



# WASP PROTECT

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## InventoryControl 7.3: Wireless mode mobile app reports "The user name that you entered does not have Mobility access. Logon denied." for users who do have Allow Mobile Device Login checked

Jason Whitmer - 2017-09-15 - in Version 7

Symptom: In the security settings, the user's group does have Allow Mobile Device Login checked, but when they try to log in on the wireless mode mobile device, it says "The user name that you entered does not have Mobility access. Logon denied."

Cause: This should apply only to the original release, build 10.19.2015. The service is not properly interpreting the permissions.

Resolution: Download this update to build 08.29.2016:

<http://dl.waspbarcode.com/wasp/supportfiles/InventoryControlv7.3b08292016.exe>

Run the file with the Modify option to update your existing machines. The same file should be run on the server and any/all clients.

This is an updated version of the full installer, not a patch, so it can be used to install the program from scratch on any new client machines.

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Note:

After updating, if the mobile device gives the same error, the Wasp Inventory Windows Service may not have gotten updated. Follow the article below "Patch doesn't update component(s) of InventoryControl or MobileAsset", setting the Service to 1, then run the installer again on the service PC so that it gets updated properly. The proper file timestamp should be August 29, 2016.

#### Related Pages

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- [Patch doesn't update component\(s\) of InventoryControl or MobileAsset](#)