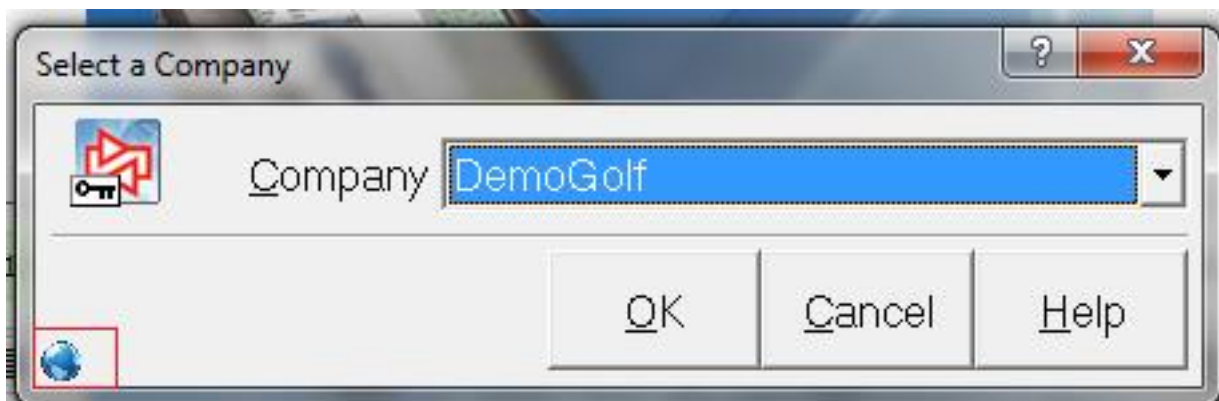


Icon Key for Database Indicator on NCR Counterpoint Login / Select a Company screen

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:

 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.


 This icon appears if you are in a Multi-Site environment and you are using a site server database.

 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).

 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 Radiant CounterPoint Service (CPServices), which is required for data synchronization and specific CounterPoint functionality, including zooms and e-mail support.

 This icon appears if CounterPoint cannot communicate with the Radiant 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.

☑ If the Radiant 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>