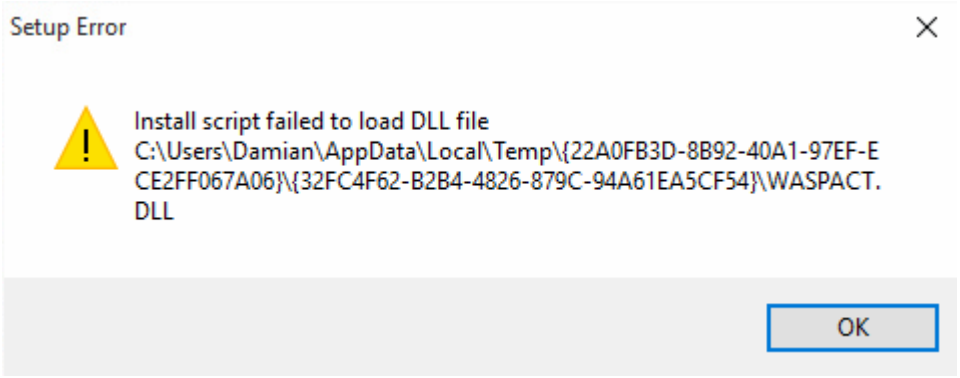
MobileAsset v7: Setup Error: Install script failed to load DLL file WASPACT.DLL; MobileAsset fails to launch

Scott Leonard - 2025-01-06 - Version 7

Symptoms

- Near the end of the installation of MobileAsset v7 and Labeler, you receive:

  Setup Error
  Install script failed to load DLL file C:\Users\[username]\AppData\Local\Temp\{hex characters}\{hex characters}\WASPACT.DLL



- It's possible the MobileAsset window may never appear when launched. If so, you do not see mobileasset.exe running in Task Manager, and the MobileAsset.log file contains errors:
  2015-12-04 10:53:16.453 1 FATAL | Unable to load DLL 'WaspAct.dll': The specified module could not be found. (Exception from HRESULT: 0x8007007E)
  2015-12-04 10:53:16.453 1 FATAL | at Wasp.Utility.WaspActivation.SetWebPage(String sWebPage)
  | at Wasp.Apps.WaspApps.ValidateLicense(Int32 nAlgorithmID)
  2015-12-04 10:53:16.453 1 ERROR | Failed to Validate the license.

Cause

The file msvcr110.dll is missing.

Resolution

- Copy the file from another PC to the problem PC in the correct location, which is:
  64-bit Windows: C:\Windows\SysWOW64\msvcr110.dll
  32-bit Windows: C:\Windows\System32\msvcr110.dll

  or

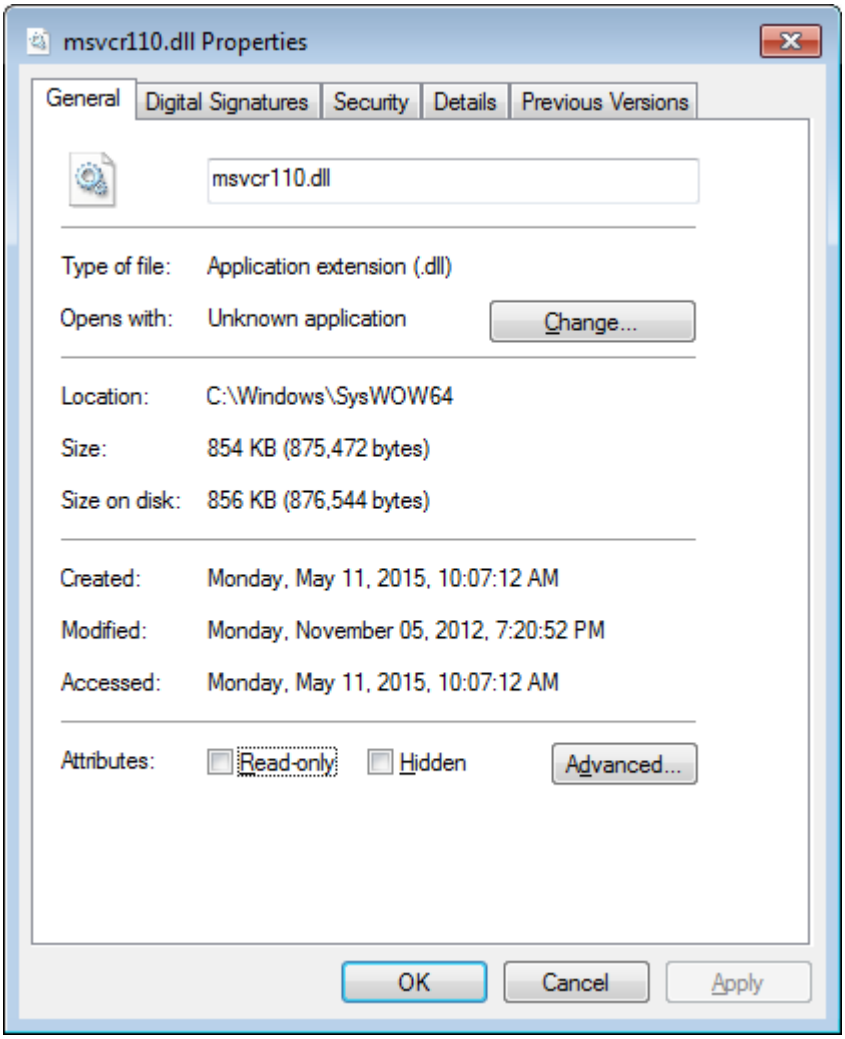
- Download the following zipped file, then extract it to the correct location (above).
  https://dl.waspbarcode.com/kb/windows/msvcr110.zip

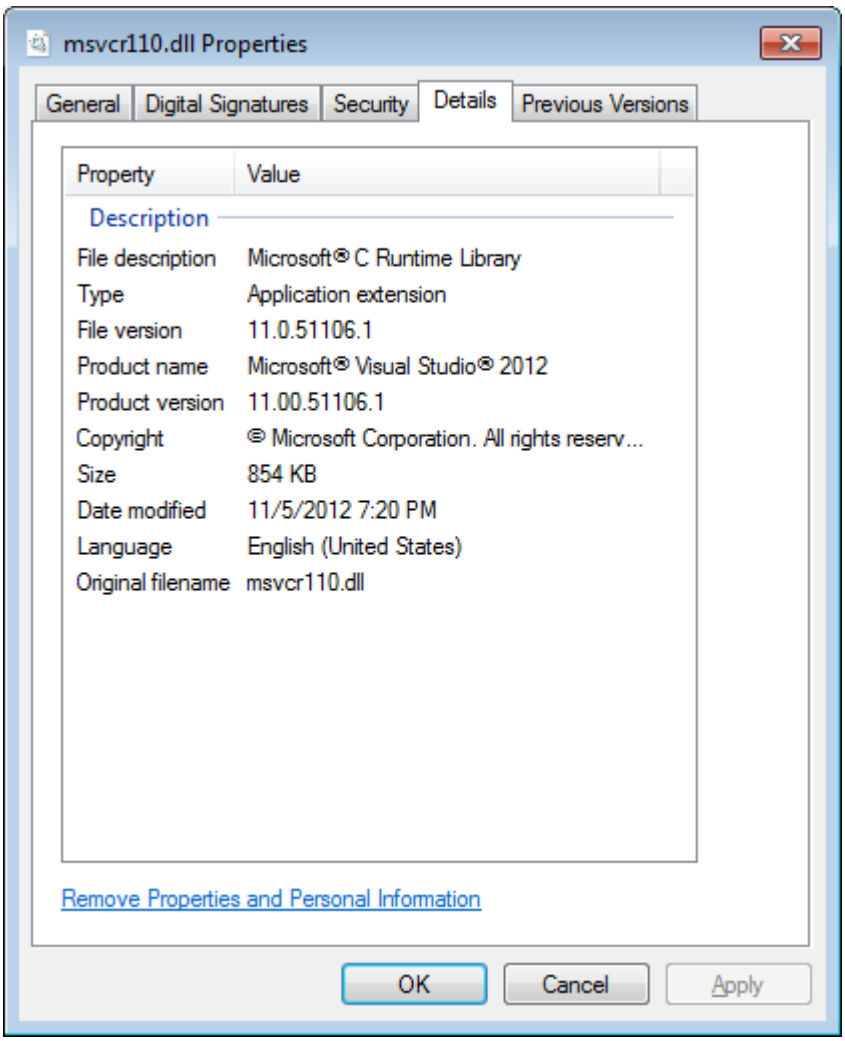
More Information

- The initial installation of .NET v3.5.1 on Windows XP installs the file in question. On any version of

Windows, if the file is moved or deleted, subsequent uninstall & reinstall of this feature does not restore the file.
Windows Vista, 7, 8, 10: Enabled via Programs and Features, Turn Windows features on or off.
Windows XP: Installed via MobileAsset installer, or separate download from Microsoft.

- The file is identical on 64- and 32-bit editions of Windows XP, Vista, 7, 8, and 10:





Related Content

- MobileAsset v7.1: client quits immediately, log: Unable to load DLL 'WaspAct.dll'