



NiceLabel Control Center Installation Guide

Rev-1507

Euro Plus d.o.o.

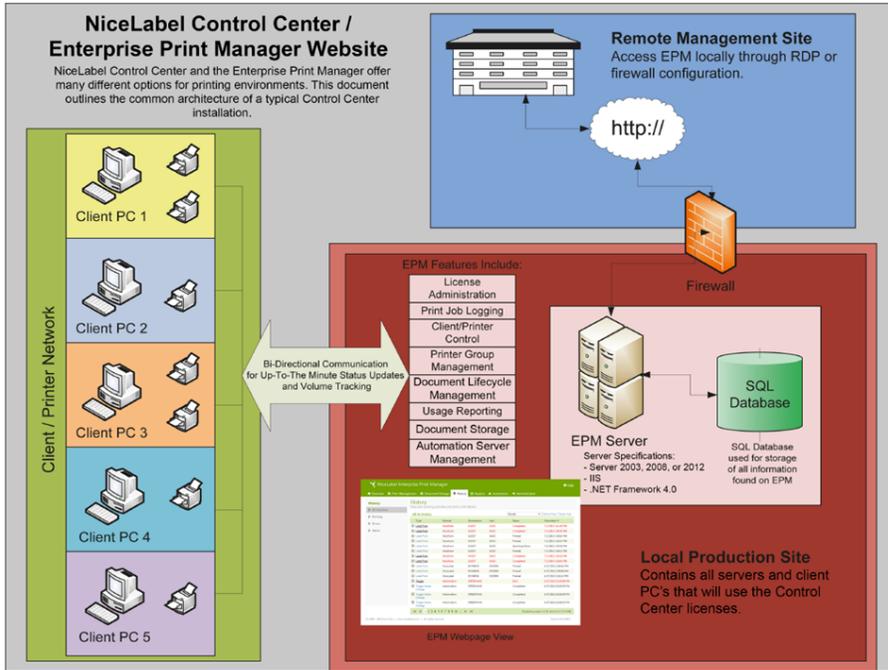
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Architecture

NiceLabel Control Center uses the client-server model of computing, where the server (**Control Center Web page**) provides the resources, such as consolidated storage of files and history of printing events, and the client (**NiceLabel PowerForms Desktop**) provides the label design and printout functionality. The clients and the server communicate over the computer network using the TCP/IP stack.

For full system requirements please see the chapter "System Requirements" on page 16.



The Server Components and Roles

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

- **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.
- **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 will provide 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.

The server components require Windows Server operating system, preferably running in 64-bit mode.

Changes on the Server with the 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 NiceAN 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:

- **The application EPM.** The application EPM runs under the Default Web Site and is accessible on port **80 TCP**. To access Control Center you must open the following URL in your browser:

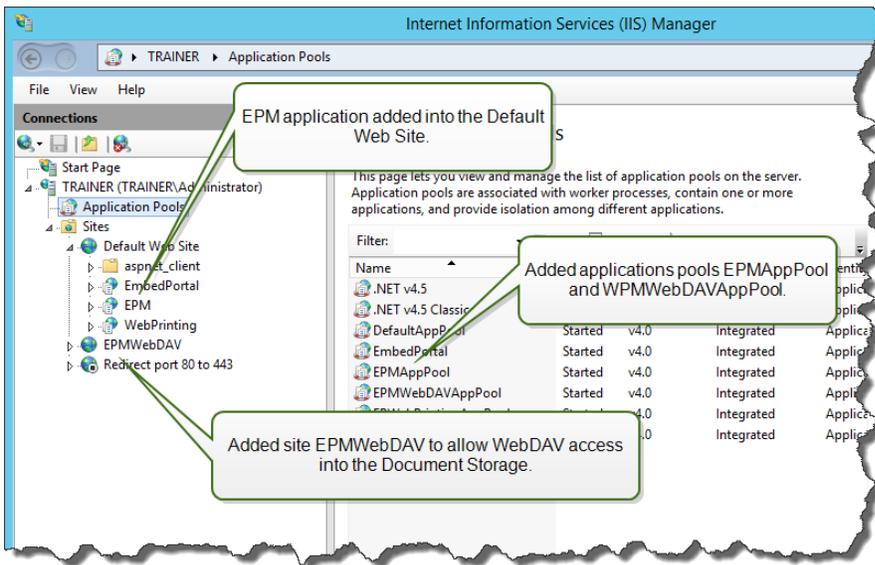
`http://server/EPM`

- **The site EPMWebDAV.** 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 designers 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.

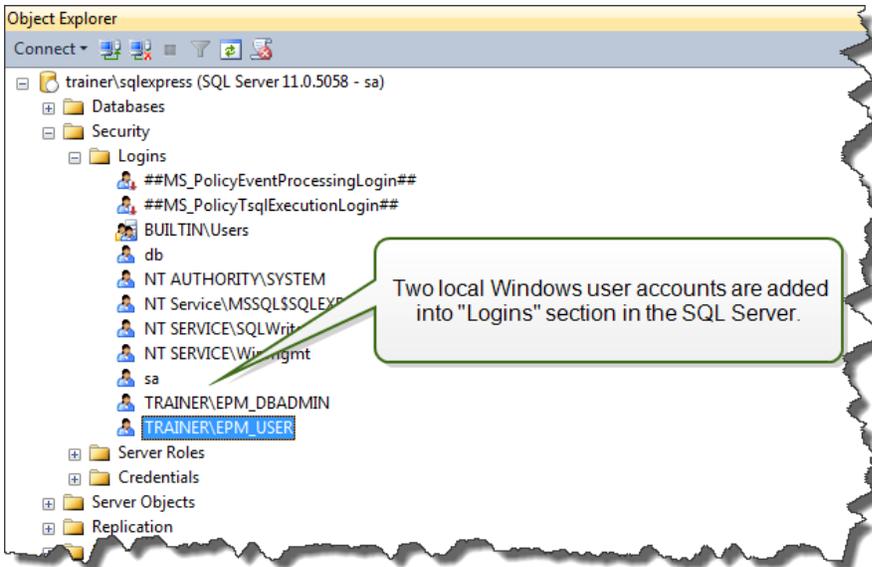


The following service is installed on the Windows system:

- **NiceLabelEPMProxyService.** This service takes care for synchronization of Document Storages between Control Centers in multi-tier landscape, it is used when running in the cluster system, and is essential part of the Control Center installation.

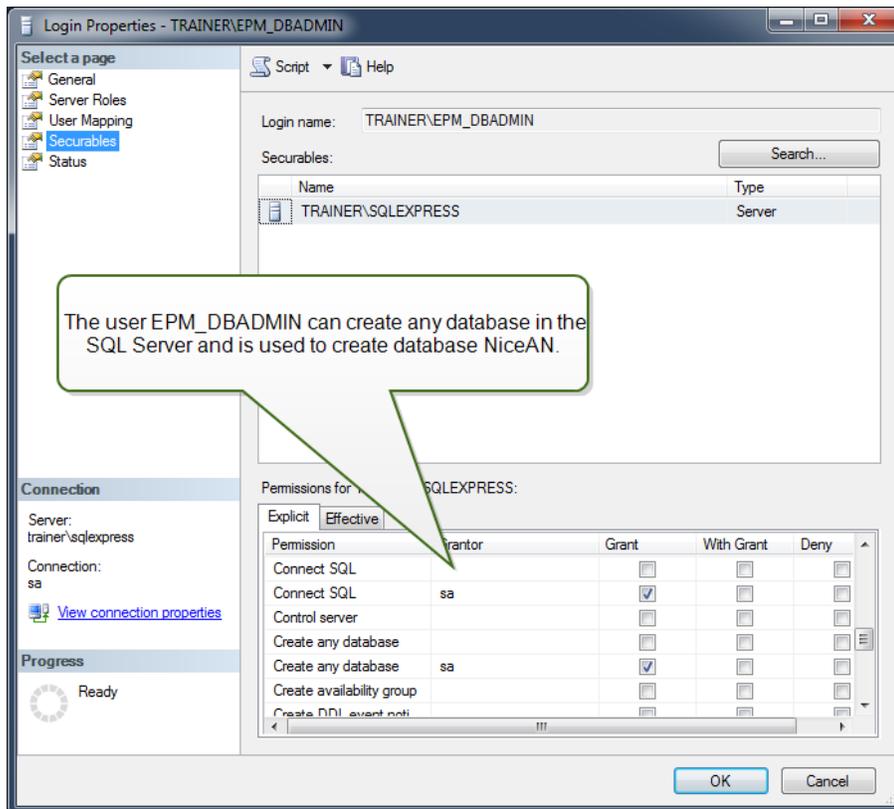
Changes on Server with the database role

Two local Windows users are installed on the Windows server where SQL Server is installed, EPM_USER and EPM_DBADMIN. The same Windows users are added into "Logins" in the SQL Server. The only purpose of the two Windows users is that Control Center impersonates them when interacting with the database NiceAN. By default, the Control Center uses Windows authentication when interacting with the SQL Server.



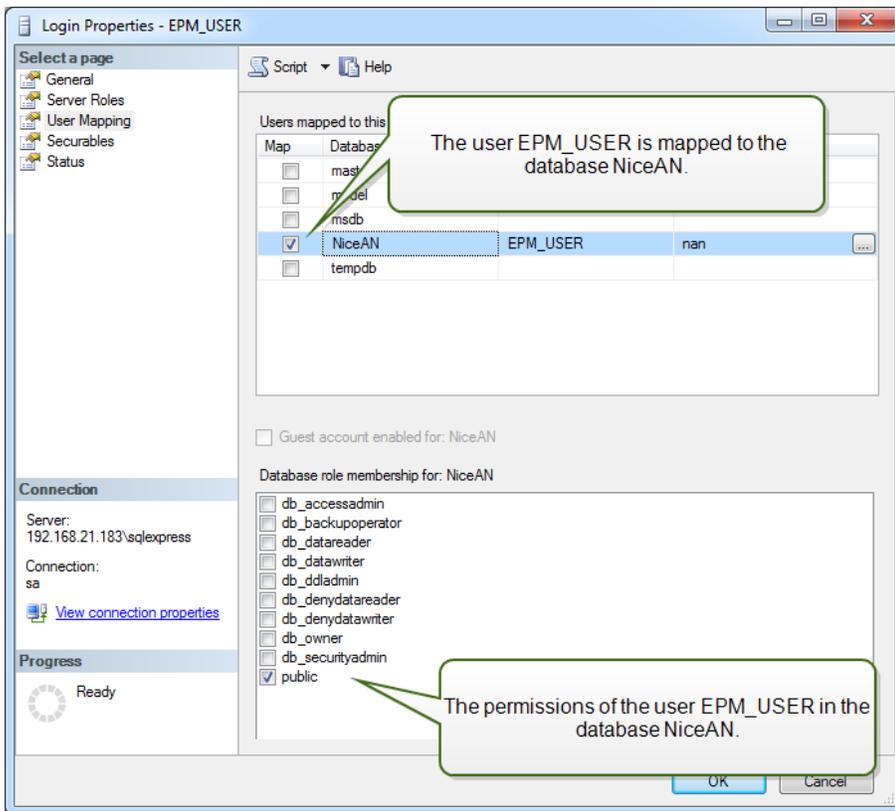
The roles and user permissions for the Windows accounts inside the SQL Server:

- **EPM_DBADMIN.** This user has granted the following roles: "Connect SQL" and "Create any database". The installer impersonates this user to create the database NiceAN and fill it with the initial data. This user also becomes owner of the database NiceAN. The user is mapped only to the database NiceAN.



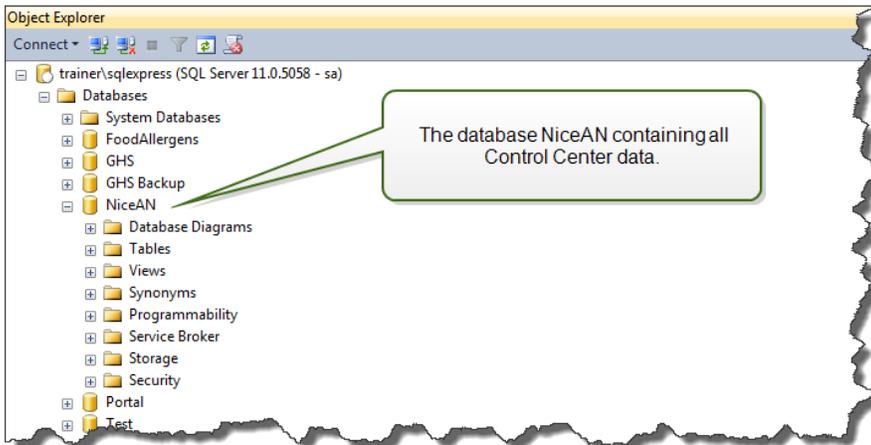
- **EPM_USER.** The Control Center application impersonates this user whenever it needs to interact with the database

NiceAN. The user is mapped only to the database NiceAN.



The following is installed on the SQL database server:

- The database NiceAN. This database contains all Control Center related data.



WARNING: The local Windows user accounts cannot be created on the failover (high-availability) cluster system. If you want to install the NiceAN database into a clustered SQL Server, you will have to install the database separately from the main Control Center installation. You will be able to configure either Windows domain user account or SQL user account to connect to the SQL Server. "Installing to Multiple Servers" on page 32

The Client Components

These are the components you have to install on the client.

- **NiceLabel PowerForms Desktop.** This is the NiceLabel client that you will use for design and runtime activities.
- **NiceLabel printer drivers.** NiceLabel client will use these drivers to create the optimal print job for the target printer.
- **Support for WebDAV.** "Installing Support for WebDAV" on page 67.

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

Single-Server or Multiple-Servers Architecture

The Control Center server can be installed on one server, which will run all roles, or roles can be shared between more servers.

- **Single server.** This architecture involves putting all of the required components on a single server. In this case, one Windows Server machine is dedicated for NiceLabel software, no other applications are installed on this machine, so you don't have to worry about 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 will be used to install the software and the database.



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

- **Multiple servers.** In this architecture the application processing and data management functions are physically separated. You will have one 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. The database landscape is configured in the 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.

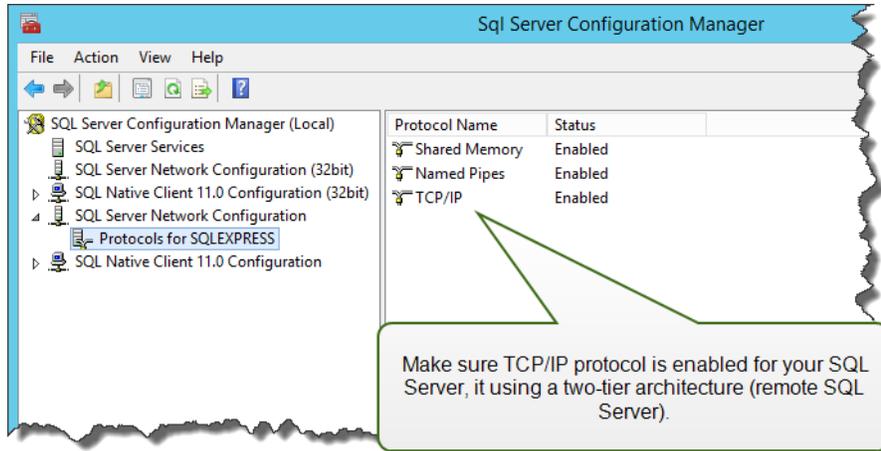


NOTE: The steps to install Control Center in the multiple-server architecture depend on the SQL Server installation. If the remote SQL Server is running in the stand-alone mode, you can use the installer and follow on-screen prompts. If the remote SQL Server is running in the high-availability cluster mode, you will have to install the database NiceAN first (using a different installer), followed by the Control Center Web application. "Installing to Multiple Servers" on page 32.

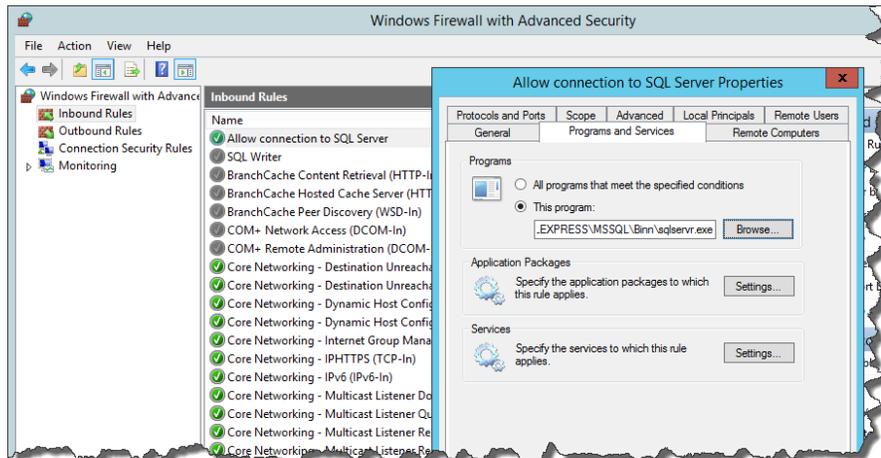
Checklists

Pre-installation Checklist

SERVER CHECKLIST	
<input type="checkbox"/>	<p>Have access to the Windows accounts with administrative privileges and SQL system administrator</p> <div data-bbox="266 422 1401 510" style="border: 1px solid #ccc; background-color: #fff9c4; padding: 5px;"><p> WARNING: When installing the software to multiple servers, all servers must be managed through the same Windows domain.</p></div> <p>To install NiceLabel software you must have access to the user with administrative privileges:</p> <ol style="list-style-type: none">1. On the Windows Server machine with Internet Information Services role where you will install Control Center Web site.2. On the Windows Server machine 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.3. On the SQL Server, so the database NiceAN 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". <div data-bbox="266 806 1411 905" style="border: 1px solid #ccc; background-color: #e8f5e9; padding: 5px;"><p> 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).</p></div>
<input type="checkbox"/>	<p>Internet access for the activation process</p> <p>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.</p>
<input type="checkbox"/>	<p>Meeting prerequisites for the Internet Information Services (IIS) Web server</p> <ul style="list-style-type: none">• "Installing IIS Web Server" on page 22 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.
<input type="checkbox"/>	<p>Meeting prerequisites for the Microsoft SQL Server</p> <ul style="list-style-type: none">• "Installing Microsoft SQL Server" on page 18 for a step-by-step instructions how to install a new SQL Server.• The Control Center database NiceAN requires case-insensitive collation. <p>Make sure to enable the SQL Server Browser service, if you use instance names. This will make the instances visible to external clients.</p> <ul style="list-style-type: none">• 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.

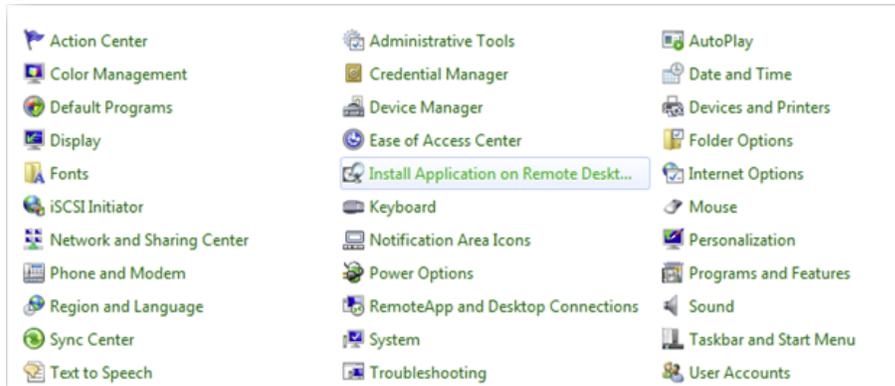


❑ **Installing Control Center on the Windows Server with enabled Remote Desktop Services (Terminal Services) role**

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 applications are installed on the 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
 - On Windows Server 2003 or Windows Server 2003 R2:
 1. Open **Control Panel**.
 2. Select **Add or Remove Programs**.
 3. Select **Add New Programs**.
 4. Browse for the installation executable, click OK and follow on-screen instructions.

 **NOTE:** This tool is available only when we install 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 the Windows users EPM_DBADMIN and EPM_USER are created on the machine with Control Center and on the machine with SQL Server hosting NiceAN 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 to Multiple Servers" on page 32.

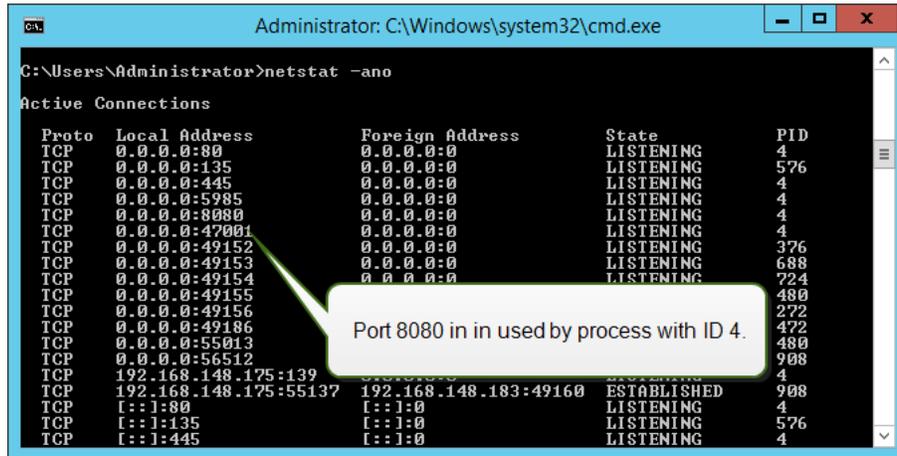
Is port 8080 TCP still available on the Windows Server where you intend to install the Control Center

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.

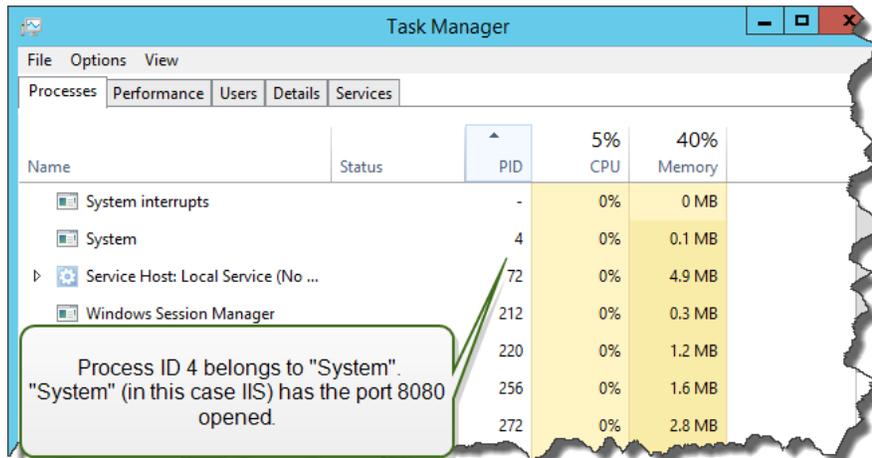
You can run Windows command-line utility netstat.exe to see list of open ports on the machine.

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.



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.

Post-installation Checklist

SERVER CHECKLIST (NiceLabel Control Center)	
<input type="checkbox"/>	<p>Open ports in the firewall</p> <p>Make sure the following inbound communication is allowed:</p> <ul style="list-style-type: none"> • 80 TCP: Inbound connections to the Control Center. The browsers on the workstations 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.

□ **Support for WebDAV to use files in the Document Storage**

Each machine that need to access data inside a Document Storage, 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 using the NiceLabel client.

NOTE: The "client" is not only the application NiceLabel Pro or the application NiceForm, but any software accessing the Document Storage, including NiceLabel Automation or even Windows Explorer.

"Installing Support for WebDAV" on page 67.

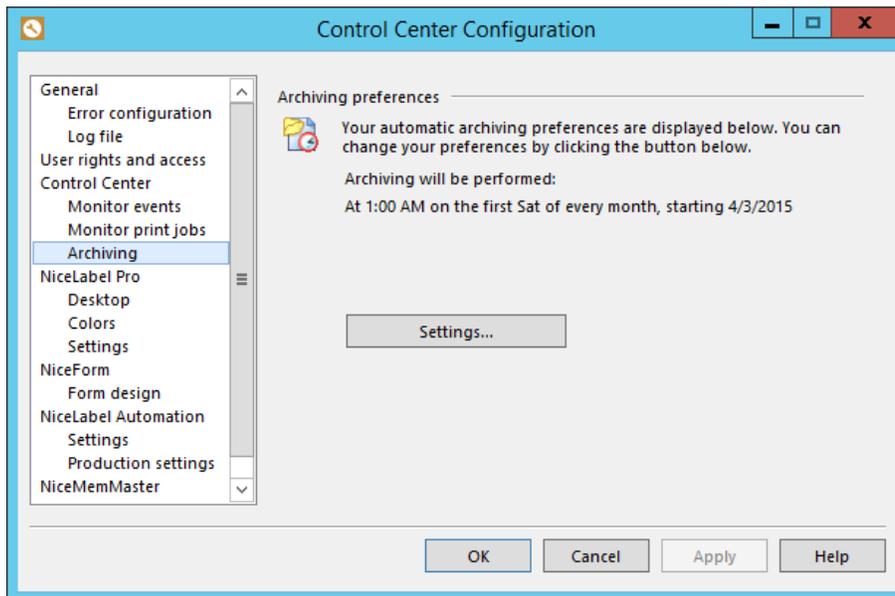
□ **Enable NiceAN database archiving scenario**

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

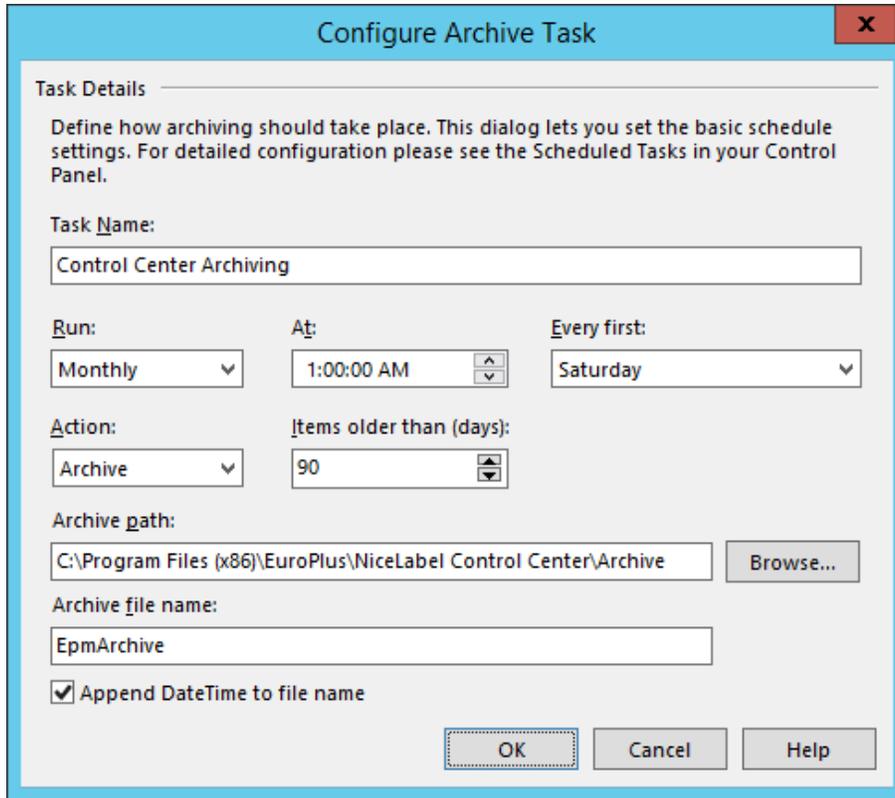
Make sure to adjust the scheduling based on your needs.

Do the following:

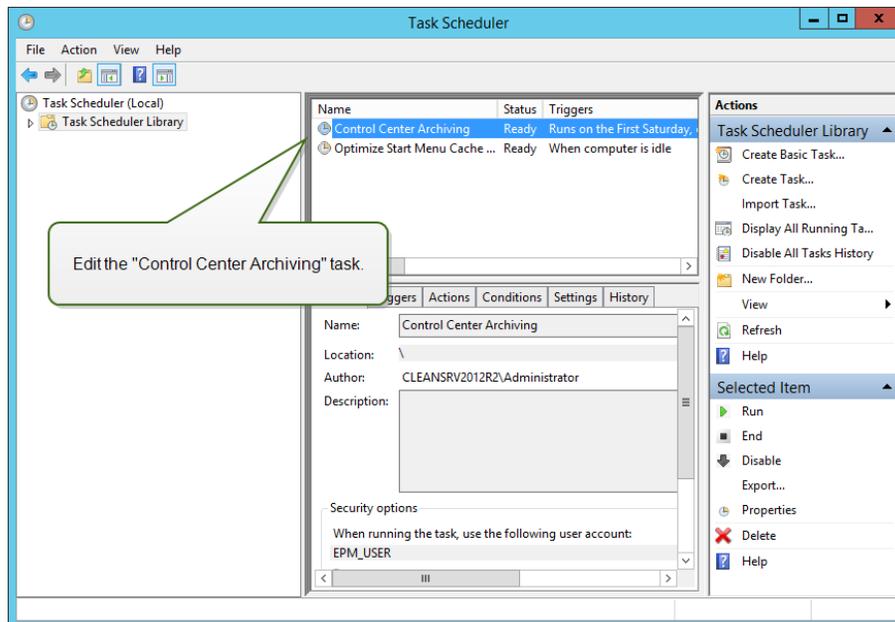
1. On the machine with Control Center installed, run **Control Center Configuration**.
2. Select the **Archiving** option in the Control Center section, then click **Settings**.



3. Fine-tune the details about when the archiving task should run and how old items from history should be removed.



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".



CLIENT CHECKLIST (NiceLabel PowerForms Desktop)

- 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 in this location:

%PROGRAMDATA%\EuroPlus\NiceLabel 6

This is usually not a problem, because folder %PROGRAMDATA% is writable to 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 some other firewall, please configure it yourself.

- **6758 TCP:** Incoming connection from the Control Center to LabelServices (firewall exception for application "Label Services", C:\Program Files\Common Files\EuroPlus Shared\LblServices.exe). Service Label Services handles logging, printer management, reprints, etc. and is a vital component.
- **56415 TCP:** Incoming connection from the Control Center to NiceLabel Automation service that allows remote management of Automation service. If you don't have NiceLabel Automation product licensed from the Control Center, you don't need to configure this inbound connection.

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. Some Windows operating systems have the WebDAV support already installed, for some you have to add the support before you can access the data.

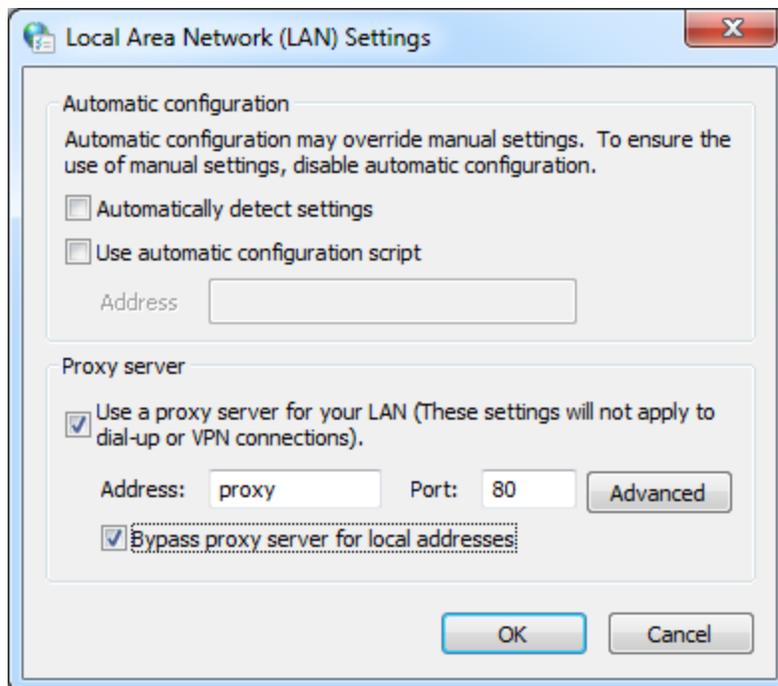


NOTE: The "client" is not only the application NiceLabel Pro or the application NiceForm, but any software accessing the Document Storage, including NiceLabel Automation or even Windows Explorer.

"Installing Support for WebDAV" on page 67.

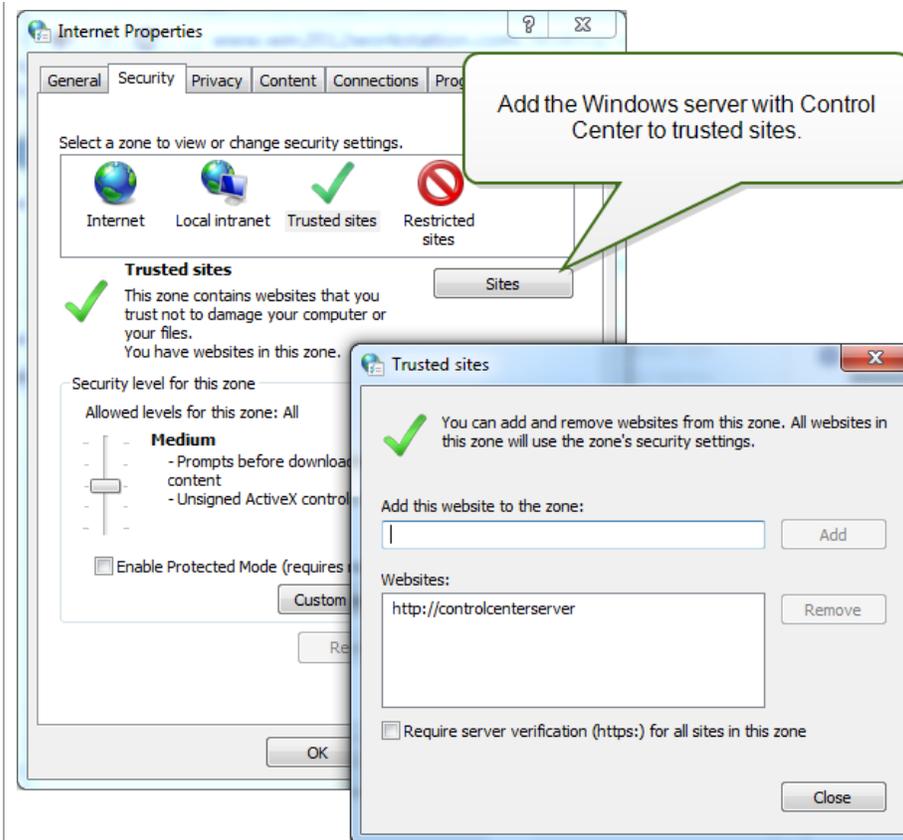
If you use proxy server, exclude local traffic from proxy

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 [Knowledge Base article KB163](#).



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.



□ **Installing support for Python**

To use Python in NiceLabel client, you have to install Python into your Windows system. To install Python support, you have to install two components "Python core" and "Python for Windows extension (PyWin)".

Do the following:

1. Open **Download** page on NiceLabel Web site.
2. Download the Python support files.

 **NOTE:** You can find the Python installation files on the DVD in the folder AddOns/Python.

3. First install Python 2.7. Follow on-screen instructions.
4. Then install PyWin32 extensions. Follow on-screen instructions.

□ **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 download RDC 6.0 for Windows Server 2003 with Service Pack 1 (SP1), Windows Server 2003 with Service Pack 2 (SP2), or Windows XP with SP2, see [article 925876](#) in the Microsoft Knowledge Base.

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

System Requirements



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

NiceLabel Control Center

In order for a successful Control Center installation, your hardware and software must fulfill the following system requirements:

- **CPU:** Intel or compatible x86 family processor
- **Memory:** 512 MB or more RAM
- **Hard drive:** 1 GB of available disk space
- **Operating system:** One of the 32-bit or 64-bit Windows server operating systems: 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
- ASP.NET AJAX Extension
- **Web server:** IIS 6 or above

You need the following components to be installed in IIS:

- **Common HTTP features:** Default Document, Directory Browsing, HTTP Errors, Static Content
- **Health and Diagnostics:** HTTP Logging
- **Performance:** Static Content Compression
- **Security:** Request Filtering, Basic Authentication, Windows Authentication
- **Application development:** .NET Extensibility 4.5, ASP.Net 4.5, CGI, ISAPI Extensions, ISAPI Filters
- **Management tools:** IIS Management Console

You must also install the **HTTP-Activation** .NET feature.

The Control Center installer will verify the current configuration of your IIS and suggest the necessary changes.

- **Database server:** Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2012, Microsoft SQL Server 2014
(Express Edition of products listed above also supported)
Depending on the architecture of the solution as well as the hardware being used, the Control Center and the database server (Microsoft SQL Server) can be installed on the same or on the separate systems.

The SQL Server must be configured as follows:

- Case insensitive database collation
- **Display:** 1024×768 or higher resolution monitor
- Servers managed through Windows domain in multi-tier environments (where the Web and SQL roles are installed on separate machines)

NiceLabel PowerForms Desktop (clients)

- **CPU:** Intel or compatible x86 family processor
- **Memory:** 256 MB or more RAM
- **Hard drive:** 1 GB of available disk space
- **Operating system:** 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

- **Display:** 1024×768 or higher resolution monitor
- **Support for WebDAV:** "Installing Support for WebDAV" on page 67.

Installing Windows Server Prerequisites

Installing Microsoft SQL Server

Microsoft SQL Server is database server and is a required component to run NiceLabel Control Center product. Control Center stores all its data in the database NiceAN.

You can install the database on the same machine, where the Control Center web application will 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. "Checklists" on page 8.

Do the following:

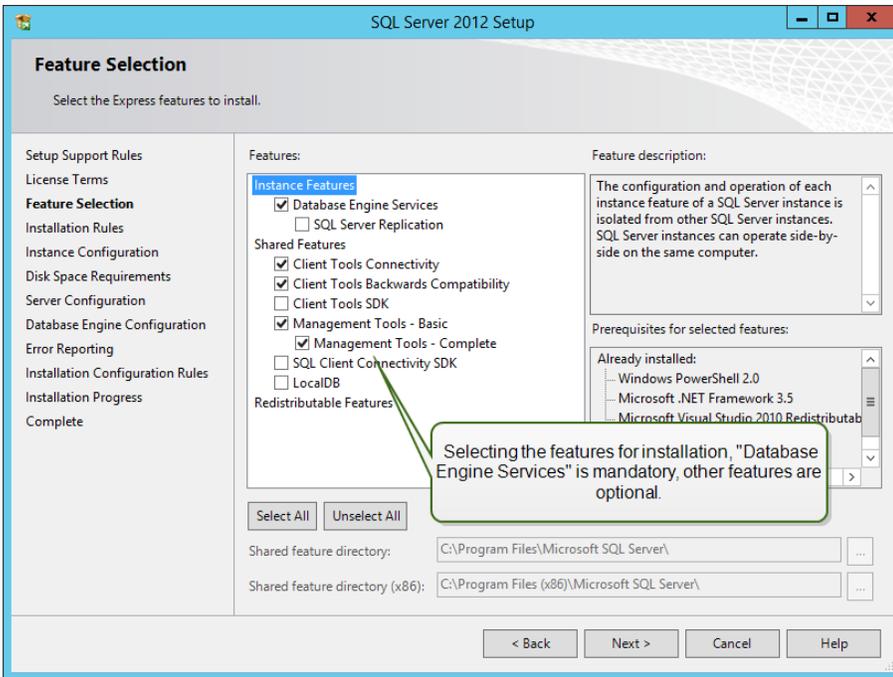
NOTE: The instructions below are for the Express edition of the Microsoft SQL Server 2012. You have to take similar steps to install other editions of the SQL Server.

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



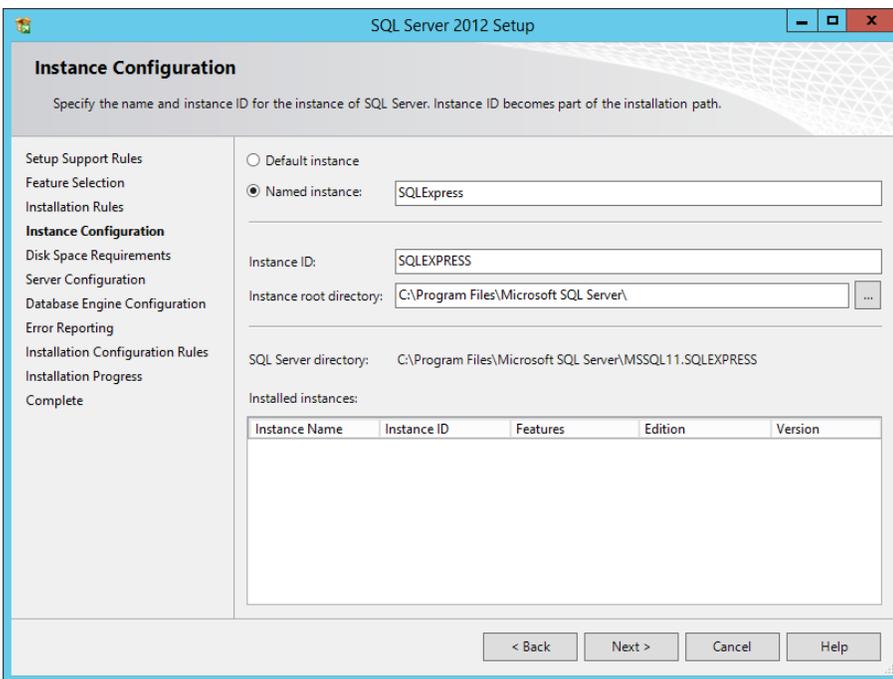
3. Accept the license terms. Click **Next**.
4. Use Microsoft Update to check for important updates. This is not mandatory step, but is highly recommended. Click **Next**.
5. In Feature Selection section, select the features for installation.

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.



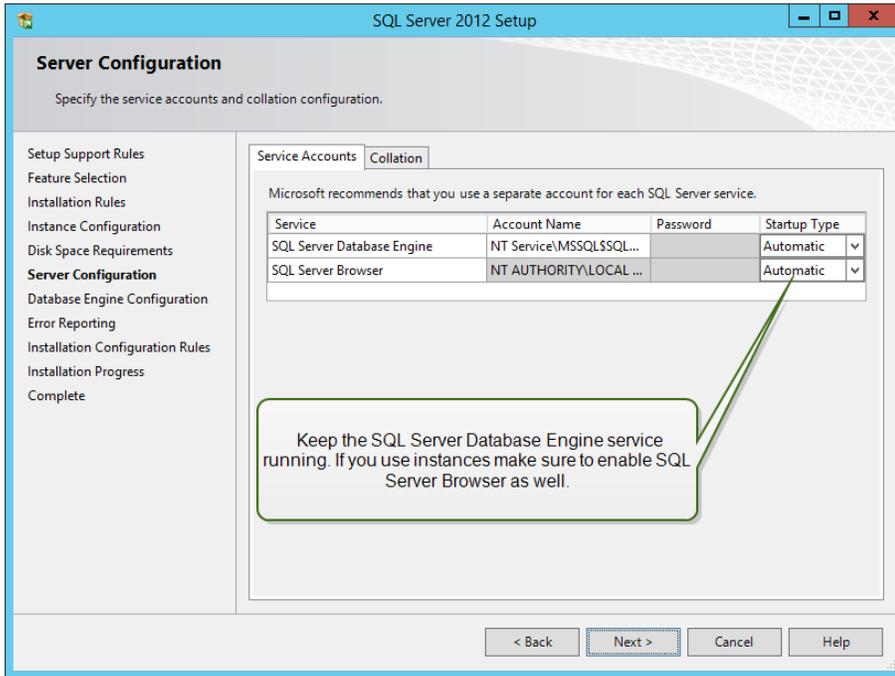
6. In Instance Configuration section, make a choice if you want to use default instance or named instance. An SQL Server instance is a complete SQL server and you can install many instances on a machine but you can have only 1 default instance. An SQL Server instance has its own copy of the server files,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

In this example a named instance "SQLExpress" is used.



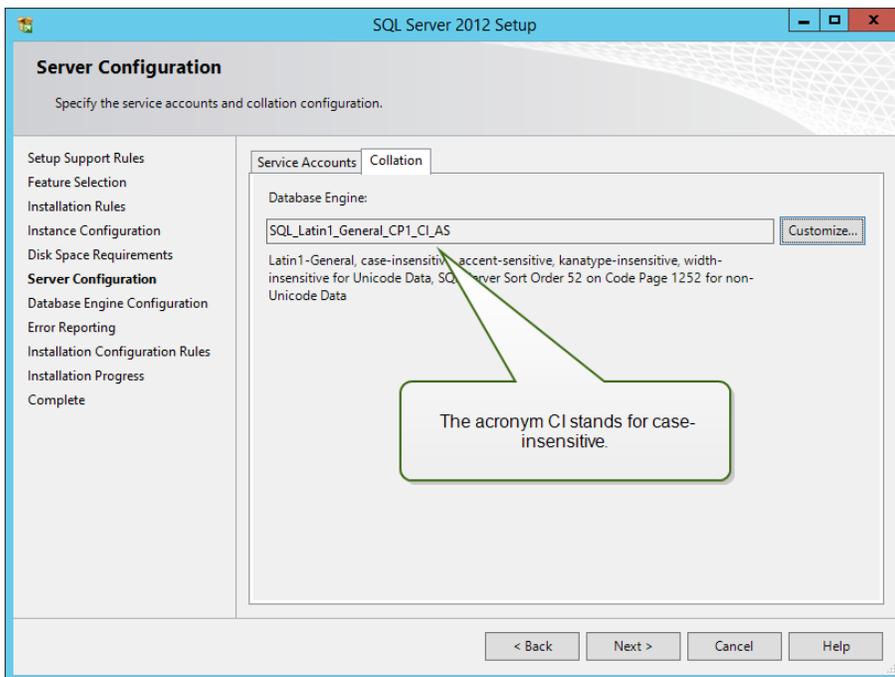
7. In Server Configuration section, leave the Startup Type for SQL Server Database Engine on automatic.

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**.

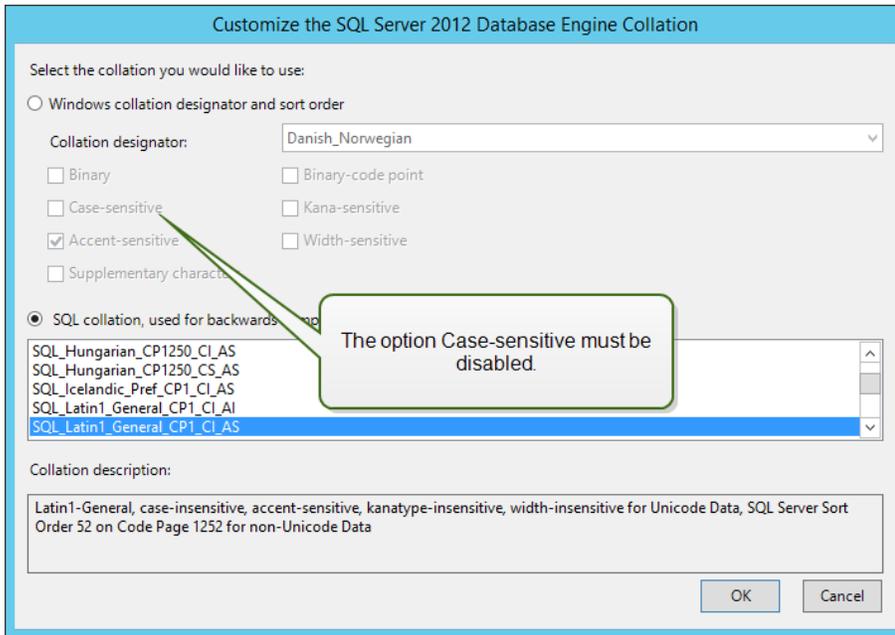


8. In Server Configuration section, go to Collation tab. Make sure the case-insensitive collation is selected.

NOTE: The Control Center database NiceAN requires case-insensitive collation.



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

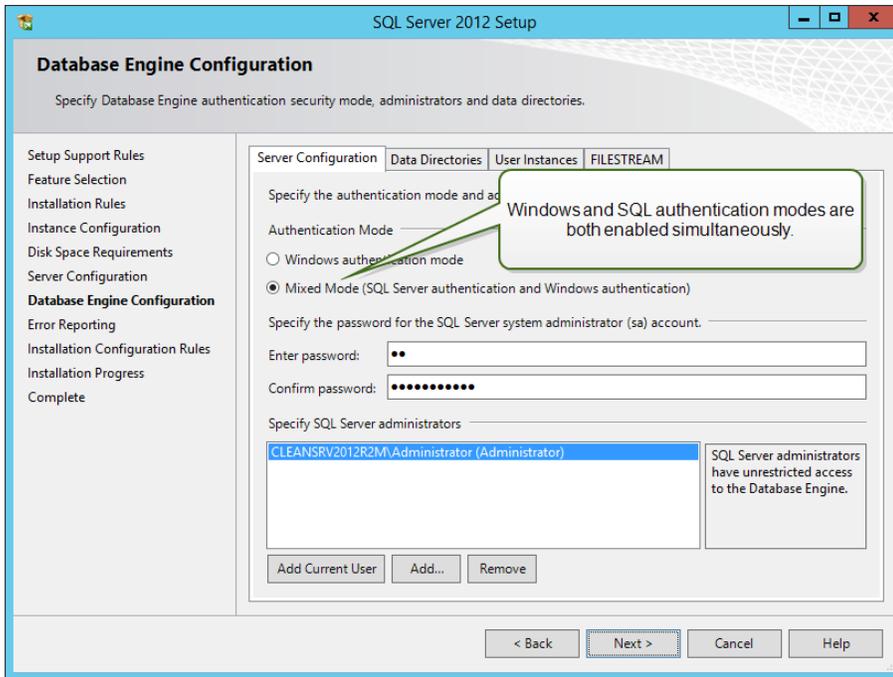


Click **Next**.

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 PowerForms Web product for printing labels from your browser, 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. By default, the local Windows administrator is also the SQL Server administrator.



Click **Next**.

10. Click **Next**.

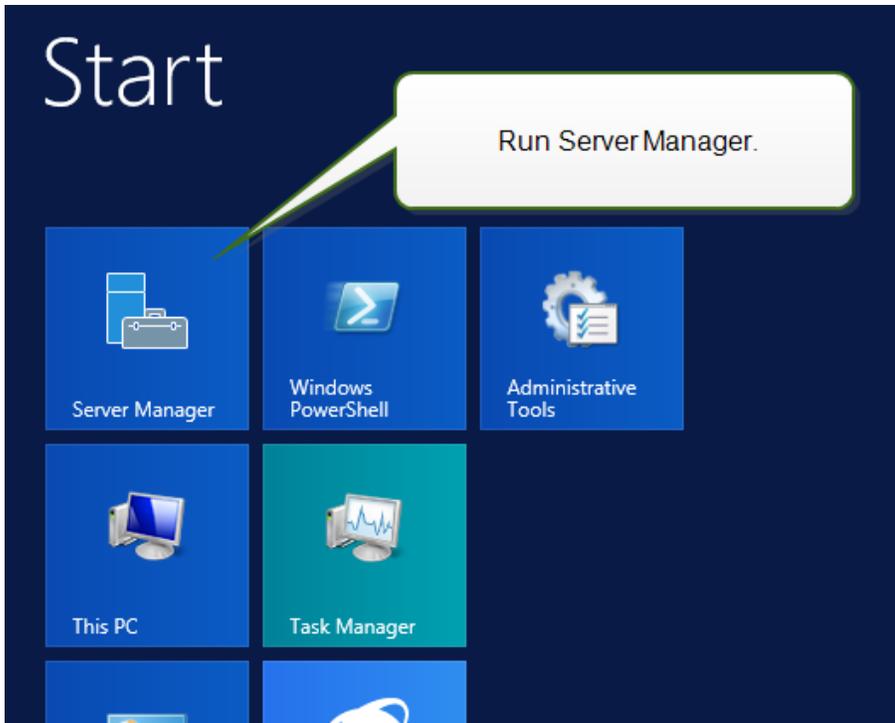
11. When the installation completes, click **Close**.

Installing IIS Web Server

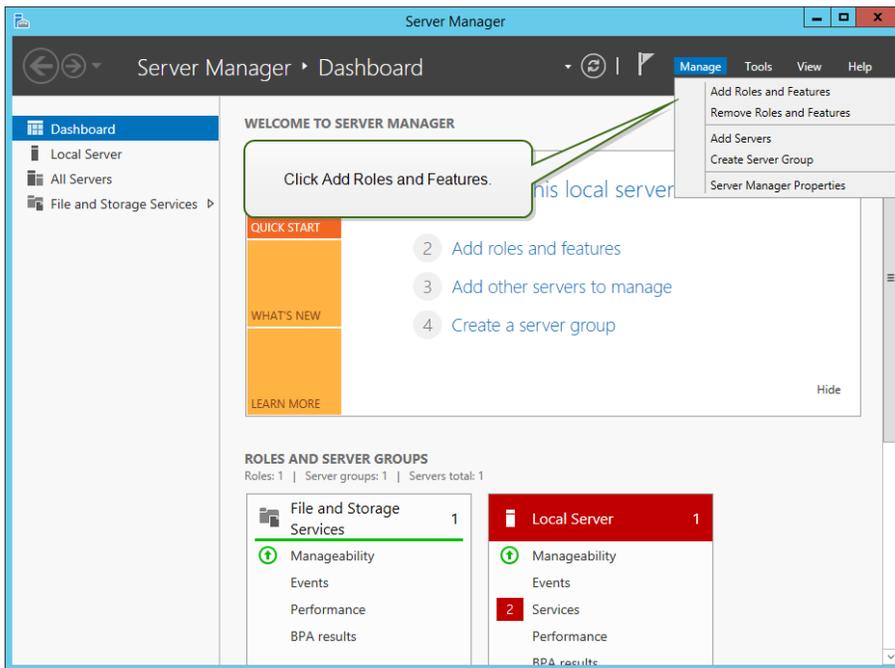
Internet Information Services (IIS) is the Microsoft Web server and is a required component to run NiceLabel Control Center product. IIS is available with Windows Server operating systems, you just have to enable and configure it.

Do the following:

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



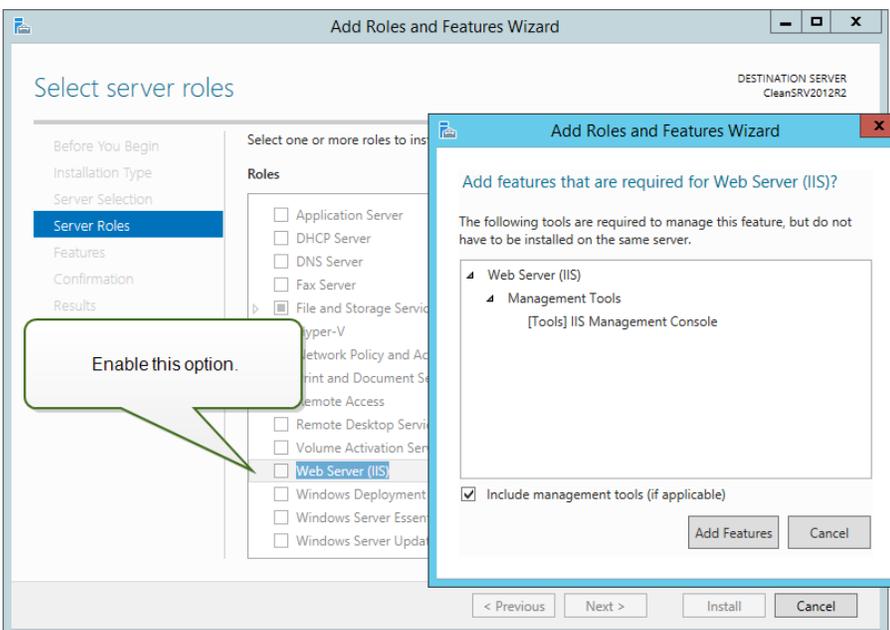
3. Click Manage, then click **Add Roles and Features**.



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



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**.



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:

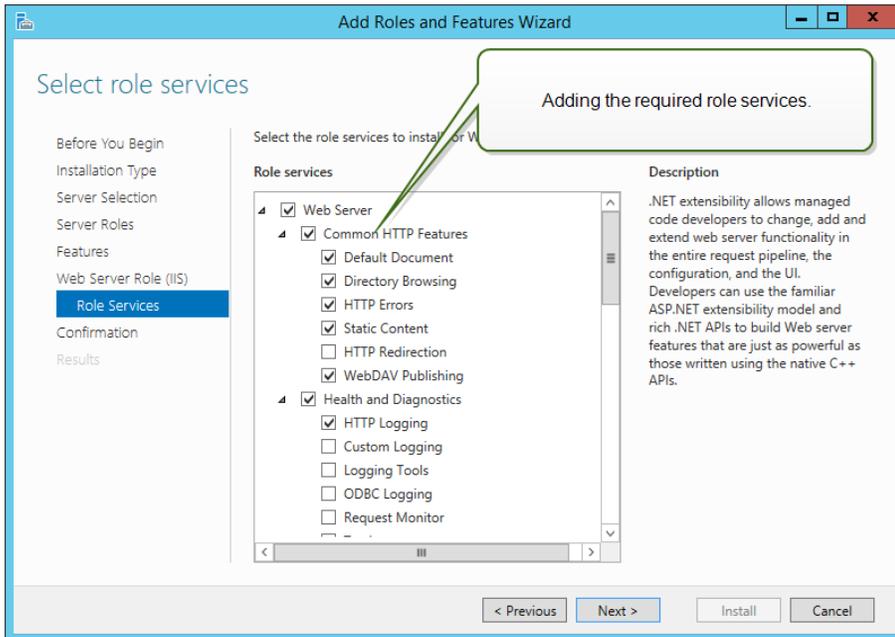
- Request Filtering
- Basic Authentication
- Windows Authentication

In Application Development:

- .NET Extensibility 4.5
- ASP.NET 4.5
- CGI
- ISAPI Extensions
- ISAPI Filters

In Management Tools:

- IIS Management Console

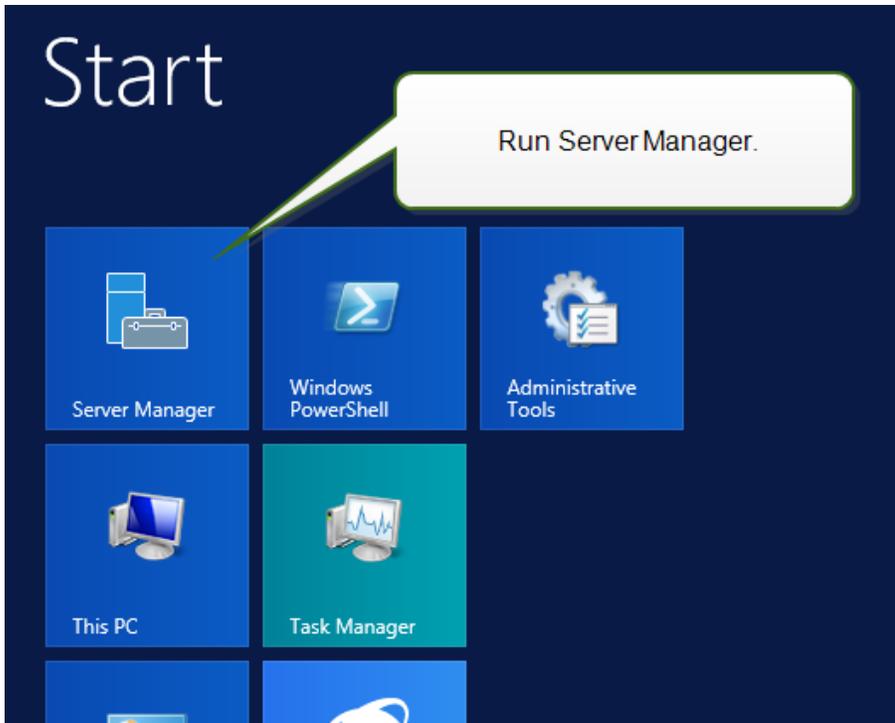


8. Click **Install**. Click **Close** when the installation completes.

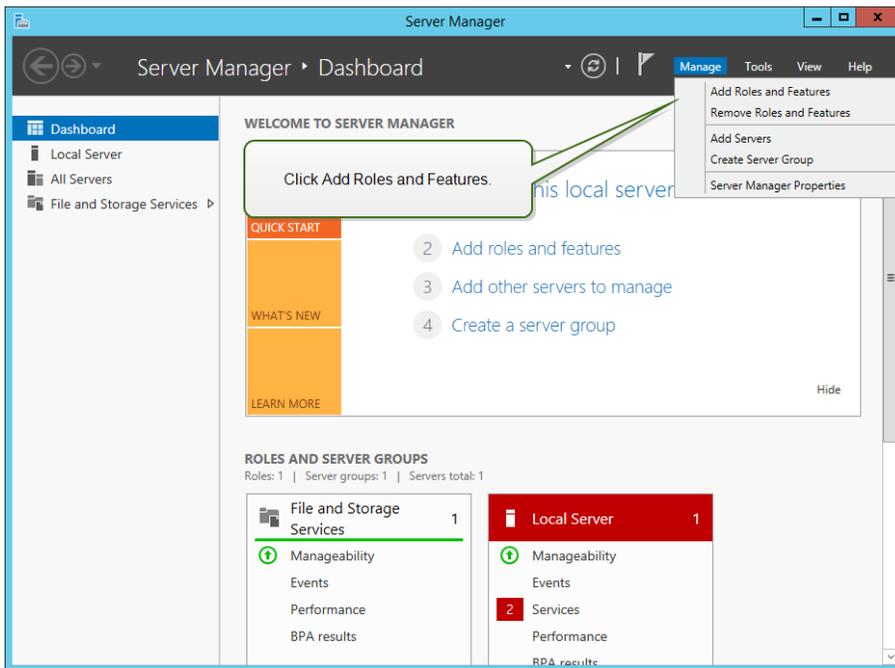
If you are using Windows Server 2012 R2, you must also install the HTTP-Activation .NET feature.

Do the following:

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



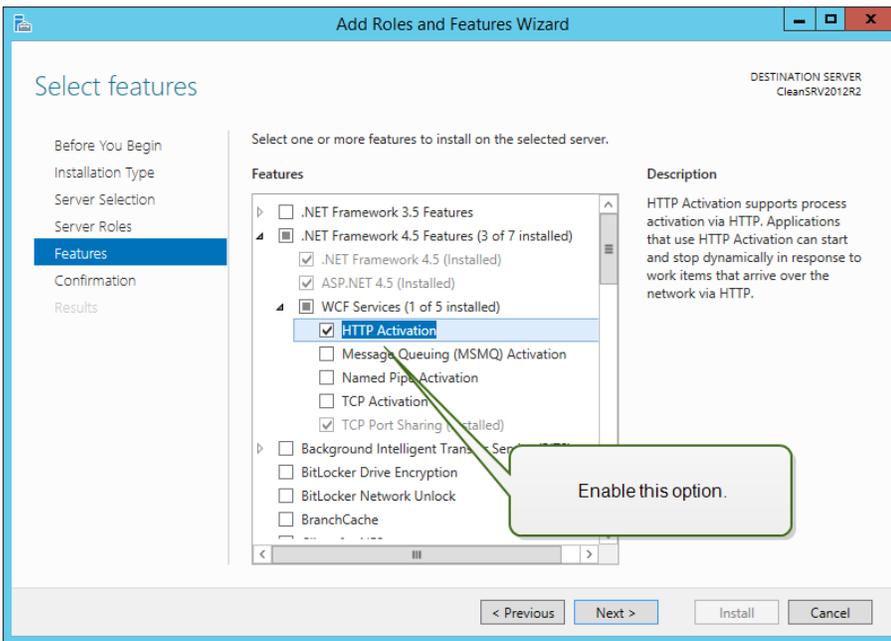
3. Click Manage, then click **Add Roles and Features**.



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



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**.
8. Expand **WCF Services**.
9. Enable **HTTP Activation**. Click **Next**.



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

Installing Control Center Components

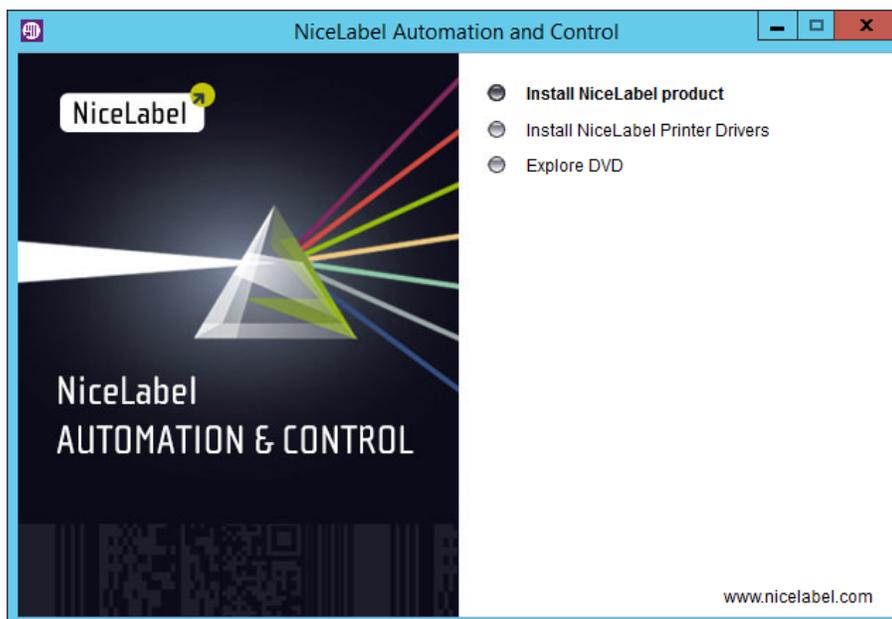
Installing to Single Server

The prerequisites required for the installation:

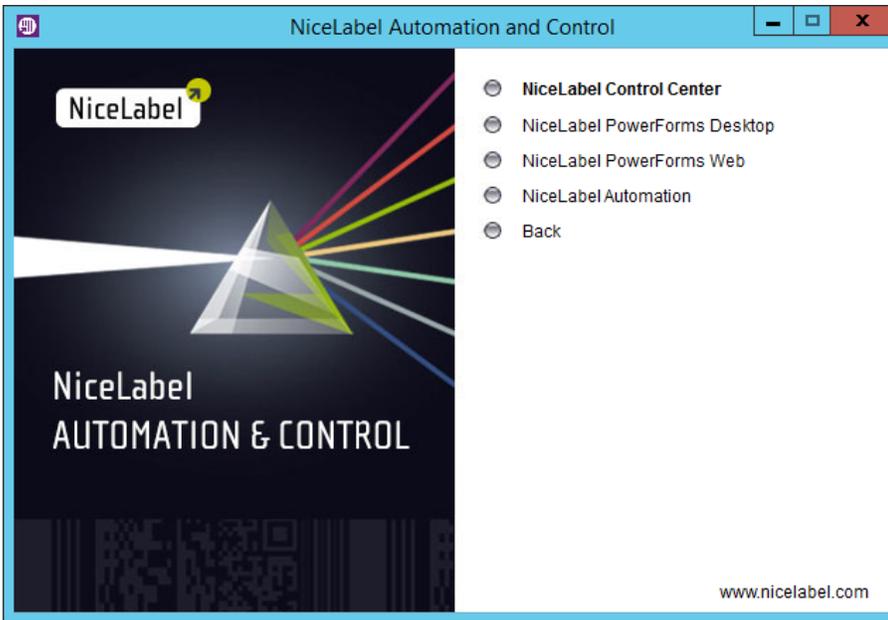
- Local Administrator user account during the installation. This single user account will be used to install the software, add the required Windows local users, install and configure the Microsoft SQL database.
- Make sure your Internet Information Services is configured correctly. "Installing IIS Web Server" on page 22.
- Make sure your SQL Server is configured correctly. "Installing Microsoft SQL Server" on page 18.
- Make sure you are familiar with the requirements on the pre-installation checklist. "Pre-installation Checklist" on page 8

Do the following:

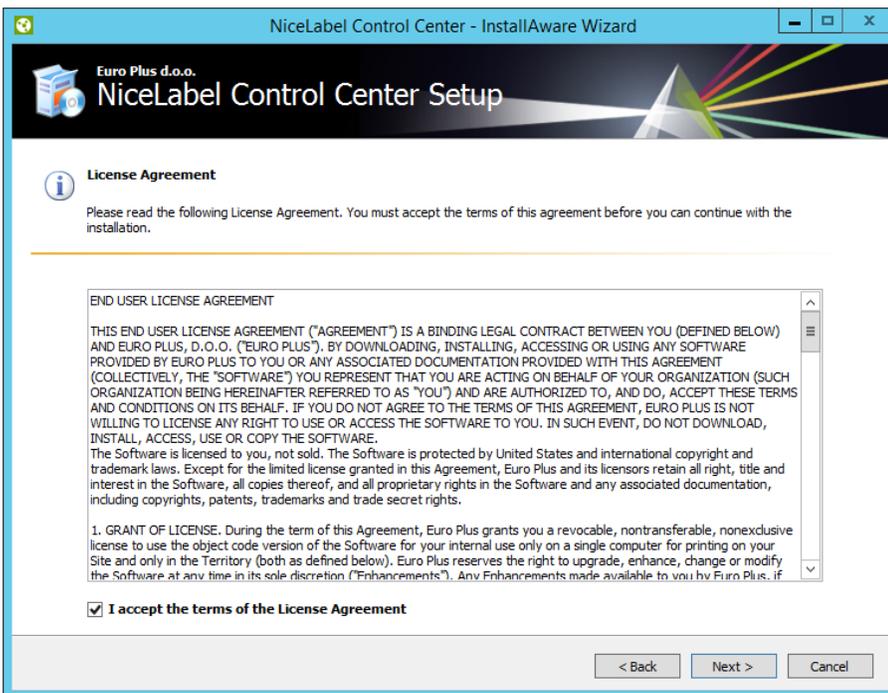
1. Close all open applications before starting the installer.
2. Insert the Control Center DVD. An installation window should open. If the installation wizard does not start, double-click the `START.EXE` file in the main folder on the DVD.
3. Select **Install NiceLabel product**.



4. Select NiceLabel Control Center.



5. Select the language in which the installer will run.
6. Click **Next**.
7. Accept the license agreement. Click **Next**.



8. Read the installation notes. Click **Next**.
9. Enter the user information. Click **Next**.
10. Select the folder where Control Center files will be saved. Click **Next**.
11. Define the Start Menu folder into which shortcuts will be placed. Click **Next**.

12. 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.



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" on page 8.

WebDAV Site Settings

NiceLabel Control Center needs to create a new web site that will enable users to store and use files from a centralized location.

Please enter the site name and port that can be used.

Site name: EPMWebDAV

Port: 8080

Make sure the port is not in use already.

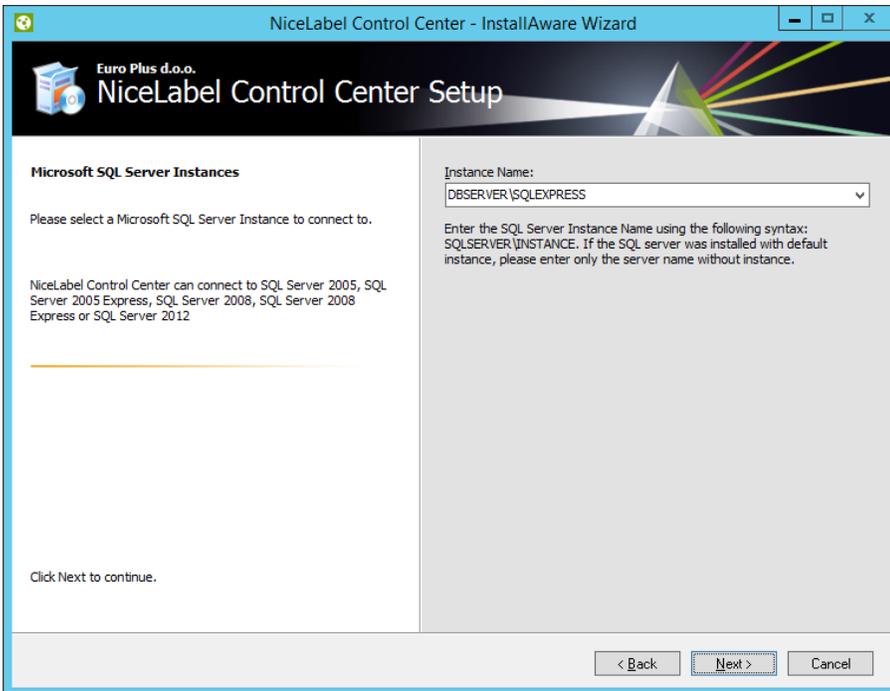
Click Next to continue.

< Back Next > Cancel

13. Select a Microsoft SQL Server, which will be used by the Control Center. This is infrastructure example with single server and the local machine also has the role of a database server. Select the local SQL Server. Click **Next**.

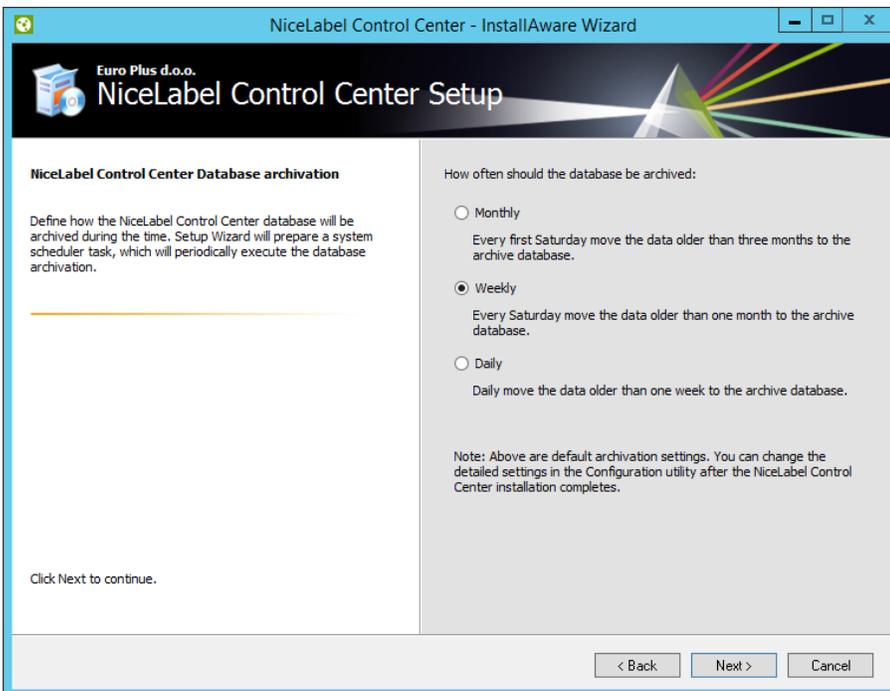


NOTE: The administrative account you use for Control Center install is also administrator in the local SQL Server. It has permissions to create local Windows users EPM_DBADMIN and EPM_USER and grant them access in the SQL Server. The database NiceAN is then created using the EPM_DBADMIN user credentials.



14. Define the time interval in which the old data is removed from the database. The archiving is 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.



15. Click **Install**.

16. Click **Finish** button and Control Center will open in a browser.
17. Activate the Control Center. "Licensing" on page 72.

Installing to Multiple Servers

In this case, there are two available scenarios:

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

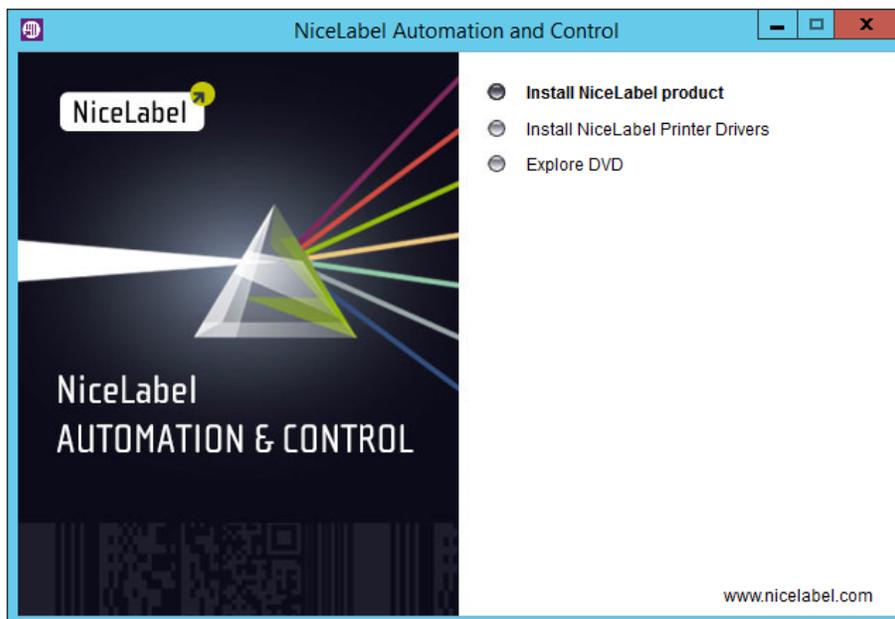
SCENARIO 1: The remote SQL Server is a stand-alone machine

The prerequisites required for the installation:

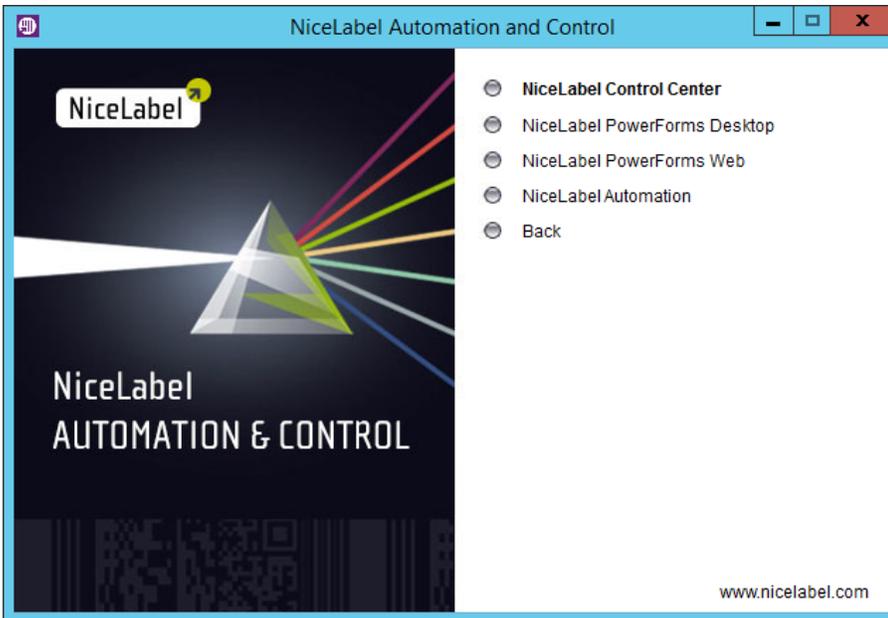
- Local Administrator Windows user account for the installation on the machine with the Web role (IIS).
- Local Administrator Windows user account for the installation on the machine with the database role (Microsoft SQL Server). This is required so the installer can create two Windows users: EPM_DBADMIN 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. "Installing IIS Web Server" on page 22.
- Make sure your SQL Server is configured correctly. "Installing Microsoft SQL Server" on page 18.
- Make sure you are familiar with the requirements on the pre-installation checklist. "Pre-installation Checklist" on page 8

Do the following:

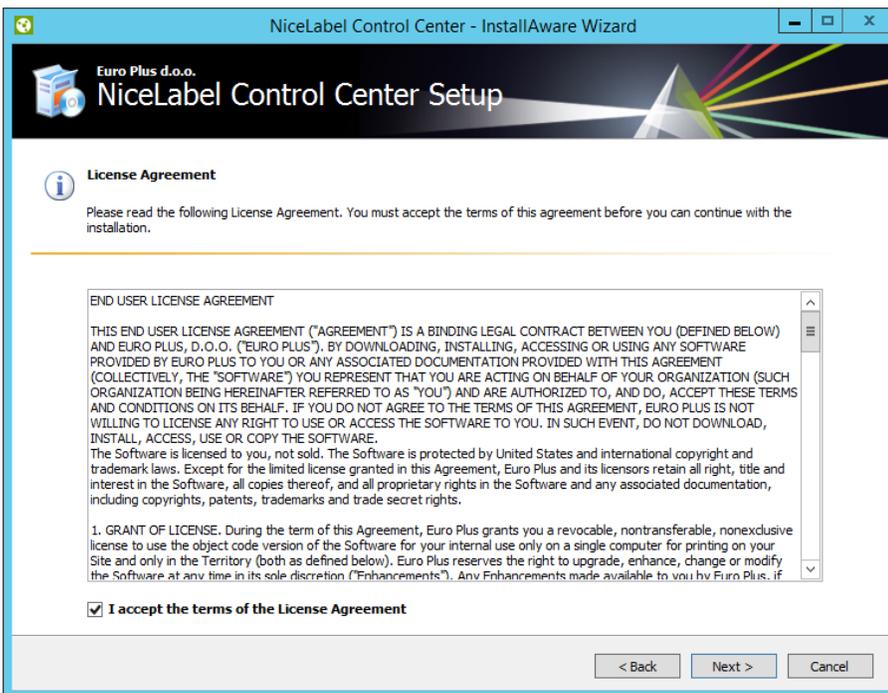
1. Close all open applications before starting the installer.
2. Insert the Control Center DVD. An installation window should open. If the installation wizard does not start, double-click the `START.EXE` file in the main folder on the DVD.
3. Select **Install NiceLabel product**.



4. Select NiceLabel Control Center.



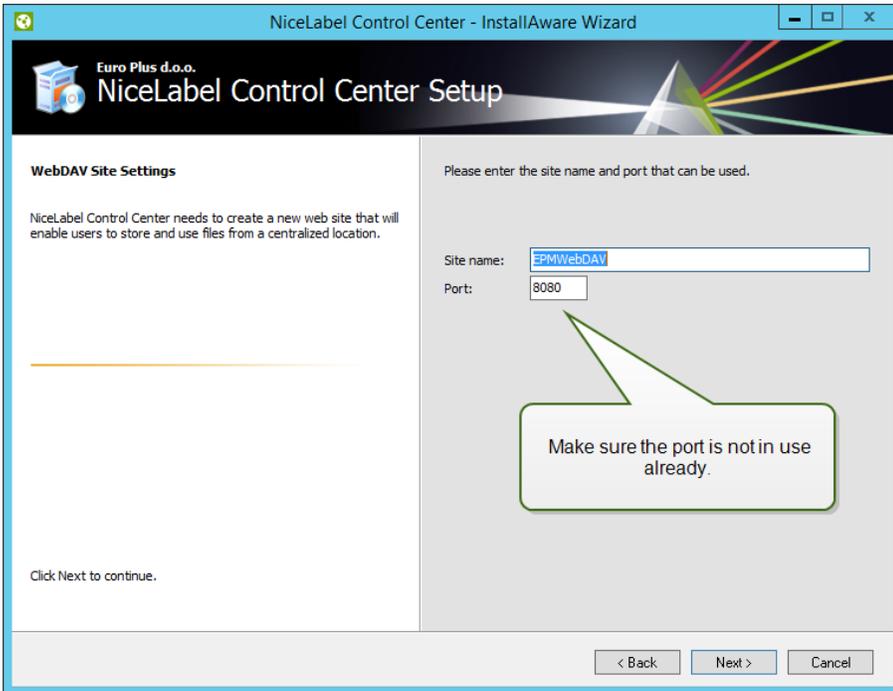
5. Select the language in which the installer will run.
6. Click **Next**.
7. Accept the license agreement. Click **Next**.



8. Read the installation notes. Click **Next**.
9. Enter the user information. Click **Next**.
10. Select the folder where Control Center files will be saved. Click **Next**.
11. Define the Start Menu folder into which shortcuts will be placed. Click **Next**.

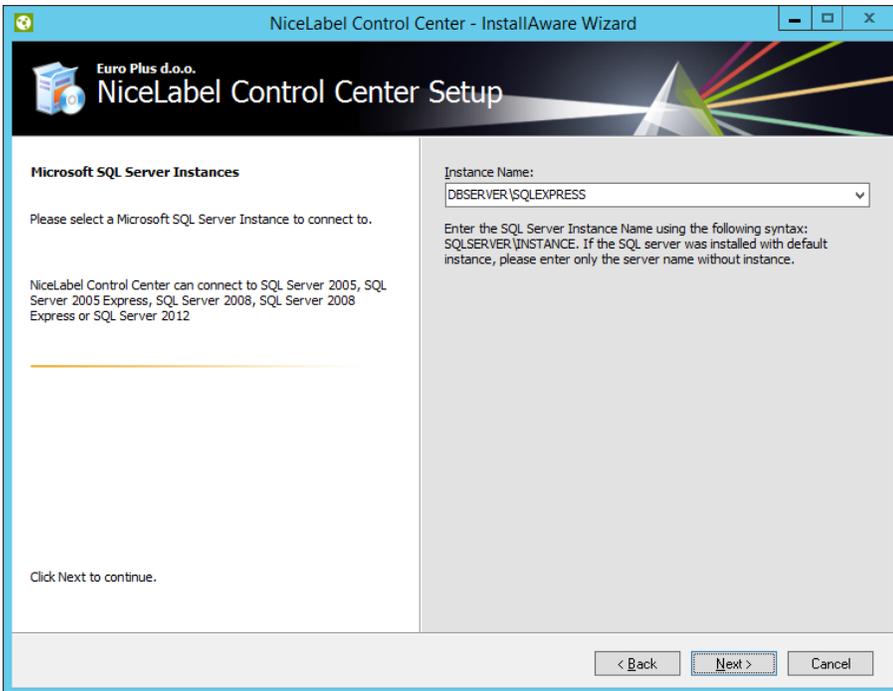
12. Define the WebDAV site settings. You have to define the site name and port number on which the site will run. This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site will be installed in the IIS on the current machine.

 **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" on page 8.



13. Select a Microsoft SQL Server, which will be used by the Control Center. This is infrastructure 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). Click **Next**.

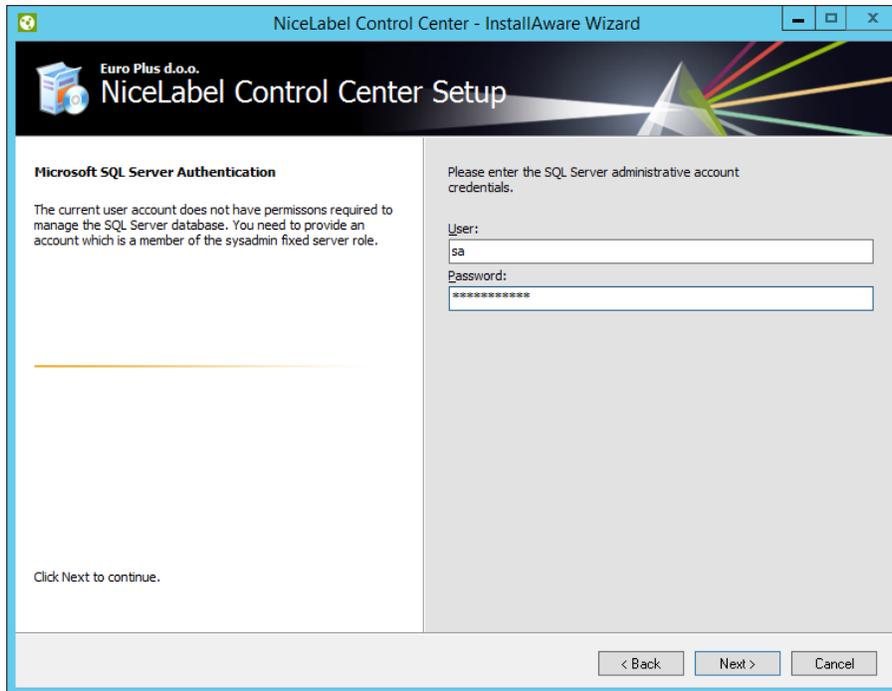
 **NOTE:** The administrative account you use for Control Center install is also administrator in the local SQL Server. It has permissions to create local Windows users EPM_DBADMIN and EPM_USER and grant them access in the SQL Server. The database NiceAN is then created using the EPM_DBADMIN user credentials.



Dependent on the privileges of the Windows account you 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, you will not see the two additional steps. 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.

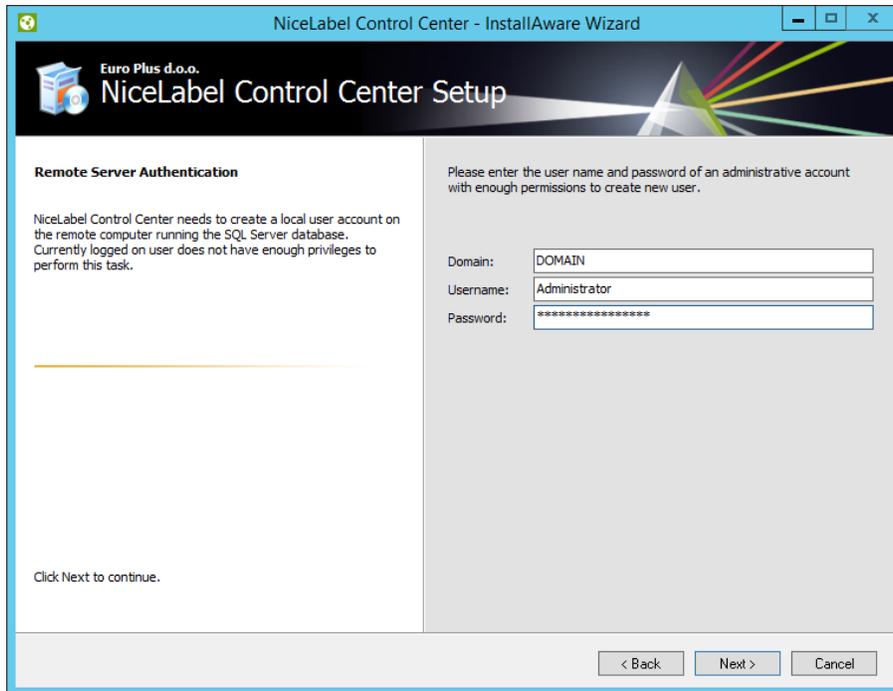
- **ADDITIONAL STEP 1.** If the currently logged-in Windows account does not have privileges to install database NiceAN into the remote SQL Server, the installer will prompt you for the SQL user name that has the "Create any database" permission in the SQL Server. Click **Next**.

 **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.



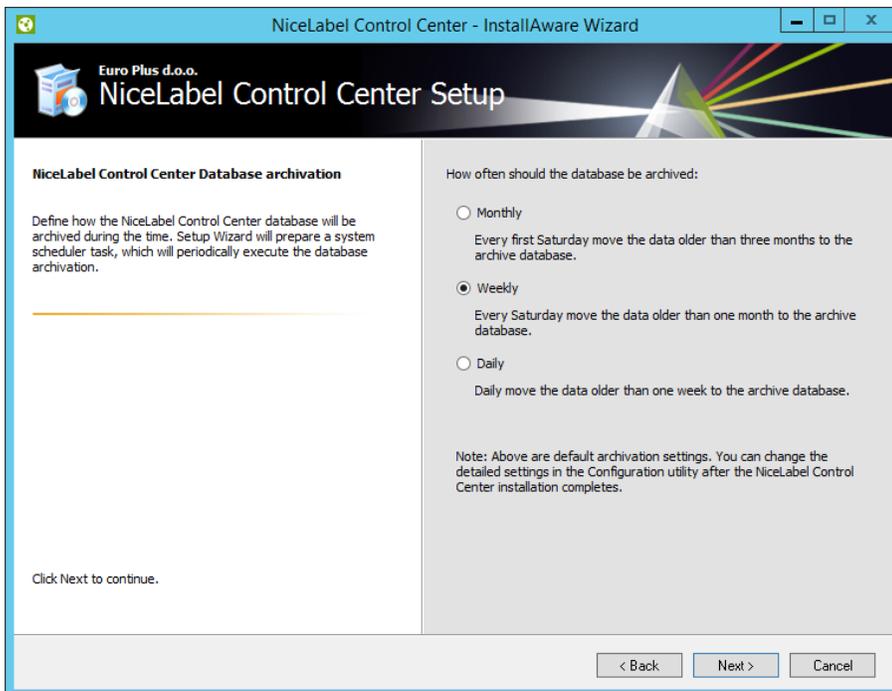
- **ADDITIONAL STEP 2.** If the currently logged-in Windows account does not have the privileges to install local Windows users EPM_DBADMIN and EPM_USER to the remote Windows machine with SQL Server, you will be prompted for the user name that has such privileges. You have to provide the domain user account that has Administrative privileges to the remote Windows machine. Usually, this will be 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.



14. Define the time interval in which the old data is removed from the database. The archiving is 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.



15. Click **Install**.

16. Click **Finish** button and Control Center will open in a browser.
17. Activate the Control Center. "Licensing" on page 72.

SCENARIO 2: The remote SQL Server is installed in the failover cluster



WARNING: The Control Center installer does not support installation on the SQL Server running in the cluster. You will have to install the database separately from the main Control Center installation using a database installer utility available on the NiceLabel DVD.

The prerequisites required for the installation:

- Local Administrator Windows user account for the installation on the machine with the Web role (IIS).
- Administrative account for the SQL Server so the database NiceAN 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" on page 22.
- Make sure your SQL Server is configured correctly. "Installing Microsoft SQL Server" on page 18.
- Make sure you are familiar with the requirements on the pre-installation checklist. "Pre-installation Checklist" on page 8
- Make sure you are familiar with the Control Center architecture. "Architecture" on page 3
- Make sure you are familiar with the utilities for the "Advanced Installation" in the folder "Install\Control Center" on the DVD. Read the accompanied instructions in PDF.

Install the Control Center database to the remote SQL Server

Do the following:

1. Open a desktop on the machine where SQL Server is installed.
or
Open a desktop on some other 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 NiceAN).
2. Close all open applications before starting the installer.
3. From NiceLabel DVD copy the folder `\Install\Control Center\Advanced Installation` to the local disk.
4. On the local disk, go to the folder `Advanced Installation\Control Center Setup Settings`.
5. Run `epmsetupsettings.exe`.

The application **EPM Custom Setup Settings Generator** will run.



NOTE: This application will prepare 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 the option **I would like to install database separately from EPM**.



NOTE: Enabling this option will signal to the Control Center installer to skip the database NiceAN installation.

10. Enter the name of the SQL Server, where you will manually install the database NiceAN, in the syntax `SQLSERVER\INSTANCE`.

The `SQLSERVER` must be 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 `%systemroot%\System32\drivers\etc`).

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

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.

The screenshot shows the 'EPM Custom Setup Settings Generator' dialog box. The 'Database setup' tab is active. A text box explains that EPM Database Management is a tool for installing the database separately. The 'I would like to install database separately from EPM' checkbox is checked. Below it, a text box for 'Path to the database using the syntax SQLSERVER\INSTANCE:' contains 'CleanSRV2012R2M\SQLEXPRESS'. There are three radio button options for authentication: 'Use Windows authentication (EPM_USER)', 'Use Windows authentication (Domain user)', and 'Use SQL Server authentication'. The 'Use SQL Server authentication' option is selected. Below it, a note states that if the user does not exist, it will be created. The 'User name:' field contains 'EPM_USER' and the 'Password:' field is empty. At the bottom left, there are 'Load' and 'Save' buttons.

NOTE: The information entered here is used by the main Control Center installer to know 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 so the provided data is saved 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 keep the folder structure.

15. Run `EPMDBInstall.exe`.

The application **EPM Database Management** will run.

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. Make sure to use `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. For the database name enter **NiceAN**. This is the database name the Control Center expects.

EPM Database Management

Available Servers

Enter the SQL Server instance name using the syntax `SQLSERVER\INSTANCE`.

CleanSRV2012R2M\SQLEXPRESS

Authentication 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.

Windows authentication Username: sa

SQL authentication Password: *****

Database Name: NiceAN

Database Scripts Folder

Specify the root folder for Database scripts. The folder should contain `Modules.txt` file.

all\Advanced Installation\Control Center Database Installer\DBScripts

Connect 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**.

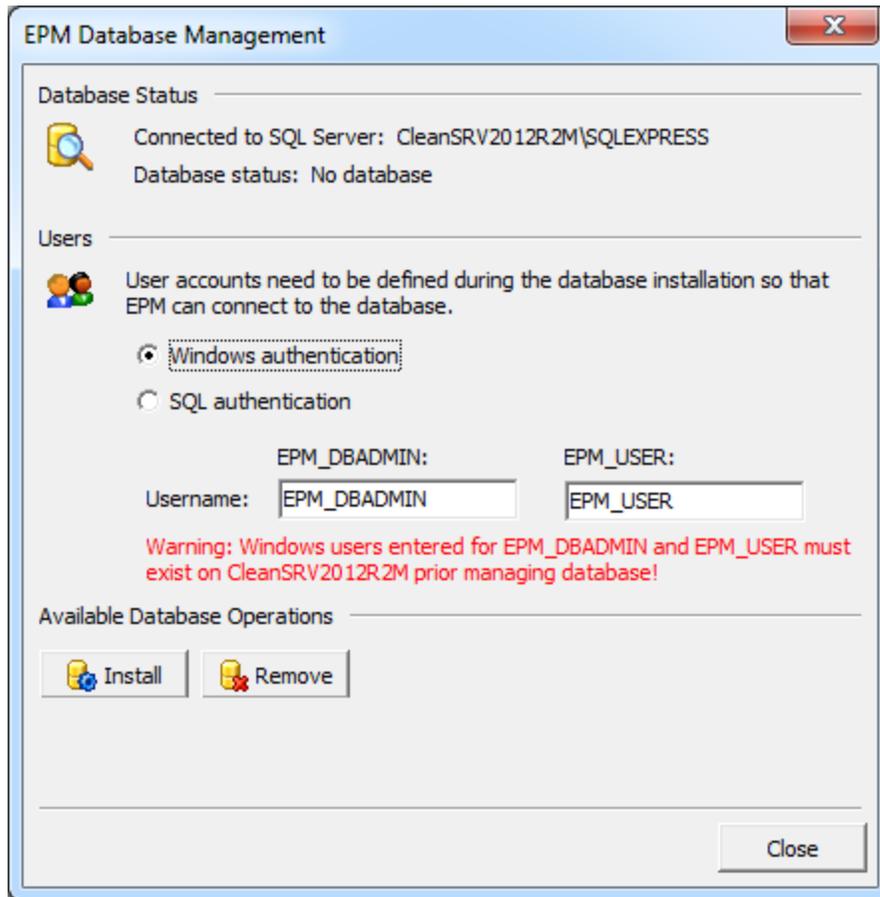
21. The connection to the SQL Server is made. If you see a connection error message, resolve the problem first.

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 "Pre-installation Checklist" on page 8.

If connection to the SQL Server can be made, the window will open with the current status.

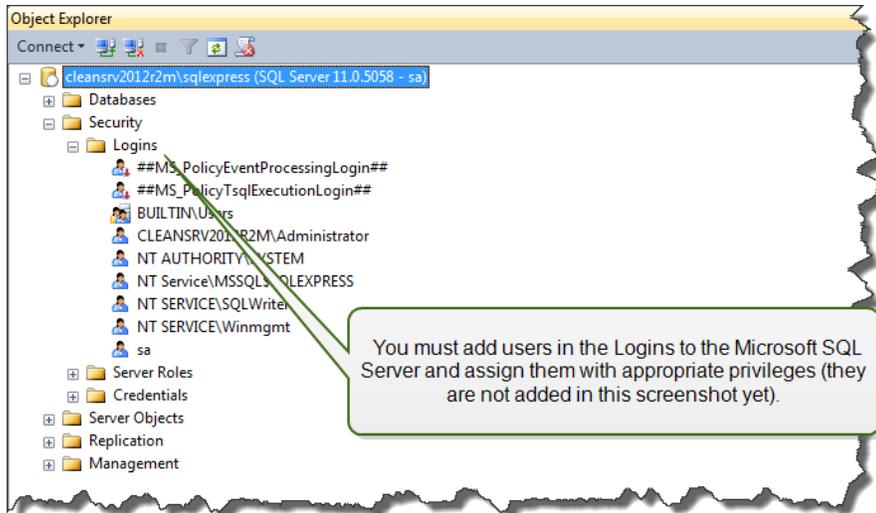
NOTE: Make sure the user you enter for "EPM_USER" is the same user name as you have configured in the **EPM Custom Setup Settings Generator>Database setup** in the step 11.

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



22. You have to provide the information about the two user accounts that will be later used by the Control Center to access the database NiceAN.

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 define two Windows users that the EPM Database Management will use during the database installation. Enter the names in `DOMAIN\USER` syntax. You can use a default naming convention (`EPM_DBADMIN` and `EPM_USER`), or choose other user names.

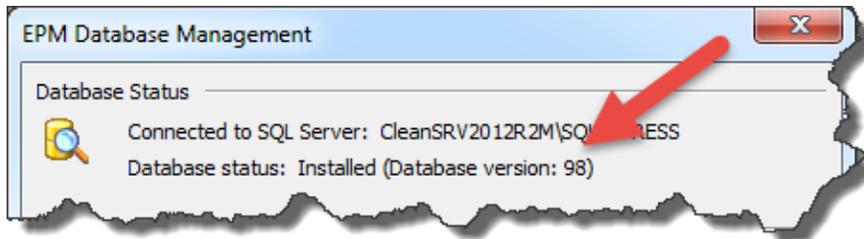
OPTION 2: Using SQL authentication. In this case, you must define two SQL users that the EPM Database Management will use during the database installation.

NOTE: The database NiceAN is installed using the "EPM_DBADMIN" user and is configured to be used by "EPM_USER". Make sure to assign the appropriate privileges for the user "EPM_USER". For more information, see "Architecture" on page 3

23. Click **Install**.

NOTE: When installing the database the utility will not provide any feedback and might seem as unresponsive. Be patient and wait until the processing has finished.

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 NiceAN database is displayed.



25. Close the application. The configuration will be saved to file `EPMDBInstall.ini`.

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

26. Open desktop on the Windows machine, where you want to install Control Center Web application.

27. Copy the installer file for Control Center to a local disk. This is a file `NiceLabel-ControlCenter6.exe`.

28. Copy the 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. Basically, just follow the step 5-15 from the chapter "Installing to Single Server" on page 28. All database-related questions will be suppressed.
31. Activate the Control Center. For more information, see "Licensing" on page 72.

Enabling HTTPS support

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

X.509 certificates are used to provide the authenticity. When 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).

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



NOTE: On Windows XP and Windows 2003 operating systems WebClient does not support HTTPS operations. On such systems the users will not be able to access Document Storage that is configured to be accessible via HTTPS.

When you enable the HTTPS support, you have to access the Control Center with `https://` prefix:

`https://server/epm`

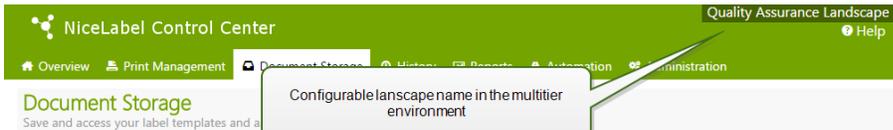
Make sure that all products that connect to Control Center use secure web services. Do not mix HTTP and HTTPS protocols.

Identifying Document Storage in a Multi-tier Landscape

Increasingly more labeling operations have come to rely on a multi-tier configuration model as the most efficient way to stage and deploy the labeling-related files. A 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 the Production environment. Usually a three tier landscape is adopted, or at least two tier landscape, where the roles of Development and Quality Assurance are merged on 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.



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.
3. Expand the tree-view to reach **Databases>NiceAN>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.

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

Configuring RemoteApp Support

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

Prerequisites:

- You must have NiceLabel Control Center Enterprise license.
- RemoteApp must already be installed and licensed 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: <https://technet.microsoft.com/en-us/library/cc755055.aspx>
- TS RemoteApp Step-by-Step Guide: [https://technet.microsoft.com/en-us/library/cc730673\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc730673(v=ws.10).aspx)
- Deploying TS RemoteApp: [https://technet.microsoft.com/en-us/library/ff519119\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/ff519119(v=ws.10).aspx)
- Configuring RemoteApp Programs: <https://technet.microsoft.com/en-us/library/cc733174.aspx>

Do the following:

Publish NiceLabel programs

1. Go to the machine with enabled RemoteApp role.
2. Enable **Desktop Experience** feature. "Installing Support for WebDAV" on page 67.
The client programs (NiceLabel Pro, NiceForm) must be able to connect to the Document Storage (WebDAV) on the Control Center. The Windows Server computer that runs the client programs requires this features so it can connect to the WebDAV repository.
3. Install the NiceLabel client (NiceLabel PowerForms Desktop). For more information, "Installing the Client" on page 63.
4. Setup the default directories in NiceLabel Configuration to point to the Document Storage.

Open the Registry Editor and navigate to the following key:

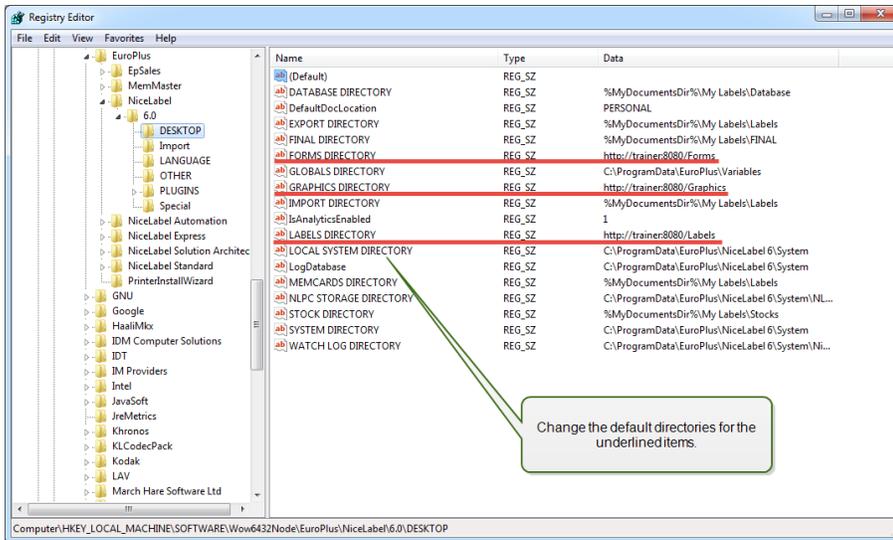
```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\EuroPlus\NiceLabel\6.0\DESKTOP
```

Make sure to update the following items: FORMS DIRECTORY, GRAPHICS DIRECTORY, LABELS DIRECTORY.

You must provide the path to the folders inside the Document Storage, such as:

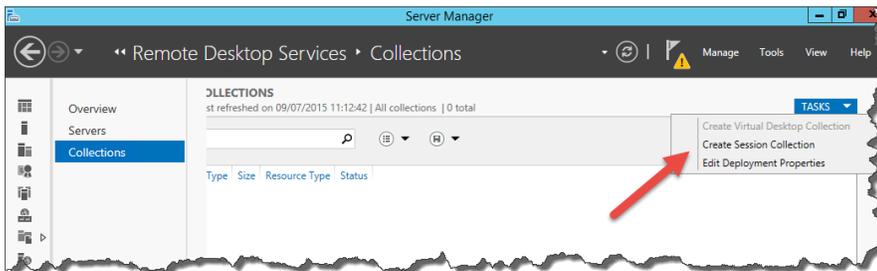
```
http://server:8080/path
```

where the server is Windows name of the machine running Control Center, 8080 is the port where EPMWebDAV has been set up in IIS and path is the folder in the Document Storage.

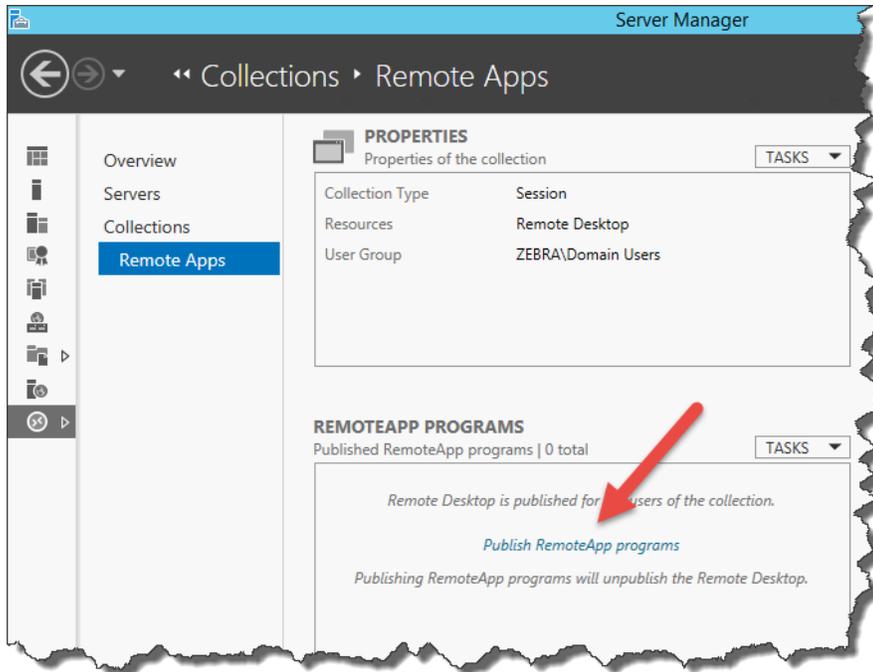


Other directories can also be changed to point to the folder withing Document Storage.

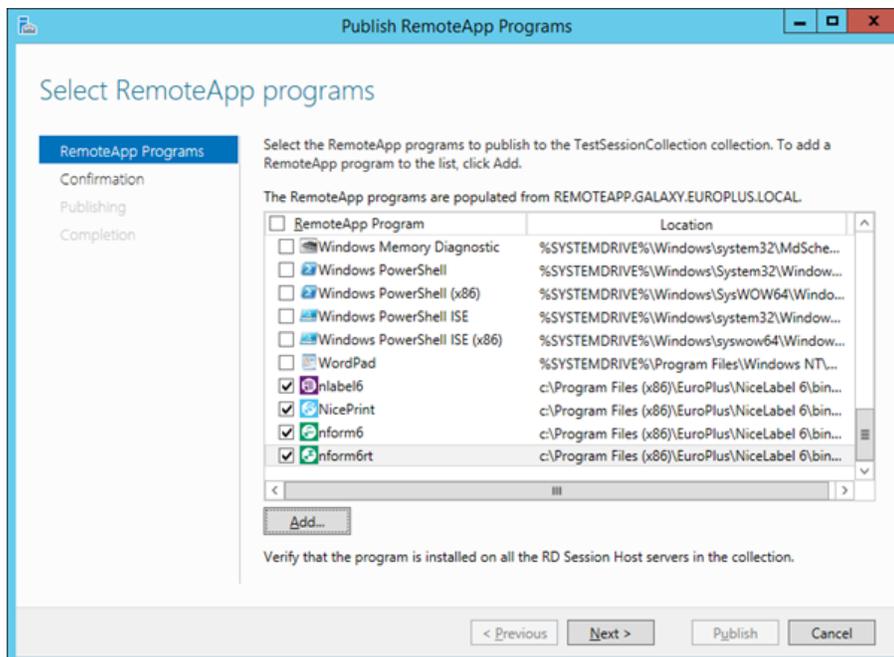
5. Activate NiceLabel client with the from the Control Center. For more information, "Activating the Client" on page 74.
6. Start **Server Manager**.
7. In the left pane, click **Remote Desktop Services**.
8. Click **Collections**, then on the right hand side, click **TASKS** drop down and select **Create Session Collection**. Follow the wizard.



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

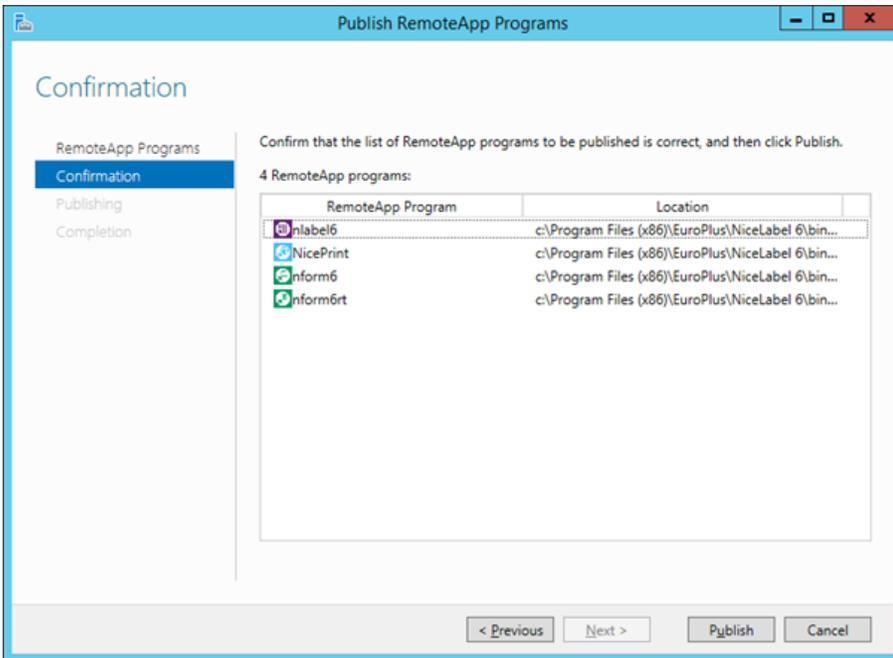


- Click **Add..** and browse to `\\<remoteapp>\c$\Program Files (x86)\EuroPlus\NiceLabel 6\bin`.
Where you have to replace the `<remoteapp>` with the Fully Qualified Domain Name (FQDN) for your RemoteApp server.
You must add four RemoteApp programs from the NiceLabel 6\bin folder: `nlabel6.exe`, `NicePrint.exe`, `nform6.exe` and `nform6rt.exe`.

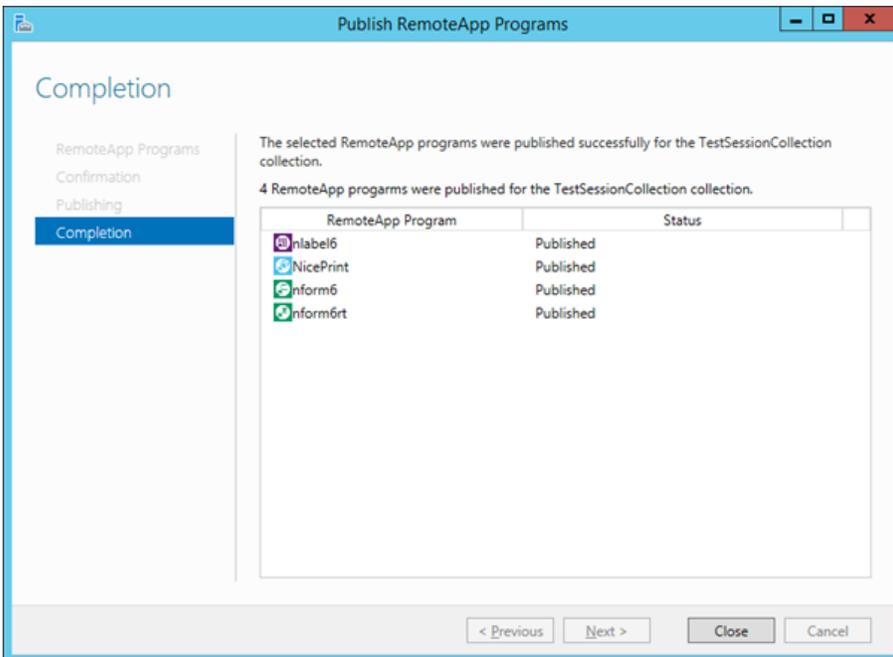


Click **Next**.

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



12. All four programs have been published. Click **Close**.



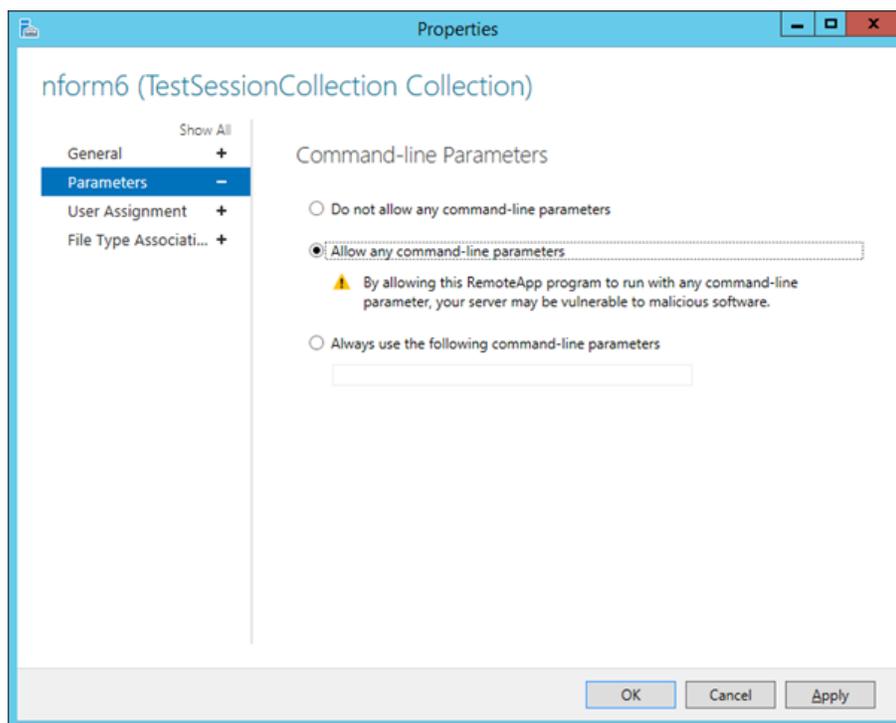
13. All four RemoteApp programs should now be visible in the **Server Manager**.

REMOTEAPP PROGRAMS
Last refreshed on 9.3.2015 13:37:10 | Published RemoteApp programs | 7 total

RemoteApp Program Name	Alias	Visible in RD Web Access
Calculator	Calculator	Yes
nform6	nform6	Yes
nform6rt	nform6rt	Yes
NicePrint	NicePrint	Yes
nlabel6	nlabel6	Yes
Paint	Paint	Yes
WordPad	WordPad	Yes

14. Right click each published program and select **Edit properties**.

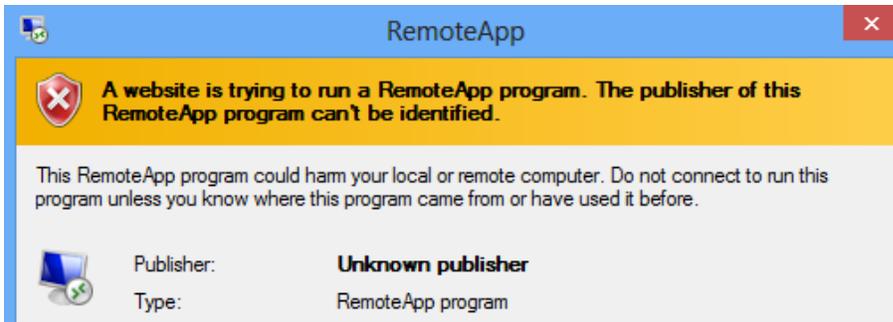
Select the option **Allow any command-line parameters** for each program.



15. Click **OK**.

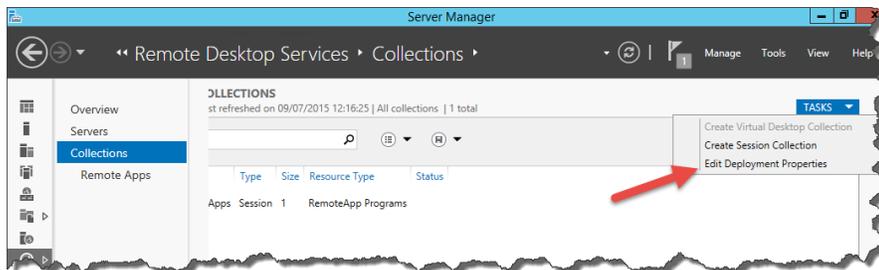
Add the certificate to Control Center Windows machine

Each time the user requests a file from the Document Storage, the Control Center will create a `.RDP` file with instructions for the user's Remote Desktop Client. The `.RDP` file must be signed with the code-signing certificate, or the users will see warning messages about unknown publisher when executing the `.RDP` files.

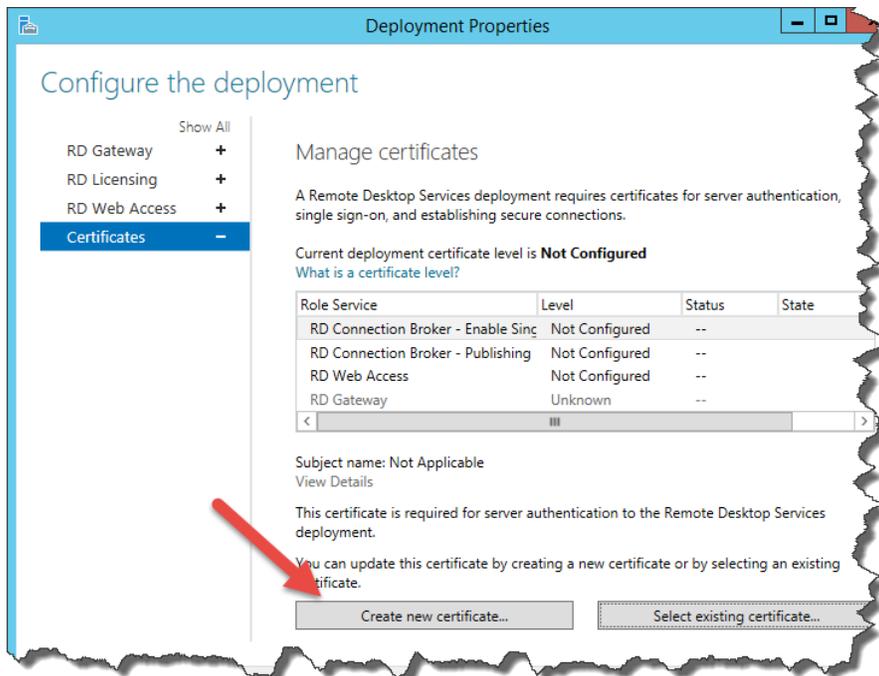


To generate the certificate, do the following:

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**.

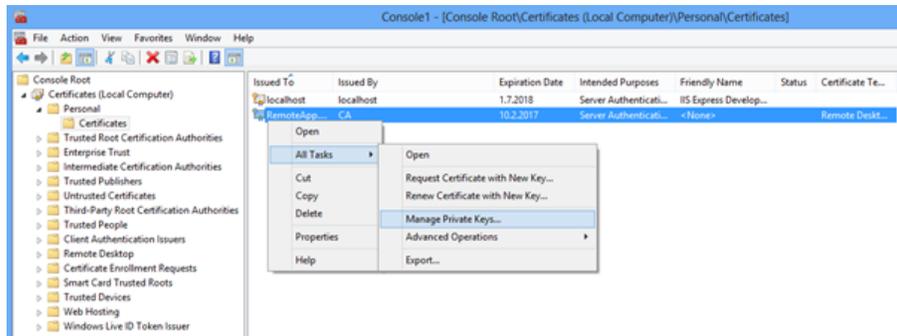


4. Click **Create new certificate** and follow the wizard. Remember the name of the certificate you have created/imported.

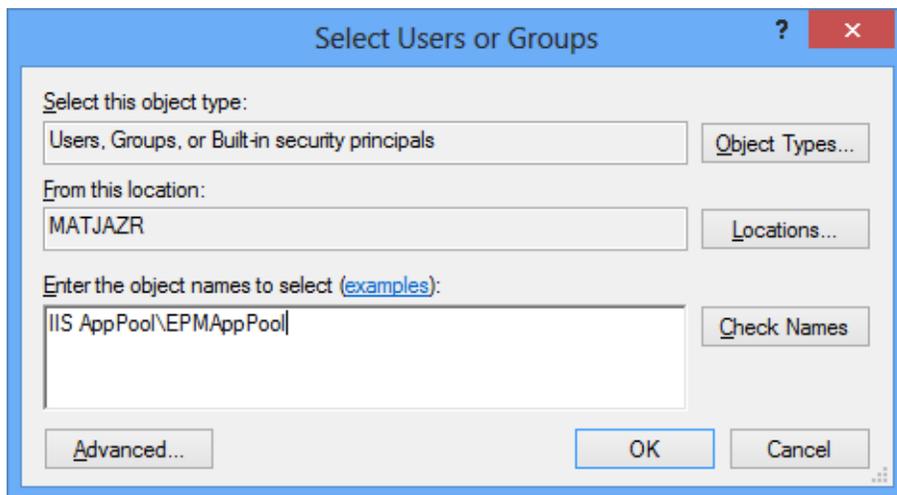


To allow Control Center to use the certificate, do the following.

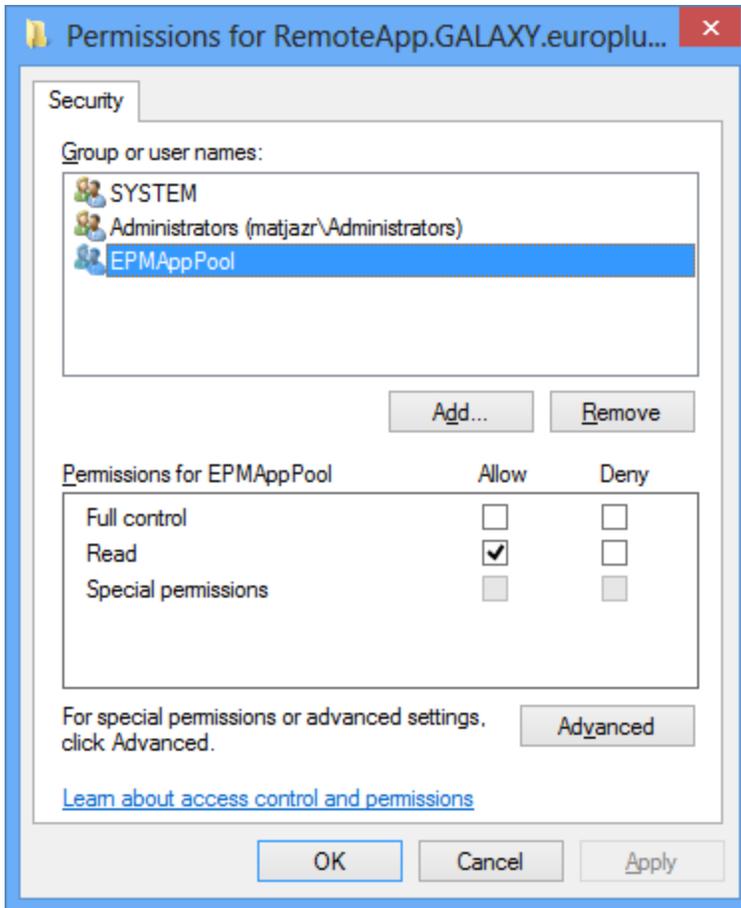
1. Press **Windows key + R**, enter **mmc** and press **Enter**.
2. In the console, click **File** and then click **Add/Remove Snap-in**.
3. In **Add or Remove Snap-ins**, under **Available snap-ins**, double-click **Certificates**.
4. In Certificates snap-in, select **Computer account**.
5. Expand **Certificates (Local Computer)>Personal>Certificates**.
Select the certificate you have created/imported previously.
6. Right-click the certificate, select **All Tasks** and then **Manage Private Keys** to add permissions to the Control Center website so it is able to use the certificate.



7. Click **Add...** and add the Application Pool user of the Control Center website. Enter the user name **IIS AppPool\EPMAAppPool**.
Click **Locations** and select the server name (top selection in the list).
Click **OK**.



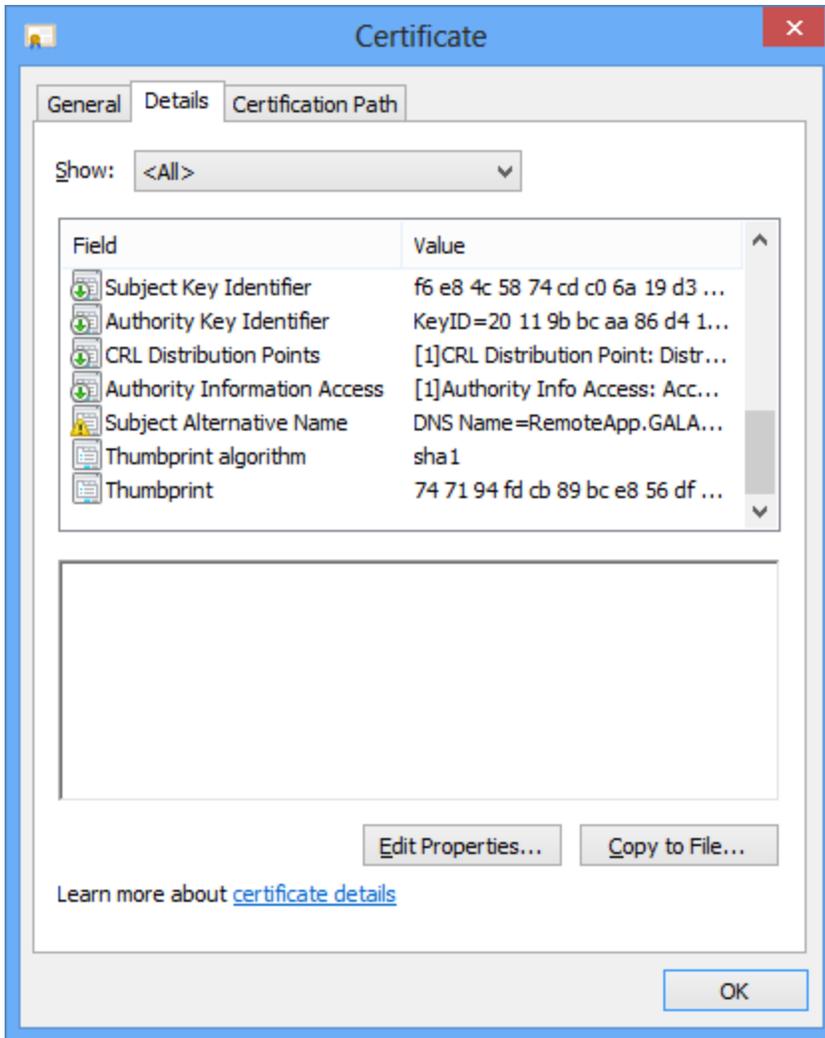
8. The user requires only Read permission in order to sign the **.RDP** files.



9. Last step is connecting Control Center with this certificate.

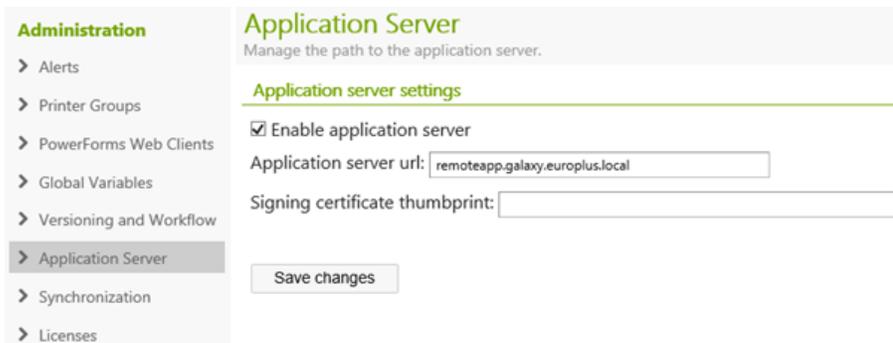
In **mmc** console, double click the certificate and go to **Details** tab. Scroll down to find the **Thumbprint** field.

Copy certificate thumbprint to clipboard and read the next section.



Configure Control Center to work with the RemoteApp server

1. Open your Control Center and go to the Administration tab:
<http://server/EPM/LicensingServer/Licenses.aspx>
2. Go to **Application Server** section.



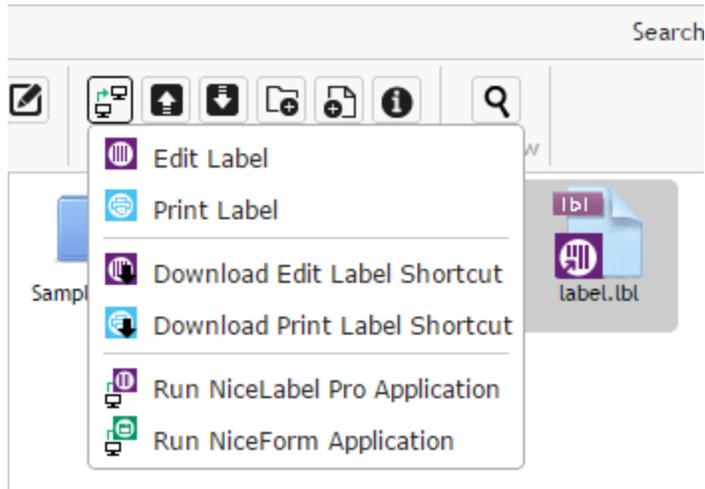
3. Enable application server and enter path to the RemoteApp server.
4. Paste the certificate thumbprint from the clipboard.

See the previous section where to obtain the thumbprint information.

5. Click **Save changes**.

Testing if .RDP file is signed by the certificate

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



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

Speeding the Application by Enabling Auto Start in IIS



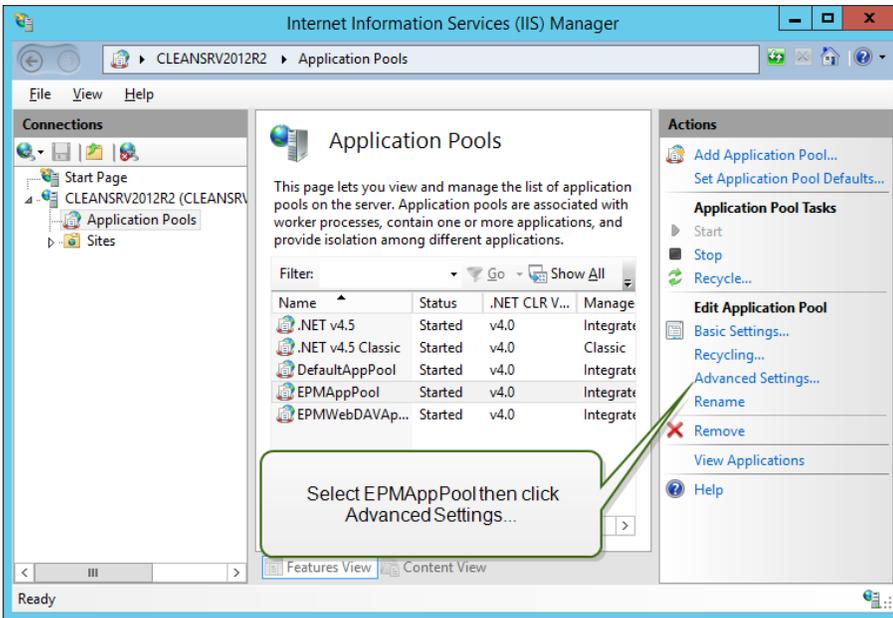
NOTE: If you install fresh installation of Control Center to Web server machine with IIS 8.0 and above, the installer will enable the Auto Start, so you do not have to do anything. For existing installations and fresh installations to older IIS servers, you can enable Auto Start yourself.

To maximize resources IIS does not keep all sites on an instance running at all times. In fact, the website on IIS is not loaded until its needed and, by default, will eventually be unloaded after a period of inactivity. It's this lazy-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 IIS before ASP.NET can properly respond to the request.

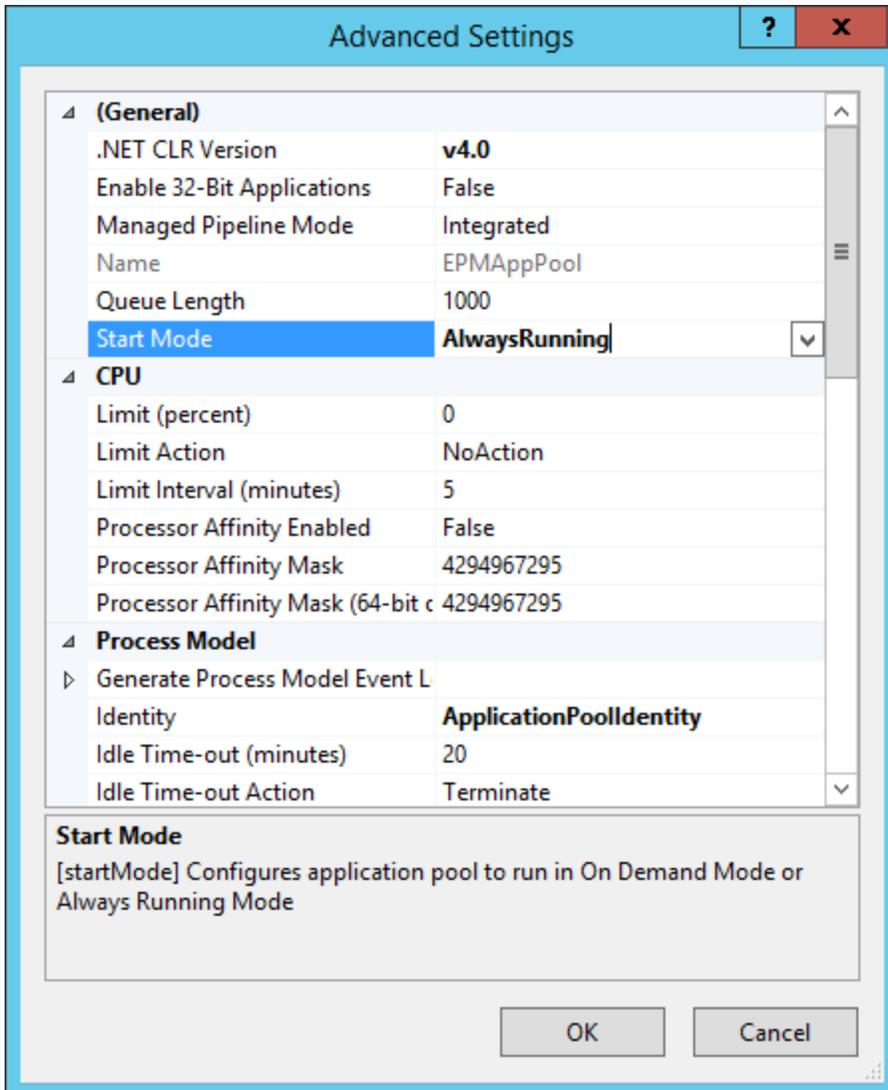
There is a solution. Auto-Start, introduced with IIS 7.5, allows an ASP.NET application deployed to IIS to be available immediately after deployment.

Do the following:

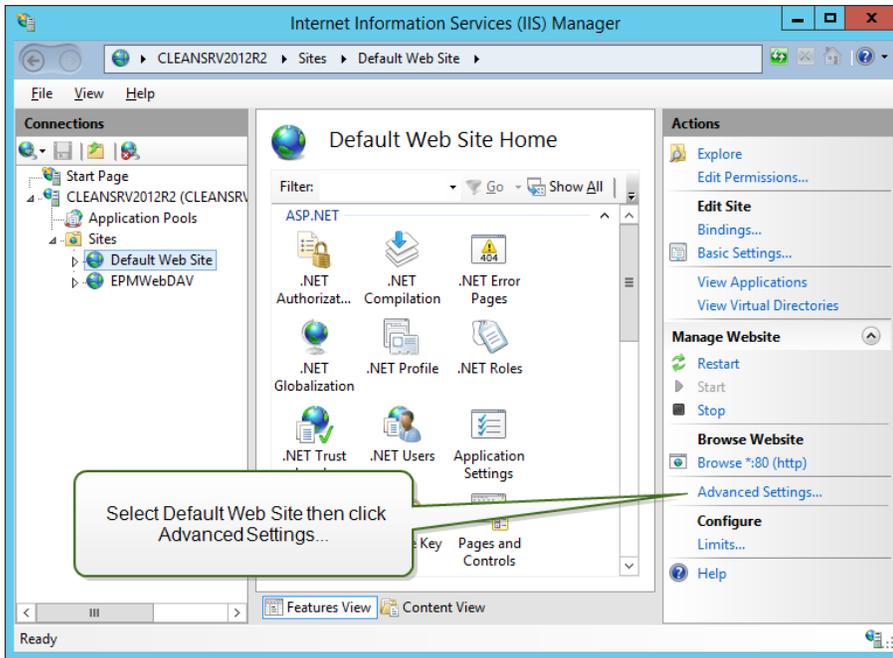
1. Open Internet Information Services (IIS) Manager.
2. In the **Connections** pane, select the **Application Pools** node, revealing the Application Pools pane in the main view.
3. Select the application pool **EPMAAppPool**.



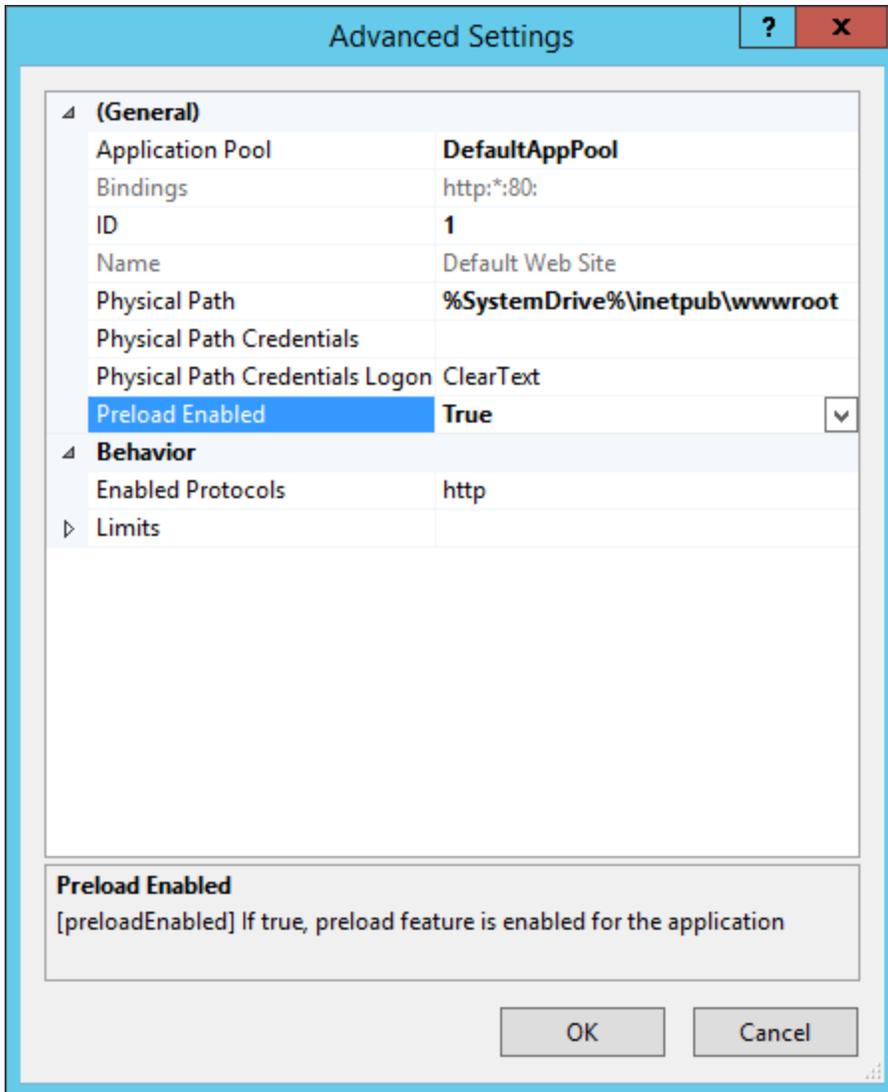
4. Click **Advanced Settings...**
5. Locate the **Start Mode** option under the General group and set it to **AlwaysRunning**.



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**.



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



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

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).

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 compliance 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 permissions to the folder.
SELECTEDSERVER	This switch defines the SQL Server name and optional instance. SELECTEDSERVER=ServerName\InstanceName
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
SQLUSER/ SQLPASSWORD	These switches define the SQL user name and password to install the NiceAN database 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/ NETPASSWORD	These switches define the domain name, user name and password for the Windows user account. 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) NiceLabel-ControlCenter6.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-ControlCenter6.exe /s SELECTEDSERVER=ServerName\InstanceName SQLUSER=sa SQLPASSWORD=saPassword NETDOMAIN=DomainName NETUSERNAME=UserName NETPASSWORD=UserPassword

Upgrading Control Center to the New Version

Single-Server Architecture

If your current Control Center is installed in the single server environment, simply start the installer of the new version of Control Center and follow on-screen prompts. "Installing to Single Server" on page 28.

The upgrade will first remove the existing version and replace it with the new version, keeping all the data. The database NiceAN will be upgraded automatically. No questions will be asked.

Multiple-Server Architecture with Remote SQL Server

The prerequisites required for the installation:

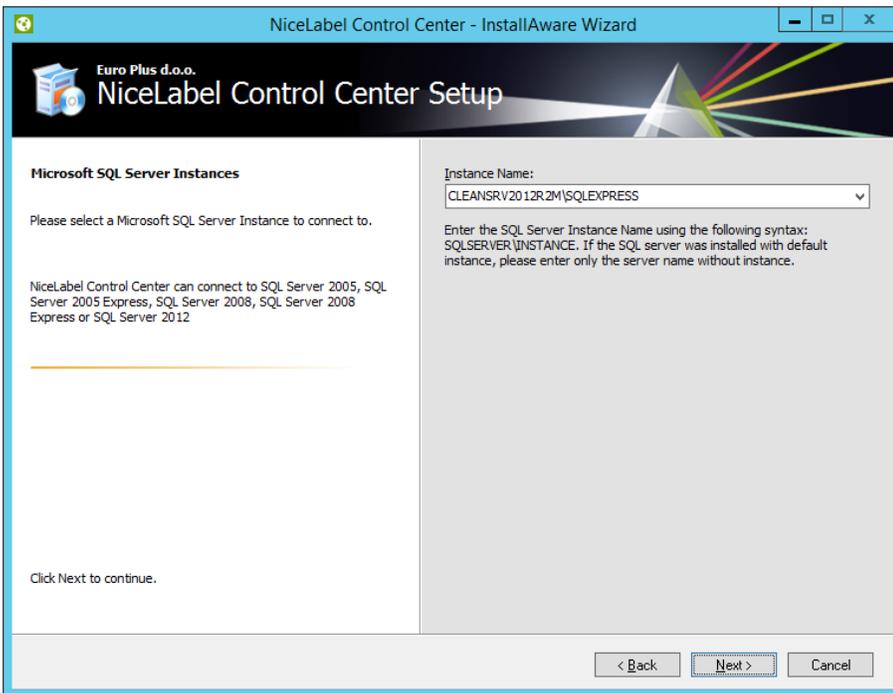
- You have to provide the SQL Server name and optional instance, where the current database NiceAN is installed
- If the Windows account on the Control Center machine does not have permissions to add/modify Windows users on the SQL Server Windows machine, you will need to have the user account that is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

If your current Control Center is installed in the 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 upgrade will first remove the existing version and replace it with the new version, keeping all the data. The database NiceAN will be upgraded automatically.

Do the following:

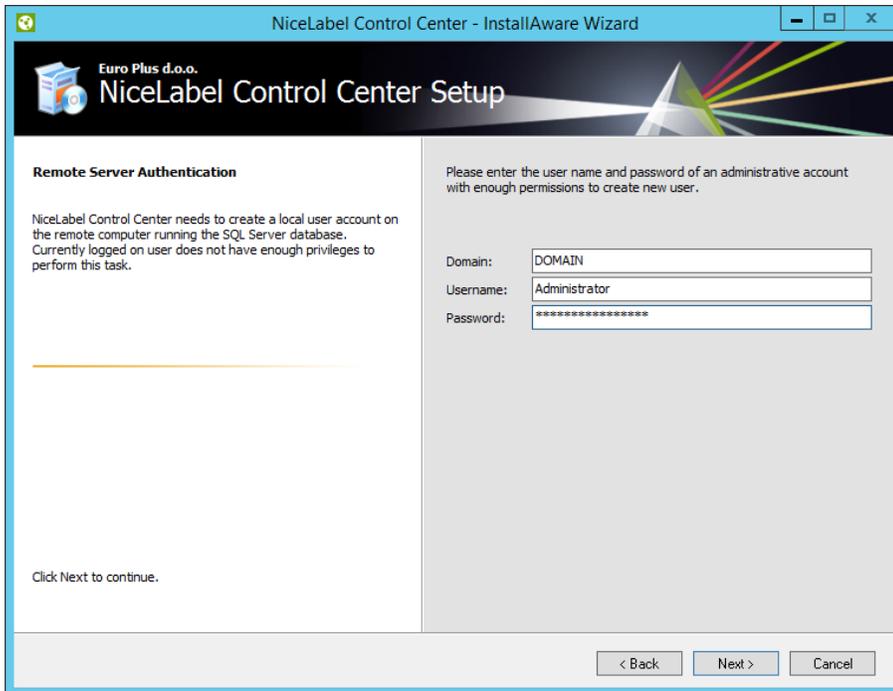
1. Run the installer of a new version.
2. Let it remove the existing version of the Control Center.
3. Select the SQL Server and instance, where the Control Center had installed the database NiceAN.



4. If the 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 that has such privileges. You have to provide the domain user account that has Administrative privileges to the remote Windows machine.

Usually, this will be 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.



5. Click **Install**.

Multiple-Server Architecture with Remote SQL Sever 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 to Multiple Servers" on page 32.
- 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.

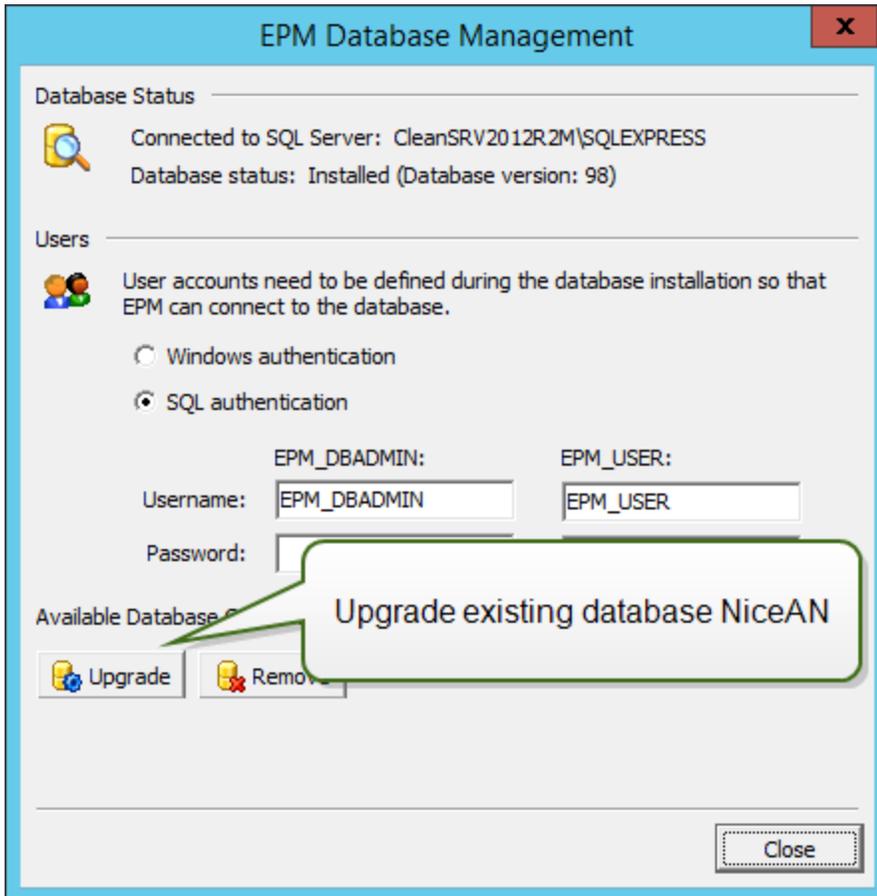
In this case, the database NiceAN has to be upgraded manually using the utility `EPMDBInstall`. Then the Control Center can be installed. During the installation the database install step will be skipped.

Do the following:

1. Open a desktop on the machine where SQL Server is installed.
or
Open a desktop on some other 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 NiceAN).
2. Close all open applications before starting the installer.
3. From NiceLabel DVD copy the folder `\Install\Control Center\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** will run.
8. Click **Connect** to connect to the database NiceAN.

9. The user names that the Control Center will use to interact with the SQL Server have been remembered. Enter the passwords.

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



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 Internet Information Services (IIS) Manager.
 2. Select **Application Pools** pane, right-click the applications pools **EPMAAppPool** 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. When 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 **NiceLabel-ControlCenter6.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 to Multiple Servers" on page 32.

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

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

Installing the Client Components

Installing the Client

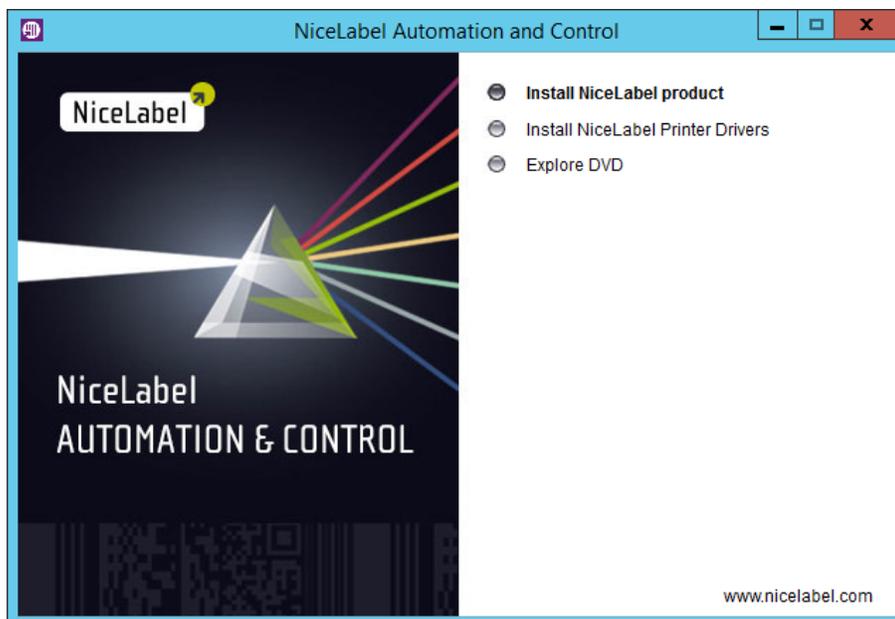
NiceLabel PowerForms Desktop is the label and form designer which will help you create label formats and printing applications (forms) for your Web printing users. Typically, you will install NiceLabel PowerForms Desktop on the workstations, not on the server.

 **NOTE:** You must be logged on the computer with the administrative permissions to be able to perform the software installation.

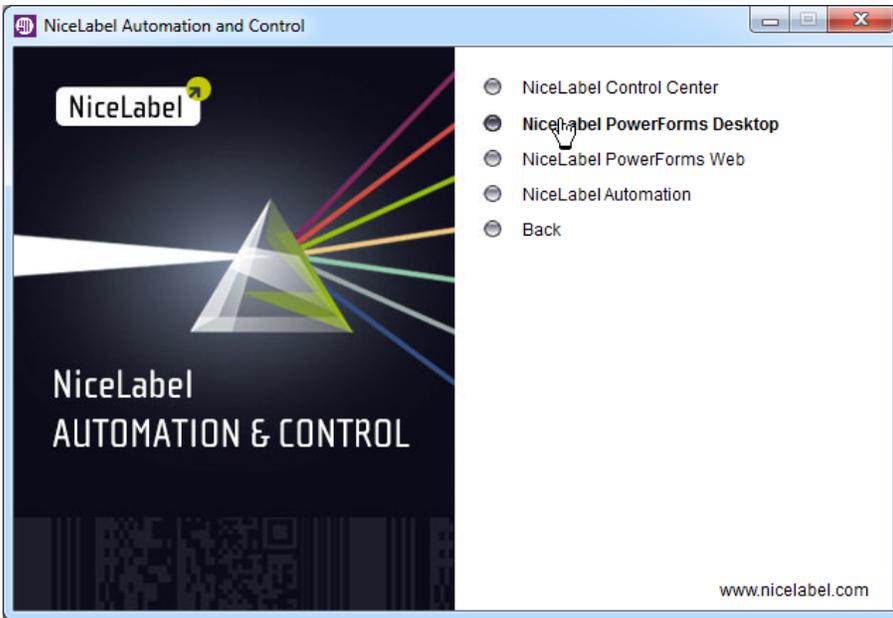
To install the **NiceLabel PowerForms Desktop**, do the following:

1. To ensure a complete installation, close all open applications before installing the software.
2. Insert the **NiceLabel Control Center DVD** in your DVD drive. An installation window will open automatically.

 **NOTE:** If the installation wizard does not start automatically, go to the main CD directory of your NiceLabel Control Center DVD and double-click the **START.EXE** file.



3. Click on **Install NiceLabel product**. A new window will open showing the available products.



4. Click on **NiceLabel PowerForms Desktop** then click **Next** to begin the installation. Follow the wizard prompts.
5. The Start menu in your Windows will show a new program group for the NiceLabel software that contains shortcuts for all NiceLabel PowerForms Desktop applications.

Installing the 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.

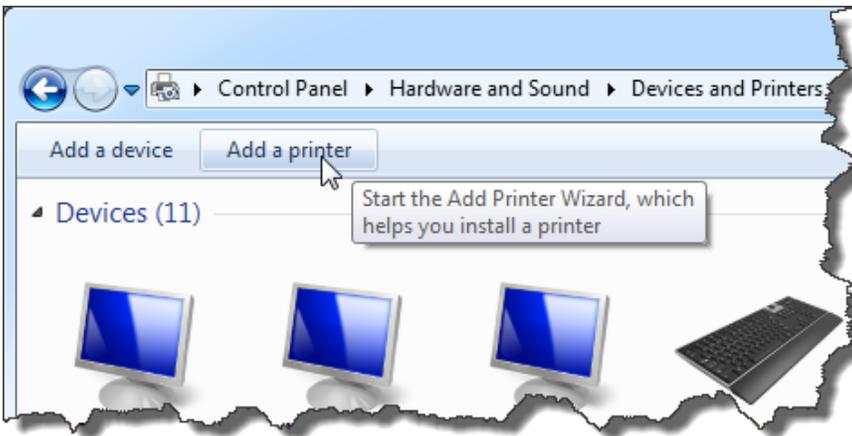
2. Click on **Install NiceLabel Printer Drivers**. The printer installation wizard will start.



3. Follow on-screen instructions.
4. Select your printer from the list. Click **Next**.
5. Select the port where you have connected your printer and click the **Finish** button.

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. Click on **Have disk** button in the step where you can select printer manufacturer and model.
4. Put the NiceLabel DVD in your DVD-ROM drive and browse to the folder **Drivers**.
5. Select the folder of your printer name. You will see the list of all available printer models of the selected manufacturer.
6. Select your model, click **Next** and finish the installation.

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

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

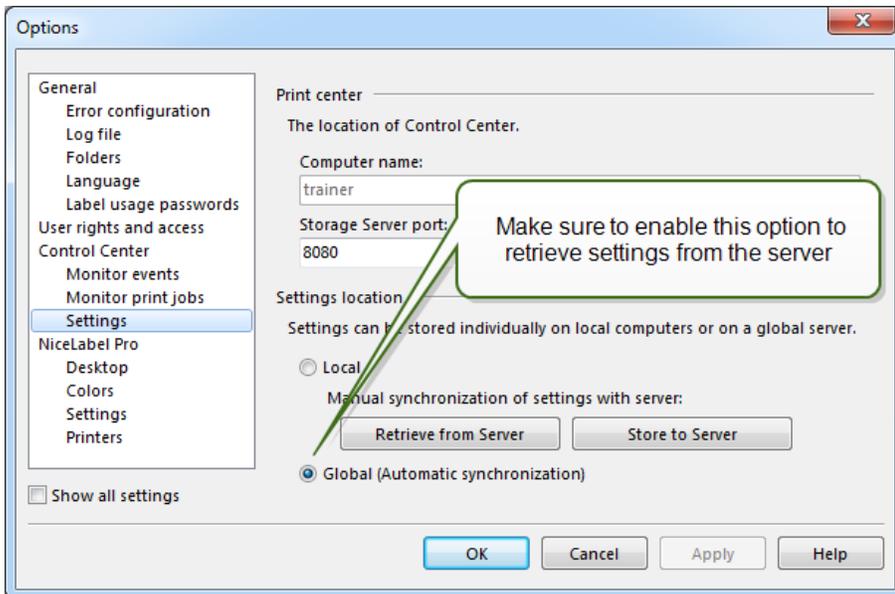
For more information see [Knowledge Base article KB253](#).

Configuring Retrieval of Client Settings from the Server

The NiceLabel client (NiceLabel PowerForms Desktop) can store its configuration locally so each user uses his own configuration, or the settings can be recalled from the Control Center each time the client starts. This approach ensures that all users share the same settings, such as folders for labels and forms, the application layout and logging details. The default setting for each client is use the local settings and not retrieve them from the server.

To configure the client to take the settings from the Control Center manually, do the following:

1. Make sure the client is already activated with the license from the Control Center.
2. Open **NiceLabel Configuration**. You can find it in the Start menu, or in the **Tools** menu of any NiceLabel application on the workstation.
3. Open **Control Center>Settings** section.



4. Enable the option **Global (Automatic synchronization)**.
5. Also make sure that you use the Storage Server port as defined during the Control Center installation. The default is **8080 TCP**.
6. Click **OK**.

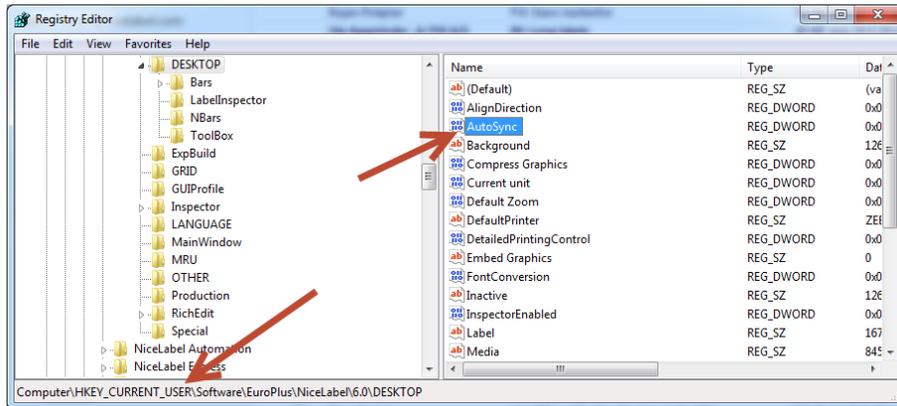
To automate the configuration of the settings location, you can force the client to get settings from the server by enabling the option in the registry.

Do the following:

1. To go to the desktop of the each client, for which you want to change a setting retrieval parameter.
2. Press Windows key + R to open **Run** window.
3. Type in `regedit` and press `<Enter>`.
The application Registry Editor will open.
4. Navigate to they key :

HKEY_CURRENT_USER\Software\EuroPlus\NiceLabel\6.0\DESKTOP

5. Double-click the value **AutoSync** and set it to **1**.



You can activate the client with a license from Control Center outside of the user interface. For this you have to create a text file `license.cfg` and save it in the NiceLabel System folder. Upon startup the client reads the file and retrieves the licenses from the specified Control Center.

To automate the activation process, do the following:

1. Open your favorite text editor and create a text ASCII file.
2. Type in the following data:

```
[DESKTOP]
ANServer=<server>
```

Replace <server> with the Windows name of the server, where the Control Center has been installed.

3. Save the file as `license.cfg`.
4. After the NiceLabel client has been installed, copy this file into the NiceLabel System folder:

```
c:\ProgramData\EuroPlus\NiceLabel 6\system
```

5. **OPTIONAL.** If you will enable HTTPS support on the server, then make sure to add additional line.
6. **OPTIONAL.** If your WebDAV port for Document Storage is not 8080, then you have to specify the proper port number.

```
SSL=1
```

```
DocumentStoragePort=<port>
```

Replace <port> with the actual port number you used for the site EPMWebDAV during the Control Center installation.

Installing Support for WebDAV

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.

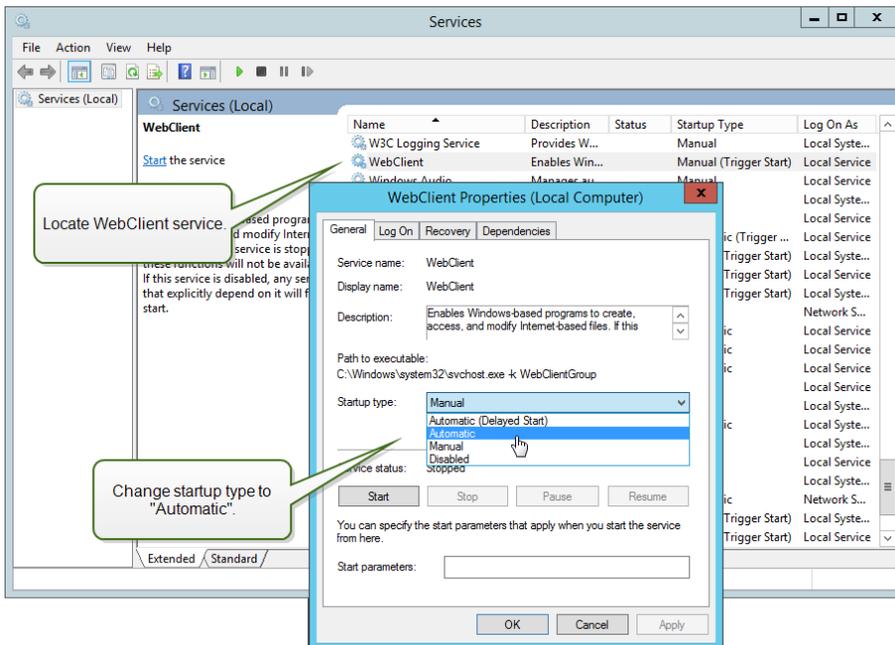
Enabling WebClient Service to "Automatic" Startup Type

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.

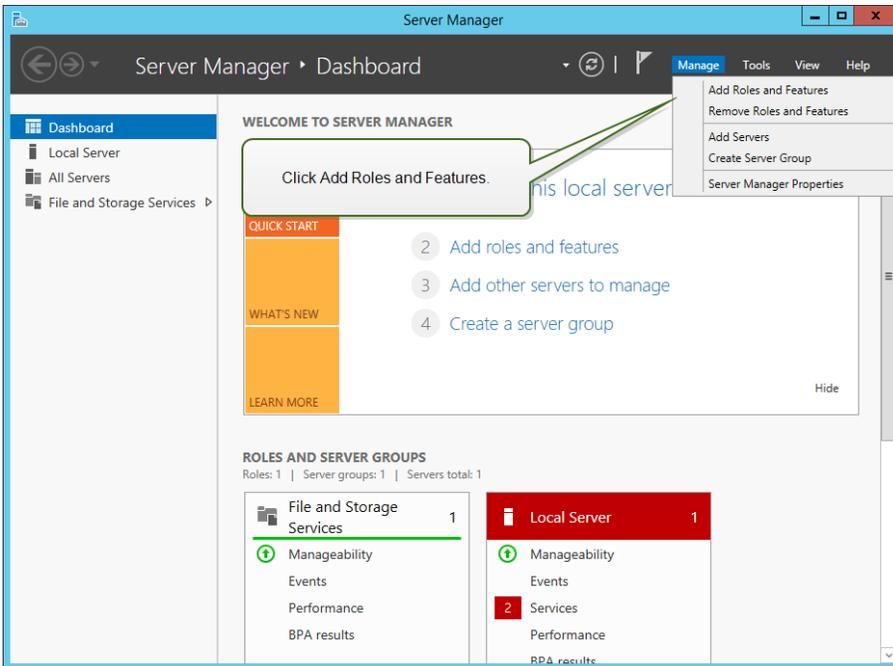
Installing Desktop Experience

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

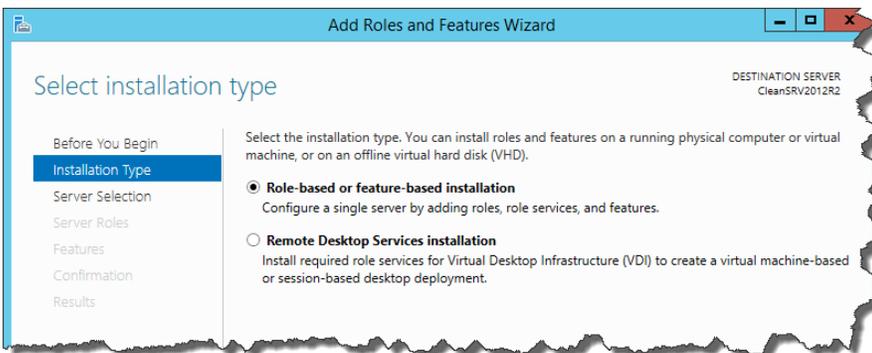


NOTE: These instructions are for Windows Server 2012 R2.

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



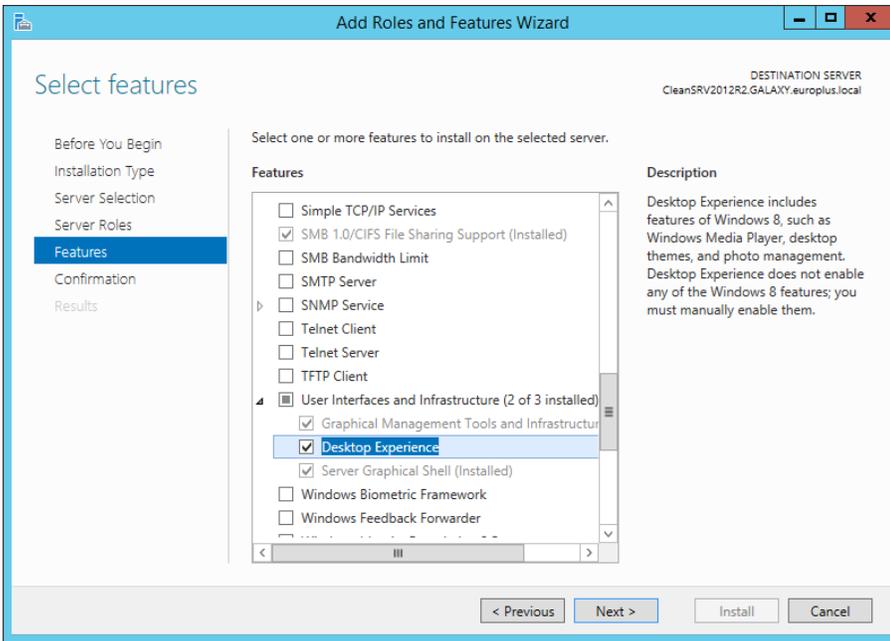
3. Select **Role-based or feature-based installation**. Click **Next**.



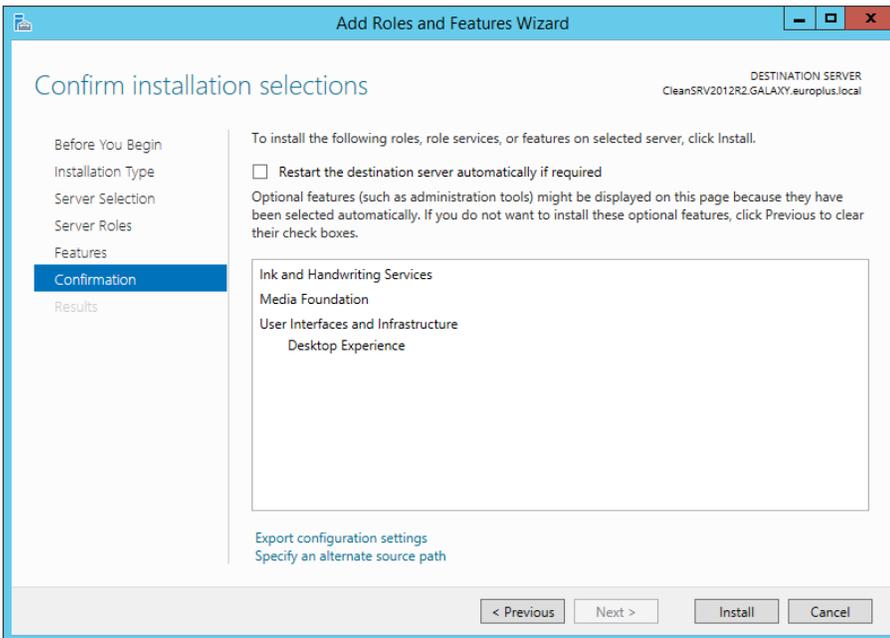
4. Select a local server from the server pool. Click **Next**.

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.

Registering the Software

At the end of the activation process, please fill out the registration form in the last step of the Product Activation process. If you have the access to the internet, the product can be activated on-line. You can also print out the registration form and send or fax it to the contact on the form.

Registration is not required but you should register the labeling software to receive the following benefits:

- Free access to downloads and updates.
- Free Technical Newsletter discussing product news.

To register the labeling software, do the following:

1. Start the label designer.
2. Select **Help > Manage Registration**.



3. Follow on-screen instructions.

Upgrading Client to the New Version

Simply start the installer of the new version of NiceLabel PowerForms Desktop and follow on-screen prompts. "Installing the Client" on page 63

The upgrade will first remove the existing version and replace it with the new version, keeping all the data and license information.

Licensing

Managing Licenses

The Control Center includes the functionality of a licensing server. You can activate your **NiceLabel PowerForms Desktop** workstations by configuring them to get license from the Control Center. When the client gets license from the Control Center, it will report all events to the same Control Center and can be managed through it. Information about all printing events from each workstation is reported to the centralized location.

In the Control Center product you get licenses for the local NiceLabel clients. You can also activate other NiceLabel products in the Control Center and include them under the centralized management.

You can manage the licenses in the **Administration** tab. Select the **Licenses** section. All activated products will be listed here. To see which clients are using a license from the Control Center click the **Plus** icon in front of the product name.



The screenshot shows the 'NiceLabel Control Center' interface. The top navigation bar includes 'Overview', 'Print Management', 'Document Storage', 'History', 'Reports', 'Automation', and 'Administration'. The 'Administration' tab is active, and the 'Licenses Administration' section is selected. Below the title, there is a description: 'Manage and upgrade licenses, activate and deactivate products.' A table titled 'Activated Products' lists the following:

Product	Used	Free
+ NiceLabel Automation Enterprise	4	16
+ NiceLabel Control Center Enterprise	1	19
+ NiceLabel PowerForms Web	49	50

Below the table is an 'Activation Details' section.

NOTE: After Control Center has been installed, you have to activate the licenses to activate Control Center. Control Center will unlock and display different parts of its user interface based on the activated license key.

Activating New Product

Before you start the activation process, get familiar with the following terminology:

- **Key Number.** The sequence of 25 characters provided with the software. This is your license key.
- **Registration Number.** Unique number generated during the activation process. The registration number validates the entered key number.
- **Activation Code.** Issued on the online Activation server. The activation code activates the software on your computer.

To activate the licenses in the Control Center server, do the following:

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

`http://server/name`

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

3. Go to the **Administration** tab, then choose **Licenses** subsection.
4. Select the **Activate new product** link.
5. On the Activation page, enter the required customer information and the **Key Number** that was delivered in your product package.

NiceLabel Control Center Help

Overview Print Management Document Storage History Reports Automation Administration

Administration

- Alerts
- Printer Groups
- PowerForms Web Clients
- Global Variables
- Versioning and Workflow
- Synchronization
- Licenses**

Activation
Enter the required customer information and the key number delivered with your product package to activate it.

1. User Information 2. Product Activation

Name: *
Company: *
Address line 1:
Address line 2:
Zip or Postal Code:
City:
Country: * (choose your country)
E-mail: *
Key Number: *

* - Required

Next

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

Adding Client Licenses

If you want to increase the number of licenses for a particular product activated in the Control Center, you have to activate the license pack.

To add licenses to your existing product, do the following:

- Open a browser on a computer that has access to the internet.
- 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.

- Go to the **Administration** tab, then choose **Licenses** subsection.
- Select one of the products to upgrade.
- Click the **Upgrade** link and then select the **Add licenses**.

 **NOTE:** Notice that **Key Number** and the **Registration Number** are already entered.

- Enter the **License Pack Key Number** that was issued for your License Pack.
- If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

Upgrading Product License

To upgrade your existing Control Center (for example, upgrade your Control Center Pro to Control Center Enterprise), do the following:

- Open a browser on a computer that has access to the internet.
- 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, then choose **Licenses** subsection.
4. Select one of the products to upgrade.
5. Click the **Upgrade** link.
4. Notice the *Old Key Number* and the *Registration Number* were already entered. Now enter the *Upgrade Key Number* that was issued for your product upgrade.
5. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button. *Activation Code* will be generated and your upgraded product functionality will be activated.

Activating Without Access to the Internet

If the computer where you started the activation procedure does not have Internet access you will have to open the Activation Web page on other computer with the Internet access, manually activate the software, obtain the **Activation Code** and enter it into Control Center to complete the activation.

Do the following:

1. Write down all numbers from the Web page (e.g. **Key Number**, **Registration Number**).
2. Write down the **Activation Web page** address.



NOTE: The activation web page address to activate the software is provided on-screen.

3. Go to a computer with the Internet access and open the provided Activation Web page.
4. Enter the **Key Number** and the **Registration Number**. Enter other user information when prompted.
5. Click on the **ACTIVATE** button to retrieve the **Activation Code**. Write it down.
6. Go back to the computer where the **Product Activation** page is still open.
7. Enter the **Activation Code**.
8. Click on the **Finish** button to complete the activation process.

Deactivating Products

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

To deactivate the product, do the following:

1. Make sure that the computer you use to open Control Center page has connection to the internet.
2. If you have user login enabled, log in as user with the administrative permissions in Control Center.
3. Go to **Administration>Licenses**.
4. Select the product you want to deactivate.
5. Click **Deactivate product**.

Activating the Client

You have to activate the client **NiceLabel PowerForms Desktop** on each workstation.



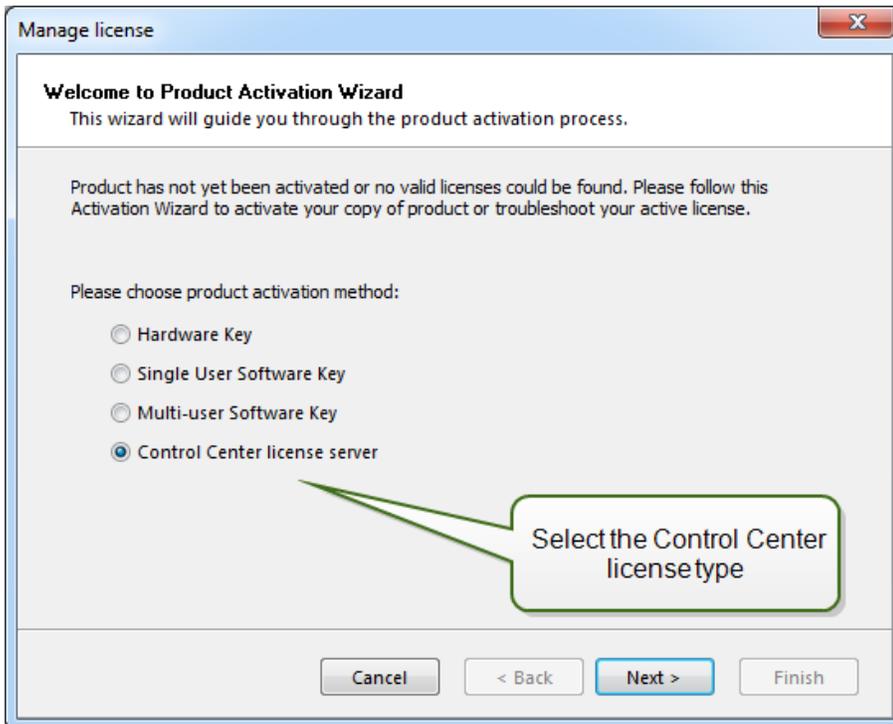
NOTE: If you do not complete the client activation process, the client will first run in a trial mode and after 30 days switch into limited demo mode. When not activated, the client also does not send any event updates to the Control Center.

To activate the client, do the following:

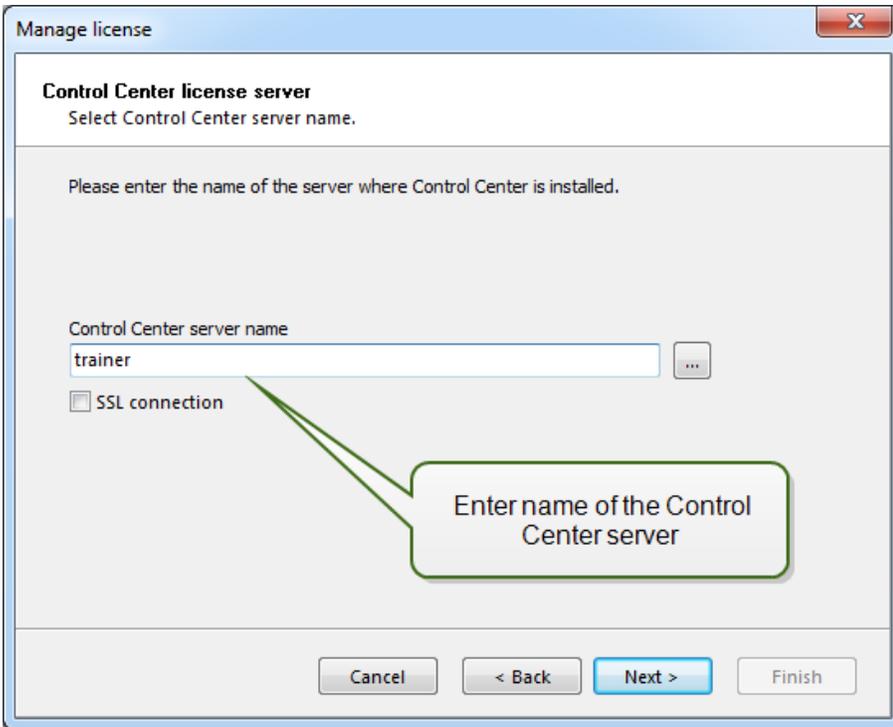
1. Make sure that your **NiceLabel Control Center** license type is activated in your Control Center.
2. Run NiceLabel Pro on the workstation. The Trial Mode dialog box will display.



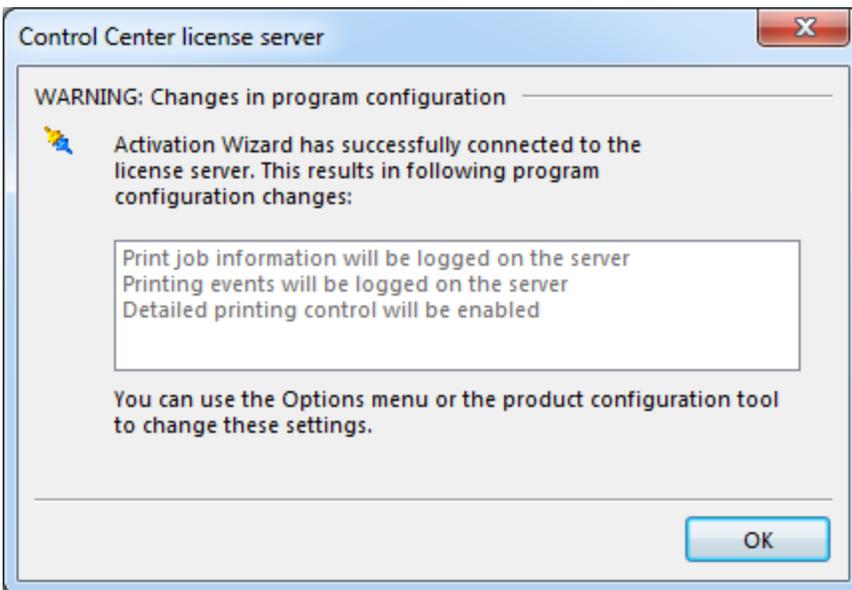
3. Click **Enter license key** button.
4. Select the Control Center license server and click **Next**.



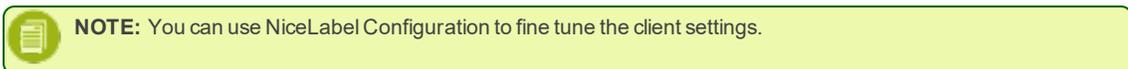
5. Enter the name of the server, where you have installed the Control Center and click **Next**.



6. NiceLabel client will connect to the Control Center and retrieve the license. Additionally, the client will be reconfigured to send data about printing events and printer statuses to the Control Center



Click **OK**.



7. The license information will be displayed in the **Manage license** dialog box.
8. Click **Finish** button.

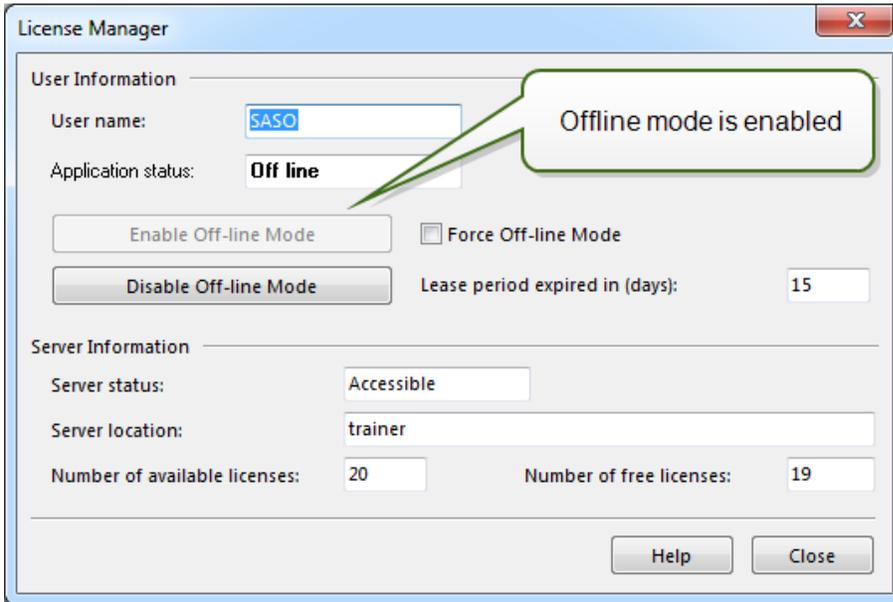
Enabling Offline Mode for the Client

NiceLabel licenses are stored centrally on the Control Center server. When the connection to Control Center is available, the client operates in **On-line Mode**. If the Control Center is frequently not available or network connection is unstable, you can configure the **License Manager** to enable the **Off-line Mode** for the clients. This mode is useful in environments where you need mobile licenses is required or in events where server system failure would otherwise stop the label production.

 **NOTE:** Licenses for NiceLabel Control Center clients can be run in the offline mode. You can use up to half of the licenses in the offline mode.

To enable the offline mode, do the following:

1. Start **NiceLabel Pro** application.
2. Go to **Help>Manage License** and click the **Open License Manager** button.
3. Click the **Enable offline mode** button.



Force Off-line Mode: If this setting is selected, the License Manager will not check for the presence of the Control Center and the application will automatically start in the off-line mode. When the license lease expires, the application will stop running and you must renew the license by switching off this option and re-connecting to the Control Center. The off-line license expires after 15 days.

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

<input type="checkbox"/>	<p>Software does not install</p> <p>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.</p> <p>To create the install log, do the following:</p> <ol style="list-style-type: none">1. Press Windows key + R and type in <code>cmd</code>.2. In Command Prompt window, go to current user's temporary folder. Type in: <code>cd %temp%</code>3. In Command Prompt window, create an empty text file <code>lblinstall.log</code>. Type in: <code>type nul > lblinstall.log</code>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 <code>lblinstall.log</code> file.
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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
<input type="checkbox"/>	What happened? Write down exactly the error message that you get or make a screen shot of the error.
<input type="checkbox"/>	When was the error discovered for the first time?
<input type="checkbox"/>	What did you expect to happen?
<input type="checkbox"/>	Have you discovered the problem earlier?
<input type="checkbox"/>	Can the error be reproduced?
<input type="checkbox"/>	How often did the error occur?

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Have you tried to use NiceLabel software this way earlier? |
| <input type="checkbox"/> | If your problem is coming and going, please describe circumstances and under what conditions the error appears. |
| <input type="checkbox"/> | Which version of NiceLabel software are you using? |
| <input type="checkbox"/> | Which version of NiceLabel was used to design the label? |
| <input type="checkbox"/> | Can you provide the files that you were using when the issue occurred (data files, configuration files, label files, etc.)? |
| <input type="checkbox"/> | Which printer are you using? |
| <input type="checkbox"/> | Which version of printer driver are you using? |
| <input type="checkbox"/> | Which operating system are you using? In which language? |
| <input type="checkbox"/> | Are you using firewall? Are all the required ports open? |
| <input type="checkbox"/> | Which version of Microsoft .NET framework is installed? |