Error: Catastrophic failure printing to Bluetooth printer

Summary:

Catastrophic failure (Exception from HRESULT: 0x8000FFFF(E_UNEXPECTED)) when trying to print a receipt from CPMobile on a sled equipped iOS device to a Bluetooth printer.

CPMobile: Catastrophic Failure printing to the DDP-350 Bluetooth

Cause:

- Form groups defined for CPMobile are missing.
- Printer method for the BlueTooth printer is set incorrectly.
- The printer method defined for the form in Setup / Point of Sale / Form Groups is not set to **Preview**.

Solution:

- There should be a Bluetooth form group (**MOBILEBT**) defined under Setup/Point of Sale/Form Groups. If this is missing, run System/Utilities/Predefined Data to create it.

- The **printer method** on the Forms tab of **MOBILEBT** needs to be set to preview. If it's set to anything else, this error may occur.

   To change the Print Method for defined forms:

   - In NCR Counterpoint browse to **Setup / Point of Sale /**

Form Groups

- Enter the Form Group name or click the Lookup button to search for the **Form Group** to be modified.
- On the **Forms** tab, select the form from the list.
- At the bottom right use the drop-down menu to select **Preview** for the Print Method.
- Click the **Save** button in the toolbar.