Labeler v7: Label printing problems on Windows 10 or Windows 8.1

2015-08-04 - Internal User - General
These problems occur using Labeler v7, and when printing labels from InventoryControl v7 and MobileAsset v7 (which install and use Labeler v7).

Symptoms

- OS: Windows 10 or Windows 8.1
- Printing from Labeler to a WPL305, the label is fed, but is blank, or the printed image is less than half the expected size. A printed image might be unexpectedly rotated 90 degrees.
- Printing from Labeler to a WPL612 or WPL610, the above problem may occur, or there may be no response from Windows or the printer when the print job is sent; no print job appears in the print queue.
- Printing from Labeler to other types of printers, such as laser printers, PDF, and Microsoft XPS Document Writer, appears to unaffected. Printing from other applications to the label printer appears to be unaffected.

Cause

There is an incompatibility among Labeler, label printers, and Microsoft .NET v4.6 on Windows 10 and Windows 8.1. (When using Windows 7, label printing from Labeler appears to be unaffected by .NET v4.6.)

Discussion

Windows 10 comes with .NET v4.6 built in (and is not downgradeable).

Windows 8.1 comes with .NET v4.5.1 built in. The problem occurs when .NET v4.6 is installed.

Workaround

Windows 10: Refer to this new article:
http://support.waspbarcode.com/index.php?/Knowledgebase/Article/View/1267/49/labeler-v7-and-windows-10

Windows 8.1: Use the .NET Framework Cleanup Tool from Microsoft to return to .NET v4.5.1, then update to v4.5.2 (since there are problems with v4.5.1). If possible, disable the automatic update to .NET v4.6 in Windows Update. The PC will most likely need to be rebooted one or more times during this process.

Cleanup Tool Discussion Link:
http://blogs.msdn.com/b/astebner/archive/2008/08/28/8904493.aspx

Cleanup Tool Download link (click the "Download" link at the upper left to save just the desired file):
http://cid-27e6a35d1a492af7.skydrive.live.com/self.aspx/Blog_Tools/dotnetfx_cleanup_tool.zip

.NET v4.5.2 Download link:
http://www.microsoft.com/en-us/download/details.aspx?id=42642

Updates

When Wasp releases a fix for Labeler, or Microsoft releases a .NET update that does not cause this problem, this article will be updated.