

Using the WaspTime Clock Utility to Update Time Clocks

Note: *This document repeats much of the information in the [Clock Utility \(quick reference\)](#) link, but clarifies and emphasizes certain information.*

Make sure employees have been entered into the WaspTime program before doing any timeclock updates, especially if you have fingerprints already enrolled in your timeclock. Step 5 discusses what happens if users on the clock don't match employees in WaspTime.

The Update Clocks procedure in WaspTime connects to each active clock and transfers fingerprints from the clock into the WaspTime database. The employees badge number in WaspTime must correspond to UserIDs on the timeclock. If there are users on the timeclock that don't have a matching badge number in WaspTime, those users and fingerprints are not transferred to WaspTime.

Update Clocks procedure:

1. Click **Clocks** in the toolbar.
2. **Tools** menu, **Clock Utility**.
3. Click the **Start** button. This starts the communication process with the clock(s). Fingerprints from matching users are transferred from the clock to the WaspTime database here.

The process completes. You should see a status message in the lower left corner that says "Finished getting user and fingerprint data from all clocks." Look at the Next button.

Note: *If the Next button is grayed out, WaspTime was not able to communicate with one or more clock currently marked as Active in the list of clocks. Before you are able to get further in this procedure, you will need to either fix the problem with the clock, mark it as Inactive, or delete the clock completely. Then start over at Step 1.*

4. If the Next button is active, click **Next** to continue.
5. If WaspTime finds one more users on the clock that don't have a corresponding Badge number in WaspTime, you will get a message that this has happened, with a list of Badge numbers, and ask "Do you wish to remove them from your clock(s)?"

(A situation where this can happen: The WaspTime database PC crashes. There is no usable backup file, and/or and the hard drive is so far corrupted that the data files are unreadable. WaspTime is reinstalled on a new PC/hard drive, and no users have been entered.)

Note: *If you click Yes, those users and fingerprints will be removed from the clock(s). There is no way to get them back after this without manually adding users and re-enrolling fingerprints.*

If you click No, those users and fingerprints remain on the clock(s). These non-matching users (and their fingerprints) will not be transferred into WaspTime.

You may wish to make a list of the badge numbers and try to determine who those users are, so that you can enter them into the Employee List in WaspTime, and their clock fingerprints can be relinked to those users. It is possible that such users are still in WaspTime, but marked as Inactive or Archived. If you reenter users or change their status, you will need to Update Clocks again to link them properly.

6. Next you see the Update Clocks screen, with a list of users and their attributes. These are the users that are listed in WaspTime. Most customers will send all users to all clocks (checking all boxes under each clock), but you can also exclude users from clocks if desired. You can check the box next to the clock name in the column heading to toggle all users on or off at the same time.

7. If needed, adjust the list of users, and the clocks they can punch on, the way you want.

8. If you made any changes, click **Save** to record those changes to WaspTime.

9. Click **Update Clocks** to send the users to the checked clocks. This is where new users added to WaspTime are transferred to the clock(s). Also, if newly-enrolled fingerprints were moved from one clock into the WaspTime database during Step 3, these fingerprints will be transferred to the other clocks that are checked for that user (so that user can punch in/out at the other clocks as well).

10. The Push Data to Clocks screen appears, showing a progress bar in the upper right, and status text at the lower left. Each timeclock will beep and reset when its update is completely. When WaspTime's Push Data process for all clocks is complete, the status shows "Finished sending all user and fingerprint data to clocks." Click the **Close** button. The Update Clocks procedure is complete.

The following steps are fingerprint-related, but not required.

11. In the properties of an employee, in the **Security tab**, there is a **Clear Prints** button. This button removes that user's fingerprints from the WaspTime database, but does not affect any clock at this time. However, the next time the Update Clocks procedure is performed, that user's fingerprints will be removed from any checked clock(s).

If you clear prints, then follow Step 12 to retrieve other fingerprints from a clock, then return to the **Security tab**, the Clear Prints button will remain grayed-out (even though there are now fingerprints in the database). To reactivate the Clear Prints button, click **Exit**, then edit the employee again.

12. In the properties of an employee, in the **Clock tab**, there is a checkbox **Download Fingerprint(s) from Clock**. If you want to transfer fingerprints for just this one user from a clock into the WaspTime database, you would check this box, select the clock you want to download from, then click the **Save** button.

Each time you click the Save button, the clock will beep and reset. If you need to retrieve multiple users' fingerprints and/or retrieve fingerprints from multiple clocks, the Update Clocks procedure may take less time and clicking.