

HotFix KB377699 - Workforce scheduling generating an error when modifying an existing schedule

PROBLEM

When making changes to an existing schedule, the workforce scheduling client would return an error and close.

SYMPTOMS

The Workforce Scheduling client reports *The update did not succeed due to conflicting changes with other users. Schedule was closed to avoid data corruption. Please reload the schedule and try again* and then closes.

RESOLUTION

This hotfix is to be applied onto **MiContact Center Business version 8.1.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.1.0 and HotFixes.
6. Download the **MiCC HotFix KB377699.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB377699.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Applying this hotfix will restart the Mitel services, and repackage the client component installer. In order to avoid service interruptions we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.1.0

Keywords: WFS workforce scheduling modify schedule error

Last Modified By: montpetit.a, Thursday, April 05, 2018
<http://micc.mitel.com/kb/KnowledgebaseArticle52508.aspx>

Tuesday, May 17, 2022