

SX Internal Testing We're Sorry Error

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While testing issues internally we often have to switch between customer databases, and even which product SX is connecting to.

If you switch between customer databases and a 'We're Sorry' error immediately pops up, the problem may be the switch between the databases and not the customers database itself.

Deleting and re-downloading the app usually corrects the error. But if errors persist try manually clearing the cache and also the app data.

To do this for Android go to Settings – Apps – SedonaX Mobile – Storage – Clear Cache AND Clear Data.



