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Troubleshooting T&A Report Absence Issue

There are several reasons why your T&A report result is appearing as 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.

Basic Information

Name: Normal Schedule
Description:

Details

Day Start Time: 0 : 0 ☐ First Check-In / Last Check-Out

Current day: 0 6 12 18 24

Next day:

TimeCategory	Start/End Time	Grace(St...	Grace(End)	Rounding...	Rounding...
Normal Hours	08:00~17:00	Not Use	Not Use	0	0

Time Slot

Start Time: 8 : 0 ☐ Next
Time Category: Normal Hours ☒
☐ Grace(Start) 0
☐ Grace(End) 0
☐ Auto Check IN
☐ Auto Check OUT
End Time: 17 : 0 ☐ Next
Minimum Duration(Min) 0
Rounding(In) 0
Rounding(Out) 0
☒ Affect Result

Buttons: Add, Modify, Delete, Delete All

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.

Time Slot

Start Time: 9 : 0 ☐ Next End Time: 17 : 45 ☐ Next

Time Category: Normal Hours ☒

☒ Grace(Start) 0 Minimum Duration(Min) 0

☒ Grace(End) 0 Rounding(In) 0

☐ Auto Check IN Rounding(Out) 0

☐ Auto Check OUT ☒ Affect Result

Add Modify Delete Delete All

Date	ID	User Name	Departm...	Shift	Daily Sch...	First-In ...	Last-Ou...	Result
Date: 1/16/2017								
1/16/2017	10	James		Normal	0900-1745	09:51	16:36	Late In/Early Out

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.

Day Start Time: 0 : 0 ☐ First Check-In / Last Check-Out

Current day: 0 6 12 18 24

Next day: 0 6 12 18 24

TimeCategory	Start/End Time	Grace(St...	Grace(End)	Rounding...	Rounding...
Normal Hours	08:00~17:00	Not Use	Not Use	0	0

Time Slot

Start Time: 0 : 0 ☐ Next End Time: 0 : 0 ☐ Next

Time Category: All night(Sample) ☒

Minimum Duration(Min) 600

Add Modify Delete

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.

Operation Mode | Fingerprint | Network | Access Control | Input | Output | Black List | Display/Sound | **T & A** | Wiegand

T & A Mode: Manual

TA Key	Caption	Schedule	Fixed or Not	Use Relay	Event Type
< x 1		No Time	Use	Use	In
> x 1		No Time	Not Use	Use	Out
> x 2		No Time	Not Use	Use	Out
> x 3		No Time	Not Use	Use	Out

T & A Key

Function Key: < x 1 ☐ Fixed Event

Event Caption: ☐ Use Relay

Auto Mode Schedule:

Event Type: Not Use

☐ Regard as normal check-in/check-out event ☐ Only Result

☐ Add work time after this event

Add Modify Delete Delete All

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

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

Date	User Name	Shift	Daily Schedule	First-In	Last-Out T...	Result	First-In	Last-Out	BreakTime	WorkTime
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-In	20152[192.168.14...]
2016-12-05	11:00:00	Check-In	20152[192.168.14...]
2016-12-05	12:00:00	Check-Out	20152[192.168.14...]

Event Property

Date: This Day Time: 4:00:00 PM

Event: Check-In Device: 20152[192.168.14...]

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.

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