

Updated July 24, 2026 - 168 verified questions and answers

COMPLETE OPERATIONS & TROUBLESHOOTING GUIDE

Search every major MatCommand Tournament workflow: install, licensing, setup, CSV/XLSX rosters, Athlete IDs, mid-tournament withdrawal, formats, mats, scorers, saving, recovery, Cloud, parents, printing, performance, and day-of troubleshooting.

Accuracy: This guide describes MatCommand Tournament V12.044. Screenshots were captured from the real signed V12.040 application and remain accurate for this focused FAQ and roster-template patch; no mock interfaces or generated screens are used.

Showing 168 answers.

1. Install, Update, and Open MatCommand

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

+ What version does this FAQ document?

+ Where should customers download MatCommand Tournament?

+ Is the production installer digitally signed?

+ How do I install MatCommand on Windows?

+ How do I update to a newer version safely?

+ **Will an update erase my tournaments?**

+ **Why does MatCommand open in a browser?**

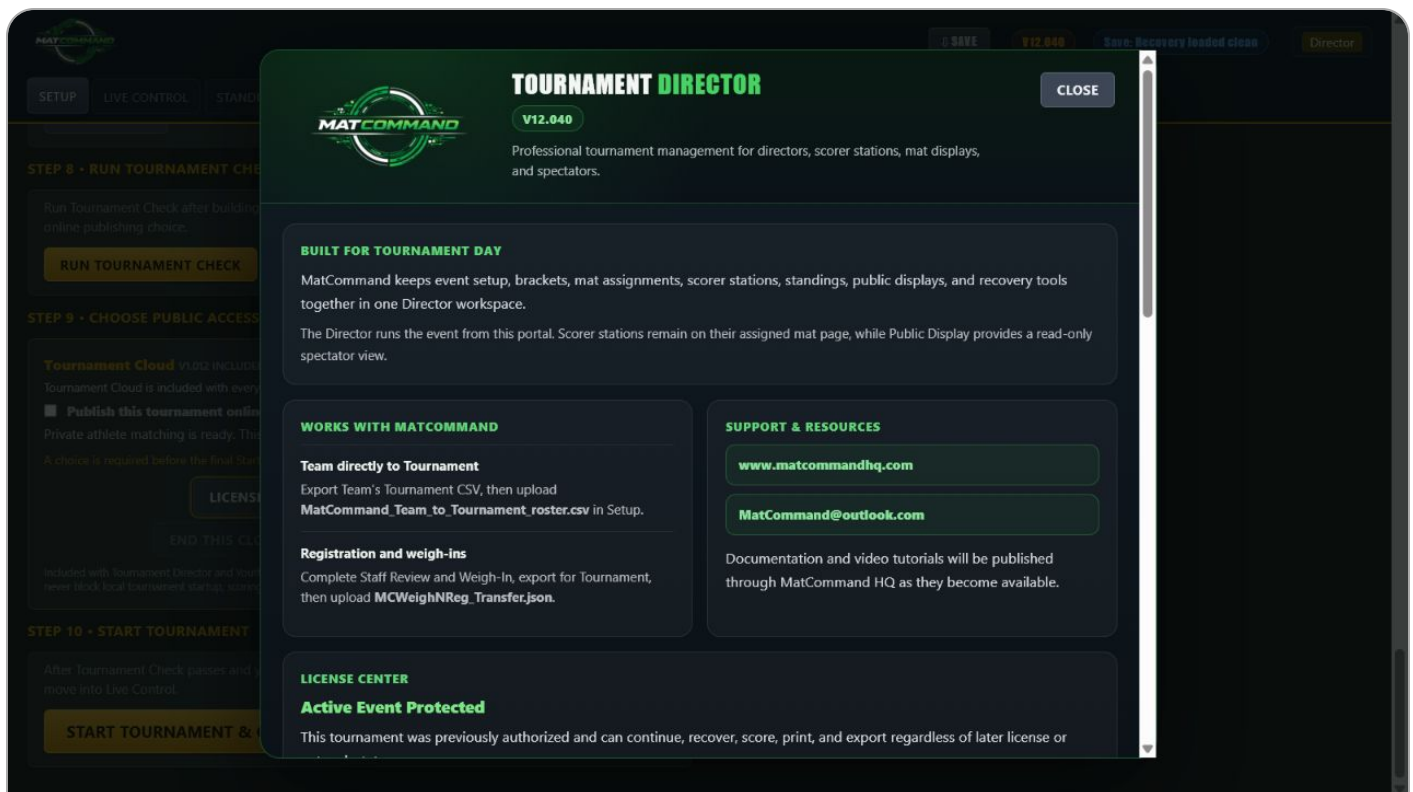
+ **What address opens the Director page?**

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

+ **How do I close MatCommand cleanly?**

2. Licensing, Purchase, and Computer Activations

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



Actual V12.040 Tournament Director and License Center overview.

+ What does Tournament Director cost?

+ What is the Youth Organization plan?

+ Is Tournament Cloud an add-on?

+ How does online activation work?

+ How does a PayPal purchase become a license?

+ Can I activate a customer without Internet?

+ Which devices consume activations?

+ How many Director computers can be activated?

+ What if a licensed laptop is replaced?

+ Will an Internet outage stop a tournament?

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

+ Can two browsers control the Director at the same time?

+ What is the default Director or scorer takeover PIN?

3. Setup Wizard and Tournament Check

The safest workflow is to follow the ten numbered steps in order and treat the gold action as the next required task.

TOURNAMENT SETUP WIZARD

Complete the highlighted step, then use the gold **Do This Next** button. Every step card is clickable and moves directly to that section. The wizard also advances after roster import, format selection, mat selection, building, Tournament Check, and the public-access choice.

Before beginning: reset and clear the existing tournament if this is a new event. This prevents old wrestlers, mats, queues, brackets, or Tournament Check results from carrying over.

COMPLETE STEP 1
Reset / Clear Tournament
Reset intentionally skipped. Existing data will remain.

COMPLETE STEP 2
Tournament Information
Name and date are set.

COMPLETE STEP 3
Import CSV or Add Wrestlers
16 wrestlers loaded.

COMPLETE STEP 4
Select Tournament Format
grapevine format confirmed.

COMPLETE STEP 5
Configure Mats
2 mats selected.

COMPLETE STEP 6
Review and Build
24 bouts built: seed order is locked.

NEXT STEP 7
Connect Scorer Stations
0 of 2 scorer mats visible.

COMPLETE STEP 8
Run Tournament Check
Tournament Check passed.

REQUIRED STEP 9
Choose Public Access
Choose Publish Online or Continue Locally.

COMPLETE STEP 10
Start Tournament
Tournament started.

CONNECT SCORER STATIONS **DEVICE LINKS** **RUN TOURNAMENT CHECK**

Run Tournament Check before Live Control. Fix every red item and review every gold warning before wrestling starts.

Allow multi-division wrestlers
Use this only when a wrestler is intentionally entered in more than one division. MatCommand will still warn about

TOURNAMENT READINESS

Check this list before wrestling starts. Fix every red item and review every gold item.

- Tournament name
Ready.
- Roster
16 wrestlers loaded.
- Tournament format
grapevine confirmed.
- Mats configured
2 mats selected.
- Matches built
24 total bouts, 0 completed, 2 active, 22 queued.
- Director live socket
Connected.
- Scorer stations
0 / 2 scorer mats online. Scorer missing. Check that mat device before live wrestling.
- Tournament Check
Passed. No blocking issues.
- Public access choice
Choose online or local-only operation before starting.

Last Tournament Check: 8:55:57 AM • CLEAN. Full details are under Tools/Admin.
PASSED CHECKS

Actual V12.040 Setup Wizard with completion, required, and next-step status.

+ **What are the ten Setup Wizard steps?**

+ **Should a new tournament always start at Step 1?**

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

+ **Why does a Wizard card move me down the page?**

+ **When do I configure mats?**

+ **When must I edit seeds?**

+ **What does Tournament Check do?**

+ **When should I run Tournament Check?**

+ **Why is Start Tournament disabled or gold?**

+ **Can I start locally if Cloud is unavailable?**

4. 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.

EXPORT REUSABLE ROSTER

CSV headers — put this exact line at the top:
Name,Weight,Division,Team,Record,Skill,BirthDate,MatCommandAthleteId

Example row: Jake Torres,68,8U,Pemberton,5-2,Novice,2017-04-12,MCA-ABCD-EFGH-JKMP. Only Name and Weight are required. BirthDate is private; MatCommandAthleteId provides exact repeat-tournament matching.

MANUAL ENTRY — ADD ONE WRESTLER

Name: First Last, Weight (lbs): 68, Division: Bantam (Ages 7-8)

Team: — Select team —, Record: 0-0, Birth date (private, optional): mm/dd/yyyy

Skill: Not Set

Option 3 — Paste CSV rows or roster text

Jake Torres, 68, 8U, Pemberton, 5-2, Novice, 2017-04-12, MCA-ABCD-EFGH-JKMP
Mike Rivera, 72, 10U, Bordentown, 3-4
One wrestler per line: Name, Weight, Division, Team, Record, Skill, BirthDate, MatCommandAthleteId

VERIFY WRESTLERS, CHOOSE ROSTER FILE

MatCommand Team or Weigh-In transfer help

Accepted formats: MatCommand Team Tournament CSV, MatCommand Weigh-In & Registration transfer JSON, CSV, XLSX, XLS - Supported columns: Wrestler ID, Name, WrestlerName, FirstName, LastName, Weight, LB, LBS, Pounds, Weight Class, Division, Category, Div, Team, Record, Skill, BirthDate, DOB, MatCommandAthleteId - Record column: use W-L format (e.g. 5-2)

6	Brandon Lee	8U	55	55	Mat Kings	0-0	0-0 verified	—	EDIT	x
7	Ethan Brooks	10U	65	65	Mat Kings	0-0	0-0 verified	—	EDIT	x
8	Logan Diaz	12U	75	75	Mat Kings	0-0	0-0 verified	—	EDIT	x
▼ Shore Wrestling 4 wrestlers										
9	Colton Reed	6U	45	45	Shore Wrestling	0-0	0-0 verified	—	EDIT	x
10	Ryan Cole	8U	55	55	Shore Wrestling	0-0	0-0 verified	—	EDIT	x
11	Dylan Price	10U	65	65	Shore Wrestling	0-0	0-0 verified	—	EDIT	x
12	Mason Kelly	12U	75	75	Shore Wrestling	0-0	0-0 verified	—	EDIT	x
▼ Warhawks 4 wrestlers										

Actual V12.040 roster import, canonical headers, manual entry, and loaded roster.

+ **Which roster file types can MatCommand import?**

+ **Where can I download roster templates?**

+ Should I use CSV or XLSX?

+ What is the exact preferred header row?

+ Which roster fields are required?

+ How should Weight be entered?

+ How should Record be entered?

+ How should BirthDate be entered?

+ What Skill values should I use?

+ Can I rename or reorder the columns?

+ Which Excel worksheet is imported?

+ Can I paste roster rows instead of uploading a file?

+ Can I enter wrestlers one at a time?

+ How do I transfer a Team roster into Tournament?

+ How do I transfer weigh-in data?

+ What should I do if an import reports bad rows?

+ How do I reuse a roster at another event?

+ Is a reusable roster safe to post publicly?

5. 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?

+ Does preparing Athlete IDs make the event public?

+ How is a returning wrestler matched?

+ What if the wrestler changed teams?

+ What if I have only a matching name?

+ What if a nickname or spelling changed?

+ Which record is used for seeding?

+ Can I use the verified record for seeding?

+ What do parents see about an athlete?

+ Is BirthDate public?

+ Can MatCommand fix a bad Athlete ID link?

6. 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?

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

+ Can I remove a wrestler who is currently wrestling?

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

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

+ What if the wrestler never arrived?

+ What if the wrestler is injured during a bout?

+ What if the wrestler is disqualified?

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

+ Should I rebuild an elimination tournament after wrestling has started?

7. 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?

+ When should I use Single Elimination?

+ When should I use Double Elimination?

+ When should I use Round Robin?

+ When should I use Scramble/Grapevine?

+ Why must seeding happen before Build Tournament?

+ What does Build Tournament change?

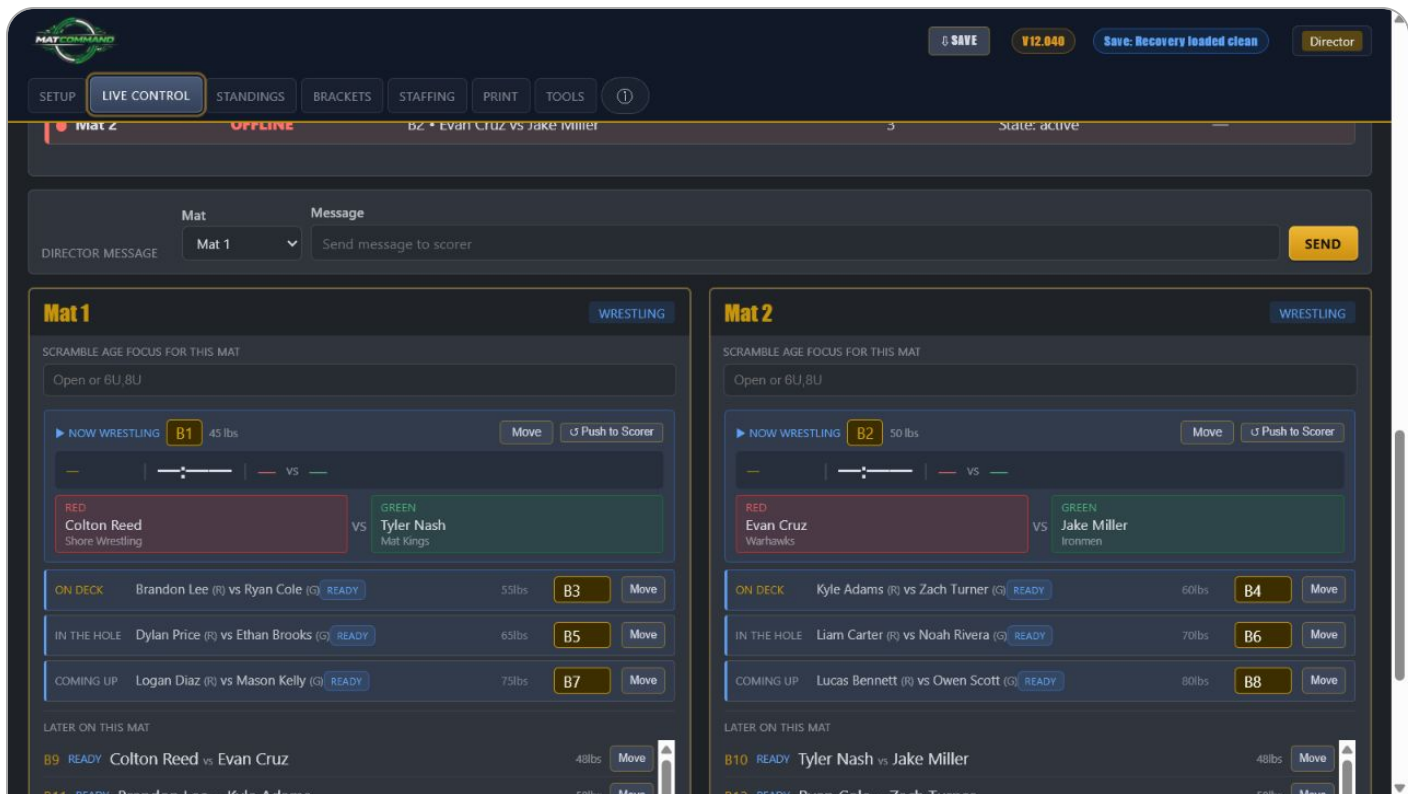
+ When is it safe to rebuild?

+ Why does Start Tournament say Build matches first?

+ Can the same wrestler enter more than one division?

8. 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.



Actual V12.040 Live Control with current, On Deck, In the Hole, Push to Scorer, and Director messaging.

+ Where do I see the current and upcoming bouts?

+ What does Push to Scorer do?

+ When should I re-push a bout?

+ Can I move a bout to another mat?

+ Why is a future bout marked blocked?

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

+ Does Release Bout break bracket advancement?

+ **What does Repair Pending Queue do?**

+ **What does Pause New Bouts do?**

+ **How does a scorer request a delay?**

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

+ **Why should Start Idle Mats not be clicked repeatedly?**

+ **How do I end a tournament?**

9. Scoring Station Operation and Troubleshooting

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

The screenshot displays a digital interface for a wrestling scoring station. At the top, a yellow triangle icon precedes the title "VERIFY WRESTLERS". Below this, a subtitle reads "Bout 1 — 45lbs — Verify wrestlers are on the mat". The interface is divided into two main columns for the wrestlers: "Colton Reed" (Shore Wrestling) on the left and "Tyler Nash" (Mat Kings) on the right, separated by a "VS" and a "Swap Corners" button. Below the wrestler names are two status indicators: a red square with the text "Red corner wrestler is present and ready" and a green square with the text "Green corner wrestler is present and ready". A section titled "MAT COMMUNICATION" contains two buttons: "Call Wrestler" and "Request Delay". At the bottom of this section are two buttons for no-show scenarios: "RED NO SHOW — GREEN WINS" and "GREEN NO SHOW — RED WINS". The entire interface is topped by a large, prominent "BEGIN BOUT" button.

Actual V12.040 scorer check-in with wrestler verification, corner swap, communication, no-show, and delay controls.

+ How does a scoring station connect?

+ What should the scorer verify before beginning?

+ Can red and green corners be swapped?

+ Why is the scoring station locked?

+ What if the scorer tablet disconnects?

+ What if the scorer shows the wrong bout?

+ How is a no-show recorded?

+ How is an injury default or disqualification recorded?

+ What if the scorer needs help from the Director?

+ What should happen before Finalize Bout?

+ Can a completed result be corrected?

10. Network, Director Control, and Device Communication

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

The screenshot displays the Matcommand V12.040 software interface. At the top, there are buttons for 'SAVE', 'V12.040', 'Save: Recovery loaded clean', and 'Director'. Below these are tabs for 'SETUP', 'LIVE CONTROL', 'STANDINGS', 'BRACKETS', 'STAFFING', 'PRINT', and 'TOOLS' (which is currently selected). The main content area is divided into two sections: 'NETWORK' and 'SECURITY & LOGS'.

NETWORK Section:

- Connection Setup:** A dropdown menu shows 'Dedicated Tournament Router - Recommended'. To the right, a text field contains 'Matcommand_Tournament' under the label 'Wifi / Network Name'.
- Dedicated Router Mode:** A text box explains: 'recommended for tournament day. Connect the Director laptop, scorer tables, mat displays, and public viewer to the same private tournament router. Network name: **Matcommand_Tournament**. All devices must stay on the same local network or WiFi. Internet access is optional and is not required for tournament operation.'
- TOURNAMENT NETWORK TEST:** A section with a 'RUN NETWORK TEST' button. Below it, a status table shows:

Overall	Director HTTP	Live State API	Director Socket	Server Snapshot	Scorer Mats Online	Public Displays	Last Run
Not Run	Not Confirmed	Not Confirmed	Connected	No Reply	0 / 2	0	Never
- Not Run Mode:** A text box states: 'Mode: Dedicated Tournament Router Director URL: http://127.0.0.1:8765/. Missing scorer connection for Mat 1, Mat 2. Dedicated router mode is selected. If scorer tables or displays are missing, confirm every device is connected to the tournament router and not the building WiFi or a phone hotspot.'
- A note at the bottom of the network section says: 'Run this after scorer tables, mat displays, and public viewer devices are connected. Network mode guidance is shown above.'

SECURITY & LOGS Section:

- LIVE EVENT LOCKDOWN:** A section with a 'LOCKED' status. Text below reads: 'Tournament has been started. Reset, rebuild, roster imports/deletes, format changes, mat-count changes, backup loads, and checkpoint restores require typed confirmation. Safe live operations remain.'
- DIRECTOR PIN:** A section with a 'PIN' field, 'UPDATE', and 'RESET' buttons. Text below says: 'Active director only. Director lock settings. Restart resets PINs to 2468.'
- SCORER PIN:** A section with a 'PIN' field, 'UPDATE', and 'RESET' buttons. Text below says: 'All mats use the same scorer takeover PIN.'

Actual V12.040 network test, Director/scorer PIN controls, and Live Event Lockdown.

+ Do all local devices need the same network?

+ Should I use guest Wi-Fi?

+ Can the tournament run without Internet?

+ What is the common Windows Mobile Hotspot address?

+ Should VPNs be enabled?

+ How do I test the tournament network?

+ What firewall access is required?

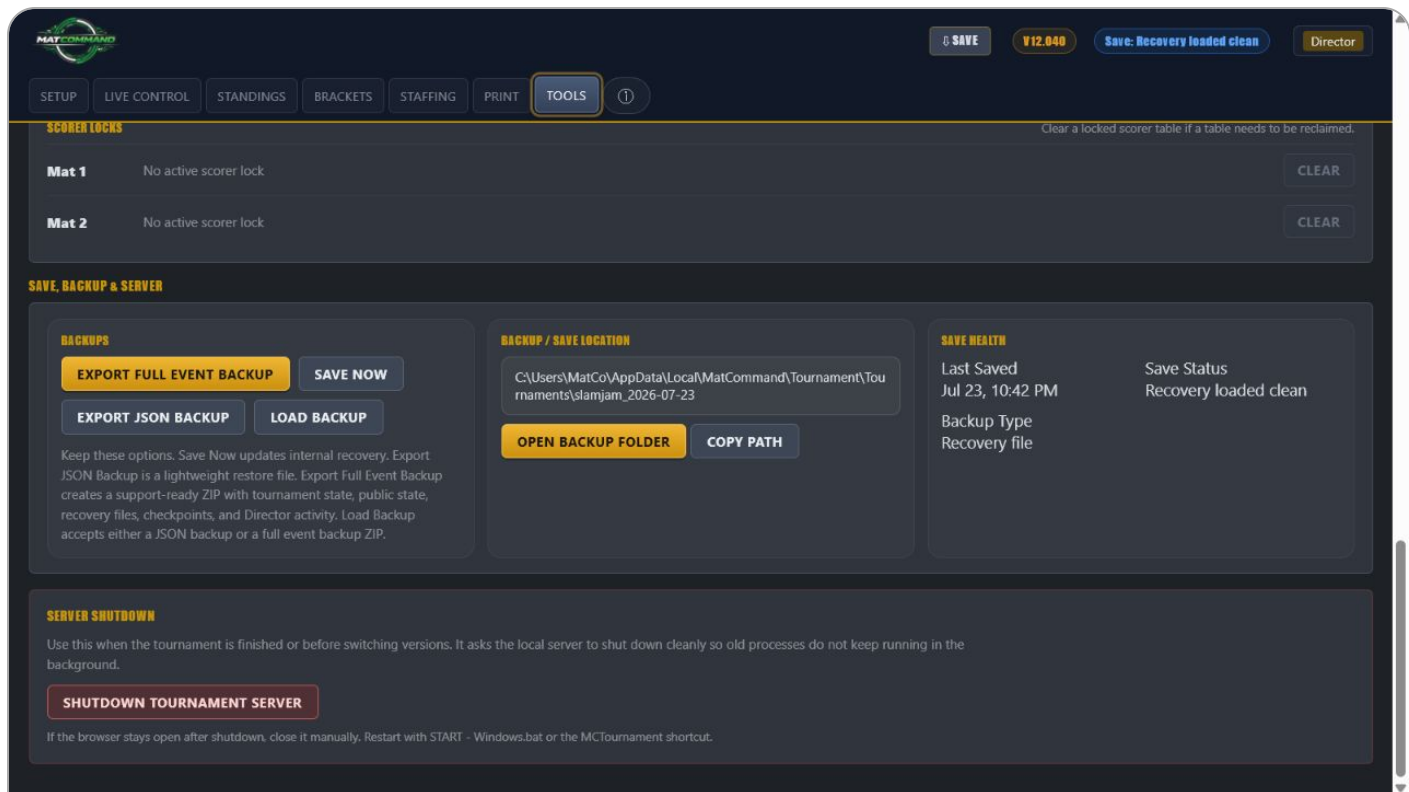
+ **Why does a remote browser open read-only?**

+ **What does Live Event Lockdown protect?**

+ **How do I know which scorer stations are connected?**

11. Saving, Recovery, Backups, and Power Loss

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



Actual V12.040 Save, Full Event Backup, backup location, and save-health controls.

+ **How often does MatCommand autosave?**

+ **When should I choose Save Now?**

+ What is Recovery Point Now for?

+ What appears in Tournament Recovery at startup?

+ What is Export Full Event Backup?

+ How is Export JSON Backup different?

+ How do I load a backup?

+ Where are installed tournament files stored?

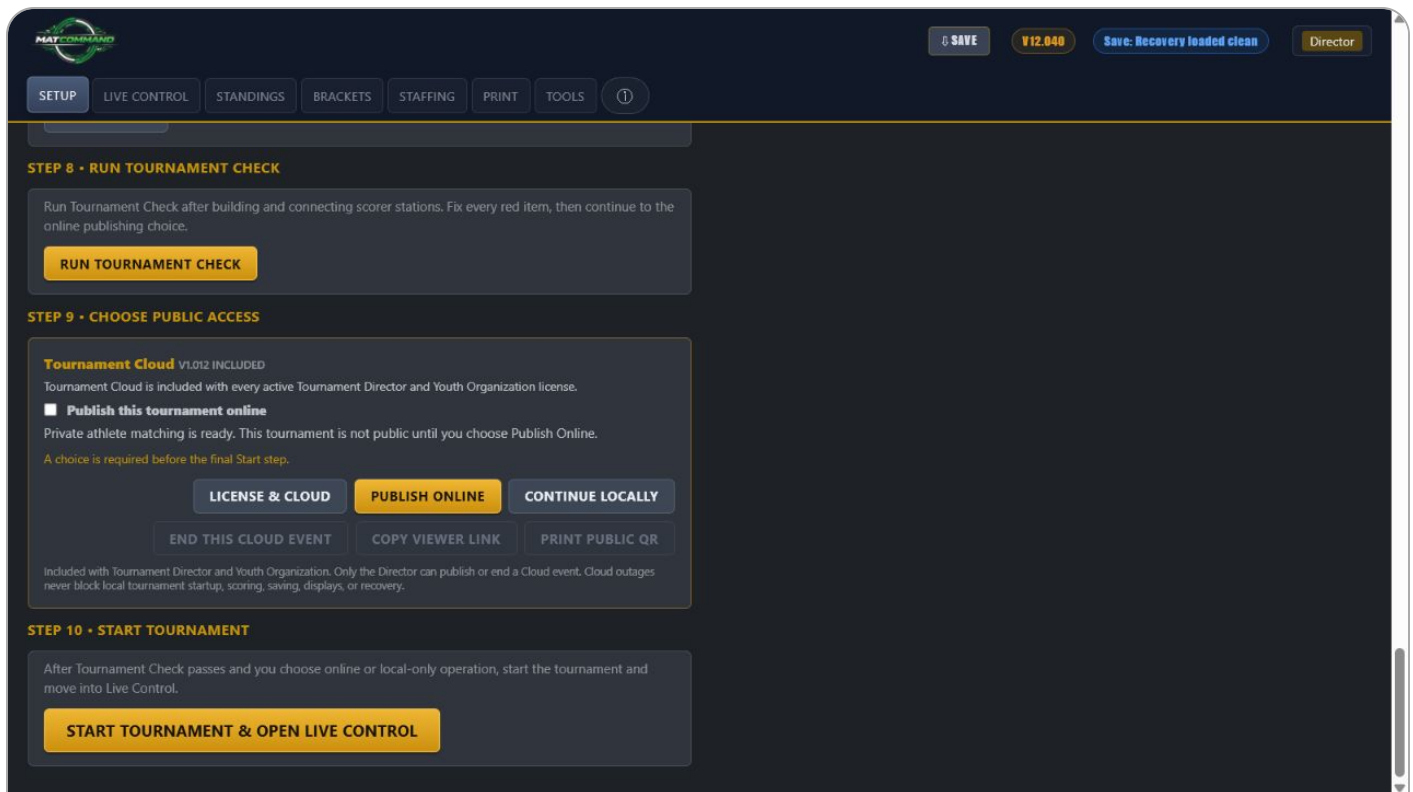
+ What should I do after a power failure?

+ What if the newest save is corrupt?

+ What should I send support for a recovery problem?

12. 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.



Actual V12.040 Step 9 controls for Publish Online, Continue Locally, ending a Cloud event, viewer link, and QR.

+ **How do I publish a tournament online?**

+ **Can parents use cellular service or home Wi-Fi?**

+ **What can parents see?**

+ **Can parents change tournament data?**

+ **Are On Deck and In the Hole shown publicly?**

+ **Are live score and period shown?**

+ **Do public brackets look like brackets?**

+ **Where does the QR code come from?**

+ **What if another tournament is already public?**

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

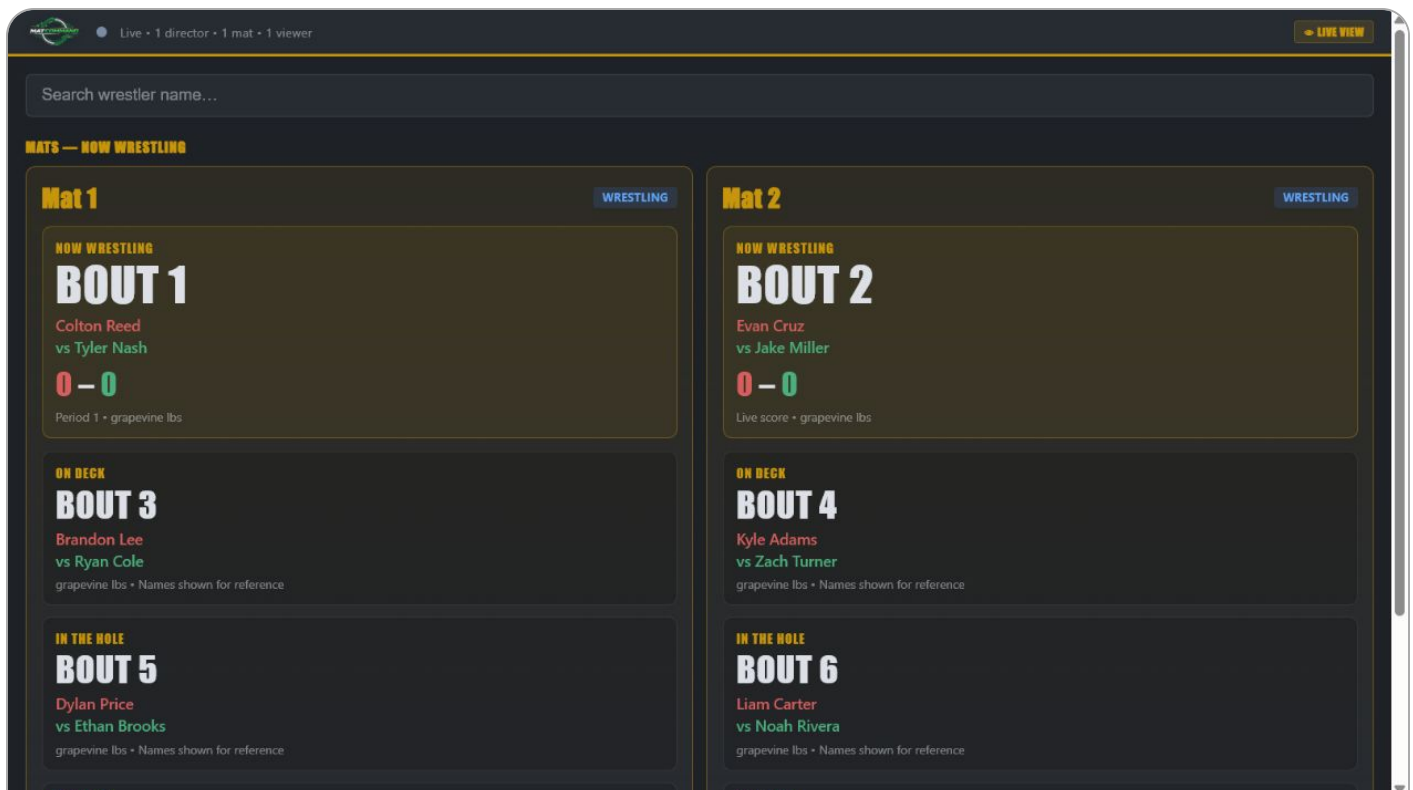
+ **What if the Internet drops during wrestling?**

+ **How do I stop public updates?**

+ **Does Athlete ID matching expose all wrestlers globally?**

13. Public and Local Displays

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



Actual V12.040 public mat view with Now Wrestling, On Deck, and In the Hole.

+ What is the local public viewer address?

+ What is the parent finder address on the local network?

+ Do viewers consume licenses?

+ Why does a display show no data?

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

14. 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?

+ Can I print mat-assigned bouts?

+ Can I print a Scramble schedule?

+ Where are standings and records shown?

+ What is the Match Audit Log?

+ What should I archive after the tournament?

15. 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?

+ What computer setup is recommended?

+ What network setup is recommended for 7 to 9 mats?

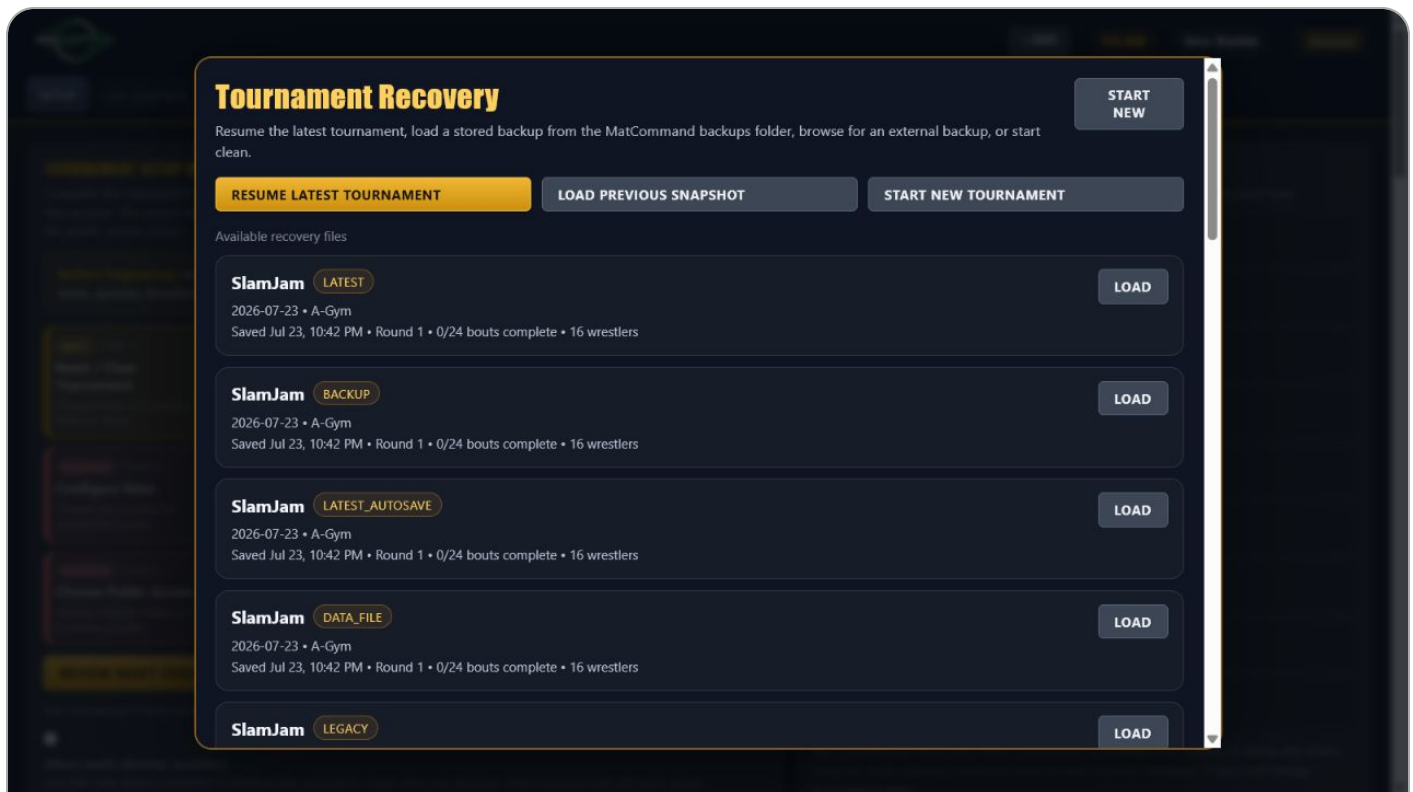
+ Can Cloud traffic slow local scoring?

+ What if Live Control feels slow?

+ Should every workflow be tested before the event?

16. Fast Troubleshooting Checklist

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



Actual V12.040 Tournament Recovery choices and validated saved entries.

+ MatCommand will not open. What should I check?

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

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

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

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

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

+ Run Tournament Check showed a blue notification but I need details. Where are they?

+ The public event is unavailable. What should I do?

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

+ Which information should accompany a support request?

+ What should I never do during troubleshooting?