# Multiple Products - Error: Trouble printing labels from InventoryControl or MobileAsset (-76 NOOOOO)

Jason - 2023-01-20 - Version 6

When attempting to print labels from either InventoryControl or MobileAsset, if it gives you an error printing or creating print preview, please check the OCX.log file in the following locations:

For Mobile Asset:

C:\Documents and Settings\jason\Local Settings\Application Data\Wasp Barcode Technologies\MobileAsset\5.0.0.0 (XP)
C:\Users\<username>\AppData\Local\Wasp Barcode Technologies\MobileAsset\5.0.0.0 (Vista/7)

For InventoryControl:

C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\InventoryControl\4.0.0.0 (XP)
C:\Users\All Users\Wasp Barcode Technologies\InventoryControl\4.0.0.0 (Vista/7)
C:\ProgramData\Wasp Barcode Technologies\InventoryControl\4.0.0.0 (Vista/7 alternate path)

You could also use the WaspSupportUtility from https://dl.waspbarcode.com/wasp/WaspSupportUtility.exe to access the log files.

Within the LabelerOCX.log file, if you see the following error:

**OpenLabFileWithParam Return Value -76  NOOOOO, OpenLabFileWithParam FAILURE**

it usually means there is an issue with the user rights. If you are running Windows Vista or 7, you can test for this by right clicking InventoryControl\MobileAsset and selecting Run As Admin, then attempt to print the labels again. If they print without error when running as admin, it is for sure a rights issue.

To grant the correct rights to all users, please download and extract the appropriate file from these links, then run the SetReadOK_##.bat file:

For 32 bit versions of Windows: https://dl.waspbarcode.com/wasp/SupportFiles/SetReadOK_32.zip

For 64 bit versions of Windows: https://dl.waspbarcode.com/wasp/SupportFiles/SetReadOK_64.zip

If you continue receiving the error after running the above, you may also need to browse to C:\ProgramData, then right click Wasp Barcode Technologies and go to Properties, then Security. Click the Edit button, then click Add. In the Enter the object names box, type Everyone, then click Check Names and it should underline Everyone. Click OK. Now check the Allow box for Full Control and click Apply and OK.