

## Loading historical data in the Workforce Scheduling tool results in an error message

### PROBLEM

Loading historical data in the Workforce Scheduling tool results in an error message

### SYMPTOMS

When Launching WFS and running the forecasting tool when clicking 'Load Historical Data ' The following error appears in the WFS log file and the page does not load.

*Error: 2015-Oct-07 12:15:35.136 A fatal error occurred, with the message: Could not load file or assembly 'Syncfusion.Grouping.Base, Version=11.3045.0.30, Culture=neutral, PublicKeyToken=3d67ed1f87d44c89' or one of its dependencies. The system cannot find the file specified. ()*

*Fatal: 2015-Oct-07 12:15:37.635 Unhandled Exception*

*--- Start Exception Stack ---*

*System.IO.FileNotFoundException: Could not load file or assembly 'Syncfusion.Grouping.Base, Version=11.3045.0.30, Culture=neutral, PublicKeyToken=3d67ed1f87d44c89' or one of its dependencies. The system cannot find the file specified.*

*File name: 'Syncfusion.Grouping.Base, Version=11.3045.0.30, Culture=neutral, PublicKeyToken=3d67ed1f87d44c89'*

*at prairieFyre.Forecasting.LoadHistoricalCallData..ctor(IForecastingServer forecastingServer)*

*at prairieFyre.Forecasting.CreateForecastingUI.LoadHistoricalData\_Click(Object sender, EventArgs e)*

*at System.Windows.Forms.Control.OnClick(EventArgs e)*

*at System.Windows.Forms.Button.OnClick(EventArgs e)*

*at System.Windows.Forms.Button.WndProc(Message& m)*

*at System.Windows.Forms.Control.ControlNativeWindow.OnMessage(Message& m)*

*at System.Windows.Forms.Control.ControlNativeWindow.WndProc(Message& m)*

*at System.Windows.Forms.NativeWindow.Callback(IntPtr hWnd, Int32 msg, IntPtr wparam, IntPtr lparam)*

*WRN: Assembly binding logging is turned OFF.*

*To enable assembly bind failure logging, set the registry value [HKLM\Software\Microsoft\Fusion!EnableLog] (DWORD) to 1.*

*Note: There is some performance penalty associated with assembly bind failure logging.*

*To turn this feature off, remove the registry value [HKLM\Software\Microsoft\Fusion!EnableLog].*

*--- End Exception Stack ---*

If you launch the forecasting tool directly from Contact Center Client, this function will work properly.

### CAUSE

A pair of .DLL files needed are missing from the WFS folder, but present in the Contact Center Client.

### RESOLUTION

You will need to copy two files.

1. Go to **[InstallDir]\Applications\ContactCenterClient\**.
2. Copy the **syncfusion.grid.grouping.windows.dll** and **syncfusion.grouping.base.dll** files.
3. Paste these files into **[InstallDir]\Applications\CcsClient\**.
4. Re-launch the WFS application.

## APPLIES TO

MiCC Version 7.1.3.0

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