MobileAsset Enterprise: Labeler is showing data for the wrong database on the Data tab

Jason - 2017-04-10 - Version 7

Symptom: Multiple databases have been set up for MobileAsset Enterprise (WaspTrackAsset, WaspTrackAsset_01, etc). While logged in to the WaspTrackAsset_01 database, if you edit a label and look at the Data tab, the data shown is from the WaspTrackAsset database.

Cause: Labeler uses the information provided in the ODBC connection to determine which database to connect with, and shows the data from the database specifed in that connection on the Data tab.

Resolution: No change is actually needed. The data displayed in Labeler should be treated as a preview only. It is useful in designing the label template, but when printing from MobileAsset, the correct database will be specified as part of the filter criteria that designates which record to print.

If you desire to see a different database's data in Labeler, you would need to first edit the ODBC connection by going to C:\Windows\SysWOW64 and run odbcad32.exe. On the SystemDSN tab, edit the MobileAsset connection. Make sure Server shows your correct server\instance name, or just server if you are not using a named instance, then click Next. For Login ID enter AssetReader, and for Password enter ReadOnly@1ReadOnly@1, then click Next. On the Change the default database to: drop down list, select whichever of your asset databases (WaspTrackAsset_01, WaspTrackAsset_02, etc) you will be using most often. Click Next, Finish, and Test Data Source. It should respond TEST COMPLETED SUCCESSFULLY! When you open the label for editing, it will show this database on the Data tab.