

CPMobile Error: Server Error - Operation Aborted

Summary:

Error completing a ticket in CPMobile after updating to 8.4.6.18:
Server Error - Operation Aborted

Full error from logs:

**ERROR 3592 MobilePOSSupportSvc
system.Runtime.InteropServices.COMException (0x8000FFFF):
Operation aborted at
CPMobile.PSDocumentManagerClass.TotalDocument(String
DocToTotal, String& DocWithTotals, String& DocDetails)**

Cause:

- **Change sale rep** is not selected in Setup / Point of Sale / Security Codes.
- **Point of Sale user** is not selected in Setup / System / Users / Point of Sale User

CPMobile has to reconcile the User security, the POS Security, and the Store Sales rep configuration. The sales rep feature in CPMobile was introduced with CPMobile v2.4 in Counterpoint 8.4.6.16 and 8.5.2.

Solution:

Ensure that both **Change sales rep** and **Point of Sale user** are selected. Once enabled, restart cpservices on the application server and restart the CPMobile application.

Note: Users that are **not** allowed to change the sale rep but **are** POS users will also encounter this error message because CPMobile does not support MGR Overrides and a valid sales rep value is required for transacting.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1054>