MobileAsset v7: Cannot Upload or Sync Device after Changing Password in MA on the PC

Jason - 2017-04-10 - Version 7

If a user changes their password on the PC after the MobileAsset app is installed and data is downloaded to a mobile device, the device will still retain the old MobileAsset password. This means the user will not be able to sync or upload data to/from the mobile device. There are two work arounds for this:

1. Have a user whose password has not changed log in on the mobile device and perform a full sync. This will send the updated password information to the device.
2. Change the password back to the original password on the PC. Perform an upload or full sync on the mobile device. Change the password on the PC to the new password. On the mobile device, go to the **Switch Database** screen (Settings > Switch Database) and enter the new password.