

HOW TO FIX THE "TIMECLOCK DATA FILE NOT FOUND" MESSAGE

Most centers use the Childcare Sage on at least 2 computers, 1 in the office for record keeping and billing (Main), and 1 by the entrance or in a central location for parents and staff to sign in and out (TimeClock). To work properly, the main computer should be able to communicate with the TimeClock computer. It normally does this through a network created by the router that both computers use to go online (router is the box from the phone/cable company with blinking lights).

The majority of ChildCare Sage support calls occur when the computers at the center cannot communicate over wireless networks (we get very few wired networks calls.) The "TimeClock Data File Cannot be Found..." message means the Main computer cannot communicate with the TimeClock computer. This is **purely** a Microsoft Windows networking issue. The ChildCare Sage simply uses the existing network, and it cannot change or affect the network in any way.

The steps below are what we use to troubleshoot this issue. These steps assume that the computers could communicate in the past. Please keep in mind that because this issue is a Microsoft Windows Networking issue, and not in our software, we expect you to try these steps to see if the issue can be resolved. If following these steps does not resolve the issue, please email or call us.

** Our live support includes complete networking help for the initial setup. Because of the complexity of wireless networks, our live support only covers wired networks beyond the initial setup. If you continue to have networking issues on wireless networks that require our live help, we reserve the right to charge a fee for that help.

Troubleshooting Steps

There are 2 places in our software where you can get this message. If you:

- i) open the TimeClock Loader from the main menu of the ChildCare Sage on the main computer
- ii) open the TimeClock from the main computer (double click the CCS TimeClock icon on the windows desktop)

i) Message appears when you open the TimeClock Loader from the main menu of ChildCare Sage

1) Open the TimeClock from your office computer (double click the CCS TimeClock icon from your desktop)

a) If the timeclock program opens without error, do the following on the **Main Computer**:

- 1) open the file explorer by:
 - a) click the manila folder at the bottom left of the windows desktop, OR
 - b) **Right** click the Windows Start Button and click "File Explorer", OR
 - c) click the Windows Start button and then click "Computer" or "My Computer"
- 2) click "Computer" or "This PC" on the left side of the screen
- 3) look for "ccsagetimeclock on *(?:)" on the left side of the screen
(where * is the name of the timeclock computer and (?:) is a drive letter)
- 4) 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 3) above (ie: "z:\")
- 5) click "Close" then reopen the Timeclock Loader

b) If you get the "Timeclock Data File Not Found" error when you try to open the timeclock, do the following:

On the TimeClock Computer

- 1) make sure the TimeClock computer is turned on
- 2) make sure the TimeClock computer can get onto the internet (open a browser and go to a site (ie: msn.com))
- 3) open the file explorer by:
 - a) click the manila folder at the bottom left of the windows desktop, OR
 - b) **Right** click the Windows Start Button and click "File Explorer", OR
 - c) click the Windows Start button and then click "Computer" or "My Computer"
- 4) get the name of the timeclock computer by:
 - a) **Right** click on "This PC" or "Computer"
 - b) click "Properties"
 - c) write down the "Computer Name"
- 5) see which computers this computer can see on the network by:
 - a) click "Network" on the left side of the screen to display a list of computers that are on the network
 - b) if you get an error that "Network Discovery is Off":

- 1) click the yellow banner at the top of the screen
- 2) click "Turn Network Discovery On"
- 3) if prompted, select "Work or Home" network
- c) if you don't see the timeclock computer's name that you wrote down in 4c) above, do the following:
 - 1) right click the Windows Start button, then click "Run"
 - 2) type in "services.msc" and click Enter
 - 3) scroll down to the "Function Discovery Resource Publication" row, click it, then click "Start" on the left side
 - 4) you should now see the timeclock computer listed
- 6) make sure that password protection is off for file sharing by:
 - a) right click the Windows Start button, then click "Run"
 - b) type in "control" and click Enter
 - c) click "Network and Sharing Center"
 - d) click "Change Advanced Sharing Settings" on the left side
 - e) click "All Networks" (Windows 8/10)
 - f) scroll to the "Password Protected Sharing" section
 - g) select "Turn Off Password Protected Sharing"

On the Main Computer

- 1) make sure the Main computer can get onto the internet (open a browser and go to a site (msn.com))
- 2) open the file explorer by:
 - a) click the manila folder at the bottom left of the windows desktop, OR
 - b) right click the Windows Start Button and click "File Explorer", OR
 - c) click the Windows Start button and then click "Computer" or "My Computer"
- 3) get the name of the main computer by:
 - a) **Right** click on "This PC" or "Computer"
 - b) click "Properties"
 - c) write down the "Computer Name"
- 4) see which computers this computer can see on the network by:
 - a) click "Network" on the left side of the screen to display a list of computers that are on the network
 - b) if you don't see the main computer's name that you wrote down in 3c) above, do the following:
 - 1) right click the Windows Start button, then click "Run"
 - 2) type in "services.msc" and click enter
 - 3) scroll down to the "Function Discovery Resource Publication" row, click it, then click "Start" on the left side
 - 4) you should now see the main computer listed
 - c) if you get an error that "Network Discovery is Off":
 - 1) click the yellow banner at the top of the screen
 - 2) click "Turn Network Discovery On"
 - 3) if prompted, select "Work or Home" network
 - d) if you don't see the timeclock computer listed:
 - 1) make sure the main and timeclock computers are connected to the same router (click on the wifi or network symbols at the bottom right of the windows desktop and make sure both computers have the same network name)
- 5) click "Computer" or "This PC" on the left side of the screen
- 6) look for "ccsagetimeclock on *(?:)" on the left side of the screen (where ** is the name of the Timeclock computer and (?:) is a drive letter)
 - a) if you see it and there is a RED X on it, double click the Red X to reopen the connection
 - 1) if you click on the Red X and you see files appear, you are done
 - 2) if you can get an error that "The network path was not found"
 - a) restart the Timeclock computer and start this section over
 - b) if you don't see it, but you see the Timeclock computer listed under Computers:
 - 1) double click the Timeclock computer
 - 2) right click on the ccsagetimeclock folder and click "Map Network Drive"

in most cases, the new mapped drive will be "Z", if not write down the drive letter
 - 3) click OK
 - 4) 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 (ie: "z:\")

7) reopen the "TimeClock Loader" from the main menu of ChildCare Sage

II) Message appears when you open the TimeClock from the Main Computer

On the TimeClock Computer

- 1) make sure the TimeClock computer is turned on
- 2) make sure the TimeClock computer can get onto the internet (open a browser and go to a site (ie: msn.com))
- 3) open the file explorer by:
 - a) click the manila folder at the bottom left of the windows desktop, OR
 - b) **Right** click the Windows Start Button and click "File Explorer", OR
 - c) click the Windows Start button and then click "Computer" or "My Computer"
- 4) get the name of the timeclock computer by:
 - a) **Right** click on "This PC" or "Computer"
 - b) click "Properties"
 - c) write down the "Computer Name"
- 5) see which computers this computer can see on the network by:
 - a) click "Network" on the left side of the screen to display a list of computers that are on the network
 - b) if you get an error that "Network Discovery is Off":
 - 1) click the yellow banner at the top of the screen
 - 2) click "Turn Network Discovery On"
 - 3) if prompted, select "Work or Home" network
 - c) if you don't see the timeclock computer's name that you wrote down in 4c) above, do the following:
 - 1) right click the Windows Start button, then click "Run"
 - 2) type in "services.msc" and click Enter
 - 3) scroll down to the "Function Discovery Resource Publication" row, click it, then click "Start" on the left side
 - 4) you should now see the timeclock computer listed
- 6) make sure that password protection is off for file sharing by:
 - a) right click the Windows Start button, then click "Run"
 - b) type in "control" and click Enter
 - c) click "Network and Sharing Center"
 - d) click "Change Advanced Sharing Settings" on the left side
 - e) click "All Networks" (Windows 8/10)
 - f) scroll to the "Password Protected Sharing" section
 - g) select "Turn Off Password Protected Sharing"

On the Main Computer

- 1) make sure the Main computer can get onto the internet (open a browser and go to a site (msn.com))
- 2) open the file explorer by:
 - a) click the manila folder at the bottom left of the windows desktop, OR
 - b) right click the Windows Start Button and click "File Explorer", OR
 - c) click the Windows Start button and then click "Computer" or "My Computer"
- 3) get the name of the main computer by:
 - a) **Right** click on "This PC" or "Computer"
 - b) click "Properties"
 - c) write down the "Computer Name"
- 4) see which computers this computer can see on the network by:
 - a) click "Network" on the left side of the screen to display a list of computers that are on the network
 - b) if you don't see the main computer's name that you wrote down in 3c) above, do the following:
 - 1) right click the Windows Start button, then click "Run"
 - 2) type in "services.msc" and click enter
 - 3) scroll down to the "Function Discovery Resource Publication" row, click it, then click "Start" on the left side
 - 4) you should now see the main computer listed
 - 5) repeat step 4) above
 - c) if you get an error that "Network Discovery is Off":
 - 1) click the yellow banner at the top of the screen
 - 2) click "Turn Network Discovery On"
 - 3) if prompted, select "Work or Home" network

- d) if you don't see the timeclock computer listed:
 - 1) make sure the main and timeclock computers are connected to the same router (click on the wifi or network symbols at the bottom right of the windows desktop and make sure both computers have the same network name)
- 5) click "Computer" or "This PC" on the left side of the screen
- 6) look for "ccsagetimeclock on **(?:)" on the left side of the screen (where ** is the name of the Timeclock computer and (?:) is a drive letter)
 - a) if you see it and there is a RED X on it, double click the Red X to reopen the connection
 - 1) if you click on the Red X and you see files appear, you are done
 - 2) if you can get an error that "The network path was not found"
 - a) restart the Timeclock computer and start this section over
 - b) if you don't see it, but you see the Timeclock computer listed under Computers:
 - 1) double click the Timeclock computer
 - 2) right click on the ccsgagetimeclock folder and click "Map Network Drive" in most cases, the new mapped drive will be "Z"
 - 3) click OK
 - 4) reopen the TimeClock

Other Steps to Try:

If the steps above don't work, there are several other things to check:

- 1) make sure any "smart" firewalls are off on the TimeClock computer (this can be an issue with internet security software such as McAfee, etc)
- 2) make sure the computers have different names (this should have been corrected when the network was first set up)
- 3) if you have these issues frequently, change to a Wired Network (Ethernet cable from each computer to router)