

Wasp

BARCODE TECHNOLOGIES

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Symptoms

1. Attempting to do a full sync on a mobile device, the device displays an error similar to:
Progress 3 of 3
Uploading...
Error uploading chunk 0, Sent=204800, Uploaded=0
Could not find file 'C:\ProgramData\Wasp Barcode
2. MobileAsset.log from the device contains an error similar to:

2015-05-28 10:05:50.767 VERBOSE | exception in DoUpload Could not find file
'C:\ProgramData\Wasp Barcode
Technologies\MobileAssetWindowsService\7.0.0.0\App_Data\Up63568404347578570
3.xml'.

Cause

In the path from the error message, on the PC running the Wasp MobileAsset Windows Service, the App_Data folder (from the full path above) is not present. The service cannot create the folder (even if it is set to log on as a Windows administrator).

Resolution

1. If you are not showing hidden files and folders, enable that option.
2. Manually create the App_Data folder. All folders in the full path should exist:
C:\ProgramData\Wasp Barcode
Technologies\MobileAssetWindowsService\7.0.0.0\App_Data
3. The full sync should now complete.