



AN-326 The Unknown Button Report

In Brief

This is a useful and clever report that may help you locate iButtons™ that have not been identified and coded into your program.

In the “Error Batch” section of Elite Reporter one of the biggest causes of confusion and possibly of trouble is “Unknown Serial Number” message.

This indicates that a wand has hit a button that has not been installed into your databases. The software could not determine which location to assign the data to and hence could not deal with the data.

The “Unknown Button Report” shows you a list of attendances either side of the unknown button.

In Detail

1. Select the “Unknown serial number” line in the error batch.
2. Press the “Copy” button then press OK.
3. Open the “Reports...Unknown Serial Number” report.
4. In the serial number area right click the mouse and select paste to put the buttons’ serial number into the field.
5. Select a number of minutes either side of the unknown serial number that you want to show known attendances for. We suggest starting at 30 minutes.
6. Press the “Last Hit Date” option.
7. Press execute.
8. You should be shown a list of attendances of known then an “**unknown**” attendance. Each has a date and time and the known are shown with centre and location names. From this list you may be able to home in on the location of your unknown iButtons.

Note. After you code the serial number into your databases you can re-process the error batch data and it will be extracted and then used for reports. Data is not lost – it is sitting there telling you what the problem is waiting for you to fix it.