

Moscore QM - Support #410

SCQMC daktronics scoreboard does not connect (after Windows Update)

06/21/2020 04:40 AM - Walter Pate

Status:	Resolved	Start date:	06/21/2020
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	Score board	Estimated time:	0.00 hour
Target version:		Spent time:	2.00 hours
Description			
SCQMC called for help getteing their cscoreboard to work. Possibly stopped working after Windows update			

History

#1 - 06/21/2020 04:57 AM - Walter Pate

- Status changed from New to In Progress

customer called with issues connecting to the scoreboard (after Windows update).

I connected with the customer computer using teamviewer to test

The scoreboard was activated in Moscore

I checked the com port settings and they appeared to be ok

The customers computer did have a Windows activation message (this seems to be happening more often with Windows and I am not sure why)

I turned on the scoreboard simulator and it did not seem to want to display the scoreboard

Closed simulator,

turned off the scorboard in the scoreboard menu

restarted the computer

turned on the scoreboard and it worked.

There seems to be a change of state happening with a windows update that triggers a fault in the moscore qm program

SCQMC was happy to see their scoreboard working

#2 - 07/06/2020 02:56 PM - Walter Pate

- Tracker changed from Bug to Support

- Status changed from In Progress to Resolved

it seems that third party updates changes the assignments of i/o ports within Windows so the users have to reset Moscore by turnibg off the scoreboard using Moscore controls, restarting moscore , then turning the scoreboard back on.