

## Moscore QM - Support #433

### customer could not access current race files

09/05/2021 05:56 PM - Walter Pate

<b>Status:</b>	In Progress	<b>Start date:</b>	09/05/2021
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	0%
<b>Category:</b>	Race scoring	<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>			
when the customer at SCQMC tried to access some race data the event tables were greyed out			

### History

#1 - 09/05/2021 06:04 PM - Walter Pate

- Status changed from New to In Progress

As soon as the customer told me that they were having issues looking at race data and the tables were greyed out I asked them id 'Instance 2" was showing on the top title bar.

It was .

I asked them to do alt/control/delete and end task for Moscore QM

Then open Moscore-QM again

All there race data was accessible once they were working with the Prime Moscore-QM database.

Mellissa at Silver City Quarter Midget Club requested that we stand by for a call on Sept 5 after their race is over to go over other issues that they may be having