WHAT TO DO IF YOU GET A "TIMECLOCK DATA FILE NOT FOUND" MESSAGE

Most centers setup the main ChildCare Sage on the computer in the office, and setup the TimeClock on a separate computer that is by the entrance or in a central location. The 2 computers need to connect to each other to share information such as names, IDs, and timesheet records. If both of these computers can go onto the internet, a network can be setup between them to let them connect to each other. The network is the connection between each computer and the router (the box the center received from the phone or cable company to go onto the internet.) The connection to the router from each computer can be wired (using an Ethernet cord- similar to a phone wire,) or wireless. Both can work, but a wired connection is much faster and much more stable.

Most of the TimeClock support calls we get are from centers that have a wireless network. The centers call or email when they get the "TimeClock Data File Cannot be Found..." message, which occurs when the office computer cannot connect to the TimeClock computer. This is solely a Microsoft Windows networking issue. The ChildCare Sage only uses the network between the computers to "talk" to the TimeClock; it cannot change or setup the network.

There are 2 places in our software that you can get this message:
a) if you open the TimeClock from the office computer (double click the CCS TimeClock icon on the windows desktop)
b) if you open the TimeClock Loader from the main menu of the ChildCare Sage

If you get the message when you open the TimeClock Loader, see if you can open the TimeClock from your office computer.

If you CAN OPEN the TimeClock (and don't get the message,) do the following:
1) click the tan folder at the bottom left of the windows desktop (next to the Windows Start button)
      a) If you don't see a tan folder, click the Windows Start button and then click Computer or My Computer from the menu that appears
2) look at the left side of the screen to see the mapped drive to the TimeClock computer (it will say "ccsagetimeclock on **(?:)" where ** is the name of the timeclock computer and (?:) is a drive letter (it can be x, y, z, etc.) -> please note the mapped drive letter
3) go into the main menu of the ChildCare Sage, then the Setup Menu (bottom), then System Setup (top left), then the TimeClock Loader tab (right side). Make sure the Timeclock Directory row only has "?:\"   (where ? is the drive letter from 2) above)

If you CANNOT OPEN the TimeClock (and get the message), do the following:
1) make sure the TimeClock computer is turned on
2) make sure the TimeClock computer can get onto the internet
3) make sure the office computer can get onto the internet
4) click the tan folder at the bottom left of the windows desktop (next to the Windows Start button)
      a) If you don't see a tan folder, click the Windows Start button and then click Computer or My Computer from the menu that appears
5) see if there is a mapped drive to the the TimeClock computer on the left side of the screen (it will say "ccsagetimeclock on **(?:)" where ** is the name of the timeclock computer and (?:) is a drive letter (it can be x, y, z, etc.)
      a) if it is listed, and there is a RED X on it, simply double click the red X to reopen the connection
      b) if it is not listed, you have to recreate the mapped drive:
          1. click Network at the bottom left
          2. double click the name of the timeclock computer
          3. if you are asked for a username and password, enter what you use to log into the timeclock computer (you can also try "timeclock" for both the username and the password)
          4. once you see a ccsagetimeclock folder, right click on the folder and click Map Network Drive, then click OK

6) if the Timeclock is listed in 5) but you get an error when you try to open it, restart both computers.

If you have tried all of the steps above, and the computers still cannot connect, check the following:
    a) make sure the computers are connected to the same router
    b) make sure any "smart" firewalls are off (this can be an issue with internet security software)
    c) make sure the computers have different names

There are other windows networking issues that can cause the computers to not see each other including:
    a) bad user profiles (you can check for this by seeing if the computer you are using appears under the Network list of devices in the file explorer)

b) an unstable wireless connection (you can check for this by seeing if computers show up and disappear under the Network list of devices in the file explorer)

Once the computers can "see" each other, you can greatly reduce or eliminate this issue in the future by changing to a Wired Network (run an Ethernet cable from each computer to the router,) or if both computers are wireless and also have an Ethernet port, you can connect the computers together with a Crossover Ethernet cable (the computers will use the cable to talk to each other, and the wireless internet connection to go online.)