Be sure the time on your Wasptime clock matches the time on the server with Time Sync Setup

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The Time Sync Setup tool allows you to setup a time for your clocks to sync to the server time. Time Sync ensures the time clock and server time are the same.

To Setup a Synchronization Time

1. From the **Main Window**, click **Clocks**. The **Clock Setup** screen appears.

2. On the **Clock Setup** screen, click **Time Sync Setup**. The **Automatic Clock Time Syncs** screen appears.

3. Click **New** on the **Automatic Sync List**. The following screen appears:

4. Enter a **Description** for this sync in the **Description** field, then select which clock you want to sync from the list.

5. Select the **Frequency**, then enter a date and/or time for the sync.

Available Frequencies are:

Once - The sync will run once at the specified time.

Daily - The sync will run daily at a specified time.

Weekly - The sync will run weekly at a specified day/time.

Monthly - The sync will run monthly at a specified time. If you select **Monthly**, you can choose the day on which to run the download. You can choose from the dates 1 through 28 or End of Month, since all months have dates 1 through 28, while only some have the dates 29, 30 or 31. (For example, June has 30 days while July has 31 so selecting Last Day of Month will set the download to occur on June 30 and again on July 31.)

6. Click **OK** to save your auto sync. It will now appear in the **List of Automatic Clock Time Syncs**.

To Delete an Automatic Synchronization

1. From the **Main** Window, click **Clocks**. The **Clock Setup** screen appears.

2. Click the **Time Sync Setup** button. The **Automatic Clock Time Syncs** screen appears (shown above).

3. Highlight the sync you want to delete, then click the **Delete** button.

Understanding Sync Status (Pass/Fail)

When running normally, your automatic syncs will occur at the specified times with no errors. When this occurs, the Automatic Clock Time Syncs screen will list **Pass** in the **Result** column. If there is a problem, **Fail** will appear in the **Results** column. When you see **Fail**, one of two problems have occurred:

The Sync Ran with Errors: This means your sync did run, but contains errors. The system will handle this differently depending on the Frequency you have selected.

Once - A 'Once' schedule will NOT attempt to run again, so you must edit the schedule (by highlighting the listing on the Automatic Backup screen and clicking Edit) to attempt another backup in the future.

Daily - If a 'Daily' sync has failed today, the system will NOT try to sync again until tomorrow, unless the schedule is edited (by highlighting the listing on the Automatic Backup screen and clicking Edit).

Weekly - If a weekly sync has failed, the system will NOT try to sync again until the next week, unless the schedule is edited (by highlighting the listing on the Automatic Backup screen and clicking Edit).

Monthly - If a 'Monthly' sync has failed today, the system will NOT try to sync again until next month on the date and time specified, unless the schedule is edited (by highlighting the listing on the Automatic Backup screen and clicking Edit).

The Sync was Missed: This may occur if the service was down at the time the sync was set to run. As with errors, the system will handle missed syncs differently depending on the Frequency you have selected.

Once - A 'Once' schedule will run again as soon as the service is back up.

Daily - A 'Daily' sync will run the next day at the time specified.

Weekly - The 'Weekly' sync will run the next week at the specified day/time.

Monthly - A 'Monthly' schedule will attempt to sync again as soon as the service is back up.

Troubleshooting Syncs

Auto-Polling - Keep in mind that if Auto-Polling on the Service Settings screen is set to FALSE, all automatic downloads, syncs and backups will be turned off. If Auto-Polling is set to TRUE, all automatic downloads, syncs and backups will run on schedule. Refer to the Service Settings topic for more information.

Clock Connectivity and Server Log - If you receive a Fail message, make sure your clock is connected. On the **Clock Setup** screen, you can **Verify** the clock to make sure it is communicating with the software. If the clock is connected, the log will contain further information on what went wrong. The log can be accessed from Program Files > Wasp Technologies > WaspTime > WaspTimeServer.log .

Daylight Savings Time Note

Be aware that your time clocks will NOT automatically update with the correct time for Daylight Savings Time, even if the PC where the service is installed does automatically update. You must set up an alternate sync at the time of the change. Usually the time change occurs at 2:00am. If you have employees who will be working an overnight shift that spans 2:00am when the time changes, you will need to arrange to have someone change the time on the clocks by entering the correct time through **Clock Setup**.

Related Content

- WaspTime: How do I apply Daylight Savings Time?