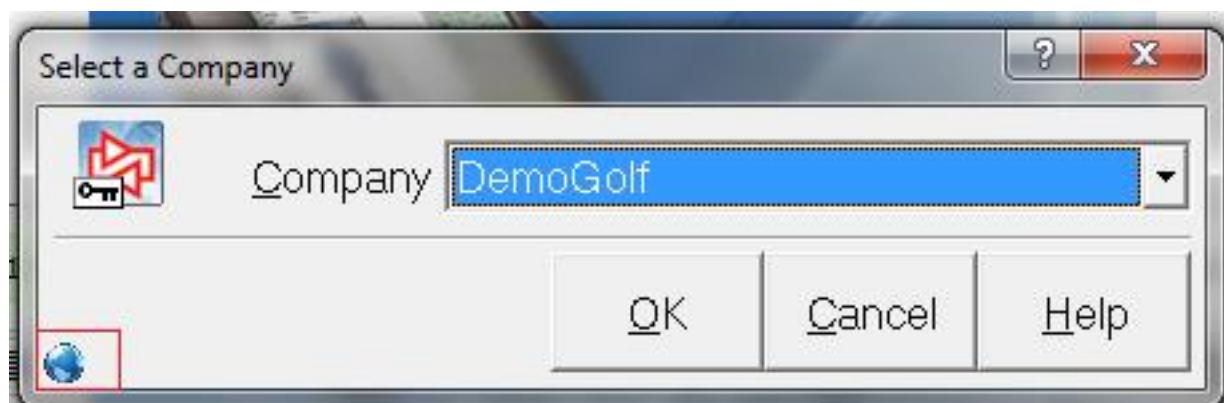


Icon Key for Database Indicator on NCR Counterpoint Login / Select a Company screen

Summary:

Icon Key for Database Indicator on NCR Counterpoint Login / Select a Company screen



Solution:

Database indicator icon

A database indicator icon now appears in the lower, left-hand corner of the [Select a Company dialog](#), the [Login dialog](#), and the [main menu](#). In a Multi-Site and/or Offline Ticket Entry environment, this icon indicates whether you are using your Primary/Hub database, your site server database, or your offline workstation's local database. This icon makes it easy for you to determine "where you are" at a glance.

Depending on your environment and which database you're using, one of the following icons appears:

- ➊ This icon appears if you have the Offline Ticket Entry Option or you are in a Multi-Site environment and you are using your Primary/Hub database.
- ➋ This icon appears if you are in a Multi-Site environment and you are using a site server database.
- ➌ This icon appears if you have the Offline Ticket Entry Option and you are using your offline workstation's local database (i.e., you are operating in offline mode).
- ➍ This icon appears if you are in a single-site environment without the Offline Ticket Entry Option.

Move the pointer over the database indicator icon to display the **System name** assigned to the server or workstation that corresponds to the database you are using.

The database indicator icon also indicates the current status of the corresponding Radian [CounterPoint Service \(CPServices\)](#), which is required for data synchronization and specific [CounterPoint](#) functionality, including zooms and e-mail support.

- ➎ This icon appears if [CounterPoint](#) cannot communicate with the Radian [CounterPoint Service](#) for any reason (e.g., the service isn't running). You can still connect to your database if [CPServices](#) is not available, but you will not be able to synchronize offline data, access [Zoom](#) windows, or send receipts, reports, or statements via e-mail until your connection to [CPServices](#) is restored.
- ➏ If the Radian [CounterPoint Service](#) is unavailable, move the pointer over the indicator icon to display the Uniform Resource Identifier (URI) [CounterPoint](#) is using to attempt to connect to the service, which can assist you in troubleshooting.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=418>