

TIMING, STYLE, AND TROUBLESHOOTING **GUIDE**

A SUPPLEMENT TO THE FEEDBACK
CRICKET LIVE SCORING USER MANUAL



LIVE SCORING SUPPLEMENT

This supplement to the Feedback Cricket – Live Scoring Edition User Manual provides scorers with additional information on the ideal sequence and timing of various tasks, the preferred formatting of manual Scorecard Notes, and tips on resolving the most common problems encountered while live scoring. This supplement is produced separately from the User Manual so that it can be updated easily, as and when required, rather than having to reproduce the full manual.

Timing Guide

The ideal sequence and timing of various live scoring tasks is as follows:

Pre-Match

Between one hour and 30 minutes before play (i.e., the toss), obtain both team lists, including captains, wicketkeepers, and twelfth men, and enter these into the Match Setup window.

However, do not click OK until the toss has been completed, as noted in the User Manual. Once the toss has been made and the live scoring match created, check that the website scorecard is displaying on the www.blackcaps.co.nz website. You may need to refresh the homepage (select the page and push F5, right-click on it and select 'Refresh', or close the browser and re-open it) for the link to become active on your browser.

If the match is delayed by bad weather, create the match with no players and enter the appropriate Pre-Match Break, as explained in the User Manual, at the time of the scheduled toss. You should also (continually) update the match

state text box with the appropriate information. If, after clicking OK on Match Setup, the cursor remains circulating and 'communicating with live scoring server' for more than three minutes, it is likely that transmitting of the match setup data has failed. Before contacting the System Administrator, press and hold 'Ctrl+Alt+Delete', select 'Start Task Manager', highlight 'NZC Live Scoring Edition', and then click 'End Task' (Figure 1).

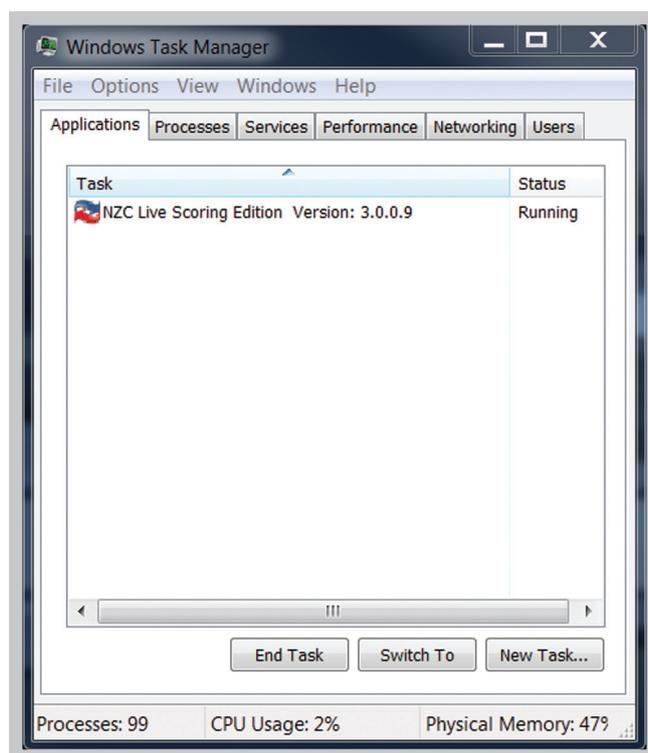


Figure 1

Re-check your internet connection, re-open Feedback Cricket, and try again (NB: you will need to complete Match Setup again). If the problem remains, use the Task Manager to close Feedback Cricket as above, disconnect from the internet, re-boot the laptop, and try again.



During Match

Regularly check the Live Scoring Status box at the bottom-right hand corner of the Score Panel (Figure 2) to ensure the internet connection is active and ball data is uploading.



Figure 2

After each ball is scored, the 'Idle' status will briefly change to 'Processing' as the data is transmitted. If the internet connection is lost, this status indicator will display 'No Connection' in red.

If the internet connection is unstable or has been lost, the number of Balls to Upload will increase each time a ball is scored, but will come down quickly when the internet connection is restored.

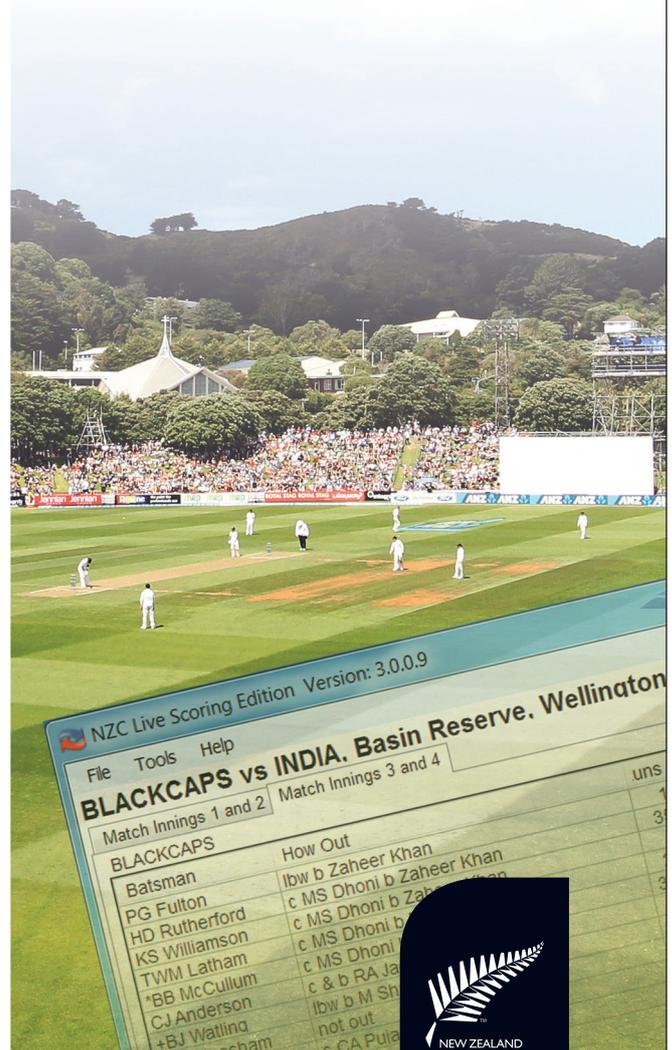
As the live scoring is a critical means of communicating what is happening during a match disrupted by bad weather, it is important that the Match State messages are updated appropriately; especially in 'on again, off again' matches. Hence, close liaison with the umpires and/or match manager is required, as is the removal of the previous Match State message when play resumes.

Please keep an eye on the Overs Remaining countdown in a four innings match, especially in the last innings, as this occasionally gets 'out-of-sync' with the correct number. This seems most likely to occur if there has been an 'Unhandled Exception Error' (see below), a delay in transmitting ball data, or a broken internet connection. Therefore, it pays to check for a few overs after these events.

Post-Match

After checking that the scoresheets and live scoring match, scorers should also ensure that the Match Result comes through on the website scorecard (and homepage link) before shutting down.

Sometimes, this piece of data does not come through quickly, but it can be easily 'forced through' by going into Edit Mode and adding a Leg Bye or Bye to any dot ball – this will re-send the Match Result data without changing the scorecard. Once the Match Result displays, the Leg Bye or Bye can then be removed from the dot ball for tidiness, and the software and laptop closed down.



Style Guide

The preferred formatting style for manual Scorecard Notes is as follows:

For Innings Notes used to display the minutes for batsmen's and team 50s, 100s, etc, follow the same format as the automatic note that includes the balls or overs, i.e.:

BLACKCAPS: 100 runs in 137 minutes

KS Williamson: 50 in 72 minutes

For other Innings Notes, ensure that all team names are CAPITALISED, player initials do not include spaces or full-stops (i.e., 'KS', not 'K S' or 'K.S.')., no full-stops at the end of the note, and all words are spelt correctly and the whole note is clearly worded.

Also ensure these aspects for all Milestone Notes, as well as linking each note to the match innings, via reference to the team total and/or a specific player performance and/or a record partnership. The previous team, individual, or partnership record should also be included, i.e.:

BLACKCAPS 680/8 is New Zealand's highest Test score, beating 671/4 versus Sri Lanka, 1990/91

BB McCullum's 302 is his highest Test score, beating 225 versus India, 2010

BB McCullum and BJ Watling's 6th wicket partnership of 352 is highest by all countries, beating DPMD Jayawardene and HAPW Jayawardene 351 for Sri Lanka versus India, 2009

Do not create a Milestone Note for a record as soon as it happens, but wait until the innings or partnership is completed – e.g., only create

a highest score, best bowling, or record partnership note when the performance is over, not as soon as the record is broken.

Troubleshooting

This troubleshooting section provides remedies for the most common (but rare!) problems encountered during the live scoring process, as follows:

Internet Connection

The most common live scoring problem is losing the internet connection, especially if you are connected using the Vodafone Mobile Connect option. This can be unstable because it relies on the local cellphone tower, which may become overloaded with traffic at particular times on particular days.

If the connection 'drops', the Live Scoring Status indicator will change to 'No Connection' in red. Click 'Refresh' to attempt to re-connect, but if this does not work you will need to exit the Score Panel then minimize Feedback Cricket and see if you can go to different internet pages – if not, then it is probable that the whole internet connection has been lost.

If so, exit Feedback Cricket, continue to score the game on your running sheet, and then properly disconnect the internet connection; i.e., on the Vodafone Mobile Connect window click the 'Disconnect' button. Then click 'Connect' to try to re-connect; if this does not work after a few attempts, shut down and re-start the laptop, re-connect to the internet, and re-open Feedback Cricket. You can then use your running sheet to 'catch-up' on the deliveries that have been missed.

Remember, you can continue to score if the connection is lost, but if you exit Feedback Cricket you will not be able to login again until the internet connection is restored; thus, depending on the game situation, it may be prudent to continue scoring rather than exiting, until the next convenient break.



Unhandled Exception Error

Occasionally, some data will become 'corrupted' and Feedback Cricket will display a Microsoft .NET Framework dialog box with an 'Unhandled Exception Error' (e.g., Figure 3):

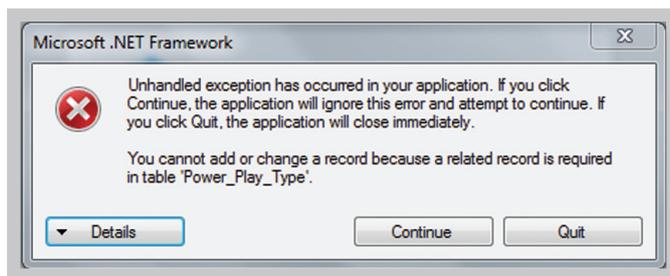


Figure 3

Most of these errors can be overcome by clicking 'Quit' and re-opening Feedback Cricket. If, however, the problem persists, contact your System Administrator, who may ask you to e-mail them the error details, which can be done by clicking 'Details', selecting all the revealed text, copying this (Ctrl+C) and pasting it (Ctrl+V) into a Notepad file and e-mailing this as an attachment. This may be awkward while play is in progress, as you need to continue to score the game manually, but it can be done at the next break. Obtaining this text is critical to resolving the problem, so in these rare circumstances it is a vital task.

Gobbledygook Text

Even more rarely, Feedback Cricket will display 'gobbledygook text' in the Striker, Non-Striker, or Current Bowler boxes; usually this is a consequence of the laptop getting too hot or using too much processing power (probably as a result of too many internet browser windows, or other programmes, open at the same time). To fix this issue, simply exit the Score Panel and re-enter it; but if it still appears then exit Feedback Cricket and then re-open the game.

System Administrator

As noted throughout the User Manual, if you experience problems that you cannot resolve between you and your scoring partner, phone New Zealand Cricket's live scoring System Administrator:

Peter Mayell

Cricket Technology Manager

New Zealand Cricket

Phone: (021) 226-3007

E-mail: pmayell@nzcricket.org.nz

