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### Follow this procedure for Activation Service problems:



**Note** – During installation of the Amano Time & Attendance software the ASA activation service will be installed and started to provide software activation and manage the number of concurrent users in the system. <u>This service is required to utilize the Time & Attendance Software.</u> If this service fails to start and/or is stopped the following error message may appear:

Activation Service is not running

Step 1. If necessary, to start the ASA service, click on Start  $\rightarrow$  Run

Run	? 🗵
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	services.msc 💌
	OK Cancel Browse

Step 2. Enter services.msc and click Ok to launch the following:

← → 💽 🖆						
Services (Local)	🍓 Services (Local)					
	ASA License (AMANO)	Name /	Description	Status	Startup Type	Log On /
	Stop the service Restart the service	<ul> <li>NET Runtime Optim</li> <li>Adobe LM Service</li> <li>Alerter</li> <li>Apache Tomcat 5</li> <li>Apache Tomcat 6</li> <li>Application Layer G</li> <li>Application Manage</li> </ul>	Microsoft AdobeLM S Notifies sel Provides s Provides s	Started Started	Manual Manual Disabled Automatic Automatic Manual Manual	Local Sy: Local Sy: Local Ser Local Sy: Local Sy Local Se Local Se
		ASA License (AMANO)	ASA Licens Provides s	Started	Automatic Manual	Local Sy: Network

Step 3. Highlight the Asa License service and click on Restart to run the service.

The activation service requires port 7896 to be open. If assistance is still required, please contact Amano customer support at **1-800-896-7035**.

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#### Follow this procedure to activate software:

**Step 1.** The Amano Software Activation (ASA) screen will appear after the initial software installation (see Figure 1). Enter the 9-digit Serial Number supplied on the Amano

software CD and click on the Activate button. Upon successful activation the dialog "Your Software has been activated. Proceed to product registration" dialog will appear (skip to Step 4 to register).

Activation/Registration		_
Product Serial Number (9 d	ligits number)	
	Activate	
Phone In Activation	Your Software is not activated	

Figure 1: Amano Software Activation (ASA) Screen

Step 2. If the serial number is valid, but you can not connect to the activation server (e.g., no Internet access) you may receive an error message; Activation failed. If the serial number is bad the error message will say so and the "Phone In Activation CS Key will not appear. Click on the box alongside "Phone In Activation" button and the CS Key fields with numbers and <u>blank RS Key</u> fields should appear (see Figure 2).

8888880		<b>.</b>	Activate	
Phone In Activat	Yo tion	ur Software	e is not acti	vated
Please conta	act customer supp	oort at : 1-8	00-896-703	5
CS Key TS	JBN MCGPQ	FRAGQ	BCGFT	GFPGA
RS Key				
	🔛 Pho	one In Activ	ation	

Figure 2: Phone In Activation with Customer Support

Call Amano support at **1-800-896-7035** and the support personnel will ask for the **CS Key** code letters displayed on your screen (see Figure 2). Enter the supplied **RS Key** code from Amano support into the appropriate fields. Click on the **Phone In Activation** button to activate and launch the software. Upon successful activation the dialog "Your Software has been activated. Proceed to product registration" dialog will appear (skip to Step 4 to register).

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Step 3. If you choose <u>not</u> to activate the software by canceling the ASA procedure the following error message will appear (see *Figure* 3). At this point you have a trial period of up to 14-days to use the software. Click the OK button to launch the software and continue using the Time & Attendance software under the trial period.



Figure 3: Trial Period Message



**Note** – If the Activation error dialog appears (see *Figure 4*), e.g., the serial number is incorrect, or the same serial number was previously installed. At this point contact Amano customer support at **1-800-896-7035**.



Figure 4: Software Activation Failure - Customer Support Required

Step 4. Upon successful activation the registration screen will appear (see *Figure 5*). Perform on-line registration by entering the appropriate information in the Product Registration fields (see *Figure 6*) [red error messages will appear alongside incomplete fields]. Amano recommends you complete the registration to ensure notification of all important software updates, etc.

·	://www.amano.com/TimeWeb/Time	econtainer.cfm?MPT=RegisterClock	s/Registration.cfm	<b>~</b> + <del>,</del>	Live Search	
Edit View Fav	vorites Tools Help	🍕 Convert 👻 🛃	Select			
🔗 🌈 Amano T	ime Management Overview					🔂 Page 🔹 🍈 Tools
AMA	ANO. 🧠	¥		CONTACTUS		
	PRODUCTS -	FOR DEALERS -	SHOPPING -	COMPANY INFO -	MARKETS -	
		10 1 5				
	Time Mana	agement System P	roduct Registrat	tion		
	Why register your	r product:				
	1. Investment Pro	tection. Registering your time	clock will insure you in cas	e of malfunction.	at which the second and	
	equipment.	auon. Registering your unie ci	ock of unie & attenuance s	ystem can help us conta	ict you in the event and	improvement to the
	3. Improved produ	ict development, Registering	your time clock or time & at	tendence evolem will be	In us continue designi	an availante that mu
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	your needs. Company: Job Title: First Name: Street State: Country: Phone: E-mail: Date of Purchase: Purchase Price: Serial Number: Troe of Business	Outside U S.		Last Name: City: Zip: Fax No: URL: Place purchased. Cick Modei: Promotional Code:		

Figure 5: On-Line Software Registration

If necessary, you can perform product registration from the Time & Attendance software at a later time by selecting Help  $\rightarrow$  Time Guardian Licensing  $\rightarrow$  Register.

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**Note** – If you try to register before successful software activation the error message, "You must activate your software first" will appear.

**Note** – If you need to confirm which Time & Attendance software modules have been activated [are licensed] including the employee capacity and number of allowed concurrent users, select **Help**  $\rightarrow$  **Time Guardian Licensing**  $\rightarrow$  **License** Info from the Help menu.

	Modules	Status
l.	Employee Count	100
2	User Count	1
3	Advanced Payclass	
1	Advanced Overtime	V Purchased
5	Advanced Schedule	
5	Advanced Rounding	
7	Advanced Meal	
3	Advanced Labor/Rate	<b>V</b>
9	Access Control	<b>V</b>
10	Web Portal	<u> </u>
1	Zone Differential	<u> </u>
12	Events Notification	<b>V</b>
13	Benefit Time	
14	Users/Groups	<u> </u>
15	Payroll	Default

Figure 6: License Information

### Follow this procedure to update software:

- **Step 1.** This procedure can be performed only after successful completion of initial Amano Software Activation (ASA). The ASA screen will display the read-only product serial number from the initial activation. Click the **Update features** button (see *Figure 7*).
- Step 2. Go to Start → Programs → Time Guardian → ASA Licensing Manager. The ASA screen will display with the read-only product serial number *from the initial activation*.

Click the **Update features** button if the serial number has been authorized for updates [may have to contact Amano support first].

Activation/Registration		
Product Serial Number (9 dig	its number)	
888888880	Update features	
R Phone In Activation		

Figure 7: Update Features

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Step 3. Click the Phone In Activation box on the ASA screen and the CS Key fields and blank RS Key fields will appear.

ation/Registratio	on
uct Serial Numb	er (9 digits number)
888880	🔡 Update features
hone In Activation	on at customer support at : 1-800-896-7035 BN MCGPQ FRAGQ BCGFT GFPC
	🗱 Phone In Update features  🗼

Figure 8: ASA Phone In Update Features

Step 4. Call Amano support at 1-800-896-7035 and the support personnel will ask for the CS Key code letters displayed on your screen (see *Figure 8*). Enter the supplied RS Key code from Amano support into the appropriate fields. [Valid Key characters can be A t to Z upper and lower case, 0 thru 9, ? and &]. Click on the Phone In Update features button to activate the new features.



**Note** – The same error messages will apply for updates as they do for initial activation.