InventoryControl/MobileAsset: Cannot connect with service, even though it appears to be started

Jason - 2017-04-10 - Version 7

This article applies to both InventoryControl v7 and MobileAsset v7.

Symptom: The service, Wasp Inventory Windows Service or Wasp MobileAsset Windows Service, appears to have started properly, but any attempt to connect with it fails with a Connection Refused or similar message.

Checking the log file, C:\ProgramData\Wasp Barcode Technologies\WaspInventoryWindowsService\6.0.0.0\WaspInventoryServices.log or C:\ProgramData\Wasp Barcode Technologies\MobileAssetWindowsService\7.0.0.0\WaspMobileAssetServices.log, shows the following:

Wasp MobileAsset Windows Service starts failed. Only an absolute Uri can be used as a base address.

Cause: The service's config file, C:\Program Files (x86)\Wasp Technologies\InventoryControl\Services\WaspInventoryWindowsService.exe.config or C:\Program Files (x86)\Wasp Technologies\MobileAsset\Services\MobileAssetWindowsService.exe.config, has an invalid address entered for the server information.

Resolution: Edit the .config file with Notepad or another text browser, and search for the two lines beginning with: <add baseAddress=

The address on those two lines must be formed as a valid URL. For example, <add baseAddress="http://jason.waspbarcode.com:10005/" />

Most commonly, the slashes after http: are incorrect. It must be http://. If there is only a single slash, http:/, or if the two slashes are followed by two backwards slashes, http://\\, make the needed correction and save the file.

After correcting the file, stop and restart the service, then attempt to connect from the client program again.