



# WASP PROTECT

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## Microsoft .NET Framework Repair and Uninstall/Reinstall Procedures

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### Background

Wasp software products rely on the Microsoft .NET Framework for many operations. Corruption in .NET can cause Wasp products to fail or give errors with no apparent Wasp-related cause. For example, a problem persists even after deleting and reinstalling all components of a Wasp software product.

Repairing the .NET Framework (and/or uninstalling & reinstalling) can resolve certain issues.

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### Procedures

A. Start with the Microsoft .NET Framework Repair Tool, then test whether the problem still occurs:

Microsoft .NET Framework Repair Tool

<https://support.microsoft.com/en-us/help/2698555/microsoft-.net-framework-repair-tool-is-a-vailable>

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B. If that doesn't fix the problem, the .NET Framework Cleanup Tool does a more thorough

removal process. Then the desired components can be reinstalled.

Microsoft .NET Framework Cleanup Tool User's Guide (instructions & downloads):

<https://blogs.msdn.microsoft.com/astebner/2008/08/28/net-framework-cleanup-tool-users-guide/>

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C. This procedure takes longer and has several PC reboots.

Uninstall:

1. Control Panel, Programs and Features, Windows Features, expand any .NET components listed (could be multiple versions), then uncheck all boxes within. Don't reboot if prompted.
2. .NET Cleanup tool: Cleanup Now, then Exit when finished.
3. Reboot.
4. .NET Cleanup tool (again): Cleanup Now, then Exit when finished.
5. Reboot.

Reinstall:

6. Control Panel, Programs and Features, Windows Features, expand any .NET components listed (could be multiple versions), then check all boxes within.
  7. Use downloaded installer (if necessary) to reinstall up to the desired version. Reboot if prompted.
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Microsoft's .NET Downloads & Info (the Cleanup Tool link has all versions):

.NET Framework 4.6.1 (Offline Installer)

<https://www.microsoft.com/en-us/download/details.aspx?id=49982>

or

.NET Framework 4.5.2 (Offline Installer)

<http://www.microsoft.com/en-us/download/details.aspx?id=42642>

What's New in the .NET Framework

<https://msdn.microsoft.com/en-us/library/ms171868%28v=vs.110%29>

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Additional Information

When .NET version numbers show up in error messages, log files, and Windows Event Viewer, this is evidence of .NET problems. These version numbers can be seen as subfolder names under C:\Windows\Microsoft.NET\, including v1.0.3705, v1.1.4322, v2.0.50727, v3.0, v3.5, v4.0.30319.

Error keywords & files that point to .NET problems:

mscorlib  
mscorlib.dll  
KERNELBASE.dll

An example from a Windows Application Event Log follows. Note that the version number matches .NET, not the installed Wasp component (which is v7.3).

Application: WaspInventoryWindowsService.exe  
Framework Version: v4.0.30319  
Description: The process was terminated due to an unhandled exception.  
Exception Info: System.FormatException

Later versions of Windows include some .NET components:

Windows 10 v1703 (Creators): 3.5.1, 4.7  
Windows 10 v1607 (Anniversary): 3.5.1, 4.6.1  
Windows 10 original: 3.5.1, 4.6  
Windows 8: 3.5.1, 4.5.1  
Windows 7: 3.5.1

.NET versions 4.5.2 & 4.6.1 are considered stable and good for Wasp software.

.NET versions 4.5.1 & 4.6 are known to cause problems with Wasp software.

#### Related Pages

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- [Windows Printer & Printing Subsystem problems](#)
- [WPL Print Driver: Driver Wizard says it completed, but the "completed successfully" list is empty and no printer is actually installed. \(driver removal via registry\)](#)