



WASP PROTECT

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Labeler v7 crashes at launch; log file mentions "Insufficient memory" and "System.Windows.Media.Composition.DUCE.Channel.SyncFlush()"

Scott Kircher - 2018-04-11 - in Version 7

Symptoms

Labeler v7.1.x crashes at launch with an Unhandled Exception.

WaspLabelerV7.log includes these lines (see below for full verbiage):

```
2018-04-11 14:53:24.080          1 ERROR          | Insufficient
memory to continue the execution of the program.
```

```
...
```

```
2018-04-11 14:53:24.110          1 ERROR          | at
System.Windows.Media.Composition.DUCE.Channel.SyncFlush()
```

The Windows Application Event Log contains errors referencing WaspLabelerV7.exe, KERNELBASE.dll, Framework Version: v4.0.30319, etc. which usually indicate a .NET problem, but .NET troubleshooting techniques do not solve the problem.

Research

Web search on "System.Windows.Media.Composition.DUCE.Channel.SyncFlush()" led to MSDN blog article "WPF Render Thread Failures":

https://blogs.msdn.microsoft.com/dsui_team/2013/11/18/wpf-render-thread-failures/

with a link to an article including a registry edit to "Disable Hardware Acceleration"

Option":

<https://docs.microsoft.com/en-us/dotnet/framework/wpf/graphics-multimedia/graphics-rendering-registry-settings#disablehardwareacceleration>

Workaround

Add the registry value in the 2nd article's section "Disable Hardware Acceleration

Option":

Key: HKEY_CURRENT_USER\SOFTWARE\Microsoft\Avalon.Graphics

Type: DWORD

Name: DisableHWAacceleration

Value: 1

Notes

1. This workaround is per-user, so if another Windows user logs in, they might experience the crash until the workaround is applied for that user.
2. It may be possible to update video card drivers so that this problem no longer occurs. This is outside the scope of Wasp Support.

Full error verbiage as seen in WaspLabelerv7.log:

```
2018-04-11 14:53:24.068          1 ERROR          | -----
----- Unhandled Exception Information -----
----
2018-04-11 14:53:24.076          1 ERROR          | -----Exception
Message-----
2018-04-11 14:53:24.080          1 ERROR          | Insufficient memory
to continue the execution of the program.
2018-04-11 14:53:24.087          1 ERROR          | -----
-----
2018-04-11 14:53:24.091          1 ERROR          | -----Source--
-----
2018-04-11 14:53:24.096          1 ERROR          | PresentationCore
2018-04-11 14:53:24.101          1 ERROR          | -----
-----
2018-04-11 14:53:24.106          1 ERROR          | ----- Stack Trace-
-----
2018-04-11 14:53:24.110          1 ERROR          |      at
System.Windows.Media.Composition.DUCE.Channel.SyncFlush()
|      at
System.Windows.Media.MediaContext.CompleteRender()
|      at
```

```

System.Windows.Interop.HwndTarget.OnResize()
    | at
System.Windows.Interop.HwndTarget.HandleMessage(WindowMessage msg,
IntPtr wParam, IntPtr lParam)
    | at
System.Windows.Interop.HwndSource.HwndTargetFilterMessage(IntPtr
hwnd, Int32 msg, IntPtr wParam, IntPtr lParam, Boolean& handled)
    | at
MS.Win32.HwndWrapper.WndProc(IntPtr hwnd, Int32 msg, IntPtr wParam,
IntPtr lParam, Boolean& handled)
    | at
MS.Win32.HwndSubclass.DispatcherCallbackOperation(Object o)
    | at
System.Windows.Threading.ExceptionWrapper.InternalRealCall(Delegate
callback, Object args, Int32 numArgs)
    | at
System.Windows.Threading.ExceptionWrapper.TryCatchWhen(Object source,
Delegate callback, Object args, Int32 numArgs, Delegate catchHandler)
    | at
System.Windows.Threading.Dispatcher.LegacyInvokeImpl(DispatcherPriori
ty priority, TimeSpan timeout, Delegate method, Object args, Int32
numArgs)
    | at
MS.Win32.HwndSubclass.SubclassWndProc(IntPtr hwnd, Int32 msg, IntPtr
wParam, IntPtr lParam)
2018-04-11 14:53:24.115          1 ERROR          | -----
-----

```