Brunswick®🅑
SERVICE BULLETIN

Subject: Vector Plus Communications Troubleshooting

Date: 4/4/13

Bulletin No. SB13-3

This Bulletin will assist you in resolving communication errors that you might experience in the Vector Plus Desk application. There are some important steps you can take to find the problem quickly. Identify whether the problem is related to the LAN (Local Area Network), hardware (switches, cabling, Network Interface Card, etc.), or if the Vector Plus software may be causing the issue. This will help you resolve the issue more quickly. The following steps will guide you through the troubleshooting process.

Symptom

Your Vector Plus Desk application screen has red bars above certain, or all lanes on the screen, indicating that there is no communication from the server computer to the scorer computer.
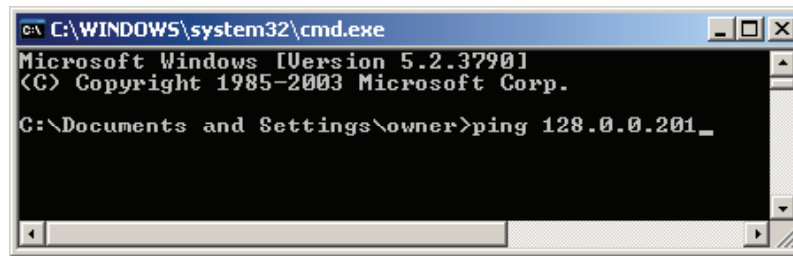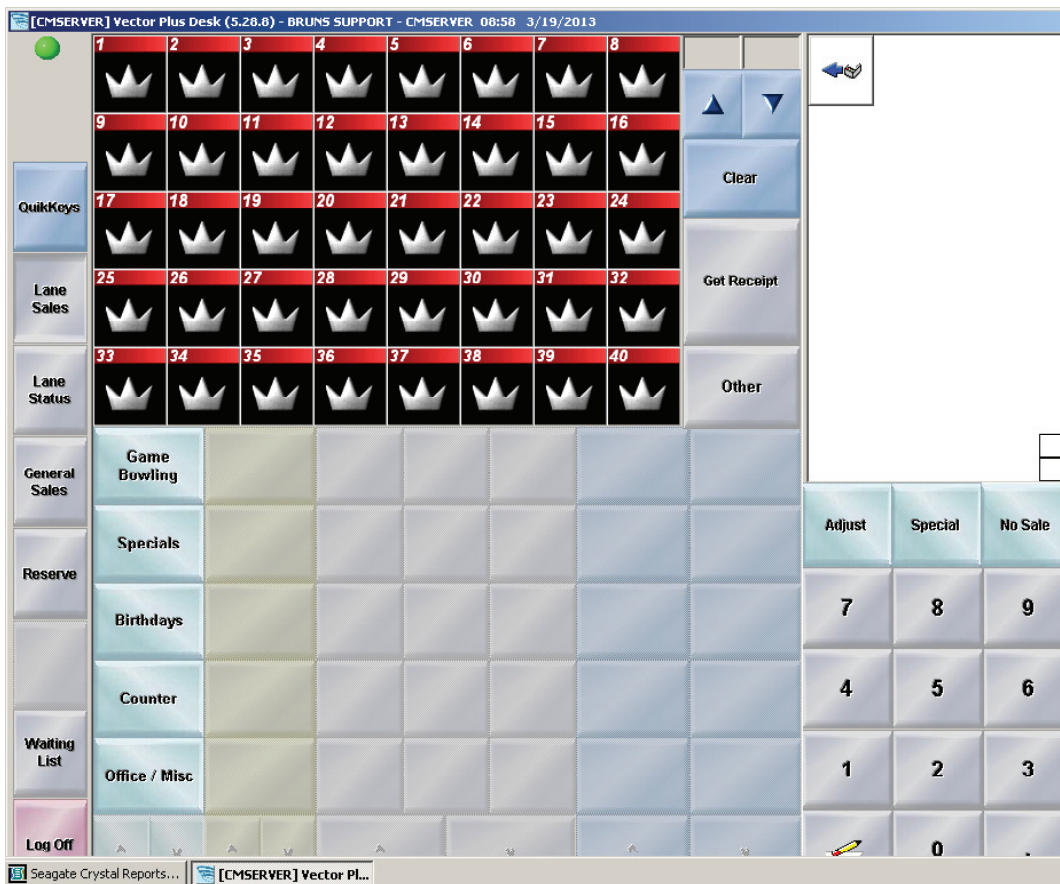
Vector Scorers

1. When troubleshooting network communication problems, always start the troubleshooting process at the server computer. Open the Vector Plus Desk application on the Server and check for communications to the lanes. If you do not have control of the lanes, continue to step #2. If you have control of the lanes, then proceed to step #5 to test communications to other computers on the Vector Plus network.

2. Check the Vector Plus Network LAN (Local Area Network) to make sure it is connected.
   • Right click on the "My Network Places" icon from the desktop of the server computer.
   • Select "Properties", and notice the status of the Vector Plus Network connection.
   • If the status shows connected, then proceed to step #3.
   • If the status shows not connected, check to make sure that the Vector Plus designated Cat5 network cable is plugged into the back of the server, and that the cable is connected to the Vector Plus network switch. Proceed to step # 6 for further troubleshooting of the Server network hardware.

3. The next step is to open Vector Plus Mechanic and select the "Services" tab and select "Stop" on Scorer Service. Answer yes that you want to continue and after about 10 seconds press "Start" on Scorer Service. This will restart the scorer service.
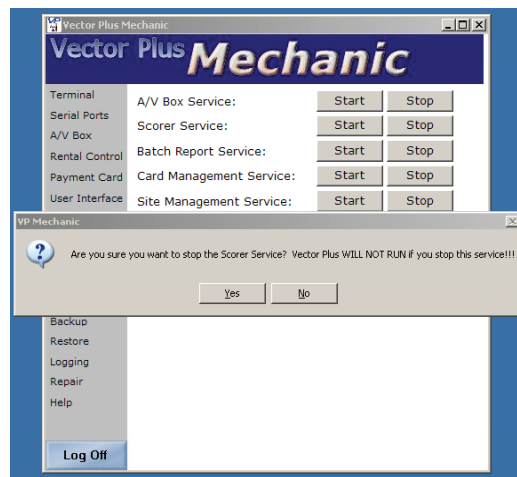
4. After restarting "Scorer Service", log off of the Vector Plus Desk application and log in again. Test for control of the lanes. If you still do not have control of the lanes, continue to the next step.

5. At the Server, use the "Ping" command to see if the server is communicating to any of the client computers or scorer computers.
   • Left click on the "Start" button, select "Run" when the box opens.
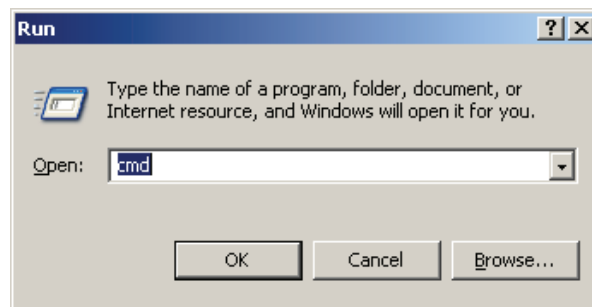
- Type in the cmd command. A black box will open up and the curser will be flashing next to the > prompt. Press "OK" and the command prompt box will display.

```
C:\WINDOWS\system32\cmd.exe                        _ □ X
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\owner>ping 128.0.0.201_
```
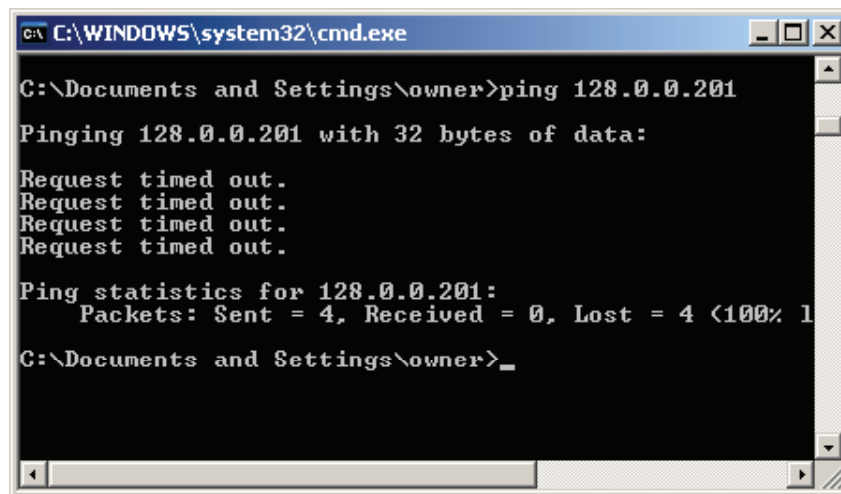
- Type in the ping command to test the computers on the network. To ping a Client, use IP numbers starting with 128.0.0.201. They will be numbered as shown (201,202, 203, etc). To ping the first scorer computer: Vector Scorer computers will start with 128.0.0.151 and be numbered as shown (151,152,153 etc :). Press the "Enter" key to start the test.

   Examples of IP addresses to ping:

128.0.0.201	IP address for Client #1
128.0.0.202	IP address for Client #2
128.0.0.151	IP address for Scorer Computer #1
128.0.0.152	IP address for Scorer Computer #2
128.0.0.239	NETGEAR FS726T Switch (for Frameworx)

   A "Request timed out" message, is an indication that there is a failed network connection between the server and other computers on the network. In this case, an unsuccessful ping of client #1 looks like the box below.

```
C:\WINDOWS\system32\cmd.exe                        _ □ X
C:\Documents and Settings\owner>ping 128.0.0.201

Pinging 128.0.0.201 with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 128.0.0.201:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% l

C:\Documents and Settings\owner>_
```
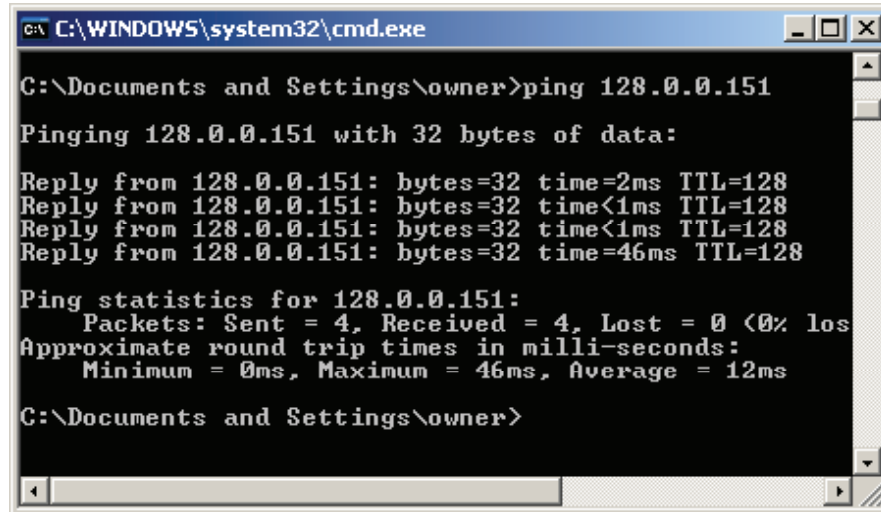
A successful ping response from scoring computer #1 looks like the box below.

If you have "Request Timed Out" failures when you try to ping the client computers and the scorer computers, continue to step 6.

6. If you do not have communication to the lanes or clients and the system indicates that there is no network connections from the server to the rest of the network, check the Device Manager for hardware problems.
   - Right click on the "My Computer" icon from the desktop of the server computer.
   - Select "Manage."
   - Select "Device Manager." The following screen will appear.
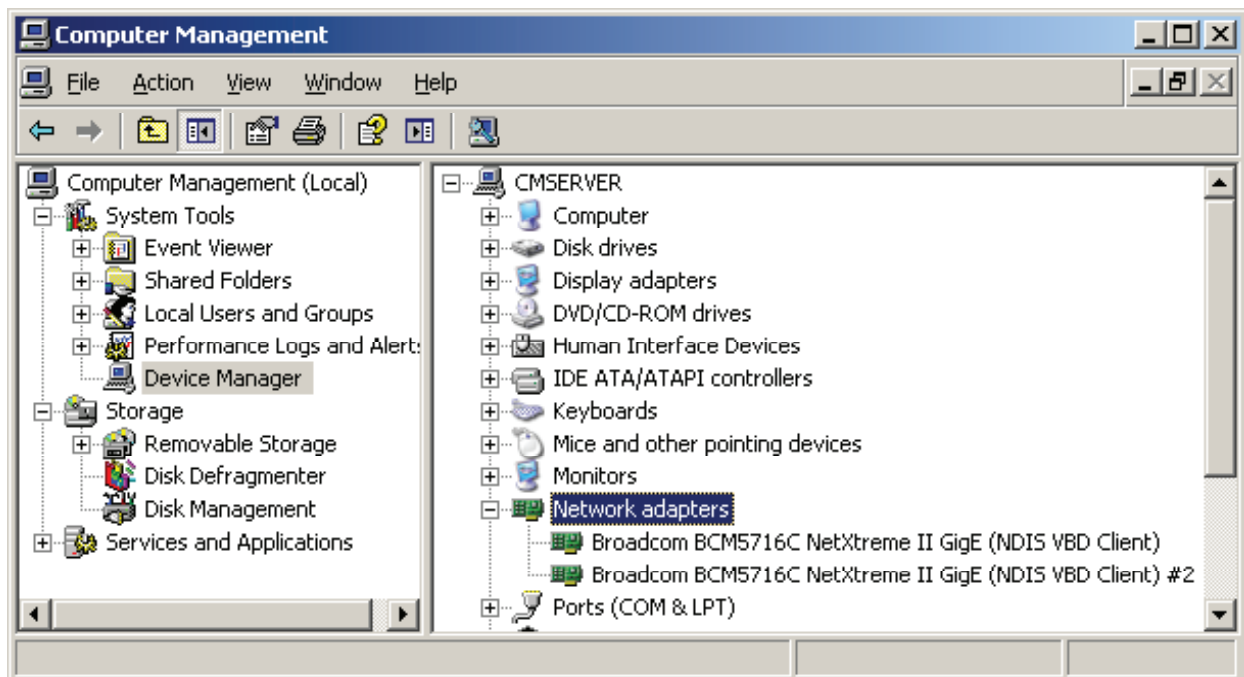
Notice that the Network Adaptors on the server are listed. In most cases both will be enabled and be green in color. If an adaptor has a red X across its icon, this indicates a problem with the adaptor. Usually adaptor #1 is used for the VP network adaptor, and adapter #2 is used for the Internet or some sort of external network within the center. If the first adaptor is red, right click on the adaptor and select "Enable" if the option is available. If the only option is to "Disable", it is already enabled. Make sure it turns green. If it still does not turn green then you will have to contact Brunswick Technical Support to determine if a service call from Dell Support is needed or if a software driver issue exists. If the network adaptor is enabled and green, proceed to testing the LAN hardware in the step 7.

7. Checking the LAN (Local Area Network) hardware.
   • Is the cable from the server plugged in to the network switch?
   • Is the network switch turned on?
   • Are the LED's flashing abnormally (rapid blinking or no blinking at all)?
   • Pull the power supply plug for the switch from the AC wall outlet and wait for15 seconds. Plug it back in and check the LEDs for normal flashing rate.
   • If there still is no communications, inspect the connectors at both ends of the cable. If there is no visible defect, try a different cable.
   • If there is still a problem, change both the network switch and the power supply.
   • After changing the switch, use VP Mechanic to stop and restart "Scorer Services". (See Step #3 for instructions).

Frameworx Scorers

The procedures for troubleshooting communication issues with Frameworx scorers are different. First, pinging of the Frameworx scorers from the server is not available as they do not have that capability. The Frameworx scorers use a managed switch on the curtain wall that is used to match the 10 Megabit Frameworx communications speed to the faster VP network that can be operating at 100/1000 Megabits.

NETGEAR FS726T 24 Port Programmable Switch

These switches are pre programmed at Brunswick to set all ports at a speed of 10Mbps Half duplex. If the client computers are responding to the ping request described in step #5 above, and the Frameworx Scorers are still not responding, take the following steps:

- Unplug the power adaptor to the switch from the AC outlet and wait 15 seconds. Plug it back in and retest for communication at the server.
- Go to the server and open "VP Mechanic."
- Select "Services", then stop the "Scorer Service" and after 10 seconds start the "Scorer Service".

- If you are logged into the VP Desk application at the server , log out and then log back into the VP Desk application. If the lanes still showing red bars, there is still a communications problem from the desk/office switch to the managed switch.

- It still could be a cable problem from the desk/office switch to the managed switch. Move the cat5 cable that is coming from the managed switch to a different port on the desk/office switch.

- Stop and start "Scorer Service" again, log out of VP Desk and back into VP Desk. If the VP Desk application still shows red bars, you should contact Brunswick technical support to verify that there is a problem with the switch or cable.

- Replace the NETGEAR FS726T by contacting Brunswick's Electronic Repair Center @ 800.937.2695 to get a replacement shipped.

Testing the LAN hardware and pinging to client computers is the same as on the Vector Scorer system.

If you still have communications problems after you finish testing and swapping the components as described above, please contact Brunswick Technical Support at 1-800-937-2695 or 231-725-4966, FAX 231-725-4667, or Email techsupport@brunbowl.com   Visit http://www.brunswickbowling.com/service-support/tech-support/ for electronic files of this and other Service Bulletins.

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