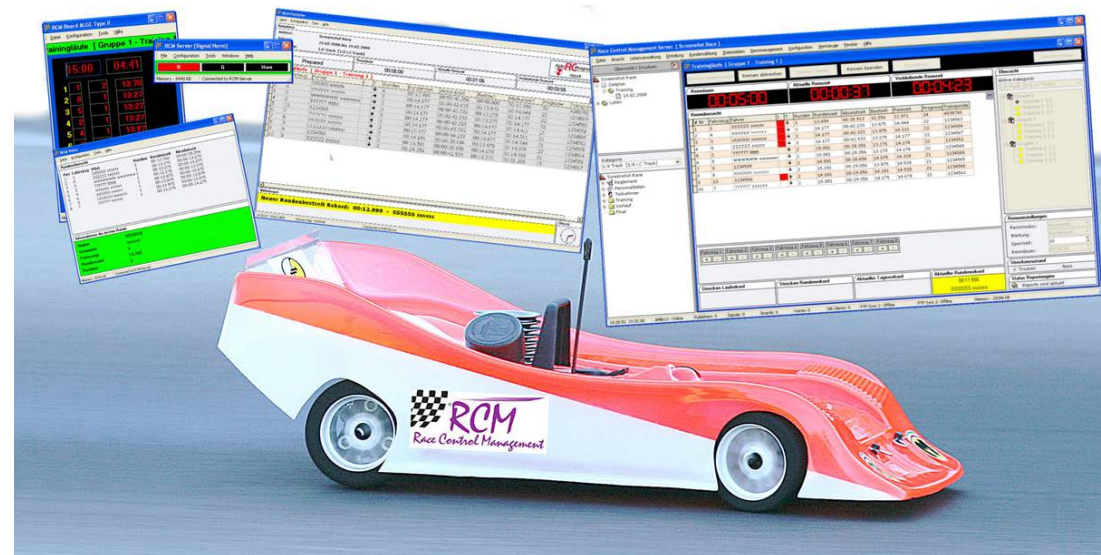


RCM[®]

Race Control Management

User Manual

Customerzone MyRCM/RC-Timing



 **RC-Timing**





User Manual
Customerzone MyRCM/RC-Timing

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RC-Timing
Oberhasli, Switzerland

1 Introduction

With the two websites www.myrccm.ch and www.Rc-timing.ch RC-Timing offers two interesting services to their customers.

www.myrccm.ch: Free of charge you can upload the results of your events and make them accessible to the public. This can also be done up-to-date when an event is running. The very high number of visitors of MyRCM shows that this service is very popular with the drivers. This service is also a good promotion for your club respectively your event. As said, this service is free of charge for you as a customer of RC-Timing.

Further on you can receive entries for your events online via MyRCM. This special service has to be activated on your request by us, but it is free of charge too.

Last but not least offers www.myrccm.ch together with the timekeeping software RCM Ultimate a very special service: Online streaming. This service is not free, but the fee per year is very reasonable. Using RCM Web Publisher you can visualize the actual ranking list produced by RCM Ultimate on MyRCM. This allows to keep anybody worldwide informed about the racing on the track.

www.Rc-timing.ch: Here you find in the customer zone the current updates and other information for the programs you have bought.

2 Preparations

Being a customer of RC-Timing you have received the following email after purchasing the first software:

Hello Mr XXXXXX

Following your personal data to login into our customer zone.

Under Licence you will find all necessary data to install the RCM Application:

- *Licensedata*
- *Setups Updates*
- *Setups Fullversions*

Customer Zone Accessdata

Host: www.Rc-timing.ch

User: XXXXXX

Passwd: YYYYYYYY

FTP Accessdata (MyRCM Service)

Host: www.myrccm.ch

Port: 22

User: xxxxxx

Passwd: xxx9XXx9

If you have any question, don't hesitate to ask us.

Best Regards

RC-Timing

close Web Publisher, cancel your internet connection and reconnect it again. Now restart RCM Web Publisher.

```

Mitteilungen
14:47:18 [862] > Registration of RCM WebPublisher succeeded [ EventKey = 1157 ]
14:47:29 [437] > Synchronized data to MyRCM Service
14:47:34 [424] > Synchronized data to MyRCM Service
14:47:39 [402] > Synchronized data to MyRCM Service
14:47:44 [188] > Synchronized data to MyRCM Service
14:51:00 [240] > Synchronized data to MyRCM Service
14:51:05 [037] > Synchronized data to MyRCM Service
14:51:09 [884] > Synchronized data to MyRCM Service
14:51:14 [641] > Synchronized data to MyRCM Service

```

7 Concluding Remarks

We wish you much success with www.myrccm.ch and www.Rc-timing.ch. If you have any questions or any problems please contact us. Simply write an email to support@Rc-timing.ch. Please do not forget to include the program name and the version number you are using. This will help us to answer your questions without any delay. If you are not known to us as a contact person of one of our customers, we should also know the contract number.

RC-Timing

Felix Romer

Talackerstrasse 45

CH-8156 Oberhasli

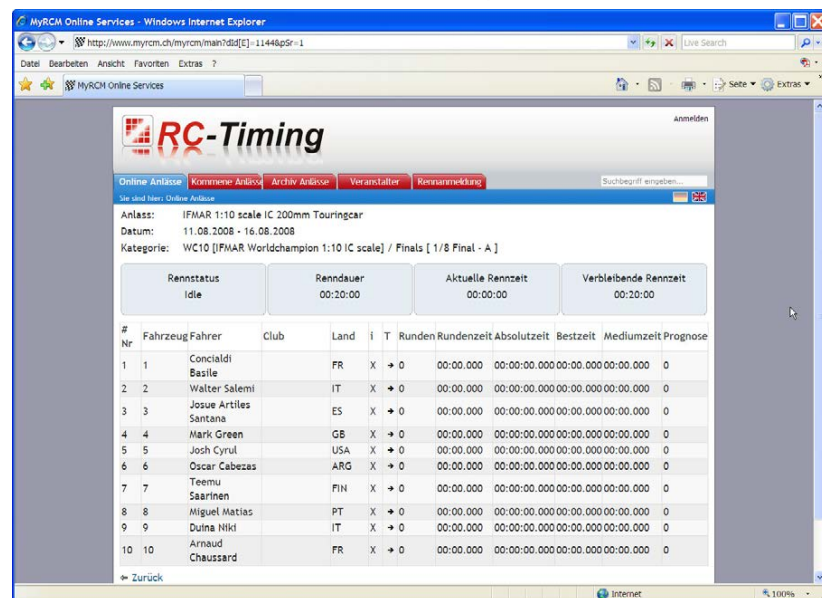
(Messages at FTP Sync 1: "Connecting" and Synchronizing"). This takes a little bit of time due to the amount of the data to be uploaded. You can check it with your internet browser on MyRCM. If the data synchronization is finished, you can close RCM Ultimate.

5.4 Event not shown on MyRCM

Please note, that the registration codes of the programs and the access-code to MyRCM are combined. Please use for all components the codes you got from RC-Timing. Otherwise the event is not shown on MyRCM. If you are not sure about the codes you have entered for the programs, please delete the file registration.ini in the folder "registration" of the program folder. Now start the program and you will be asked to enter again your codes.

6 Online Streaming

If you want to use Online Streaming you need an internet connection for the computer at your racetrack. Further on you have to order this service at RC-Timing. This service is valid for a year. You need the Programm RCM Web Publisher which is included in the Online Streaming Service. The installation and the settings needed in RCM Web Publisher are described in the user manuals of RCM Web Publisher. If the settings are made, this service will be run automatically by RCM Web Publisher. There is no further operation at the race necessary.



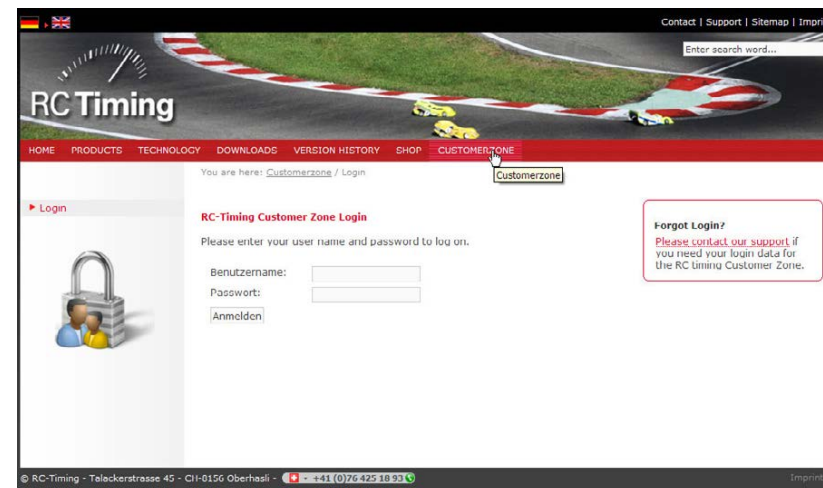
The screenshot shows the MyRCM Online Services web interface. At the top, there's a navigation bar with links like 'Online Antares', 'Kommene Antares', 'Archiv Antares', 'Veranstalter', and 'Ressourcenbank'. Below this, a table displays race data for the IFMAR 1:10 scale IC 200mm Touringcar event. The table includes columns for race status, duration, current race time, and remaining race time. A list of drivers follows, including Concladi Basile, Walter Salemi, Josue Artiles Santana, Mark Green, Josh Cyril, Oscar Cabezas, Teemu Saarinen, Miguel Matias, Duina Hiki, and Arnaud Chausard.

When running a race and when time keeping is running, you should see repeated messages "Synchronized data to MyRCM Service". If the message "Synchronisation failed" is displayed, the connection to MyRCM was lost. This can be caused by a break of your local connection to the internet. In this case please close RCM Web Publisher and restart it. If Web Publisher can not reconnect to MyRCM you have to

In this email you find all the necessary data to use the two websites in the future. With the customer one accesdata you log in to the customer zone on www.Rc-timing.ch as well as www.myrpm.ch. The FTP accesdata is used to upload the results of an event from RCM Ultimate to MyRCM. Please note that the username and the password is case sensitive.

3 Customer zone on Rc-timing.ch

Access www.Rc-timing.ch with your internet browser. You can log in with the menu Customerzone.



The screenshot shows the RC-Timing Customer Zone Login page. It features a navigation bar with links like 'HOME', 'PRODUCTS', 'TECHNOLOGY', 'DOWNLOADS', 'VERSION HISTORY', 'SHOP', and 'CUSTOMERZONE'. The main content area has a login form with fields for 'Benutzername:' and 'Passwort:', and a button 'Anmelden'. A 'Forgot Login?' link is also present. The page includes a search bar at the top and a footer with contact information.

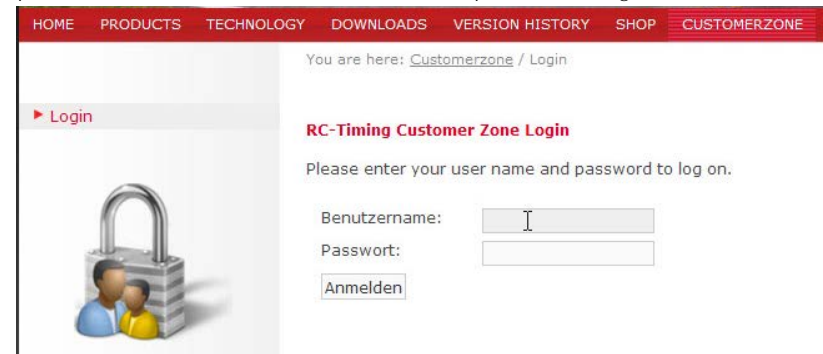
You enter the login window. Now you need the Customer zone accesdata you got with the email:
Customer Zone Accesdata

Host: www.Rc-timing.ch

User: XXXXXX

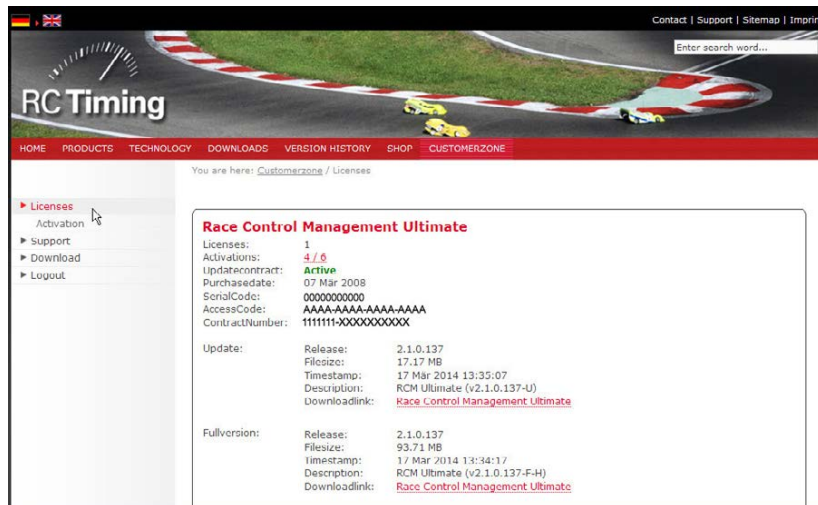
Passwd: YYYYYYYY

In the line username (Benutzername) you enter the user and in the password line you enter what is written behind Passwd: Now you click on login.



This screenshot is identical to the one above, showing the RC-Timing Customer Zone Login page with the login form and navigation bar.

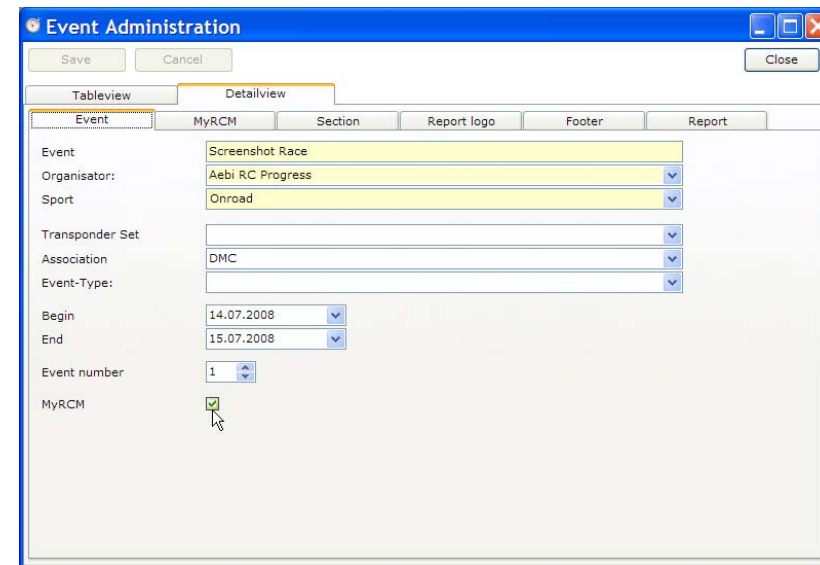
All the data of the programs you purchased are now displayed (or by clicking on Licences in the left menu). In the header of each program you find the necessary data to activate your copy of the software (SerialCode, AccessCode und Contractnumber). Make a note of this data. After launching an RCM software the first time, you have to enter the numbers for activating the program.



In the lower part you find the information of the current versions of the program (full version and update). By clicking on the downloadlink you can download the desired install program. Please install the program as described in the user manual of each program.

On a computer the program is not installed, you have to install the full version. If there is a newer update, you install this update after the full version. An update contains only the new and not all files of a program. Therefore for a completely new installation you to install the full version first. If the program exists on your computer, you run only the installation of the update. If you have a demo-version on your computer and you have already entered all your data, you only have to install the update, This will not destroy your data. After the installation of an update over a demo-version, you have to enter the final registration codes to activate the program. In the left menu just below Licences you find Activation. This is used to activate a RCM program on a computer without access to the internet. Please refer to the handbook of the RCM program.

Now you have to set in the details of your event that the event will be published on MyRCM. Load the event and go to Inventory data/Events. Click on the event and then click on the tab detailview.



In the lower part of the window you have to activate "Publish Event on MyRCM". Now you have to save the changes.

Please close RCM Ultimate now and restart it. Load the event and the information of the event is published on MyRCM. You can see the action RCM Ultimate is performing in the footer at FTP Sync 1. Here you have to see the messages "Connecting" and "Synchronizing" from time to time.

5.2 Running the event

If you use the same settings on the computer you use for the timekeeping on the race and this computer has an internet connection too, you have nothing to do. RCM Ultimate will update the results on MyRCM automatically again and again. You have nothing else to do as running the event as normal.

5.3 No Internet Connection at the Racetrack

In a lot of countries there are reasonable priced solutions available for an internet connection by mobile telephone. Nevertheless if you do not have an internet connection at your racetrack you can publish the results on MyRCM anyway (even after the event). When the event is finished you save the race data on a memory stick (for example) using Tools/Datamanagement/Export and then "Export active event" together with "Export Reports of active event". At home you import this data to RCM Ultimate which runs on a computer with internet connection. Just use the function Tools/Datamanagement/Import. Check the settings for the FTP Connection and check the settings in the event. Now close RCM Ultimate and restart it. Load the event and the data will be transferred to MyRCM

Now you need the FTP Accessdata you got in the email mentioned under the item preparations:

FTP Accessdata (MyRCM Service)

Host: www.myrctm.ch

Port: 22

User: xxxxxx

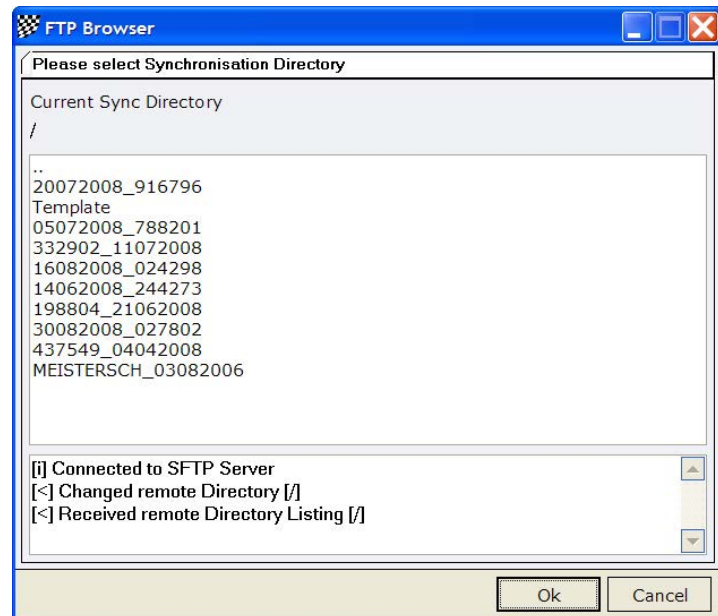
Passwd: xxx9XXx9

In the line Host Address you enter the mentioned host (www.myrctm.ch). In the line username you enter the User (xxxxxx) and in the Password line you enter the Passwd (xxx9XXx9). Last but not least you activate "FTP Synchronization activated" on top of the settings. Save the changes.

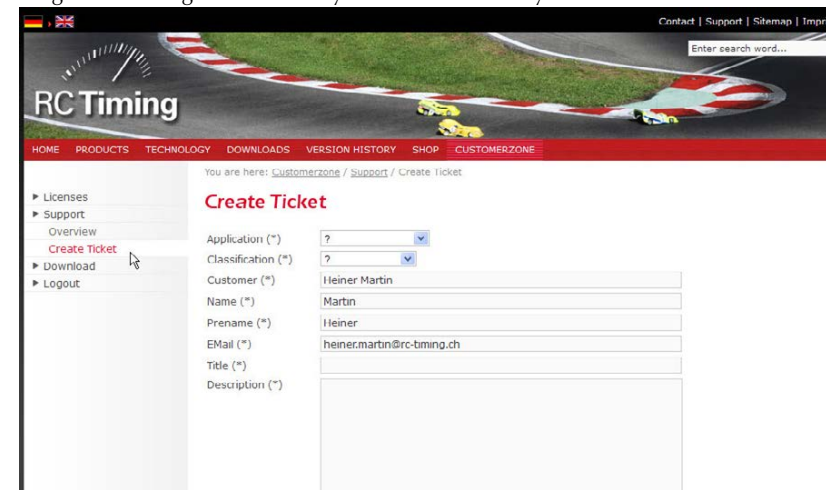
Now you can check the connection. Just click on the three dots at the end of the line "Initial Directory".



After some time you should see the message "Connected to SFTP server" in the lower part of the opening window. If Port 22 and a secure connection does not work, please deactivate the secure connection and use port 21.



With Support you can create tickets which are used to inform RC-Timing on bugs you have found in an RCM program and/or to suggest improvements of an RCM Program. Clicking on Overview you see the status of your tickets.



RC Timing

HOME PRODUCTS TECHNOLOGY DOWNLOADS VERSION HISTORY SHOP CUSTOMERZONE

You are here: [Customerzone](#) / [Support](#) / Create Ticket

Create Ticket

Application (*) ?

Classification (*) ?

Customer (*) Heiner Martin

Name (*) Martin

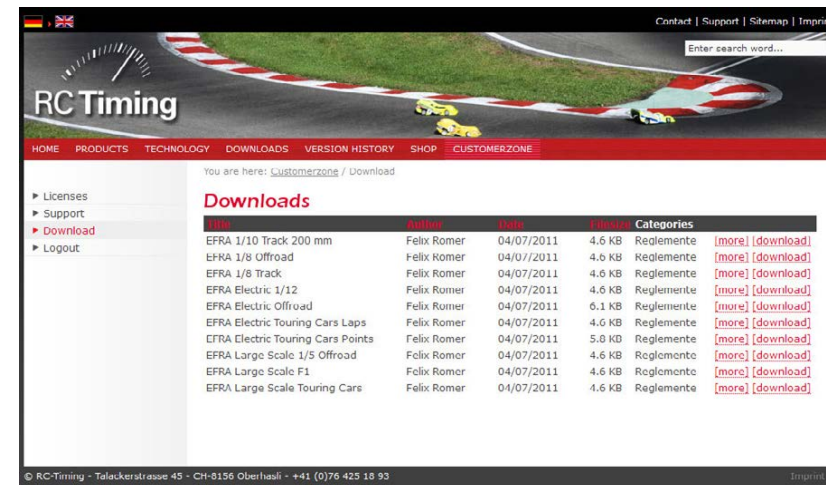
Prenom (*) Heiner

EMail (*) heiner.martin@rc-timing.ch

Title (*)

Description (*)

In Downloads special additions for your RC; programs can be found, for example rules.



RC Timing

HOME PRODUCTS TECHNOLOGY DOWNLOADS VERSION HISTORY SHOP CUSTOMERZONE

You are here: [Customerzone](#) / [Download](#)

Downloads

Title	Author	Date	Filesize	Categories
EFRA 1/10 Track 200 mm	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA 1/8 Offroad	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA 1/8 Track	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA Electric 1/12	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA Electric Offroad	Felix Romer	04/07/2011	6.1 KB	Reglemente [more] [download]
EFRA Electric Touring Cars Laps	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA Electric Touring Cars Points	Felix Romer	04/07/2011	5.0 KB	Reglemente [more] [download]
EFRA Large Scale 1/5 Offroad	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA Large Scale F1	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]
EFRA Large Scale Touring Cars	Felix Romer	04/07/2011	4.6 KB	Reglemente [more] [download]

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By clicking on Logout you log out from the customerzone.



Aktueller Status

Das ist Ihr aktueller Status:

Benutzername: martin3

Abmelden

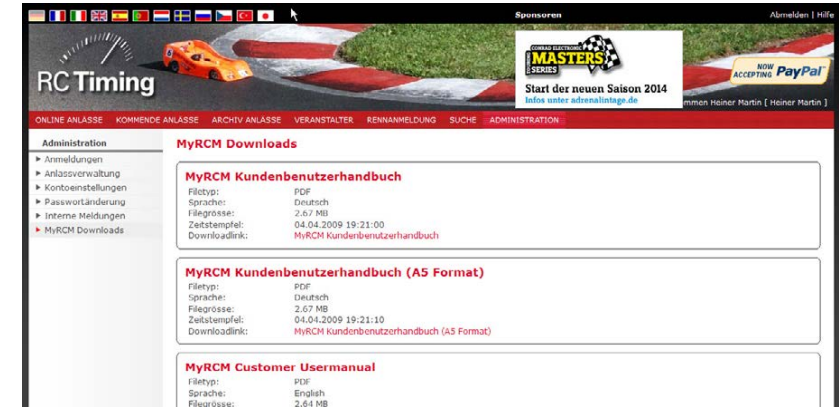
If you want to change your customer data or your password, you have to do it on MyRCM.

The user manuals can be found in in the main menu in Downloads and then Documentation. Select the program you need and on the right side of the window you can download the user manual by clicking on the downloadlink.



4.6 MyRCM Downloads

The handbooks for MyRCM will be found here.

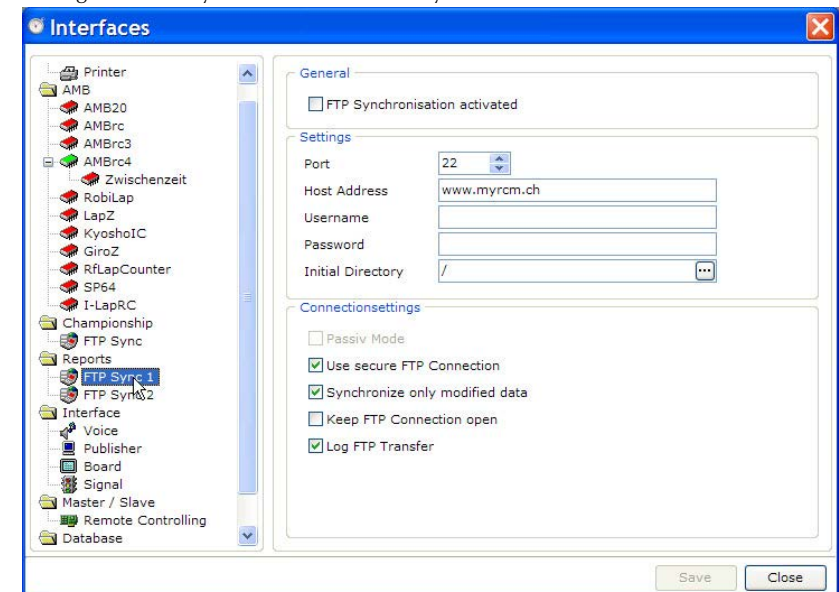


5 Upload an event to MyRCM

To publish the results of an event on MyRCM the computer where RCM Ultimate is running must have an internet connection.

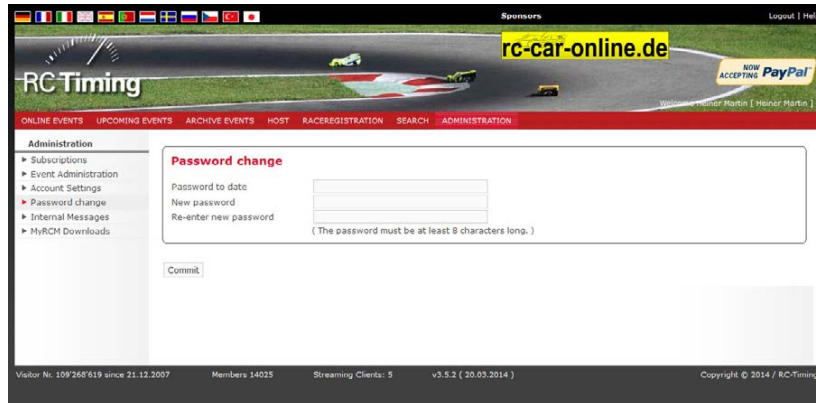
5.1 Settings in RCM Ultimate

First of all you have to do the settings for the FTP connection in RCM Ultimate. In Settings/Interfaces you select WWW/FTP Sync 1.



4.4 Password change

If you want to change your password, you have to do it here. Please note, that a new password is not only effective on MyRCM but on RC-Timing too!

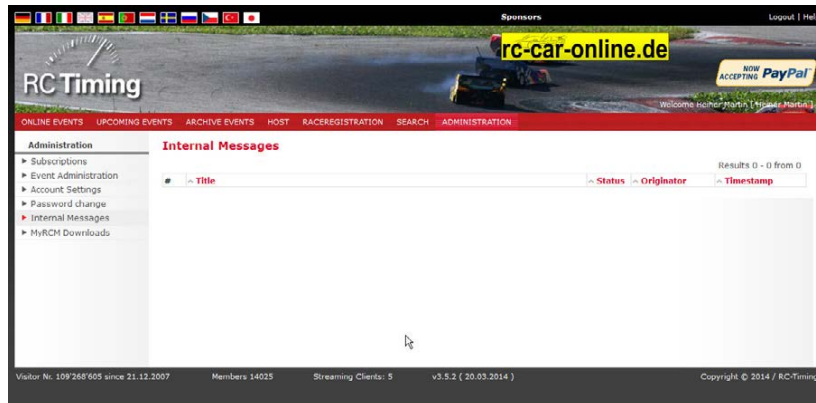


The screenshot shows the 'Password change' form in the RC-Timing administration interface. It includes fields for 'Password to date', 'New password', and 'Re-enter new password'. A note states: '(The password must be at least 8 characters long.)'. There is a 'Commit' button at the bottom.

In the first line you are asked to enter your current password. The new password must be entered in the next line and has to be repeated for security issues in the line below. The password must be at least 8 characters long. If you commit the new password it will be effective from now on for the login on MyRCM as well as for the login on RC-Timing!

4.5 Internal messages

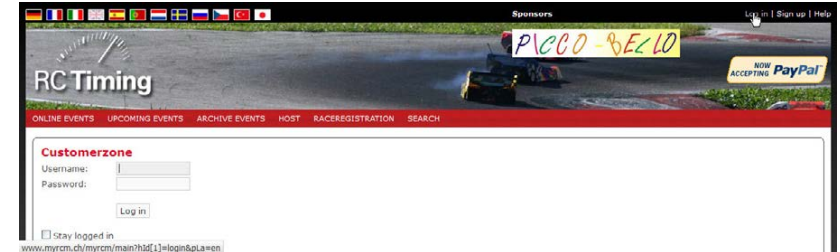
Here you see internal messages send by us.



The screenshot shows the 'Internal Messages' section in the RC-Timing administration interface. It displays a table with columns for 'Title', 'Status', 'Originator', and 'Timestamp'. The table is currently empty, showing 'Results 0 - 0 from 0'.

4 Customer zone on MyRCM.ch

To login as a customer in the customer zone of MyRCM you have to click on Sign-in in the upper right corner of the welcome screen.



The screenshot shows the 'Customerzone' login form in the RC-Timing interface. It includes fields for 'Username' and 'Password', a 'Log in' button, and a checkbox for 'Stay logged in'. Below the form, the URL 'www.mycrm.ch/myrcm/main?hd[1]=login&planen' is displayed.

In the loginwindow you need the same customer zone accessdata like on RC-Timing:

Customer Zone Accessdata

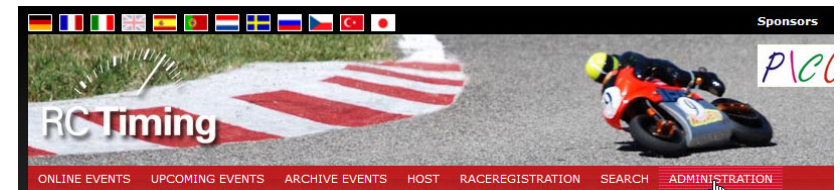
Host: www.Rc-timing.ch

User: XXXXXX

Passwd: YYYYYYYY

In the line username you enter the user and in the password line you enter what is written behind Passwd: Now you click on login.

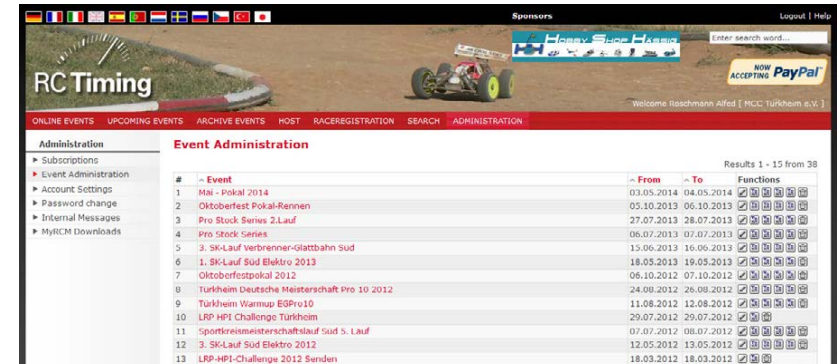
After a successful login you will find an additional tab "Administration". This section is selected automatically after a login. On the left side you find five menu items you can choose.



The screenshot shows the 'Administration' menu in the RC-Timing interface. It includes links for 'ONLINE EVENTS', 'UPCOMING EVENTS', 'ARCHIVE EVENTS', 'HOST', 'RACEREGISTRATION', 'SEARCH', and 'ADMINISTRATION'.

4.1 Eventadministration

Here you see all events you have published on MyRCM until now.



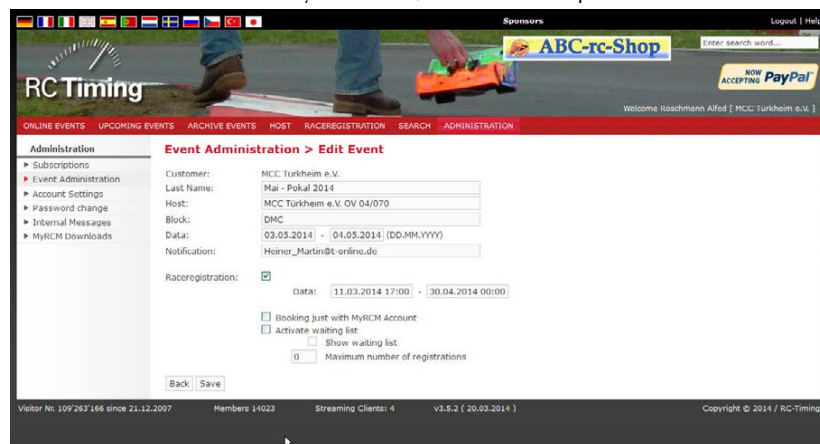
The screenshot shows the 'Event Administration' table in the RC-Timing interface. It displays a list of events with columns for 'Event', 'From', 'To', and 'Functions'.

#	Event	From	To	Functions
1	MNI - Pokal 2014	03.05.2014	04.05.2014	[Icons]
2	Oktoberfest Pokal-Rennen	05.10.2013	06.10.2013	[Icons]
3	Pro Stock Series 2.Lauf	27.07.2013	28.07.2013	[Icons]
4	Pro Stock Series	06.07.2013	07.07.2013	[Icons]
5	3. SK-Lauf Verbrenner-Glattbahn Sud	15.06.2013	16.06.2013	[Icons]
6	1. SK-Lauf Sud Elektro 2013	18.05.2013	19.05.2013	[Icons]
7	Oktoberfestpokal 2012	06.10.2012	07.10.2012	[Icons]
8	Turkheim Deutsche Meisterschaft Pro 10 2012	24.09.2012	26.09.2012	[Icons]
9	Turkheim Warmup ESRPro10	11.08.2012	12.08.2012	[Icons]
10	LRP HP1 Challenge Turkheim	29.07.2012	29.07.2012	[Icons]
11	Sportkreismeisterschaftslauf Sud 5. Lauf	07.07.2012	08.07.2012	[Icons]
12	3. SK-Lauf Sud Elektro 2012	12.05.2012	13.05.2012	[Icons]
13	LRP-HP1-Challenge 2012 Senden	18.03.2012	18.03.2012	[Icons]

You can delete certain events. Just click in the row functions on the trash symbol. You have to confirm the deletion once again and after that the event will be deleted. Please use this function only if a event was published on MyRCM wrongly or an event was published twice, which can happen if you have created an event twice in RCM Ultimate.

Further on you can add fields to the registration form and enter additional Text for the registration. Use the buttons right of the event.

You can also edit the data for your event. Just click on the pencil.

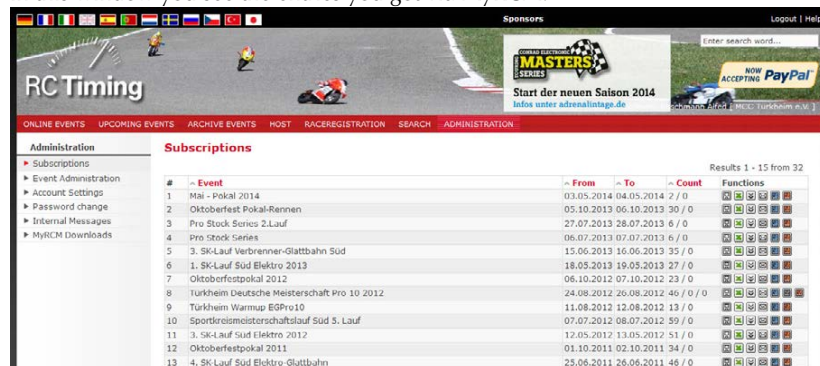


In this window you can edit all the data of your event. And, very important, you can define whether a registration for your event on MyRCM is possible or not and in which time period. Please note, that this function is only active, if the raceregistration is configured for your account.

Just activate the small box behind "Raceregistration" if you want the racers to send their registration through MyRCM. Below of that you can define the time period allowed for the race registration. Please note, that most of the function can also set in RCM Ultimate.

4.2 Registrations

In this window you see the entries you got via MyRCM.



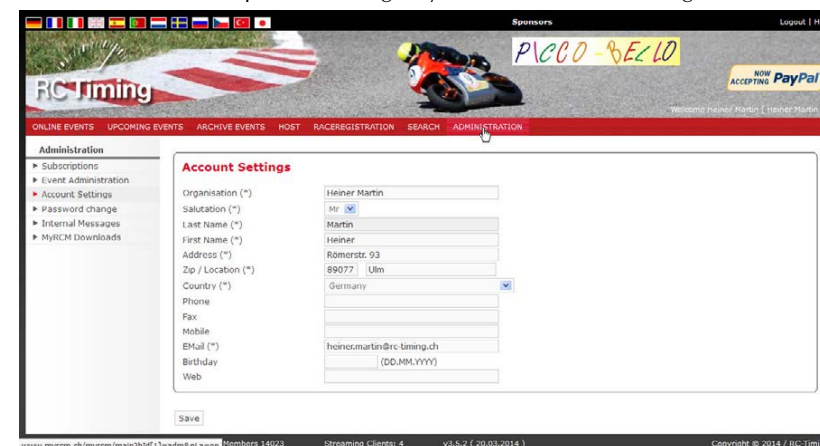
#	Event	From	To	Count	Functions
1	Mai - Pokal 2014	03.05.2014	04.05.2014	2 / 0	[Icons]
2	Oktobertest Pokal-Rennen	05.10.2013	06.10.2013	30 / 0	[Icons]
3	Pro Stock Series 2.Lauf	27.07.2013	28.07.2013	6 / 0	[Icons]
4	Pro Stock Series	06.07.2013	07.07.2013	6 / 0	[Icons]
5	3. SK-Lauf Verbrenner-Glattbahn Süd	15.06.2013	16.06.2013	35 / 0	[Icons]
6	1. SK-Lauf Süd Elektro 2013	18.05.2013	19.05.2013	27 / 0	[Icons]
7	Oktobertestpokal 2012	06.10.2012	07.10.2012	23 / 0	[Icons]
8	Türkheim Deutsche Meisterschaft Pro 10 2012	24.08.2012	26.08.2012	46 / 0 / 0	[Icons]
9	Türkheim Warmup BGP10	11.08.2012	12.08.2012	13 / 0	[Icons]
10	Sportfreizeitschaftslauf Süd 5. Lauf	07.07.2012	08.07.2012	59 / 0	[Icons]
11	3. SK-Lauf Süd Elektro 2012	12.05.2012	13.05.2012	51 / 0	[Icons]
12	Oktobertestpokal 2011	01.10.2011	02.10.2011	34 / 0	[Icons]
13	4. SK-Lauf Süd Elektro-Glattbahn	25.06.2011	26.06.2011	46 / 0	[Icons]

If not all compulsory lines are not filled in (or there are some faults detected by MyRCM), the fields for the necessary corrections are marked light red and the driver can complete his entry.



4.3 Account settings

Here you can change the data of your customer account. If your address or your email-address for example have changed, you should enter the changes here.

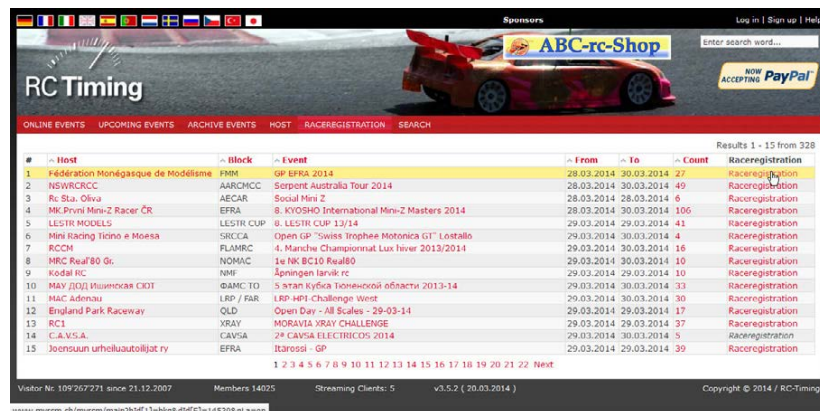


Please note, that the link for your website must be complete, for example <http://www.Rc-timing.ch>. With the shortened form www.Rc-timing.ch often used the link offered by MyRCM at the events to all users will not work. Therefore please enter the complete link including <http://>. Only then a user can use the link to visit your website.

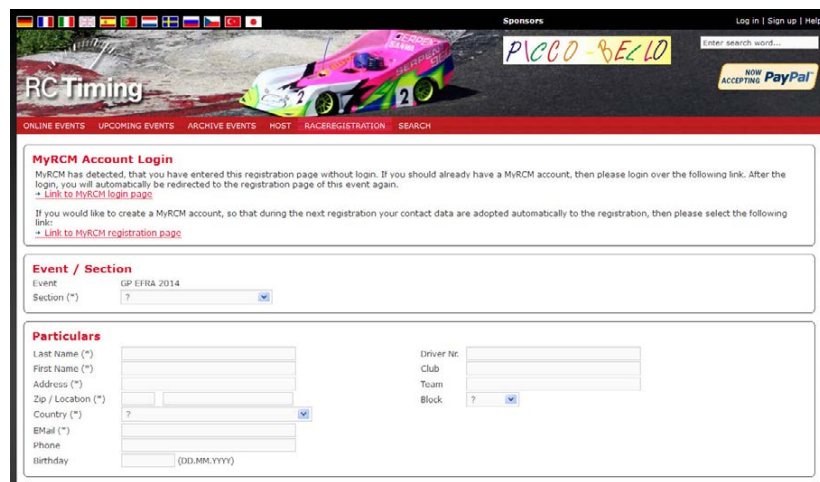
When you make changes here, please note that you have to click on Commit to become these changes effective.

4.2.2 Race registration

A driver can send you his entry by using the tab Raceregistration on MyRCM. He has to select the race in the table and then he has to click on Raceregistration.




A window opens where the driver can enter all details. The lines marked with "*" are compulsory. After entering all details, the driver has to click on the submit button at the bottom of the form.

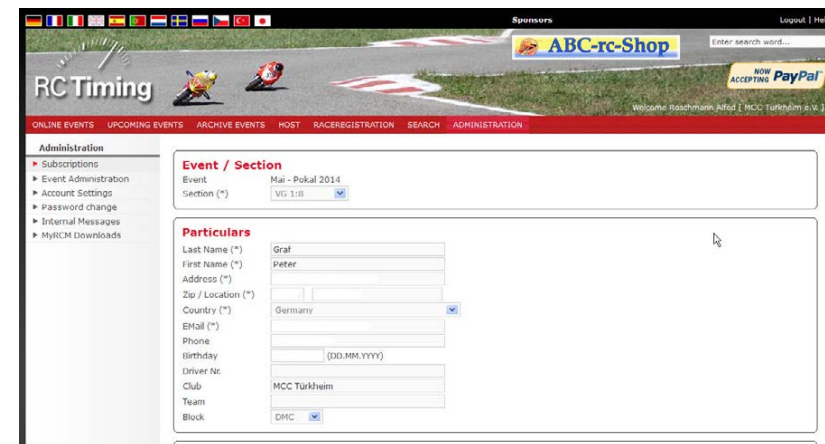


After a short time, a message is displayed, that the entry is registered successfully. Besides of the an email is sent to the driver with a confirmation of his entry.

Just click in the list of the events in the column on the download-link and you get all entries as a CSV-file. This file you can directly import to RCM Ultimate. Licking on Registrationlist will display all entries already received. If there is an entry twice, you can delete it. Just click at the end of the line on the trash-symbol.



With the buttons right of the drivers you can select additional features. So you can edit the details of this registration.

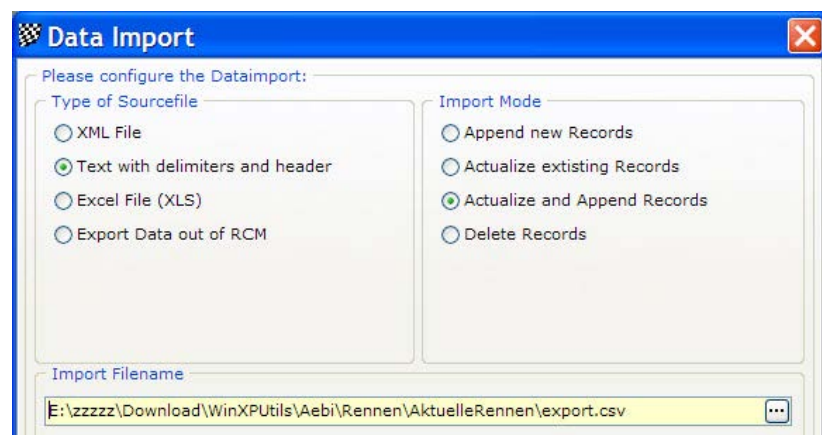


4.2.1 Import the data in RCM Ultimate

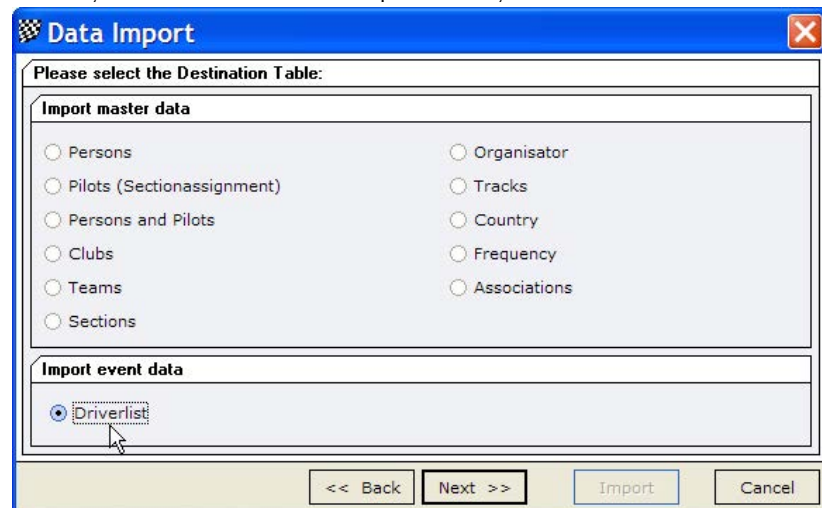
If your computer where RCM Ultimate is installed, has access to the internet, you can download the entries directly in RCM Ultimate with Tools/MyRCM/Import. Otherwise follow the following steps:

The data is imported to RCM Ultimate with the function Tools/Datamanagement/Data Import. This import is only available if no event is loaded.

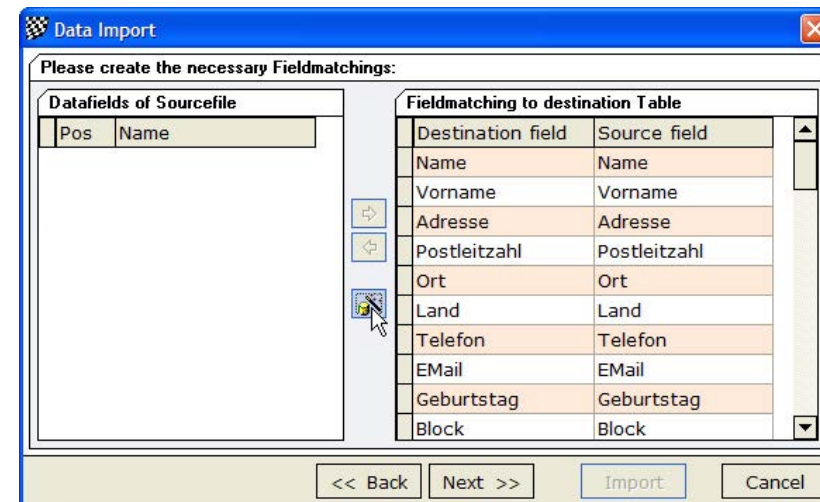
You select "Text with delimiters and header". Select the import file in the open file dialog (name is export.csv by default). By clicking on the three dots at the end of the input line, you can search the file on your computer. In the right column of the window you select "Actualize and append records". This is mostly used and is a combination of both functions above.



Next leads you to the next window where you have to select the table of the inventory data to which the file correspond. Here you select "Driverlist".



Clicking on Next opens another window. In the left column you see the names of the fields configured in the import file. The right column shows you the fields of the selected table of the inventory data. Using the magic stick will assign the fields automatically recognized by the program. Normally all fields are assigned automatically. If not, the fields can be assigned by marking these in the left and right column and clicking on right arrow button. Using the left arrow button will delete an assignment. An assignment will be shown in the right column in the column source field.



When all assignments are done, you click on next and start the import in the next window by clicking on Import.

