



MATCOMMAND TOURNAMENT

Frequently Asked Questions

236 searchable answers for directors, scorers, and event staff.

Applies to Tournament V14.13 · Updated September 12, 2026

236 answers. Search by a button name, error, workflow, or task. These answers come from the current V14.13 application FAQ and use exact current-release screenshots.

TOURNAMENT DIRECTOR
V14.13
Professional tournament management for directors, scorer stations, mat displays, and spectators.

BUILT FOR TOURNAMENT DAY
MatCommand keeps event setup, brackets, mat assignments, scorer stations, standings, public displays, and recovery tools together in one Director workspace.
The Director runs the event from this portal. Scorer stations remain on their assigned mat page, while Public Display provides a read-only spectator view.

WORKS WITH MATCOMMAND
Team directly to Tournament
Export Team's Tournament CSV, then upload MatCommand_Team_to_Tournament_roster.csv in Setup.
Registration and weigh-ins
Complete Staff Review and Weigh-In, export for Tournament, then upload MCWeighInReg_Transfer.json.

SUPPORT & RESOURCES
Search the complete offline guide for setup, roster imports, wrestler removal, scorer stations, Cloud, backups, recovery, and tournament-day troubleshooting.
Tournament Day Quick Start
Search Tournament FAQ
Divisions & Weight Classes Guide
Grapevine Step-by-Step Guide
www.matcommandhq.com
MatCommand@outlook.com

APPLICATION UPDATES
V14.13 is up to date. **CHECK FOR UPDATES**
The FAQ is included with MatCommand Tournament and remains available when the Director computer is offline.

V14.13 Info provides the revision, documentation, support, licensing, and update actions.

[SAVE](#)[V14.13](#)[CHECK UPDATES](#)[Save: Waiting](#)[Director](#)[SETUP](#)[LIVE CONTROL](#)[STANDINGS](#)[BRACKETS](#)[STAFFING](#)[PRINT](#)[TOOLS](#)

CREATE TOURNAMENT

One stage at a time. Complete the current stage, then use its single gold action. Completed stages remain available for review.

CURRENT

STAGE 1

Event Setup

Tournament name and date are required.

AVAILABLE

STAGE 2

Format and Rules

Choose the tournament format.

AVAILABLE

STAGE 3

Roster

Import a roster or add at least two wrestlers.

AVAILABLE

STAGE 4

Build Tournament

Build matches after reviewing the setup.

AVAILABLE

STAGE 5

Check and Start

5 setup items need review.

[NEW / RESET TOURNAMENT](#)[DEVICE LINKS](#)[DIRECTOR GUIDE](#)[TOURNAMENT MAINTENANCE](#)[► Tournament Maintenance](#)

1

Event Setup

Name the event, choose the mats, and set Paper or Digital scoring for each mat.

EVENT INFORMATION

Tournament Name *

Required before matches can be built. Minimum 3 characters.

Tournament Date ***Location**

COMPETITION MATS

Choose the number of competition mats. The same value is used by Setup, Live Control, scorer links, queues, recovery, and public displays.

Mats[SAVE EVENT INFORMATION](#)

V14.13 five-stage Guided Setup and Tournament Readiness workflow.

WEIGH-IN & REGISTRATION IMPORT

CLOSE

MCWeighNReg sent this roster directly to Tournament. Review it before importing.

Sound

2026-08-18 - USA Wrestling - Rules 2026.1

9

NEW

0

UPDATED

0

WITHDRAWN

0

UNCHANGED

0

CONFLICTS

0

SKIPPED

No conflicts were found. Safe changes can be imported without building brackets or assigning mats.

DISMISS TRANSFER

CANCEL

IMPORT 9 SAFE CHANGES

V14.13 direct Weigh In & Registration transfer review.

SAVE
V14.10
CHECK UPDATES
Save: Pending...
Director
SETUP
LIVE CONTROL
RESULTS
BRACKETS
STAFFING
PRINT
TOOLS
?

Athlete 0109 (R) vs Athlete 0209 (G) READY
IN THE HOLE 56 lbs B17 Move
Athlete 0117 (R) vs Athlete 0217 (G) READY
COMING UP 64 lbs B25 Move
Athlete 0125 (R) vs Athlete 0225 (G) READY
COMPLETED ON THIS MAT
✓ B1 View Log Correct
Athlete 0101 def. Athlete 0201
Red wins • Default / Forfeit • 40 lbs
▶ START NEXT MATCH

Athlete 0110 (R) vs Athlete 0210 (G) READY
IN THE HOLE 57 lbs B18 Move
Athlete 0118 (R) vs Athlete 0218 (G) READY
COMING UP 65 lbs B26 Move
Athlete 0126 (R) vs Athlete 0226 (G) READY
COMPLETED ON THIS MAT
✓ B2 View Log Correct
Athlete 0202 def. Athlete 0102
Green wins • Default / Forfeit • 41 lbs
▶ START NEXT MATCH

Athlete 0111 (R) vs Athlete 0211 (G) READY
IN THE HOLE 58 lbs B19 Move
Athlete 0119 (R) vs Athlete 0219 (G) READY
COMING UP 66 lbs B27 Move
Athlete 0127 (R) vs Athlete 0227 (G) READY
COMPLETED ON THIS MAT
✓ B3 View Log Correct
Athlete 0203 def. Athlete 0103
Green wins • Default / Forfeit • 42 lbs
▶ START NEXT MATCH

Athlete 0112 (R) vs Athlete 0212 (G) READY
IN THE HOLE 59 lbs B20 Move
Athlete 0120 (R) vs Athlete 0220 (G) READY
COMING UP 67 lbs B28 Move
Athlete 0128 (R) vs Athlete 0228 (G) READY
COMPLETED ON THIS MAT
✓ B4 View Log Correct
Athlete 0104 def. Athlete 0204
Red wins • Default / Forfeit • 43 lbs
▶ START NEXT MATCH

Mat 5 IDLE
Digital Scoring
ON DECK 52 lbs B13 Move
Athlete 0113 (R) vs Athlete 0213 (G) READY
IN THE HOLE 60 lbs B21 Move
Athlete 0121 (R) vs Athlete 0221 (G) READY
COMING UP 68 lbs B29 Move
Athlete 0129 (R) vs Athlete 0229 (G) READY
COMPLETED ON THIS MAT
✓ B5 View Log Correct
Athlete 0105 def. Athlete 0205
Red wins • Fall 2:15 • 44 lbs
▶ START NEXT MATCH

Mat 6 IDLE
Digital Scorer Not Connected
ON DECK 45 lbs B6 Move
Athlete 0106 (R) vs Athlete 0206 (G) READY
IN THE HOLE 53 lbs B14 Move
Athlete 0114 (R) vs Athlete 0214 (G) READY
COMING UP 61 lbs B22 Move
Athlete 0122 (R) vs Athlete 0222 (G) READY
▶ START B6
Scorer offline. Start this bout here, then use Enter Result when it is complete.

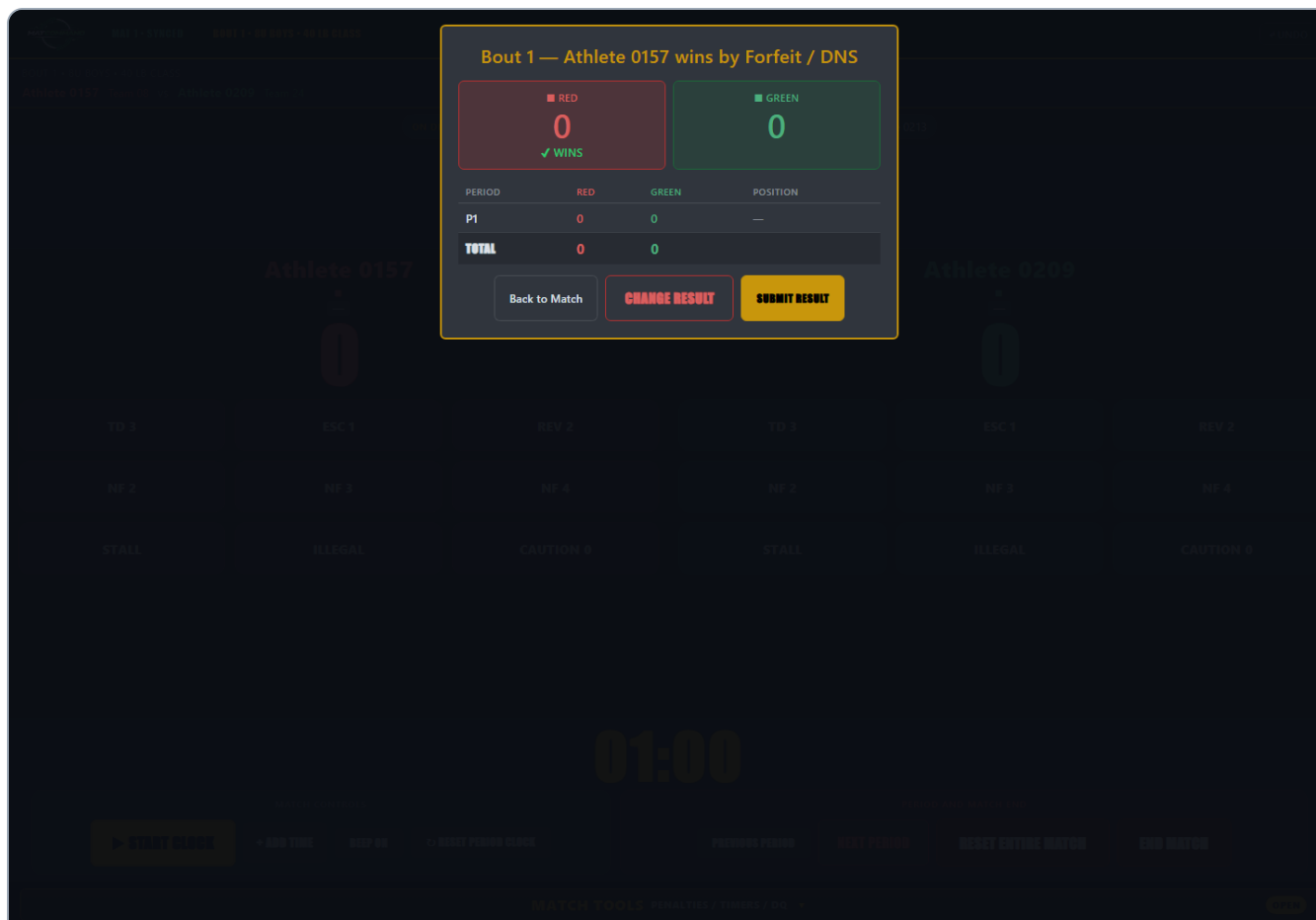
Mat 7 IDLE
Digital Scoring
ON DECK 46 lbs B7 Move
Athlete 0107 (R) vs Athlete 0207 (G) READY
IN THE HOLE 54 lbs B15 Move
Athlete 0115 (R) vs Athlete 0215 (G) READY
COMING UP 62 lbs B23 Move
Athlete 0123 (R) vs Athlete 0223 (G) READY
▶ START NEXT MATCH

Mat 8 IDLE
Digital Scoring
ON DECK 47 lbs B8 Move
Athlete 0108 (R) vs Athlete 0208 (G) READY
IN THE HOLE 55 lbs B16 Move
Athlete 0116 (R) vs Athlete 0216 (G) READY
COMING UP 63 lbs B24 Move
Athlete 0124 (R) vs Athlete 0224 (G) READY
▶ START NEXT MATCH

Director Controls Assign bouts, pause automatic flow, message scorers, and review event health. OPEN CONTROLS

New bouts resumed. Ready bouts are staged on mats.

V14.13 offline Digital fallback requires Start B# before Director result entry.



V14.13 No Show flow selects the opposite wrestler and Forfeit / DNS.

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Tournament Day Quick Start

Use this checklist to prepare, start, operate, recover, and close a real tournament safely.

What is the shortest safe checklist for running a tournament?

Open the local Tournament Quick Start from the Director reference page or FAQ. Complete all five Guided Setup stages in order, run Tournament Check, verify every expected scorer or paper-table plan, choose Publish Online or Continue Locally, then use Start Tournament & Open Live Control. Save and create a recovery point before the first whistle.

What should be ready before opening the doors?

Use one reliable non guest event network, keep the Director laptop plugged in and awake, confirm the signed V14.13 application opens, verify the event roster and mat plan, test the printer, and have the Full Event Backup location ready. For electronic scoring, open each exact mat link on its assigned device and confirm it appears connected.

How should each electronic scoring table be opened?

After Build Tournament, open authenticated Device Links and scan the QR code for that exact mat. If the codes are too close together, click the selected code or choose Enlarge QR to show one large, clearly labeled code with Copy, Open, and Close actions. Confirm the device is on the same non-guest network, the mat number is correct, and the station appears connected in Guided Setup. Use exactly one scoring page for each assigned mat.

What must pass before the first whistle?

Tournament Check must pass for the chosen operating plan. Confirm the built tournament, expected mat count, roster, saved division and weight configuration, scorer connections or paper-table plan, current backups, and public access choice. Do not start if a required check is red or a gold warning has not been deliberately reviewed.

What is the normal bout workflow?

Use Live Control to send the next eligible bout to the intended mat. At an electronic table, confirm bout and corner identity, score the bout, review the result, and submit it. Wait for the Director save confirmation before clearing or assigning another bout. For paper operation, enter each completed result once from Director Live Control.

What should the Director do when a scorer disconnects during a bout?

Leave the scorer page and current mat state intact. Restore the same event network, reopen the exact mat link if needed, and compare bout number, wrestlers, corners, score, period, time, and injury timers with the Director. A recovered clock stays stopped. Resume only after both stations agree; do not clear the mat or force another bout.

How should a wrong result be corrected?

Stop the affected workflow, identify the exact bout, use the Director correction or Undo path, confirm the corrected winner, method, score, statistics, advancement, standings, and next-bout dependencies, then save and create a fresh recovery point. Do not edit around a pending scorer result or force a dependent bout to hide the error.

How should the tournament be closed and archived?

Confirm no result is pending, finish or deliberately stop every active mat, verify standings and brackets, mark the tournament complete when appropriate, export the final roster and records, create a recovery point, export a Full Event Backup, save required prints, then use Tools > Shutdown Tournament Server. Store the backup and final reports securely.

Live Event Safety and Restart Recovery

Use these answers when a wrestler is blocked on another mat, the Tournament server restarts, or a scorer is waiting for the Director to save a result.

Can the same wrestler be assigned or active on two mats?

No. MatCommand reserves a wrestler while a bout is assigned, live, or waiting for result commit on any mat. The Director and server reject a second assignment or start. The blocked front bout stays in its sequential queue position, and the Director identifies the mat that currently owns the wrestler.

Can I move a bout after it has been sent to a scorer?

Reorder before staging. After the server owns the bout as assigned, live, or result-pending, a cross-mat move is refused. Moving an active bout down or to the bottom is also refused. Finish or correct the owning mat state first. The Director also protects the brief interval between sending an assignment and receiving the server echo.

Why was a scorer change rejected as stale or wrong tournament?

Assignment, scoring, corner, clear, and result changes must match the exact Tournament ID, bout, and allowed mat status. Mutations that carry a state revision must also match the current revision. A stale, eventless, wrong-event, or superseded message fails closed instead of overwriting newer state. Reopen the correct tournament and exact mat link; do not reuse a tablet tab left on another event.

What is restored after the Tournament server restarts during a live bout?

For the same Tournament ID and configured mat, the live-mat journal restores the active bout, scores, period, displayed time, scoring audit, rule counters, and blood, injury, and recovery timer values. Atomic latest and previous copies allow fallback if the newest journal is unreadable. Every recovered clock is deliberately stopped.

How does the scorer know which tournament owns a recovered bout?

When an outer recovered mat state carries the Tournament ID, the current release copies that identity into the recovered assigned bout before sending corner or result messages. This keeps valid recovery traffic attached to the exact event while wrong-event traffic remains rejected.

What should staff do before resuming a recovered live bout?

Open the same tournament and scorer link. The Director and table worker should compare the bout number, wrestlers, score, period, displayed time, and the blood, injury, and recovery timer values. Correct any discrepancy while the clocks remain stopped, then manually restart the appropriate clock only after both stations agree.

Why does the scorer say Result awaiting Director save?

The server received and journaled the result, but transport delivery alone is not completion. The Director sends a connection-local application acknowledgement only after applying, or proving it already applied, the exact result; that is not the durable commit. The scorer remains protected until the canonical save succeeds and the server returns the committed acknowledgement. Keep the scorer page open when possible, reconnect both stations, and do not clear browser/site data, clear the mat, or assign another bout.

Can a pending scorer result be retried without counting it twice?

Yes. The scorer retries the same stored result envelope and stable delivery ID after reconnection. An exact retry is idempotent and cannot add a second result or duplicate statistics. Reusing that ID for different result data is rejected. Public result output is sent only after the canonical result is committed.

What happens to result-delivery evidence when another tournament is opened?

Pending entries and compact committed receipts are retained by tournament. Opening or recovering another event does not discard the evidence needed to classify an exact delayed retry from an earlier event. Continue to use Full Event Backup for customer-facing archives.

Grapevine Wrestling League Preset

Use these answers for configurable Grapevine regular-meet pairing in Scramble. MatCommand Default remains unchanged.

How do I turn on the Grapevine League preset?

In Setup, select Scramble as the tournament format, then choose Grapevine League in the Scramble preset list. MatCommand Default keeps the established Scramble behavior and does not enter the Grapevine module.

Which Scramble preset should I choose?

Choose MatCommand Default for the established Scramble generator and its hard selected weight window. Choose Grapevine League for the league regular-meet defaults. Choose Custom to use the same isolated age, weight, rating, distribution, team, repeat, and approval editor with event-specific values; review every setting and pass Tournament Check before starting.

How do I save and reuse a named Custom Scramble format?

Choose Scramble, then choose Custom. Configure the pairing and timing settings, review the season year, enter a name under Name Current Custom Format, and select Save Current As. The saved format stays in browser storage on the same Director computer and browser and survives Clear / Reset. For a later tournament, choose it under Saved Format and select Apply, then review the season year and every setting before Build Tournament. MatCommand Default and Grapevine League are protected built-ins and cannot be overwritten or deleted. The saved-format library is not exported, not published to the public viewer, and not sent to Tournament Cloud.

How is Grapevine league age calculated?

League age is the wrestler age on December 31 of the selected season year. BirthDate is preferred. If BirthDate is missing, MatCommand can display an existing age value as a visible fallback; missing age data keeps the pairing out of the automatic within-guideline group.

How does the default Grapevine weight rule work?

The default limit is 10 percent using the lighter wrestler as the denominator. A 100-pound wrestler and a 110-pound wrestler are exactly 10 percent apart and remain inside the default limit. The Director can change the tolerance type to pounds or change the value before building.

What ratings does the Grapevine preset use?

Required for Grapevine: 0.5 through 6.0 in half-point steps. A blank remains blank and blocks tournament building; MatCommand does not silently assign 4. The standard allowed difference is 1.0 and remains configurable.

Why did Grapevine Build Tournament stop after I imported a roster?

First resolve every blank or out-of-range Rating; Grapevine requires 0.5 through 6. Then read the specific Preflight message for age or BirthDate, weight, team, availability, repeat-opponent history, or selected tolerance conflicts. Approval-required candidates are never selected automatically.

What is the difference between minimum matches and target matches?

Minimum matches is the lowest expected regular-meet count used by Tournament Check. Target matches is the scheduling goal used by automatic pairing. A wrestler can receive the minimum but still appear below target when no safe, opposing-team, non-repeat option remains.

What does Prioritize fewer matches mean?

It means automatic pairing first considers wrestlers who currently have fewer scheduled bouts so opportunities are distributed toward the configured target. It does not lower the target and it does not tell MatCommand to create fewer bouts.

When can wrestlers from the same team be paired?

The Grapevine default keeps same-team bouts out of automatic pairing and shows them as fallback options requiring approval. The Director can configure same-team pairing as never allowed, fallback with approval, or normally allowed. Opposing-team options are ranked first when available.

What happens when a pairing is outside an age, weight, or rating limit?

The option remains visible in the approval-required section when the preset allows Director overrides. Before the bout can be queued, the required coach approval, referee-notification confirmation, and written reason must be completed. The exceeded criteria and reason are stored in the local audit record.

How does Add Scramble Bout help me hand-pair wrestlers?

Choose the first wrestler to see opponents ranked by fewer bouts, guideline compatibility, team, repeat history, age, weight, and rating. The review is separated into Within guidelines, Approval required, and Not recommended groups. Unavailable wrestlers stay visible but disabled.

What happens after I add a Scramble bout during a live event?

The new Director-created bout receives a unique identity in the current tournament build, enters the selected mat queue, and follows the same scorer, local display, Parent Portal, Tournament Cloud, result, and audit paths as an automatically scheduled bout. If that mat is still committing its prior result, the new bout waits until the prior reservation clears; it must never inherit the prior bout clock or score.

How are Grapevine bout numbers staged?

Eligible Grapevine bouts are staged in ascending bout-number order. A fresh two-mat card begins Mat 1 with B1, B3, and B5 and Mat 2 with B2, B4, and B6. Match-distribution priority cannot promote B10 or B12 ahead of B1. A safety conflict can hold the next bout until it is safe, but cross-mat protection keeps that blocked front bout in place instead of silently skipping it.

Do Grapevine settings and private roster fields survive Save and Recovery?

Yes. The selected preset, modified settings, wrestler BirthDate, and Rating are included in the local tournament save and recovery state. Older saved events with no Grapevine selection open with MatCommand Default, preserving their established Scramble behavior.

How do I export the roster with final tournament records?

After the tournament is marked complete, choose Export Final Roster & Records from the completion panel or from Tools/Admin under Save, Backup & Server. The reusable CSV records each wrestler tournament W-L result and includes separate TournamentWins, TournamentLosses, and TournamentMatches columns. Private birth dates and Athlete IDs remain protected by the export warning.

How do I put the public Live View on a projector?

Open the public Live View, click Projector Mode, then press F11 for browser full screen. Up to six mats fit in a 3-by-2 board showing Now Wrestling, On Deck, and In The Hole. Events with more than six mats rotate through six-mat pages every 12 seconds; Pause, Previous, and Next controls remain in the projector header. Add #projector to the viewer address to open a display directly in Projector Mode.

Are BirthDate, Rating, or Grapevine approvals published?

No. Ratings, Grapevine settings, compatibility calculations, and approval records remain on the Tournament Director computer and are omitted from the public tournament projection. Birth dates are also omitted from the public projection. When Tournament Cloud identity matching runs, an optional birth date may be sent over HTTPS to the private authenticated matching endpoint for comparison; it is not added to the permanent Cloud athlete record. Store reusable roster exports securely.

Is View Scramble Schedule required after Build Tournament?

No. View Scramble Schedule (Optional) only opens the Print page so you can inspect mat assignments, scheduled bouts, or print sheets. It does not rebuild, renumber, reorder, approve, or start bouts, and it is not required for Tournament Check. Continue directly to the next required step when no separate review is needed.

Can I run a tournament with paper bout sheets and no scoring stations?

Yes. Mark the intended mats Paper Scoring. No scorer devices are required. Start the bout in Live Control. When the runner returns the sheet, choose B# Enter result, click the winner (the name turns gold), then B# Submit result. Add result details (optional) lets you choose how they won. Pin / Fall, Injury Default, and Disqualification need no scores. Fall time is optional: 215 becomes 2:15; blank stays unrecorded, not 0:00. For other outcomes, enter both scores or neither; Decision scores must agree with the winner. Wait for the saved notice. Winner-only results advance the bout and count wins and losses. Missing methods are labeled Method not recorded. Method-based points remain incomplete without a method, and verified athlete-record synchronization waits for method and scores. Local results and the public event display still show the winner.

Why can scoring stations show a warning when they are optional?

A selected Digital mat requires its matching scorer before Tournament Check and Start can pass. An extra scorer, or a scorer connected to a selected Paper mat, is shown as a gold review warning so the Director can confirm the intended plan. Paper mats need no scorer and use completed bout sheets entered once from Director Live Control.

Does MatCommand implement the proposed Grapevine championship format?

No. The current release covers configurable regular-meet pairing only. The unresolved championship proposal, including any unapproved age groups, weight classes, or team-allowance rules, is intentionally not exposed as a selectable format.

Divisions and Weight Classes

Use these answers to verify that the selected program became the tournament configuration before roster entry or tournament build.

How do I know the program selection really saved?

The selected program is gold and the prior program is not. After you apply its checked divisions, Stage 2 is complete and Stage 3 becomes current. The exact program or custom subset must remain after autosave, browser reload, application restart, and saved-event recovery. Roster division and Assigned Weight Class lists must also come from that committed configuration. If any of those checks fail, do not build or run the tournament.

Where does an imported 104-pound wrestler go in a fixed-class format?

If Assigned Weight Class is blank, MatCommand uses the smallest configured class at or above actual weight. A 104-pound wrestler therefore enters 106 when 106 is the next configured class. A valid explicit imported class is preserved. If no eligible numeric class exists, HWT is used when configured; otherwise the row is rejected for Director correction. Scramble and Grapevine do not use this fixed-class assignment and continue to pair from actual weight.

Install, Update, and Open MatCommand

Use these answers before tournament setup or when moving to a new MatCommand release.

How do I confirm the current MatCommand Tournament version?

Open the official Downloads page for the current release number and date. Inside Tournament, the running version is also available in the Director header and About screen. Use only the accepted, signed installer linked from the Downloads page for production events.

Where should customers download MatCommand Tournament?

Use <https://www.matcommandhq.com/downloads>. The Downloads page presents one current Tournament installer link. Older versioned installer addresses redirect to that same accepted release.

Is the production installer digitally signed?

Yes. The production installer and the MatCommand application executable are Authenticode signed and timestamped. Windows should show Scott Crum as the verified publisher when the signature is inspected.

How do I install MatCommand on Windows?

Download the official installer, close any running Tournament server, run the installer, and use the Start Menu or desktop MatCommand shortcut. Administrator rights are normally required because the installer writes under Program Files and can add the limited local-subnet TCP firewall rule for Private and Public venue-network profiles.

How do I update to a newer version safely?

Before updating, choose Save Now and Export Full Event Backup. Never update during an active bout. Choose Check for Updates or the Install Update indicator, then confirm the verified download. MatCommand blocks the update while the current Director has a live unpaused tournament or any mat has a live or result-pending bout. A freshly cleared Setup screen is not treated as live merely because an older recovery file exists. The embedded shutdown helper stops only Tournament processes owned by that exact installation. Portable or unrelated same-named applications are not stopped. If safe shutdown cannot be proven, Setup stops before replacing files. After Setup completes, launch MatCommand normally, confirm the revision in Director Info, and verify the intended saved event before scoring.

Will an update erase my tournaments?

No. Installed builds store tournament data under %LOCALAPPDATA%\MatCommand\Tournament, separate from the Program Files installation. A backup is still strongly recommended before every update.

Why does MatCommand open in a browser?

MatCommand runs a local Tournament server on the Director computer and uses the browser as the Director interface. Keep the MatCommand process running while the event is in use.

What address opens the Director page?

On the Director laptop, use <http://localhost:8765/>. If another unrelated application already occupies that port, MatCommand can use the next supported port through 8774 and will open the correct address.

Why does launching MatCommand again open the existing tournament instead of another port?

Only one MatCommand server should own the Tournament data folder. A second launch detects the running server and reopens it instead of creating an independent event on another port.

How do I close MatCommand cleanly?

Use Tools > Shutdown Tournament Server after saving. Closing only the browser tab does not necessarily stop the local server.

Why did an older release say a tournament was active after I cleared it?

Releases before V14.00 could check the last durable recovery file after Clear / Reset removed the current event identity. That old recovery file could still say started even when the visible Director was at an empty Setup screen. Install V14.13 once with the signed website installer if the older in-app updater is blocked. V14.13 uses the current Director lifecycle while still refusing to update during a genuinely live or result-pending mat.

Licensing, Purchase, and Computer Activations

Licensing protects only Director computers. Scoring and public devices remain free connections.

What does Tournament Director cost?

MatCommand Tournament Director is USD 349.99 per year. It includes Tournament Cloud and permits up to two activated Director computers.

What is the Youth Organization plan?

The qualifying Youth Organization plan is USD 129.99 per year for youth recreational leagues, nonprofit clubs, and school programs. It includes Tournament, Team, Drills, and Tournament Cloud on up to two organization computers. During the annual term it permits unlimited Scramble / Grapevine events plus up to three unique Round Robin, Single Elimination, or Double Elimination tournaments.

Is Tournament Cloud an add-on?

No. Tournament Cloud is included with every active Tournament Director and Youth Organization license. The Director still chooses for each event whether to Publish Online or Continue Locally.

How does online activation work?

Open License Center, enter the issued MatCommand license key, and choose Activate License. Internet is required for initial activation. The signed annual license then remains usable offline through its expiration date.

How does a PayPal purchase become a license?

Enter the customer details in License Center, choose Buy License with PayPal, complete the hosted checkout, return to MatCommand, and choose Check Purchase Status. A completed and verified purchase issues or activates the matching entitlement.

Can I activate a customer without Internet?

Yes. Choose Create Offline License Request, send the .mctrequest file to MatCommand, receive a privately signed .mctllicense file, and choose Import Offline License File. Never send or distribute the owner signing key.

Which devices consume activations?

Only Director computers consume activations. Scorer stations, mat displays, public viewers, parent viewers, and bracket displays do not consume activations.

How many Director computers can be activated?

Two Director computers are allowed per annual Tournament license. A third Director computer must be rejected until an existing activation is revoked or support resolves the activation record.

What if a licensed laptop is replaced?

Revoke the old device activation through the licensing administration process, then activate the replacement computer with the same customer entitlement. Keep the old device ID and customer email available for support.

Will an Internet outage stop a tournament?

No. After successful activation, local scoring, clocks, results, recovery, printing, and completion continue offline through the license expiration. Cloud publication may pause, but the local event remains authoritative.

What happens if a license expires or is revoked during a started event?

A tournament that was validly authorized and started remains protected so licensing cannot interrupt that event's scoring, recovery, corrections, printing, exports, or completion. A valid license is required before a different tournament starts live.

Can two browsers control the Director at the same time?

No. Only one Director browser controls a running server. Other Director tabs are read-only until the active Director explicitly transfers control using the configured takeover PIN.

What is the default Director or scorer takeover PIN?

The default is 2468. The active Director can change it under Tools. Restarting the Tournament server resets the PINs to 2468, so do not treat the default as a permanent secret.

Setup Wizard and Tournament Check

The safest workflow is to follow the five stages in order and treat the gold action as the next required task.

What are the five Setup stages?

1 Event Setup, 2 Format and Rules, 3 Roster, 4 Build Tournament, and 5 Check and Start.

Should a new tournament always start at Stage 1?

Yes. After all bouts are finished, choose New Tournament, then Save Results and Start New Tournament. A full backup is saved before Event Setup opens. Finished events need no extra Reset or typed RESET. If backup fails, nothing is cleared. Unfinished events retain their safeguards. To resume an event, open its saved tournament instead.

What do green, gold, and red Wizard cards mean?

Green means complete, gold means the next needed action or a warning to review, and red means required or blocked. Do not start until every required item is resolved and Tournament Check passes.

What happens when I choose a stage?

The matching workspace opens in place. The primary gold action follows the current stage so the Director does not have to hunt for the next control.

When do I configure mats?

Choose the mat count in Stage 1, Event Setup. MatCommand supports 1 through 18 competition mats, and the count remains editable before building.

Where do I choose Paper or Digital scoring?

In Stage 1, Event Setup, choose Paper Scoring or Digital Scoring for every configured mat. A Paper mat needs no scorer device. A Digital mat needs the matching scorer connected before Tournament Check and Start can pass. Save Event Information only after every mat shows its selected method.

Can a Scramble mat be limited by age or weight?

Yes. Stage 1 provides optional minimum age, maximum age, minimum weight, and maximum weight for each Scramble mat. Automatic assignment follows those limits. A Director can deliberately place a ready bout outside them from Live Control only after confirming the visible override warning.

Is reviewing or editing seeds required before Build Tournament?

No. For Bracket and Double Elimination, MatCommand prepares a valid automatic seed order before Build Tournament. Review or swap seeds only when an approved correction is needed. Any manual change must be made before Build because the seed editor becomes read-only after the bout graph is created. Round Robin and Scramble do not use this seed editor.

What does Tournament Check do?

Tournament Check validates roster, match build, mats, queues, connected devices, public projection, and recovery readiness. It reports problems but does not change tournament data.

When should I run Tournament Check?

Use Run Tournament Check above Public Access in Stage 5, after building matches and reviewing the scoring method for every mat. A selected Digital mat must have its matching scorer connected before Start. Extra scorers, or scorers on Paper mats, remain gold warnings for review. Run Check Again after major roster, mat, scoring-plan, format, recovery, or queue changes.

Why is Start Tournament disabled or gold?

Stage 5 requires a built tournament, a passing Tournament Check, and an explicit choice of Publish Online or Continue Locally. After the tournament starts, Open Live Control becomes the normal action.

Can I start locally if Cloud is unavailable?

Yes. Choose Continue Locally. Cloud failure must never block local tournament setup, scoring, saving, displays, or recovery.

Roster Import, CSV, XLSX, and Manual Entry

Prepare the roster before building matches. CSV is the simplest exchange format; XLSX is supported for staff who prefer Excel.

Which roster file types can MatCommand import?

CSV, XLSX, XLS, MatCommand Team Tournament CSV, and the supported MatCommand Weigh-In and Registration transfer JSON are accepted.

Where can I download roster templates?

CSV: roster-template.csv. XLSX: roster-template.xlsx. The XLSX file includes a separate Instructions sheet and keeps Roster Template as the first sheet.

Should I use CSV or XLSX?

Use CSV for maximum portability and the fewest formatting surprises. Use XLSX when staff need Excel guidance, filters, and validated Skill entries. Save the final workbook with Roster Template as the first active sheet.

What is the exact preferred header row?

Name,Weight,Division,Team,Record,Skill,BirthDate,MatCommandAthleteId,Rating,Assigned Weight Class

Which roster fields are required?

Name and Weight are required. Division, Team, Record, Skill, BirthDate, MatCommandAthleteId, and Assigned Weight Class may be blank when the selected format permits it. Grapevine requires the coach-provided Rating from 0.5 through 6; a blank rating remains blank and blocks Build Tournament. In a fixed-class format, a blank imported Assigned Weight Class uses the smallest configured class at or above actual weight.

How should Weight be entered?

Enter a number in pounds, such as 68 or 68.5. Do not include lb, lbs, or other text in the cell.

How should Record be entered?

Use W-L, such as 5-2. The imported record is the submitted tournament record and is used for seeding unless the Director deliberately applies a verified record before building.

How should BirthDate be entered?

Use YYYY-MM-DD, such as 2017-04-12. BirthDate is optional, private, and improves exact Athlete ID matching.

What Skill values should I use?

Use Novice, Intermediate, or Advanced. Skill assists Scramble matching and is not used to seed Bracket or Round Robin formats.

Can I rename or reorder the columns?

The importer recognizes several aliases, but the safest customer workflow is to keep the canonical ten columns in the documented order. Do not add title rows, merged cells, or blank rows above the header.

Which Excel worksheet is imported?

MatCommand reads the workbook's active worksheet. Keep Roster Template first and active when saving. Do not leave an instructions or cover sheet active.

Can I paste roster rows instead of uploading a file?

No. Stage 3 intentionally keeps two clear roster paths: choose Import Roster File for CSV or XLSX, or enter wrestlers one at a time under Enter Wrestlers Manually. This avoids hidden paste-format errors and keeps the loaded roster visible for review.

Can I enter wrestlers one at a time?

Yes. Use Manual Entry in Stage 3, complete Name and Weight, add optional fields, then choose Add.

How do I transfer a Team roster into Tournament?

Export the Tournament CSV from MatCommand Team and import MatCommand_Team_to_Tournament_roster.csv in Stage 3.

How do I transfer weigh-in data?

Complete Staff Review and Weigh-In in the registration app, export for Tournament, and import the supported MCWeighNReg_Transfer.json file.

What should I do if an import reports bad rows?

Do not build. Correct missing names, nonnumeric weights, extra title rows, malformed dates, or shifted columns in the source file, then re-import and review the Build Summary.

How do I reuse a roster at another event?

Choose Export Reusable Roster. It preserves private BirthDate and MatCommandAthleteld values when available and writes Assigned Weight Class immediately after Rating. Reimporting the export preserves each canonical assigned class; a genuinely blank exported class remains blank rather than being replaced in the CSV with an invented value.

Is a reusable roster safe to post publicly?

No. It can contain birth dates for minors. Store and transfer it securely. Use only the public viewer link or sanitized public reports for parents.

Athlete IDs, Verified Records, and Privacy

Athlete identity matching is private. Parents normally search the published event by wrestler name or team; they do not need to manage IDs.

When is a MatCommand Athlete ID created?

After tournament information and the roster are available, an active online license can prepare the private Cloud session. Unresolved athletes are matched or assigned IDs in small background batches without publishing the tournament.

Does preparing Athlete IDs make the event public?

No. Private preparation is separate from the Stage 5 public access choice. A public event exists only after the Director chooses Publish Online.

How is a returning wrestler matched?

The safest exact match is a retained MatCommandAthleteld. The same normalized name and BirthDate can also reconnect the existing athlete even after a team change.

What if the wrestler changed teams?

Team does not own the permanent Athlete ID. The exact ID or the same name and BirthDate can reconnect the wrestler across licensed organizations and tournaments.

What if I have only a matching name?

MatCommand does not silently merge athletes using only name, team, age division, or weight. Without BirthDate or a retained ID, a same-name entry remains separate and may be flagged for owner review.

What if a nickname or spelling changed?

Without a retained Athlete ID, a different spelling or nickname is normally treated as a different athlete. Use Find Athlete for reviewed correction instead of guessing.

Which record is used for seeding?

The Director's imported or manually entered Record remains the submitted seeding record. The verified MatCommand record appears separately and never silently replaces it.

Can I use the verified record for seeding?

Yes, before matches are built. Open Edit Wrestler and choose Use Verified Record. The action is unavailable after build because changing the seeding record then would misrepresent the completed bracket build.

What do parents see about an athlete?

Parents can search the current public tournament roster by wrestler name or school/team. A linked public Athlete Record can show the verified record and published tournament bout history.

Is BirthDate public?

No. BirthDate is used only for private matching, is excluded from the public projection, and is not retained in the permanent Cloud athlete record. The Director's local and reusable roster copies must still be protected.

Can MatCommand fix a bad Athlete ID link?

Yes. Uncertain matches remain separate for protected owner review. Support can correct or merge records through the Cloud administration workflow without exposing the permanent athlete database to public search.

Where is the Privacy Policy?

Open Privacy Policy from License Center or Tournament Cloud setup. PRIVACY_POLICY.txt is also included in installed and portable packages. It documents verified local storage, private Athlete ID matching, public Cloud fields, retention behavior, correction and deletion requests, security, and tournament-operator responsibilities. The EULA and privacy policy are the owner-adopted terms for this release and do not certify legal compliance in every jurisdiction.

Wrestler Withdrawal, Removal, No-Show, and Injury

The correct procedure depends on whether the tournament has been built and which format is running.

How do I remove a wrestler before matches are built?

Use the red remove control beside the wrestler, confirm the removal, review the roster, and build only after the list is correct.

Can I remove a wrestler after a Round Robin or Scramble is built?

Yes, if the wrestler is not currently active on a mat. MatCommand removes every unfinished pending, ready, and queued bout involving that wrestler from the canonical match list, mat queues, and global queue while preserving completed results. Live Event Lockdown requires typed ROSTER confirmation after start.

Can I remove a wrestler who is currently wrestling?

No. Finalize the active bout first using the correct result method, then handle the remaining withdrawal.

Can I delete a wrestler from a built Single or Double Elimination bracket?

No. The elimination graph is locked once built. Deleting or rebuilding the wrestler in place could corrupt advancement routes.

What should I do when a bracket wrestler leaves mid-tournament?

Keep the wrestler in the bracket and complete each required future bout with the accurate Forfeit / No Show or Injury Default result. This advances the correct opponent without rewriting the bracket.

What if the wrestler never arrived?

Before build, remove the wrestler. After an elimination bracket is built, use Forfeit / No Show for the required bout. For Round Robin or Scramble, remove the inactive wrestler to cancel pending matches.

What if the wrestler is injured during a bout?

End the active bout using Injury Default when that is the correct result, then use Injury Default or the appropriate no-show result for later required elimination bouts.

What if the wrestler is disqualified?

Use the Disqualification result method. Do not delete the wrestler simply to force advancement.

Will removing a Round Robin or Scramble wrestler erase completed bouts?

No. Completed results remain. Only unfinished bouts involving that wrestler are removed from the active scheduling structures.

Should I rebuild an elimination tournament after wrestling has started?

No. Do not reset or rebuild an active elimination tournament to remove a participant. Use the bracket result methods so canonical advancement stays intact.

Formats, Seeding, Building, and Rebuilding

Choose the format deliberately. Building creates the bout structure that Live Control and recovery will preserve.

What formats are supported?

Single Elimination, Double Elimination with an If-Needed Final when required, Round Robin, and Scramble/Grapevine.

When should I use Single Elimination?

Use it for a traditional one-loss-out bracket with the shortest path to a champion.

When should I use Double Elimination?

Use it when wrestlers should remain eligible until a second loss, including wrestlebacks/consolation and an If-Needed Final when the undefeated finalist takes a first loss.

When should I use Round Robin?

Use it when every wrestler in a group should face every other wrestler in that group.

When should I use Scramble/Grapevine?

Use it for flexible youth bout scheduling within the chosen weight window and match-goal settings, with optional skill/record balancing instead of fixed brackets.

When must a manual seed change be made?

Automatic seed order is ready by default, so manual review is optional. If the Director chooses to swap seeds, make that change before Build Tournament. Build converts the current seed order into the elimination graph; the editor then locks so already-created advancement routes cannot be changed silently.

What does Build Tournament change?

It creates the canonical bout list, bracket or group structure, initial mat queues, and public projection inputs for the selected roster, format, and mat count.

When is it safe to rebuild?

Before wrestling starts, after intentionally correcting roster, format, mats, or seeds. Run Tournament Check again after rebuilding. Do not rebuild a live elimination event to solve a withdrawal.

Why does Start Tournament say Build matches first?

Return to Stage 4, Build Tournament, confirm the roster, format, mats, and any optional seed changes, then choose Build Tournament. Run Tournament Check again in Stage 5.

Can the same wrestler enter more than one division?

Only enable Allow multi-division wrestlers when intentional. Tournament Check still warns about unsafe overlap, rest, or concurrent queue conditions.

How do championship and consolation period schedules work?

Each configured division stores P1, P2, and P3 for championship and consolation / wrestleback bouts. The USA Wrestling Kids Folkstyle Nationals 2026 starting preset uses 1:00 / 1:00 / 1:00 for 8U and 10U, 1:00 / 1:30 / 1:30 for 12U and 14U championship bouts, and 1:00 / 1:00 / 1:00 for 12U and 14U consolation bouts. If the schedules differ, the Director must choose which one Round Robin or another unclassified format uses before building.

What happens when I intentionally rebuild matches?

Build Tournament creates a new match generation. Every rebuilt bout receives a new match-instance identity, all prior active-mat and scoring-session state is invalidated, and scoring stations must load the rebuilt bout from the Director. The roster, tournament setup, divisions, and weights remain available unless the Director separately changes them.

Will a rebuild carry over scores, periods, or clock time from the previous matches?

No. A normal rebuild starts every rebuilt match in Period 1 with its full configured clock and no score, penalties, injury time, or scoring history. A scoring station automatically discards cached state from the previous generation. Reset controls are emergency recovery tools and should not be needed after a normal rebuild.

How do I start a new event while retaining my roster or tournament setup?

After all bouts are finished, choose New Tournament, then Keep Roster for Next Tournament. MatCommand saves a full backup before clearing the previous bouts and results. Review the new event details, format, rules, and roster before building new bouts and running Tournament Check.

Why does MatCommand ask me to type RESET, REBUILD, or FORMAT?

Live Event Lockdown protects a tournament that has already started or recorded bout activity. For a destructive reset, match rebuild, or format change, the exact confirmation word appears on the first visible line of the prompt above the entry box. Type that word only when the change is deliberate. Cancel leaves the live event unchanged.

Mats, Queue Control, Delays, and Forcing a Bout

Live Control is authoritative for mat queues. Use the narrow recovery controls rather than rebuilding the tournament.

Where do I see the current and upcoming bouts?

Live Control shows Now Wrestling, On Deck, In the Hole, Coming Up, and later bouts for each mat.

Are all configured mats visible in Live Control?

Yes. Live Control keeps every configured mat, from 1 through 18, in the primary Live Mats grid. Director Controls stay collapsed below the full grid so normal mat status is visible first.

Can the Director place a ready bout at an exact position?

Yes. Open Director Controls, then Place Bout. Choose any eligible ready bout, any safe mat, and Now Wrestling, On Deck, In the Hole, or Coming Up. MatCommand refuses unresolved, completed, active, result-pending, wrestler-conflict, or paused-mat placement.

What does Push to Scorer do?

It re-sends the current assigned bout to that mat's scoring station. It does not create a new bout or change the bracket.

When should I re-push a bout?

Use it after a scorer reconnects, when a scorer is showing an old screen, or after the Director verifies the correct current assignment.

Can I move a bout to another mat?

An unstarted active bout can be moved only before any time, score, period, stall, caution, injury, or other match activity exists. Follow the Director confirmation and verify both scorer stations.

Why is a future bout marked blocked?

A required feeder result, participant, rest buffer, or other safety condition is unresolved. Complete or correct the prerequisite rather than forcing a guessed participant.

Can the Director release a later elimination bout before the whole round is complete?

Only through the narrow Release Bout control when both direct feeder bouts are complete, both wrestlers are resolved and available, neither is active or already queued, and the recovery buffer is satisfied. It queues only that bout and never rewrites advancement.

Does Release Bout break bracket advancement?

No when the control is available. Its safety checks require resolved feeder results and preserve the existing bracket graph. It must not be used to invent or override participants.

What does Repair Pending Queue do?

It refreshes queued and pending placements from the current canonical state. It does not alter completed or active bouts.

How do I add a walk-up or coach-requested Scramble bout?

Only the Director can choose + Add Scramble Bout. Add any late wrestler to the roster first, select two eligible wrestlers, review the displayed age, weight, rating, team, and approval guidance, then assign the mat. The bout follows the same scorer, local display, Parent Portal, Tournament Cloud, result, and audit paths as an automatically scheduled bout. A scorer cannot create this bout.

What does Pause New Bouts do?

It prevents additional bouts from being started while active bouts and Director review continue. Use it to stabilize an event without stopping clocks already in progress.

Can I pause only one mat while the other mats continue?

Yes. Open Director Controls, then Mat Flow. Select the mat and choose Pause New Bouts on Mat. The mat stays visible with its queue and a PAUSED banner; its active bout can finish and queued bouts can be moved away, while all other mats continue. Choose Resume New Bouts on Mat when the delay is over.

How does a scorer request a delay?

The scorer chooses Request Delay. The Director reviews the request in Live Control and can move or hold the bout using the available safety controls.

How do I call a wrestler or communicate with one mat?

Use the Director Message area, select the mat, enter a short instruction, and choose Send. The scorer page also provides Call Wrestler and Request Delay controls.

Why should Start Idle Mats not be clicked repeatedly?

Starting idle mats should fill only idle assignments. Active mats must not be repushed or restarted. Verify the queue status before using the control.

How do I end a tournament?

Complete the remaining required results, confirm Tournament Complete status, save, create a recovery point, and export a Full Event Backup. Ending a Cloud event is a separate public-publishing action.

Scoring Station Operation and Troubleshooting

Each scoring table uses its assigned mat URL and confirms the wrestlers before beginning the bout.

How does a scoring station connect?

Open <http://DIRECTOR-IP:PORT/scoring.html?mat=1> and replace 1 with the assigned mat number. Use Device Links to copy or display the correct addresses.

What should the scorer verify before beginning?

Confirm the mat number, bout number, wrestler names, teams, and red/green corners. Mark both wrestlers present before Begin Bout.

Can red and green corners be swapped?

Yes. Use Swap Corners on the scorer check-in screen. The scoring screen and public projection follow the active corner assignment.

Why is the scoring station locked?

Another device currently owns that mat's scorer lease. Use the scorer takeover PIN only when the Director confirms the original device should be replaced.

What if the scorer tablet disconnects?

Reconnect it to the same tournament network, reopen the same mat URL, then have the Director choose Push to Scorer if the current bout does not return automatically.

What if the scorer shows the wrong bout?

Do not score it. Confirm the mat number and Director queue, then use Push to Scorer for the correct current bout.

How is a no-show recorded?

Use Red No Show - Green Wins or Green No Show - Red Wins from the check-in workflow when that is the correct result.

How is an injury default or disqualification recorded?

Use the scorer match tools or manual result controls for Injury Default or Disqualification. Do not substitute a normal points result.

How do I record a completed paper bout?

Choose B# Enter result next to the active bout. Click the winner; the name turns gold. Optionally choose how they won. Pin / Fall, Injury Default, and Disqualification need no scores. Fall time is optional: 2:15 becomes 2:15; blank stays unrecorded. Choose B# Submit result and wait for the saved notice. Hidden score drafts cannot block these outcomes. Switching back to Decision restores the score draft for correction.

What if the scorer needs help from the Director?

Use Request Delay or Call Wrestler and wait for the Director response. The Director can also send a message directly to that mat.

What should happen before Finalize Bout?

Verify final score, winner, period/clock state, and result method. Finalization writes the result, audit trail, bracket/group advancement, and next queue actions.

Can a completed result be corrected?

Yes. In Director Live Control, find Completed on this Mat, choose Correct or View Log, restore the protected pre-result checkpoint, and re-enter the correct result. Review downstream effects before continuing.

What should I do if a rebuilt match displays an old clock or period?

Stop and do not score that bout. Confirm the Director completed the rebuild and the scoring station shows the rebuilt bout. Reopen the exact mat link or choose Push to Scorer once. If the old clock remains, use Reset Entire Match only as an emergency recovery control and send a Full Event Backup to support because a normal rebuild must discard old scoring state automatically.

When should I use Reset Period Clock instead of Reset Entire Match?

Use Reset Period Clock only to restore the current period to its full configured duration while keeping the current period, score, penalties, and scoring history. Use Reset Entire Match only when the assigned bout itself must return to pre-bout verification with Period 1, a full clock, zero scores and penalties, cleared injury timers, and cleared scoring history. Previous Period moves back one period and resets that period clock while preserving scores and penalties.

What does the time shown next to Fall mean?

Fall 1:45 means the pin occurred after one minute and forty-five seconds of total wrestling time. It is the elapsed match time recorded when the Fall result is finalized.

Is fall time the clock remaining or total match time?

It is total elapsed match time, not the time remaining on the active period clock. For example, after a completed one-minute first period, a fall with 15 seconds remaining in a one-minute second period is recorded as Fall 1:45.

How is fall time calculated when periods have different lengths?

MatCommand adds the configured duration of every completed regulation period, then adds the elapsed portion of the current period. It also includes completed overtime segments and elapsed time in the active overtime segment. A 1:00 / 1:30 / 1:30 schedule therefore uses the actual configured duration of each period.

Why do some older results display only Fall?

Older saved tournaments and Cloud records may identify a Fall without storing a reliable numeric elapsed time. MatCommand displays Fall for those records and does not invent Fall 0:00 or modify the old result merely by loading it.

What happens to fall time when a result is undone or corrected?

Undo Result or reopening the completed match removes the stored fall time. Changing the result method away from Fall also removes it. Finalizing a corrected Fall records the corrected elapsed time and sends that corrected result to connected local and Cloud views.

Network, Director Control, and Device Communication

A dedicated private router is the most reliable tournament-day network. Internet is optional for local operation.

Do all local devices need the same network?

Any local devices in use - the Director, electronic scorer tables, mat displays, and local viewers - must be on the same private LAN or Wi-Fi network. A paper-only event may run with the Director computer and zero scorer devices.

Should I use guest Wi-Fi?

No. Guest networks often isolate devices from one another. Use a dedicated tournament router or the Director laptop's Mobile Hotspot.

Can the tournament run without Internet?

Yes. Internet is optional for local scoring, clocks, displays, saving, and recovery after activation. Internet is needed for public Cloud updates and initial online activation.

What is the common Windows Mobile Hotspot address?

The Director laptop commonly uses 192.168.137.1. A Mat 1 scorer would then use <http://192.168.137.1:8765/scoring.html?mat=1> when port 8765 is active.

Should VPNs be enabled?

No. Disable VPNs on tournament devices unless your network administrator has explicitly validated local-device routing. VPNs commonly block discovery or send traffic away from the tournament LAN.

How do I test the tournament network?

Open Tools and choose Run Network Test after connecting any electronic scorer and display devices you plan to use. Review Director HTTP, Live State API, Director socket, configured scorer mats, and public displays. For paper-only operation, zero scorer devices is the expected result.

What firewall access is required?

MatCommand uses TCP ports 8765-8774 for the exact MatCommand executable. The installer creates one inbound rule for Private and Public venue-network profiles, limited to devices on the same local subnet. Never create a broad Any-port or Internet-wide rule.

Why does a remote browser open read-only?

A remote device cannot automatically claim initial Director ownership. The local Director browser owns the session; remote takeover requires the configured Director PIN.

What does Live Event Lockdown protect?

After start it requires typed confirmation for dangerous changes such as reset, roster imports/deletes, format or mat-count changes, backup loads, and checkpoint restores. Safe live operations remain available.

How do I know which scorer stations are connected?

The Wizard, Tournament Readiness, Device Links, Live Control, and Tools network test show scorer presence by mat. Online identifies an electronic mat; PAPER identifies a mat with no scorer device. Partial, missing, wrong, or extra coverage remains visible for review but does not block Tournament Check or Start.

Saving, Recovery, Backups, and Power Loss

Use three layers: automatic saves, deliberate recovery points, and portable Full Event Backup archives.

How often does MatCommand autosave?

The active tournament autosaves every 60 seconds. Manual Save Now remains available for deliberate checkpoints between major actions.

When should I choose Save Now?

After roster review, after building, before start, after major corrections, and whenever the Director wants an immediate current-state save.

What is Recovery Point Now for?

Create one before finals, corrections, queue repairs, roster withdrawals, or any risky live change. It gives the Director a deliberate restore boundary.

What appears in Tournament Recovery at startup?

MatCommand lists the newest valid tournament and available recovery, autosave, data-file, and legacy entries. Resume Latest Tournament is normally the fastest safe choice.

What is Export Full Event Backup?

It creates one support/archive ZIP containing tournament state, recovery entries, public viewer state, restore points, autosave checkpoints, logs, and recent backups.

How is Export JSON Backup different?

JSON Backup is a lighter tournament-state restore file. Full Event Backup is preferred for support, archiving, or moving an entire event because it includes the broader recovery package.

How do I load a backup?

Use Tools > Load Backup and select a supported JSON backup or Full Event Backup ZIP. During a live event, Live Event Lockdown requires explicit confirmation.

Where are installed tournament files stored?

Installed builds use %LOCALAPPDATA%\MatCommand\Tournament. Portable builds use MCTournament_Data beside the extracted application.

What should I do after a power failure?

Restart MatCommand, use Tournament Recovery, load the newest valid clean entry, and verify current bouts and queues. Reconnect only the mats intended for electronic scoring, keep paper mats on printed sheets, then run Tournament Check. Use Push to Scorer only for electronic mats that need the current assignment again.

What if the newest save is corrupt?

Recovery validation skips an invalid latest save and offers the newest valid recovery entry. Do not overwrite all recovery files while investigating.

What should I send support for a recovery problem?

Send the Full Event Backup ZIP, the version number, tournament name/date, approximate problem time, affected mat/bout, and a plain description of the last successful action. Do not send private signing keys or passwords.

Tournament Cloud, Public Viewer, QR, and Parents

The local Director state remains authoritative. Cloud is a read-only public projection that can be used from any Internet connection.

How do I publish a tournament online?

In Stage 5, Check and Start, select Publish this tournament online and choose Publish Online. Wait for Cloud Live, then copy the viewer link or print the public QR.

Can parents use cellular service or home Wi-Fi?

Yes. The Cloud viewer is Internet-accessible and does not require the parent to join the tournament's local network.

What can parents see?

The sanitized public projection can show tournament identity, roster names and teams, live mats, current and upcoming bouts, scores and clocks, brackets, results, and event-scoped athlete lookup.

Can parents change tournament data?

No. The public viewer is read-only and never receives the Director authorization token or complete private tournament state.

Are On Deck and In the Hole shown publicly?

Yes. Current public views include Now Wrestling, On Deck, In the Hole, and the published upcoming information available for each mat.

Are live score and period shown?

Yes, when the scorer station has begun and synchronized the bout. Public updates are intentionally lighter than local scoring traffic so Cloud cannot affect tournament performance.

Do public brackets look like brackets?

Elimination formats use bracket-form layouts in the Cloud viewer. Round Robin and Scramble use format-appropriate group or bout views rather than inventing an elimination tree.

Where does the QR code come from?

After Cloud is live, choose Print Public QR in Stage 5 or Share / Print QR on the viewer. Print or display the branded page where parents can scan it.

What if another tournament is already public?

MatCommand warns the Director and requires the separate confirmed End Previous Event & Publish This One action. That ends only the previous public session and does not delete either local tournament.

Why is the public viewer blank or showing the old event?

Verify the current tournament name/date, confirm Stage 5 shows Cloud Live for the current public ID, use the new viewer link, refresh the parent page, and choose Retry Cloud if the Director reports a pending mismatch. Do not rebuild the local tournament to fix a Cloud publication issue.

What if the Internet drops during wrestling?

Local scoring continues. Cloud status can retry automatically or when the Director chooses Retry Cloud. Parents may see stale data until connectivity returns.

How do I stop public updates?

Use End This Cloud Event when the event should no longer be public. This does not stop or delete the local tournament.

Does Athlete ID matching expose all wrestlers globally?

No. Parents search the current published tournament roster. The permanent athlete database is not exposed through unrestricted global public name search.

Does publishing a tournament rebuild or reset its matches?

No. Publishing sends the current sanitized public tournament state online. It does not rebuild matches, change match identities, reset clocks or scores, or alter the local tournament graph. Rebuilding is a separate intentional Director action.

Public and Local Displays

Local viewers run on the tournament network. Cloud viewers provide a similar read-only experience over the Internet.

What is the local public viewer address?

Use `http://DIRECTOR-IP:PORT/viewer.html` from a device on the same tournament network.

What is the parent finder address on the local network?

Use `http://DIRECTOR-IP:PORT/parent.html`. The Cloud viewer provides event-scoped athlete lookup for Internet users.

Do viewers consume licenses?

No. Public viewers, parent viewers, mat displays, and bracket displays do not consume Director activations.

Why does a display show no data?

Confirm the display is on the same network, the active port is correct, the tournament is built, and the Director network test sees the display. Refresh after the Director state is available.

Can a public display reveal Director audit history or licensing details?

No. Public pages use the sanitized public projection and cannot retrieve Director audit history, recovery state, licensing details, or complete private roster data.

Printing, Reports, Standings, and Audit Logs

Print and export before tournament day when possible, then repeat after the final result for the archive.

Can I print brackets?

Yes. Use Print for bracket sheets and use Brackets for live bracket viewing and bracket displays.

Can I print mat-assigned bouts?

Yes. Mat-assigned bout sheets and schedules are printable, including Scramble assignments, so paper can be used as an operational backup.

Can I print a Scramble schedule?

Yes. After build, use View Scramble Mat Assignments & Scheduled Matches and the Print page to produce mat-ready bout lists.

Where are standings and records shown?

Use Standings for wrestler and team results, records, points, and placements. Public standings use only sanitized published data.

What is the Match Audit Log?

Each completed bout retains searchable scoring order, period and clock context, result revisions, and Director activity for review. It can be printed or exported as JSON.

What should I archive after the tournament?

Export Full Event Backup, final brackets, standings, mat/bout reports, and any required audit logs. Store private roster exports separately from public reports.

How do I finish and lock a completed tournament?

Finish every required bout and confirm there is no active, queued, ready, or pending work. When Tournament Status shows Ready to Complete, choose the final gold Complete Tournament button and confirm. Then print or export final records, create a Full Event Backup, and end the correct Cloud event if it was published.

Performance and Large Multi-Mat Events

MatCommand is designed so local scoring stays authoritative and Cloud work remains optional and asynchronous.

Can MatCommand handle hundreds of wrestlers and many mats?

Yes, but tournament-day reliability depends on the Director laptop, browser, and network. Rehearse the exact roster, format, and mat count before the event, especially for 500-wrestler or 9-mat configurations.

What computer setup is recommended?

Use a modern Windows laptop on AC power, disable sleep, keep adequate free disk space, close heavy unrelated applications, and use a dedicated tournament router.

What network setup is recommended for 7 to 9 mats?

For electronic scoring, use a dedicated dual-band router or validated wired access points, keep every scoring device on the same private LAN, avoid guest isolation, and perform the Tools network test with every configured mat connected. Paper-only events may use zero scorer devices.

Can Cloud traffic slow local scoring?

Cloud publication is designed as an asynchronous, read-only projection. Cloud outages or retries must not block local scoring, clocks, saving, displays, or recovery.

What if Live Control feels slow?

Stop opening duplicate Director tabs, close unrelated browser tabs and applications, verify the local network, avoid repeatedly repushing active mats, save a recovery point, and inspect queue/device status before making structural changes.

Should every workflow be tested before the event?

Yes. Import the actual roster, build the intended format, and rehearse the scoring method you will actually use. For paper mats, print sheets and enter a sample result from Director Live Control. For electronic mats, connect the correct scorer link and run a sample bout. Also test results, reports, the viewer, recovery, and Tournament Check.

Fast Troubleshooting Checklist

Use the narrow fix that matches the symptom. Avoid resetting or rebuilding a live tournament unless support confirms it is necessary.

MatCommand will not open. What should I check?

Confirm the MatCommand process is running, open the Start Menu shortcut again, try the printed localhost address, verify no security software quarantined the signed executable, and inspect whether port 8765 or a fallback port is listening.

The page says Director authorization required or returns 403. What does that mean?

The request came from a browser without the active connection-bound Director authorization. Use the active local Director tab or explicitly take control with the Director PIN. Do not weaken private endpoint protection.

The Director page says another Director is active. What should I do?

Return to the active tab, or enter the takeover PIN only when you intend to transfer control. A successful takeover disconnects the prior Director.

A scorer is offline. What is the fastest safe recovery?

Reconnect the device to the correct network, reopen its exact mat URL, confirm the mat lock, and choose Push to Scorer for the current bout.

Why does a scorer say it is syncing the current Director state?

The scorer is verifying the exact Director assignment before enabling controls. The current release automatically retries the authoritative replay and confirmation if a network message is lost. If the banner remains for more than a few seconds, confirm the device is on the correct network, reopen the same mat URL, then verify the current bout in Live Control and choose Push to Scorer once.

A scorer cannot begin a bout. What should I check?

Confirm both wrestlers are marked present, the bout is the Director's current assignment, no other device owns the mat lock, and no unresolved blocked-feeder condition exists.

The Wizard looks like it reset after loading. What should I do?

Check the tournament name, roster, format, mats, built count, and Tournament Check status. Load the intended clean recovery entry if the state is wrong. Do not clear the tournament simply because a card is red.

Where does Tournament Check show its result?

The result stays beside the Run Tournament Check button and says Tournament is ready to run or Tournament needs review. The page does not jump. Choose Open Full Summary only when you want the complete detailed report at the top of the page; the same check is also available under Tools/Admin.

The public event is unavailable. What should I do?

Confirm the current event is Cloud Live, use the current viewer URL, refresh the public page, and use Retry Cloud. If another event owns the license, use the confirmed end-and-publish workflow.

The backup folder opened behind MatCommand. What should I do?

Choose Open Backup Folder again or use Windows task switching. The current release requests the folder in the foreground, but Windows focus policy can still affect Explorer.

Which information should accompany a support request?

Include the running MatCommand version from About, the Windows version, tournament name/date, format, wrestler and mat counts, exact bout/mat, approximate time, screenshots, and a Full Event Backup. Email MatCommand@outlook.com.

What should I never do during troubleshooting?

Do not distribute private license keys, delete all recovery files, rebuild a live elimination graph to remove a wrestler, edit canonical state files by hand, or create broad Any-port firewall rules. The installer limits local device access to TCP ports 8765-8774 from the same subnet on Private and Public venue-network profiles.

Director Results and Digital Scorer Fallback

Start the exact bout, confirm Now Wrestling, then enter the referee-confirmed result.

Can the Director enter a result when a digital scorer fails?

Yes. If the bout is still On Deck, choose the gold Start B# action on that mat first. Confirm that the exact bout and wrestlers now show as Now Wrestling. Then choose B# Enter Result, click the winning wrestler, optionally add how they won, scores or Fall time, and submit. Digital scoring mode stays unchanged. A specifically paused mat must be resumed before starting another bout, and a result already pending must finish recovery first. Future/TBD bouts and wrestlers active on another mat remain protected.

What happens when the scoring tablet returns after a Director result?

Reconnect to the same mat URL. The saved Director result remains official; a later conflicting scorer result must not replace it. Verify the completed bout before resuming new bouts. If the whole mat will use paper for future bouts, change its scoring mode only after the current assignment and any pending result are safely finished.

Which No Show button should the scorer choose?

Choose the absent wrestler: Green No Show selects Red as the winner; Red No Show selects Green. The result opens with the correct winner and Forfeit / DNS already selected. Verify the winner name and choose Submit Result. Swapped corners follow the names currently shown. Back to Match returns to presence verification without starting the clock.