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Workforce Management Daemon

Known Issues and Recommendations

12/14/2025

Known Issues and Recommendations

Workforce Management Daemon

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Workforce Management Daemon. 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](#).

If a scheduled report's Time zone setting is a newly introduced IANA time zone, the report might not be generated. The message `java.time.zone.ZoneRulesException: Unknown time-zone ID` can appear in java console.

ID: WFM-36779	Found In: 8.5.219.18	Fixed In: 8.5.220.05
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WFM Daemon doesn't start in some environments due to a missing **codec** folder inside the **wfmdaemon.jar** file.

ID: WFM-36704	Found In: 8.5.219.16	Fixed In: 8.5.219.18
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WFM Daemon 8.5.202.x and earlier releases do not process e-mail notifications that were created after the database, WFM Server, and WFM Web are upgraded to 8.5.203.x. To ensure new notifications are processed in this configuration, upgrade WFM Daemon to 8.5.203.x.

ID: WFM-25966	Found In: 8.5.201.01	Fixed In: 8.5.203.01
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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 Daemon 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 Daemon 8.5.218.00, WFM Language Packs are supported on Windows 2019.

ID: WFM-33682	Found In: 8.5.218.00	Fixed In: 8.5.218.00
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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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