

## KB66515 - 6.0 - Cannot log in to Workforce Scheduling Client

### PROBLEM

Cannot log in to Workforce Scheduling Client.

### CAUSE

Some required DLL files were not properly updated after the installation of KB62877, preventing users from logging in to the workforce scheduling client.

### RESOLUTION

Hotfix KB66515 was created to resolve the issue.

**\*\* NOTE: This hotfix is included in our latest release, 6.0 Service Pack 1. [Click here](#) to view the article and instructions on where to download it. If you require this hotfix without upgrading to the current fix pack/service pack, please contact Customer Support for assistance. \*\***

Due to export regulations, direct links to the hotfix associated with this Knowledge Base article is no longer provided through prairieFyre Software's Knowledge Base and FTP server. Instead, you will have to login to [www.mitel.com](http://www.mitel.com) using your Mitel OnLine credentials to gain access to downloads.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click **CCBE\_FullRelease**.
  - A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

**WARNING:** Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

### APPLIES TO

CCM/IVR 6.0 FP1

**Keywords:** WFS Work force scheduling workforce login KB66509 66509 KB62877 62877

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