Windows 10 v1803 blocks connection to multiple Wasp products

Scott Leonard - 2018-06-19 - FAQs

Problem: PCs updated to Windows 10 v1803 may have trouble working with numerous Wasp products:

> InventoryControl v7 Professional edition
> MobileAsset v7 Professional edition
> Mobile device connection via cable to the PC's Windows Mobile Device Center (including HC1, WDT60, WDT90 models)

Workaround

> At this writing (June 19, 2018), these are Wasp's only known workarounds:
> 1. Roll back to the previous version of Windows.
> or
> 2. Follow suggestions in the End-User Discussion (linked below). This is outside the scope of Wasp Tech Support.
>
> Microsoft has been made aware of the problem. The Known Issues section of the following Microsoft article about the problem includes the statement "Microsoft is working on a resolution that we expect to be available later in June."
> https://support.microsoft.com/en-us/help/4284835/windows-10-update-kb4284835

End-User Discussion of issues on Microsoft's message board:

> https://social.msdn.microsoft.com/Forums/en-US/80d86b3b-28ff-4abe-945f-a1efccb5cf8e/rs41803windows-10-1803-wont-run-odbc-sql-connected-application-from-network?forum=windowsgeneraldevelopmentissues
>
> Of note: Some antivirus/protection products appear to prevent certain problems from occurring.

More Information, Logged messages, Symptoms

1. The Professional editions of InventoryControl and MobileAsset give a message in the yellow band of the login dialog when attempting to log in:
** GetString failed to find LICENSE_MSG_CannotEstablishConnectedSocket

2. When connecting a Windows Mobile/CE device via a data cable, it makes a successful connection in Device Manager as a Network Adapter (Microsoft Windows Mobile Remote Adapter) or Mobile Device (Microsoft USB Sync) but fails to appear as a Portable Device, and does not show as connected in Windows Mobile Device Center. The Windows Application Event Log reports:
Error, Event ID 6, source RapiMgr
Message: Windows Mobile-based device is plugged in but is unable to make a network connection to the desktop.