MobileAsset v7: running any report crashes MobileAsset

Scott Leonard - 2019-05-09 - Version 7

Symptom: When attempting to run any report, the MobileAsset program unexpectedly quits. No error is logged in MobileAsset.log.

Possible cause: MobileAsset was installed from a mapped drive letter (or the installer was in the Downloads folder), so the Crystal Reports Runtime Engine did not install properly.

Resolution 1: Copy the installer folder to a local drive (or move it out of the Downloads folder to a different local drive location), rerun the MobileAsset installer, and do the Re-Install option.

Resolution 2: If the above method doesn't work, a full uninstallation then reinstallation may fix the problem. Procedure:

In MobileAsset, do Help menu, About and mark down your 19-digit license number. Click the Licenses button and mark down any other license numbers that appear there. Then OK, OK, and quit MobileAsset.

Run the MobileAsset installer and do the Uninstall option normally.

Rename any of the following folders that remain (e.g. add Old to the end of the folder name):
32-bit Windows: C:\Program Files\Wasp Technologies\MobileAsset
64-bit Windows: C:\Program Files (x86)\Wasp Technologies\MobileAsset
C:\ProgramData\Wasp Barcode Technologies\MobileAsset
C:\Users\[username]\AppData\Local\Wasp Barcode Technologies\MobileAsset

Use regedit to delete any of the following keys that remain:
32-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\MobileAsset
64-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\MobileAsset
HKEY_CURRENT_USER\Software\Wasp Technologies\MobileAsset

Run the MobileAsset installer and perform the installation again.