actual file, BMPProLog.log, is located in the Bridgemate Control Software folder, normally C:\Program files\Bridgemate Pro.

Resending results

The Bridgemate retains the board results in its internal memory. With a simple command these results can be resent to the server. This is useful when results have been erased from both the computer and server inadvertently and your last resort is the Bridgemate device itself.

Results can be resent from both the TD-menu and the setup menu. Proceed as follows:

1. Make sure the server is connected, and is loaded with the session data (tables, movements). When all data in the server was lost as well, restart the Bridgemate II scoring system from your scoring program in order to load the session data back in the server.
2. a) Bridgemates which are still in result entry mode can resend the results from the TD-menu. Access the TD-menu with the TDMENU function key and PIN code, and press RESEND function key.
b) Bridgemates which show the main screen can resend the results from the setup menu. Press SETUP function key to access the setup menu (enter the Setup PIN code 749, if needed), press INFO function key, followed by RESEND function key.
3. The number of board results in the Bridgemate memory is displayed. Press OK to start the retransmission. Retransmission will only succeed when the server is activated and contains the session data.
4. After retransmission, the board results can be posted in the scoring program using the normal procedures.

Resent scores are not automatically restored back in the server. By recovering the server, the scores will all be restored in the server. Alternatively, there is a setting that automatically restores the resent scores back in the server. Go to menu Tools à Options à General à tab General, and check the setting “Restore resent backup scores automatically to server”. All resent scores will now automatically be restored in the server. This requires that the tables are loaded in the server before scores are being resent.