

## Chapter 10

# Help & Troubleshooting

There are lots of features in Mulligan's Eagle, and lots of ways to play golf and keep track of scores. If you're having difficulty with something, check the index of this document for help. In this chapter, we discuss some commonly encountered questions and problems and how to solve them.

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## Mac Conventions

### Selecting Things

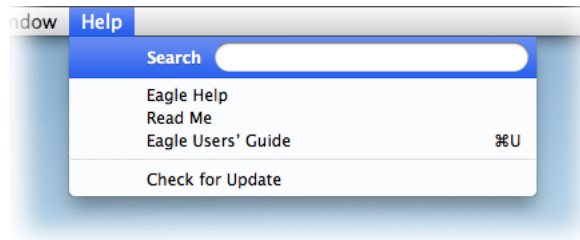
You know how to select or highlight something by clicking on it. There are many times while using Mulligan's Eagle that you need to select multiple items (rounds, players, scorecards, files, etc.), so it's worth reviewing how to select multiple items from a group or list:

- To select a single item, click it.
- To select a group of items that are next to each other, click one; then hold down the **SHIFT** key ( $\uparrow$ ) and click other items to include them in the selection. When selecting from a list, all the items between the two selections are also selected.
- To select a group of items in a list that are *not* next to one another, hold down the **COMMAND** key ( $\mathring{C}$ ) and click the items you want.
- To deselect one item from group of items, hold down the **COMMAND** key and click it.

***Note:** These selection techniques aren't unique to Mulligan's Eagle. All good Mac applications and the Finder follow these conventions too.*

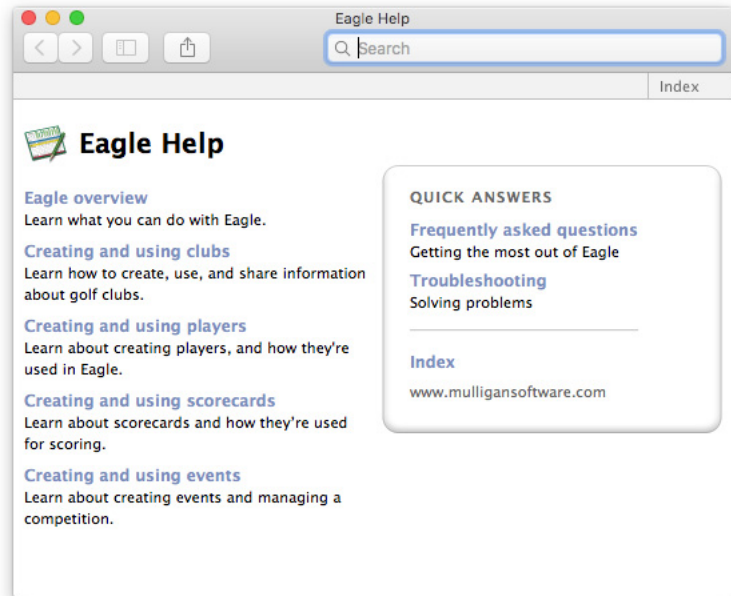
### The Help Menu

You can get assistance from the Help menu:



**Search** – Type a word or phrase to search the Mac help system for assistance on that topic. You'll see a list of help topics to choose from.

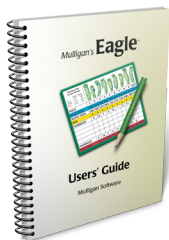
**Eagle Help** – Choose this item to show the online help information for Mulligan’s Eagle, which starts with an introductory window:



Click on a link to navigate to the appropriate page of information, or type a word or phrase in the search field at the upper right to find help about a particular topic.

**Read Me** – Choose this item to read the “Read Me” file that accompanied the software when it was installed or updated. The file will open in your preferred text editing application. The Read Me file includes last-minute information about the software as it was released.

## Mulligan’s Eagle Users’ Guide



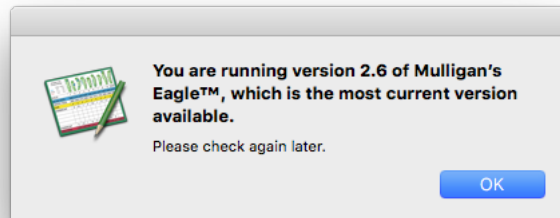
**Eagle Users’ Guide** – Choose this item or type **⌘U** (COMMAND-U) to open the Mulligan’s Eagle Users’ Guide if it’s installed on your computer. The Users’ Guide will be opened with Adobe’s Acrobat Reader or whatever application you have designated for reading .pdf files. If the file can’t be found or if you type **⌥⌘U** (OPTION-COMMAND-U), you’ll have the opportunity to locate it on your disk drive or download a current copy from Mulligan Software’s web site:



Eagle will install the Users' Guide in the `/Library/Application Support/Eagle/` folder in your home (personal) directory, which may be located in different places depending on which version of the Mac system software you're using.

## Checking for Updates

**Check For Update** – Choose this item to query the Mulligan Software web site to determine if your copy of the software is up-to-date. You must have an active connection to the internet to make this check. No information about you or your system is transmitted during the connection. If your software is current, you'll see a dialog like:



If an update (free) or an upgrade (for a charge) is available, you'll have the opportunity to download and install it.

*Note – If you purchased your copy of Mulligan's Eagle from the Mac App Store, the Check for Update item does not appear in the Help menu. When updates are available, you'll be notified automatically about them in the App Store software on your Mac.*

## Mac App Store

If you purchased Mulligan's Eagle from Apple's Mac App Store, all of the authorization for use and updates of your software is handled by the App Store software on your Mac. If you overwrite your software with a copy from anywhere else - a demo version, an update intended for other users, or any other source, *you will damage your copy of the software and it may become unusable.*

If you are using a demonstration copy of Mulligan's Eagle on your computer obtained from Mulligan Software or elsewhere, you may safely purchase and install an authorized version of Eagle from the Mac App Store, which will replace the installed demo copy and preserve any data you may have previously entered.

Installing Mulligan's Eagle from the Mac App Store will install (or move, if it already exists) all of the data required by the application into its "sandbox," protected from access or damage by other applications.

## Data Protection & Storage

### Locking Lists



If you ever need to turn your computer over to someone who may not have a full appreciation of the value of the data you've accumulated, you may wish to protect the data somewhat by prohibiting the addition or deletion of clubs, players, scorecards or events. You need to lock a list.

You can lock a list by displaying the list in Eagle's main window, then choosing **Lock List** from the **Golf** menu or typing `⌘-⌥-L` (OPTION-COMMAND-L). The list will be locked and identified as locked by a small lock icon in Eagle's main window.

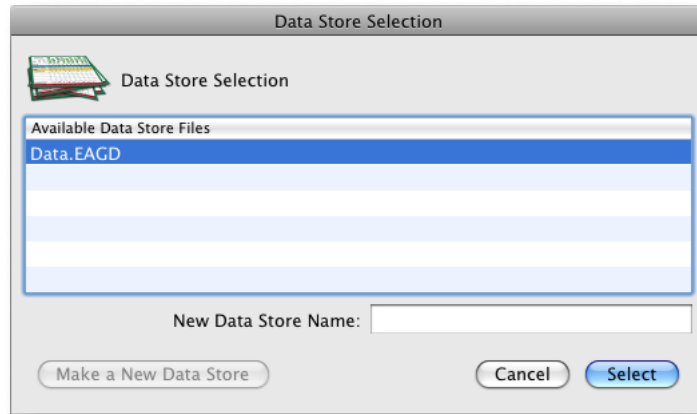
To unlock a list, display the list in Eagle's main window, then choose **Unlock List** from the **Golf** menu or type `⌘-⌥-L` (OPTION-COMMAND-L).

You may also lock any or all of the lists from the **Authorization** panel of the **Preferences** window (see page 10).

### Changing the Data Store

Mulligan's Eagle keeps data about players, their scorecards and events in a database. By default, the database is called "Data.EAGD" and is stored in your user directory at `~/Library/Application Support/Eagle/`. You may wish to create a new data store or re-use a different one.

To change the data store, quit Mulligan's Eagle if it's running. Restart the application, holding down both the  $\text{⌘}$  (OPTION) and  $\text{⌘}$  (COMMAND) keys until you see the dialog:



All of the available databases are shown - with the current database selected. To use an existing database, select it, and click the **Select** button. To continue starting up without changing the database, click **Cancel**.

To create a new, empty database (without players, scorecards or events), type a name in the available text field (with or without the .EAGD extension), then click the **Make a New Data Store** button.

***Note:** Eagle only uses one data store at a time, and the data in the two stores cannot be combined. The database in which Eagle maintains club information is a separate store located in the same user directory and cannot be changed.*

## Resetting Application Preferences

At some times when application preferences may become corrupted or obsolete and must be reset, you can do so by holding down the  $\text{⇧}$  (SHIFT),  $\text{⌘}$  (CONTROL),  $\text{⌘}$  (OPTION), and  $\text{⌘}$  (COMMAND) keys simultaneously while starting the application. This will reset *all* of the application's settings, which also includes all the options available in **Eagle Preferences**. You should rarely, if ever, need this capability and would normally perform this reset only upon direction of Mulligan Software customer support.

Application preferences are kept in a file in your user directory at `~/Library/Preferences/com.mulligansoftware.Eagle.plist`. You should not modify this file directly in any way. You may move the file to the trash if you are uninstalling the software.

## Clubs

### Entering Yardages, Pars and Hole Handicaps

When you are entering club data, particularly yardages, pars and hole handicaps for a course, it may seem like Eagle is helping. It is, and here's how:

While you're entering a hole length and the number you've entered is between 70 and 999, the software automatically "tabs" to the next hole as if you had hit the `TAB` or `RETURN` key. This "automatic tabbing" means you can type all the yardages continuously, without ever typing a `TAB`, `ENTER` or `RETURN` key.

When entering pars, the `TAB` is automatic when you've entered a valid par of 3, 4 or 5. You must confirm pars of 6 or above by typing the `TAB` key. When entering hole handicaps, automatic tabbing occurs after any numeric value *except* the first "1" you type. To enter the "1" for the first handicap hole, you must type the `TAB` key yourself because the software can't tell that you aren't about to finish typing "10" or "18."

When entering pars and hole handicaps, Eagle will also fill the same information into the pars and hole handicaps for other tees if they haven't previously been entered for those tees. For example, if you enter a women's par of 4 for the Red Tees and there is no par entered yet for the White and Blue Tees for women, Eagle will insert a 4 as par for that same hole on those other tees. Generally this means that you need to enter pars and hole handicaps only once for each gender. Of course, you still need to enter yardages for each tee, because those values almost always differ between tees.

### Same Gender, but Different Pars or Hole Handicaps

As described above, when you enter a hole's par or handicap for men or women from a particular tee, Eagle will, for speed and convenience, fill that hole for that gender on any other tees that don't contain data. If you're changing the par or handicap from a previously entered value (for example, from 4 to 5), Eagle will **also** change the values for the other tees if they contain the same previous value (4). Thus changing a par or handicap from **one** tee usually changes the hole on **all** the other tees used by the same gender.

But, to change the par or hole handicap on just **one** of the tees (for example, the seniors tee) without altering the hole from the other tees, first remove (blank) the old par or hole handicap, then enter the unique value for that tee.

### 9-Hole Ratings

When you need a 9-hole Course Rating or 9-hole Slope Rating for the tees on a golf course, they can be difficult to find. When a golf course is rated for difficulty, the ratings are calculated for the tees on each nine, then combined to make 18-hole ratings. Generally, the Course Rating for a tee on an

18-hole course is the *sum* of the 9-hole Course Ratings from that tee, and the Slope Rating for a tee on an 18-hole course is the *average* of the 9-hole Slope Ratings from that tee. The golf professional or handicap chairman at the club might be a good source for the original rating documentation.

The USGA maintains a course rating database for golf courses in the United States with you can find at <http://ncrdb.usga.org/NCRDB/> on the internet. That database includes 9-hole ratings for most courses.

If you can't find the 9-hole ratings, you may be able to compute or estimate them. Noting that an 18-hole Course Rating is the sum of its 9-hole components, you can estimate the 9-hole ratings to be close to half of the 18-hole value. Course Ratings are usually calculated to a tenth of a stroke (unless you use a Standard Scratch Score, which is a whole number), so you should estimate the 9-hole ratings similarly. Noting that an 18-hole Slope Rating is the average of its 9-hole components, you can estimate the 9-hole ratings to be about equal to the 18-hole value. Lacking better information, note that the Slope Rating for a course of "standard playing difficulty" is 113.

If the course has three nines and all you have are the ratings for the various combinations of those nines (A & B, A & C, B & C), Eagle's Golf Calculator can estimate the 9-hole ratings for you. Choose **Golf Calculator** from the **Golf** menu or type **⌘G** (COMMAND-G) to open the calculator. Select the **9-Hole Ratings** tab:

Nines			
Names	Rating	Slope	
Ocean Nine	35.4	122	
Hillside Nine	35.8	126	
Marshside Nine	36.2	130	

18-Hole Combinations			
	Rating	Slope	
Ocean Nine & Hillside Nine	71.2	124	
Hillside Nine & Marshside Nine	72.0	128	
Ocean Nine & Marshside Nine	71.6	126	

*Golf Calculator - 9-Hole Ratings*

**Names** – For ease of reading the results, enter the name of the 3 nines for which you're calculating 9-hole ratings.

**Rating** – For each of the 18-hole combinations of the 3 nines, enter the published Course Rating for a specific tee.



**Slope** – For each of the 18-hole combinations of the 3 nines, enter the published Slope Rating for the same tee.

The estimates you need are listed in the Rating and Slope columns of the Nines section of the dialog. Repeat this calculation for each of the tees for which you need 9-hole ratings.

## Duplication

Whether you import player, club or other information from another application or via the internet, you may import data for the same item more than once. If you've imported duplicate information about a player or club, just use Eagle to decide which of the items you wish to keep and delete the extras.

## Tees

If imported club information includes data for two tees with the same tee color and yardage, but different pars, hole handicaps, course ratings and/or slope ratings, Mulligan's Eagle will try to determine if the distinction is that the same tees are played by men and women. If so, during import, Eagle will construct just one tee, with separate pars, hole handicaps and ratings for men and women. If you find that this consolidation is not correct, you may have to resolve the problem yourself by entering correct data - including another tee, if necessary. You're discouraged from allowing two different tees to have the same color, and prohibited from giving them the same name.

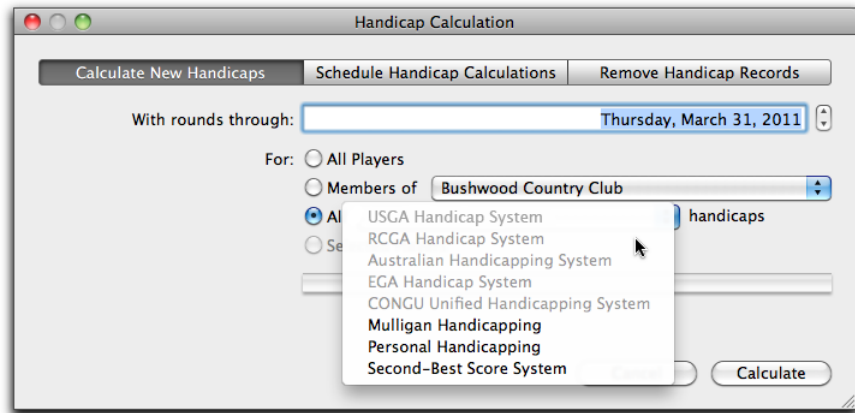
## Players

### Calculating Handicaps

To calculate handicaps according to a particular handicapping method or system, you must:

- select that method for all players whose handicap will be computed with the method (see "Handicapping" on page 51),
- certify (for official handicapping systems) your authority to use the selected method for those players (see discussion on page 10), and
- select that method or players using that method when calculating handicaps (see "Calculating Handicaps" on page 142) according to your schedule.

If you cannot select the appropriate handicap system when calculating handicaps as shown here:



### *Uncertified Handicapping Systems*

you have not certified your use of the software for that purpose.

## Failure to Calculate Handicaps

The primary reasons for not successfully computing a handicap for one or more players:

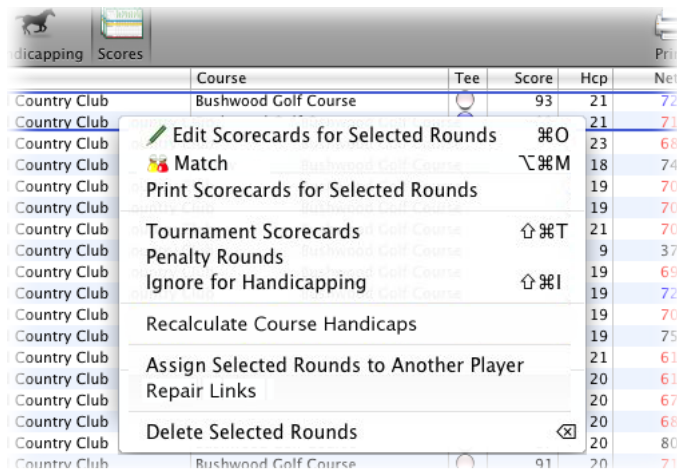
- You have not certified your authority to calculate handicaps using the handicap system you need. See “Authorization” on page 10.
- You have not designated your handicap method of choice as the method for computing those players’ handicaps. See “Handicapping” on page 51.
- You have indicated that a handicap shouldn’t be calculated for those players. See “Handicapping” on page 51.
- You have designated the player for whom you expect a handicap as a “guest” - people for whom Eagle never calculates a handicap. See “Player Preferences” on page 50.
- Rounds you expect to be included in handicap calculations have been designated as “ignored for handicapping.” See “Player Round Options” on page 84.
- The entry of scores for rounds you expect to be included in handicap calculations is not complete (there is no ● shown on the scorecard adjacent to the player’s scores). See “Entering Scores” on page 90. Be sure you enter a total score, scores for all the sides played, or all the hole-by-hole scores for the round. You can enter “X” or “M” for holes not played or completed. When recording a 9-hole round on a scorecard, be sure you enter scores on the front (left) side and choose “none” for the back side. See “Configuring a Scorecard” on page 77.
- You have not run or scheduled a handicap calculation. See “Calculating Handicaps” on page 142.

- The date through which you elect to calculate handicaps precedes the date of the rounds you expect to be included in the calculation. See page 142.
- Your selection of players for a handicap calculation does not include the players you expect. Be sure to choose “All Players” or the appropriate handicap method. See page 143.
- The player for whom you expect a handicap does not have enough rounds recorded to determine a handicap. If the handicap method requires five 18-hole rounds to calculate a handicap and fewer than 5 round or ten 9-hole rounds have been recorded, no handicap will be forthcoming.

## Repairing Links

If information on a scorecard associated with a player’s round is “linked” to information on file about a club or course, and that club or course is subsequently deleted, the round is no longer properly “linked,” and certain changes (the tee, the course, the nines played, etc.) can’t be made on the scorecard until the link is repaired. To repair the broken links, the club and course data must first be restored. The link to the restored data will be made by name - if the name found on the scorecard matches the name of a club and course on file, the link between the scorecard and the club will be reconstructed. If you restore club information with a name other than that found on the scorecards, this repair facility will not restore the links. In that case, you’ll need to open each scorecard of interest and select a club from the available list of clubs on file.

With a player’s window open and the Scores tab visible, select the rounds in the player’s list of rounds for which links are to be restored. Open the contextual service menu for the list of rounds by holding down the ^ (CONTROL) key and clicking somewhere in the list. The menu is displayed:

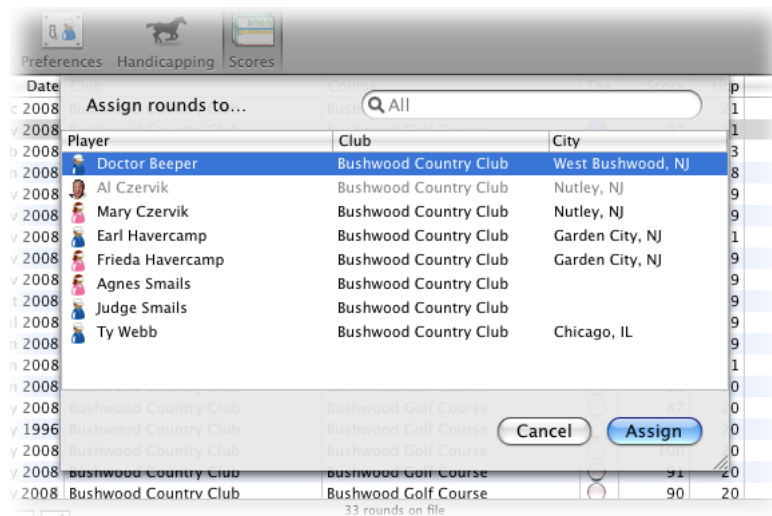


### Player's Rounds Contextual Service Menu

Choose **Repair Links** from this menu. The scorecards for each of the selected rounds will be examined and any links to clubs and courses will be restored if possible. There is no confirmation of these repairs.

### Assigning Rounds to Another Player

There may be a situation in which a round is recorded incorrectly for the wrong player, or a player has 2 scoring records that need to be combined. If this occurs, select the rounds in the list of rounds for the player incorrectly assigned to them. Using the contextual menu (as described in the previous section) choose **Assign Selected Rounds to Another Player** to open a sheet to select the correct player:



Select the player to whom the rounds are to be assigned and click the **Assign** button.

*Note: If the Assign Selected Rounds to Another Player menu item is dim and unavailable, the players list or the scorecards list may be locked, prohibiting changes.*

## Printing

If you have general printing problems, be sure the printer is plugged in, has paper and ink or toner, and that you can print *something* from some application on your computer.

## Printing Margins

If report titles or page numbers seem to be cut off when printing (as shown at the left), it may be because the Mac system does not know that your printer has a larger print area than it has been told about, or your printer needs to be instructed to print with narrower margins. Choosing **Page Setup** in the **File** menu, be sure to specify the widest print area (borderless, if available) for the proper paper size (US Letter or similar).



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## Scoring

### 9-Hole Rounds

When setting up a scorecard for entering scores you must designate the front and back “sides” that were played. Usually, that means indicating the front nine and back nine. When only nine holes are played, the back side should be set to “none,” the front side set to the particular nine holes played, and the score entered hole-by-hole or in total in the space provided for the front side. Without configuring the scorecard for nine holes, Eagle cannot tell when you have completed your entry of the player’s score and will not use the round for handicapping or statistical analysis. Rounds for which scoring is incomplete are shown in a player’s list of scores as dimmed entries.

### Entering Hole-by-Hole Scores and Putts

When you are entering hole-by-hole scores and putts, Eagle automatically “tabs” to the next hole when you’ve entered a valid score (from 2 through 19) or number of putts (from 0 through 9). You can thus very quickly key the hole-by-hole scores or putts for a round with as few as one keystroke per hole.

Eagle is not smart enough, however, to know whether a “1” you enter for a hole score is because the player scored a 1 (yeah!) or it is the first digit of “10” or more. Since the latter is a bit more common, you’ll have to type the **TAB** key after entering a hole score of 1 to get to the next hole.

Automatic tabbing *does* occur, however, from both 0 (zero) and 1 when entering putts.

### Scoring Shorthand Keys

To use the scoring shorthand keys (see “Scoring Shorthand” on page 177) while entering hole-by-hole scores *or* putts, type the shorthand keys (or key combinations) **before** typing the hole score or putts. Shorthand keys (with the exception of the “handicap maximum” key, which inserts a score) don’t automatically **TAB** to the next hole.

For example, suppose you wrote 5, 2, F, S on your paper scorecard on the course indicating you scored 5 with 2 putts, hit the fairway, and were in a greenside bunker. You can, while entering your hole-by-hole scores, type “FS5” while entering your score (or “FS2” while entering your putts) to set the appropriate flags for keeping stats. If you didn’t finish a hole, but wanted to record a 7, you would type “X7” to enter the score.