Multiple Products: Error 28 - server doesn't support requested protocol

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Symptom:

InventoryControl, MobileAsset, or WaspTime Client gets error when trying to log in (or error is logged by the service of one of these products:

> Database was not found... (provider: SQL Network Interfaces, error: 28 - Server doesn't support requested protocol)

Resolution:

Enable the TCP/IP network protocol in SQL Server Configuration Manager:

1. Start, All Programs, Microsoft SQL Server 2008 R2, Configuration Tools, SQL Server Configuration Manager.
2. On the left, expand "SQL Server Network Configuration".
3. Click on "Protocols for WASPDBEXPRESS" (or other instance name).
4. In the right pane, right-click on TCP/IP, then click Enable.
5. A message appears: "Any changes made will be saved; however, they will not take effect until the service is stopped and restarted." Click OK.
6. On the left, click "SQL Server Services". In the right pane, right-click "SQL Server (WASPDBEXPRESS)", then Restart.

If this doesn't solve the problem, consult Wasp Technical Support for assistance.