

NiceLabel 2019

Licensing and Activation

Rev-2019-11 ©NiceLabel

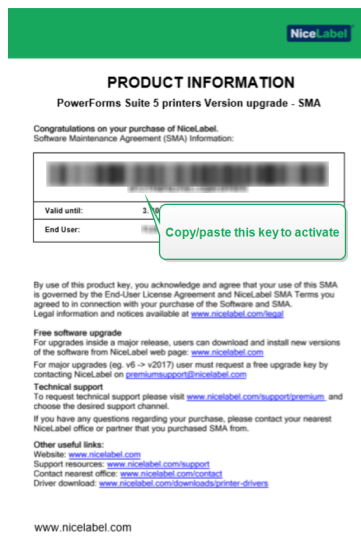
Contents

Activating your license	3
Activating NiceLabel applications	3
Activating via Control Center	4
Claiming your Label Cloud	6
How NiceLabel licensing works	7
Counting licensed printers	7
Counting printers in Web Printing	8
Reserving license seats	8
Using too many printers	9
Domains and NiceLabel licenses	10
Activating distributed multi-user licenses	10
NiceLabel LMS in DevOps	11
Offline license activation	12
Upgrading your license	17
Upgrading license in Designer, Automation and Print	17
Upgrading license in Control Center	24
Troubleshooting licenses and activation	27
"We cannot activate your single-user license"	27
"We cannot activate your multi-user license"	29
"We cannot check your license"	30
"License connection failed"	32
"We cannot run NiceLabel Designer"	34
"Activating your license again"	36
If the issue persists...	37
Clear license information from your computer and retry	37
Send trace log files to NiceLabel support team	37
Contacting NiceLabel Support	39

Activating your license

To activate your NiceLabel applications, you need the key that you received via email from your NiceLabel reseller after completing your purchase.

The email attachment with your activation key looks like this:



Activating NiceLabel applications

NOTE: Make sure your internet connection is working while you activate or deactivate NiceLabel 2019.

To activate and register your NiceLabel license in Designer, Automation, or Print:

1. Run your NiceLabel 2019 application.
2. The NiceLabel 2019 activation window opens. If you are already running trial version, go to **File > About > Activate Your License**. Click **Activate**.
3. The activation dialog opens.
 - Paste your license key into the license key field (from the email you received after purchase).
 - Type in your user information.
4. Click **Activate Your License**. Your copy of NiceLabel 2019 is ready.

NOTE: If you purchase a print-only license, activate your license in NiceLabel Print. If you try to activate your print-only license in Designer or Automation, the license appears invalid.

To activate and register your NiceLabel license in Control Center:

1. Go to **Administration > Licenses**.
2. Click **Activate new product**. The license activation page opens.
3. Paste your license key into the license key field (from the email you received after purchase).
4. Type in your user information.
5. Click **Next**. Your Control Center is ready.

Activating via Control Center

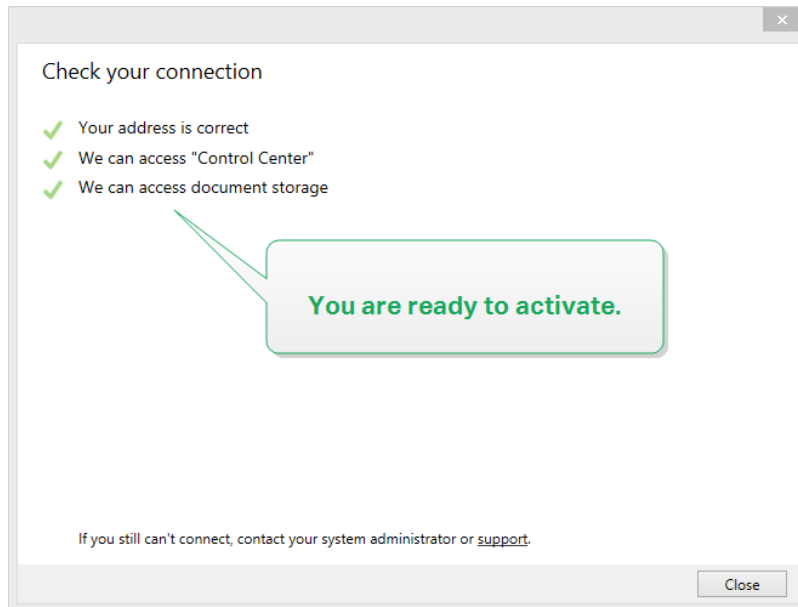
If you are running the NiceLabel Label Management System (LMS) in your company (on-premise LMS), you can activate your copy of NiceLabel 2019 by connecting to your Control Center. This also pairs your NiceLabel 2019 installation with Control Center and makes it part of your company's LMS.

NOTE: You cannot connect and activate your copy of NiceLabel 2019 using an inactive Control Center. Activate your Control Center first.

NOTE: Activation via Control Center requires you to install NiceLabel 2019 version 2019.2 or later.

1. Run your NiceLabel 2019 application.
2. The NiceLabel 2019 activation window opens. If you are already running trial version, go to **File > About > Activate Your License**. Click **Activate**.
3. Type the URL address of your Control Center. To check if your Control Center is accessible, click **Check connection**.

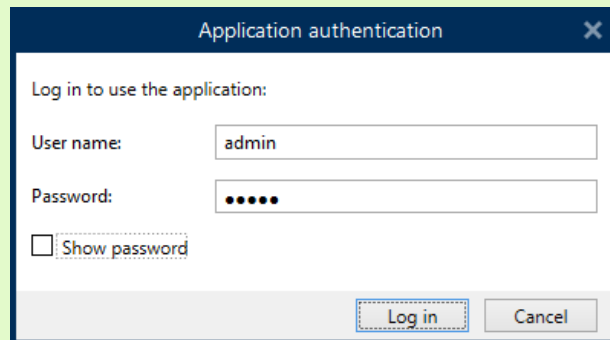
- The **Check your connection window** opens.
- The status indications tells you if your Control Center is accessible or not.



NOTE: To connect to your Control Center, you need a working Internet connection. If your Control Center is behind a firewall, open the outbound ports.

4. Click **Connect**. Your NiceLabel 2019 is now active and ready.

Important! If your Control Center uses the application authentication, the sign in window appears first. Authenticate yourself using your Control Center credentials.



Claiming your Label Cloud

You can access the NiceLabel Control Center (Document Management System) in the cloud from any local site using your existing organizational credentials (i.e. Azure Active Directory), personal Microsoft, or Google account.

Your administrator can claim your subscription by logging into the Label Cloud account:

1. Log in to your Label Cloud.
2. Add users collectively via Azure Active Directory, or invite users individually using their personal Microsoft or Google accounts.
3. Assign access roles to the added Label Cloud users.

All your authorized users can now use Label Cloud.

Label Cloud activation details are available in the [Label Cloud Getting Started](#) guide.

How NiceLabel licensing works

NiceLabel licenses are perpetual for on-premise installations (Label Cloud products use subscription licensing models). There are two on-premise licensing options:

1. **Single-User.** Your license allows you to run one instance of NiceLabel on a single computer. You can use an unlimited number of printers from this computer.
2. **Multi-User.** Your license allows you to run an unlimited number of NiceLabel 2019 instances on an unlimited number of computers if these computers can communicate with each other, and belong to the same domain. However, the number of printers you can use is limited by the number of "print seats" that come with your license. All your computers use the same license key.

If your multi-user license regularly exceeds the number of print seats, you should purchase a license upgrade.

Counting licensed printers

All NiceLabel 2019 multi-user applications track the number of printers in use in the **Licensed Printers** list, sorted by printer name. If nobody uses a printer for seven days, NiceLabel 2019 automatically removes this printer from the list. This frees up a print seat for another printer.

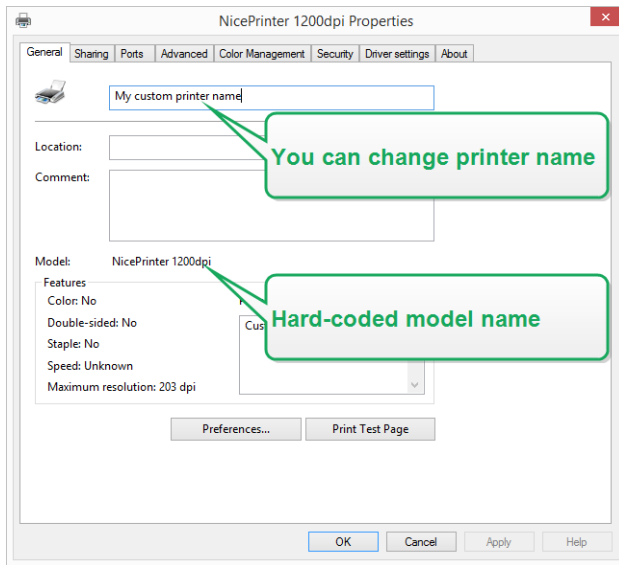
To create a unique ID for each printer, NiceLabel 2019 uses a combination of:

- **Printer model name.** The model name is hard-coded in the printer driver. Users cannot change this name.
- **Printer location.** How the printer is connected to your computer is irrelevant for license counting. NiceLabel 2019 either identifies the printer by:
 - **IP address** for network printers
 - **Workstation + port** if the printer is connected locally

NOTE: When you use "license key" activations, NiceLabel 2019 requires opening ports 6772 on your computer, and 6773 on your on-premise Control Center installation server to ensure uninterrupted sharing of multi-user licensing information. When you start any NiceLabel application, the NiceLabel Proxy Service 2019 sends broadcast packets to these two ports, and receives replies from all other NiceLabel applications in your labeling environment. **(Does not apply to "Control Center" activations introduced in 2019.2).**

A printer counts as a single printer when:

- Multiple computers use the same shared network printer's IP address.
- Another workstation also shares and uses a locally connected printer.



NOTE: Printer Model names are hard-coded in the printer driver. You cannot change these names. Printer Names are editable.

NOTE: If you access a printer from more than one local port, this counts as multiple printers. If you switch from one local port to another (for example, from LPT1 to USB) and print, this counts as multiple printers.

Counting printers in Web Printing

If you share your labels or solutions with external partners outside your LMS environment, you can use Web Printing. NiceLabel includes these printers in your Licensed Printers list. Each used printer takes one license seat.

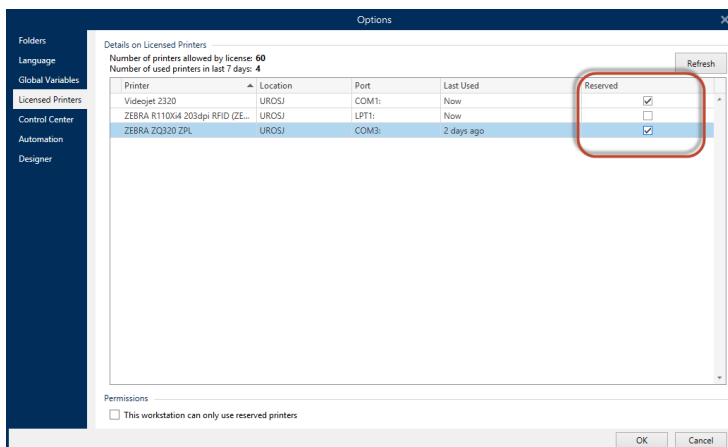
Reserving license seats

Use printer reservation for your mission critical printers. The reserved printers are always ready for printing. Adding other printers does not remove the reserved printers from the Licensed Printers list.

NOTE: NiceLabel 2019 automatically removes the unreserved idle printers from the **Licensed Printers** list after seven days.

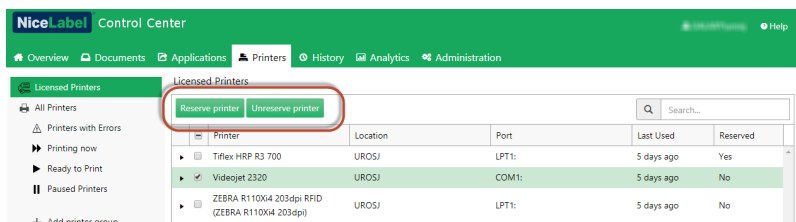
To reserve or unreserve printers in NiceLabel Designer, Automation and Print:

1. Go to **File > Options > Licensed Printers**. The **Licensed Printers** table opens.
2. Enable/disable **Reserved** for your printers.



To reserve or unreserve printers in Control Center:

1. Go to **Printers tab > Licensed Printers** panel. The **Licensed Printers** table opens.
2. Select your printers and click **Reserve printer** or **Unreserve printer** button.



NOTE: You cannot immediately remove printers from your Licensed Printers list. You must not use that printer for seven days. After seven days, NiceLabel applications remove the printer from the list automatically.

Using too many printers

A multi-user license allows you to use the purchased quota of printer seats. If you exceed this number, NiceLabel 2019 activates a 30-day grace period. The grace period allows you to

continue printing with double your license seats, even when you temporarily exceed your license allowance.

The Licensed Printers list purges unused printers after seven days. This reduces the number of active printers and frees up license seats.

After the grace period, if the printer usage list contains more printers than license seats, the number of available printers automatically reduces to match the license quota. Active printer seats remain only for the most recently used printers.

If you must use more printers, upgrade your license. Otherwise, wait until your unused printers automatically disappear from the Licensed Printers list after seven days.

Domains and NiceLabel licenses

NOTE: Domain/workgroup/port 6772 requirements do not apply when you use Control Center licensing activations introduced in 2019.2. With Control Center activations, your workstations only need to connect to your Control Center URL.

When you host the on-premise NiceLabel LMS, on your own equipment, we require that all instances of your multi-user license belong to the same Domain or Workgroup.

If you must have separate Domains, you can only use the same multi-user license if you first establish 2-way trust between your Domains.

NiceLabel applications use a proxy service to communicate the multi-user licensing information:

- Computers with NiceLabel Designer, NiceLabel Print, and NiceLabel Automation use **NiceLabel Proxy Service 2019** on each workstation. Open port **6772 TCP/UDP** for inbound communications.
- Computers with NiceLabel Control Center use the **NiceLabelEPMPProxyService** and port **6773 TCP/UDP** for inbound communications.

Computers with both Designer and Control Center installed use both **NiceLabel Proxy Service 2019** and **NiceLabelEPMPProxyService** allowing incoming traffic on ports **6772** and **6773** TCP/UDP.

Activating distributed multi-user licenses

In global production environments with users distributed around the world, you want central storage for your labels and associated files. The NiceLabel LMS allows all your printing facilities to use the same files.

Label Cloud

The NiceLabel Label Cloud represents a best-practice approach for distributed locations. Deploying Label Cloud requires no license activations or setting two way trust relationships for your users. Your Label Cloud account handles licensing centrally.

Using NiceLabel applications at multiple sites

To use the same multi-user license on all sites, you must have a routable connection between your sites. Use a Virtual Private Network (VPN) connection so NiceLabel clients can communicate the licensing information across the sites.

Web Client

Web Printing allows you to distribute your printing solutions across remote sites. Your remote partners print with their Web Clients. Using Web Client requires no license activation. There is also no need to open any ports. However, printers you use add to your license quota.

NiceLabel LMS in DevOps

When you work in DevOps environments, you want to test how your NiceLabel LMS works before actual deployment.

Typically, NiceLabel LMS deployments include two tiers – one for development and testing, and one for production. In more complex scenarios, companies can also add a separate tier for quality assurance. File transfers and the promotion of changes between tiers is an automated process.

NiceLabel recommends you to use a separate license for each environment. This ensures independent operation of your tiers, uninterrupted production, and controlled system maintenance.

NiceLabel LMS Enterprise includes two licenses:

- One license for the production tier
- One license for the development/testing tier

Offline license activation

NOTE: Applies to on-premise products, not Label Cloud products.

NOTE: Use this option when you activate NiceLabel 2019 on computers without Internet connections.

NOTE: Do not close the license activation dialog while obtaining the **Activation Code** on another computer with internet access. If you close it, you will have to repeat the procedure with a new **Registration Code**.

To activate and register your NiceLabel license in Designer, Automation, or Print offline:

1. Open **File > About > Activate Your License**. The activation dialog opens.
2. Click **activate offline**. The activation dialog window expands.

It includes two additional fields – **Registration Code** and **Activation Code**.

- Registration code generates your **Activation code** on the License Key Activation web page. You can access this page in two ways:

1. Access the **License Key Activation** web page via barcode. Click the link in first paragraph to open a separate window with the code. Scan it using a mobile device with an internet connection. You are directed to the web page on your mobile browser. Enter your Activation code (see image below).

2. To access the License Key Activation web page on another computer with internet access, open the correct link. This copies your **License Key Activation** web page link to the clipboard. Open this link on a computer with an Internet connection.

The web page automatically populates with your information.

License Key Activation

Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

License Key: [blurred] *

Registration Code: [blurred] *

Name: User Name

Company: Company Name

Country: United States

E-mail: name@company.com *

Notify me about software updates

* - required

ACTIVATE RESET

Click **Activate** to generate your **Activation Code**.

Use your **Activation Code** on the computer without internet access to activate your software.

License Key Activation

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code: [blurred]

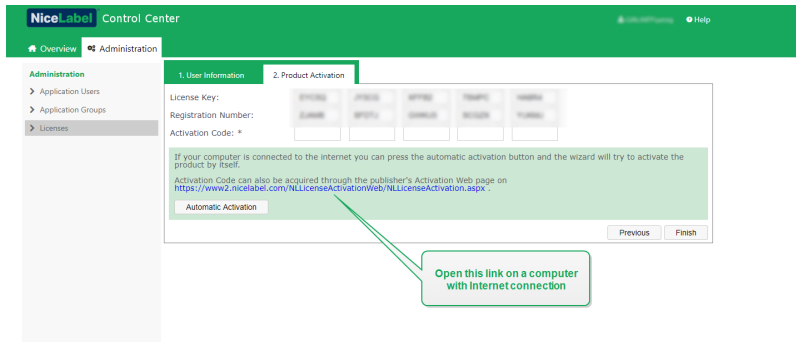
The e-mail with Activation Code was successfully sent to address you have provided.

3. Copy and paste your **Activation Code** and click **Activate Your License** to start using the activated copy of NiceLabel 2019.

NOTE: If you do not have any computers with internet connections, call NiceLabel support. You will receive an **Activation Code** based on your **Registration Code**.

To activate Control Center offline:

1. Open your Control Center and go to **Administration > Licenses**.
2. Click **Activate new product**.
3. Copy your license key from the email you receive from NiceLabel
4. Paste your **Key** to the **License Key** field.
5. Type your user information.
6. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.



7. Go to another computer with an internet connection. Open the **Activation Web Page** in your browser.
8. The Activation Web Page automatically populates your license information. You can edit personal information here.

License Key Activation

Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

License Key: [text input]

Registration Code: [text input]

Name: [text input]

Company: [text input]

Country: [text input]

E-mail: [text input]

Notify me about software updates
* - required

[ACTIVATE] [RESET]

9. Click **Activate** to generate your **Activation Code**. The page with your activation code opens. Copy your **Activation Code** to use on your offline computer.

License Key Activation

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code: 

The e-mail with Activation Code was successfully sent to address you have provided.

NOTE: Do not close the license activation dialog while obtaining the **Activation Code** on another computer with internet access. If you close it, you must repeat the procedure with a new **Registration Code**.

NOTE: If you do not have any computers with internet connections, call NiceLabel support. You will receive an **Activation Code** based on your **Registration Code**.

10. Go back to your offline computer where you are activating Control Center. Paste your activation code into the **Activation Code** field.
11. Click **Finish**. Your offline Control Center is activated.

Upgrading your license

Upgrading license in Designer, Automation and Print

NOTE: Applies to on-premise products, not Label Cloud products.

License upgrade procedure does not require any software (re)installation procedures. Continue with the current version of your installed NiceLabel 2019.

To upgrade an existing license, the following two keys are required:

- 25-digit license key of the installed edition. You received this key after purchasing your copy of NiceLabel software.
- 25-digit software upgrade key. This key upgrades your current edition of NiceLabel software.

After the upgrade, the "old" software key deactivates.

There are three types of upgrades available for NiceLabel 2019. Read the following sections:

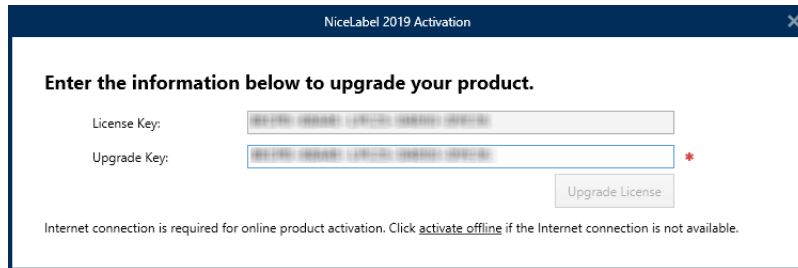
- [Product Edition Upgrade](#): This type of upgrade expands the amount of product features and widens the possibilities of use.
- [Version Upgrade](#): If you are still using NiceLabel 2017 and would like to upgrade to NiceLabel 2019, use this upgrade type.
- [Upgraded Number of Printers](#): The use of NiceLabel 2019 products is licensed per connected printers. This type of upgrade expands the permitted number of printer to be used with the software.

You would normally complete the license upgrade online. In cases when internet access is not available, follow the offline upgrade steps in section [Offline Upgrade](#)

Product Edition Upgrade

When upgrading to a higher edition of NiceLabel 2019, for example from Designer Express to Designer Pro, you keep the existing product installed on your computer. Installation and activation of the alternative edition is done on top of the existing one.

1. Go to **File > About**.
2. Click **Upgrade License**. The upgrade license dialog window appears:
 - **License Key:** Field is automatically populated with the existing license key.
 - **Upgrade Key:** Enter the upgrade key.



3. Click **Upgrade License**. Your copy of NiceLabel 2019 has been upgraded. See the new **License** in **About > License Information**.

Version Upgrade

NiceLabel continuously improves our applications. Upgrade to our latest product version to improve your experience. Contact your NiceLabel reseller to receive your upgrade key.

NOTE: When you upgrade your version, give your NiceLabel reseller the license key of your current version.

NOTE: If you are upgrading your version and increasing your number of permitted printers, make sure you upgrade your version first, then upgrade your number of printers. See [Upgraded Number of Printers](#).

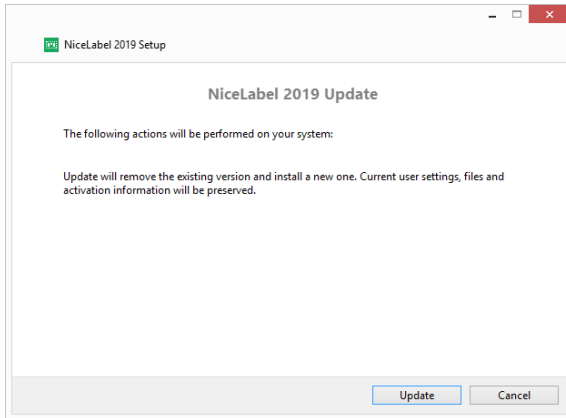
There are two upgrade options:

- Upgrade your existing installation on one computer or multiple computers.
- Install NiceLabel 2019 on a clean computer and use your upgrade key for activation.

Upgrading your existing installation

If you have your existing installation(s) activated with a single-user or multi-user NiceLabel license, perform the upgrade using these steps:

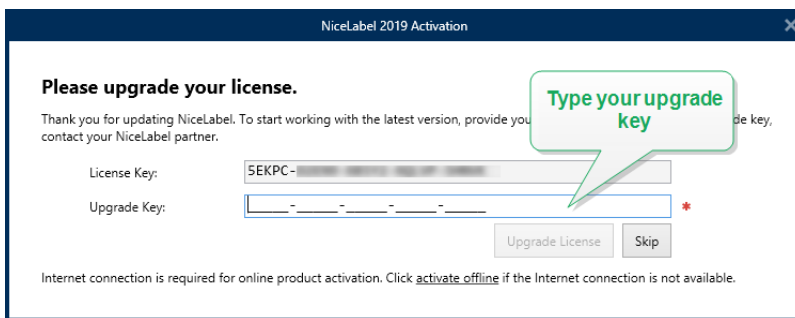
1. After receiving the **Upgrade Key** from your NiceLabel reseller, [download](#) and run the NiceLabel 2019 installation file.



Click **Update**. Installer removes your current version and installs the latest.

NOTE: Current user settings, files and activation information remain preserved during the upgrade.

2. Click **Close** when the setup procedure ends.
3. Run NiceLabel 2019. The **NiceLabel 2019 Activation** window opens. The License Key field is already populated with your license key from the previous version. Copy and paste the **Upgrade Key** from the email you received from your NiceLabel reseller.



4. Click **Upgrade License**. Now, the upgrade of your NiceLabel 2019 is done. See the new **License** in **About > License Information**.

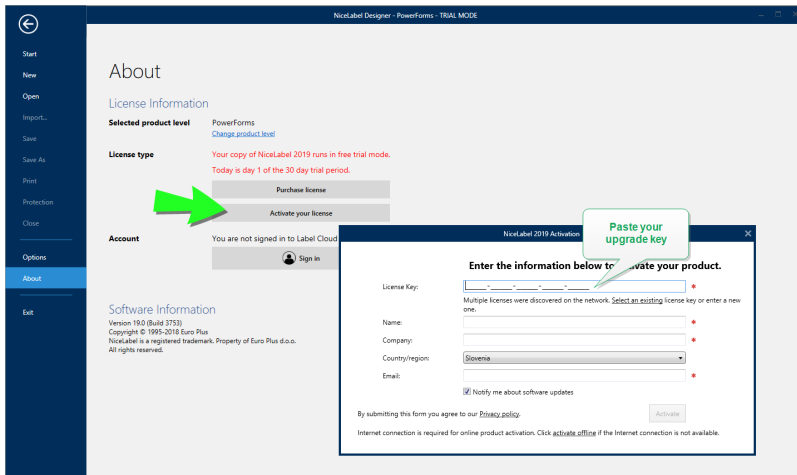
Installing and activating NiceLabel 2019 with upgrade key

If you have a multi-user NiceLabel license, you might want to install and activate NiceLabel 2019 on additional computers with upgrade key.

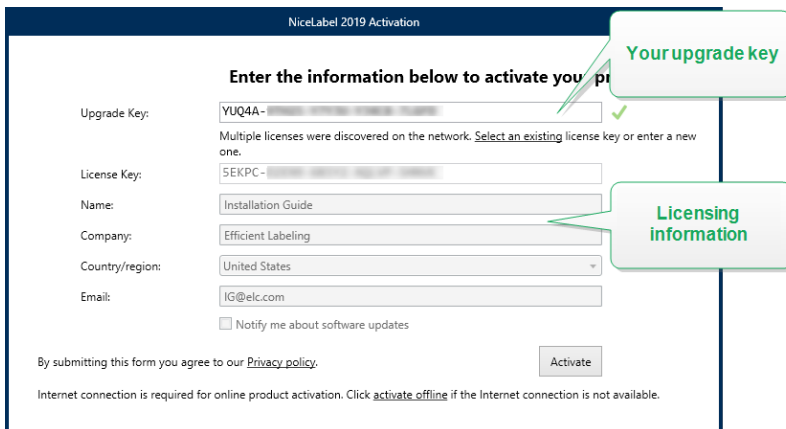
1. After receiving the **Upgrade Key** from your NiceLabel reseller, [download](#) and run the NiceLabel 2019 installation file.
2. Complete the [Free Trial Setup](#).

- When done, go to **File > About** and click **Activate your license**. The **NiceLabel 2019 Activation** window opens.
- Copy and paste your **upgrade key** to the **License Key** field.

NOTE: You must not paste your "old" license key in the **License Key** field. Please use the upgrade key for NiceLabel 2019.



The NiceLabel 2019 Activation fields adapt to the pasted upgrade key automatically. These fields display the licensing information that you used while activating your copy of NiceLabel 2017.



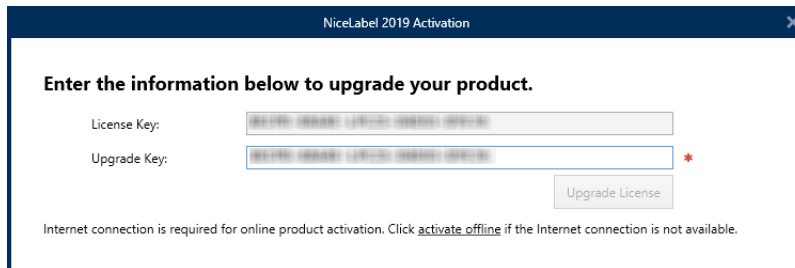
- Click **Activate**. Activation is complete. Click **OK** to restart NiceLabel 2019 and start working.

Upgraded Number of Printers

This type of upgrade allows you to increase the permitted number of printers which are used for label printing. Complete the below described steps.

TIP: Upgraded number of printers allows you to follow the pay-as-you-grow pricing model. Printing capacity needs grow along with the growth in business – upgrade the license only when needed. Complete the procedure below to gain access to additional number of permitted printers.

1. Open any NiceLabel 2019 application.
2. Go to **File tab > About** and click **Upgrade License**.
3. The NiceLabel 2019 license activation dialog window opens.
 - **License Key:** The field is already populated with the currently used **License Key**.
 - Enter the purchased **Upgrade Key**.



4. Click **Upgrade license**. The number of permitted printers has been expanded. See the new **License** in **About > License Information**.

Offline Upgrade

TIP: Use this option when performing an upgrade on a computer without Internet connection.

1. Go to **File tab > About**.
2. Click **Upgrade License**. The upgrade license dialog window appears. **License Key** field is automatically populated with current license key.
3. Click the **activate offline** link. The activation dialog window expands.

NiceLabel 2019 Activation

Enter the information below to upgrade your product.

License Key:

Upgrade Key: *

Internet connection is required for online product activation. Click [activate offline](#) if the Internet connection is not available.

Now, it includes additional two fields – **Registration Code** and **Activation Code**:

NiceLabel 2019 Activation

Enter the information below to upgrade your product.

License Key:

Upgrade Key: ✓

The entered upgrade key will decrease the number of printers from 20 to 1.

Registration Code:

Activation Code: *

Activation code is required for offline activation. Use a device with Internet connection to get the key on NiceLabel Activation web page, or call NiceLabel support.

To get the Activation code using a mobile device:
[Click here](#) to open a window that displays barcode. Scan it using a mobile device with Internet access.
 Enter the code in the Activation code field.

To get the Activation code using a computer with Internet connection:
[Click here](#) to copy the web activation link to your clipboard.
 Paste the link in web browser to open the NiceLabel Activation web page.
 Complete the registration process, write down the Activation code, and enter it in the Activation code field.

- **Registration code:** Automatically generated 25-digit code, which identifies the purchased copy of the software. Use the registration code in two ways:
 - **Registration code** generates the **Activation code** at a dedicated license upgrade web page. To access the license upgrade web page on another computer with Internet access, click **Copy the link**. This action copies the link to license upgrade web page to clipboard. Open this link on a computer with Internet connection.

When you open the license upgrade page, the fields with information about your license are automatically populated. Click **Activate** to generate the **Activation Code**.

Upgrading license in Control Center

Upgrading NiceLabel LMS licenses

NOTE: Applies to on-premise products, not Label Cloud products.

Upgrade your license to meet your expanding business needs. There are two types of license upgrades:

- **Product edition upgrades** give you more features and ways to use our products.
- **Upgrading your number of printers** gives you more permitted printers to use with our products. Different NiceLabel LMS licenses depend on the number of printers you have connected.

Each upgrade requires an upgrade key. After you purchase an upgrade at your NiceLabel reseller or on the NiceLabel web site, you receive your upgrade key.

To upgrade your existing Control Center license, do the following:

1. Open a browser on a computer that has access to the Internet.
2. Type in the URL to the Control Center.

```
http://server/name
```

"Server" is the name of the computer where Control Center is installed.

3. Go to **Administration > Licenses**.
4. Select the product to upgrade.
5. Click **Upgrade**.
6. Your **Old Key Number** and **Registration Number** are automatically populated. Enter your **Upgrade Key Number** issued for your product upgrade.
7. If your computer has an internet connection, complete your activation by clicking **Automatic Activation**. Your **Activation Code** is generated and your product license is active.

Upgrading your Control Center version

TIP: Plan your Control Center version upgrades in advance. Upgrading may cause production downtime. Complete the upgrade procedure while your label printing can be paused.

NOTE: Applies to on-premise products, not Label Cloud products.

Version upgrade with Control Center installed on your computer

Use this type of upgrade to install and activate the latest version of Control Center on top of your existing installation of Control Center 2017.

To upgrade Control Center from 2017 to 2019:

1. Download and install the latest version of NiceLabel Control Center.
 - After you completing the installation procedure, the inactive Control Center 2019 opens in your browser.
 - Go to **Administration > Licenses**.
 - The **License Key** field is already populated with your license key from the previous version. Copy and paste your **Upgrade Key** from the email you received from your NiceLabel reseller after purchasing your license.
2. Click **Automatic Activation**. The activation code generates automatically and upgrades your license.
 - Your Control Center 2019 is ready.

After installing Control Center 2019, Control Center 2017 program files remain on your computer. These files do not interfere with Control Center 2019 files. You can leave these files on your computer or delete them later.

NOTE: The `Web.config` configuration file for Control Center 2019 replaces the Control Center 2017 `Web.config` file. Installation renames the "old" Control Center 2017 `Web.config` to `Web.backup`.

Version upgrade after a clean install

Use this type of upgrade procedure if you want to upgrade your NiceLabelControl Center 2017 license after a *clean install* of NiceLabel 2019.

NOTE: Upgrading your 2017 license on a clean install of NiceLabel 2019 is specific because you only have the "old" 2017 license key, and the newly received upgrade key. To help you in this situation, Control Center automatically takes your upgrade key as the required "new" license key for the latest version of Control Center.

To upgrade your version of Control Center using a clean install:

1. Download and install the latest version of NiceLabel Control Center.
 - After completing the installation procedure, the inactive Control Center 2019 opens in your browser.
2. Go to **Administration > Licenses**.
3. Click **Activate new product**. Paste your upgrade key into the **License Key** fields. Control Center recognizes the upgrade license key and renames the fields into **Upgrade key**.

4. Paste your NiceLabelControl Center 2017 license key into the **License key** fields.

5. The **Product activation** tab opens. If your computer has internet connectivity, click **Automatic Activation**. The Activation code generates automatically and upgrades your license. Your Control Center 2019 is ready.
6. If your computer is offline, visit the **Activation Web Page**. The link is visible above the **Automatic Activation** button.

The Activation Web Page automatically populates your license information. You can edit personal information here. Click **Activate** to generate your Activation Code. The page with your activation code opens. Copy your Activation Code to use it on your offline computer.

Troubleshooting licenses and activation

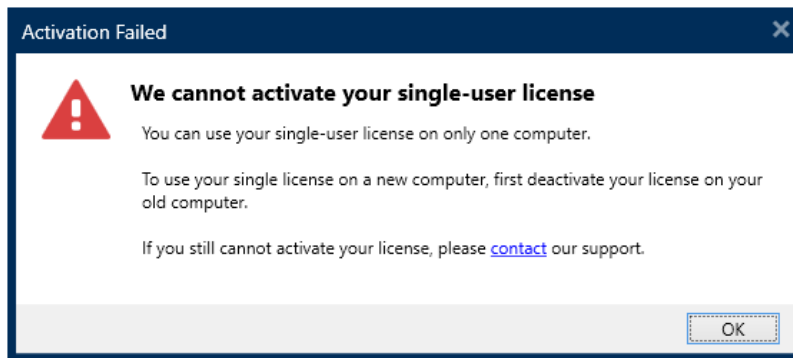
This section helps you resolve known issues you may face when activating NiceLabel licenses.

For more complex issues or additional help, please contact our support team at support@nicelabel.com.

“We cannot activate your single-user license”

Description:

When you try to activate NiceLabel 2019, the activation stops and reports an error with this title: “We cannot activate your single-user license”.



NOTE: The single-user license allows you to print labels on an unlimited number of printers, but from a single computer.

Cause:

You have already installed and activated NiceLabel 2019 on one of your computers.

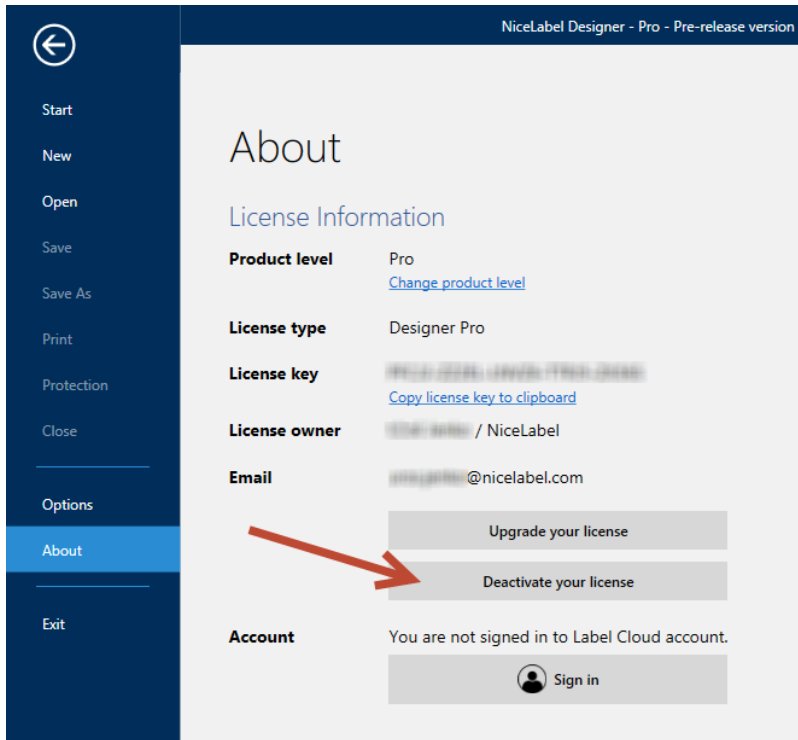
Solution:

Deactivate the existing NiceLabel 2019 installation on your first computer. This frees up your license and allows you to activate NiceLabel 2019 on your second computer.

WARNING: Save your work first. When you deactivate NiceLabel 2019, you lose all unsaved changes.

To deactivate the installed NiceLabel 2019 on your first computer:

1. Open any of your installed NiceLabel 2019 applications – Designer, Automation Builder, Automation Manager, or Print.
2. Go to **File > About**.
3. Look for the **License key** section. Copy and store your license key.
4. Click **Deactivate your license**.



NiceLabel 2019 closes. The first computer's license is now deactivated.

To activate NiceLabel 2019 on your second computer:

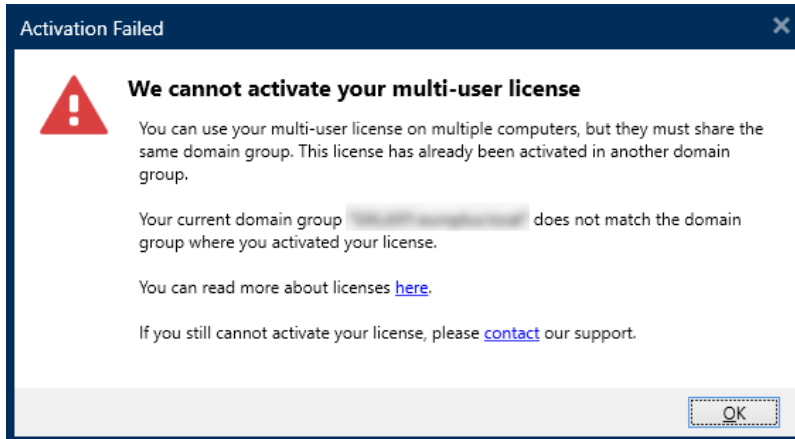
1. Go to your second computer with installed NiceLabel 2019 that runs in trial mode.
2. Go to **File > About**.
3. Click **Activate your license**.
4. Type or paste in your license key and fill in your details.
5. Click **Activate**. Your NiceLabel 2019 is activated on your second computer.

NOTE: Make sure you have a working internet connection while deactivating and activating NiceLabel 2019.

"We cannot activate your multi-user license"

Description:

You are already using NiceLabel 2019 on multiple computers. You own a multi-user license. When you try to activate your multi-user license on additional computers, the activation stops and reports an error with this title: "We cannot activate your multi-user license".



NOTE: The multi-user license allows you to run NiceLabel applications on an unlimited number of computers. The multi-user license limits the number of used printers.

Cause:

NiceLabel applications that you activate with a multi-user license must run on computers that belong to the same network domain or workgroup. You receive this error message if you try to activate a license in a separate network domain or workgroup.

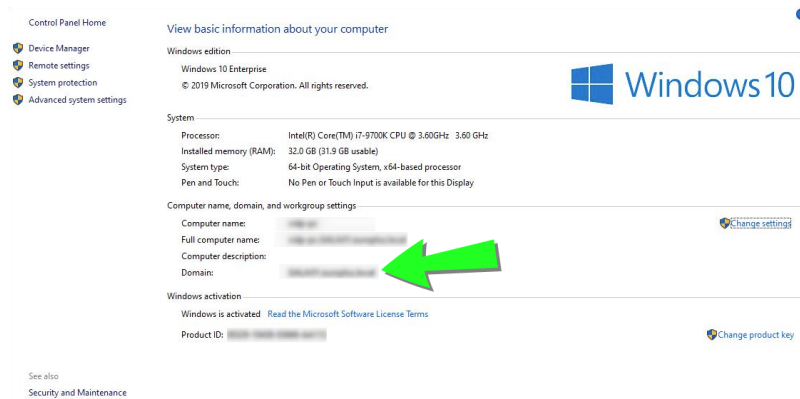
Solution:

Make sure your computer and all other computers in your labeling environment belong to the same network domain or workgroup. Also, make sure that:

- Computers can communicate with each other using ports 6772 and 6773.
- All computers can send and receive the TCP/UDP packets.

To see your computer's domain:

1. Open the **Control Panel** on your computer.
2. Go to **System and Security > System**.



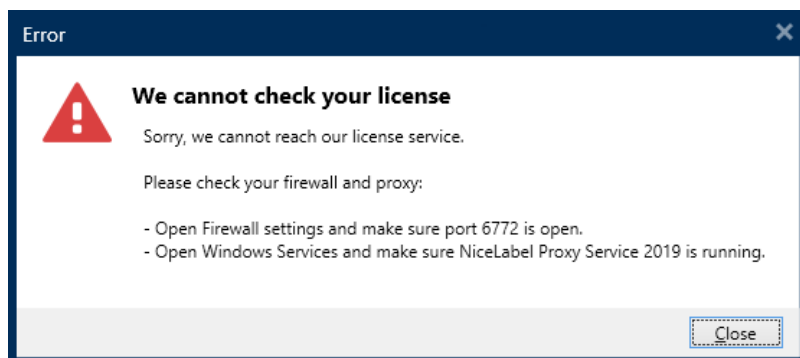
3. The fully qualified domain name appears next to **Full Computer Name**.

NOTE: Please consult your IT department for details on your networking configuration.

“We cannot check your license”

Description:

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “We cannot check your license”.



Causes:

Cause 1: Firewall settings are blocking your connection. The NiceLabel licensing server checks if your license is active and valid. This is why the connection between your computer and the NiceLabel licensing server is mandatory. If there is no connection, you cannot activate your NiceLabel 2019.

NOTE: The NiceLabel licensing server issues and activates the purchased licenses.

Cause 2: NiceLabel Proxy Service 2019 has stopped. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 2019 to communicate the licensing information. If this service stops on one of the computers, the installed copy deactivates.

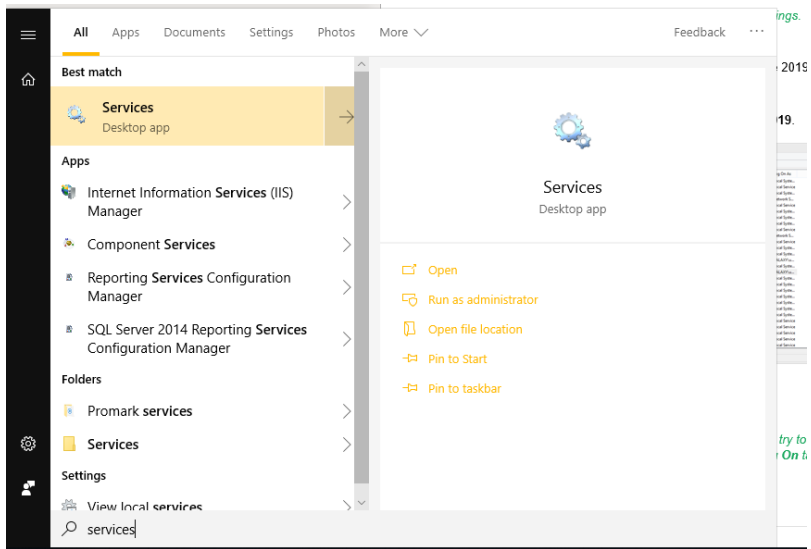
Solution:

- For cause 1, check your firewall settings. Make sure port **6772** is open.

NOTE: Consult your IT personnel for the firewall settings.

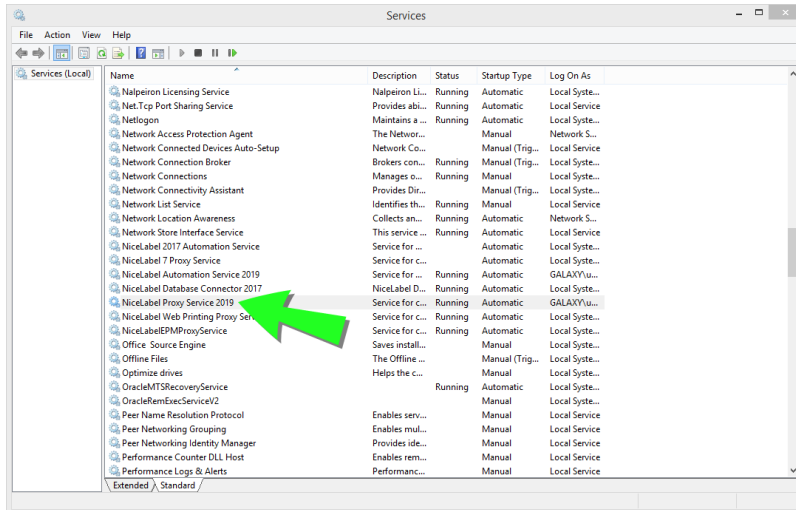
- For cause 2, restart the NiceLabel Proxy Service 2019:

1. Open **Services** on your computer.



2. Search for **NiceLabel Proxy Service 2019**.

3. Right-click the service and click **Restart**.



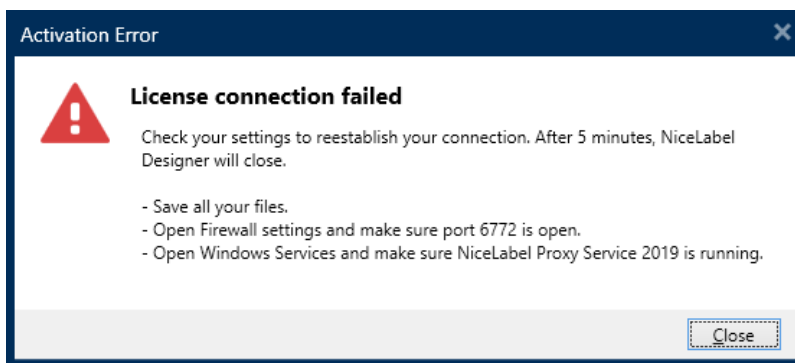
NOTE: If the issue with this service persists, try to run the service with your local system account. Right-click the service and go to **Properties > Log On** tab. Log on using the **Local System Account**.

4. Repeat the license activation procedure.

“License connection failed”

Description:

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “License connection failed”.



WARNING: Save your work immediately to prevent losing your changes. If you lose your connection with the licensing server, NiceLabel 2019 closes after 5 minutes.

Causes:

Cause 1: Firewall settings are blocking your connection. The NiceLabel licensing server checks if your license is active and valid. This is why the connection between your computer and the NiceLabel licensing server is mandatory. If there is no connection, you cannot activate NiceLabel 2019.

NOTE: The NiceLabel licensing server issues and activates licenses you purchase.

Cause 2: Stopped NiceLabel Proxy Service 2019. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 2019 to communicate licensing information. If this service stops on one of the computers, the installed copy is no longer active.

Solution:

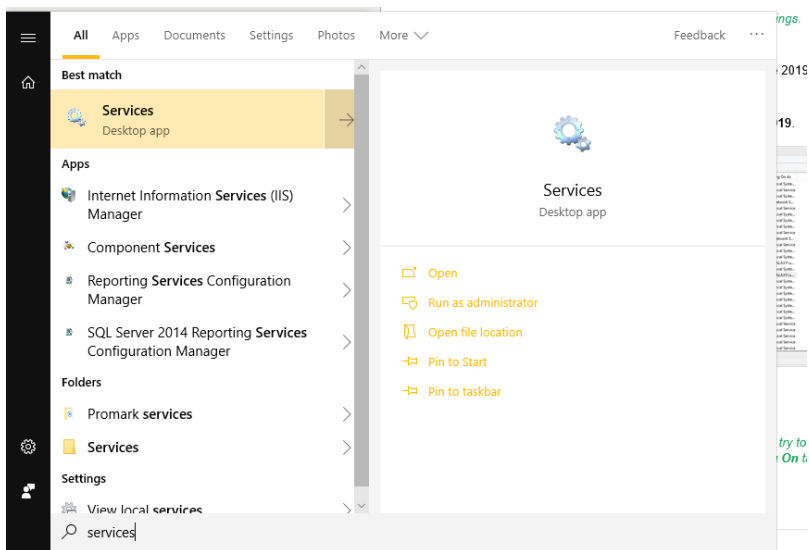
There are two possible solutions.

- For cause 1, check your firewall settings. Make sure port 6772 is open.

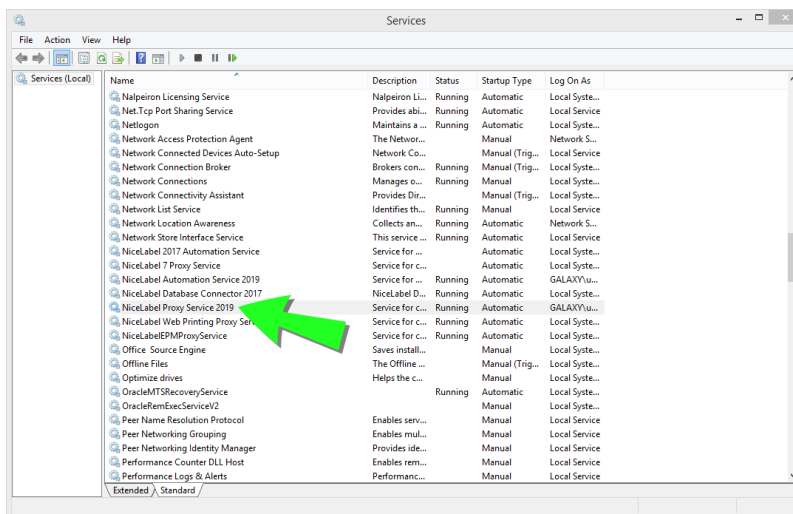
NOTE: Consult your IT personnel for the firewall settings.

- For cause 2, restart the NiceLabel Proxy Service 2019:

1. Open **Services** on your computer.



2. Search for **NiceLabel Proxy Service 2019**.



3. Right-click the service and click **Restart**.

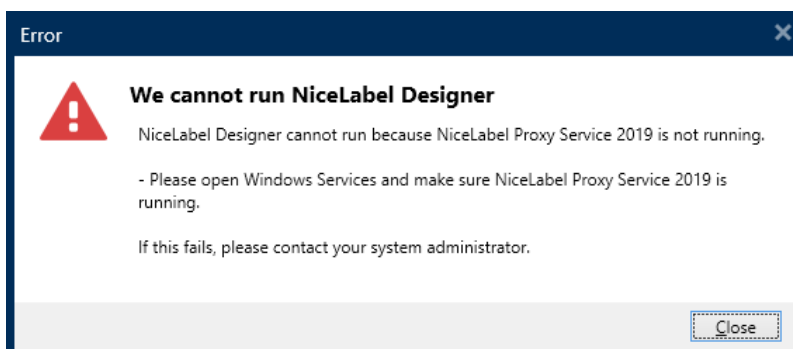
NOTE: If the issue with this service persists, try to run it with your local system account. Right-click the service and go to **Properties > Log On** tab. Log on using the **Local System Account**.

4. Restart NiceLabel 2019.

“We cannot run NiceLabel Designer”

Description:

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “We cannot run NiceLabel Designer”.



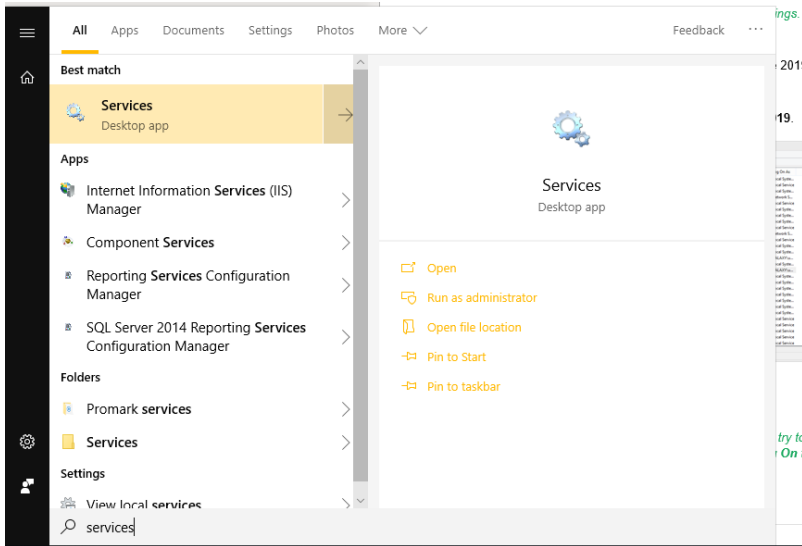
Cause:

If you own a multi-user license, your installed NiceLabel applications on different computers communicate the licensing information using the NiceLabel Proxy Service 2019. If this service stops on one of the computers, you cannot start NiceLabel 2019 Designer.

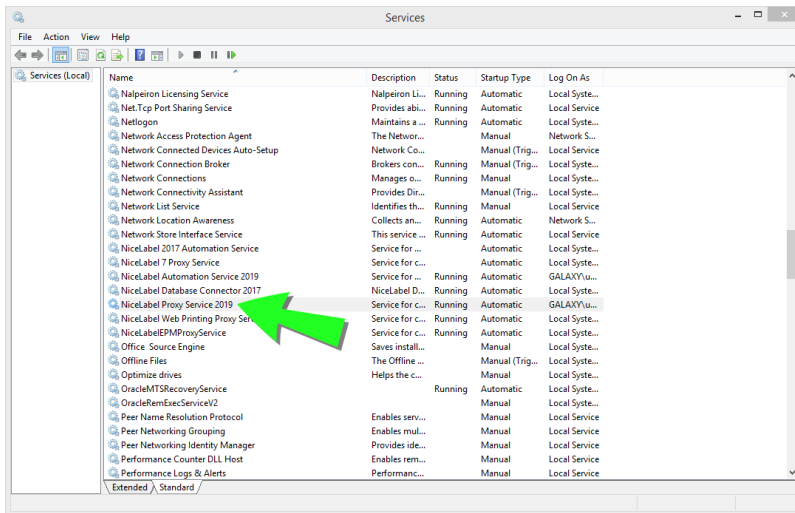
Solution:

Start the **NiceLabel Proxy Service 2019** service:

1. Open **Services** on your computer.



2. Search for **NiceLabel Proxy Service 2019**.



3. Right-click the service and click **Start**.

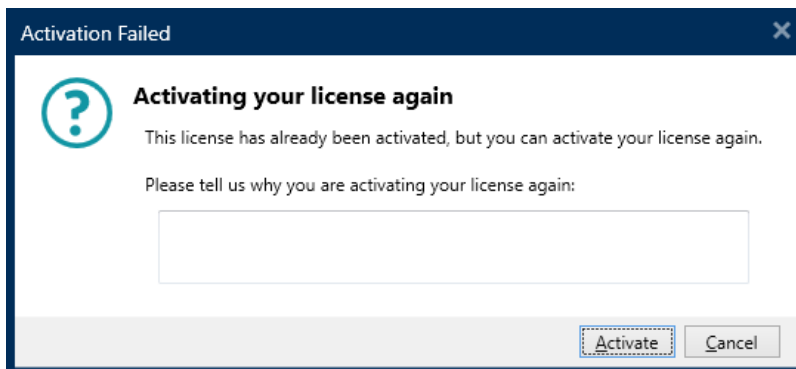
4. Start NiceLabel 2019.

NOTE: If the issue with this service persists, try to run it with your local system account. Right-click the service and go to **Properties > Log On** tab. Log on using the **Local System Account**.

“Activating your license again”

Description:

When you try to repeat the activation of your NiceLabel 2019 single-user license on another computer, the activation asks you why.



Cause:

NiceLabel 2019 allows you to repeat the activation on another computer in case you cannot deactivate the license on your primary computer. The reason for this can include hardware errors, stolen computers, or something similar.

Solution:

Repeat the activation procedure. Type the reason, and click **Activate**. Your activation is complete.

If the issue persists...

If your license activation issue persists even after you complete these described solutions, please follow the suggestions below.

Clear license information from your computer and retry

1. Stop **NiceLabel Proxy Service 2019**.
2. Delete the NiceLabel 2019 license file. Go to `c:\ProgramData\NiceLabel\NiceLabel 2019\` and delete `License.db`.
3. Modify the product configuration file. Go to `c:\ProgramData\NiceLabel\NiceLabel 2019\` and open `product.config` in any text editor.
4. Delete the following XML nodes including their content:

```
<Activation>...</Activation>  
<LmsCloud>... </LmsCloud>  
<ControlCenter>... </ControlCenter>
```

5. Start the **NiceLabel Proxy Service 2019**.

Your license information is removed. Retry activating your license.

Send trace log files to NiceLabel support team

If your troubleshooting is unsuccessful, send your NiceLabel 2019 trace log files to NiceLabel support. Your trace log files include essential details that help us find solutions to your problems.

To collect your trace log files, run NiceLabel 2019 in tracing mode:

TIP: Disable tracing mode after you resolve the issue. Tracing mode slows down processing on your computer. Enable this mode only when NiceLabel technical support is working with you on troubleshooting.

1. Close your NiceLabel applications.
2. Open **Services** on your computer and stop:
 - NiceLabel Proxy Service 2019
 - NiceLabel Automation Service 2019 (if you are using Automation)
3. Navigate to the System folder: %PROGRAMDATA%\NiceLabel\NiceLabel 2019.
4. Make a backup copy of your `product.config` file.
5. Open the `product.config` file in a text editor. The file has an XML structure.
6. Add the element `Common/Diagnostics/Tracing/Enabled` and assign value **True**.

EXAMPLE:

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <Common>
    <Diagnostics>
      <Tracing>
        <Enabled>True</Enabled>
      </Tracing>
    </Diagnostics>
  </Common>
  ...
</configuration>
```

7. Start NiceLabel Proxy Service 2019.
8. Start your NiceLabel application.

NOTE: After you save the `product.config` file, NiceLabel 2019 automatically applies the setting.

Your tracing files (*.LOG extension) appear in the %PROGRAMDATA%\NiceLabel\NiceLabel 2019 **System** folder.

Contacting NiceLabel Support

Open NiceLabel support cases online:

Go to: <https://www.nicelabel.com/support/technical-support>

Contact NiceLabel support in your region:

Support in Europe, Middle East and Africa (EMEA)

+386 4 280 50 93 | support@nicelabel.com

Support in North and South America

+1 262 784 2466 | support.americas@nicelabel.com

Support in Germany

+49 6104 6899 860 | support@nicelabel.de

Support in China 中国

+86 21 6249 0371 | support@nicelabel.cn
(English and Mandarin)

Support in Asia-Pacific (APAC)

+86 21 6249 0371 | apachelpdesk@nicelabel.com

Americas

+1 262 784 2456

sales.americas@nicelabel.com

EMEA

+386 4280 5000

sales@nicelabel.com

Germany

+49 6104 68 99 80

sales@nicelabel.de

China

+86 21 6249 0371

sales@nicelabel.cn

www.nicelabel.com

