Troubleshooting Hosted 4500 Timeclocks

Enviromental Requirements

- An existing Internet connection
- Port 443 Outbound must be open to the following IP addresses:

  Setup & Registration - 170.146.48.126
  - 170.146.235.104
  Production use - 170.146.48.125
  - 170.146.235.103

  Note: ALL Hosted ADP Timeclocks leveraging this solution communicate independently with our hosting centers across port 443, ADP has four (4) web servers for the purpose of registering the Timeclocks for production use.

Timeclock does not show Primary Server IP, Primary Server Port, and Primary Server Instance ID then the clock needs a setting changed.

To change the communication mode to Device Initiated you will need to find the List Key. To find the List Key do the following:

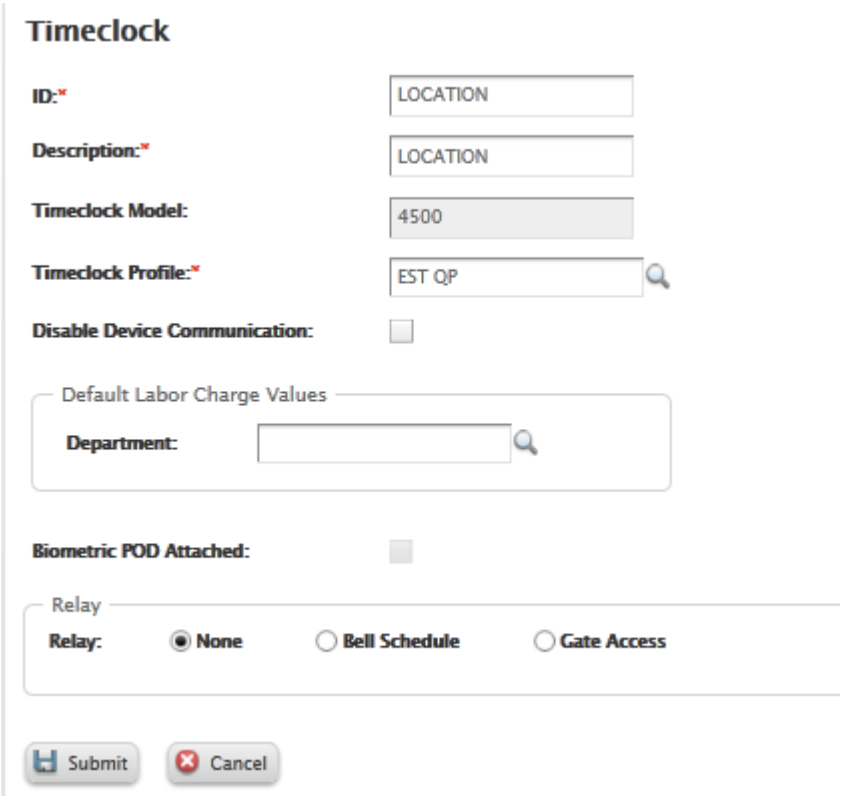
- Swipe "M" badge
- Press soft key in the upper left corner for "Comm Settings"
- On Communications Mode; press "list" in lower right corner of screen
- Make a selection from the list: Server or Device Initiated – scroll list to choose selection – Choose Device Initiated for HTC.
- Press "Enter" button to make selection

Timeclock Will Not Initialize

- Verify clock is powered up and cable is connected
- Verifying correct settings at the clock
- Verify the date on the clock is not in the future. If so, reprogram the timeclock to the current date (Maintenance card – Date/Time settings bottom left button).
- Verify hosted timeclock was configured within WorkForce Now (Setup – TA – Timeclock Configuration – is clock listed? Pull down configuration sheet as follows: In action column next to clock – Edit Timeclock – upper right corner – Show Setup Instructions - can save setup shown on screen).

Troubleshooting Hosted 4500 Timeclocks

- Make sure there are no spaces, special characters and mix case is used within the Timeclock name and Description
- Try Pinging Clock
  - *If ping does not work, then, check for a green link light on the clock.*
- Delete clock not working and Setup a new clock, but make sure to set the clock back to factory default and use new configuration sheet.
  - Delete current clock - Setup – TA – timeclock configuration – in Action column next to clock to delete – Edit Timeclock – click on Delete button on bottom.
  - Create a new clock - TA – timeclock configuration – click on pick New Timeclock 4500 – ID and description location name – all caps no spaces or other characters and Timeclock profile is either EST QP or CST QP.



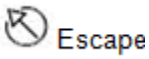
  - After creating new clock make sure to assign to Timeclock groups – "All Clocks" (Setup – TA – timeclock groups – click on All Clocks – to add new

clock created – click on Assign Additional Timeclocks – click on clock and submit)

A "cold boot" resets the clock to all factory defaults, as if you just took it out of the box. A "cold boot" will result in all data at the clock being lost.

Please do the following:

Locate current client IP information.

- Swipe the M badge or if no M badge available hit escape kye 

, then clear key 

then type in 6178903232 (you will not see or hear anything when keying the number)
- Press the button next to Comm Settings
- Note the Device IP Address, Gateway, and Subnet Mask information – write them down we will have to key them back in after below process
- Press the Escape key
-  Escape: Exit the current screen
- It will take you back to Maintenance main menu

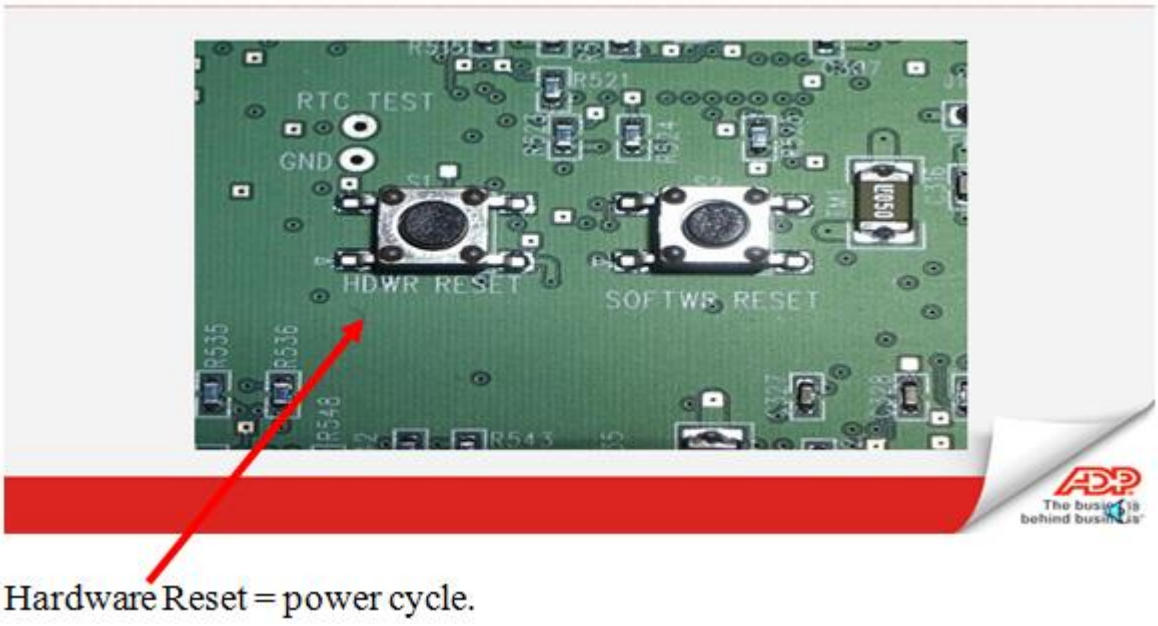
Process for setting clock back to factory defaults

- Press More button six times
- On the sixth screen press Factory Defaults button
- Select Yes, then press the Enter key on the clock key board
- The clock will reboot.
- Once the reboot is complete, the clock will be at the communications settings screen, and you will need to reprogram the communication settings (attached) and the three items from above that you needed to write down (Device IP Address, Gateway, and Subnet)

Clock Stops Communicating

- Unplug the AC Power, Wait 1 Minute, Plug AC Power Back In
- Hardware Reset Timeclock

Troubleshooting Hosted 4500 Timeclocks



Hardware Reset = power cycle.

Note: If you do the SOFTWR RESET that is setting the clock back to factory defaults (sometimes called a"cold boot" and will result in all data at the clock being lost.

Quickpunch Issues

- **Quickpunch Not Enabled**
  - **Verify Quickpunch is attached at the clock:**
    - Swipe the "M" badge
    - Hit more "4" times
    - Select "Biometric Report"
      - *"attached: true" indicates the clock has identified the Quickpunch device*
      - *"attached: false" indicates the clock does not recognize the Quickpunch device*
- **Error 06-4 Invalid Function for this employee – *This is a Data Validation Error***
  - Verify Employees are assigned to Timeclock Group
  - Verify Timeclock is assigned to a Timeclock Group
  - At the Timeclock, run a 'Non-Enrolled Emps' report within Maintenance Mode.

- Swipe “M” badge
- Hit more “5” times
- Select “Non-Enrolled Emps”
- Confirm that the employee in questions has been downloaded to the clock
    - If the employee is not on the list of un-enrolled employees; confirm that the employee was added to a timeclock group where the timeclock is assigned.
    - From within the HTC Activities Scheduler, create a ‘one-time’ command to ‘Download Employee Data’ for the Timeclock/s in question.

Unknown Employee message

- Verify Employees are assigned to Timeclock Group
- Verify Timeclock is assigned to a Timeclock Group
- Verify badge nubmer is 9 digits (contains leading zeros) People – Employment – Time Position info

Registration Process

- **Certificate Download –** Certificate must be sent from ADP’s Server to the clock for registration
- **Synchronizing Date & Time –** Date & Time gets updated during this process
- **Employee Schedules –** Employee Schedules are downloaded
- **Initialization –** Timeclock configuration is downloaded with employee information
- **Validation Data –** Assigned employees, LCF, Hours & Earnings Codes, Accrual Balances, Bio Templates
- **Download Timeclock Configuration –** Downloads Timeclock Profile Settings

Troubleshooting Hosted 4500 Timeclocks

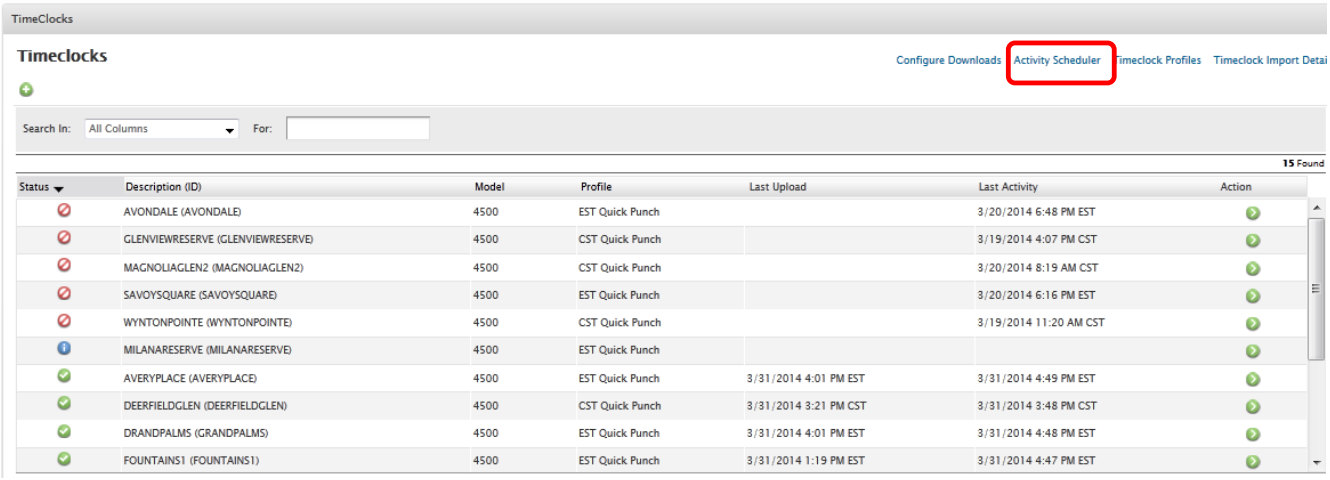
Timeclock Activity Statuses

The Timeclock Landing page and Timeclock Details page will provide you with a Status of the defined Timeclocks

- Information icon – Timeclock is added but not Registered
- Green Icon – Timeclock is Registered with no errors
- Amber Icon – Registered Timeclocks that have some errors with downloads or uploads
- Red Error Icon – Comm error, Did not receive NetCheck from the clock in over 2hrs

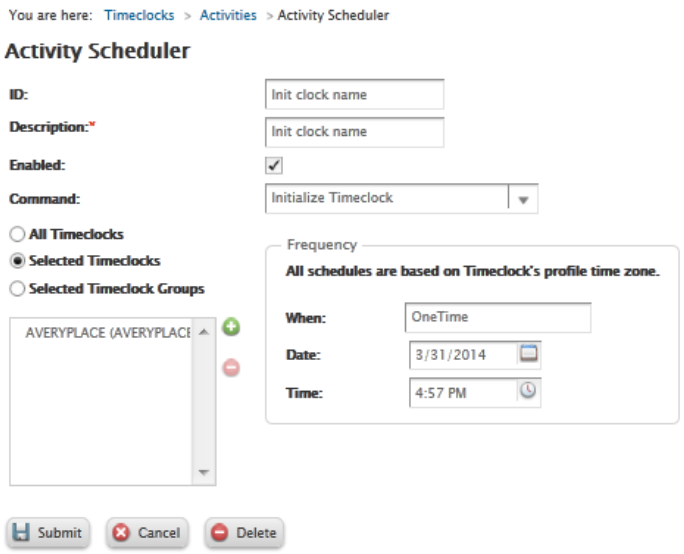
How to schedule a manual update/activity to a clock

To do an manual activity to a clock go to Setup – TA – Timeclock Configuration – click on Activity Scheduler upper right corner



- **Initialize Timeclock –** Timeclock configuration is downloaded with employee information
  - Click on and key in and ID and description and command is Initialize timeclock
  - The click on selected timeclocks and use the to pick the appropriate timeclock
  - Then click on Submit on the bottom of page.

Troubleshooting Hosted 4500 Timeclocks

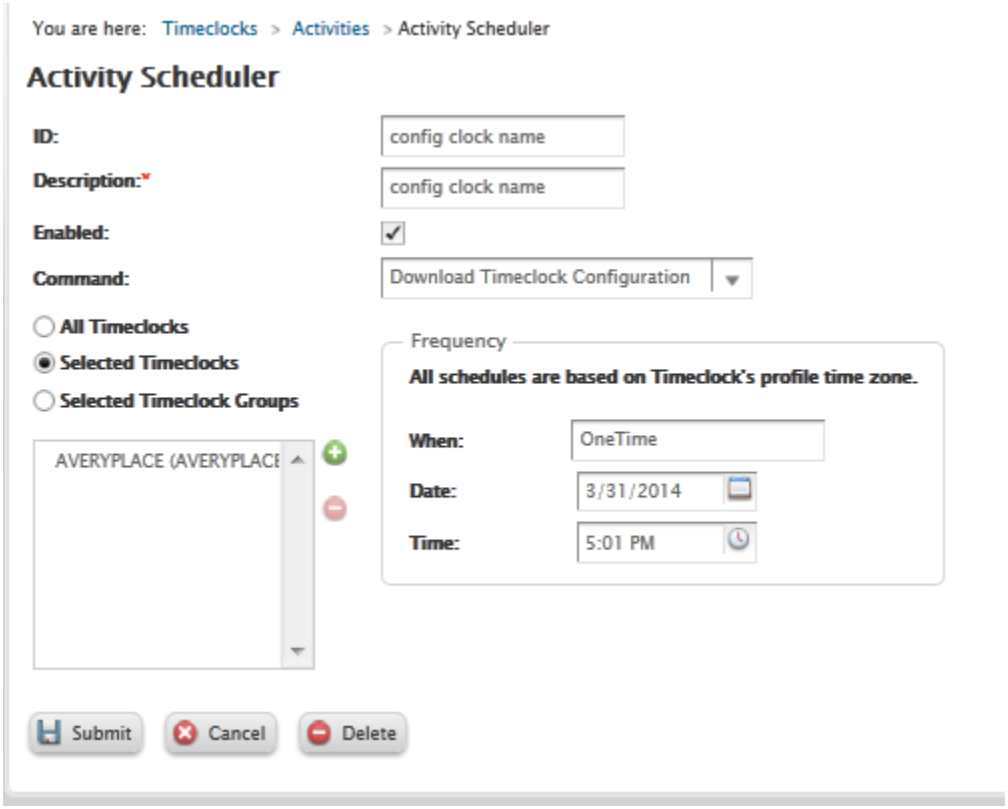


- **Download Timeclock Configuration –** Downloads Timeclock Profile Settings

  - Click on and key in and ID and description and command is Download timeclock Configuration.

  - The click on selected timeclocks and use the to pick the appropriate timeclock

  - Then click on Submit on the bottom of page.



For either activity scheduled you would then view activity of the clock to confirm they are completed after a period of time, then see if the reason you scheduled the communications clears up the issue at the timeclock.

Troubleshooting Hosted 4500 Timeclocks

Telnet with the hosted 4500 timeclock

The 3 Commands below are usually all you will need to troubleshoot a Hosted Time Clock Issue.

They can be used to verify the Client has keyed the correct information in the clock and port 443 is open to ADP.

These commands are "Telnet" commands that are launched from a Command Prompt window(Dos Prompt

You will need to know the Static IP address assigned by the client for the Hosted Time Clock. You will also need to Bomgar into a PC on the same network as the Time Clock.

Port 443 outbound only, not bi-directionally, is the only required port based on the product requirements card.

You will want to test both the "Registration Addresses" and the "Production Addresses" to see if you have access to get through to ADP on port 443

There are 4 addresses but each client will use only one set of addresses.

For example, if in the setup instructions for the clock, the IP address is 170.146.48.126 then the corresponding "Production Address" will be 170.146.48.125 and you should test these 2 addresses as seen below.

Also, for example, if in the setup Instructions for the clock, the IP address is 170.146.48.104 then the corresponding "Production Address" will be 170.146.48.103 and you should test these 2 addresses as seen below.

Setup & Registration 170.146.48.126
170.146.235.104

Production use 170.146.48.125
170.146.235.103

Testing to see if port 443 is open to ADP from that PC. The PC and the clock should be on the same network for this test

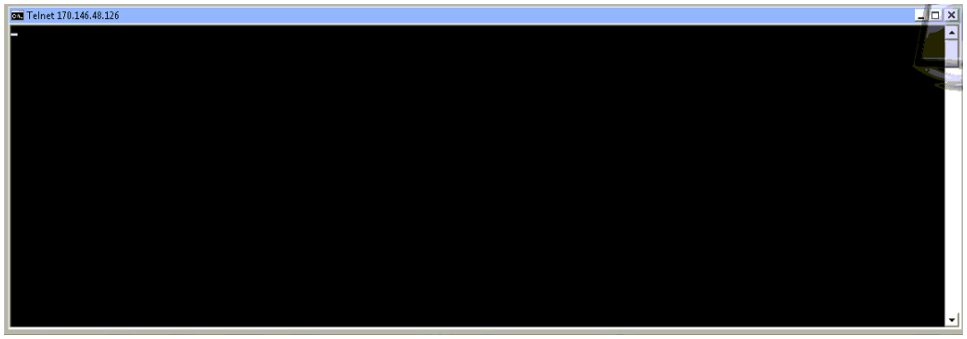
Click on the start menu type in 'cmd' in the search field and hit enter and you will get to a dos prompt.

At the dos prompt type telnet 170.146.48.126 443

C:\telnet 170.146.48.126 443 this will tell you if you can hit ADP's registration IP/server via the 443 port

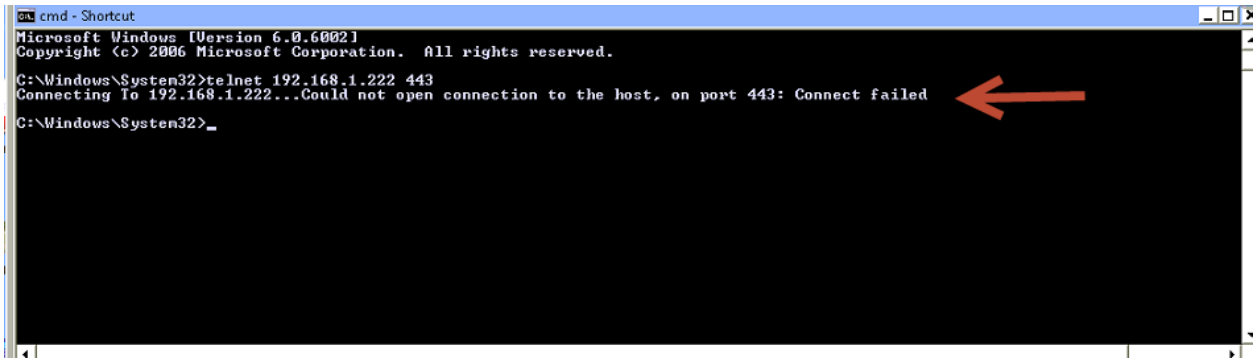
Note: do this test for all Registration and Production ADP IP Addresses (4).

If the port is open then a similar window below will appear. This verifies port 443 is open to ADP. There will usually be nothing in the window as it is waiting for you to enter a command. You can click the X at the top right corner or use another method to close the window.



Troubleshooting Hosted 4500 Timeclocks

If the port is **not open** you will see a window that looks something like the one below. If the connection fails then, most likely the the client has a firewall / routing rule that is blocking the traffic on port 443. The clients IT staff will need to address this firewall/routing issue.



The next 2 commands are used after logging into the Time Clock with Telnet.

Below is how you log into the Time Clock using Telnet.

Telnet xxx.xxx.xxx.xxx (this is the Static IP Address assigned by the client and keyed into the clock. This is the clocks' IP address

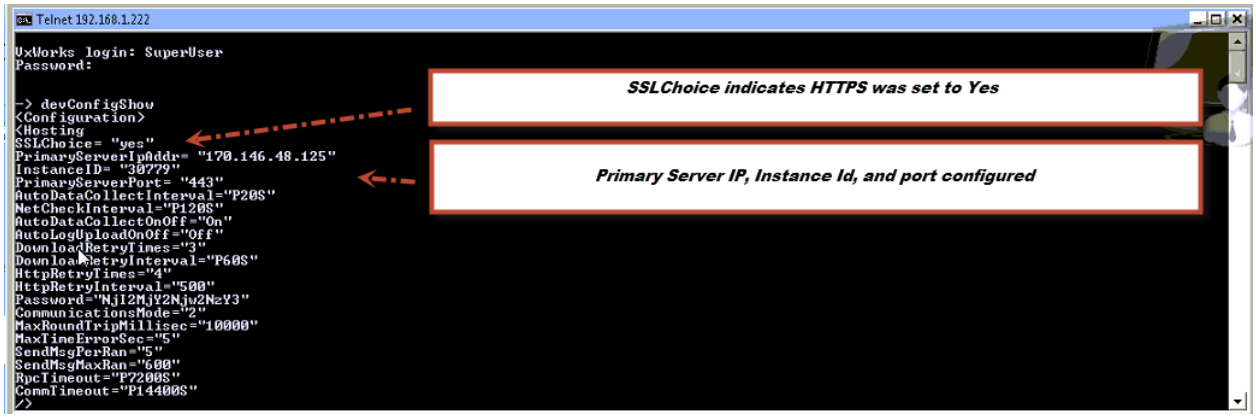
devConfigShow is used to display various clock specific information for instance bar codes enabled

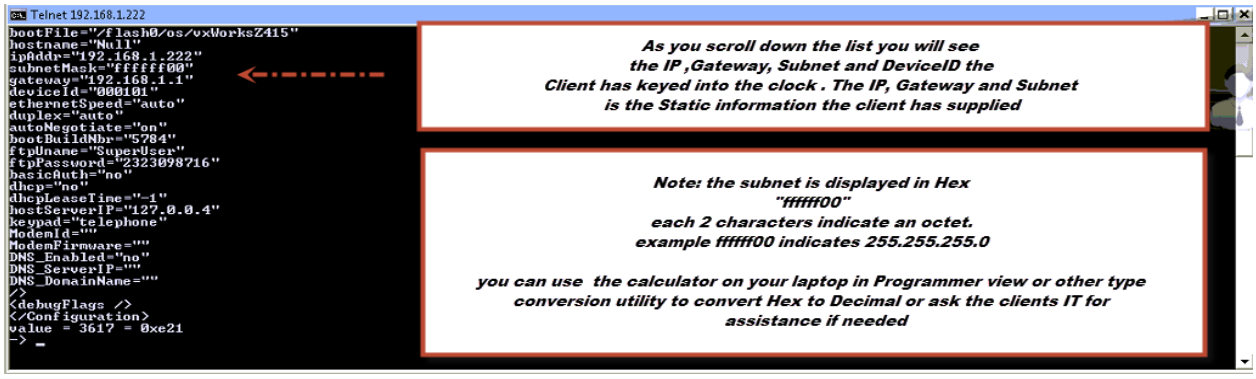
After telneting into the Hosted Time Clock

Type "devConfigShow" (case senstitive) at the telnet prompt.

Troubleshooting Hosted 4500 Timeclocks

There will be a lot of information displayed. Some of the more useful information is documented below:

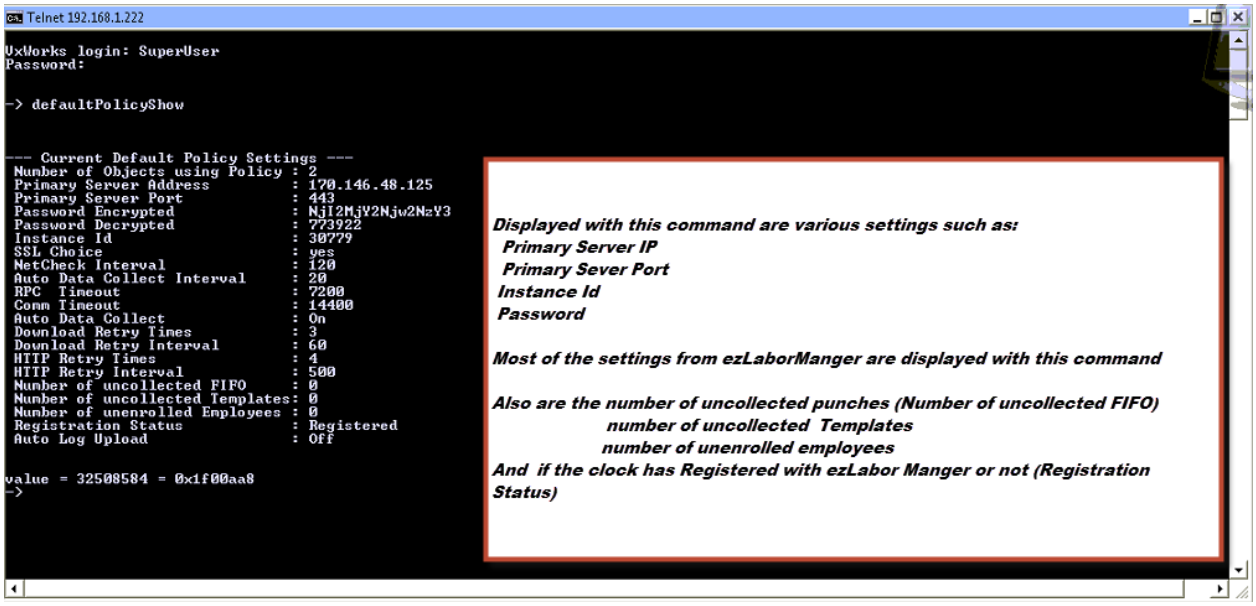




defaultPolicyShow is used to show timeclock values and configuration. For instance password, primary server IP, and other communication settings

Type defaultPolicyShow (case sensitive) at the telnet prompt

Troubleshooting Hosted 4500 Timeclocks



Troubleshooting Hosted 4500 Timeclocks

Telnet not recognized

TelNet

If try to use Telnet and not recognized do the following:

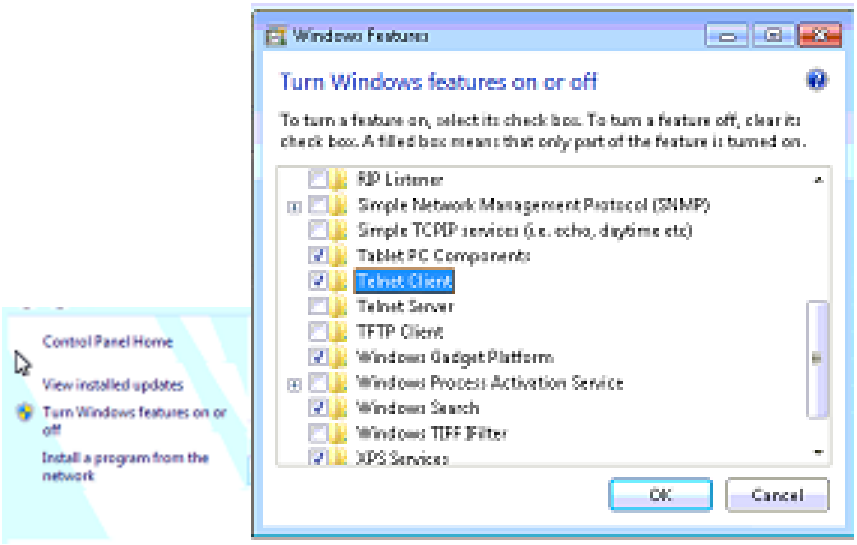
Control Panel

Programs & Features

On left side Turn Weindows Features On/Off

Scroll Down to Telnet Client and check box next to it

will take a couple minutes to do setup



Troubleshooting Hosted 4500 Timeclocks

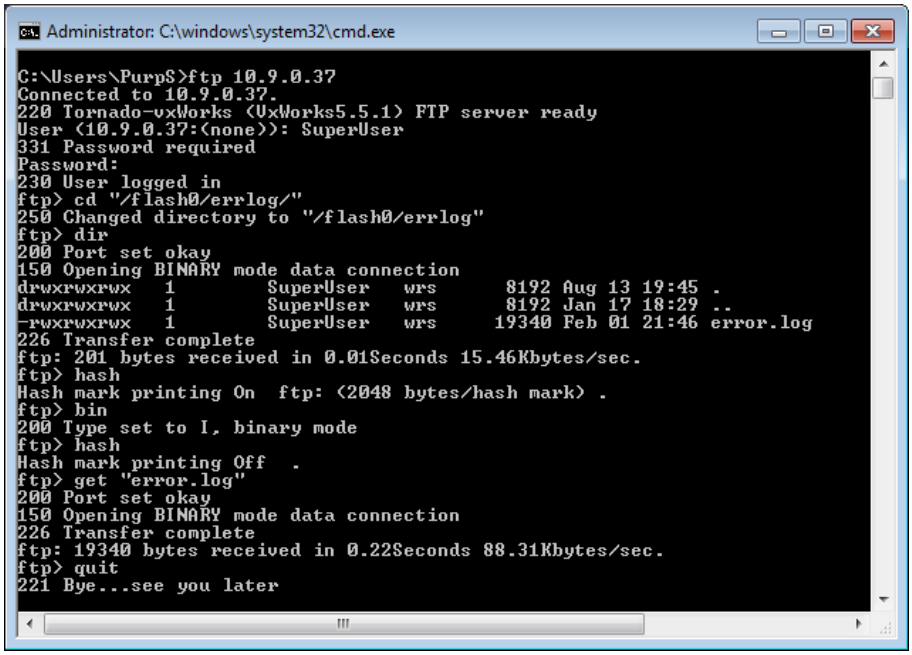
How to get the error log

Timeclock username is **SuperUser**,
the password is **2323098716**

Open CMD.exe
Enter the following…

>ftp **key in clock IP address**
User: **Enter Username**
Password: **Enter password**
ftp> cd “/flash0/errlog/”
ftp> dir
ftp> hash
ftp> bin
ftp> hash
ftp> get “error.log”
ftp> quit

Here is screenshot of how it will look

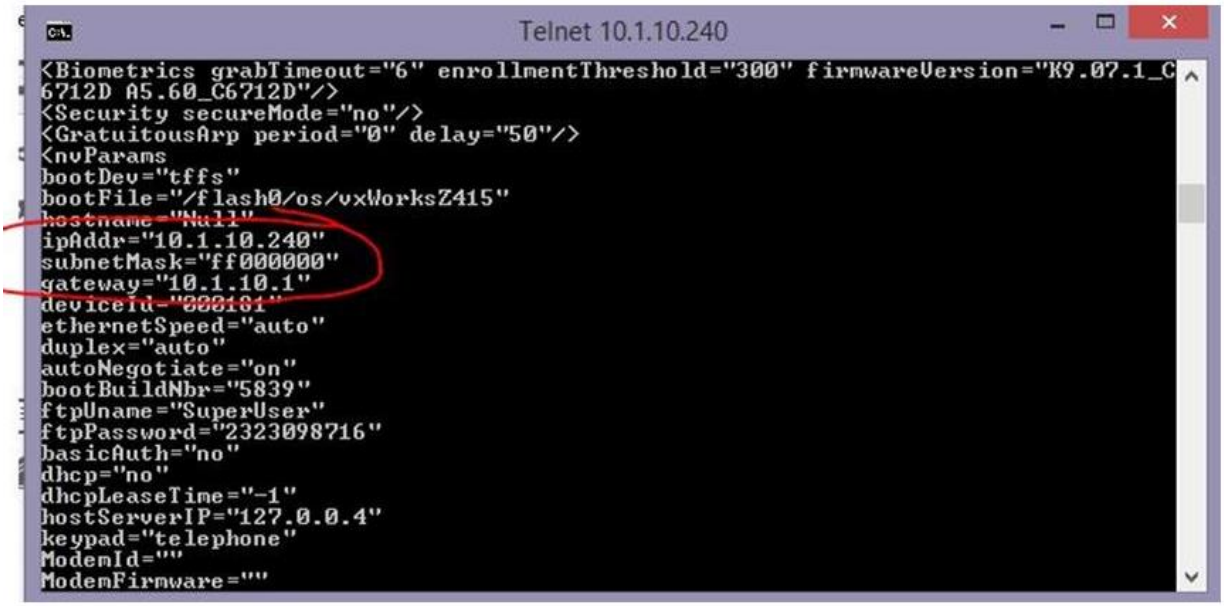


Troubleshooting Hosted 4500 Timeclocks

Subnet Mask Conversion

When using the TELNET command devConfigShow at a 4500 series time clock, the subnet mask that is programmed in the clock is returned as a hexadecimal value.

In this example, you can see the subnet mask is reported as a value of "ff000000". This translates to a dotted decimal value of 255.0.0.0



Please use this chart to convert between bitmasks, dotted decimal, and hexadecimal representations of the subnet mask.

Troubleshooting Hosted 4500 Timeclocks

Bitmask (Bits)	Dotted Decimal	Hexadecimal
/0	0.0.0.0	00000000
/1	128.0.0.0	80000000
/2	192.0.0.0	c0000000
/3	224.0.0.0	e0000000
/4	240.0.0.0	f0000000
/5	248.0.0.0	f8000000
/6	252.0.0.0	fc000000
/7	254.0.0.0	fe000000
/8	255.0.0.0	ff000000
/9	255.128.0.0	ff800000
/10	255.192.0.0	ffc00000
/11	255.224.0.0	ffe00000
/12	255.240.0.0	fff00000
/13	255.248.0.0	fff80000
/14	255.252.0.0	fffc0000
/15	255.254.0.0	fffe0000
/16	255.255.0.0	ffff0000
/17	255.255.128.0	ffff8000
/18	255.255.192.0	ffffc000
/19	255.255.224.0	ffffe000
/20	255.255.240.0	fffff000
/21	255.255.248.0	fffff800
/22	255.255.252.0	fffffc00
/23	255.255.254.0	fffffe00
/24	255.255.255.0	ffffff00
/25	255.255.255.128	ffffff80
/26	255.255.255.192	ffffffc0
/27	255.255.255.224	ffffffe0
/28	255.255.255.240	fffffff0
/29	255.255.255.248	fffffff8
/30	255.255.255.252	fffffffc
/31	255.255.255.254	fffffffe
/32	255.255.255.255	ffffffff