AVAYA

Product Support Notice

PSN # PSN006168u				
Original publication date: 23-Jan-2023. This is Issue 02, published date: 21-Feb-2023.	**Severity/risk level**	Medium	**Urgency**	Immediately

Name of problem

AWE 15.2.221 (HF0928 or HF1010) WFM. Schedule Error when custom overtime assignments are present.

Products affected

AWE 15.2.221 (HF0928 or HF1010)

Problem description

On the Calendar, when a user changes the activity of an OT (Overtime Extension) event, making it a custom OT event, a scheduling warning appears if there are other shift assignments with the same activity type.

The scheduling engine is unable to generate a schedule.

Detailed steps to confirm the issue:

1.   Navigate to %IMPACT360DATADIR%\FNS and locate the DTO folder corresponding to the scheduled run.
   a.   Depending on the installation this will be on the Forecasting and Scheduling Server or Application Server.
2.   Within the DTO folder find and open the BPlog1.txt file.
3.   Search for "Custom OT" and confirm this is the cause of the error

example:

   \Impact360\Data\Fns\cschedule_2022-12-27T161339.442_9111_XXXXX@XXX.XXX_error\BPLog1.txt (5 hits):

   Line 1264: 0x1ECC 0x1770 12-27 16:14:00.442: INFO [2028] Shift event assignment is custom since it has custom OT: DbId = <-102540073>, Employee = <XXXXXXXXXXXX>, Start = <12/26/2022 1:00:00 PM>

Resolution

The following KBs available from VerintConnect fix this issue:

Forecasting and Scheduling

HF1010 [KB220246](#)
HF0928 [KB220245](#)

20th Feb 2023. The issue is permanently resolved in AWE 15.2.211 HF 1012 Update Kit - WFO15.2_22.1.1012-15.2.1012.1012.zip - . AWE PLDS ID WFO000001112.

Verint KB Summary

BUG-36477: Scheduling error generated when an OT event activity is the same as other shift assignments

On the Calendar, when a user changes the activity of an OT (Overtime Extension) event, making it a custom OT event, a scheduling warning appears if there are other shift assignments with the same activity type.

Workaround or alternative remediation

Remarks

References
VerintConnect KM2345218 (HF1010)
VerintConnect KM2477788 (HF0928)

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions	Service-interrupting?
Applications Only. Read the individual KB Release Note.	Yes
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.