Workforce Management Builder

Known Issues and Recommendations

5/8/2025

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

See also Internationalization Issues.

Building profile-based schedules fails with an internal error in specific configurations

ID: **WFM-36738**	Found In: **8.5.219.08**	Fixed In:

WFM Builder does not respect the "Minimum duration between the start times of two consecutive working days" constraint when rebuilding only a part of the schedule scenario.

ID: **WFM-36500**	Found In: **8.5.219.06**	Fixed In: **8.5.219.16**

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

ID: **WFM-33682**	Found In: **8.5.217.00**	Fixed In: **8.5.217.00**

Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

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

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

ID: **WFM-25258**	Found In: **8.5.201.11**	Fixed In: **8.5.202.02**

Internationalization Issues

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

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

This release does not support 8.1.x Language Packs.

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

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

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Language Packs (for all supported languages) are now supported on Microsoft Windows Server 2016.

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