

Wasp

BARCODE TECHNOLOGIES

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InventoryControl Error: Mobile device is unable to contact the InventoryControl server through RF

Jason Whitmer - 2023-01-20 - in Version 7

The Wasp Inventory Windows Service is running and the device is able to ping the server's IP address in the Summit utility, but InventoryControlRF still gives an error that it was unable to contact the server.

To resolve this issue:

1. On the PC, check in **Help > About** for the version number.

If it is v6.0, please download and apply the current patch from

https://dl.waspbarcode.com/wasp/InventoryControl_Patch_6x.exe.

If it is v7 please download and apply the current patch from https://dl.waspbarcode.com/wasp/InventoryControl_Patch_7x.exe.

2. Once you are on the current version, connect the device to the PC using the cable.
3. Browse the files on the device using **ActiveSync > Explore** or **Windows Mobile Device Center > File Management**. Look in **\Program Files\InventoryControlRF**.
4. Copy the file **ServiceInfo.config** to the PC. Use **Notepad** on the PC to edit the file. It will currently have 2 lines, the **server name** and the **port number**.

For example:

JASON-IC6
10005

5. Insert 2 more lines at the top of the file, the first line being the IP address for the server machine, and the second duplicating the port number.

For example:

10.1.7.204
10005
JASON-IC6
10005

6. After editing the file with your correct **server name** and **IP address**, copy it back to the device with **ActiveSync/Windows Mobile Device Center**, overwriting the file on the device.
7. Try opening the program again and contact support if you still receive the same error.

Related Pages

- [InventoryControl: Error: "Connection refused. Check if Wasp Inventory Windows Service is started", but the service is started](#)