

Wasp

BARCODE TECHNOLOGIES

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InventoryControl: The server's name or IP address changed, but when we load the program onto the mobile device, it tries to use the old information

Jason Whitmer - 2017-04-10 - in Version 7

If the server's machine name or IP address has changed after installing the program onto the client PC, the config file sent to the mobile device when it is loaded will have the original IP address in it.

To resolve this for mobile devices that have already had the program loaded:

1. Browse the files on the device using **ActiveSync > Explore** or **Windows Mobile Device Center > File Management**. Look in **\Program Files\InventoryControlRF**.

2. Copy the file **ServiceInfo.config** to the PC. Use **Notepad** on the PC to edit the file. It may have 2 lines, the **server name** and the **port number**.

For example:

JASON-IC6
10005

Or it may have 4 lines, with the addition of the **IP address** and port number.

For example:

10.1.7.204
10005
JASON-IC6
10005

3. After editing the file with your updated **server name** and **IP address**, copy it back to the device with **ActiveSync/Windows Mobile Device Center**, overwriting the file on the device.
4. Try opening the program again and contact support if you still receive the same error.

To update the config file on the pc so the new IP address will be sent to any mobile devices loaded in the future, browse to C:\Program Files (x86)\Wasp Technologies\InventoryControl\PocketPC and edit ServiceInfo.Config with NotePad to enter the new address.

Related Pages

- [InventoryControl v7: The label printed from Adding on the mobile device is the wrong size](#)
- [InventoryControl v7: mobile device connection troubleshooting](#)