

USB Server 'Not connected' – ACBLscore unable post results Bridgemates II show "Failed to send, retry?"

- A. If the Bridgemate Control Software (BCS) shows "Not connected" for the server (see BCS upper-left box):
1. Verify the USB server shows 2 **green** lights. **STOP** if the 'Battery status' light is **red**, blinking or not lit and correct the lack of adequate battery power before going to step 2.
 2. Disconnect the server (USB cable at PC or at server)
 3. Reconnect the server – and wait for up-to-a minute – until BCS shows "Connected" and then see items "B." or "C." below. If there is a Windows® "Device not recognized" error, see item D.
 4. If BCS still shows "Not connected"
 - a) Close BCS and use **BMR** to restart the game from ACBLscore. If the Bridgemates have continued to work, this may be all that is needed. To confirm that all of the results have been received from the Bridgemates, go to "Round Monitor." This should match the actual status at the tables.

Note: Sometimes ACBLscore won't show the BMR command until it actually recognizes that BCS has been stopped. This can take several minutes. Often, closing ACBLscore and restarting it followed by opening the game file again will bring the commands back. When **BMR** is available, use it to restart BCS.

The screen should now show "Connected."
 - b) Alternatively:
 - o Close all programs and reboot the PC.
 - o Restart ACBLscore and go to the game file.
 - o Use F11 → **BMR** to start BCS.
 5. Open Device Manager:
 - Windows 8 / 8.1, 10: Press the Windows key + X on your keyboard to open the Power User menu. Now select "Device Manager".
 - Windows Vista / Windows 7:
 - o click Start
 - o right-mouse click on "Computer"
 - o click on "Properties"
 - o click on "Device Manager" in the upper, left corner.
 - Windows XP:
 - o click Start
 - o right-mouse click on "My computer"
 - o click on "Properties"
 - o click the "Hardware" tab
 - o click on "Device manager" button.
 - i. If there is a "Ports (COM & LPT)" listing, click on the + (or ▷) to expand the category. If there is an entry such as "Bridgemate Communications Port (COMx)," you can close Device Manager since Windows is recognizing the USB Server. Look elsewhere.
 - ii. If there is a 'Bridgemate server' entry (it probably will also have a yellow mark), right-mouse click on "Bridgemate server" entry
 - Click on "Update Driver Software"
 - Click on "Search automatically for updated driver software."
 - When asked to install the device software published by Bridge Systems BV, click "Install."
 - Finish the driver installation. The driver should now be correctly installed.
 - iii.
 6. If none of the above actions are successful, perform the following procedure to install the driver:
 - a) Make sure the Bridgemate II server is disconnected from your computer.
 - b) Download the driver installation package [Bridgemate II USB server driver](#) to your computer.
 - c) Open the downloaded file and follow the instructions on the screen to complete the installation of the driver.
 - d) When the installation has been completed, connect the Bridgemate II server to your computer. Windows should recognize the server automatically and complete the hardware installation.
 - e) Start Bridgemate Control Software and verify the connection status of the server.

B. If the Bridgemates are showing "**Failed to send, Retry?**"

1. Go to Server → Show tables. This will show the data resident in the server.
 - If all of the tables are shown – with appropriate **red & green** lights – highlight a table and "Show scores."
 - If the correct round and board info for the table is shown, along with actual scores already recorded, look elsewhere.
 - If there are no tables shown, or the round and board info is incorrect for the game in progress, the server has lost the game data. Go to the next step.

Recover server

Recover server

2. Click on  – or go to Session → Synchronize / recover →  → "Yes" on next 2 "warning" screens → type number shown and click "OK."

Whenever Bridgemates are still working, **DO NOT** use the Recovery procedure.

3. The movement along with all of the results previously recorded in the "Results" (.bws) file will now be loaded back into the server.
4. The server will now be at the point where it was when BCS lost contact with the server, i.e., when the server and/or driver was corrupted.
5. Bridgemates may now be activated; they will be "reset" to the place (in time) where BCS stopped recording information from the server. It may be necessary to "re-enter" some scores, depending on what may have caused the problem and how long it lasted before the "recovery."
6. Normal operation will now resume and players may resume score entry on their Bridgemates – at the point where contact was lost.

C. **Unable to post results into ACBLscore**, but BCS shows server as 'Connected' and Bridgemates are still working at the table.

1. Check the BCS 'Round monitor' to confirm that all results are in the results (.bws) file. If they are:
 - i. Completely close both BCS and ACBLscore.
 - ii. Restart ACBLscore and go to the game file.
 - iii. Use F11 → **BMR** to restart BCS.
 - iv. Try F11 → BMP (or Ctl-P) to see if results will now post properly.
2. Check to confirm that ACBLscore and BCS are working with the same results file:
 - a. Look in the ACBLscore top margin and confirm the game file name, e.g., 150110 (A)
 - b. Look in the top margin of the BCS screen to verify the results file name, e.g., 150110A.bws
 - If these two files "match," look elsewhere.
 - If the files do not match:
 - Completely close both BCS and ACBLscore
 - Reopen ACBLscore to the game file
 - Use F11 → **BMR** to restart BCS.
 - Per steps "a" and "b" above, confirm that ACBLscore & BCS are using the same results (.bws) file.
 - In BCS, go to Server → Show tables → highlight all tables → Click on 'Retrieve scores.'
 - This will write all of the results (from the server) into the correct results (.bws) file.
 - Normal operations will resume.

D. **Windows® "USB Device not recognized" Error Notice.**

Occasionally, the server firmware will go into a "hybrid" lock-up condition, where the Bridgemates at the table continue to operate, but results are not being posted into BCS – and none of the above recovery steps have worked. When this condition has been confirmed, refer to the www.bridgemate.us → Answers-Support → Answers to Operating Issues → "Windows® "USB Device not recognized" Error Notice"