MobileAsset v6: Error on Mobile Computer after updating to new patch version - "Failed to process parm record: IndexOutOfRangeException"

Internal User - 2017-04-10 - Mobile Computers

This article applies to MobileAsset v6 on Mobile Computers

After applying a patch to MobileAsset, if you begin receiving this error on a Mobile Computer : "Failed to process parm record: IndexOutOfRangeException"

Make sure you have downloaded the current patch (6.2.2 as of this writing) from http://www.waspbarcode.com/auto_updates/mobileasset_update.asp (both the client and database patches for Enterprise users) and updated all machines.

After updating the PCs, cold boot the mobile device. 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.

Reload the program onto the mobile device, then create and send a new mobile database, and the program should open properly.

The error is caused by a version disparity between the database, client, and handheld, and then was complicated by the fact that cold booting the device does not clear the storage card.

*or other device if a storage card is in use