

[Knowledgebase](#) > [Discontinued Products](#) > [MobileAsset](#) > [MobileAsset Error: "Short Date Format Must Be the Same as the PC" message on mobile device](#)

MobileAsset Error: "Short Date Format Must Be the Same as the PC" message on mobile device

Jason - 2017-04-10 - [MobileAsset](#)

When attempting to open MobileAsset on the mobile device, you may receive an error "Short date format must be the same as the PC". This will happen if your PC is not set to the default English - United States settings. For users in the UK, most have had success with going into the Settings > Regional Settings on the mobile device and selecting English - United Kingdom. For some other regions, this does not appear to work. For those regions, you will need to manually set the Short date to match exactly with what is selected in the Region and Language settings for Windows on the PC. You may also need to change the PC to use one of the settings with a dash (-) as the separator, rather than the slash (/).

Once the above has been set to match, using ActiveSync/Windows Mobile Device Center, explore the files on the device. Navigate to \SDMMC\MobileAsset\Incoming\ and delete any Pending_#### folders in that location.

On the pc, navigate to C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\MobileAsset\5.0.0.0\PocketPC and delete all the files from that folder.

In MobileAsset, create a new mobile database with the Refresh Entire Mobile Database option checked and send it to the mobile device. It should complete and be able to open on the handheld properly.