

Wasp

BARCODE TECHNOLOGIES

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MobileAsset v7: Nothing happens when launching PC client; logged error "Failed to copy the license key to the data store"

Scott Leonard - 2017-04-10 - in Version 7

Symptoms

- When launching a MobileAsset v7 PC client, nothing happens. The login screen never appears.
- In Task Manager, mobileasset.exe appears for a few seconds, then disappears.
- In the MobileAsset.log error file, the following error is seen: "Failed to copy the license key to the data store. Exception info: A connection was successfully established with the server, but then an error occurred during the login process. (provider: SSL Provider, error: 0 - The message received was unexpected or badly

formatted.)"

- Other PC clients may be able to log in and connect successfully with MobileAsset.

Cause

The client PC has Microsoft .NET Framework 4.5.1 installed.

Resolution

1. In the Windows control panel Programs and Features, uninstall Microsoft .NET Framework 4.5.1.
2. Download and install one of the following later versions:

Microsoft .NET Framework 4.5.2:

<http://www.microsoft.com/en-us/download/details.aspx?id=42642>

Microsoft .NET Framework 4.6.1:

<https://www.microsoft.com/en-us/download/details.aspx?id=49982>