



# WASP PROTECT

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Labeler v7: at installation, there is a Feature Transfer Error, mentioning QuickBooks?Addr3.png (contains question mark) or Korean Won sign (₩)

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## Symptom

During the installation of Labeler v7, there is an error:

Feature transfer error

Feature: Program Files

Component: App Executables

File: C:\Program Files (x86)\Wasp Technologies\Wasp Labeler

V7\Examples\QuickBooks?Addr3.png

Error: The filename, directory name, or volume label syntax is incorrect.

OK

then the installer just quits.

We have also seen a similar error that has the Korean Won currency symbol (W with dash through it) instead of the US backslash path-separation character:

₩

Won Sign - U+20A9

## Cause

In Windows settings, the System Locale for non-unicode is set to something other than English (United States). In most of our problem reports, it is set to Korean.

Resolution (requires a PC restart):

Control Panel, Region and Language, Administrative tab, "Change system locale" button,

change the "Current system locale" popdown to "English (United States)", OK, OK. Windows will require a restart.