FTC Scoring and FTC Live

Support Training and Frequently Asked Questions

Event Configuration Tips

- There are multiple ways to "Set Up an Event" to import the Event Data configured in the FTC Scoring Cloud to the FTC-Live software. (Remember, FTC-Live is the local software that is downloaded/installed onto the scorekeeper laptop).

- This import can appear to be *automagical* if properly performed. This is explained in the **Scorekeeper Guide** available under Volunteer Resources > Scorekeeper at firstinpires.org. Look for "Set Up an Event" in the guide.

- One issue that comes up frequently is that the event is not properly transferred by the PDP to the scorekeeper, so the event must be configured using a *Key-Based Setup* (more info is available in the guide). In this situation, as the scorekeeper, you must contact the PDP for the event key.

Event Results Upload

- At the end of the event, the event archive must be uploaded to *FIRST* HQ. See "*Uploading Event Data to FIRST*" in the Scorekeeper Guide.
- If the FTC-Live software is required to run offline, if there is no internet in the venue, you must manually email the event database file to ftctech@firstinspires.org
- To access the event database (db) file, on the splash screen of the software click "Open in Browser". Navigate up a directory and find the "db" folder. Inside that folder, you will find a file with your event code (it will have a ".db" extension if you view the file details). Zip that file and send it to the email address above.

Refer to the Documentation

It may be as simple as translating what it says.

- The best way to answer questions is to refer to the documentation. Most questions can be answered via a section in the Scorekeeper Guide or the FTC Scoring Event Admin Guide here: [FIRST Tech Challenge Volunteer Resources | FIRST (firstinspires.org)](#)

Understand the Hardware Configurations

There are multiple options for the local system to be configured. It is important to understand how the URL's work for each configured device. The event code and IP address on ref tablets must match the local system IP address and event code exactly.
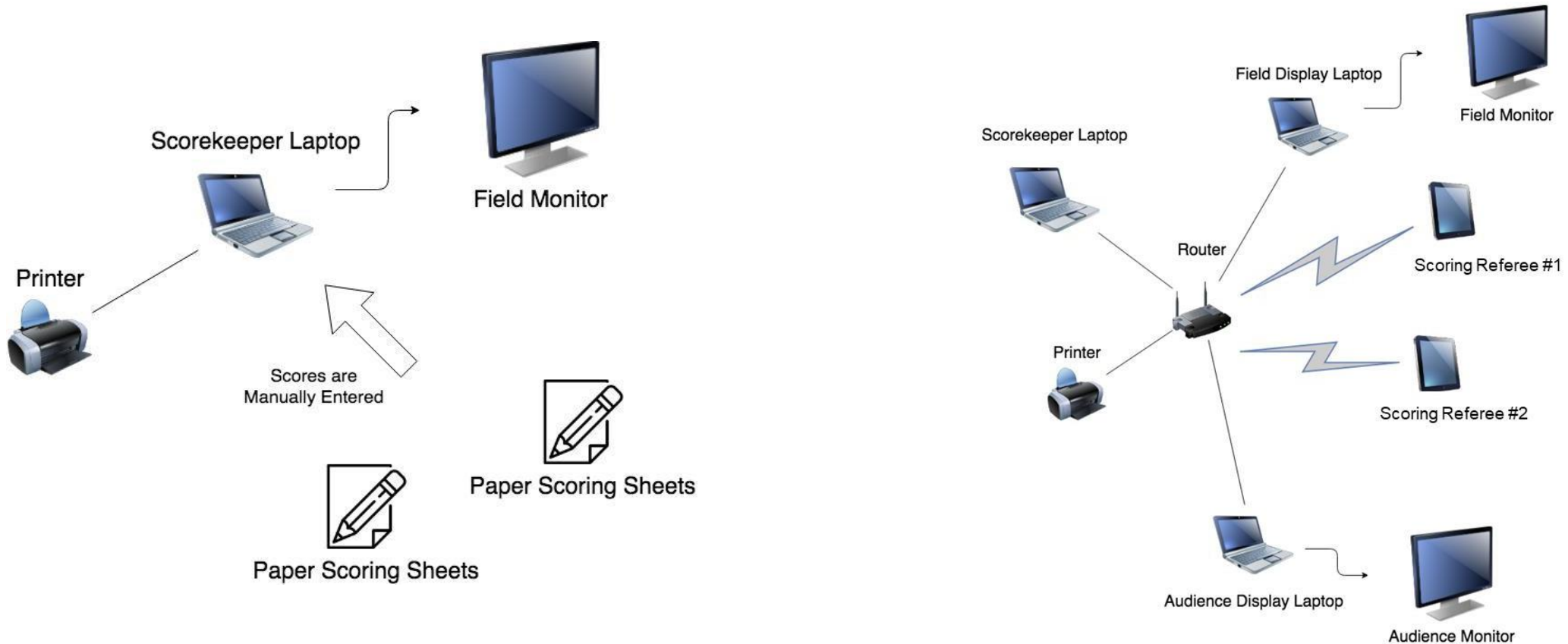
General Troubleshooting

Potential Software Issues – Questions to Ask if FTC Live is not running correctly

- Is the FTC-Live version the same for all computers being used on the scoring network (especially those being used to transfer data)?

- Is [JRE17+](#) installed on the computer? - If not, it is a quick download and required for FTC-Live to run. You may need to uninstall the Java Runtime currently installed on the computer to install JRE17+.

- What version of Chrome is being used? - Should be version 80 or higher.

- Have all firewalls (including 3rd party firewall software) been removed/disabled from the computer?

- Have you cleared the cache and cookies for the Chrome browser?

- Is the IP address mask the same for the server computer and the tablets? For example, if the server is "192.168.1.220" the tablets should be "192.168.1.xxx" (in the normal case)

- Are you using your router's network for all devices? - Make sure the network for all devices is using the router's network, and NOT the venue or other network. Venue networks should never be used unless you have a venue network person on-staff on the day of your event.

FAQs

Question – Where do I find the most recent version of FTC Live for traditional and hybrid event scorekeeping?

Answer – The latest version is available from the public Github scorekeeper repository [Releases · FIRST-Tech-Challenge/scorekeeper (github.com)](https://github.com/FIRST-Tech-Challenge/scorekeeper)

- Once this is downloaded, the software auto updates releases. You can see what has changed on the homepage in "What's New".
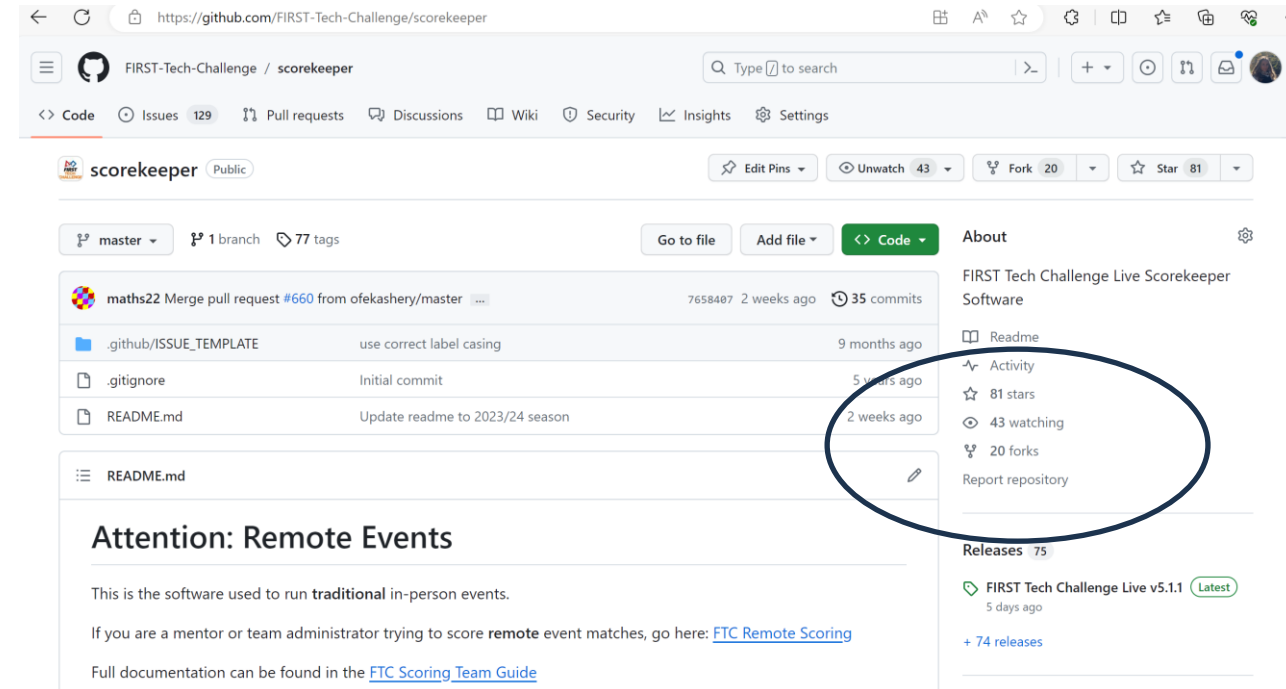
FAQs

Question - Can I use FTC Live without syncing with the cloud?

Answer – Yes, but FTC Live is optimized to be run with a live internet connection. You can download FTC Live, choose an "offline event" and manually set it up and add teams, then email ftctech@firstinspires.org with the .db file once the event has completed.

0	Configure HQ Sync	Done
1	Edit Event	Done
2	Create Default Accounts	Done
3	View League Data	0 leagues
4	Add/Edit Teams	5 teams added
5	Add/Edit Sponsors	1 sponsors added
6	Configure Inspection Tracking (Optional)	(Optional)
7	Configure Inspection Schedule (Optional)	Not Started
8	Create Match Schedule	Done
9	Manage Awards	
10	Advancement Report	
11	Send Results to *FIRST*	
12	Download Archive File	

FAQs

Question – Can I create a league in FTC Live?

Answer – No, leagues must now be created in the FTC Scoring Cloud by the region admin then the event is associated with the league.

- Teams can be added to a league event in FTC Live system at an event as a last resort.

- League data won't show rankings unless teams have also been added to the league in the FTC Scoring Cloud.

FAQs

Question – Can a team participate in only judging at an event?

Answer – Yes, to do so teams should be configured as "Judging Only" in the event setup in the FTC Scoring Cloud, though it can be done in the local FTC Live as well. Choose "Judging Only." (see image)

- Note: While adding teams to an event the admin can select "Add Individually" then the team. This opens the team profile.

FAQs

Question – Can scores be edited for a remote event?

Answer – Yes, PDPs have an option to edit "Offline Scores" before publishing the event but not after it has been published.

Question - Can scores be edited for a traditional or hybrid event?

Answer - The scorekeeper can override the scoring referees input once the match is completed when using tablets.

Caching the Browser

This is usually for tablets

This is a simple task to clear history, images and files from the tablets that may be used for more than just ref scoring tablets. Each browser (Chrome, Safari) has a different method. Here is the Chrome process:

Clear your history instructions
1. On your device, open Chrome.
2. At the top right, click More .
3. Click History. History.
4. On the left, click Clear browsing data. ...
5. From the drop-down menu, select how much history you want to delete.
6. Check the boxes for the info you want Chrome to clear, including "browsing history."
7. Click Clear data.