MobileAsset: Printing labels, errors occur referencing LabelerOCX.OCX

Jason - 2017-04-10 - Version 7

When attempting to select the label printer or print the labels, if you get an error referencing LabelerOCX.OCX, try the following:

Close MobileAsset, if it is open. Go to the Windows Start menu and in the Search box type cmd. In the results, right click CMD.EXE and select Run as administrator.

In the command prompt window, enter the following command:

regsvr32 -u "C:\Program Files (x86)\Wasp Technologies\MobileAsset\labelerocx.ocx"

It should respond "DllUnregisterServer in C:\Program Files (x86)\Wasp Technologies\MobileAsset\labelerocx.ocx succeeded." Click OK on that message, then enter the following command into the command line:

regsvr32 "C:\Program Files (x86)\Wasp Technologies\MobileAsset\labelerocx.ocx"

It should respond "DllRegisterServer in C:\Program Files (x86)\Wasp Technologies\MobileAsset\labelerocx.ocx succeeded."

(Note that I have written these based on the ticket stating that the customer is running Windows 7, 64 bit. If it is 32 bit, they will need to remove the (x86) from the commands, so it will be C:\Program Files\Wasp...)

Reopen Mobile Asset and try setting up the printer or printing the label again.