



## Introduction

This document provides information about Workforce Dimensions updates. Kronos recommends that you read this document, and that you keep a printed copy.

**Note:** Some new features or resolved issues originally slated for an R6 Update may have been retroactively applied to R6 in an Express Upgrade. These will not be listed in this Update Summary. Please reference the *R6 Release Notes*, as it is cumulative, for these features and issues.

This document provides the following information about Workforce Dimensions:

- Information about documentation modifications.
- Information about new features.
- Descriptions of issues that were resolved in this update.

# What's New?

**Note:** Most Workforce Dimensions features are not enabled by default, and need to be enabled (for example, via **Function Access Profiles** or **Data Access Profiles**). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).

## R6 Update 4 (week of 7/6/20)

The feature(s) below were added for R6 Update 4.

Issue Numbers	Feature	Description
<b>Analytics</b>		
DIM-6664	Business Structure Time-Series	Analytics now provides the ability to create dataviews and reports that summarize metrics and KPIs by the business structure and defined time intervals (Day, Week, Month, Quarter). Users can view trends in labor management performance to identify potential issues or improvements.
<b>HCM</b>		
DIM-58456	Multi-EIN UI Support - Releases with R69	Ability for employees who get paid from multi-EIN toggle in the UI to see correct pay per EIN
<b>Mobile App</b>		
N/A	Version 2.3.2 now available	A new version of the Mobile App (v2.3.2) is now available for download from the Apple App Store and the Google Play Store. This version contains minor bug fixes and enhancements.
<b>Platform</b>		
FLC-79158	Resizable Addon Tabs in	Addons, which previously could only be

Issue Numbers	Feature	Description
	Timecard and Schedule Planner	opened or closed, can now be resized by the end user. Addon tabs in the Timecard, Schedule Planner, Dataviews and Team Definition have all been updated. The system will also remember the height of each Addon independently.
FLC-72892	Enhanced Display Profile	Enhance Display Profile to disallow access to Location Queries.
<b>Reporting</b>		
DIM-113441	Run reports in CSV for 25k employees or locations	Users can execute employee reports and business structure reports to be rendered in CSV format for 25,000 employees or locations, respectively. Users can “extract” data for large employee sets in a format that is easy to work with in external applications.
<b>Scheduling</b>		
DIM-51893	Gaming	<p>Gaming manages tip declaration and tip compliance, and also supports token pool entry and distribution.</p> <p>Gaming allows users to generate reports and review of employee Tips/Tokens as a manager (Token Pool &amp; Tip Compliance Reports).</p> <p>Skills and certification(s) can be enforced to perform specific jobs.</p> <p>Declaration of tips can be done at the clocks by employees who elect this option.</p> <p>Gaming helps customers meet IRS and Gaming Industry Tip Compliance Agreement (GITCA) requirements. Automated tracking simplifies reporting and helps customers comply with related labor law regulations.</p>

Issue Numbers	Feature	Description
FLC-82236	Show Inactive Employees	<p>Show Inactive Employees specifies whether or not to display inactive employees in the Schedule Planner. This setting only applies:</p> <ul style="list-style-type: none"> <li>• to time frames where the employee is inactive for the entire time frame. Employees that are partially active for the time frame continue to show data for the inactive days.</li> <li>• when the Schedule Planner is loaded by Location.</li> </ul> <p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Always:</b> Inactive employees are always shown in the schedule.</li> <li>• <b>Never:</b> Inactive employees are not shown in the schedule.</li> <li>• <b>When Shifts or Pay Codes are Assigned:</b> Inactive employees display in the schedule only when they have shifts or pay codes assigned. This is the default setting for new Schedule Planners.</li> </ul> <p>Note: To ensure the totals match what is displayed in Dataviews, Schedule Totals displayed in the Schedule Planner always include shifts and pay codes assigned to inactive employees. The setting you select does not affect how Schedule Totals are shown, only how inactive employees are displayed in the Schedule Planner. The best practice is to select the When Shifts or Pay Codes are Assigned setting.</p>
FLC-75195	Daily Coverage: All Jobs for All Spans	Daily Coverage - support seeing All Jobs for All Spans.

Issue Numbers	Feature	Description
None	Workforce Dimensions SMS ShiftFill	Workforce Dimensions SMS ShiftFill helps customers gain insights on scheduling needs and fulfill open shifts with eligible employee candidates while helping managers maintain staffing levels quickly and easily using a simple text to an employee's mobile device. Workforce Dimensions SMS message bundles offers mobile support for managers from any device, providing the flexibility to quickly notify qualified employees of open shifts and allowing interested, qualified, and available candidates to accept those shifts while Audit trails allow customers to monitor and troubleshoot their shift filling activities.
<b>Timekeeping</b>		
FLC-81203	Audit Add On tab - Type Punch - Edit now includes the original time.	Users can view the original records when a timekeeping item, such as a punch, is edited by using the new Audit ID column in the Timecard Audit add-on.
FLC-80016 FLC-80017	Pay Rule Building Block API support.	Timekeeper Pay Rule Building Block API support - Paycode Distribution
FLC-79937	Offline Attestation Workflow adds comment to punch when collected.	Offline Attestation Workflows supports automatic comments, workflow notifications, and cancellation of all or specific meal deductions when the clock comes online.
<b>UDM</b>		
DIM-111436 DIM-111434 DIM-97765, DIM-92274	TeleTime IP	TeleTime IP allows employees to use any phone to call into the system to perform punches, transfers, and self service activities.
DIM-93128	Online transfer transactions	Online transfer is a new clock transaction that can be configured in UDM with any combination of Job, Work Rule, Cost Center

Issue Numbers	Feature	Description
		<p>and Labor Transfers. *</p> <p>The transfer will respect the employee's Function Access Profile and assigned job, work rule, and labor category profiles. This transaction requires the clock to be online and connected to the server to be running; there is no offline mode for the transfer.</p> <p>* - Note that this feature is only supported on InTouch 9000 and 9100 devices; not on 4500 or InTouch DX devices.</p>

In addition, the following API operation(s) were added for R6 Update 4.

Domain	Resource	Operation	Method	URL endpoint
Platform	Menu Items	Retrieve All Menu Items	GET	/v1/platform/user_interface/links
Platform > Reporting	Report Data Objects	Generate Report Data Object Batched Requests by Name	POST	/v1/platform/report_dataobjects/{name}/data/generate_request_batches
Timekeeping	Paycodes– Timekeeping	Retrieve Paycodes	POST	/v1/timekeeping/setup/pay_codes/multi_read
Timekeeping	Paycodes– Timekeeping	Create Paycode	POST	/v1/timekeeping/setup/pay_codes
Timekeeping	Paycodes– Timekeeping	Create Paycodes	POST	/v1/timekeeping/setup/pay_codes/multi_create
Timekeeping	Paycodes– Timekeeping	Create or Update Paycodes	POST	/v1/timekeeping/setup/pay_codes/multi_upsert
Timekeeping	Paycodes– Timekeeping	Update Paycode by ID	PUT	/v1/timekeeping/setup/pay_codes/{id}
Timekeeping	Paycodes– Timekeeping	Update Paycodes	POST	/v1/timekeeping/setup/pay_codes/multi_update

Domain	Resource	Operation	Method	URL endpoint
Timekeeping	Paycodes– Timekeeping	Delete Paycode by ID	DELETE	/v1/timekeeping/setup/pay_codes/{id}
Timekeeping	Paycodes– Timekeeping	Delete Paycodes	POST	/v1/timekeeping/setup/pay_codes/multi_delete
Timekeeping	Paycode Distributions	Retrieve All Paycode Distributions or by Name	GET	/v1/timekeeping/setup/pay_code_distributions
Timekeeping	Paycode Distributions	Retrieve Paycode Distribution by ID	GET	/v1/timekeeping/setup/pay_code_distributions/{id}
Timekeeping	Paycode Distributions	Retrieve Paycode Distributions	POST	/v1/timekeeping/setup/pay_code_distributions/multi_read
Timekeeping	Paycode Distributions	Create Paycode Distribution	POST	/v1/timekeeping/setup/pay_code_distributions
Timekeeping	Paycode Distributions	Create Paycode Distributions	POST	/v1/timekeeping/setup/pay_code_distributions/multi_create
Timekeeping	Paycode Distributions	Update Paycode Distribution by ID	PUT	/v1/timekeeping/setup/pay_code_distributions/{id}
Timekeeping	Paycode Distributions	Update Paycode Distributions	POST	/v1/imekeeping/setup/pay_code_distributions/multi_update
Timekeeping	Paycode Distributions	Create or Update Paycode Distributions	POST	/v1/timekeeping/setup/pay_code_distributions/apply_upsert
Timekeeping	Paycode Distributions	Delete Paycode Distribution by ID	DELETE	/v1/timekeeping/setup/pay_code_distributions/{id}
Timekeeping	Paycode Distributions	Delete Paycode Distributions	POST	/v1/timekeeping/setup/pay_code_distributions/multi_delete

## R6 Update 3 (week of 6/1/20)

The feature(s) below were added for R6 Update 3.

Issue Numbers	Feature	Description
<b>Mobile App</b>		
DIM-88316	Enterprise Mobility Management (EMM)	<p>A new version (2.3.1) of the Workforce Dimensions mobile app is now available in the iOS App Store and the Google Play Store.</p> <p>This version of the app now adheres to the EMM standards defined by AppConfig.org.</p>
<b>Platform</b>		
DIM-106686	Select All without Scrolling	Users are now able to select all employees returned in a dataview without needing to scroll to select additional employees.
<b>Scheduling</b>		
FLC-81963 / WFD-7704	Implement Request Purpose in Requests	<p>The Request Purpose attribute, which permits Reviewer List overrides in the People Record, was added to the following Request Sub-types:</p> <ul style="list-style-type: none"> <li>- Open Shift</li> <li>- Swap</li> <li>- Cover</li> <li>- Availability Change</li> </ul>
FLC-77026 / WFD-6463	Schedule On-Call Shifts	<p>On-Call is now triggered when a scheduled work rule transfer contains a Call-in building block.</p> <p>This allows On-Call to be used in:</p> <ul style="list-style-type: none"> <li>- Shifts</li> <li>- Shift Templates</li> <li>- Schedule Patterns</li> <li>- ESS Requests</li> </ul>



Issue Numbers	Feature	Description
		The existing Schedule Tag functionality for On-Call remains available.
<b>TeleStaff</b>		
DIM-62169	Employee mapping	Employee mapping allows contact information to be mapped differently for different institutions (police vs fire).
<b>Timekeeping</b>		
FLC-73021/ WFD-5592	Muster Roll report enhancement	The Muster Roll report now supports the use of hours-based pay codes when defining the Muster Roll Leave Codes that capture the desired leave time.
<b>Work</b>		
DIM-26295	Project View Timecards	Project View Timecards enable managers and employees with a Work license to manipulate activities through the timecard.  Features Include: - Anomalies used to indicate timecard issues - Ability to add a time period to an activity - Mobile app support
DIM-26294	Multi-Currency Support	Multi-Currency is now supported in Work..
DIM-26279	Standards and Efficiency	Standards and Efficiency enable organizations to measure employee productivity. Associating a standard to an activity sets a benchmark used to determine efficiency by comparing the standard against entered results. Efficiency results can be found in the Work Summary Tab or Glance.

In addition, the following API operation(s) were added for R6 Update 3.

Domain	Resource	Operation	Method	URL endpoint
Forecasting	Labor	Update Labor	POST	/v1/forecasting/labor_

Domain	Resource	Operation	Method	URL endpoint
	Standards	Standard		standards/apply_update
Platform > KPI Framework	Target Thresholds	Retrieve Target Threshold by ID	GET	/v1/platform/target_thresholds/{id}
Platform > KPI Framework	Target Thresholds	Retrieve Target Thresholds	POST	/v1/platform/target_thresholds/multi_read
Platform > KPI Framework	Target Thresholds	Retrieve Target Threshold Short Names	GET	/v1/platform/target_thresholds/short_names
Platform > KPI Framework	Target Thresholds	Export Target Threshold Data	GET	/v1/platform/target_thresholds/export
Platform > KPI Framework	Target Thresholds	Create or Update Target Thresholds	POST	/v1/platform/target_thresholds/multi_upsert
Platform > KPI Framework	Target Thresholds	Update a Target Threshold by ID	POST	/v1/platform/target_thresholds/{id}
Platform > KPI Framework	Target Threshold Evaluation Period	Retrieve Target Threshold Evaluation Period	GET	/v1/platform/target_thresholds/eval_period
Platform > KPI Framework	Target Threshold Indicator Texts	Retrieve All Target Threshold Indicator Texts	GET	/v1/platform/target_thresholds/indicator_texts
Platform > KPI Framework	Target Threshold Operators	Retrieve All Target Threshold Operators	GET	/v1/platform/target_thresholds/operators

Domain	Resource	Operation	Method	URL endpoint
Platform > Reporting	Report Data Objects	Generate Report Data Object Batched Requests by Name	POST	/v1/platform/report_dataobjects/{name}/data/generate_request_batches
Timekeeping	Work Rules	Retrieve All Work Rules	GET	/v1/timekeeping/setup/full_work_rules
Timekeeping	Work Rules	Retrieve Work Rule by ID	GET	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Retrieve Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_read
Timekeeping	Work Rules	Create Work Rule	POST	/v1/timekeeping/setup/full_work_rules
Timekeeping	Work Rules	Create Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_create
Timekeeping	Work Rules	Update Work Rule by ID	PUT	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Update Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_update
Timekeeping	Work Rules	Delete Work Rule by ID	DELETE	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Delete Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_delete
Work	Activity Resources	Retrieve All Eligible Default Activities	GET	/v1/work/activities/setup/eligible_default_activities
Work	Activity Efficiencies	Retrieve Activity Efficiencies	POST	/v1/work/activity_efficiencies/multi_read

## R6 Update 2 (week of 5/4/20)

The feature below has been added for R6 Update 2. Additional new features for this release are included in the What's New table that follows.

### CSV support in BIRT reporting framework (FLC-78171)

Many standard reports now support CSV output, because report outputs in Excel create significant performance challenges. In addition, reports that are rendered in CSV can be executed for up to 10,000 employees or locations. Note the following:

- The report always includes the column headers as the first row.
- The report maintains the defined grouping in the report and provides the grouped data and detailed data in the report output.
- Depending on how the report is configured:
  - If the report contains multiple tables, only one table (as defined in the CSV\_Export\_Table\_Name parameter ) is output as in CSV.
  - The report provides the columns in the order as defined in the CSV\_Export\_Column\_Names\_Order parameter. Hidden columns are not included in the CSV report.
- The report provides all “measures” (numeric values) as unformatted. The user must format the numeric values as needed.

If you want your existing custom reports to enable CSV output, you must modify them as described in the online help.

The following standard reports have been updated to support CSV output. Because only one table can be rendered as CSV, the applicable tables are listed here as well.

Standard Report Label	Table (Default Value for CSV_Export_Table_Name Report Parameter)
Absent Employees	Absent Employees
Accrual Debit Summary	Accrual Debit Summary -Tabular
Accrual Detail Report	Accrual Detail Transactions
Accrual Reporting Period Summary	Accrual Reporting Period Summary
Actual vs Schedule by Job	Actual vs Schedule by Job
Attendance Action Detail	Attendance Action Detail
Attendance Analysis	Attendance Analysis
Attestation Daily Summary	Attestation Daily Summary
Audit Report	Audit Report
Employee Hours By Job	Employee Hours By Job
Employee Sign Off	Employee Sign Off
Exceptions	Exceptions Transactions
FTPT Report	FTPT Hours
Hours by Location	Hours by Location
People Audit Report	People Audit
Security Report	Security Audit
Time Detail	Time Detail Transactions

Note that the following reports cannot be output as CSV files because of their complex nature

- Employee Schedule-Weekly
- Leave Hours Details
- Leave Hours Summary
- Leave Trends
- Location Schedule - Weekly
- Location Schedule Detail-Weekly
- Attendance Incident Detail

## What's New Table for R6 Update 2

The features below were also added for R6 Update 2.

Issue Numbers	Feature	Description
<b>Information Access</b>		
FLC-75319	Employee Count Data Column	A new data column is available for use in Business Structure Dataviews and Business Structure Report Data Objects that provides the number of employees that are part of each location returned. The count of employees in each location is based on the employee's assigned primary job.
<b>Scheduling</b>		
DIM-93204	Predictive Scheduling Batch Processing Enhancement	To ensure adequate performance, the batch framework will be used to process Predictive Scheduling violations when more than 50 edits are saved at the same time and the location has Predictive Scheduling configured.
FLC-78111	Shift Swap visual queue for schedule planner	Provides visibility, in the Schedule Planner, of any shifts that have been swapped as a result of an employee swap request.
FLC-67216	New FACP controls for the Workload Planner	Eight new Function Access Control Points have been added under Workload Planner to be used in FAPs. The new FACPs determine whether users can see columns and controls on the Workload Planner.
<b>Timekeeping</b>		
FLC-80015	Timekeeper Pay Rule Building Block API - Work Rules	A setup API to pull work rule configuration via a public API

In addition, the following API operations were added for R6 Update 2.

Domain	Resource	Operation	Method	URL endpoint
Platform	Menu	Retrieve All Menu	GET	/v1/platform/user_interface/links

Domain	Resource	Operation	Method	URL endpoint
	Items	Items		
Timekeeping	Work Rules	Retrieve All Work Rules	GET	/v1/timekeeping/setup/full_work_rules
Timekeeping	Work Rules	Retrieve Work Rule by ID	GET	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Retrieve Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_read
Timekeeping	Work Rules	Create Work Rule	POST	/v1//timekeeping/setup/full_work_rules
Timekeeping	Work Rules	Create Work Rules	POST	/v1/timekeeping/setup/full_work_rules
Timekeeping	Work Rules	Update Work Rule by ID	PUT	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Update Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_update
Timekeeping	Work Rules	Delete Work Rule by ID	DELETE	/v1/timekeeping/setup/full_work_rules/{id}
Timekeeping	Work Rules	Delete Work Rules	POST	/v1/timekeeping/setup/full_work_rules/multi_delete

## R6 Update 1 (week of 3/23/20)

The feature(s) below were added for R6 Update 1.

Issue Numbers	Feature	Description
<b>Information Access Dataviews</b>		
FLC-82060/ DIM-99569	New "Calendar Date" column	A new data column, Calendar Date, has been added to the entity <b>Timecard Transaction, Assignment -&gt; Raw Totals By Calendar Day</b> . This column holds the Calendar Date of the Timecard with a 12 am midnight

Issue Numbers	Feature	Description
		<p>day-divide, based on Fixed Rule “Hours belong to”.</p> <p>The column will be null (empty) until the underlying code to populate the Calendar Date is deployed in Release 6 Update 2.</p>
FLC-72863	‘Reports To Employee ID’ Data Column	<p>The <i>Reports To Employee ID</i> data column provides the Employee ID of the employee’s manager as defined in the <b>Reports To</b> field. The new data column can be used in employee dataviews or employee report data objects to provide this information to users.</p>
Scheduler		
DIM-6192	Staffing Dashboard	<p>The Staffing Dashboard allows busy staffing managers to manage staffing needs across departments. Flexible, just-in-time staffing capabilities lets organizations meet business demand by reacting quickly to changes in volume across departments. The dashboard helps organizations deploy staff fairly and consistently based on established department staffing models.</p>
DIM-61635	Coverage Variance by Span report	<p>This report shows weekly or monthly staffing coverage numbers for a location. It lists each job by shift or schedule zone with the job’s planned and scheduled numbers and any variance.</p>
FLC-67737	Limit Swap to employees listed in the Employee Visibility Period.	<p>A new attribute in the Swap Request Sub-type, Apply Employee Visibility Period Hyperfind Filtering, will allow a system administrator to limit Swaps to only the employees that are defined in the Employee Visibility Period Hyperfind.</p>
FLC-75149	New configurable default option when adding an employee to a Schedule Group	<p>When adding an employee to a Schedule Group in the Schedule Planner, the default value of the checkbox to remove the employee from other Schedule Groups is now configurable in the Schedule Planner</p>



Issue Numbers	Feature	Description
		configuration. The name of the option is “Add to group action will remove employees from other groups by default”.
<b>Work</b>		
DIM-57203	Anomalies	Anomalies provide an indication to the user that there is something within the Work product that may need to be addressed. The anomalies are each configurable, to be displayed or not, within Timecard Settings and can be enabled for Orphans, Idle, Over Allocation, Concurrency, Missing Results, Mismatched Results and Auto-Resolve. A common anomaly icon is displayed in the timecard any time an enabled anomaly condition is met and anomalies can be added to dataviews or reports.
DIM-26313	Timecard validation	A timecard that includes activities from the Work product will validate activity data entry comparable to data entered via a form. This will help protect users from entering invalid data.
DIM-26305	Barcode reports	The barcode font has been added to the reporting tool so that reports containing a barcode can be generated for Work items.
DIM-26290	Manager setup actions	<p>Manager Actions provide managers with a subset of access to Work Setup within Application Setup. Three levels of Work Setup capabilities are defined within the Function Access Profile</p> <ol style="list-style-type: none"> <li>1) Full Work Setup is for administrators that will have access to the entire Work Setup menu,</li> <li>2) Manager Work Setup grants access to viewing, editing and copying Activities, and</li> <li>3) Limited Manager Work Setup grants limited access</li> </ol>

Issue Numbers	Feature	Description
		to Activities, specifically the Status and Quantities sections.
DIM-26288	Form Enhancements	1) A Default Query can be assigned to a Form which is then executed as the initial query when the form runs. 2) When a Repeat Form control step is added to a form in Form Builder, the user will remain in the form when executing it, until they exit the form. Additionally, all fields in the form that are checked for Preserve Value, will retain data entered by the user, each time the form executes.

In addition, the following API operation(s) were added for R6 Update 1.

Domain	Resource	Operation	Method	URL endpoint
Common Resources	Reviewer Lists	Retrieve Reviewer List by Criteria	GET	/v1/commons/reviewer_lists
Common Resources	Reviewer Lists	Retrieve Reviewer List by ID	GET	/v1/commons/reviewer_lists/{id}
Common Resources	Reviewer Lists	Retrieve Reviewers for Reviewer Lists	GET	/v1/commons/reviewer_lists/reviewers
Common Resources	Reviewer Lists	Create Reviewer List	POST	/v1/commons/reviewer_lists
Common Resources	Reviewer Lists	Create Reviewer Lists	POST	/v1/commons/reviewer_lists/multi_create
Common Resources	Reviewer Lists	Update Reviewer List by ID	PUT	/v1/commons/reviewer_lists/{id}
Common Resources	Reviewer Lists	Update Reviewer Lists	POST	/v1/commons/reviewer_lists/multi_delet
Common Resources	Reviewer Lists	Delete Reviewer List by ID	DELETE	/v1/commons/reviewer_lists/{id}
Common Resources	Reviewer Lists	Delete Reviewer Lists	POST	/v1/commons/reviewer_lists/multi_delete

Domain	Resource	Operation	Method	URL endpoint
Common Resources	Reviewer Purposes	Retrieve All Reviewer Purposes or by Name	GET	/v1/commons/reviewer_purpose
Common Resources	Reviewer Purposes	Retrieve Reviewer Purpose by ID	GET	/v1/commons/reviewer_purpose/{id}
Common Resources	Reviewer Purposes	Create Reviewer Purpose	POST	/v1/commons/reviewer_purpose
Common Resources	Reviewer Purposes	Update Reviewer Purpose by ID	PUT	/v1/commons/reviewer_purpose/{id}
Common Resources	Reviewer Purposes	Delete Reviewer Purpose by ID	DELETE	/v1/commons/reviewer_purpose/{id}
Work	Activity Resources	Retrieve All Event Types	GET	/v1/work/activities/setup/event_types
Work	Activity Shifts	Retrieve Activity Shifts	POST	/v1/work/activity_shifts/multi_read

# Documentation Modifications

## Historical Corrections and Payroll Processing

### What are historical corrections and historical edits?

A historical correction is an adjustment to an employee's totals record that reflects a difference in hours, pay, or both. Historical corrections are caused by a historical edit (some change made to an employee's time record, in a signed-off time period, that impacts their totals). Historical corrections are needed for historical edits because the pay periods the edits occurred in have already gone through payroll processing. You can use the historical corrections to determine whether and how to process the difference in hours or pay for employees in the next payroll process.

### When do historical edits occur and how do I resolve them?

While there are times when it is very clear when historical edits have occurred (for example, editing a timecard in a signed-off period), there may be instances when historical edits occur, resulting in pending historical corrections, that are not so obvious and may impact payroll processing, such as:

- An update to a person record that impacts totals for a signed-off period
- An update to configuration that impacts totals for a signed-off period
- Fixes introduced in a software update (rare)

For more information about how to identify and resolve these, see this article [Historical-Corrections-in-Workforce-Dimensions](#).

## R6 Update 4 (week of 7/7/20)

No documentation modifications were made for R6.Update 4.

## R6 Update 3 (week of 6/1/20)

The documentation modification(s) below were made for R6 Update 3.

Common Components	
FLC-86326/ WFD-8651	The Work Summary add-on was missing from the add-on list in the Timecard Settings online help topic.
Healthcare Analytics	

FLC-87153/ WFD-8799	The table of parameters in the Configure the Payroll Import for Healthcare Analytics help topic was cut off by the table of contents. This table was replaced by a list, and the information is no longer missing
<b>Scheduling</b>	
FLC-87615/ WFD -8883	The online help for configuring metrics grouping strategies was updated to remove information about using Zone Set as a Group By parameter because that functionality is not available.

## R6 Update 2 (week of 5/4/20)

The documentation modification(s) below were made for R6 Update 2.

Issue Numbers	Description
<b>Common Components</b>	
FLC-82945/ WFD-7790	In the Canadian French locale, headers on the online help landing page were not translated. Additionally, when a user selected the list of topics from the drop-down menus across the top of the page, a list of error messages obscured the the contents.
FLC-80062/ WFD-7051	A number of Building Blocks in Application Setup were not visible on the Application Setup page of the online help.
<b>Scheduling</b>	
FLC-84004/ WFD-8058	In the Configure Time Off Request online help topic, the step to add default comments was not valid because the function was not available.
<b>Timekeeping</b>	
FLC-83170/ WFD -7878	The online help has been updated with the new behavior for manager-initiated timecard transfers (released in R5 Update 2).

# Resolved Issues

Within each section, issues are listed in descending, numeric order.

## R6 Update 4, Express Upgrade 15 (week of 10/21/20)

The issues below were resolved for the R6 Update 4, EU 15.

### Scheduling

- [WFD-11441/](#) [WFD-99878](#) The following problem was occurring when using APIs to send leave information to update schedules and create open shifts.  
There were multiple steps in the integration; the first call creates an Open Shift plus the existing shift is modified. The modified shift is what the second call needs to perform a partial override on. This in turn means that multiple Pay Code Edits have to be done for the same employee, same day, one paycode at a time.  
Intermittently these steps failed with the error "*You are trying to update an item that has been modified by another user or process. Reload and try again*" even though the second or third Pay Code Edit was started after receiving a success response from the first API.
- [WFD-11330/](#) [WFD-10029](#) A procedure set was not sorting by the first option for those without access to entire business structure. Since the user had access to the entire location to which the procedure set was assigned, the sort should have worked properly.

## R6 Update 4, Express Upgrade 14 (week of 10/14/20)

The issues below were resolved for the R6 Update 4, EU 14.

### Forecasting

- [WFD-100001/](#) [WFD-11611](#) Unknown exception (*invalid org tree data*) error was occurring when attempting to add a job to duplicated Labor Forecast Limit.
- [WFD-100026/](#) [WFD-100019](#) Problem with Multi\_Update for forecasting Integration.

### Platform

- [WFD-99951/](#) [WFD-11122](#) Unable to resolve Employee-Qualifier for specified request parameters.

[WFD-99917/](#) [WFD-99658](#) When an Organizational Map was updated, the update was visible followed by multiple *CacheNotificationProcessingThreads*. These threads continued to block other processes for over 1 minute and seemed to be causing performance issues.

## Scheduling

[WFD-99978/](#) [WFD-10688](#) Issues with Shift Transfers: web browser having serious delays when showing FR codes.

[WFD-99922/](#) [WFD-11516](#) Not all shifts were getting deleted following the deletion of an employee schedule pattern.

[WFD-99516/](#) [WFD-10184](#) Getting HTML Framework Exception error when trying to open Schedule Rule Set.

## Timekeeping

[WFD-99985/](#) [WFD-11401](#) Performance issue: CPU usage was below threshold (at 100%) for all nodes in cluster. It was taking over 30 minutes for the background processor to process a single employee.

## R6 Update 4, Express Upgrade 13 (week of 10/7/20)

The issues below were resolved for the R6 Update 4, EU 13.

## Forecasting

[WFD-11316/](#) [WFD-11316](#) The `api/v1/forecasting/labor_forecast/apply_read` was failing with a null pointer exception. The following message appeared: "*Some Unknown Error Occurred. Error Details Not Available.*"

[WFD-11292/](#) [WFD-11292](#) There was no way to extract the `externallabelid` associated with a volume driver assignment through the `api/v1/forecasting/volume_driver_assignments/multi_read`.

[FLC-98980/](#) [WFD-11462](#) Batch jobs were stalled in a waiting state. This was happening for many tenants. Thread dumps showed that Prime Communication was running "*04 - Prime Earned Hours*" and multiple nodes were running the same for a very long time.

## Scheduling

[FLC-98583/](#) [WFD-11326](#) Employee Timecard Totals were not properly reflecting Primary Labor Category assignment in the timecard totals.

**FLC-97848/** When using the effective dating of an Employment Term version, the 'versions' were not using the  
**WFD-11169** assigned Work Hour Definitions for Overtime calculation as they should have.

**FLC-95861/** Duplicate Schedule Group assignments were contained in person records for multiple employees.  
**WFD-10637**

**FLC-95854/** When adding values to a Budget Workload Pattern, the screen would "jump around" when using tab  
**WFD-10621** to move to other cells.

### Timekeeping

**FLC-98092/** High Memory alert thrown from single API node. The api  
**WFD-11221** `/wfc/restcall/v1/timekeeping/setup/employment_terms` was slow and was causing out of memory error.

### Work

**FLC-99288/** Activities were creating phantom punches incorrectly for previous pay period timeframe.  
**WFD-11536**

## R6 Update 4, Express Upgrade 12 (week of 9/30/20)

The issues below were resolved for the R6 Update 4, EU 12.

### Scheduling

**FLC-97095/** The Schedule Generator was not covering undercoverage when a Schedule Tag was used. When  
**WFD-10973** the engine ran, it created a full transfer shifts to cover fill a coverage gap, causing a 'Minimum Time Between Shifts' warning rule to be violated. Also, when the engine ran, it did not fill a coverage gap, causing the manager to add a segment tag.

**FLC-96634/** The Audit Report for System Configuration did not identify changes to Pattern Templates and did  
**WFD-10857** not show any data.

### Timekeeping

**FLC-93786/** When attempting to update the employee's attestation profile assignment via the API  
**WFD-10166** `v1/commons/persons/attestation_profile_assignments/multi_update`, the following error appeared: "*Some Internal Server Error Occurred. Please contact System*



Administrator."

[FLC-92708/](#) [WFD-9946](#) When a duration pay code was entered on the timecard or schedule, it didn't calculate the shift differential wages correctly. Shift differential hours were correct, but the wages were not calculating correctly.

## Work

[FLC-98374/](#) [WFD-11280](#) The Add Activity event tab was not available in the Work tab. The employee was unable to enter Activities in List View.

## R6 Update 4, Express Upgrade 11 (week of 9/23/20)

The issues below were resolved for the R6 Update 4, EU 11.

### Attendance

[FLC-95182/](#) [WFD-10440](#) The attendance processor was not showing stack trace for certain errors; a java exception occurred.

### Forecasting

[FLC-97818/](#) [WFD-11157](#) Could not use the "/w" parameter when running the Consolidate Labor Forecast batch job. Only specific dates could be used, which prevented scheduling the job from running automatically.

[FLC-94902/](#) [WFD-11287](#) When Batch Processing for the Labor Engine (and Earned Hours) was run at the organization level, there was no splitting over multiple automated batches (as is done for the Volume Forecast Engine and Labor Constraint Engine.) All the batches ran on the same thread; this should be handled by multiple threads.

### Scheduling

[FLC-97619/](#) [WFD-11115](#) When an integration was set up to look back 2 days, the "v1/scheduling/schedule/multi\_read" API returned the overnight shift which started on the third day back. When the integration is run for 2 days in the past, an overnight shift on the 3rd day in the past should not be included in the results returned by the API.

[FLC-95820/](#) [WFD-10601](#) From a "Super Access" account, when trying to add or certificates and skills via *Scheduling -> Skills & Certificates* via the People Information, the following errors were returned:  
- When adding / deleting Skills - *Error: WFP-01314 - Invalid Date Format*. In addition, the delete

icon is greyed out so you can't delete  
- When adding / deleting Certificate - *Error: WFP-01314 - Invalid Date Format. Date = null.*  
You should have been able to delete and add Skills and Certificates.

[FLC-92381/](#) [WFD-9898](#) Unable to use "/w" week parameter for use with Schedule Generation batch processing.

## Timekeeping

[FLC-96997/](#) [WFD-10924](#) Unable to access an employee's person record. The following error appeared: "*Unknown error occurred. Please contact system administrator*".

[FLC-96364/](#) [WFD-10779](#) Using the Employment Terms API - Not seeing a Track Totals Pay code when creating or updating a work hour definition. Work Hour Definition should be updated without the Track Totals Paycode, as the field is not a required field.

[FLC-90338/](#) [WFD-9493](#) Show Activities displayed the following message when opening timecards for random employees: "*There are no items to display.*"

## R6 Update 4, Express Upgrade 10 (week of 9/16/20)

The issues below were resolved for the R6 Update 4, EU 10.

### Platform

[FLC-93082/](#) Improvements to the NGINX proxy configurations

### Scheduler

[FLC-94354/](#) [WFD-10266](#) A location containing Schedule Groups with a Schedule Pattern Applied that contained a Transfer did not show in the Master Line, and one of the employees was not inheriting the Transfer.

When trying to get the employee to "Reinherit from Schedule Group", nothing happened. The Transfer should show up in the "Master Line" of the Schedule Group and all employees should inherit this transfer.

NOTE: This issue was partially solved in WFD-8551, but that fix only prevented the issue from reoccurring in the future; it did not fix the old data that was corrupted.

## Timekeeper

- FLC-96831/** After updating leave rules in DEV environment, the data that SDM exported to file included the  
**WFD-10895** wrong leave rule. The intent was to create a new version of each rule and then inactivate the original rule.
- FLC-96385/** The Absence Span API (`v1/timekeeping/absence_spans/multi_read`) was returning an  
**WFD-10746** incorrect duration.

## Universal Device Manager

- FLC-96708/** When '*Both employee and device labor transfer set*' option is being used, it is expected the provided  
**WFD-10825** entries at the clock to be the intersection of Clock Labor Category Profile and Employee Labor Category Profile. If a change is made to a list, this change was not picked up by the device until an Initialize with '*Clear All Employee Information*' was run.

*'Clear All Employee Information'* should not have been a requirement to pick up a delta change for this functionality.

The issue was only occurring on DX clocks, as 9000 / 9100 / 4500's do not support Employee Labor Category Validation functionality at the device.

- FLC-96212/** The UDM dashboard filters were not consistently applying the filter to the results displayed when  
**WFD-10733** toggling between the device and device group views.
- FLC-96079/** Unable to add a user-created Smart View to a DX clock's Default Transactions profile.  
**WFD-10671**
- FLC-96005/** Performance issue: Extreme latency was seen in the UAT tenant - 10 minutes - when any attempt  
**WFD-10656** was made to save any change made to the existing soft key settings or Application Configuration settings.
- FLC-94506/** A UDM / WFL issue was causing the services to fail. Upon restoration, it also caused massive  
**WFD-10286** amounts of records to be found in Transaction Assistant for already-submitted simple punch transactions.
- FLC-93827/** When trying to initial or update device with the picture selected, the activity would fail with the  
**WFD-10169** following error message: *Unable to communicate with customer's host system.*

## R6 Update 4, Express Upgrade 9 (week of 9/9/20)

The issues below were resolved for the R6 Update 4, EU 9.

### Forecasting

**FLC-97059/** **WFD-10913** The Update Labor Forecasts API (/v1/forecasting/labor\_forecast/multi\_update) did not support partial success, so if any job path was incorrect in the request body, the entire API call would fail with a "400" error. If the request contained multiple incorrect job paths, the error message only referenced the first incorrect job.

### Scheduling

**FLC-96425/** **WFD-10772** Retrieve Schedule Zone Set Assignments API was returning an incorrect path after a location was moved. The API should reflect the assignments that are visible in the user interface.

**FLC-95838/** **WFD-10616** In the Period Hours Rules in Scheduling, the hours for combined pay codes were being included in the total hours being used in the rule evaluation. This was causing violations due to double counting.

**FLC-92032/** **WFD-9816** SmartView scheduling/timeoff requests failed with "API Error". Employee should be able to apply leave request from the clock without any issue.

### Timekeeping

**FLC-95906/** **WFD-10646** The following error was appearing when attempting to access an employee timecard: "Error A System Error was encounter during CT Call."

**FLC-92880/** **WFD-9962** There was an issue where a single employee would not totalize. The issue was related to the schedule referencing a labor account that did not exist in the database.

**FLC-91577/** **WFD-9744** A single employee record had a database issue that caused the entire People Import integration to fail with the message: "Duplicate key value violates unique constraint."

## R6 Update 4, Express Upgrade 8 (week of 9/2/20)

The issues below were resolved for the R6 Update 4, EU 8.

## Forecasting

**FLC-96363/** Two incidents where the JDBC pool was exhausted. For both incidents, threads were blocked  
**WFD-10775** when trying to load `/wfc/restcall/menuitem/v1/menulinksforapp`.

## Information Access

**FLC-96361/** When opening the dataview named "Labor Percent - By Day", no data was returned and the  
**WFD-10773** following warning appeared: "*Information Data within Data Up-to-date, Forecasted Sales, Projected Labor Percent and 4 more columns cannot be retrieved. Contact your system administrator.*"

## Platform

**FLC-87875/** When a manager viewed the Schedule Audits add-on in the Schedule Planner to see who  
**WFD-8942** performed an action on an employee, the User field was blank for most of the audit items.

## Reporting

**FLC-96869/** Problem with reporting service in NAM PRD02 where adhoc reports failed with WFP-114355  
**WFD-10903** SOAP time out message and WFP-114001.

## Scheduling

**FLC-96355/** When running the Staffing by Zone and the Staffing Plan by Zone reports, employees & open shifts  
**WFD-10759** from 7:00p-7:30a were not displaying in the 7p-11p and 11p-7a zone spans.

**FLC-96110/** Active Employees were showing as Inactive when viewed in Schedule Planner. The people record  
**WFD-10709** and timecard were correct (active).

**FLC-95336/** When an employee's schedule pattern was end-dated, the pay codes associated with the pattern  
**WFD-10475** were not removed after the selected end date.

**FLC-94615/** When managers made overwrite edits to Schedule Patterns, the old patterns were not being  
**WFD-10323** removed from the employee causing duplicate schedules.

**FLC-94557/** The background processor was showing a stuck\_count with java.lang.NullPointerException.  
**WFD-10305**

FLC-92778/ An unexpected non-SQL system error occurred when attempting to insert a shift through Workload  
WFD-9948 Setup.

## Timekeeping

FLC-94853/ Background Processor: 124 employees were stuck on totalization.  
WFD-10360

FLC-92574/ An employee's timecard only showed accrual available values for the time period "Today". It  
WFD-9914 showed 0 hours if you select the timeframe 'current period' or the 'date range' for the current period.

## R6 Update 4, Express Upgrade 7 (week of 8/26/20)

The issues below were resolved for the R6 Update 4, EU 7.

### Platform

FLC-96203/ The use of special characters in a username was causing "*Failed local authentication. Please try  
WFD-10728 again*" error

### Scheduling

FLC-96092/ While attempting to migrate Business Structure "Locations" from NPR to PRD, the following error  
WFD-10696 resulted: "*Some Internal Server Error Occurred. Please contact System Administrator*".

FLC-95987/ Employees were not receiving notifications once their open shift request was approved.  
WFD-10663 The approval notification should trigger and the employees should have seen an approval  
notification in their control center.  
Employees were receiving the submitted and pending notifications, but when the pending  
notification was marked as read, no new approved notification was generated.

FLC-95537/ Workload Planner: Unable to add Workload Pattern in the Workload Planner and getting the  
WFD-10539 following error: '*Unknown Error Occurred. Error Details Not Available*'.

FLC-95004/ The patcher FLC-83627 was failing on certain PRD and UAT tenants  
WFD-10401

**FLC-94350/** Several employees were receiving errors when accessing their timecard for any date range. These  
**WFD-10264** employees are also listed in the BGP tab when resubmitting. The timecards should have been accessible and the records should have been totalized.

**FLC-91312/** Employee Timeoff requests were not getting updated in their Manager's Control Center /  
**WFD-9680** Notifications Tile with an API call; however, the same worked fine when the request was submitted manually through tenant. They could see in the employee's calendar schedule that a time-off was submitted, but it did not show up in manager's notifications tile when time-off request was initiated with an API call.

**FLC-90141/** If a user selected two or more employees from the schedule planner, deleted the current schedule  
**WFD-9453** pattern, and then applied a new pattern, the system would freeze and an *unresponsive* message appeared.

**FLC-90054/** Manager was unable to approve open shift swap request via API `/v1/scheduling/manager_`  
**WFD-9403** `swap/apply_update` The following error appeared: *"API-10001" - Some Internal Server Error Occurred. Please contact System Administrator*".

## Timekeeping

**FLC-95421/** Cascade Paycode operation was not calculating the correct rate compared to Adjustment Rule  
**WFD-10495** specified.

**FLC-92346/** When an employee submitted a punch edit request, the submitted punch time showed the wrong  
**WFD-9805** timezone and was pushing it ahead four hours. It was showing UTC time instead of local time.

## R6 Update 4, Express Upgrade 6 (week of 8/19/20)

The issues below were resolved for the R6 Update 4, EU 6.

## Forecasting

**FLC-94418/** The adjustment driver was not displaying as a decimal (precision of 2) value in the Forecast  
**WFD-10259** Planner, but it was displaying with decimals in a Dataview.

**FLC-72377/** Trying to assign a job into an existing Labor Forecast Limit led to an endlessly loading in pop-up  
**WFD-10662** window with list of available jobs.

## Information Access

- FLC-95999/** When trying to navigate dataviews, the following error occurred: *PRD01 WFM17: Page not found*  
**WFD-10672** *The requested URL was not found on this server.*
- FLC-94913/** DataView call getting error: *java.util.ConcurrentModificationException.*  
**WFD-10376**
- FLC-94837/** Problem with a custom schedule report. The report included Time Series Sales Forecast info. The RDO pulling schedule events data needed to be at JOB level, and the Time Series Forecast needed to be set at STORE level. When the report was run in the tenant and an entire store was selected, the report failed saying that the report needs to be run at store level or above. It should have returned locations instead of job level location IDs.
- FLC-94222/** Performance issue: High memory usage on background processor nodes was causing heap related errors.

## Platform

- FLC-95210/** "Schedule Posted" email notifications not sent to all employees that they should have been sent to.  
**WFD-10444**

## Scheduling

- FLC-95727/** Unable to retrieve the Schedule assigned to Employment Terms through an API. There was  
**WFD-10569** nothing found on the Developer Portal that could return the required data.
- FLC-94307/** Employees were able to see the **Add Comment** button in the Control Center for Availability Change  
**WFD-10124** Requests even though their Function Access Profile disallowed them to add Comments & Notes in My Request.
- FLC-94159/** When attempting to review Transaction Assistant errors for  
**WFD-10227** `v1/scheduling/schedule/multi_update/?partial_success=true` the error message did not appear to match the error from within the user interface.
- FLC-92032/** SmartView requests for time off failed intermittently with API Error (timeout) when calling  
**WFD-9816** `scheduling/employee_timeoff`. Employee should have been able to apply leave request from the clock without any issue.



**FLC-90057/  
WFD-9416** The following occurred when the Schedule Generator modified a shift with a Segment Tag that crossed the midnight day divide. The engine deleted the day-divide shifts and left them deleted instead of adding a new shift over the day-divide that conformed to the Shift Profiles.

**FLC-91862/  
WFD-9798** The following was occurring when an employee sent a shift swap request and it was rejected by the recipient: The requestor never received a notification that the recipient rejected the request. The requestor employee also never saw the statuses of the Requests that they sent to other employee's in the "My Requests" Control Center Category.

**FLC-88477/  
WFD-9083** From within Coverage Counting, when 'saving and assigning to location', the pop-up window was taking too long (multiple minutes) to load the business structure. Also, in Location Profile, the pop-up 'save and assign to location', window didn't load at all.

## **Timekeeping**

**FLC-94884/  
WFD-10368** CT calls through the forkjoin pool was still exhibiting performance issues related to issue FLC-86211.

**FLC-93813/  
WFD-10144** Employee was being sent to Totals Calculation - Excluded Employees list and was not totalizing. This made it impossible to sign-off the employee.

**FLC-89752/  
WFD-9353** When an employee had a half day absence for the first half of the shift and then worked the second half of the shift, overtime approval was flagged as pending. It should not have been flagged as pending.

## **UDM**

**FLC-95002/  
WFD-10377** If a tenant had 50 Work Rule Definitions, if you added a new Work Rule Definition, it was not visible in the list.

**FLC-94717/  
WFD-10330** Performance issue: When using UDM, the user interface was very slow to update in configuration and the device dashboard.

**FLC-94604/  
WFD-10318** A customer was using biometric verification for their Attestation Smart View and some other Smart Views and checked "Biometric Verification" in the Smart View configuration. When the "Synch Timekeeping Data" button in the UDM Dashboard was clicked or when the HostSmartviewsDownload event ran, the "Biometric Verification" checkbox reverted back to unchecked. As a result the customer was unable to require biometric verification for employee

punching.

[FLC-94215/](#) [WFD-10249](#) Default Transactions leveraging Attestation Smartviews failed with the following error: "*Transactions is currently unavailable*". Also, Initialize commands sent to the clock failed with the following error message: "*Invalid Transaction Type*".

## Work

[FLC-93279/](#) [WFD-10055](#) When a pay code action Activity was applied to a pay code and the pay code was selected in the time card, a timecard error occurred and the timecard could not be opened for that period.

## R6 Update 4, Express Upgrade 5 (week of 8/10/20)

The issues below were resolved for the R6 Update 4, EU 5.

### Forecasting

[FLC-94170/](#) [WFD-10233](#) Customer was receiving the following error "*The operation is invalid on the object*" for any duration after 10:15 selected in the After Open Hours configuration with an offset of 1:30.

### HCM

[FLC-93816/](#) [WFD-10175](#) Issue where a possible feature ("Manage Timecards") for a future release was appearing in R6 Update 4.

### Information Access

[FLC-95605/](#) [WFD-10558](#) In NAM PRD02, session information was missing when making a request to `...v1/commons/internal/app_keys`. We were seeing redirects 302 to openAM for reauthentication and missing session info.

### Key Performance Indicators

[FLC-82952/](#) [WFD-7782](#) While reviewing the Analytics data in the dataviews, it was found that the employee-level data was showing correctly, but none of the business structure Analytics data was populating.

## Mobile App

FLC-92383/ Extended authentication functionality in the mobile app worked fine through the 7 day period, but after the 7 day mark, the connection would not succeed. The only way to correct the issue was to uninstall/reinstall the app or to terminate the token by disabling the people record.  
WFD-10364 This issue was internal to the app and has been resolved in Version 2.3.2 of the app.

## Scheduling

FLC-94984/ The Schedule Generator was populating shifts for inactive employees past their inactive date.  
WFD-10364

FLC-94034/ Performance issue: After the Schedule Generation was run, the Predictive Scheduling rules were taking multiple days to completely process.  
WFD-10191

FLC-93651/ Issue with Shift Transfers in French, where the web browser either had delays or hung when showing FR codes.  
WFD-10135

FLC-93211/ 10034 When an employee attempted to swap any shift, they were not presented with any shifts for which they could swap and the following message appeared: "*There are no items to Display.*"  
WFD-

FLC-93204/ Employees had duplicate schedules assigned from the schedule group inheritance even though they were only assigned to the group once.  
WFD-10027

FLC-90940/ Some managers were unable to see all their employees in the Schedule Planner when they selected the All Employees hyperfind.  
WFD-9623

FLC-90391/ The Staffing by Zone report was showing employees on an incorrect date; that is, not the date on which they are were scheduled.  
WFD-9497

FLC-85488/ Multiple employees were being assigned to SAME Schedule Group in the person record Schedule Group History with different start dates out to forever. With two active group assignments, the shift builder was building out duplicate schedules in the future.  
WFD-8444

## Timekeeping

FLC-94507/ When a cascading pay code edit was applied to the Timecard, a confusing punch order was generated on the Timecard.  
WFD-10289

[FLC-92893/](#) [WFD-9979](#) Using **Shift+** when selecting multiple employees in a Dataview, more than just the employees selected were being returned.

[FLC-90889/](#) [WFD-9597](#) When calling the Absence Day Span API request - `api/v1/timekeeping/absence_spans/multi_read` - it did not return the span based on the date and paycode given

## R6 Update 4, Express Upgrade 4 (week of 8/3/20)

The issues below were resolved for the R6 Update 4, EU 4.

### Forecasting

[FLC-92481/](#) [WFD-9922](#) The Labor Constraint engine was not always producing results. There were no errors, the batch processes completed without any errors, and the Engine Status showed "complete." However, the System Adjusted Forecast was blank in the Forecast Planner.

### HCM

[FLC-92280/](#) [WFD-9876](#) After assigning a new Work Rule Profile to an HCM Profile, the assigned change was not reflected in the Timekeeping Profile.

### Information Access

[FLC-94715/](#) [WFD-10362](#) Improvements made to support troubleshooting "302" errors that were persistently happening in production.

### Platform

[FLC-94699/](#) [WFD-10329](#) An un-handled exception was causing the nodejs to crash.

[FLC-93237/](#) [WFD-10062](#) Performance improvements made to address DB blocking and JDBC issues.

## R6 Update 4, Express Upgrade 3 (week of 8/3/20)

The issues below were resolved for the R6 Update 4, EU 3.

## Forecasting

**FLC-92984/** Performance issues where the Forecasting data was taking too long to copy. A new worker thread  
**WFD-10004** has been implemented that does data transfer work.

## HCM

**FLC-93717/** Product was getting unmapped from HCM tenants.  
**WFD-10162**

## Platform

**FLC-92370/** API calls were intermittently randomly failing with a "404 status" response. In addition, the following  
**WFD-9895** error occurred for some environments: "*ERROR: cannot execute UPDATE in a read-only transaction*".

## Scheduling

**FLC-93109/** Employee timecards were not properly reflecting Primary Labor Category assignment in the  
**WFD-1002** timecard totals.

**FLC-91710/** Jobs in the Business Structure were still displaying the old job name after the job was renamed.  
**WFD-9773**

**FLC-91349/** After attempting to assign a Schedule Zone Set to a Business Structure location, a '*Pages*  
**WFD-9688** *Unresponsive*' error appeared.

**FLC-91042/** When using the `api/v1/scheduling/employee_schedule_patterns/apply_`  
**WFD-9629** `create` to apply a schedule pattern with an override, a "200" response appeared, implying  
success, But the response shows an error "*Some Unknown Error Occurred. Error Details Not Available.*" also appeared and the pattern was not applied.

## Timekeeper

**FLC-93486/** Performance issue: Slowness occurring while running integrations, especially the  
**WFD-10113** `/scheduling/multi_read` calls. The slowness was causing API timeouts, impacting  
integrations for both PRD and UAT tenants. Response time was more than 90 seconds for these  
`multi_read` calls.

## Work

[FLC-93277/](#) [WFD-10054](#) Time period entry was showing zero Remaining Hours when there were no activity hours. Time period activity entry should factor Total Worked Hours when calculating Remaining Hours. For example: Time period activity entry showed employee had 40 total hours worked and Remaining Hours showed zero hours worked. It should have been 100%, instead of zero.

## R6 Update 4, Express Upgrade 2 (week of 7/13/20)

The issues below were resolved for the R6 Update 4, EU 2.

### Absence Management

[FLC-91184/](#) [WFD-9668](#) Performance issue: APPLY RULE group edit was causing high CPU usage.

### Platform

[FLC-92372/](#) [WFD-9894](#) A custom report started to return errors based on employees that shouldn't have been returned (or did not exist in the system).

[FLC-90632/](#) [WFD-9544](#) When running a custom report ("Personnel Data for Employee"), the result was a blank report when 'All Home Locations'. was chosen.

### Scheduling

[FLC-92404/](#) [WFD-9878](#) Duplicate comments were showing in the scheduler when there was only one comment added in the shift template being used.

[FLC-91160/](#) [WFD-9654](#) Employee Timecard totals were not properly reflecting Primary Labor Category assignment.

[FLC-90546/](#) [WFD-9540](#) The following error occurred while attempting to open the Schedule Planner: "*Error An attempt to retrieve scheduled hours type 'null' from the database has failed. Please contact your system administrator.*"

## R6 Update 4, Express Upgrade 1 (week of 7/6/20)

There are no new resolved issues for the R6 Update 4, Express Upgrade 1.

## R6 Update 4 (week of 7/6/20)

The issues below were resolved for R6 Update 4.

### Attendance

[FLC-86264/](#) [WFD-8617](#) When an Attendance Event was generated by the occurrence of consecutive pay code edits in the timecard for an employee, the Points and Action document did not appear in the Attendance Editor.

### Common Business

[FLC-90070/](#) [WFD-9434](#) HCM menus were not loading in the unified user interface, due to the menus not being cached.

[FLC-89573/](#) [WFD-8943](#) Home Dashboard is configurable at **Dashboard Layout Profile > Dashboards Visibility > Show Home Dashboard**.

The Home Dashboard was visible in Workforce Dimensions when it should not have been. The configuration will now be correctly applied for Workforce Dimensions and HCM.

[FLC-89363/](#) [WFD-9269](#) When creating a new employee record, Employment Terms were showing in People information for users with a specific FAP for managers set to "Disallowed" when they should not have shown. In addition, the screen froze, and users needed to refresh the browser to get "Employment Terms" to disappear again.

[FLC-89232/](#) [WFD-9234](#) You could not select an End Date of "Forever," but could manually enter 12/12/3000 which automatically changed to Forever. This has been corrected, and you can now select Forever directly.

[FLC-88559/](#) [WFD-9123](#) The HCM People Import-v2 integration did not map labor categories. The integration runs did not fail, but no labor categories were imported. The integration now does the correct mapping.

[FLC-88558/](#) [WFD-9122](#) The HCM Person Import-v2 was assigning simple badges that contained alphabetic characters; this caused integration runs to fail. The API has been updated to get extended and simple badges.

### Common Components

[FLC-87442/](#) [WFD-8869](#) SCHEDULING\_BUSINESS\_STRUCTURE\_CHANGE\_CONFIGURATION jobs were being created even though there were no actual changes in the business structure that affected employees or their schedules.

**FLC-86955/** The user could not successfully use SDM to move a new location from the User Acceptance Testing environments (UAT) to their Production environment, resulting in an error message being generated,  
**WFD-8732**

**FLC-84298/** When creating or editing an employee group, the changes (besides the name), did not display accurately in the Audit report.  
**WFD-8122**

## Configuration App

**FLC-90176/** When importing pattern templates via SDM, the Schedule Pattern Template was not showing the paycode transactions from Workforce Dimensions, and an error appeared.  
**WFD-9457**

## Forecasting

**FLC-89268/** The /v1/forecasting/volume\_driver\_assignments/multi\_read API was not distinguishing between Direct and Roll-up volume driver assignments.  
**WFD-9245**

**FLC-88531/** When users attempted to move a site from one location to another (violating a restriction that Forecasting imposes on changes to the business structure), the error message did not adequately describe the issue and its resolution.  
**WFD-9119**

**FLC-88320/** Multiple calls to the Volume Driver Assignments API multiple times completed successfully for most of the specified records, and then hung or failed with a *NullPointerException* error.  
**WFD-9060**

**FLC-87164/** When the machine learning forecasting model was in use, volume and labor forecasts were still generated for the hours in which a store was marked as closed in the Hours of Operation or the Hours of Operation Override configuration field.  
**WFD-8805**

## Information Access

**FLC-89504/** In the Transaction Assistant, Workforce Central Setup was displayed as the Transaction Type instead of Workforce Dimensions, causing confusion.  
**WFD-9171**

**FLC-87690/** Dataview profiles in setup contain more Dataviews than were available in the system. The profiles appeared to list report data objects and other items that were not Dataviews.  
**WFD-8902**



[FLC-87363/](#) [WFD-8850](#) The Submit Bulk Downloads (POST /v1/commons/exports/async) API operation was incorrectly restricted by service limits implemented by other domains.

## Integration Hub

[FLC-89100/](#) [WFD-9200](#) When you copied rows from Additional Details to paste into another application, Key and Value columns became "Undefined" and did not contain actual values.

[FLC-88044/](#) [WFD-8996](#) The Transaction Assistant did not show errors for today when the time frame was set to Today. However, it did show errors for today when the time frame was set to Yesterday, Today, Tomorrow.

[FLC-87989/](#) [WFD-8980](#) When you ran an integration, you could not see parameter values unless Install Integrations in your function access profile (FAP) was set to Allowed.

[FLC-82244/](#) [WFD-7622](#) Manager access to an employee group could fail in the People Import integration and result in an error being sent to the Transaction Assistant. Inclusion of terminated employees in the qualified persons list resolved this issue.

## Key Performance Indicators

[FLC-87517/](#) [WFD-8858](#) The totals shown in the roll-up of a business structure dataview were incorrect, although they were correct in a drill-down to the individual level.

## Leave

[FLC-88186/](#) [WFD-9027](#) When a Leave of Absence case was configured to commit the leave time to the schedule, the Create Leave Edits API still committed leave time in the timecard.

## Platform

[FLC-90496/](#) [WFD-9527](#) A tenant router log rotation policy was missing, causing a very full data directory (for example, 83%).

[FLC-89887/](#) [WFD-9375](#) When the language was set to Spanish Mexico, the following error appeared in English instead of being translated:

"The end date should not be before the start date."

- FLC-89877/  
WFD-9367 When Setup Data Manager (SDM) was used to move a Control Center profile, which had certain categories assigned to it, it was not updating the categories correctly.
- FLC-89668/  
WFD-9332 An exception occurred for users in tmsChannel.
- FLC-89521/  
WFD-9427 An unauthorized response occurred from the session API numerous times, leading to session termination.
- FLC-89424/  
WFD-9281 Volume batch Jobs were failing when run via batch processing with the following error: "*Exception: path: WFP-80200 SQL statement failed due to foreign Key. Please contact your system administrator. The system log file may have more detailed information.*"
- FLC-88838/  
WFD-9121 After a SDM Migration, all Pay Period Based Workflow Notification returned the following error: "*WFP-113506 Convert operation failed!*"
- FLC-88498/  
WFD-9106 Users without an Attendance Entitlement could not delete an event from the Event Manager.
- FLC-88416/  
WFD-9085 Scheduled reports would not run because the access was inadvertently changed from rptuser to root.
- FLC-87947/  
WFD-8969 The Retrieve Persons (POST /v1/commons/persons/extensions/multi\_read) API operation would sometimes return records without the firstName and lastName properties.
- FLC-87926/  
WFD-8967 For managers, pay period-based Workflow Notifications did not work with Hyperfinds with a large number of managers.
- FLC-87821/  
WFD-8927 After accepting a manager delegation request, the delegate could not perform the delegator's tasks.
- FLC-87365/  
WFD-8852 Managers could not add pay code conditions in French when the tenant's default language was not French.
- FLC-86183/  
WFD-8587 When canceling an unapproved time off request in the Swedish Sweden locale, the error message was in English.

- FLC-85525/ WFD-8424 The Attendance Incident Detail Report had an incorrect Balance Amount/Change.
- FLC-84802/ WFD-8259 Untranslated error messages appeared in translated locales on the Group Edit Results page.
- FLC-83081/ WFD-7865 Issues were encountered when running reports because the access was inadvertently changed from rptuser to root.

## Scheduling

- FLC-89986/ WFD-9393 When opening a schedule, an unknown error occurred and error details were not available.
- FLC-89793/ WFD-9280 Half day requests were not taking deductions into account. For example, half day requests for 9 hour shifts were submitted as 4.5 hours, not the expected 4 hours from taking deductions into account.  
When an employee was scheduled for 9 hours, without a scheduled meal break, the system should still have calculated this as an 8 hour shift, taking their deduction into account.
- FLC-89735/ WFD-9221 The Location Schedule Detail - Weekly report showed paycode values as 0 instead of the actual values.
- FLC-89378/ WFD-9263 When a Job expired from the Business Structure as "Last Revision for this Location" and the Job was assigned to one or more Staffing Matrices, when users opened a Staffing Matrix with an expired job, an overly long log file was generated to the user interface instead of a helpful error message.
- FLC-89300/ WFD-9251 When Inherited Schedule Groups are set-up and schedule patterns have been assigned to the schedule groups, employees assigned to the schedule groups inherit the schedule patterns. Schedule Generator is used to create Open Shifts against the Workload Planner which has a combination of shifts with and without transfers in them.  
After the generator was run to create the open shifts, all shifts that had a transfer in them were being "un-inherited". They had a red line, indicating that they were no longer part of the schedule group pattern inheritance. The shifts with no transfer were unaffected. Therefore, un-inherited shifts (shifts with transfers in them), were no longer responding to changes made at the schedule group level.
- FLC-89189/ WFD-9220 The error message that displayed when the Schedule Planner was opened did not provide useful information: "*Some unknown error has occurred. Error details not available.*"

- FLC-89184/  
WFD-9229 An error message that occurred during a Shift Swap did not provide details about the actual error. The error occurred because the query that was used in the Employee Visibility Period was retrieving too many employees.
- FLC-89175/  
WFD-9235 When using a French tenant and attempting to transfer an employee in the Schedule Planner using **Quick Actions > Insert Shift Transfer**, the drop-down list was blank and this prevented a transfer from being selected.
- FLC-89103/  
WFD-9208 After updating to R6 Update 2, the error "*appkey not found in Header or it's not correct*" occurred when an API call was sent and the app key no longer displayed in the Developer Portal.
- FLC-88681/  
WFD-9137 When managers created a Pattern Template in Setup and added a Pay Code, they could not initially add a Labor Category Transfer to the Pay Code because the Labor Category Transfer option was disabled.
- FLC-88269/  
WFD-9035 In the Schedule Planner, hours and minutes were incorrectly displayed as a decimal (hh.mm) in the Scheduled Hours column.
- FLC-88262/  
WFD-9050 Users with the Optimized Scheduling with Forecasting entitlement were missing the Staffing Matrix and Weight Sets configuration options under **Setup > Staffing Setup**.
- FLC-88240/  
WFD-9044 When generating and assigning open shifts using the Schedule Generator, the error "*java.time.LocalDateTime cannot be cast to java.time.LocalTime*" occurred due to a configuration issue with Schedule Rule Sets.
- FLC-88098/  
WFD-9010 Performance issues were reported when applying an End Date to an Availability Pattern for multiple employees at the same time.
- FLC-88090/  
WFD-9005 When a Reviewer List that included a terminated manager was modified, an error message displayed that did not include the correct information about the manager: "*Person: personnum, is not a valid reviewer for Reviewer List of type: Time Off*".
- FLC-87928/  
WFD-8929 When a date was selected for a Cover My Shift request, an error occurred.
- FLC-87911/  
WFD-8974 When shifts were copied and pasted in the Schedule to a date more than four weeks in the future, an error occurred.

FLC-87734/  
WFD-8915 When the **Include in Averaging Dataview** option was not selected in the Employment Term setup, the Employment Term Work Hours Definition was still displayed in the Schedule on the Target Hours tab.

FLC-87719/  
WFD-8910 When running the Schedule Generator using the 'Generate Open Shifts' strategy, the break rules associated with forecast jobs were not included and breaks were not automatically scheduled.

FLC-87510/  
WFD-8748 Accruals were being displayed in submitted requests even though the Display Accrual setting was turned off in a Time Off Request.

FLC-87322/  
WFD-8840 After the user selected the Refine feature for Shift Swap and then selected a date, shifts were returned that were not actually available.

FLC-87063/  
WFD-8793 The Location Multi Read API (`/v1/commons/locations/multi_read`) returned an error message instead of the requested root location.

FLC-86787/  
WFD-8740 When the Schedule Generator was run, the guaranteed Minimum Hours Per Week that was configured for employees were not being scheduled.

FLC-86564/  
WFD-8689 The Schedule Metrics API (`v1/scheduling/schedule_metrics/multi_read`) returned a value of 0 instead of the correct value.

FLC-85515/  
WFD-8461 Performance issues were reported due to high CPU and memory usage when Scheduling KPI batches were run.

FLC-84284/  
WFD-8141 Performance issues were reported due to high CPU and memory usage when the `/v1/widget/manager/group_schedule_patterns/apply_update` was run.

## Tenant Management

FLC-89057/  
WFD-9216 When the Event Manager healthcheck API ran while the WFM's "*Event Manager startup service (deferred)*" was running, the two threads conflicted, which is now avoided by adding a check.

FLC-88441/  
WFD-9096 Failures occurred when deleting tenants in the Tenant Management System.

## Timekeeper

- FLC-89784/** When editing the hire date condition in Hyperfind, the date format was inconsistent; it switched from  
**WFD-9317** DD/MM/YYYY to MM/DD/YYYY.
- FLC-89781/** When adding an effective dated wage adjustment to an existing adjustment rule, the timecard could  
**WFD-9335** not longer be opened due to a callable totalizer error. In addition, the affected employees were eventually listed as excluded from the Background Processor (BGP).
- FLC-89779/** In the Accrual Detail report, the transaction type value was not showing as localized.  
**WFD-9357**
- FLC-89622/** The Holiday Credit value reset when adding or editing a punch for the previous day or next day.  
**WFD-9328** Users needed to refresh the timecard in order to correct this.
- FLC-89293/** For some users and certain date ranges in two Dataviews, the following error appeared:  
**WFD-9250** "Information Data within Actual Hours, Apply Date, Money Amount and 2 more columns cannot be retrieved. Contact your system administrator".
- FLC-89138/** When attempting to open employee timecards, the following error message (with incorrect number  
**WFD-9232** of employees) appeared even though the actual number of total employees was less than the stated threshold: "*wfp-83618 the number of employees(33,838) exceeds the threshold(3500)*".
- FLC-88984/** Some system-generated purple punches associated with transfers were not populating in the  
**WFD-9158** timecard.
- FLC-88779/** When attempting to perform a Labor Category Transfer for a Labor Category with many entries,  
**WFD-9145** after entering a search string, the search failed with the message "Error".
- FLC-88761/** When the Bulk Import Punches API operation (POST /v1/timekeeping/punches/import)  
**WFD-9148** was called with an override specified only by qualifier, the call would fail.
- FLC-88647/** When attempting to add comments to an exception in the timecard using the mobile application, the  
**WFD-9125** screen appeared blank.
- FLC-88514/** A paycode for a holiday credit appeared multiple times on an employee's timecard.  
**WFD-9092**

- FLC-88494/  
WFD-9109 A null pointer exception was thrown by an internal API operation that now generates an actionable error.
- FLC-88484/  
WFD-9051 In the timecard, all exceptions were resolved but the Timecard tile on the home page still indicated there were exceptions.
- FLC-88478/  
WFD-9100 A null pointer exception error previously occurred during totalization if a labor category profile was created without any labor category lists assigned.
- FLC-88331/  
WFD-9064 For an organization whose pay period was configured as 28 days (but employees were actually paid on a bi-weekly basis) an issue occurred when a particular employee switched shifts on the cusp of the 2 week period. This was causing overlapping hours and insufficient pay for the employee.
- FLC-88246/  
WFD-9034 When Pay from Schedule was enabled and then a paycode edit was performed in the schedule, the spans of time in the timecard appeared out of order (the span of 9:00 am to 10:00 am appeared after the span of 10:00 am to 12:00 pm).
- FLC-88243/  
WFD-9033 When the system setting `site.timekeeping.enforceGeofenceForQuickTimestamp` was set to false and an employee attempted to punch in using the Quick Timestamp, they still received the following error message: *"Error: Punch Rejected - Low Accuracy location data."*
- FLC-88016/  
WFD-9002 The Update Attestation Profile Assignments by Person Number API operation (POST `/v1/commons/persons/attestation_profile_assignments/multi_update`) was not correctly processing request payloads in a way that allowed for partial successes when multiple entities were passed.
- FLC-87978/  
WFD-8946 For transferred in employees, managers could approve timecards from a dataview but they received an error (*"Access right violation: you are not allowed to access this employee"*) when they attempted to approve from the timecard.
- FLC-87940/  
WFD-8860 In the timecard, the Sign-Off icon was still active even after the employee's timecard had been signed-off.
- FLC-87912/  
WFD-8978 After an employee worked a shift that occurred during daylight savings time, when the manager attempted to approve the employee's overtime the following message appeared: *"Error The request contains 'overtimeApprovals' that overlap with other 'overtimeApprovals' in the same request."*

- FLC-87907/  
WFD-8979 Historical corrections were generated due to a percent allocation rule that was modified to include a business structure location that did not align with the effective date of the rule, as was expected, but the Historical Corrections tab in the timecard unexpectedly appeared blank.
- FLC-87901/  
WFD-8977 When a punch was added to the timecard via the API, the Audit tab incorrectly listed an incorrect the data source .
- FLC-87901/  
WFD-8944 When using the Time Review attestation model for Timecard Approval, the system used the timeframe configured in the button instead of the loaded timeframe.
- FLC-87622/  
WFD-8908 Two contract employees were stuck in totalization and the following error message was received:  
*"WFP-00889 The date is outside of the valid range of dates - Date = 2/01/3000"*
- FLC-87574/  
WFD-8880 The wrong Data Source appeared in the Audits tab of the timecard editor and the Datasource column of the Timecard Audit Report. It should have appeared as "Timecard Editor."
- FLC-87519/  
WFD-8873 When attempting to Open Selected timecards from the Employee Timecards page, the following error message was received: *"Error Message: Error WFP-00554 An error occurred during HyperFind converter instantiation - classname: com.kronos.wfc.commonapp.processmanager.servlet.hyperfind.ReportsToConstraintConverter."*
- FLC87420/  
WFD-8863 For some `data/multi_read` requests, the following error message was received: *"java.util.ConcurrentModificationException"*.
- FLC-87378/  
WFD-8859 Java Management Extensions (JMX) operations were not working for a "Background Total Processor".
- FLC-87367/  
WFD-8832 An organization had daily deduction rules configured for each day of the week, but an employee who worked 7 consecutive days only had the deduction applied Sunday - Wednesday and not on Thursday - Saturday.
- FLC-87313/  
WFD-8829 After entering a paycode edit in the timecard, the pay from schedule was not removed and an unexpected job transfer and work rule transfer was also entered for that day.
- FLC-87235/  
WFD-8802 In the timecard Totals tab, an employee showed correct accrual takings, but when the Accrual Detail Report was run, the takings were deducted twice.



- FLC-86782/  
WFD-8745 After making a paycode edit using a duration paycode, the WAOT calculation was incorrect.
- FLC-86654/  
WFD-8699 After adding projects to a project timecard, the projects did not pre-populate in the next pay period even though the pay rule had the option selected to: "Prepopulate project timecards with transfer accounts used in the previous pay period".
- FLC-86559/  
WFD-8678 The Create Employment Term API operation (POST /v1/timekeeping/setup/employment\_terms) was not correctly validating properties in the request payload.
- FLC-86558/  
WFD-8676 The Create Employment Term and Update Employment Term API operations (POST /v1/timekeeping/setup/employment\_terms and PUT /v1/timekeeping/setup/employment\_terms/{id}) were missing three modifiable properties in the request body schema:
- Minimum Wage
  - Contributing Pay Codes
  - Pay Code for adjustment
- FLC-86525/  
WFD-8672 For a particular employee, after saving pending historical corrections, the corrections reappeared in the timecard.
- FLC-86427/  
WFD-8647 After adding Pay from Schedule to an employee from a dataview, unexpected unexcused absences appeared in the employee's timecard.
- FLC-86257/  
WFD-8606 When performing a full employee import, two employees failed to create and the error log showed the following message: "SQL statement failed (may be caused by network or database issues). Please contact your system administrator. The system log file may have more detailed information."
- FLC-86218/  
WFD-8634 Seven employee records were reported as "stuck" in the Background Processor.
- FLC-85433/  
WFD-8380 Totalization was not completed for a particular employee and the following error message appeared: "The following exception was encountered during totalization: null"
- FLC-84225/  
WFD-7994 When a user attempted to transfer adjustment rules by means of SDM from a source to a destination, the following error was generated: "Error SDM-10005: Source/Target system is unavailable"

FLC-83225/  
WFD-7816 When a user ran the Time Audit Dataview for "All Home" for a 4 1/2-month time span, the Comment and Notes columns were not populated with data. When it was run for a shorter time span, the columns were populated.

FLC-81898/  
WFD-7529 An employee performed a work rule transfer when punching in for the day, but after punching out and then back in for their lunch break, the remainder of the shift was incorrectly paid using their default work rule.

FLC-81203/  
WFD-7366 After editing punches in the timecard, the Audit tab listed an entry for the edited punch with only the edited time and not the original time.

FLC-79904/  
WFD-7079 For many reports in a system using a Mexican Spanish Locale Policy, there were random words that were not translated and still appeared in English.

## UDM

FLC-89600/  
WFD-9307 After adding a device to a device group via "Assign Devices" , a message appeared stating that a browser refresh was needed in order for the devices to appear. If users attempted to add the device again to the group, the following error appeared:

"Error: Update failed. Data is stale, and has been modified by another user. Please refresh and try again."

In certain circumstances, after refreshing, none of the device groups appeared in the dashboard until users chose an option from the "View" drop down. "No Data to Display" was shown on the screen.

FLC-89570/  
WFD-9314 Soft Keys were missing from the configuration; they had been removed. Attestation Punch Keys and gold data Smart Views that were seen on the devices were no longer seen in the UDM configuration.

For some devices, a remote server unavailable message was displayed. For other devices, punches were accepted with no issues. None of the punches were being moved to the timecard.

FLC-89192/  
WFD-9238 High CPU and memory usage occurred on a Timer thread on a tenant.

FLC-88300/  
WFD-9042 When employees attempted to use *the View Timecard Online* SmartView at a device, the following error appeared: "*A Processing Error has occurred on UDM Server*".

*FLC-88107/* The user was unable to initialize a device in User Acceptance Testing environments (UAT), when a  
*WFD-9026* device was assigned to a specific Config Profile. The initialization generated the error: "Download package building failed."

*FLC-88009/* When multiple shifts appear on a single day, the form for adding punches provides incomplete data.  
*WFD-9000*

## **Work**

*FLC-87701/* A system-defined field for "Employee Badge" was set to numeric, but it incorrectly inserted a comma  
*WFD-8894* in the number.

## **R6 Update 3, Express Upgrade 6 (week of 7/6/20)**

The issues below were resolved for the R6 Update 3, EU 6.

### **Scheduling**

*FLC-92624/* The Daily Coverage add-on in the Schedule Planner was not updating after workload was  
*WFD-9934* generated.

*FLC-92003/* The Generate Workload operation was not updating properly with existing data in the Workload  
*WFD-9829* Planner.

*FLC-91895/* Scheduler Audit: Incorrect username was listed for type 'Shift Changed' when schedule was posted  
*WFD-9815* (or unposted) by a different user.

*FLC-91589/* Performance improvement - removing the need to delete existing schedule data passed the 90 day  
*WFD-9765* mark.

*FLC-91490/* When "Viewing by Schedule Group," double patterns instances were appearing for future patterns.  
*WFD-9718*

## **R6 Update 3, Express Upgrade 5 (week of 6/29/20)**

The issues below were resolved for the R6 Update 3, EU 5.

## Forecasting

FLC-91771/ Labor Standard effective dates were not copied to Production via SDM.  
WFD-9781

FLC-91428/ Unexplained errors were occurring when attempting to import labor standards / tasks / task groups.  
WFD-9722

## Information Access

FLC-91785/ A tenant encountered an out of memory error and created a heap dump.

## Key Performance Indicators

FLC-84707/ The dataview *Rounding Rule Impact Analysis - Employee* displayed values that were not calculated  
WFD-8147 correctly

## Platform

FLC-92497/ Break rule values were being analyzed as decimals when they should have been minutes.  
WFD-9930

FLC-91371/ A certain node was consistently at high CPU usage (>98%). The thread dump showed multiple  
WFD-9697 "CacheNotificationProcessingThread" each time and in a processing (runnable) state for over 10  
hours.

## Timekeeper

FLC-90182/ CPU usage on a certain cluster was much higher than any other cluster. The high CPU was being  
WFD-9466 caused by the following API call: `wfc/restcall/v1/timekeeping/employee_  
timecard/multi_read`.

## R6 Update 3, Express Upgrade 4 (week of 6/22/20)

The issues below were resolved for the R6 Update 3, EU 4.

## Platform

FLC-82740/ When attempting to update People Record fields that require an effective date, the following error  
WFD-7750 appeared: "Error WFP-01050 Invalid time format - Time = 0.0".

## Scheduling

FLC-90858/  
WFD-9592 When accessing Workload Planner, the following error appeared: *"Error: Service Limits are exceeded for operation on Jobs, No more than 31288 items are permitted."*

FLC-89122/  
WFD-9226 When one Schedule Pattern was created, four sets of shifts were created as a result instead of one.

## R6 Update 3, Express Upgrade 3 (week of 6/15/20)

The issues below were resolved for the R6 Update 3, EU 3.

### Scheduling

FLC-90935/  
WFD-9619 Following an upgrade to R6 Update 3, when the Group remaining values as "Other" check box was selected, an internal server error appeared.

FLC-90408/  
WFD-9511 Paycode edits were showing incorrect transfers.

FLC-90078/  
WFD-9438 When attempting to transfer Workload Planner components from one tenant to another via the Setup Data Manager (SDM), the following error appeared for some Workload Shift Sets:  
*"WFP-01270 The information in the bean is not valid. Detailed errors should be wrapped within this exception. WFP-01034 The value of the property contains illegal characters - Name: ShiftDescription, Value: , Illegal Characters: &%?;=()/[]#@<>"; WFP-01034 The value of the property contains illegal characters - Name: ShiftDescription, Value: , Illegal Characters: &%?;=()/[]#@<>"*

In addition, the following errors appeared in the user interface:

*"SDM-15001: Could not fetch all dependencies of Workload Shift Sets."*

*"SDM-15001: Could not fetch all dependencies of Workload Planner Profiles."*

FLC-85252/  
WFD-8382 Selecting **Add Paycode** in Schedule Planner failed when more than 40 employees were selected.

## R6 Update 3, Express Upgrade 2 (week of 6/8/20)

The issues below were resolved for the R6 Update 3, EU 2.

### Forecasting

FLC-89413/  
WFD-9265 When the Labor Constraint engine ran, no values were populated for the System Adjusted Forecast.

## Key Performance Indicators

[FLC-85835/](#) [WFD-8520](#) The Dataview "Hours by Business Structure (with Wages)" displayed different results based on same date range and symbolic timeframe (Current Pay Period and Current Schedule Period).

## Platform

[FLC-90485/](#) [WFD-9525](#) Background processor was not processing batch jobs.

[FLC-89984/](#) [WFD-9405](#) When a user's Locale Policy was set to Mexican Spanish, an error running hyperfinds occurred. The error was experienced on any hyperfinds that were created by the customer; all default hyperfinds worked as expected.

## Scheduling

[FLC-90401/](#) Many of the schedule data patches that required the system role were failing.

[FLC-90810/](#) [WFD-9585](#) When trying to load the Workload Planner in the IE11 browser, the screen was blank and an error appeared in the console. It loaded fine in Chrome and Firefox browsers.

[FLC-87161/](#) [WFD-8818](#) Performance issue: it was taking too long to apply updates to schedule patterns.

[FLC-87067/](#) [WFD-8798](#) Totalization failing due to a missing laboracctid.

[FLC-83839/](#) [WFD-8023](#) A script was created to purge submitted time off requests in the manager's control center that couldn't be acted upon.

## R6 Update 3, Express Upgrade 1 (week of 6/1/20)

There are no new resolved issues for R6 Update 3, EU 1.

## R6 Update 3 (week of 6/1/20)

The issues below were resolved for R6 Update 3.

## Attendance

FLC-86186/ Attendance documents did not include the event date of the attendance action.  
WFD-8614

FLC-86089/ The attendance action displayed in All Others on the Attendance landing page was not the most  
WFD-8593 recent attendance action.

## Common Business

FLC-87843/ An HCM tenant was failing at password rotation with an error.  
WFD-8968

FLC-86876/ The HCM People Import-v1 integration did not assign the Attendance Administrator when the  
WFD-8712 integration ran for all employees.

FLC-86661/ You could delete a paycode that was mapped in the HCM Payroll to Paycode Mappings table of the  
WFD-8719 HCM Payroll Export-v2 integration. The result would be a missing value for the paycode in the mapping table. Now, you are blocked from deleting paycodes that are being used.

FLC-86420/ When a password was rotated, an error occurred. This was an internal tenant error.  
WFD-8661

FLC-85601/ Users with the the appropriate permission received an authorization error when uploading a photo  
WFD-8478 in My Profile.

FLC-83926/ When users selected a published report, clicked **Edit**, and then selected **Save as a New Entity** and  
WFD-8052 entered a new name, the following error was generated: *Error WFP-114296 There is a mismatch in size of source report data object and cloned report data object.*

## Common Components

FLC-87366/ A business structure import took an unacceptable amount of time to process. Each of its 12,250  
WFD-8846 records took 13 seconds to post to API.

FLC-86959/ After creating a new Activity Profile, three lines had the default value of NaN.00 displayed instead of  
WFD-8665 being blank.

FLC-86531/ The system time did not update correctly (System Settings and System Information) after changing  
WFD-8681 to Daylight Saving Time (DST).

**FLC-86073/** When creating or editing a Delegate Profile from **Administration >Application Setup > Common**  
**WFD-8566** **Setup > Delegate Profile**, the list of delegates in the Selected Delegates box was not alphabetized.

**FLC-85287/** When duplicate entry list names were passed in the entry list array parameter to the multi-create  
**WFD-8401** task for labor category profiles, the task returned the same error that it provided when the entry list array did not exist.

**FLC-84932/** When updating a cost center for a Business Structure location, the user was able to save without  
**WFD-8302** error when the effective date entered was in the past.

**FLC82696H/** The data values shown in the Casual Cost Hourly Rate Tile did not match the Casual Cost Hourly  
**WFD-7679** Rate shown in the Average Wage Spend Dataview.

## Configuration

**FLC-86035/** Approval settings showed in Application Setup successfully even though the settings produced an  
**WFD-8556** error during the SDM process.

## Information Access

**FLC-85754/** The Retrieve Date Span Grouped by Symbol Type (POST  
**WFD-8348** /v1/commons/symbolicperiod/multi\_read) API operation did not always return the start and end dates for the symbolic period.

**FLC-84887/** The Submit Bulk Download (POST /v1/commons/exports/async) asynchronous API  
**WFD-8293** operation would in rare situations remain in the Pending state until deleted.

## Integration Hub

**FLC-87068/** The HTTP Connector could not send errors to the Transaction Assistant for resolution.  
**WFD-8792**

**FLC-86632/** Integration runs failed if file names contained non-ASCII characters. To support international  
**WFD-8702** customers, the integrations must accept international characters and accents.

**FLC-86159/** The **Time** integration parameter could not be edited. You can now select time in 24-hour, hh:mm  
**WFD-8523** format regardless of time zone during integration runs.



**FLC-86012/** The Retrieve Persons API operation (POST /v1/commons/persons/extensions/multi\_  
**WFD-8568** read) returned custom field properties that did not always match the ordinal position of the custom field. This resulted in a JSON response body with a "customDataTypeId" that did not match the numerical sequence of each custom field.

**FLC-85281/** The "UMS-10002 Unknown error occurred" message was replaced by this more informative  
**WFD-8385** message: "An error occurred in the UMS. Possible causes include changes to user account settings, account status, or to personal information."

## Key Performance Indicators

**FLC-84789/** When a symbolic time period (such as current pay period) was used in a Dataview to display  
**WFD-8260** Exception data, some exception columns showed negative values. However, when the specific dates for the pay period were selected, the column values displayed correctly.

**FLC-47849/** Cumulative delay exceeded five minutes for the 250 Kb end-to-end punch throttling test.  
**WFD-8809**

## Leave

**FLC-86514/** The sort order of employees on the Leave of Absence Editor was different if the user: selected  
**WFD-8664** multiple employees on the Leave of Absence landing, then navigated to the Leave of Absence Editor, then navigated to any other page and then navigated back to the Leave of Absence Editor.

**FLC-85481/** The created on timestamp for leave case requests differed when viewed on the Control Center  
**WFD-8437** page versus the Control Center panel.

**FLC-84049/** The Leave of Absence calendar did not display events on the calendar when Shifts was selected for  
**WFD-8088** the Show/Hide options.

## Platform

**FLC-87075/** The RabbitMQ message listener failed for messages in the message queue. Some of the failure  
**WFD-8807** alerts complained about invalid tenant keys.

**FLC-86956/** After custom reports were imported using SDM, configuration issues prevented the reports from  
**WFD-8763** running.

- FLC-86742/ WFD-8730 The client max-age cache was erroneously set to 1800000 (30,000 minutes) and is now set to 1800 (30 minutes).
- FLC-86437/ WFD-8670 A tenant resubmitted a request that had timed out every five minutes.
- FLC-86237/ WFD-8637 After the Custom Software engineering team developed a custom report, the team could not connect to the tenant using the BIRT Report Designer tool.
- FLC-86210/ WFD-8632 A utility that fixes corrupted conditional URLs was not working.
- FLC-86190/ WFD-8605 Although the Location Schedule - Weekly Detail Report could be run successfully from the Report Library, it failed when run from the Schedule Planner: *Error WFP-114274 An error occurred while running the report. Please contact the system administrator.*
- FLC-85919/ WFD-8418 Time-off request confirmation messages were incorrect in the Swedish Locale.
- FLC-85724/ WFD-8506 Residual unnecessary references to older systems were cleaned up.
- FLC-85621/ WFD-8485 When delegating a task, the notification displayed the initiator and the assignee as the same.
- FLC-85620/ WFD-8484 The Created On time in email notifications for manager delegations were incorrect.
- FLC-85385/ WFD-8370 The Santiago Time Zone did not have the correct Daylight Saving Time (DST) configuration, which resulted in clocks being loaded with the wrong time.
- FLC-85338/ WFD-8419 When users first logged on to the system with a Single Sign-On URL, the IDP login page opened. However, when they closed the login page or opened another tab and attempted to use same SSO URL, the following error appeared: *WFD - Error accessing SSO URL's - "Access denied: the user does not exist in Workforce Dimensions."*
- FLC-85224/ WFD-7869 In People Information, the list of Schedule Groups appeared in a different order than it did in the Schedule Groups setup page.
- FLC-84865/ WFD-8257 When trying to change or duplicate a Hyperfind, the following error occurred: *Error WCO-112070 Could not find the HyperFind constraint in the database - ID/NAME: 902.* Because this occurred when pay rules used in the Hyperfind were deleted, the following, more

helpful error message is now displayed: *One or more [payrules] assigned to a condition in this Hyperfind have been deleted from the system. You cannot save or execute this Hyperfind until you update the condition.*

FLC-84696/  
WFD-8246 After the time change for Daylight Savings Time (DST), the run times of scheduled integrations were incorrect.

FLC-84121/  
WFD-8101 The Assignee and Created On Custom tags were incorrect for Manager Delegation email notifications.

FLC-84029/  
WFD-8029 When using the BIRT Desktop Designer tool to set up report parameter settings, the display text was not listed in the drop-down menu.

FLC-81919/  
WFD-7543 Scheduled integrations were being deleted from the Event Manager and were not running. Access rights by employment status were resolved to correct this error.

FLC-79837/  
WFD-7059 When running the People Audit report, the following error was generated: *Error AR-10010 - Maximum record limit exceeded.* To avoid reaching the maximum record limit, you can now use a Hyperfind to run the report for a limited number of people.

## Scheduling

FLC-87712/  
WFD-8901 The Staffing by Zone report was producing inconsistent results and not including all employees who were staffed in locations with different jobs.

FLC-87615/  
WFD-8883 The online help for configuring metrics grouping strategies was updated to remove information about using Zone Set as a Group By parameter because that functionality is not available.

FLC-86786/  
WFD-8746 The Absence Calendar counted a Time-off request for the day before and the day of the request for the request count.

FLC-86747/  
WFD-8729 If an employee booked their remaining Annual leave on March 31st their balance did not display until April 1st.

FLC-86521/  
WFD-8649 The Custom Workflow Notification Tag, Change At Approval, did not generate any information if the no approval setting was assigned to the request subtype.

- FLC-86421/** The Retrieve Timecard as Manager (GET /v1/timekeeping/timecard) API operation  
**WFD-8659** caused rare performance issues.
- FLC-86337/** In the mobile application, the screen did not scroll in iOS when self-scheduling or while selecting an  
**WFD-8654** open shift.
- FLC-86317/** After a Time Off Request cancellation was submitted for approval, the employee received a  
**WFD-8599** "Success Request Canceled" message even though the request was awaiting manager approval.
- FLC-86227/** Selecting a date for a shift to be covered while performing a Request to Cover caused an error to  
**WFD-8635** occur.
- FLC-86220/** The Manage Schedule tile was blank when using Google Chrome and Mozilla Firefox, but worked  
**WFD-8601** with Microsoft Internet Explorer.
- FLC-86143/** When running the Employee Schedule - Weekly report for "today" or a single date, the first  
**WFD-8603** employee within the Hyperfind (listed alphabetically) displayed a blank line along with the scheduled shifts.
- FLC-86094/** An issue was reported that the Schedule Generator was taking much longer to run than the  
**WFD-8559** expected amount of time.
- FLC-86091/** When an employee reviewed schedule items in My Calendar, the schedule items did not appear  
**WFD-8560** unless Schedule Tags in the Show/Hide menu was unchecked.
- FLC-86079/** A half day time off request did not remove the original schedule from the timecard.  
**WFD-8449**
- FLC-86014/** The Create or Update Location Set (POST /v1/commons/location\_sets/apply\_upsert)  
**WFD-8567** API operation sometimes caused performance issues that resulted in a timeout error.
- FLC-85961/** Some employees were not inheriting a transfer on their shift even though they were included in a  
**WFD-8551** Schedule Group with a Schedule Pattern applied that contained a Transfer.
- FLC-85907/** When managers hovered the mouse over an employee name in the Schedule Planner, the pop-up  
**WFD-8541** with the employee's information did not display.

FLC-85695/  
WFD-8504 When a tenant was being provisioned for a customer, the provisioning failed due to an issue with the KPI component.

FLC-85403/  
WFD-8408 When a shift was added to a Workload Shift Set, the following error occurred when attempting to save the change: "*WFP-00228 The following object could not be found in the database: 2609.*"

FLC-85295/  
WFD-8402 When a Rolling Request Period was created, it was not possible to create a Rolling Period with an "Open Shift xx days after current date value" of greater than or equal to 30 days when the option "Never close request once opened" was selected.

FLC-85136/  
WFD-8371 The Quick Action options to Approve, Refuse, or Cancel were available to managers even though they did not have access to the Absence Calendar in the Schedule Planner.

FLC-85132/  
WFD-8335 When a user selected certain options from the Show/Hide options in the Schedule Planner, for example, Approved Requests, and then logged out, the selected options were not retained. The user had to re-select the options again from the Show/Hide options.

FLC-85026/  
WFD-8325 When a manager added a new location to an existing Schedule Generation Strategy, the error message "You do not have access to all locations assigned to the selected setting" displayed, even though the manager had access to All Organization Sets assigned in their People Record.

FLC-84954/  
WFD-8290 When running the Employee Schedule - Weekly Report that included employees with transferred shifts, the PDF output had an "X" displayed over the Out time text which made it difficult to read.

FLC-84912/  
WFD-8300 A manager was seeing and receiving Employee Time Off Requests from former employees.

FLC-84896/  
WFD-8295 After a Schedule Pattern was updated for a Schedule Group, the new pattern was not applied in the Schedule Planner and an "Internal Server Error" occurred.

FLC-84813/  
WFD-8284 When a manager entered manual shifts and then subsequently ran the Schedule Generator, the manually created shifts were deleted.

FLC-84488/  
WFD-8182 Enhanced the following API operations with a query parameter that adds Partial Success error handling:

- Create Employment Term Schedule Pattern (POST /v1/scheduling/employment\_term\_schedule\_patterns/apply\_create)
- Update or Remove Employment Term Schedule Patterns (POST

/v1/scheduling/employment\_term\_schedule\_patterns/apply\_update)  
- Create Employee Schedule Pattern (POST /v1/scheduling/employee\_schedule\_patterns/apply\_create)  
- Update Employee Schedule Pattern (POST /v1/scheduling/employee\_schedule\_patterns/apply\_update)  
- Create Schedule Group Pattern (POST /v1/scheduling/schedule\_group\_patterns/apply\_create)  
- Update or Remove Schedule Group Patterns (POST /v1/scheduling/schedule\_group\_patterns/apply\_update)

Also added Partial Success support to the following soon-to-be-deprecated API operations:

- Create Group Schedule Pattern (POST /v1/scheduling/group\_schedule\_patterns/apply\_create)  
- Update or Remove Group Schedule Patterns (POST /v1/scheduling/group\_schedule\_patterns/apply\_update)

**FLC-84473/  
WFD-8173** On the day that Daylight Savings Time (DST) began, the Schedule Rule Violation for "Shift Conforms to Break Rules" was incorrectly triggered for shifts that occurred later in the day after the time change.

**FLC-82471/  
WFD-7651** Schedule patterns could not be edited or deleted when the pattern included a job that had expired.

**FLC-81963/  
WFD-7704** The Request Purpose attribute, which permits Reviewer List overrides in the People Record, was added to the following Request Sub-types:  
- Open Shift  
- Swap  
- Cover  
- Availability Change

**FLC-81913/  
WFD-7535** When launching the Workload Planner, the error message "*There are no schedule zone sets or standard shift sets defined for the location*" displayed.

**FLC-81530/  
WFD-7450** When attempting to generate a workload using the Workload Planner, the following error occurred: "*Something went wrong while processing your request on the server. Please wait a moment and try your request again. If the problem persists, please contact your System Administrator.*"

**FLC-81407/  
WFD-7277** When an employee submitted a cancellation request for an approved time off request, only the manager who originally approved the time off request was able to approve the cancellation request. All other managers received the error: *Not allowed to access this employee.*

FLC-80631/ WFD-7244 For shifts that were less than an hour long, the Gantt view in Schedule Planner was incorrectly displaying the shifts with a length of an hour.

FLC-79292/ WFD-6944 Massive blocking due to KPI issues.

FLC-77036/ WFD-6463 When managers applied a work rule transfer that had an associated on-call building block to a scheduled shift, on-call was not triggered.

FLC-75972/ WFD-6229 When the Employee Schedule - Weekly report was output to Excel format, the columns were not aligned properly.

FLC-75215/ WFD-6046 Some employees did not have their primary labor category shown on the Totals tab on their timecard.

## Tenant Management

FLC-82898/ WFD-7767 Attempting to log on to more than one tenant in the same browser resulted in inconsistent behavior. Sometimes users received the message "*Login is not allowed because user is already logged in to a different tenant*" and other times users were logged off from the original tenant first and then allowed to log in to the second tenant. Users are now consistently prohibited from logging in to multiple tenants in the same browser and the error message is now: "*You cannot log into multiple tenants in the same browser. Log out of any other tenants and try again.*"

FLC-82481/ WFD-7695 When using single sign-on, sessions did not log out and remain logged out after 30 minutes of inactivity.

## Timekeeping

FLC-87906/ WFD-8094 The Retrieve Persons (POST /v1/commons/persons/extensions/multi\_read) API operation did not always return the correct value in the "managerSignoffThruDate" property.

FLC-87603/ WFD-8892 When attempting an Accrual Reset on an employee's timecard for a hidden accrual code, the hidden accrual code did not appear in the drop-down list even though the user had access to hidden accrual codes and could view them in an Accrual Dataview.

- FLC-87354/  
WFD-8845 The Retrieve Data (POST /v1/commons/data/multi\_read) API operation did not return the full name for the AUDIT\_DATASOURCE Data Dictionary key.
- FLC-87018/  
WFD-8766 When attempting to suspend accruals for PTO from a Dataview, the following error message appeared: "*WFP-90009 Invalid data supplied for request, incorrect data type used.*"
- FLC-86967/  
WFD-8777 When one or more employees did not have an accrual profile assigned (for example, a terminated employee), the accruals export failed.
- FLC-86962/  
WFD-8696 In Setup, when selecting paycodes for a Pay Code Definition performance was very slow.
- FLC-86830/  
WFD-8756 When approving overtime that occurred during Daylight Savings Time, the following error appeared: "*The request contains 'overtimeApprovals' that overlap with other 'overtimeApprovals' in the same request.*"
- FLC-86783/  
WFD-8735 When attempting to run an integration, an unexpected error occurred with the following details: "*Unsuccessful response code received from API when generating non-dynamic cache 'Delete Paycodes'(timecard multiread API).*"
- FLC-86648/  
WFD-8698 The Retrieve Timecard Data for Multiple Employees (POST /v1/timekeeping/timecard\_metrics/multi\_read) API operation did not correctly allow pay code qualifiers to be used as filters.
- FLC-86641/  
WFD-8650 When attempting to open the timecard of a terminated employee, the following error message appeared: "*There are no items to display.*"
- FLC-86560/  
WFD-8690 In a four-punch timecard, after removing the Transfer column, the original order of the columns changed.
- FLC-86319/  
WFD-8648 A chart tile on the Home Page that is linked to the Accrual Dataview appeared with the error: *Chart data could not be retrieved for the column(s): TK\_AS\_DLY\_SMRY\_PLN..*  
If the user clicked on the chart tile, the associated Dataview appeared with the error: *Data within Accrual Available Balance (Hours) [...] and 7 more columns cannot be retrieved.*
- FLC-86315/  
WFD-8630 In the timecard, an employee who was allowed to enter corrections received the following message after entering a value and the timecard then reverted to its previous state: "*Invalid grid index. Some Unknown Error Occurred. Error Details Not Available.*"



- FLC-86312/  
WFD-8621 In a Dataview, the Worked Shift Time Zone columns showed a string of numbers instead of the actual timezone.
- FLC-86306/  
WFD-8626 After timecard sign-off, the date range for the Previous Pay Period changed to a much larger range of dates than it was originally and some of the values in the Totals add-on were changed.
- FLC-86193/  
WFD-8610 When running the Accrual Detail report, the accrual earning amounts were not correct.
- FLC-86082/  
WFD-8592 Payroll Export was failing due to inability of `/v1/commons/pay_period` to retrieve pay period spans for historical dates
- FLC-85947/  
WFD-8538 When printing a timecard, the Daily and Period totals columns did not reflect any paycode edits that were made in the timecard.
- FLC-85941/  
WFD-8562 In a signed-off timecard, an employee with permission to edit a signed-off timecard was not able to delete a punch and received the following error message: *"Can't overwrite cause with java.lang.IllegalStateException"*
- FLC-85904/  
WFD-8540 In the timecard, an extra day that was not included in the selected timeframe appeared.
- FLC-85840/  
WFD-8525 The Retrieve Persons (`POST /v1/commons/persons/extensions/multi_read`) API operation did not return a value for the "managerSignoffThruDate" property for newly created employees.
- FLC-85619/  
WFD-8487 After assigning an Attestation Profile to an employee, the attestation buttons did not appear and the following error occurred when viewing the employee's timecard: *Error WTK-18030 An Attestation Profile with the following id does not exist.*
- FLC-85529/  
WFD-8462 The Create or Update Persons (`POST /v1/commons/persons/multi_upsert`) API operation returned an incorrect error when the value passed in "managerEmployeeGroupName" did not exist and a "homeHyperFindQueryName" was passed in the same call.
- FLC-85417/  
WFD-8420 When using Setup Data Manager to transfer certain Adjustment Rules to another server, the error "Payload too Large" occurred and the process was unable to complete.

- FLC-85415/  
WFD-8431 In a hyperfind with a condition that used a combined paycode, when running the hyperfind the following error was received: "*WCO-112004 An unknown error occurred.*"
- FLC-85324/  
WFD-8539 An error occurred when trying to load the All Home hyperfind in a Dataview.
- FLC-85308/  
WFD-8375 The cascading profile assigned to an employee in their employment terms was disregarded by the Time Off Request tile, and therefore the accrual balance that displayed was not accurate.
- FLC-85211/  
WFD-8337 When accessing the application on a mobile device using a browser, after the user clicked My Timecard from the Timecard tile, the screen appeared blank.
- FLC-85038/  
WFD-8307 The Bulk Accrual Reset (*POST /v1/timekeeping/accruals/resets*) API operation returned a null response for records with an accrual code name that did not exactly match the case of the accrual code name passed in the request body.
- FLC-84757/  
WFD-8165 In People Information, after updating an Employee Job Transfer Set with Manager Additions, the updates were not reflected in the history for the Employee Job Transfer Set.
- FLC-84700/  
WFD-8229 For a particular employee, every time their timecard was opened historical corrections were generated, even after the corrections had been acted on several times.
- FLC-84694/  
WFD-8225 Duplicated Attestation Profiles were listed in a user's People Information record and the duplicate profile could not be deleted.
- FLC-84621/  
WFD-8219 Even though a balance cascade was configured to count toward totals in a pay period, it was not visible in both the timecard grid and timecard totals.
- FLC-84184/  
WFD-8064 When an overtime alert condition was reached for daily overtime (10 hours) and weekly overtime (84 hours), no daily alerts were sent and more than seven alerts were sent for each category, weekly and daily
- FLC-84178/  
WFD-8110 When Employment Terms were added from a Dataview, the People Information Summary and Rule Analysis were not updated correctly.
- FLC-84090/  
WFD-8086 The Totals, Accruals, and Audits add-ons were not always visible on timecards when using Chrome and Firefox.

- FLC-84016/  
WFD-8063** After a manager (delegatee) accepted a delegation request from another manager (delegator), group edits performed by the delegatee were recorded as being made by the delegator.
- FLC-83915/  
WFD-8042** After a manager approved an employee's timecard and second manager who had permission to grant and remove timecard approvals delegated authority to a third manager, the third manager was unable to remove the timecard approval.
- FLC-83856/  
WFD-8038** In People Information, a manager had an empty Employee Group but still had a Hyperfind Query for Home Employee assigned. Due to this, any attempts to make changes to the employee record could not be saved.
- FLC-83721/  
WFD-8010** In the timecard, if you made a paycode edit (for any paycode not associated with the accrual policy) on the same day a balance cascade occurred, the following error was received:  
*"This edit cannot be made. <ACCRUAL\_CODE> edits must be in increments of [Hours: 8.00]."*
- FLC-83663/  
WFD-7993** In the timecard, when viewing the Rule Analysis for a particular employee, the Pay Code Distribution was not listed for the employee's Work Rule.
- FLC-83059/  
WFD-7836** The Retrieve Timecards as Manager (POST /v1/timekeeping/timecard/multi\_read) API operation did not return all of the same time-related data as the Retrieve Timecard as Manager (GET /v1/timekeeping/timecard) API operation.
- FLC-82169/  
WFD-7601** In a timecard, when viewing the Totals tab for a particular employee some of the paycodes did not list the Labor Category.
- FLC-81187/  
WFD-7354** In a timecard, when viewing the Historical Corrections tab for a particular employee several invalid corrections appeared.
- FLC-80150/  
WFD-7136** In the timecard, duplicate punches appeared on the first day of the current pay period for an employee.
- FLC-67384/  
WFD-4540** Employees working a job transfer segment were paid for their primary job instead of the transfer job when they punched out early for a break. This could also occur if they punched back in late or if they did not punch at all for the break.
- Incorrect totals are adjusted in this situation by enabling the following system global value:  
global.WtkTotalizer.DateToEnableTransfersPostProcessing. To enable, change

the date to the day that the fix is to take effect. The fix will not be applied to any data before this date to prevent the generation of unwanted Historical Corrections. The date must use the *MM/dd/yyyy* format.

## UDM

- [FLC-86192/](#) [WFD-8624](#) A 10 second delay occurred when selecting Default Transactions for new or pre-existing profiles in device configuration.
- [FLC-85848/](#) [WFD-8532](#) In the Configuration Profile, changes to the Labor Category Prompt Order were unable to be saved.
- [FLC-85381/](#) [WFD-8425](#) Adding the Global Home Employee Restrict Overtime softkey to Softkey Settings in the Configuration Profile was causing device initialization to fail.
- [FLC-83238/](#) [WFD-7902](#) When attempting to import WFC v8 biometric templates from a zip file into WFD\UDM, the import was failing with the message: "*Error: Undefined.*"

## Work

- [FLC-87521/](#) [WFD-8855](#) When running an SDM transfer of the Field Definitions and Result Codes from Work Setup, the System Defined field names were not being transferred.

## R6 Update 2, Express Upgrade 6 (week of 6/8/20)

The issues below were resolved for the R6 Update 2, EU 6.

### Scheduling

- [FLC-90458/](#) [WFD-9524](#) A schedule rule violation failed to load, and the following error appeared: "*Some unknown error occurred.*"
- [FLC-90433/](#) [WFD-9523](#) In some browsers, the People information page kept loading indefinitely for tenants. This issue was intermittent sometimes and very frequent other times.
- [FLC-90347/](#) [WFD-9487](#) The following error appeared in the Schedule Planner for certain Hyperfinds: "*Error Some Unknown Error Occurred. Error Details Not Available.*" In addition, when "mousing" over employee names, their details were not displayed.

[FLC-80452/](#) An Analytics Dataview, Schedule Hours Analysis by House, had incorrect negative values.  
[WFD-7202](#)

## **R6 Update 2, Express Upgrade 5 (week of 6/1/20)**

The issues below were resolved for the R6 Update 2, EU 5.

### **Integrations**

[FLC-90051/](#) The `/v1/commons/persons/extensions/multi_read` API call did not always return  
[WFD-9406](#) Primary Job data.

### **Timekeeping**

[FLC-90004/](#) All hours from the scheduled shift were counted towards "Daily Hours Date Pattern" Overtime in the  
[WFD-9423](#) Current Pay Period, when none should have been.

[FLC-86200/](#) An employee's schedule and timecard were showing an old department as a transfer instead of  
[WFD-8629](#) showing the new primary department, and no transfer.

## **R6 Update 2, Express Upgrade 4 (week of 5/25/20)**

The issues below were resolved for the R6 Update 2, EU 4.

### **Analytics**

[FLC-87596/](#) When users navigated to the Dataview Library and selected the dataview exception count by  
[WFD-8875](#) business unit, a job listed incorrect values for Total Exceptions and Unexcused Absence (for example, 86 and 52, respectively, instead of the correct values of 26 and 20).

### **Platform**

[FLC-89977/](#) DBWatch was causing an issue with too many idle database connections. Every ten seconds, it was  
[WFD-9408](#) attempting to query the database to identify the sync node and failing.

[FLC-88390/](#) "Custom - Read Only" reports were not displayed in the Manage Read-Only Reports List when the  
[WFD-9062](#) reports had a Default Output Type of Interactive.

## HCM

FLC-90070/ HCM menus were not loading in the unified user interface.  
WFD-9434

## Scheduler

FLC-89611/ Generate Workload was only working for managers when their FAP permissions for Actual was set  
WFD-9312 to allowed, instead of it working for any Volume Type (Actual, Plan, Budget) for which the user had allowed permissions.

FLC-88317/ Intermittently, Schedule Planner was not loading with all expected data (for example, shifts and  
WFD-9057 values).

FLC-88254/ In Schedule Planner, adding a pay code resulted in an incorrect leave hours value. Previously when  
WFD-9046 multiple segments were replaced by pay code, the sleep over (SO) or Break had been deducted from the total shift length instead of being summed together. This resulted in the employee being overpaid.

## Timekeeper

FLC-87993/ In the timecard "rule analysis" selection, the data that was displayed differed based on the time  
WFD-8982 selection from the same day. For example, when previous pay period was selected for the time frame, one configured reason appeared for the day. However, when 90 days was selected for the time frame (from the same day), the reason was different.

FLC-87070/ Managers were unable to view timecards for inactive employees; managers were able to define a  
WFD-8801 Hyperfind for inactive employees, but unable to view the timecards for those employees.

FLC-86641/ When attempting to view a terminated employee's timecard, the following error appeared: "*There  
WFD-8650 are no items to display.*"

## R6 Update 2, Express Upgrade 3 (week of 5/18/20)

The issues below were resolved for the R6 Update 2, EU 3.

### Key Performance Indicators

FLC-81538/ Dataseed process was failing.  
WFD-7363

## Scheduler

- FLC-87801/  
WFD-8945 POST /v1/commons/location\_sets calls were failing, due to the incorrect *versionCount* being passed for the API call. The *versionCount* being used for these calls were acquired via API call during the Integration run using /v1/commons/location\_sets/multi\_read.
- FLC-87575/  
WFD-8876 Manager approved a timeoff request, but was unable to mark request as read, which enables the notification to be removed. The manager should have been able to mark request as read and have the notification go away.
- FLC-86795/  
WFD-8754 Changes to the Employees Schedule Group within the people record were not working correctly every time. Many times, the pattern that was applied to the employee from the Schedule Group was not removed and became an 'ad hoc' shift that had to be removed manually.
- FLC-86325/  
WFD-8639 Users were unable to edit schedule group pattern to remove 50+ shifts occurring on one day.
- FLC-85321/  
WFD-8416 Running the Schedule Generator ended in failure and loss of connection for tenant and all other tenants. After this occurred, when others tried to login, it accepted their credentials and then returned them to the logon screen

## Timekeeper

- FLC-88333/  
WFD-9066 When an employee was engaging an attestation workflow that checked a condition for *minutesSinceLastPunch*, the workflow was not performing the expected behavior based on the value and conditions configured.
- FLC-87135/  
WFD-8789 Missed Punch Sign Off Restriction was in place, but the manager could still sign-off the Timecard without restriction. It was expected that the system would return an error stating they are not allowed to sign-off the Timecard due to a "Missed Punch" exception appearing in the Timecard for the Previous Pay Period.
- FLC-86926/  
WFD-8769 The timecards for three employees were not accessible. The following error appeared: *Error A System Error was encounter during CT Call.*
- FLC-83758/  
WFD-8031 Running was Schedule Totalizer was incorrectly changing the **Schedule\_Total** in the database.

## Work

[FLC-88575/](#) [WFD-9105](#) Clicking the Search button in **Application Setup > Work Setup > Activities** was producing the following error: *Error Some Internal Server Error Occurred. Please contact System Administrator.*

## R6 Update 2, Express Upgrade 2 (week of 5/11/20)

The issues below were resolved for the R6 Update 2, EU 2.

### Platform

[FLC-84716/](#) [WFD-8253](#) After installing R6, Event Manager events would not run automatically at their scheduled times.

### Scheduler

[FLC-86788/](#) [WFD-8750](#) When attempting to apply an availability pattern for an employee, the error "*Error Some Unknown Error Occurred. Error Details Not Available*" appeared.

[FLC-83125/](#) [WFD-7862](#) Improved the Business Structure event management to relieve the excessive amount of batch jobs accumulating in the queue.

### Timekeeper

[FLC-86431/](#) [WFD-8657](#) Bonus was being paid twice when an employee who qualified for a bonus punched in late.

[FLC-86418/](#) [WFD-9015](#) Payroll Lock was not working correctly. If an employee did not have the sign off date for the payroll lock date to use, it would fall back to hire date and use hire date as the payroll lock date.

[FLC-86211/](#) [WFD-8625](#) The background totals processor was stalling in some environments with large numbers of labor levels.

[FLC-86191/](#) [WFD-8595](#) The following error occurred when a manager opened an Analytics dataview and attempted to add a pay code. The manager selected a pay code, entered an amount, and pressed Apply. The error "*Page Not Found The requested URL was not found on this server*" appeared.

## R6 Update 2, Express Upgrade 1 (week of 5/4/20)

The issues below were resolved for the R6 Update 2, EU 1.



## Platform

FLC-85682/  
WFD-8503 When trying to expand a brand, the following SDM error appeared: "*Error setupitem from external system failed when expanding any branch*".

FLC-84751/  
WFD-8254 A custom report was failing when a user selected it to run from the Report Library. The message *Error undefined* appeared. The report ran without error when run through the web based BIRT tool.

## Scheduler

FLC-84112/  
WFD-8109 Employee's schedules were not populating after a change to Schedule Group from the People Record

FLC-83136/  
WFD-7871 Employee's hours were not including Primary Labor Category as a part of totals; this was impacting PBJ Export.

FLC-83125/  
WFD-7862 Improvements to the Business Structure event management: The BATCHJOBTASK queue was growing. The low priority job queues were accumulating due to very few jobs actually executing.

## Timekeeper

FLC-86553/  
WFD-8691 When changing an Employee's Primary Job, the following exception occurred: "*java.lang.IllegalArgumentException: Invalid range*".

FLC-85930/  
WFD-8474 An employee's timecard was edited after sign-off to include a transfer. The historical correction tab of the timecard showed -2 hours (old account) and +2 hours (new account). When viewing the totals of the effective date, the +2 hours was seen, but the offsetting -2 hours was not; giving the employee an extra two hours

FLC-84393/  
WFD-8181 When a user performed a Time Off Request using a paycode that affected accruals (and used day type equivalence), the accrual balance was not reflecting the DTE if it was anything other than 1.0.

## R6 Update 2 (week of 5/4/20)

The issues below were resolved for R6 Update 2.

## Attendance

- FLC-83351/  
WFD-7928 The Attendance Landing page would not export when the Hyperfind has over 200 employees.
- FLC-83060/  
WFD-7845 The Perfect Attendance Details Report listed employees who did not receive a Perfect Attendance Award.
- FLC-82391/  
WFD-7674 The Attendance Editor indicated a Perfect Attendance Disqualification when an infraction was excused.

## Common Business

- FLC-83838/  
WFD-8039 The property *global.peopleproperties.person.deleteflag* was erroneously visible from **Administration>Application Setup>System Configuration>System Settings>Global Values**. It is now hidden.
- FLC-82467/  
WFD-7690 When making multiple changes to Job Preference for an employee in People Information, after saving, the values entered for Job Preference did not display (although if you hovered over the field, the tooltip displayed the value).
- FLC-79139/  
WFD-6864 When mapping EINs to the location name in the business structure on the HCM Payroll Configuration page, errors occurred and information could not be saved.

## Common Components

- FLC-82945/  
WFD-7790 In the Canadian French locale, headers on the online help landing page were not translated. Additionally, when a user selected the list of topics from the drop-down menus across the top of the page, a list of error messages obscured the contents.
- FLC-82880/  
WFD-7781 The application was using Coordinated Universal Time (UTC) for the expiration date of locations in the business structure instead of the tenant's default timezone. This caused issues, especially when the discrepancy involved crossing a calendar date boundary.
- FLC-80062/  
WFD-7051 A number of Building Blocks in Application Setup were not visible on the Application Setup page of the online help.

## Configuration

[FLC-82255/](#) [WFD-7640](#) The import of a csv file during migration reported a failure status while the SDM user interface still showed the task as in progress.

## Information Access

[FLC-82249/](#) [WFD-7559](#) When the API exported an "ad hoc" Dataview, if the export job failed, it did not supply useful feedback to the user.

[FLC-78171/](#) [WFD-7780](#) Needed csv output for reports. Refer to the What's New section for a detailed description.

[FLC-75319/](#) [WFD-6069](#) An Employee Count metric was needed for Dataviews and Reports, in the form of a Business Structure style roll-up, to track the number of employees assigned to a location based on primary job assignment.

## Integration Hub

[FLC-85051/](#) [WFD-8309](#) The "Download all files in zip format" link was missing from the Run Details of the ADP Payroll Export integration.

[FLC-84492/](#) [WFD-8190](#) When using SDM to migrate Installed Integrations from one tenant to another, the Integration Process was not being deployed on the target tenant.

## Key Performance Indicators

[FLC-83774/](#) [WFD-8806](#) Multiple pay period batch jobs for the same context were being selected for execution in close proximity, causing a delay in the running of other batch jobs.

## Leave

[FLC-83404/](#) [WFD-7924](#) Group Edit Results should show the Person Number but instead showed the Person ID.

## Platform

[FLC-85029/](#) [WFD-8326](#) When selecting a date range on the Report Library page, the date format did not adhere to the correct locale format.

- FLC-84891/  
WFD-8287 While importing Translation - Setup Data, a user received the error: *Some exceptions occurred while processing the file.*
- FLC-84382/  
WFD-8140 The Attestation Daily Summary Report failed with the following error: *Error WFP-114011 - Error occurred in run report processing. Please contact System Administrator.*
- FLC-84166/  
WFD-8115 After a data refresh on a tenant that was configured with double SSO, the SSO configurations were removed and an authentication error was generated: "SAML20 entity already exists."
- FLC-83544/  
WFD-7934 The loading of setup pages (such as **Common Setup > Hyperfind**) became unresponsive, especially when a Select Conditions add/edit or cancel operation was selected.
- FLC-83543/  
WFD-7933 Performance issue: Slowness on Hyperfind Editor due to slow API response. API was taking 1-2 minutes to open and load Hyperfind Editor page.
- FLC-83240/  
WFD-7900 When attempting to sort the Business Process names alphabetically by clicking the Display Name column on the Business Processes page (**Administration > Application Setup > Business Process Setup > Business Processes**), only the names on the current page were sorted.
- FLC-83239/  
WFD-7903 When a custom report was associated with an event that had been deleted, the report could not be deleted.
- FLC-82949/  
WFD-7770 The Audit report did not provide clear descriptions of the field, column, or value changed.
- FLC-82946/  
WFD-7792 In the My Calendar view in the Canadian French locale, the label "Demandes de demandes de congés en cours" should have been rendered as "Demandes de congés en cours".
- FLC-82939/  
WFD-7793 In the employee schedule landing page in the Canadian French locale, the translated label for the Add Shift button was that for the Job Transfer function.
- FLC-82784/  
WFD-7757 After selecting more than 1 day and "All Home & Transferred in" in a Dataview, all employees were displayed instead of only employees who reported to the manager and those who transferred into the manager's employee group.
- FLC-81601/  
WFD-7462 A scheduled Payroll Export integration failed to run. Improved logs for missed events and improved re-trigger logic for weekly events resolved this problem.

FLC-80194/  
WFD-7140 Employees continued to get email notifications from the production environment, even though they no longer had an email assigned to their person record.

## Scheduler

FLC-85060/  
WFD-8354 When new employees were added in the People Record and were included in a schedule group assignment, they were not being scheduled on their start date.

FLC-84739/  
WFD-8249 When error messages were displayed in an employee's schedule, the error message reference was not displayed as part of the error message.

FLC-84618/  
WFD-8217 Some employee time card totals were not rounded as expected according to the hours-to-decimal calculation.

FLC-84534/  
WFD-8179 When the Schedule Planner was opened, the "Error: Some Unknown Error Occurred. Error Details Not Available" message displayed at the top of the schedule.

FLC-84502/  
WFD-8192 After submitting a time off request from the My Time Off tile, the request never resolved and the employee was unable to submit a time off request.

FLC-84383/  
WFD-8164 When a language was set for the user interface using the Translation - User Interface page, some menu items and display areas were still showing English text.

FLC-84379/  
WFD-8163 When using the API `v1/scheduling/schedule_management_actions/apply_update` to post schedules where the specified time period was a symbolic period, the error "*Some Unknown Error Occurred. Error Details Not Available*" displayed.

FLC-84370/  
WFD-H8144 When using the API `v1/scheduling/workload_generator/apply_update` to generate a workload based on Actual Volumes using a past date, an error occurred.

FLC-84321/  
WFD-8143 For French customers, the schedule rule violation for the 'Hours' rule "Minimum hours per week that the employee can be scheduled" was translated in a language other than French.

FLC84105/  
WFD-8094 Shift Builder did not update employees' primary job shifts for their new primary job location when the employees changed primary jobs from a location that was Unposted to a location that was currently Posted.

**FLC-84058/** The Calendar date selector did not load in the slider panel to allow date selection for Shift Swap.  
**WFD-8095**

**FLC-84033/** The developer portal documentation did not clearly explain what "context" meant, what the  
**WFD-8077** accepted values were, or that it was a mandatory field, for the following APIs listed on the API > People > Person Assignments > Schedule Rule Set Assignments page:

Retrieve Rule Set Assignments (/v1/commons/persons/schedule\_rule\_sets)

Update Rule Set Assignments by ID (/v1/commons/persons/schedule\_rule\_sets/{personId})

Retrieve Rule Set Assignments—Multiple Employees (/v1/commons/persons/schedule\_rule\_sets/multi\_read)

Update Rule Set Assignments—Multiple Employees (/v1/commons/persons/schedule\_rule\_sets/multi\_upsert)

**FLC-84004/** In the Configure Time Off Request online help topic, the step to add default comments was not valid  
**WFD-8058** because the function was not available.

**FLC-83760/** When the Max Consecutive Day rule was enabled in the Call List, employees who violated the rule  
**WFD-8020** were incorrectly displayed.

**FLC-83727/** When transferring pattern templates from UAT to PRD using Setup Data Manager (SDM), the  
**WFD-8004** transfer failed with the errors "java.lang.NullPointerException" and "Some Unknown Error Occurred Error Details Not Available".

**FLC-83627/** When an employee was assigned a new schedule pattern, the shifts from their previously assigned  
**WFD-7988** schedule pattern were not removed from their schedule.

**FLC-83620/** Employees were able to add comments and notes to a Scheduling request, although the Function  
**WFD-7984** Access Profile to add comments was set to Disallowed.

**FLC-83577/** When a Required Skill rule was enabled in the Call List, employees who did not have the skill were  
**WFD-7980** incorrectly included in the list of eligible employees.

- FLC-83503/  
WFD-7972 After running the Workload Generator, the Workload Headcount was not updated and no error messages were displayed to indicate there was an issue.
- FLC-83399/  
WFD-7936 Error messages for Rule Violations in the schedule were sometimes displaying in Spanish when they should have been displaying in English.
- FLC-83257/  
WFD-7896 When a manager applied a Shift Pattern to a Schedule Group with only one employee, the error "*The change was not applied to this employee because the employee is signed off*" displayed, even though the employee was not signed off for the specified time frame.
- FLC-83246/  
WFD-7904 During a Request to Cover request, when selecting a day for another employee to cover a shift, the following error message displayed: *Some Unknown Error Occurred: Error Details Not Available*.
- FLC-83236/  
WFD-7898 When using the API `v1/commons/persons/employee_tags/multi_delete` to delete an employee tag for an employee that had previously been terminated, an error occurred.
- FLC-83233/  
WFD-7822 After an employee submitted a time off request on a holiday, the following error displayed: *Some Unknown Error Occurred*.
- FLC-83126/  
WFD-7858 When trying to make a shift swap request, the list of shifts did not scroll on an iOS device, preventing the ability to Cancel or Submit the request.
- FLC-82987/  
WFD-7833 When a manager attempted to sign off the time card for an employee, the error "*Previous sign off has not yet completed*" occurred.
- FLC-82950/  
WFD-7808 The error "*Some Unknown Error Occurred. Error Details not Available*" displayed when managers attempted to edit a line shift in a Schedule Group, and the shift edit was not saved.
- FLC-82888/  
WFD-7795 The workload from the Workload Planner was not shown correctly in the Schedule Planner for the day after a holiday.
- FLC-82483/  
WFD-7696 Managers were able to access all Organizational Sets instead of only those defined in their Generic Data Access Profile (GDAP).
- FLC-82435/  
WFD-7671 When attempting to open the Rule Violations tab in the Schedule Planner, it was noted that the tab took an unexpectedly long time to load.

- FLC-82072/  
WFD-7593 Partial Success was not supported for the `v1/scheduling/group_schedule_patterns/multi_read` API.
- FLC-82062/  
WFD-7587 Tenant provisioning was failing on multiple components with the following error: "*Error accessing the service.*"
- FLC-81909/  
WFD-7530 When attempting to approve an Open Shift after the employee's Open Shift Request Period had closed, a manager receives "*Error: The request must be during the submission period*" and was unable to Approve the Open Shift Request.
- FLC-81224/  
WFD-7339 When the Employee Schedule - Weekly report was sent as an email attachment, the report displayed both the date and time in the **Date** column instead of just the date.
- FLC-81097/  
WFD-7353 When an employee was assigned a new labor category in their Person Record, their schedule incorrectly showed a transfer applied to the previously assigned labor category.
- FLC-80326/  
WFD-7165 The Data Migration Tool was unable to migrate the correct date format from WFC to Dimensions.
- FLC-79426/  
WFD-6899 Although the schedule strategy engine was configured to assign shifts to employees based on their job preference in the People Editor, the shift was assigned to an employee with no job preference.
- FLC-79172/  
WFD-6926 Although an employee was removed from a schedule group, a shift was assigned to the employee.
- FLC-78111/  
WFD-6768 A new option, **Show request indicators on shifts**, was added to the Schedule Planner configuration. When selected, shifts swapped by employees will display the swap shift icon. The shift tooltip and glance will also display an indicator that the shift was swapped.
- FLC-77347/  
WFD-6521 On-call tags did not allow for an employee's on-call to be transferred to another department or business structure location.
- FLC-75992/  
WFD-6219 When a change to the default work rule of the employee's pay rule was made, future shifts with user-entered work rules did not become transfers and stayed as regular shifts.
- FLC-70009/  
WFD-5012 When employees attempted to submit time-off requests using the clock, an intermittent "API Error" occurred.



FLC-67216/ Employees were able to see and edit information that they should not have been allowed to access.  
WFD-4503 A control (FAP) has been added to limit the access.

## Timekeeper

FLC-85262/ The Overtime Group Approvals dataview, displayed the **Reviewed Date** field in UTC instead of the  
WFD-8403 correct tenant default.

FLC-84511/ When editing a punch in the timecard, the label on the Punch panel read "Time (HH.hh)", when it  
WFD-8201 should have been "Time (HH:mm)".

FLC-84303/ In the timecard, when a manager entered a duration paycode with only an in-punch (and no out-  
WFD-8142 punch) they received the correct error message ("*Error For duration pay code edit, you must enter a symbolic value or an In time and Out time.*") if they had higher permission levels. However, if the manager had more limited permission levels, then they received an incorrect error message ("*Error Access right violation: duration edits are not allowed.*").

FLC-84109/ From the employee timecard landing page, after right-clicking an employee and selecting Business  
WFD-8099 Processes, the Business Process Library opened, but the business process names were missing. This only occurred when using Internet Explorer.

FLC-83880/ Employees scheduled to work an overnight shift (11pm-7am) on the first Sunday of a new pay  
WFD-8053 period were not able to perform a transfer on this shift and received the error "*Unsupported DTO to edit*".

FLC-83866/ The hyperfind associated with the Leave of Absence landing page was deleted and recreated,  
WFD-7909 causing errors when attempting to access the landing page.

FLC-83864/ When opening a timecard with the previous pay period selected, since changes were made to the  
WFD-8037 timecard the Pending Changes panel opened, but an error message ("Error ObjectRef with id: 101 could not be found") appeared preventing the changes from being viewed.

FLC-83818/ Six employees were excluded from totals calculation with the following error message:  
WFD-8028 *com.edb.util.PSQLException: ERROR: insert or update on table "accrualtran" violates foreign key constraint "fk7\_0015" Detail: Key (datasourceid)=(154) is not present in table "datasource".*

- FLC-83738/** On the Allocate Hours panel, the Amount label stated the format as “h:mm a” which was not the  
**WFD-8012** correct format and produced an error.
- FLC-83594/** The Person API allowed you to assign the Hyperfind Query for Home Employee, but it did not allow  
**WFD-7971** you to remove or expire the assignment.
- FLC-83568/** Managers could not open two employee timecards and received the error message “2665:NULL”.  
**WFD-7960** In addition, they could not resubmit the employees to the background processor.
- FLC-83486/** After adding a new column to a dataview that contained a money paycode, data for the new column  
**WFD-7959** and data for other paycode columns did not display.
- FLC-83331/** In a timecard that used "pay from schedule," when employees attempted to enter several in and out  
**WFD-7926** punches to their timecard, the transfer cell did not populate and they received an error message.
- FLC-83316/** The following columns were requested by the customer for selection in reports and dataviews it  
**WFD-7997** planned to create:
- Revision User Employee ID
  - Pay Rule on Historical Correction Date
  - FTE Percentage
  - Employee Hours
  - Full-Time Hours 6
  - Full-Time Equivalency Effective Date
  - Person's Date Name 7
  - Person's Date Description
  - Person's Date Default Date
  - Person's Date Override Date
- These columns are now available and described in the Data Dictionary.
- FLC-83178/** For an employee timecard with a punch interpretation rule configured for a missed out limit, the  
**WFD-7860** missed out-punch exception was not generated.
- FLC-83170/** The online help has been updated with the new behavior for manager-initiated timecard transfers  
**WFD-7878** (released in R5 Update 2).
- FLC-82935/** When running an API request to update a Labor Category list with a long list of Labor Category  
**WFD-7802** Entries, the following error was received even though the noted Labor Category Entry did exist: {

*"errorCode": "laborcategory-common:14", "message": "The labor category entry does not exist. Entry Name: 609032."}*

- FLC-82897/** When editing a hyperfind, if you changed the name and then saved the hyperfind, it took hours or  
**WFD-7733** days for the new name to be reflected in the hyperfind list.
- FLC-82801/** When opening the **Timekeeping > Employee Role** section of People Information, the following  
**WFD-7765** error message appeared: *"Error: Page Not Found The Requested URL was not found on this server."*
- FLC-82676/** After a Move Amount action, a very small decimal amount remained in the database for the paycode  
**WFD-7732** from which the hours were moved. This caused inaccurate data.
- FLC-82554/** When an Employee ran a Dataview, the following error appeared:  
**WFD-7691** *WCO-112003 WFP-83618 The number of employees(3659) exceeds the threshold (3500)*  
Because the employee was not assigned a Manager role, the hyperfind should have returned only the data to which the employee had access.
- FLC-82393/** Although exceptions had been approved in the timecard, the Timecard Exceptions dataview  
**WFD-7681** showed that they were pending.
- FLC-82239/** A delegate was unable to view or approve their own timecard when acting as the manager with  
**WFD-7631** access to these tasks.
- FLC-82172/** When opening the Leave section of People Information, the following error message appeared:  
**WFD-7618** *"Error: Page Not Found The Requested URL was not found on this server error."*
- FLC-81828/** An employee's percent allocation rule had an effective date of 01/05/20, but when edits were  
**WFD-7506** enabled, historical corrections were created to the beginning of time instead of the effective date.
- FLC-81312/** When logged in with a Spanish Mexican locale, after an employee responded positively to an  
**WFD-7399** attestation message, the following error message appeared: *"Error Security Violation"*.
- FLC-81201/** In the timecard, Pay from Schedule could not be added for an employee.  
**WFD-7330**

- FLC-80790/  
WFD-7236 In the timecard Accruals add-on, the grant employees received on January 1, 2020 was doubled.
- FLC-80678/  
WFD-7252 An Out of Memory alert was received on cust01-prd02-ins01-wfm14-api-575963063-23.
- FLC-80619/  
WFD-7211 A confusing error message was generated when someone tried to create an assignment to a job that had expired or had a gap within the effective dates of the assignment. The error message now says: **There is a gap in effective dating for the primary job assignment {Name} starting on {Date}.**
- FLC-79487/  
WFD-6914 After editing a Pay From Schedule punch in a timecard, a transfer was also made to the home job and default work rule.
- FLC-77562/  
WFD-6523 The Pay Period Close dataview for the previous pay period listed employees with missing punches even though those employees did not have any missing punches.
- FLC-75713/  
WFD-6148 In the timecard, the Comments option was not available for the first day of the current pay period if the previous pay period had been signed-off.

## Universal Device Manager

- FLC-84919/  
WFD-8311 There was a tenant failure after AUS upgraded to R6
- FLC-84386/  
WFD-8166 The Share icon did not work when trying to export a list of devices with the default columns selected within the UDM Dashboard.
- FLC-84024/  
WFD-8046 When attempting to do a labor category transfer at the Kronos InTouch, the error "*maximum length is 2 NGT 96-1*" appeared.
- FLC-84023/  
WFD-8082 When creating a new Work Rule Definition in UDM, certain Pay Rules are missing corresponding work rules.

## Work

- FLC-84920/  
WFD-8294 When reviewing Timecard with Japanese Locale Policy, the Duration column did not populate on the Timecard grid.

## R6 Update 1, Express Upgrade 7 (week of 5/4/20)

The issues below were resolved for the R6 Update 1, EU 7.

### Scheduler

FLC-86788/ When attempting to apply an availability pattern for a single employee, the following error appeared:  
WFD-8750 "Error Some Unknown Error Occurred. Error Details Not Available"

FLC-83627/ When a new schedule pattern was assigned, the old shifts that were generated were not being  
WFD-7988 cleared out.

FLC-83136/ Hours for employees were not including Primary Labor Category as part of totals.  
WFD-7871

FLC-82987/ Employee totalization was failing.  
WFD-7833

### Timekeeper

FLC-86553/ When attempting to change an employee's Primary Job, the following error appeared: *Exception:*  
WFD-78691 "java.lang.IllegalArgumentException: Invalid range".

FLC-86191/ When adding a paycode to a dataview, the following error occurred: 'Page Not Found: The  
WFD-8595 requested URL was not found on this server'.

## R6 Update 1, Express Upgrade 6 (week of 4/27/20)

The issues below were resolved for the R6 Update 1, EU 6.

### Forecasting

FLC-87083/ Volume forecasting wasn't completing on time, causing batch job queue backups.  
WFD-8810

### Key Performance Indicators

FLC-86199/ Datavew columns had several discrepancies.  
WFD-8627

## Scheduler

**FLC-86100/** A user was able to access some Setup/Administration screens which they should not have had  
**WFD-8600** access to. The user should not have been able to access the screens (and data associated with them) that were not within their access, defined in the user's assigned Function Access Profile and GDAP.

**FLC-84643/** Schedule builders for a few employees on a couple different locations were not built in the schedule  
**WFD-8234** for a single week. Shifts before and after this period appeared in the schedule, but shifts for this particular week were not there. Audits indicated that no shifts were added for the time period.

**FLC-81097/** After an employee was assigned a new labor category in the person record, the schedule assigned  
**WFD-7353** was then updated to show a transfer to the "old" labor category assigned.

## Timekeeper

**FLC-87715/** Holiday Credit displayed different amounts based on selected period. The correct value displayed  
**WFD-8925** when *date range* was selected, but an incorrect value would display if *current pay period* or a single date was selected.

**FLC-81934/** Multiple rows displayed in the Timecard for a single scheduled paycode edit. There should have  
**WFD-7551** been only one row displaying.

## R6 Update 1, Express Upgrade 5 (week of 4/20/20)

The issues below were resolved for the R6 Update 1, EU 5.

## Timekeeper

**FLC-85945/** When employees attempted to use an Attestation button to punch out of a shift from a clock (which  
**WFD-8555** triggers the Daily Attestation Form), the following error occurred at the device: "*WFP-101038 :: This task has failed runtime validation and cannot be completed. Contact your system administrator.*"

**FLC-85174/** Managers and Administrators were unable to sign off multiple employees due to a "missing punch"  
**WFD-8383** alert. The employees in question did not have any visible missing punches on their timecard.

**FLC-83818/** Six employees were stuck with the following error: *ERROR: insert or update on table "accrualtran"*  
**WFD-8028** *violates foreign key constraint "fk7\_0015".*

FLC-82801/ Clicking the Employee Role link on an employee's person record resulted in the following error:  
WFD-7765 *Page Not Found The Requested URL was not found on this server error.* Searching and assigning Labor Category profiles was possible, but not paycode edits or Work Rule profiles

## R6 Update 1, Express Upgrade 4 (week of 4/13/20)

The issues below were resolved for the R6 Update 1, EU 4.

### Forecasting

FLC-85962/ The following error appeared when the forecast planner was loaded for a specific location (cost  
WFD-8548 center) and the labor tab was selected: *ERROR: Failed to get Object from Page Setting Parameter. Parameter: businessStructureAssignments.*

### Key Performance Indicators

FLC-85913/ Forecast hours were not showing in a dashboard dataview after running the forecast.  
WFD-8546

FLC-85167/ Data displayed for location in the Previous Pay Period did not match the data when the Date Range  
WFD-8384 was selected for the same period.

FLC83369/ Some employees had two EmployeePayPeriodDaasEntity cached in object cache tables, leading to  
WFD-8814 incorrect computation at employee and org pay period buckets.

### Platform

FLC-85946/ Unable to use Admin Delegation and Manager Delegation The process would throw the following  
WFD-8537 error as soon any manager was picked in the delegate profile: *Error The action failed. Try again.*

FLC-85782/ Tenant **cust01-prd02-ins01-wfm 14** encountered errors extracting person extensions for certain  
WFD-8527 employees.

### Scheduler

FLC-86902/ Scheduling KPI processes throwing PSQLException: *ERROR: deadlock detected.*  
WFD-8767

FLC-85577/ WFD-8479 Manager was unable to approve an Open Shift Request. The following error appeared: "*Some Unknown Error Occurred. Error Details Not Available.*"

FLC-80161/ WFD-7138 An employee scheduled 9 hours with a 1 hour meal deduction in their work rule should get paid for 8 hours of work. When using the 1st or 2nd half day amounts for a timeoff request, the system created two 4.5 hour halves instead of two 4 hour halves. This caused the employees to use more of their accruals than needed.

## Timekeeper

FLC-86187/ WFD-8613 The API `/api/v1/commons/persons/extension/multi_read` was returning incorrect `managerSignoffThruDate`. The UI system showed the employee as signed off (and properly totalized) through previous pay period in several places. The API, however, was showing an incorrect sign-off-thru date.

FLC-85307/ WFD-8357 After creating a new approval restriction under a GDAP that was not "All Access", the approval restriction "disappeared" from the UI due to it not being selected in that GDAP.

FLC-84892/ WFD-8299 Internal error occurred with time zones and daylight savings. Editing DST punches was causing employee not to totalize due to the error

FLC-84301/ WFD-8150 **My Time Off** tile stuck with blue "spinning wheel"- never loads, resulting in employee being unable to submit Timeoff Request

FLC-82323/ WFD-7639 Unexpected Holiday Credit Historical Corrections. Employee ID was showing edits to signed-off time by a user who made no such edits.

## Work

FLC-86058/ Removing the ability to edit punches was removing the ability to enter a new row in the timecard. This row insert is needed to enter a new activity (Work) transaction.

## R6 Update 1, Express Upgrade 3 (week of 4/6/20)

The issues below were resolved for the R6 Update 1, EU 3.



## Platform

- FLC-84640/  
WFD-8242 The dataview "USM Hours by Department" was only showing the hours for Friday and Saturday when loaded for the previous pay period. Employee hours for the other days in the pay period were not included in the totals.
- FLC-84900/ Accessing Dataviews with any Time-frame/Hyperfind was producing the following error intermittently: *Error: WCO-106204 Invalid Hyperfind.*

## Scheduler

- FLC-86650/  
WFD-8715 The following error was received during shift import integration and also when trying to add shift in Schedule Planner: *Error: WFD-111206 Object reference must contain either id or qualifier received on imports, add\edits in Schedule Planner and with Schedule Generator.*
- FLC-86639/  
WFD-8704 Coverage Variance by Span report was not delivered with R6 Update 1 as expected.
- FLC-84869/  
WFD-8289 When the Coverage add-on was viewed for a range of dates of one day, the coverage counts from the Start and End Times of shifts were evaluated incorrectly.

## Timekeeper

- FLC-86433/  
WFD-8668 Reverted the fix for FLC-77371. The fix created corrupt data when hours worked amounts were edited in the timecard.
- FLC-85141/  
WFD-8374 Payroll export was failing with the following error as the cause: *Process Exception: Found more than 1 document in the document cache (index: Employee, keys: [EmployeeId (Record/Elements/EmployeeId) = xxxxx])*
- FLC-83412/  
WFD-7940 Employees failed to totalize due to foreign key violation: *ERROR: update or delete on table "work\_item" violates foreign key constraint "hours\_worked\_work\_item\_id\_fkey" on table "hours\_worked" Detail: Key (id)=XXX is still referenced from table "hours\_worked"*

## R6 Update 1, Express Upgrade 2 (week of 3/30/20)

The issues below were resolved for the R6 Update 1, EU 2.

## Key Performance Indicators

FLC-83870/  
WFD-8049 Installations with 16+ different sites reached the maximum number of Metric/KPI's (200). Disabled KPIs were contributing to the count. The following error appeared: "*Error You have reached the limit of enabled metrics and KPI's. You may disable other Metrics or KPI's to reduce the number of enabled Metrics and KPI's*"

## Platform

FLC-84614/  
WFD-8226 Timeoff request submission notifications to manager were intermittently not being received in Control Center (the emails were working however).

FLC-83320/ When Target was edited, assigned locations were no longer present and information ribbon appeared with the message *One or More assigned locations have expired*.

FLC-83069/ Adding locations to a standard target would generate the following error: *WFP-103022 System Error, contact your system administrator*.

## Scheduler

FLC-84624/  
WFD-8231 When submitting a cancellation request for a submitted and approved timeoff request, the paycode was not removed from the timecard as expected.

## Timekeeper

FLC-85067/  
WFD-8362 When trying to edit the timecard of some employees, the following error would appear: "*Error Can't overwrite cause with java.lang.IllegalStateException: Can't overwrite cause with java.lang.NullPointerException*"

FLC-85055/  
WFD-8352 Performance: High CPU use (for over an hour) with multiple thread dumps.

FLC-84414/  
WFD-8183 The FixedPercentAllocation rule on employees was causing Totalization. Totalization was resulting in KPI events.

FLC-84106/  
WFD-8062 Managers were unable to successfully run the custom **Punch Summary Report** without having access to wages in their Function Access Profile.

FLC-82060/ In historical corrections, the "worked date" was showing as the effective date; it should have been  
WFD-7589 the date to which the edit applied.

## R6 Update 1, Express Upgrade 1 (week of 3/23/20)

The issues below were resolved for the R6 Update 1, EU 1.

### Forecasting

FLC-83509/ A recently created KPI "*Actual Wages % Revenue*" in the Operational Dashboard was not  
WFD-7975 populating with any data.

### KPI

FLC-83452/ Historical Load completed, but with errors.

### Platform

FLC-82454/ Performance issue: Multiple threads were running for over 30 seconds with same stack trace.

FLC-81823/ Random instances of Spanish were appearing when they should have been English.  
WFD-7515

### Scheduling

FLC-81978/ When loading Daily Coverage Tab, the counts displayed on certain Time Span was lower than  
WFD-7556 expected. Other days of the weeks had the expected counts. While the counts did increase when an edit was made on the period being viewed, the count was still lower than expected.

FLC-81849/ SDM was not loading Pattern Templates, which led to a blank file being created.  
WFD-7525

### Timekeeper

FLC-83782/ When personal overtime rules were used, the system seemed to be ignoring the settings and  
WFD-8021 assigning incorrect pay codes in the employee's timecard.

FLC-77989/ Comments on Timecard Exceptions were not sent to the Manager.  
WFD-6631

## UDM

*FLC-84603/* When personal overtime rules were used, the system seemed to be ignoring the settings and  
*WFD-8213* assigning incorrect pay codes in the employee's timecard.

## R6 Update 1 (week of 3/23/20)

The issues below were resolved for R6 Update 1.

### Common Business

*FLC-83177/* When selecting an end date anywhere in the product, for example for an employment term in  
*WFD-7838* People Information, the Forever check box was not available for selection.

*FLC-82000/* After editing a field in the **Person Record > Additional Information** section and then running the  
*WFD-7563* People Audit Report, the edit to the Additional Information field incorrectly appeared as a Function  
Access Profile Assignment change in the People Audit Report.

*FLC-81687/* "Unified User Interface" menu items containing special characters were displaying incorrectly in  
*WFD-7484* French.

*FLC-81417/* When logged into the system with the French Canada locale, after attempting to add a new  
*WFD-7409* employee in People Information, portions of the page would not load.

*FLC-76356/* There was high CPU usage in the PRD stack for node cust01-prd01-ins01-wfm10-bck-  
*WFD-6174* 571726544-24.

### Common Components

*FLC-81684/* When running the Approval Summary report, depending on the organization set of the employee  
*WFD-7453* running the report, the report did not contain any data.

*FLC-81380/* In a UAT tenant, all employees and the Business Structure were missing from the system.  
*WFD-7396*

*FLC-81084/* Using SDM to transfer Business Structures resulted in an error and some items did not transfer  
*WFD-7347* properly.

**FLC-81063/** When logging in the application in "Français Canada", the home button led to a blank page and  
**WFD-7326** Home was missing from the menu.

**FLC-80852/** In a Business Structure, when attempting to change the Expiration date of a location to Forever, the  
**WFD-7286** following error appeared: *"The expiration date 1/1/3000 for AB1156 should be later than today's date."*

**FLC-80713/** When running a terminated employee's Hyperfind for the previous pay period, the results did not  
**WFD-7267** include employees who were terminated on the last day of the previous pay period.

**FLC-80204/** When you tried to edit a target for a large number of assigned locations, Location Edit did not  
**WFD-7112** appear, and you could not make changes.

## Database

**FLC-83979/** EFM was entering an "Idle" state when it should not be.  
**WFD-8072**

## Forecasting

**FLC-80964/** For both of the Update Custom Driver Values API operations (POST  
**WFD-7308** `/v1/forecasting/custom_driver_values/multi_upsert` and POST  
`/v1/forecasting/custom_driver_values/apply_upsert`), the Developer Portal was  
missing one error message.

**FLC-80887/** Because the FORECASTING\_CACHE\_PRIMER system-generated task was running at a high  
**WFD-7309** priority, it was delaying the execution of other tasks.

**FLC-79742/** When a user opened Forecast Planner, the following message displayed even if all forecast factors  
**WFD-7045** had been disabled: *"Warning due to insufficient permission settings in your access profile, one or more of the forecast factors in the currently selected set cannot be displayed"*

## Information Access

**FLC-82018/** In SDM, after selecting Dataview Profile as the data source and then selecting Review and Publish  
**WFD-7580** to transfer the item, an error occurred.

FLC-81174/  
WFD-7285 When filtering on multiple columns in a Dataview, one of the columns showed incorrect results based on the applied filter.

FLC-80415/  
WFD-7204 When a user attempted to select all employees in a Dataview result set by scrolling, the following error message occurred: "*WCO-106194 Number of employees in request x exceeds the allowed limit (500).*"

## Key Performance Indicators

FLC-74946/  
WFD-5589 A Dataview was showing missed punches that did not match the missed punches on the timecard, as expected.

## Leave

FLC-80777/  
WFD-7276 An employee was showing leave in their timecard, but the employee had no attendance license.

## Platform

FLC-84900/  
WFD-8281 When accessing Dataviews with any timeframe or Hyperfind, the following error intermittently appeared: "*Error: WCO-106204 Invalid Hyperfind.*"

FLC-83244/  
WFD-7908 Workflow component "leaks" were resulting in open file descriptor and open CLOSE\_WAIT ports on Workflow machines.

FLC-82632/  
WFD-7734 The polling agent was throwing a null pointer exception while executing.

FLC-82485/  
WFD-7698 After copying the "Location Schedule - Weekly" report and using a new RDO, the following error appeared: *Error WFP-114276 The report parameter does not exist in the requested report: Location\_Schedule\_Weekly*

FLC-82361/  
WFD-7664 Three **CUST01 PRD01 WFN12 FNT** nodes restarted nodejs due to uncaught exceptions within minutes of each other.

FLC-82288/  
WFD-7656 Multiple critical errors were occurring on BGP and BCK nodes related to *maxCacheSize*.

FLC-81804/  
WFD-7501 Although a report description can be changed or saved as a new entity, when the report description was manually deleted and saved, the description was not deleted.

FLC-81602/ After being transferred through SDM, the custom reports that are Business Structure related were  
WFD-7458 failing due to configuration issues.

FLC-81388/ Control Center Notification Display Issues After deployment of Express Update 5, Control Center  
WFD-7403 intermittently 'flashed' and then showed '*There are no notifications to display*' even though the employees associated with the Hyperfind should have Request notifications. The detail pane often showed info about a request even though the main part of the screen was empty (and so no request tile was even highlighted.)

FLC-81308/ When editing a Hyperfind, performance was very slow.  
WFD-7395

FLC-78337/ Intermittently, ad hoc hyperfind filters were not applied to reports and dataviews.  
WFD-6730

FLC-73141/ NPR ODJ Access logs were getting very large and filling up /data directory fast on ODJ nodes.  
WFD-5624

FLC-72516/ The Control Center was slow to load and unable to filter.  
WFD-5501

## Scheduler

FLC-84283/ When Job and Work Rule transfers were amended on existing job transfers in the schedule, the  
WFD-8134 correct cost centers were not being updated. This resulted in the hours associated with the cost being incorrect in the timecard.

FLC-82967/ In the Developer's Portal, the Update Rule Set Assignments - Multiple Employees page  
WFD-7800 (/v1/commons/persons/schedule\_rule\_sets/multi\_upsert) was missing request data information for AssignmentSpan.

FLC-82906/ In the Add Paycode panel in the Schedule Planner, the Partial Shift option that was selected by  
WFD-7809 default became deselected and the Whole Shift option became selected instead when the Add Comment link was clicked.

FLC-82899/ The output for a custom report that should have shown employees' schedules as reflected in the  
WFD-7776 Schedule Planner was blank after the R5 Update 2 release.

- FLC-82568/  
WFD-7706 Employees were not being displayed in the Call List when the selected procedure set used Availability Percentage Rules, even though their availability fit the Procedure Set rules.
- FLC-82455/  
WFD-7386 In **Maintenance > People Information > Scheduling > Skills & Certifications**, the Delete Row icon for a Skill row displayed as grayed out and disabled, even though when you clicked the icon, the delete confirmation message displayed and the row could be deleted.
- FLC-82382/  
WFD-7658 When using the Dataview column Duration (Hours), the totals displayed were in Seconds, not Hours & Minutes.
- FLC-82084/  
WFD-7602 After Schedule Builder criteria was imported to a production tenant using the Setup Data Manager, Shift Builder could not be successfully run from the Event Manager without errors.
- FLC-82042/  
WFD-7570 The APIs GET `api/v1/scheduling/schedule/shifts/343382` and POST `v1/scheduling/schedule/multi_read` were extremely slow to respond and display data from the Schedule. Additionally, opening the Schedule Planner took longer than expected and resulted in the following error: *Error Service limits are exceeded for operation on Schedule for 3985 employees and 13 days.*
- FLC-82001/  
WFD-7573 When administrators attempted to create a sorting rule that sorted employees by Shift Job, the Value drop-down did not contain a list of jobs to choose from as expected when the Custom option was selected,
- FLC-81816/  
WFD-7513 When attempting to add values to the Workload Planner using the API POST `v1/scheduling/workload_patterns/multi_upsert`, the following error appeared: *"Completed with error(s). Detailed errors should be wrapped within this exception."*
- FLC-81691/  
WFD-7478 Some employees in a Schedule Group were not inheriting the schedule as expected, and their shifts were incorrectly appearing in red as ad hoc shifts.
- FLC-81689/  
WFD-7482 When a manager updated a job transfer in an employee's existing shift to a different transfer, the cost center transfer from the initial shift was incorrectly retained.
- FLC-81468/  
WFD-7408 When querying shifts using the API `/api/v1/scheduling/schedule/multi_read` with the "excludeBreaks" parameter set to True, breaks were being erroneously being included in the results.



- FLC-81304/  
WFD-7375 The schedule rule for 'Maximum Hours per week' was not accounting for auto meal deduct during Self Scheduling.
- FLC-81292/  
WFD-7382 When a manager added additional shifts to an employee's schedule for the posted time period and job, the employee could not see the new shifts in their schedule until the posted schedule was unposted and then posted again.
- FLC-81002/  
WFD-7333 If the Refine feature was used in a shift swap request, the system permitted an employee to be swapped into a shift during a period when they were already scheduled.
- FLC-80990/  
WFD-7324 Employee were not receiving Schedule Change Notifications when paycodes were added to their schedules.
- FLC-80783/  
WFD-7269 In the Schedule Planner, adding and removing employees from Schedule Groups resulted in slow performance.
- FLC-80686/  
WFD-7257 Errors occurred while attempting to create Display Profiles using the Display Profile Create API (/v1/commons/display\_profiles) when the system lists Calendar Profiles and Schedule Planner Profile were specified.
- FLC-80516/  
WFD-7219 When using the POST /api/v1/commons/location\_sets/apply\_upsert API to add an organizational set, the following error occurred: *"The specified location sets could not be created or updated."*
- FLC-80420/  
WFD-7191 Request Period Notification was firing off daily indicating the "Period Is Now Opened" to submit Timeoff requests. This notification should not have been sent to all users daily.
- FLC--80205/  
WFD-7145 When a cascading paycode was added to an employee shift in the Schedule Planner, the number of hours displayed for the shift length incorrectly included breaks.
- FLC-80002/  
WFD-7101 Managers who were listeners of a reviewer list for employee requests could not clear notifications from their control center after reading them.
- FLC-79670/  
WFD-6803 The Location Schedule Detail - Weekly report was not repeating the location name on each page of the report as expected. In addition, the shifts in the report were listed twice for the same day when they only should have been listed once.

- FLC-79470/* Schedule Patterns that had an end date set to Forever did not continue to display for Employment  
*WFD-6964* Terms.
- FLC-78781/* Schedule Patterns that had an end date specified continued to display for employees in future  
*WFD-6765* periods past the end date.
- FLC-78679/* The Worker Type feature was changed to now correctly be controlled by the Scheduling View FAP  
*WFD-6764* instead of the Timekeeping View FAP.
- FLC-78585/* Some customers experienced slow response time when using  
*WFD-6769* the `restcall/scheduling/v1/widget/manager/schedule_patterns/employee/apply_update` API.
- FLC-78570/* Some customers experienced slow response time when using  
*WFD-6767* the `wfc/restcall/v1/scheduling/employee_schedule_patterns/apply_create` API.
- FLC-76637/* Due to high CPU usage for certain Scheduling jobs, the HA CFN database failed over every  
*WFD-6270* Sunday.
- FLC-75493/* New APIs, `/v1/commons/reviewer_list` and `/v1/commons/reviewer_purpose` were  
*WFD-6104* created for the Reviewer List and Reviewer Purpose setup.
- FLC-75413/* When using a timeframe of "Today" or a single date, the Employee Schedule - Weekly report was  
*WFD-6092* erroneously displaying a blank line along with the employee's scheduled shifts for the first employee (alphabetically) within the Hyperfind.
- FLC-75149/* To ensure employees are assigned to only one Schedule Group at a time to prevent duplicate  
*WFD-6034* schedules, a new option, **Add to group action will remove employees from other groups by default**, was added to the Schedule Planner setup. When this option is selected, the **Remove employees from other schedule inheritance groups for selected date range** option is selected by default in the Add to Group panel.
- FLC-67737/* Shift Swap should be prevented between casual and full-time workers to avoid wage discrepancy.  
*WFD-4631*

## Tenant Management

- FLC-82184/  
WFD-7627 The label for **Email Address for Seed User** has been changed to **Initial Email Address for SeedUser**.
- FLC-79117/  
WFD-6902 After enabling signing and encryption on an Active Directory Federation Services (ADFS) server, logon failed with the following error: *Failed to decrypt data*.
- FLC-74212/  
WFD-5843 After doing a data refresh, the SeedUser email address was changed to the SeedUser email address stored in the Tenant Management System instead of the address in the UI. This has been corrected and additional corrections were made as follows:
- The label for the SeedUser account setting (in **Administration > Application Setup > System Configuration > SeedUser Account Settings**) has been changed to Initial SeedUser.
  - Any changes in Email Id of SeedUser on WFM Side on Source Tenant now reflect on the Target Tenant after a data refresh (this will reflect only after WFM Core provisioning).
- ## Timekeeper
- FLC-83221/  
WFD-7890 A calendar that was configured to display as My Calendar, displayed without the correct capitalization (My calendar).
- FLC-82574/  
WFD-7716 In the timecard, pending overtime that required approval showed the correct amount of hours, but the span was separated into two segments requiring multiple approvals.
- FLC-82567/  
WFD-7540 After running the Time Detail Report using a symbolic time period (such as Previous Pay Period), the data in the report did not match the timecard records for third-shift employees.
- FLC-82551/  
WFD-7702 For a balance cascade configured to pay out to the PH Accrued Leave Encash paycode, hours entered in the timecard that contained a decimal place were truncated to whole numbers in the Totals tab.
- FLC-82327/  
WFD-7629 When using the API GET request `v1/commons/persons/adjustment_rule/multi_read` for organizations with a large number of employees, the API timed out or returned a dataset that was too large to manage.
- FLC-82264/  
WFD-7626 When creating a Hyperfind and adding an Employee Group condition, the list of Employee Groups was not in alphabetical order, as expected, and included some random entries.

- FLC-82226/  
WFD-7625 When creating an accrual date pattern, the preview dates did not match the dates the limit actually occurred.
- FLC-82222/  
WFD-7623 A newly created paycode did not appear in the Hours by Location report.
- FLC-81977/  
WFD-7557 In a timecard, when attempting to remove sign off for two employees, the following error message appeared: *"Error Previous sign-off has not yet completed."*
- FLC-81838/  
WFD-7523 Punches received from a device uploaded successfully, but were placed in Transaction Assistant with the following error message "Unexpected Exception" instead of the timecard (as expected).
- FLC-81694/  
WFD-7489 A manager was not able to view audits on the Audits tab for one particular employee.
- FLC-81389/  
WFD-7407 When updating Hyperfinds, performance was noted to be very slow and undefined errors were received when attempting to remove conditions, or replace, or remove labor categories.
- FLC-81281/  
WFD-7381 For employees assigned a Fixed Rule configured with "Hours belong to scheduled in-day," the POST `/v1/timekeeping/timecard/multi_read` API call returned "isPhantom": true for real out-punches when the shift crossed the day divide on the last day of the pay period.
- FLC-81219/  
WFD-7357 When running an accrual integration, for accrual policies that were configured as hidden, the balances were not updated correctly.
- FLC-81088/  
WFD-7351 When viewing totals at an InTouch device using the View Totals Online Smartview, totals included combined pay codes that were configured as hidden paycodes.
- FLC-81056/  
WFD-7253 An attestation workflow configured to trigger when an employee works more than 930 minutes was not executed when an employee that met the condition punched out.
- FLC-80977/  
WFD-7302 When editing a labor category entry list and then selecting the "Save as a new named entity" option, after save a new list was not created.
- FLC-80690/  
WFD-7259 CPU usage was at 100% on cust01-npr02-ins01-wfm16-api-575960907-23.

- FLC-80621/  
WFD-7251 In the timecard, the Rule Analysis for the Next Pay Period showed projected data for future scheduled shifts assigned to employees even though the employee's FAP was set to disallow the display of projected punches.
- FLC-80525/  
WFD-7221 A timekeeping alert for accrual balances was incorrectly sent to an employee.
- FLC-80200/  
WFD-7139 When attempting to delete a pay rule that had at some time been in use, an unhelpful error message was received.
- FLC-80009/  
WFD-7105 When attempting to take any actions in the timecard, for example approve, the following error appeared: "Error 70872:null".
- FLC-80001/  
WFD-6708 Managers were not able to approve or sign off timecards for transferred in employees from a dataview group edit.
- FLC-79861/  
WFD-7078 Some customers experienced very slow performance in their production tenants.
- FLC-79647/  
WFD-7028 When running an integration to sign off employees in batches of 25, one batch failed to sign off and returned a HTTP 400 status error.
- FLC-79635/  
WFD-7022 In the timecard, the On Call schedule tag caused the preceding scheduled work rule transfer to be removed.
- FLC-79585/  
WFD-7009 When offline punches were brought into the system, a black triangle appeared in the timecard for these punches (indicating the punches were edited by someone other than the employee). In addition, information for User and Data Source in the Audits tab was not correct for offline punches.
- FLC-78855/  
WFD-6830 Accrual payouts were enforcing taking limits, causing errors when attempting to apply an accrual payout for an employee whose accrual balance violated the taking limits.
- FLC-77811/  
WFD-6620 When viewing the timecard for a particular employee with the Current Pay Period selected, or the date range of "10/11/2019" to "23/11/2019", multiple rows of missed punch exceptions appeared on a day (Sunday, 10/11) the employee was not scheduled to work.
- FLC-77685/  
WFD-6594 There was a discrepancy between the wage amount listed on the totals tab in the timecard (\$14.63) and the time detail report (\$14.62).

FLC-77446/  
WFD-6536 In a signed off project timecard, the holiday hours changed for one particular date when the selected date range was changed.

FLC-72058/  
WFD-5406 The Delegate Manager was unable to perform certain timecard functions (for example, approve a timecard), even though the Function Access Profile assigned to their Role Profile was configured to allow these functions.

FLC-52777/  
WFD-2031 In the timecard, target hours were not using the Contract Schedule, as specified in the Worked Hours Definition (WHD) in the employment term.

### **Universal Device Manager**

FLC-82490/  
WFD-7604 UDM was not updating DST for time zones that start and end in different years, causing the displayed time to be off by one hour from the actual time for those time zones.

FLC-81908/  
WFD-7541 When attempting to assign a new device to a device group after deleting a device from the same device group, the Assign Device to Group pop up window was listing a total of 50 devices when there should have been no limit to the number of devices listed.

FLC-81496/  
WFD-7435 When viewing totals at a device using the *View Totals Online* Smart View, the totals incorrectly included combined pay codes that had been configured to be hidden.

FLC-81274/  
WFD-7383 Attempting to clone a tenant that contained more than 50 devices resulted in only the first 50 devices being cloned when there should have been no limit to the number of devices that were cloned.

FLC-81184/  
WFD-7731 When a Labor Category profile was configured with an "All Entries - \*\*\*" System List and the list was selected within UDM, the list would be empty instead of showing all labor entries for the category.

# Legal Statement

The information in this document is subject to change without notice and should not be construed as a commitment by Kronos Incorporated. Kronos Incorporated assumes no responsibility for any errors that may appear in this manual. This document or any part thereof may not be reproduced in any form without the written permission of Kronos Incorporated. © 2020 Kronos Incorporated. All rights reserved.

Altitude, Altitude Dream, Altitude Pairing, Altitude PBS, CardSaver, Gatekeeper, Gatekeeper Central, Keep.Trac, Kronos, Kronos InTouch, Kronos Touch ID, the Kronos logo, Kronos Workforce Ready, My Genies, OptiLink, ShiftLogic, ShopTrac, Timekeeper Central, TimeLink, Unicru, Visionware, Workforce Accruals, Workforce Central, Workforce Genie, and Workforce TeleTime are registered trademarks of Kronos Incorporated or a related company. ACA Manager, Altitude BLISS, Altitude Insight, Altitude MPP, Altitude MPPXpress, Altitude Rostering, Altitude VBS, CMS, Comm.Mgr, CommLink, DKC/Datalink, eDiagnostics, Experts at Improving the Performance of People and Business, FasTrack, Hireport, HR and Payroll Answerforce, HyperFind, iBid, Kronos 4500, Kronos 4500 Touch ID, Kronos 4510, Kronos Acquisition, Kronos ByDemand, Kronos e-Central, Kronos Efficient, Kronos Enterprise Archive, Kronos Essentials, Kronos for Dining Accelerated, Kronos for Retail Accelerated, Kronos KnowledgePass, Kronos Paragon, Kronos TechKnowledge, KronosWorks, KVC ByDemand, KVC OnDemand, Labor Plus, MedSched, MPPXpress, Overall Labor Effectiveness, Schedule Assistant, Smart Scheduler, Smart View, StaffEasy, Start Quality, Start WIP, Starter Series, StartLabor, Stromberg, Timekeeper Decisions, Timekeeper Web, VisionPlus, WebStaff, webTA, webTA Mobile, Winstar Elite, WIP Plus, Workforce Absence Manager, Workforce Acquisition, Workforce Activities, Workforce Analytics, Workforce Attendance, Workforce Auditor, Workforce Budgeting, Workforce Central Portal, Workforce Connect, Workforce Device Manager, Workforce Employee, Workforce ESP, Workforce Forecast Manager, Workforce HR, Workforce Innovation That Works, Workforce Institute, Workforce Integration Manager, Workforce IntegrityScreen, Workforce Leave, Workforce Manager, Workforce Mobile, Workforce MobileTime, Workforce Operations Planner, Workforce Payroll, Workforce Record Manager, Workforce Recruiter, Workforce Scheduler, Workforce Scheduler with Optimization, Workforce Selection, Workforce Smart Scheduler, Workforce Sourcing Analytics, Workforce Tablet, Workforce Tablet Analytics, Workforce Talent Acquisition, Workforce Task Management, Workforce Tax Filing, Workforce TeleStaff, Workforce TeleTime IP, Workforce Timekeeper, Workforce View, and Workforce Worksheet are trademarks of Kronos Incorporated or a related company.

For a complete list of Kronos trademarks, please visit the "trademarks" page at [www.kronos.com](http://www.kronos.com). The source code for Equinox is available for free download at [www.eclipse.org](http://www.eclipse.org). All other trademarks or registered trademarks used herein are the property of their respective owners and are used for identification purposes only. All specifications are subject to change.

When using and applying the information generated by Kronos products, customers should ensure that they comply with the applicable requirements of all applicable law, including federal and state law, such as the Fair Labor Standards Act. Nothing in this Guide shall be construed as an assurance or guaranty that Kronos products comply with any such laws.

Published by Kronos Incorporated  
900 Chelmsford Street, Lowell, MA 01851 USA

Phone: 978-250-9800, Fax: 978-367-5900

Kronos Incorporated Global Support: 1-800-394-HELP (1-800-394-4357)

For links to information about international subsidiaries of Kronos Incorporated, go to  
<http://www.kronos.com>

## Document Revision History

Document Revision	Update Version *	First Publish Date *
A	R6 Update 1 - Express Upgrade 1	March 25, 2020
B	- Express Upgrade 2	April 1, 2020
C	- Express Upgrade 3	April 8, 2020
D	- Express Upgrade 4	April 15, 2020
E	- Express Upgrade 5	April 22, 2020
F	- Express Upgrade 6	April 29, 2020
	- Express Upgrade 7	May 6, 2020 (in Rev. G)
G	R6 Update 2 - Express Upgrade 1	May 6, 2020
H	- Express Upgrade 2	May 13, 2020
J	- Express Upgrade 3	May 20, 2020
K	- Express Upgrade 4	May 27, 2020
	- Express Upgrade 5	June 3, 2020 (in Rev. L)
	- Express Upgrade 6	June 10, 2020 (in Rev. N)
L / M	R6 Update 3 - Express Upgrade 1	June 3, 2020
N	- Express Upgrade 2	June 10, 2020
P	- Express Upgrade 3	June 17, 2020
Q	- Express Upgrade 4	June 23, 2020
R	- Express Upgrade 5	July 1, 2020
	- Express Upgrade 6	July 7, 2020 (in Rev. S)
S	R6 Update 4	July 7, 2020



Document Revision	Update Version *	First Publish Date *
	- Express Upgrade 1	
T	- Express Upgrade 2	July 14, 2020
U	- Express Upgrade 3	August 3, 2020
V	- Express Upgrade 4	August 3, 2020
W	- Express Upgrade 5	August 10, 2020
X	- Express Upgrade 6	August 17, 2020
Y	New SMS ShiftFill feature in R6 Update 4	August 21, 2020
Z	- Express Upgrade 7	August 24, 2020
AA	- Express Upgrade 8	August 31, 2020
BB	- Express Upgrade 9	September 7, 2020
CC	- Express Upgrade 10	September 14, 2020
DD	- Express Upgrade 11	September 21, 2020
EE	- Express Upgrade 12	September 28, 2020
FF	- Express Upgrade 13	October 5, 2020
GG	- Express Upgrade 14	October 12, 2020
HH	- Express Upgrade 15	October 19, 2020

\* = See your local Trust Site for the date on which each update is applied, as these vary by location.