InventoryControl v7 and MobileAsset v7: troubleshooting a connection error on mobile device

Scott Leonard - 2020-03-13 - Mobile Computers

If a mobile device (Android, iOS, Windows Mobile) is able to browse the service URL of InventoryControl v7 or MobileAsset v7 (more info in articles below in Related Pages) but displays an error when trying to log in, that error is generated at the service, not the device.

To troubleshoot those errors, we need to look at the service's log file (to see the error), and the service's configuration file, which contains settings that correspond to the registry entries for the PC client program.

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Typical settings that are incorrect for various reasons:

Data Source (SERVER\INSTANCE, e.g. MYSERVER\WASPDBEXPRESS, should be same as registry's server line)

baseAddress (contains the FQDN of the service PC, should be same as registry's license server line)

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Service Log File default path:

Wasp Inventory Windows Service:
C:\ProgramData\Wasp Barcode Technologies\WaspInventoryWindowsService\6.0.0.0\WaspInventoryServices.log

Wasp MobileAsset Windows Service:
C:\ProgramData\Wasp Barcode Technologies\MobileAssetWindowsService\7.0.0.0\WaspMobileAssetServices.log

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Service Configuration File default path:

Wasp Inventory Windows Service:
C:\Program Files (x86)\Wasp Technologies\InventoryControl\Services\WaspInventoryWindowsService.exe.config

Wasp MobileAsset Windows Service:
C:\Program Files (x86)\Wasp Technologies\MobileAsset\Services\MobileAssetWindowsService.exe.config

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- MobileAsset v7: mobile device connection troubleshooting