InventoryControl/MobileAsset: Error: Failed to load print preview or print failed

Internal User - 2017-04-10 - in Software

When attempting to print labels from InventoryControl or MobileAsset, an error message appears stating "*Failed to load print preview or print failed*".

To resolve this issue:

You, or your IT administrator, will need to be logged into the PC as a Windows Administrator to be able to set the required permissions. The following folder needs to have permissions set to allow Modify for the Users group.

- 64-bit Windows: C:\Program Files (x86)\Wasp Technologies
- 32-bit Windows: C:\Program Files\Wasp Technologies

If you are not familiar with setting NTFS permissions**,** contact Wasp Support for assistance with the process. Instructions for settings permissions are provided below:

Setting Permissions in Windows 7:

1. In Windows File Explorer, open the **C:\Program Files (x86)** or **C:\Program Files** folder.
2. Right click on the **Wasp Technologies** folder, then click **Properties**.
3. Click the **Security** tab.
4. Click the **Edit** button on the right side toward the middle of the dialog box.
5. In the top section, click the **Users** group.
6. In the bottom section, in the **Full Control** row, check the box in the **Allow** column.
7. Click **OK**.
8. Click **OK** again to close the **Properties** screen.

Setting Permissions in Windows XP:

1. In Windows File Explorer, open the **C:\Program Files** folder so you can see the **Wasp Technologies** folder.
2. Right click the **Wasp Technologies** folder, then click **Properties**.
3. Click the **Security** tab.
4. In the top section, click the **Users** group.
5. In the bottom section, the **Full Control** row, check the box in the **Allow** column.
6. Click **OK**.