

# Wasp

## BARCODE TECHNOLOGIES

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Exception trying to load the time zones: The given key was not found in the dictionary.

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### WaspTime: Exception trying to load the time zones: The given key was not found in the dictionary.

Jason Whitmer - 2023-01-20 - in Wasptime Version 6

When trying to run WaspTime in a non-English version of Windows, you will receive an error "Exception trying to load the time zones : The given key was not found in the dictionary."

WaspTime will run in English language installations of Windows only. It will not properly load the time zone information from the registry in other languages, leading to the above error. Because the information is put into the registry during installation of Windows, just changing the regional settings will not correct it.

This will apply to the server machine and any client machines.

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Possible workaround follows. Note: This has not been tested for adverse effects on the PC, so be sure to do the backup step so you can return to your original registry entries if needed.

Below are known good English registry entries that can be downloaded and imported.

In the registry editor, navigate to the following path:

64-bit

Windows: Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\WindowsNT\CurrentVersion\Time Zones

32-bit

Windows: Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\Time Zones

Right click on Time Zones and select Export, and export the selected tree as a backup.

Download the appropriate file for your operating system, unzip the file, then double-click the file for your OS (64-bit or 32-bit) to import the English registry entries.

The following file contains full known good Time Zones registry trees for Windows 10. Use the one that matches the affected PC, either 64-bit or 32-bit.

<https://dl.waspbarcode.com/kb/windows/Time-Zones-Win10.zip>

The following file contains full known good Time Zones registry trees for Windows 7. Use the one that matches the affected PC, either 64-bit or 32-bit.

<https://dl.waspbarcode.com/kb/windows/Time-Zones-Win7.zip>

The following file contains full known good Time Zones registry trees for Windows XP.

<https://dl.waspbarcode.com/kb/windows/Time-Zones-WinXP.zip>