Attendance FAQ

1. How to install web application or webhosting?

Enable the windows features for web hosting, procedure given in YouTube link.

YouTube link- https://www.youtube.com/watch?v=Hv98ZRGzKdA

2. What is the application name for android?

Smart office Lite :

https://play.google.com/store/apps/details?id=com.Smartoffice.SmartOfficelight

3. What is the mobile app name for Iphone?

SOS Bio Lite : https://apps.apple.com/us/app/sosbio-lite/id6472305676

4. PL is not allowed in our company? How to delete it?

Do not delete the Leave type.

Go to category > Edit it > Disable the PL leave in Leave Applicable types.

5. Employee Unable to Login in Mobile application, but able to Login in ESS.

à Check the Employee DOR in Employee master

6. COFF balances are showing Wrong or COFF balances are visible but unable to apply Leave.

Change the COFF lapse days to 'O' & update the Compoff bal**ance**

Utilities > Update compoff balance > mention the Emp code > Credit Compoff Leave

Reset the COFF lapse days as previous

7. How to generate only Present / Absent / Missed out punch employees reports ?

Reports > Daily Attendance > Select the Status like Present or Absent > Generate.

8. I have created the Holiday but it's not reflecting in Reports.

Check the Company name of Employee & also Public Holiday.

9. Does Leave have a monthly Lapse Concept ?

No lapse concept on monthly basis

10. Is there any Auto deduct leave option on Absent days?

Yes.

Go to Category > Edit it > Late by/Early by(mines) > Enable 'Deduct Leave Less Work Duration' & 'Deduct Leave For Zero Duration Only' options

11. Unable to apply the Leave due to "Attendance month is locked" Error.

If Attendance /Payroll month is not yet created, create it & make sure it is unlocked.

12. "No Leave balance" error while applying leave from ESS even though the balance is available.

If the Previously applied Leaves are in applied state, then it need to be approved or declined to apply leaves.

13. Device Management & Reports menus are missing in Cloud Application.

It is due to Employee count/ESS count exceeding, you can resign the employees / remove the Employee' s ESS credentials through employees selected details sheet respectively.

14. OT is not displaying in Reports, even though OT formula is defined in the Category.

Disable OT Approval Required in Category (If it is on Auto approval Basis).

15. Desktop Application automatically getting closed while downloading logs of N series Machine.

Troubleshoot the application then try to download the Logs.

16.Unable to Import Employee Other details in Cloud software.

Employee other details sheet must be in Excel work book type (.xlsx extension)

17.Unable to import employee other details in Web Software.

Make "Enable 32-bit Application as **True"** in Application pool & sheet must be in .csv format

18.Does Auto Deduct Leave will work with Partial day Settings?

No

19. Without any single punch can we mark an employee as Present for Whole month?

Enable "MarkFullA InFull" option in Category Basic Details.

20. Error While Adding Public Holiday in Cloud? ⌞SEP⌟

Mention the Remarks

21. Error While Applying Leaves from the Admin Portal?

Mention the Remarks

22. Can we allow only limited employees to synch from the Biometric Device to SmartOffice application instead of all the employees?

Yes, Enable the "Disable Auto create employee" option in Master settings & Import the employees data in the software which needs be synched.

23. Requests (like Leave, Att Reg) applied by employees are not available in Pending Approvals in Admin portal.

If the Month is not created in Attendance/Payroll month, Create it & then check. ⌞SEP⌟