

## WFM Connector - FTP not keeping local copy of data

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### PROBLEM

When configuring the WFM Connector, you specify an FTP server, and check the box to *Keep local files*. When testing, you find that a local copy is not being kept.

### CAUSE

The WFM service does not receive configuration changes to its behavior without a service restart.

### RESOLUTION

After making changes to Work Force Management in YourSite Explorer, restart the prairieFyre Workforce Management Service on the MiCC server.

**NOTE:** If you are using Impact 360, you must restart the prairieFyre Workforce Management Service on the Verint server as well.

### APPLIES TO

MiCC all versions

**Keywords:** WFM connector keep local copy files

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