

KB40648: Selecting multiple Devices for configuring Alarms in Adherence monitors results in an error

PROBLEM

Selecting multiple Devices for configuring Alarms in Adherence monitors results in an error.

SYMPTOMS

After launching an Adherence Grid or Adherence Timebar monitor, when setting Alarms with the option "Apply the alarm thresholds to a specific list of devices" selected, if the user attempts to highlight more than one device or employee using ctrl or shift keys, the following error occurs: "Object reference not set to an instance of an object".

CAUSE

This is caused by a logic error in the code.

WORKAROUND

Set Alarms with the option "Apply the alarm thresholds to all devices" or set Alarms for each Device separately.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

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