Table of Contents

Troubleshooting T&A Report Absence Issue

There are several reasons why your T&A report result is appearing as an absence.
Refer to the instructions below to see that you have configured your T&A properly.

Affect Result is not checked

If you do not check affect result for a time category in the **Daily Schedule**, all result will appear as absence.

Grace is not checked

If you want the **Late In** or **Early Out** results, you have to check **Grace** on. If you do not want to configure any grace minutes you can leave it as 0.

T&A Event Type is not set in the device

If you are not using **First Check-In / Last Check-Out**, set up the T&A key as necessary.
Detailed instruction about the T&A key and mode type are provided in the administrator's manual.

Minimum Duration is not met

If you have set a **Minimum Duration** for a **Daily Schedule** and the user has not fulfilled the entire time, the result will be absence.

Multiple Sequential Check-in or Check-out Events

> If you use T&A keys, the option of First Check-in / Last Check-out on Daily Schedule will be ignored.

If you have sequential events of the same kind, the logic of BioStar 1 T&A is as follows:

a. Only the last IN of multiple IN is calculated.

b. Only the first OUT of multiple OUT is calculated.

Below is a sample of **IN IN** IN OUT sequence. The first 2 IN are ignored.

Below is a sample of IN OUT **OUT OUT** event sequence
The last 2 OUT are ignored.

Date	User Name	Shift	Daily Schedule	First-L.	Last-Out T.	Result	First-In	Last-Out	BreakTime	WorkTime
Date: 12/5/2016										
12/5/2016	ethan left index (a...	Normal Shift	Normal Schedule	09:00	12:00	Normal	Check-In	Check-Out	02:00	01:00

Detailed editing

Date	2016-12-05	Name	ethan left index (admin
User ID	1	Result	Normal

Event date	Event time	Event	Device
2016-12-05	09:00:00	Check-In	20152[192.168.14...
2016-12-05	10:00:00	Check-Out	20152[192.168.14...
2016-12-05	11:00:00	Check-Out	20152[192.168.14...
2016-12-05	12:00:00	Check-Out	20152[192.168.14...

Please refer to TS0054 - BioStar - T&A Basic with FAQ for more information about basic T&A configuration.