



Portal > Knowledgebase > Software > InventoryControl > Version 7 > 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

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

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.wasppbarcode.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.