Slow response to taps in CPMobile

Summary:

CPMobile 2.0: Slow response to taps Adjustments, downloading items in Receivings, or downloading frozen items in Physical Count.

Cause:

CPMobile 2.0 only. Occurs after updating cache. Memory consumption, especially on older devices, can get high enough after a very large download that the responsiveness of the app is affected.

Solution:

Completely restarting the app should purge the memory that has leaked, resulting in better performance.

• To quit the app on a device running **iOS 7**, **press the Home button twice**, swipe left or right to find the CPMobile app, and swipe the app's preview screen up.
• To quit the app on a device running **iOS6**, **press the Home button twice**, tap and hold the CPMobile app in the list of running apps at the bottom of the screen, and then tap the X in the upper left-hand corner of the app when the app starts to shake.

NOTE: Logging out of the CPMobile app and logging back in will **not** improve performance; you must quit the app using one of the methods described above, and then restart it. If you can't quit and restart the app, restarting your device has the same effect.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=393