

## KB39271: WFS Adherence Configuration Parameters not taking effect

### PROBLEM

When setting Adherence Parameters in the Adherence Configuration dialog, none of the changes appear to take effect.

### SYMPTOMS

When Selecting a Shift, Break, or Job, then moving Available states to Assigned States, it does not display the assigned states upon re-opening the dialog or re-launching the application. This problem can be found in the Workforce Scheduling application under the Adherence Configuration dialog.

### CAUSE

There are logic errors when more than one WFS user is assigning states in the Adherence Configuration dialog.

### WORKAROUND

None.

### 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:** 39271 WFS adherence parameters not retained

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