

## Frequently asked questions (FAQ)

[Previous](#) [Top](#) [Next](#)

This section contains a list of frequently asked questions (FAQ) asked by LionClock users. We work hard to maintain the answers as useful and updated as we can. There is a big chance your question has already been answered. Please take your time to read this FAQ:

- [Before you buy](#)
- [Installing LionClock](#)
- [Errors](#)
- [Using LionClock](#)
- [LionClock Pro for Networks](#)
- [How to purchase](#)

### Before you buy

[Previous](#) [Top](#) [Next](#)

#### **Q: What should I do before I purchase LionClock?**

**A:** You should download the [Demo version](#). It allows you to try all the options and features of LionClock before you buy.

#### **Q: Why should I use LionClock?**

**A:** LionClock will save many hours of your time since you won't have to calculate your employees working hours manually. Let's say you have a company with 40 employees that you pay every week.

According to the statistics, an experienced accountant takes about 6 minutes to total the hours on a paper time card. If we wanted to know how much time your accountant spends counting hours **every month**, we do that:

6 minutes X 40 employees X 4 weeks = 960 minutes or **16 hours**

That means that by using LionClock you can save your accountant 16 hours of his time every month.

#### **Q: What is the difference between the Demo and the Full version?**

**A:** Actually, there is only one difference. The Demo allows you to have up to 3 employees and the Full version up to 150 employees (200 employees in case of LionClock Pro). Other than that, the Demo version gives you a chance to try **all** the features that are present in the Full version: nothing is removed or disabled. If you don't see a certain feature in the Demo version, you won't find it in the Full version either.

#### **Q: Can I use LionClock on a network?**

**A:** LionClock (standard version) cannot be run on a network. However, [LionClock Pro](#) was designed specifically for this purpose.

#### **Q: What is the difference between LionClock and LionClock Pro?**

**A:** The regular version of LionClock allows your employees to punch IN and OUT from one computer. You will use this same computer to generate payroll reports.

LionClock Pro for Networks is designed for those who want their employees to punch from different locations. LionClock Pro has two parts: LionClock Server and LionClock Client. The Server part should be installed on the computer you plan to use to manage your employees and generate payroll reports. The Clients are installed in each location you want your employees to punch IN and OUT.

#### **Q: I own a previous version of LionClock. How can I upgrade to current version 3.xx ?**

**A:** If you purchased a license of LionClock **after March 31, 2007** you are entitled to a free upgrade to the new version 3.xx. If this is your case, then we already added your new version 3.xx license to your download account.

You should be able to download the new version setup file from our Online Customer Support Area without having to contact us.

If you purchased a license of LionClock **before March 31, 2007** you can purchase the upgrade at a discounted price **only if you currently own version 2.xx**. LionClock 1.xx users no longer qualify for a discount. In both cases, you can purchase version 3.xx by logging to our Online Customer Support Area. There, you will see a drop-down box with available upgrade options. Simply choose "LionClock v3.xx" or "LionClock v3.xx (for existing users)", choose "ClickBank" if you would like to pay with a credit card and click Purchase.

[Click here](#) to login to our Customer Support Area. If you don't have your login info, you can try visiting [this page](#) to retrieve it by entering your email address.

After purchasing, you will need to download and install new setup file(s). If you are using LionClock Pro, both the Server and all Clients have to be upgraded. By default, the new version is installed into a different location on your hard drive allowing you to use the old version as well. Once you feel that you don't need the old version, you should uninstall it.

## Installing LionClock

[Previous](#) [Top](#) [Next](#)

### **Q: How do I install and configure LionClock?**

**A:** In order to install and configure LionClock properly, we recommend that you follow these installation guides:

[LionClock Installation Guide](#)

[LionClock Pro for Networks Installation Guide](#)

### **Q: I would like to download and install LionClock on a computer that has no Internet access. How can I do that?**

**A:** LionClock's installation file cannot fit on a single diskette. You could use a CD-Writer or a ZIP Drive (a storage device) to copy the installation file to the computer that has no Internet access. In case your computer knowledge is limited, you should ask a local computer guru to transfer the file for you.

### **Q: I already purchased LionClock and cannot find the Full Version installation file. Do I have to pay again?**

**A:** You can download the most recent Full version setup file from our Customer Support Area at any time. [Click here](#) to login to our Customer Support Area. If you don't have your login info, you can try visiting [this page](#) to retrieve it by entering your email address.

If you cannot find/retrieve your login info, please fill out [this form](#) and, after a manual verification, we will redirect you to a page where you can download the Full Version installation file.

### **Q: I already purchased LionClock and noticed that you have a newer version of LionClock. How can I download it?**

**A:** You can download the most recent Full version setup file from our Customer Support Area at any time. If you would like to upgrade to version 3.xx, [please read this](#) to see if you need to pay for the upgrade or not.

[Click here](#) to login to our Customer Support Area. If you don't have your login info, you can try visiting [this page](#) to retrieve it by entering your email address. If you cannot find/retrieve your login info, please fill out [this form](#) and, after a manual verification, we will redirect you to a page where you can download the Full Version installation file.

### **Q: Why is LionClock's Setup file is so large (about 3.5 MB)?**

**A:** The actual application is not larger than 700 KB. The Setup file is so large because it includes the installation wizard and Visual Basic Runtime files. This way, users who don't already have the necessary libraries will not need to download any additional files.

### **Q: How can I backup the time files and settings so I could restore them later?**

**A:** You can backup your data by going to "**Manage - Backup Data**" menu. If something happens to your computer and you have to reinstall LionClock, having a backup will allow you to restore your data. Simply go to the "**Manage - Restore Data**" menu and point to the backup file you have previously saved. All the settings and employee files would then be restored.



## LionClock Installation Instructions (version 3.xx)

**Note:** If you currently use a previous version of LionClock such as version 1.xx or 2.xx, please read this [important information about upgrading](#) to this new version 3.xx.

If you have Windows NT, 2000, XP, 2003 or Vista it is **very important** to be logged in as Windows administrator before installing LionClock. Otherwise, Windows may not allow some system files needed by our software to be registered.

- 1) Locate LionClock's installation file you have downloaded. If you are installing the Demo version, the name of the file is **punch\_clock.zip**. Decompress the file using WinZip or another utility.
- 2) Once decompressed, you will see a file named **Setup.exe**. Double-click it and follow the instructions displayed by the setup wizard.
- 3) At the end of the installation process click **Finish**
- 4) Go to **Start - Programs - LionClock 3.xx** to run the program.
- 5) You will then be asked to create an administrator password. Think of a combination of 6 to 10 letters and numbers that is hard to guess. Enter the password twice in the message box on the screen and click **OK**. Store your password in a safe place since you have to use it to activate LionClock administrator functions.
- 6) Now, activate the administrator functions by going to **File - Activate Administrator Functions**
- 7) Before you can use LionClock, you have to adjust some of its options according to the payroll rules of your company. To do that, go to **Manage - Options** menu.
- 8) The options window will appear. On the first tab called **Reports**, enter your company's name and address.
- 9) On the second tab called **Interface** check the **Require employees to enter their personal ID numbers** option if you want your employees to enter their PIN (personal ID number) before they can punch IN and OUT.
- 10) On a tab called **Payroll** adjust your rounding and overtime settings.
- 11) If you would like to enable LionClock security features, go to the last tab called **Security**.

12) Once you have adjusted all the options, apply them by clicking the **Apply** button.

13) Now, use the **Manage - Add An Employee** menu to add your employees to LionClock's employee list. When creating a new employee, don't forget to enter his/her name, assign him a numerical PIN number (that will be required to punch IN and OUT), a badge number, adjust the hourly rates (or salary) and his social security number.

14) Once you have created all the employees, you have to disable the administrator functions by going to **File - Deactivate Administrator Functions**. This way, no one will be able to access the administrator functions except the manager.

**Congratulations! You have successfully installed LionClock. If you need help with the installation, don't hesitate to [contact us](#).**

## Errors

[Previous](#) [Top](#) [Next](#)

**When I select an employee from the list or when I try to punch IN or OUT, I get an error message saying: "Warning, the action was not completed. The time file of this employee seems to be invalid". What should I do?**

**A:** In most cases, this happens when someone edits the employee time files manually instead of using the built-in [Time Editor](#). It may also be a sign of an employee who is trying to cheat. [Read this to learn more](#) about this problem.

**Q: While starting or using LionClock on Windows 2000/XP/2003/Vista, my computer asks me to insert Microsoft Office or Access CD or gives me a 1706 error. What is going on?**

**A:** LionClock doesn't use or depend upon Microsoft Office or Access. However, LionClock uses the Microsoft Common Control component (Mscmctl.ocx) for certain dialog features. This is a standard Microsoft file that is frequently upgraded by applications including Microsoft Office. This is a known Office 2000 issue that has several causes. One cause is that Office was installed on Windows 2000/XP/2003/Vista using a non-administrative user account. In that case, when Office installed the Mscmctl.ocx file, it could not register it properly. Therefore, when launching any third party applications that reference the control, Windows will either prompt for the Office CD to complete the installation or generate an error.

The solution is to load the Office CD when prompted and allow Office to complete the installation. If you receive a 1706 error instead of the CD prompt, you must login with an administrator account, start the affected application and load the Office CD when prompted. For more detailed information about this known Microsoft issue, refer to [this knowledge base article](#).

Our customers have reported this behavior with some installation of MS Office, MS Access and Nero Burning Rom.

If the instructions above don't help, keep in mind that similar behavior could also be observed when a few registry keys might have been accidentally removed by uninstalling Corel products. For detailed instructions on how to fix this issue, [read this](#).

**Q: While starting or using LionClock Pro I get an error 10048, 10061 or 10047. What should I do?**

**A:** In most cases, these errors are related to your network configuration and prevent LionClock Server and Client from communicating with each other. Please [read our network troubleshooting guide](#) that explains the most probable causes and solutions for each of these run-time errors.

**When I start LionClock, my computers asks me to insert Microsoft Office CD or to install Microsoft Access. What is going on?**

## SYMPTOMS

When you start LionClock, the computer asks to insert Microsoft Office CD or to install Microsoft Access.

### CAUSE

LionClock doesn't use or depend upon Microsoft Office or Access. However, this message may still be triggered on some computers if the following ODBC registry keys are missing:

**HKEY\_CURRENT\_USER\Software\ODBC**  
**HKEY\_LOCAL\_MACHINE\SOFTWARE\ODBC**

**Note** These keys may have been removed if you removed a Corel product from your computer. These products include any program in the Corel WordPerfect Office Suite.

### RESOLUTION

**The following are official instructions provided by Microsoft. We suggest that you consult a computer technician if your computer knowledge is limited:**

To resolve this issue, follow these steps to download and install the latest version of MDAC and update the ODBC jet drivers. This replaces the registry keys in question.

Download MDAC 2.6 or later, and then redistribute Jet 4.0 Service Pack 3 (SP-3). To download MDAC 2.6 or later and Jet 4.0, visit the following Microsoft Web site: <http://www.microsoft.com/data>

1. **Important:** Before you install MDAC 2.6 or Jet 4.0, read the release details. After you read the release details, if you are not sure that these updates are appropriate for your computer, use the MDAC Component Checker. This utility scans your system, and then indicates the version of MDAC that is appropriate for your computer. To obtain this utility, visit the following Microsoft Web site:  
<http://msdn.microsoft.com/data/downloads/default.aspx>
2. In Microsoft Windows Explorer, double-click the Mdac\_typ.exe file that you downloaded in step 1 to start the MDAC Setup.
3. Restart your computer.
4. In Windows Explorer, double-click the Jet40SP3\_Comp.exe file that you downloaded in step 1 to start the Jet 4.0 Setup.
5. Restart your computer.

## Invalid Time Files

[Previous](#) [Top](#) [Next](#)

**I get an error message saying: "Warning, the action was not completed. The time file of this employee seems to be invalid". What should I do?**

In most cases, this happens when someone edits the employee time files manually. It may also be a sign of an employee who is trying to cheat. The employee time files can usually be found in this default location:

**C:\Program Files\LionClock\program\_data\timefiles**

In most cases, this error can be avoided by using the built-in [Time Editor](#). If you need to edit the time files manually, make sure you avoid common formatting mistakes:

- Do not use tabs between the date and the time, use 8 spaces instead
- Leave **only one** new line **at the end of the file** as shown on one of our online guide pictures

We also recommend reading our [online time editing guide](#) for more detailed instructions.

### In case you don't succeed

If you followed the instructions and still get the error message, **you could email the affected time files to us** and we will fix them free of charge. While we cannot promise a fast service, we can usually fix your time file within 2 business days. Usually, we will tell you what the problem was, so you would not need our assistance the next time. Please follow these steps to find the problematic file and email it to us:

**Note:** You would need [WinZip](#) or another compressing utility to do that. You **MUST** compress the files even if they are very small in size. The compression insures that the file structure won't be modified when you send it as an attachment.

1) Close LionClock

2) Go to the folder LionClock was installed to:

**C:\Program Files\LionClock\program\_data\timefiles**

or

**C:\Program Files\LionClock Server\program\_data\timefiles**

3) In the "**program\_data**" folder find the problematic file that looks like this "**employeename.dat**"

4) Right-click it and choose "**Add to employeename.zip**"

5) Attach the zipped file to your email and send it to us at

### Using LionClock

[Previous](#) [Top](#) [Next](#)

#### **Q: I have enabled PIN numbers. Why LionClock doesn't ask for a PIN number?**

**A:** To require employees to enter their PIN number each time they punch IN and OUT, go to the "Manage - Options" menu, switch to the "Interface" tab and put a checkmark next to "Require employees to enter their PIN". Then, click the "Apply" button. Stand-alone, non-networked edition of LionClock will now ask for PIN numbers.

However, if you are using the Pro edition, LionClock Server **will not ask for a PIN number** because LionClock Server was designed to be used by the administrator only. It allows you to print payroll reports and manage your employees. Ideally, no employees should be allowed to use LionClock Server. Therefore, no PIN is necessary.

However, **LionClock Clients are designed to be used by employees and will ask for a PIN number**. Once you enable PIN numbers, each LionClock Client will require employees to enter their PIN number each time they punch IN and OUT.

#### **Q: Is there a way for the administrator to edit time files if an employee forgets to punch IN or OUT?**

**A:** Yes, definitely. [Click here](#) for step by step instructions.

#### **Q: We lost our administrator password. Can it be recovered?**

**A:** If you lose or forget the administrator password, you will no longer be able to perform management tasks such as creating payroll reports, correcting time entries or adding new employees. Fortunately, you can always contact us by filling out this special [password recovery form](#) and we will provide you with the appropriate instructions.

#### **Q: Does LionClock support semi-monthly pay periods?**

**A:** Yes! The current version of LionClock supports any type of pay period including:

Weekly and Biweekly

Monthly and Semi-Monthly

Daily

#### **Q: Can LionClock keep track of vacation, sick and holiday hours?**

**A:** LionClock allows you to automatically credit your employees for specific holidays. To learn how to configure paid holidays, [read this](#).

As far as sick and vacation days are concerned, LionClock has no specific feature to handle that, but such hours can be added in form of time entries. For example, to give an employee extra 8 hours you can do this:

```
IN 02/07/2005 10:00
OUT 02/07/2005 18:00
```

To add such a record, select the employee from the list and go to "Manage - Edit Employee Time", choose "Add time entries". When adding time, use the comment field to describe the hours you are adding.

**Q: How can we require employees to enter a PIN number each time they punch In or Out?**

**A:** To use the personal ID numbers (PINs) you have to enter a PIN each time you create a new employee. You can see/modify employee info by going to "Manage - Modify Employee Info".

Once all your employees have received their PIN numbers, go to "Manage - Options" and check the "Require employees to enter their PIN" on the "Interface" tab. LionClock will now be asking for a PIN each time someone wants to punch IN or OUT. If this doesn't happen, [read this](#) for more details.

**Q: How does time rounding work?**

**A:** [Click here](#) for a detailed explanation.

**Q: Does LionClock support different pay rates for the same employee?**

**A:** It can be done, but not directly. If you have an employee named John who sometimes works as a salesperson and sometimes as a technician, you can simply create two employees in LionClock. Example:

- 1) "John Salesperson" (Regular salary: \$8.00)
- 2) "John Technician" (Regular salary: \$14.00)

**Q: Can payroll reports be exported to our accounting software?**

**A:** Yes, LionClock allows you to easily export payroll report data. [Click here for detailed instructions](#).

**Q: Can I use LionClock with magnetic cards or a barcode reader?**

**A:** Yes, LionClock supports magnetic cards and barcode readers. [Click here for detailed instructions](#).

**Q: LionClock has a "View Hours" button. What does it do and how do I enable it?**

**A:** The "View Hours" button allows your employees to see their own time card without bothering the management. To activate this button:

**Stand-alone edition:** Go to *Manage - Options* and check the option that says *Allow employees to view their working hours* on the *Settings* tab.

**Networked Pro edition:** Go to *Manage - Options* in each LionClock Client and check the option that says *View their working hours from this computer*.

**Q: I am moving LionClock to another computer. How can I keep all the settings and time entries?**

**A:** If you are using version 3.xx or version 2.xx, you should follow these steps:

On the **old computer**:

- 1) Create a backup file by going to **Manage - Backup Data**. This file contains all your settings, passwords and employee time files.
- 2) Copy this backup file to a floppy (diskette)

On the **new computer**:

- 1) Install LionClock using the Full version setup file you have downloaded from our web site right after paying. If you lost it, you can download the Full version setup file from our [Online Customer Support Center](#). If you don't have your login info, try visiting [this page](#) to retrieve it by entering your email address.
- 2) Once you have installed LionClock on the new computer, go to **Manage - Restore Data** menu.
- 3) Select the backup file you previously saved to a floppy disk. You should then see a message confirming that the data was successfully restored.
- 4) Start LionClock and check if everything is ok. All your employees should be there as well as other settings.

**Q: I need an additional feature to be added to LionClock. Will you do that for me?**

**A:** Every week we receive a considerable amount of emails with lots of suggestions to make LionClock more advanced. Even if we read every email, we cannot add business specific or rarely requested features. Only features that apply to most companies or a considerable percentage of them can be implemented. Otherwise, LionClock would rapidly become a very user-unfriendly program with tons of hard to understand options.

## LionClock Pro for Networks

[Previous](#) [Top](#) [Next](#)

**Q: What is the difference between LionClock and LionClock Pro?**

**A:** The regular version of LionClock allows your employees to punch IN and OUT from one computer. You will use this same computer to generate payroll reports.

LionClock Pro for Networks is designed for those who want their employees to punch from different locations. LionClock Pro has two parts: LionClock Server and LionClock Client. The Server part should be installed on the computer you plan to use to manage your employees and generate payroll reports. The Clients are installed in each location you want your employees to punch IN and OUT.

**Q: What type of network do I need to run LionClock Pro?**

**A:** LionClock Pro runs on standard local networks based on the TCP/IP protocol. If you are not sure what type of network you have, we invite you to download the [Demo version](#) to make sure it works properly.

**Q: What is the difference between the Demo version of LionClock Pro and the Full version?**

**A:** The Demo version of LionClock Pro allows you to have up to 3 employees and the Full version up to 200 employees. In addition, the Demo supports up to 2 workstations only. The Demo version gives you a chance to try **all** the features that are present in the Full version: nothing is removed or disabled.

**Q: LionClock Pro for Networks is available in different configurations. Which one should I buy?**

**A:** All versions of LionClock Pro for Networks can manage up to 200 employees. Your choice will depend on the number of workstations (computers) you would like your employees to punch from.

**Problem:** You have 40 employees and would like them to punch IN and OUT from two computers

**Solution:** Buy LionClock Pro that supports up to 5 workstations

**Problem:** You have 12 employees and would like them to punch IN and OUT from their own computer

**Solution:** Buy LionClock Pro that supports up to 15 workstations

**Q: I found that my employees change the system time before they punch IN and OUT on LionClock Client. How can I prevent this from happening?**

**A:** In LionClock Pro, the time entries are stored on the Server and are recorded according to the Server's system time. That is why, you don't have to worry about your employees changing the system time of the Client computer. The employees can do whatever they please with the Client's system time and it still won't change anything except the time displayed on the Client's screen.

**Q: How can I setup LionClock Server to work with all my LionClock Clients?**

**A:** It is quite simple. Just go to **Manage - Options** in each LionClock Client and enter the IP address of your server. For more instructions, click on the Help button found in **Manage - Options**.



**Q: Can I use LionClock Pro on a network with mixed versions of Windows?**

**A:** Yes, you can mix different Windows versions together. That includes Windows 95, 98, Me, NT, 2000 and XP.

**Q: Can LionClock Server be displayed as an icon in the system tray?**

**A:** Yes, LionClock Server can be sent to system tray using the **File - Minimize To Tray** menu.

**Q: Can LionClock Server run as a background NT service on Windows NT/2000/XP/2003/Vista?**

**A:** Yes, LionClock Server can be configured to run as a native Windows service application that works in the background. [Click here for detailed instructions.](#)

**Q: I use firewall software or have firewall capabilities build into my router. I need to know what ports LionClock Pro uses so I could open (allow) them?**

**A:** In order for LionClock Pro to function properly, you need to make sure TCP traffic on port 65439 and 65440 is not being blocked.

## How to purchase

[Previous](#) [Top](#)

**Q: How can I purchase LionClock?**

**A:** LionClock can be purchased online using a credit card. Our order page is operated by a large 3rd party credit card processing company and is completely secure. After paying the licensing fees, you will be redirected to the download page. From this page, you will be able to download the software you have purchased. **Please note that you will NOT receive a hard copy of LionClock on a CD-ROM.**

Please note that currently we cannot process credit card orders by phone. If you don't have or don't want to use a credit card, [use this form](#) to purchase LionClock by check or money order.

**Q: Do you accept purchase orders?**

**A:** We accept purchase orders from trustworthy organizations and companies. Please fax us your purchase order at **1-866-652-1160** and don't forget to fill out and submit the online form [on this page](#).

Please note that you can also purchase LionClock online with a credit card or by [check or a money order](#).

**Q: Will you send me a CD-ROM with the program?**

**A:** No. After paying the licensing fees, you will be redirected to the download page. From this page, you will be able to download the software you have purchased.

**Q: What is your refund policy?**

**A:** Smart Software Development does not issue refunds because our web site allows you to download and try LionClock before buying it. Therefore, a customer cannot ask for a refund saying that he was unaware that a certain feature was missing. Despite the fact that we don't offer refunds, we will be more than glad to help you with different problems you may encounter.

**Q: We hired more employees and need to install more LionClock Clients on our network. How can we purchase more licenses?**

**A:** You can purchase an upgrade (more licenses) by logging to our Online Customer Support Area. There, you will see a drop-down box with available upgrade options. Simply choose "**Upgrade to LionClock Pro v3.xx for X workstations**", choose "ClickBank" if you would like to pay with a credit card and click Purchase.

[Click here](#) to login to our Customer Support Area. If you don't have your login info, you can try visiting [this page](#) to retrieve it by entering your email address.

After purchasing, you will need to download and **install the Server setup file**. Please note that only the LionClock Server has to be reinstalled. Existing LionClock Clients don't have to be touched.