# MobileAsset: When trying to open the application from the client machine, it gives an error "Error in Application: No such host is known."

Internal User - 2017-06-06 - in Mobile Asset v6

The program is able to open from the server machine, but when trying to open from a client machine, it gives error "Error in Application: No such host is known."

(This is different than the situation where it responds Error: 26 - Error Locating Server/Instance Specified. For that error, please see KB article 130837)

To verify the error, check the MobileAsset.log file for the following lines:

1 INFORMATION | Registry Get: BaseProductKey: Software\Wasp Technologies\MobileAsset\; KeyName: Options; ValueName: License Port; Registry Value: 10000

1 ERROR | No such host is known

This indicates that the client is unable to contact the License Manager service running on the server machine, but it is able to communicate with the database.

To correct this issue, you will need to know the server's Fully Qualified Domain Name. If you know the machine name, but are unsure of the FQDN, you can get it by opening a command prompt window and pinging the server. For example:

C:\> **ping assetserver**

Pinging **assetserver.waspbarcode.com**

In this case, my server's FQDN would be assetserver.waspbarcode.com.

- Go to Start > Run > regedit

- Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\MobileAsset\Options (or HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\MobileAsset\Options in 32 bit versions of Windows)

- Right click License Server and select Modify

- Change the value from the server's machine name to the FQDN (i.e., from assetserver to assetserver.waspbarcode.com)