



“TABLET OFFLINE/CONNECTION TO SERVER FAILED; SSL HANDSHAKE FAILED/TEAMLINKTIME KEEPS STOPPING”

Description of Problem:

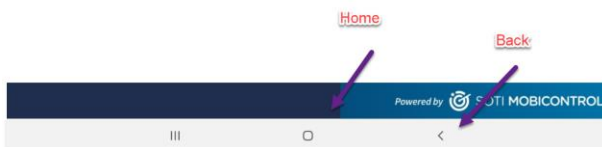
- Tablet is offline and can't communicate with Time Management

Symptoms/Issue(s):

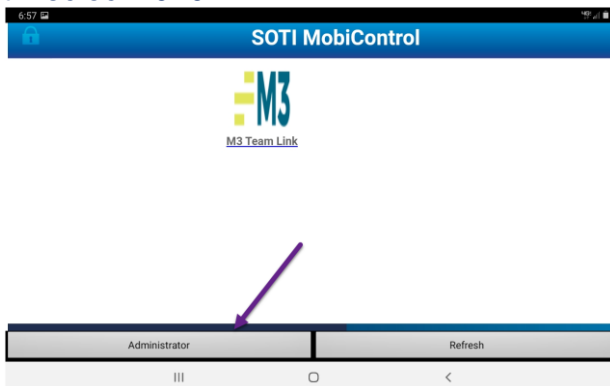
- Tablet shows Connection to server failed; SSL handshake failed/Teamlinktime keeps stopping.

Solution:

1. Put the tablet in admin mode by pressing the home button once and then holding the back button until the Administrator button appears.

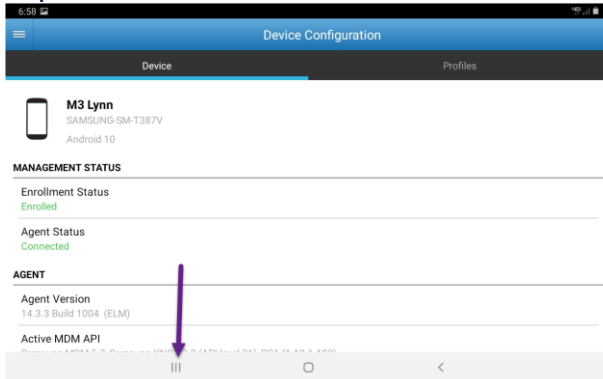


2. Once the Administrator button appears click it and put in the admin password: timeclock2020

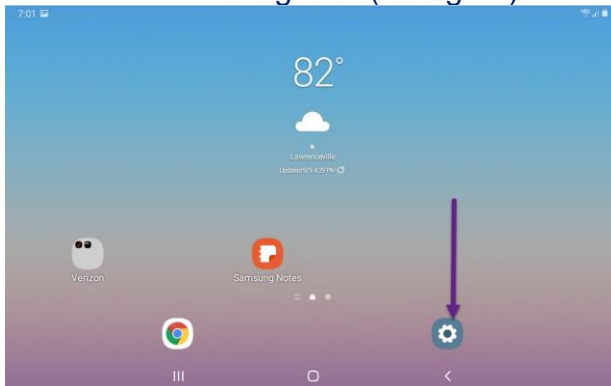




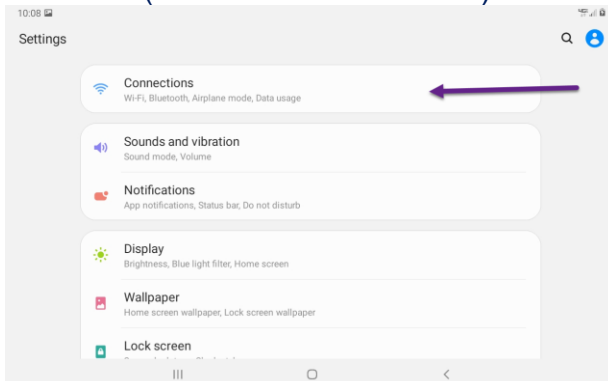
- Once the tablet is in Admin mode the Mobi Device configuration page will come up. Click the 3bars icon on the lower left and then close all

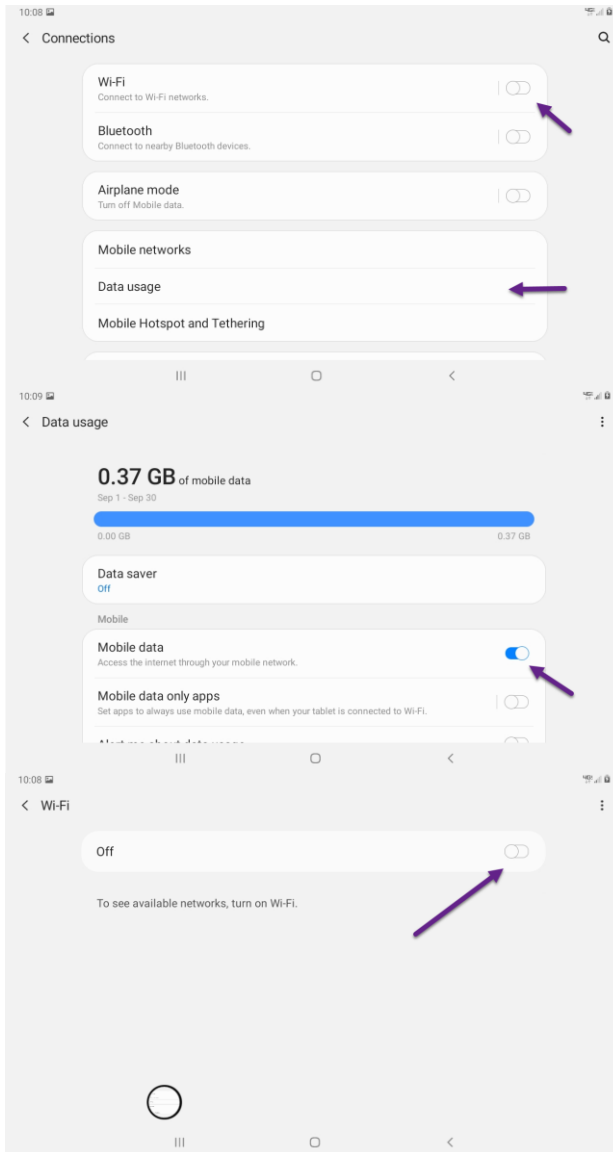


- Next find the Setting icon (little gear) and click it.

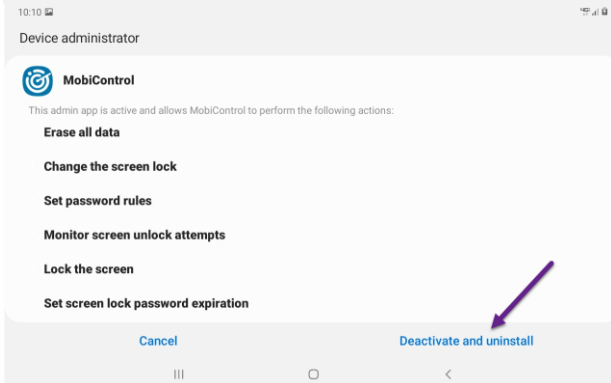
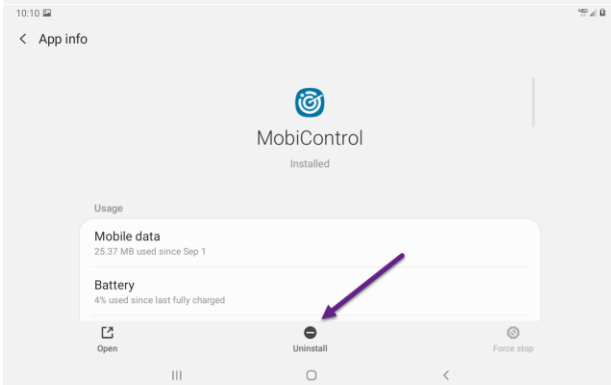
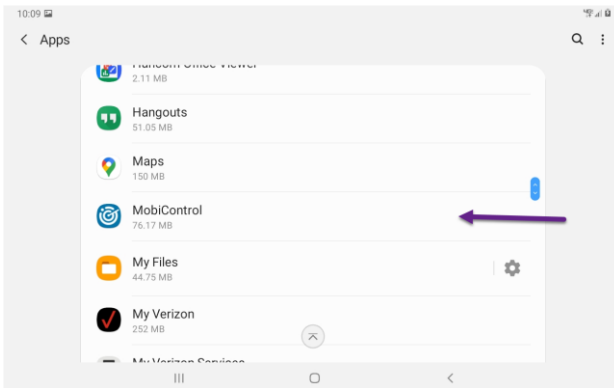
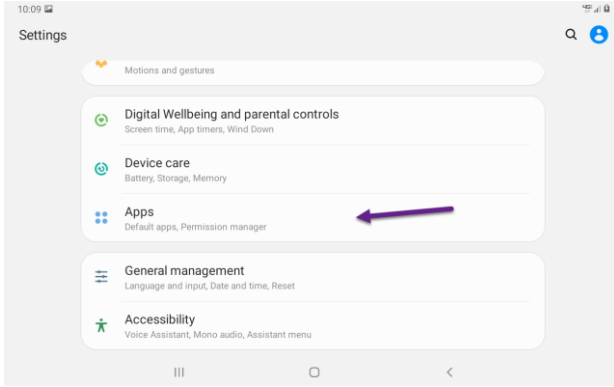


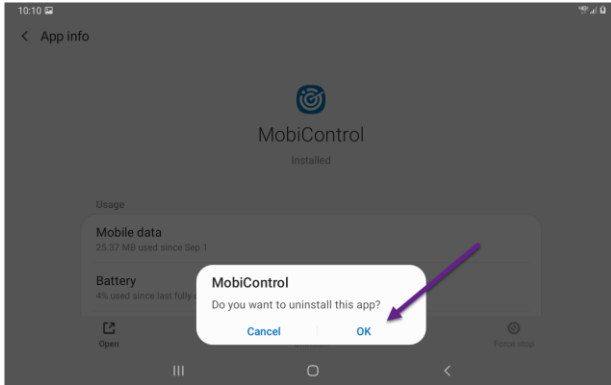
- Under settings you need to do several things. First turn off the cellular data by clicking the Connections section then Data Usage and Mobile Data. Next turn on the Wi-Fi (also under connections) and connect to a network.





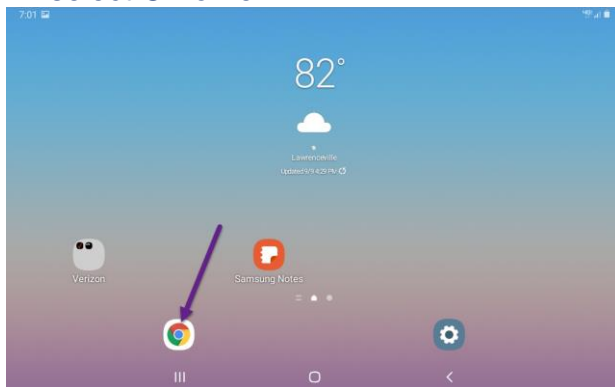
6. Go to the apps section:
 - a. Click on Mobicontrol.
 - b. Click on Storage
 - c. Click on Clear Cache
 - d. Back one screen
 - e. Click on Uninstall
 - f. Deactivate and uninstall



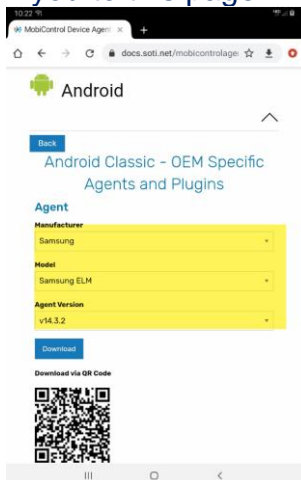


7. Now find TeamLinkTime app and do the same steps as MobiControl:
 - a. Click on TeamLinkTime.
 - b. Click on Storage
 - c. Click on Clear Cache
 - d. Back one screen
 - e. Click on Uninstall

8. Once Mobicontrol and TeamLinkTime have uninstalled click the home button and select Chrome.

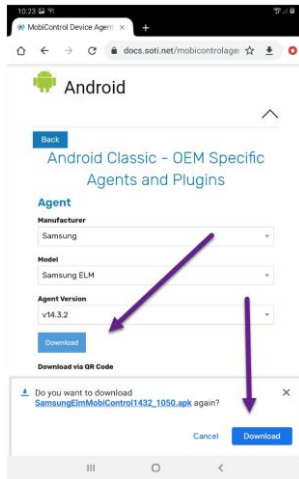


9. In the address bar type in: <https://soti.net/samsung> and click go. That will take you to this page.

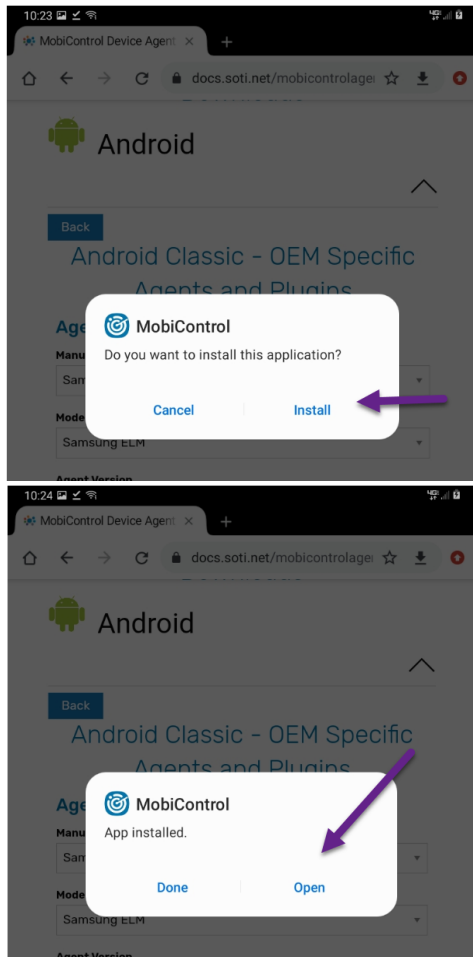




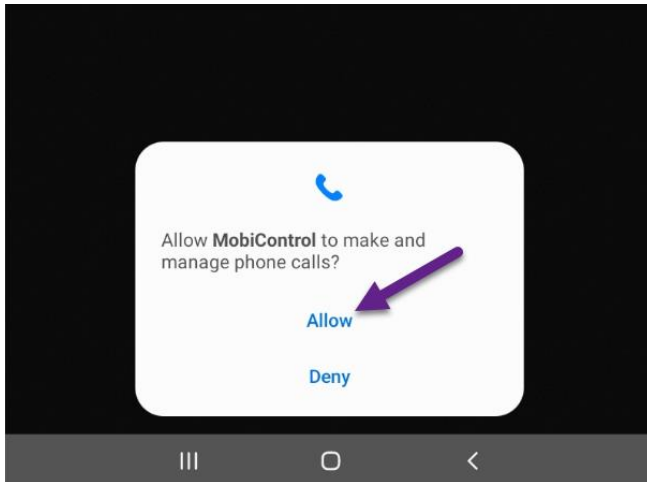
10. Click download. You may be asked again if you want to download and/or there might be a message that says this may not be safe. Download anyway.



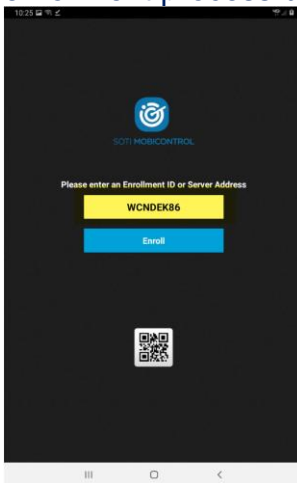
11. Next click Install on the pop up. The click Open. You will see the Soti MobiControl icon and Please wait. Loading....



12. Next click Allow on ALL the permission prompts.



13. Next enter the enrollment ID: WCNDEK86 and click Enroll. You will see the enrollment process begin.

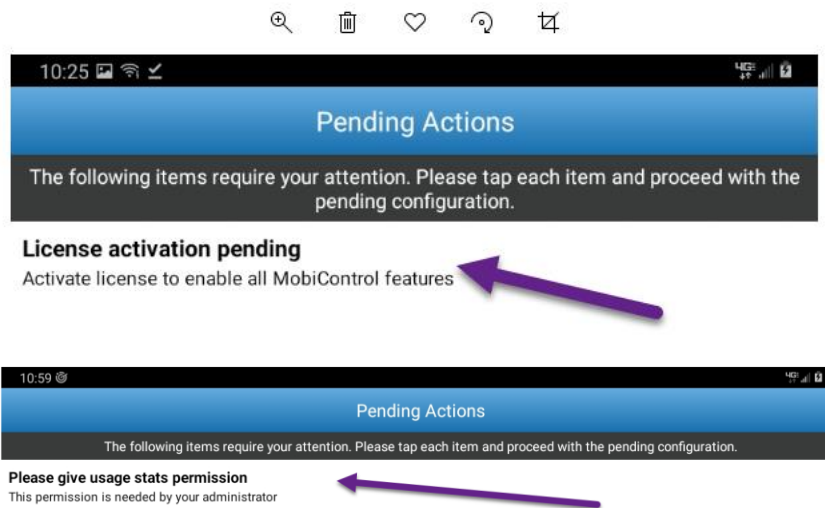


14. Next will be the Activate Device Admin App. Click Activate.

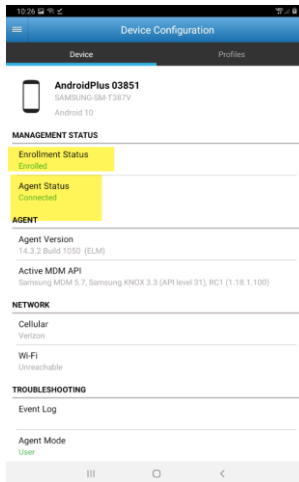




15. You will need to allow some more permission to complete the activation. Just follow the prompts to activate the license and to allow Data usage tracking.



16. After the process is complete you should see that the Enrollment status is Enrolled and that the Agent status is Connected.



*** After completing the above steps, please email tmtablets@m3as.com so that a technician can assist you with installing the time clock app. Please provide your contact information, and if possible, your Time Management Site ID along with your Case ID if a Case has been created already.

Notes/Addendums:

- **NA**



Category:
<Time Management>

<Tablet/Configure Tablet>