

From the cockpit.....

Well what fun we had today trying to resolve the download issue with an ever increasing queue waiting (mostly) patiently to get their results.

I've been using this software for years now and have never come up with the issue we saw today whereby both start controls (we had two starts, senior courses and juniors) were unrecognised by the system so everyone showed missed start and subsequently no runtime nor splits. Cue much pressure and head scratching for the long suffering SI manager. We initially thought it was hardware related, but on interrogating actual data on a couple of users' cards we could see the starts listed so it had to be in the event setup?? Curious!

After a lot of faffing about we got rid of the queue (apologies to all for the waiting time) and then diagnosed the setup between subsequent queue build ups – we finally found an error in the setup with a small insignificant tickbox that I had inadvertently ticked (having never done so before) which obviously had a major effect on the event. I still don't know what exactly it did actually do and will be investigating further with the tech support at Sportident UK but once again I can only apologise and thank you for your patience. The happy news was that once unticked and a recalculation performed, all downloads that were valid were indeed shown as valid so I won't be up at midnight tonight sorting out the horrible mess.....

Andy