MobileAsset: Error: The maximum number of registrations has already been reached.

Internal User - 2019-01-03 - Software

You need to make a change on the server to resolve this.

On the computer with your MobileAsset database:

Click Start > Run. Type 'regedit' in the blank and click Ok. Expand out the following path:

64-bit Windows: HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Wasp Technologies > Wasp License Manager > Products
32-bit Windows: HKEY_LOCAL_MACHINE > SOFTWARE > Wasp Technologies > Wasp License Manager > Products

Look for folders named ID81 and/or ID80. Check both of these for entries on the right that say "Client1" or "Client2" etc. The data for these keys will be the serial number in folder ID80 or activation code in ID81, followed by the client PC's machine name. Delete the Client keys for the machines that are no longer in use (but do not delete the Server key).

If you see multiple keys for the same client machine, check the license to see if there are spaces in it, e.g. "0781 107..." If that is the case, delete those keys from the server's registry, then go to the client machine, run regedit, and navigate to the following path:

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

Right click License and select Modify, then remove the spaces from the license number.

If the procedure above does not fix the issue, there may be some other mismatch occurring:

1. Make sure the registry path above matches exactly. Wasp's InventoryControl product has a similar but different path, with different values.

2. Make sure that the server and client PCs have the same license key (or have matching license and activation keys), as seen in the following registry path:
64-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\MobileAsset\Options\License
32-bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\MobileAsset\Options\License

For example, if the server has a Standard key, but the clients are using a Professional key, client will continue to show the error message.

3. If the Server string value is missing under Wasp License Manager > Products, the error message will continue to appear. To fix this, right-click, New, String Value. The name of the value should be Server and the data should be the activation or license key.

4. On the server PC, look in the following folder:
64-bit Windows: C:\Program Files (x86)\Wasp Technologies\MobileAsset\Services
32-bit Windows: C:\Program Files\Wasp Technologies\MobileAsset\Services

If there are files with extension/type RRA, this PC must be rebooted to complete the update or patch that was previously run.

After the reboot, look in this folder again. If the MobileAssetWindowsService.exe file (type: Application) is missing, rerun the MobileAsset installer and do the Re-Install option.

If the error message continues to appear, check again for mismatches in other sections of this article.

Related Content

- InventoryControl: Error: The maximum number of registrations has already been reached.