

OroTimesheet 7 Installation Guide



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OroTimesheet 7 Installation Guide

Introduction

This installation guide explains how to install OroTimesheet in stand-alone mode as well as in multi-user mode.

In stand-alone mode, the OroTimesheet program as well as the OroTimesheet database are located on the same computer. This mode is perfect when used by a single user on a single computer or if you just want to evaluate the software. Note that you can reinstall it in multi-user mode later without having to uninstall it first.

In multi-user mode, the OroTimesheet program is installed on several computers (client computers) while the database is installed on a server. So, several users can access the centralized database simultaneously.

Installing OroTimesheet

The following section explains how to install OroTimesheet starting from the OroTimesheet compressed file previously downloaded. If you don't have OroTimesheet yet, you can download it from our web site at <http://www.oroLogic.com>. You must first install the software in order to use it. We recommend that you follow all steps below in order to ensure that the software will properly work on your computer.

OroTimesheet can be installed on Windows XP, Windows Vista, Windows 2003, Windows 2008 or Windows 7 operating systems.

The minimum requirement to run OroTimesheet is a computer with a 1 Ghz processor with a minimum of 256Mb of RAM. 300 Mb of free disk space is also required.

OroTimesheet is using the FIREBIRD database engine to keep its data. FIREBIRD is a robust Open Source relational database and is completely free. Visit the official FIREBIRD web site at <http://www.firebirdsql.org> for more information about FIREBIRD.

Note that in multi-user mode, the FIREBIRD database can be installed on a Windows platform as well as a Linux platform. FIREBIRD is also available on other platforms such as MacOS X and several Unix flavors. Visit the FIREBIRD web site for more details.

OroTimesheet can be used on a single computer (in stand-alone mode) or in network mode (in multi-user mode) in order to allow several users to access the same OroTimesheet data simultaneously. Note that OroTimesheet was specifically developed to be used in multi-user mode. To install OroTimesheet on a single computer, refer to the section **Installing OroTimesheet in stand-alone mode**. To install OroTimesheet in network environment, refer to the section **Installing OroTimesheet in multi-user mode**.

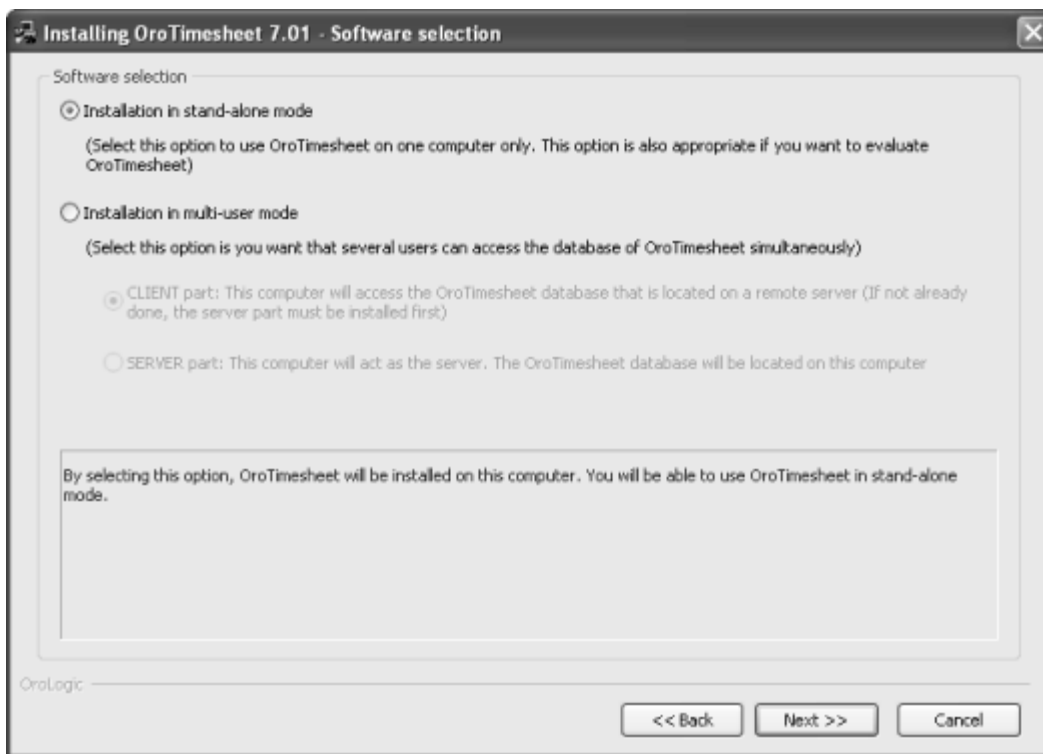
Installing OroTimesheet in stand-alone mode

If you want to install OroTimesheet and use it in stand-alone mode, follow steps below. Note that installing OroTimesheet in stand-alone mode is perfect to evaluate the software or use it from a single computer.

Note that later, if needed, you will be able to reinstall OroTimesheet in multi-user mode without any problem and without having to uninstall it first.

Note that when installing OroTimesheet under Windows, you must be connected with the **Administrator** user or a user that has the same rights so that the installation can run without any problem.

Double-click on the OroTimesheet file previously downloaded to start the installation. Once the installation is started, click **Next**. The installation program displays the license agreement of the product. You must accept the license agreement by clicking the radio button **I agree with all these terms** and click **Next** to continue with the installation.



At next step, select the option **Installation in stand-alone mode** then click **Next** to continue. Then, you have to choose where OroTimesheet will be installed. We recommend you to install OroTimesheet in the suggested default installation folder **C:\Program Files\OroLogic\OroTimesheet7**. However, if you decide to install OroTimesheet in another folder than the suggested one, change it using the **Browse** button. Click **Next** to continue. Now, select the group of programs where icons will be installed. We recommend you to install icons in the suggested group of programs **OroTimesheet 7**. Choose the group of programs or let the suggested one then click **Next**. After it, enter your company name and check additional options if desired then click **Next**. The installation program is now ready to copy files on your computer. Answer **Yes** to the confirmation to start file copy.

When all files are copied, the installation program ends by displaying **Installation successful**. Click **OK** to finish.

When the installation is over, you are ready to use the software. Refer to the section **Starting OroTimesheet** for more information.

Installing OroTimesheet in multi-user mode

Note that for this part of the installation, a qualified computer/network technician is recommended.

If you want that several computers access simultaneously the same OroTimesheet database, the database must be located on a computer that will act as the database server. OroTimesheet uses the FIREBIRD database engine (note that the Windows version of FIREBIRD is already included with OroTimesheet). It's not obligatory to have a dedicated server for FIREBIRD. FIREBIRD can be installed on your current server or if you don't have one, the computer of one of your users can act as the server and at the same time be used by this user. However, note that if you expect to have several users or a lot of data, installing FIREBIRD on a dedicated server is recommended for better performances.

Whereas OroTimesheet must obligatory be executed on a Windows platform (Win32), the FIREBIRD database engine can be installed on several different platforms such as Windows, Linux and several other ones. Note that FIREBIRD supports the TCP/IP protocol for all these platforms.

OroTimesheet can run in a Local Area Network (LAN) as well as in Wide Area Network (WAN / INTERNET). However, note that since OroTimesheet is a client/server software, when using OroTimesheet, a lot of data can be transferred on your network between the OroTimesheet program and the FIREBIRD database. So, if you expect to use OroTimesheet on a WAN and/or INTERNET, be sure that you have a fast enough communication link so that OroTimesheet can run at an acceptable speed.

Note that some solutions are available on the market to allow users to run client/server software (such as OroTimesheet) on a WAN or Internet with a low speed link. For example, you could use solutions such as Windows Terminal Service, Citrix, etc. or other kind of software such as Symantec pcAnywhere, VNC or the Remote Desktop Connection of Microsoft Windows. Ask you computer supplier for more information about these solutions.

To install OroTimesheet in multi-user mode with a Windows server, refer to the section *Installing OroTimesheet in multi-user mode with a Windows server*. To install OroTimesheet in multi-user mode with a Linux server or other Unix platforms, refer to the section *Installing OroTimesheet in multi-user mode with a Linux server or other Unix platforms*. To install OroTimesheet in multi-user mode with a server on other platforms such as MacOS X, refer to the section *Installing OroTimesheet in multi-user mode with a server on other platforms*.

Installing OroTimesheet in multi-user mode with a Windows server

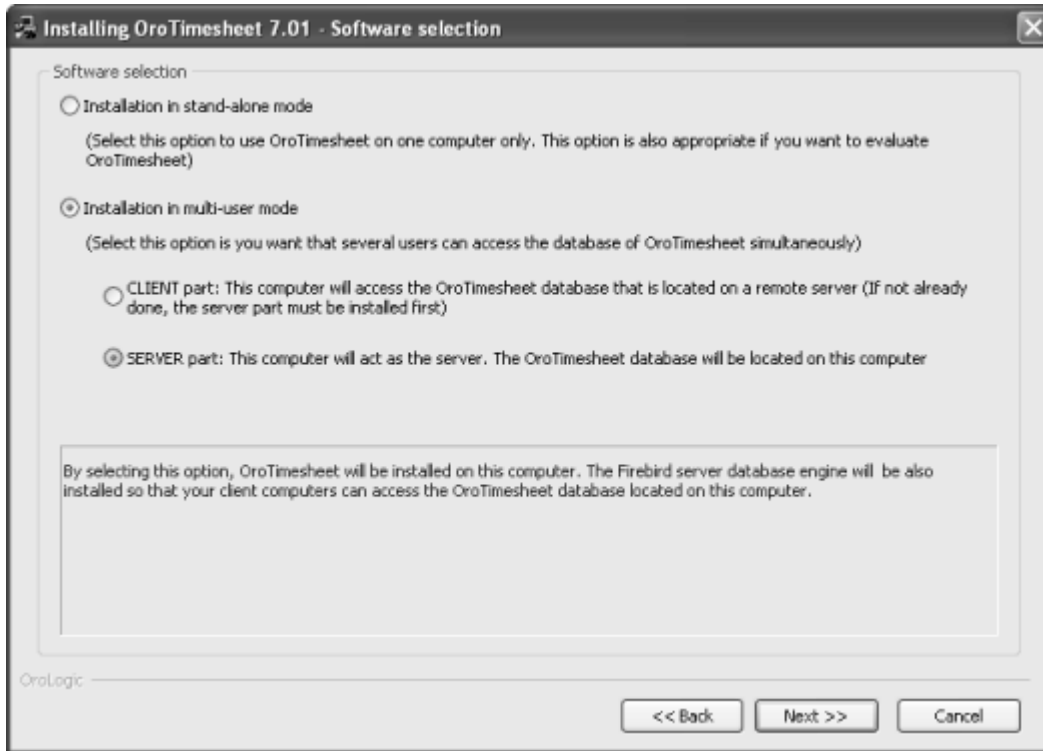
Here are the main steps to follow for installing OroTimesheet in multi-user mode with a Windows server:

1. Installation of OroTimesheet on the Windows server.
2. Installation and configuration of OroTimesheet on each client computer.

1. Installation of OroTimesheet on a Windows server.

Note that when installing OroTimesheet under Windows, you must be connected with the **Administrator** user or a user that has the same rights so that the installation can run without any problem.

Double-click on the OroTimesheet file previously downloaded to start the installation. Once the installation is started, click **Next**. The installation program displays the license agreement of the product. You must accept the license agreement by clicking the radio button **I agree with all these terms** and click **Next** to continue with the installation.



At the next step, select the option **Installation in multi-user mode**, then, select the sub-option **SERVER part: This computer will act as the server. The OroTimesheet database will be located on this computer** then click **Next** to continue. Then, you have to choose where OroTimesheet will be installed. We recommend you to install OroTimesheet in the suggested default installation folder `C:\Program Files\OroLogic\OroTimesheet7`. However, if you decide to install OroTimesheet in another folder than the suggested one, change it using the **Browse** button. Click **Next** to continue. Now, select the group of programs where icons will be installed. We recommend you to install icons in the suggested group of programs `OroTimesheet 7`. Choose the group of programs or let the suggested one then click **Next**. After it, enter your company name and check additional options if desired then click **Next**. The installation program is now ready to copy files on your computer. Answer **Yes** to the confirmation to start file copy.

When all files are copied, the installation program automatically starts the installation of FIREBIRD server (since the Windows version of FIREBIRD is already included with OroTimesheet). After the installation of FIREBIRD server, the installation program displays important information that you will have to enter when you will configure OroTimesheet on each client computer. **WE STRONGLY RECOMMEND YOU TO PRINT THESE INFORMATION. YOU WILL NEED THESE INFORMATION TO CONFIGURE OROTIMESHEET ON CLIENT COMPUTER.**

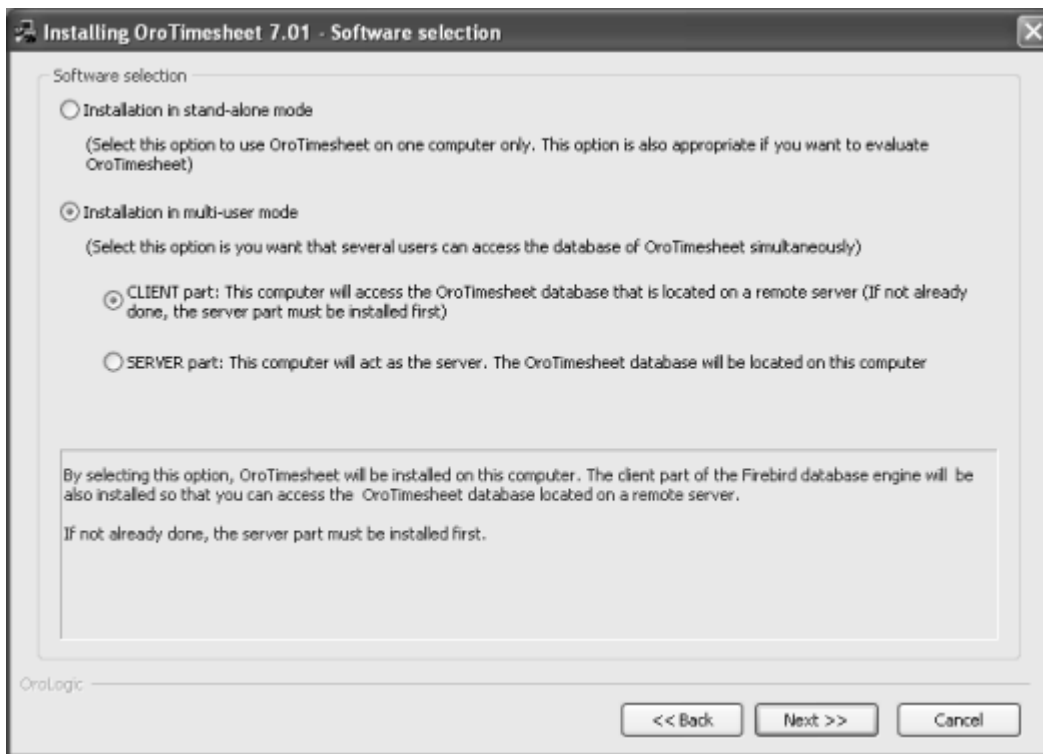
The installation program ends by displaying **Installation successful**. Click **OK** to finish. You can now install and configure OroTimesheet on each client computer. Follow instructions at the next step to do that.

2. Installing and configuring OroTimesheet on each client computer

Note that when installing OroTimesheet under Windows, you must be connected with the **Administrator** user or a user that has the same rights so that the installation can run without any problem.

Before using OroTimesheet in multi-user mode you must install OroTimesheet on each client computer that will need it. To do that, from the client computer on which you want to install OroTimesheet, double-click on the OroTimesheet file previously downloaded to start the installation. Once the installation is started, click

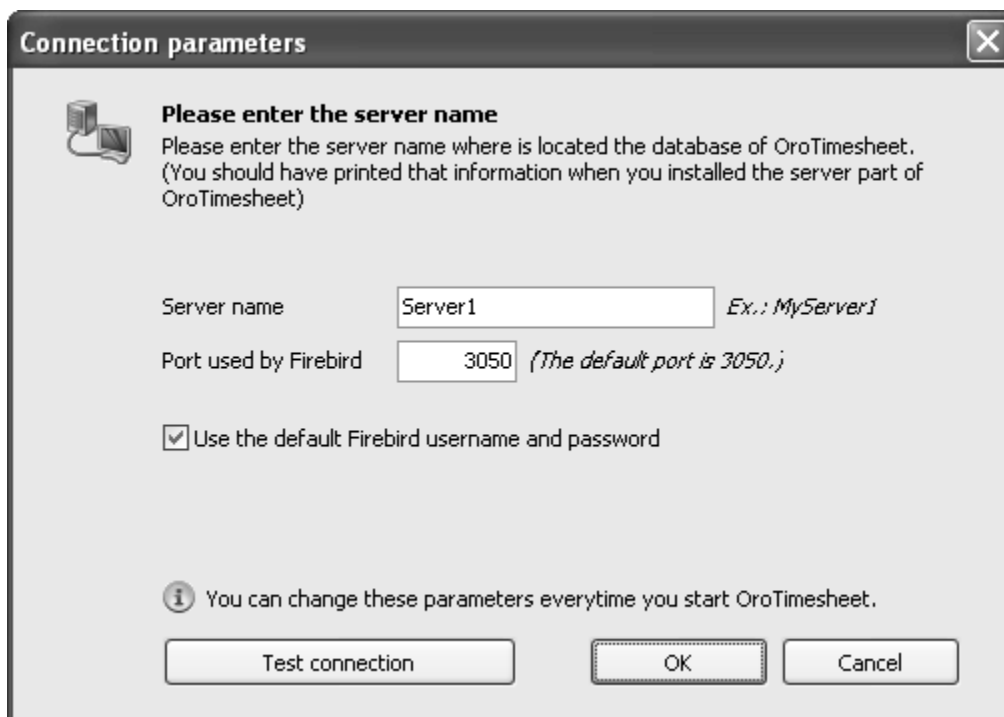
Next. The installation program displays the license agreement of the product. You must accept the license agreement by clicking the radio button **I agree with all these terms** and click **Next** to continue with the installation.



At the next step, select the option **Installation in multi-user mode**, then, select the sub-option **CLIENT part: This computer will access the OroTimesheet database that is located on a server** then click **Next** to continue. Then, you have to choose where OroTimesheet will be installed. We recommend you to install OroTimesheet in the suggested default installation folder **C:\Program Files\OroLogic\OroTimesheet7**. However, if you decide to install OroTimesheet in another folder than the suggested one, change it using the **Browse** button. Click **Next** to continue. Now, select the group of programs where icons will be installed. We recommend you to install icons in the suggested group of programs **OroTimesheet 7**. Choose the group of programs or let the suggested one then click **Next**. The installation program is now ready to copy files on your computer. Answer **Yes** to the confirmation to start file copy.

When all files are copied, the installation program automatically starts the installation of FIREBIRD client (the client part of FIREBIRD is used to communicate with your server on which FIREBIRD server is installed). After the installation of FIREBIRD client, a dialog box is displayed and the installation program asks you to enter the server name where is located the OroTimesheet database. **Use information you previously printed when you installed the server part of OroTimesheet.**

Usually, you just have to enter the server name or its IP address. The port number is most of the time always 3050 (unless the installation program instructed you about using another port number). You should also usually use the default Firebird username and password by checking the box **Use the default Firebird username and password**.



After having entered your server parameters, click **OK** to continue. Then the installation program tests the connection to the server using parameters you entered. If the test is successful, the installation program ends by displaying **Installation successful**. Click **OK** to finish. When the installation is over, you are ready to use the software. Refer to the section **Starting OroTimesheet** for more information.

If the connection test fails, the installation program displays an error message then you can verify parameters that you entered.

Note that if for any reason, you are not able to configure OroTimesheet properly (because the connection test always fails), just continue and finish the installation. Later, when you will execute OroTimesheet, you will be able to reenter these parameters.

Installing OroTimesheet in multi-user mode with a Linux server or other Unix platforms

Note: Two different versions of FIREBIRD can be installed on a Linux or Unix server. The `Classic Server` version and the `Super Server` version. We recommend you to install the `Super Server` version because this version offers more functionalities. Visit the FIREBIRD web site for more information about differences between these two versions. Note also that on some Linux or Unix platforms, only one version or the other is available.

Before installing FIREBIRD on your Linux or Unix server, we recommend you to take a look at the `Quick Start Guide for Firebird` guide that contains useful information about installing FIREBIRD. This guide is available for download on the FIREBIRD web site at <http://www.firebirdsql.org>.

Here are the main steps to follow for installing OroTimesheet in multi-user mode and the FIREBIRD database on a Linux or Unix server:

1. Download of FIREBIRD for Linux or Unix from the FIREBIRD web site.
2. Installation of FIREBIRD server on the Linux or Unix server.
3. Transfer of files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` on the Linux or Unix server.
4. Creation of the connection database file `ot_conx.fdb` on the Linux or Unix server and addition of an alias.
5. Installation and configuration of OroTimesheet on each client computer.
6. Creation of the OroTimesheet database.

1. Download of FIREBIRD for Linux or Unix from the FIREBIRD web site

Only the Windows version of FIREBIRD is included with OroTimesheet. So, it's for this reason that you must first, download the FIREBIRD version for Linux or Unix according to your platform. To download FIREBIRD, visit the FIREBIRD web site at <http://www.firebirdsql.org> then, access the `Downloads` section and download the version of FIREBIRD according to your platform.

Important notes:

At the time this documentation was written, OroTimesheet was tested with the version 2.5 of FIREBIRD. We recommend you to download and install a version 2.5.x of FIREBIRD.

Once you downloaded FIREBIRD, continue to the next step to install it on your server.

2. Installation of FIREBIRD server on the Linux or Unix server

Since the FIREBIRD installation can differ according to your platform, refer to the documentation included with FIREBIRD to install it on your specific platform. Also, the help of a qualified person about Linux or Unix is indispensable for this part of the installation.

Before continuing at the step 3, after the installation of FIREBIRD on Linux or Unix, be sure that FIREBIRD is running properly. When installing FIREBIRD on Linux or Unix, example databases are also installed. Connect to one of these database to check if FIREBIRD is running properly.

Example of a connection test to FIREBIRD:

Suppose that FIREBIRD is installed in the `/opt/firebird` folder on Linux or Unix and you want to access the `employee.fdb` database that is located in the `examples` folder of FIREBIRD, type the following command line under Linux or Unix (in one line) to connect to the database:

```
/opt/firebird/bin/isql -user sysdba -password masterkey  
/opt/firebird/examples/employee.fdb
```

Once you are connected, you can run a query on the `employee` table to display the employee list of this database by typing the following command:

```
select * from employee;
```

Type the following command to quit the ISQL utility:

```
quit;
```

As indicated above, you can also take a look at the `Quick Start Guide for Firebird` guide that contains useful information about how to verify if the server is properly running. For more information on FIREBIRD configuration and management utilities, refer to the FIREBIRD documentation.

Important notes:

Since FIREBIRD is derived from INTERBASE 6, if you already have INTERBASE installed on your Linux or Unix server, in that case, you will have to configure FIREBIRD so that it uses another port. In fact, both FIREBIRD and INTERBASE database engines are using the same port number to communicate (port TCP/3050) that can cause conflicts if both database engines are running simultaneously on the server.

For example, to configure FIREBIRD so that it uses the port number 3051 instead of the port number 3050, from the FIREBIRD folder (for example `/opt/firebird`, edit the file `firebird.conf` then remove the # character before the line `#RemoteServicePort = 3050` then change the port number from 3050 to 3051. Then, stop and restart FIREBIRD on the server.

Original line : `#RemoteServicePort = 3050`

Modified line : `RemoteServicePort = 3051`

Note that if you change the port on which FIREBIRD communicate, do not forget to specify this new port number when you will configure the OroTimesheet connection on each client computer. For more information about FIREBIRD configuration, take a look at the documentation included with FIREBIRD.

Once the installation of FIREBIRD is completed on Linux or Unix server, continue to the next step to transfer the OroTimesheet database on your server.

3. Transfer of files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` on the Linux or Unix server

OroTimesheet database files are named `ot.fdb` and `ot_conx_non_windows_os.fbk` and are included with OroTimesheet. However, since the FIREBIRD database format differ from a Windows platform vs. a Linux or Unix platform, and files `ot.fdb` and `ot_conx_non_windows_os.fbk` that are included by default with OroTimesheet are in the format of FIREBIRD for Windows, you cannot just copy these files on your Linux or Unix server. Instead, you must create your database files using files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` (FIREBIRD transportable backup file format also included with OroTimesheet). However, before doing that, you must first transfer files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` on your Linux or Unix server as indicated below.

The following procedure explains how to transfer file `otbtf.fbk` and `ot_conx_non_windows_os.fbk` on your Linux or Unix server. However, if it is not already done, you must first install OroTimesheet on at least one computer to be able to access these files. So, install OroTimesheet on one of your computers and just select the option `Installation in stand-alone mode`. The files needed (`otbtf.fbk` and `ot_conx_non_windows_os.fbk`) will be automatically copied in the OroTimesheet data folder usually named `C:\Documents and Settings\All Users\Application Data\OroLogic\OroTimesheet\Databases\Backups`. Later, you will just have to reinstall OroTimesheet on this computer then select the option `Installation in multi-user mode` as

indicated at step 5. For more information about installing OroTimesheet in stand-alone mode, refer to the section `Installing OroTimesheet in stand-alone mode`.

From the computer where you installed OroTimesheet, transfer the files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` using an FTP utility (Transfer method Binary) or any other transfer utility. The files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` are uncompressed by the installation program and usually located in the OroTimesheet data folder `C:\Documents and Settings\All Users\Application Data\OroLogic\OroTimesheet\Databases\Backups`. Before transferring your files, create a new folder on your Linux or Unix server where your files will be transferred and where the database file will be created. For example, you can create a folder named `logisales` in the `/home` folder of your server. Then transfer your files `otbtf.fbk` and `ot_conx_non_windows_os.fbk` in the `/home/orotimesheet7` folder on your Linux or Unix server.

4. Creation of the connection database `ot_conx.fdb` on the Linux or Unix server and addition of an alias

To create the connection database file on your Linux or Unix server, connect to the server with the `root` user or any other user that have enough rights.

Type the following command line (in one line) to create the database file (by supposing that FIREBIRD was installed in the `/opt/firebird` folder and the file `otbtf.fbk` was transferred in the `/home/orotimesheet7` folder):

```
/opt/firebird/bin/gbak -rep -user sysdba -password masterkey  
/home/orotimesheet7/ot_conx_non_windows_os.fbk /home/orotimesheet7/ot_conx.fdb
```

`masterkey` is the default password of the FIREBIRD `SYSDBA` user. If you changed the password of the FIREBIRD `SYSDBA` user, just replace `masterkey` by this new password. Once this command has been executed, if no message is displayed, it is because the database was successfully created. Verify that the created file `ot_conx.fdb` exists in the `/home/orotimesheet7` folder using the `ls` command.

If you receive an error message, verify that you correctly entered the command line.

The connection database creation is now completed. The other file named `otbtf.fbk` will be directly used by OroTimesheet to create OroTimesheet databases.

Now the last thing to do is to add an alias to indicate where is located the database file (file `ot_conx.fdb`) that contains the list of connections. To do that, edit the Firebird file named `aliases.conf` that should be located in the Firebird installation folder, usually `/opt/firebird`.

Add the following line at the end of the file (filenames and folder names are case sensitive on Linux or Unix):

```
OROLOGIC_OROTIMESHEET = /home/orotimesheet7/ot_conx.fdb
```

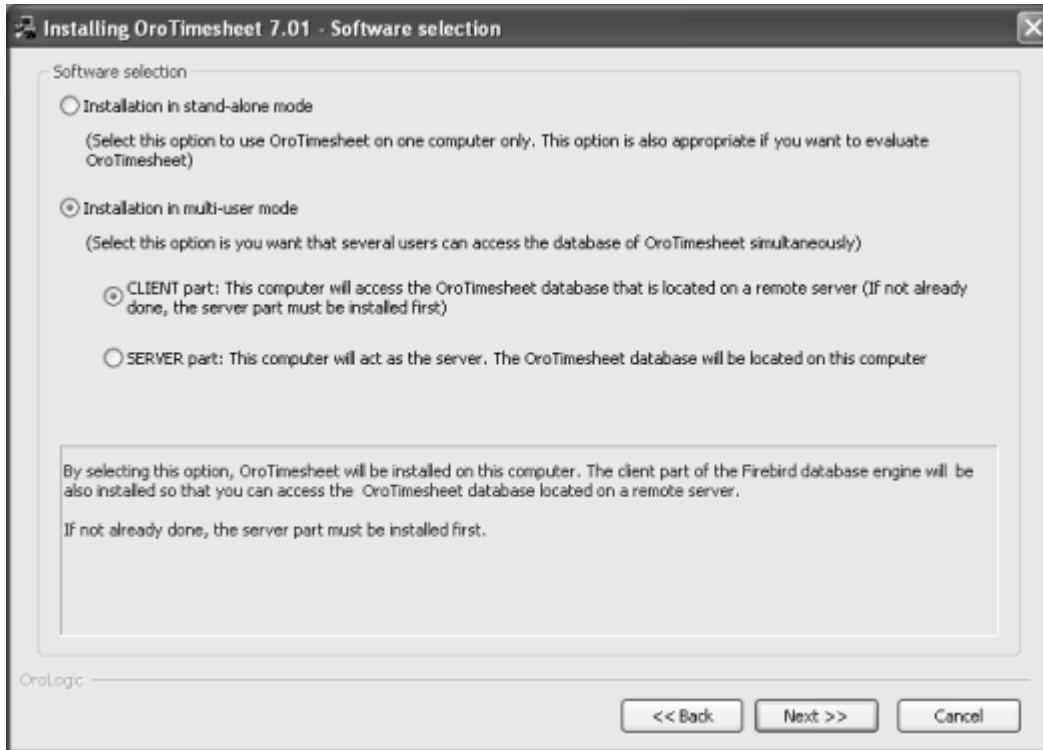
After it, close and save the file.

The installation part on the Linux/Unix server side is now over.

5. Installation and configuration of OroTimesheet on each client computer

Note that when installing OroTimesheet under Windows, you must be connected with the `Administrator` user or a user that has the same rights so that the installation can run without any problem.

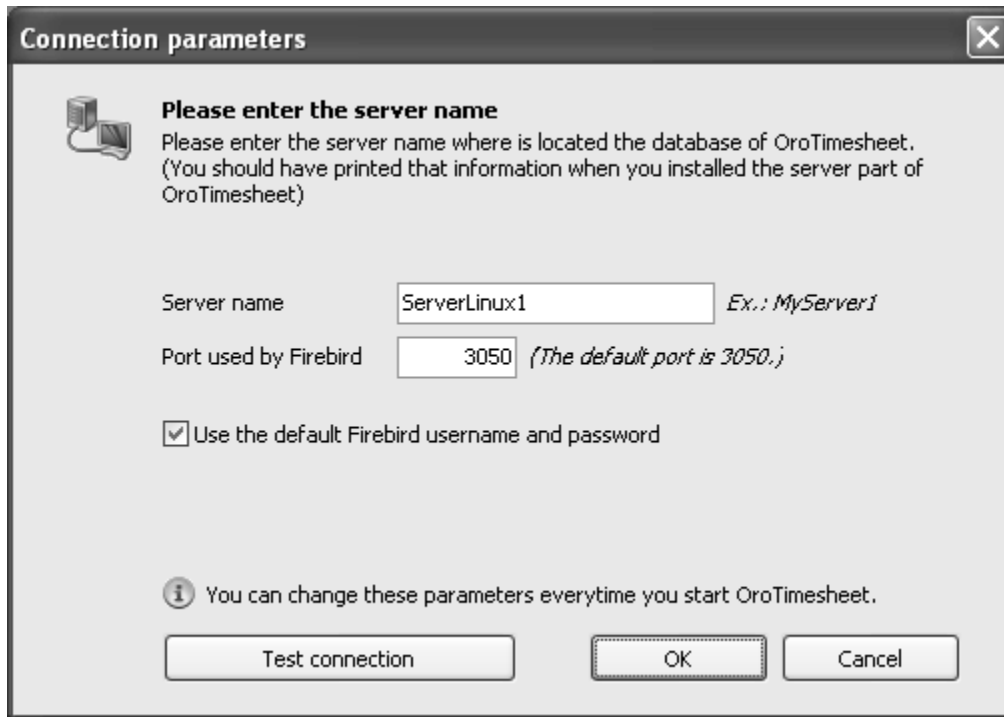
Before using OroTimesheet in multi-user mode you must install OroTimesheet on each client computer that will need it. To do that, from the client computer on which you want to install OroTimesheet, double-click on the OroTimesheet file previously downloaded to start the installation. Once the installation is started, click **Next**. The installation program displays the license agreement of the product. You must accept the license agreement by clicking the radio button **I agree with all these terms** and click **Next** to continue with the installation.



At the next step, select the option **Installation in multi-user mode**, then, select the sub-option **CLIENT part: This computer will access the OroTimesheet database that is located on a server** then click **Next** to continue. Then, you have to choose where OroTimesheet will be installed. We recommend you to install OroTimesheet in the suggested default installation folder `C:\Program Files\OroLogic\OroTimesheet7`. However, if you decide to install OroTimesheet in another folder than the suggested one, change it using the **Browse** button. Click **Next** to continue. Now, select the group of programs where icons will be installed. We recommend you to install icons in the suggested group of programs **OroTimesheet 7**. Choose the group of programs or let the suggested one then click **Next**. The installation program is now ready to copy files on your computer. Answer **Yes** to the confirmation to start file copy.

When all files are copied, the installation program automatically starts the installation of FIREBIRD client (the client part of FIREBIRD is used to communicate with your server on which FIREBIRD server is installed). After the installation of FIREBIRD client, a dialog box is displayed and the installation program asks you to enter the server name where is located the OroTimesheet database.

Usually, you just have to enter the server name or the IP address of your Linux or Unix server. The port number is most of the time always 3050 (unless you decided to change it when you installed Firebird on your Linux or Unix server). You should also usually use the default Firebird username and password by checking the box **Use the default Firebird username and password**.



After having entered your server parameters, click **OK** to continue. Then the installation program tests the connection to the server using parameters you entered. If the test is successful, the installation program ends by displaying `Installation successful`. Click **OK** to finish. When the installation is over, you are ready to use the software. Refer to the section `Starting OroTimesheet` for more information.

If the connection test fails, the installation program displays an error message then you can verify parameters that you entered.

Note that if for any reason, you are not able to configure OroTimesheet properly (because the connection test always fails), just continue and finish the installation. Later, when you will execute OroTimesheet, you will be able to reenter these parameters.

Important notes:

The connection test will systematically fails on the first client computer on which you will install OroTimesheet. The reason is because, the OroTimesheet database does not exist yet on the Linux or Unix server. Just continue and terminate the installation normally then continue at next step (step #6 below) to create the OroTimesheet database on your Linux or Unix server.

6. Creation of the OroTimesheet database

This step should be made only once, usually from the first computer where you are installing OroTimesheet on.

First, execute OroTimesheet. To start OroTimesheet, from the Windows Start button, select `Programs | OroTimesheet 7 | OroTimesheet`.

Then, from the section `Select a server`, if not already done, enter the name or IP address of your Linux or Unix server then click the drop down list from the section `Databases`. A button named `Databases management` should automatically appear on the right side of the drop down list. Click that button to access the database management window. From this window, click the button `Parameters` then be sure that the folder name entered in fields `Folder containing databases` and `Folder containing backup`

files match the folder name you created on your Linux or Unix server. By default, the folder name entered in these two fields is the same and is `/home/orotimesheet7`. Also, be sure that the file name entered in the field `Model file for empty database` is `otbtf.fbk` that should correspond to the file name you transferred in the folder `/home/orotimesheet7` on your server. Please, note that the case is important. After it, click `OK` to save changes.

Now, click the button `New` to create a new OroTimesheet database on the Linux or Unix server. Select the option `I want to create a new empty database` then enter a description for this database. Normally, the description should be the name of your enterprise. After it, click `OK` to create the database. Once the database created, quit the database management window then click again on the drop down list from the `Database` section. That time you should see the new database that you just created. Select this database then click on the button `Connect` to access the database.

Refer to the section `Starting OroTimesheet` for more information.

Installing OroTimesheet in multi-user mode with a server on other platforms

In addition to be able to install FIREBIRD on Windows platforms as well as on different flavors of Linux or Unix, FIREBIRD can also be installed on other platforms such as MacOS X. Visit the FIREBIRD web site at <http://www.firebirdsql.org> to get the complete platform list compatible with FIREBIRD.

Note: According to the platform chosen, two different versions of FIREBIRD can be installed on your server. The `Classic Server` version and the `Super Server` version. We recommend you to install the `Super Server` version because this version offers more functionalities. Visit the FIREBIRD web site for more information about differences between these two versions. Note also that on some platforms, only one or the other is available.

Before installing FIREBIRD on your server, we recommend you to take a look at `Quick Start Guide for Firebird` guide that contains useful information about installing FIREBIRD. This guide is available for download on the FIREBIRD web site at <http://www.firebirdsql.org>.

To install OroTimesheet in multi-user mode and the FIREBIRD database on another platform, we recommend you to follow same steps as the installation of OroTimesheet in multi-user mode with a Linux server or other Unix platforms. The only differences are mainly the way you specify a path and/or a file name. Here are some recommendations:

- At step 1, download the version of FIREBIRD according to your platform.
- At step 2, refer to the documentation included with the FIREBIRD to install it on the platform chosen.
- At step 3, transfer files `otbtf.fbk` and `ot_conx.fbk` on your server.
- At step 4, create the connection database file using the `gbak` utility included with the FIREBIRD version you downloaded and installed on your server and create the alias in the file `aliases.conf`.
- At step 5, just configure OroTimesheet by entering the name of your server where is located the OroTimesheet database.
- At step 6, create your OroTimesheet database normally.

Migrating from a previous version of OroTimesheet

This section explains you how to proceed when you are currently using a previous version of OroTimesheet (version 4,5 or 6) and you want to migrate to version 7.

OroTimesheet 7 as well as all previous versions are completely independent software. Unlike other software, you could for example use two versions simultaneously and independently. For example, OroTimesheet 7 could access an OroTimesheet 7 database while at the same time running OroTimesheet 6 could access an OroTimesheet 6 database.

OroTimesheet 4 is usually installed in the folder
C:\Program Files\OroLogic\OroTimesheet4

OroTimesheet 5 is usually installed in the folder
C:\Program Files\OroLogic\OroTimesheet5

OroTimesheet 6 is usually installed in the folder
C:\Program Files\OroLogic\OroTimesheet6

OroTimesheet 7 is usually installed in the folder
C:\Program Files\OroLogic\OroTimesheet7

How to proceed

Just begin by installing OroTimesheet 7 according to the procedure in the *Installing OroTimesheet 7* section above. Then, when everything is properly configured and working, it only remains to transfer your previous version data to OroTimesheet 7.

To transfer your data, run OroTimesheet 7 then instead of connecting to a database, click the button *Manage databases*. (So that this button be visible, you must run OroTimesheet directly from the server console is you installed OroTimesheet in multi-user mode)

From this window, click on the button *New*, select the option *I want to create a database from a previous version* then click *OK*.

From the drop down list, select the database you want to transfer then click *Start transfer*.

When the transfer ends, close the database management window to get back to the connection screen then select your new created database from the drop down list.

Starting OroTimesheet

Before being able to start OroTimesheet, you must first install it if it is not already done. For more information about installing OroTimesheet, refer to the section [Installing OroTimesheet](#).

To start OroTimesheet, from the Windows **Start** button, select **Programs | OroTimesheet 7 | OroTimesheet**.

From the section **Select a server**, if not already done, enter the name or IP address of your server then click the drop down list from the section **Database**. You should see in the list databases you can access. Select the database you want to access then click **Connect** to access it.

After a few seconds, you will be in the program ready to use it. If you cannot start OroTimesheet and/or an error message is displayed, refer to the section [Technical support](#).

Web interface of OroTimesheet

A web interface is also included with OroTimesheet. This web interface is used to enter timesheets using a simple web browser. Indeed, you do not have to install OroTimesheet on the client computer to access the web interface. Before users be able to access the web interface to enter their timesheets, you must install it.

The web interface of OroTimesheet is only available in the form of a Windows service. This Windows service is a real independent web server that is only used for OroTimesheet. So, you don't need to install a web server on your server to use the web version of OroTimesheet. Note that if there is already a web server installed on your server such as IIS (Internet Information Services) from Microsoft, it will not conflict because by default, the web service of OroTimesheet 7 uses a different port number (port 8888) than the default port of other web servers (port 80). Note however that you can change the port number that will be used by the web service of OroTimesheet for any other port number.

The web service of OroTimesheet 7 is already included with OroTimesheet. However, the installation program does not install it systematically on each computer since this service needs to be executed on one computer only (usually on your server).

As indicated above, the web interface of OroTimesheet is a Windows service. So, this one can only be executed on a Windows platform. The service cannot be executed on other platforms such as Linux or Unix. However, note that the service could run on a Windows server while the database could be located on a Linux server or other plate-form.

If your server is of type Windows, we recommend you to simply install the service on your server. If your server is on another platform, then just install the service on another server or a Windows client computer. No matter that you install the web service of OroTimesheet on a server or one of your client computers, what is important here is that the computer where the service is installed be always running so that employees could access the web version anytime

Installing the web service of OroTimesheet

If you checked the box `Install and start also the web version (Windows service)` on `this computer` when you installed OroTimesheet, the service should be already installed. If you did not checked that box, you do not have to re-execute the installation program of OroTimesheet. You can install the web service simply by following instructions below.

Here are the main steps to follow to install the OroTimesheet web service:

1. Be sure that OroTimesheet 7 is properly installed and configured on the computer where you want to install the web service of OroTimesheet 7.
2. Install and start the web service of OroTimesheet 7.
3. Test the web service of OroTimesheet 7.

1. Be sure that OroTimesheet is properly installed and configured on the computer where you want to install the web service of OroTimesheet 7.

If it is not already done, install OroTimesheet 7 on the computer on which you want to install the web service. You must install OroTimesheet in multi-user mode. Refer to the section `Installing OroTimesheet in multi-user mode` above for more information. Then, run OroTimesheet on this computer to be sure that you can connect to the database without any problem. After it, just quit OroTimesheet then continue to next step.

2. Install and start the web service of OroTimesheet 7.

Important notes if you were using OroTimesheet version 5 or version 6:

Since by default, the web service of OroTimesheet 7 is using the same port number (# 8888) than the web service of OroTimesheet version 5 and version 6, before installing the web service of OroTimesheet 7, be sure to stop and uninstall the web service of OroTimesheet version 5 or version 6 (as the case may be). If you want to install two different versions of the service on the same computer, in such case, change the port number of one or the other so that web services do not conflict and run fine.

Using the Windows File Explorer, go to the OroTimesheet installation folder (usually C:\Program Files\OroLogic\OroTimesheet7), then, double-click on the file `srvman.exe` to start the Service manager for OroTimesheet 7 utility. Select the tab `Web interface` then click on the `Install` button to install the service. Installing the service takes approximately one second. Once installed, the status on screen should change from `Not installed` to `Started`. If not, click the button `Refresh` to refresh the status of the service on screen.

To verify that the service was correctly installed and started, go to the Windows control panel, double-click on the `Administrative tools` icon then double-click on the `Services` icon. Verify that the service named `OroTimesheet7` is in the list of services and that the status is `Started`. Also, verify that the startup type is `Automatic` so that the service start automatically each time Windows is started.

The web service is now installed. You can continue to the next step.

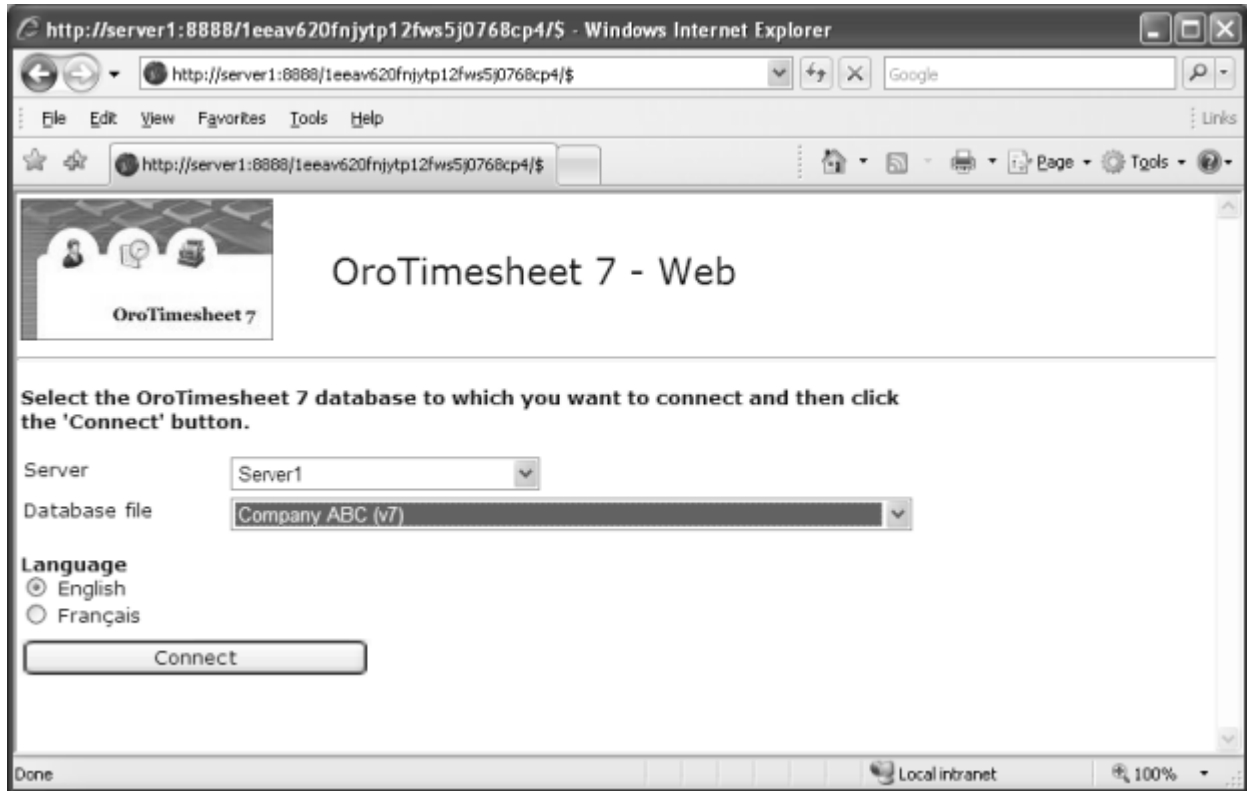
3. Test the web service of OroTimesheet 7.

From the computer where you installed the web service, start your Internet browser (such as Microsoft Internet Explorer) then enter the following address by replacing `server-name` by the name of the computer where the web service is running.

<http://server-name:8888>

For example, if the name of the computer is `server1`, enter <http://server1:8888>

The OroTimesheet 7 connection page should be displayed in your browser. Select the database you want to access then click the `Connect` button.



If no page is displayed, maybe that some parameters (such as the server name) in the **Services manager** utility are not valid. In such case, run back the **Services manager** utility, select the tab **Web Interface** then click the button **Configure** to verify parameters.

If an error page is displayed, verify that there is no firewall or security program that do not block communications on port 8888. Refer to your network administrator for more information.

Note that you can also change the web service port number also using the **Services manager** utility.

When everything is working well using the browser directly on the server, try to access the same address from another client computer. Again, if an error page is displayed, verify that there is no firewall or any other security program that could block communications on that port. Ask your network administrator for more information.

Finally, you could add a link to the OroTimesheet web version directly in a web page of your corporate Internet or Intranet web site so that your employees had only to click this link instead of always entering your server address followed by the port number. If you do not specify the port number in your browser, by default the browser will try to access port 80 (as indicated above, by default, the web service if configured on port 8888) and no page will be displayed.

Punch clock software for OroTimesheet

The punch clock software for OroTimesheet is already included in the OroTimesheet installation kit. You do not have to download or install additional files to use it.

The punch clock software can run in stand-alone mode as well as in multi-user mode. For example, you could install the punch clock software on several computers in your factory. So, your employees could punch in and out from any computer and all data would be always saved in the same centralized database.

To start the punch clock software, from the Windows `Start` button, select `Programs | OroTimesheet 7 | Punch clock`. Then, select the database you want to access.

After some seconds, you will be into the punch clock software ready to use it. If you cannot start the punch clock software and/or an error message is displayed, refer to the section `Technical support`.

For more information about the punch clock software for OroTimesheet, refer to the document `OroTimesheet 7 user's guide`.

Managing databases

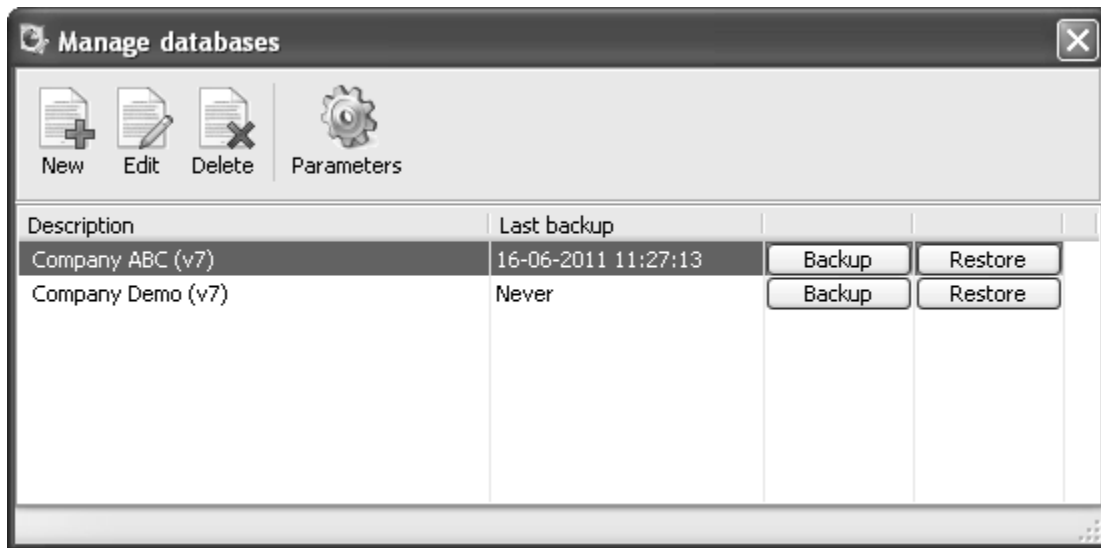
This option allows you to manage your databases. Each database usually contains data of a company. When installing OroTimesheet, the installation program automatically create two databases; One that usually hold your data and that is named `ot.fdb` and another one that contains fictive data and that is called `demo.fdb`.

To access that option, when you run OroTimesheet, select `This computer` from the section `Select a server` then click the button `Database management`.

Note that this option is available only if you installed OroTimesheet in stand alone mode or in multi-user mode (server part). If you installed OroTimesheet in multi-user mode (client part) you must obligatory go at the server console to be able to access that option. The only exception is if you are using a server Linux or Unix or any other non Windows server. In such case, that option will be available from any client computer.

From that option, you can create, modify or even delete databases. You can also backup and restore databases id needed.

It is also possible to restrict access to that option by adding a password using the button `Parameters`.



Backing up databases

We strongly recommend that you backup your data on a regular basis. Backing up your data protects you from losing your data by a hardware failure (computer, hard disk, etc.) or a software failure (operating system, virus, electricity lost, etc.).

OroTimesheet works with the FIREBIRD database engine. To make a backup copy of your database, you can use the option `Backup` available from the menu `Utilities` directly into OroTimesheet, the option `Database management` available when starting OroTimesheet or the `GBAK` utility of FIREBIRD.

No matter the way used when making a backup copy of your database, a copy of the database is created in a new file of type FIREBIRD backup format and this new file usually has the extension `.FBK`. Once that the backup file is created, we strongly recommend you to save this file on a cd-rom, a tape or any other media. For more information on different archive method or archive media, ask your computer supplier.

Important note:

If you are using a backup software, configure the software so that the software does not backup the database file. You must instead backup the backup file created using one of the methods indicated above. Indeed, if your backup software try to backup a database file that is in use, in some cases, this could damage the database.

If later, you get a problem and you have to restore your database, and a backup file was created using any method indicated above, you will be able to restore your database using the Database management option available when stating OroTimesheet or the GBAK utility of FIREBIRD.

Note that you cannot just only rename a backup file from the extension .FBK to the extension .FDB. It will not work. A backup file must obligatory be restored using the utility named OroTimesheet database utility or the GBAK utility of FIREBIRD.

Refer to the sections Restoring a database below for more information.

Backing up the database using the Backup option from the Utilities menu

This option is the simplest way to make a backup copy of your database. You just have to run the option Backup available from the menu Utilities and click on the button Start backup. No parameter is required. You can run this option even when employees are accessing the database. In fact, this option was specifically developed for this purpose.

This option creates a copy of the database file (in FIREBIRD backup format) in the same folder where is located the database you are currently accessing. Usually, the name of the file will be the name of the database with the date and hour and the extension will be .FBK instead of .FDB.

Backing up the database using the Database management option

On the right side of each database in the list, there is a button Backup. Just click that button to backup the database. No parameter is required. You can run this option even when employees are accessing the database. In fact, this option was specifically developed for this purpose.

This option creates a copy of the database file (in FIREBIRD backup format) in the same folder where is located the database you are currently accessing. Usually, the name of the file will be the name of the database with the date and hour and the extension will be .FBK instead of .FDB.

Backing up the database using the FIREBIRD GBAK utility

GBAK is a backup and restore utility that is included with FIREBIRD. GBAK is a command line utility and works the same way no matter if your database is located on a Windows, Linux or Unix server or on any other platform.

One of the benefits of using GBAK is to be able to backup your database using script files (batch files on Windows). So, using any scheduling software, you could run script files, for example, to automatically backup your database each night. Also, since the GBAK utility was specifically developed for FIREBIRD databases, you can even backup your database while users are using OroTimesheet and are accessing the database.

For more information about the FIREBIRD GBAK utility, refer to the documentation included with FIREBIRD. For more information about script files, refer to the documentation of the operating system where FIREBIRD server is installed.

Example of backup using GBAK under Windows

For our example here, the database is named `ot.fdb` and is located in the `C:\Documents and Settings\All Users\Application Data\OroLogic\OroTimesheet\Databases` folder. FIREBIRD is installed in the `C:\Program Files\Firebird\Firebird_2_5` folder.

From the Windows server where the database is located, start a command shell session and type the following command line (in one line and including double quotes):

```
"C:\Program Files\Firebird\Firebird_2_5\bin\gbak" -B -USER SYSDBA -PASSWORD
masterkey "C:\Documents and Settings\All Users\Application
Data\OroLogic\OroTimesheet\Databases\ot.fdb" "C:\Documents and Settings\All
Users\Application Data\OroLogic\OroTimesheet\Databases\ls.fbk"
```

The parameter `-B` indicates to the GBAK utility to make a backup.

The parameter `-USER` indicates the FIREBIRD user name to use. In this case, the `SYSDBA` FIREBIRD user is used (Do not confuse with users of OroTimesheet).

The parameter `-PASSWORD` indicates the FIREBIRD user password (in this case `SYSDBA`). By default the password of the FIREBIRD `SYSDBA` user is `masterkey` (in lowercase).

This command performs a backup of the `ot.fdb` database. The backup file will be named `ls.fbk`.

Important notice: The command above will work only if it is run directly from the server console. This command will not work if you run it through a client terminal server session or for example if the command is run in background from a task scheduler software. In such case, you must specify the server name as well as the port number on which Firebird is running (TCP/IP syntax). Usually, the default port number used is 3050. Verify your OroTimesheet connection parameters to see which port number to use in the command.

Here is the same example as above, except that the server name and port number are specified:

```
"C:\Program Files\Firebird\Firebird_2_5\bin\gbak" -B -USER SYSDBA -PASSWORD
masterkey "localhost/3050:C:\Documents and Settings\All Users\Application
Data\OroLogic\OroTimesheet\Databases\ot.fdb" "C:\Documents and Settings\All
Users\Application Data\OroLogic\OroTimesheet\Databases\ls.fbk"
```

In this example, the server is named `localhost` and the port number on which Firebird is running is 3050. Note that you must add the character `/` between the server name and the port number and add the character `:` after the port number. Please, also note that you could enter the IP address of the server instead of its name.

Example of backup using GBAK under Linux or Unix

For our example here, the database is named `ot.fdb` and is located in the `/home/orotimesheet7` folder. FIREBIRD is installed in the `/opt/firebird` folder.

From the Linux or Unix server where the database is located, start a command shell session and type the following command line (in one line):

```
/opt/firebird/bin/gbak -b -user SYSDBA -password masterkey
/home/orotimesheet7/ot.fdb /home/orotimesheet7/ls.fbk
```

The parameter `-b` indicates to the GBAK utility to make a backup.

The parameter `-user` indicates the FIREBIRD user name to use. In this case, the `SYSDBA` FIREBIRD user is used (Do not confuse with users of OroTimesheet).

The parameter `-password` indicates the FIREBIRD user password (in this case `SYSDBA`). By default the password of the FIREBIRD `SYSDBA` user is `masterkey` (in lowercase).

This command performs a backup of the `ot.fdb` database. The backup file will be named `ls.fbk`.

Restoring a database

Restoring a database using the Database management option

First, be sure that nobody is accessing the database you want to restore. After it, on the right side of each database in the list, there is a button `Restore`. Just click that button to restore your database. The list of backups you made in the past will be displayed. Select the backup to restore then click `Restore`.

When the restore is completed, you can run OroTimesheet and access your database.

Restoring the database using the FIREBIRD GBAK utility

First, be sure that nobody is accessing the database you want to restore. Then copy the backup file in the same folder where is located the database to restore.

Example of Restore using GBAK under Windows

For our example here, our backup file is named `ls.fbk` and is located in the `C:\Documents and Settings\All Users\Application Data\OroLogic\OroTimesheet\Databases` folder. FIREBIRD is installed in the `C:\Program Files\Firebird\Firebird_2_5` folder.

From the Windows server where the database is located, start a command shell session and type the following command line (in one line and including double quotes):

```
"C:\Program Files\Firebird\Firebird_2_5\bin\gbak" -REP -USER SYSDBA -PASSWORD
masterkey "C:\Documents and Settings\All Users\Application
Data\OroLogic\OroTimesheet\Databases\ls.fbk" "C:\Documents and Settings\All
Users\Application Data\OroLogic\OroTimesheet\Databases\ot.fdb"
```

The parameter `-REP` indicates to the GBAK utility to make a restore.

The parameter `-USER` indicates the FIREBIRD user name to use. In this case, the `SYSDBA` FIREBIRD user is used (Do not confuse with users of OroTimesheet).

The parameter `-PASSWORD` indicates the FIREBIRD user password (in this case `SYSDBA`). By default the password of the FIREBIRD `SYSDBA` user is `masterkey` (in lowercase).

This command restore the file `ls.fbk` over the file `ot.fdb`.

Important notice: The command above will work only if it is run directly from the server console. This command will not work if you run it through a client terminal server session or for example if the command is run in background from a task scheduler software. In such case, you must specify the server name as well as the port number on which Firebird is running (TCP/IP syntax). Usually, the default port number used is 3050. Verify your OroTimesheet connection parameters to see which port number to use in the command.

Here is the same example as above, except that the server name and port number is specified:

```
"C:\Program Files\Firebird\Firebird_2_5\bin\gbak" -REP -USER SYSDBA -PASSWORD
masterkey "C:\Documents and Settings\All Users\Application
Data\OroLogic\OroTimesheet\Databases\ls.fbk" "localhost/3050:C:\Documents and
Settings\All Users\Application Data\OroLogic\OroTimesheet\Databases\ot.fdb"
```

In this example, the server is named `localhost` and the port number on which Firebird is running is 3050. Note that you must add the character `/` between the server name and the port number and add the character `:` after the port number. Please, also note that you could enter the IP address of the server instead of its name.

Example of Restore using GBAK under Linux or Unix

For our example here, our backup file is named `ls.fbk` and is located in the `/home/orotimesheet7` folder. FIREBIRD is installed in the `/opt/firebird` folder.

From the Linux or Unix server where the database is located, start a command shell session and type the following command line (in one line):

```
/opt/firebird/bin/gbak -rep -user SYSDBA -password masterkey
/home/orotimesheet7/ls.fbk /home/orotimesheet7/ot.fdb
```

The parameter `-rep` indicates to the GBAK utility to make a restore.

The parameter `-user` indicates the FIREBIRD user name to use. In this case, the `SYSDBA` FIREBIRD user is used (Do not confuse with users of OroTimesheet).

The parameter `-password` indicates the FIREBIRD user password (in this case `SYSDBA`). By default the password of the FIREBIRD `SYSDBA` user is `masterkey` (in lowercase).

This command restore the file `ls.fbk` over the file `ot.fdb`.

Licensing

You can use OroTimesheet for a free 45-day trial period. During this period, each time you start OroTimesheet and no valid license numbers are detected, a dialog box is displayed indicating the number of days remaining to your trial period.

There is no software limitation when you are in trial mode. So, you can use OroTimesheet in stand-alone mode as well as in multi-user mode without any problem. After having evaluated OroTimesheet, if you decide to buy or rent it, you will have nothing to reinstall or reconfigure. Your data will also be preserved in the database even if the trial period is over. You will only have to enter license numbers that you will receive by e-mail to automatically unlock OroTimesheet and continue to use it.

Number of licenses required

To continue to use OroTimesheet after the 45-day trial period, you must buy or rent one or several licenses. Licenses are the same no matter if your employees are using OroTimesheet (the Windows program) or the web interface. You need at least one license for each employee that must use OroTimesheet. In fact, you can install OroTimesheet on any number of computers you want since licenses are managed per employee instead of per computer.

For example, if you have 5 employees that must use OroTimesheet (no matter if they are using OroTimesheet simultaneously or not), you will need 5 licenses. **Please note that licenses are not concurrent.** So, even if there is never more than 3 employees that are using OroTimesheet at the same time, you will even need 5 licenses.

The only exception is for the punch clock software for OroTimesheet. To be able to use the punch clock software after the 45-day trial period, you must buy or rent one or several licenses of type `punch clock`. Unlike OroTimesheet licenses, licenses for the punch clock software are managed per computer and not per employee. So, you will need one different license of type `punch clock` for each computer on which you want to use the punch clock software for OroTimesheet. Please note that since the punch clock software works jointly with OroTimesheet, for each license of type `punch clock` you buy or rent, you get one license of OroTimesheet for free.

Please also note that the number of licenses does not limit the number of employees you can create into OroTimesheet. For example, if only one employee uses OroTimesheet to enter time for 50 employees, in that case, you will only need one license since only one employee will use OroTimesheet even if 50 employees are created in the database.

Licenses of type Plug-In

Licenses of type Plug-in are optional. There is licenses of type Plug-in for `QuickBooks` and licenses of type Plug-in for `Simply Accounting`. The license of type Plug-in for `QuickBooks` allows you to synchronize data with QuickBooks while the license of type Plug-in for `Simply Accounting` allows you to synchronize data with Simply Accounting.

If you need to synchronize data with QuickBooks, you need to rent only one license of type Plug-in for `QuickBooks` no matter the number of users that are using OroTimesheet into your enterprise. The same rule applies if you need to synchronize data with Simply Accounting and that you want to rent a license of type Plug-in for `Simply Accounting`.

Adding licenses into OroTimesheet

When you buy or rent OroTimesheet licenses, you will receive your licenses by e-mail (in a file in attachment). Once received, you must add it into OroTimesheet. To do that, double-click on the file that contains license numbers to open it. Select all text (including <BEGIN-LIC-OT> and <END-LIC-OT> tags) then copy all the text in the clipboard. After it, click on the button `Add my licenses to OroTimesheet` from the dialog box that displays the number of days remaining to your trial period, or click the `Add` button from the option `Licenses manager` available in the `Tools | Licenses manager` menu of OroTimesheet. Paste all the text in the edit box and click `OK`. License numbers will be automatically decrypted and OroTimesheet will be automatically unlocked for the number of employees that corresponds to the number of licenses decrypted. In the case of licenses of type `punch clock` OroTimesheet will be automatically unlocked for the number of computers that corresponds to the number of licenses of type `punch clock` decrypted.

Note that license numbers are kept directly into the database. So, you only need to add licenses once from any computer.

License assignation

By default, when adding new licenses into OroTimesheet, these licenses are not assigned to any employee. As employees access OroTimesheet, a license is automatically assigned to them forever. So, even if the employee quit OroTimesheet, the license remains assigned to this employee any time. If a new employee try to access OroTimesheet and all licenses are already assigned, this new employee will receive a message indicating that no more licenses are available. OroTimesheet never unassign a license already assigned to an employee.

When an employee does not need to use OroTimesheet anymore (for example, because this employee does not work for your organization anymore), you can assign its license to another employee. To do that, from the `Licenses manager` option available from the menu `Tools | Licenses manager` select the license you want to assign to another employee then click the `Assign` button. Then, select `Assign to...` then select the name of the new employee.

It can happen that for a license, OroTimesheet indicates that the employee is connected to OroTimesheet but in fact, the employee is not into OroTimesheet anymore (for example if the computer of this employee had a problem and the employee was not able to quit OroTimesheet by the correct way). In that case, if the employee try to run back OroTimesheet, he could receive a message indicating that he is already connected on another computer if there is no more licenses available (non assigned).

In a such case, if the employee wait 15 minutes before running back OroTimesheet, OroTimesheet will detect the problem and will allow back the employee to use OroTimesheet. However, if the employee wants that the license be available immediately (because he cannot wait), then, you could manually unassign the license that this employee is using. To do that, from the option `Licenses manager` available in the menu `Tools | Licenses manager` select the license you want to unassign then click the `Assign` button. Then, select `Unassign` from the menu. **Warning: never unassign a license that is really in use by an employee else OroTimesheet will stop working for this employee. This employee will have to restart OroTimesheet. Please also note that usually, you never have to use the option `Unassign`.**

Assignment of license of type punch clock

Licenses of type `punch clock` work mainly the same way as licenses for OroTimesheet. The only difference is that licenses are assigned per computer instead of per employee. By default, when adding new licenses of type `punch clock` into OroTimesheet, these licenses are not assigned to any computer. As computers with the punch clock software access OroTimesheet, a license is automatically assigned to them forever. So, even if you close the punch clock software on a computer, the license remains assigned to this computer any time. If a new computer try to run the punch clock software and all licenses are already

assigned, a message indicating that no more licenses are available will be displayed. OroTimesheet never unassign a license of type `punch_clock` already assigned to a computer.

When you do not need to run the punch clock software on a specific computer anymore, you can release the license assigned to this computer so that this license become available for another computer. To do that, from the `Licenses manager` option available from the menu `Tools | Licenses manager` select the license you want to release then click the `Assign` button. Then, select `Unassign`.

It can happen that for a license that OroTimesheet indicates that the computer is connected but in fact, the punch clock software is not running on that computer (for example if the computer had a problem and the punch clock software was not closed by the correct way). In that case, if you try to run the punch clock software from this computer, you could receive a message indicating that there is no more licenses available.

In a such case, if you wait 15 minutes before running back the punch clock software on that computer, the software will detect the problem and will allow back to run the punch clock software. However, if you want to run the punch clock software immediately on that computer, then, you could manually unassign the license that this computer is using. To do that, from the option `Licenses manager` available in the menu `Tools | Licenses manager` select the license you want to unassign then click the `Assign` button. Then, select `Unassign` from the menu. **Warning: never unassign a license that is really in use by the punch clock software else the punch clock software will stop working on that computer. You will have to restart the punch clock software on that computer. Please also note that usually, you never have to use the option `Unassign`.**

Technical support

To get technical support on installation and/or use of OroTimesheet here are the different sources of information available:

Support via our web site :

You can, 24 hours a day, 7 days a week, access the **Support** section of our web site, at <http://www.oroologic.com>. The **Support** section of our web site is updated on a regular basis and you can consult the list of frequent problems and their suggested solutions. This service is free for all users of OroTimesheet.

Online support request:

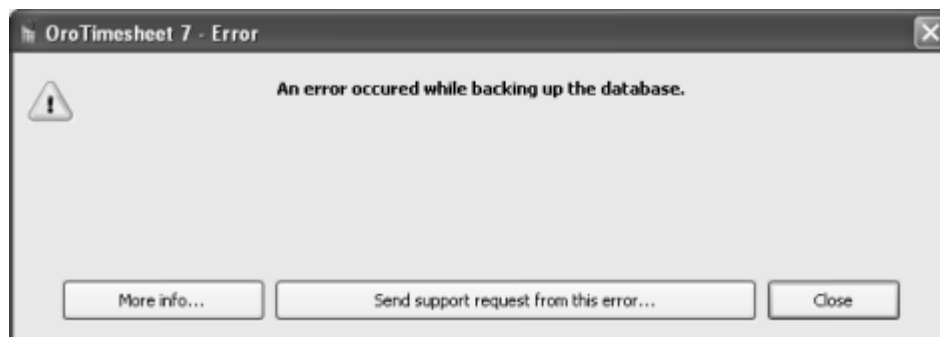
From the menu **Help | Online services | Fill an online support request** of OroTimesheet, you can fill an online support request. This option automatically open your browser and access the Online support request form in the **Support** section of our web site at <http://www.oroologic.com>. Support requests made directly from this form are usually faster to answer and process since most information we need are automatically filled.

This service is free for all OroTimesheet users. Note that support requests from users that already rent OroTimesheet licenses will be processed in priority.

If for any reason, you cannot run OroTimesheet and you do not have access to the OroTimesheet **Help** menu, you can access to the online support request form by accessing the **Support** section of our web site at <http://www.oroologic.com>.

Error messages:

If you fill a support request, according to an error or problem you get when you are using OroTimesheet, please add this error message in the description of your support request. When an error message is displayed on screen, just click the **More info...** button then click **Copy to clipboard**. After it, just paste it in your support request description. You can also click directly on the button **Send support request from this error** from this error.



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