MobileAsset v7: mobile device database transfer times out

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If the MobileAsset service PC can't generate the mobile database fast enough, database transfer to mobile device will time out (and there is no way to change the timeout value). However, we can change the Log Level value from 0 (verbose) to 3 (brief) which often speeds up the process enough so it doesn't time out.

This procedure should be done on the PC that runs the Wasp MobileAsset Windows Service (the "service PC").

Option 1: If there is a MobileAsset client on the service PC, go into Administration, Service Configuration, change Log Level from 0 to 3, and click Save. Then stop the Wasp MobileAsset Windows Service, wait 30 seconds, and start the service.

Option 2: If there is no MA client, you'll need to edit the service configuration file manually in a text editor such as Notepad. Default location of file:

64-bit Windows: C:\Program Files (x86)\Wasp Technologies\MobileAsset\Services\MobileAssetWindowsService.exe.config
32-bit Windows: C:\Program Files\Wasp Technologies\MobileAsset\Services\MobileAssetWindowsService.exe.config

On line 15, change the the MALogLevel value from 0 to 3. (This line looks like this: <add key="MALogLevel" value="0"/>.) Save the file. Stop the Wasp MobileAsset Windows Service, wait 30 seconds, and start the service.