

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

Jason - 2024-08-29 - [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:

InventoryControl v7: 10004,10005

MobileAsset v7: 10006-10008

WaspTime v7: 10002

On Premise

STS Service: 8080

API Service: 8081

AssetCloud OnPremise: 8082

InventoryCloud OnPremise: 8083

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?](#)