

## **KB189: Converting a recurring shift to a timeoff causes the application to fail**

### **Symptoms:**

Converting a recurring shift into a timeoff using the right click -> Convert To option causes the application to fail. This only occurs with recurring shifts, and the content of the shift (such as breaks and jobs) does not affect the outcome.

### **Workaround:**

The only workaround for this issue is to manually delete the shift to be converted, select "This Time Event Only" when prompted, and then manually add the new timeoff of the desired type in the space previously occupied by the deleted shift.

### **Fix location:**

Download the HotFix here: KB189

### **Required version:**

This HotFix must be applied 5.1 SP3.

### **How to apply the fix:**

Must be run on the 6110 Server

Double-click the HotFix executable and follow the on-screen instructions.

Last Modified By: kmiddlemiss, Saturday, January 22, 2011

<http://micc.mitel.com/kb/KnowledgebaseArticle50410.aspx>

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