Attendance Rx Network Installation Troubleshooting Guide

Server – Client Communication Failure

These instructions assume the following:

A) The network to which Attendance Rx is installed is otherwise functioning properly.

B) The network in question is a local area network (LAN).

C) No mapped drives were used during the installation.

D) If Attendance Rx Server is installed to a network server, that server is **not** running Windows Small Business Server, as this platform is not supported. Attendance Rx Server may be installed to a network utilizing this platform, but the Attendance Rx Server software itself must be installed to a workstation running Windows XP Professional Service Pack 2.

Once you have verified the issues above are in compliance:

1. Verify that Attendance Rx Administrator functions properly when logged in locally at the server.

2. Check firewalls. Any firewall that affects the server needs to have the following set up with permission to communicate freely:
   Attendance Rx
   Arxsvc.exe
   File and Printer Sharing

3. The clients need to grant full rights to:
   Attendance Rx
   File and Printer Sharing

4. Some firewalls block ports, and authorized applications can be granted access to use specific ports. If you have this type of firewall you should open the following ports:
   TCP — Open ports 49183 to 49188
   UDP — Open ports 49211 to 49212

5. If the Version is pre 2.1, make sure all machines are using Windows logins of Administrator level (a patch is available if this is unacceptable).

6. If the server has a static IP address, perform the following steps on the client workstations only (*make no other changes*).
   6.1. Open C:\Program Files\Acroprint\Attendance Rx\arxc.ini.
   6.2. Locate the section [Network].
   6.3. Change the setting "AutoDetect=TRUE" to be "AutoDetect=False".
   6.4. For the entry labeled "ServerIP" enter the static IP of the machine with the Attendance Rx server installed to it.
   6.5. Save and close arxc.ini.
   6.6. Restart Attendance Rx.

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7. If the server does not have a static IP address, it is strongly recommended that one be assigned.

8. Verify at the server that arxservice is started.

9. Verify that Terminal Manager has not been enabled on the server.
    9.1. Right click on the Attendance Rx icon in the system tray (the small copy of the Administrator icon located near your Windows clock).
    9.2. If you see "Enable Terminal Manager" in the pop-up menu, then Terminal Manager has not been enabled and nothing more needs to be done.
    9.3. If you see "Terminal Manager", perform the following:
        9.3.1. Right click on the icon in the system tray and click on Exit.
        9.3.2. Open arxc.ini
        9.3.3. Locate the section titled [COMPONENTS].
        9.3.4. Change "INSTCOMP2=True" to "INSTCOMP2=False"
        9.3.5. Save and close arxc.ini.
        9.3.6. Start Attendance Rx.
        9.3.7. Restart Attendance Rx on the clients.

10. Perform Step 6 at each client. Only workstations with a Proxtime terminal connected should have Terminal Manager enabled.

11. If the system still fails to communicate, perform the following:
    11.1.   Uninstall the server and clients.
    11.2.   Verify that the firewall settings are correct.
    11.3.   Reinstall the server and make sure that you can work at it locally.
    11.4.   Reinstall the clients.
    11.5.   Perform Steps 2, 3, and 4.

12. If the communication still fails, contact Acroprint Support at 1-800-334-7190 or via email at supportdept@acroprint.com. Please note, charges may apply for telephone support.