

KB38625: Resizing Employee List in Adherence monitor causes "Object reference not set to an instance of an object" exception

PROBLEM

Moving the splitter control to resize the Employee List in the Timebar Adherence monitor, causes an "Object reference not set to an instance of an object" exception.

SYMPTOMS

When moving the splitter control in the Contact Center Client adherence monitor, it causes an exception.

The following error can be found in the PFShell log file:

```
eError 8/10/2010 10:47:08 AM Unhandled exception occurred | Contact Center Client [Unhandled Exception]
```

```
Object reference not set to an instance of an object., CCSCClient
at
prairieFyre.CCS.Client.TimebarView.TimebarView.splitContainer1_SplitterMoved(Object sender, SplitterEventArgs e)
at System.Windows.Forms.SplitContainer.OnSplitterMoved(SplitterEventArgs e)
at System.Windows.Forms.SplitContainer.set_SplitterDistance(Int32 value)
at System.Windows.Forms.SplitContainer.ApplySplitterDistance()
at System.Windows.Forms.SplitContainer.ResizeSplitContainer()
at System.Windows.Forms.SplitContainer.OnLayout(LayoutEventArgs e)
at System.Windows.Forms.Control.PerformLayout(LayoutEventArgs args)
at
System.Windows.Forms.Control.System.Windows.Forms.Layout.IArrangedElement.PerformLayout(IArrangedElement affectedElement, String affectedProperty)
at
System.Windows.Forms.Layout.LayoutTransaction.DoLayout(IArrangedElement elementToLayout, IArrangedElement elementCausingLayout, String property)
at System.Windows.Forms.ScrollableControl.OnVisibleChanged(EventArgs e)
at System.Windows.Forms.Control.OnParentVisibleChanged(EventArgs e)
at System.Windows.Forms.Control.OnVisibleChanged(EventArgs e)
at System.Windows.Forms.ScrollableControl.OnVisibleChanged(EventArgs e)
at System.Windows.Forms.Control.OnParentVisibleChanged(EventArgs e)
at System.Windows.Forms.Control.OnVisibleChanged(EventArgs e)
```

at System.Windows.Forms.ScrollableControl.OnVisibleChanged(EventArgs e)
at System.Windows.Forms.Form.OnVisibleChanged(EventArgs e)
at System.Windows.Forms.Control.WmShowWindow(Message& m)
at System.Windows.Forms.Control.WndProc(Message& m)
at System.Windows.Forms.ScrollableControl.WndProc(Message& m)
at System.Windows.Forms.ContainerControl.WndProc(Message& m)
at System.Windows.Forms.Form.WmShowWindow(Message& m)
at System.Windows.Forms.Form.WndProc(Message& m)
at
System.Windows.Forms.Control.ControlNativeWindow.OnMessage(Message
& m)
at System.Windows.Forms.Control.ControlNativeWindow.WndProc(Message&
m)
at System.Windows.Forms.NativeWindow.Callback(IntPtr hWnd, Int32 msg,
IntPtr wParam, IntPtr lParam)

CAUSE

There is a logic error in the CCSCClient binary.

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.

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 GA

Keywords: 38625

Last Modified By: amontpetit, Friday, April 05, 2013
<http://micc.mitel.com/kb/KnowledgebaseArticle50925.aspx>

Friday, May 20, 2022