Cloud On-Premise: mobile device connection troubleshooting

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When experiencing trouble getting a mobile device app (Android, iOS, Windows Mobile) connected to the Cloud On-Premise service, we confirm several things (in this order).

1. A different PC should be able to browse the Cloud OP service (via a web browser such as Chrome, Firefox, etc.) and see the login screen.

Trouble with this step could indicate network connectivity problems such as a firewall issue, name resolution problem, or other. These problems need to be resolved before attempting connection from a mobile device.

Sometimes browsing via IP address is necessary. To add additional bindings to IIS, see the

article "Cloud On-Premise: Adding an additional binding to an IIS site" linked below in Related Pages.

Depending on the characteristics of your network, browsing might have to be specified in different ways. Note that the examples below mention the default port number for AssetCloud (8082). When you test, make sure the port number matches your product, or any port number customization that may have been applied in IIS.

PC Name Only: http://AssetServer:8082
Fully Qualified Domain Name: http://AssetServer.BigCompany.example.com:8082
IP Address: http://10.42.6.211:8082

2. The device should be connected to a network that can communicate with the Cloud OP machine.

Often when an organization has multiple wireless networks, a guest network is isolated from the main network where the Cloup OP is located, so a device on the guest network would not be able to connect. It would need to connect to the main network.

3. The mobile device should be able to browse the Cloud OP service (via a web browser such as Chrome, Safari, Internet Explorer, etc.) and see the login screen.

Usually the browsing URL from Step 1 (PC) will also work for the mobile device, but sometimes one of the other methods must be used.

4. When you find a successful browsing method in Step 3, specify the same thing on the app's login screen, in the Tenant Url/Server Url/Service Url field. Note that the default Cloud OP installation uses http, but if you've installed an encryption certificate into your IIS, you should use https if needed.

Related Pages

- Cloud On-Premise: Adding an additional binding to an IIS site
- Cloud On-Premise installation: Summary & Prerequisites