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Workforce Management Builder

Known Issues and Recommendations

12/17/2025

Known Issues and Recommendations

Workforce Management Builder

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Builder. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

In some rare complex scenarios WFM Builder may schedule an extra day off, which would violate an existing contract, for agents who participate in multi-site activities and have meetings scheduled.

This issue has been confirmed in WFM Builder version 8.5.216.05, released on February 28, 2020, and may also affect earlier versions.

To avoid this issue, simplify the scenario before building the schedule by removing the meetings, or multi-site activities, or removing contract synchronization. WFM Builder should be able to produce the correct schedule then.

ID: WFM-37414	Found In: 8.5.220.02	Fixed In:
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Building profile-based schedules fails with an internal error in specific configurations

ID: WFM-36738	Found In: 8.5.219.08	Fixed In:
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WFM Builder does not respect the “Minimum duration between the start times of two consecutive working days” constraint when rebuilding only a part of the schedule scenario.

ID: WFM-36500	Found In: 8.5.219.06	Fixed In: 8.5.219.16
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Starting with WFM Builder 8.5.217.00, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.217.00	Fixed In: 8.5.217.00
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31421, WFM-31185	Found In: 8.5.203.00	Fixed In: 8.5.203.00
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If the path for the WFM Builder **x-ScheduleLogPath** configuration option value is set to a folder that does not exist, the following internal error message appears: Error[1066] Internal error. This issue occurs only when the **x-ScheduleBuilderTrace** option value is set to true.

ID: WFM-25258	Found In: 8.5.201.11	Fixed In: 8.5.202.02
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Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Workforce Management Builder unless otherwise noted in the issue description.

This 8.5.x product release supports Language Packs. Use 8.5.x-compatible Language Packs upon their availability.

This release does not support 8.1.x Language Packs.

Language Packs allow installers to select the language, in which the user interface and online Help files are displayed. For details about available Language Packs, including the languages, see the [Translation Support](#) page in this release note.

Starting with WFM Builder 8.5.217.00, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.217.00	Fixed In: 8.5.217.00
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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

ID: WFM-32749, WFM-31421, WFM-31185	Found In: 8.5.203.00	Fixed In: 8.5.203.00
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