

## **KB230: Exporting a Forecast to Contact Center Scheduling causes any open CCS Clients to freeze or hang.**

**Problem:** When exporting a large forecast to Contact Center scheduling (also referred as CCS), open CCS Clients would experience runaway CPU and memory consumption eventually experiencing an 'Out of Memory exception'.

### **Symptoms:**

After a Forecast is exported to CCS, any open clients, including the one that originated the forecast lose user input focus and the system becomes unresponsive.

### **Cause:**

When forecast data is exported to the CCS, the server broadcasts the change to all open CCS Clients, including the one that sent it if the forecast was not exported from the website. This process was not optimized.

### **Resolution:**

Download and install hotfix KB230. The hotfix needs to be installed on the server, download the fix here: [KB230](#)  
Run the hotfix and follow instructions.

### **More Information:**

Version Required: 5.1 Service Pack 4

Last Modified By: kmiddlemiss, Sunday, January 23, 2011  
<http://micc.mitel.com/kb/KnowledgebaseArticle50415.aspx>

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