

NEOCLOCK FOR WINDOWS

TROUBLESHOOTING

a/ The **POWER LED** (industrial version) or **left LED** (desk version) **remains out:**

The NeoClock receiver is not powered correctly.

- ☞ Check that the cable is correctly connected to the serial port of your PC.
Check that the NeoClock program is correctly started and that the port setting corresponds the physical port used by the NeoClock receiver.

b/ The **RADIO SIGNAL LED** (industrial version) or **right LED** (desk version) **remains out:**

The LED remains out although the POWER LED (left LED on the desk version) flashes every second.

The receiver works correctly but cannot decode the radio signal from the atomic clock.

- ☞ Move the receiver until you find a place providing a better reception level (see § 7.2/ IMPORTANT REMARKS for the positioning of the receiver).

c/ error messages on the time server:

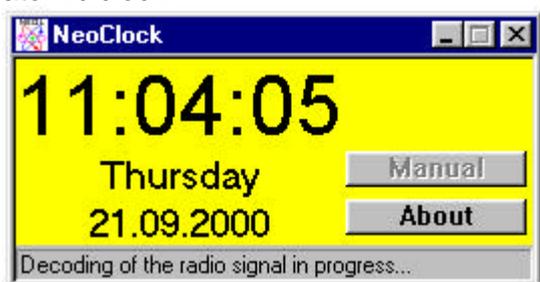
Not yet synchronized

The program has just been started and did not receive time data from the NeoClock receiver.



Decoding of the radio signal in progress...

The program has just been started and waits for the reception of a first time sequence from the atomic clock.



Time difference too large

The NeoClock receiver transmitted a time sequence which presents a too large difference compared to the hour of the computer system clock. This difference (safety option) can be specified in the window **advanced setting** of the **NeoClock control panel**.

If the computer system clock presents a too large difference compared to the official hour, there are two way to solve the problem:

☞ Solution 1:

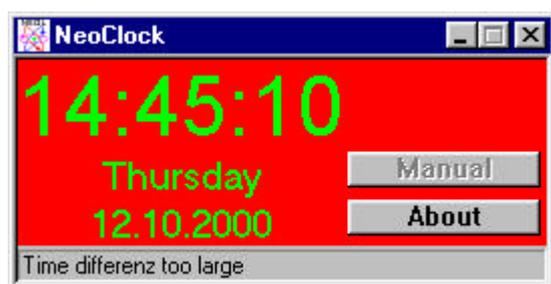
Adjust manually the system clock with a precision which corresponds to that indicated in the **advanced setting** window of the **NeoClock control panel** (default setting: 1 minute and 10 seconds).

☞ Solution 2:

1. In the **advanced setting** window of the **NeoClock control panel**, deactivate the first option.
2. Click on **OK**, then on **Save** in the **NeoClock control panel**.
3. As soon as the computer system clock is synchronized, return in the **advanced setting** window of the **NeoClock control panel** and select the first option again.
4. Click on **OK**, then on **Save** in the **NeoClock control panel**.

Advice:

For optimum safety, we recommend that you select this first option in the **advanced setting** window and specify a relatively small difference (default setting: 1 minute 10 seconds).



Timeout error

The program has not received time data from the NeoClock receiver for more than 1 minute and 15 seconds.

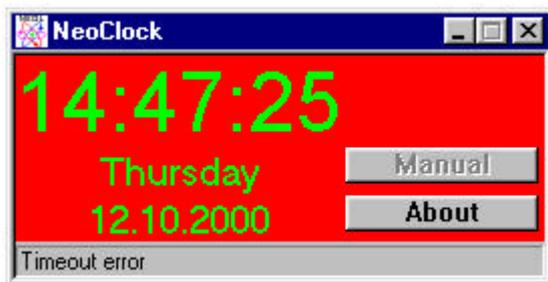
☞ Solution:

1. Check that the NeoClock receiver is correctly connected to the time Server. Check that you selected the port used to connect the NeoClock receiver:

In the **Control panel** of the Time Server, double-click on **NeoClock Time Synchronization** then check the port chosen in the **Port** section (if necessary choose another port in the pulldown menu).

Note: The left LED of NeoClock must blink every second after starting of the program (or Service) **NeoClock Time Synchronization**.

2. Stop and start again the **NeoClock Time Synchronization** program (or Service).



Last synchronization: date - hour

Shows the date and the hour of the last time synchronization.



d/ error messages on the time client:

TCP Connect: 8

The time client cannot communicate with the time server.

☞ Solution:

1. Check on the time server that the two programs **NeoClock** and **NeoSrv** (under Windows 95/98/Me) or the two services **NeoClock Time Synchronization** and **NeoClock Time Server** (under Windows NT and 2000) are correctly started.
To check the started programs or services:
 - under Windows 95/98/Me: push only once on Ctrl+Alt+Del,
 - under Windows NT and 2000: in the **Administration tools**, double-click on **Services**.
2. Check on the time client that the address (TCP/IP or IPX/SPX) or the name of the time server indicated during the configuration corresponds to the address or to the name of the time server.
To check:
 - the name of the time server: in the **Control Panel**, double click on **NeoClock Time Client** then click on **Test**,
 - the TCP/IP address of the time server: in a MS-DOS window of the time client, type **PING** followed by the TCP/IP address of the time server).
3. Check that you have selected the same protocol on the time server as during the configuration of the time client.
To check the selected protocol of the time server:
 - in the **Control Panel** of the time server, double-click on **NeoClock Time server**.
4. Reload the last **Service Pack** after having installed the NeoClock programs.