

Wasp

BARCODE TECHNOLOGIES

Portal > Knowledgebase > Discontinued Products > Mobile Asset v6 and older > Mobile Asset v6 > [MobileAsset v6: Program will not open, with no error given](#)

MobileAsset v6: Program will not open, with no error given

Internal User - 2017-05-12 - in Mobile Asset v6

When double clicking the program, if nothing visible happens, there could be a few different causes:

Open your Task Manager in Windows, then watch it as you attempt to open the program. If MobileAsset appears, either on the Application or the Processes tab, but then disappears right away, it could be being blocked by your anti-virus. Try temporarily disabling the anti-virus as a test.

The next thing to check is whether a log file is being generated by Mobile Asset. If you are

running Windows Vista or 7, look in C:\Users\\AppData\Local\Wasp Barcode Technologies\MobileAsset for MobileAsset.log. If you are running Windows XP, the file will be in C:\Documents and Settings\jason\Local Settings\Application Data\Wasp Barcode Technologies\MobileAsset.

If the log file shows entries like the following:

```
FATAL    | String was not recognized as a valid DateTime.  
  
FATAL    |   at System.DateTimeParse.Parse(String s, DateTimeFormatInfo dtfi,  
DateTimeStyles styles)  
        |   at System.Convert.ToDateTime(String value, IFormatProvider  
provider)  
        |   at Wasp.Apps.WaspApps.ValidateLicense(Int32 nAlgorithmID)  
  
ERROR    | Failed to Validate the license.
```

there may be an issue with your regional settings, preventing the program from being able to check your trial period. To get around this issue, update the License key in the registry manually with your Activation Code. For 32 bit versions of Windows, go to Start > Run > regedit, then navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\MobileAsset\Options. For 64 bit versions of Windows, it will be HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\MobileAsset\Options. Right click License and select Modify, then enter the Activation Code that you received in email when you registered the product.

If you do not already have your Activation Code, please register your product at <http://www.waspbarcode.com/Register/default.asp>