

Labeler v7 crashes at launch

Internal User - 2018-07-17 - [Version 7](#)

Users experiencing a crash when Labeler is opened may only need to update to the latest version:

<http://www.waspbarcode.com/support/updates-patches/wasplabeler-patches>

For versions older than 7.1.0:

Labeler reads settings from 3 different files during launch, and if there is an error in any of those files, it will prevent it from launching properly. To resolve these situations, we can delete those three files, and they will be recreated when you relaunch the program.

Locating these files will require you to have Show Hidden Files and Folders enabled in Windows.

For Windows Vista/7/8/10, go to Computer > Organize > Folder and search options > View, and select Show hidden files, folders, and drives.

For Windows XP, open My Computer, then Tools menu > Folder Options > View, and select Show hidden files and folders.

1. The first file is PageLayouts.xml.

In Windows Vista/7/8/10, it will be in C:\ProgramData\Wasp Barcode Technologies\Wasp Labeler V7\7.0.1.0.

(In Windows XP, it will be in C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\Wasp Labeler V7\7.0.1.0.)

2. The other two files are Wasp_LabelerV7_Settings.xml and Layout.xml.

In Windows Vista/7/8/10, they will be in C:\Users\<username>\AppData\Local\Wasp Barcode Technologies\Wasp Labeler V7.

(In Windows XP, they will be in C:\Documents and Settings\<username>\Local Settings\Application Data\Wasp Barcode Technologies\Wasp Labeler V7.)

Please note: DO NOT delete the same-named files located beneath the Program Files folder (or Program Files (x86)), or Labeler will not be able to recreate them and will not be able to open.

Related Content

- [Labeler v7 crashes at launch; log file mentions "Insufficient memory" and "System.Windows.Media.Composition.DUCE.Channel.SyncFlush\(\)"](#)
- [Labeler v7 crashes at launch, with logged errors mentioning Xaml and/or Baml](#)
- [Labeler v7: error at launch: "Root element is missing."](#)