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# Time Bank Online Quick Guide

We're so glad to have you as a client! This guide is meant to provide a quick reference about how to get setup to run Time Bank and includes troubleshooting tips as well as frequently asked questions.

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## SYSTEM SETUP/REQUIREMENTS BEFORE YOU CAN RUN TIME BANK

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### INSTALL TBXfer TO YOUR LOCAL ENVIRONMENT:

Time Bank Online requires access to your local PC to read and write available data (files, API, database, etc.). Previous versions of Time Bank Online used Microsoft's ClickOnce to access data on your local PC. ClickOnce is no longer supported in all browsers, so Time Bank Online now uses the Time Bank Transfer application "TBXfer" to read and write files. It is a separate application that must be downloaded and installed to the local environment.

TimeBankOnline.com is a web application which takes data, transforms it and then writes it back out somewhere. In order to minimize the need for a user to sit and watch the process, all connections to the data (whether it's input or output) are defined in TimeBankOnline.com prior to processing the data. When a user clicks a button to "Process" in TimeBankOnline.com, the application needs to 1) upload data, 2) process some of the data on TimeBankOnline.com, and then 3) download the data. TBXfer will do steps 1) and 3) automatically, using the pre-defined connection information entered in TimeBankOnline.com, making this a quick and easy one step process. TBXfer is a locally running application to let it know that TimeBankOnline.com is waiting for it process some data.

A request from that client-side script is typically initiated by the user clicking the Run/Process button, when a script/link needs to access information such as a local database or a text file stored within the user's local environment. When such a process comes to a point where it needs to access that local information, a 'wake up' page is opened in the browser (<http://localhost/TBXfer/api/process>). This wakeup request also includes some unique information for the specific process the user is running. This communication all happens locally from the newly opened web page, which is why TBO must be configured to allow popups. At this point, TBXfer receives the request and then will make a secure connection back to the TBO server to request the detailed information it needs to access data from the local environment. This information exchange (the secondary request) is handled via a secure SSL connection between TBXfer and TimeBankOnline.com, and all information is additionally encrypted with a Triple DES algorithm specific to each unique piece of information being transmitted. All communication with TimeBankOnline.com is initiated by TBXfer.

*Note: To verify how your site is setup for local access (e.g. ClickOnce or TBXfer), login to Time Bank and go to Support -> Tools to see a Local Access note at the bottom right of the Site Information section.*

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For more detailed information about hardware and system requirements, you can refer to our full System Setup/Requirements documentation at:

[https://f.hubspotusercontent10.net/hubfs/2842667/Documents%20%5Bpdf%5D/Product%20Documentati on/IDI-time-bank-online\\_requirements.pdf](https://f.hubspotusercontent10.net/hubfs/2842667/Documents%20%5Bpdf%5D/Product%20Documentati on/IDI-time-bank-online_requirements.pdf)

## TBXfer Install

Access the install file from the Downloads page

<https://idi-resource-center.idesign.com/help/what-files-do-i-need-to-download-to-run-time-bank>

Run the MSI file to install the application.

## Start the application

TBXfer must be running at all times. After installing TBXfer, start the application.

TBXfer will only need to be started manually after the initial install, if it is manually closed, or if it stops running due to errors. The TBXfer install also installs a shortcut in the Startup folder, so the application will start every time the machine reboots.

## ADDITIONAL STEPS FOR A NON-ADMIN USER OF A PC:

If a user does not have admin privileges on a PC, there are specific setup steps needed for TBXfer to run:

1. If you previously set the exe to Run as Administrator, unselect this option on the exe.
2. In an Administrator Command Prompt, run the following, filling in the appropriate user:

NETSH HTTP ADD URLACL URL=http://localhost:80/tbxfer user=Everyone (or domain\username for an individual)

For example:

```
C:\Windows\system32>netsh http add urlacl url=http://localhost:80/tbxfer user=interface\pokey
URL reservation successfully added
```

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## USE A SUPPORTED BROWSER:

Make sure you are using a supported Internet browser to run Time Bank Online:

- Internet Explorer 11+ (Microsoft ending support 8/17/21)
- Chromium Edge
- Firefox
- Chrome

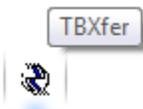
Pop-up Blockers must be turned off for <https://www.timebankonline.com/>.

Time Bank Online does not support non-windows browsers.

## TEST CONNECTIVITY:

To test the TBXfer connectivity:

1. In TBO select the *Support* tab, *IDI Support* tab, and *Test TBX Connectivity*.
2. If connectivity fails, verify TBXfer is running.

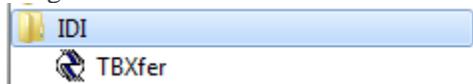


You will see the following icon in the system tray when TBXfer is running:

*Note: You might have to select the up arrow or customize to view all items in the system tray.*

If TBXfer is not running, start TBXfer:

Programs -> IDI -> TBXfer



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## TROUBLESHOOTING TIPS

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### ERRORS WHEN READING / WRITING FILES:

#### TBXfer connectivity fails

If TBXfer isn't starting:

- Verify pop-up blockers are turned off.
- Verify .Net Framework 4.6.1 is installed.

If the above options do not resolve the issue, work with your IT department to determine what is blocking the software (TBXfer.exe or the TBRTService.svc) from running.

Ask your IT Department to check the following:

- Event log
- Verify that you can get to the service:  
<https://www.timebankonline.com/TBCFGWEB/TBRTService.svc>
- Firewall
- Virus checker
- Your IT Department may need to explicitly add/allow/grant access to: 72.13.10.189 –  
<https://www.timebankonline.com>

#### Run progress indicator stalls

Occasionally a pop-up (e.g. select dates to process, enter payroll specific values) ends up behind the Time Bank Online Window.

*Note: Flashing in the task bar may indicate a pop-up is present.*

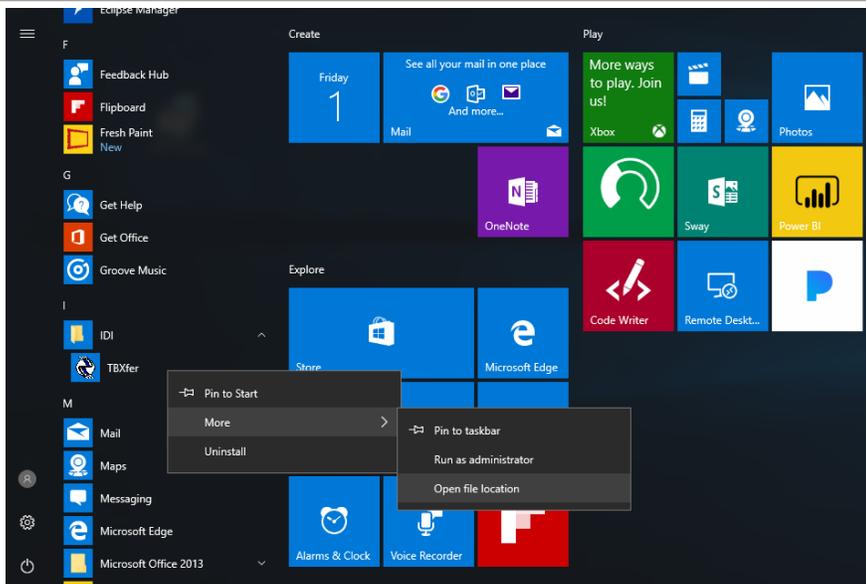
Check for a pop-up window hidden behind the Time Bank Online window and make the necessary selections before processing.

If there is no pop-up, refer to the “TBXfer Connectivity Fails” section above for further instructions.

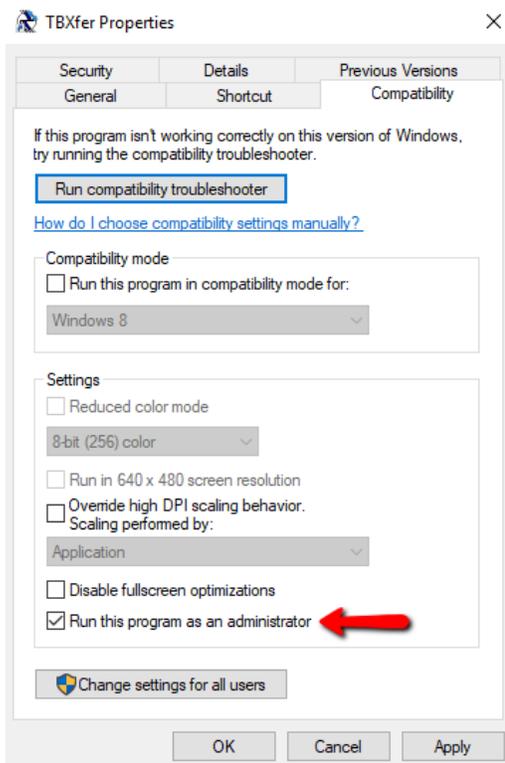
#### TBXfer disappears

On Windows 7 and Windows 10, TBXfer must be run as administrator. To set up the application to always run as administrator:

1. Find TBXfer in the Program bar
2. Right click and select More > “Open file location”



3. Right click on TBXfer.exe and select Properties
4. Select the “Compatibility” tab
5. Select “Run this program as administrator”



6. Select “OK”

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## Error communicating with host

The “Error communicating with host” message can be the result of different issues. To resolve the issue:

- Verify the software did not time out. Log in and run again.
- Verify .Net Framework 4.6.1 is installed.
- The application will not run if the PC time is not within a minute or two of the hosted server time (time zone independent). In Time Bank Online you would notice the run time does not match the PC time. Update the PC time to reflect the correct actual time.

If the above options do not resolve your issue, work with your IT department to determine what is blocking the TBXfer.exe or TBRTService.svc from running. (Refer to the “TBXfer Connectivity Fails” section in this guide.)

## TBXfer Run Time Errors

- If you get the error message, “Exception of type 'TBBOL.TBException' was thrown. Could not find a part of the path ‘path,’” and the path displayed is only a portion of the file path, your system/OS security might be blocking files from a mapped drive.

To resolve, set the path using the UNC name instead of mapped drive letter.

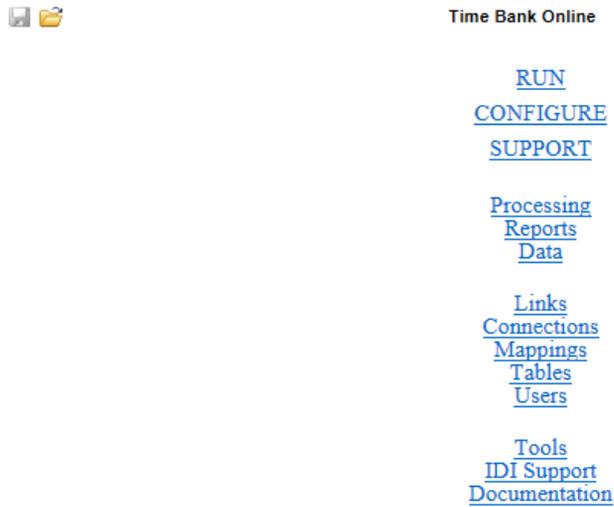
For example, x: maps from \\gemini\docs (\\server\directory\etc).

- If you get the error message, “HTTP 404 Not Found,” to resolve refer to the “Test Connectivity” section in this guide.

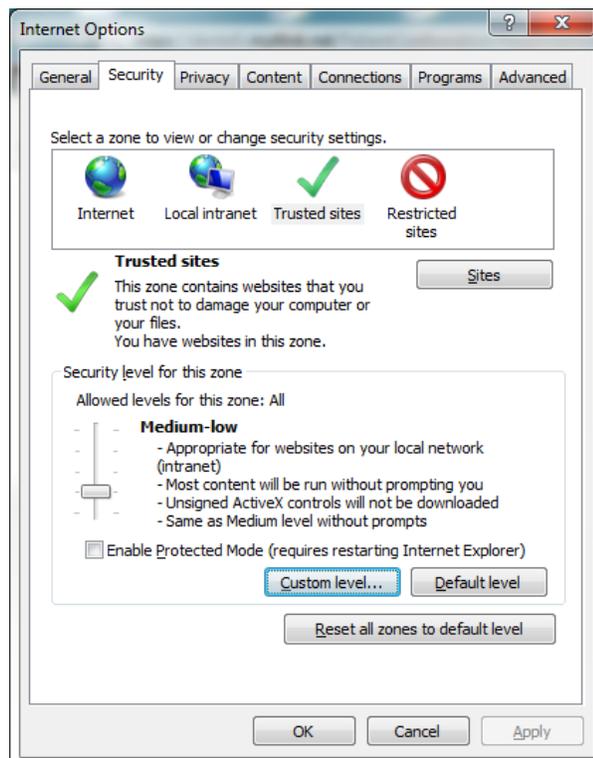
## ERRORS WHEN LOGGING INTO TIME BANK:

### Incorrect screen upon login

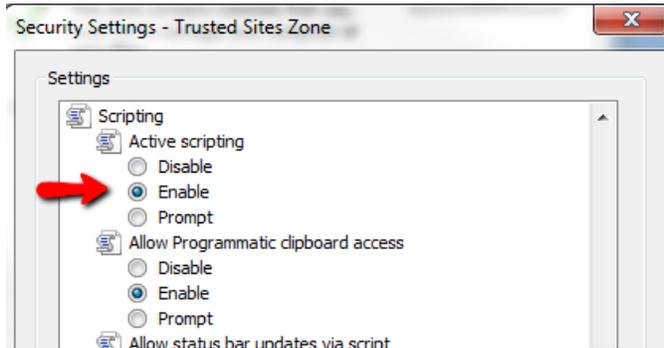
After login, the tabs are displayed as a list:



- Compatibility View must be turned off. If you are connecting to Time Bank Online with Internet Explorer, turn off Compatibility View.
- Verify Javascript is able to run:
  - In IE, select *Internet Options*, *Security* tab, *Custom level*.



- Scroll down to the Scripting settings to verify that it's enabled.



If scripting is enabled, work with your IT department to determine what is blocking Javascript.

## Incorrect web address/link

If the application is being run through an incorrect or outdated link, you may get the following error message:

### **Integrated Design - Secure Login Web Site**

The action " (Request.QueryString['wa']) is unexpected. Expected actions are: 'wsignin1.0' or 'wsignout1.0'.

To resolve, make sure you are using the correct link: <https://www.timebankonline.com/TBCFGWEB/>

## Improperly formatted application

If you get the error message, "Cannot continue," the application is improperly formatted.

To resolve, verify .Net Framework 4.6.1 is installed.

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## SCHEDULED EVENT ERRORS:

### Task is failing without an error message

If an automated task is failing with no error message, the task is likely setup to run in “silent mode.” Log into Time Bank Online to review the error log: <https://www.timebankonline.com/TBCFGWEB/>

### Script not compiled error message

If you get the error message, “Script has not been compiled,” a change has been made to the custom configuration and you need to recompile the script. To recompile a script:

1. If available, open a connection and change the case of a value in the connection (e.g. csv to CSV).  
If no connections are available, modify a mapping and change the value back.
2. Select the *Run* tab.
3. Once the Process <script name> is available, select *Save*.

### Errors other than script not compiled

If you are getting an error other than “Script has not been compiled,” follow these steps:

1. Uninstall “Time Bank Runtime.”
2. Install the Time Bank Runtime application from the Downloads page at <https://idi-resource-center.idesign.com/help/what-files-do-i-need-to-download-to-run-time-bank>. Make sure to install to the directory the existing Time Bank Runtime application.

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## USER TABLE / DATA VIEW ERRORS:

### Empty table or erratic display

If a table shows up as a blank screen, try these steps:

- Select *Reset Settings* on the table.
- Save any changes, then select *CTRL* and *F5* at the same time. This will clear your browser cache. You will then have to re-open the site.

### Overly large font displayed

If the font displays too large on a page, particularly the Process > Run > Data view screen, to resolve:

- Save any changes, then select *CTRL* and *F5* at the same time. This will clear your browser cache. You will then have to re-open the site.

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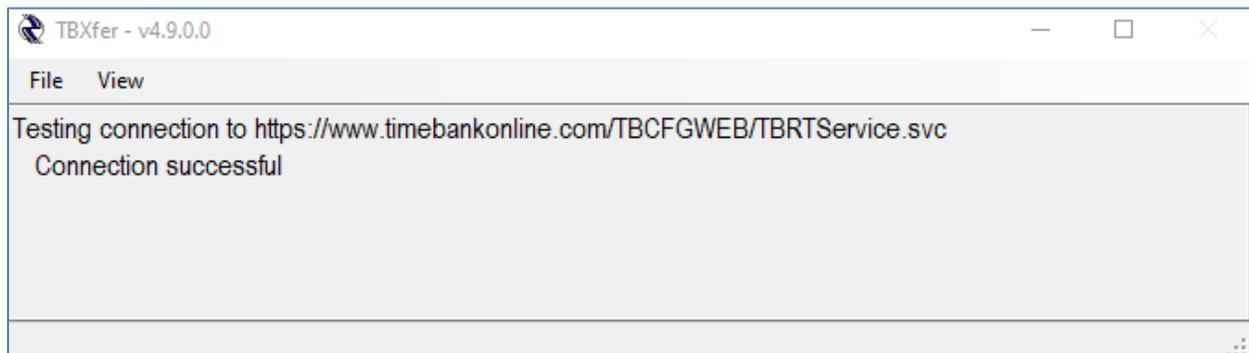
# FAQs

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## CONFIGURATION:

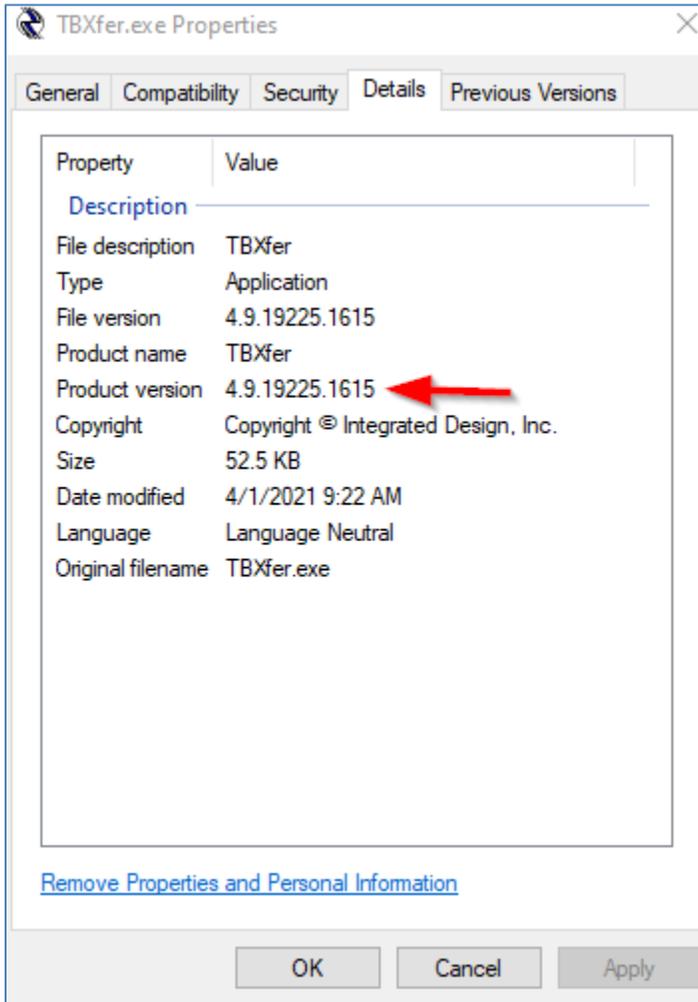
**Q: What is the current version of TBXfer that I should be running?**

**A:** The TBXfer version that should be displayed is 4.9.0.0

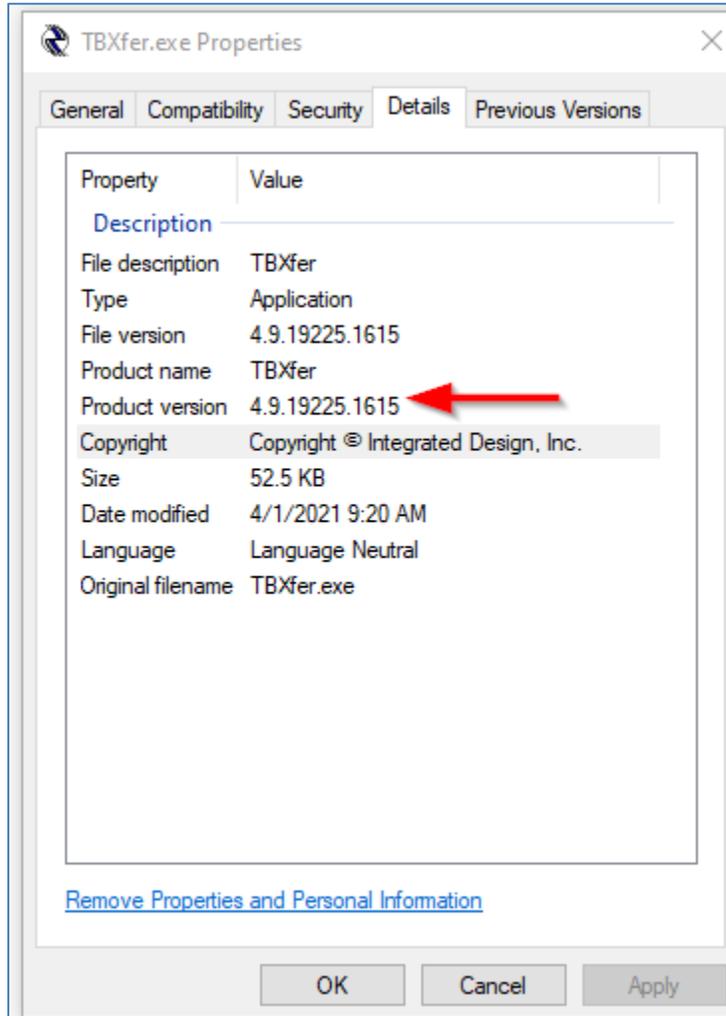


Right click on the TBXfer.exe file and select *Properties* and open the *Details* tab:

- 64-bit: Product version is 4.9.19225.1615



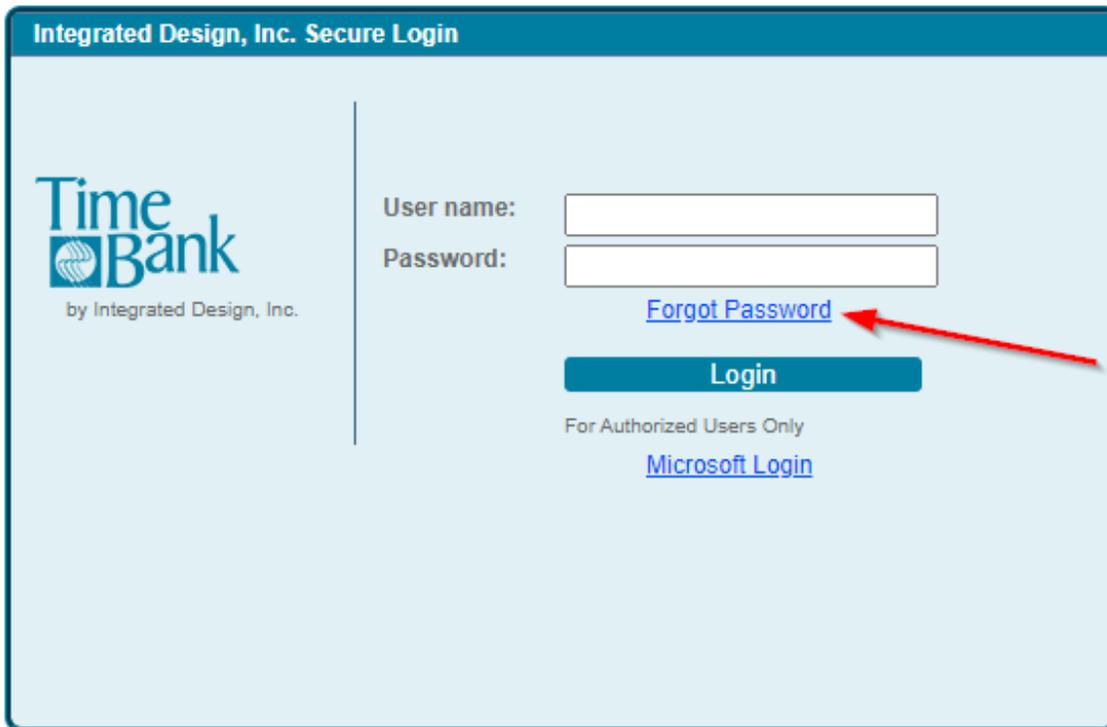
- 32-bit: Product version is 4.9.19225.1615



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**USER SETTINGS:****Q: How do I reset my password?**

**A:** If you've forgotten your password and require a reset, please click on the forgot password link from the Time Bank login page.



The screenshot shows the 'Integrated Design, Inc. Secure Login' page. On the left is the 'Time Bank by Integrated Design, Inc.' logo. The main area contains a 'User name:' field, a 'Password:' field, and a 'Login' button. Below the password field is a blue link labeled 'Forgot Password' with a red arrow pointing to it. At the bottom, there is a note 'For Authorized Users Only' and a 'Microsoft Login' link.

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## WORKING WITH TABLES:

### Q: How do I remove a sort from a user table/data view?

**A:** To remove a sort from a column, hold the Shift key and select the column header.

## SCHEDULING TASKS:

### Q: How do I set up a scheduled task in TBO?

**A:** To setup a Time Bank Online link as an automated event, refer to section 7.4 of the *Time Bank Online General Configuration and Processing Features* document:

[https://f.hubspotusercontent10.net/hubfs/2842667/Documents%20%5Bpdf%5D/Product%20Documentati on/TB%20Online\\_General%20Link%20Configuration.pdf](https://f.hubspotusercontent10.net/hubfs/2842667/Documents%20%5Bpdf%5D/Product%20Documentati on/TB%20Online_General%20Link%20Configuration.pdf)

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