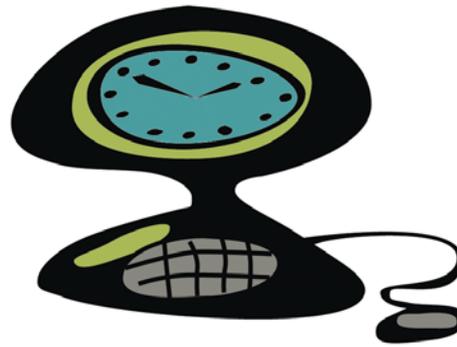# ClockWatch Pro®

## Atomic Time Synchronization

## User's Guide
Version 4.0.0

Spring 2007

## beagle software
**www.beaglesoft.com**

# Table of Contents

# 1.0 Introduction

Beagle Software's ClockWatch provides a fast and easy way to synchronize the computer system's clock to the Atomic Clock using the Internet or a modem.

ClockWatch queries a timeserver and receives a signal with exact standard time. ClockWatch then converts the standard time to local time, compares it to the internal system time on the computer and, if necessary, adjusts the system clock. Settings can be made on demand, on a regularly scheduled basis, or automatically, based on the specific need of the local system.  With ClockWatch you can set the level of accuracy you want to maintain and ClockWatch does the rest, making the settings when appropriate.

Results from clock settings are displayed on windows and charts showing the overall accuracy of your computer.  Settings can also be logged to a file allowing you to save all activity in a text file for later review or archiving.  ClockWatch Pro features multiple options for display, connection, logging, and graphs.

ClockWatch is available in desktop and client/server configurations, with options for cellular (CDMA) and GPS reception of time signals.

This guide is meant as an introduction to the features and functions of ClockWatch in order to facilitate the installation, setup and operation of the application. Additional information on ClockWatch, timekeeping, standardized time and other Beagle Software products is updated on the World Wide Web at www.beaglesoft.com.

> **Tip: Help is available anytime by pressing the F1 key.**

Trademarks
ClockWatch is a registered trademark of Beagle Software.

MS-DOS, Windows 95,Windows 98, Windows NT, Windows 2000, Windows XP, Windows 2003 and Windows Vista  are trademarks of Microsoft, Inc

# 2.0 Software Installation

1. **From download:** Download the file from www.beaglesoft.com and save to a location on your PC. Double-click on the file to initiate installation.

2. **From CD:** Place the CD in the drive and allow it to run automatically. If autorun fails, choose the **Start** menu, select the **Run** command and enter *x:\Setup* in the Run box (replace '*x*' with CD-ROM drive letter, usually 'D' or 'E').

3. Follow the instructions from the ClockWatch installation wizard.

4. When asked for the key code, enter the code *exactly* as printed **on the sticker on the CD envelope** (or from your confirmation email). Enter this code on the registration page of the install wizard, or if you are already running ClockWatch choose the **Register** option under the **Help** menu.

5. You will be guided through a series of screens. You can customize your installation, but Beagle Software recommends choosing the default selections.

6. When installation is complete, start ClockWatch from the **Start/Programs/Beagle Software/ClockWatch** menu.

7. ClockWatch will display a message to inform you that it is initializing options for the first time.

**Note:** You can install ClockWatch directly over a previously installed version. Some ClockWatch options have changed, so you may need to reset some time setting or display options.

# 3.0 The Main Screen

The ClockWatch Pro main screen, shown below, provides a quick assessment of your system time and setting results. You may also conduct a manual time setting by selecting the "Set Time" button.
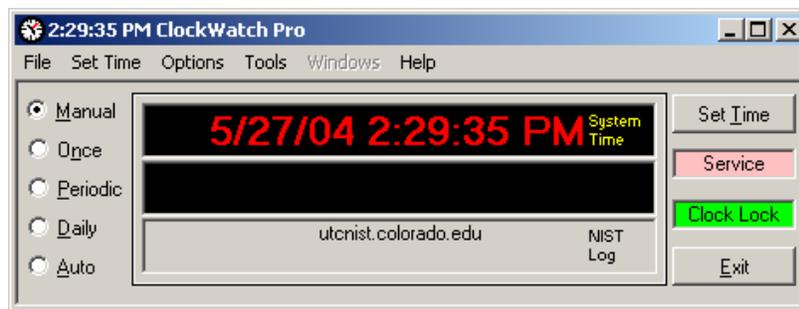
# 3.1 Guide to the Menus

## 3.1.1 File Menu

**Exit:** Exits ClockWatch. Closes log file.  If options were changed, asks if changes should be saved.

## 3.1.2 Set Time Menu

**Internet/Timeserver:** Sets computer time to the selected timeserver.

**ClockCard/ BIOS:** Sets the computer time to the installed ClockCard or BIOS system clock.

## 3.1.3 Options Menu

Any selection from this menu opens a window with the customization options for ClockWatch.  These options include Clock Setting, Display, Timeserver, Logging, Graphs, BIOS Clock and Service.  See Section 4 for detailed descriptions of these options.

**OK:** Closes the screen. This button will save any changes you have made to this screen for use by the application. New options are not saved to the registry until you exit the application.

**Cancel:** Cancels the changes you are about to make.  Any changes made to this screen will be gone after selecting this button.

## 3.1.4 Tools Menu

**Broadband Monitor:** Keeps tabs on your Internet connection. Quickly shows the connection status in a Red/Green/Yellow box in System Tray.

**Countdown Timer:** Countdown Timer lets you time events right on your desktop with ease and precision.  Just enter the expiration time or the interval to time, ranging from the next minute to the next year. The  timer will show the time remaining in the format you choose. When the time expires, you'll be beeped.  In the Stop Watch mode you can simply start the clock and see how much time has elapsed, as well as the time you started.

**World Clock Map:** The World Clock Map shows a daylight map of the world. The daylight shown is based on 12 hours of daylight and is not seasonally adjusted for latitude. The current local time is shown along the bottom edge of the map.  The time and sunlight display will be updated every minute.

### 3.1.5  Windows Menu

**Cascade:**            Displays all open charts as overlapping.

**Tile Horizontally:**  Displays open charts stacked one atop another.

**Tile Vertically:**    Displays open charts side by side.

**<Open Graphs List>:** Lists charts that are opened, checks the one currently in focus.

Note:  The options in this window are not available if the "Show Graphs" button is deselected in Options>Graphs.

### 3.1.6  Help Menu

**Help Topics:** Displays a list of help topics.

**Search:**  Search the help system for a key word or topic

**Using Help:**  How to use help.

**Tips:**  Opens the tip of the day Tip Screen

**Beagle Software Web Site:**   Opens a Web browser (if available) which opens Beagle Software's home page, www.beaglesoft.com.

**Register (Trial version):**  Opens the main Registration Screen which explains the different ways you can register your software.

**Software Updates:**  Opens a Web browser (if available) which opens the ClockWatch software update page. This page contains information about the most current version of ClockWatch and upgrade options.

**About:**    Displays version, system and program copyright information.

## 4.0 Options

### Customizing ClockWatch to meet your needs

ClockWatch Pro is immediately functional for Internet settings.  You can also customize several options to meet your specific needs.  This section offers a comprehensive review of the options.

**Clock Setting:**  Frequency of synchronization.

**Display:**  Options for viewing time formats on ClockWatch screen.

**Timeserver:**  Timeserver selection and connection set-up.

**Logging:**   Options for tracking synchronization history.

**Graphs:**   Options for viewing synchronization results.

**BIOS Clock :**   Options to configure ClockWatch to update the Windows operating system clock from the BIOS (hardware) clock.  This option converts to "ClockCard" if Beagle Software's ClockCard is installed.

**Service:**  Start and stop the background service process.

# 4.1 Clock Setting

Use these options to establish how frequently you want to synchronize time.  Note that the setting mode is also available from ClockWatch's main screen.

**Manual:**       On-demand settings, useful when you want to manually make a single setting.

**Once:**       Single-time setting at a future specified time.

**Daily:**       Once-daily setting at the same time every day.

**Periodic:**       Schedule settings at specific, fixed timed intervals.

**Auto:**       Settings made automatically by ClockWatch when the clock is outside of a designated range of accuracy.  This is best used when time drift is relatively constant. It is available only for Internet connection, not by modem.
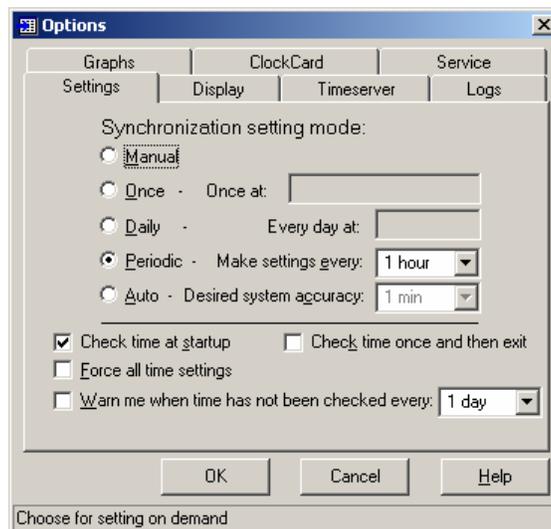


**Check time at startup:**  When enabled, ClockWatch will automatically start and run a time setting upon startup.
**Check time once and then exit:**  When enabled, ClockWatch will check the time once using the Internet and then exit.

**Force all time settings:**  When enabled, ClockWatch will force a time setting every time the clock is checked.  This overrides the "time setting too small. No setting made" result.

**Warn me when time has not been checked every...:**  ClockWatch will monitor the last time a time check was made. If the last check exceeds the interval limit selected, then a warning will be shown in the Log Window and in the system tray icon.

**Send Email Warning:** Enables email notification for clock check warnings (see above). When first checked opens up Email notification setup.

## 4.2 Display

The Display window allows you to customize the options for time display and format.  You can also set ClockWatch to startup automatically.
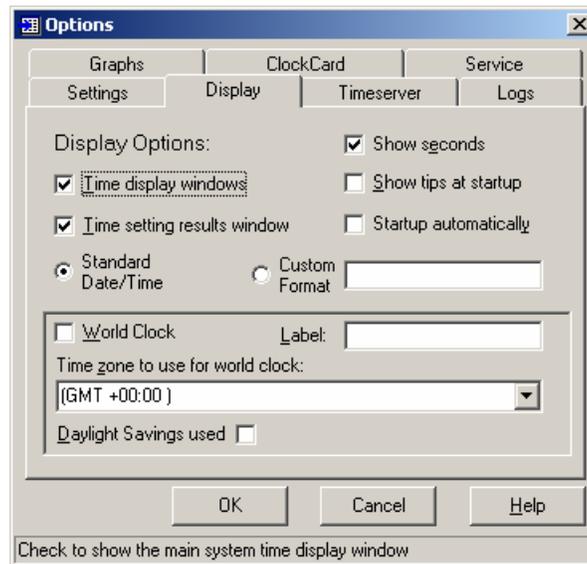


**Mode** (Win XP/Vista)

**XP/Vista:** Display screens using the XP/Vista style.

**Classic:** Display screens using the Windows classic (9x) style.

**Startup Automatically—Configuring for Auto Startup**

ClockWatch can be operated in an unattended mode from the System Tray.  When this option is checked, ClockWatch automatically loads and operates in whichever mode it was last configured and then runs in the background.  The ClockWatch icon will be available in the System Tray after ClockWatch is loaded. When you use "Startup Automatically" with the ClockWatch service running, the ClockWatch system tray monitor applet will be started instead of the full ClockWatch application when you first log in. This applet monitors time setting status and shows seconds in the system tray.

**Usage Notes**

- On Windows 9x/Me machines ClockWatch starts on system boot-up.
- On Windows NT/2000/XP/2003/Vista machines ClockWatch starts when the local user logs in to Windows. These uers should consider using the service option.

## 4.3 Timeserver

The Timeserver window offers a choice for the Internet timeserver used and type of connection you are using. You have options for a variety of timeservers using the major protocols available:   NIST, NTP, Time or Daytime.  You can also connect directly to the server over the Internet or through a proxy server. If an Internet connection is not available, you can call the NIST directly using the computer's modem.
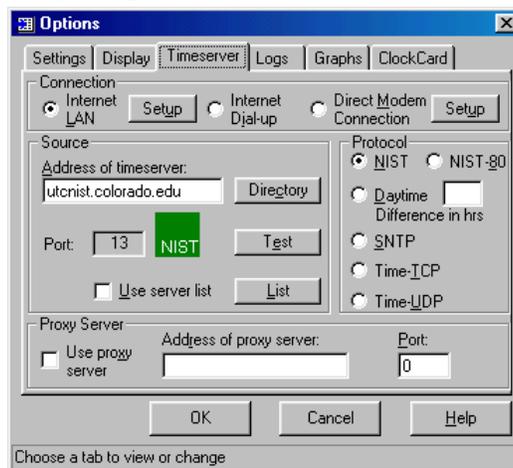


### 3.1.1  Connection Frame options

**Internet/LAN:**  Communicates directly to the specified timeserver over the Internet, using the protocol and port specified.

**Internet/Dial-up:**  Will first dial your ISP to make a connection to the Internet and then sync the clock using the timeserver specified.  For configuration options click **Setup**.

**Internet Connection Setup**

Click the **Setup** button to configure how ClockWatch will make connection with the Internet.  ClockWatch offers several connection options:

**Manual Connection:**  If you establish the connection to the Internet manually, or you normally are connected to the Internet over a LAN or on demand methods such as DSL or cable modems, you should choose the manual connection option.

**Have ClockWatch wait for Internet connection:**  Use this option if you want ClockWatch to wait for the next time you make a connection to the Internet.

**Have ClockWatch Automatically Dial my ISP:**  You can have ClockWatch dial your ISP to make an Internet connection when needed.

**Direct modem connection:**  When selected, uses the modem to call the NIST directly and sync up time signals over the phone line. When selected, ignores the other options in this frame.

## 4.3.2 Source Frame options

### Address of timeserver

Shows the name of the timeserver current in use.  This can be changed by selected another timeserver from the Directory button.

### Timeserver Directory

The Timeserver Directory screen allows you choose a timeserver.  You can also test, edit or add individual timeservers.   The directory includes a list of over 100 verified timeservers located throughout the world, with information on server location and primary protocol.  The toolbar at the top of the screen allows you to add/edit/delete timeservers in the directory.

#### Editing Toolbar

The Editing toolbar contains the options for editing the timeservers in the directory:

**Save:**  Save the changes to the current server directory.

**Edit:**  Edit the name, location or protocol of the timeserver.

**Add:**  Adds a new timeserver at the end of the list.

**Copy:**  Create a copy of the highlighted server below the existing server.

**Insert:**  Inserts a new timeserver immediately below the current server.

**Delete:**  Delete the timeserver from the directory.

### Timeserver Test

The timeserver test lets you check both the connection and the capability of local or remote timeservers.  Compatibility and connection problems can be diagnosed using the built-in 8 point connection test.  This form is the main test screen for conducting timeserver communication tests.

#### Test Features

- Checks timeserver access and connection with 7 different tests.
- Shows the response of the individual timeserver to 5 standard time protocols.
- Includes name lookup test, and ping test to check for basic accessibility of the server.

#### How to use Timeserver Test

Opening the Timeserver test form shows the current server settings in ClockWatch, which includes the server, protocol and port number used to communicate with the timeserver. The current settings are used to set the initial test conditions. Pressing the test button will verify that the communication can be established with the current settings.

### 4.3.3 Protocol

The Protocol is automatically selected when you choose any of the default timeservers on the list. The typical user will not need to make any adjustments unless a timeserver is added to the list. In this case, choose a protocol that the new timeserver supports.

### 4.3.4 Proxy Server

A proxy server may be required for networks that are protected by a firewall. In these cases your computer may have limited access to the Internet. Using a proxy server may allow you to bypass the firewall and connect to a timeserver. Detailed information on this option is available online at www.beaglesoft.com/clwafirewalls.htm

## 4.4 Logging/Logs

The log file shows information about setting attempts made. You can choose to enable logging and specify the log file name and location.
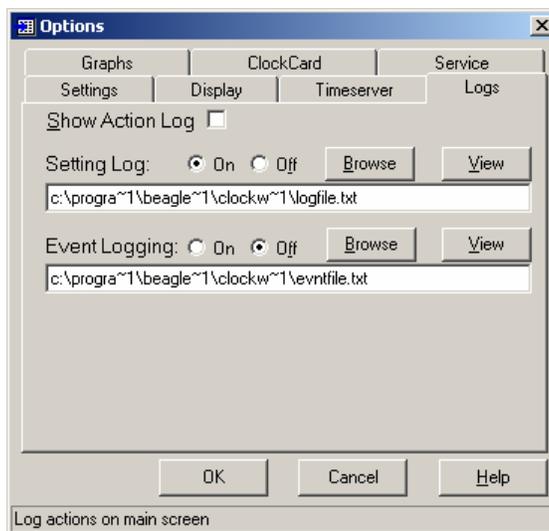


### Action Log

The Action Log is a summary view of all current time setting activity. Data is displayed in a list on the main screen and actions are added as they occur. Entries include the origination of the action and the result. Upon starting, the list shows the five most recent events (if available). After the program closes, the action detail can be found in the individual logs.

### Columns:

**Date:** Identifying source icon and date and time in yy-mm-dd hh:nn:ss format.

**Source:** Internet time setting, ClockCard setting (Option), BIOS clock

setting and clock locking activity are all included in the log.

**Status**:  Result of the action.

**Time Difference** (seconds):  If clock was changed shows the number of seconds time setting. For clock locking shows the attempted time change.

**Accuracy** (sec/day):  For clock setting, shows the accuracy in terms of seconds/day.

**Tip:**  You can resort by any column by clicking the column header.

### Clock Setting Log

The Clock Setting log provides a record of all the settings made by ClockWatch.  This can be useful in a variety of ways:

- To store setting attempts for use by the Previous Settings Graph.

- As a record of system performance.

- As a long term indicator of System Clock Drift over time.

- As a source of information on when Internet access is available.

- As an input to other programs such as a spreadsheet or database programs where further analysis would be done.

Once a log file is specified, ClockWatch will add data to the log file each time the program is activated and a setting is made. The log file will record every "0" setting where the clocks were in sync but will not record setting attempts when the connection failed. Old data from previous sessions will be preserved as the recent data is appended.

### Interpreting the ClockWatch Log

This section explains how to interpret the ClockWatch log.  If logging is enabled in the **Options>Logs** tab, this log is updated each time a setting is made.

A sample of the log is:

```
Synchronization Log             9/14/98 11:43:12 AM
Date       Time        Difference Accuracy   Status Server
-----      ----        ---------- --------   ------ ------
98-09-14 11:42:37  2          10.0        5      time-a.nist.gov
98-09-14 11:52:28  0          0.0         5      time-a.nist.gov
```

The first line is the title and includes the date and time the log was first used.  The second line contains the column header.  These include:

**Date:**  The date the setting was made.

**Time:**  The local time the setting was made.

**Difference:**  The difference (in seconds) in the local time from the adjusted timeserver time. May be a positive or negative number.

**Accuracy:** The rate of clock drift in time in terms of seconds per day.

**Status:** The results of the setting. See Status Result Codes, below.

**Server:** The name of the timeserver used to make the setting. Direct modem connections will show the phone number dialed.

### Setting Status Result Codes

The status result code, found in the Clock Setting log, shows the result of a time setting attempt.

| Code | Result | Description |
|------|--------|-------------|
| 0 | SETTING OK | Setting made. |
| 1 | DATE TIME ERROR | Date/time is invalid: date or time invalid. |
| 2 | TIME ZONE ERROR | Time zone is missing: time zone error. |
| 3 | DATE DIFFERENCE | Dates don't match: date match error. ClockWatch will attempt to reset clocks that in two separate steps (date then time). |
| 4 | TIME DIFF TOO LARGE | Time difference was too great, time difference exceeds maximum allowable to make a setting. ClockWatch will confirm before making setting. |
| 5 | TIME DIFF TOO SMALL | Time difference is too small; time difference was too small to make a setting. No need to set clock. |
| 7 | CANT CHANGE CLOCK | Lacks proper permission to change system clock. Try running as administrator. |
| 9 | TIME CONVERSION ERROR | Error occurred during time conversion. Verify that the timeserver format (NTP, Time, Daytime or NIST) is set correctly. |
| 14 | TIME CHANGE EXCEEDS AV | Time difference exceeded 3 sigma value, ClockWatch will confirm value before setting clock. |
| 33 | INCOMPATIBLE SERVER | Timeserver protocol setting was incompatible. |
| 99 | UNKNOWN FORMAT | Unknown time server format. |
| 100 | SERVER ERROR | Timeserver not currently available: Internal timeserver error. |
| 200 | PARSE ERROR | Parsing return failed: format setting was wrong or time string was corrupt. |

## 4.5 Graphs

The **Graphs** tab offers options for graph display and data charting of computer clock performance when using the Internet. ClockWatch has three graphs: Current Settings, Clock Drift, and Previous Settings.

**Show Graphs:** Used to turn on or off all graphs. *Note:* Turning graphs off will also stop the Graphics Server from running. This server is used to display the graphs used by ClockWatch and other applications. It is stopped whenever all applications no longer have use for it. Turning

graphs off will also disable any options in the Windows menu on the main screen.

**Clock Drift:**  Used to turn Clock Drift graph on/off.

**Current Settings:**  Used to turn Current Settings graph on/off.

**Previous Settings:**  Used to turn Previous Settings graph on/off. This graph shows the settings made on previous ClockWatch sessions.

**Ignore Zero Differences:**  If checked, displays only the settings when the internal clock was changed. If not selected, shows all settings, including those when the clock was not changed (zero difference), in the Previous Settings graph.

## 4.5.1  Interpreting ClockWatch Graphs
**Current Settings Graph**
The Current Settings graph shows the time adjustment, in seconds, made at each setting. The difference is the amount of time the internal clock was off from standard time.  The time the settings were made is shown across the bottom of the graph.

**Clock Drift Graph**
The Clock Drift graph shows the amount of drift, as measured in seconds per day, between two successive settings where the system clock was changed.  Drift is an indication of how accurate the system clock is over time.  The time the settings were made is shown across the bottom of the graph.

**Previous Settings Display**
Dynamic 3-D graph shows computer time accuracy at a glance and provides a quick way to view the computer's clock accuracy over time. The chart shows the time adjustment (in seconds) made at each past setting recorded in the log file.  The columns (vertical axis) show the number of seconds the internal clock was off from standard time.  The horizontal axis shows the date of each time setting.

## 4.6  BIOS Clock (or ClockCard, if installed)

The BIOS Clock Options tab in ClockWatch allows the user to update the Windows operation system clock from the BIOS (hardware) clock.  If Beagle Software's ClockCard is installed, this option is renamed to "ClockCard" and the time is updated from the ClockCard clock.

The BIOS clock is the native PC clock located on the computer's motherboard that keeps time when the computer is off. Windows gets its time from the BIOS clock at boot time. While not a precise timekeeper, the clock on the motherboard is generally more stable than the operating system clock.

ClockWatch allows you synchronize the operating system clock with the BIOS clock. Computers experiencing significant daily time loss will find this an effective way to stabilize their clocks between external time settings.

## 4.7 System (Windows NT/2000/XP/2003/Vista)

The Service option shows status of the ClockWatch Service and allows you to stop and start the service. In Windows, a service is a separate process that runs independently of any application and that is normally active whenever the computer is running.

When enabled, the ClockWatch Service runs whenever the computer is running. It functions identically to the ClockWatch application in checking the clock and keeping the time correctly set.

### Application Privilege Level (Windows XP/2003/Vista)
This option shows if you are running ClockWatch as an administrator or as a regular user. If the application is running with administrative privileges then the application has complete functionality. Regular users are often not able to set the clock directly. However then can indirectly set the time by sending the time setting request to the ClockWatch service, if it is running.



Start: Starts the ClockWatch service that is not running.

Stop: Stops the ClockWatch service that is currently running.

Status: Shows the current run status of the service.

Pause/Continue: Suspends/Resumes the clock synchronization activity of the ClockWatch service.

Re-Register: Registers ClockWatch as a service under Windows. Once registered, the service can be started using ClockWatch or the

Windows Service manager.

**Note:** You can also view the status, start and stop the service from the Services applet in the Windows Control Panel.  To start the ClockWatch service automatically every time Windows starts, set the service startup type to 'Automatic' in the properties for ClockWatch.

# 5.0  Troubleshooting

Some more common trouble issues are discussed in this section.  You may also refer to troubleshooting page on the Beagle Software Web site (www.beaglesoft.com/clwatroubleshooter.htm) for help.

## Installation Problems

If after installing ClockWatch you get a runtime error when starting ClockWatch such as:

```
Run time error "372" - failed to load control CommonDialog
from COMDLG32.OCX - your version of COMDLG32.OCX may be
outdated.
```

Or…

```
Run-time error "372" Failed to load control "MS Comm" from
MSCOMM32.OCX. Your version of MSCOMM32.OCX may be outdated.
Make sure you are using the version of the control that was
provided with your application.
```

Or…

```
OLEAUT32.dll is out of date. A newer version is required for
this program.
```

This indicates that the common control that ClockWatch uses was not installed during installation and needs to be updated. To update the file, follow these steps:

1.  Identify and write down the name of the control by reading the error message. Controls have file names that end in "OCX" or "DLL".

2.  Open a Windows Command window by clicking **Start**, select **Run**, type "command" (do not type the quotation marks) and press **OK**.  This will open the Command window. You should see a **C:\WINDOWS>** prompt.

3.  Type "cd  C:\Windows\system" (do not type the quotation marks) and press <Enter.> This will change the prompt to C:\WINDOWS\SYSTEM>  on Windows NT/2k/XP/2003/Vista systems type "cd  C:\Windows\system32" (do not type quotation marks).

4.  Rename the older version of the control identified in step 1 by typing  "**ren control control.old**"  for example  "**ren comdlg32.ocx  comdlg32.old**" (do not type quotation marks) and press <Enter>.   This will rename the file and return the prompt to C:\WINDOWS\SYSTEM>.

5.  Close the command window by clicking the X button in the top right corner, or type "exit".

6.  Reinstall ClockWatch over the existing installation, updating the control.

If you are still experiencing problems, please contact Beagle Software support  with the exact text of error message you are seeing.

**Registration screen appears at startup**

- Software has not yet been registered: registered software will skip the Registration screen.
- The Windows System Registry has been altered or corrupted: Re-enter the Key Code to re-register the software.

**ClockWatch won't make time setting**

- Check that the connection to the Internet is working by opening a Web browser and visiting a common Web site.
- The selected timeserver may be busy.  Try choosing another timeserver from Options>Timeserver.  Choose the Directory button, and select another timeserver.
- There is no Internet connection to the timeserver selected. Verify the connection to the timeserver by using Telnet.  Search the ClockWatch Help index for "Telnet" for Information on how to do this.
- Look for errors in the log file that indicate a setting can't be made due to the NIST server being down or other causes.
- Too many requests have been made to the selected timeserver over a short period of time.  Try waiting a few minutes to try again.  Or, change to another timeserver using the directory in Options>Timeserver.

**Settings aren't being made by ClockWatch**

- System clock is accurate and in sync.
- Setting attempts are being made too close together and no adjustment is needed.
- There is no Internet connection to the timeserver selected. Verify the connection to the timeserver by using Telnet.
- System is set in the Manual mode and no settings have been made.

**ClockWatch makes the wrong time setting**

If the NIST, NTP or Time protocol is being used, check the time zone setting under the Date/Time icon in the Windows Control panel to verify that the setting is set to your local time zone.  ClockWatch uses this Windows internal time zone setting to determine if daylight savings time is both used and is currently in effect.

- Check time zone in the Date/Time control panel.
- If a Daytime type timeserver is used, then check that the **hours difference** field is set correctly.

**There is no time difference shown after a setting**

The difference in time with the measurements have been too small (1 second or less) to make a clock setting.

### Graphs don't show anything

- No clock settings were needed: difference and accuracy are both "0".

- No reading has been made since startup.

- The log file has not been specified or is turned off (Previous Settings Graph only).

### Clock drift numbers vary widely

- There is a process or hardware that is causing the clock to lose or gain (generally lose) time at a faster rate than at other times.

- The system is very busy and the clock is losing time at a faster rate than normal.

### ClockWatch is installed behind a firewall

ClockWatch needs to be properly configured to work behind a proxy server. As a test, check to see if your Web browser is configured to work with a proxy server. If so, see Beagle Software's discussion about configuring ClockWatch to work behind firewalls at this Web page:

> www.beaglesoft.com/clwafirewalls.htm

### How to run the diagnostic routine

If you have verified the Internet connection, you can run ClockWatch in the diagnostic mode, which provides a trace log to pinpoint problems. The following steps will run ClockWatch in the background diagnostic mode and allow you to view the trace file. (DebugFile.txt)

1. Run ClockWatch in diagnostic mode.

2. Wait 30 seconds while the program runs in the background.

3. View the diagnostic trace by opening the debug file, **DebugFile.txt**, in the ClockWatch program directory.

Check for "ERRORS" or connection problems in the trace.

## How to remove the software

Removing ClockWatch from a system will remove all executables, help files, log files, registry settings and DLLs that are registered exclusively to ClockWatch. To remove ClockWatch you need to use the uninstall utility provided with the software:

1. Exit ClockWatch, stop all background instances of ClockWatch, including services.

2. Select the **Uninstall** program (uninstall.exe) from the **Programs→ Beagle Software>ClockWatch** directory.

3. Follow the uninstall wizard. Accept the defaults.

If asked if you want to remove shared DLLs, it is safest <u>not </u>to remove them in case they are in use by another program.

# 6.0 Obtaining Technical Support

**Web site:** **www.beaglesoft.com**

Consult our web site for the latest updates, technical information and documentation.

**E-mail:** **support@beaglesoft.com**

Please be as specific as possible including the program version and the steps to recreate the problem, if possible.

**Phone:** +1 612-370-1091
**Fax:** +1 612-605-7138

**Refund Policy**

In order to receive a refund on a product for the purchase price, the product must not have been damaged by the customer or by the courier chosen by the customer to return the goods. The product must be returned in complete condition, meaning that all cables, manuals, software, etc., are included. The product must be in as-new or re-saleable condition to qualify for refund. Refunds are not issued for shipping charges.

**Restocking Charges**

Product items returned within 30 days qualify for a full purchase price refund, assuming all qualifications listed above in Refund Policy are met. Items returned after 30 days and before 60 days of purchase will be subject to a minimum 20% restocking charge. Additional charges may apply for damaged or missing parts. Products returned after 60 from the date of purchase, or products that are not returned in as-new or re-saleable condition, do not qualify for refund or credit and will be returned to the customer.

**Registered Version**

One registered copy of ClockWatch can be installed on a single workstation and used by one or more people.

**Limited Warranty**

Beagle Software warrants that this product will perform in accordance with the included documentation for a period of 180 days from the date of receipt and that Beagle Software will, at its own discretion, make commercially reasonable efforts to solve any problem issues. This Limited Warranty is void if failure of the software product has resulted from accident, abuse or misapplication.

**Governing Law**

This agreement shall be governed by the laws of the State of Minnesota, USA.

**Limitation of Liability**
THIS SOFTWARE AND THE ACCOMPANYING FILES ARE SOLD "AS IS" AND
WITHOUT WARRANTIES AS TO PERFORMANCE OF MERCHANTABILITY OR
ANY OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED.  NO
WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS OFFERED. Good
data processing procedure dictates that any program is thoroughly tested
before relying on it.  The user must assume the entire risk of using the
program.  ANY LIABILITY OF THE SELLER WILL BE LIMITED EXCLUSIVELY TO
PRODUCT REPLACEMENT OR REFUND OF PURCHASE PRICE.

Please refer to the complete Software Licnese Agreement in the on-line
help of ClockWatch.

# 7.0 Beagle Software Information

Beagle Software, founded in May 1997, supplies innovative and useful
Internet enabled Windows programs that bring the power of the Internet to
the desktop of the user.

Beagle Software is located in Minneapolis, Minnesota, just slightly West of
the Mississippi River.

### Ordering Information

| | |
|---|---|
| **Web:** | http://www.beaglesoft.com/OrderForm.htm |
| **Email:** | sales@beaglesoft.com |
| **Mail:** | Beagle Software |
| | 126 N 3rd St, Ste 407 |
| | Minneapolis, MN 55401  USA |
| **Fax:** | +1 612-605-7138 |
| **Phone:** | +1 612 370-1091, 1-877-845-2549 |

# beagle software
## Time Synchronization Solutions

Beagle Software offers a complete line of
premier time synchronization products.

Consult our Web Site for more information and updates.

www.beaglesoft.com
**612-370-1091**