

4 Cats, Ink writing sample: technical manual

Denver Colorado based 4 Cats, Ink is the innovative, high-quality freelance writing team of Kelly Jo Eldredge and Eric Mott.

4 Cats, Ink offers services in ghostwriting, grant writing, editing, proofreading, and copywriting.

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Timeclock
Replacement Guide

Timeclock Replacement Guide

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Information Technology

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Quick Reference

Summary

This reference guide will instruct 4 Cats, Ink IT staff on the steps required for replacing an ADP timeclock. These clocks are required for recording in and out punches for cats that get fed by the hour. This guide will include steps for troubleshooting, obtaining a replacement clock, and instructions for installing and initializing new clocks.

Definitions

- Timeclock: blue, wall-mounted Ethernet device that collects feline “in/out” punches
- E-Time: time and labor management software that interfaces with the timeclocks and the payroll system

Overview

- Vendor: ADP; contact E-Time support at 1-877-237-xxxx.
- Users: All departments with hourly employees
- IT Contacts: Eric Mott
- Champions:
 - Accounting: Kelly Eldredge x2281
 - Payroll: Maggie Mott x2207
- ! • Downtime options include:
 - Use another timeclock
 - Manual recording of punches

Troubleshooting

First Steps

Most troubleshooting of timeclocks will be performed at the discretion of ADP. First, however, you can PING the timeclock to see if it's on the network and responding. Second, perform a collect data function to see if punches are being recorded, with the help of Payroll. Third, call ADP for advanced troubleshooting.

Table 1: Timeclock IP Addresses

Clock	Address	Password
Kitchen	192.168.10.7	11111
Litter Box-south	192.168.10.8	11111
Litter Box- north	192.168.10.9	11111

How To: Collect Timeclock Data

- Log on to the Feline virtual server using the virtual server remote control website and the Administrative user.
- Open the E-Time communications script, Event Manager, which is always running on Feline.
- Click on the “Hourly Data Collection” task and click the “Run Now” icon (running man).
- Contact payroll department to see if punches collected from the department that uses that clock are collected in E-Time.

Calling ADP

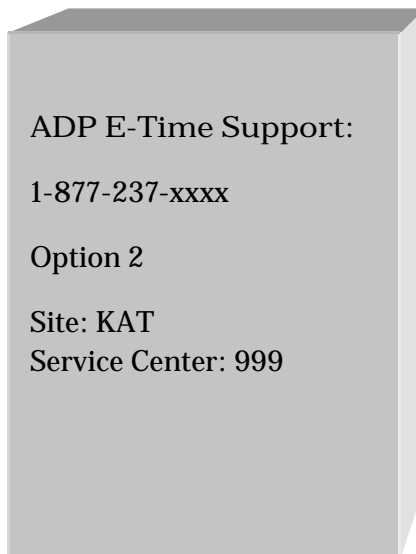
When you call ADP for assistance with timeclocks, have a maintenance badge ready and one of their special wrench tools. These can be found in various places in IT. It's also best to call on your mobile phone, in case you need to stand in front of the time clock and walk through some maintenance procedures with them.



Always have the serial number and part number available when calling for assistance with a clock. This information is located on a barcode underneath the unit and can be read while mounted on a wall.

If ADP support determines that the clock is not fixable, then a replacement clock will be put on order. Contact Kelly Eldredge in Accounting if there is any trouble arranging this, as she is our main account contact person.

Reasons ADP will agree to replace a timeclock include: backup battery failing, clock not maintaining programming, and problems with the exterior, such as missing or broken buttons.



Installation

Unpacking and Assembly

The clock will ship in two boxes from ADP. The large box contains the main unit and power supply; the second, smaller box contains the Ethernet card. Unpack the new clock from its protective foam and unwrap it. Remove the blue faceplate from the black wall box (the existing wall mounted box will remain).

Carefully open the second, smaller box and remove the Ethernet card from its protective wrap. Mount the Ethernet card on the back of the clock's mother board using the four standoff pins to keep it the appropriate distance above the board. (See page 1-2 in the Ethernet supplemental instruction book.)

Unpack the AC power supply from its box, plug in, and attach end to the power coupling on the back of the mother board. This connection is labeled "power" on the board.

Enable the LI backup battery by removing the acetate protective strip from the battery and discarding.

Programming Parameters

Refer to the table of IP numbers and passwords in Part One of this guide, then following the steps in Chapter 4 of ADP's Installation Guide that ships with the clock to program the necessary parameters for this clock. Follow all steps in Chapter 4 of this guide.

! It will be necessary to assign a new IP address to the clock. Routers do not recognize the new hardware address of these clocks when assigning the same IP address. Obtain an available address from the infrastructure team and record the new number in their spreadsheet.

Re-use the same password that was in use for the previous clock, according to Table 1.

Download Programming

There are many more parameters that need to be installed on the clock besides those mentioned in the previous step. These can be programmed with the clock's front panel, but it is very tedious. The easiest method is to download the programming from the previous clock and upload it to the new clock.

How To: Save a Parameter File

- Log on to the Feline virtual server's console (always logged in as Administrative user)
- Open Start → E-Time → Termutil
- Click "Run" when Windows says publisher cannot be verified
- Select Tools → SL400
- Check the box that says "Save Program Parameters"
- Type in the IP address in the Device Selection textbox
- Click "Update"
- Click Okay
- A text file will be saved in G:\ETime\APPS named after the last two octets in the timeclock's IP address (e.g., 023019.PRM)

Wall Mounting

Unplug the newly programmed clock from AC power and proceed to the location of the clock to be replaced. Take with you the special wrench tool that is included with the clock kit.

With the wrench, unscrew the face plate on the left side. Unsnap the hinge on the right side. Disconnect the power and Ethernet cable. Leave

the black box on the wall and reuse the existing AC power supply and Ethernet cable.

Put the new blue faceplate on top of the box and snap the hinge in place. Connect the Ethernet and power cables. Leave the assembly open in case installation troubleshooting needs to occur.

Return to your office and PING the clock at its new IP address. If a response is received, then network communications are successfully configured.

Close the box and screw the assembly closed when complete.

Next step: Proceed to Final Tasks.

Final Tasks

Initialization

The first step in initializing the clock is to find what its name is. From the Feline server console, access the E-Time Event Manager program that is always running in the Administrative user's console. Click on the Maintenance button (looks like a green triangle) and log in.

Select Setup → Timeclocks → Ethernet Terminals. Record the name of the clock you are dealing with. You also must change the IP address here to the new one you have selected.

Then initialize the clock using the following method.

How To: Initialize Timeclock

- Click on the Comm Link button from Event Manager (it looks like a mini-icon of a timeclock),
- select Communications → Initialize,
- change radio button to “Terminals,”
- check the “Send List/Totals” box,
- select the clock in the dropdown list,
- click “Okay.”

Set Date and Time

Select Communications → Send PC Date and Time, change radio button to “Terminals” and select the appropriate clock from the drop down list. Click “OK.”

Upload Parameters

The final step is to upload the programming parameters that had been previously saved from the old clock.

How To: Upload a Parameter File

- Open the fileshare G:\ETime\APPS and rename the .PRM file to represent the IP address of the new clock (023019.PRM to 023036.PRM, for example)
- Log on to the Feline virtual server's console (always logged in as Administrative user)
- Open Start → E-Time → Termutil
- Click "Run" when Windows says publisher cannot be verified
- Select Tools → SL400
- Check the box that says "Restore Parameters"
- Browse to the file in G:\ETime\APPS that you previously saved
- Type in the IP address in the Device Selection textbox
- Click "Update"
- Click "Okay"

! Important Reminder

Employees who are in the middle of a shift during a clock initialization will have their punch "in/out" messages reversed on the clock's display. However, the punches will be sorted correctly in E-Time. This will not occur until they have been away from the building for 48 hours.