CPMobile: Error: A customer with CUST_NO ’(null)’ already exists

Summary:

CPMobile error adding a customer: **A customer with CUST_NO ’(null)’ already exists**

Cause:

This is because the "Template" customer value still exists in the workgroup record (Setup/System/Workgroup), even though the corresponding record in AR_CUST (Customers/Customers) has been deleted.

Solution:

The workaround is to delete the template customer value from the workgroup form

Online URL: https://counterpoint.knowledgebase.co/article.php?id=978