Multiple products: Is there a way to tell if my ports are being blocked?

Jason - 2026-05-19 - AssetCloud

Symptom: After verifying that there is no conflict for the ports used by the service for my application on the server and the service is starting properly, the client machines are still unable to connect. If the client program is installed on the server, it connects properly.

Troubleshooting: It's possible that the port is being blocked, either by the firewall on the server itself or elsewhere in your network architecture, typically at the router level. Microsoft provides a tool called portqry.exe to check specific ports or services to see if they are being blocked or filtered, and portqueryui.exe is a utility to run that tool with a graphical interface.

Portqryui.exe can be downloaded from our site https://dl.waspbarcode.com/kb/tools/portqryui.exe or from Microsoft's knowledge base https://support.microsoft.com/en-us/kb/310099 which also gives more information about the utility.

To use the utility to check the Wasp service, download and run it from one of the above links. This will extract 5 files to C:\PortQryUI. From that folder, run portqueryui.exe. In that interface, enter the server's machine name, FQDN, or IP address in the destination field, then select Manually input query ports: and enter the correct port(s) for your application:

On Premise v2 or newer:

STS Service: 8700 (*)
API Service: 8701 (*)
AssetCloud OnPremise: 8702
InventoryCloud OnPremise: 8703

On Premise v1:

STS Service: 8080 (*)
API Service: 8081 (*)
AssetCloud OnPremise: 8082
InventoryCloud OnPremise: 8083

(*) The STS and API pages only communicate internally on the server and should not need to be made more widely accessible. Only the AssetCloud/InventoryCloud pages need to be unblocked.

Older Wasp programs:
InventoryControl v7: 10004,10005
MobileAsset v7: 10006-10008
WaspTime v7: 10002

When you click Query, it will show first an attempt to resolve the IP/Name, followed by the status of each port in the query as being LISTENING, NOT LISTENING, or FILTERED. If the port is not listening or filtered, the client machine is not receiving a proper response and the program will not be able to run. If you have administrator access to the server machine, you can enter exceptions into the firewall configuration to allow all traffic on the service's ports. If that is done but the port is still not LISTENING, you may need to involve your local IT department or network administrator to investigate the network setup.

Related Content

- InventoryControl: Error: "Connection refused. Check if Wasp Inventory Windows Service is started", but the service is started

- WaspTime: What ports need to be unblocked for the Wasp clocks?