



# IDENCY PEOPLEHR TROUBLESHOOTING GUIDE



## Idency PeopleHR Troubleshooting Guide

Below are some common issues and their solutions. Use the answers as a reference before calling Idency for support.

### **Q. Clock records for a particular day are not showing in PeopleHR**

#### **For everyone/several people?**

**A.** First check that the ClockReports program is open/running and connected to the network. Check the records tab to see if there are any records for the current day. Next try to sync to the clocks (press sync device) if this works then do a manual export (Data Manager > PeopleHR> Manual export) (See steps 1-6)

### **Q. Clock records for a particular day are not showing in PeopleHR**

#### **For a single person?**

**A.** This more than likely means that they didn't clock in or out on that day. All clock records from the clock are exported to PeopleHR, it can't be selective. You can check all raw clock records by opening ClockReports, select the Records tab and search there for the ID of the person in question. If there are records there but they're not in PeopleHR. Please check their ID is exactly the same as in PeopleHR. You can't prefix an ID with zeros in PeopleHR. If the IDs are the same there must be an issue with the person clocking. Please watch them clock in/out and check the ID that comes up on the device to ensure this matches them. (See steps 1-6)

### **Q. It says that our licence for ClockReports is on a Trial?**

**A.** ClockReports is licensed per user/PC or server. You need to ensure that you're logged in as the same user that the software was installed against. If you're certain you are please contact us and we will check your licence.

### **Q. The device syncs during high traffic can I change this?**

**A.** Yes, under the "Auto Sync" button on the dashboard of ClockReports you can set certain time so it will avoid busy times. (See step 2)

### **Q. The device takes a long time to sync?**

**A.** As more records are saved onto the device, the longer it will take to sync. You should periodically delete all of the records off the device (once every couple of months is plenty). Run a sync and export first to ensure all data is within ClockReports & PeopleHR before deleting the records off the device.



### **Q. The user's fingerprint is not registering on the device?**

**A.** If the users index finger does not register then try another finger until you get a successful registration. (see steps 1-6)

### **Q. If a user leaves the company how do I delete them off the device?**

**A.** Follow the instructions in the user manual for the device. Let us know if you don't have the user manual or need help.

### **Q. Can you re-use an RFID card once it has been registered to a user?**

**A.** Yes, you must delete the user off the device and in ClockReports. You can then assign the card to another person.

### **Q. The device is no longer syncing to ClockReports?**

**A.** First reboot your clocking device and also close & restart the ClockReports software. If that doesn't work, try and ping the device on the network. If the device is not responding to the ping check the network connection and cable. If they are definitely ok, check the network settings on the device are correct – reflecting what is in ClockReports. Key settings to check are:

- Device ID
- IP Address (make sure another device on the network hasn't been assigned the allocated IP address – to test this turn off the device and try to ping it. If you get a response then another device has been allocated the IP address)
- Subnet Mask
- Gateway

(See steps 1-6)

### **Q. How do you purge the records off the device on a TSG-550?**

**A.** Access the admin panel and then click the number 2 and then 2 again, then scroll down to clear management log and clear general log. This will clear all the records off the device.

### **Q. How do I back-up the fingerprint templates and users on my device?**

**A.** If you have an Anviz device you can click the Template From Device button that is under the Users tab in ClockReports, under the user's tab click template from device.

If you have a TSG insert a Micro SD card into the bottom of the device. Be careful to get it the right way around and not to force it. Once inserted go into Menu 3 and select Download User Info. This will save the user data to the card.

## If your clock records aren't appearing in PeopleHR

please follow these steps to ensure all is working correctly. If any of the steps below do not work or you get an error, please contact Idency.

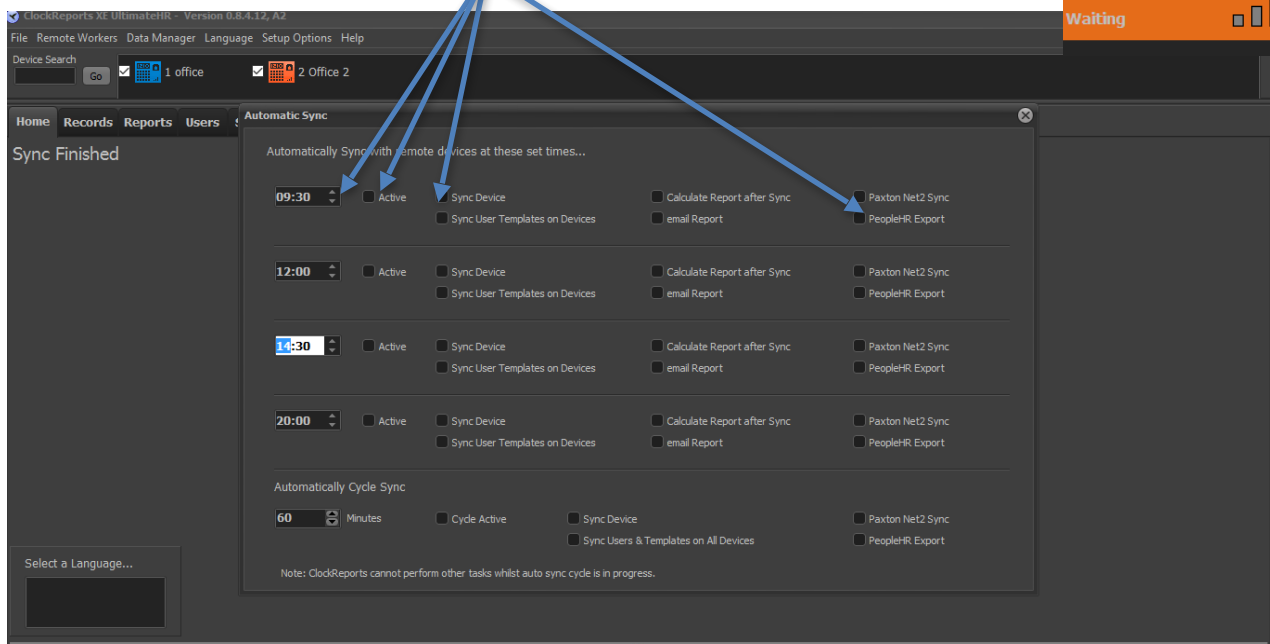
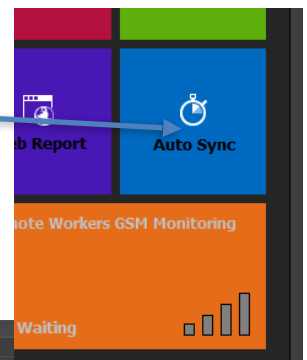
### 1. Check ClockReports software is running

ClockReports software must be open and running for it to be able to synchronise. If it wasn't running or if you're not sure, please follow the further steps below.

### 2. Check Auto Sync is setup correctly

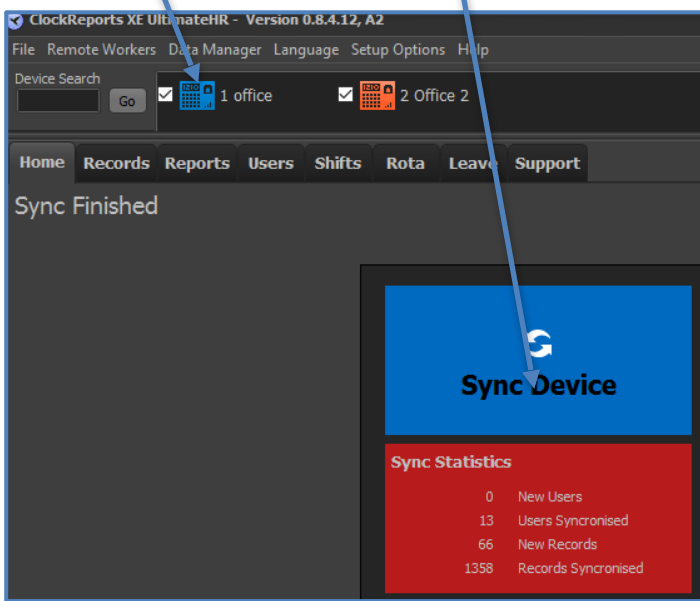
In ClockReports from the Home screen select Auto Sync

Check the Automatic sync settings are correct. Just tick: Active, Sync Device, and PeopleHR Export against the appropriate timings e.g. as per below. Either at certain times, or Automatically Cycle



### 3. Check to ensure you Clocking Devices are syncing with ClockReports

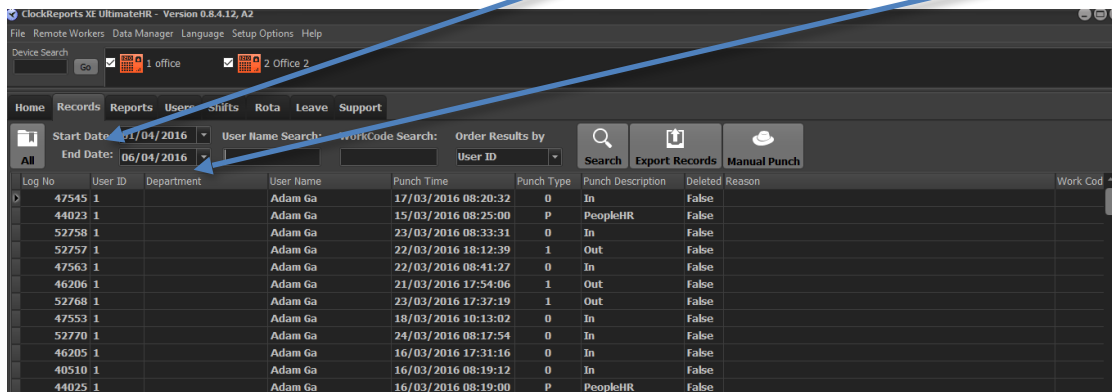
On the home screen press the Sync Device button, checking that each device icon turns blue as it syncs. If any device fails to connect please go to Step 6.



You should see an orange bar travel across the bottom of the screen as each device syncs. You should also see Users Synchronised and possibly New Records in the Sync Statistics.

### 4. Check that you have clock records from your Devices in ClockReports

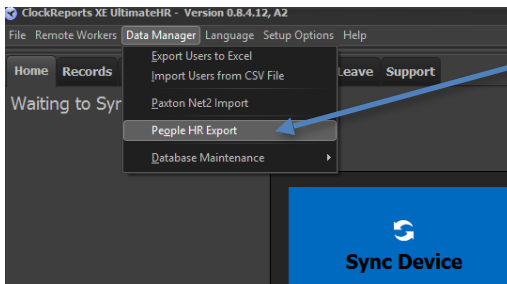
Click on the Records tab. Select appropriate Start and End dates and click Search.



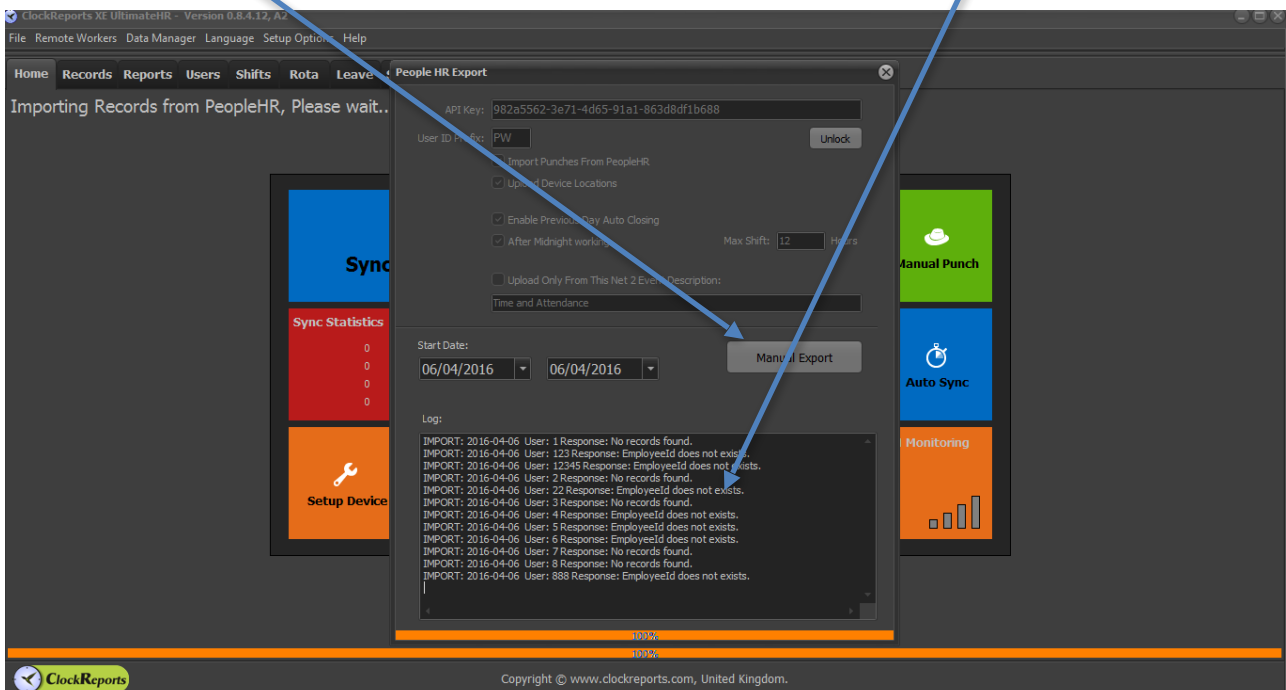
If you have records for the current day then your device/s are syncing correctly.

## 5. Check your PeopleHR export settings and run a Manual Export

Login into ClockReports, go to Data Manager menu then click onto PeopleHR Export



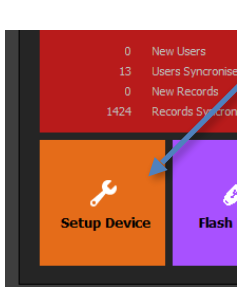
Check the API key and other settings are correct and in place, then select appropriate dates and do a Manual Export. You should see user logs appear in the Log window.



If you see logs appear then ClockReports is synchronising with PeopleHR correctly. You should now see the clock records in the planner for each employee in PeopleHR.

## 6. Check Device Setup

If your device is failing to connect to Clock Reports. Please check that the IP settings are still correct. Restarting your device may sort the issue straight away. Navigate back to Home screen and click the Setup Device button



Once in the Setup Device check to see whether the Network settings are correct for each device. IP address is most important. Ensure no other device on the network has taken that IP address too.

