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Workforce Management Server

8.5.210.01

12/16/2025

8.5.210.01

Workforce Management Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/22/17	General					X

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What's New

This release contains the following new features and enhancements:

- WFM Server now provides alarms for synchronization issues within the log files and enables users to decide if they should increase the timeout limit to ensure synchronization is completed. See also [WFM-26421](#) below.
- The **[Log]** keep-startup-file configuration option specifies whether WFM Builder keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value set in the **[Log]** expire configuration option.
- Support for Windows Server 2016. See the [Supported Operating Environment: Workforce Management](#) page for more detailed information and a list of all supported operating systems.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Workforce Management](#)

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Resolved Issues

This release contains the following resolved issues:

WFM now selects the correct shift sequence when scheduling shift items for a full shift. Previously, if unpaid meals with minimum duration were specified, WFM Server would sometimes select incorrect shift sequences configured for a longer paid duration of the shift. (WFM-28246)

Using an improved algorithm, WFM Server now correctly handles carry-over values and time-off bonuses. Previously, while processing carry-over hours in certain conditions, WFM Server sometimes calculated bonus and carry-over values incorrectly. (WFM-27682)

WFM Server now generates alarm messages for synchronization-related critical exceptions and errors. The message 20005|STANDARD|SYNC_ALERT|%s is found in the wfmserver.lms file. The message ID is 20005 and includes a short text description of the error. (WFM-26421)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.210.01.