TimeControl Troubleshooting Guide

Most clients never experience issues with TimeControl but for those who might, here are some questions that our technical staff are likely to ask that you can check yourself to try to resolve the issue.

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Starting Questions and Answers

Question	Answer	Resolution
Can you replicate the problem?	No	It is close to impossible to resolve a problem that cannot be replicated. Please take note of the exact steps that occurred the next time you encounter this problem and let us know along with the problem, how we can replicate it.
	Yes	Let us know the exact steps taken to replicate the problem. Please include the browser and browser version used, the version of Windows, what malware protection is used on the terminal where the error occurred and any other information such as the user's profile and username involved.
What changed?	Nothing	While this is the most common answer, it may not be obvious. Did the feature in question ever work? What changed between the last time it was working and now?
	TimeControl version	If this is since an upgrade of TimeControl or TimeControlOnline, then we will want to quickly check what version you were last on where this feature was working and what version you are on now.
	My environment	If you upgraded or changed your operating system, your browser, your malware protection, your firewall, or anything about the method you use to access TimeControl then reviewing what changed in the user environment will be the first step.
What is different?	User, Employee, Project, Charge records?	Sometimes a feature in TimeControl will appear to work properly in some cases but not in others. The issue will almost always be solved in comparing the relative tables for User, Employee, Project and Charge between where it works and where it doesn't.
What is your environment?	❑ Computer ❑ Operating System ❑ Hardware such as screen or memory ❑ Malware protection (some malware protection can interfere in how the browser presents an application) ❑ Firewall (some personal computers can interfere in how an application is accessed by the local computer and local browser ❑ Browser being used ❑ Language settings of the browser and the operating system	

Troubleshooting

Question	Possible Cause	What you can try
Is the issue occurring for only one user, a group of users or all users	If this is for one user, then their system configuration, browser or TimeControl configuration should be checked first.	Try the same actions logged in as another user on the same terminal. Does the same issue occur? If not, then consider resetting the user's options to the default standards or copying them from a user where the issue is not occurring. Reset to user defaults is in User Options section of the User Table. This may have the effect of changing a number of settings back to their default values such as the width of columns in the timesheet.
Is the issue occurring only on one station or on all stations	If this occurs on only one terminal, then their system configuration, browser and malware protection are possible culprits.	Try the same actions logged in as this user from another terminal. Does the same issue occur? If not, then checking the configuration of the terminal with a problem is most likely where the solution will be found. Check the operating system configuration, connectivity through the network malware protection and the browser configuration. Personal firewall configuration should also be verified.
Is this a one-feature issue or does it occur across multiple features	A one feature issue can be the result of a TimeControl configuration issue	Try to replicate the problem with other features. If this is only for a single feature, then determine if this is a new problem for something that has previously functioned properly and inform HMS when reporting the issue.
Is this a performance question on one feature?	A slow response on only one feature is often a TimeControl Configuration issue such as an overly complex filter.	Do you have a benchmark expectation of performance from other users or other features? Are other features performing slowly also?
Is this a performance question on all features?	A slow response on many features can have many causes. For TimeControl on-premise, the question is "What has changed?" For TimeControlOnline, we will focus on network changes, configuration changes, security or firewall changes. Also, does the issue occur with different browsers?	Try the features on different terminals and with different browsers. If this is a browser-specific performance issue HMS will want to know exactly what browser's experience the problem. A temporary work-around might be to use a browser where the feature is more performant while HMS investigates the cause in the poorly performing browser.
Is the issue data-related	Sometimes an issue can be related to only one project or one set of charge codes or one group of newly added users.	Try to determine what is different between the data that is relative to the issue and other data that is working properly. Often this type of issue can be resolved when missing meta data such as user-defined field has not been filled out

Question	Possible Cause	What you can try
		properly. Check relative tables such as Project, Charge, User and Employee tables.
Are other users experiencing the problem?	If not, configuration of the end-user's firewall, operating system, malware protection or browser is almost always the cause here.	Check what is different between the environments of the user who is experiencing the issue and a user who is not.
Does the feature match the documentation?	Is the feature performing the way the TimeControl Reference Guide indicates?	Check the TimeControl Reference Guide to see what behavior is expected on a feature.
Where is my support information?	You may need to know your exact TimeControl version to ask for support	You can find your TimeControl support information just your My Account selection by clicking the MyAccount icon at the top left of TimeControl. Included will be the serial number, number of licensed users, number of active users and other key database, web information and browser version number.

What is TimeControl Technical Support?

The TimeControl Technical team is often quoted by clients as a key reason for their satisfaction with the TimeControl timesheet system. One of the ways we deliver on that is by organizing the HMS team so that the same personnel who do development, consulting, and implementation also answer technical support requests. This makes the quality of responses for technical questions very high. Here are some details on what is included in TimeControl technical support and how to get it.

Who is entitled to TimeControl Technical Support?

Any client who is a subscriber of TimeControl Online and any client who uses TimeControl on-premise who is either in their first year after purchase or who has paid an annual technical support contract fee. We often ask our clients to name a key point of support so problems that are configuration related or based on features that have been deployed at the client are answered internally rather than by our technical support staff so users should check with that key person before contacting HMS Technical Support.

What is included in TimeControl Technical Support

In short, HMS is committed to fix TimeControl if it is not working the way we documented it to work. But, when calls come in for assistance, they virtually always sound like, "TimeControl isn't working. Please fix it." Our technical staff triage all incoming calls to sort out urgent issues (for example TimeControl not able to start) from less urgent (for example, I'm not happy with the way a report looks). Then they start to diagnose the issue. Often just figuring out if TimeControl is, in fact, broken, they determine the cause of the issue and have resolved it. Most TimeControl issues are usually data or configuration related a small minority result in a change or fix to TimeControl.

What is not included in TimeControl Technical Support

Anything that isn't about fixing TimeControl is not a part of TimeControl. So, with TimeControl on-premise, installations, upgrades, server configuration or upgrades, database configuration or upgrades would not be included. For TimeControl on-premise or TimeControl Online, Training or configuration of TimeControl including making filters, validation rules, reports or anything else that is client-facing are not included. All of these are services that HMS can provide for a fee.

Response time for Technical Support Issues

HMS is committed to respond to an issue within 4 business hours of receiving it. That may not mean that the fix or correction is available in 4 hours. We focus first on any issues that have TimeControl not working at all and then on issues that are less severe. We are committed however, to initiate the correction process within that 4 hour timeframe. If you put in a support request first thing in the morning on a workday and haven't heard back by 1pm that day, you should follow up.

TimeControl Technical Support availability

TimeControl Technical Support staff are available from Monday to Friday (Excepting Canadian/Quebec holidays) from 9am to 5pm Eastern time (GMT-5) but some of the staff are often working earlier than 9 and working later than 5 so there is never a bad time to send in a

request. If the HMS offices are closed for a holiday, we post that on our Twitter account and that feed is posted to the front page of the TimeControl.com account.

How do I get TimeControl Technical Support?

By far the best method is to either fill in a support request at: TimeControl.com/contact/tech-support or send an email to support@hms.ca. Both of these methods trigger automated internal triage mechanisms for technical support and have the issue allocated to the most appropriate person to respond. You can also call the office directly at +1 514-695-8122 but with the technical staff mostly working remotely, this may result in a delayed response.

Question: I have the email/phone# of one of the staff who I really liked, can't I just contact them?
Answer: We would prefer that you do not unless you are already working directly with someone on a particular issue and they have asked you to be in contact with them on that issue. Technical Support staff also rotate into development, design, implementation and consulting roles so sending a message to someone you had a good rapport with is the most likely cause of a delay in response.

There is a wealth of information in other areas as well:

TimeControl blog

This blog has been running for years and even our own technical staff will do a search on it for some issues. You can reach the blog at: blog.timecontrol.com.

TimeControl Website

The TimeControl website includes resources with online tutorials, white papers, frequently asked questions, slide presentations and much more. Go to https://www.timecontrol.com then check the Support and Resources areas.

For more information…

Timecontrol.com/contact/tech-support.