

## Moscore QM - Support #426

### WQMA tower head had issues running Moscore-QM

07/09/2021 12:46 AM - Walter Pate

<b>Status:</b>	Resolved	<b>Start date:</b>	07/09/2021
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	0%
<b>Category:</b>	useability	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Customer needs to fix	<b>Spent time:</b>	0.50 hour
<b>Description</b>			
customer said scoreboard did not work nor could she generate heats or mains			

#### History

#1 - 07/09/2021 12:55 AM - Walter Pate

- Status changed from New to Resolved

upon connecting to customers computer with Teamviewer I noticed the customers Moscore QM was on instance 3 ???  
Scoreboard could not be started because another program was using the com port /Tranx was not started  
I closed Moscore-QM but when restarted it came back as instance 3  
I asked her to do control alt delete and END TASK for moscoreQM  
I went to programs and apps and did a repair on Moscore-QM  
restarted Moscore-QM and everything worked

Customer now happy