

Counterpoint freezing or locking up stations when running A/R Statements.

Summary:

Counterpoint freezing or locking up stations when running A/R Statements.

Solution:

This has been reported in the field by partners as a solution.

Verify that Setup / Customers/ Customer Control / A/R Processing tab has "Save copies to disk" unchecked.

Other options include;

Re-index and update stats is performed weekly

If very large A/R customer list they can split up customers statements using a filter

Complete statements outside of business hours.

Customer Control

File Edit Data Help

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Aging A/R Processing Print Options Profiles Other

Cash Receipts

Maximum write-off ☒ Unlimited

Profit center method Account

Writeoff account None 8030 Bad debt expense

Statements

Last begin date 3/7/2023

Last end date 4/6/2023

Save copies to disk ☒

E-mailing

Allow e-mail statements ☒

E-mail subject

E-mail body

Account management

Note ID ACCOUNT

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Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1368>