

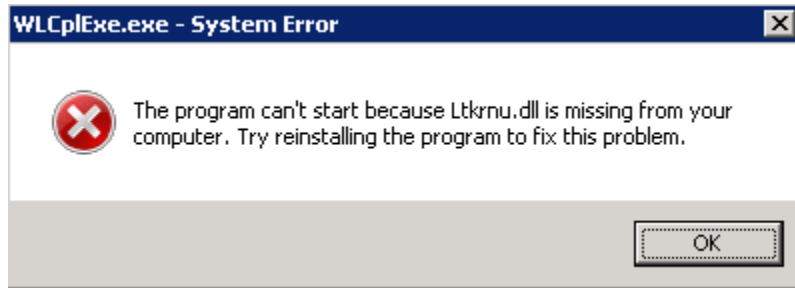
# Error Web Listener does not start - WLCplExe.exe - System Error

## Problem

When trying to start the Web Listener-Configuration utility, the following error is encountered:

## WLCplExe.exe - System Error

The program can't start because the Ltkrnu.dll is missing from your computer. Try reinstalling the program to fix this problem.



## Explanation

The core 12.0.0.0 **LPS Client Install** files do not have the correct set of DLL files to run the Web Listener-Configuration utility.

## Solution

This has been corrected in Loftware Print Server 12.0.1. Click on the following link to access the Loftware downloads section (requires a **userid** and **password** from **Loftware Customer Account Management**)

- <https://www.loftware.com/support/upgrades>

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2018002

## Versions

12.0.0.0

## Environment

All supported LPS 12.0.0.0 environments