

Wasp

BARCODE TECHNOLOGIES

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InventoryControl v7: The license could not be validated on the license server

Scott Leonard - 2017-04-10 - in Version 7

Symptom

When launching InventoryControl Standard or Profession edition, the Log On screen appears normally, but after entering credentials and clicking OK, the Log On screen returns with a message in the yellow bar: "The license could not be validated on the license server. Please verify that it was entered correctly."



Cause

There is a space before the license key in the registry.

ab Integrated Security	REG_SZ	NO
ab License	REG_SZ	0879109...
License Port	REG_DWORD	0x00002714 (10004)

Resolution

Use [WaspSupportUtility](#) (Registry Info tab) or Regedit to remove the space from the License entry.

Registry path:

64-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\InventoryControl\Options

32-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\InventoryControl\Options