

Wasp

BARCODE TECHNOLOGIES

[Portal](#) > [Knowledgebase](#) > [Discontinued Products](#) > [MobileAsset](#) > [Version 7](#) > [MobileAsset v7: "Failed to check download files size" error on mobile device screen while installing](#)

MobileAsset v7: "Failed to check download files size" error on mobile device screen while installing

Jason Whitmer - 2017-04-10 - in [Version 7](#)

MobileAsset v7: "Failed to check download files size" error on mobile device screen while installing

While installing Mobile Asset onto the mobile device, if the installation stops and gives this error: "Failed to check download files size. Please make sure download link address is correct and files are resided on your download link address. Please check log file for more information and click 'Close' button to close the application," it means the device has failed to retrieve the files from the server machine.

Should this occur, we can edit a config file on the server machine to use the IP address or

the FQDN rather than the machine name. On the server, navigate to C:\Program Files\Wasp Technologies\MobileAsset\Services\Downloads. Edit the file weblink.x with Notepad or another text editor. The text of it will read <http://<servername>:10006/Downloads>. Replace the <servername> with the <serverIP> or the FQDN.

E.g., change <http://waspserver:10006/Downloads> to <http://10.1.1.15:10006/Downloads> or <http://waspserver.waspbarcode.com:10006/Downloads>

After changing the file, rerun the installation and it should now proceed as expected.