

# TOP TEN TIMING TROUBLES

THAT TEST TIMERS TEMPERS THROUGHOUT TIMING

PRESENTED BY



# INTRO TO HARDWARE



**BENJAMIN MADSON & JOHN HANSEN**

**TECH SUPPORT**

**Hardware, Middleware, and Timing Support**

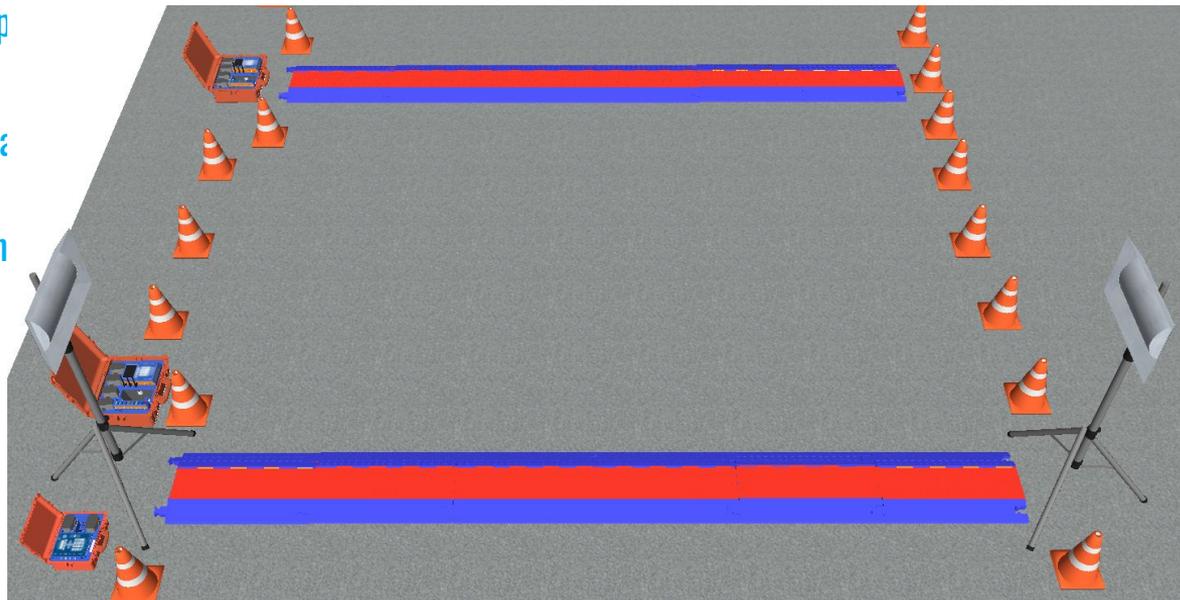
# TOP 10

## Goals

- To cover the top 10 (maybe more) most common issues that the weekend crew handles for timers.
- Answer questions relating to these issues
- Help eliminate these inconveniences and streamline your race day

# 1 TIMING POINT BEST PRACTICES

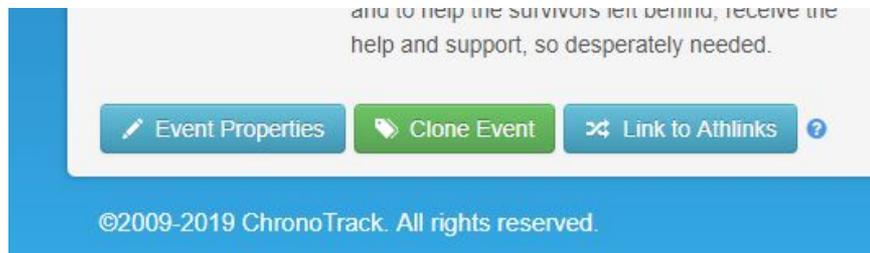
- Backup line **15 FEET** away.
  - Provides each line optimal time to read tag
- Flashpoints are **60 inches** from the ground
  - From the bottom of the Flashp
- Flashpoints need Guards
  - Whenever a course passes near
  - Radiant barriers can help too
  - At Finishes to protect from lin



# 2 MASTER LINK BROKEN

If you are having trouble with scoring on Athlinks and the runner just has the spinning circle, check if the Athlinks event is connected to the master in [start.athlinks.com](http://start.athlinks.com)

Claiming the master should be done as an **Owner/Event Director**. NOT as a manager, timer, etc.



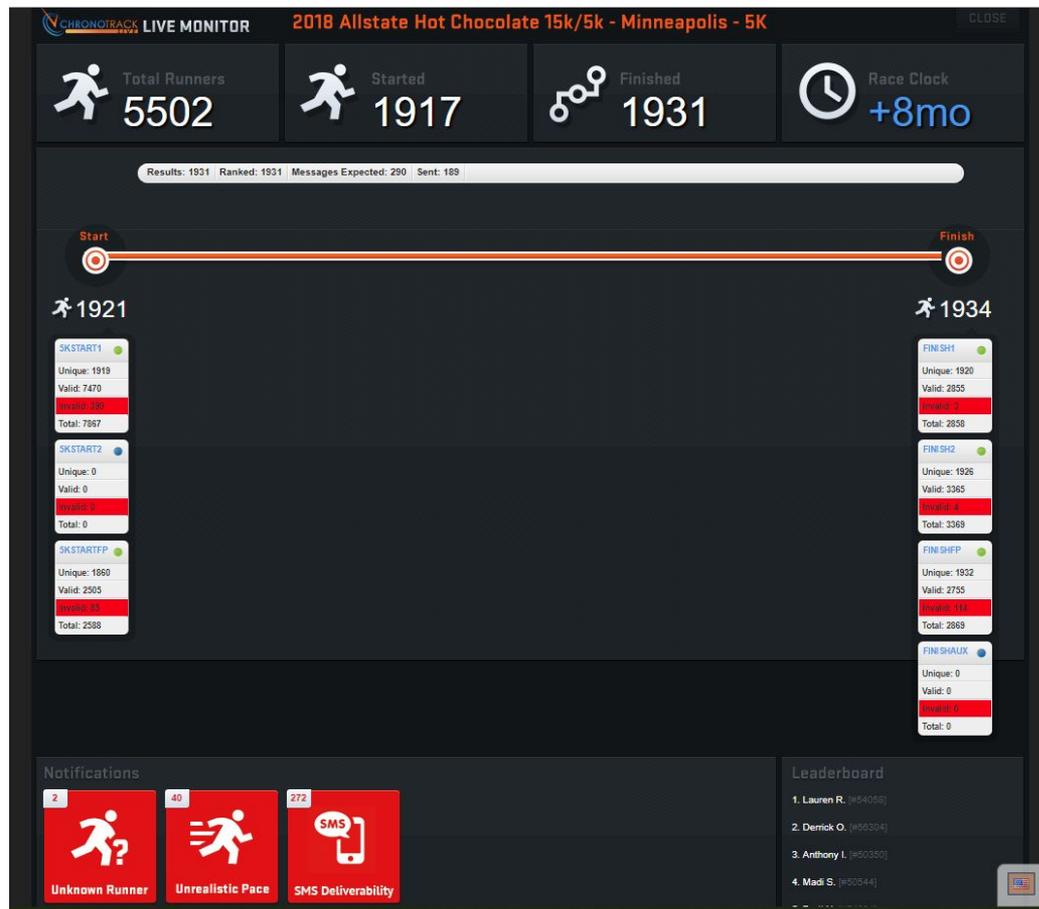
Platform Links	Registration: Chronotrack <a href="#">Add Links</a>
Master Event	<input type="button" value="CREATE LINK"/>
Location	Chesapeake, Virginia, USA
When	Sat Jan 12, 2019 at 3:00 PM
Web Site	<a href="http://www.leunited.org/schock-and-shivers-5k">http://www.leunited.org/schock-and-shivers-5k</a>
Athlinks	<a href="https://athlinks.com/events/834762">https://athlinks.com/events/834762</a>
Contact Info	Law Enforcement United
Company	Not Assigned
Series	No series
Data Source	<input type="text" value="Default"/>

# 3 CONSOLE START/FINISH

Total Runners - This is the total number **REGISTERED** for that race

Started - This number may include your **GUN TIME** and some runners that are not actually running but have not been withdrawn

Finished - This number may not match the Started count for many reasons.



# 4 CONSOLE

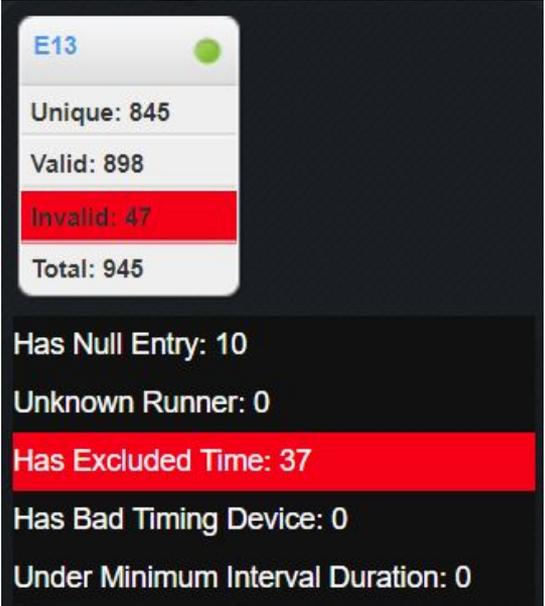
Null reads - mostly consists of **Gun Starts** and **System Information**

Unknown Runner - Usually someone who has a tag from another race

Excluded times - Covered next

Has Bad Timing Device - Unused

Under Minimum Interval Duration - Either someone cheated or you need to tweak your settings



The screenshot shows a console window with a dark background. At the top, there is a white box with a grey header containing 'E13' and a green status indicator. Below this, a list of statistics is shown in white text on a dark background. The 'Invalid: 47' line is highlighted with a red background. Below the white box, there are several lines of text, with 'Has Excluded Time: 37' highlighted in red.

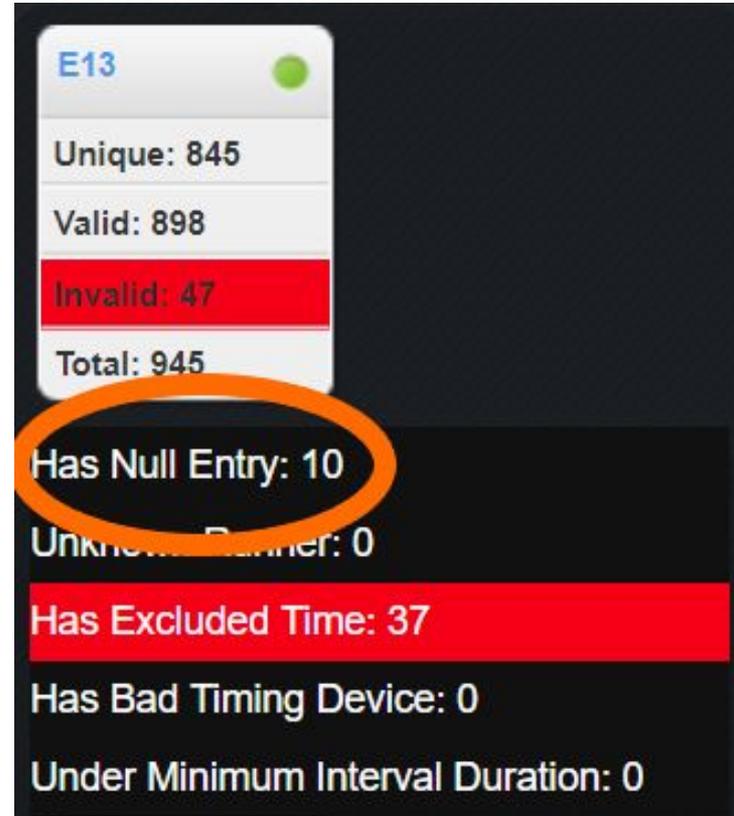
E13
Unique: 845
Valid: 898
Invalid: 47
Total: 945

Has Null Entry: 10  
Unknown Runner: 0  
Has Excluded Time: 37  
Has Bad Timing Device: 0  
Under Minimum Interval Duration: 0

# 5 NULL ENTRIES

Most often caused by importing new runners after the race has started i.e. late reg or last second changes to bib / tag

Reads must be rescored after an athlete import to correct this problem.



# 6 EXCLUDED TAG READS

If you are looking at your dashboard you may see excluded tag reads. Having some excluded tag reads is normal. These can be a result of:

Min / Max time

Tag reads from people registered to other races

E13

Unique: 845

Valid: 898

Invalid: 47

Total: 945

Has Null Entry: 10

Unknown Runner: 0

Has Excluded Time: 37

Has Bad Timing Device: 0

Under Minimum Interval Duration: 0

Standard_ Excluded Time								
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CHRONO ID	RACE	racelD	BIB	TAG	TIMING DEVICE	INVALID REASON	TIME	TIME DIFFERENCE
36541410	5K	92892	61488	61488	5KSTART1	has-excluded-time	04/14/2018 8:09:00AM	-00:01:36.11
36538269	5K	92892	1011	1011	5KSTARTFP	has-excluded-time	04/14/2018 8:09:01AM	-00:01:34.83
36538359	5K	92892	631	631	5KSTARTFP	has-excluded-time	04/14/2018 8:09:01AM	-00:01:35.01
36538359	5K	92892	631	631	5KSTART1	has-excluded-time	04/14/2018 8:09:01AM	-00:01:34.89
36537328	5K	92892	707	707	5KSTART1	has-excluded-time	04/14/2018 8:09:02AM	-00:01:34.07
36538359	5K	92892	631	631	5KSTART1	has-excluded-time	04/14/2018 8:09:02AM	-00:01:34.09
36541411	5K	92892	61489	61489	5KSTART1	has-excluded-time	04/14/2018 8:09:02AM	-00:01:34.09
36542375	5K	92892	54058	54058	5KSTARTFP	has-excluded-time	04/14/2018 8:09:03AM	-00:01:33.67
36540064	5K	92892	2130	2130	5KSTARTFP	has-excluded-time	04/14/2018 8:09:04AM	-00:01:32.63
36540064	5K	92892	2130	2130	5KSTART1	has-excluded-time	04/14/2018 8:09:03AM	-00:01:33.15
36540214	5K	92892	2258	2258	5KSTART1	has-excluded-time	04/14/2018 8:09:03AM	-00:01:33.06
36538519	5K	92892	1903	1903	5KSTART1	has-excluded-time	04/14/2018 8:09:03AM	-00:01:32.89
36540064	5K	92892	2130	2130	5KSTART1	has-excluded-time	04/14/2018 8:09:03AM	-00:01:32.97
36538519	5K	92892	1903	1903	5KSTART1	has-excluded-time	04/14/2018 8:09:00AM	-00:01:36.01
36595251	5K	92892	53478	53478	5KSTART1	has-excluded-time	04/14/2018 8:09:03AM	-00:01:33.09
36542900	5K	92892	53162	53162	5KSTART1	has-excluded-time	04/14/2018 8:09:04AM	-00:01:31.88
36541503	5K	92892	50319	50319	5KSTART1	has-excluded-time	04/14/2018 8:09:04AM	-00:01:31.89
36538269	5K	92892	1011	1011	5KSTART1	has-excluded-time	04/14/2018 8:09:02AM	-00:01:34.25
36542375	5K	92892	54058	54058	5KSTART1	has-excluded-time	04/14/2018 8:09:05AM	-00:01:30.91
36540214	5K	92892	2258	2258	5KSTART1	has-excluded-time	04/14/2018 8:09:00AM	-00:01:35.99
36542375	5K	92892	54058	54058	5KSTART1	has-excluded-time	04/14/2018 8:09:05AM	-00:01:31.13
36541410	5K	92892	61488	61488	5KSTART1	has-excluded-time	04/14/2018 8:09:06AM	-00:01:30.08
36542773	5K	92892	50429	50429	5KSTART1	has-excluded-time	04/14/2018 8:09:01AM	-00:01:35.11

# 7 TAG ORIENTATION

When placing the tags onto bibs you normally want the Vertical, but you can do Horizontal if needed in specific cases. If you are doing this you need the flashpoints to be Vertical.

Think of opposites!



# 8 LAN FROM CONTROLLER TO PC

Reasons to LAN to a PC; Simple client, Announcer Line, Raw Reader Dump and Miscellaneous other reasons.

Computer ip (IPV4) and controller **SERVER** need to be 172.20.23.2 to 10

Open the Firewall for **ALL** CCS instances and if necessary open Ports 61610 and 61612

Lan ports should have a green and yellow light on solid or flashing. If not try a different cable.

A cable tester can be used.

Try **TRENDnet Network Cable Tester** model **TC-NT2** for ~\$35

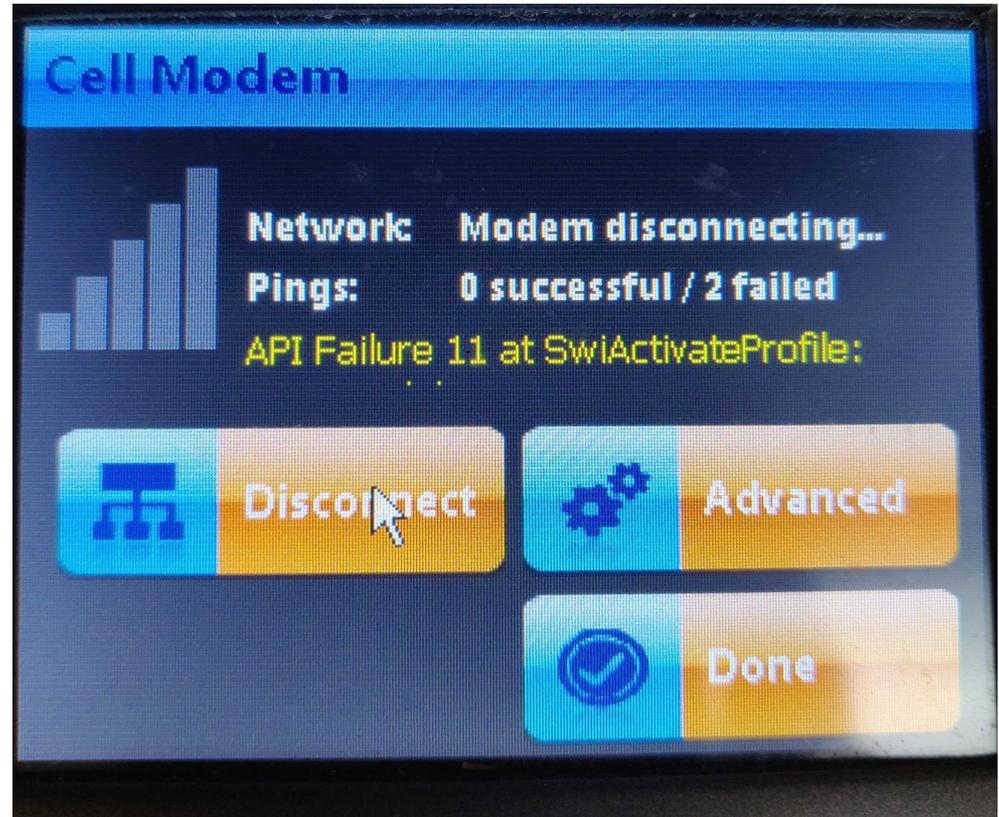


# 9 API 11 ERROR

Api 11 error when connecting - Power the GPRS on and off and cycle the usb power. Connect by going through Advanced and following the normal steps there.

- Power modem
- Select api
- Power network

Watch for **SPEEDY** flashing cellular light and successful count



# 10 ANNOUNCER LINE

Simple Client

Launch

Confirmed Entries Report

SimpleClient::Socket Out Details

Activate Connection

Protocol Mode: ChronoTrack CTP01

Hostname: 127.0.0.1

TCP Port: 61611

User:

Password:

Test Cancel OK

New Connection

CONNECTION INFO

Host Address  
127.0.0.1

Port  
61611

Description  
Launch Announcer

Username (optional)

Password (optional)

## Great A'tuin Sky Race (test)

### Announcer

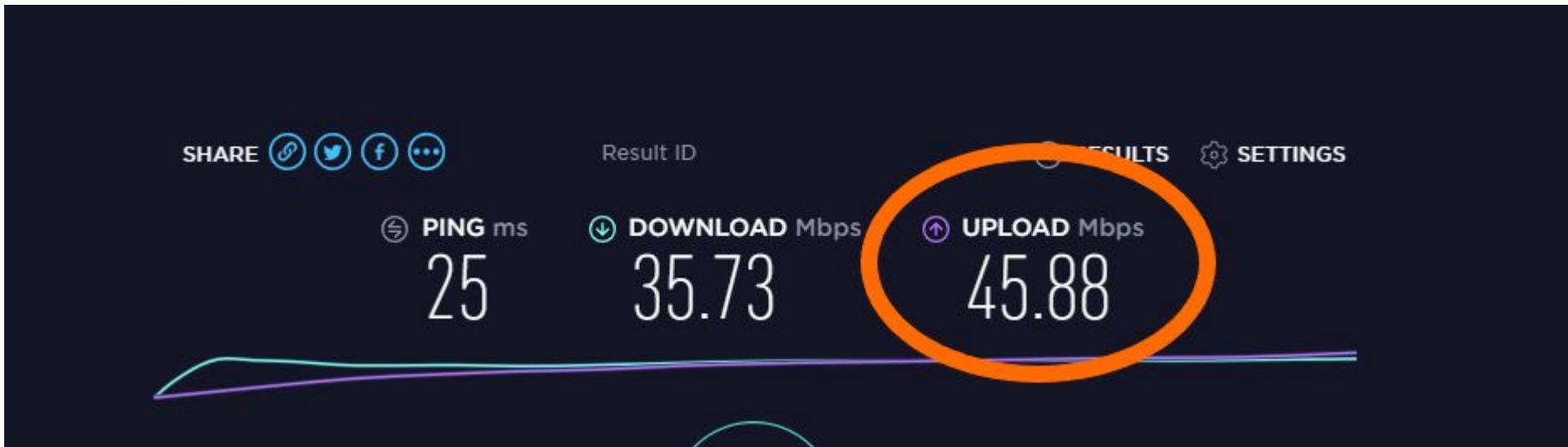
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BIB	FIRST NAME	LAST NAME	ADDRESS1	CITY	REGION	ZIPCODE	RACE AGE	GENDER	PRIMARY BRACKET
20049	Revi	ABC1	301 Kirby Ave	Woodmere	US-NY	11598	36	F	female21-39
19995	Evegenia	ABC10	111 demopolis ave	Staten Island	US-NY	-	42	F	female 40-99
22028	Arturo	ABC12	p. o. box 726	New York	US-NY	-	37	M	male21-99
20031	Ilias	ABC13	111 Demopolis Avenue	Staten Island	US-NY	-	43	M	male 40-99
21	Tom	ABC14	2697 raven road	cinnaminson	US-NJ	-	59	M	male 40-99
2001	David	ABC15	42 Second Street	Dumont	US-NJ	-	36	M	male21-99
20878	Jennifer	ABC16	96 Linden Road	Wayne	US-NJ	-	33	F	female21-39
25084	Marquita	ABC18	333 S. Line St. Apt I-2	Lansdale	US-PA	-	33	F	female21-39
47945	Jaime	ABC19	98-30 57 ave apt 15	Corona	US-NY	-	30	M	male21-99
20042	Jameswman	ABC2	2220 Pinnacle Drive	Ulica	-	-	28	M	male21-99
47951	Luke	ABC20	59 Medley Lane	Willingboro	US-NJ	-	27	M	male21-99
47954	Kurt	ABC21	1496 hilltop rd	Leesport	US-PA	-	44	M	male 40-99
47955	Yingyin	ABC22	457 for drive	New York	US-NY	-	31	M	male21-99
47957	Jina	ABC23	3386 woodland circle	Huntlingdon Valley	US-PA	-	34	F	female21-39
47960	Danielle	ABC24	408 Medina Street	Staten Island	US-NY	-	39	F	female21-39
47967	Anthony	ABC25	629 schuyler ave	kearny	US-NJ	-	33	M	male21-99
47968	Alexander	ABC26	444 Neptune Avenue	Brooklyn	US-NY	-	35	M	male21-99
47975	Beata	ABC28	98 Louis St.	Carteret	US-NJ	-	42	F	female 40-99
47976	Austin	ABC29	202 south hunt club run	Newport News	US-VA	-	22	M	male21-99
20041	Aristo	ABC3	557 kings highway	Brooklyn	-	-	27	M	male21-99

# 1 SLOW MEDIA UPLOADS

Photos taking a long time to upload into the cloud.

Visit [SPEEDTEST.NET](https://www.speedtest.net) and run a test. An UPLOAD speed of 20 Mbps is recommended. This is the second speed that is tested.



# EASY MISTAKES TO MAKE

1. Gateway
2. Timing Device in scoring
3. Ip address wrong
4. Not setting gun start time in CTL
5. Not starting the stream
6. Streaming to the wrong place
7. Wrong Event ID



**QUESTIONS?**

**THANK YOU!**