MobileAsset: Database Server's machine name has changed, now Mobile Asset will not open

Internal User - 2019-10-18 - Version 7

If your database server's machine name is changed, you will no longer be able to open Mobile Asset. It will give a "Login failed" message with "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (Provider: SQL Network Interfaces, **error: 26 - Error Locating Server/Instance Specified**).

For example purposes, I will use NEWNAME and OLDNAME throughout this article. Replace those with your machine's new and old names where applicable.

[If your machine name has not changed, but you are receiving the above message, first go to Start > Run > services.msc. Scroll down the list and verify that SQL Server (WASPDBEXPRESS) shows a status of Started, and Start it if not. Contact support with any errors starting the service.]

[If you are not sure whether your machine name has changed or not, right click My Computer and go to Properties. For Windows XP, go to the Machine Name tab. For Windows Vista/7, scroll down to the Computer Name section. Make note of the Full computer name, not including any period or data after it, if present, (i.e. NEWNAME rather than NEWNAME.company.com), then verify with the below steps:]

1. Go to Start > Run > regedit. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\MobileAsset\Options (HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\MobileAsset\Options for 64 bit Windows). Right click License Server and select Modify, and change it to NEWNAME. Right click Server and select Modify, and change it to NEWNAME\Waspdbexpress. (For Enterprise users, this will need to be the correct server\instance, or just server if no instance is used.) This is the only step that will need to be done on the client machines. Proceed to steps 2 and 3 on the server machine only.

2. Go to Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express for v6, or Microsoft SQL Server 2008 R2 > SQL Server Management Studio for v7. On the login prompt, verify that Server name is NEWNAME\WASPDBEXPRESS. Authentication should be Windows Authentication. If you get an error about not having access to the database, change it to SQL Server Authentication, use AssetUser for Login, and Serial#1 for password for v6, Serial#1Serial#1 for v7.

Click the + next to Databases, then next to WaspConfig, then Tables. Right click dbo.application_databases and select Open Table or Edit Top 200 Rows, depending on the version of SQL. On all lines of that table except the one with the *Null* value at the bottom, change the db_server_name column to NEWNAME\waspdbexpress. Each field will be saved as you click out of it. Once all lines are changed, close the management studio.

3. If you are using the Mobile Asset Web Module, you will also need to change its configuration. Go to My Computer and navigate to C:\Program Files\Wasp Technologies\MobileAsset\Web, or C:\Program Files (x86)\Wasp Technologies\MobileAsset\Web for 64 bit Windows. Right click Web.Config and select Edit if the option is there, or Open With.. It will give a message saying Windows cannot open the file. Pick Select the program from a list and click OK. Select Notepad from the list and click OK. In the Edit menu, select Replace. Put OLDNAME in the Find what: box, and NEWNAME in the Replace with: box, then click Replace All.