

## Recovering Results after System Crashes

This Bridge Gem User Guide describes how to recover Results after either Bridge Gem, or the Results Reporting System, eg the Bridgemate Control System (BCS) app, or both, have failed in the middle of an Event.

The most likely cause of this is a flat PC battery.

### Recovering Results after Bridge Gem has Failed

This section describes how to recover results from the Results Reporting System (RRS) after Bridge Gem has crashed or hung, but the RRS app continues to operate correctly.

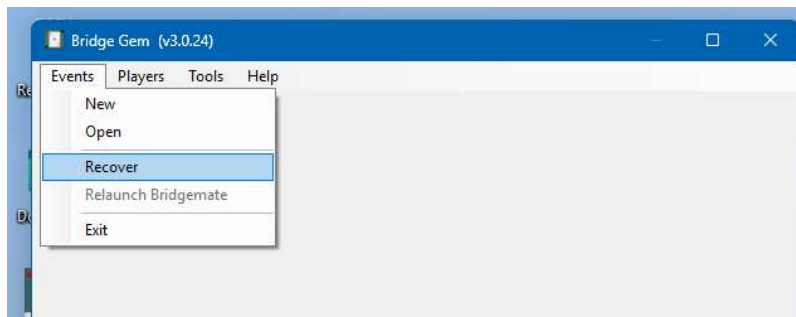
It is applicable whatever the Results Reporting System is.

Kill or quit Bridge Gem and then re-launch it.

**If Bridge Gem is still operational do NOT use any controls in Bridge Gem to end Bridge Gem, as Bridge Gem will also close the RRS app as it closes. Use Windows Task Manager (or similar app) to end the Bridge Gem task. (To invoke Task Manager depress Ctrl+Shift+Esc keys simultaneously).**

**DO NOT** kill or quit the RRS app, leave it running.

Select the **Recover** option from the **Events** menu in Bridge Gem's **Main** form.



A window describing how to **Recover** results is displayed. Select the **Yes** option.

A **File Open** dialogbox is displayed. It will display the Event files of all the recent events that have been run. Each Event's filename starts with the Date and Time at which the Event was started. Select the appropriate file for the Event whose results you wish to recover.

The **Event** form is displayed, it will display the details of the selected Event as previously entered. Check that the correct Event has been selected, then click on the **Recover** button.

The **Section In Progress** window is displayed, Bridge Gem will recover all the player information and results that it received up to the point at which it crashed or hung. Very soon afterwards the results that had been reported after Bridge Gem terminated will be received.

Thereafter the Event will proceed normally, and results will be displayed as soon as they are received. On completion of the Event, Bridge Gem can be closed down in the normal way.

## Recovering Results after the Bridgemate Control (BCS) app has Failed

This section describes how to recover results after the BCS app has crashed or hung; or after the battery on the PC has run flat.

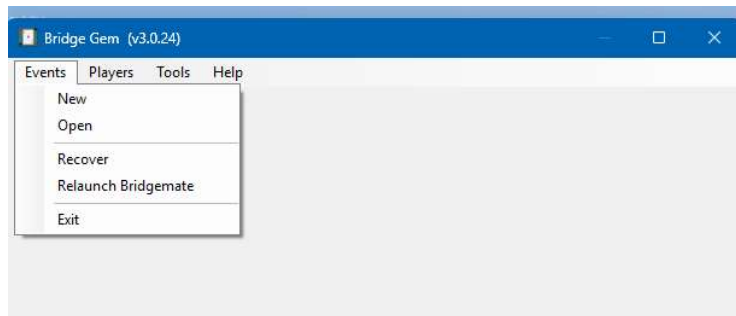
It is **only** applicable if the BCS app is the the Results Reporting System.

Kill or quit the BCS app.

In Bridge Gem, **End**, **Save**, and **Close** the running Sections, and **End** the current Bridge Gem Event.

Re-launch Bridge Gem if the battery has run flat.

Select the **Relaunch Bridgemate** option from the **Events** menu in Bridge Gem's **Main** form. (This option is only enabled if BCS is the RRS).



A window describing how to recover results from the re-launched BCS app is displayed. Select the **Yes** option.

A **File Open** dialogbox is displayed. It will display the Event files of all the recent events that have been run. Each Event's filename starts with the Date and Time at which the Event was started. Select the appropriate file for the Event whose results you want to recover.

The **Event** form is displayed, it will display the details of the selected Event as previously entered. Check that the correct Event has been selected then click on the **Relaunch** button.

The **Section In Progress** window is displayed, and the BCS app will be re-launched.

Bridge Gem will recover all the player information and results that it had received up to the point at which the BCS app crashed or hung (or the PC's battery ran flat).

There are several ways in which the results which had not been received by Bridge Gem may be recovered from the Bridgemate tabletop devices; which works depends on the state of the BCS app. Two of them are described below, for others consult the Bridgemate documentation.

### Method 1

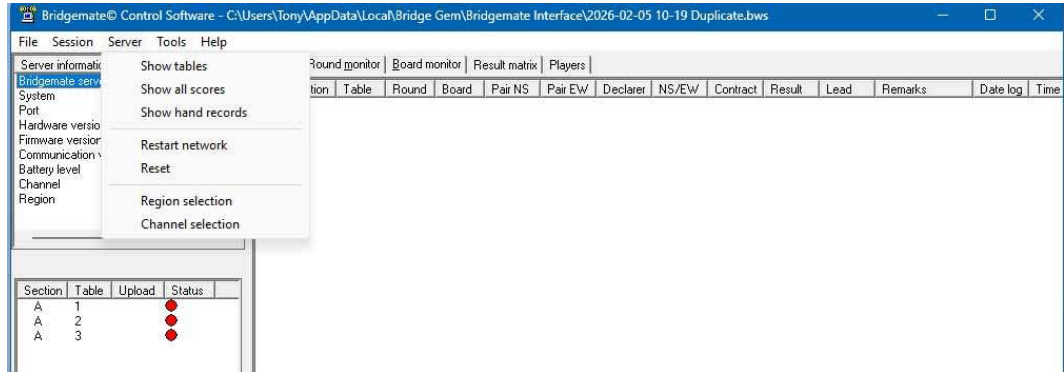
Very shortly afterwards all the results that have been played to date will be received.

Thereafter the Event will proceed normally, and results will be displayed as soon as they are received. On completion of the Event, Bridge Gem can be closed down in the normal way.

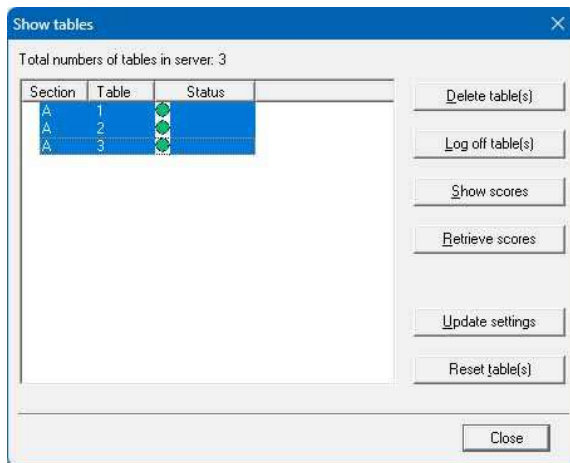
## Method 2

If the missing results are not received, try this method.

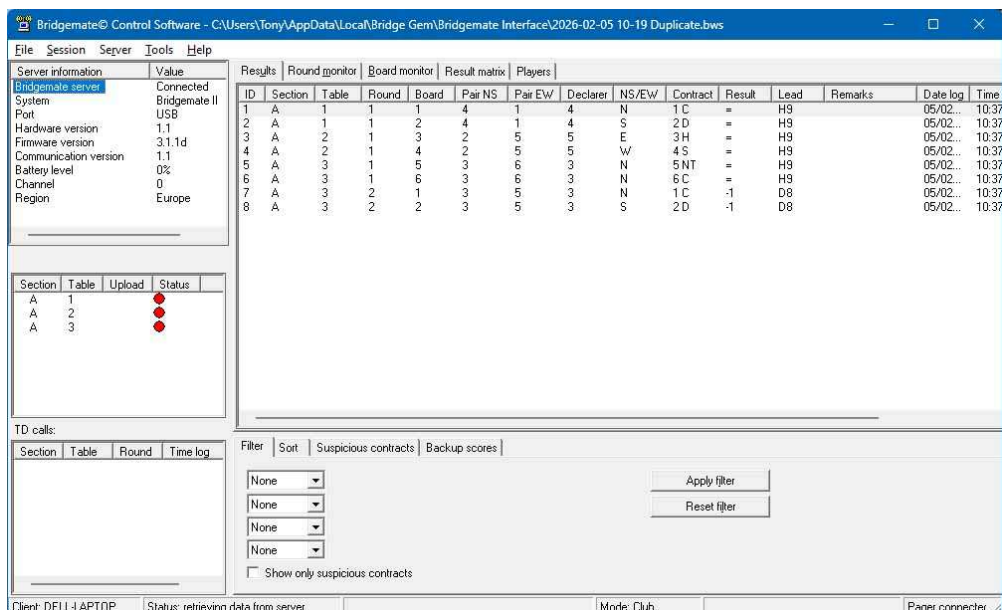
From the **Server** menu in the BCS app select the **Show Tables** option.



The **Show tables** form is displayed. Select all the Tables as shown below and then click on **Retrieve scores**.



The scores (aka Results) stored in all the Bridgemate Tabletop devices are retrieved and displayed in the BCS app's main window:-



They are also written into the Bridgemate Interface file from which they will be read by Bridge Gem and displayed.

Thereafter the Event will proceed normally, and results will be displayed as soon as they are received. On completion of the Event, Bridge Gem can be closed down in the normal way.

## Appendix – Bridge Gem Interaction with the Bridgemate Control System (BCS)

The 4 options in the **Events** menu in Bridge Gem's **Main** form control how and whether Bridge Gem launches the RRS app:-

<b>Events Option</b>	<b>Bridgemate Launch Operations</b>
<b>New</b>	Bridge Gem creates the Bridgemate Interface file, launches the RR app. If BCS is the RRS, Bridge Gem instructs it to <b>reset</b> the Bridgemate tabletop terminals. This latter action clears all previous results stored in the terminals. Bridge Gem periodically reads the Bridgemate Interface file to retrieve results.
<b>Open</b>	Bridge Gem neither creates a Bridgemate Interface file nor launches the RRS app. All the information displayed is retrieved from the *.evnt, event file.
<b>Recover</b>	Bridge Gem neither creates a Bridgemate Interface file nor launches the RRS app. It connects to the <b>existing</b> Bridgemate Interface file. The information it displays is initially retrieved from the *.evnt, event file, and subsequently from the Bridgemate Interface file, which the RRS app continuously updates.
<b>Relaunch Bridgemate</b>	This option is only enabled if BCS is the RRS. Bridge Gem creates the Bridgemate Interface file, launches the BCS app, but does <b>NOT</b> instruct BCS to reset the Bridgemate tabletop terminals. When BCS restarts, the results stored in its tabletop terminals are automatically uploaded to the BCS app, which copies them into the Bridgemate Interface file. Bridge Gem periodically reads the Bridgemate Interface file to retrieve the lost results (and retrieve future ones).

The Bridgemate tabletop devices, being battery driven, store all the results that have been entered indefinitely; until they are **reset**. Thus the **Relaunch Bridgemate** option can be used hours/days after an Event has been interrupted, provided that the tabletop devices have not been reset.