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[FAQ](#), [BioStar 1](#), [T&A](#), [Report](#)

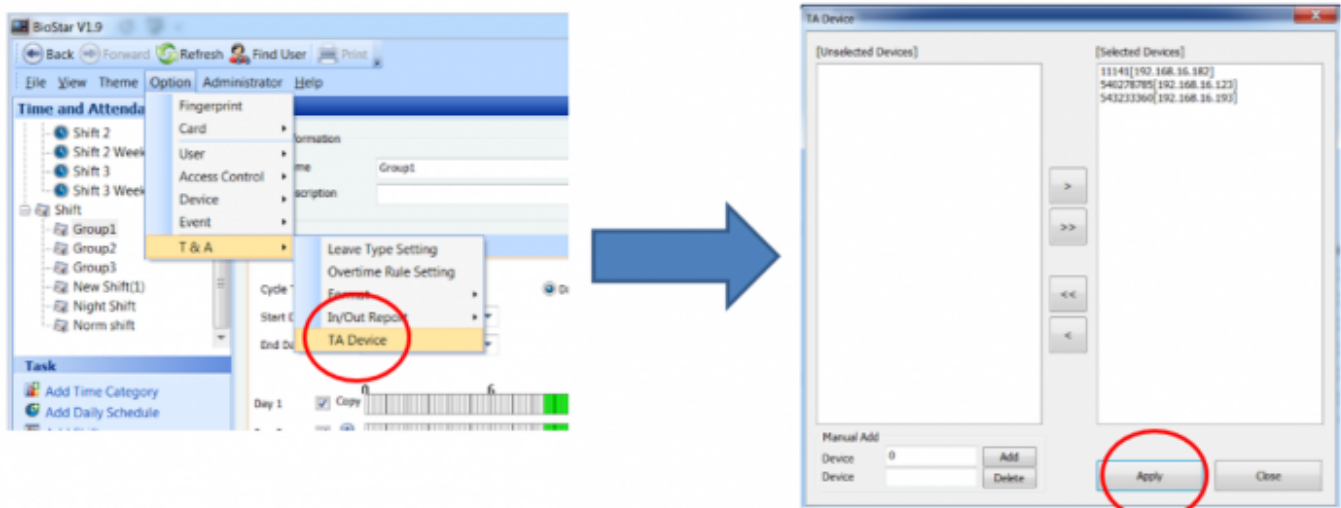
# Troubleshooting T&A Reports with Wrong Results

Please see if you know the answers for the questions below to resolve your T&A report issue.

## Is the device registered as a T&A Device?

The TA device menu only applies to BioStar 1.8 and above.

Please check if the device is on the **[Selected Devices]** on **T&A > TA Device** menu.



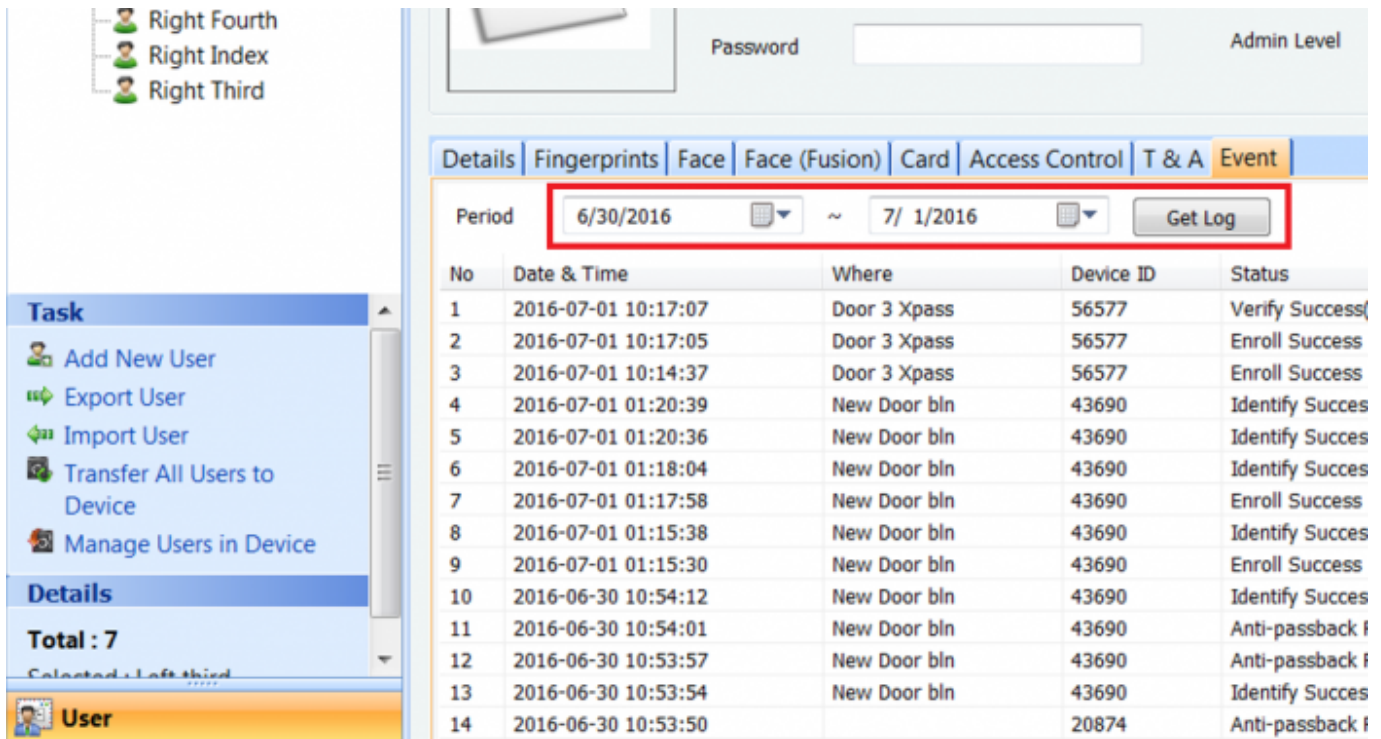
Even if it appears on the **[Selected Devices]** please click **Apply** to double confirm. Sometimes the configuration is not applied in the database until you press Apply.

## Can you find the user log?

### Checking the user event log

Is the result appearing wrong on the report or did the user not punch in at all?  
You can check by checking the event log based on user.

1. Click on the **User** menu.
2. Select a user.
3. Click on the **Event** tab.
4. Select a time period you need to check.
5. Click **Get Log**.



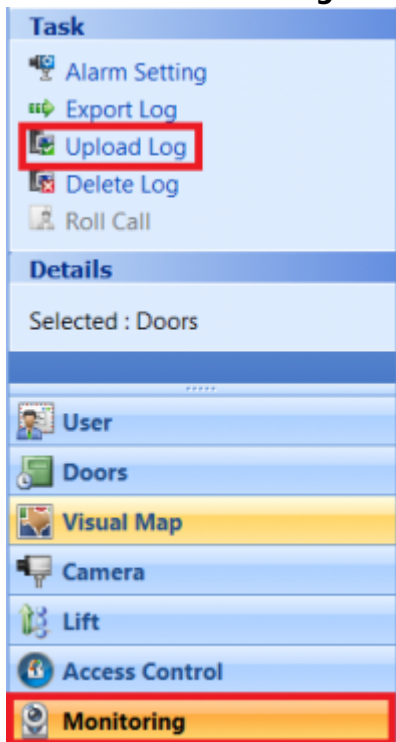
The screenshot shows the BioStar software interface. On the left, there is a sidebar with a 'Task' menu containing options like 'Add New User', 'Export User', 'Import User', 'Transfer All Users to Device', and 'Manage Users in Device'. Below this is a 'Details' section showing 'Total : 7' and 'Selected : Left third'. At the bottom of the sidebar is a 'User' section. The main area on the right has a top bar with a 'Password' field and 'Admin Level' text. Below this is a tabbed interface with tabs for 'Details', 'Fingerprints', 'Face', 'Face (Fusion)', 'Card', 'Access Control', 'T & A', and 'Event'. The 'Event' tab is selected. In the 'Event' tab, there is a 'Period' section with date pickers set to '6/30/2016' and '7/ 1/2016', and a 'Get Log' button. Below this is a table with the following data:

No	Date & Time	Where	Device ID	Status
1	2016-07-01 10:17:07	Door 3 Xpass	56577	Verify Success
2	2016-07-01 10:17:05	Door 3 Xpass	56577	Enroll Success
3	2016-07-01 10:14:37	Door 3 Xpass	56577	Enroll Success
4	2016-07-01 01:20:39	New Door bln	43690	Identify Success
5	2016-07-01 01:20:36	New Door bln	43690	Identify Success
6	2016-07-01 01:18:04	New Door bln	43690	Identify Success
7	2016-07-01 01:17:58	New Door bln	43690	Enroll Success
8	2016-07-01 01:15:38	New Door bln	43690	Identify Success
9	2016-07-01 01:15:30	New Door bln	43690	Enroll Success
10	2016-06-30 10:54:12	New Door bln	43690	Identify Success
11	2016-06-30 10:54:01	New Door bln	43690	Anti-passback f
12	2016-06-30 10:53:57	New Door bln	43690	Anti-passback f
13	2016-06-30 10:53:54	New Door bln	43690	Identify Success
14	2016-06-30 10:53:50		20874	Anti-passback f

## Uploading the logs manually

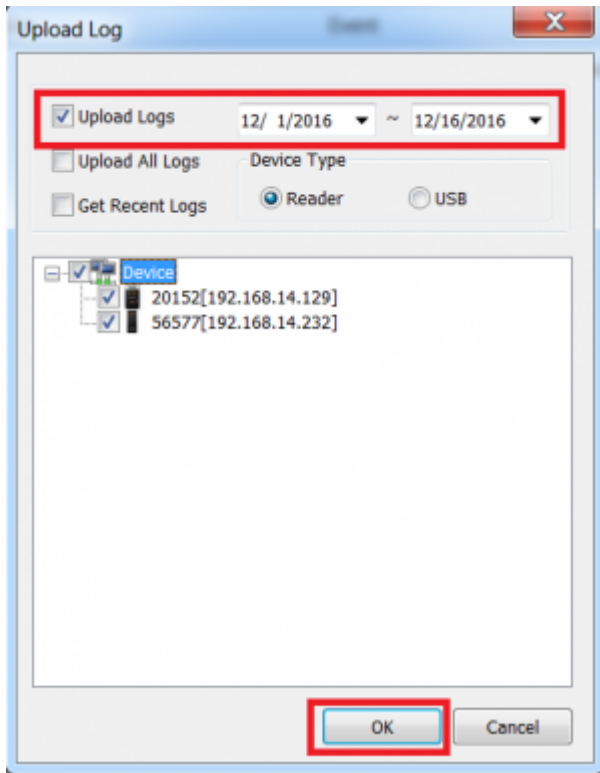
It is possible that the logs did not upload to BioStar Server properly. Follow the instructions below to manually upload the logs to the server:

1. Go to the **Monitoring** menu.



The screenshot shows the BioStar software interface. On the left, there is a sidebar with a 'Task' menu containing options like 'Alarm Setting', 'Export Log', 'Upload Log', 'Delete Log', and 'Roll Call'. Below this is a 'Details' section showing 'Selected : Doors'. At the bottom of the sidebar is a 'Monitoring' section. The 'Monitoring' section is highlighted with a red box. The 'Monitoring' section contains the following items: 'User', 'Doors', 'Visual Map', 'Camera', 'Lift', 'Access Control', and 'Monitoring'.

2. Click **Upload Log**.



## Is the device time synchronized with the server?

If the device is not on server mode and the device time was wrong, your time sync may be wrong. In that case, refer to the link below to configure the device to server mode and synchronize the time with server.

[Automatic time synchronization](#)

Additionally, if the device time had a time that is further in the future than what the server time was, the log index might be wrong so the log will not upload automatically to the server. In that case refer to the link [How to troubleshoot if logs aren't uploading automatically in server mode](#) to resolve your issue.

## Have you upgraded BioStar recently from another version?

Please check that you upgraded BioStar properly and ran DBSetup.exe. Upgrade instructions are shown below.

[How to Upgrade BioStar 1](#)

## Do you have multiple Check-in or Check-outs?

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.

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

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...

Below is a sample of **IN OUT OUT OUT** event sequence.

The last 2 OUT 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

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 the following attachment for more information about basic T&A configuration and issues:

[ts0054\\_-\\_biostar\\_-\\_t\\_a\\_basic\\_with\\_faq.pdf](#)

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