

Chapter 9

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

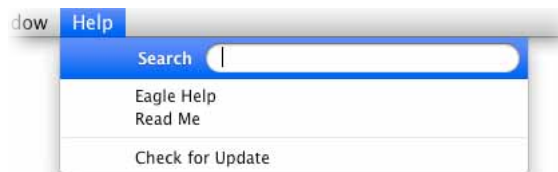
You know how to select or highlight something by clicking on it. There are many times while using Mulligan's Eagle that you need to select multiple items (rounds, players, scorecards, files, etc.), so it's worth reviewing how to select multiple items from a group or list:

- 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 (⇧) 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 (⌘) 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.*

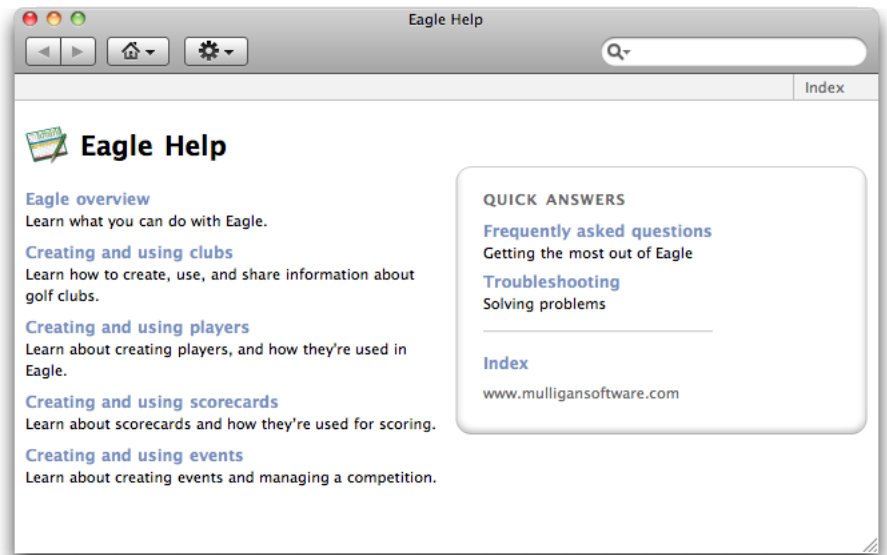
Help Menu

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.

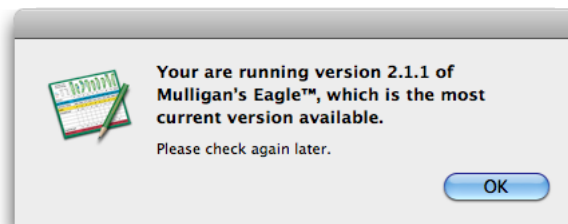
Eagle Help – Choose this item to show the online help information for Mulligan’s Eagle, which starts with an introductory window:



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.

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 evaluate either:



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.

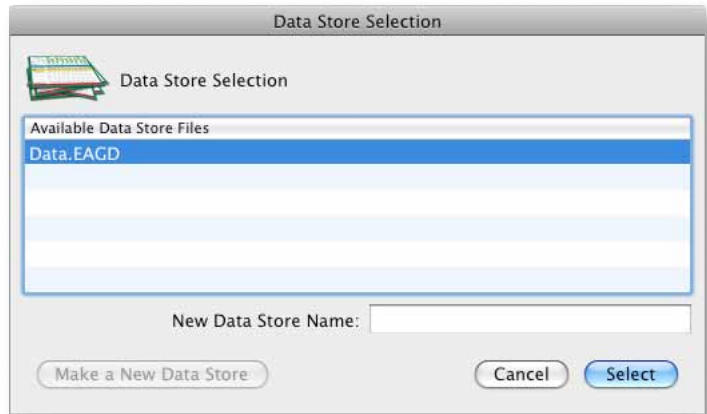
To unlock a list, display the list in Eagle's main window, then choose **Unlock List** from the **Golf** menu or type `⌘L` (`OPTION-COMMAND-L`).

You may also lock any or all of the lists from the **Registration** 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 \mathcal{N} (OPTION) and \mathcal{C} (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 \hat{U} (SHIFT), \wedge (CONTROL), \mathcal{N} (OPTION), and \mathcal{C} (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. 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.

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.

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.

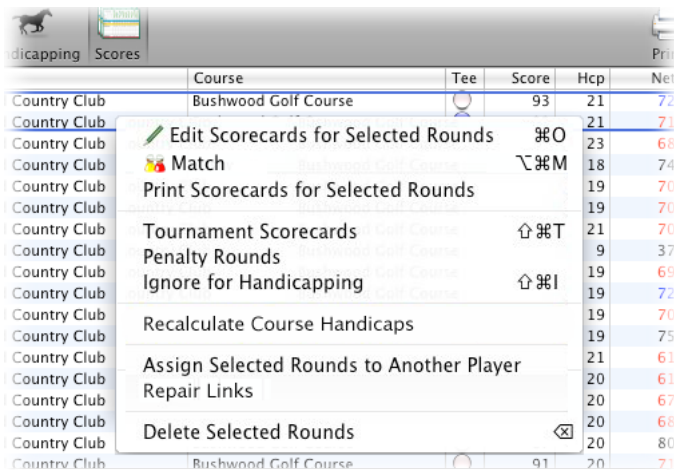
Players

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:



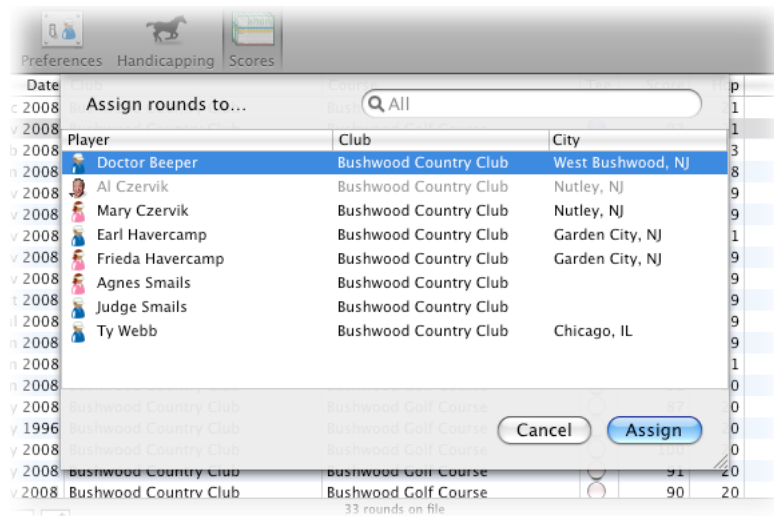
Player's Rounds Contextual Service Menu

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 OS 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).

Scoring

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 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 156) 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 scorecard 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.

