

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.

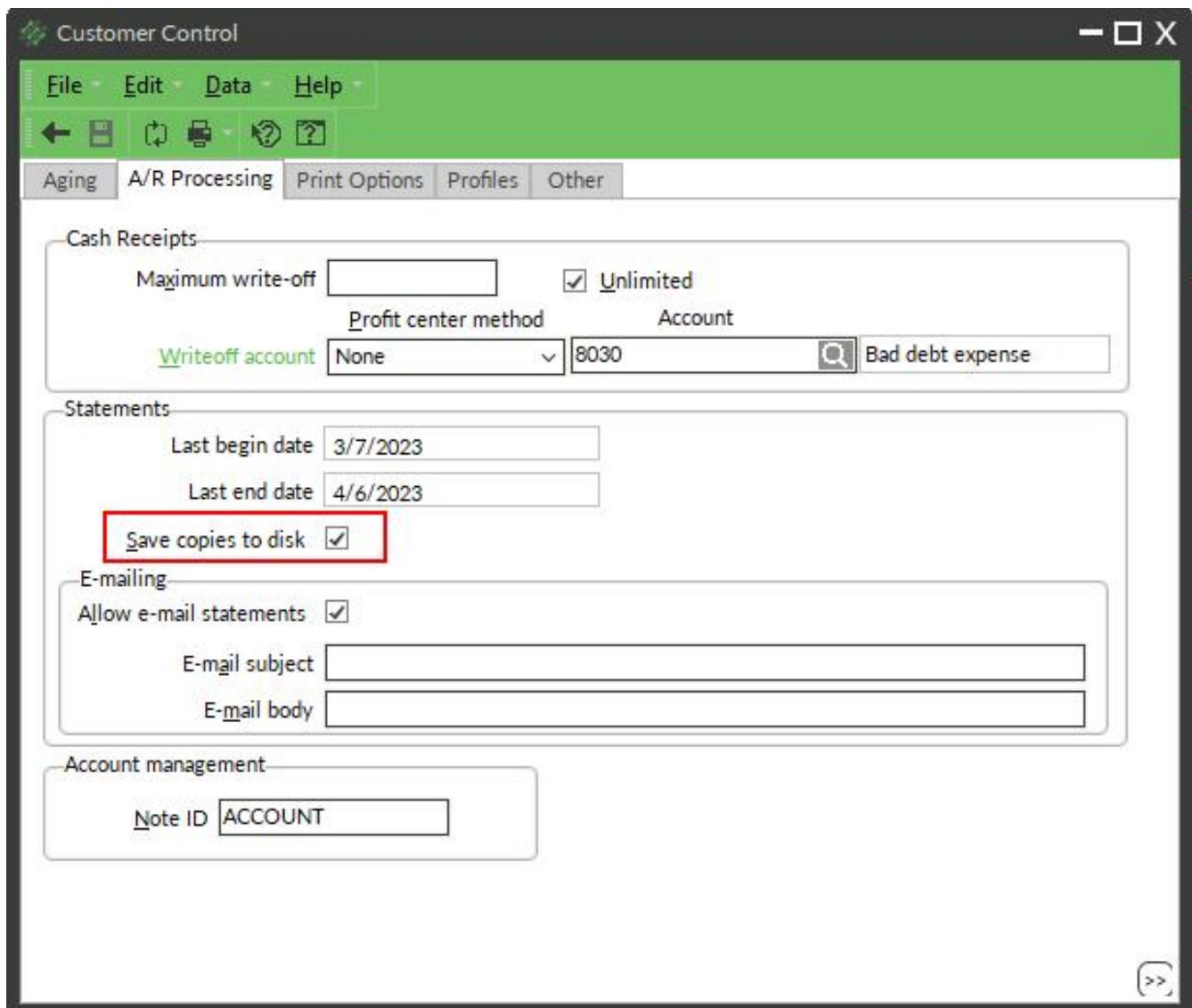
Verify that Setup / Customers/ Customer Control / A/R Processing tab has "Save copies to disk" unchecked.

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.



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