Updating the cache in Adjustments takes several hours

Summary:

CPMobile 2.0: Updating the cache in Adjustments takes several hours

Cause:

When **Update cache** is selected on the **Options** screen in **Adjustments**, the device will begin downloading item records, inventory records, gridded cell records, and serial number records. This process may take a considerable amount of time, depending on the number of item records in the Counterpoint database, particularly if using an older iOS device (e.g., an iPhone 4 or 4th-generation iPod Touch).

Solution:

If the Counterpoint database includes more than a few thousand items (or a large number of gridded items), avoid using the **Update cache** option, which loads item and inventory data en masse into the CPMobile device's cache. If the **Update cache** process has already started, 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 needed:

1. Use the **Download All Items** or **Download Items by Vendor** options on the **Options** screen in **Receivings**. Downloading items through **Receivings** will only load item, cell, and barcode data, not inventory data (i.e., on-hand quantities, available quantities, etc.) or serial numbers. If this method is used, pull down the **Adjustments** screen to refresh the cache before saving the adjustments to the server.
2. Enter all or part of an item number or description in the **Search** bar on the **New Adjustment** screen, and then pull down the screen to refresh the cache and load item and inventory data for only those items that match the search criteria.
3. Scan item barcodes to create adjustments and pull down the **Adjustments** screen to refresh the cache before saving the adjustments to the server. If an item scanned is serialized or gridded, or has alternate selling units, the serial number(s), grid cell dimensions, or alternate unit cannot be specified until the adjustment has been refreshed.

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