# MobileAsset: Mobile device gives an error that it cannot connect with the web service when trying to log in

Jason - 2017-04-10 - Version 7

**Symptom:** When trying to log in on the mobile device, it gives an error saying it cannot connect with the web service. Entering the Service URL into Internet Explorer on the device brings up the proper page.
In the WaspMobileAssetServices.log, the following error may occur: "GetDatabaseConnectString() Error: cannnot find database <Change this description> in WaspConfig"

**Cause:** In WaspConfig's application_databases table, the column db_description has duplicate entries for different databases.

**Resolution:** Open SQL Server Management Studio and log in using AssetUser, password Serial#1Serial#1 or your sa account, and edit the application_databases table. Make sure each database has a unique name in db_description. Stop and restart the service, then try the mobile device again.

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