



# WASP PROTECT

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## Windows 10 v1803 blocks connection to multiple Wasp products

Scott Barnett - 2018-06-19 - in 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)

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### 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>

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**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.

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**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.