Labeler v7: error at launch: "Root element is missing."

Scott Leonard - 2023-01-19 - Version 7
At launch, Labeler v7 gives error:

> Application Error
> An error occurred in the application.
> Root element is missing.
> For more information, please check the log file C:\ProgramData\Wasp Barcode Technologies\Wasp Labeler V7\7.0.1.0\WaspLabelerV7.log
> OK

Resolution: delete or rename the following file, which has gotten corrupted:

> **Windows 10, 8, 7, Vista:** C:\Users\[username]\AppData\Local\Wasp Barcode Technologies\Wasp Labeler V7\Wasp_LabelerV7_Settings.xml
>
> **Windows XP:** C:\Documents and Settings\[username]\Local Settings\Application Data\Wasp Barcode Technologies\Wasp Labeler V7\Wasp_LabelerV7_Settings.xml

(One or more of the folders is hidden, so you will need to show hidden files and folders to see them.)

The easiest way to get to the location is to click on the start menu and type in %appdata%



click on the file folder

At the top of the screen click on AppDadta



Double Click on Local



Scroll down to Wasp Barcode Technologies



Wasp Labeler V7

The highlighted file is what you want to rename/delete



After deleting the file, when Labeler is relaunched, it will rebuild the file and no longer give the error.

Should this not resolve the error, please follow the instructions given on this more general knowledge base article that covers crashing at launch:

Labeler v7 crashes on launch
https://support.waspbarcode.com/kb/articles/243

Related Content

- Labeler v7 crashes at launch