

## TimeStation won't open but TimeClock will

### Summary:

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### Problem / Goal:

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### Solution:

#### The following message comes up when trying to open the Time Station:

*This program is unable to connect to your InterBase/Firebird Server. This is likely due to the fact that the default InterBase UserAccount has been changed. Please provide a User Name and Password with Administrative Privileges to InterBase.*

#### SOLUTION:

1. Right-click the **TimeStation** shortcut and **Run as Administrator**
2. In the control panel open the **FireBird 1.5 Server Manager** and select Run "**as an application**".
3. Check **Compatibility Mode** in the shortcut to TimeStation and make sure it is **unchecked**.

#### If steps 1 through 3 fail to resolve the issue, do the following:

**After** uninstalling Gradience, Firebird and renaming the **common** folder , navigate to the registry and delete the Gradience folders indicated below.

1. Uninstall **Gradience**
2. Uninstall **FireBird**
3. Rename the **Common** folder (*the common folder can be found in C:\program files\gradience or C:\program files (x86)\gradience*)
4. Rename **HRWARE.INI** (the ini file can be found in **C:\Windows** in Windows XP or **C:\programdata\gradience** in Windows 7)
5. Open the Registry Editor.
  - **In Windows XP and Server 2003:** Click **Start > Run** and enter **regedit** and click **OK**.
  - **In Windows 7, Windows 8 and Server 2008:** Enter **regedit** in the address bar and press your **Enter** key.
6. When the editor opens, click **File > Export**. The **Export Registry File** popup will open.
7. Enter a file name at the bottom and click **Save**. This will back up your registry as a precaution.
8. Navigate to **HKEY\_CURRENT\_USER\SOFTWARE**
9. Delete the **Gradience** folder.
10. Then go to **HKEY\_LOCAL\_MACHINE\SOFTWARE**
11. Delete the **Gradience** folder.

#### **CAUTION! CAUTION! CAUTION!**

When following step 13 below, **DO NOT** download and install version **11.0.1503.17**, which came out on **March 17, 2015!** This version has a bug and will be pulled and replaced with another update within the next few days. **ONLY** do step 13 below if you have a CD or an installation file you downloaded prior to March 17, 2015!

12. Reinstall the software as a **Standalone** and **Express**. We realize this will point it locally.
13. Open the software and exit out after it opens fully. No product key is needed, we realize the software will open in demo mode; this is done only to verify connectivity.
14. Open **hrware.ini** and repoint it to the server without mapping a drive and without using UNC .

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