

## Moscore QM - Support #405

### Little T scoreboard not showing correct output after replacing controller in HDD scoreboard

09/23/2019 03:11 AM - Walter Pate

<b>Status:</b>	Closed	<b>Start date:</b>	09/23/2019
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	0%
<b>Category:</b>	Score board	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Customer needs to fix	<b>Spent time:</b>	5.50 hours
<b>Description</b>			
tom called from Little T in Thompson Connecticut because his scoreboard was showing irratic data after replacing motherboard. Controller was replaced because of a lightning hit. Scoreboard is Media resources H21			

#### History

##### #1 - 09/23/2019 03:31 AM - Walter Pate

- File *little T Test.vmg* added
- File *sample schedule.vsf* added
- File *Welcome to Little T.ved* added
- File *Moscore-QM.vmg* added
- Status changed from *New* to *Feedback*

Working with Tom Adamik, the new system admin at Little T.

We went over the Moscore-QM settings and everything seemed to be set correctly

Media Resources Support access seemed to be filtered so customer could not contact them on the weekend so Tom tried M.O.S.Co. for support

I opened my copy of Media Resources Vision Suite and went over some settings in the MR software.

We discovered that windows was reporting some dll files were missing on my copy of Vision Suite and required to be reinstalled

Tom Observed that his Vision suite shared a similar error

Tom was no longer at the scoreboard terminal and said he would make arrangements with Media Resource support team in the upcoming week.

In the meantime I provided Tom with some message files to put on his computer in the C:\HDD\Messages directory . He can try to send these files to the display when they are sucessful in getting the scoreboard to work.

Awaiting feedback from Tom

##### #2 - 01/07/2021 07:15 PM - Walter Pate

- Status changed from *Feedback* to *Closed*

no more support calls from customer

#### Files

little T Test.vmg	847 Bytes	09/23/2019	Walter Pate
Welcome to Little T.ved	101 KB	09/23/2019	Walter Pate
sample schedule.vsf	309 KB	09/23/2019	Walter Pate
Moscore-QM.vmg	336 Bytes	09/23/2019	Walter Pate