

Wasp

BARCODE TECHNOLOGIES

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MobileAsset v7: Parent asset cannot be checked in or out

Scott Leonard - 2017-08-25 - in Version 7

Situation

1. User is working with MobileAsset v7 (Professional or Enterprise edition).
2. An asset is checked out.
3. One or more non-Checked-Out assets are set as children of the first asset.
4. The parent asset has "Transact as whole" checked on its Asset Linking tab.

Problem

1. Attempting to check in the parent asset gives the message "Error. This asset is not checked out."
2. Attempting to check out the parent asset gives the message (in the lower left corner of the window) "The asset you selected or at least one of its dependent assets is

currently checked-out."

Cause

The assets aren't all checked in or checked out, and MobileAsset isn't dealing with this properly. A request has been submitted for the program to more accurately report the problem to the user.

Workaround

1. Edit the parent asset.
2. On the Asset Linking tab, uncheck Transact as Whole, OK.
3. Select the parent asset, Check In.
4. If there are any child assets also marked as Checked Out, filter for and select them all for Check In.
5. Click the Check In button when the settings are correct. This time there should be no error.
6. Edit the parent asset.
7. On the Asset Linking tab, check Transact as Whole, OK.

Now the parent and child assets are all checked in, and the Transact As Whole setting should work as expected, when checking in or checking out the parent asset.