



# WASP PROTECT

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Unable to print labels using the wireless mode mobile device

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## InventoryControl v7: Unable to print labels using the wireless mode mobile device

Jason Whitmer - 2017-06-05 - 0 Comments - in Version 7

Symptom: We have set up the Wasp Inventory Windows Service to run as a local account, and the wireless mode mobile device is able to select the label printer, but when attempting to print the labels, nothing happens.

Cause: Microsoft has confirmed that when running a 32 bit service in a 64 bit version of Windows 8, 8.1, 10, Server 2012, or Server 2012 R2 that attempts to access printing functions, the operation will fail, even when you are able to log in to Windows as that same local account and print using an .exe file.

Solution: Microsoft has posted a Fix It download that should resolve the issue:

<https://support.microsoft.com/en-us/help/2954953/some-apis-do-not-work-when-they-are-called-in-services-in-windows>