timeQplus Network Installation Troubleshooting Guide
Server – Client Communication Failure

These instructions assume the following:

A) The network to which timeQplus 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 timeQplus Server is installed to a network server, that server is not running Windows Small Business Edition, as this platform is not supported.

timeQplus Server may be installed to a network utilizing this server platform, but it must be installed on a workstation running Windows XP Service Pack 3 or newer.

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

2. Verify that all clients have access to the shared Data folder on the server installation.

3. If the server has a static IP address, perform the following steps on the client workstations only (*make no other changes*).
    3.1. Open C:\Program Files\Acroprint\TimeQPlusV3\arxc.ini.*****
    3.2. Locate the section [Network].
    3.3. Change the setting "AutoDetect=TRUE" to be "AutoDetect=False".
    3.4. For the entry labeled "ServerIP" enter the static IP of the machine with the timeQplus server installed to it.
    3.5. Save and close arxc.ini.
    3.6. Restart timeQplus.

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

5. Verify at the server that the Windows service "arxservice" is started and the process "arxsvc" is running. If arxsvc is using significant resources, use the Services page to restart arxservice – do not stop it from Task Manager.

6. If the system still fails to communicate, perform the following:
    6.1. Uninstall the server and clients.
    6.2. Verify that the firewall settings are correct.
    6.3. Reinstall the server and make sure that you can work at it locally.
    6.4. Reinstall the clients.
    6.5. Perform Steps 1, 2, and 3.

7. If the communication still fails, call Acroprint Support.

* Depending on your operating system, it may be
C:\ProgramData\Acroprint\TimeQPlusV3\arxc.ini

Windows Firewall:

Microsoft has included firewall protection on **Windows XP with Service Pack 2 and above** and on **Windows 2003 Server with Service Pack 1**. If you will be installing your TimeQplus server on either of these two operating systems you will need to grant access on the firewall to the following applications and services after your installation is complete:

- **timeQplus**
  Note: You will be prompted to unblock this application after the installation is complete, or you can grant access via the firewall.

- **arxsvc.exe**

- **File and Printer Sharing**

- **ARXTQ100N.exe** only if installing timeQplus Biometric

Other Firewalls:

Some **other 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
    - o Open port 4370 (default setting) only if installing timeQplus Biometric terminal via Ethernet
- **UDP** — Open ports 49211 to 49212