

## KB36810: Unable to load a CCC profile - Exception loading task AgentShiftTask

### PROBLEM

You are unable to load a Contact Center Client profile and an exception is thrown.

### SYMPTOMS

The following error can be found in the PFSHELL log:

```
eError 8/10/2010 9:31:00 AM Exception loading task AgentShiftTask :
e59deea9-bce5-4bac-b826-447df7c418cd
--- Start Exception Stack ---
Microsoft.ApplicationBlocks.UIProcess.UIException: Can not activate the
view AgentShiftMonitor.The original exception is: An entry with the same
key already exists. at
System.ThrowHelper.ThrowArgumentException(ExceptionResource
resource) ---> System.ArgumentException: An entry with the same key
already exists.
at System.ThrowHelper.ThrowArgumentException(ExceptionResource
resource)
at System.Collections.Generic.SortedList`2.Add(TKey key, TValue value)
at prairieFyre.WinForms.Monitors.GridExtender.Init() in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\Winforms\Monitors\GridExte
nder.cs:line 299
at prairieFyre.WinForms.Monitors.GridExtender..ctor(GridControl grid,
String[] fixedColumns, XceedGridMonitorState state) in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\Winforms\Monitors\GridExte
nder.cs:line 70
at
prairieFyre.WinForms.Monitors.Monitor_AgentShift.loadMonitorPropertiesF
romState() in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\Winforms\Monitors\Monitor_
AgentShift.cs:line 1638
at
prairieFyre.WinForms.Monitors.Monitor_AgentShift.Initialize(TaskArgumen
tsHolder args, ViewSettings settings) in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\Winforms\Monitors\Monitor_
AgentShift.cs:line 1417
at
Microsoft.ApplicationBlocks.UIProcess.WindowsFormViewManager.Activat
eForm(WindowsFormView winFormView, ViewSettings viewSettings,
```

```
Navigator navigator, Guid taskId, String previousView,
TaskArgumentsHolder args, Boolean alreadyInitialised)
at
Microsoft.ApplicationBlocks.UIProcess.WindowsFormViewManager.Create
NewView(String viewName, Navigator navigator, Guid taskId,
TaskArgumentsHolder args)
at
Microsoft.ApplicationBlocks.UIProcess.WindowsFormViewManager.Activat
eView(String previousView, String view, Navigator navigator,
TaskArgumentsHolder args)
at
Microsoft.ApplicationBlocks.UIProcess.GraphNavigator.StartMDITask(Tas
kArgumentsHolder holder, TaskArgumentsHolder args)
--- End of inner exception stack trace ---
at
Microsoft.ApplicationBlocks.UIProcess.GraphNavigator.StartMDITask(Tas
kArgumentsHolder holder, TaskArgumentsHolder args)
at
Microsoft.ApplicationBlocks.UIProcess.GraphNavigator.StartMDITask(Gui
d taskId, TaskArgumentsHolder args)
at
Microsoft.ApplicationBlocks.UIProcess.UIPManager.StartNavigationTask(
String navGraph, Guid taskId, TaskArgumentsHolder args)
at
prairieFyre.WinForms_Applications.ClientShell.ShellController.RestartTask(
Guid taskId, String navGraph) in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\ShellController.cs:line 660
at
prairieFyre.WinForms_Applications.ClientShell.PrairieFyreClientShellForm.I
nitViewsMethod(ArrayList activeTasks) in
e:\TeamBuild\CCS\CI_ContactCenterClient_5.7\Sources\Source\Applicatio
ns\ContactCenterClient\PrairieFyreClientShell\PrairieFyreClientShellForm.
cs:line 2865--- End Exception Stack ---
```

## CAUSE

The problem is caused by index corruption on the Inbound/Outbound score columns in an Agent Shift Monitor.

## WORKAROUND

Rebuild the Contact Center Client profile.

## 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

**Keywords:** 36810 ccc profile exception cannot load

Last Modified By: kmiddlemiss, Friday, January 21, 2011

<http://micc.mitel.com/kb/KnowledgebaseArticle50911.aspx>

Wednesday, February 01, 2023