

Moscore QM - Support #399

Customer does not think race results are displaying correctly (Little T Connecticut)

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

Status:	Resolved	Start date:	07/21/2019
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	Race editor	Estimated time:	0.00 hour
Target version:	Customer needs to fix	Spent time:	2.00 hours
Description			
Little T called and said they are having issues with the race results			
Related issues:			
Copied from Bug #398: Customer getting Unknown Table Races error			Resolved 07/21/2019

History

#1 - 07/22/2019 12:44 AM - Walter Pate

- Copied from Bug #398: Customer getting Unknown Table Races error added

#2 - 07/22/2019 12:54 AM - Walter Pate

- Tracker changed from Bug to Support

- Subject changed from Customer does not think race results are displaying correctly to Customer does not think race results are displaying correctly (Little T Connecticut)

- Status changed from New to In Progress

I asked the customer to do a repair all tables

describe the edit races results page ...could not print

do a print from Print Forms/Results/Race Results.... computer locked up

do a backup.... could not do backup

The computer they were using wasn't responding well and locked up. I suggested that they try a TeamViewer session

they had issues setting that up.

She said that she would take the computer home , do the overdue Windows updates then call us to setup a teamviewer connection to analyze their database

#3 - 07/23/2019 01:58 AM - Walter Pate

The Little T acquired a computer tech to refurbish or replace the clubs existing computers.

Standing by to assist him if needed

#4 - 01/07/2021 07:17 PM - Walter Pate

- Status changed from In Progress to Resolved

there were no reports back from 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