

## **KB39980: Error when setting CCC alarm in second Queue by Period monitor**

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### **PROBLEM**

You receive an error when setting a Contact Center Client alarm in a second Queue by Period monitor.

### **SYMPTOMS**

Steps to reproduce:

- Open up contact center client with a blank profile
- Click on 'Period' and choose any queue
- Right click on the monitor, and set alarms
- Click on 'Offered' and then 'Add threshold' with value '5'
- Click OK to apply changes
- Click on 'Period' and choose any different queue
- Right click on the second period monitor and click 'Set Alarm' and the following Unhandled exception will occur:

The PFShell log contains the following error:

```
eError 10/13/2010 1:07:12 PM Unhandled exception occurred | Contact Center Client  
[Unhandled Exception]
```

```
Index was outside the bounds of the array., PrairieFyreClientShell
```

```
at prairieFyre.WinForms.Monitors.Monitor_QueueByPeriod.AlarmItem_Click(Object sender,  
EventArgs e) in
```

```
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applications\ContactCenterClient  
\PrairieFyreClientShell\Winforms\Monitors\Monitor_QueueByPeriod.cs:line 2286
```

### **CAUSE**

There is a fault in the device selection code in the Set Alarm dialog for Queue by Period real time monitor.

### **WORKAROUND**

None.

### **RESOLUTION**

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to [www.mitel.com](http://www.mitel.com).

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

APPLIES TO

CCM version 5.7 SP1

**Keywords:** 39980

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<http://micc.mitel.com/kb/KnowledgebaseArticle50981.aspx>

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