NiceLabel Automation Installation Guide

Rev-1510

Euro Plus d.o.o.

TOC

System Requirements

- **CPU:** Intel or compatible x86 family processor

- **Memory:** 512 MB or more RAM (in addition to memory required for the operating system)

- **Hard drive:** 1 GB of available disk space

- **Operating system:** One of the 32-bit or 64-bit Windows operating systems Windows XP Service Pack 3, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2

- Microsoft .NET Framework Version 4.0

- **Display:** 1024×768 or higher resolution monitor

- Label Designer:
    - Recommended: NiceLabel Designer Pro or NiceLabel PowerForms V6.0 or higher
    - Minimum: NiceLabel Pro V5.4

- **Recommended printer drivers:** NiceLabel printer drivers V5.1 or higher

- Full access to the application's 'System folder', where events are logged to the local database:

    `%ProgramData%\EuroPlus\NiceLabel Automation`

- Full access to the service user account's temporary folder (the location provided by the system variable `%temp%`)

- **OPTIONAL -Support for WebDAV:** If you will use files from the Document Storage repository available with the product NiceLabel Control Center. "Installing Support for WebDAV" on page 8.

> **NOTE:** The up-to-date system requirements are also available online at
> http://www.nicelabel.com/Products/Specifications/System-requirements

Checklists

Pre-installation Checklist

	CHECKLIST
☐	**Have access to the Windows account with administrative permission**
	To install NiceLabel Automation software you must have access to the user with administrative privileges.
☐	**Make sure the Windows account used for Automation Service has its profile created**
	Log in with the selected Windows account interactively at least once, so its profile will be created.
☐	**Make sure the Windows account has permissions to use network drives and shared printers**
	If you will store your label templates on a network drive, or will print to network printers this account must have access to shared network resources.
☐	**Disable the password expiration for this account**
	If the account password expires, Automation service will not be able to run until the password is changed. If your company's security policy disallows disabling password expirations, make a note to update the password in Automation service properties, when the password changes.

Post-installation Checklist

	CHECKLIST
☐	**Enable full access permissions to NiceLabel's System folder**
	NiceLabel Automation software requires full access (read, write, delete) to its System folder.
	`%PROGRAMDATA%\EuroPlus\NiceLabel Automation`
	This is usually not a problem, because folder `%PROGRAMDATA%` is writable to users by default.
☐	**Open TCP ports in the firewall for the triggers**
	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 some other firewall, please configure it yourself. The exception is configured for Automation service, for all TCP connections on any port.
	`C:\Program Files (x86)\EuroPlus\NiceLabel Automation\bin.net\NiceLabelAutomationService.exe`
	NOTE: You have to open ports if you use TCP/IP, HTTP Server or Web Service triggers.
☐	**Open TCP port in the firewall for Automation management (when bundled with NiceLabel Control Center product)**
	In order for Control Center to access Automation status and list of triggers, the computer where Automation is installed has to allow inbound connection to the port **56415 TCP**. If both Automation and Control Center run on the same server, you don't have to open this port in the firewall, connection to the port on the local computer is allowed by default.
	NOTE: You have to complete this step, if you are using NiceLabel Control Center product and have activated NiceLabel Automation with a license from the Control Center.
☐	**Do you use Microsoft Office data files and have 64-bit Windows operating system?**
	NiceLabel Automation service auto-detects the Windows and will run as 64-bit application on 64-bit Windows, and it will run as 32-bit application on 32-bit Windows. You will have to install 64-bit drivers for Microsoft Office data files (such as Access and Excel files) so Automation service can connect to files. For more information see Knowledge Base article KB262.
	NOTE: Automation Builder is 32-bit application and will use 32-bit drivers. Testing the trigger in Builder will use 32-bit database drivers. When you deploy trigger, it will use 64-bit drivers.
☐	**Re-save the label templates (.LBL files) to with at least NiceLabel 5.4.4 (to label version 19)**
	NiceLabel Automation might not work correctly with the label templates that have been saved with older NiceLabel designers. The minimum software version is 5.4.4, which saved the label in version 19.

To verify the label template version, do the following:

1. Open the label in **NiceLabel Pro**.

2. Select **File>Properties**.

3. Go to **Advanced** tab.
   If you do not see the Advanced tab, click the Advanced button lower in the dialog box.

4. See **Label file version** field.

☐ **Enable encrypted communication for HTTP Server trigger and Web Service trigger (HTTPS)**

For more information see the topic **Using Secure Transport Layer (HTTPS)** in the Automation help or user guide.

Checklist for Communication with Control Center

> **NOTE:** Information from this topic only applies if you have also purchased **NiceLabel Control Center Pro** or **NiceLabel Control Center Enterprise**.

CHECKLIST

☐ **Open additional ports in the firewall, when connected with NiceLabel Control Center (optional)**

You can bundle NiceLabel Automation with NiceLabel Control Center. In this case you use NiceLabel Control Center as a licensing server and activate Automation license inside NiceLabel Control Center. Automation can then be managed from the Control Center.

You have to open the following TCP ports:

Outbound (from Automation towards Control Center)

- **80.** Incoming connections to the Control Center. Automation sends updates for the status of the print process and printer live statuses.
- **8080.** Connection to the Document Storage, where label files are stored.

Inbound (from Control Center towards Automation)

- **56415.** Incoming connection from Control Center to Automation Service to query it for loaded configurations and triggers and be able to start/stop them
- **6758.** Incoming connection from EPM to LabelServices service to manage printers. You can define firewall exception for port or for application "Label Services", `C:\Program Files\Common Files\EuroPlus Shared\LblServices.exe`.

☐ **Support for WebDAV to use files in the Document Storage (OPTIONAL: Only if you use NiceLabel Control Center product)**

Each machine that need to access data inside a Document Storage repository, must have the WebDAV support installed. Some Windows operating systems have the WebDAV support already installed, for some you have to add the support before you can access the data.

"Installing Support for WebDAV" on page 8.

☐ **If you use proxy server, exclude local traffic from proxy**

Bypass proxy server for local addresses, or Automation might not get the license from the NiceLabel Control Center and access files in Document Storage. For more information see Knowledge Base article KB163.

☐ **Add Control Center to the Trusted sites**

If you have troubles using NiceLabel Control Center, add it to the list of Trusted Sites in your browser.

Installing Software

Installation Steps

Use the installation wizard to install the labeling software on your PC.

To install the labeling software, do the following:

1. Insert the product DVD in your DVD drive. An installation window will open automatically.

> **NOTE:** If the installation wizard does not start automatically, double-click on **START.EXE** on the DVD.

2. Click on **Install NiceLabel product**. A new window will open, showing all available software editions.
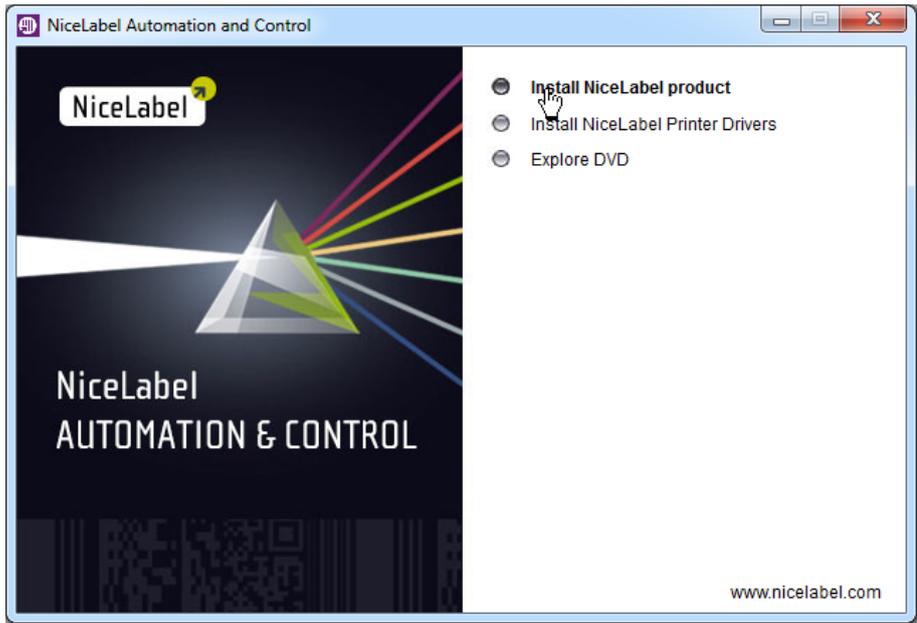
3. Click on the **NiceLabel Automation**. Follow on-screen prompts.
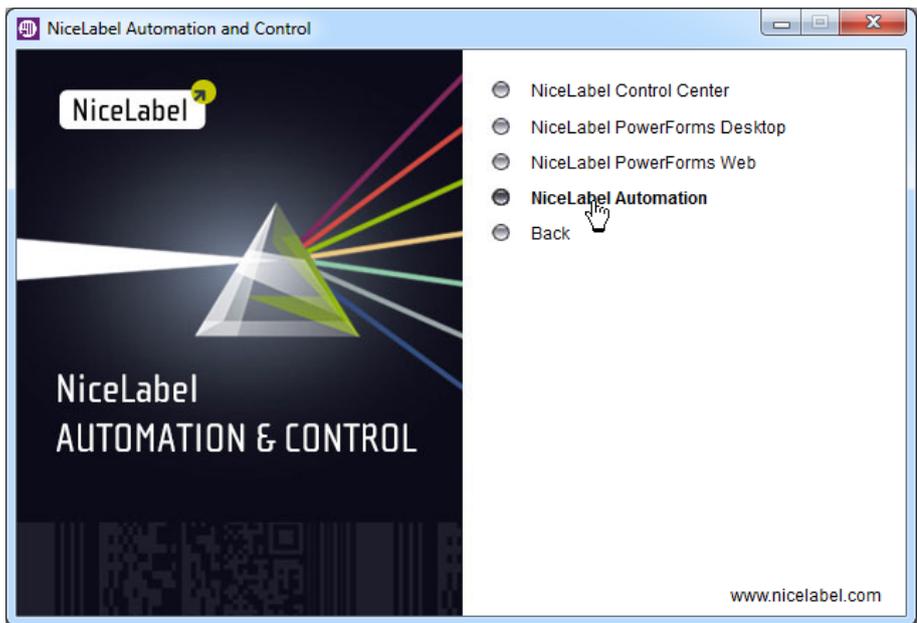
4. Select the language you want to use during the installation.

5. You have to accept the License Agreement in order to install the software.

6. Select the folder where the application will be installed to. In most cases you will accept the default installation folder.
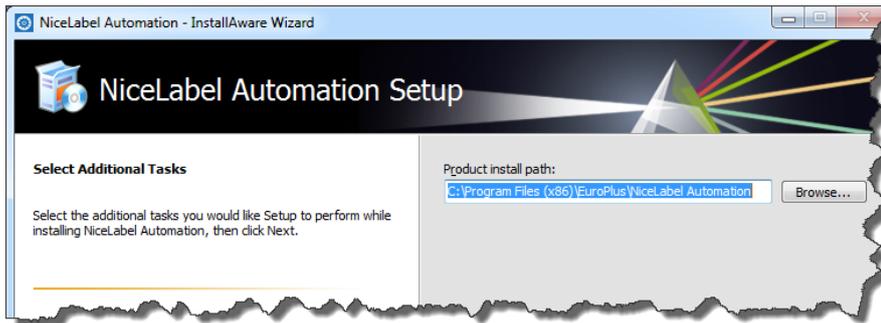
Click **Next**,

7. Enter the Windows user account the Automation Service will run under.

Make sure to use the user account that will have access to the printer drivers and to the label files, even when available in the network shared resources.
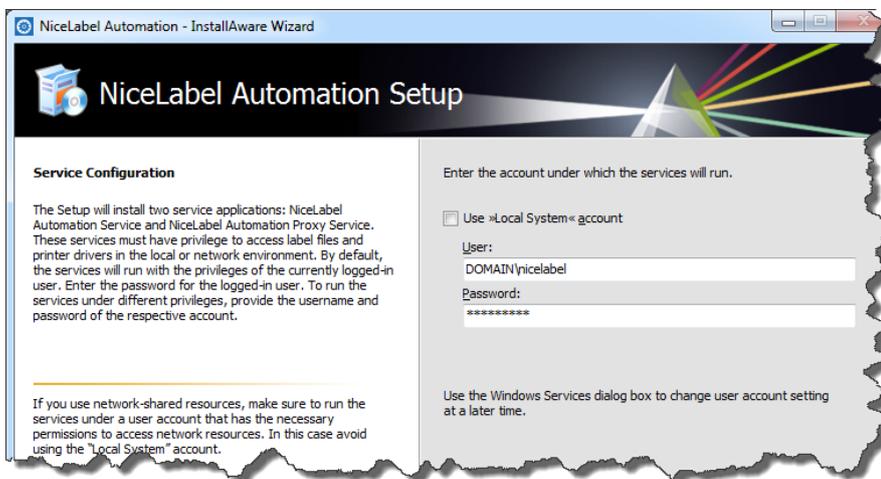
> ⚠️ **WARNING:** Avoid using Local System Account for running the Automation Service. This is a limited system account without access to network shared printers or folders.

8. Click **Install**.

The NiceLabel Automation has been installed in a trial mode. To activate the exact Automation product you have purchased, see "Activating Software" on page 20

Install Command-line Parameters

NiceLabel installer can be controlled with the 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).

There are several command line switches that can be used with the installation program:

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 permissions to the folder.
DISABLEANALYTICSSUPPORT	When this parameter is added the, the installer will disable the analytics support. By default, the user participates in the anonymous analytics reporting.

TARGETDIR="folder_name"	Overriding the default installation folder.
ICONDESKTOP	Sets whether shortcut icon should be created on the desktop.
ICONQUICKLAUNCH	Set it to TRUE to create shortcut icon in the quick launch area. This option is available only on Windows XP and Windows 2003.
SERVICEUSER	Set it to define under which Windows user NiceLabel Automation services should run.
SERVICEPASSWORD	Set it do provide the password for the user name defined with SERVICEUSER.

Silent install

NiceLabel Automation installation can be started in silent mode in which the installer will not display any messages during its progress.

`NiceLabelAutomation.exe /s`

Setting service user and password

`NiceLabelAutomation.exe /s SERVICEUSER=domain\username SERVICEPASSWORD=password`

> **NOTE:** If SERVICEUSER and SERVICEPASSWORD are not passed to the installation, then NiceLabel Automation services will run under Local System account.

Setting Destination Path and Disabling Desktop Icon

`NiceLabelAutomation.exe /s TARGETDIR= "D:\Apps\Path to Automation" ICONDESKTOP=FALSE`

Enabling Quick Launch Shortcut

`NiceLabelAutomation.exe /s ICONQUICKLAUNCH=TRUE`

> **NOTE:** All command line switches are case sensitive. You have to enter them exactly as shown above (in uppercase).

Installing Support for WebDAV

> **NOTE:** Information from this topic only applies if you have also purchased **NiceLabel Control Center Pro** or **NiceLabel Control Center Enterprise**.

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

NiceLabel Control Center provides WebDAV access to the files inside the Document Storage. All clients that interact with the Document Storage must have enabled the WebDAV support. Usually, the "clients" are NiceLabel PowerForms Desktop and NiceLabel Automation.

- **Older Windows operating systems** (such as Windows XP and Windows Server 2003). You must install the Microsoft Data Access Internet Publishing Provider component. For more information see Knowledge Base article KB157.
- **Current Windows operating systems** (such as Windows 7 and Windows 8/8.1). The WebDAV support is already installed.
- **Windows Server operating systems** (such as Windows Server 2012 R2). You have to enable the **Desktop Experience** feature.

Enabling WebClient Service to "Automatic" Startup Type

Windows operating system supports access to WebDAV shares using WebClient service. When this service is stopped users will not be able to access WebDAV shares. In Windows Server 2003 WebClient service is disabled by default, where as in Windows XP, Vista, 7 and Windows 8 it is enabled in Manual startup mode. In Windows Server 2008/2012 (including R2) editions, 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 will always be 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**.
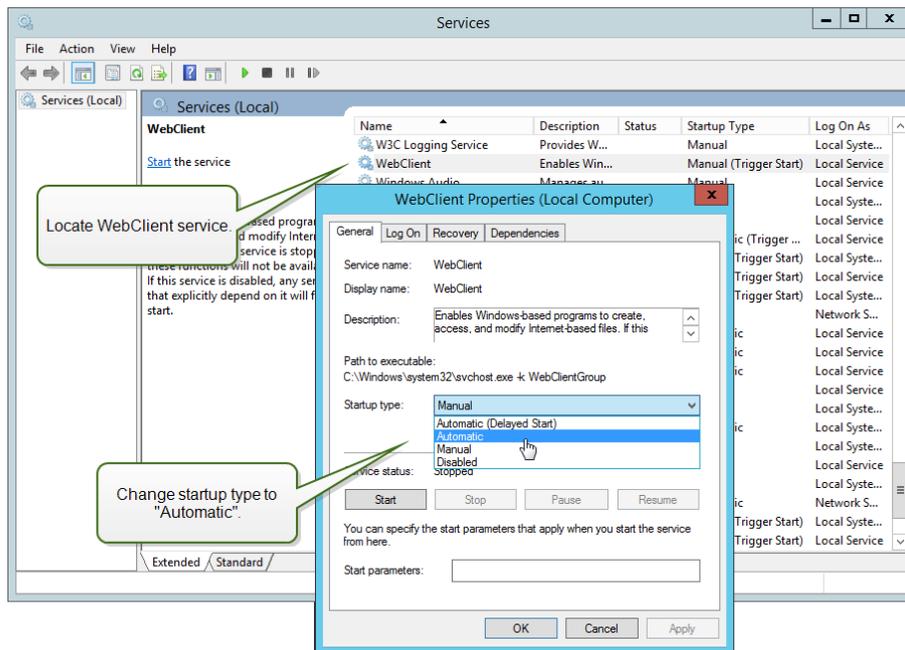
6. If the service is not running yet, click **Start** button.

7. Click **OK**.

8. Close **Services** window.

Installing Desktop Experience

To install Desktop Experience 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**.
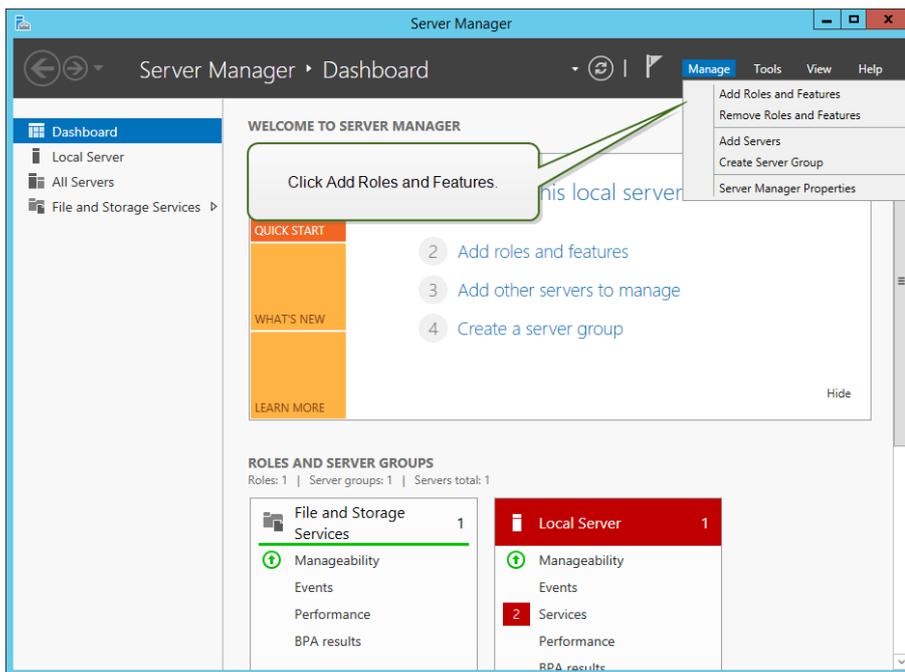
3. Select **Role-based or feature-based installation**. Click **Next**.
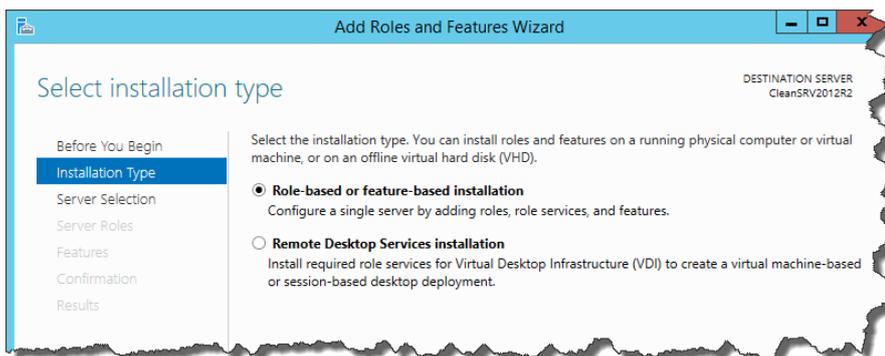
4. Select a local server from the server pool. Click **Next**.

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.
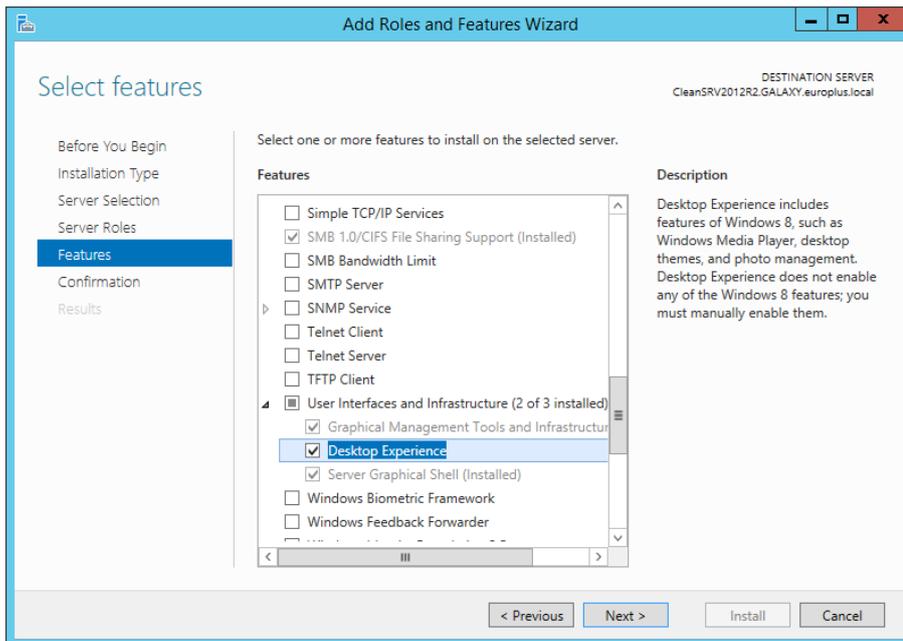
7. In the Confirmation section, optionally check the **Restart the destination server automatically if required** check box as the Desktop Experience feature will need a restart to complete. You can also manually restart the server after the wizard completed.
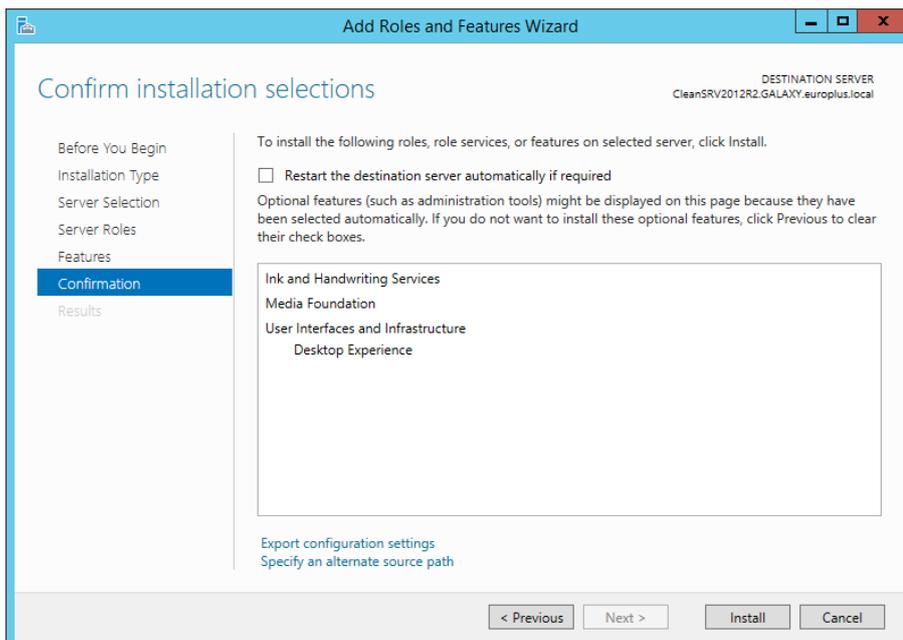
8. Wait while the features are being installed. You can also close the **Add Roles and Features Wizard** window if you want; it will continue in the background.

Installing Printer Drivers

You can use the labeling software to design and print labels to standard office printers, such as laser, ink jet or dot matrix, to professional output devices, such as thermal label printers or other marking devices (inscribing laser, high-speed ink jet). For any printer you have, you first have to install the appropriate printer driver before you can use it. NiceLabel software is accompanied with the printer drivers all major thermal printer brands.

Printer Driver Installation Using the Printer Installation Wizard

1. Put the NiceLabel DVD in your DVD-ROM drive. The main installation application will start automatically.

> **NOTE:** If the installation wizard does not start automatically, double-click on **START.EXE** on the DVD.

2. Click on **Install NiceLabel Printer Drivers**. The printer installation wizard will start. Follow on-screen instructions.
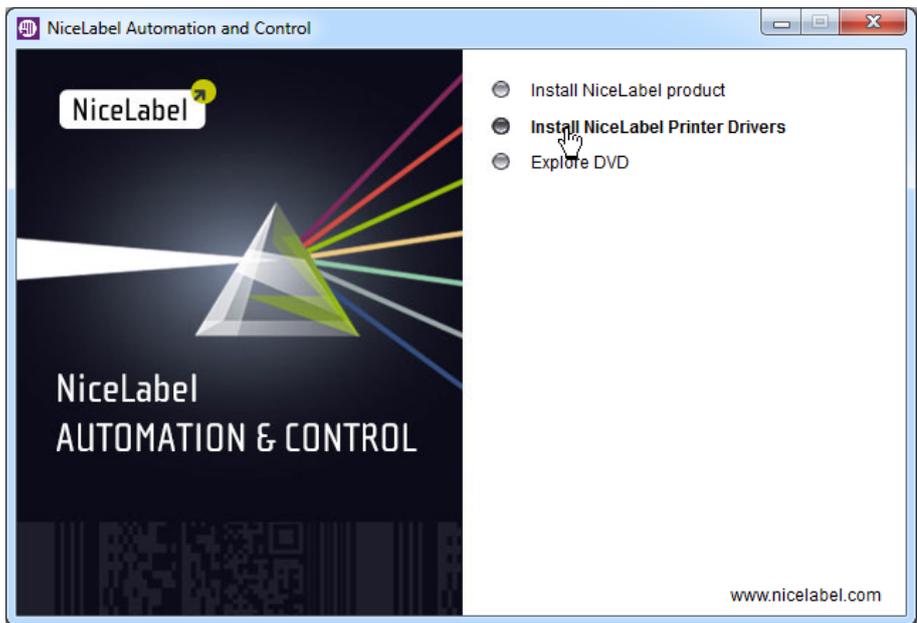
3. Select your printer from the list. Click the **Next** button.

4. Select the port where you have connected your printer.

5. If the printer requires a dedicated bidirectional port monitor, click the **Port** button and follow on-screen instructions.

> **NOTE:** Using the NiceLabel-provided port monitor **(Advanced Port Monitor)** is mandatory for network-connected label printers, if you want to enable bidirectional communication with the printer (for printer and print job statuses).
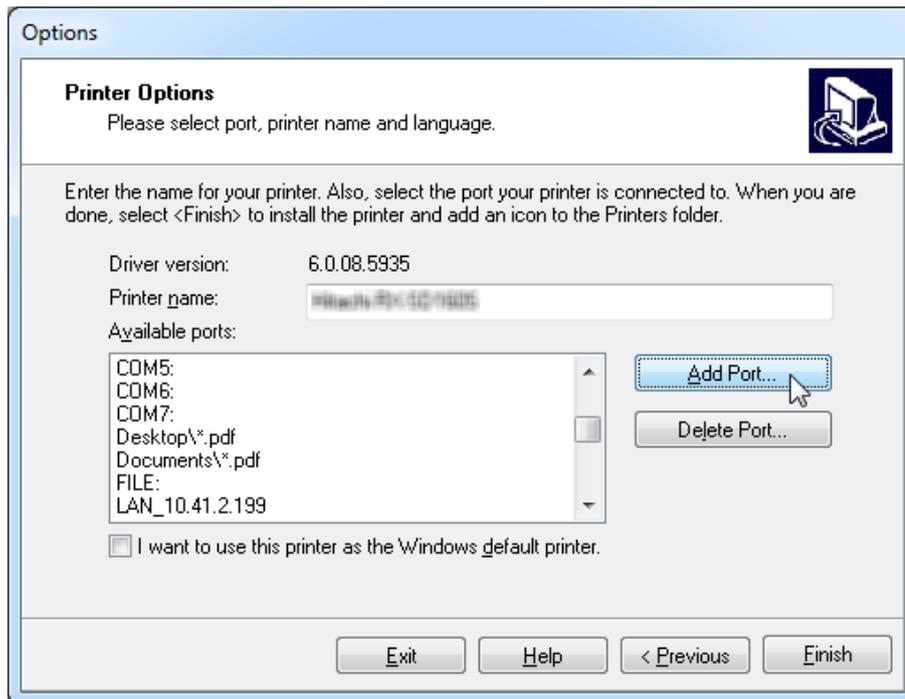
6. Click the **Finish** button.

> **NOTE:** If you have downloaded the installation for NiceLabel printer drivers from the product web site, run the downloaded executable file and follow on-screen instructions.

Printer Driver Installation Using the Windows Add Printer Wizard

1. In **Control Panel**, select **View devices and printers** to open **Devices and printers**.

2. Click **Add a printer**.
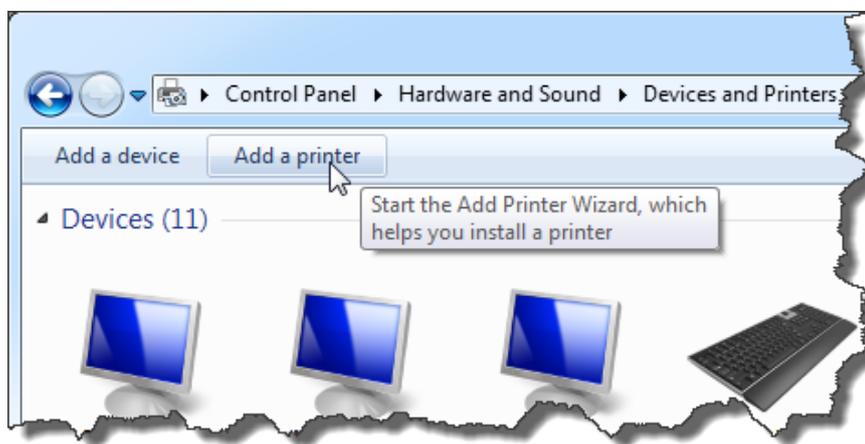
3. Follow the Add Printer Wizard prompts. The actual steps vary depending on the version of your Windows operating system.

4. If you are installing printer driver from some print server all necessary files will be available on that server.

5. If you are installing printer driver for local or network stand-alone printer, you will have to select the printer driver yourself.

   Do the following:

1. Click on **Have disk** button in the step where you can select printer manufacturer and model.

2. Put the NiceLabel DVD in your DVD-ROM drive and browse to the folder **Drivers**.

3. Select the folder of your printer name. You will see the list of all available printer models of the selected manufacturer.

4. Select your model, click **Next** and finish the installation.

> **NOTE:** If you have downloaded the NiceLabel printer drivers from the Web site and extracted them to disk, you can browse for the files in **c:\NiceLabel Printer Drivers**.

Controlling the Printer Installation Wizard (PRNINST.EXE) in the Command Prompt

You can automate the NiceLabel printer driver installation process hiding all dialog boxed. You can control the installer with the command-line options.

For more information see Knowledge Base article KB253.

Installation into Cluster Environment

Failover (High-availability) Cluster

A failover cluster is a group of independent computers that work together to increase the availability and scalability of clustered roles (formerly called clustered applications and services). The clustered servers (called nodes) are connected by physical cables and by software. If one or more of the cluster nodes fail, other nodes begin to provide service (a process known as failover). In addition, the clustered roles are proactively monitored to verify that they are working properly. If they are not working, they are restarted or moved to another node. With the Failover Clustering feature, users experience a minimum of disruptions in service.
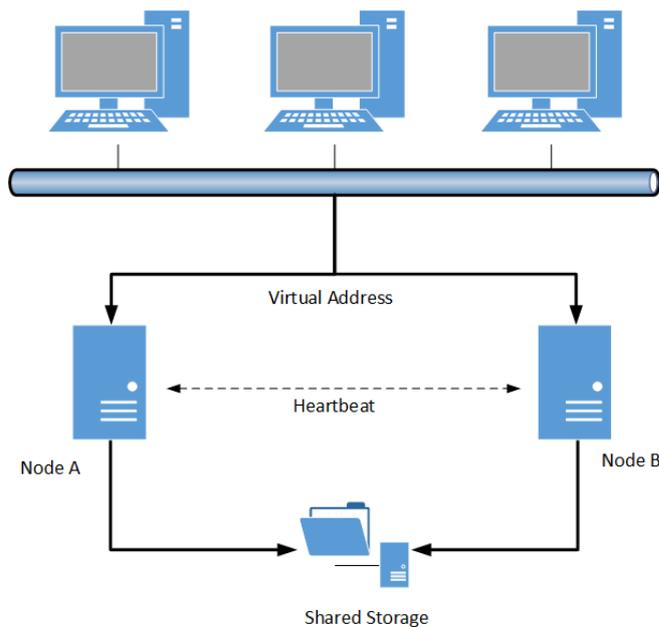
The Enterprise edition of NiceLabel Automation supports failover (or high-availability) clusters.

To set up NiceLabel Automation in such environment, do the following:

1. Install and activate NiceLabel Automation on each clustered server (node).

2. Set up Failover Clustering feature in Windows Server. Note that clustering is not available in all editions of Windows Server.

3. Enable failover cluster support in NiceLabel Automation Configuration and define a folder where files, needed by NiceLabel Automation to support failover cluster, are copied to. This folder should be on a server that all cluster nodes can access and NiceLabel Automation has full access to it. You can find the settings under the **Cluster Support** category.

> **NOTE:** The list of currently loaded configurations and trigger states (enabled/disabled) will be stored in this folder.
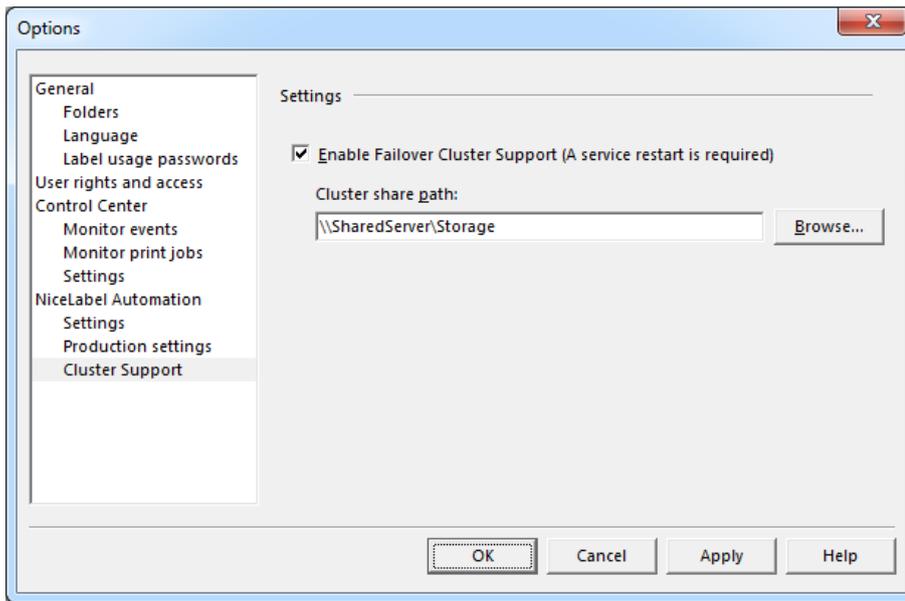
4. Set NiceLabel Automation Proxy Service and NiceLabel Automation Service startup type to manual.
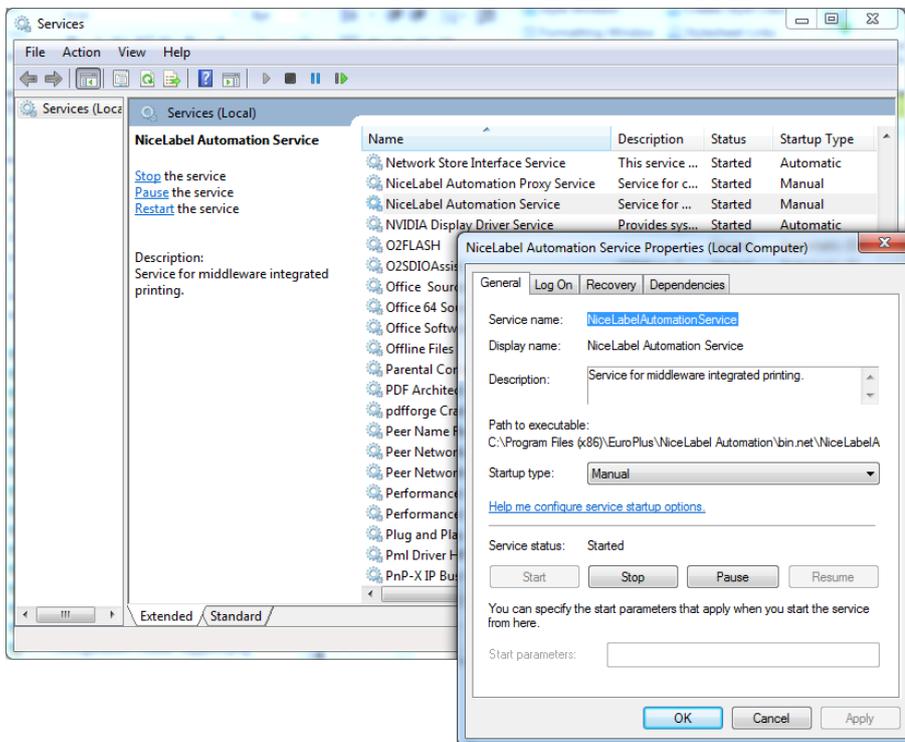
5. Set the start parameter for NiceLabel Automation Service to configuration file that will be run when the service starts. Configuration files should be stored in a location that is accessible by all nodes.
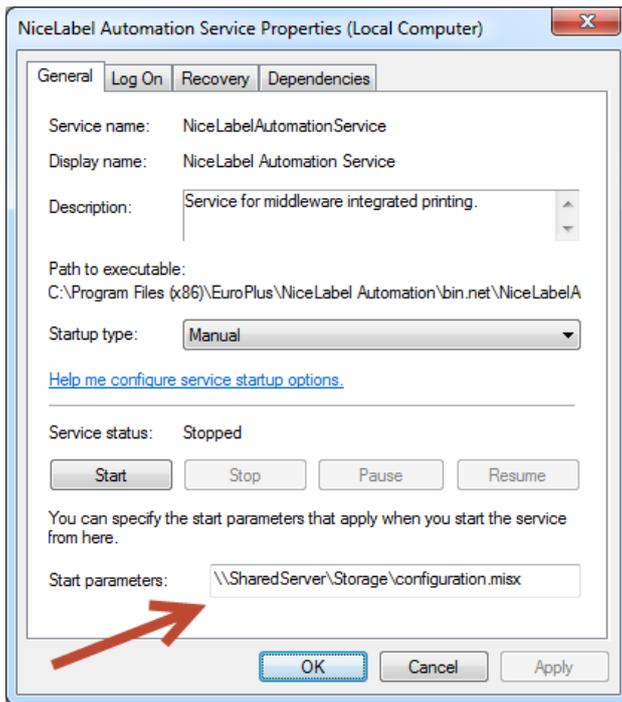
6. Configure the cluster to start NiceLabel Automation on the backup node, when the main server becomes unresponsive.

Load-balancing Cluster

Load balancing is a computer networking method to distribute workload across multiple computers or a computer cluster, network links, central processing units, disk drives, or other resources, to achieve optimal resource utilization, maximize throughput, minimize response time, and avoid overload. Using multiple components with load balancing, instead of a single component, may increase reliability through redundancy.
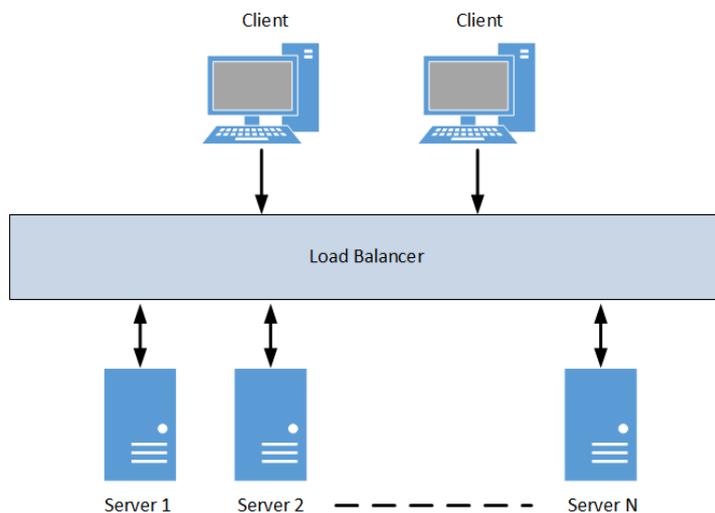
Network Load Balancing clusters provide scalability and high availability for TCP-based services and applications by combining several servers into a single cluster. By using Network Load Balancing feature of Windows Server to build a group of cloned, or identical, clustered computers, you can enhance the availability of these servers.

When the load balancer receives a request from the client, one of the servers in the group processes the request. Every server is capable of handling the request independently. If any server is unavailable due to error or maintenance, other servers can still serve requests without being affected.

In NiceLabel Automation, all TCP-based triggers can take advantage of the load balancing. This includes **TCP/IP Server Trigger**, **HTTP Server Trigger** and **Web Service Trigger**.

There are no special settings in NiceLabel Automation to support load-balanced cluster. When you have all the hardware and cluster configuration in place, you need to install NiceLabel Automation on all servers in the cluster and then load the same configuration file in all instances.

Installing Upgrades

In the software upgrade you upgrade an older version with the newer version. During the upgrade the program components are upgraded, but all user data files and activation information remain intact.

Do the following:

1. On the computer with NiceLabel Automation installed, close **Automation Builder** and **Automation Manager**. If you have any other NiceLabel software running, such as NiceLabel designer, close it as well.

2. Start the installation of the new version.

3. The installer of a new version will detect the old version. It will remove it (keeping all necessary data) and install a new version in the same folder, replacing the old one.
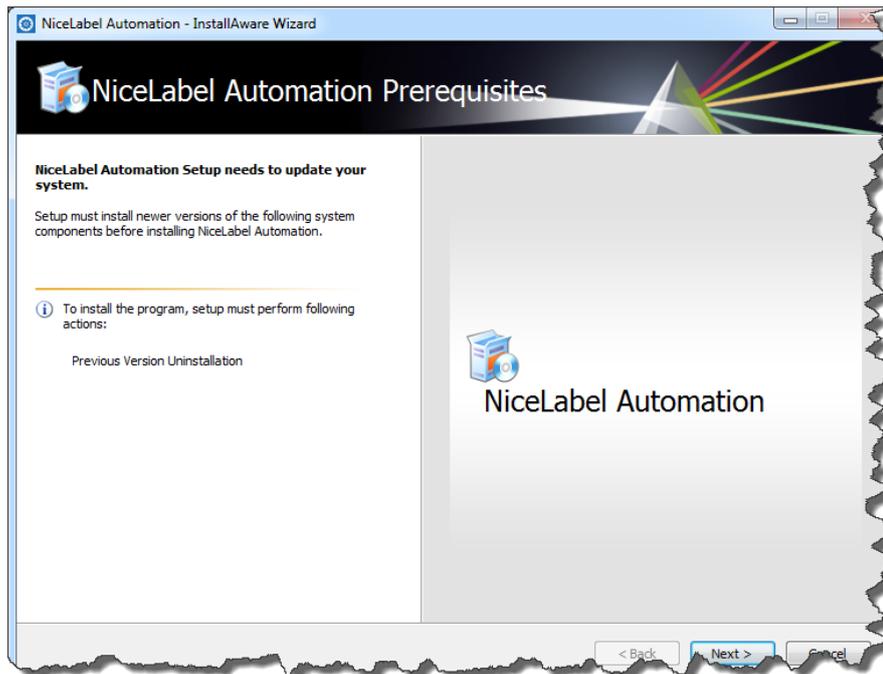
4. Follow the prompts.

5. The new version will re-use the license from the old version.

> **NOTE:** During the upgrade the log database will be emptied.

Activating Software

You must activate NiceLabel Automation software to enable processing of the configured triggers. The activation procedure requires the Internet connection, preferably on the machine where your are installing the software. The same activation procedure is used to activate the trial license key.

You can activate the software either from Automation Builder or Automation Manager and achieve the same effect.

Activating a Stand-alone License

In this case you have **NiceLabel Automation Enterprise**, **NiceLabel Automation Pro** or **NiceLabel Automation Easy** license that you want to activate directly in the NiceLabel Automation software.

To activate the NiceLabel Automation software, do the following:

1. Run **Automation Builder**.

   Select **File>Tools>Manage License**.

   or

   Run **Automation Manager**.

   Go to **About** tab.

   Click **Enter License Key**.

2. In Manage license dialog box, select **Single user Software Key**.
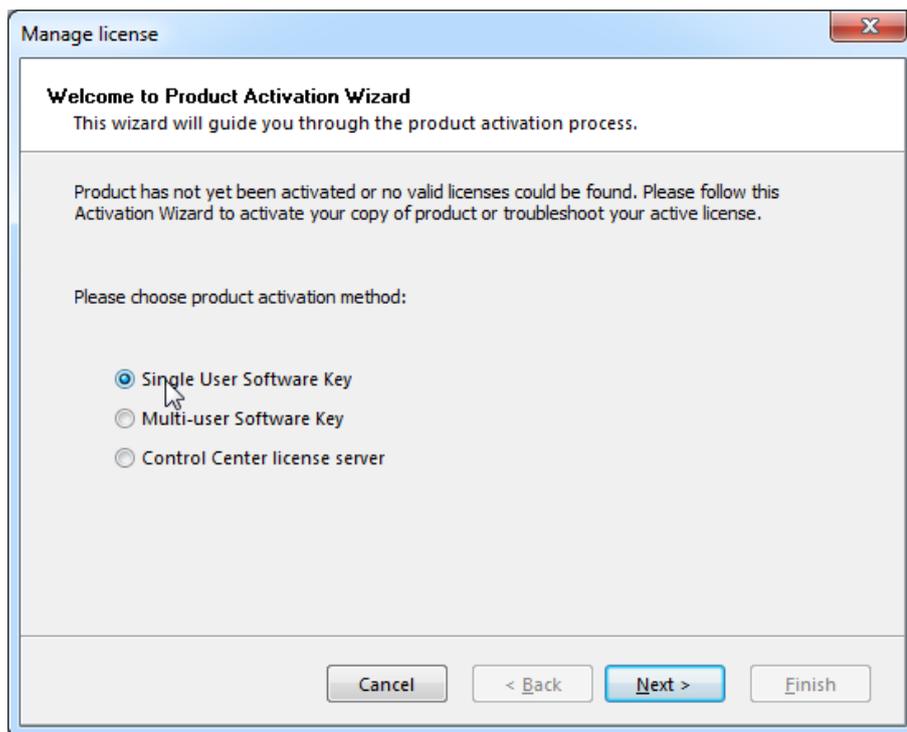
   Click **Next**.

3. In Manage license dialog box, enter the **user information** and the **Key number**.

Click **Next**.

4. If this computer has the access to the internet, click the **Automatic Activation** link. The software will be activated automatically.

NOTE: If this computer does not have access to the Internet, "Activation without Internet Access" on page 28.

Activating a License in Control Center

> **NOTE:** Information from this topic only applies if you have also purchased **NiceLabel Control Center Pro** or **NiceLabel Control Center Enterprise**.

In this case you have **NiceLabel Automation Enterprise** or **NiceLabel Automation Pro** license that you will activate in the Control Center. When linking your NiceLabel Automation product to the Control Center you receive many benefits, including access to the centralized repository of labeling files in the Document Storage, access of consolidate history of all printing events and management of remote printer queues.

> **NOTE:** Prior purchase of **NiceLabel Control Center Enterprise** or **NiceLabel Control Center Pro** product is necessary.

> **NOTE:** You cannot activate NiceLabel Automation Easy license in the Control Center.

To activate the NiceLabel Automation license in the NiceLabel Control Center, see the **NiceLabel Control Center Installation Guide**. ###

To activate the NiceLabel Automation software with a license from NiceLabel Control Center, do the following:

> **NOTE:** Make sure the NiceLabel Automation license is already activated in the Control Center, before attempting to complete these steps.

1. Run **Automation Builder**.

    Select **File>Tools>Manage License**.

    or

    Run **Automation Manager**.

    Go to **About** tab.

    Click **Enter License Key**.

2. In Manage license dialog box, select **Control Center license server**.
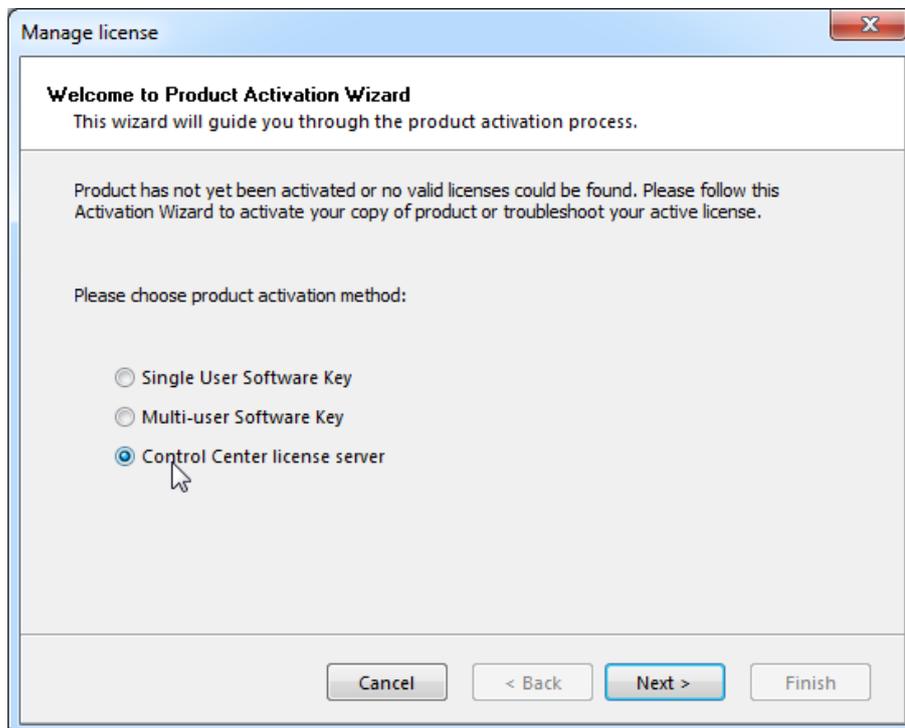
    Click **Next**.

3. In Manage license dialog box, type in the Control Center server name, or click the browse button to find the server in the network.
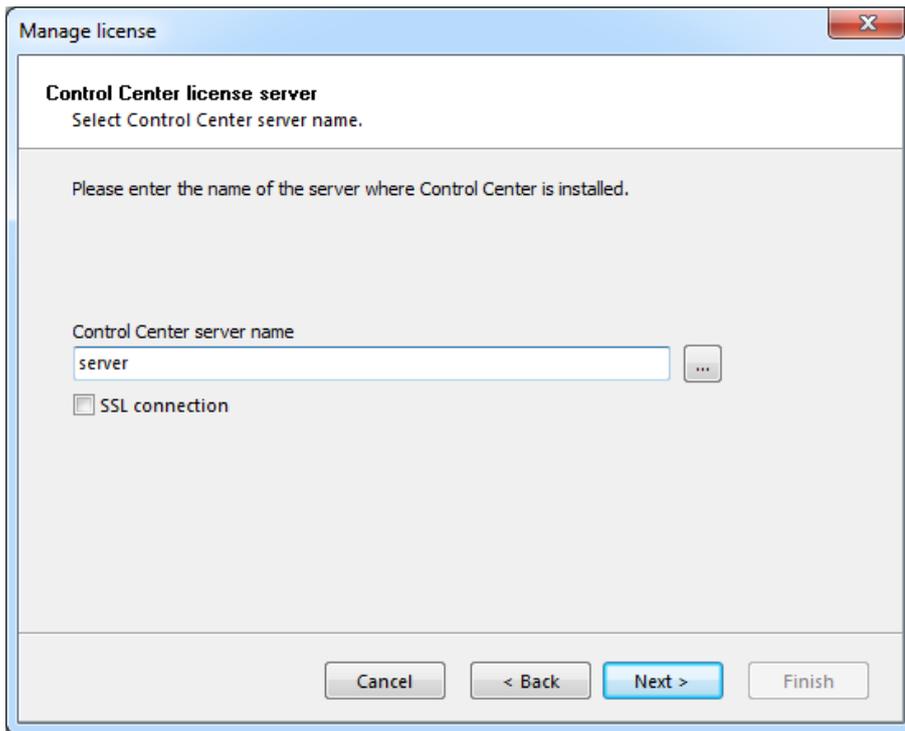
> **NOTE:** If Control Center has been configured to work using the encrypted HTTPS connection, enable the **SSL connection option**.

Click **Next**.

4. If there is a free license available in the licensing server, NiceLabel Automation will be activated.

   The Automation will be configured to send all details about print events into the Control Center database.
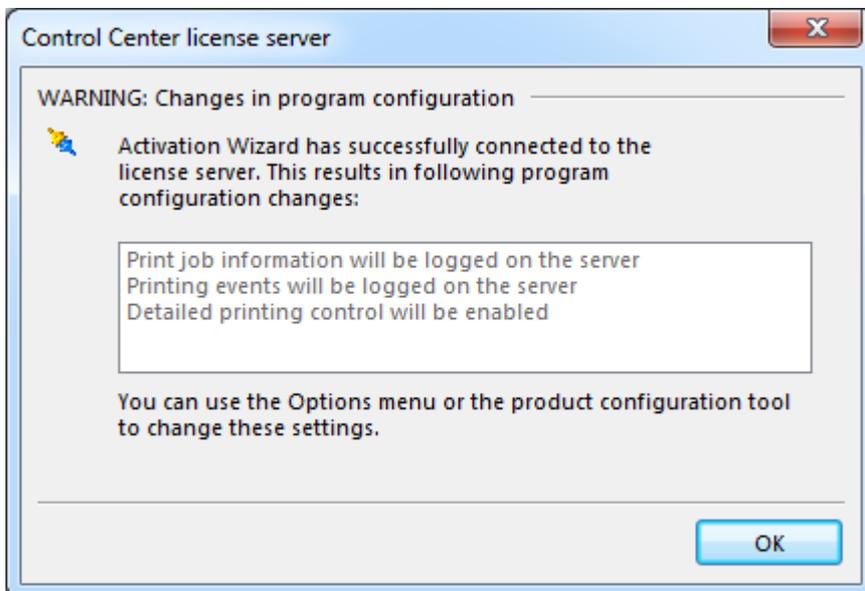
> **NOTE:** These settings can be configured in the **NiceLabel Automation Configuration**.

5. In Manage license dialog box ,the information about the obtained license is displayed.
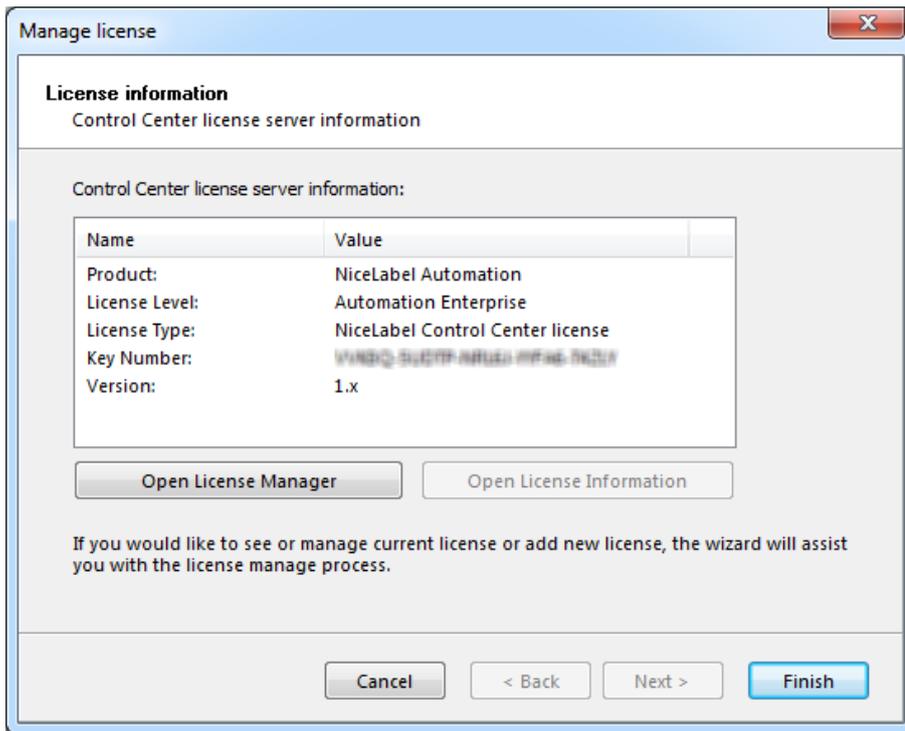
6. Click **Finish**.

Activating a Desktop Suite license

In this case you have **NiceLabel Desktop Suite** or **NiceLabel Desktop Suite Multi-user** product that includes **NiceLabel Automation Easy**.

For detailed activation steps see the **NiceLabel Designers Installation Guide**.

Activating Upgrades

Activating Stand-alone Upgrades

Upgrades allow you to move your current NiceLabel Automation product level to the next more powerful edition.

For example, you would update **NiceLabel Automation Pro** to **NiceLabel Automation Enterprise** to benefit from the new functionality available only in the Enterprise product.

To upgrade to the more powerful edition of NiceLabel Automation, you do not have to upgrade the software, you just need to upgrade the license key.

To upgrade a stand-alone license, do the following:

To deactivate the stand-alone license, do the following:

1. Start **Automation Builder**.

   Select **File>Tools>Manage License**.

   or

   Start **Automation Manager**.

   Go to **About** tab.

   Click **Manage license...**

2. Select the option **Manage current software key license** .
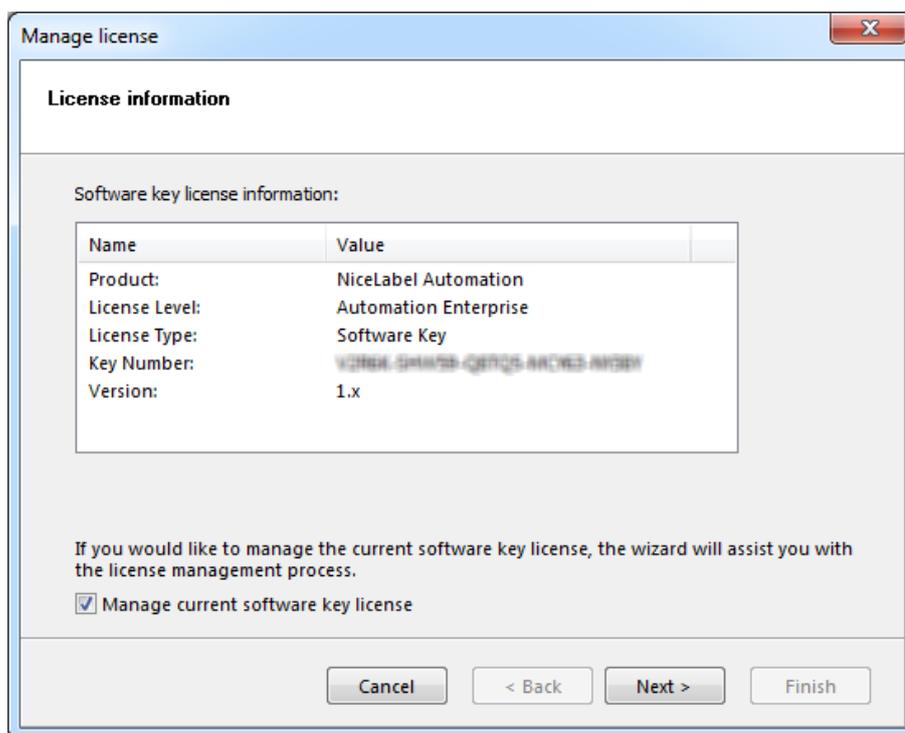
3. Click **Next**.

4. Select the option Upgrade software key license and follow on-screen instructions.
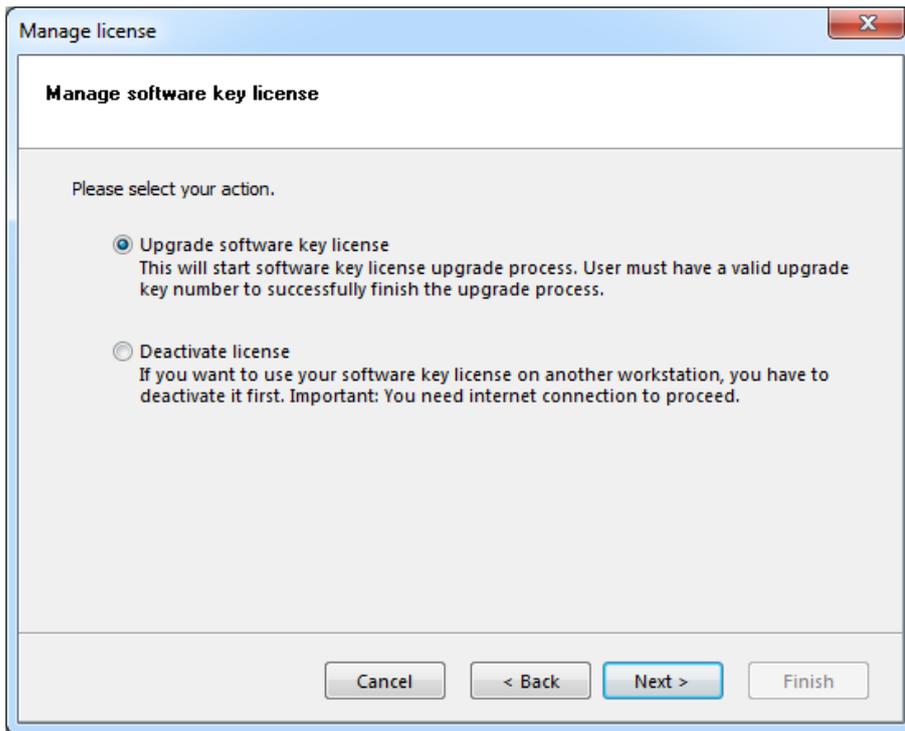
> **NOTE:** Make sure the computer can access the Internet. The license will be returned to the internet activation server.

5. Enter the **Upgrade Key Number**.

6. If this computer has access to the internet, click the **Automatic activation** link. The upgrade will be activated automatically.
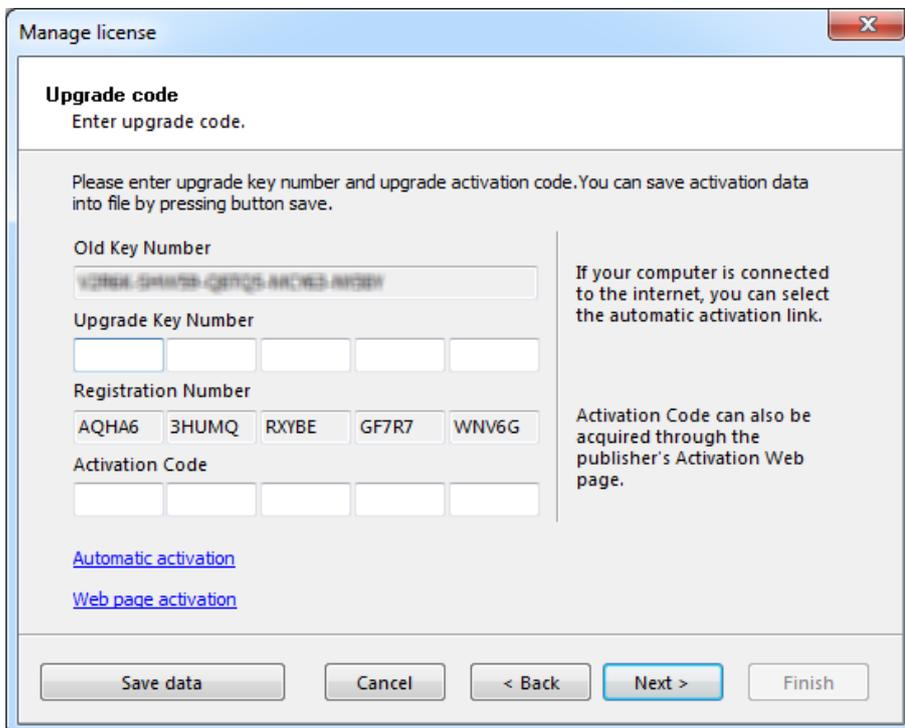
> **NOTE:** If this computer does not have access to the Internet, "Activation without Internet Access" on page 28.

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Activating Control Center Upgrades

> **NOTE:** Information from this topic only applies if you have also purchased **NiceLabel Control Center Pro** or **NiceLabel Control Center Enterprise**.

To upgrade the NiceLabel Automation license activated in the Control Center, see the **Control Center Installation Guide**.

Activation without Internet Access

The automatically activate NiceLabel Automation you must have the connection to the Internet during the activation procedure. You can install NiceLabel Automation on the server without the Internet connection, but you will still need to have the Internet connection on some other machine, where the activation procedure will be completed.

Do the following:

1. Follow the normal activation procedure for either Stand-alone or Control Center license.

   Enter the license key, the registration number will be generated.

2. In Manage License dialog box , click the button **Save data**.
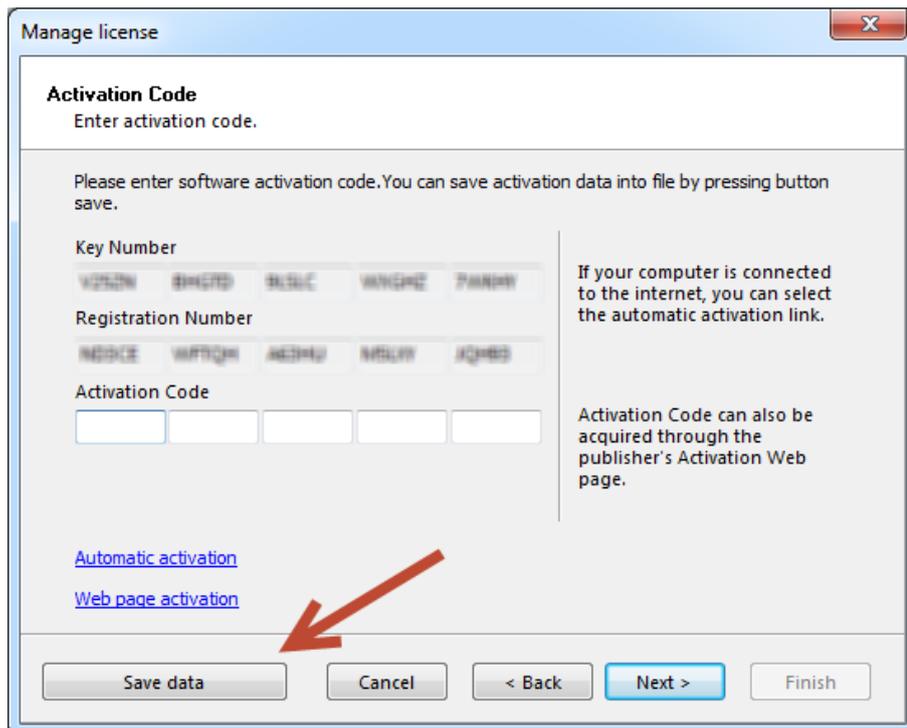
3. Select the folder, where you want to save the activation details, such as Key Number, Registration Number, and URL of the web page activation .

   The suggested folder is NiceLabel Automation **System folder**, but you can select any other folder.
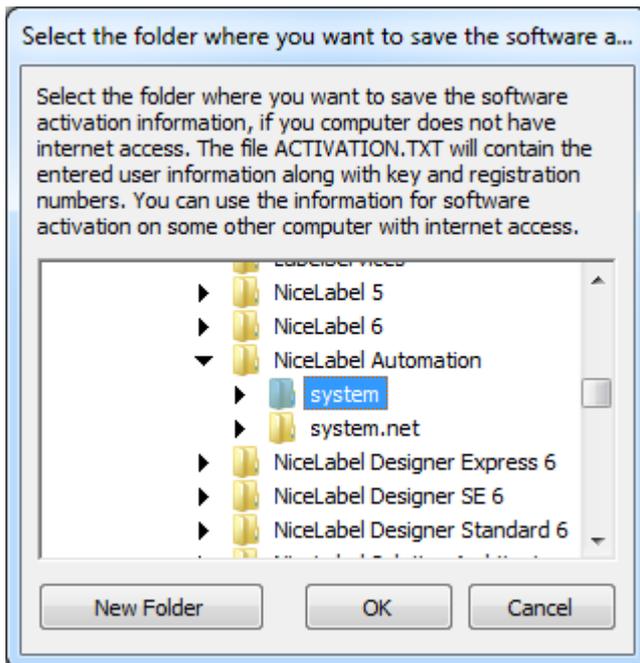
Click **OK**.

4. The file with activation details **ACTIVATION.TXT** will be saved to disk.
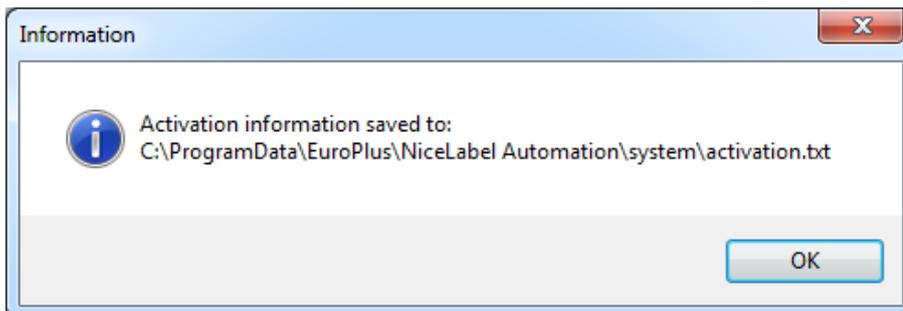
Click **OK**.

5. Go to the computer that has access to the internet. Open the file ACTIVATION.TXT in text editor, such as Notepad.

6. Make sure the pop-up blocker has been temporarily disbaled.

7. Open the **activation URL** from the saved file.

    The Web activation page will open.

Automation Activation

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

Key Number:	D2IU4	5DK9	DPK03	DOHD4	DO54D	*
Registration Number:	D3540	35610	DOUD	DOH4D	4JH53	*

Name: NiceLabel Automation User *

Company: Company *

Address 1:

Address 2:

Zip: City:

Country: United States ▼ *

E-mail: user@company.com *

* - required

ACTIVATE   RESET

8. Enter the values for all required fields.

9. Click **ACTIVATE** button.

10. The Activation Code will display on-screen. Remember it.

> **NOTE:** The Activation Code is also sent to the provided email address.

11. Go back to the computer, where you started to activate the software.

    In the Manage License dialog box, enter the Activation Code into the software.

12. Click **Next** button.

> **NOTE:** If you do not have access to the Internet at all, please call the **Technical Support** for phone activation.

Deactivating Software

When you use NiceLabel software activated with the software license key, you can deactivate the software and easily move the license to other workstation.

> **NOTE:** The primary use of deactivation is move of the software to some other workstation. If you want to reinstall it, or make the upgrade on the same workstation, you do not have to perform the deactivation.

Deactivating Stand-alone License

To deactivate the stand-alone license, do the following:

1. Start **Automation Builder**.

   Select **File>Tools>Manage License**.

   or

   Start **Automation Manager**.

   Go to **About** tab.

   Click **Manage license...**

2. Select the option **Manage current software key license** .
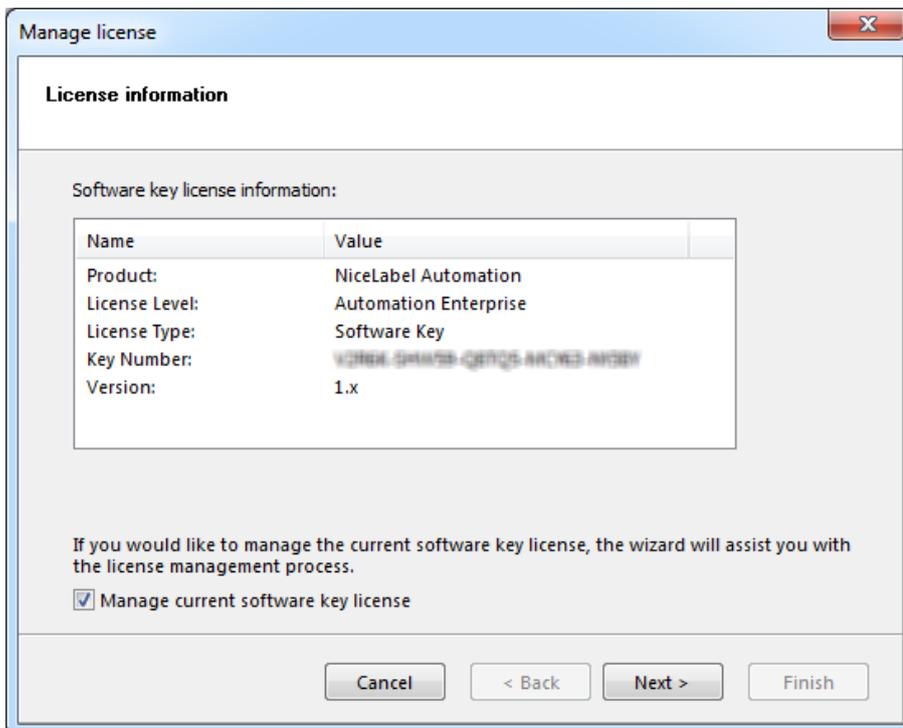
3. Click **Next**.

4. Select the option **Deactivate Software** and follow on-screen instructions.
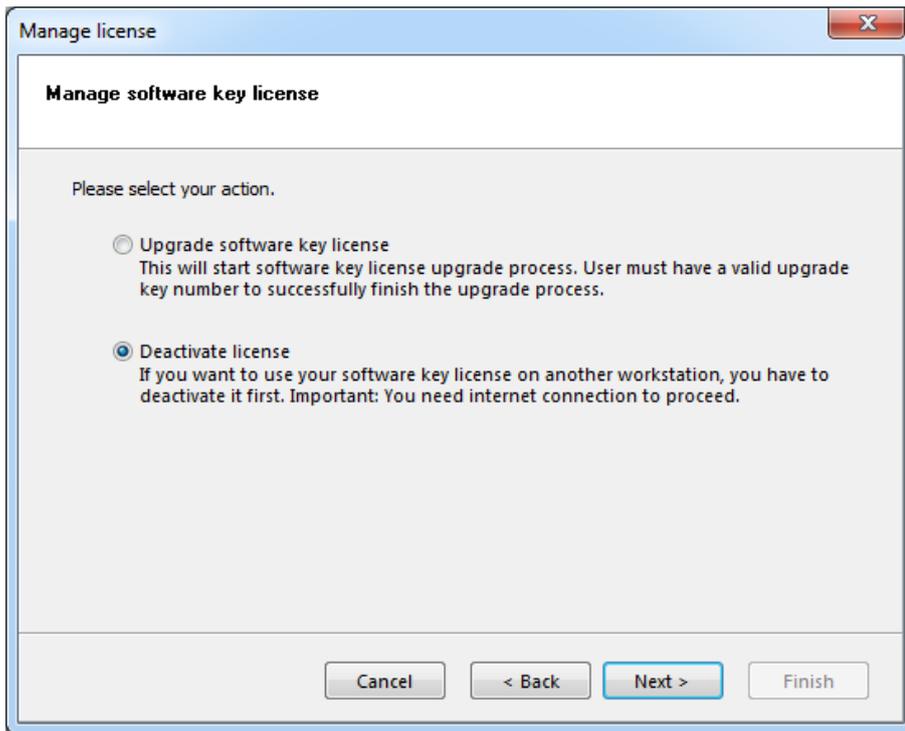
> **NOTE:** Make sure the computer can access the Internet. The license will be returned to the internet activation server.

Another possibility of software deactivation is to uninstall the software. During the removal process you will be prompted whether you also want to remove the license. If you plan to install the software again on this machine, you can keep the license installed to save you some time for activation the next time. If you will move the software to another machine, then deactivate the license.

Deactivating License from Control Center

> **NOTE:** Information from this topic only applies if you have also purchased **NiceLabel Control Center Pro** or **NiceLabel Control Center Enterprise**.

If you want to deactivate NiceLabel Automation license activated in the Control Center, please follow license deactivation procedure in the **Control Center Installation Guide**.

Support

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: http://kb.nicelabel.com

- NiceLabel Support: http://www.nicelabel.com/support

- NiceLabel Tutorials: www.nicelabel.com/Learning-center/Tutorials

- NiceLabel Forums: forums.nicelabel.com

Troubleshooting

☐	**Software does not install**
	
	When the installer does not complete successfully despite following all rules for the prerequisites, enable the install log file and send it 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`. Type in:
	`type nul > lblinstall.log`
	4. Run the NiceLabel Automation install again. When the error displays again, close the installer.
	5. Contact the regional Technical Support team and provide the `lblinstall.log` file.

☐	**Automatically notify NiceLabel Automation Service of newly installed network printer driver** When the new local printer driver is installed in Windows system, NiceLabel Automation Service will be notified about it. The NiceLabel Automation Service can start using the printer driver immediately without the need for the Service restart. The NiceLabel Automation Service only needs permissions to access the printer driver. However, depending on your system, you might need to enable the inbound rule for NiceLabel Automation to be notified about the new printer. For more information see Knowledge Base article KB265.
☐	**NiceLabel Automation Service 1.0.5 doesn't start on Windows 8 and Windows Server 2012** You have successfully installed NiceLabel Automation on your Windows 8 or Windows Server 2012 machine, but the services NiceLabel Automation Service and NiceLabel Automation Proxy Service failed to start. If you manually try to start the service in the Services console, you might receive the error message "Error 1053: The service did not respond to the start or control request in a timely fashion". For more information see Knowledge Base article KB258.
☐	**NiceLabel Automation Manager shows the error 'The Microsoft.Jet.OLEDB.4.0 provider is not registered on the local machine'** The error message will display when you use any of the following in your NiceLabel Automation configuration to connect to the Microsoft Access database: database trigger, action Execute SQL Statement, database connection on the label. The Microsoft.Jet.OLEDB.4.0 provider is NOT AVAILABLE as 64-bit component, it was only developed as 32-bit component. You will have to use a different driver to use data from your database. For more information see Knowledge Base article KB262.
☐	**NiceLabel Automation products are not 100% compatible with NiceWatch (Enterprise) V5 and label designers V6** For example, there are some label design features that you can use inside label designer, but you cannot use in Automation (in the current version). When you try to print label with incompatible features, NiceLabel Automation will

display a warning and details about the problem. You will have to remove the unsupported functionality from the label template. Newer versions of NiceLabel Automation will gradually add the functionality to match the label designer.

For more information see Knowledge Base article KB251.

☐ **Set Printer action fails when connected to the server using Remote Desktop Connection**

By default, when you make a Remote Desktop Connection to the remote computer the application will make local client printer drivers available in the remote session. If you try to use such forwarded printer for printing, Automation will fail with the error message "MergeDevMode for <printername> failed".

To prevent this error from happening, do any of the following:

- Disable forwarding of local printer drivers in the Remote Desktop Connection application.
- Make sure the printer driver required by the label is installed on the target computer.
- Use the Set Printer action in front of the Print Label action to ensure usage of the correct printer.

For more information see Knowledge Base article KB264.

☐ **NiceLabel Automation Builder and NiceLabel Automation Service run under different user names, which can make the testing difficult**

NiceLabel Automation Service runs with credentials of the user name specified for the service. Automation Builder runs with credentials of the currently logged-in user. This makes testing difficult as different users might have different permissions on the system.

> **NOTE: T**he NiceLabel Automation Builder is capable of accessing the network shared files while you are building a configuration, while the NiceLabel Automation Service might not be, because it runs under user account with different security permissions.

You could temporarily run the NiceLabel Automation Builder under the same account as Service using Windows command-line utility `runas`.

For more information see NiceLabel Automation help topic **Using The Same User Account To Configure And To Run Triggers**.

☐ **Inbound connection to NiceLabel Automation Service is allowed in the firewall, but the TCP trigger data does not come through**

The NiceLabel Automation service doesn't open the TCP socket with the process id (PID) under which the service runs, but with the PID 4, which belongs to SYSTEM process. When you want to allow inbound connection to the defined TCP socket, the firewall rules defined for NiceLabel Automation Service have no influence as the port was opened by another process (SYSTEM vs NiceLabel Automation Service). The connection to the port is denied because TCP socket is not governed by Automation Service, but by SYSTEM process. You can use the command-line utility NETSTAT to find out which application / process is bound to a particular port.

Use the following syntax:

`netstat.exe -ano`

In this case, you will have to add an explicit rule in the firewall to allow inbound connection to the specific TCP port and not rely on the existing rule which allows all connections to the ports governed by NiceLabel Automation Service process.

☐ **Triggers do not run. You might see error message "Could not find a part of the path".**

While running NiceLabel Automation keeps a track of trigger activities partly in the temporary folder `TriggerData` inside the service user's `%temp%` folder. If you remove this folder while the triggers have been loaded and are active, the NiceLabel Automation activity might be disrupted. In this case, you might see the error messages about "Could not find a part of the path" in the NiceLabel Automation Manager or returned as feedback from the trigger.

To restore the NiceLabel Automation Service functionality, reload all loaded configurations (recommended) or restart the NiceLabel Automation Service.

This folder might also be deleted by the computer-cleaning and optimization software, such as CCleaner. Make sure to exclude the folder `%temp%\TriggerData` from cleaning,

> **NOTE:** The `%temp%` in this case refers to the temporary folder of the user account that is defined for NiceLabel Automation Service. That might not be the currently logged-in user.

☐ **The changes in default folders done in the NiceLabel Automation Configuration are not applied to the NiceLabel Automation Service**

NiceLabel Automation Service runs under the Windows account you selected during the installation (or later in the service properties). If you run NiceLabel Automation Configuration as some other user, you will change NiceLabel Automation defaults for that other user.

You must run the NiceLabel Automation Configuration with the credentials of the user account that your NiceLabel Automation Service runs under.

You can use the command-line utility RUNAS to run Automation Configuration as the user account from the Automation Service.

```
runas "c:\Program Files (x86)\EuroPlus\NiceLabel Automation\bin\nconf6.exe"
```

☐ | **When things go wrong**

Things can go wrong when using NiceLabel Automation. The fault might be caused by the provided data (for example: the provided label is not found, or wrong data was provided for barcodes), or because of the problems in the software.

Places to verify for more details:

1. **Automation Manager Log.** Automation Manager provides a detailed log of the activities that are happening in NiceLabel Automation and should be the first thing you check when things are not going as you expected them to. From the log you can see when triggers were started, stopped or executed, which actions were executed and when, along with action details like ID (very useful for finding the problematic action in Automation Builder) and description.

2. **Use Save Variable Data and Message Actions.** When you have problems with variable values not being printed correctly or not being printed at all, you can use **Save Variable Data** and **Message** actions to help you determine what the cause is. Configure Save Variable Data action so that it will save only the variable you have problems with, or are used in actions that do not work as you expected them to. Message action also allows you to add an entry to the Automation Manager log with the value of variable. By adding one of these two actions before the Print Label action, you will see if the correct values are being printed.

3. **Event Log.** Sometimes an error happens that the authors of NiceLabel Automation did not expect. In such situations the error is saved in the Windows Event Log. You can view these logs by opening Event Viewer. NiceLabel Automation logs can be found in the Application section under the Windows Logs.

4. **Tracing logs.** When you enable tracing in Automation software all internal commands and activities are logged to text file. You will enable the tracing mode, if instructed so by the Technical Support Team. For more information see topic **Tracing Mode** in Automation help.

Controlling the Service from the Command Prompt

When NiceLabel Automation is installed, two services will start automatically with Windows System:

- **NiceLabel Automation Service.** This is the main engine of the product and does most of the work. It runs triggers, extracts data using filters and executes actions. This service auto-identifies the Windows bitness and runs in the same level. The service will run in x64 mode on Windows x64 and it will run in x86 mode on Windows x86.

- **NiceLabel Automation Proxy Service.** This service is used primarily for communication between x64 and x86 components that are part of the NiceLabel Automation product. For example, this service will execute VBScript code that is not supported on x64 platforms.

> **NOTE:** Make sure you are running Command Prompt in the elevated mode (with administrative permissions). Right-click cmd.exe and the select Run as Administrator.

Staring and Stopping the Service

To start services from the command prompt, you can use the following commands:

```
net start NiceLabelAutomationService
```

```
net start NiceLabelAutomationProxyService
```

When starting the Automation Service, you can provide the configuration name in the command line, such as:

```
net start NiceLabelAutomationService "c:\Project\configuration.MISX"
```

To stop service from the command prompt, use the following commands:

```
net stop NiceLabelAutomationService
```

```
net stop NiceLabelAutomationProxyService
```

Managing Configurations and Triggers

NiceLabel Automation service can be controlled with the NiceLabel Automation Manager command-line parameters. The general syntax to use command-line parameters is as follows.

```
NiceLabelAutomationManager.exe COMMAND Configuration [TriggerName] [/SHOWUI]
```

> **NOTE:** Include the full path to the configuration name, don't use the file name alone.

To ADD configuration

The provided configuration will be loaded into service. No trigger will be started. If you include the /SHOWUI parameter, Automation Manager UI will be started.

NiceLabelAutomationManager.exe ADD c:\Project\configuration.MISX /SHOWUI

To RELOAD configuration

The provided configuration will be reloaded into service. The running status of all triggers will be preserved. Reloading the configuration forces the refresh of all files cached for this configuration. For more information, see the topic Caching Files. If you include the /SHOWUI parameter, Automation Manager UI will be started.

NiceLabelAutomationManager.exe RELOAD c:\Project\configuration.MISX /SHOWUI

To REMOVE configuration

The provided configuration and all its triggers will be unloaded from service.

NiceLabelAutomationManager.exe REMOVE c:\Project\configuration.MISX

To START a trigger

The referenced trigger will be started in the already loaded configuration.

NiceLabelAutomationManager.exe START c:\Project\configuration.MISX CSVTrigger

To STOP a trigger

The referenced trigger will be stopped in the already loaded configuration.

NiceLabelAutomationManager.exe STOP c:\Project\configuration.MISX CSVTrigger

Status Codes

Status codes provide the feedback of command-line execution. To enable the status codes return, run the use the following command-line syntax.

```
start /wait NiceLabelAutomationManager.exe COMMAND Configuration [TriggerName] [/SHOWUI]
```

The status codes is captured in the system variable `errorlevel`. To see the status code, execute the following command.

```
echo %errorlevel%
```

Status Code	Description
0	No error occurred
100	Configuration file name not found
101	Configuration cannot be loaded
200	Trigger not found
201	Trigger cannot start

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.

http://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 screenshot 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 conditions 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, configuration 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?