

## KB38576: WFS Forecast tool results in an Out Of Memory Exception

### Problem

Using the Forecast tool to export a generated Forecast to a WFS Schedule results in an "Out of Memory" exception.

### Symptoms

When using the Forecasting Tool in Workforce Scheduling, running a forecast with about one month of data results in an Out Of Memory Exception. The CCSClient log contains the following error:

```
eError 8/11/2010 2:07:58 PM Unhandled Exception Exception of type
'System.OutOfMemoryException' was thrown. | Exception of type
'System.OutOfMemoryException' was thrown.
at System.Windows.Forms.Control.MarshaledInvoke(Control caller, Delegate method, Object[]
args, Boolean synchronous)
at System.Windows.Forms.Control.Invoke(Delegate method, Object[] args)
at System.Windows.Forms.Control.Invoke(Delegate method)
at prairieFyre.CCS.Data.ServerUpdateManager.synchronizeServerUpdates() in
e:\TeamBuild\CCS\CI_CcsClient_5.7\Source\Source\Applications\CcsClient\Data\ServerUpdate
Manager.cs:line 1745
at System.Threading.ThreadHelper.ThreadStart_Context(Object state)
at System.Threading.ExecutionContext.runTryCode(Object userData)
at
System.Runtime.CompilerServices.RuntimeHelpers.ExecuteCodeWithGuaranteedCleanup(TryCo
de code, CleanupCode backoutCode, Object userData)
at System.Threading.ExecutionContext.RunInternal(ExecutionContext executionContext,
ContextCallback callback, Object state)
at System.Threading.ExecutionContext.Run(ExecutionContext executionContext, ContextCallback
callback, Object state)
at System.Threading.ThreadHelper.ThreadStart()
```

### Cause

The algorithm is not optimized and is consuming excessive computer resources.

### Workaround

The Forecast data is exported to the database successfully, however, the WFS application is in an unstable state. Close and re-start the application. Alternately, you can export a smaller set of dates. For example, instead of exporting four weeks of data, export one week at a time.

### Resolution

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

## Applies To

CCM version 5.7 SP1

Last Modified By: kmiddlemiss, Friday, January 21, 2011  
<http://micc.mitel.com/kb/KnowledgebaseArticle50900.aspx>

Tuesday, January 31, 2023