

# **Time Bank Online**

## **System Setup/Requirements**



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# 1 System Requirements

## 1.1 Prerequisites

- Microsoft .NET Framework 4.6.1. Note: .NET Framework 4.6.1 is not supported on Windows XP. If your system does not have this software, please contact your IT department to get it loaded.
- Windows Installer v4.5
- TBXfer: See section 2 below. TBXfer.exe may require any firewall or virus checker is setup to allow the application.

Please forward this document to your IT staff so they can determine if virus or firewall changes are needed.

## 1.2 Hardware

### Processor:

1.2GHZ Processor or above

### Total Memory:

1GB or more of memory

### Operating Systems:

MS-Windows 10 all versions

MS-Windows Server 2016 all versions

MS-Windows Server 2019 all versions

Time Bank does not support non-windows operating systems

## 1.3 Supported Browsers

Chromium Edge

Firefox

Chrome

Internet Explorer 11+ (Microsoft ending support on 8/17/21)

Pop-up blockers must be turned off for:

<https://www.timebankonline.com/>

Time Bank does not support non-windows browsers.

## 2 TBXfer

The Time Bank Transfer application (TBXfer) is a separate application that must be downloaded and installed to the local environment. Time Bank Online requires access to your local PC to read and write data (files, API, database, etc.). The Time Bank Transfer application is used to provide the ability to read and write data.

Time Bank Online.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 which creates a listener for the local computer (through a client-side script running on a web page) 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.

For users using ClickOnce, Time Bank Online will still run with ClickOnce until TBXfer is installed and the "Test TBX Connectivity" is successful. Once a site has been updated, all users must be setup to use TBXfer.

## 2.1 Install

Install the Time Bank Transfer application available from the Downloads page.

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

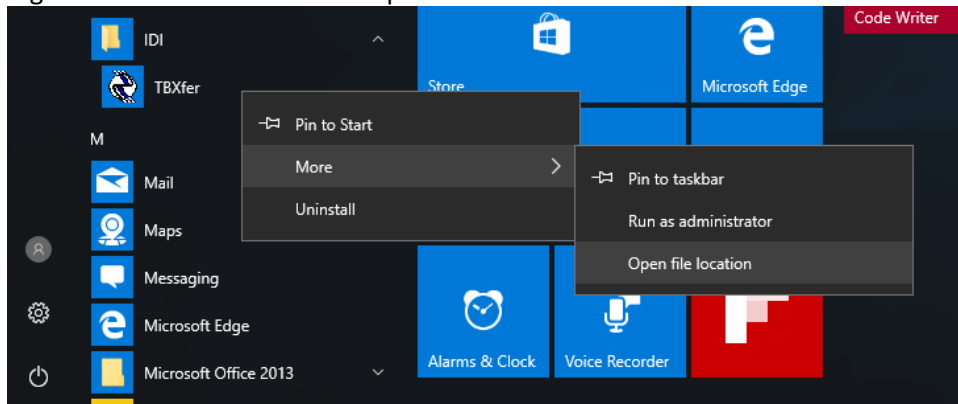
## 2.2 Start the application

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.

### 2.2.1 Windows 10

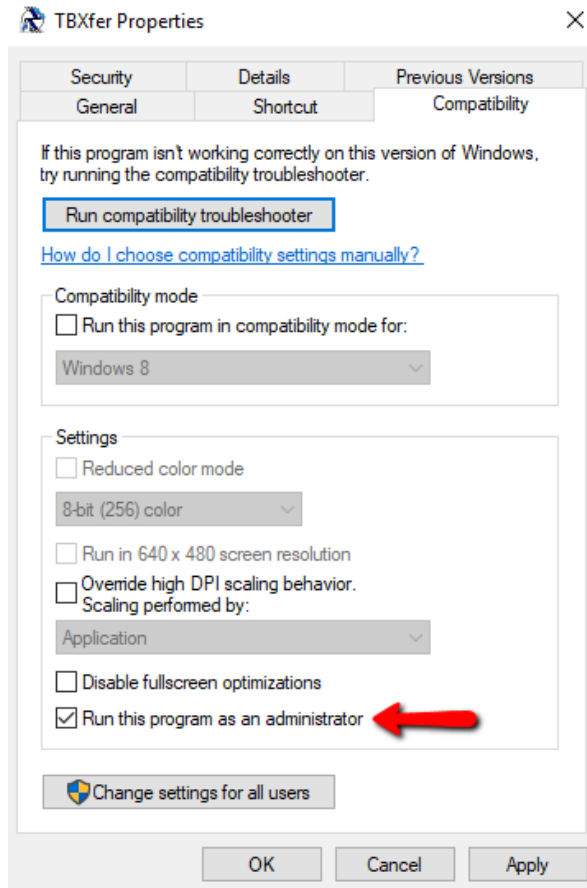
For Windows 10 and if the user has administrative rights on the PC, the application must be setup to run as administrator.

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”

## 2.2.2 Non-Admin Users

If the user is not setup with administrative privileges on the PC, follow these steps.

1. If you previously set the exe to Run as Administrator (section 2.2.1), unselect this option
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)

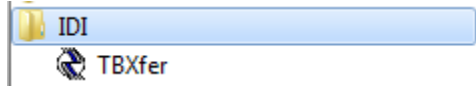
For example:

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

## 2.2.3 All Operating Systems

Start TBXfer:

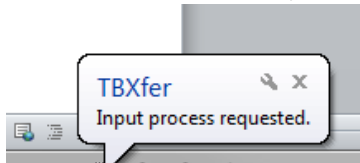
Programs -> IDI -> TBXfer



When started, the program defaults to be minimized in the system tray. You will see the following icon in the system tray when TBXfer is running (you might have to select the up arrow or select customize to view all items in the system tray):



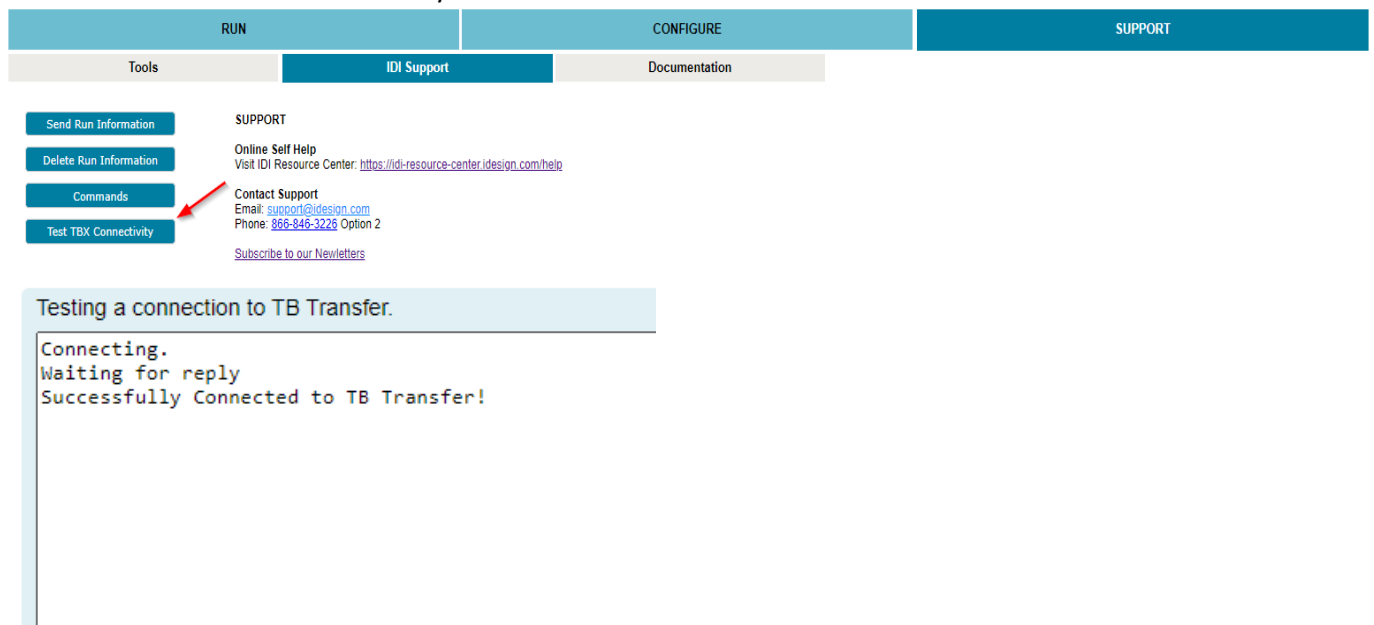
When Time Bank Online is run, the system tray displays the status when TBXfer is running:



## 2.3 Test Connectivity

Test the TBXfer Connectivity:

1. Open Time Bank Online: <https://www.timebankonline.com/TBCFGWEB/>
2. Select the Support tab then select the IDI Support tab
3. Select "Test TBX Connectivity"



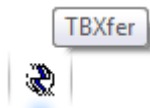


## 3 Troubleshooting

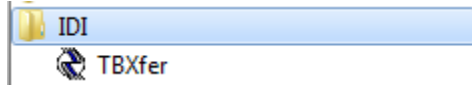
### 3.1 Test TBX Connectivity fails

If the Test TBX Connectivity fails:

1. Verify pop-up blockers are turned off.
2. Verify TBXfer is running.
  - a. You will see the following icon in the system tray when TBXfer is running (you might have to select the up arrow or select customize to view all items in the system tray):



- b. If not running, select Programs -> IDI -> TBXfer

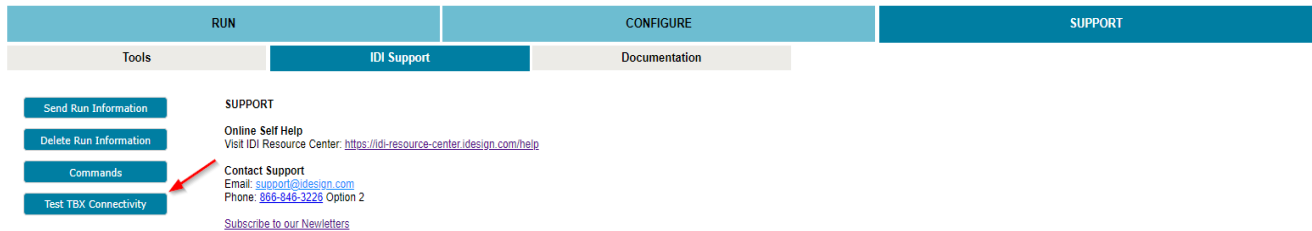


3. Work with the user's IT department to determine what is blocking the software (TBXfer.exe or TBRTService.svc) from running.
  - a. Check event log
  - b. Verify the PC can access the service:  
<https://www.timebankonline.com/TBCFGWEB/TBRTService.svc>
  - c. Firewall
  - d. Virus checker
  - e. The user's IT may need to explicitly add/allow/grant access to:  
72.13.10.189 – <https://www.timebankonline.com>

## 3.2 Time Bank Online hangs on the read/write operation

Time Bank Online uses the TBXfer application to access to your local PC to read and write data (files, API, database, etc.). When the read fails, it is typically due to TBXfer not running or not being able to run.

- Test the TBXfer Connectivity: In TBO, select the Support tab, IDI Support tab, and “Test TBX Connectivity”



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

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

- Check event log
- Verify they can get to the service:  
<https://www.timebankonline.com/TBCFGWEB/TBRTService.svc>
- Firewall
- Virus checker
- The user’s IT may need to explicitly add/allow/grant access to:  
72.13.10.189 – <https://www.timebankonline.com>

## 3.3 Time Bank HTTP 404 Not Found error on read/write

Time Bank Online uses the TBXfer application to read files from/write files to the local environment. When TBXfer is not running or is being blocked, you will see a HTTP 404 Not Found error when Time Bank Online is being run.

Refer to section 2.2.2 and section 3.2 for setup and troubleshooting tips.

## 3.4 Error communicating with host

The “Error communicating with host” message can be the result of different issues. To resolve this 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 2 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 the user's IT department to determine what is blocking the TBXfer.exe from running.

- Check event log
- Verify they can get to the service:  
<https://www.timebankonline.com/TBCFGWEB/TBRTService.svc>
- Firewall
- Virus checker
- The user's IT may need to explicitly add/allow/grant access to:  
72.13.10.189 – <https://www.timebankonline.com>

### 3.5 Error - Could not find a part of the path

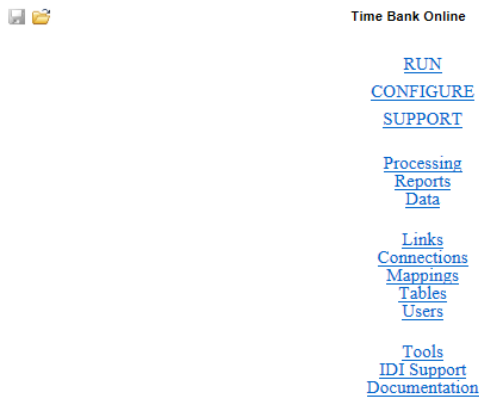
If you get the error message, "Exception of type 'TBBOL.TBException' was thrown. Could not find a part of the path 'path,'" and the path displayed is only a portion of the file path, your system/OS security might be blocking files from a mapped drive.

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

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

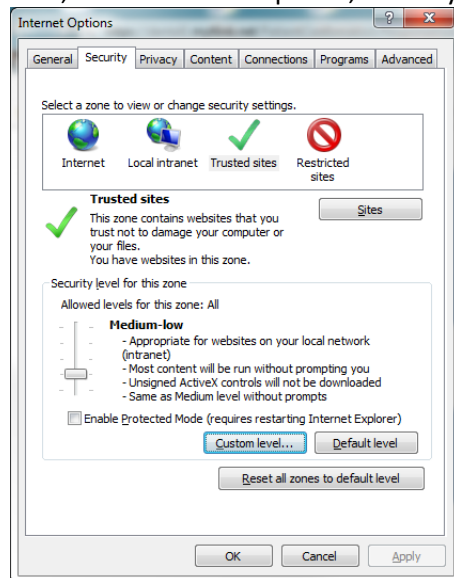
### 3.6 Incorrect Screen upon login

After login, the tabs are displayed as a list:

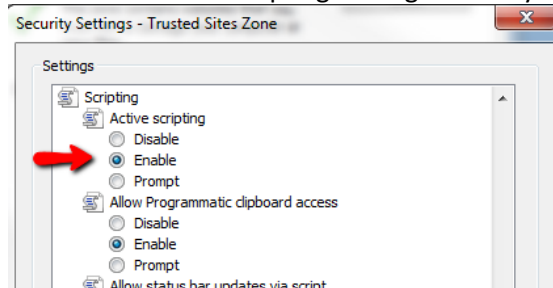


- Compatibility View must be turned off. If you are connecting to Time Bank Online with Internet Explorer, turn off Compatibility View.

- 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 the user's IT department to determine what is blocking Javascript.

### 3.7 Cannot continue. The application is improperly formatted.

Verify .Net Framework 4.6.1 is installed.

### 3.8 Other Errors

1. Verify TBXfer is running and results in a successful test.
2. The user must work with their IT to determine what is preventing the software from running.
3. Refer to the [Time Bank Online Quick Guide](#)

#### 4. TLS Browser Settings

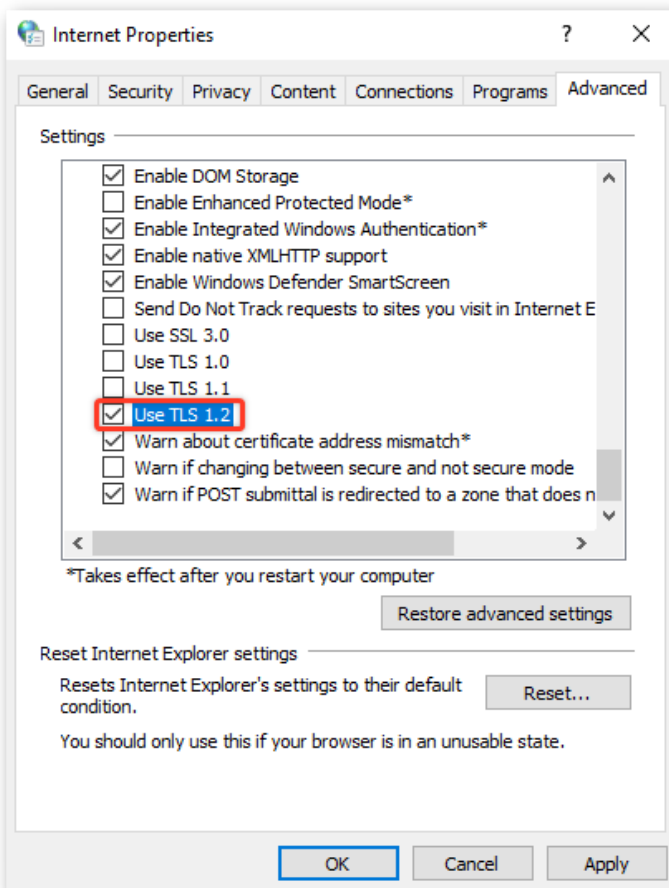
To enable TLS 1.2 protocol on web browsers, see the list below.

**NOTE:** You must be on Windows 10 or above to be able to enable TLS 1.2.

- [Microsoft Internet Explorer](#)
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Chromium Edge](#)

### 3.9 Microsoft Internet Explorer

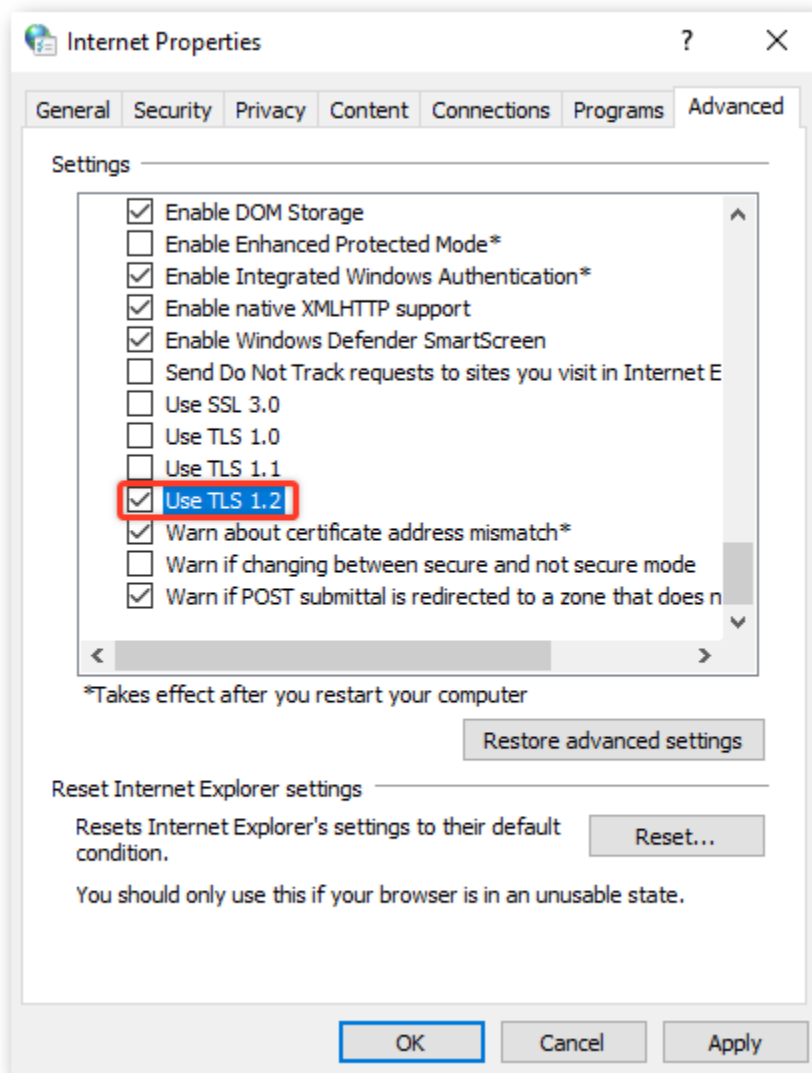
1. Open **Internet Explorer**
2. From the menu bar, click **Tools > Internet Options > Advanced** tab
3. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**



4. Click **OK**
5. Close your browser and restart Internet Explorer

### 3.10 Google Chrome

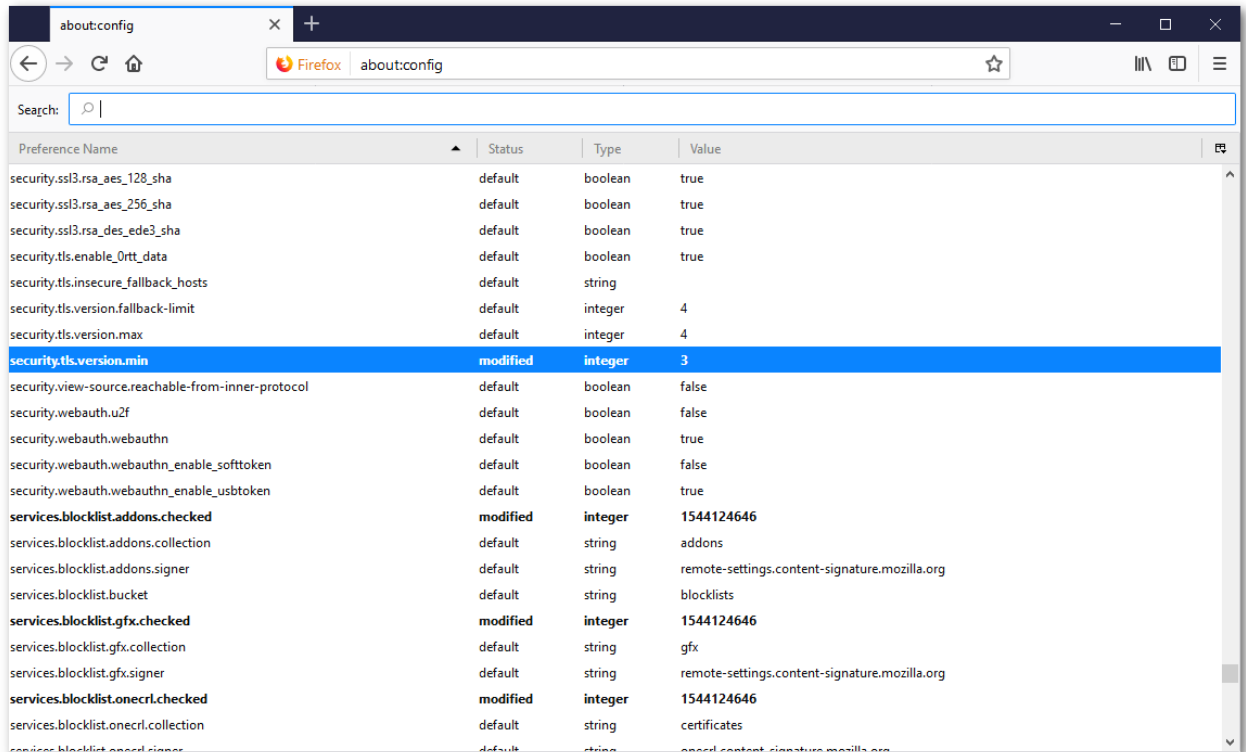
1. Open **Google Chrome**
2. Click **Alt F** and select **Settings**
3. Scroll down and select **Show advanced settings...**
4. Scroll down to the **System** section and click on **Open proxy settings...**
5. Select the **Advanced** tab
6. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**



7. Click **OK**
8. Close your browser and restart Google Chrome

### 3.11 Mozilla Firefox

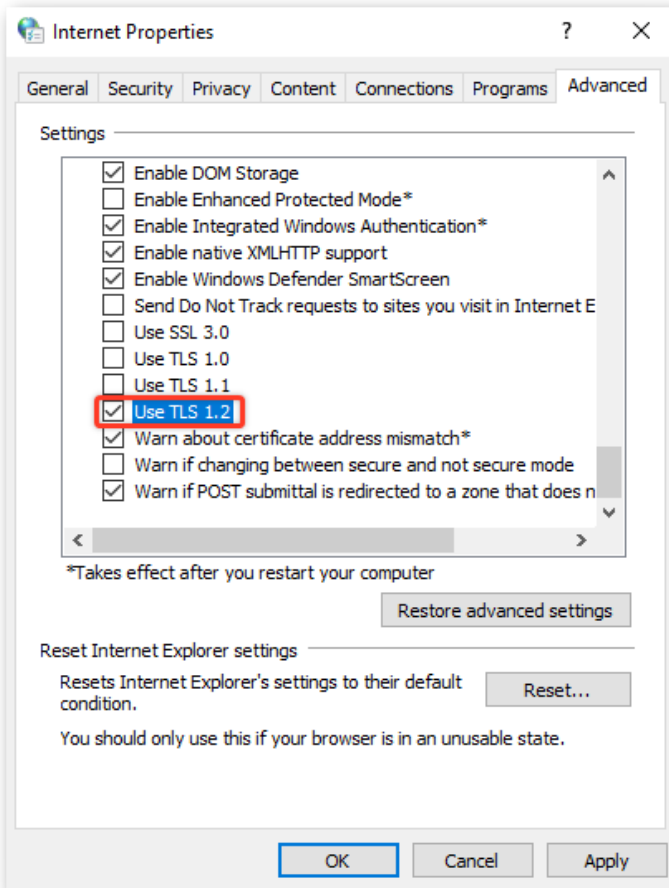
1. Open **Firefox**
2. In the address bar, type **about:config** and press Enter
3. In the **Search** field, enter **tls**. Find and double-click the entry for **security.tls.version.min**
4. Set the integer value to 3 to force protocol of TLS 1.2 to be the default



5. Click **OK**
6. Close your browser and restart Mozilla Firefox

### 3.12 Chromium Edge

1. Press the **Windows Button + R** to open the **Run** window.
2. Type **inetcpl.cpl** to open Internet Properties
3. Click on the Advanced tab.
4. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**



5. Click **OK**
6. Close your browser and restart Chromium Edge

