

# Wasp

## BARCODE TECHNOLOGIES

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### MobileAsset v7: Setup Error: Install script failed to load DLL file WASPACT.DLL; MobileAsset fails to launch

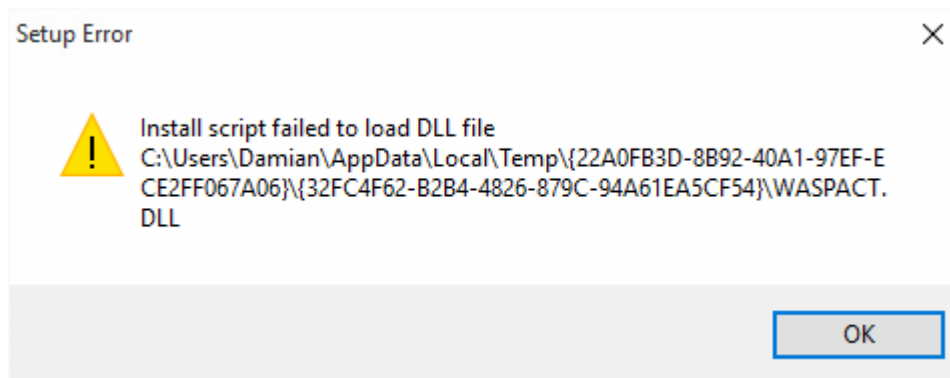
Scott Leonard - 2017-06-14 - in Version 7

#### Symptoms

- Near the end of the installation of MobileAsset v7 and Labeler, you receive:

Setup Error

Install script failed to load DLL file C:\Users\[username]\AppData\Local\Temp\[hex characters]\[hex characters]\WASPACT.DLL



- It's possible the MobileAsset window may never appear when launched. If so, you do not see mobileasset.exe running in Task Manager, and the MobileAsset.log file contains errors:

```
2015-12-04 10:53:16.453      1 FATAL    | Unable to load DLL 'WaspAct.dll': The
specified module could not be found. (Exception from HRESULT: 0x8007007E)
2015-12-04 10:53:16.453      1 FATAL    | at
Wasp.Utility.WaspActivation.SetWebPage(String sWebPage)
                                | at Wasp.Apps.WaspApps.ValidateLicense(Int32
nAlgorithmID)
2015-12-04 10:53:16.453      1 ERROR    | Failed to Validate the license.
```

### Cause

The file msvcr110.dll is missing.

### Resolution

- Copy the file from another PC to the problem PC in the correct location, which is:  
64-bit Windows: C:\Windows\SysWOW64\msvcr110.dll  
32-bit Windows: C:\Windows\System32\msvcr110.dll

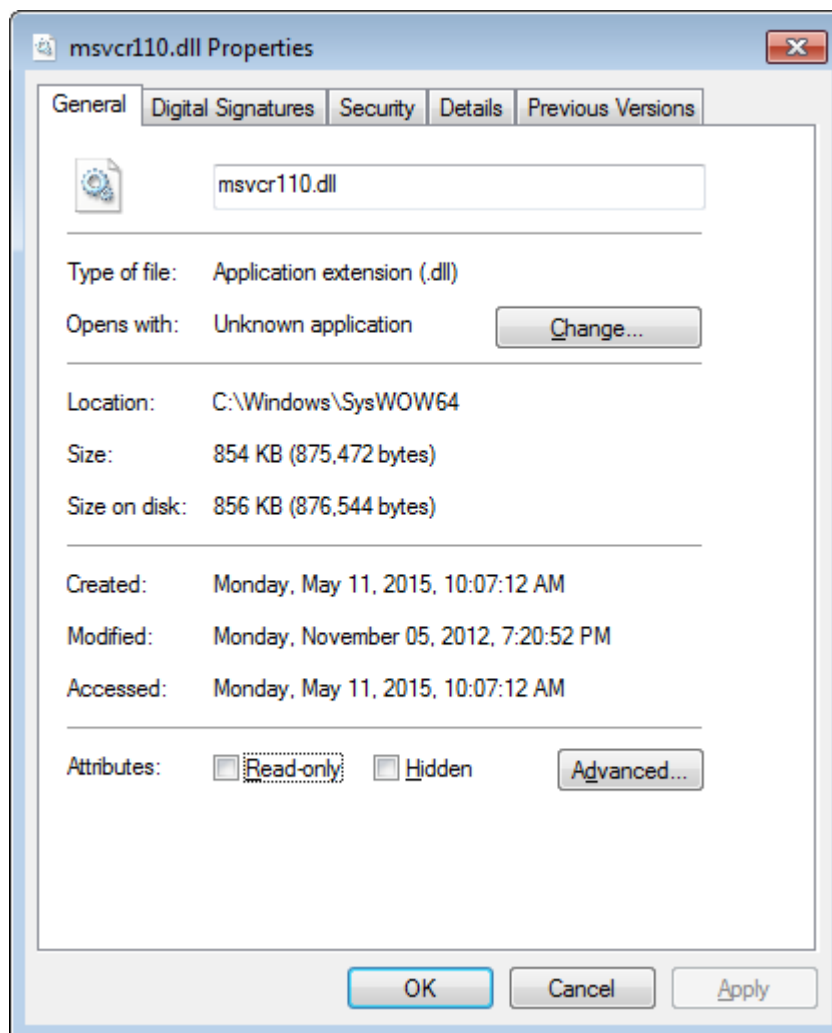
or

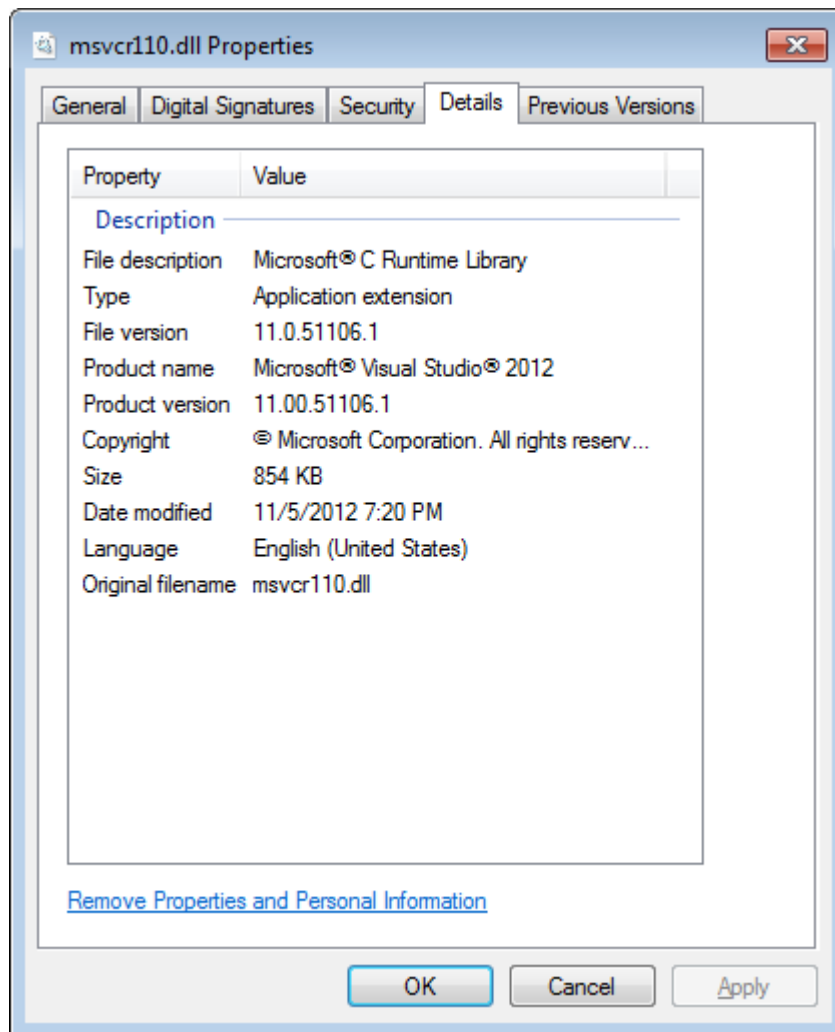
- Download the following zipped file, then extract it to the correct location (above).  
<http://dl.waspbarcode.com/kb/windows/msvcr110.zip>

### More Information

- The initial installation of .NET v3.5.1 on Windows XP installs the file in question. On any version of Windows, if the file is moved or deleted, subsequent uninstall & reinstall of this feature does not restore the file.  
Windows Vista, 7, 8, 10: Enabled via Programs and Features, Turn Windows features on or off.  
Windows XP: Installed via MobileAsset installer, or separate download from Microsoft.

- The file is identical on 64- and 32-bit editions of Windows XP, Vista, 7, 8, and 10:





#### Related Pages

- [MobileAsset v7.1: client quits immediately, log: Unable to load DLL 'WaspAct.dll'](#)