



WASP PROTECT

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Unable to print labels using the wireless mode mobile device

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

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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>

Error log verbiage for searches. Note: This error message is received from Windows, not generated by the Wasp product.

[2017-06-30 09:59:05.294](#) 697 ----- ERROR | Class:
Wasp.WaspPrintEngine.PrintEngine, Method: PrintToPrinter, Error Description: PrintTicket
provider failed to bind to printer. Win32 error: Class does not exist.

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| StackTrace: at
[MS.Internal.Printing.Configuration.PTProvider..ctor\(String](#) deviceName, Int32 maxVersion,
Int32 clientVersion)
| at
[MS.Internal.Printing.Configuration.PTProviderBase.Create\(String](#) deviceName, Int32
maxVersion, Int32 clientVersion)
| at System.Printing.PrintTicketManager..ctor(String deviceName,
Int32 clientPrintSchemaVersion)
| at System.Printing.PrintQueue.get_UserPrintTicket()
| at Wasp.WaspPrintEngine.PrintEngine.PrintToPrinter()
|

[2017-06-30 09:59:06.559](#) 697 ----- ERROR | Class: WaspLabelEngine,
Method: Service Print, Error Description: Service Print error
| StackTrace: at Wasp.WaspPrintEngine.PrintEngine.PrintToPrinter()
| at Wasp.LabelEngine.WaspLabelEngine.Print()
| at Wasp.LabelEngine.WaspLabelEngine.ServicePrint()