CPMobile: Unable to view all codes or prompts

Summary:

CPMobile users are unable to see recently-added or changed reason codes, discount codes, form groups, pay codes, pay code prompts, account codes, or order deposit minimums.

Cause:

The data cache on the device is not up-to-date. Under normal conditions, CPMobile automatically reloads the data cache from the server once per week. When it does, the server will return only those records that have been added or modified since the last update. CPMobile also downloads a full cache when a CPMobile device connects to a new server and when the user changes the company (supported with NCR Counterpoint V8.5 deployments only).

Solution:

- Log in to **CPMobile**.
- From the **Main Menu**, tap the **Options** button in the top, right-hand corner of the screen.
- Tap the **Tap to show** button to the right of **Details** under **Data Cache**. You will see a date and timestamp next to each heading corresponding to the last data cache download to the device.
- Click the **Reload Data cache** button to manually force a full cache download to the device. (Note: The date and timestamp will not update while the **Details** are expanded. To see the updated date and timestamp, close the **Options** menu and reopen it.)
- The updated configuration for reason codes, discount codes, form groups, pay codes, pay code prompts, account codes, and order deposit minimums will be available on the device.