AssetCloud/InventoryCloud On Premise: Page cannot be displayed

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Below are the troubleshooting steps recommended for the error "Page Unavailable" or "Server error in \":

1. Stop and then restart all the services in a specific order based on the knowledge base article below.
http://support.waspbarcode.com/kb/articles/cloud-on-premise-stop-and-restart-all-services-bounce

2. Run Wasp Configuration Tool as Administrator, log in with Windows Authentication.
C:\Program Files\Wasp Barcode Technologies\Wasp On-Premises

Software\License\configure\Wasp.Installer.Configure.exe

Then open the Wasp Config Tool as admin

select Windows Authentication

Validate the Config and Auth database connections

Update the Writer and Reader passwords:

dbo_Writer db0-Wr1ter_P455w0rd

dbo_Reader db0_Re4der-P455w0rd

(if there are any errors here, just keep trying until it says "OK")

Then save.

Validate all the other tabs (where there is a validate button) from left to right. *

If any of the tabs throw an error, try to validate a few more times (sometimes it's just waiting for certain components to start back up after the bounce)

If it keeps failing after 3+ attempts, go back to Step 1 to bounce everything, and try to validate that tab once more.

If it will not get past those errors, you may need to troubleshoot this in IIS to determine why that site/service is not working as expected.

(The most common reason for a failure at this point is port conflicts)

Once all the tabs have been validated, save and exit the config tool*

*note: There are tabs for Inventory and Asset, the service you're not using should be blank, this is expected.

With validation complete, proceed to step 3.

3. Stop and then restart all the services, as in step 1. Then attempt to open the software again.