MobileAsset Web: Certain receipts do not list the asset(s)

Scott Leonard - 2023-01-20 - Version 7
This article applies to the MobileAsset Web module from MobileAsset v6 & v7.

Symptoms

Using the Web Module to perform Check-Out, Check-In, or Reservation and choosing to print a receipt, the receipt's framework appears, but the report does not list the asset(s).

Resolution

On the web server where the MobileAsset Web component was installed, download and save this file: https://dl.waspbarcode.com/wasp/SupportFiles/kbimages/MA7/mobileassetwebreports_fixblankdata.zip

Extract the enclosed files to the Reports folder for the Web component. Default location:

64-bit Windows: C:\Program Files (x86)\Wasp Technologies\MobileAsset\Web\Reports
32-bit Windows: C:\Program Files\Wasp Technologies\MobileAsset\Web\Reports

The change takes effect immediately.

Note

If anyone else is doing a transaction out at the exact same time, then their assets could show up on this report.