



Workforce Management



Human Resources



360°-365 WORKFORCE MANAGEMENT



Security Systems Management



Partners Support Center

LESSON 34



DEAR VALUED DISTRIBUTOR & BUSINESS PARTNER, SYNEL PROUDLY PRESENTS YOU TO SY-HARMONY DEMO SERVER

The HARMONY Demo Server allows you to experiment with world leading Workforce & Security Management Solutions for Organizations. SYNEL offers you to try this innovative service to experience what HARMONY has got to offer

For better training click anywhere to view the 34st lesson

The password is active for one week | to get your password please contact:

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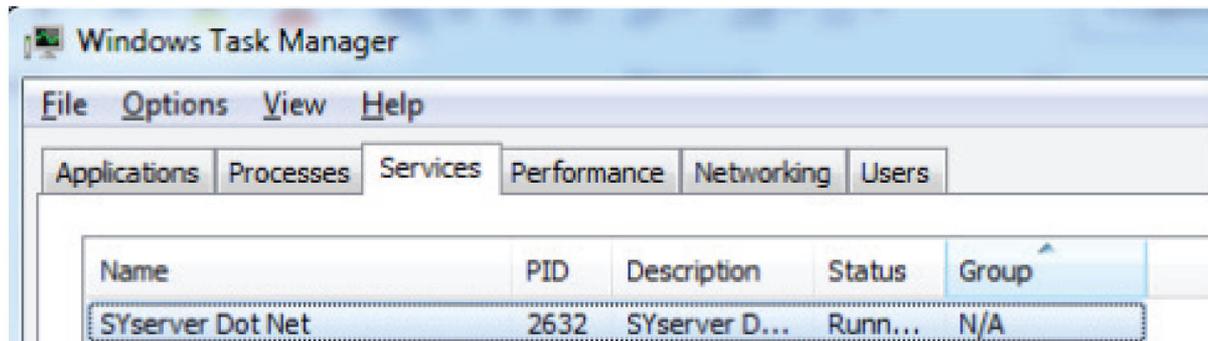
Types of Problems and Their Cause

Understanding the data flow can help to troubleshoot problems that might occur.

Missing Data and Terminals Work Offline

If Harmony is missing data or terminals work in offline mode instead of online mode, the SY-Server should be checked.

- Check the list of services at the server to see if the SY-Server service is active
- Restart the service
- Check the SY-Server logs to find the cause of the problem



Web Users Get Disconnected or Can't Run Harmony

If users can't login to Harmony or get disconnected from the data base you should check the IIS.

- Check the list of services at the server to see if the SQL Serverservice is active
- Restart the service

Harmony Users Get Disconnected or Can't Run Harmony

If users (not only Web users) can't login to Harmony or get disconnected from the data base, you should check HarmonySRV.

- Check the list of services at the server to see if the Harmony Server is active
- Restart the HarmonySRV service
- Use a query analyzer running with administrator privileges to connect the Harmony Server to the SQL data base.

Problems with Calculations

For example, John Smith worked from 8:00 – 20:00 and work rule calls for a 1 hour unpaid break, the report should list 12 hours total; 11 hours for pay. If the report lists 12 hours for pay there is a calculation problem.

- Check the work rule to make sure that deduction of the 1 hour break is defined correctly.
- If the work rule is defined correctly, reprocess.
- If this does not solve the problem, contact Synel's technical support

