

# Wasp

## BARCODE TECHNOLOGIES

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

Jason Whitmer - 2017-04-10 - in 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:

```
"GetDatabaseConnectionString() Error: cannot 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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