

# Chronologic Restarting the Watch Service

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### 1.1 What is the Watch Service

The Watch Service is a Windows Service that normally runs on the server where the database is installed, but doesn't have to be.

The Watch Service collects clocking data from clocking terminals, imports data from data files and sends out Workflow and other Emails from the system.

### 1.2 Watch Service Issues

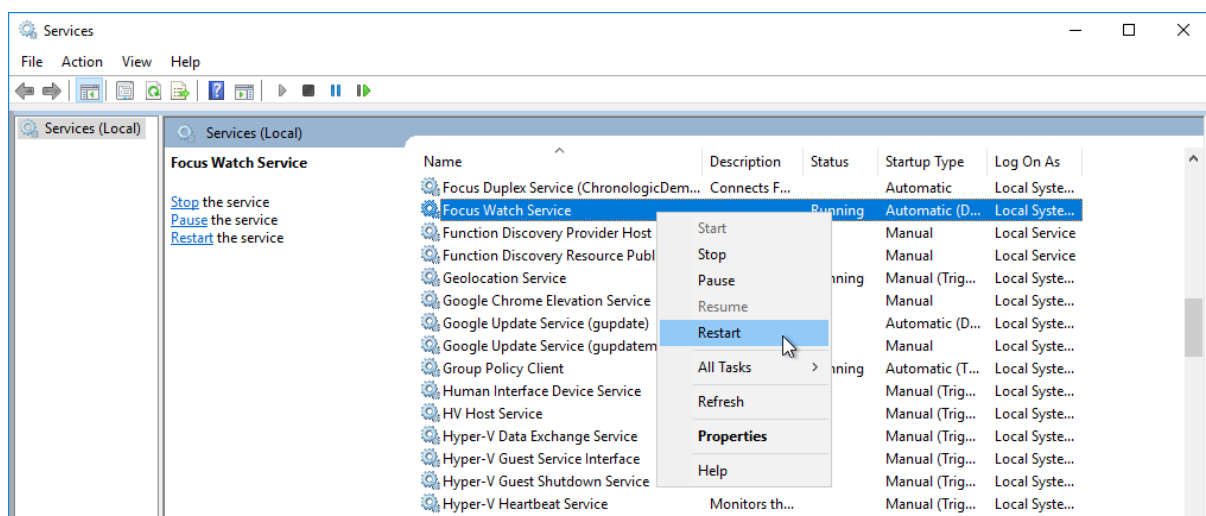
The Watch Service can have issues when Windows updates or when there are issues that prevent it carrying out the actions it is programmed to carry out.

This is normally indicated by clockings not being present and therefore lots of exceptions or Employees/Admins having issues using the Employee Portal or Web Admin.

### 1.3 Restarting the Watch Service

#### Standard

Normally you can just go to Services on the server in question, right click on the Focus Watch Service and select Restart. Services can be found in Control Panel, Administrative Tools.



Now check that clockings are being downloaded, Workflow emails are being sent and that the Portal is working, if you have them installed.

## Advanced

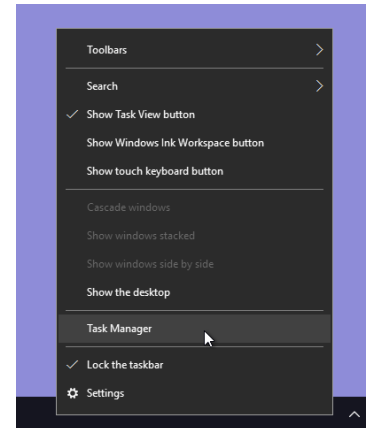
Use this method if the Standard method above does not enable you to restart the service.

If there is something preventing the server from stopping the service then you will see Stopping in the Status column like this...

Name	Description	Status	Startup Type	Log On As
Focus Duplex Service (ChronologicDem...	Connects F...		Automatic	Local System...
Focus Watch Service		Stopping	Automatic (D...	Local System...
Function Discovery Provider Host	The FDPHO...		Manual	Local Service
Function Discovery Resource Publication	Publishes th...		Manual	Local Service

If this is the case then the program is probably stuck in a loop and will need to be stopped using Task Manager.

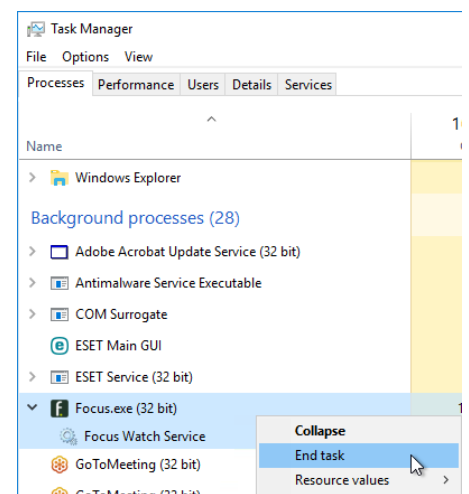
Open Task Manager (Quickest way normally is to right click on the task bar at the bottom of the screen and select Task Manager).



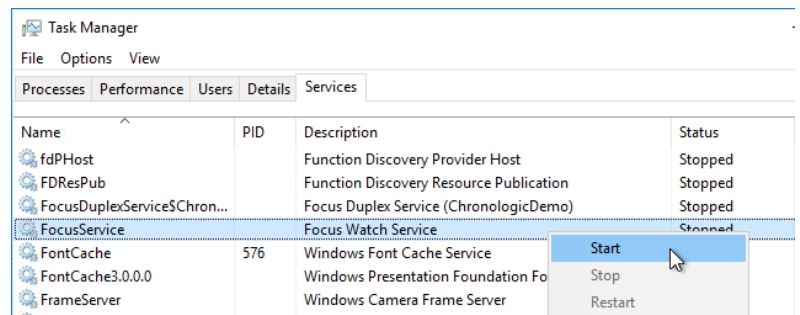
Once you have opened Task Manager locate the Focus Watch Service in the Background processes section which will show as Focus.exe.

In the Processes tab, click on the arrow to the left to confirm this is the Focus Watch Service.

Once selected you can then right click and select End Task.



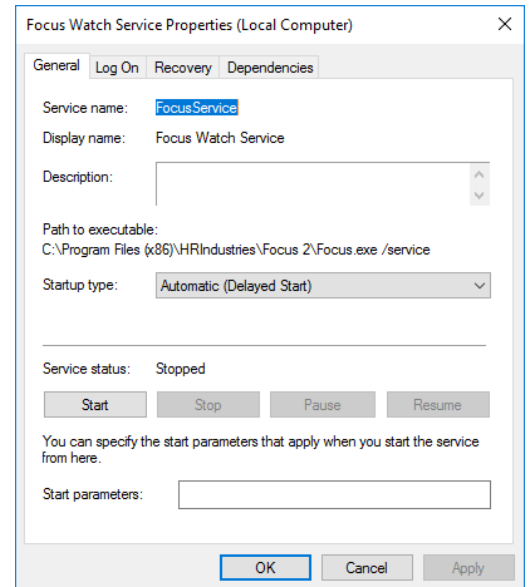
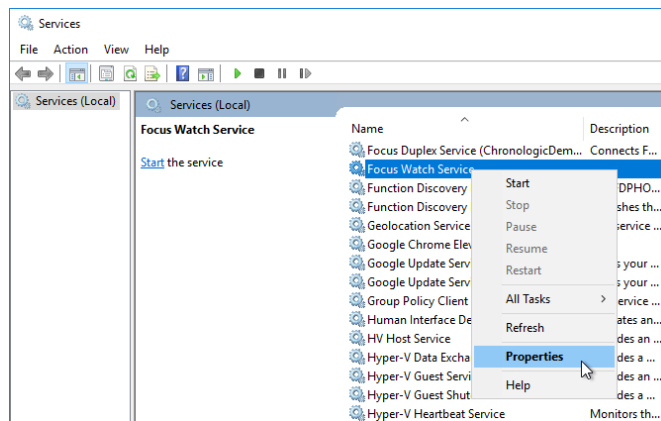
Then restart the Focus Watch Service by right clicking on it in the Services tab and selecting Start.



Now check that clockings are being downloaded, Workflow emails are being sent and that the Portal is working if you have them installed.

## 1.4 Service Settings

To ensure the service has the best chance of starting after a Windows Update, please make sure that the Startup Type is set to Automatic (Delayed Start) in the Properties of the Service/General tab which can be accessed by right clicking on the service in services.



Services can be found in Control Panel, Administrative Tools.

## 1.5 Version Control

1.0 Initial Version