WaspTime: When downloading punches from the clock, some are missing

Jason - 2017-04-10 - Wasptime Version 6

Symptom: After doing a download from the clock, some punches are missing. E.g., all of the afternoon punches appear on the timecards correctly, but none of the morning punches. The missing punches are also not listed on the Punch History report or in Tools > Unprocessed Punches. If you enter new punches and download them immediately, they do appear on the timecard correctly as well.

Cause: The punches are being removed from the clock by a different instance of the WaspTimeServer running on a different machine. If both copies have an automatic download scheduled at the same time, sometimes one machine will be a few seconds ahead or behind the other, so whichever initiates the download first will get the punches, causing it to appear less frequently.

Resolution: On the current server machine, go to Control Panel > Administrative Tools > Services. Right click WaspTimeServer and select Stop. Once it is stopped, attempt to open the WaspTime program. When it fails to connect to the service, it will poll your network to locate any other instances. If it finds more than one, it will show you a list and ask you to select one. If it finds only one, it will connect to that service and open. If it is unable to locate any servers, it could be that the other machine is not always running. In that case, redo these steps closer to the time of day when you normally have the missing punches.

Once connected, you can go to Help > About and it will show the machine name for the server you have connected with. You can check the Punch History report to see which punches were downloaded by that service and print them out to manually enter them into the correct server, then go to that machine and in the Services list, right click WaspTimeServer and select Stop, then right click and select Properties. Set it to Startup Type: Disabled.

Restart the WaspTimeServer service on the correct server, then reopen the program and it will reconnect. Then you can manually edit the timecards to enter those punches from the other server.