



# WASP PROTECT

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## MobileAsset v7: running any report, Failed to retrieve data from the database. Details: [Database Vendor Code: 229 ]

Scott Kircher - 2017-12-19 - in Version 7

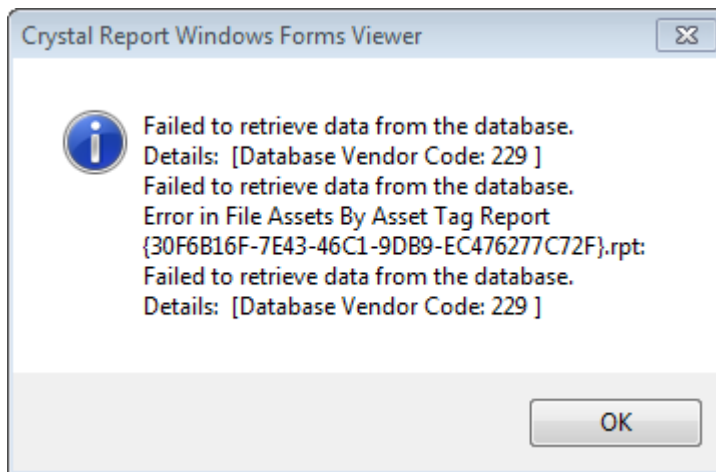
### **Symptoms**

Attempting to run any report in MobileAsset, a message appears:

Crystal Report Windows Forms Viewer

Failed to retrieve data from the database. Details: [Database Vendor Code: 229 ] Failed to retrieve data from the database. Error in File Assets By Asset Tag Report {8F630450-7730-4A8E-BCF6-479F87649813}.rpt: Failed to retrieve data from the database. Details: [Database Vendor Code: 229 ]

(Note: The report filename and hexadecimal values vary based on which report is trying to run.)



The following symptom may or may not occur as well:

When exiting MA, following error occurs 7 times.

Error in Application.

Error executing sql statement. Database timeout period elapsed prior to completion of a SQL query or the server is not responding.

Error Code: 1002.

OK

when using the Sample Company, the problems do not occur.

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### **Cause**

The AssetUser SQL has lost its database permissions to execute stored procedures; this would cause errors in the app. The AssetReader has probably lost its database permissions as well; this would cause problems in the reports.

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### **Resolution**

In SQL Server Management Studio, run the CreateWaspAccounts.sql script on the WaspTrackAsset database. This re-adds the execute permission for those users.