

# Wasp

## BARCODE TECHNOLOGIES

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### WaspTime : Failed to connect to the Time Server

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When trying to run WaspTime, if it immediately responds "Failed to connect to the Time Server. The program can not run without the Time Server so it will exit. Check the log file for more details", check the WaspTime5.log file on that machine. In Windows XP, it will be located in C:\Documents and Settings\\Local Settings\Application Data\Wasp Barcode Technologies. In Windows Vista/7, it should be in C:\Users\\AppData\Local\Wasp Barcode Technologies.

If the log file shows any of these errors:

*Exception calling IsServiceUp: Configuration system failed to initialize*

*Exception connecting to the service: Configuration system failed to initialize*

*Error logging out: Configuration system failed to initialize*

or anything else with the phrase *Configuration system failed to initialize*, there may be a conflict with the installed versions of Microsoft .NET Framework on that machine. Check in the Control Panel > Add / Remove Programs to see if there are multiple listings for Microsoft .NET Framework. If there are, you may need to find out if other applications require a certain version of .Net to work properly. If possible, uninstall all existing versions, newest first. Once they are uninstalled, reinstall the version from the WaspTime cd's DotNet folder. Once it has finished, try the WaspTime program again.

If WaspTime now opens properly, but you need the other versions of .Net reinstalled, you can try installing them one at a time and see if the error returns. If the error returns, there is a conflict with the most recently installed version. You can try downloading a fresh copy of that installer from Microsoft if you need that version on this machine, but you may need to either relocate WaspTime or the other program that requires that version to a different machine.