

Moscore QM - Support #366

issues with scoring cars

03/05/2018 03:43 AM - Walter Pate

Status:	Feedback	Start date:	03/05/2018
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	Race scoring	Estimated time:	0.00 hour
Target version:		Spent time:	0.50 hour
Description			
Customer called regarding races that were not scoring properly. The first lap had cars missing and the could not correct race order			

History

#1 - 03/05/2018 03:58 AM - Walter Pate

- Status changed from New to Feedback

customer called around 4 pm Mar 3 2018

I connected remotely into the customers computer to analyze issue.

Found Tranx noise at 95db.

Checked Print Forms/Results/Race Lap Times\Junior Novice\drivers name \XXXX and saw Strengths 120-140 (normal Reading), Hits 2 - 9 (abnormal Reading) the car was using transponder TVQMA 7.

I then checked other cars and the Hits were all showing abnormally low

I changed the Event to one that was run in 2017, Checked Print Forms/Results/Race Lap Times\Different race class\drivers name \XXXX and found a car running TVQMA 7 was recording Strengths 120-140,

Hits 90-110 Both Normal readings.

I then suggested to the customer to test the loop for bad connection, or call MyLaps for customer support in regards to high noise levels

Awaiting report from customer regarding tests with MyLaps