Moscore QM - Bug #398

Customer getting Unknown Table Races error

07/21/2019 04:06 AM - Walter Pate

Status:	Resolved		**Start date:**	07/21/2019
Priority:	Normal		**Due date:**	
Assignee:	Jamie Pate		**% Done:**	0%
Category:	Lineup Generation		**Estimated time:**	0.00 hour
Target version:	Customer needs to fix		**Spent time:**	6.50 hours
Description				
MMRA emailed this issue July 21 2019				
Related issues:				
Copied to Support #399: Customer does not think race results are displaying c...		**Resolved**	**07/21/2019**	

History

#1 - 07/21/2019 04:11 AM - Walter Pate

- Status changed from New to In Progress

Never mind. Still same error. I thought I made progress

Sent from my iPhone

On Jul 20, 2019, at 10:46 PM, Michigan Midgets <michiganmidgets@gmail.com> wrote:

> Said found 4 errors.
> So I go to heat grids, don't overwrite and it doesn't show an error but doesn't bring in any grids as if there was no info. I tried again with overwrite selected and it gives me the same error
>
> Sent from my iPhone
>
> On Jul 20, 2019, at 10:41 PM, Michigan Midgets <michiganmidgets@gmail.com> wrote:
>
> > I will try that. I have not yet. We have a race tomorrow if it doesn't rain.
> >
> > Sent from my iPhone
> >
> > On Jul 20, 2019, at 10:40 PM, Walter Pate <wpate@telus.net> wrote:
> >
> > > Sorry about this reply, my phone sent it before I finished typing and correcting !
> > >
> > > Walter Pate
> > >
> > > Maximum Overdrive Software Company
> > >
> > > 1-604-576-6631
> > >
> > > On 2019-07-20 7:36 p.m., Michigan Midgets wrote:
> > >
> > > > <image1.jpeg>
> > > >
> > > > Sent from my iPhone
> > > >
> > > > On Jul 20, 2019, at 10:14 PM, Walter Pate <wpate@telus.net> wrote:
> > > >
> > > > > Jen, email me at wpate@telus.net, or call me at 1-604-576-6631.
> > > > > some eWhat version of Moscore-QM are you using (it is displayed in the center of the top toolbar
> > > > >
> > > > > Get Outlook for Android
> > > > > Hi Jen,

I fixed the link on the website so it should work now. In dev.moscore.com you need to create an Issue and set it up as customer support.

Have you tried going to Tools/Archive\Repair then Repair All Tables?

If we can set up a time and phone number connection we may be able to remote connect to your computer to see if we can find the issue

Walter Pate

Maximum Overdrive Software Company

604 576 6631

wpate@moscore.com

> On Sat, Jul 20, 2019 at 5:02 PM -0700, "MMRA" <michiganmidgets@gmail.com> wrote:
>
> Walter,
>
> We tried to use your website to contact tech support with no luck - received error message for mail.
>
> We are receiving the following error message after qualifying and going to print forms, grids, heats, heat grids.
>
> SQL Error: Unknown table 'races' in order clause.
>
> We did do an update to see if it would fix the problem which was unsuccessful.
>
> Please help!
>
> Thank you
> Jen Venezia
> MMRA Secretary
> Clarkston, MI

#2 - 07/21/2019 07:07 AM - Walter Pate

- Tracker changed from Support to Bug

- Assignee changed from Walter Pate to Jamie Pate

Hi Jen,

It looks like there is an issue with the format that you have created for this race. (Club race W/Qualifying) We are looking into it to try to resolve this issue.

In the mean time I have a work around so you can run your race tomorrow!

If you use the Club race w/Qualifying mode, register the cars then run your normal qualifying ,

After Qualifying is complete print out your Qualifying pages.

Then write numbers on the sheet beside each driver in order of qualifying results (from 1 to 41 if 41 cars entered)

Go to Quick Edit Registered cars and edit the Draw number for each driver to to match the numbers that you reassigned to each driver (you can sort by class, or Sort by draw number by clicking on the title at the top of the table)

Next change your Format to one that uses Random draw for Qualifying mode

after you have entered all the draw numbers go to Print Forms/Grids/Heats/Heat Grids... it should work

call us at 1-604-315-1509 if you have any questions

Walter Pate

Maximum Overdrive Software Company

#3 - 07/21/2019 11:27 PM - Walter Pate

- File issue 398 unknown races table.JPG added

- File issue 398 where to change the race setting.JPG added

I did an MYSQL Query on the MMRA issue and found they had the Tie Breaker in the Main event setup is set to 'Race Number', but the number of heats is only set to 1
If they change the Tie Breaker to Random,registration order or Draw then it will work. see the JPG images attached

#4 - 07/22/2019 12:44 AM - Walter Pate

- Copied to Support #399: Customer does not think race results are displaying correctly (Little T Connecticut) added

#5 - 01/07/2021 07:21 PM - Walter Pate

- Status changed from In Progress to Resolved

no further reports from this customer

Files

issue 398 unknown races table.JPG	637 KB	07/21/2019	Walter Pate
issue 398 where to change the race setting.JPG	265 KB	07/21/2019	Walter Pate