

## MobileAsset v6 error: "Input string was not in a correct format" when trying to launch the program

Internal User - 2023-01-19 - [MobileAsset](#)

### Symptom

In the Professional edition of MobileAsset v6, there is a problem if another application is already using the port that the License Manager uses; by default this is TCP port 10000. If this port is already being used, MobileAsset client PCs may report this error message: **Input string was not in a correct format.**

Note: Symantec Backup Exec is known to use TCP port 10000.

### Solution

#### 1. ON THE SERVER

Download and run the 32-bit or 64-bit version of the following files according to your version of Windows:

<https://dl.waspbarcode.com/wasp/supportfiles/mav6-server-32bit-licmgr-port11000.bat>  
<https://dl.waspbarcode.com/wasp/supportfiles/mav6-server-64bit-licmgr-port11000.bat>

This will stop the License Manager service and restart it on TCP port 11000. If you have changed the installation directory from the default path, you will need to edit the file to refer to the correct path.

#### 2. ON THE CLIENT

Download and run the 32-bit or 64-bit version of the following files according to your version of Windows:

<https://dl.waspbarcode.com/wasp/supportfiles/mav6-client-32bit-port11000.reg>  
<https://dl.waspbarcode.com/wasp/supportfiles/mav6-client-64bit-port11000.reg>

This updates the registry so the client communicates over TCP port 11000.

Note: This will need to be done on all PCs that run the MobileAsset client.