

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

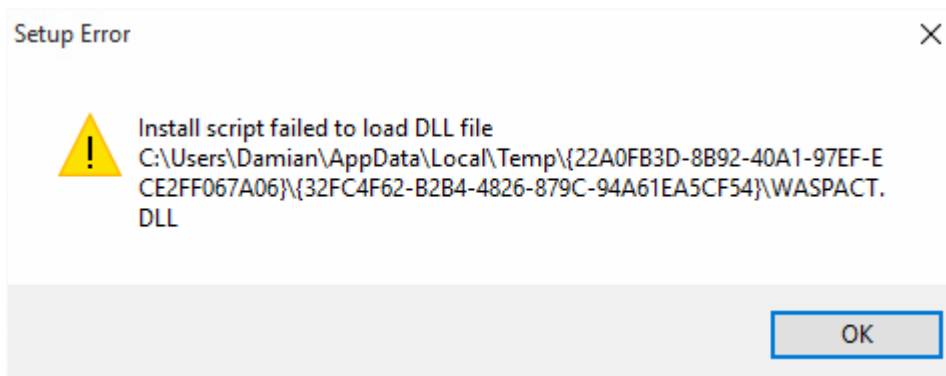
Scott Leonard - 2025-01-06 - [Version 7](#)

### 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

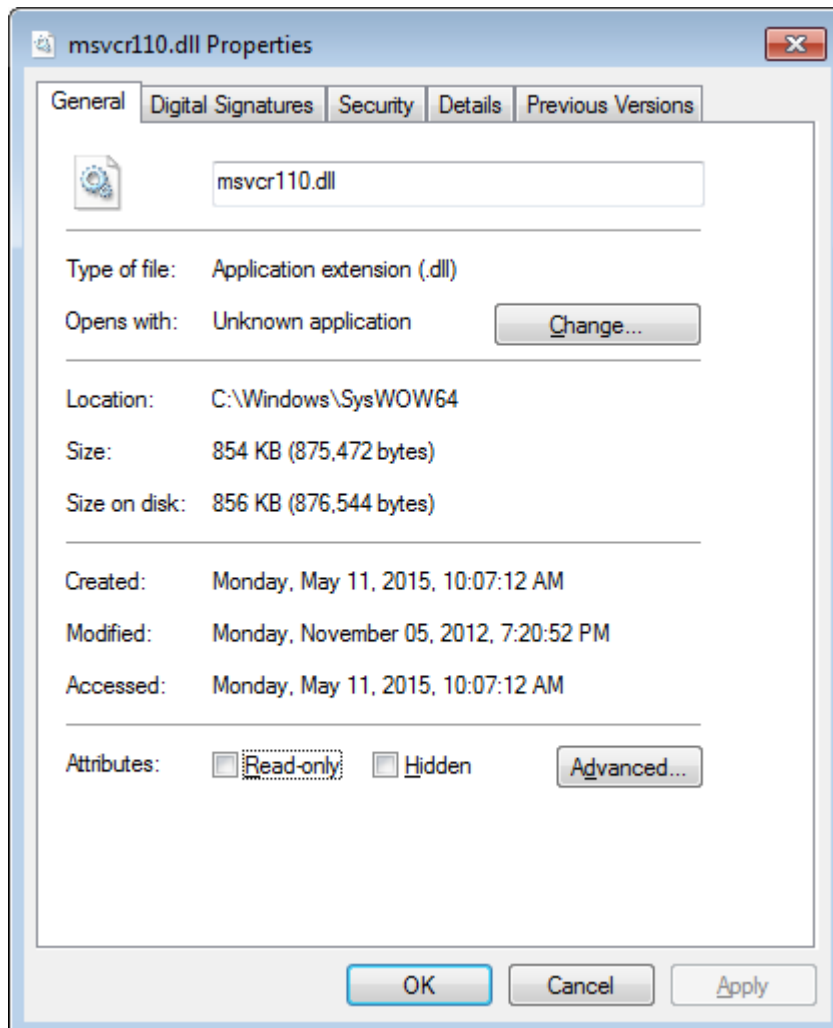
- The initial installation of .NET v3.5.1 on Windows XP installs the file in question. On any version of

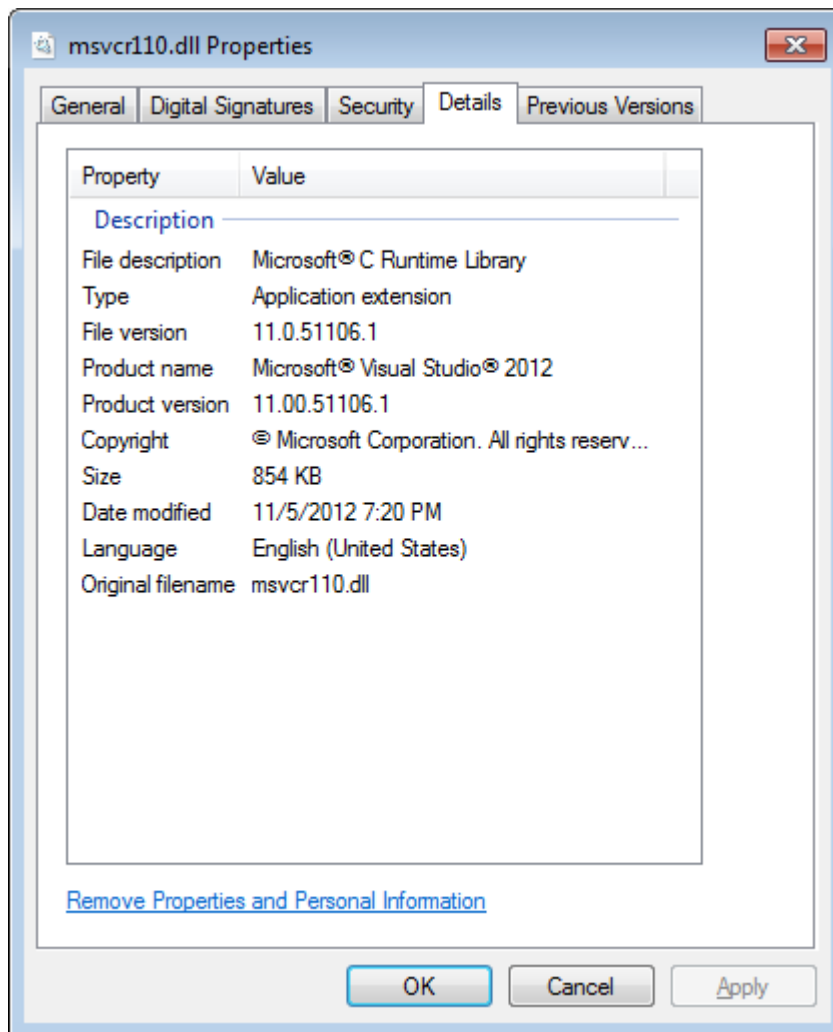
Windows, if the file is moved or deleted, subsequent uninstall & reinstall of this feature does not restore the file.

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'](#)