

Wasp

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I'm able to open the MobileAsset / InventoryControl program on the server, but not on any of the client machines (multiple SQL instances)

Internal User - 2023-01-19 - in Software

This article applies to InventoryControl, MobileAsset.

Usually if the program is able to open on the server machine but not on any client machines, and firewall has already been ruled out as a cause of the blockage, it is caused by there being multiple SQL instances on the server machine. By specifying a port number for the clients to use, they can be directed to the correct instance.

1. On the server machine, go to Start > Programs > Microsoft SQL Server 2008 R2 (or 2005) > Configuration Tools > SQL Server Configuration Manager. Click the + next to SQL Server

2008 R2 Network Configuration, then click on Protocols for WASPDBEXPRESS. On the right hand pane, right click TCP/IP and go to Properties.

On the Protocol tab, it should say Enabled Yes. If it is No, switch it to Yes, then Apply and OK, and try connecting from the client machine again.

On the IP Address tab, scroll down to the section for IPAll, and make note of the number for TCP Dynamic Ports, then close out of those windows.

2. If you are using InventoryControl, skip to step 3. For Mobile Asset, go to Start > All Programs > Microsoft SQL Server 2008 R2 (or 2005) > SQL Server Management Studio Express. On the login prompt, verify that the Server name is <SERVER>\WASPDBEXPRESS. Authentication should be Windows Authentication. If you get an error about not having access to the database, change it to SQL Server Authentication, use AssetUser for Login, and Serial#1 for password.

Click the + next to Databases, then next to WaspConfig, then Tables. Right click dbo.application_databases and select Open Table. On all lines of that table except the one with the Null value at the bottom, change the db_server_name column to add a comma and the port number at the end. e.g. <server>\WASPDBEXPRESS,1055. Each field will be saved as you click out of it. Once all lines are changed, close the management studio. Note: enter the port number you determined in Step 1. 1055 is just an example.

3. On the client machines, go to Start > Run, enter regedit. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\<product>\Options, or if it is a 64 bit machine, HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\<product>\Options. <Product> will be InventoryControl or MobileAsset, whichever program you are using. Right click on Server and select Modify. The value will currently be <server>\WASPDBEXPRESS. We need to add a comma, then the port number from Step 1. For example:

<server>\WASPDBEXPRESS,1055

After this has been entered, you should be able to connect. Step 3 will need to be performed on all of the client machines. Note: Enter the port number you determined in Step 1. 1055 is just an example.

Note that it will not generally be necessary to perform step 3 on the server machine, even if the program is loaded on the server. While it will not generally hurt to do it on the server as well, we have observed instances where the program is not able to open on the server with the port number in the registry.

If you don't feel comfortable with editing the registry or any of the other steps outlined above, please involve your IT department, or contact Wasp Technical Support at

866-547-9277 option 2, or submit a support ticket at <https://support.waspbarcode.com> to schedule a time for us to set up a remote connection with the machine to assist you through the process.