

## Workforce Management Connector settings are lost from YourSite Explorer after upgrade

### PROBLEM

After upgrading your MiContact Center software, the WFM Connector settings in YourSite Explorer are lost.

### CAUSE

The WFM Connector was originally implemented as a professional services extra, which required its settings to be saved in the registry instead of the main database. For compatibility reasons, this is still the case. As such when upgrading the MiCC software that registry key could be reset.

### WORKAROUND

After upgrading the MiCC software, please ensure that you update your WFM connector settings in YourSite Explorer.

### APPLIES TO

MiCC all versions

**Keywords:** WFM workforce management settings lost

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<http://micc.mitel.com/kb/KnowledgebaseArticle52403.aspx>

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