MobileAsset v6: Error: No connection could be made because the target machine actively refused it

Internal User - 2023-01-19 - in Mobile Asset v6

1. Make sure that there are no firewalls enabled for that system. If there are firewalls enabled, temporarily disable the firewall and try to start the application again.

If that works, add "WaspLicMgr.exe" to the exception list for the firewall.

If that does not solve the issue continue to step 2.

2. In the Control Panel, click on "Administrative Tools" then "Services". Make sure that "WaspLicMgr" is Started. If it is not, Right-Click on "WaspLicMgr" then click "Start".

If the service is listed as "Started", right-click on it and stop the service. Once it has stopped, wait about 30 seconds and then Right-Click on "WaspLicMgr" and click "Start". After the service starts, try opening the program again.

If the error message comes up again, continue to step 3.

3. The Wasp License Manager Service (WaspLicMgr) uses port 10000, if some other software is using that port, the service will not start.

To change the port that the Wasp License Manager Service uses, do the following:

A. Download the following files and run them in this order:

1. On the server:
https://dl.waspbarcode.com/wasp/supportfiles/change-mav6-license-manager-port.bat

2. On the clients:
https://dl.waspbarcode.com/wasp/supportfiles/mobileassetv6port11000.reg

B. Try opening the software.