MobileAsset v7: When trying to log in, Android & iOS devices receive "MobileAsset Request failed: internal server error (500)"

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Symptoms

When trying to log in (with no cached database), Android & iOS devices receive message "MobileAsset Request failed: internal server error (500)". PC Clients and Windows Mobile devices are able to connect to the database without error.

Problem

Special characters in the database's Company name will cause this error. Known characters include the following, but there may be others:
& <

Characters that do not cause this problem:
! @ # $ % ^ * ( ) - _ = + [ ] { } ; : ' " , . > / ? ` ~

Resolution

Update the Company name by one of the following methods:

1. Use the Database Manager utility to change the name with the Update Company button. The change takes effect as soon as the OK button is clicked.

   or

2. In the WaspConfig database, Tables, dbo.application_databases, db_description column, change the name. The change takes effect when the Enter key is pressed.