Labeler: Installation fails with an error about a missing file, QuickBooks?Addr3.png

Jason - 2018-08-21 - Labeler

Symptom: During installation, it fails with this error:

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.
Cause: The file name in question should actually be QuickBooks®_Addr3.png, but some non-English versions of Windows, most commonly Korean, do not properly translate the ®_ in the filename, and show the ? instead. Changing the Regional Settings to English (US) is not enough to overcome this, because the other environmental variables in the background are set during installation and are not changed by Regional Settings.

Possible Workaround: While Labeler and the other Wasp products are not officially supported in non-English versions of Windows, you may be able to overcome this particular error by going to Control Panel > Region and Language > Administrative, and under Language for non-Unicode programs, click Change system locale... and set it to English (United States).

This may have unintended consequences for other programs on the system. If it does, you can set it back to the original language after installing Labeler. If Labeler no longer works, you will need to move the installation to a different system that is installed with the English version of Windows.