

Moscore QM - Support #397

customer called with issues in setting up the Mylaps X2 loop settings

09/23/2018 01:40 AM - Walter Pate

Status:	Resolved	Start date:	09/23/2018
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	X2 decoder	Estimated time:	0.00 hour
Target version:	Customer needs to fix	Spent time:	1.00 hour
Description			
LQMA called with Mylaps X2 loop setup issues			

History

#1 - 09/23/2018 01:51 AM - Walter Pate

- Status changed from New to Feedback

LQMA had issues getting the loop to pickup transponders.
I went into the LQMA computer with TeamViewer and checked the Network ip settings,
I pinged the decoder and MyLaps webserver
checked the Moscore X2 settings
Tried to pass the transponders behind the decoder and they did not register.
We did find that the minimum lap time was set to 8 seconds, it should have been 6.2!
Then had the customer pass a transponder across the loop outside
We found that they started top register after setting the squelch to a -60db
The decoder showed an error saying that there was a Loop problem!
They could not get the transponders to register at the back of the decoder in the tower
Moscore is now showing that the MyLaps X2 Competition Karting transponders are registering now
Awaiting feedback

#2 - 01/07/2021 07:19 PM - Walter Pate

- Status changed from Feedback to Resolved

no further reports