

NiceLabel Control Center Installation Guide

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2 Architecture

NiceLabel Control Center uses the client-server model of computing. It enables the server (**Control Center** Web page) to provide resources (e.g. consolidated storage of files and history of printing events), and the client to provide label design and printout functions. Clients and server communicate over computer network using TCP/IP protocol.



2.1 Server Components And Roles

These are the components that you have to install on the server. The first two server components are mandatory.

- Web application. This is the main Control Center software component that runs on Microsoft Internet Information Services (IIS) using .NET platform.
- **Database back-end.** This is the database server that runs Microsoft SQL Server and hosts the Control Center database (NiceAN by default).
- **RemoteApp back-end (optional).** This is the Microsoft RemoteApp server that is configured to publish the NiceLabel client to Control Center users. With RemoteApp, you can make programs that are accessed remotely through Remote Desktop Services appear as if they are running on the end user's local computer.

NOTE: This installation guide explains the necessary steps to configure the already installed and activated RemoteApp server to be used with NiceLabel software. It is out of the scope of this installation guide to provide the installation instructions for the RemoteApp server. Please refer to the Microsoft guides covering this topic.

2.1.1 Changes On Server With Web Role

Two local Windows users are installed on the server, EPM_USER and EPM_DBADMIN. When Control Center reads or writes the data from a database, it impersonates the EPM_USER and accesses the database with security context of that account. The identical EPM_USER account must be defined on the server with the database role (the same user name and password).

The following is installed on the IIS application server:

• **EPM application.** The application EPM runs under the Default Web Site and is accessible on port **80 TCP**. To access Control Center, enter the following URL in your web browser:

http://server/EPM

• EPMWebDAV site. This site allows access to the files stored in the Document Storage using WebDAV technology. The site runs on port 8080 TCP. For example, NiceLabel label and form designer will open the file from the Document Storage using WebDAV. You can access the files using the following syntax. The first one opens the file directly through WebDAV, the second one opens the file through WebDAV redirector, which is installed on the client (this is Windows feature available since Windows Vista).

\\server@8080\DavWWWRoot\folder\label.lbl

http://server:8080/folder/label.lbl

• **Two Application Pools.** The applications pools "EPMAppPool" and "EPMWebDAVAppPool" make sure the Control Center application runs isolated from other applications on this IIS server.

V 3	Internet Informati	on Services (IIS) Man	ager	
KAINER Application Pools				
Image: Second state in the second	ation added into the Defau Web Site. Inis page lets you view and ma Applications, and provide isolati Filter. Name NET V4.5 NET V4.5 DefaultAppP Embed@rfal Embed@rfal Embed@rfal	It s nage the list of application with worker processes, c on among different applic dded applications p and WPMWeb Started v4.0 Started v4.0 Started v4.0	a pools on the server ontain one or more cations. Dools EPMAppF DAVAppPool Integrated Integrated	2000 entits, pplice Applice Applice
	EPMWebDAVAppPool	Started v4.0	Integrated	Appli
Added site Ef	PMWebDAV to allow WebI to the Document Storage.	DAV access	Integrated Integrated	Applica Applica

The following service is installed on the Windows system:

• **NiceLabelEPMProxyService.** This service takes care of licensing and synchronization between the co-existing document storages in a multi-tier landscape.

2.1.2 Changes On Server With Database Role

Two local Windows users are installed on the Windows server where SQL Server is installed: EPM_USER and EPM_DBADMIN.

These two Windows users are added into "Logins" on the SQL Server. The only purpose of the two Windows users is that Control Center impersonates them while interacting with the selected database – NiceAN or any other.

By default, Control Center uses Windows authentication while interacting with the SQL Server.



Roles and user permissions for the Windows accounts inside the SQL Server are:

• **EPM_DBADMIN.** "Connect SQL" and "Create any database". The installer impersonates this user to create the database and to fill it with initial data. This user also becomes database owner. The user is mapped only to the selected database.

Login Properties - TRAINER\	PM_DBADMIN				_ 🗆 🗙
Select a page	🔄 Script 🔻 🛐 Help				
Server Roles	Login name: TRAINER	EPM_DBADMIN			
Status	Securables:			Se	earch
	Name			Туре	
		RESS		Server	
User EPM_DBAD and is used	MIN can create any to create the Contro	database on SQL I Center database.	Server		
Connection	Permissions for TP	EXPRESS:			
Server:	Explicit Effective				
trainer\sqlexpress	Permission	antor	Grant	With Grant	Deny 🔺
Connection:	Connect SQL	N			
Maw connection proportion	Connect SQL	sa	v		
wew connection properties	Control server				
Progress	Create any database				
1 Togicas	Create any database	sa	v		
Ready	Create availability group				
AT AL	Create DDL event noti			1001	•
				OK	Cancel

• **EPM_USER.** The Control Center application impersonates this user whenever it needs to interact with the database. The user is mapped only to the selected database.

If you use the main installer to install the application and database in default mode, access permissions are configured automatically. If you use a custom user, you will have to manually configure access permissions.

🚦 Login Properties - EPM_USEF	
Select a page	🖾 Script 👻 🚺 Help
Server Roles User Mapping Securables	Users mapped to this Map Database mast Center database (here NiceAN).
	ViceAN EPM_USER nan
	Guest account enabled for: NiceAN
Connection	db accessadmin
Server: 192,168,21,183\sqlexpress	db_backupoperator
Connection:	db_datawiter
sa <u>View connection properties</u>	db_ddadmin db_denydatareader db_denydatarmiter db_owner
Progress	□ db_securityadmin v public
Ready	The permissions of the user EPM_USER in the database named NiceAN.
	OK Cancel

These two users can be Windows or SQL users. The default installation enforces Windows user. To use an SQL user, run utilities for advanced installation.

NOTE: There is more information available for installation scenario, using which you will define your own EPM_DBADMIN or EPM_USER or use an entirely different set of user names. Configuring Securables for Custom Database Users

The following is installed on the SQL database server:

Control Center database. This database contains all data that is related to Control Center.



WARNING: Local Windows user accounts cannot be created on a failover (high-availability) cluster system. If you want to install the Control Center database on a clustered SQL Server, install the database separately from the main Control Center installation. This enables you to configure either a Windows domain user account or an SQL user account to connect to the SQL Server. Installing on Multiple Servers

2.2 Client Components

Install the below listed client components:

- NiceLabel Designer (including NiceLabel Print). NiceLabel Designer PowerForms product level is used for label design and runtime activities.
- **NiceLabel printer drivers.** NiceLabel Designer use NiceLabel printer drivers to create an optimal print job for the target printer.
- Support for WebDAV. Installing Support for WebDAV.

When enabling the Application Server technology, you do not have to install any client software on the workstation. NiceLabel program runs in its own resizable window, can be dragged between multiple monitors, has its own entry in the task bar, and has the look and feel of an installed desktop application. The application runs on a server, but displays its user interface on a client's desktop.

2.3 Single Or Multiple Server Architecture

Control Center server can be installed on a single server, which runs all roles, or the roles can be shared among multiple servers.

• **Single server.** This architecture places all of the required components on a single server. In this case, a single Windows Server machine is dedicated for NiceLabel software. No other applications are installed on this machine, so you don't have to worry about its co-existence with other software. Your single Windows Server machine would be configured with the Web role (IIS) and database role (Microsoft SQL Server). As all components are installed on the same server, you only need a local Administrator user during the installation. The privileges of this user are used for installing software and database.

NOTE: To install Control Center in a single server architecture, run the installer and follow the on-screen prompts.

• **Multiple servers.** In a multiple server architecture, the application processing and data management functions are physically separated. You will have a single Windows Server machine with the Web role (IIS) and another Windows Server machine with the database role (Microsoft SQL Server). Furthermore, both application and database landscape can be configured to run in a cluster system. Database landscape is configured in high-availability (failover) cluster, while the application landscape is configured in the load-balancing cluster.

In this case, more groundwork is necessary to prepare the systems for the installation. As more systems are involved, you have to collect the appropriate user account with permissions to install the application and the database.

NOTE: The steps to install Control Center in the multiple-server architecture depend on the SQL Server installation. If the remote SQL Server is running in stand-alone mode, you can use the installer and follow on-screen prompts. If the remote SQL Server is running in high-availability cluster mode, install the database first (using a different installer), followed by the Control Center Web application. Installing on Multiple Servers.

3 Checklists

3.1 Pre-installation Checklist

SERVER CHECKLIST

Available access to the Windows accounts with administrative privileges and SQL system administrator
managed through the same Windows domain.
Fo install NiceLabel software, you must have access to the user with administrative privileges:
1. On the Windows server with Internet Information Services role where you will install Control Center web site.
 On the Windows server with Microsoft SQL Server role where you will install the Control Center database, so the users EPM_DBADMIN and EPM_USER can be added as local Windows users. The provided Windows account must be a domain user (not local Windows user), and must be member of local user group Administrators.
 On the SQL Server, so the Control Center database can be added to the SQL Server. The entered user must have the sysadmin server role defined on the SQL server. This must be as SQL user name, usually "sa".
NOTE: If the Windows user account you use to install Control Center has administrative privileges also on the Windows machine with SQL Server and the SQL Server itself, then you need just this one user name/password (and you do not need information from steps 2 and 3).
nternet access for the activation process
You will need the Internet access to activate NiceLabel Control Center. You do not need to allow Internet connection to the Windows Server where you have installed Control Center You can activate Control Center from any other computer that has Internet access.
Neeting prerequisites for the Internet Information Services (IIS) Web server
 Installing IIS Web Server for the Web Server Roles that you have to enable in the IIS. Make sure the Internet Information Services (IIS) has the Default Web Site enabled.

□ Meeting prerequisites for the Microsoft SQL Server

- Installing Microsoft SQL Server for a step-by-step instructions how to install a new SQL Server.
- The Control Center database requires that SQL Server is installed with caseinsensitive collation.
- Make sure to enable the SQL Server Browser service, if you use instance names. This will make the instances visible to external clients.
- Make sure to enable the TCP/IP protocol for your SQL Server, if the SQL Server will be installed on a different machine than Control Center Web page. Start SQL Server Configuration Manager, expand SQL Server Network Configuration and enable the TCP/IP for the your server/instance.



 Make sure the inbound connection towards the SQL Server is enabled. Start Windows Firewall with Advanced Security and add a new Inbound Rule to allow the program sqlservr.exe accept incoming connections. You will find the program in the folder C:\Program Files\Microsoft SQL Server\MSSQL<version_ number>.SQLEXPRESS\MSSQL\Binn.



□ Installing Control Center on a Windows Server with enabled Remote Desktop Services (Terminal Services) role

To ensure that an application is installed correctly to work in a multiple user environment, the Remote Desktop Server must be switched into Install mode before the applications are installed on server.

Do the following:

- On Windows Server 2012 or Windows Server 2012 R2:
 - 1. Open Control Panel.
 - 2. Select Programs.
 - 3. Select Install Application on Remote Desktop Server.



- 4. Browse for the installation executable, click OK and follow on-screen instructions.
- On Windows Server 2008 or Windows Server 2008 R2:
 - 1. Open Control Panel.
 - 2. Select Install Application on Terminal Server.
 - 3. Browse for the installation executable, click OK and follow on-screen instructions

NOTE: This tool is available only when installing the terminal server. It will automatically put terminal server into execute mode when application installation is complete.

□ Installing the Control Center in environment with strict Group Policy rules, where the user names and passwords must match strict rules

During the Control Center installation, Windows users EPM_DBADMIN and EPM_USER are created on the machine with Control Center, and on the machine with SQL Server hosting the Control Center database. These users have a strong password, but not strong enough for some environments.

In this case you will have to change the password or even the user name to match the company security policy. These can be changed with the add-on utility available on the installation DVD in folder \Install\Control Center\Advanced Installation. The instructions are enclosed in the PDF file.

□ Installing Control Center on a Microsoft SQL Server in a high-availability (failover) cluster

The SQL Server cluster does not have any local Windows users. The standard Control Center installer cannot be used in such environment.

You will have to use another utility to install the Control Center database into the SQL Server manually. When the database has been installed you can start the standard Control Center installation. However, you have to include the information that the database is already installed on the target SQL Server, installer will skip the database installation and continue with the next step.

Installing on Multiple Servers.

□ Is port 8080 TCP still available on the Windows Server where you intend to install the Control Center

Verify that the port 8080 TCP is not in use by some other application running on the same machine. NiceLabel Control Center will occupy port 8080 to allow WebDAV access to the Document Storage. If port is already in use, you will have to choose some other port for Document Storage Server WebDAV communication. The entered user must have the sysadmin server role defined on the SQL server.

You can run Windows command-line utility netstat.exe to see list of open ports on the machine.

Do the following:

- 1. Open Command Prompt window.
- 2. Type in the following command:

netstat -ano

3. The following is a screen shot from the machine, where Control Center has already been installed. You can see that port 8080 is in use (it is in state LISTENING). The process with PID 4 has the port in use.



You can open a Task Manager to see which application has the process with ID opened.

P	Task Manager						_ _ ×		
File Optio	ons View								
Processes	Performance	Users	Details	Services					
						*	5%	40%	
Name				Status		PID	CPU	Memory	2
System interrupts				-	0%	0 MB			
System				4	0%	0.1 MB			
Service Host: Local Service (No				72	0%	4.9 MB			
📰 Wi	Windows Session Manager				212	0%	0.3 MB		
Dr		olon	no to "C	'vetom"		220	0%	1.2 MB	1
"System	" (in this ca	ise IIS	js io s 5) has t	he port 8	080	256	0%	1.6 MB	
	0	pene	d.			272	0%	2.8 MB	
1								- Carlora	

4. If you see that the port 8080 is already in use, you will have to choose another port for Control Center, so you do not disrupt the existing application.

3.2 Post-installation Checklist

SERVER CHECKLIST (NiceLabel Control Center)
Open ports in the firewall
Make sure the following inbound communication is allowed:
• 80 TCP: Inbound connections to the Control Center. The browsers on the work- stations open Control Center page. The service LabelServices from the workstation sends information for printing process/statuses to the Control Center.
• 8080 TCP: Inbound connection to the Document Storage (WebDAV usage). If you have chosen a different port during the installation, make sure that one is open.
 6773 TCP: NiceLabelProxyService2017. Connection for application management streams and licensing.
Support for WebDAV to use files in the Document Storage
Each machine that needs to access the data inside a Document Storage must have installed WebDAV support. Windows 7, Windows 8/8.1 and Windows 10 operating systems have the WebDAV support already installed. For others, you have to add the support before using the NiceLabel client.
NOTE: The "client" is not only one of the NiceLabel Designer applications, but any software accessing the Document Storage, including NiceLabel Automation or even Windows Explorer.
Installing Support for WebDAV.

Enable database archiving scenario

Configure the periodical archival of Control Center data collected in its database. Archiving frees the SQL Server resources. A default Control Center installation sets up archiving on a weekly basis.

Make sure to adjust the scheduling according to your needs.

Do the following:

1. On the computer where Control Center is installed, run the application named Control Center Archive Configuration.

The current archiving setting are displayed.

2. Fine tune the details on when the archiving task should run, and how the old items from history should be removed.

Configure Archive Task X					
Task Details					
Define how archiving should take place. This dialog lets you set the basic schedule settings. For detailed configuration please see the Scheduled Tasks in your Control Panel.					
Task <u>N</u> ame:	Task <u>N</u> ame:				
Control Center Archivi	ng				
<u>R</u> un:	A <u>t</u> :	<u>E</u> very first:			
Monthly V	1:00:00 AM	Saturday 🗸 🗸			
Action:	Items older than (days):				
Archive path:					
C:\Program Files\NiceLabel\NiceLabel Control Center\Archive Browse					
Archive <u>f</u> ile name:					
EpmArchive					
Append DateTime to	Append DateTime to file name				
	ОК	Cancel Help			

- Task Name: Name of the Archive task (cannot be changed).
- **Run:** By default, the task runs on a weekly basis. In an environment with a lot of printing activity, it is recommended to change this setting to Daily.
- At: Time of the day when the task runs.
- Every: Day of the week when the task runs if Weekly or Monthly are selected.
- Action: Select Archive if the database should be archived and deleted or Delete if no archiving is needed and the older database records should simply be deleted.
- Items older than (days): Minimum age of database records (in days) to be archived or deleted.

- Archive path: Folder where the archive file is stored.
- Archive file name: Name of the archive file where the database records are archived.
- **Append Date and Time to file name:** By default, date and time are appended to each archive file. Remove this check mark if you do not need the time stamp.
- 3. The archiving task is defined as a task inside Windows application **Task Scheduler**. You can adjust some more detailed parameters, when you open the **Control Center Archiving** task in the "Task Scheduler Library".

٩	Task Scheduler	_ _ ×
File Action View Help		
Task Scheduler (Local)	Name Status Triggers	Actions
D Los Task Scheduler Library	Control Center Archiving Ready Runs on the First Saturday,	Task Scheduler Library
	Optimize Start Menu Cache Ready When computer is idle	Create Basic Task
		🔁 Create Task
		Import Task
		Display All Running Ta
Editates li Constant Constant Analaisia	- March	Disable All Tasks History
Edit the Control Center Archivir	ig task.	🞦 New Folder
	ggers Actions Conditions Settings History	View
	Name: Control Center Archiving	Refresh
	Location: \	🕐 Help
	Author: CLEANSRV2012R2\Administrator	Selected Item
	Description:	Run
		End
		Disable
		Export
	Security options	Properties
	When running the task, use the following user account:	🗙 Delete
	EPM_USER V	👔 Help

TIP: For large-scale Control Center deployment in enterprise environments, NiceLabel recommends you to use archiving via partitioning tables. Procedure for this archiving method is described in NiceLabel knowledge base.

CLIENT CHECKLIST (NiceLabel Designer client)

Enable full access permissions to NiceLabel's System folder

NiceLabel client requires full access (read, write, delete) to the System folder.

The system folder is at this location:

%PROGRAMDATA%\NiceLabel\NiceLabel 2017\

This is usually not an issue, because folder %PROGRAMDATA% is writable for users by default.

Open ports in the firewall
If you use Windows Firewall and it is running, the exceptions are added to the list of allowed incoming connections. If Windows Firewall is off, the exceptions are not added automatically. If you use another firewall, configure it manually.
• 56416 TCP: Incoming connection from the Control Center to NiceLabel Automation service that allows remote management of Automation service.
 6772 TCP: NiceLabelProxyService2017. Connection for application management streams and licensing.
Support for WebDAV to use files in the Document Storage
Each machine that need to access data inside a Document Storage repository, must have the WebDAV support installed. Windows operating systems have the WebDAV support already installed, for some you have to add the support before you can access the data.
NOTE: The "client" is not only the one of the NiceLabel Designer applications, but any software accessing the Document Storage, including NiceLabel Automation or even Windows Explorer.
Installing Support for WebDAV.
If you use proxy server, exclude local traffic from proxy
Bypass proxy server for local addresses, or the client might not get the license from the NiceLabel Control Center, and files in Document Storage will not be available. For more information see <u>Knowledge Base article KB163</u> .
Cal Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address: proxy Port: 80 Advanced
Bypass proxy server for local addresses
OK Carter

□ Add Control Center to the Trusted sites

Add NiceLabel Control Center to the list of Trusted Sites in your browser. This will allow Document Storage plugin to run in your browser.



Client prerequisites for running NiceLabel clients as RemoteApp programs

To access RemoteApp programs that are deployed as .RDP files, the client computer must be running Remote Desktop Connection (RDC) 6.0 or RDC 6.1.

A supported version of the RDC client is included with Windows Server 2008 and Windows Vista and newer.

To access RemoteApp programs on Mac OS or Android OS, make sure to install the Microsoft Remote Desktop client.

4 System Requirements

NiceLabel 2017

- CPU: Intel or compatible x86 family processor
- Memory: 2 GB or more RAM
- Hard drive: 1 GB of available disk space
- 32-bit or 64-bit Windows operating systems: Windows Server 2008 R2, Windows 7, Windows 8, Windows 8.1, Windows Server 2012, Windows Server 2012 R2, Windows 10, Windows Server 2016 (Windows Server Core and Windows Nano Server are not supported)
- Microsoft .NET Framework Version 4.5
- Display: 1366 × 768 or higher resolution monitor
- Recommended printer drivers: NiceLabel printer driver V5.1 or higher

Additional Requirements for NiceLabel Control Center and NiceLabel PowerForms Web Components

- Database Server: Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016 (Express Edition of products listed above are also supported).
- IIS 7 and later
- Recommended browsers: Internet Explorer 9+, Google Chrome (latest), Mozilla Firefox (latest)
- Enabled JavaScript in web browser
- Installed printer driver. The label preview functionality requires at least one printer driver to be installed on the Control Center server.
- Enabled TLS 1.0 protocol in Windows. By default, this protocol is enabled in Windows operating system. If you have it disabled, make sure to re-enable it during the installation.

5 Installing Windows Server Prerequisites

5.1 Installing Microsoft SQL Server

Microsoft SQL Server is database server and is a mandatory component to run NiceLabel Control Center.

Control Center stores all of its data in a database. By default, its database is NiceAN which can be changed during the installation.

You can install the database on the same machine, where the Control Center web application is going to be installed, or on a different machine. If you have Microsoft SQL Server already up and running, skip the instructions below, but make sure to comply with the prerequisites. <u>Checklists</u>.

In this scenario the Microsoft SQL Server is installed on a single server.

Do the following:

NOTE: The instructions below are for the Express edition of the Microsoft SQL Server 2012. You have to take similar steps to install other editions of the SQL Server.

- 1. Run the SQL Server installer.
- 2. In Installation section, select New SQL Server stand-alone installation or add features to an existing installation.



- 3. Accept the license terms. Click Next.
- 4. Use **Microsoft Update** to check for important updates. This is not a mandatory step, but is highly recommended. Click **Next**.
- 5. In Feature Selection section, select the features for installation.

NOTE: The minimum you need is the Database Engine Services, but it is a good idea to install the Management Tools as well so you can manage the database, if needed.

Feature Selection Select the Express features to install. Seture Selection Installaction Rules Installaction Rules Installaction Rules Installaction Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configur	Feature Selection Select the Express features to install. Setup Support Rules License Terms Features Centron Installation Rules Instance Configuration Disk Space Requirements Server Configuration Disk Space Requirements Server Configuration Database Engine Configuration Client Tools Soncectivity Client Tools Soncectivity Client Tools Sol Compatibility Client Tools Sol Complete SQL Client Configuration Progress Complete Select All Select All	3	SQL Server 2012 Setup	
Complete Complete	Select All Unselect All	Feature Selection Select the Express features to i Setup Support Rules License Terms Feature Selection Installation Rules Instance Configuration Database Engine Configuration Error Reporting Installation Configuration Rules Installation Configuration Rules Installation Progress Complete	SQL Server 2012 Setup nstall. Features:	Feature description: The configuration and operation of each instance feature of a SQL Server instance is isolated from other SQL Server instance is. SQL Server instances can operate side-by- side on the same computer. Prerequisites for selected features: Already installed: Windows PowerShell 2.0 Wincrosoft Visual Studio 2010 Redistributat eatures for installation, "Databases eatures for installation," Databases

 In Instance Configuration section, make a choice if you want to use a default instance or a named instance. An SQL Server instance is a complete SQL server – you can install many instances on a machine but you can only have 1 default instance. An SQL Server instance has its own copy of the server files, databases and security credentials. Click Next.

In this example, a **Named instance** SQLExpress is used.

🖞 SQL Server 2012 Setup					
Instance Configuration Specify the name and instance	n e ID for the instance of SQL	Server. Instance ID I	becomes part of the ir	nstallation path.	
Setup Support Rules Feature Selection Installation Rules	 Default instance Named instance: 	SQLExpress			
Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Instance ID: Instance root directory: 	SQLEXPRESS C:\Program Files\N C\\Program Files\N	Microsoft SQL Server\ Aicrosoft SQL Server\N	ISSQL11.SQLEXPRESS	
	Instance Name	Instance ID	Features	Edition	Version
			< Back Nex	kt > Cancel	Help

7. In Server Configuration section, leave the Startup Type for SQL Server Database Engine on automatic.

If you want to announce the presence of your SQL Server on the network, enable the service SQL Server Browser. If not, you will have to know the NAME\INSTANCE of the server and manually enter it, whenever connecting to this SQL Server. Click **Next**.

					0
Server Configuration					
Specify the service accounts an	d collation configuration.				
Setup Support Rules	Service Accounts Collation				
Feature Selection Installation Rules	Microsoft recommends that you	use a separate account for each	SQL Server serv	ice.	
Instance Configuration	Service	Account Name	Password	Startup Type	
Disk Space Requirements	SQL Server Database Engine	NT Service\MSSQL\$SQL		Automatic	
Server Configuration	SQL Server Browser	NT AUTHORITY\LOCAL		Automatic	
Complete	Keep the SQL Serve running. If you use instar Server Bi	r Database Engine servi rces make sure to enabl- rowser as well.	ice e SQL	7	

8. In Server Configuration section, go to Collation tab.

NOTE: The Control Center database requires case-insensitive collation. Make sure case-insensitive collation is selected.

1	SQL Server 2012 Setup
Server Configuration Specify the service accounts ar Setup Support Rules Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Error Reporting	SQL Server 2012 Setup d collation configuration. Service Accounts Collation Database Engine: SQL_Latin1_General_CP1_CLAS Latin1-General_case-insensitiv_accent-sensitive, knatype-insensitive, width- insensitive for Unicode Data, SQ_new Sort Order 52 on Code Page 1252 for non- Unicode Data
Error Reporting Installation Configuration Rules Installation Progress Complete	The acronym CI stands for case- insensitive.
	< Back Next > Cancel Help

If plan to customize your collation settings, make sure the option Case-sensitive is disabled.

Customize the SQL Server 2012 Database Engine Collation					
Select the collation you would like	to use:				
○ Windows collation designator and sort order					
Collation designator:	Danish_Norwegian V				
Binary	Binary-code point				
Case-sensitive	Kana-sensitive				
Accent-sensitive	☐ Width-sensitive				
Supplementary charact					
SQL collation, used for backwa SQL_Hungarian_CP1250_CLAS SQL_Hungarian_CP1250_CS_AS SQL_Icelandic_Pref_CP1_CLAS SQL_Latin1_General_CP1_CLAI SQL_Latin1_General_CP1_CLAS	The option Case-sensitive must be disabled.				
Collation description: Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode Data					
	OK				

Click Next.

9. In Database Engine Configuration section, go to Server Configuration tab and specify the authentication mode. The Control Center needs Windows authentication mode. However, if you also plan to use NiceLabel Web Printing product for printing labels from your browser and Web Printing module will not be installed on the same computer, you need Mixed mode.

In this example, the Mixed Mode will be used. You have to specify the password for the SQL Server system administrator - sa user.

In Specify SQL Server administrators, you can select Windows users that will have administrative role in the SQL Server. Depending on your version of Microsoft SQL Server, the local Windows administrator might already be configured as the SQL Server administrator. If not, define local Windows administrator as SQL Server administrator.

3	SQL Server 2012 Setup
Database Engine Confi Specify Database Engine auther	guration trication security mode, administrators and data directories.
Setup Support Rules Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Server Configuration Data Directories User Instances FILESTREAM Specify the authentication mode and ad Windows and SQL authentication modes are both enabled simultaneously. Windows authentication mode O Windows authentication mode Image: Specify the password for the SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account. Enter password: Image: Specify SQL Server administrators
	CLEANSRV201282M/Administrator (Administrator) SQL Server administrators SQL Server administrator have unrestricted access to the Database Engine. Add Current User Add Remove Back Next > Cancel Help

Click Next.

- 10. Click Next.
- 11. When the installation completes, click **Close**.

5.2 Installing IIS Web Server

NOTE: IIS role and IIS features can be enabled by the installer if you select this option during the installation. To enable the features manually, see instructions below.

Internet Information Services (IIS) is the Microsoft Web server and is a mandatory component to run the NiceLabel Control Center product. IIS is available with Windows Server operating systems, you just have to enable and configure it.

NOTE: Instructions below are for Windows Server 2012 R2. If configuring the IIS on desktop Windows, perform actions that are similar to the described ones.

Do the following:

- 1. Log in to Windows Server using the user with local administrative permissions, such as local **Administrator** user account.
- 2. Start Server Manager from the Start screen.



3. Click Manage, then click Add Roles and Features.

2	Server Manager	
Serv	er Manager • Dashboard • 🗇 🚩 Manage Tools View Help	
Dathbard	WELCOME TO SERVER MANAGER	
Local Server	Add Servers	
All Servers	Click Add Roles and Features.	-
File and Storage Serv	DIS IOCAI Server Manager Properties	
	QUICK START	
	2 Add roles and features	
	3 Add other servers to manage	=
	WHAT'S NEW (1) Create a server group	
	4 Create a server group	
	Hide LEARN MORE	
	ROLES AND SERVER GROUPS	
	Roles: 1 Server groups: 1 Servers total: 1	
	File and Storage 1 Local Server 1	
	Manageability Manageability	
	Events Events	
	Performance 2 Services	
	BPA results Performance	
	RPA results	\sim

4. Select Role-based or feature-based installation. Click Next.

C ect the installation type. You can install roles and feat chine, or on an offline virtual hard disk (VHD).	DESTINATION SERVER CleanSRV2012R2 ures on a running physical computer or virtual
ect the installation type. You can install roles and feat chine, or on an offline virtual hard disk (VHD).	tures on a running physical computer or virtual
chine, or on an online virtual hard disk (vrib).	
Role-based or feature-based installation	ar and featurer
configure a single server by adding roles, role service	s, and reactives.
Remote Desktop Services installation	
Install required role services for Virtual Desktop Infras or session-based desktop deployment.	structure (VDI) to create a virtual machine-based
	Configure a single server by adding roles, role service Remote Desktop Services installation nstall required role services for Virtual Desktop Infra ar session-based desktop deployment.

- 5. Select a local server from the server pool. Click Next.
- 6. In Server Roles step, enable the **Web Server (IIS)** option. Click **Add Features**. **Click Next**.

E.	Add Roles and	d Features Wizard
Select server roles		DESTINATION SERVER CleanSRV2012R2
Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Select one or more roles to ins Roles Application Server DHCP Server DNS Server Fax Server Pile and Storage Servic yper-V etwork Policy and Ac	Add Roles and Features Wizard Add features that are required for Web Server (IIS)? The following tools are required to manage this feature, but do not have to be installed on the same server. Web Server (IIS) Management Tools
	int and Document Sciencole Access Remote Access Volume Activation Serv Web Server (IIS) Windows Deployment Windows Server Essen Windows Server Upda	✓ Include management tools (if applicable) Add Features Cancel < Previous

7. Select **Web Server Role (IIS) > Role Services**. Make sure the following role services are enabled. Click **Next**.

In Common HTTP Features.

- Default Document
- Directory Browsing
- HTTP Errors
- Static Content

In Health and Diagnostics:

• HTTP Logging

In Performance:

• Static Content Compression

In Security:

- Request Filtering
- Basic Authentication
- Windows Authentication

In Application Development:

- .NET Extensibility 4.5 (or higher)
- ASP.NET 4.5 (or higher)

- CGI
- ISAPI Extensions
- ISAPI Filters
- WebSocket Protocol

In Management Tools:

• IIS Management Console

b	Add Roles and Features V	Wizard 📃 🗖 🗙
Before You Begin Installation Type Server Selection Server Roles Features	S Select the role services to instant for W Role services Web Server	Adding the required role services. Description .NET extensibility allows managed code developers to change, add and extend web server functionality in the ordinary methods in the server functionality in
Relatives Web Server Role (IIS) Role Services Confirmation Results	Default Document Directory Browsing HTTP Errors Static Content HTTP Redirection WebDAV Publishing WebDAV Publishing Custom Logging Logging Tools ODBC Logging Request Monitor T	 the entire request pipeline, the configuration, and the UI. Developers can use the familiar ASP.NET extensibility model and rich. NET APIs to build Web server features that are just as powerful as those written using the native C++ APIs.
	< Pre	evious Next > Install Cancel

8. Click Install. Click Close when the installation completes.

If you are using Windows Server 2012 R2, you must also install the HTTP-Activation .NET feature.

Do the following:

- 1. Log in to Windows Server using the user with local administrative permissions, such as local **Administrator** user account.
- 2. Start Server Manager from the Start screen.



3. Click Manage, then click Add Roles and Features.

2	Server Manager	
Serv	er Manager • Dashboard • 🗇 🚩 Manage Tools View Help	
Dathbard	WELCOME TO SERVER MANAGER	
Local Server	Add Servers	
All Servers	Click Add Roles and Features.	-
File and Storage Serv	DIS IOCAI Server Manager Properties	
	QUICK START	
	2 Add roles and features	
	3 Add other servers to manage	=
	WHAT'S NEW (1) Create a server group	
	4 Create a server group	
	Hide LEARN MORE	
	ROLES AND SERVER GROUPS	
	Roles: 1 Server groups: 1 Servers total: 1	
	File and Storage 1 Local Server 1	
	Manageability Manageability	
	Events Events	
	Performance 2 Services	
	BPA results Performance	
	RPA results	\sim

4. Select Role-based or feature-based installation. Click Next.

	Add Roles and Features Wizard	>
Select installati	on type	DESTINATION SERVER CleanSRV2012R2
Before You Begin	Select the installation type. You can install roles and features on a ru	unning physical computer or virtual
Installation Type	machine, of on an online virtual hard disk (VHD).	
Server Selection	Role-based or feature-based installation Configure a single source by adding roles, role conjugs, and feature	100
	configure a single server by adding roles, role services, and read	nes.
	Remote Desktop Services installation	
	Install required role services for Virtual Desktop Infrastructure (VI or session-based desktop deployment.	DI) to create a virtual machine-based

- 5. Select a local server from the server pool. Click **Next**.
- 6. Click **Features** in the selection list on the left.
- 7. Expand .NET Framework 4.5 Features (or higher).
- 8. Expand WCF Services.
- 9. Enable HTTP Activation. Click Next.

b	Add Roles and Features Wizard	_ D X
Select features		DESTINATION SERVER CleanSRV2012R2
Before You Begin Installation Type Server Selection	Select one or more features to install on the selected server. Features In INET Framework 3.5 Features	Description HTTP Activation supports process
Server Roles Features	INET Framework 4.5 Features (3 of 7 installed) INET Framework 4.5 (Installed)	activation via HTTP. Applications that use HTTP Activation can start and stop dynamically in response to work items that arrive over the
Confirmation Results	ASP.NET 4.5 (Installed) WCF Services (1 of 5 installed) WTP Activation Messag Queuing (MSMQ) Activation Named Pipe Activation TCP Activation VTCP Port Sharing talled)	work nems una arme over me network via HTTP.
	Background Intelligent Trans BitLocker Drive Encryption BitLocker Network Unlock BranchCache C III S	this option.
	< Previous Next >	Install Cancel

10. Click **Install** and **Close**.

6 Installing Control Center Components

6.1 Installing On A Single Server

The prerequisites required for the installation:

- Make sure you are familiar with the system requirements. System Requirements.
- Local Administrator user account during the installation. The role of this single user account is to install software, add the required Windows local users, install, and configure the Microsoft SQL database.
- Make sure your Internet Information Services is configured correctly. Installing IIS Web Server.
- Make sure your SQL Server is configured correctly. Installing Microsoft SQL Server.
- Make sure you are familiar with the requirements on the pre-installation checklist. <u>Pre-installation Checklist</u>.

To install the Control Center, complete the following steps:

- 1. Close all open applications before starting the installer.
- 2. Download the Control Center package or insert the DVD.

NOTE: If the installation wizard does not start automatically, double-click the NiceLabelControlCenter2017.exe.

- 3. Installation checks the installation package content. Start the installation.
- 4. Select installer language.

Select Setup Langua	ge ×
Select the language to use during installation:	; the
English	~
ОК	Cancel

5. Installer verifies that the IIS and all of the required features are available. If some prerequisites are missing or currently disabled, click button **Enable Missing IIS Features** to install or enable them.

NiceLabel Control Center - InstallAware Wizard		-		×
NiceLabel Control Center	Prerequisites			
NiceLabel Control Center Setup needs to update your system. Setup must install newer versions of the following system components before installing NiceLabel Control Center. Image: The following Internet Information Server (IIS) features must be enabled: ASP.NET, NET Extensibility, ISAPI Extensions, ISAPI Filers, Default Document, Directory Browsing, HTTP Errors, Static Content, HTTP Logging, Request Filtering, Basic Authentication, Static Content Compression, IIS Management Console Enable Missing IIS Features	NiceLabel Control C	Cente	er	
	< Back Next	>	Cance	1

6. Accept the license agreement. Click Next.

6	NiceLabel Control Center - InstallAware Wizard	. 🗆	×
ĥ	NiceLabel Control Center Setup		
i	License Agreement Please read the following License Agreement. You must accept the terms of this agreement before you can continue with the installation.		_
	END USER LICENSE AGREEMENT THIS END USER LICENSE AGREEMENT ('AGREEMENT') IS A BINDING LEGAL CONTRACT BETWEEN YOU (DEFINED BELOW) AND EURO PLUS, D.O.O. (EURO PLUS'). BY DOWNLOADING, INSTALLING, ACCESSING OR USING ANY SOFTWARE PROVIDED BY EURO PLUS TO YOU OR ANY ASSOCIATED DOCUMENTATION PROVIDED WITH THIS AGREEMENT (COLLECTVEY, THE 'SOFTWARE') YOU BERRESSINT THAT YOU ARE ACTING ON BEHAF OF YOUR OR GRANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ON BEHAF OF YOUR OR GRANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ON BEHAF OF YOUR OR GRANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ONLO ROBANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ONLO ROBANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ONLO ROBANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ONLO ROBANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE ACTING ONLO ROBANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE COTTING ONLE AND CONDITIONS ON ITS BEHAFT, IF YOU DON'N AGREED TO SOLUTIS BENDER'S SUCH ONLY AND ARE COTTING ONLY AND ARE COTTING ONLY AND ARE COTTING ONLY AND ARE COTTING ONLY AND ARE ACTING ONLY AND ARE ACTING ONLY AND ARE ACTING ONLY AND ARE ACTING ONLY AND ARE AND 'AND ARE ACTING AND 'A ADMER'S ADMIN'S ADMER'S AND 'A ADMER'S AND 'A ADMER'S ADMIN'S	~	
	<back next=""></back>	Cano	el

- 7. Enter the user information. Click Next.
- 8. Accept the default folder to store the Control Center files. Click Next.
- 9. Define the Start Menu folder into which shortcuts will be placed. Click Next.
- 10. Enable security settings. Activate **HTTPS support** if you wish to establish a secure client–server connection.

NOTE: HTTPS site binding and X.509 (SSL) certificate must be manually added to the selected site in IIS manager. Details are available in this section.

Define the WebDAV site settings. You have to define the site name and port number on which the site will run. This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site will be installed in the IIS on the current machine.

In most cases, you will keep default settings.

WARNING: Make sure the entered port number is not in use by any other application on this machine. The port might be used by a site in IIS, or by some other application. Pre-installation Checklist.

NiceLabel Control C	enter - InstallAware Wizard 🛛 🗕 🗆 🗙		
NiceLabel Control Center Setup			
Website Settings NiceLabel Control Center needs to create a new website that will enable users to store and use files from a centralized location. HTTPS protocol in NiceLabel Control Center encrypts the communication between NiceLabel Control Center and its clients.	Enable Security Settings Activate HTTPS (SSL) support for a secure client-server communication. Important! After the installation completes, run the Internet Information Services (IIS) Manager. Manually add HTTPS Site Binding and add X.509 (SSL) certificate to the following sites:		
Enable HTTPS here.	- Default website (the application interface) - Document storage website Document Storage Website Settings The site name and port that will be used.		
Site name: EPMWebDAV Port: 0080 Make sure the port is not already in use.			

Select a Microsoft SQL Server, which will be used by the Control Center. This is an
infrastructure example with a single server – the local machine also performs the role of
a database server. Select the local SQL Server. Keep default database name, if you do
not have a reason to change it.

If you do not have the Microsoft SQL Server already installed, click **Install SQL Server Express**. The button is visible if the SQL Server 2016 installation setup exists in the same folder as Control Center setup file.

The installation of Microsoft SQL Server 2016 Express will start after pressing the button. After the installation is done, resume with the installation of Control Center and select the newly installed SQL instance.

NOTE: Internet access is required for this step. This enables the installer to download all necessary components.

1. In the SQL Server 2016 installer, select **Basic** installation type.



- 2. Click Accept to accept the license terms.
- 3. Click **Install** to start the automated installation process. This might take several minutes.
- (Optional step). Click Install SSMS to download and install SQL Server Management Studio. SQL Server Management Studio (SSMS) is an integrated environment that enables you to access, configure, manage, administer, and develop all SQL Server components.

Click Close.



5. The Instance Name will be preconfigured to the following setting.

(local)\sqlexpress

6. Keep the database name. Click Next.



WARNING: If Microsoft SQL Server is available on another computer, see <u>Installing on</u> Multiple Servers.

NOTE: The administrative account you use for Control Center install is also administrator in the local SQL Server. It has permissions to create local Windows users EPM_DBADMIN and EPM_USER and grant them access to the SQL Server. The database is created using the EPM_DBADMIN user credentials.

12. Define the time interval in which the old data is removed from the database. Archiving is a one way process. What you remove from the database, cannot be imported back. The archive is done into the Microsoft Access database on the machine running SQL Server. Click **Next**.

NOTE: You can fine-tune the archiving time interval and data retention at a later time in Windows Task Scheduler.

NiceLabel Control 0	Center - InstallAware Wizard 🛛 – 🗆 🗙			
🔓 NiceLabel Control Center Setup				
NiceLabel Control Center Database archivation Define how the NiceLabel Control Center database will be archived during the time. Setup Wizard will prepare a system scheduler task, which will periodically execute the database archivation.	How often should the database be archived: Monthly Every first Saturday move the data older than three months to the archive database. Weekly Every Saturday move the data older than one month to the archive database. Daily Daily Daily Daily Note: Above are default archivation settings. You can change the detabled extings in the Configuration utility after the NiceLabel Control Construction of the Settings.			
Click Next to continue.	< Back Next > Cancel			

- 13. Click Install.
- 14. If you want to install NiceLabel Web Printing component, enable the option **Install NiceLabel Web Printing after this installation is complete** and then click **Finish**.

For more information, see the document NiceLabel Web Printing Installation Guide.

NOTE: This option is visible, when Web Printing installer is found in the same folder as the Control Center installation setup file.

15. Activate the Control Center. Licensing.

6.2 Installing On Multiple Servers

In this case, there are two available scenarios:

- 1. Remote SQL Server is set up as a stand-alone machine.
- 2. Remote SQL Server is set up in the failover cluster.

6.2.1 SCENARIO 1: Remote SQL Server As Stand-alone Machine

Installation prerequisites:

- Make sure you are familiar with the system requirements. System Requirements.
- Local Administrator Windows user account for the installation on the machine with the Web role (IIS).
- Local Administrator Windows user account for the installation on the machine with the database role (Microsoft SQL Server). This is required so the installer can create two Windows users: EPM_DBADMIN and EPM_USER.
- Administrative access to the SQL Server. If the local Administrator Windows user account
 on the machine with the database role also has the administrative access to the
 SQL Server, that Administrator account will be used to install the database. If not, the
 installer will prompt you for the SQL user account with administrative permissions to the
 SQL Server. This is usually the SQL user "sa".
- Make sure your Internet Information Services is configured correctly. <u>Installing IIS Web</u> Server.
- Make sure your SQL Server is configured correctly. Installing Microsoft SQL Server.
- Make sure you are familiar with the requirements on the pre-installation checklist. Preinstallation Checklist.

Do the following:

- 1. Before starting the installer, close all open applications.
- 2. Insert the NiceLabel 2017 DVD. Installation window should open. If the installation wizard does not start, double-click the START.EXE file in the main folder on the DVD.
- 3. Select Install NiceLabel LMS.
- 4. Select NiceLabel Control Center.
- 5. Select installer language.
- 6. Click Next.
- 7. Accept the license agreement. Click Next.



- 8. Read installation notes. Click Next.
- 9. Enter user information. Click Next.
- 10. Select the folder to store the Control Center files. Click Next.

- 11. Define the Start Menu folder into which the shortcuts are going to be placed. Click **Next**.
- 12. Enable security settings. Activate **HTTPS support** if you wish to establish a secure client–server connection.

NOTE: HTTPS site binding and X.509 (SSL) certificate must be manually added to the selected site in IIS manager. Details are available in this section.

Define WebDAV site settings. You have to define the site name and port number on which the site will run. This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site will be installed in the IIS on the current machine.

In most cases, you will keep default settings.

WARNING: Make sure the entered port number is not in use by any other application on this machine. The port might be used by a site in IIS, or by some other application. Pre-installation Checklist.

NiceLabel Control C	Center - InstallAware Wizard – 🗆 🗙
G NiceLabel Control Center	Setup
Website Settings	Enable Security Settings
NiceLabel Control Center needs to create a new website that will enable users to store and use files from a centralized location. HTTPS protocol in NiceLabel Control Center encrypts the communication between NiceLabel Control Center and its clients.	Activate HTTPS (SSL) support for a secure client-server communication. Important After the installation completes, run the Internet Information Services (IIS) Manager, Manually add HTTPS Site Binding and add X.509 (SSL) certificate to the following sites: - Default website (the application interface) - Document storage website
Enable HTTPS here.	Document Storage Website Settings The site name and port that will be used.
Click Next to continue. Make sure the port is not alre	Site name: EPMWebDAV Port: 8080 Pady in use. < <u>Back</u> <u>Next></u> Cancel

13. Select a Microsoft SQL Server to be used by Control Center. This is an infrastructural example with **multiple servers**, and the SQL Server is installed on another machine. Select the appropriate Microsoft SQL Server name and enter the instance name, if it was set up with a non-default name (for example, SERVERNAME\SQLEXPRESS). Keep the default database name, if you do not have a reason to change it. Click **Next**.

NOTE: The administrative account you use for Control Center installation is also administrator in the local SQL Server. It has permissions to create local Windows users EPM_DBADMIN and EPM_USER and grant them access in the SQL Server. The database is created using the EPM_DBADMIN user credentials.

NiceLabel Control C	Center - InstallAware Wizard
NiceLabel Control Center	Setup
Microsoft SQL Server Instances	Instance Name:
Please select a Microsoft SQL Server Instance to connect to.	(local) (sqlexpress v Enter the SQL Server Instance Name using the following syntax:
	SQLSERVER\INSTANCE. If the SQL server was installed with default instance, please enter only the server name without instance.
NieLabel Control Center can connect to SQL Server 2005, SQL Server 2005 Skpress, SQL Server 2008, SQL Server 2008 Express, SQL Server 2012, SQL Server 2012 Express, SQL Server 2014 or SQL Server 2014 Express	Database Name: NiceAN
	Liner the name of the database that will be treated of the SQL Server.
	If there are no SQL servers available, install Microsoft SQL Server Express on this system. Press the button below.
Click Next to continue.	Install SQL Server Express
	< Back Next > Cancel

Depending on the privileges of the Windows account your are performing the installation of Control Center with, two additional wizard steps might display. If the Windows account you are currently logged in also has administrative privileges for both SQL Server and Windows system on the remote machine, two additional steps do not appear. However, if your Windows account is just local administrator, but has no privileges on the remote machine with SQL Server, you will be prompted for additional credentials.

• ADDITIONAL STEP 1. If the currently logged-in Windows account does not have privileges to install the Control Center database on the remote SQL Server, the installer will prompt you for the SQL user name that has the "Create any database" permission on the SQL Server. Click **Next**.

NOTE: This is a SQL user name from the SQL Server, this is not Windows account from the machine where SQL Server is installed. Usually, you will use the sa user here.

6	NiceLabel Control (Center - InstallAware Wizard	- 🗆	×
f	NiceLabel Control Center	Setup		
Micros The cur mianage account	oft SQL Server Authentication rent user account does not have permissions required to the SQL Server database. You need to provide an which is a member of the sysadmin fixed server role.	Please enter the SQL Server administrative account credentials. User: Password:		
		< Back Next >	Canc	el

• ADDITIONAL STEP 2. If the currently logged-in Windows account does not have the privileges to install local Windows users EPM_DBADMIN and EPM_USER to the remote Windows machine with SQL Server, you will be prompted for the user name which has such privileges. You have to provide the domain user account that has Administrative privileges to the access the remote Windows machine. Usually, this is either a domain Administrator, or a domain user that is member of Administrators user group on the remote Windows system. Click **Next**.

NOTE: You must provide a domain user name. Local Administrator user account from the remote Windows machine cannot be used.

NiceLabel Control C	Center - InstallAware Wizard – 🗆 🗙
G NiceLabel Control Center	Setup
Remote Server Authentication NiceLabel Control Center needs to create a local user account on the remote computer running the SQL Server database. Currently logged on user does not have enough privileges to perform this task.	Please enter the user name and password of an administrative account with enough permissions to create new user.
Click Next to continue.	(Back Nexts Carcel

14. Define the time interval under which the old data is removed from the database.

Archiving is a one way process. What you remove from the database, cannot be imported back. The archive is done into the Microsoft Access database on the machine running SQL Server. Click **Next**.

NOTE: You can fine-tune the archiving time interval and data retention at a later time in Windows Task Scheduler.

NiceLabel Control	Center - InstallAware Wizard 🛛 – 🗆 🗙
G NiceLabel Control Center	Setup
NiceLabel Control Center Database archivation	How often should the database be archived:
Define how the NiceLabel Control Center database will be archived during the time. Setup Wizard will prepare a system scheduler task, which will periodically execute the database archivation.	 Monthly Every first Saturday move the data older than three months to the archive database. Weekly Every Saturday move the data older than one month to the archive database. Daily Daily Daily move the data older than one week to the archive database. Note: Above are default archivation settings. You can change the detailed settings in the Configuration utility after the NiceLabel Control Center installation completes.
Click Next to continue.	
	< Back Next > Cancel

- 15. Click Install.
- 16. If you want to install NiceLabel Web Printing component, enable the option **Install NiceLabel Web Printing after this installation is complete** and then click **Finish**.

For more information, see the document NiceLabel Web Printing Installation Guide.

17. Activate the Control Center. Licensing.

6.2.2 SCENARIO 2: Remote SQL Server Is Installed In A Failover Cluster

WARNING: Control Center installer does not support installation on the SQL Server running in cluster. Install the database separately from main Control Center installation using a database installer utility available on the NiceLabel DVD.

The prerequisites required for the installation:

- Make sure you are familiar with the system requirements. System Requirements.
- Local Administrator Windows user account for the installation on the machine with the Web role (IIS).
- Administrative account for the SQL Server so the Control Center database (NiceAN by default) can be installed. This can be a Windows user that has been set up as

SQL administrator (Logins section in the SQL Server Management Studio), or this can be a SQL user account with permissions to create a database, such as the user "sa".

- Make sure your Internet Information Services is configured correctly. Installing IIS Web Server.
- Make sure your SQL Server is configured correctly. Installing Microsoft SQL Server.
- Make sure you are familiar with the requirements on the pre-installation checklist. <u>Pre-installation Checklist</u>.
- Make sure you are familiar with the Control Center architecture. Architecture.
- Make sure you are familiar with the utilities for the "Advanced Installation" in the folder "Install\Advanced Installation" on the DVD. Read the accompanied instructions in PDF.

6.2.2.1 Install Control Center Database On Remote SQL Server

NOTE: Before you start, make sure the target server supports TLS 1.0 protocol as it is used to install the database.

Do the following:

1. Open desktop on the machine with installed SQL Server.

Open desktop on another machine with access to the SQL Server.

TIP: Windows user configured as SQL Administrator or SQL user with admin permissions on the SQL Server (usually "sa") are required to install the database.

- 2. Close all open applications before starting the installer.
- 3. Copy folder Install\Advanced Installation from NiceLabel DVD to the local disk.
- 4. On the local disk, go to the folder Advanced Installation\Control Center Setup Settings.
- $5. \ Run \ {\tt epmsetupsettings.exe}.$

The application **EPM Custom Setup Settings Generator** is going to run.

NOTE: This application prepares the configuration file for the main Control Center installation. The settings are saved in the file UserData.ini.

- 6. Go to **Common** section and select the folder where the utility will save the configuration. The default folder is the current folder "Control Center Setup Settings".
- 7. Skip the User names and password section. You don't have to configure anything here.
- 8. Go to **Database setup** section.
- 9. Enable option I would like to install database separately from EPM.

NOTE: Enabling this option signals the Control Center installer to skip the database installation.

10. Enter the name of the SQL Server on which you are installing the Control Center database manually using syntax SQLSERVER\INSTANCE.

SQLSERVER must be the name of the target server. If you want to use IP address, make sure the address can be resolved to a computer name. If unsure, add the necessary mapping to the system HOSTS file (located in <code>%systemroot%\System32\drivers\etc</code>).

11. Choose the authentication mode that the Control Center will use to access data in the database.

You can select:

- 1. Windows authentication using default name of EPM USER.
- 2. Windows authentication using some other domain user.
- 3. SQL authentication.

In this example, the SQL authentication and user EPM USER are used.

EPM Custom Setup Settings Ger	nerator 📃 🗆 💌
Common User names and passwords Database setup	Sometimes it is not possible to install NiceLabel Enterprise Print Manager (EPM) database together with the EPM Installation. EPM Database Management is a tool that enables user to install database for EPM independently from the main EPM installation. Here you can define settings that will be used by EPM Database Management tool: path to the database and what kind of authentication should be used. I would like to install database separately from EPM Path to the database using the syntax SQLSERVER\INSTANCE: [CleanSRV2012R2M\SQLEXPRESS] C Use Windows authentication (EPM_USER) C Use Windows authentication (Domain user) This domain user should be created in advance (EPM installation will not create it). User name using the syntax DOMAIN\USER: Password: If SQL Server authentication User name: [EPM_USER Password:
Load Save	p

NOTE: The information entered here is used by the main Control Center installer to determine how to connect to the database (which user to impersonate). The instructions for creating these users follow further in this chapter.

12. Click Save button to save the provided data to the file UserData.ini.

The .INI file contains information about where the remote SQL Server is and how to access it. This information is needed by the main Control Center installation.

WARNING: Make sure to save this file. You will need it when upgrading Control Center to a newer version.

- 13. On the local disk, go to the folder Advanced Installation\Control Center Database Installer.
- 14. Extract the contents of the ZIP file EPMDBInst.zip. Make sure you retain the folder structure.
- 15. Run EPMDBInstall.exe.

The application EPM Database Management starts.

- 16. Enter the name of the SQL server. Also provide the instance name, if necessary.
- 17. Configure the authentication type.

You can use:

- Windows authentication.
 - Leave the username/password fields empty, if the Windows user you are currently logged in with has the administrative privileges defined on the SQL Server (so it will create a database).
 - Enter the username/password, if you want to use a different Windows login.

NOTE: Make sure you use the DOMAIN\USER syntax.

- SQL authentication. In this case provide a user defined in the SQL Server that has privileges to create a new database, usually the user sa.
- 18. Enter the database name.

EPM Da	itabase Management
Availab	ole Servers
	Enter the SQL Server instance name using the syntax SQLSERVER\INSTANCE.
	CleanSRV2012R2M\SQLEXPRESS
Authen	tication Type
-	Set authentication type and user information that will be used for database operations. If you want to use Windows authentication and user name you are logged in with, just leave the user name and password empty.
	C Windows authentication Username: sa
	SQL authentication Password:
	Database Name: NiceAN
Databa	ase Scripts Folder
Ø	Specify the root folder for Database scripts. The folder should contain Modules.txt file.
	all\Advanced Installation\Control Center Database Installer\DBScripts
	Close

- 19. The database scripts are included in the .ZIP file. Make sure you have extracted all files in the file EPMDBInst.zip. If you have the sub folder DBScripts in some other location, browse for it.
- 20. Click Connect.
- 21. The connection to the SQL Server is made. If you see a connection error message, resolve the problem first.

The usual problems are that TCP/IP protocol is not enabled for your server/instance, or the firewall blocks incoming connections. For more information, see <u>Pre-installation</u> <u>Checklist</u>.

If connection to the SQL Server can be established, the window opens with the current status.

NOTE: Make sure the user you enter as "EPM_USER" has the same user name as you have configured in the **EPM Custom Setup Settings Generator>Database setup** in the step 11.

Do not click any button just yet, go to the following step.

EPM Database Management	×
Database Status Connected to SQL Server: C Database status: No databa	eanSRV2012R2M\SQLEXPRESS se
Users User accounts need to be def EPM can connect to the datab	ned during the database installation so that ase.
EPM_DBADMI Username: EPM_DBADMI Warning: Windows users er exist on CleanSRV2012R2M Available Database Operations	I: EPM_USER: N EPM_USER tered for EPM_DBADMIN and EPM_USER must prior managing database!
	Close

22. Provide the information about the two user accounts that will be later used by the Control Center to access its database.

NOTE: The users must already be defined on the machine, before you continue with the database installation. The users must also already be added to the Logins in the Microsoft SQL Server.



OPTION 1: Using Windows authentication. In this case, you must enter two Windows domain users that the EPM Database Management will use during the database installation. Enter the names in DOMAIN\USER syntax. There are no local Windows user

accounts on the Windows machine in the failover cluster, to these two users must be domain users. If creating new user accounts, you can use a default naming convention (EPM_DBADMIN and EPM_USER), or choose other user names.

OPTION 2: Using SQL authentication. In this case, you must define two SQL users that the EPM Database Management will use during the database installation.

NOTE: The database is installed using the "EPM_DBADMIN" user and is configured to be used by "EPM_USER". Make sure to assign the appropriate privileges for both users. Permissions for "EPM_DBADMIN" must be configured before you start the database installation. Permissions for user "EPM_USER" are configured after the database has been installed. <u>Configuring Securables for Custom Database Users</u>

23. Click Install.

NOTE: When installing the database, the utility does not provide any feedback and might appear unresponsive. Be patient and wait until the processing is done.

24. If no problems are encountered, you will see the message "Database install operation completed successfully."

In the Database Status section the current version of the database is displayed.

EPM Dat	tabase Management	
Databas	se Status Connected to SQL Server: CleanSRV2012R2M\SQL RESS Database status: Installed (Database version: 98)	
	- mark the former	

25. Close the application. The configuration is saved to file EPMDBInstall.ini.

WARNING: Make sure to save this file. You will need it when updating Control Center to a newer version.

- 26. Open desktop on a Windows machine, on which you want to install Control Center Web application.
- 27. Copy the installer file for Control Center to a local disk. This is a file NiceLabelControlCenter2017.exe.
- 28. Copy file UserData.ini next to it in the same folder. This .INI file has been prepared by EPM Custom Settings Generator.
- 29. Run the Control Center installer and follow on-screen instructions.
- 30. Follow the steps from step 5 in chapter <u>Installing on a Single Server</u>. All database-related questions are suppressed.
- 31. Activate the Control Center. For more information, see Licensing.

6.3 Configuring Securables For Custom Database Users

The installer requires two database users. EPM_DBADMIN to install the database, and EPM_ USER to get access to database. <u>Architecture</u>

The first option is to use Windows or SQL user account. The instructions below apply to both user types.

• The role of "EPM_DBADMIN" (user name can be changed). This user must have granted the following roles: "Connect SQL" and "Create any database". These roles must be defined before you start the database installation.

J Login Properties - TRAINER\E	PM_DBADMIN				- 🗆 <mark>X</mark>
Select a page General	🔄 Script 🔻 🛐 Help				
Server Roles	Login name: TRAINER	EPM_DBADMIN			
Status	Securables:			Se	arch
_	Name			Туре	
	TRAINER\SQLEXPF	ESS		Server	
User EPM_DBAD and is used	MIN can create any to create the Control	database on Center data EXPRESS:	SQL Server base.		
trainer\sqlexpress	Permission	antor	Grant	With Grant	Deny 🔺
Connection:	Connect SQL	N			
20	Connect SQL	sa	V		
View connection properties	Control server				
-	Create any database				
Progress	Create any database	sa	V		
Ready	Create availability group				
Page P	Create DDL event noti ∢		1	[[[[[]]]]]	
	L			ОК	Cancel

• The role of "EPM_USER" (user name can be changed). Control Center application impersonates this user whenever it needs to interact with the Control Center database. The user is mapped to this database only.

Login Properties - EPM_USE	
Select a page	🖾 Script 🔻 🚺 Help
Server Roles Wer Mapping Securables	Users mapped to this Map Database mast Center database (here NiceAN).
	✓ NiceAN EPM_USER nan
Generation	Guest account enabled for: NiceAN Database role membership for: NiceAN
Connection	db_accessadmin
Server. 192.168.21.183\sqlexpress Connection: sa	db_backupoperator db_datareader db_datareader
view connection properties	db_denydatawriter db_owner
Progress	☐ db_securityadmin ♥ public
Ready	The permissions of the user EPM_USER in the database named NiceAN.
	OK Cancel

Additionally, the user must be configured with additional permissions for the Control Center database (a default database name is NiceAN).

After you have completed the stand-alone database installation and before you begin the installation of Control Center, do the following:

- 1. Run **Microsoft SQL Server Management Studio** and connect to the SQL Server on which you have installed the database.
- Expand Databases > <selected database (NiceAN by default)> > Security > Users.
- 3. Select the user to take over the role of "EPM_USER" which you previously selected in the stand-alone database installer (user name can vary).
- 4. Right-click it and select Properties.
- 5. In Securables page, click Search...
- 6. In Add Objects window, select All object of types... and click OK.



- 7. In Select Object Types window, select Schemas and click OK.
- 8. Select schema nan.
- 9. In Permissions for nan section, grant the following permissions:
 - Control
 - Delete
 - Execute
 - Insert
 - Select
 - Update

		guest		Schema	
	20	INFORMATION_SC	HEMA	Schema	
	20	nan		Schema	
		sys		Schema	
	Permissions for nan:			Column Permi	issions
	Explicit Effective				
	Permission	Grantor	Grant	With Grant	Deny
	Alter				
Connection	Control		\checkmark		
Server	Create sequence				
trainertemp\sqlexpress	Delete		\checkmark		
Connection:	Execute		\checkmark		
sa	Insert		\checkmark		
View connection properties	References				
	Select				
Progress	Take ownership				
() Ready	Update				
	View change tracking				
-4 B-	<				2

10. Click OK.

6.4 Enabling HTTPS Support

If protecting the communication between Control Center and all clients (NiceLabel clients or users browsing the Control Center web page) is required, enable the Hypertext Transfer Protocol Secure (HTTPS) protocol. This protocol prevents wiretapping and man-in-the-middle attacks on the Control Center. All exchanged data remains private also because of the bidirectional encryption of client–server communication. Ultimately, the communication between user and server cannot be read and forged by any third party.

The HTTPS support is enabled during the installation.

The role of SSL certificates is to provide user authenticity. When the Control Center is installed, you will have to run Internet Information Services (IIS) Manager on the server and enable HTTPS support for both **Default Web Site** (under which the Control Center runs as the application) and for **EPMWebDAV** (which exposes the access to the Document Storage).

After enabling HTTPS support, you have to access the Control Center using the https://prefix:

https://server/epm

Make sure that all products that connect to Control Center use secure web services. Do not mix HTTP and HTTPS protocols.

NOTE: For more information about enabling HTTPS talk to the personnel responsible for informational infrastructure in your company.

Instructions for Default Web Site

- 1. On the server, run Internet Information Services (IIS) Manager.
- 2. Expand <servername> node then expand Sites node.
- 3. Select Default Web Site.
- 4. In right-hand pane, click Bindings.
- 5. Click Add... button.
- 6. In Type, select https.
- 7. In Port, enter 443.
- 8. In SSL certificate, select the correct certificate in the list. You can click **View** button to see the properties of the certificate currently displayed in the drop down.
- 9. Click OK.
- 10. Click Close.

NOTE: If you do not see the appropriate certificate on the list, install it first. There are numerous instructions available on the Web.

Instructions for EPMWebDAV Site

- 1. On the server, run Internet Information Services (IIS) Manager.
- 2. Expand <servername> node then expand Sites node.
- 3. Select EPMWebDAV.
- 4. In right-hand pane, click **Bindings**.

- 5. Select the existing item and click Edit.
- 6. In Port, enter 8081.
- 7. Click OK.
- 8. Click Add.
- 9. In Type, select https.
- 10. In Port, select 8080.
- 11. In Host name, enter the **computer name**. You can see the computer name in Control Panel/System and Security/System. This is just a computer name, not FQDN name.
- 12. In SSL certificate, select the correct certificate in the list. You can click **View** button to see the properties of the certificate currently displayed in the drop down.
- 13. Click OK.
- 14. Select the old http binding configured on port 8081. Click Remove.
- 15. Click Close.

NOTE: If you do not see the appropriate certificate on the list, install it first. There are numerous instructions available on the Web.

Editing the Configuration File web.config

NOTE: To enable HTTPS support in Control Center, just make sure to enable HTTPS option during the installation. You have to complete steps below, just when you did not enable HTTPS during the installation.

Complete these steps using administrator privileges:

1. Navigate to the System folder. This is a default location:

c:\Program Files\NiceLabel\NiceLabel Control Center\WEB

- 2. Create backup of the existing **Web.config** file, or rename it. Keep the original file just in case you want to revert to the original configuration.
- 3. Open the **Web.config** file in text editor.
- 4. Search for the following string.

<!--uncomment line below to enable HTTPS protocol-->

You will find it inside the

/configuration/system.serviceModel/bindings/basicHttpBinding section.

5. Uncomment the line that follows it.

Change the line from:

<!--<security mode="Transport" />-->

```
To:
```

<security mode="Transport" />

6. Locate the next binding XML element.

```
Change the security mode="TransportCredentialsOnly" into security
mode="Transport".
```

From:

To:

```
<br/><binding name="httpConfigV2" maxReceivedMessageSize="2147483647"<br/>maxBufferSize="2147483647"><br/><br/><br/><readerQuotas maxStringContentLength="2147483647"/><br/><security mode="Transport"><br/><transport clientCredentialType="Windows"/><br/></security></binding>
```

NOTE: If this binding XML element is not already included in your web.config file, add it manually.

7. Finally, the updated web.config file looks like this:

```
<basicHttpBinding>
    <binding maxReceivedMessageSize="2147483647"</pre>
maxBufferSize="2147483647">
        <readerQuotas maxStringContentLength="2147483647"/>
            <!--uncomment line below to enable HTTPS protocol-->
        <security mode="Transport">
            <transport clientCredentialType="Windows"/>
        </security>
    </binding>
    <binding name="httpConfigV2" maxReceivedMessageSize="2147483647"</pre>
maxBufferSize="2147483647">
        <readerQuotas maxStringContentLength="2147483647"/>
        <security mode="Transport">
            <transport clientCredentialType="Windows"/>
        </security>
    </binding>
</basicHttpBinding>
```

NOTE: The XML element <transport clientCredentialType="Windows"/>is added after you enable Windows authentication in Control Center. If your configuration

includes HTTPS support without Windows authentication, this XML element is not present.

8. Save the file. The change is applied immediately.

Securing browser cookies using SSL/HTTPS connection

By default, data exchange between Control Center and client browsers uses non-protected HTTP connection. Because browser cookies may contain sensitive information, NiceLabel recommends securing them. Cookies become secure after Control Center instructs the client browsers to send cookies exclusively over SSL/HTTPS connection.

NOTE: Before you can secure cookies, your Control Center installation must meet these two prerequisites:

- Install Control Center with HTTPS enabled, or edit **Web.config** file to enable HTTPS manually (see above).

- Import SSL certificate and bind it to the <u>Default</u> and <u>EPMWebDAV</u> sites using IIS settings.

1. Navigate to the System folder. This is the default location:

c:\Program Files\NiceLabel\NiceLabel Control Center\WEB

- 2. Open Web.config.
- 3. Remove comment tags from <!--<httpCookies requireSSL="true" />-->.

Correct: <httpCookies requireSSL="true" />

4. Sending of cookies over SSL/HTTP is active for this server.

6.5 Updating Control Center To Latest Version

WARNING: HTTPS support status (enabled or disabled) is automatically remembered after the upgrade if you perform a clean install of NiceLabel Control Center version 2017.2. If upgrading from earlier versions, set the HTTPS support manually. See topic Enabling HTTPS Support.

6.5.1 Single-Server Architecture

If your current Control Center is installed in a single server environment, start the installer of the new version of Control Center and follow on-screen prompts. <u>Installing on a Single Server</u>.

The update first removes the existing version and replaces it with the latest version, keeping all the data. The database is updated automatically without asking any questions.

6.5.2 Multiple-Server Architecture With Remote SQL Server

The prerequisites required for the installation:

- Provide the SQL Server name and optional instance, where the current database is installed
- If the Windows account on the Control Center machine does not have permissions to add/modify Windows users on the SQL Server Windows machine, you will need to have the user account that is member of the Administrators group on the remote machine.

If your current Control Center is installed in a multi-server environment, but you are not using SQL Server in a cluster, and you have administrative access to both remote SQL Server and the remote Windows machine, simply start the installer of the new version of Control Center and follow on-screen prompts.

The update first removes the existing version and replaces it with the new version, keeping all the data. The database is updated automatically.

Do the following:

- 1. Run the installer of the latest version.
- 2. Let it remove the existing version of the Control Center.
- 3. Select the SQL Server and instance, where the Control Center had installed its database.

6	NiceLabel Control 0	Center - InstallAware Wizard 🗕 🗆	×
f I	liceLabel Control Center	Setup	
Microsoft S	L Server Instances	Instance Name:	
Please select	a Microsoft SQL Server Instance to connect to.	Enter the SQL Server Instance Name using the following syntax: SQLSERVER/UNSTANCE. If the SQL server was installed with default instance, please enter only the server name without instance.	v
NiceLabel Con Server 2005 E Express or SQ	trol Center can connect to SQL Server 2005, SQL xpress, SQL Server 2008, SQL Server 2008 L Server 2012		
Click Next to o	ontinue.		
		< Back Next > Canc	el

4. If the Widows account does not have the privileges to install local Windows users EPM_ DBADMIN and EPM_USER to the remote Windows machine with SQL Server, you are prompted for the user name that has such privileges. Provide the domain user account that has Administrative privileges on the remote Windows machine.

Usually, this is either a domain Administrator, or a domain user that is member of the Administrators user group on the remote Windows system. Click **Next**.

NOTE: You must provide a domain user name. Local Administrator user account from the remote Windows machine cannot be used.

NiceLabel Control C	NiceLabel Control Center - InstallAware Wizard – 🗖 📃 🗙		
NiceLabel Control Center	Setup		
Remote Server Authentication NiceLabel Control Center needs to create a local user account on the remote computer running the SQL Server database. Currently logged on user does not have enough privileges to perform this task.	Please enter the user name and password of an administrative account with enough permissions to create new user.		
Click Next to continue.			
	< Back Next > Cancel		

5. Click Install.

6.5.3 Multiple-Server Architecture With Remote SQL Server In A Fail-over Cluster

The prerequisites required for the installation:

- You have to provide files UserData.ini and EPMDBInstall.ini from the existing installation of the Control Center. These two files have been provided by the utilities for the "Advanced Installation". If you did not save the files, you will have to configure the utilities again. Installing on Multiple Servers.
- Even if having the above mentioned configuration files, you will still have to enter the passwords for all user names used during the installation. The EPMDBInstall will remember user names, but not the passwords.

In this case, the Control Center database has to be upgraded manually using the utility EPMDBInstall. After the upgrade, the Control Center can be installed. During the installation the database install step is skipped.

Do the following:

1. Open a desktop on the machine where the SQL Server is installed. or

Open a desktop on another machine which will have access to the SQL Server (Windows user configured as the SQL Administrator or SQL user with admin permissions on the SQL Server (usually "sa") are required to install the database).

- 2. Close all open applications before starting the installer.
- 3. From NiceLabel DVD copy the folder $\Install \Advanced$ Installation to the local disk.

- 4. On the local disk, go to the folder Advanced Installation\Control Center Database Installer.
- 5. Extract the contents of the ZIP file EPMDBInst.zip. Make sure you keep the folder structure.
- 6. Copy the file EPMDBInstall.ini from the initial installation to the same folder. The settings saved in the file will re-populate the options in the utility.
- 7. Run EPMDBInstall.exe.

The application EPM Database Management starts.

- 8. Click **Connect** to connect to the database.
- 9. The user names that the Control Center will use to interact with the SQL Server have been remembered. Enter the passwords.

Click **Upgrade** to upgrade the existing database structure to the newer structure.

	EPM Database Management
Database Status Conne Databa	cted to SQL Server: CleanSRV2012R2M\SQLEXPRESS ase status: Installed (Database version: 98)
Users User ac EPM car C Wir C SQ	counts need to be defined during the database installation so that n connect to the database. ndows authentication L authentication
Userr Pass Available Databa	EPM_DBADMIN: EPM_USER: hame: EPM_DBADMIN EPM_USER word: Upgrade existing database structure
	Close

If you have troubles upgrading the database and see error messages such as Database install operation failed. Or Could not drop login '<username>' as the user is currently logged in, the installer cannot upgrade the database as it is currently in use.

Do the following:

- 1. On the Windows machine with Control Center installed, open the Internet Information Services (IIS) Manager.
- 2. Select **Application Pools** pane, right-click the applications pools **EPMAppPool** and **EPMWebDAVAppPool** and stop them.
- 3. Expand Sites.
- 4. Select **Default Web Site**. Click **Stop** in the right-hand pane.
- 5. Select EPMWebDAV. Click Stop in the right-hand pane.
- 6. Open Command Prompt windows with administrative permissions.
- 7. In the command prompt type in **iisreset** and press <Enter>.
- 8. Try to upgrade the database again.
- 10. After the database upgrade completes, click **Close**.
- 11. Open desktop on the Windows machine, where you want to upgrade Control Center Web application.
- 12. Copy the installer file for Control Center to a local disk. This is a file named NiceLabelControlCenter2017.exe.
- 13. Copy the file UserData.ini next to it in the same folder. This .INI file has been prepared by EPM Custom Settings Generator.

NOTE: If you did not save the file UserData.ini the first time you installed the Control Center, run the utility epmsetupsettings.exe from Advanced Installation\Control Center Setup Settings folder and create it again. Installing on Multiple Servers.

14. Run the Control Center installer and follow on-screen instructions.

You have to confirm the removal of existing version and then the new version will be installed without asking any additional questions.

7 Installing the Client Components

7.1 Installing The Designer

NiceLabel Designer is the label and form designer which will help you create label formats and printing applications (forms) for your desktop and Web printing users. Typically, you will install NiceLabel Designer on the workstations, not on the server.

Detailed description of NiceLabel 2017 installation procedure is available in a dedicated installation manual. See **NiceLabel 2017 Installation Guide**.

7.2 Installation Of Printer Drivers

NOTE: For detailed and printer vendor/model specific instructions on how to install the printer drivers, please refer to the document <u>NiceLabel Printer Drivers Installation Guide</u>.

There are two ways to install NiceLabel printer drivers:

- Use NiceLabel PrnInst application (recommended).
- Use Windows Add printer process (alternative option).

NOTE: Before starting with printer driver installation, make sure you are logged in as an administrator.

7.3 Installing Support For WebDAV

WebDAV (Web-based Distributed Authoring and Versioning) is a set of extensions to HTTP protocol. It provides a user framework for creating, changing and move documents on a server; typically a web server or a web share.

NiceLabel Control Center provides WebDAV access to the Document Storage files. All clients that interact with the Document Storage must have WebDAV support enabled.

TIP: Typically, the "clients" are NiceLabel Designer and NiceLabel Automation.

To ensure a successful connection between the client and WebDAV, make sure the following prerequisites are met on the client side:

- Windows 7, Windows 8/8.1 and Windows 10. WebDAV support is already installed and no further action is required.
- Windows Server 2008 R2 and 2012 R2. Enable Desktop Experience feature. See details

below.

• Windows Server 2016. Enable **Desktop Experience** and **WebDAV Redirector** features. See instructions on how to install WebDAV Redirector below.

7.3.1 Enabling WebClient Service To Use "Automatic" Startup Type

Windows operating system supports access to WebDAV shares using WebClient service. When this service is stopped, users have no access to WebDAV shares. In Windows Vista, 7, 8/8.1 and Windows 10, the service is enabled in Manual startup mode.

In Windows Server 2008, 2012 (including R2) and 2016 editions, the default setup does not have web client service. You need to install Desktop Experience package to add web client service.

To make sure the WebDAV support is always available, set the WebClient service startup type to **Automatic**.

Do the following:

- 1. Press Windows key (or <Ctrl> + <Esc>) to open the search.
- 2. Type in **Services** and run the Services window.
- 3. Scroll down in the list and locate the service WebClient.
- 4. Double click **WebClient** to open its properties.
- 5. In Startup, type combo box select Automatic.

<u></u>			Services				_ □	x
File Action View	Help							
(+ +) 📰 🖾	à 🗈 🛛 🖬 🕨 🖬 🕪							
🥋 Services (Local)	Services (Local)							
	WebClient	Name	•	Description	Status Star	tup Type	Log On As	^
		😪 W3C Log	ging Service	Provides W	Mar	nual	Local Syste	
	Start the service	🖉 🧠 WebClier	nt	Enables Win	Mar	nual (Trigger Start)	Local Service	£
		O Windows	Audio	Manager au	Mar		Local Service	2
		Web	Client Propertie	s (Local Com	puter) 📃	×	Local Syste	
Locate Web(Client service	Countly					Local Service	: I
	d modify Inter	General Log On	Recovery Depend	encies		ic (Trigger	Local Service	:
	service is stop	Service name:	WebClient			Trigger Start)	Local Syste	
	If this service is disabled, any ser	Service nume.	WebGient			Trigger Start)	Local Service	2
	that explicitly depend on it will f	Display name:	WebClient			Trigger Start)	Local Syste	
	start.	Description:	Enables Windows-b	ased programs to (create,		Network S	
		Documption.	access, and modify	Internet-based file:	s. If this 🧹	ic	Local Service	2
						ic	Local Service	2
		Fath to executab	ie: tam 37\euchoet ava Jr	WebClientGroup		ic	Local Service	2
		C. Williowa aya	Comoz avonoac.cxc +c	webciencoroup			Local Service	2
		Startup type:	Manual		*		Local Syste	
			Automatic (Delayed	Start)		ic	Local Syste	
			Manual	۵ آ			Local Syste	
			Disabled	1			Local Service	:
0		and status.	oroppos				Local Syste	=
Cn	ange startup type to	Start	Stop	Pause	Resume	ic	Network S	-
	Automatic .	You can enectiv	the start parameters th	at apply when you	etart the cension	Trigger Start)	Local Syste	
		from here.	ine start parameters tri	асарруу чинон усс	atait the activide	Trigger Start)	Local Service	: v
	Extended Standard /	0						
	· · · · · · · · · · · · · · · · · · ·	start parameters:						
		L						
			OK	Cance	Apply			

- 6. If the service is not running yet, click **Start** button.
- 7. Click **OK**.
- 8. Close Services window.

7.3.2 Installing Desktop Experience

To install **Desktop Experience** feature on Windows Server operating system, do the following.

NOTE: These instructions are for Windows Server 2012 R2.	
--	--

- 1. Start Server Manager from the Start screen.
- 2. Click Manage, then click Add Roles and Features.

a		Server Manager			x
Server Ma	anager 🕨 Dashb	ooard	• 🕲 🏲	Manage Tools View Help	p
📰 Dashboard	WELCOME TO SERVE	R MANAGER		Remove Roles and Features	
Local Server				Create Server Group	
All Servers	Click Add Rol	les and Features.	local conver	Server Manager Properties	
File and Storage Services					
	QUICK START		e .		
		2 Add roles and	features		
		3 Add other serv	vers to manage		=
	WHAT'S NEW	A Create a convo	r group		
		4 Create a serve	rgroup		
	LEARN MORE			Hide	
	POLES AND SERVER	GROUPS			
	Roles: 1 Server groups	: 1 Servers total: 1			
	File and Stor	age	1.0		
	Services		al Server	1	
	 Manageability 	🛈 Man	ageability		
	Events	Even	its		
	Performance	2 Servi	ices		
	BPA results	Perfo	ormance		
		RPA	reculte		~

3. Select Role-based or feature-based installation. Click Next.

	Add Roles and Features Wizard	_ _ ×
Select installati	on type	DESTINATION SERVER CleanSRV2012R2
Before You Begin	Select the installation type. You can install roles and features on a running	physical computer or virtual
Installation Type	machine, or on an omine virtual hard disk (VHD).	
Server Selection	Role-based or feature-based installation	
	Configure a single server by adding roles, role services, and features.	
	Remote Desktop Services installation	
	Install required role services for Virtual Desktop Infrastructure (VDI) to or session-based desktop deployment.	reate a virtual machine-based

- 4. Select a local server from the server pool. Click **Next**.
- 5. The Desktop Experience feature is not a Server Role, so skip the Server Roles page by clicking **Next**.
- 6. In the Select Features section, expand User Interfaces and Infrastructure and check the Desktop Experience check box. Probably it will now ask you whether you also want to install the features required by Desktop Experience. Click the Add Features button to proceed. Now, click the Next button to proceed.

a	Add Roles and Features Wizard	_ _ X
E Select features Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add Roles and Features Wizard Select one or more features to install on the selected server. Features Simple TCP/IP Services SMIB Bandwidth Limit SMIP Server SMIP Server Teinet Client Teinet Server TFIP Client	DESTINATION SERVER CleanSRV2012R2.GALAXY.europlus.local Desktop Experience includes features of Windows 8, such as Windows Media Player, desktop themes, and photo management. Desktop Experience does not enable any of the Windows 8 features; you must manually enable them.
	I'' Graphical Management Tools and Infrastructure (2 of 3 installed) Graphical Management Tools and Infrastructur Settop Experience Server Graphical Shell (Installed) Windows Biometric Framework Windows Feedback Forwarder V I'' Windows Feedback Forwarder V V I'' I'' I''	> Install Cancel

7. In the Confirmation section, optionally check the **Restart the destination server automatically if required** check box as the Desktop Experience feature will need a restart to complete. You can also manually restart the server after the wizard steps are complete.

2	Add Roles and Features W	lizard 📃 🗖 🗙
Confirm installat	ion selections	DESTINATION SERVER CleanSRV2012R2.GALAXY;europlus.local
Before You Begin	Before You Begin To install the following roles, role services, or features on selected server, click Install.	
Installation Type	Restart the destination server automatical	y if required
Server Selection Server Roles	Optional features (such as administration tools been selected automatically. If you do not wan their check boxes.) might be displayed on this page because they have t to install these optional features, click Previous to clear
Features		
Confirmation Results	Ink and Handwriting Services Media Foundation User Interfaces and Infrastructure Desktop Experience	
	Export configuration settings Specify an alternate source path	
	< Prev	ious Next > Install Cancel

8. Wait while the features are being installed. You can also close the **Add Roles and Features Wizard** window – it will continue to run in the background.

7.3.3 Installing WebDAV Redirector

NOTE: These instructions are for Windows Server 2016.

- 1. Start Server Manager from the Start screen.
- 2. Open Manage menu and click Add Roles and Features.
- 3. Click Features tab.

4. Select WebDAV Redirector feature.



- 5. Click Next to proceed to the Confirm installation selections window.
- 6. Click Install. You can close the window while the feature is being installed.
- 7. Close Add Roles and Features window.

8 References

8.1 Configuring RemoteApp Support

This chapter provides the steps necessary to enable Application Server functionality in NiceLabel Control Center.

Prerequisites:

- NiceLabel LMS Enterprise license.
- Installed RemoteApp with active license on the Windows server. Communicate the requirements with your IT manager.

Some useful resources on the Microsoft web page:

- RemoteApp manager: https://technet.microsoft.com/en-us/library/cc755261.aspx
- Overview of RemoteApp: <u>https://technet.microsoft.com/en-us/library/cc755055.aspx</u>
- TS RemoteApp Step-by-Step Guide: <u>https://technet.microsoft.com/en-us/library/cc730673(v=ws.10).aspx</u>
- Deploying TS RemoteApp: <u>https://technet.microsoft.com/en-us/library/ff519119</u>
 (v=ws.10).aspx
- Configuring RemoteApp Programs: https://technet.microsoft.com/en-us/library/cc733174.aspx

Complete the steps described in subsections below.

8.1.1 Publish NiceLabel Programs

- 1. Go to a computer with enabled RemoteApp role.
- 2. Enable **Desktop Experience** (Windows Server 2012) or **WebDAV Redirector** (Windows Server 2016) features. Installing Support for WebDAV.

NiceLabel Designer must be able to connect to the Document Storage (WebDAV) on the Control Center. The Windows Server computer that runs the client programs requires these features so it can connect to the WebDAV repository.

- 3. Install NiceLabel Designer. For more information, Installing the Designer.
- 4. Set the default directories to point to the Document Storage.
 - In the System folder open file product.config in text editor.

The System folder is c:\ProgramData\NiceLabel\NiceLabel 2017.

• Update folder names in <Directories/>node.

- 5. Activate NiceLabel Designer with the same LMS license key as used in the Control Center. For more information, <u>Activating the Client</u>.
- 6. Start Server Manager.
- 7. In the left pane, click **Remote Desktop Services**.
- 8. Click **Collections**, then on the right hand side, click **TASKS** drop down and select **Create Session Collection**. Follow the wizard.

in a		Server Manager	_ 0 <mark>_</mark>
\mathbf{E}	∋ • • Remot	e Desktop Services • Collections • 😕	Manage Tools View Help
	Overview	SILECTIONS st refreshed on 09/07/2015 11:12:42 All collections 0 total	TASKS V
	Servers Collections	▼ (B) ▼ (E)	Create Virtual Desktop Collection Create Session Collection Edit Deployment Properties
11 11 11		Type Size Resource Type Status	<u> </u>
			5
R.	Summer and	and the second and a second a s	and a second sec

9. Back in the Server Manager, click **Publish RemoteApp Programs** to open **Publish RemoteApp Programs** window.

a		Server Manager 🛛 🍸
E	→ · Collect	ions • Remote Apps
	Overview	PROPERTIES Properties of the collection TASKS
i i	Servers	Collection Type Session
Ϊi .	Collections	Resources Remote Desktop
E,	Remote Apps	User Group ZEBRA\Domain Users
iji -		
8		
6		
⊗⊳		REMOTEAPP PROGRAMS
		Published RemoteApp programs 0 total
		Remote Desktop is published for the set of the collection.
		Publish RemoteApp programs
		Publishing RemoteApp programs will unpublish the Remote Desktop.
		and the second second second
		Published RemoteApp programs 0 total TASKS Remote Desktop is published for incusers of the collection. Publish RemoteApp programs Publishing RemoteApp programs will unpublish the Remote Desktop.

10. If you do not see NiceLabel Designer and NiceLabel Print in the list already, click Add. and browse to \\<remoteapp>\c\$\Program Files\NiceLabel\NiceLabel 2017\bin.net.

Where you have to replace the <remoteapp> with the Fully Qualified Domain Name (FQDN) for your RemoteApp server.

You must add the following RemoteApp programs from the bin.net folder: NiceLabelDesigner.exe, NiceLabelPrint.exe.

3	Publish RemoteApp Progr	rams 📃 🗖 💈
Select RemoteA RemoteApp Programs Confirmation	Select the RemoteApp programs to publish to program to the list, click Add.	to the Remote Apps collection. To add a RemoteApp
	The RemoteApp programs are populated from RemoteApp Program OfficeSoft Azure Services OfficeSoft Silverlight OfficeLabel Automation Builder 201	m NICEDEMO.NLDEMO.LOCAL. Location ^ %SYSTEMDRIVE%\Windows\explorer.exe %SYSTEMDRIVE%\Program Files\Microsoft Silve %SYSTEMDRIVE%\Pythonw.exe %SYSTEMDRIVE%\Program Files\NiceLabelNNic
		%SYSTEMDRIVE%\Program Files\NiceLabel\Nic %SYSTEMDRIVE%\Program Files\NiceLabel\Nic %SYSTEMDRIVE%\Program Files\NiceLabel\Nic %SYSTEMDRIVE%\Program Files\Nodejs\node %SYSTEMDRIVE%\Windows\System32(cmd.exe %SYSTEMDRIVE%\Windows\System32(cmd.exe %SYSTEMDRIVE%\Windows\System32(cmd.exe)
	Add	III RD Session Host servers in the collection.
	< Previou	us Next > Publish Cancel

Click Next.

11. You will see the four selected program listed in the window. Click **Publish**.

a	Publish RemoteApp Programs		
Confirmation RemoteApp Programs Confirmation	Confirm that the list of RemoteApp pr 2 RemoteApp programs:	ograms to be published is correct, and then click Publish.	
Publishing	RemoteApp Program	Location	1
Completion	NiceLabel Designer 2017	%SYSTEMDRIVE%\Program Files\NiceLabel\Nic	1
	NiceLabel Print 2017	%SYSTEMDRIVE%\Program Files\NiceLabel\Nic	
	<	Previous Next > Publish Cancel	

- 12. All programs have been published. Click **Close**.
- 13. All RemoteApp programs should now be visible in the **Server Manager**.
- 14. Right click each published program and select Edit properties.

In Parameters category, select the option **Allow any command-line parameters** for each program.

b	Properties - C X
NiceLabel Print 20 Show All General + Parameters - User Assignment + File Type Associati +	Properties Image: Constraint of the second seco
	OK Cancel Apply

15. Click OK.

8.1.2 Digitally Sign The Published Applications

Each time the user runs NiceLabel Designer or NiceLabel Print with a file from the Document Storage, Control Center creates a . RDP file with instructions for the user's Remote Desktop Client. The .RDP file must be signed with the SSL certificate, or the users will see warning messages about unknown publisher when executing the .RDP files.



To configure the digitally signature, you must completer three steps:

- 1. Adding certificate on RemoteApp deployment.
- 2. Adding certificate for a computer account and allowing Control Center to access it.
- 3. Binding Control Center with the certificate.

8.1.2.1 Adding Certificates To RemoveApp Deployment

To add certificates for server authentication, single sign-on and establishing secure connections, do the following:

- 1. Start Server Manager.
- 2. In the left pane, click Remote Desktop Services.
- 3. Click **Collections**, then on the right hand side, click **TASKS** drop down and select **Edit Deployment Properties**.

à		Server Manager	_ 0 _ ×
\mathbf{E}	∋ • •• Remo	te Desktop Services + Collections + 🛛 🛛 🕫 🛛 🖌	Manage Tools View Help
	Overview	SLLECTIONS st refreshed on 09/07/2015 12:16:25 All collections 1 total	TASKS 💌
1	Servers		Create Virtual Desktop Collection
	Collections		Edit Deployment Properties
0	Remote Apps	Type Size Resource Type Status	
iii≦ ⊳		Apps Session 1 RemoteApp Programs	5
Ē			5
		and and and and a second and and and and and and and and and a	- marine and a second of the

- 4. Click Certificates category in the left-hand menu.
- 5. Make sure you have a certificate issued by your Certification Authority (CA) in a file on a disk.
- 6. Select the Role Service that is not in Trusted level yet (is not bound with a certificate). Click **Select existing certificate...**
- 7. Select Choose a different certificate and click Browse.
- 8. Select certificate from a file. Make sure to enable Allow the certificate to be added to the Trusted Root Certification Authorities certificate store on the destination computers option.
- 9. Click OK.
- 10. Click **Apply** to confirm the changes, then repeat the steps 6-10 for all Role Services in the list. In the end, the level must be set to "trusted" and status to "OK".

8.1.2.2 Install Certificate On Computer

To install the certificate on the computer and allow Control Center to use it, do the following:

- 1. Press Windows key + R, enter mmc and press Enter.
- 2. In the console, click File and then click Add/Remove Snap-in.
- 3. In Add or Remove Snap-ins, under Available snap-ins, double-click Certificates.
- 4. In Certificates snap-in, select **Computer account**. Click **Next**.
- 5. Select Local computer and click Finish.
- 6. Click OK.
- 7. Expand Certificates (Local Computer) > Personal > Certificates.
- 8. Right-click Certificates, then select All Tasks > Import.
- 9. Follow the wizard to import the certificate.

- 10. Make sure **Certificates** node is selected and certificates are listed in the right-hand pane. Select the certificate you have created/imported previously.
- 11. Right-click the certificate, select All Tasks and then Manage Private Keys.



12. Click Add... and add the Application Pool user of the Control Center website. Enter the user name IIS AppPool\EPMAppPool.

Click Locations and select the server name (top selection in the list).

Click OK.

Select Users or Groups	? ×
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
From this location:	
MATJAZR	Locations
Enter the object names to select (<u>examples</u>):	
IIS AppPool\EPMAppPool	Check Names
Advanced OK	Cancel

Click **Check Names** to verify the entered user name.

Click OK.

13. Select the user and grant him **Read** permission.

Permissions for RemoteApp.GALAXY.europlu	×		
Security			
<u>G</u> roup or user names:			
& SYSTEM			
& Administrators (matjazr\Administrators)			
A <u>d</u> d <u>R</u> emove			
Permissions for EPMAppPool Allow Deny			
Full control			
Read 🗸			
Special permissions			
For special permissions or advanced settings, Advanced			
OK Cancel Apply			

14. Click **OK**.

NOTE: If you see error message **Unable to save permission changes** and **Access is denied** your user name does not have permissions to manage certificate access rights.

15. Double click the certificate and go to **Details** tab.

Scroll down to find the **Thumbprint** field.

Select certificate thumbprint and copy it to Clipboard, then read the next section.

"		Cer	tificate		×
General	Details	Certification Path]		
<u>S</u> how:	<all></all>		*		
Field Su Au CF Au Field Au	bject Key Ithority Ke L Distribu Ithority In bject Alte Iumbprint	Identifier y Identifier tion Points formation Access rnative Name algorithm	Value f6 e8 4c 58 74 cc KeyID=20 11 9b [1]CRL Distributii [1]Authority Info DNS Name=Rem sha1 74 71 94 fd cb 89	d c0 6a 19 d3 bc aa 86 d4 1 on Point: Distr o Access: Acc oteApp.GALA 9 bc e8 56 df	~
Learn n	nore abou	Ec t <u>certificate details</u>	lit Properties	Copy to File	
				0	к

8.1.2.3 Bind The Control Center With The Certificate

To configure Control Center to work with the RemoteApp server, do the following:

- 1. Open your Control Center Web site and go to the **Administration** tab.
- 2. Go to Application Server section.

Administration	Application Server
> Alerts	manage the path to the application server.
> Printer Groups	Application Server Settings
> Authentication	Enable application server
> Security Profiles	Application server url: http://remoteApplicationServer
> Users and Groups	Signing certificate thumbprint:
> Web Clients	
> Global Variables	Save changes
> Versioning and Workflow	
> Application Server	
> Synchronization	
> Licenses	

- 3. Enable **Enable application server** option.
- 4. In Application server url, enter name of the RemoteApp server.

- 5. In **Signing certificate thumbprint**, paste the thumbprint from the Clipboard (read the previous section in this chapter).
- 6. Click Save changes.

8.1.2.4 Testing If .RDP File Is Signed By The Certificate

- 1. Open Control Center Web page.
- 2. Go to the **Document Storage**.
- 3. Select a label and click the **Application Server** button in the toolbar.
- 4. Select Download Edit Label Shortcut. The .RDP file will download.



- 5. Open the . RDP file in text editor.
- 6. When the .RDP file is correctly signed it will contain additional entries **signscope** and **signature**.

8.1.3 Applying Custom Remote Desktop Port Number

If the Remote Desktop service runs on a non-default port, you will have to update the RDP template file that is used to generate .RDP file for the user.

Do the following:

1. Navigate to the folder where Control Center has been installed.

By default, it is installed here:

c:\Program Files\NiceLabel\NiceLabel Control Center\WEB

- 2. Open the **template.rdp** file in text editor.
- 3. Search for the following string:

server port:i:3389

- 4. Replace the default RDP port number 3389 with your custom port numbed.
- 5. Save the file.
8.2 Identifying Document Storage In A Multi-tier Landscape

An increasing number of labeling operations have come to rely on multi-tier configuration model as the most efficient way to stage and deploy the labeling-related files. The multi-tier approach removes all of the risks identified in case of a single system landscape, where a single server is used for development, testing, and production.

In such landscape model, the new labeling solutions are created and test-driven in Development and Quality Assurance/Testing environments before they are adopted in Production environment. Usually a three-tier landscape is adopted, or at least two-tier landscape, where roles of Development and Quality Assurance are merged in the same environment. Each environment requires a dedicated installation of the Control Center product.

When working in a multi-tiered landscape, you can configure custom names for each landscape. This makes it easier to identify to which landscape the current Document Storage belongs to.

NiceLabel Control Center		Quality Assurance Landscape • Help
A Overview 🚔 Print Management 🖨 Document Storage 📀 History 🖼 f	Configurable lanscape name in the multitier	
Document Storage Save and access your label templates and associated files in one location.	environment	5

Do the following:

- 1. Open the application SQL Server Management Studio.
- 2. Connect to the SQL Server hosting the database of a Control Center for which you want to define a custom name.
- Expand the tree-view to reach Databases > <selected database (NiceAN by default)> > Tables > nan.Setting.
- 4. Right-click the table nan.Setting and select Edit top 200 Rows.
- 5. Add a new record.
- 6. For the field Setting, enter the value "InstanceName".
- 7. For the field **Value**, enter the custom name for the current landscape.

EXAMPLE: The entered custom name in the screen shot above is "Quality Assurance Landscape".

8.3 Install Command-line Parameters

NiceLabel installer can be controlled using command-line parameters.

NOTE: Make sure to use the upper-case syntax exactly as shown. Most of the parameters are used without the leading slash, there are two exceptions: /s (for silent install) and /l (for logging).

Parameter	Description
SKIPREQUIREMENTS	Control Center installation needs to check if all required features are installed in IIS. If some features are missing they are displayed on the screen before the installation begins. You can skip checking IIS com- pliance with this command-line parameter.

The following command-line switches can be used, if you want to perform a silent installation of Control Center. This is the installation mode, when user does not have to provide any information for the installation and no dialog boxes are shown to the user. But you have to provide all required information through these command-line switches.

NOTE: The switches below work only when you use the silent install switch /S.					
Parameter	Description				
/s	Silent install. No dialog boxes are displayed. The installer executes in the background.				
/l="folder_and_file_ name"	Logging the installation process in the provided file name. Make sure the user account performing the installation has the access per- missions to the folder.				
SELECTEDSERVER	This switch defines the SQL Server name and optional instance. SELECTEDSERVER=ServerName\InstanceName				
DATABASENAME	This switch defines name of database for Control Center. Default name: NiceAN				
WEBDAVSITENAME/ WEBDAVSITEPORT	These switches define the name and port of the WebDAV site (that provides access to the files inside the Document Storage through WebDAV protocol).				
	WEBDAVSITENAME=siteName WEBDAVSITEPORT=portNumber				
	Defaults: WEBDAVSITENAME=EPMWebDAV WEBDAVSITEPORT=8080				
ARHMONTHLY/ ARHWEEKLY/ ARHDAILY	These switches define the time interval in which the database "housekeeping" takes place.				
	ARHMONTHLY=TRUE/FALSE				
	ARHWEEKLY=TRUE/FALSE				
	ARHDAILY=TRUE/FALSE				
	Defaults: ARHMONTHLY=TRUE ARHWEEKLY=FALSE ARHDAILY=FALSE				

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SQLUSER/ SQLPASSWORD	These switches define the SQL user name and password to install the Control Center database (NiceAN by default) to the SQL Server.
	The database user (SQLUSER) must have database creation rights. This option is to be used when you are installing Control Center under Windows user account that does not have database creation rights in the SQL Server.
	SQLUSER=sa SQLPASSWORD=saPassword
NETDOMAIN/ NETUSERNAME/	These switches define the domain name, user name and password for the Windows user account.
NETPASSWORD	User (NETUSERNAME) must have Windows user creation rights (usually, this user must be member of the local Administrators group on the Windows server where remote SQL Server is installed). This option is to be used when you are installing Control Center's database to a remote SQL Server and the user running the Control Center installer does not have permissions to create user on a remote machine.
	NETDOMAIN=DomainName NETUSERNAME=UserName NETPASSWORD=UserPassword
	Example:
	(user installing Control Center has Windows user creation rights on remote database server)
	NiceLabelControlCenter2017.exe /s SELECTEDSERVER=ServerName\InstanceName SQLUSER=sa SQLPASSWORD=saPassword
	Example:
	(user installing Control Center does not have Windows user creation rights on remote database server so you have to specify the user with such permissions)
	NiceLabel-ControlCenter2017.exe /s SELECTEDSERVER=ServerName\InstanceName SQLUSER=sa SQLPASSWORD=saPassword NETDOMAIN=DomainName NETUSERNAME=UserName NETPASSWORD=UserPassword

8.4 Speeding The Application By Enabling Auto Start In IIS

NOTE: If you install fresh installation of Control Center to Web server machine with IIS 8.0 and above, the installer will enable the Auto Start, so you do not have to do anything. For existing installations and fresh installations to older IIS servers, you can enable the Auto Start yourself.

To optimize the use of resources, IIS does not keep all sites on an instance running at all times. In fact, the website on IIS is not loaded until needed and, by default, will eventually be unloaded after a period of inactivity. The delayed loading of websites that causes the first request to an ASP.NET site to take so much longer than others. Since the site hasn't been accessed yet, it must first be loaded by the IIS before the ASP.NET can properly respond to the request.

There is a solution for this issue. Auto-Start, introduced with IIS 7.5, allows an ASP.NET application deployed to IIS to be available immediately after the deployment.

Do the following:

- 1. Open Internet Information Services (IIS) Manager.
- 2. In the **Connections** pane, select the **Application Pools** node, revealing the Application Pools pane in the main view.
- 3. Select the application pool **EPMAppPool**.



- 4. Click Advanced Settings...
- 5. Locate the Start Mode option under the General group and set it to AlwaysRunning.

⊿ ((General)		
			^
	NET CLR Version	v4.0	
E	Enable 32-Bit Applications	False	
Ν	Managed Pipeline Mode	Integrated	
Ν	Name	EPMAppPool	≡
C	Queue Length	1000	
S	Start Mode	AlwaysRunning 🗸	
⊿ (CPU		
L	Limit (percent)	0	
L	Limit Action	NoAction	
L	Limit Interval (minutes)	5	
P	Processor Affinity Enabled	False	
P	Processor Affinity Mask	4294967295	
P	Processor Affinity Mask (64-bit c	4294967295	
⊿ P	Process Model		
Þ	Generate Process Model Event L		
le	dentity	ApplicationPoolIdentity	
le	dle Time-out (minutes)	20	
le	dle Time-out Action	Terminate	\sim

6. Click OK.

- 7. Repeat steps 4–6, this time for the application pool **EPMWebDAVAppPool**.
- 8. In the **Connections** pane, select the **Sites** node, revealing Sites pane in the main view.
- 9. Expand the **Sites** node.
- 10. Expand the **Default Web Site** and select the application **EPM**.

V j	Internet Information Services (IIS) Manager	_ _ ×					
🛞 🕑 + CLEANSRV2012R2 + Sites + Default Web Site +							
<u>F</u> ile <u>V</u> iew <u>H</u> elp							
Connections Start Page CLEANSRV2012R2 (CLEANSRV Application Pools Stes Default Web Site Default Web Site Default Web DAV	Default Web Site Home	Actions Actions Edit Permissions Edit Site Bindings Basic Settings View Applications View Virtual Directories					
	NET NET Profile NET Roles	Kestart Start Stop Browse Website					
Select Default Wet Advanced S	NEI Trust NET Users Application Settings D Site then click ettingS Key Pages and Controls	Browse *:80 (http) Advanced Settings Configure Limits Help					
Ready		•					

- 11. Click Advanced Settings...
- 12. Locate the **Preload Enabled** option under the General tab and set it to **True**.

Advanced Settings				
⊿	(General)			
	Application Pool	DefaultAppPool		
	Bindings	http:*:80:		
	ID	1		
	Name	Default Web Site		
	Physical Path	%SystemDrive%\inetpub\wwwroot		
	Physical Path Credentials			
	Physical Path Credentials Logon	ClearText		
	Preload Enabled	True 🗸		
⊿	Behavior			
	Enabled Protocols	http		
⊳	Limits			
Pro [pr	eload Enabled reloadEnabled] If true, preload fea	ture is enabled for the application		
		OK Cancel		

- 13. Click OK.
- 14. Repeat steps 10–12 for the site **EPMWebDAV**.

9 Licensing

9.1 Managing Licenses

Activate the NiceLabel Designer (PowerForms product level) by entering the LMS Pro or LMS Enterprise license which has been previously used to activate the Control Center. When the Designer is linked to the Control Center, it starts reporting events to it. This means that the information about all printing events from the linked clients is reported to a central point – the Control Center.

TIP: PowerFoms client is usually linked to available Control Center(s) after its activation. Links to Control Centers can be added or changed at any time after the client activation. See section <u>Activating the Client</u> for details.

NOTE: The license unit for NiceLabel multi-user products is a printer seat. Each unique printer that you use for label printing consumes one license.

You can see the license details under the **Administration tab > Licenses**. All printers in use are listed after clicking the **Plus** icon.

NiceLabel Control Center						🕑 He	
🖶 Overview 🛛 🖹 Print Manag	ement 🛛 🖸 Document Storage	O History	Reports	A Automation	• Administration		
Administration	Licenses Administr Manage and upgrade licenses	ation	deactivate pro	ducts.			
> Printer Groups	Activated Products						
> Authentication	Product				L	Jsed	Total
> Security Profiles	E LMS Enterprise					4	20
> Users and Groups	Activation Details						
> Web Clients	Username:	Test Para					
> Global Variables	Company:	Test and					
> Versioning and Workflow	Country: E-mail:	Hornia ((Contraction of Contraction of Contr				
> Application Server	Key Number:	ALC: NO		COLUMN T			
> Synchronization	Number of all printers:	20					
> Licenses	Number of used printers:	4					

NOTE: After installing the Control Center, activate the LMS license to start working with it. Control Center will become unlocked and will display the parts of its user interface according to the activated LMS license key and to the logged-in user's access level.

9.1.1 Activate New Product

Before you start the product activation, get familiar with the following terms:

- Key Number. Sequence of 25 characters provided with the software. This is your license key.
- **Registration Number.** Unique number generated during the activation process. Registration number validates the entered key number.

• Activation Code. Code generated by the online activation server. Activation code makes the software on your computer active.

To activate the LMS Pro or Enterprise license in the Control Center server, do the following:

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

http://server/name

Server in the URL is the name of your computer with installed Control Center.

- 3. Go to Administration tab > Licenses.
- 4. Click the Activate new product link.
- 5. On the Activation page, enter the required customer information and the **Key Number** that was provided in the product package.

NiceLabel Control Cen	nter	Help
🚓 Overview 🛛 📇 Print Manageme	ent 🗅 Document Storage 💿 History 🖼 Reports 🗚 Automation 🔍 Administration	
Administration > Alerts	Activation Enter the required customer information and the key number delivered with your product package to activate it.	
> Printer Groups	1. User Information 2. Product Activation	
> Authentication	License Key:	
> Security Profiles	Name:	
> Users and Groups	Company:	
> Web Clients (v6)	Country: United Kingdom •	
> Web Clients	E-mail:	
> Global Variables	Notify me about software updates	
> Versioning and Workflow		Next
> Application Server		
> Synchronization		
> Licenses		
(C) 2006 - 2016 Euro Plus www.nicelabel.com	n All rights reserved. Version 17.0.0.	306 Beta

- 6. Click Next.
- 7. **Registration Number** is generated automatically. If the computer has an Internet connection, complete the activation by clicking the **Finish** button.

9.1.2 Deactivate Product

Deactivating a license allows you to move the software from one server to another.

To deactivate the LMS Pro or Enterprise license in the Control Center server, do the following:

- 1. Open a browser on a computer with access to the internet.
- 2. Enter the Control Center URL.

http://server/name

TIP: Server in the URL is the name of your computer with installed Control Center.

3. Go to Administration tab > Licenses.

- 4. Click the **Deactivate product** link.
- 5. The license has been deactivated.

9.1.3 Upgrade

The upgrade of existing LMS license for Control Center allows you to:

- **Upgrade license.** This type of upgrade expands the range of available application functionalities.
- Add licenses. This type of upgrade increases the available number of licenses (connected printers).

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

- 1. Open a browser on a computer that as access to the internet.
- 2. Type in the URL to the Control Center.

http://server/name

Where server is the name of your computer, where you have installed Control Center.

- 3. Go to the Administration tab. Choose Licenses subsection.
- 4. Click the **Upgrade** link.
- 5. Select one of the upgrade types. The selection defines whether you are upgrading the existing license only or adding a license pack.
- In case of selected Upgrade Licenseenter the Upgrade Key Number.
- In case of selected Add licenses, enter the License Pack Key number.
- 4. If the computer has an Internet connection, complete the activation by clicking the **Automatic Activation** button. *Activation Code* will be generated and your upgraded product license will be activated.

NiceLabel Control Center						🕄 Help	
希 Overview 🛛 🛎 Print Manage	ement 🛛 🖸 Document Storage	O History	🖼 Reports	A Automation	S Adminis	tration	
Administration	License Upgrade for Select the Upgrade Type to st	or LMS En	terprise				
 > Alerts > Printer Groups 	Upgrade Type for LMS Ent	erprise					
> Authentication	Upgrade license: (Example)	e: expand the fu	nctionality of	the application)		
Security Profiles	Add licenses: (Example: II	rcrease number	of licenses fro	m 5 to 10)			
> Users and Groups	License Upgrade						
> Web Clients (v6)	Old Key Number:	101100	101110	1011110	1001001	-	
> Web Clients	Upgrade Key Number:						
> Global Variables	Registration Number:	1104487	100100	CARNEL	BUTTY	10/2010/0	
> Versioning and Workflow	Activation Code:						
> Application Server	Activation						
> Synchronization		d to the internet	i unt antes the		aunahas and ali	els the Mutematic	Astivation
> Licenses	button. Activation code will B Activation code can also be	e automatically acquired through	generated for the publisher	you and licens	e will be upgra eb page on	ided.	Activation
	https://www2.nicelabel.com/	NLLicenseActiva	tionŴeb/NLLi	censeActivation	n.aspx. Autom	atic Activation	Upgrade

9.1.4 Activating Without Access To The Internet

If there is no Internet connection available to activate the license online, open the Activation Web page on another computer with Internet access. Activate the license manually to receive the **Activation Code**, and enter this code into Control Center to complete the activation.

Complete the following steps to activate the license offline:

- 1. Copy Key Number and Registration Number from the Control Center licensing page.
- 2. Copy the **Activation Web page** address.

NOTE: **Activation Web page** address is provided on-screen on the bottom of the page.

NOTE: Alternatively, you can scan the QR Code containing the activation web page address and activate the software using your phone.

3. Use a computer with Internet access and open the provided Activation Web page.

Activation of additional licenses



- 4. Enter **Key Number** and **Registration Number**. Enter other user information when prompted.
- 5. Click ACTIVATE to retrieve the Activation Code. Copy the code.
- 6. Go back to the computer where the **Product Activation** page is still open.
- 7. Enter the Activation Code.
- 8. Click Finish to complete the activation process.

9.2 Activating The Client

You have to activate the NiceLabel Designer (PowerForms product level) on each workstation.

NOTE: If you do not complete the activation process, the client will initially run in trial mode. After 30 days, it is going to switch into limited demo mode. When inactive, Designer does not send any event updates to the Control Center. To activate the NiceLabel Designer, do the following:

- 1. Make sure that your Control Center license has already been activated.
- 2. Run NiceLabel Designer. The initial trial dialog window opens:

	NiceLabel 2017 Activation					
NiceLabel 2017						
Thank you for evaluating NiceLabel ;	2017. To continue, select one of the opt	ions.				
🛒 Purchase	🖏 30 Day Trial	Activate License				
Purchase the product online. Click Buy Now to visit the NiceLabel online store.	Open the free trial version. Use any product level option for 30 days without restrictions.	Enter the purchased license key to activate the product.				
Buy Now	Today is day 1 of the 30 day trial period. Continue Free Trial	Activate Your License				

- 3. Click **Activate Your License** under the **Activate License** group to activate the purchased license. License activation dialog opens. Fill in the below listed fields:
 - License Key: Enter the 25-digit LMS license key from Control Center.
 - **Name:** Enter your name. The name is used when addressing possible support issues and also used to identify the owner of label or solution design.
 - **Company:** Company name helps identify upgrade requests and possible support issues.
 - Country: Defines macro location of the company HQ or its office.
 - Email: User email used for support purposes or addressing possible issues.
 - Notify me about future software updates: Keeps you informed about the regular updates of NiceLabel 2017 products.

	NiceLabel 2017 Activation	×
NiceLabel 20	17	
Enter the information	below to activate and register your product.	
License Key:	7PCPC-2566.3 40569F-63284, 40369F	
Name:	User Name	
Company:	Company Name	
Country:	Slovenia	
Email:	name@email.com	
	✓ Notify me about software updates	
By submitting this form you	agree to our <u>Privacy policy</u> . Activate Your License	
Internet connection is requir	red for online product activation. Click <u>activate offline</u> if the Internet connection is not available.	

- 4. When done with entering the required information, click **Activate Your License**. The activated NiceLabel 2017 product (PowerForms) becomes fully functional in accordance with the provided license key.
- 5. The entered license key allows you to link Designer with Control Center. The Control Center address field is already populated with its address.

Connect to Control Center		
LMS license enables you to connect to Control Center.		
After connecting to Control Center, the data from your workstation will be used for event monitoring, logging, print job monitoring, and detailed control of printing.		
Select one of the available Control Center instances, or enter a custom instance name manually:		
http://controlcenteraddress/epm 🔻		
Check address		
Click Skip to avoid connecting to Control Center. Establish the connection later using the Options dialog.		
Connect Skip		

Click Connect.

10 Support

10.1 Online Self-help

You can find the latest builds, updates, workarounds for problems and Frequently Asked Questions (FAQ) on the product web site at www.nicelabel.com.

For more information please refer to:

- Knowledge base: https://www.nicelabel.com/support/knowledge-base
- NiceLabel Support: https://www.nicelabel.com/support/technical-support
- NiceLabel Tutorials: https://www.nicelabel.com/learning-center/tutorials
- NiceLabel Forums: https://forums.nicelabel.com/

NOTE: If you have a Service Maintenance Agreement (SMA), please contact the premium support as specified in the agreement.

10.2 Troubleshooting

□ Software does not install

When the installer does not complete successfully despite following all rules for the prerequisites, enable the install log files (there are two) and send them to the regional Technical Support team.

To create the install log, do the following:

- 1. Press Windows key + R and type in cmd.
- 2. In Command Prompt window, go to current user's temporary folder. Type in:

cd %temp%

3. In Command Prompt window, create an empty text file lblinstall.log. It must be this exact name. Type in:

type nul > lblinstall.log

4. Run the installation again with the following command-line parameter.

/L="c:\temp\log.txt"

Make sure you replace "c:\temp\" path with a writable folder on your disk. You can choose any file name.

- 5. When the error displays again, close the installer.
- 6. Contact the regional Technical Support team and provide both files:
 - lblinstall.log
 - log.txt

□ Specified user doesn't have enough permissions to create user accounts on remote server

In scenario, where you install Control Center on one computer and have Microsoft SQL Server on another computer, you might see the error message when you provide the user name and password of an administrative account on the SQL computer.

NiceLabel Control Cent	er - InstallAware Wizard
Information Specified user doesn't h create user accounts on	ave enough permissions to remote server.
	ОК

To resolve the problem, do the following:

- 1. Keep the installer running.
- 2. Open a desktop on the second computer where Microsoft SQL Server is installed.
- 3. Open Windows Firewall with Advanced Security.
- 4. Click Inbound Rules.
- 5. Find the rule for Remove Event Log Management (NP-In).
- 6. Right-click the rule and select Enable Rule.



Label preview is not generated in Control Center

To resolve the problem, verify the following:

- 1. The computer with Control Center must have at least one printer driver installed.
- 2. The user EPM_USER has read-only permissions to the folder:

c:\Windows\System32\spool\drivers

EPM_USER is name of Windows user that is created with Control Center installation.

Print Management updates slowly when you monitor many printers and you use Internet Explorer browser (up to version 11)

Print Management is optimized to work with the modern browsers. If you have to monitor many printers in your environment and have to use IE, you can enable pagination mode in Print Management tab. The pager control will provide better performance in such browser.

Do the following:

- 1. Open the application SQL Server Management Studio.
- 2. Connect to the SQL Server hosting the database of a Control Center for which you want to define a custom name.
- Expand the tree-view to reach Databases > <selected database (NiceAN by default)> > Tables > nan.Setting.
- 4. Right-click the table nan.Setting and select Edit top 200 Rows.
- 5. Add a new record.

There are three records that you must add.

Field name	Value	Description
PrintMgt_ShowPager_IE	true/false	Enables or disables display of pager in Internet Explorer.
PrintMgt_ShowPager- Limit_IE	number	Shows the pager only when number of printers is above this number.
PrintMgt_PagerSize_IE	number	Defines the number of printer per page.

□ Access to files in the Document Storage is slow

All files saved in the Document Storage are accessible using WebDAV protocol. To speed up access to the WebDAV, try to do the following:

• Enabling automatic startup of WebDAV site in IIS.

See Speeding the Application by Enabling Auto Start in IIS.

• Enabling automatic startup of WebClient service.

See Installing Support for WebDAV.

- Disabling Automatic configuration in LAN settings
 - 1. In Control Panel, open Internet Options.
 - 2. In Connections tab, click LAN settings.
 - 3. Disable Automatically detect settings option.

10.3 Contacting Technical Support

At some point, when you encounter a problem that you cannot solve by yourself, you may need to contact your support representative for additional assistance

https://www.nicelabel.com/support/technical-support

NOTE: If you have a Service Maintenance Agreement (SMA), please contact the premium support as specified in the agreement.

Before contacting support it would be very helpful, if you collected information about the problem, the computer and operating system, you are running NiceLabel software on. You can use the following checklist.

Checklist
What happened? Write down exactly the error message that you get or make a screen shot of the error.
When was the error discovered for the first time?
What did you expect to happen?
Have you discovered the problem earlier?
Can the error be reproduced?
How often did the error occur?
Have you tried to use NiceLabel software this way earlier?
If your problem is coming and going, please describe circumstances and under what con-
ditions the error appears.
Which version of NiceLabel software are you using?

Which version of NiceLabel was used to design the label?
Can you provide the files that you were using when the issue occurred (data files, con- figuration files, label files, etc.)?
Which printer are you using?
Which version of printer driver are you using?
Which operating system are you using? In which language?
Are you using firewall? Are all the required ports open?
Which version of Microsoft .NET framework is installed?

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