

## MobileAsset v7: only one label appears in the Labels list

Scott Leonard - 2017-05-12 - [Version 7](#)

### Symptom

The Labels list contains only one label (e.g. Location Labels) instead of the usual eight items.

### Cause

The SQL instance and database were created with a collation that MobileAsset cannot use. This can happen when the MobileAsset installation is performed on a PC where the System Locale is not set to English (United States). For example, when the System Locale is Korean, the automated SQL Server installation sets the collation to Korean\_Wansung\_CI\_AS.

### Resolution

The SQL instance and database must be uninstalled, then installed fresh so the collation can be specified correctly. Wasp Tech Support can assist with these procedures if needed.

1. Export any needed data.
2. Uninstall the SQL instance.
3. Move the existing database files out of the SQL Data folder.
4. Manually reinstall the SQL instance, specifying the SQL\_Latin1\_General\_CP1\_CI\_AS collation.
5. Run the database installer.
6. Import any needed data.