

Wasp

BARCODE TECHNOLOGIES

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MobileAsset: "WT1002: Error executing sql statement" when trying to Dispose, Check Out, or Check In an asset

Internal User - 2023-01-19 - in MobileAsset

If you get an error reading "WT1002: Error executing sql statement. Database timeout period elapsed prior to completion of a SQL query or the server is not responding" when trying to Dispose, Check Out, or Check In an asset, check the MobileAsset.log file. If it contains a line reading "The INSERT statement conflicted with the FOREIGN KEY constraint "FK_asset_transactions_departments". The conflict occurred in database "WaspTrackAsset", table "dbo.departments", column 'department_id'. The statement has been terminated." you will need to download and extract the linked file on the database server machine and run Upgrade.bat.

<https://dl.waspbarcode.com/wasp/supportfiles/updateddepartment.zip>

This will correct the error in the department table of the database that is preventing those transactions from being processed properly.