

Wasp

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MobileAsset v7 compatibility with WDT3200-series mobile devices

Scott Leonard - 2017-06-20 - in [Hardware](#)

This article applies to mobile device models: WDT3200, WDT3250, WDT3200-II, WDT3250-II. This device series is older and has limitations that can prevent these models from connecting, which is why they are not listed as compatible with MobileAsset v7. Some of these models can be successfully configured to work with MobileAsset v7, but others may not.

The model number can be found on the label on the back of the device (might be hidden by a trigger handle), and/or the label in the battery compartment under the battery. Note: All models have a bootup splash screen saying "WDT3200" but this is a general device series, not the specific model number. If the numeric portion is 3250, that indicates the device has

a Wifi card. Note: If the device received a Wifi card upgrade after initial purchase, the model number would not have been updated. (This is fairly rare.)

MobileAsset's older version 6 used an ActiveSync connection via Windows Mobile Device Center (or ActiveSync on Windows XP), but v7 uses a network connection created by WMDC, which adds complexity to both the initial transfer of the software & database to the device, as well as later syncing from the device back to the PC database. This is why a device that worked with MA v6 may have trouble with MA v7.

Models with Wifi are the most likely to work with MA v7, installing the software and syncing over a wireless network. Data cable connections may have the same problems as non-Wifi models.

Models without Wifi must meet a number of requirements to be able to work with MA v7.

When connected to a PC with the USB data cable:

1. Windows must recognize the device and install the proper drivers.
2. Windows Mobile Device Center must recognize the device as Connected.
3. WMDC must create a virtual network connection to the device. This is usually indicated on the PC by a new network adapter showing in ipconfig output as "Ethernet adapter Local Area Connection X" (where X is a number), with the IPv4 address 169.254.2.2.

Things that may help to allow the device to connect as needed:

- A. In WMDC, Mobile Device Settings, Connection Settings, "Allow data connections on device when connected to PC" must be checked.
- B. On the device: Start, Settings, Control Panel, PC Connection: "Enable direct connections to the desktop computer" should be checked, and the "When enabled" setting should be "USB". Click OK as needed.
- C. Warm, Cold, and Clean Boots of the device.

Some things that may prevent proper driver installation and/or proper WMDC operation are: Antivirus, Firewalls, Endpoint Security software from various vendors. (These can also affect devices other than the 3200 series.)

If the three requirements listed above cannot all be met, the device will not work with MobileAsset v7. Wasp offers best-effort support for making the connection, which is created by an interaction between these Microsoft products: Windows on the PC, Windows Mobile Device Center on the PC, and Windows Mobile/CE on the device.