

Wasp

BARCODE TECHNOLOGIES

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InventoryControl: How to change the port number for the Wasp Inventory Windows Service

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When attempting to start the InventoryControl program, if you get an error message "Connection refused. Check if Wasp Inventory Windows Service is started. Could not connect to Wasp Inventory Windows Service instance", go to Control Panel > Administrative Tools > Services. If Wasp Inventory Windows Service does not show a status, right click it and select Start. Wait 20 seconds, then go to Action > Refresh and make sure it has stayed Started. If it has gone back to no status, there is likely a conflict for the port number it is attempting to use.

If the above is true, or if you have another reason to need to change the port number, run Change Configuration Settings.exe from this path:

64-bit Windows: C:\Program Files (x86)\Wasp Technologies\InventoryControl\Services

32-bit Windows: C:\Program Files\Wasp Technologies\InventoryControl\Services

There are two port numbers listed, License Manager Port at the top (default 10004), and the port number in Base Address at the bottom (default 10005). You may need to change one or both, depending on the conflict.

1. License Manager Port is the port used by the clients in a Pro version installation to validate the license key. If you change that number, you will also need to make a change to the registry entries on all client machines. On the client machines, go to Start > Run > regedit and navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\InventoryControl\Options. Right click License Port and select Modify. Set the Base to Decimal and the value to match what you changed the port number to in the utility.
2. The port number in Base Address affects the RF mobile device communication. You will need to edit the ServiceInfo.config file on the mobile devices to put in the new Port number. See the following article:

InventoryControl: How to change the mobile device's RF/wireless port

<https://support.waspbarcode.com/kb/articles/824>

After changing your port number(s), the utility will attempt to restart the service, and will give a message indicating success or failure.

If you need to determine what ports are in use, and by which application, there is a utility you can download from Microsoft called SysInternals. After downloading that package, which is available from [this link](#) as of this writing, the piece of it you would use is TCPView. The Local Port column shows the port numbers we are interested in.