MobileAsset v7: mobile device full sync error: Found a record with matching uuid, but different device name

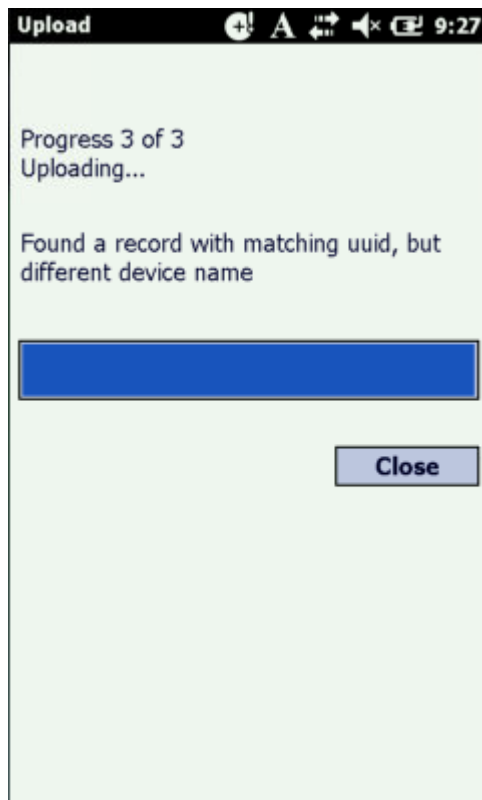Scott Leonard - 2017-04-10 - in Mobile Computers

Symptom

Mobile device is attempting to do a full sync, message is displayed:

Progress 3 of 3

Uploading...

Found a record with matching uuid, but different device name

Close (button)

Cause

This mobile device has previously synced with MobileAsset but a different device name was entered.

Resolution

Click the close button and do the sync again. The process should work as expected, prompting the user to choose which device name to choose.