Frequently asked questions

1. What is ervClient and ervServer?

ervClient and ervServer are part of the same software for time attendance. ervServer is designed to gather data from a terminals, while the ervClient is used to process this information. ervServer is usually installed on a single computer in the network where is database with data, and the ervClient can be installed at multiple computers in a single LAN network.

2. Is there a demo version of the software?

Yes. We think that for a good test you need to have software which is possible to test out so you can see does it fits your needs. That's why we enabled so called buy without risk purchase which enables customer to try out the system before buying it. During the installation, you can install a test database and see how the software works, and at the same time you do not require a terminal. This way you can see how ervClient generates reports and processes data that are already in the database.

3. What kind of training or experience is necessary for the system administrator for T&A system?

Required is basic knowledge of the issues in calculating and processing records of working hours and good knowledge of Windows environment. These are prerequisites for successful managing the time&att system.

4. Is the training required?

No, the program is extremely simple and adapted for fast start in time and attendance reporting. All installation and the complete process, as well as manuals, are adapted to the average user, and in addition to English, the program can be used in German or Serbian language (also, it can be translated into any other foreign language). With manual in the program reports can be made 10 minutes after installation.

5. How much time does administrator needs for administering working hours?

It depends a lot on the individual and his/her abilities on the one hand and the complexity of the rules for time and attendance calculations on another hand. There is a rough estimate of the average of about 15 minutes per day for every 100 employees. Assessment is valid for the well-organized system in small or medium-sized companies.

6. How many workers you can register at one terminal?

And here it is only a rough estimate which depends on the type of terminal. For companies and firms with 50-100 employees, who work in one shift, enough is usually one terminal. In companies where work is performed in shifts, the number of terminals is determined by employee number that makes shift. Typically, for each group of 150-200 people in one shift is recommended use of two terminals - one for registrations entry event and the other for registration of exit event. For example if a company has 450 employees working in three shifts (150 employees per shift) it is recommended 2 terminals for the whole company, for a firm that has 900 employees (300 employees per shift) it is recommended 4 terminals for the whole company.

7. What are the requirements for computer equipment?

ervTimeAtt application is the standard software for Windows, which bases its work on the MariaDB/MySQL database on a network environment, and from this derives so-called general conditions that must fulfill:

- 64-bit Windows OS, Windows 8.1 and newer, Windows Server 2012 R2 and newer
- Intel i3 or AMD Athlon processor, clocked at 2 and more GHz (with 2 or more cores) and better
- DDR3 RAM memory and faster
- if you use the video surveillance in checking process then – HD of a somewhat larger capacity
- internet connection

All modern computers will have no problems running the time and attendance software. For faster data processing we recommend using an SSD hard drive.

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8. We are a small company and we need a simple and cost effective system. We would like to avoid database server and its related costs.

The user can choose whether to use MariaDB or MySQL database as the underlying data storage system - these two databases are among the best open source databases in the world. Both can run on any computer on any operating system. This means that for the server you need any (preferably stronger as possible so that data processing can be faster) computer (not necessarily the server machine) on which you can install MariaDB/MySQL.

9. Do we need additional licenses for the database?

No, for MariaDB/MySQL database you do not need any license from manufacturer.

10. What licenses are required to use ervTimeAtt? How much they cost?

We can respond only roughly, ie. in general. ervTimeAtt application license depends on the number of employees who are in the database. With the license for ervTimeAtt you also obtain a license to a ervClient on the same computer. For each next installed ervClient you need additional license. The level of access to the application is determined by the rights of each individual user.

11. What are the functions available via the Internet?

Internet access allows you to connect over the Internet with ervClient to the ervMySQL database and to browse events and create reports. Also, over the Internet is possible to connect to the terminal and download data from a remote location. Speed of data processing is determined by the conditions of your Internet account from your service provider. Setting router's, forwarding ports, belongs to user of the ervTimeAtt application.

12. How are things going with the latest upgrades and updates of the system?

All questions can be sent in writing form by mail or telephone. The answer to your questions will be in a very short period of time, unless it is necessary that we carry out some intervention on an installed system, when this intervention should negotiate with the administrator of the system, because we must be allowed to access the computer (on which the software is installed) over the Internet. This kind of intervention is free of charge. If the intervention is performed by coming to the company, by completing the intervention, user signs the work order on the basis of which the maintenance costs are calculated.

13. How is the situation with a warranty?

For hardware equipment, we offer a 12-month warranty period. For the software, licensing and warranty terms are determined by statement which is similar to majority of statements in the software industry and it is presented in user manual.

14. How is it going with maintenance software and technical support?

Maintenance is realized on the basis of written notification (mail) - request for support. The notification raises request for maintenance which begins at latest in response time (standard up to 16 hours). You can notify us also via telephone. If possible maintenance intervention is done remotely. This kind of intervention is free of charge. If this is not possible, it is done at user, on site. Upon completion of the intervention user signs the work order on the basis of which are done maintenance costs.

15. What with the potential customization of the software according to our desires?

A large number of specific requirements of customers, with whom we met so far, have already been resolved in our standard package. If there is a demand which can't be solved existing possibilities of our system, as a manufacturer we are willing to offer certain adjustments of the system by yours order.

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16. How to avoid the risk that after purchase it proves that system does not meet our needs, and modification is not possible, ie. it is not acceptable solution?

Our software and hardware can meet a largest number of standard requirements. Assessment of the extent in which our product conforms to the specific needs of the user can be done in a very simple way. User can install a trial version of the software, with a complete database of data, so-called "test-company", and user can try out all the possibilities of software. At the same time you do not need installation and assembly of hardware (terminals and cameras) and our technical department will support you as much as possible.

17. What with the transfer of data into the payroll system?

Periodical transfer of data in the payroll program is predicted as usual – exporting in various formats from reports that user makes after completing his accounting period. Based on the user desires we can create a "bridge module" in which form and content of the exported data will suit user needs to provide a better autoexport in his payroll application.

18. What with the direct connectivity with other applications (payroll, personnel, restaurant ...)?

Integration with other applications is clearly possible and we do it as the development by customer request.

19. What are possibilities of integration with protection systems (alarms, video surveillance)?

At this point ervTimeAtt application has the possibility of integration with video surveillance system that would consist of IP cameras that are installed with the terminals so that it is possible while check-in to make a picture (snapshot) of event and tie it to the employee. This significantly reduces the possibility of abuse of the system by employees to be checked by their colleagues. Integration with alarm system for now is not possible.

20. What are possibilities of integration with the systems of other manufacturers?

ervTimeAtt application is not limited to any type of integration of any component of any system manufacturer. We see this as a very important competitive advantage. In the past we integrated IP cameras from other manufacturers and created interfaces for their systems. Also we did this by customer requests in order to integrate different or even various systems.

21. What happens on power failure?

Interruption of power supply will cause malfunction of all parts of the system that do not have backup power supply. Therefore, it is recommended installation of backup power supply (UPS) for all vital system components.

More specifically:

- SERVERS: as known, uninterrupted power supply (with a controlled turning off system) at server (workstation) which collects registration from the terminal is absolutely necessary.
- WORK STATION: uncontrolled malfunction of workstations is not critical.
- TERMINALS: if there is no backup power supply registrations on terminal will be stopped until restoring power supply. Thereby the safeguarding of data is provided.

22. What happens if there is a failure of the entire system or part of it?

Immediately notify service personnel of the system. If there is a drop-out on the client side (ervTimeAtt modules or communications), registration terminals will operate autonomously. Time&Attendance system will work in offline mode. It should be taken into account that the memory of the terminal is restricted depending on the type of terminal. Therefore, the operation time of the system in offline mode is practically restricted to a few days, which also depends on the total number of terminals and the number of employees.

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23. How do you ensure against data loss?

Each device can malfunction; in information systems hardware failure could mean catastrophe. Clearly, we are talking about the loss of data that are the most precious part of every information system and in fact are the meaning of his existence.

Unfortunately, the failed hard drive on the server is not the only danger that threatens data. We can lose them on a thousand different ways: malfunctioning a piece of hardware, power loss, clumsy application or system intervention to malicious or hacker actions by unauthorized person.

The only insurance against such accident is constantly backup data. We should know that the last backup represents the situation that we can restore. Because of that biggest importance is to know how often to do backup. For application such as the tracking of working hour's weekly backup is certainly not enough. What can we do with, say, a weekly "hole" in the recorded registrations?

Hardly anything clever!

So we recommend **atleast weekly constant backup** of data. For bigger systems it makes sense to do daily data backup, say at the end of each shift. That is the only way that possible "holes" in data will be smaller.

Accidents can never be entirely avoided, but at least we can minimize the risk. For data handling the biggest risk is irregular, disordered or defective backup. Accidents come suddenly and unannounced, for prevention is then too late. Therefore, the procedures for continuous data archiving needs to be established right after system install.

24. What to do if data loss still occurs?

As soon as possible you should notify service technicians, which will restore data from the last preserved archive. The lost data then must be entered manually, you can compensate them with the calendar event, group input, data which remained in the memory of the terminal or similar data transfer.

25. System for time&attendance seems demanding, not only technical but also organizationally. How to run it? What help can we expect?

The Management of time&attendance system represents an additional organizational effort for any organization. Computer tracking and working time calculation is a sensitive area as it encroaches in the users working habits and it is very often directly linked to payroll software. Access control is also sensitive matter because the system physicaly encroaches in freedom of movement. In both cases, the system directly affects the daily behavior of the widest range of users. The successful management of such a seemingly complex system requires good preparation, planning and management. Thereby we provide assistance by project approach that we developed based on our many years of experience. We offer project consultancy in system implementation as an additional activity. With this we want to relieve the user (his IT and management department) from the organization of work and offer them active support and advice in decision-making which will shorten the time required for system management.