# Windows® "USB Device not recognized" Error Notice

There can be a condition where the USB Server firmware will continue working with the Bridgemates (at the table) but no data is being transferred to the computer. The symptoms are:
1. The Bridgemate table units are operational with players entering results normally.
2. The Bridgemate Control Software (BCS) shows the server as "Not connected"
3. Usually when the server is disconnected from the PC and reconnected, there will be a Windows® error notice "USB Device Not Recognized."
4. Device Manager does not show a "Ports (COM & LPT)" listing.

Special Note: If you are using BCS 3.2.23 (or later), go to Tools → Options → General – be sure the
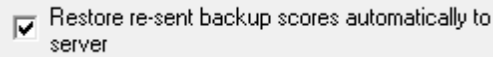
☑ Restore re-sent backup scores automatically to server   option is checked.

When the Bridgemates at the table are working – but BCS shows the server as "Not connected", the normal solution is to disconnect and reconnect the server. Usually, within about a minute, BCS will show that the server is "Connected" and normal operation will resume.

It is possible, however, that Bridgemates will continue to work, but Windows® indicates "USB Device not recognized" when the server is reconnected. To restore operation:
1. Disconnect the server.
2. Press and hold the Battery off button for several seconds.
3. This should extinguish the 2 LEDs. If they do not go off, remove at least one battery.
4. Reconnect the server – and within about a minute, BCS will show that the server is "Connected."
5. Normal operation will resume, but the server will no longer have the game data.
6. To confirm: Go to Server → Show tables. This will show the data resident in the server.
    When Bridgemates are not able to send, this screen will read "**Total numbers of tables in server: 0**"
7. a.   Click on the "Recover server" button.
    b.   Alternatively, go to Session → Synchronize / recover → click on the "Recover Server" button.
8. There will be a screen – cautioning that data in the server will be erased.
       Answer "Yes" to this notice – since there is nothing in the server anyway.
9. There will be a 2nd screen that all data in the server will be deleted.
       Answer "Yes" to this 2nd notice – again, since there is nothing in the server.
10. There will be a 3rd screen asking "Please re-enter the following number to reset the server."
       Type in the number and click on OK.
11. This recover-server action will put the game movement [and results already recorded] back into the server.

Normal operation will resume and players can enter results – from the point when the server firmware "lock up" occurred and BCS could no longer retrieve results from the server.

If BCS has been closed, everything can be restarted from ACBLscore using F11 → BMS.
▪ Answer "Yes" to the warning message that the results file already contains data.
▪ The movement will be loaded into the server, but none of the results already entered.
▪ If you are going to have players re-enter any results already recorded, repeat steps 7b to 10.

When some time has elapsed and it is not practical for the players to re-enter the missing results, it is possible to retransmit results already entered. Each Bridgemate retains the board results in its internal memory – until a new game has been started and at least 1 score (from the new game) has been entered. With a simple command these results can be resent to the server.

To resend results, proceed as follows:
• Make sure the server is connected and loaded with the session data (tables, movements).
• Bridgemates which are still in result-entry mode can resend the results from the TD-menu.
    a.   Press the TDMENU function key
    b.   Enter your PIN code
    c.   Press RESEND function key.

- Bridgemates which show the main screen can resend the results from the setup menu.
    a. Press SETUP
    b. Enter the Setup code (749 or 769)
    c. Press the INFO function key
    d. Press the RESEND function key
    e. The Section/table and number of board results in the Bridgemate memory is displayed.
    f. Press OK to start the retransmission.

Retransmission will only succeed when the server is activate and contains the session data. After retransmission, the board results can be posted into the scoring program using normal procedures.

Special Note:
- With Bridgemate firmware v2.2.2, the Bridgemates will automatically reset themselves after retransmission and "going to sleep."
- With Bridgemate firmware v2.1.2 (and earlier), it is necessary to press the BACK key to return the unit to the introductory "Bridgemate II" screen.