AssetCloud & InventoryCloud: Migrating data from MobileAsset v7 or InventoryControl v7

Jason - 2025-03-25 - FAQs

Symptom: Data exported from MobileAsset v7 or InventoryControl v7 using the supplied v7 Export Scripts includes commas, quotation marks, or embedded carriage returns, causing those records to not import cleanly or at all.

Cause: Earlier versions of SQL Server Management Studio do not properly account for special characters when saving results, causing the records to appear to have extra columns, enclose larger pieces of data into a single field, or break single records into one or more lines, which will prevent the import process from being able to read the record into the expected columns.

Resolution: Versions of SQL Server Management Studio 16 or later are updated to properly enclose data fields with those special characters in quotes, so they can be processed properly when importing. We recommend you download and install the current version of the Management Studio from this link, and use it to export the data: https://docs.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms?view=sql-server-ver15

Note: If you need to run SSMS on a 32-bit version of Windows, this installer of SSMS v16.5.3 will work: https://go.microsoft.com/fwlink/?LinkID=840946

This will not replace the existing version of Management Studio on your machine, so both versions will be available. Make sure you are using the new version by watching for the version number on the splash screen when launching the program (at least v16).

Note that if you have installed the On-Premise edition of the new product on the same machine as the v7 product, it should have also installed version 18.2 or later of Management Studio, so the download should not be necessary.