

KB40376: Grouping employees by supervisor in WFS results in application error when making time bar edits

PROBLEM

When grouping employees by supervisor in Workforce Scheduling, any time bar edits will result in an application error.

SYMPTOMS

In the Workforce Scheduling application, if a user selects 'Supervisor' in the Group View drop down, the grid lines do not extend to the bottom employees making any time bar schedule changes resulting in an application error.

CAUSE

There is a flaw in the logic when employees are grouped by supervisor.

WORKAROUND

Change the 'Group View' selection to '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

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