

WFS - Workforce Scheduling client receiving Network Congestion errors

PROBLEM

When using the Workforce Scheduling client you encounter repeated network congestion errors.

CAUSE

This can be caused by network delays exceeding the default timeout values in workforce scheduling.

RESOLUTION

First, ensure that the server is up to date. In 6.X stream this means upgrading to 6.0.3.0 and applying this hotfix. In the 7.X.X.X stream you should be on 7.1.1.0 or later.

On the affected client computer, you can then adjust the timeout values.

1. Go to **[InstallDir]\CCM\Applications\CcsClient**.
2. Open the **WorkforceSchedulingClient.exe.config** file in notepad.
3. In the <appSettings> section of the config file, modify/add the following values: (keep in mind that the system needs enough time to: handshake, process the change locally, send the change to the database).

```
<add key="ServerUpdateTimeoutSeconds" value="5"/>  
<add key="MassServerUpdateTimeoutMinutes" value="1"/>  
<add key="UpdateAttempts" value="3"/>
```

4. We recommend trying the following values:

```
<add key="ServerUpdateTimeoutSeconds" value="30"/>  
<add key="MassServerUpdateTimeoutMinutes" value="30"/>  
<add key="UpdateAttempts" value="5"/>
```

5. Save the changes.

APPLIES TO

WFS 6.0.3.0 and newer

Keywords: WFS workforce scheduling network congestion timeout configuration config

Last Modified By: AndrewM, Tuesday, February 03, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52236.aspx>

Wednesday, February 01, 2023