

## HotFix KB376830 - Error in Workforce Scheduling when attempting to make changes to an existing schedule

### PROBLEM

When trying to make a change to an existing schedule, users experience an error.

### SYMPTOMS

The Workforce Scheduling client reports "*The update did not succeed due to network congestion. Please try again*" when saving a change.

A restart of the CCS service on the MiContact Center server will allow changes to be saved again.

### RESOLUTION

This HotFix is to be applied onto **MiContact Center version 7.1.3.3**.

1. Download the attached **KB376830.EXE** to the MiContact Center server.
2. Double-click the **KB376830.EXE** file and follow the on-screen prompts.

**NOTE:** Installing this hotfix will restart the prairieFyre services. In order to avoid service interruptions we recommend applying this update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 7.1.3.3

**Keywords:** 376830 KB376830 WFS workforce scheduling error change schedule

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<http://micc.mitel.com/kb/KnowledgebaseArticle52507.aspx>

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