Labeler v7: On Windows 7, a working setup suddenly stopped printing to label printers. Or a new installation hasn't ever worked.

Scott Leonard - 2025-01-06 - Version 7

Problem

Around March 9-10, 2016, Microsoft released a Windows Update for Windows 7 that caused Labeler v7.1.x to no longer print. This has been observed with Wasp-branded label printers, Dymo label printers, and possibly other printers.

Resolution

Download and install .NET v4.6.1 from Microsoft's site, rebooting if prompted:
https://www.microsoft.com/en-us/download/details.aspx?id=49982

If for some reason Microsoft's download is not available, this is the same file hosted on Wasp's download server:
https://dl.waspbarcode.com/wasp/supportfiles/NDP461-KB3102436-x86-x64-AllOS-ENU.exe

More Information

Log files may contain the following error:

2016-03-17 13:34:10.356 1 ERROR | Class: Wasp.WaspPrintEngine.PrintEngine, Method: PrintToPrinter, Error Description: Method not found: 'UInt32 System.Printing.PrintQueue.GetDpiX(System.Printing.ILegacyDevice)'.
| StackTrace: at Microsoft.Internal.AlphaFlattener.Flattener.Convert(Primitive tree, ILegacyDevice dc, Double width, Double height, Double dpix, Double dpiy, Nullable`1 quality)
| at Microsoft.Internal.AlphaFlattener.MetroDevice0.FlushPage(ILegacyDevice sink, Double width, Double height, Nullable`1 outputQuality)
| at Microsoft.Internal.AlphaFlattener.MetroToGdiConverter.FlushPage()
| at System.Windows.Xps.Serialization.NgcSerializationManager.EndPage()
| at System.Windows.Xps.Serialization.NgcDocumentPageSerializer.SerializeObject(Object serializedObject)
| at System.Windows.Xps.Serialization.NgcDocumentPaginatorSerializer.SerializeObject(Object serializedObject)
| at System.Windows.Xps.Serialization.NgcSerializationManager.SaveAsXaml(Object serializedObject)
| at System.Windows.Xps.XpsDocumentWriter.SaveAsXaml(Object serializedObject, Boolean isSync)
| at System.Windows.Xps.XpsDocumentWriter.Write(DocumentPaginator documentPaginator, PrintTicket printTicket)
| at System.Windows.Controls.PrintDialog.PrintDocument(DocumentPaginator documentPaginator, String description)
| at Wasp.WaspPrintEngine.PrintEngine.PrintToPrinter()