WaspTime : Cannot open the manage Biometric Clocks Utility

Max Holden - 2017-04-10 - Software

When trying to open the Biometric Clock Utility, if it fails with an error "Employees failed to load into the biometric utility. This may be caused by duplicate badge numbers or duplicate employee ID's. Please check your data", we need to check the WaspBioUtil.log file for the correct cause of the error.

The WaspBioUtil.log will be located in C:\Documents and Settings\<username>\Local Settings\Application Data\Wasp Barcode Technologies for Windows XP, or C:\Users\<user>\AppData\Local\Wasp Barcode Technologies for Windows Vista/7.

In that log, look for the following error:

ERROR | System.Data.SqlClient.SqlException: The EXECUTE permission was denied on the object 'getEmpLName', database 'WaspTime', schema 'dbo'.

If this error is present, the function getEmpLName has not been configured with the proper rights.

To correct this, open Start > Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express. Set Authentication to Windows Authentication and click Connect. Go to File > Open > File. Browse to C:\Program Files (x86)\Wasp Technologies\WaspTime\Database and open Upgrade6ToLatest.sql, then click Execute. Once it has completed, reopen the program and you should be able to open the Manage Biometric Clocks utility.