iSolved Hardware Troubleshooting

NXG Configuration Guide

Setting Preferences

	Option	Device Menu Path	iSolved Menu Path	Action	Notes
IP Address	Static:	Menu >> Clock Set Up >> Communication >> IP Address	Client Management>Time Management> Manage Clocks >Advanced	Configure the fields "Ip address" "Gateway" and "subnet Mask"	This information is provided by the IT admin of the network the device will be in.
	DHCP:	Menu >> Clock Set Up >> Communication >> IP Address	Client Management>Time Management> Manage Clocks >Advanced	Check the box that states "DHCP"	
Server IP	13.92.136.131	Menu >> Clock Set Up >> Communication >> On Demand	N/A		
Port	443	Menu >> Clock Set Up >> Communication >> On Demand	N/A		If you are filtering network traffic leaving your network, a firewall rule must exist, allowing the clock to communicate with the iSolved | Time server over TCP port 443. The clock initiates all communication with iSolved, so there is no requirement for an inbound firewall port-forwarding rule to be created. Please contact your service provider for more details.

Connection Troubleshooting

Option	Device Menu Path	When to Use
Request Config	Menu>Utility Menu> Request Config	Force the clock to update settings/employee list from iSolved. Could also be used to establish connection.
Reset Silent Window	Menu>Utility Menu> Reset Silent Window	Resets clock's Ping cycle when connection to the internet has been down.
Restart Clock	Menu>Utility Menu>Restart Clock	Troubleshooting connection, visual errors.
Set Configuration to defaults	Menu >> Support Utilities >> Reset to Factory Defaults	Troubleshooting connection when changes have been made to the Setting Preferences.

Card Readers

Card Type (iSolved)	Default Option	Path
Proximity/HID	Hughes 26	Client Management>Time Management>Manage Clocks >> Advanced > Proximity Reader Section
Magstripe	Employee ID Digits: 10 Employee ID Start: 138 Card Reader Option: Mag Stripe Track 2	Client Management>Time Management>Manage Clocks >> Advanced > Card Reader Section
Barcode	Employee ID Digits: 10 Employee ID Start: 138 Card Reader Option: Barcode Reader	Manage Clocks >> Advanced > Card Reader Section

Other Useful Information

Item	Notes
POE	The network device on the other end of the cable segment must be POE Class 0 rated. A Class 0 POE injector may also be used where necessary.
AC	110-120 VAC
Ethernet	A Category 5E Ethernet or greater connection operating at a minimum speed of 10 Mbps.
Date and Time	The clock will request the current date and time from the iSolved server every 24 hours.

NXG Errors

Error/Problem	Resolution	Cause
Error: Error checking badge number: #### !Not Found (3)	Make sure the time clock ID that you are using exists in iSolved. If so, you'll want to check your connection status or try resaving the employee profile.	Timeclock ID assigned to the employee. Clock has not updated the list including a new employee. The employee is not eligible for the eligibility rule assigned to the clock.
Wi-Fi Hardware is not responding, please reboot clock.	Power clock down, insert Wi-Fi USB device (provided when purchasing a Wi-Fi Clock) into the bottom of the clock, and boot clock up.	Damaged or No Wi-Fi Device.
Error: Enter ID to verify or contact supervisor.	You must enter your time clock ID to verify that your employee has a template.	When using Identify mode, you will see this error if you are enrolled at one clock and are attempting to punch at another. (The template must be stored locally at each device by initially creating the template there or punching using your ID first.)
Error: Verify Failed for Badge number: #### !Not Enrolled	Enroll a biometric template to the number used to punch. Menu >> Supervisor >> Biometrics >> Enroll employee	No enrollment for Timeclock ID entered.
Error: Badge number: #### !Not Currently Scheduled	Assign a schedule to the employee with attendance rules that include the time of day you are trying to punch. Alternatively, check "use default schedule" under the Basic table of the manage clock screen.	Employee Punching is punching outside of the schedule's attendance windows AND "Use default schedule (when not scheduled) is not checked under Manage clocks> Basic.
Error Reading Card: Please try again or contact your supervisor.	Ensure that your clock profile in iSolved is configured to the type of card you are using. If using a third-party card, check with iSolved Support that the cards are able to work with the clock.	Configuration error. This error will also show if you are using a card that is not compatible with the reader.
Clock Drops off Network	Clock's connection has been interrupted.	Hardware (cable, physical port, router). Network (Static IP clock was using assigned to another clock). Changes to the network, not allowing this clock to use the internet. Mac Address Filtering.

Velocity Series Configuration Guide

Setting Preferences

	Option	Device Menu Path	iSolved Menu Path	Action	Notes
IP	Static: (options 2, 3 and 4 must be configured to the network requirements)	Menu >> Admin >> Clock Set Up>> Communications	Client Management>Time Management> Manage Clocks >Advanced	Configure the fields "Ip address" "Gateway" and "subnet Mask"	This information is provided by the IT admin of the network the device will be in.
	DHCP	Menu >> Admin >> Clock Set Up>> Communications>> Enable DHCP	Client Management>Time Management> Manage Clocks >Advanced	Configure to YES or NO	
Server IP	iSolved Time: 13.92.136.131	Menu >> Admin >> Clock Set Up>> Communications>>Outbound Options >> Primary host IP	N/A	Configure to IP of server you're using.	
	iSolved TimeForce: 13.64.30.1	Menu >> Admin >> Clock Set Up>> Communications>>Outbound Options >> Primary host IP	N/A	Configure to IP of server you're using.	
Port	5705	Menu >> Admin >> Clock Set Up>> Communications>>Outbound Options >> Primary host IP	N/A	Configure to port provided. (This is the only port the clock can use.)	If you are filtering network traffic leaving your network, a firewall rule must exist allowing the clock to communicate with the iSolved | Time server over TCP port 443. The clock initiates all communication with iSolved, so there is no requirement for an inbound firewall port-forwarding rule to be created. Please contact your service provider for more details.
Communication Method	OnDemand	Menu >> Admin >> Clock Set Up>> Communications>>Outbound Options >> Outbound call times	N/A	Setting to OnDemand is how the clock communicates to our server.	

Connection Troubleshooting

Option	Device Menu Path	When to Use
Request Clock Config	Menu> Request Config	Force the clock to update settings/employee list from iSolved. Could also be used to establish connection.
Force OD Restart	Menu > Force OD Restart	Resets clock's Ping cycle when connection to the internet has been down.
Set to Default	Menu >> Admin >> Manage Memory >> Set to Defaults >> ALL	Connection troubleshooting when something in the setting has been changed and is not connecting.

Other Useful Information

Item	Notes
POE	The network device on the other end of the cable segment must be POE Class 0 rated. A Class 0 POE injector may also be used where necessary.
AC	110-120 VAC
Ethernet	A Category 5E Ethernet or greater connection operating at a minimum speed of 10 Mbps.
Date and Time	The clock will request the current date and time from the iSolved server every 24 hours.

Velocity Errors

Error/Problem	Resolution	Cause
MAC Read Address Failed	Clock is unable to establish connection to the internet.	DHCP is not allowing device to obtain IP, or there are not any IPs left. Static IP is not configured to the network's needs.
Clock Drops off Network	Clock's connection has been interrupted.	Hardware (cable, physical port, router). Network (Static IP clock was using assigned to another clock). Changes to the network, not allowing this clock to use the internet. Mac Address Filtering.
Programming Jumper Detected Waiting For Download	Set jumper to Norm and Reboot Clock.	On the back of the V series clock, there are two yellow jumper switches. One that has a NORM and PROG option, and the other that controls the volume of the clock. When the first switch is set to PROG, this message will populate.
Config Memory Error	Corrupt Data stored in memory.	Unknown Cause.
Punch Data Memory Full	Too many punches saved locally on the clock.	Punches are not sending to the Host from the clock.
Max Templates Reached	Maximum templates have been stored on the clock and are not sending to Host.	Templates are not being properly stored at the Host. Could be caused by connection speed or lack thereof.
Fingerprint Read Rejected	Fingerprint is not tied to the card being used, or reader is not able to read biometric.	This can be caused by fingerprint damage, causing the reader to not recognize the employee. It can also be that the employee's card number was changed and the template is tied to an old number.
No Finger Templates in Memory	Clock is unable to find templates at Host.	Communication problems, stopping the clock from checking templates. Clock could be tied to the wrong account, or the templates were created when the clock was not able to communicate and they were not stored to employee records.
Bio-Metric Reader Failed	Reader Unit failing for a reason that will have to be diagnosed by the Production Team.	Unknown until diagnosed. Physical damage, reader defect, or board connections coming loose.