MobileAsset v7: mobile device connection troubleshooting

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When a Windows Mobile/CE device is connected to a PC via cable, (either being set up through MobileAsset's Mobility component, or synching data to the PC database), the device is actually using a virtual network connection (created by Windows Mobile Device Center on the PC) to communicate to the Wasp MobileAsset Windows Service (WMWS). Any network restrictions in place will affect this connection: firewalls, proxy server requirements, etc., even if WMWS is running on the PC that the device is connected to.

To troubleshoot whether a mobile device (Windows Mobile/CE, Android, or iOS) can reach the PC running the Wasp MobileAsset Windows Service (WMWS), first we establish that WMWS is running and responding properly via a PC browser. Then we would launch a web browser on the mobile device, and browse the same addresses (to confirm the device has network connectivity to the service).

From the PC, use a web browser to try to browse WMWS via these methods: the computer name, the fully qualified domain name, and the IP address, along with the port number of the service. Here are examples to try (use values from your system):
http://wmwsserver.example.com:10008
http://wmwsserver:10008
http://10.14.6.211:10008

A successful response is a long page starting with the lines:
Service
This is a Windows© Communication Foundation service.
Metadata publishing for this service is currently disabled.



Unsuccessful responses include:
- Page cannot be displayed
- Cannot find server
- IE Mobile Home: Cannot find 'http://pcname:10008'. Make sure the path or Internet access is correct.

Failure here could mean WMWS isn't installed, WMWS is installed but not running, WMWS is running but with an error, the server's firewall is blocking WMWS, or another network restriction is blocking access to WMWS. If needed, Wasp Tech Support can help troubleshoot this component.

When WMWS is running and responding properly, try browsing from the mobile device's web browser, with the same methods as above (be sure to put in "http://" since the mobile IE will not automatically add it). When you find a method that works, enter that address in the Service URL field in the mobile device's MobileAsset logon screen.

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- MobileAsset v7: Legacy Setup for mobile devices