New Device Framework is being used, but the Legacy screen shows

Summary:

When using the New Device Framework, the Device Configuration window still appears as the legacy form with only the Crystal printer available to configure.

Cause:

A custom menu code is being used and has not been updated to use the new Tfrm form.

Solution:

From the NCR Counterpoint main menu:

Go to Setup / System / Menu Codes

Click the **Lookup** button or enter the name of the menu that needs to be changed.

Click the Menu Editor button.

From the Custom menu section, browse to Setup / Point of Sale / Devices and click on the Devices menu option.

Click the **Delete** button at the bottom of the form.

From the Default menu section, browse to **Setup / Point** of **Sale / Devices**.

Click and drag the **Devices menu** option to the custom menu.

Click Close.

Click Yes when prompted to save the changes.

Click the Save button in the toolbar.

The correct form should now display when the Devices option is selected from under Setup / Point of Sale / Devices.

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