

WaspTime: Not able to communicate with the ESI system

Max Holden - 2017-04-10 - [Software](#)

When adding the clock to connect to the ESI system, if it says it is unable to communicate with the clock, the first thing to do is have ESI verify that the Time and Attendance Management Interface (TAMI) option is turned on in the ESI system.

If TAMI is already enabled, and you are able to ping the clock from the server machine, the next thing to verify is the base UDP port for your system. This should be listed in your ESI documentation. Most systems use a default base of 59, but we have reports of some using 39. Your documentation may also show it as 39000, or if there is a suggestion that you set firewall exclusions for ports 39000 - 39100, or something of that nature, then that is the number we need to use. The specific ports we use are XX005 and XX094, with the XX being replaced by your system's base number.

WaspTime will use 59 as the default. If your system is using 39, or any other base, then you will need to create a registry entry to change it.

1 Go to Start > Run > regedit.exe

2 In the Registry Editor, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\WaspTime5\Options

3 In the right hand pane, right click and select New > DWORD Value. Name the new entry ESIClock Port Prefix

4 Right click ESIClock Port Prefix and select Modify. Set the Base to Decimal, then set the Value Data to 39, or whatever base port number your documentation dictates

5 Go to Control Panel > Administrative Tools > Services

6 Right click WaspTime Server and select Stop. Wait 15 seconds, then right click it and select Start

7 Reopen WaspTime and try again to verify the clock

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