

Upgrading ClockComms Software

These instructions below need to be followed to ensure you upgrade your existing version of ClockComms Software to the latest/current version as supported by MYOB. This upgrade will also ensure your automatic daylight savings is setup correctly.

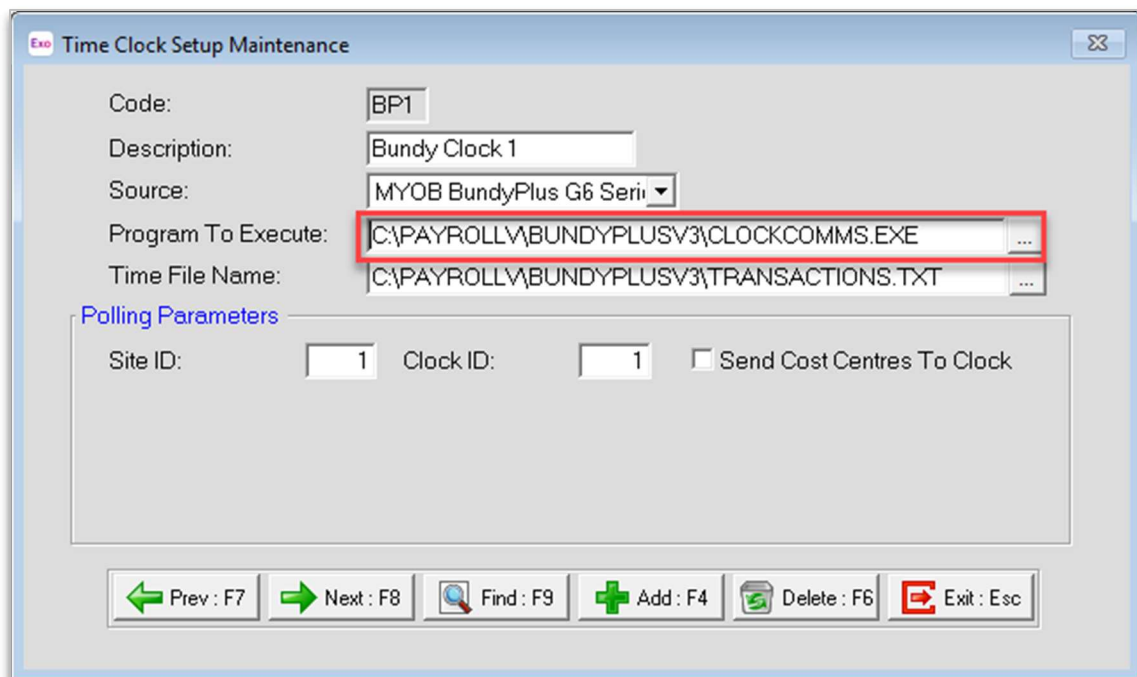
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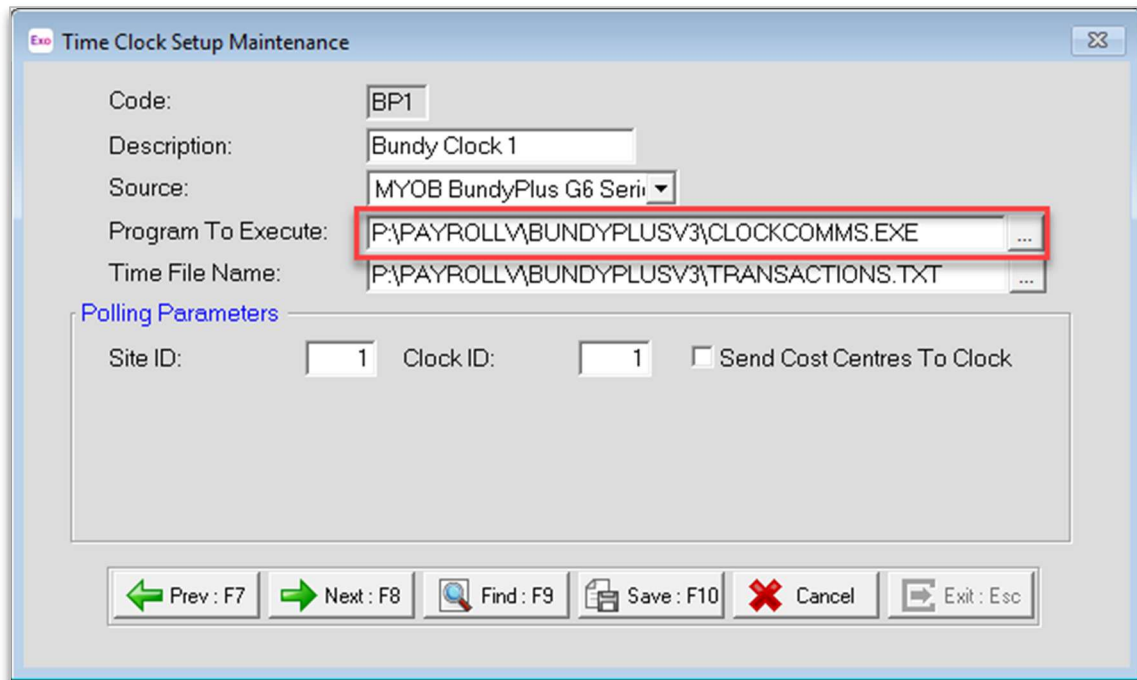
Save the latest version of the software from <https://www.bundyplus.com.au/pages/myob-dealer-downloads> to your computer (e.g. My Documents or the Desktop) so that you are able to find it again . This will be a zipped file which you will need to unzip and use below.

Check Current ClockComms Install

To check the settings for the current ClockComms install location in T&A open any clock i.e. **Utilities > Time Clock Setup**. The “Program To Execute” path shows the location where your current ClockComms software is installed.



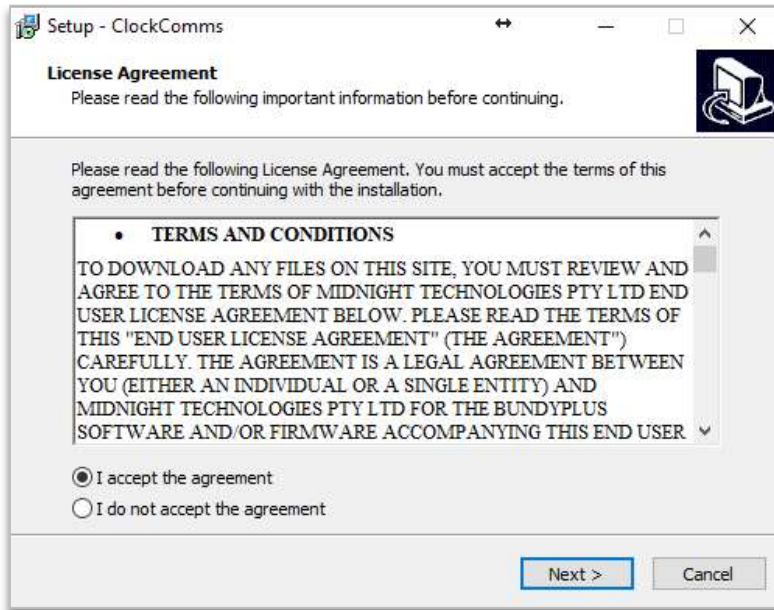
The Program to Execute path value of **C:\Payroll\BundyPlusV3\Clockcomms.exe** means that ClockComms is installed locally on the *Workstation or Terminal Server*. You will need to log on locally on the *Workstation or Terminal Server* and run Install/Upgrade ClockComms (refer below).



The Program to Execute path value of **P:\Payroll\BundyPlusV3\Clockcomms.exe** means that ClockComms is installed on the *Server* and running from a mapped drive. This drive letter may be anything other than C, i.e. not necessarily P. You will need to log on locally on the *Server* and run Install/Upgrade ClockComms (refer below) including *Additional Steps Required*.

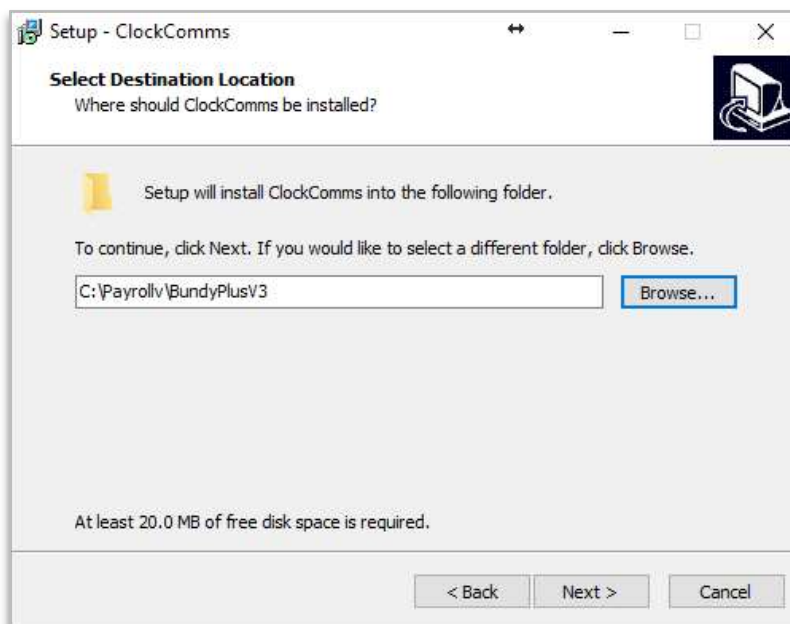
Install/Upgrade ClockComms

- Ensure you are logged in as a user with Admin rights on the Workstation/Terminal Server/Server where ClockComms is installed locally.
- Ensure there are no open applications (including any antivirus application) running on the Workstation/Terminal Server/Server
- If installing on a Terminal Server, ensure to open the command prompt and set to install mode before installation i.e. *change user /install*
- Locate the downloaded software. Unzip this file to access the executable Setup.exe.
- Double click on the Setup.exe to start the ClockComms Setup wizard as below

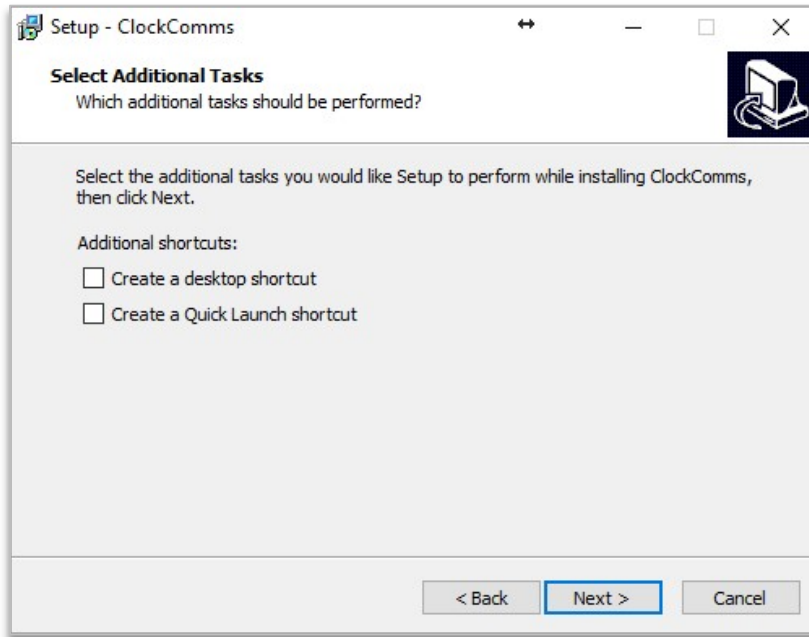


Click on **Next...**

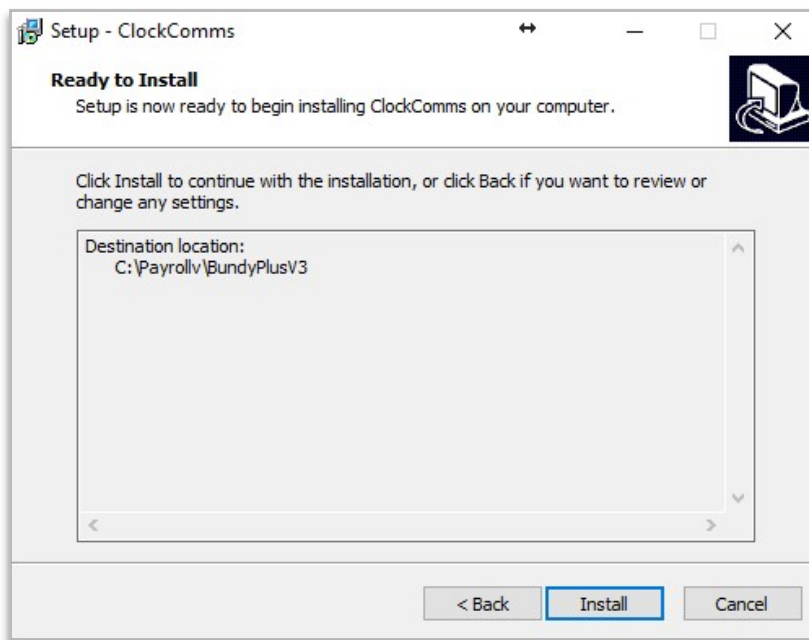
The “Select Destination Location” will display the current location where your ClockComms software is already installed on the Workstation/Terminal Server/Server (as below)



Click on **Next...**



Do **NOT** tick any additional shortcuts and click on **Next...**



Review and confirm that the Destination Location is correct and then click on **Install** to complete the ClockComms software installation.

- If installing on a Terminal Server, ensure to open the command prompt and set to execute mode when completing installation i.e. *change user /execute*

Additional Steps Required

Follow these extra steps to complete ClockComms installation if ClockComms is installed on the Server and running off a mapped drive.

User is polling Timeclocks in Exo Software from their Workstation

- Action the following on each Polling User's Workstation
- Install/Upgrade ClockComms (as per above) except ensure "Select Destination Location" is set to local C:\BundyPlusV3
- Once Installation is complete, delete the local folder e.g. C:\BundyPlusV3 and its content
- This ensures the Polling User has access to all the dll files required when using ClockComms on their Workstation.

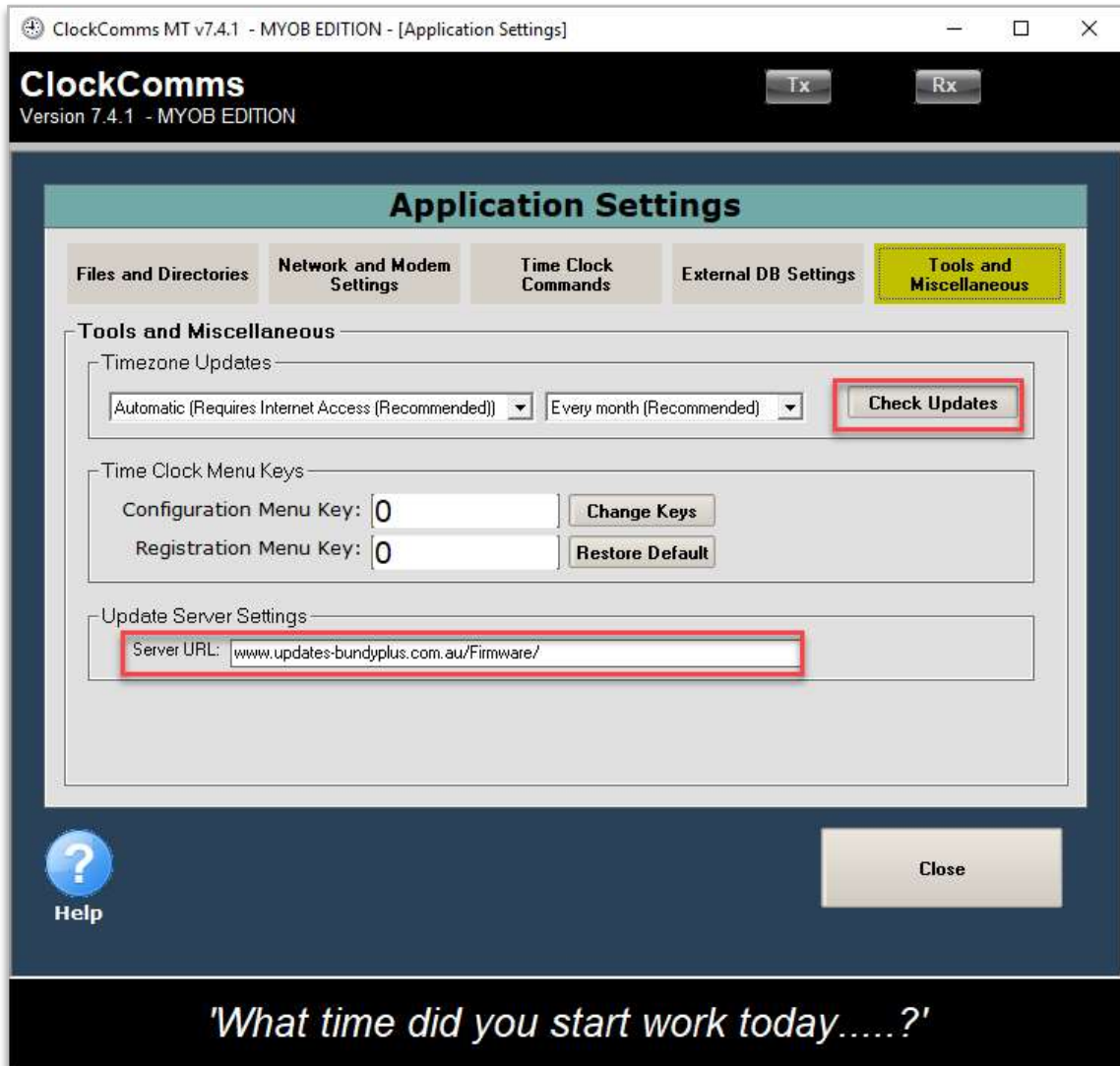
User is polling Timeclocks in Exo Software from their Terminal Server

- Action the following once only on the Terminal Server
- Ensure to open the command prompt and set to install mode before installation i.e. *change user /install*
- Install/Upgrade ClockComms (as per above) except ensure "Select Destination Location" is set to local C:\BundyPlusV3
- Once Install completed, delete the local folder e.g. C:\BundyPlusV3 and its contents
- This ensures the Polling User has access to all the dll files required when using ClockComms on their Terminal Server.
- Ensure to open the command prompt and set to execute mode when completing installation i.e. *change user /execute*

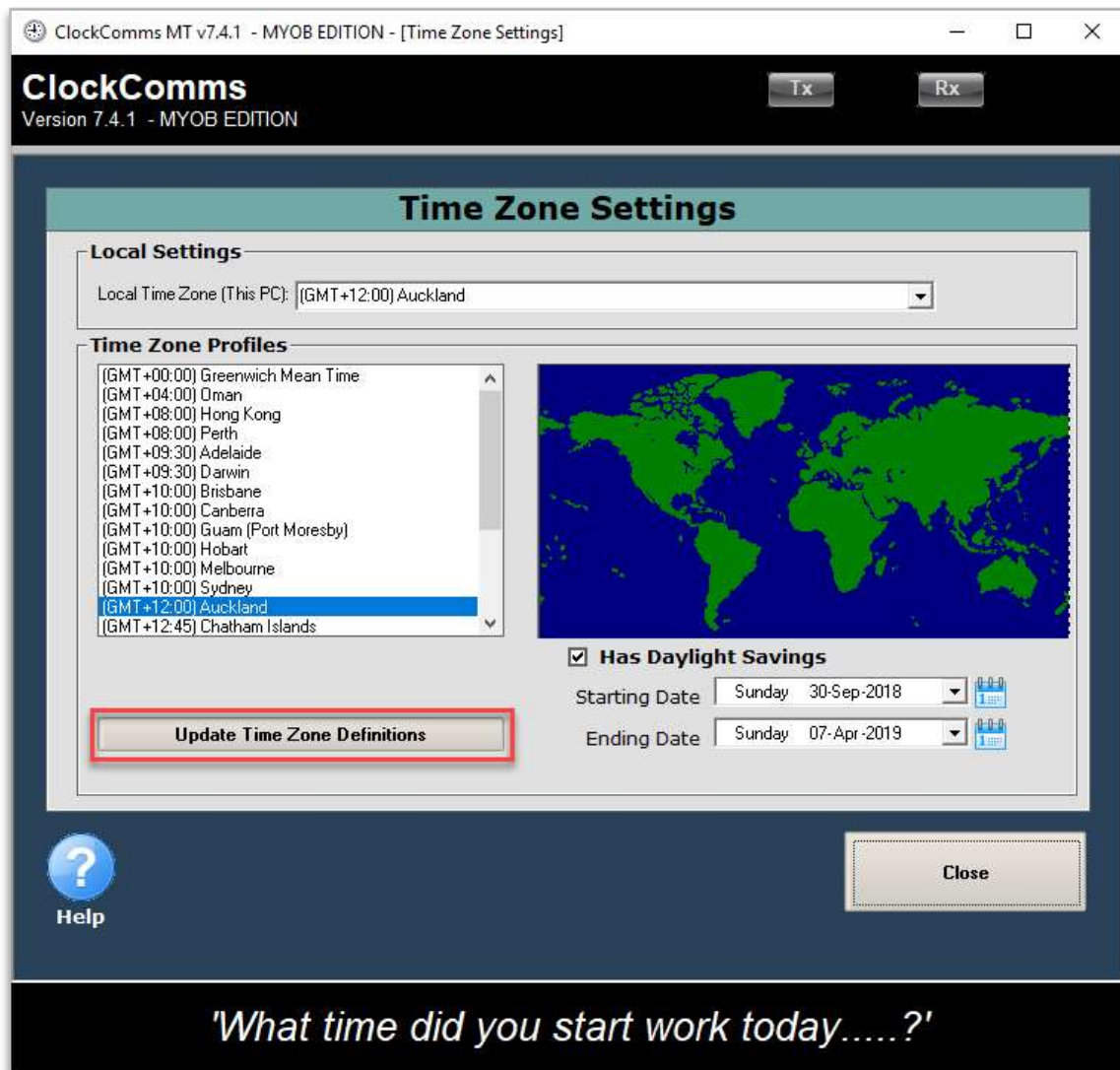
Setup/Update Server settings and Update Time Zone definitions for Daylight Savings

Open ClockComms Software on the Workstation/Terminal Server/Server

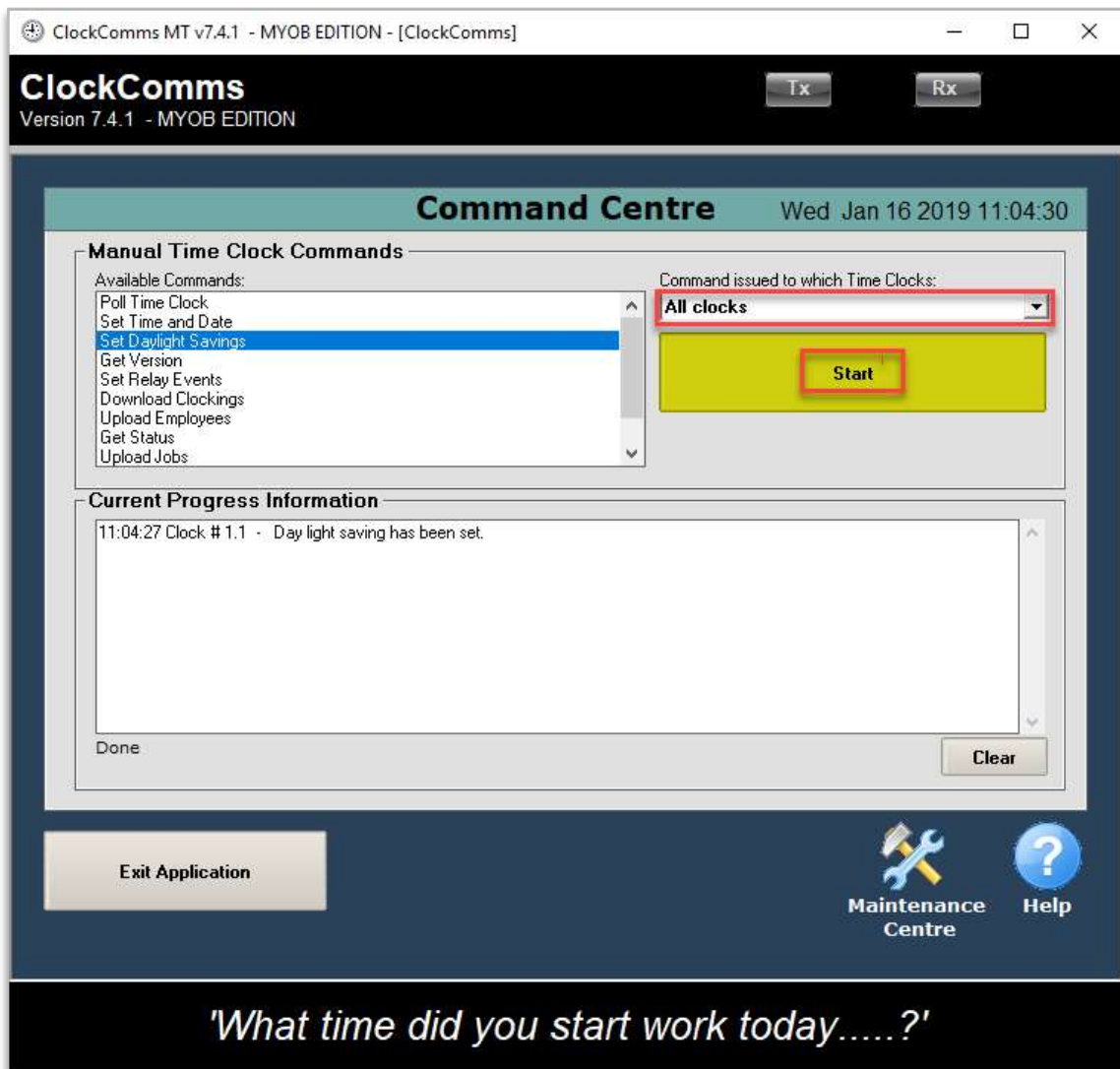
- Go to **Maintenance Centre > Application > Tools and Miscellaneous > Update Server Settings**
- Review and check details are as per below.
- Click on **Check Updates** to get latest Timezone Updates



- Go to **Maintenance Centre > Time Zones**
- Review and check details are as per below
- Click on **Update Time Zone Definitions** to setup and update correct local time zone.



- In the **Command Centre**, select **Set Daylight Savings** and **All Clocks**, click on **Start** to send the correct Time Zone Settings to all the clocks.
- **Current Progress Information** will display the results of this test

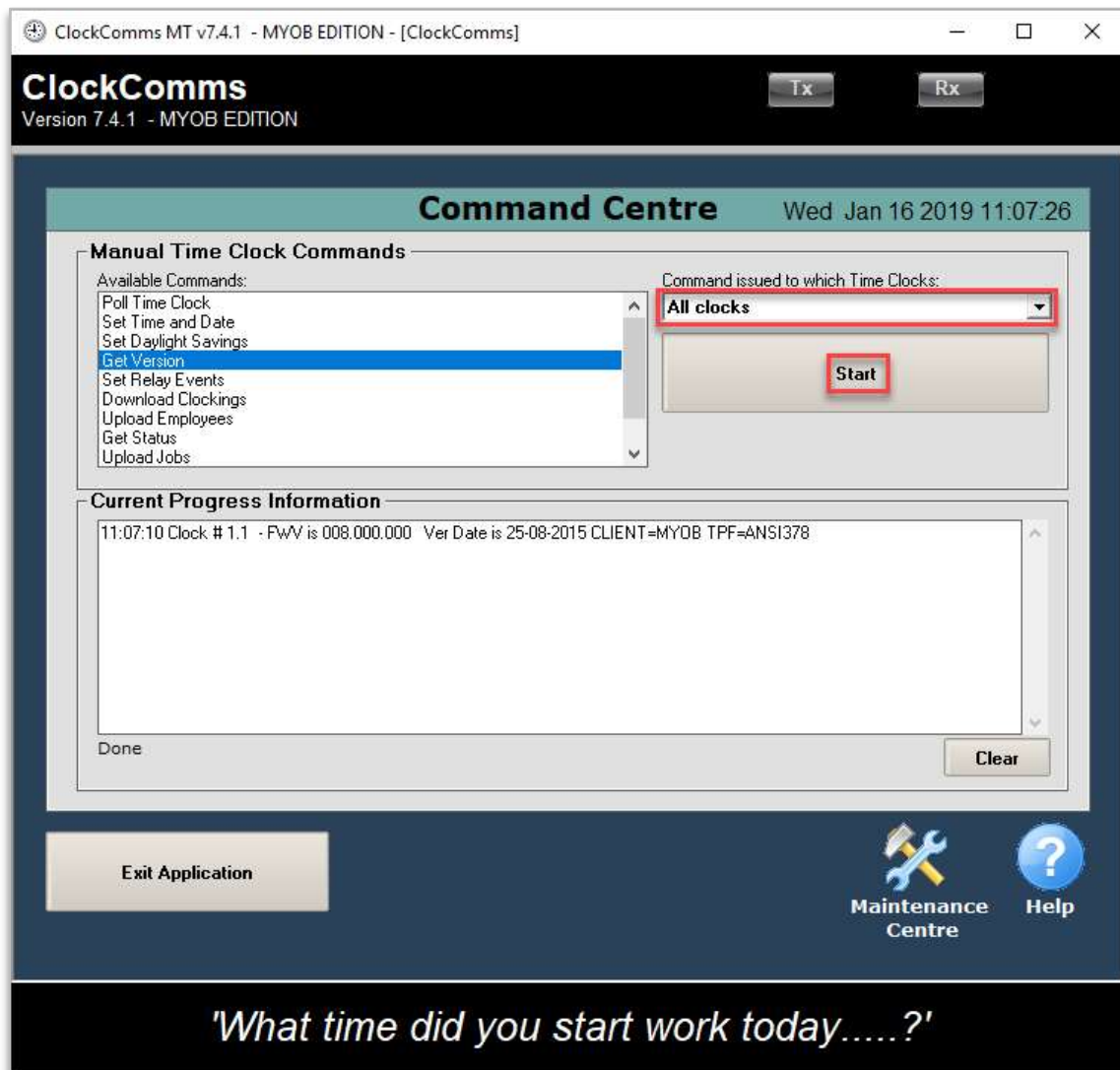


Test Communications – ClockComms vs Time & Attendance

Run the below tests to see if both the ClockComms software and Time & Attendance software can communicate with the clock.

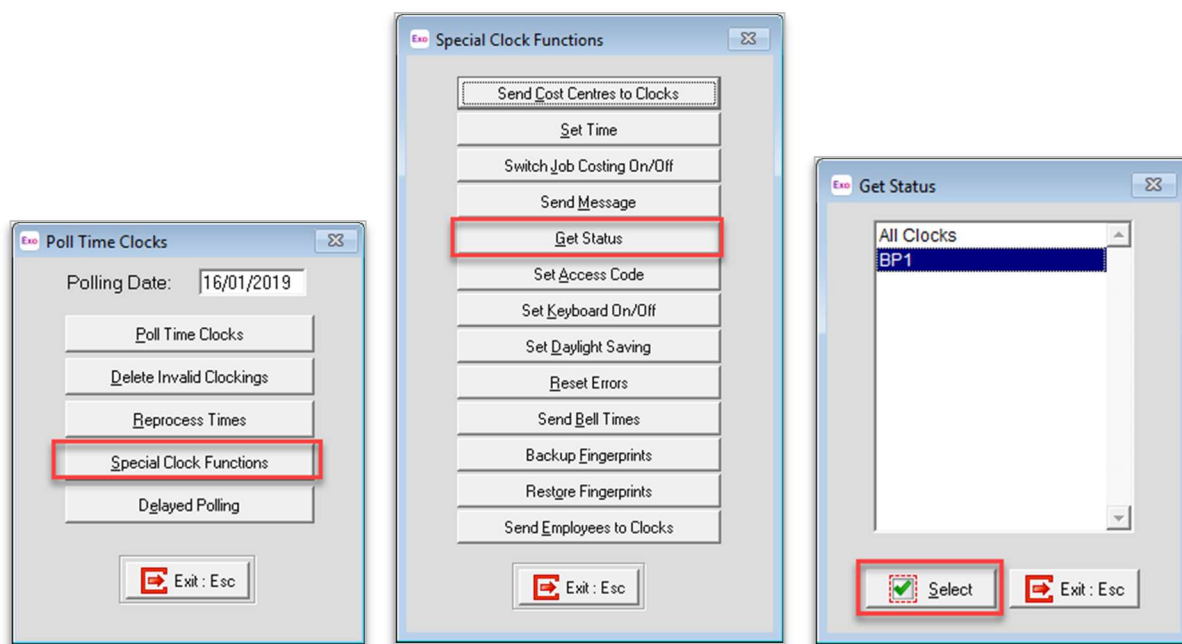
Open ClockComms Software on the Workstation/Terminal Server/Server

- In the **Command Centre** click on **Get Version** to test the communication between ClockComms software and all clocks.
- **Current Progress Information** will display the results of this test



Open Time & Attendance Software on the Workstation/Terminal Server/Server

- Go to **Transactions > Poll TimeClocks**
- Click on **Special Clock Functions > Get Status**.
- Highlight the clock and click **Select** to test the communication between Time & Attendance software and that clock.



- **Timeclock Status Report** will display the success results of this test

Demonstration Company

Timeclock Status Report

Clock Code: BP1
Clock Name: Bundy Clock

Status File:

```

Date,Time,ClockID,ClockName,ClockNetwork,Message
16012019,11:26:00,,Start STATUS
16012019,11:26:00,0001.0001,BP1,IP: 10.72.20.222,Get Status
16012019,11:26:00,0001.0001,BP1,IP: 10.72.20.222,Processing...
16012019,11:26:01,0001.0001,BP1,IP: 10.72.20.222,Success
16012019,11:26:01,,Finished STATUS

```

MYOB Contact Details

If you have a Support Plan our helpdesk are available:

- E: anzpayrollsupport@myob.com
- P: 0800 696 239

If you don't have a Support Plan please contact our Services team:

- E: enterprise.services@myob.com
- P: 0800 949 703
(charges of \$90 + GST per 30mins apply)