



# ACTIVE TIME 2016

Error Message	Possible Problems	Solutions
Invalid Location	<ol style="list-style-type: none"><li>1. The clock the employee is trying to clock at isn't assigned to the employee</li></ol>	<ol style="list-style-type: none"><li>1. Assign the clock location to the employee</li></ol>
Unknown Card	<ol style="list-style-type: none"><li>1. The employee did not have a job entered in Marathon.</li><li>2. The clock has not been updated since the job was assigned to the employee</li><li>3. The Job Set up is incorrect</li></ol>	<ol style="list-style-type: none"><li>1. Create a job for the employee on the Job Tab in Marathon.</li><li>2. Have the employee try again the next day</li><li>3. Verify the job is flagged Active Verify the job IS NOT flagged exclude from time</li></ol>
Template Not Found	<ol style="list-style-type: none"><li>1. Finger scan was not successful</li><li>2. Social Security Number not found in Marathon</li><li>3. Profile was created with the wrong SSN</li></ol>	<ol style="list-style-type: none"><li>1. Scan finger again</li><li>2. Enter Employee in Marathon. If the employee is in Marathon, verify the SSN in Marathon is correct.</li><li>3. Create the Employee's Profile again verifying the correct SSN is being used. ( It is best to use a different finger to avoid the finger being attached to two different SSN , in case the original profile was created with the wrong SSN. )</li></ol>
Accepted	<ol style="list-style-type: none"><li>1. Swipe is successful but the clock can't communicate with the server at that time.</li></ol>	<ol style="list-style-type: none"><li>1. When internet connection is regained the system will automatically send the information to Marathon. No further action should be needed.</li></ol>