

# ACBLscore Problem During Game

When it appears that the Bridgemates are working properly (perhaps they have even completed the game satisfactorily), but info can no longer be posted into ACBLscore because of some game file (or other) difficulty – check the following:

## Bridgemate Control Software (BCS)

- It is a good idea to confirm that BCS is working – or worked throughout the game. The Round monitor should show the correct number of boards for each round. This confirms the results (.bws) file has all of the game data.
  - If the game is over and all of the results are in the .bws file (Round monitor confirms the actual status of the .bws file), BCS may be closed – if it isn't already.
  - If the game is still in progress, it is best to leave BCS running and complete the game.
- If BCS is not running, use ACBLscore's F11 → BMR to restart BCS.
  - The server should be shown as "Connected."
  - The Round monitor should show the correct number of boards for each round.
  - Normal operation can resume.
- If there is still a problem, refer to [USB Server not connected – ACBLscore unable post results – Failed to send retry](#) for more actions.

**Special Note:** The last resort may be to go to the individual Bridgemates and resend the results. The Bridgemates retain all of the results from a game in non-volatile memory where they remain until the Bridgemate is actually used for a new game and the first "new" result is entered. To retransmit results from the Bridgemates:

- a. Bridgemates II: See the User Manual, Chapter 7, page 33 – "Resending Results"
- b. Bridgemates Pro: See the Pro User Manual, Chapter 6, page 30 – "Resending results manually.."

## ACBLscore

- Close ACBLscore and re-enter the ACBLscore game. This will often enable ACBLscore to resume normal operation. [Note: If the PC has gone into Standby, this is often the needed remedy.]
- Otherwise:
  - If the game is still being played and players are using the Bridgemates, **wait** until everyone has finished playing and entered the final results at the Bridgemates. Thus, with BCS operational, all of the results from the Bridgemates will be appropriately recorded into the result (.bws) file.
  - Delete the game file. Use one of the following:
    - a. Exit ACBLscore – re-enter "Game" and on the "Game file name" screen, use the F2 "Alphabetical" or F3 "By most Recent" screen to find the game file. Use "R" to rename it to some game name not in use, e.g., 161217.ACL. **DO NOT use "D to Delete" because this deletes the ACx as well as the result (.bws) files for the game!**
    - b. F11 → KILL [or Section → Delete Section (K)]. Be sure to delete every section. This removes each section from the ACBLscore game file but leaves everything in the result (.bws) file. Since this doesn't actually fully remove the game file, it may not be sufficient.  
Then - use Windows (File) Explorer to delete the ACx file from C:\ACBLSCOR\GAMEFILE.
  - Set up the game again – using the original file name (i.e., 161217.ACM) and the original configuration for each section.
  - These steps create a new, working ACx file; to link this new game to the appropriate result (.bws) file:
    - a. If you used "a" above, use Windows (File) Explorer in C:\ACBLSCOR\GAMEFILE to:
      - \* delete the newly created result (.bws) file, e.g., 161217m.bws file.
      - \* rename the above "renamed" 161217l.bws file to be the associated .bws file, e.g., 161217m.bws
    - b. If you used "b" above, no special actions are needed here.
  - Since the game was completed and all of the results are in the result (.bws) file, it is not necessary to use F11 → BMR to restart the BCS software. Do everything within ACBLscore without opening BCS.
    - a. Use F11 → BMN to post names into ACBLscore. Do this for each section.
    - b. Use F11 → BMP (or Ctl-P) to post results. Do this at least twice and verify that all of the rounds have been brought into ACBLscore.

This will recover the game. Directors can now do whatever they normally do at the end of a game.

**Do not recreate the ACBLscore game if players are still entering scores into Bridgemates and BCS is running. When the new game is created, ACBLscore (unfortunately) sets the "Update from Round" flag in the result (.bws) file's "Tables" table which will cause BCS to update the movement in the server and completely interrupt player results entry.**