

Technical Bulletin

PocketOffice — Return Code Problem with ISS45

POS-TECH-19:03

March 18, 2019

This is the first issue.

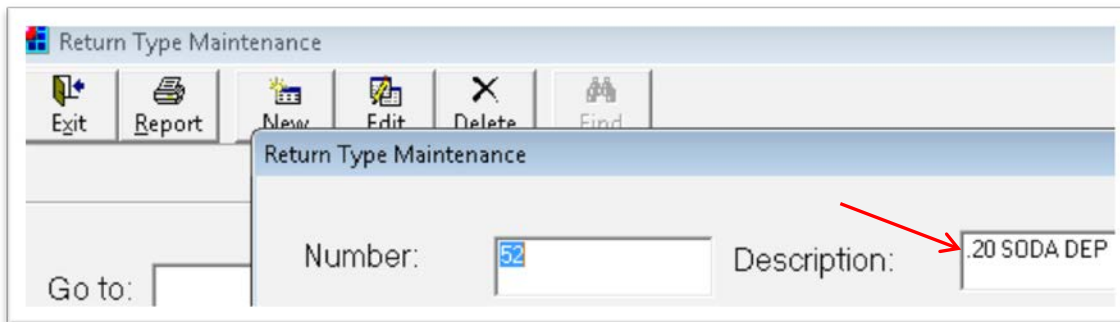
ISSUE

In PocketOffice Item Maintenance, a change to the Return Code field may not save successfully to ISS45.

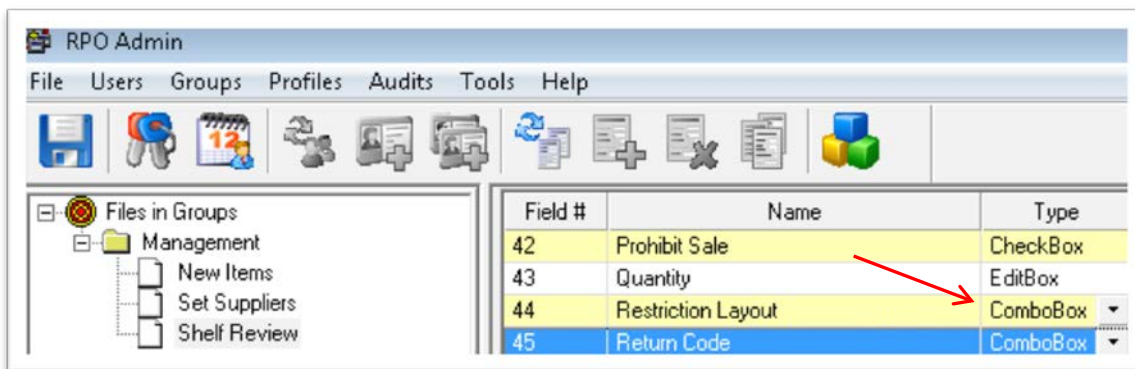
Within ISS45, if a Return Type contains a decimal at the beginning of the Description value and the Return Code is set to Combo Box in PocketOffice/RPO, then the Return Code does not update successfully to ISS45 when a Return Code change is made via Pocket Office on a hand-held terminal.

CONDITIONS REQUIRED FOR THE PROBLEM TO OCCUR:

- In Office > Main Menu > Database Management > Financial > Return Types
 - In Return Type Maintenance the Description value starts with a decimal (for example: .20 Soda Dep)

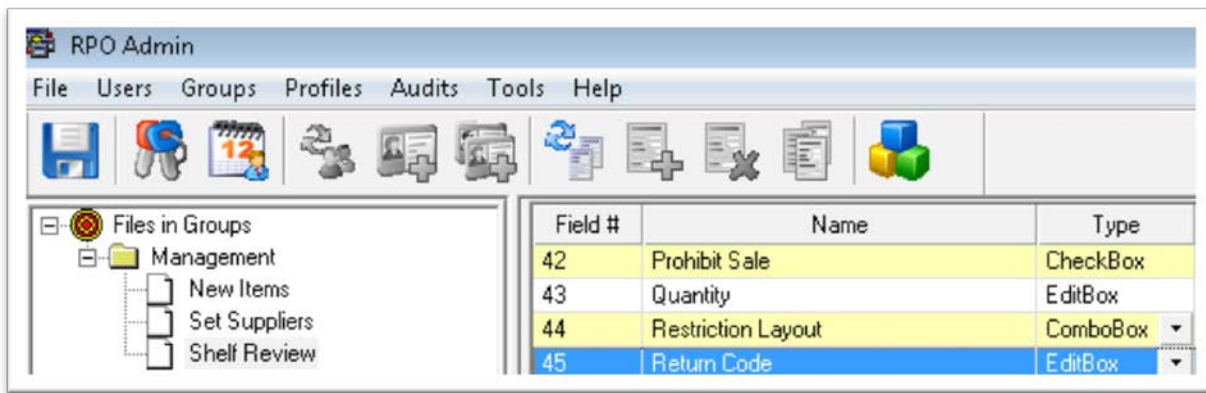


- In RPO Admin > Files tab – select a Profile; Return Code field, Type is set to ComboBox



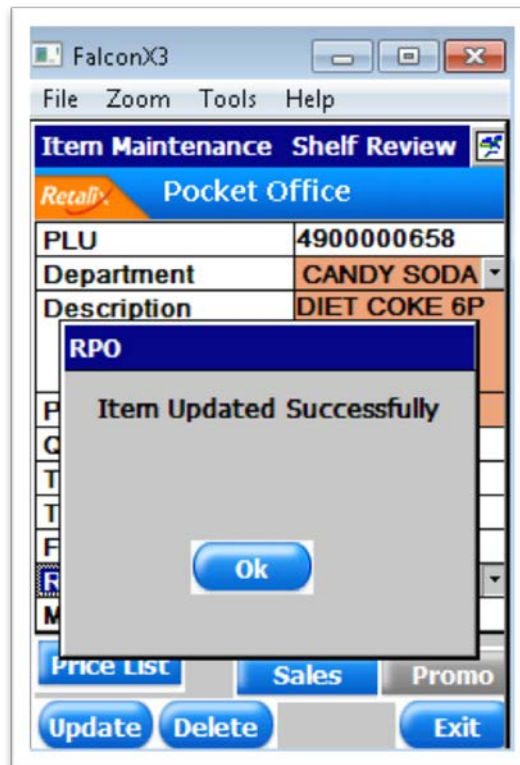
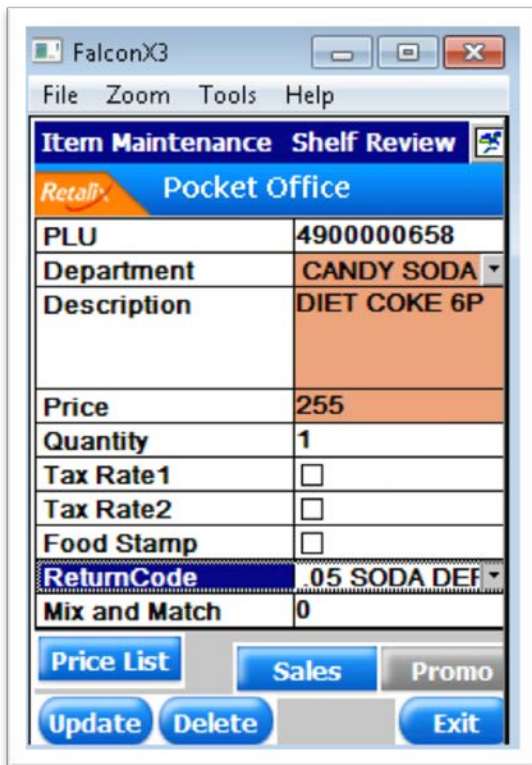
WORK-AROUND

- In ISS45, remove the decimal from the Return Type Description value, or...
- In RPO Admin, on each Profile set the Return Code field Type to EditBox (as seen below on next page).
Disadvantage to this second option: The operator must key-enter the Return Code on the handheld, as opposed to selecting from a drop-down, requiring the user to know the available Return Codes.



DETAILS FROM ISSUE DIAGNOSIS

From Pocket Office > Item Maintenance on a handheld, if a Return Code value which begins with a decimal symbol (first screen capture below) is selected from the dropdown, the change appears to save successfully (second screen capture below) in RPO.



However, when the item is queried in ISS45 PLU Maintenance the Return Code is the original value, the new Return Code did NOT update to ISS45.

- RPO version(s) used when replicating the problem scenario:
 - RPO Admin values: Release 20.07.4000 / Version 3.0.2.0
 - RPO Comm Server values: Release 20.11.4806 / Version 3.0.7.560
 - Handheld (Falcon X3) RPO values: Release 20.12-2051 / Version 1.8.22.400