

## Downloading all items in Receivings takes several hours.

### Summary:

CPMobile 2.0 Only: Downloading all items in Receivings takes several hours.

### Cause:

CPMobile 2.0: Downloading all items may take a considerable amount of time, depending on the number of item records in your Counterpoint database, particularly if you are using an older iOS device (e.g., an iPhone 4 or 4th-generation iPod Touch).

### Solution:

If your Counterpoint database includes more than a few thousand items (or a large number of gridded items), you should avoid using the **Download All Items** option, which loads item data en masse into your CPMobile device's cache. If you have already started the Download All Items process, tap and hold the progress indicator for 5 to 10 seconds to cancel the download.

Use one of the following alternatives to load only the necessary data for the items you are working with:

1 – Use the Download Items by Vendor option to download items for specific vendors.

2 – Do not download all items or items by vendor. Instead, scan items directly onto the receiver and pull down the receiver screen to refresh your cache before saving receivers to the server. If an item you scan is serialized or gridded, or has alternate selling units, you will not be able to specify the serial number(s), grid cell dimensions, or alternate unit until the receiver line has been refreshed.

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