

# Wasp

## BARCODE TECHNOLOGIES

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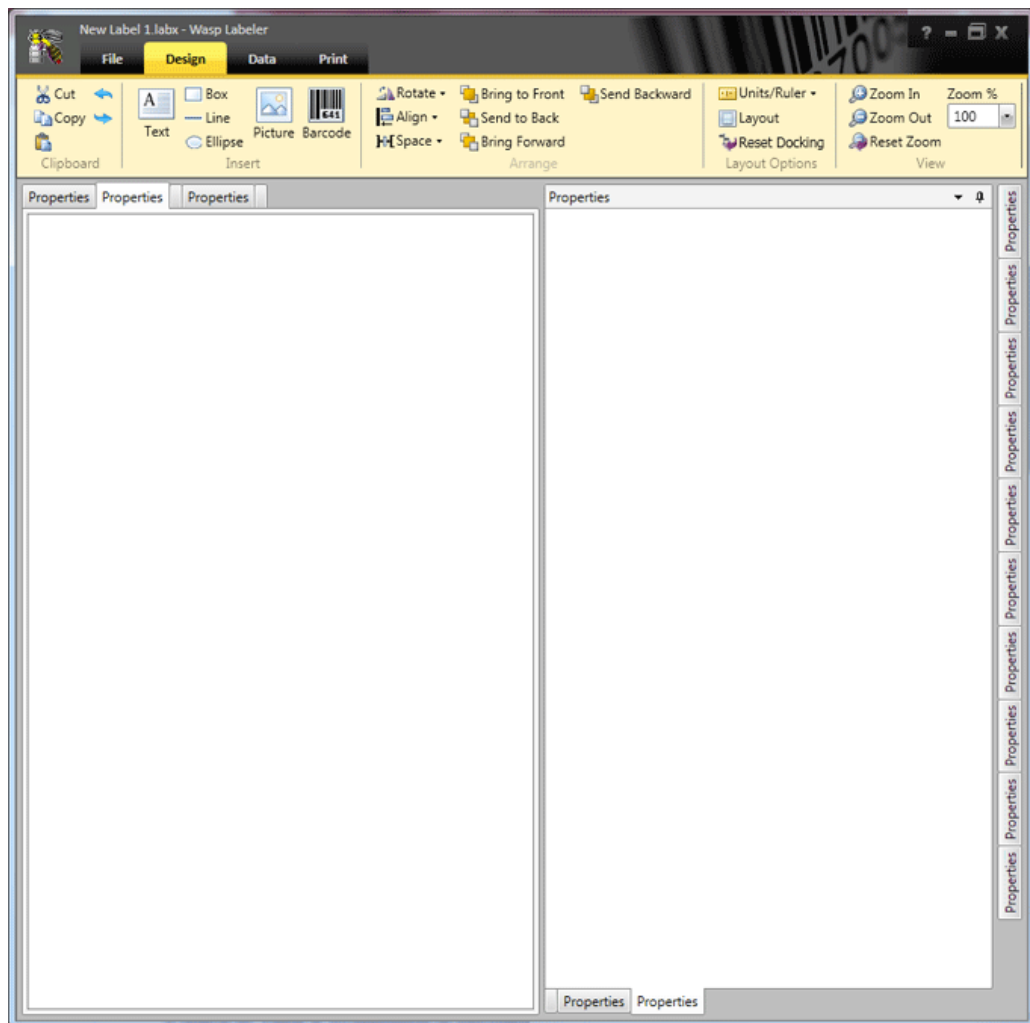
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### Labeler v7: Many Properties boxes appear on-screen, and they cannot be closed

Scott Leonard - 2023-01-23 - in Version 7

#### **Symptom**

Multiple Properties boxes appear on-screen, and they cannot be closed.



### Cause

The following configuration file is corrupt:

Windows 10, 8, 7, Vista: C:\Users\[username]\AppData\Local\Wasp Barcode Technologies\Wasp Labeler V7\Layout.xml

Windows XP: C:\Documents and Settings\[username]\Local Settings\Application Data\Wasp Barcode Technologies\Wasp Labeler V7\Layout.xml

### Resolution

For any user who has the problem, delete the file mentioned above. One or more of the folders may be hidden, so in Windows, you will need to enable viewing hidden files and folders.

### Technical Details

The XML file contains multiple sections of <RadSplitContainer> with <RadPane Title="Properties"> where CanUserClose="False". This prevents the user from closing the Properties boxes. (There may also be other extraneous characters at the end of the file.)