

# FAQ

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## ZKTime.Net3.0 Software

Version: 2.0

Date: July 2015



**ZKT<sup>®</sup>eco**  
Security and Time Management Solutions

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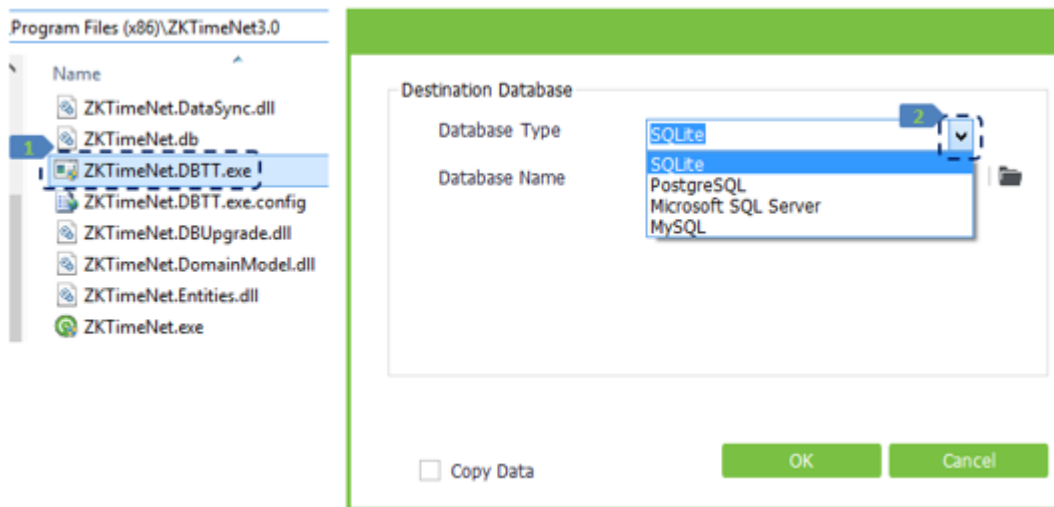
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**Q1: What is ZKTime.Net3.0 software default database? How many kinds of database the software support?**

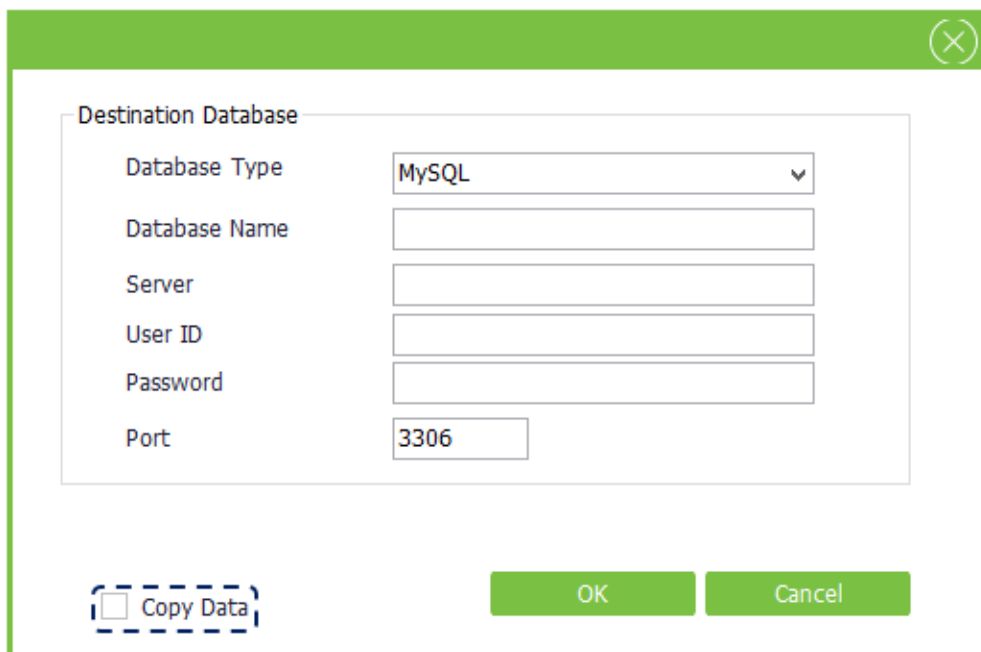
1. ZKTime.Net3.0 software default database is SQLite.  
It supports 4 kinds of database, SQLite, PostgreSQL, Microsoft SQL Server and MySQL.

**Q2: How to switch the ZKTime.Net3.0 software database?**

- 2.1 Run the 'ZKTimeNet.DBTT.exe' file (e.g. 64-bit OS path, C:\Program Files(x86)\ZKTimeNet3.0) of ZKTime.Net3.0 software installation path to switch to another database.



- 2.2 Select correct database type and enter the correct database name, server, user ID, password and port to avoid database connecting failure. MySQL database as below picture.



- 2.3 Select the 'Copy Data' option to copy data to new database, otherwise, the new database is blank.

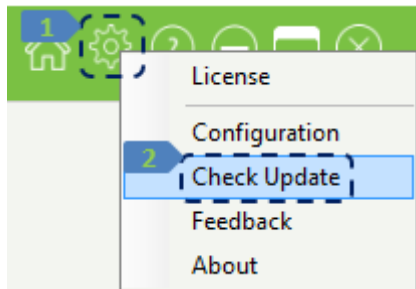
### Q3. How to upgrade ZKTime.Net3.0 software if the new version launched?

3.1 The ZKTime.Net3.0 software is supporting 2 ways to upgrade new version. The first way is that upgrade software online. The second way is that reinstall software after backing up the database. Suggest the first way to upgrade software.

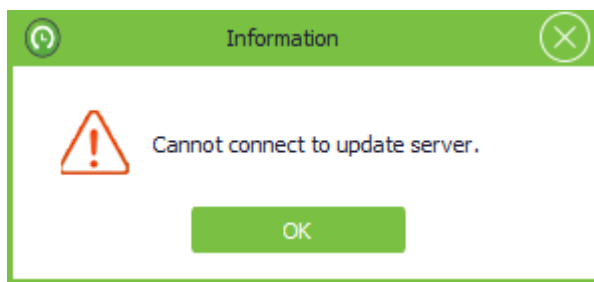
#### 3.2 Upgrade software online

##### 3.2.1 Upgrade software online

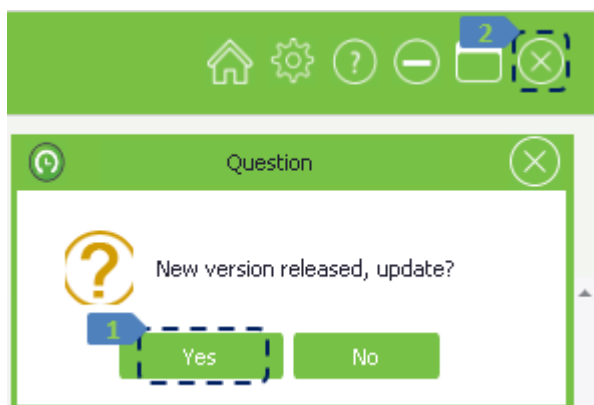
Click 'Check Update' option to get new version released file and upgrade online.



If it is showing 'Cannot connect to update server' pop-up window, check your PC network connection and try more times.

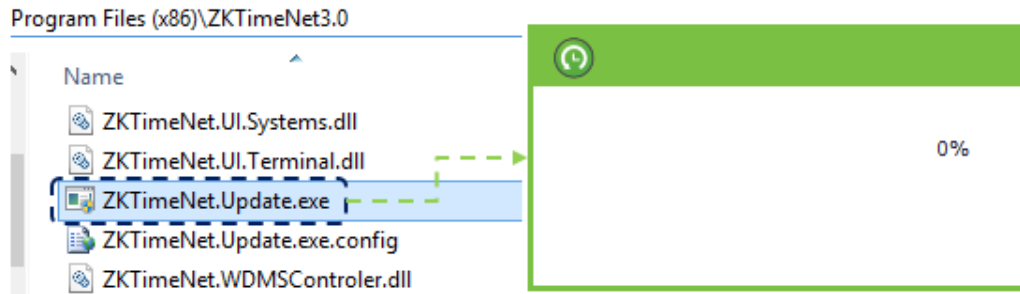


If it is showing 'New version released, update?' pop-up window, click 'Yes' to upgrade. Close the software during software upgrading (downloading files) if the software does not close automatically. Otherwise, it will upgrade failed.



##### 3.2.2 Upgrade software online

Close the ZKTime.Net3.0 software, run the 'ZKTimeNet.Update.exe' file (e.g. 64-bit OS path: C:\Program Files(x86)\ZKTimeNet3.0) of software installation path to upgrade online.



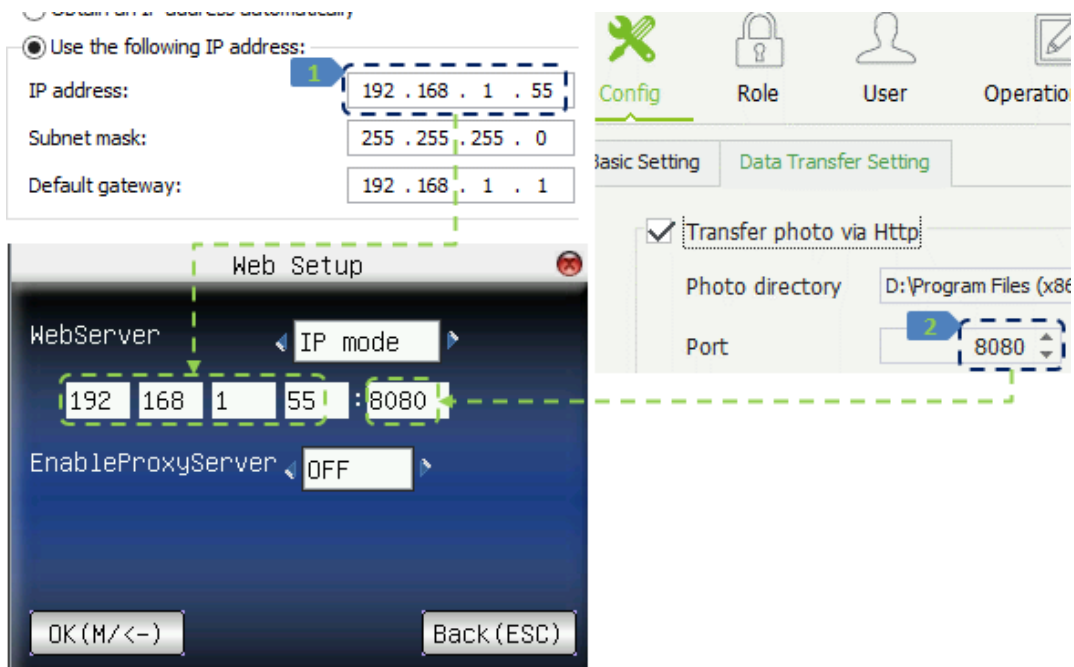
3.3 The second way to upgrade software is that upgrade manually. Download the new version software from ZKTeco website, back up the old database first and restore the database after reinstalling new version software.




Download link: (<http://www.zkteco.com/queryDownloadCenterInit.do?id=54>)

#### Q4. How to configure 'Transfer photo via http' function of ZKTime.Net3.0 software?

4.1 'Transfer photo via http' function means transferring transaction photos in real time. It only supports to connect with push devices which support and have enabled ADMS function.

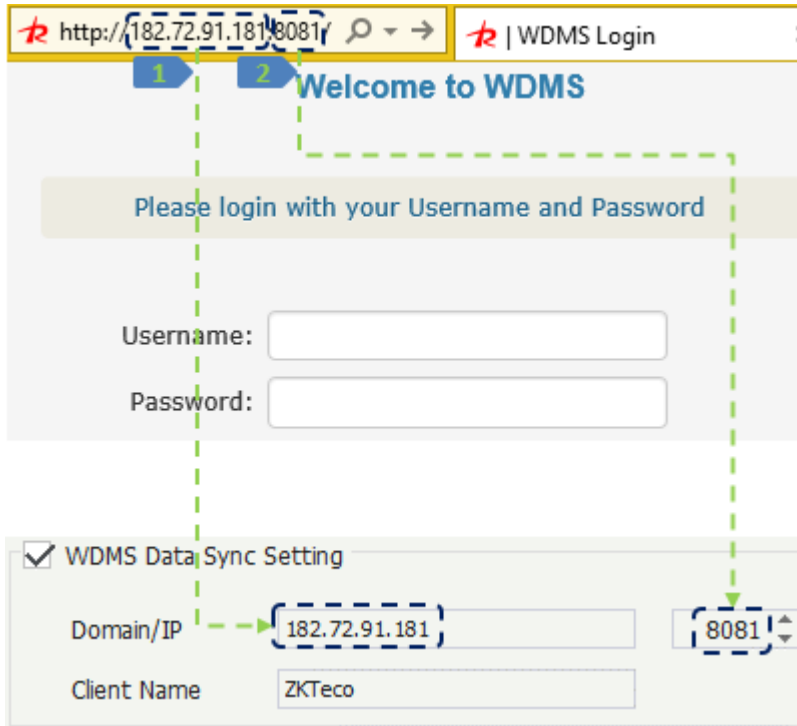
4.2 In ZKTime.Net3.0 software, enable the 'Transfer photo via http' option and save. Confirm the device has enabled ADMS function. In device, give the ZKTime.Net3.0 software PC IP as ADMS server IP and the ZKTime.Net3.0 HTTP port as ADMS port.



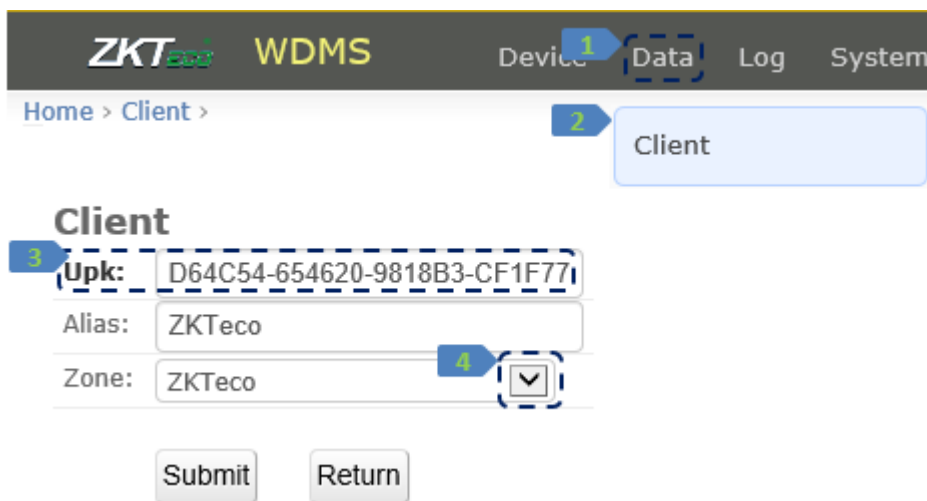
4.3 In the software, click the 'Terminal Card' icon (the Bottom-Middle icon)    to enter real time monitoring page. Then the photo will come in real time. The photo saved in the 'Photo directory' (e.g. 64-bit OS default directory, C:\Program Files(x86)\ZKTimeNet3.0\AttPhoto).

## Q5. How to connect ZKTime.Net3.0 software to WDMS server?

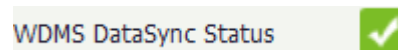
5.1 In ZKTime.Net3.0 software, enable the 'WDMS Data Sync Setting' option and enter correct Domain/IP (WDMS server IP), port and Client name.



5.2 In WDMS software, please enter 'Data -> Client page' and assign the ZKTime.Net3.0 UPK to WDMS zone.



5.3 Wait several seconds of data syncing, you will see the 'WDMS DataSync status' icon of ZKTime.Net3.0 software will become to green mark.



5.4 Note that the device cannot push transaction photos to WDMS. Therefore, if you want to

transfer transaction photos to ZKTime.Net3.0 software, please connect device with ZKTime.Net3.0 software directly.

## Q6. Why the mail sender test connection of ZKTime.Net3.0 software is showing error?

- 6.1 Confirm your sender information is correct. Email address, Password, SMTP Server, Port, Need Credentials and Enabled SSL. You can change the Port, 'Need Credentials' and 'Enabled SSL' options follow your mail server settings if they are not working.

Sender Info

Email Address: wonderful8521@gmail.com

Password: \*\*\*\*\*

Display Name: wonderful8521

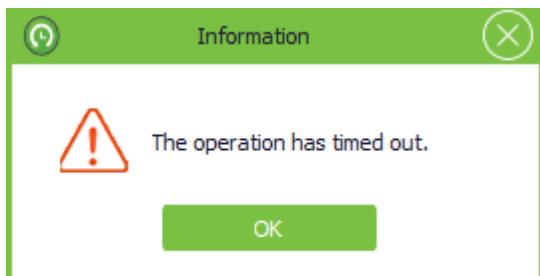
SMTP Server: smtp.gmail.com

Port: 587

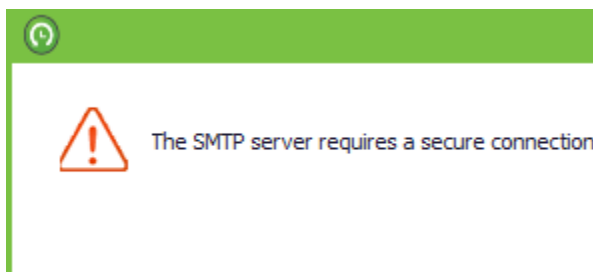
Need Credentials

Enabled SSL

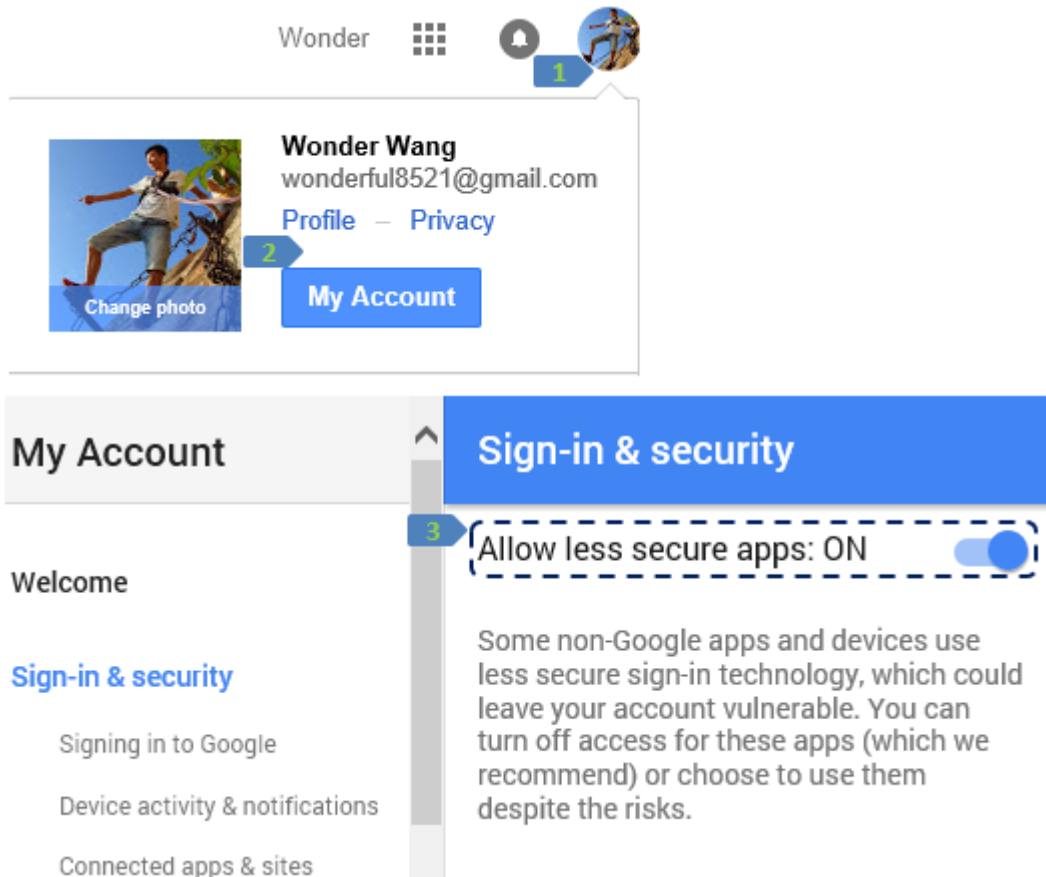
If you find the error 'The operation has timed out.' you need to change the port and security options of mail account settings.



If you find the error 'The SMTP server requires a secure connection or ...' you need to enable the 'Need Credentials' and 'Enables SSL' options.



- 6.2 For Gmail settings, you need to enable the 'Allow less secure apps' option of Account Sign-in & Security. Then, the port 587 and 25 is available to use.



6.3 For other mails, you need to find the similar option as 'Allow less secure apps' option of Gmail and enable them.

### Q7. How to set a shift between 2 days in ZKTime.Net3.0 software?

7.1 Enter Attendance -> Timetable menu, set the check-in time greater than check-out time. Then set the timetable to shift. The shift start time and end time will be calculated between 2 days.



7.2 Please do not mix above shift setting with flexible timetable. The flexible timetable is not setting check-in and check-out time while only consider the daily work time.



## Q8. How to set multiple-weeks shift of ZKTime.Net3.0 software that different week has different working days?

- 8.1 Enter Attendance -> Shift page, set the shift cycle length to 'week' and cycle value more than 1.
- 8.2 Then in the below day list, Set different working days of each week. After saving, the schedule will show as multiple-weeks shift.

Basic Info		Timetable																		
Shift Name	Test1 *	Default(09:00- 18:00)																		
Start Date	01-05-2015	Test1(08:00- 18:00)																		
Cycle Length	Week	Test2(12:00- 22:00)																		
Cycle Value	2	Flexible(00:00- 23:59)																		
		2 Days(18:00- 06:00)																		
		00	01	02	03	04	05	06	07	08	09	10	11	12	13	14				
01-08(Thur.)										Test1(08:00-18:00)										
01-09(Fri.)										Test1(08:00-18:00)										
01-10(Sat.)																				
01-11(Sun.)																				
01-12(Mon.)										Test1(08:00-18:00)										

## Q9. Why ZKTime.Net3.0 software is showing error 'Connect to Terminal had been failed' when test connection?

- 9.1 If the device is connecting with ZKTime.Net3.0 software by TCP/IP communication. Ping the device IP, confirm the device is pinging.

```
C:\Users\wonder>ping 192.168.1.255 -t

Pinging 192.168.1.255 with 32 bytes of data:
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time=10ms TTL=255
Reply from 192.168.1.1: bytes=32 time=2ms TTL=255
```

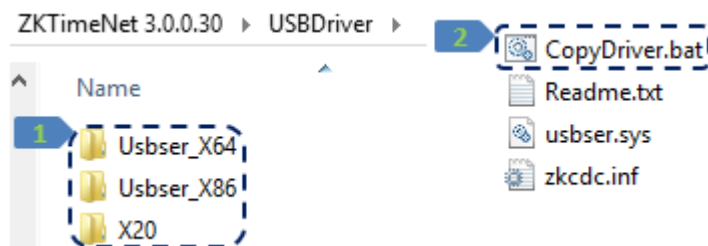
Check the device MAC address, it should be like '00:17:61:\*\*:\*\*:'



Check the device Serial Number, the device serial number should not be blank. Otherwise, the device cannot connect to the software.

9.2 If the device is connecting with ZKTime.Net3.0 software by USB communication.

Extract the software installation package and enter the 'USBDriver' folder. Depend on computer OS, run the correct '\*.bat' file



Or copy the files to system directory manually follow 'readme' file.

Please copy zkcdc.inf to C:\WINDOWS\inf;

Please copy usbser.sys to C:\WINDOWS\system32\drivers.

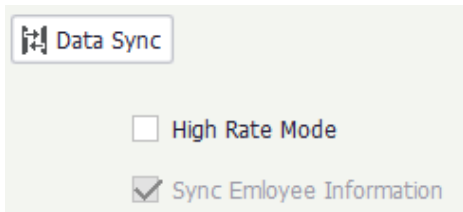
## Q10. Why the data is not syncing and devices get hang after data syncing in ZKTime.Net3.0 software?

10.1 Check the device is connecting to software well and it is assigned to correct zone.

The screenshot shows the 'Assign Device' dialog box with two columns: 'Unassigned' and 'Assigned'. Each column has a table of devices with checkboxes, SN, and Name.

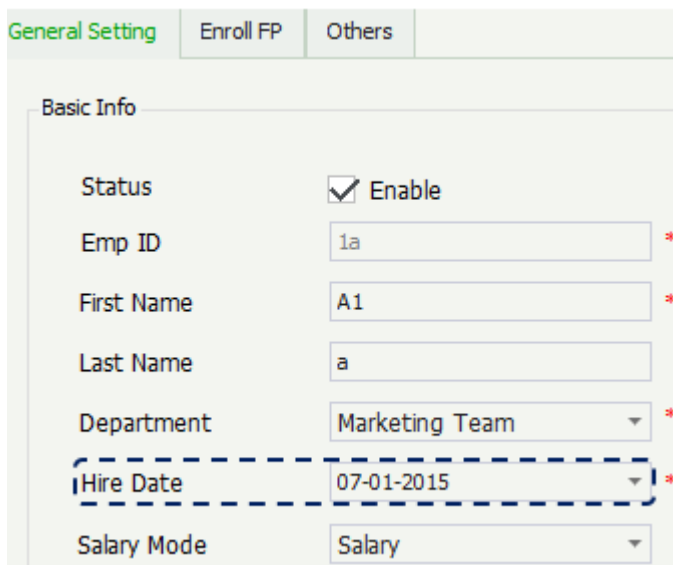
Unassigned			Assigned		
<input type="checkbox"/>	SN	Name	<input type="checkbox"/>	SN	Name
<input type="checkbox"/>	6455152100013	192.168.0.210	<input type="checkbox"/>	2186982520014	192.168.1.225
<input type="checkbox"/>	530142900046	iClock680	<input type="checkbox"/>	6585150500014	192.168.1.208
<input type="checkbox"/>	2186982520008	192.168.1.138	<input type="checkbox"/>	2186982520014	115.249.98.86

10.2 Depend on your device model, please do not enable the 'High Rate Mode' option. Because some devices are not supporting 'High Rate Mode' of data syncing.



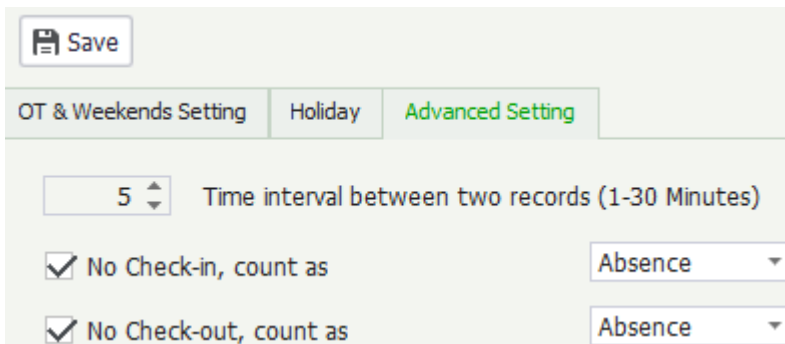
### Q11. Why cannot get data after calculating but ZKTime.Net3.0 software have records?

11.1 Check the employee hire date, the hire date should be earlier than the calculate date.



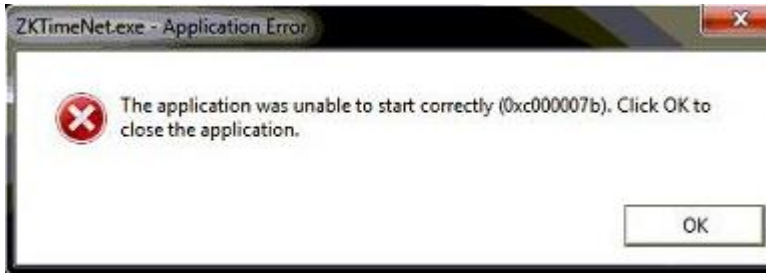
11.2 Check the employee shift. If the employee did not have shift, calculating will get no data.

11.3 Thirdly, Check the 'advanced rule' and 'timetable' settings carefully.



### Q12. How to resolve the error '0xc00007b' when install ZKTime.Net3.0 software?

12.1 The error '0xc00007b' is showing when install the software.



12.2 Check below 6 .dll files depend on different OS.

32-bit computer path: C:\Windows\System32

64-bit computer path: C:\Windows\sysWOW64

Name	Size
D3DX9_39.dll	4,992,520
D3DX9_40.dll	5,631,312
D3DX9_41.dll	5,425,496
d3dx9_42.dll	1,892,184
D3DX9_43.dll	2,401,112
xinput1_3.dll	107,368

If your computer do not have these files, please download from internet and copy to the correct path. Restart the computer after pasting.

32-bit computer path: C:\Windows\System32

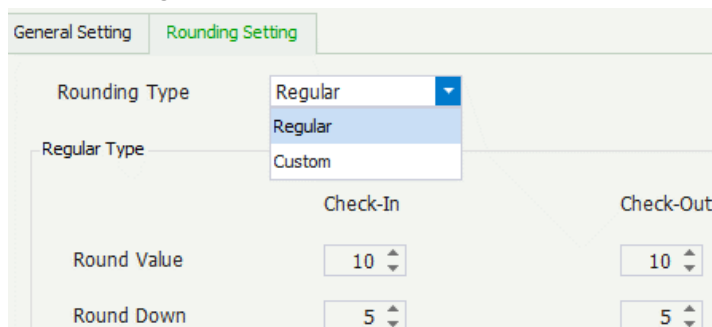
64-bit computer path: C:\Windows\sysWOW64

12.3 This error have many reasons, refer to below link to check more solutions. Similarly, you can search the possible solutions on the internet. The reason of this error is the improper computer configuration.

<http://www.pccerror-fix.com/fix-0xc000007b-error-pc-games-software-windows-7-8-8-1>

### Q13. How to use the Rounding Setting of ZKTime.Net3.0 software?

13.1 In Regular mode settings. Round Value is the minimum round unit of punch time. Round Down is the boundary of rounding, when the minute of punch time is greater or equal to the Round Down value, it gets rounded up to the next Round Value (Minimum round unit), otherwise, it gets rounded down to the current Round Value (Minimum round unit).



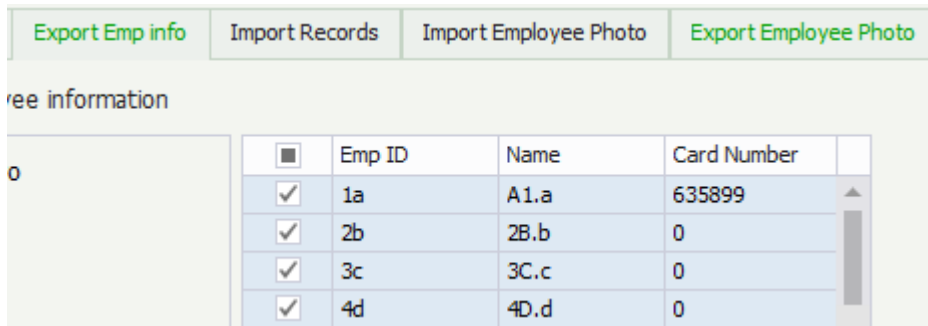
E.g. Round Value is 10, Round Down is 5. If punch time is 8:55, after rounding, the attendance log will be 9:00. If punch time is 9:06, the attendance log will be 9:10.

Before Rounding	After rounding
...	...
08:35~08:44	08:40
08:45~08:54	08:50
08:55~09:04	09:00
09:05~09:14	09:10
09:15~09:24	09:20
...	...

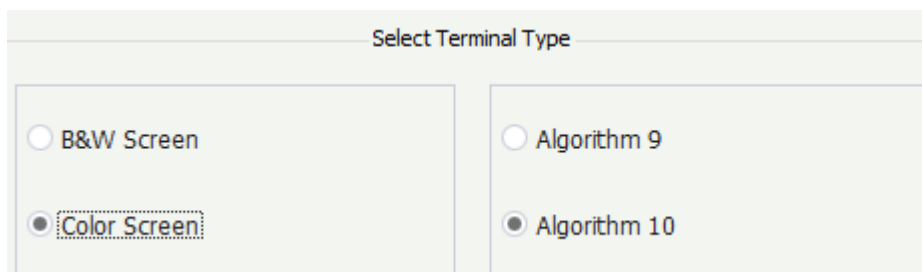
13.2 In Custom mode settings, If Start Time  $\leq$  Round Time  $\leq$  End Time, then round to the Round Time.

#### Q14. How to upload employee data to ZKTime.Net3.0 software by U-Disk?

14.1 If you need to upload employee information and employee photo by U-Disk, we suggest to add several users in the ZKTime.Net3.0 software. Export the employee information and employee photo to U-Disk first. Then fill in the data follow the export table format.



14.2 If you need to upload transaction logs and transaction photos by U-Disk, download data from the device and select a correct terminal type.



Scan this barcode via your mobile phone.  
Quick follow the service platform.



[Customer-care@zkteco.com](mailto:Customer-care@zkteco.com)

[www.zkteco.com](http://www.zkteco.com)