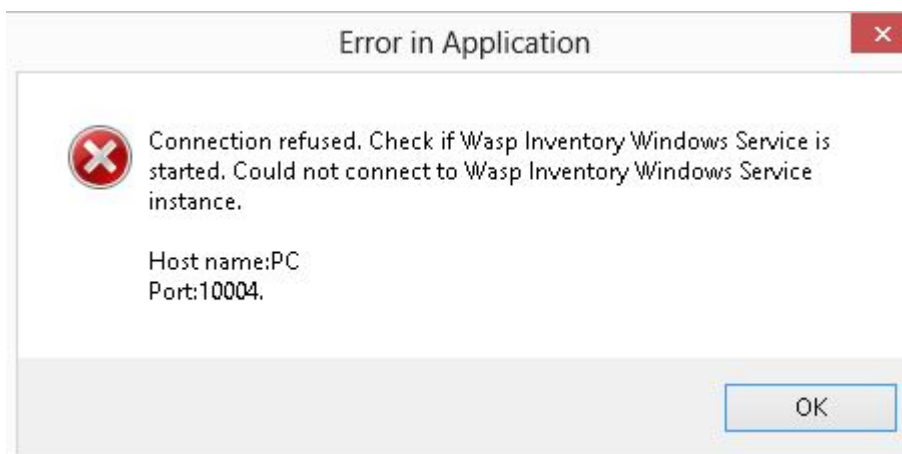


## InventoryControl: Error: "Connection refused. Check if Wasp Inventory Windows Service is started", but the service is started

Sicaro - 2023-01-20 - [MobileAsset](#)

*This article is written for InventoryControl RF Professional and Enterprise.*



If you receive the error above when launching the InventoryControl PC client, but confirmed that the WaspInventoryWindowsService is started, there may be another program using port 10004 or 10005. If so, we'll simply change the port. For this article we will focus on port 10005.

### Find out if another program is using the port as the WaspInventoryWindowsService

1. Stop the WaspInventoryWindowsService
2. Go to 'C:\Windows\System32' right click 'cmd' run as an admin
3. Run command: netstat /a

```
TCP [::]:10005 PC:0 LISTENING
```

\* If the service is listed the port is in use by another program

4. run command: netstat -ab

The exe that is using the port will be displayed

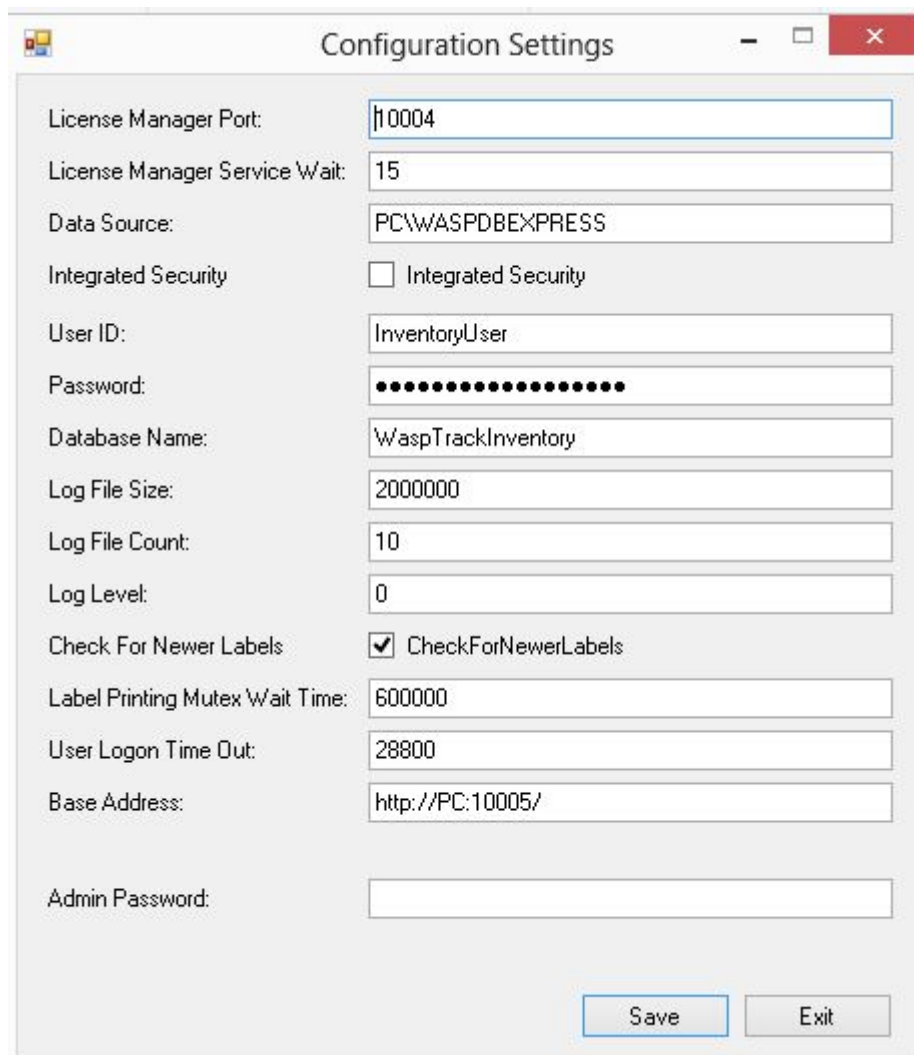
```
TCP 0.0.0.0:10005 PC:0 LISTENING
```

[WaspInventoryWindowsService.exe]

\*If you find that another exe is using port 10005 you can either change the port for that program or change the port that the Wasp service is using.

## Switching the WaspInventoryWindowsService from port 10005 to port 10006

1. Go to C:\Program Files (x86)\Wasp Technologies\InventoryControl\Services (or C:\Program Files\.. for 32 bit versions of Windows) and open Change Configuration Settings.exe



The screenshot shows the 'Configuration Settings' dialog box with the following fields and values:

Field	Value
License Manager Port:	10004
License Manager Service Wait:	15
Data Source:	PC\WASPDATABASE
Integrated Security:	<input type="checkbox"/> Integrated Security
User ID:	InventoryUser
Password:	.....
Database Name:	WaspTrackInventory
Log File Size:	2000000
Log File Count:	10
Log Level:	0
Check For Newer Labels:	<input checked="" type="checkbox"/> CheckForNewerLabels
Label Printing Mutex Wait Time:	600000
User Logon Time Out:	28800
Base Address:	http://PC:10005/
Admin Password:	

Buttons: Save, Exit

2. There are two port numbers listed, License Manager Port at the top (10004), and the port number in Base Address at the bottom (10005). For this article we will focus on the Base Address, and change to 10006.

### Note:

The port number in Base Address affects the InventoryControlRF mobile device communication. You will also need to manually edit the ServiceInfo.config file on the mobile device to use the new Port number. See the link below for "InventoryControl RF version not able to connect with the service".

3. After changing your port number, click Save, and the utility will attempt to restart the service.

## Related Content

- [Multiple products: Is there a way to tell if my ports are being blocked?](#)
- [InventoryControl: How to change the mobile device's RF/wireless port](#)
- [InventoryControl: Windows could not start the Wasp Inventory Windows Service, Error 1053](#)
- [InventoryControl: How to change the port number for the Wasp Inventory Windows Service](#)
- [InventoryControl Error: Mobile device is unable to contact the InventoryControl server through RF](#)