

NiceLabel Control Center

Installation Guide

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www.nicelabel.com

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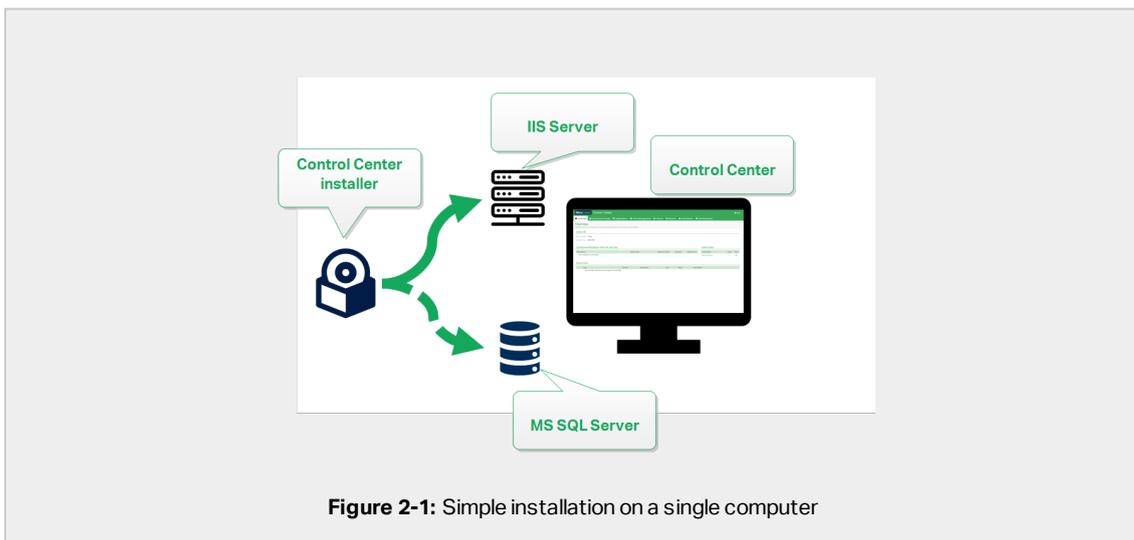
2 Simple installation on a single computer

Installing the Control Center on a single computer allows you to operate your labeling environment as a centralized stand-alone system. If you run a small business, or if you want to evaluate the Control Center before starting a large-scale deployment, single computer installation may be all you need to see the benefits of a controlled labeling system.

Installing Control Center should take less than 10 minutes.

You can install Control Center on a computer that does not have a SQL database installed. NiceLabel installs the SQL database for you in this case.

You can install Control Center on a computer with a SQL database already set up.



2.1 Before you start

Install Control Center on a computer running Windows 7 or newer operating system.

Make sure that your system meets the requirements as listed on the dedicated NiceLabel web page: <https://www.nicelabel.com/products/specifications/system-requirements>.

NOTE: To install Control Center on your computer, you must be logged in as the Administrator.

The official pre-installation NiceLabel check list is available on this web page: <https://kb.nicelabel.com/index.php?t=faq&id=298>

You can install Control Center by:

- Clicking the download link in the mail that you received after purchasing the Label Cloud.
- Running your NiceLabel installation DVD.

After you finish your installation, you need the license key to activate your Control Center. Purchase your key at <https://www.nicelabel.com/buy-online>. When done, the NiceLabel sales team sends you an email that contains the key.

The email attachment that contains your key looks like this:

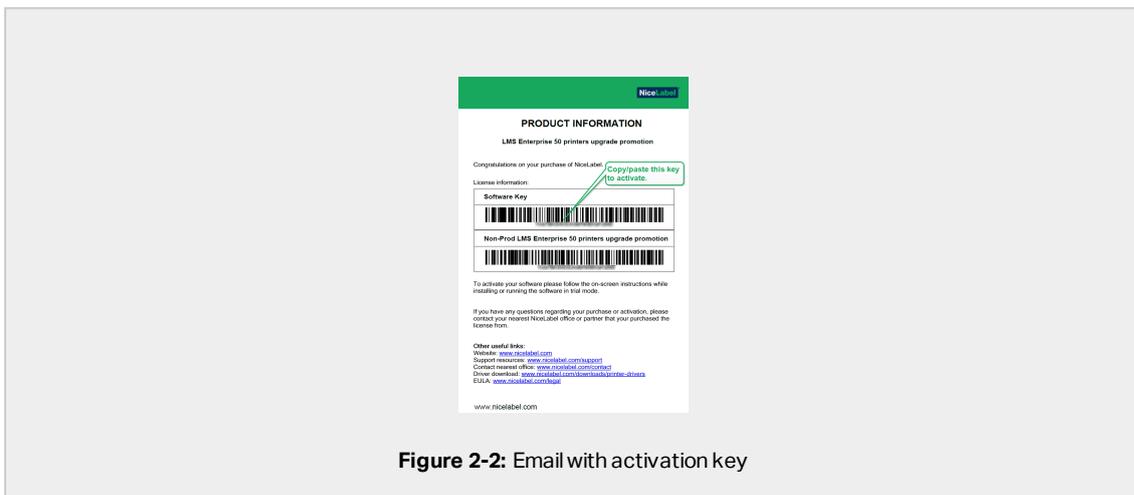


Figure 2-2: Email with activation key

To read how you activate your Control Center after the installation, read section [Activating your Control Center](#).

2.2 Installing on a single clean computer

This section explains how you install the Control Center on a computer that has neither NiceLabel software nor databases installed.

Before you start installing the Control Center, check the following:

- You must be logged on to your computer as the administrator. If you are the only user, you are probably the administrator.

- Have your NiceLabel license key ready for activating the Control Center. You can complete the installation without the license key, but you cannot start working with Control Center unless you activate your license.

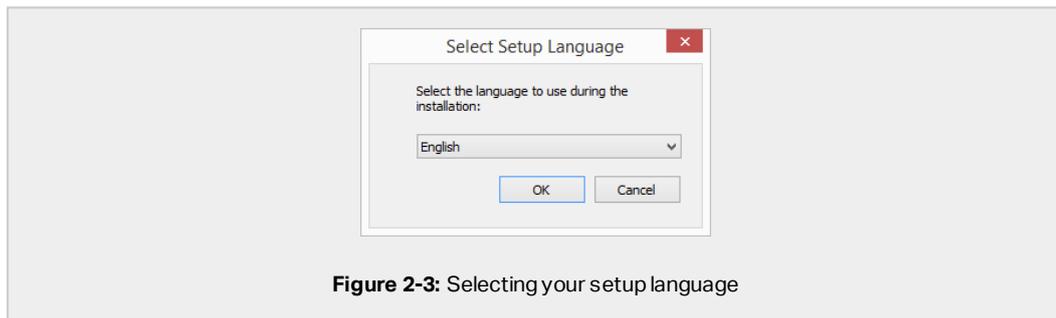
NOTE: NiceLabel recommends accepting all the defaults that the installer offers. This is how you enable the Control Center to automatically configure itself on your computer. This includes installing the SQL database and configuring the IIS.

2.2.1 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

NOTE: If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.



5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

2.2.2 Enabling Internet Information Services (IIS)

NOTE: If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

2.2.3 Setting up website and storage

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.



IMPORTANT! After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.



IMPORTANT! Make sure your selected 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.

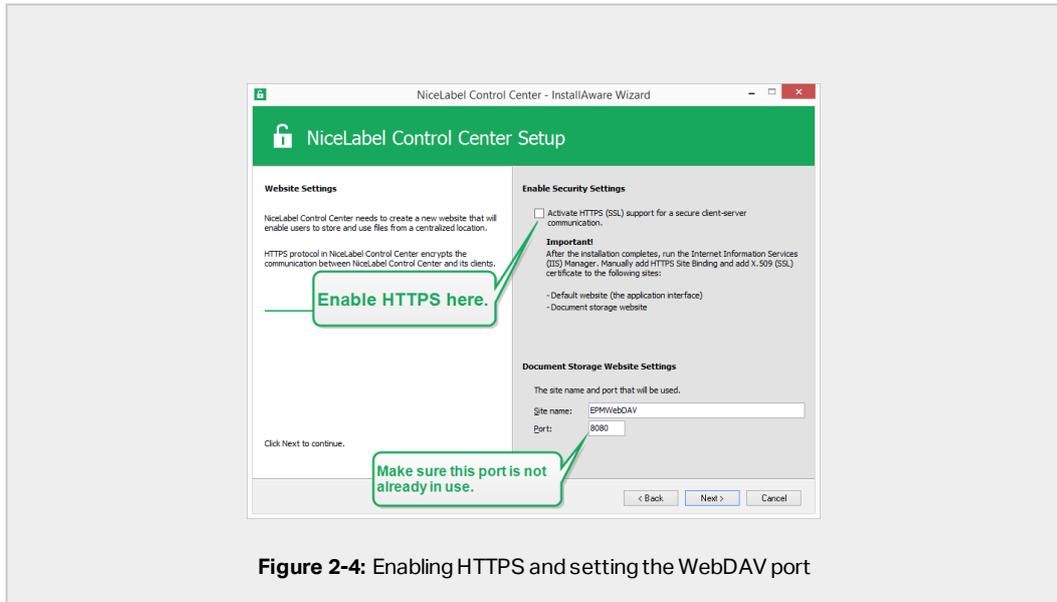


Figure 2-4: Enabling HTTPS and setting the WebDAV port

3. Click **Next**. Proceed with creating your database.

2.2.4 Creating the database

Your Control Center requires a database that runs in the background. Because you do not have any SQL Server instances available on your computer yet, NiceLabel installs Microsoft SQL Server Express for you.



IMPORTANT! To let NiceLabel install the SQL Express on your computer, you must be logged on as an administrator.

1. Click **Install SQL Server Express**.

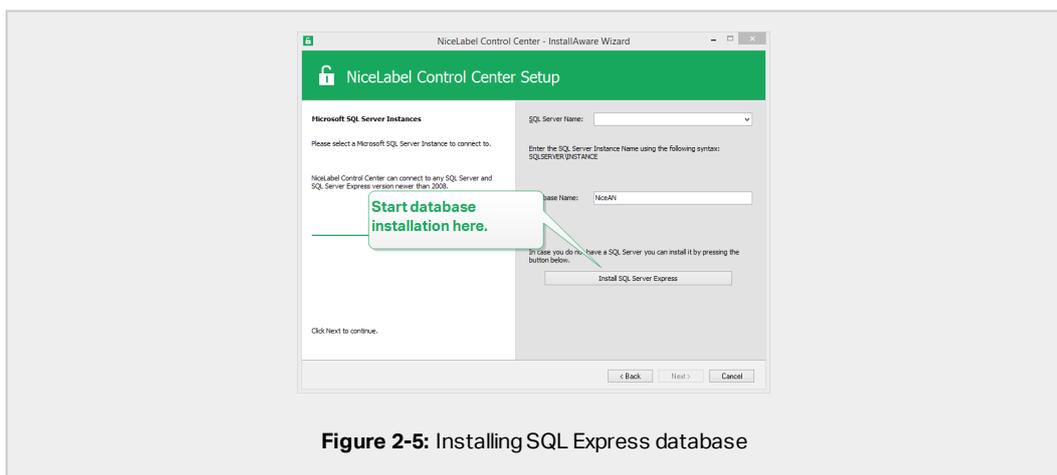


Figure 2-5: Installing SQL Express database

NOTE: You need Internet access to install the SQL Server Express. This allows the installer to download all the necessary components.

2. Follow the SQL Server Express on-screen installation instructions.

After you finish the SQL Server Express installation, resume with your installation of the Control Center.

3. Select your newly installed SQL Server instance.

The SQL Server Express installer sets the **Instance Name** to:

```
(local)\SQLEXPRESS
```

4. Click **Next**. The window that allows you to optionally perform user setting changes appears. This is an optional step required for advanced installation. Ignore and click **Next**.
5. Click **Install**. The installation continues.

2.2.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.

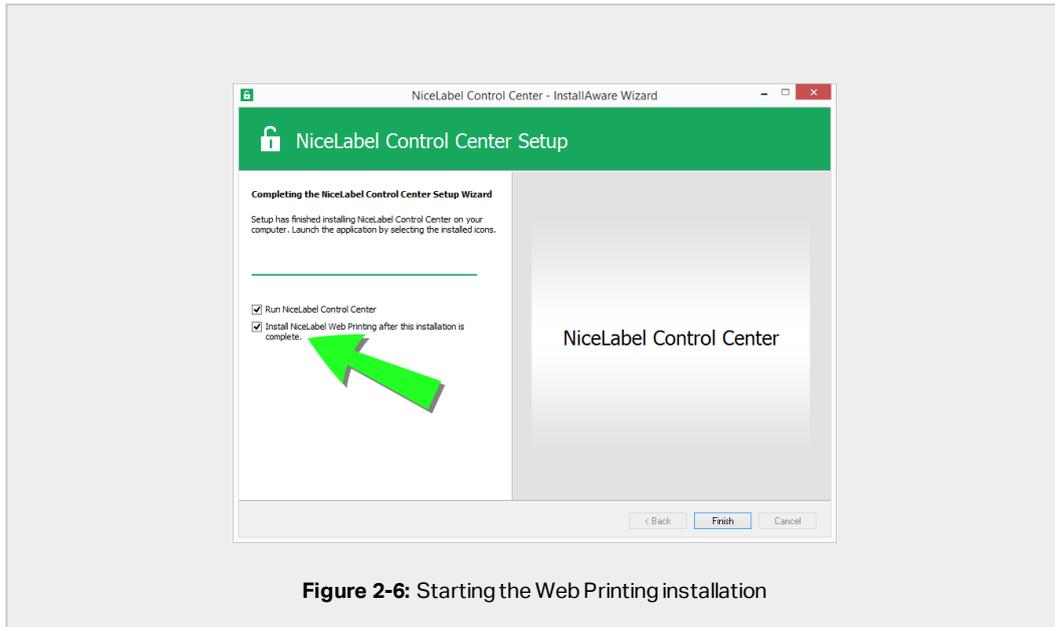


Figure 2-6: Starting the Web Printing installation

This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.
 - Your browser opens the Control Center page.
3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

2.3 Installing on a computer that hosts the SQL Server

This section explains how you install the Control Center that already hosts the SQL Server.

You must perform three before you start installing the Control Center on your computer that already hosts an SQL database:

- You must be logged in to your computer as the administrator. If you are the only user, you are probably the administrator.
- The account under which you are logged on must have sysadmin role on the SQL database. This allows you to create the dedicated database for your Control Center.

NOTE: If you are logged in as administrator for both Windows and SQL, Control Center installs your database automatically.

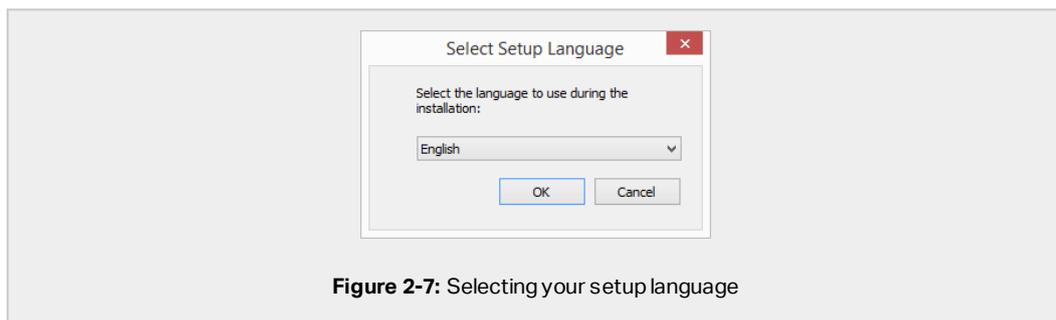
- Have your Control Center activation key ready. You can complete the installation without the activation key, but you cannot start working with Control Center unless you activate your license.

2.3.1 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

NOTE: If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.



5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

2.3.2 Enabling Internet Information Services (IIS)

NOTE: If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

2.3.3 Setting up website and storage

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.



IMPORTANT! After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.



IMPORTANT! Make sure your selected 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.

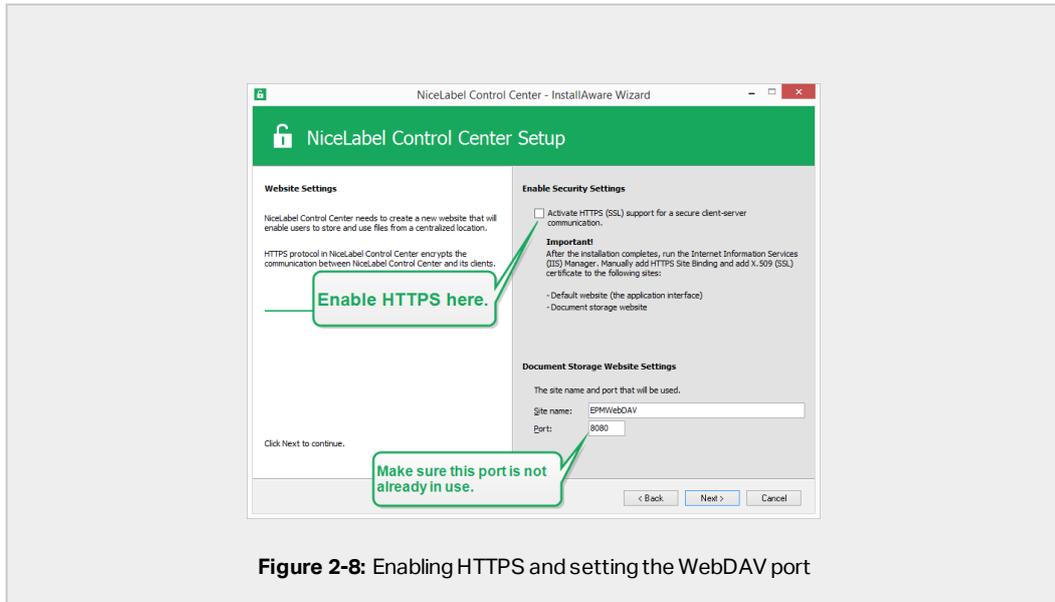


Figure 2-8: Enabling HTTPS and setting the WebDAV port

3. Click **Next** to connect to a database.

2.3.4 Connecting to a database

Your Control Center requires a database. This is why you must select an existing SQL Server instance on your computer and connect to a dedicated database.



IMPORTANT! Before you start with this step, make sure you have all the required users from [Phase 1](#) ready.

The installer automatically searches for the available SQL instances and lists them on the drop down list.

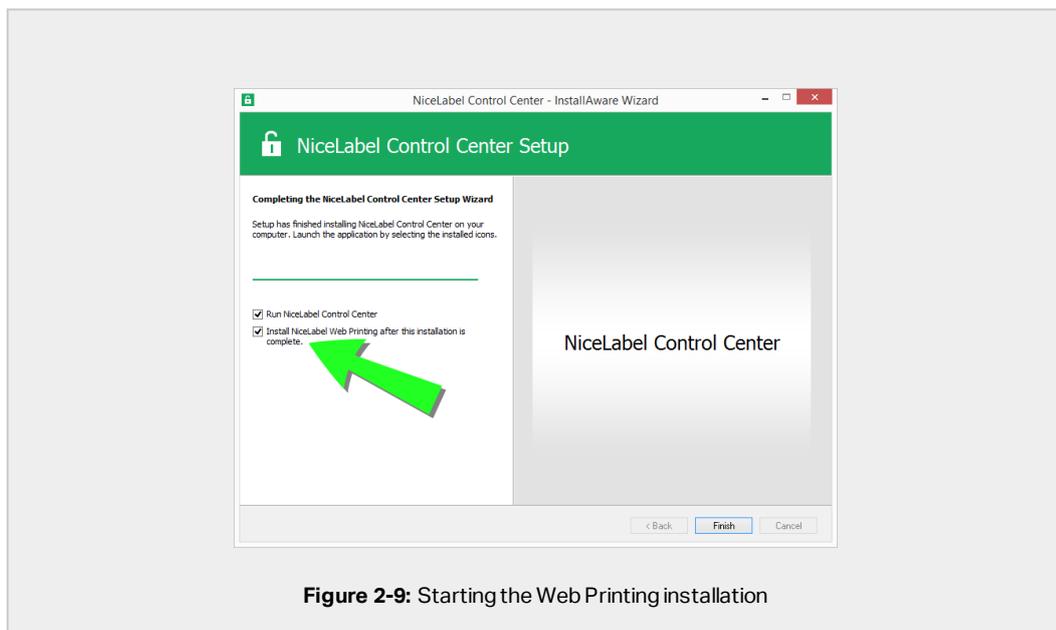
1. Select your SQL Server instance from the drop-down list or type in the name of your SQL Server instance using the following syntax: `SQLSERVER\INSTANCE`.
2. By default, the **Database name** is set to **NiceAN**. NiceLabel recommends keeping the default database name for easier communication with our support team.
3. Click **Next**. The window that allows you to optionally perform user setting changes appears. This is an optional step required for advanced installation. Ignore and click **Next**.
4. Click **Install**. The installation continues.

2.3.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.



This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.
 - Your browser opens the Control Center page.
3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

2.4 When you are done

After the installation completes, your browser opens the Control Center **Overview** page.

The address of your Control Center is: <http://yourcomputername/EPM>.

NOTE: Control Center cannot work properly with JavaScript disabled. If you are installing Control Center on a server, it is possible that due to security reasons, JavaScript is disabled by default. If there are no security issues, enable JavaScript in your Internet Explorer browser and reload the page. Read more here: <https://support.microsoft.com/en-us/help/3135465/how-to-enable-javascript-in-windows>.

Instructions for additional Control Center functions are available here:

- Application server - Configuring RemoteApp:
<https://kb.nicelabel.com/index.php?t=faq&id=299>

2.5 Activating your Control Center

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

The mail attachment containing the activation key looks like this:

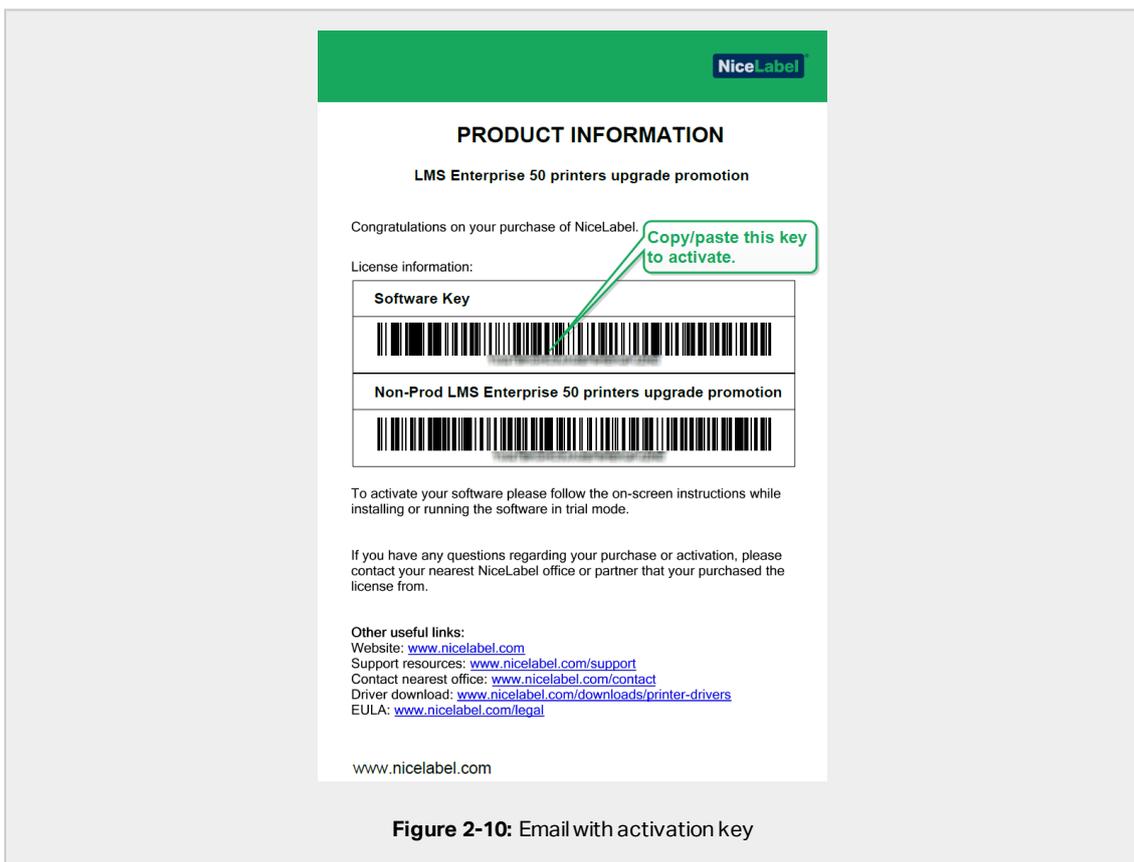


Figure 2-10: Email with activation key

The non-activated Control Center only shows two pages – **Overview** and **Administration**, while all other pages remain inaccessible. Activation unlocks these pages and allows you to start working with your labels.

The below described activation procedure requires Internet access. If your computer is offline, see section [Offline Activation](#)

1. Open your Control Center and go to **Administration > Licenses**.
2. Click **Activate new product**.
3. Copy your license key from the email that you received from NiceLabel.
4. Paste your **Key** to the **License Key** field.
5. Type your user information.
6. Click **Next**.

When the activation passes, all your Control Center functions become unlocked.

Open the Control Center (type the URL <http://yourcomputername/epm>) page in your browser. The page should look like this:

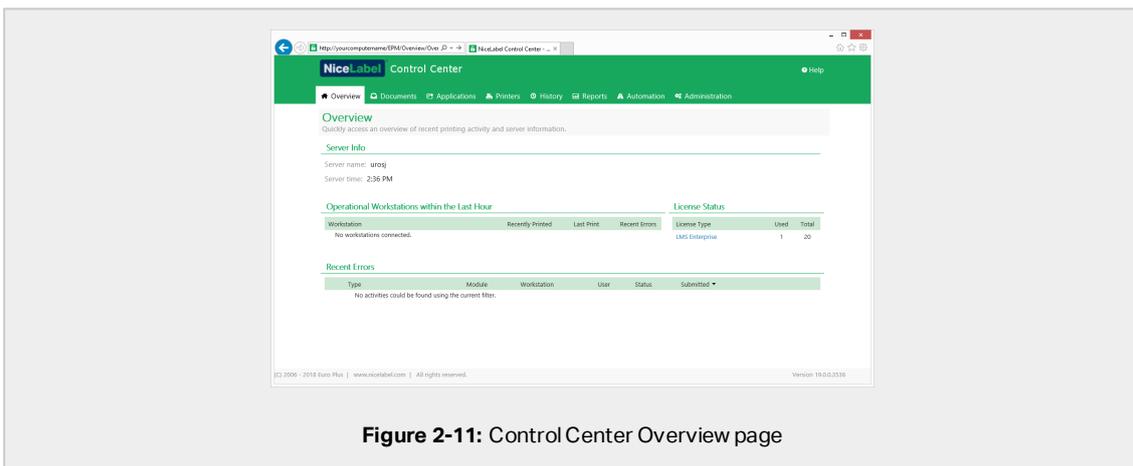


Figure 2-11: Control Center Overview page

If you encounter difficulties during the installation or activation of your Control Center, please use NiceLabel [online support resources](#) or contact NiceLabel [support](#) directly.

Details about NiceLabel licensing are available in the [NiceLabel 2019 Licensing](#) guide.

Thank you for installing the NiceLabel Control Center. For any suggestions on how we can improve our products, do not hesitate to contact us at support@nicelabel.com.

2.6 Offline Activation

To activate your Control Center on a computer without Internet connection:

1. Repeat steps 1–5 from section [Activating your Control Center](#).
2. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.

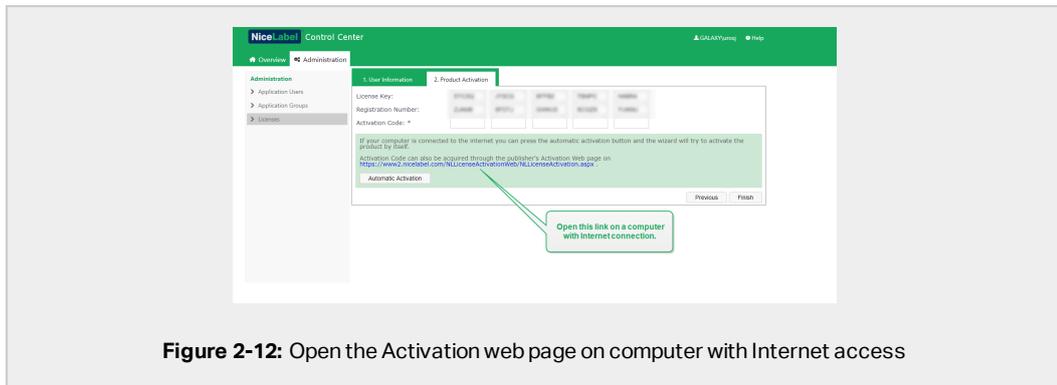


Figure 2-12: Open the Activation web page on computer with Internet access

3. Go to another computer with available Internet connection. Paste the **Activation Web Page** link into the web browser address bar.
4. After the Activation Web Page opens on the computer with Internet connection, fields with information about your license are automatically populated. You can also edit personal information.

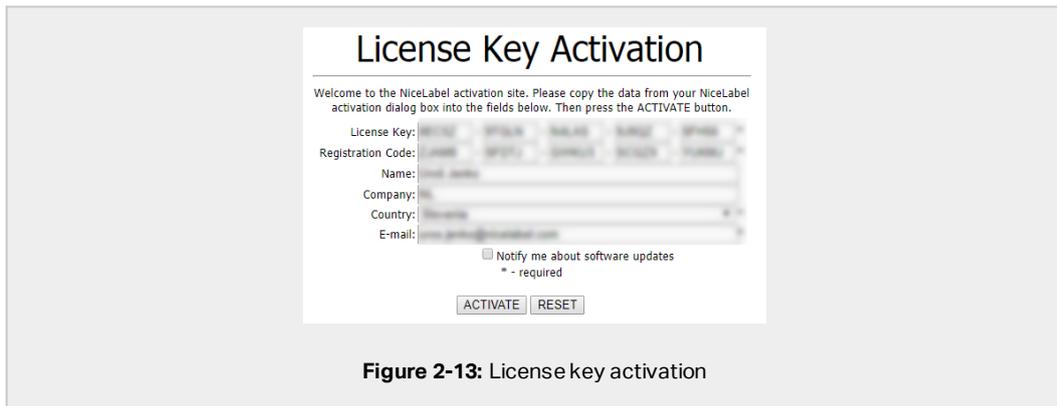


Figure 2-13: License key activation

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

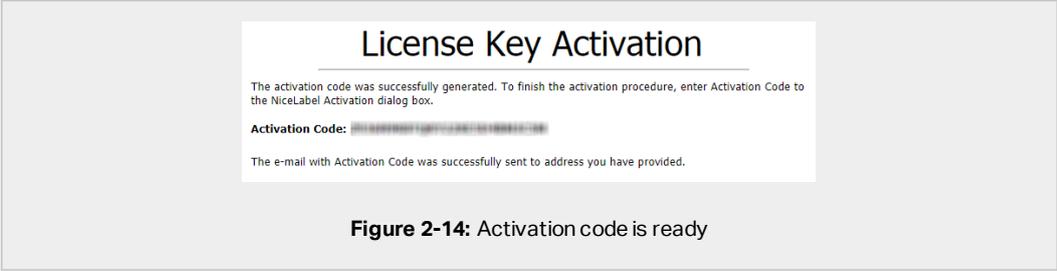


Figure 2-14: Activation code is ready

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

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

- 6. Go back to your offline computer on which you are activating the Control Center. Paste the activation code into the **Activation Code** field.

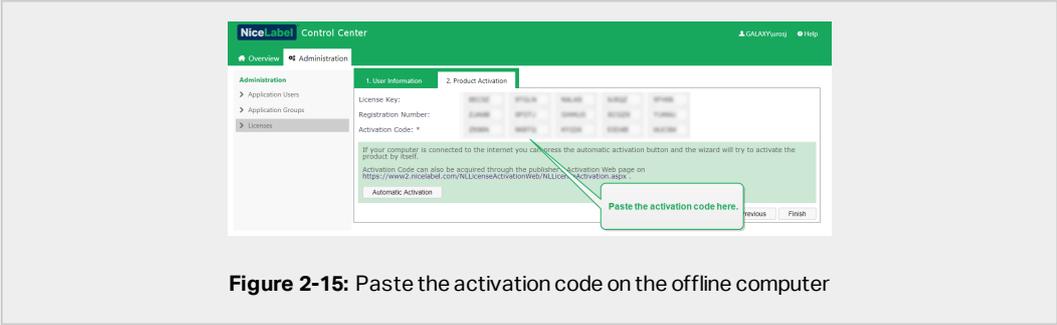


Figure 2-15: Paste the activation code on the offline computer

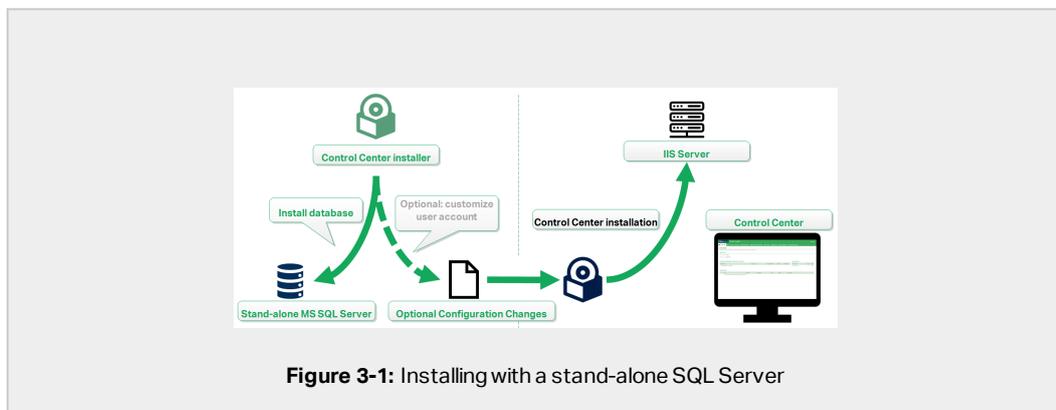
- 7. Click **Finish**. Your offline Control Center is activated.

3 Performing advanced installations

Large-scale deployments of Control Center require sufficient processing capabilities and increased availability of your stored data. This calls for an installation, after which the Control Center application and its database run on separate machines.

There are three advanced Control Center installation scenarios:

- Installing with a stand-alone SQL Server. Use this installation procedure if you have an existing stand-alone server that hosts your SQL Server, and plan to run the Control Center on a separate computer.



- Installing Control Center with database in failover cluster. If labeling is a mission-critical business process for your company, you might want to ensure high availability operation of your database. In this case, you are going to run the Control Center's database in a failover cluster.

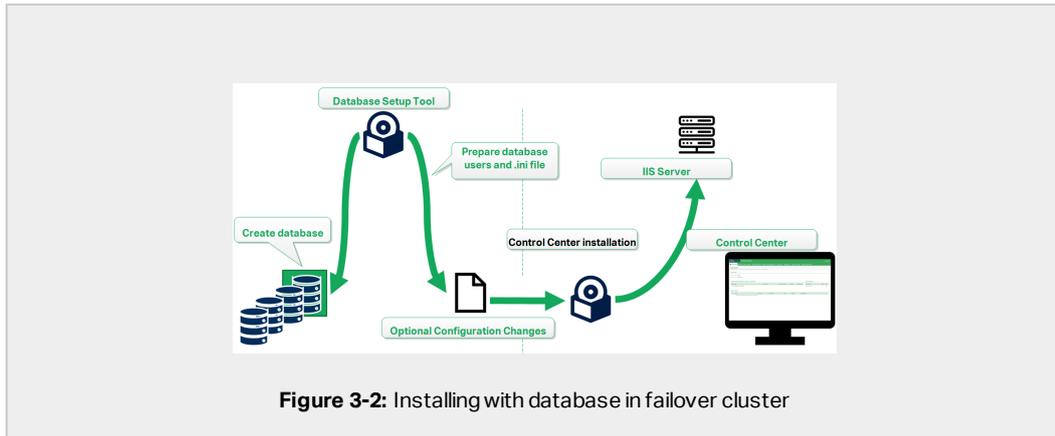


Figure 3-2: Installing with database in failover cluster

- Installing with cloud databases. If your company uses cloud infrastructure, you can install the Control Center database in your cloud.

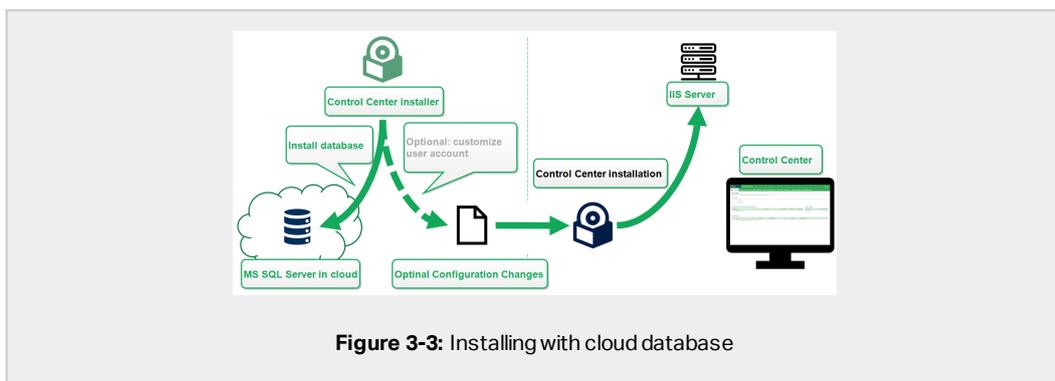


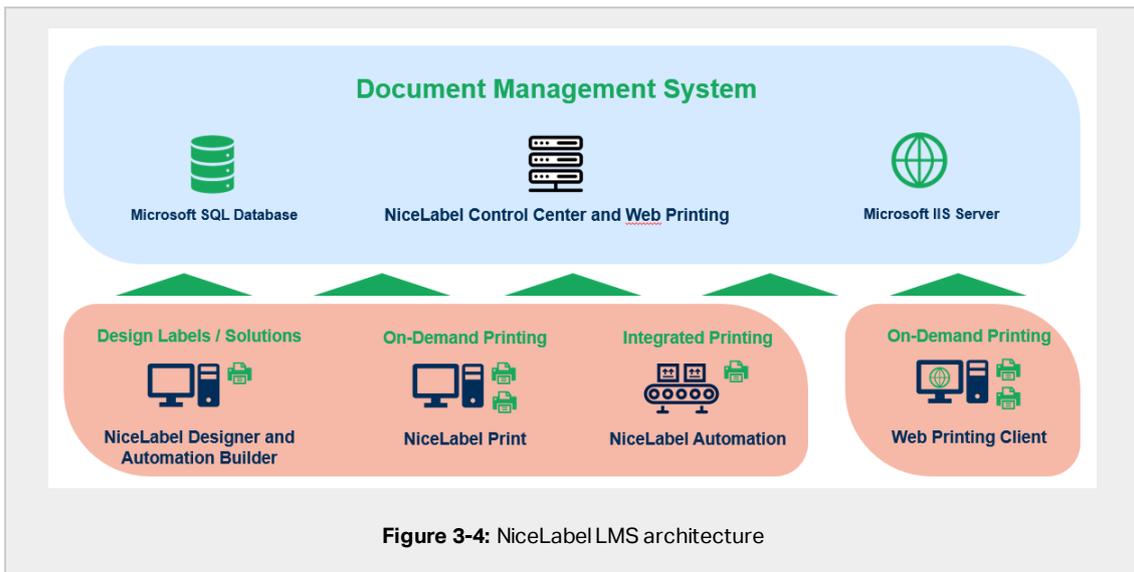
Figure 3-3: Installing with cloud database

3.1 Control Center components in Label Management System (LMS)

Control Center represents the core of NiceLabel LMS which allows you to create a multi-user labeling environment.

These are the server-side NiceLabel LMS components:

- Control Center web application. This is the main Control Center software component that runs on Microsoft Internet Information Services (IIS) using .NET platform.
- Web Printing. This application allows you to share the labels and solutions that you store in Control Center's document storage within your company or with external business partners. The installation of Web Printing is optional.
- Database back-end. Microsoft SQL Server hosts the Control Center database.



In an LMS environment, your Control Center cooperates with these client components:

- NiceLabel Designer. This is the label and form designer using which you create label templates and printing applications (forms) for your desktop and Web printing users.
- NiceLabel Print enables label printing without giving the print operator the access to label design.
- NiceLabel Automation helps you deploy and run automated label printing systems by synchronizing business events with label production.
- Web Printing client enables web users to work with shared applications from the Control Center document storage.

3.2 Installing with database on a stand-alone SQL server

In this scenario, you have a stand-alone server that hosts your SQL Server and you plan to run the Control Center application on a separate server.

Complete these 2 phases:

1. [Phase 1](#). Identify the required Windows and database users.
2. [Phase 2](#). Install the Control Center application and set up your database connection.

3.2.1 Phase 1: Identifying the required users

To install and deploy the Control Center that works with a database that runs on a separate server, server cluster, or cloud server, have the required authorized users ready:

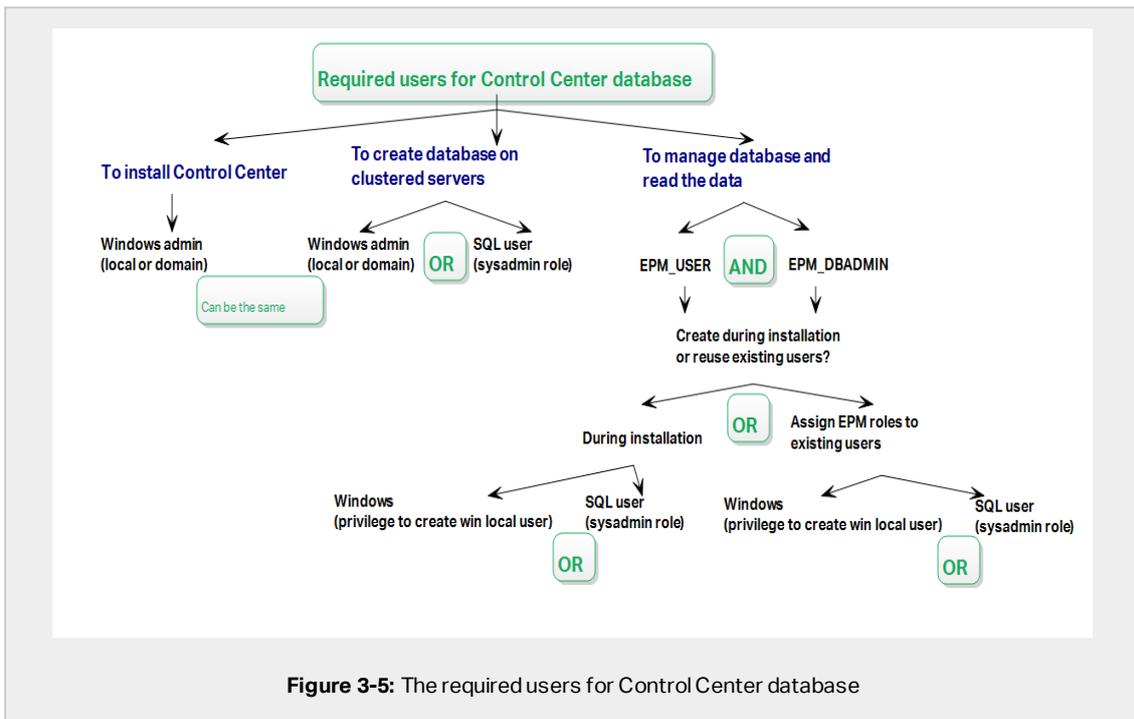


Figure 3-5: The required users for Control Center database

1. **Sysadmin.** To create the Control Center database on the server that hosts your SQL Server instance, you need a system administrator or SQL user with administrative privileges.
2. **EPM_USER.** A user (Windows or SQL) that enables the Control Center to read data from the database.
3. **EPM_DBADMIN.** A user (Windows or SQL) that owns the database.

There are two options to create EPM_USER and EPM_DBADMIN users:

- i. **Automatically.** During the installation, your Control Center installer creates these two users for you.
- ii. **Manually.** Before the installation, you can manually add EPM_USER and EPM_DBADMIN users in these two places:
 - On your Windows system. In this case, the EPM users are Windows users.
 - On your SQL Server. In this case, the EPM users can either be Windows or SQL users.

NOTE: NiceAN is the default name for the Control Center database.

4. **Windows admin.** To install the Control Center on the dedicated server, you need a Windows local or domain user with administrative privileges.

3.2.2 Phase 2: Installing the Control Center application with a stand-alone SQL Server

Before you start installing the Control Center, check the following:

- You must be logged on to your computer as the administrator. If you are the only user, you are probably the administrator.
- Have your NiceLabel license key ready for activating the Control Center. You can complete the installation without the license key, but you cannot start working with Control Center unless you activate your license.

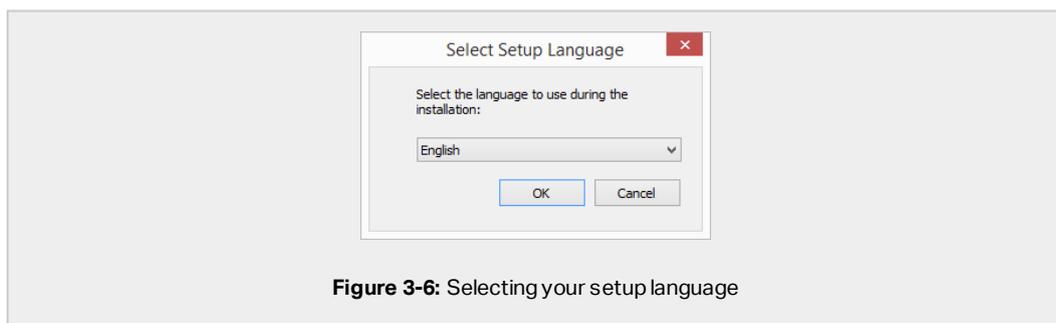
NOTE: NiceLabel recommends accepting all the defaults that the installer offers. This is how you enable the Control Center to automatically configure itself on your computer. This includes installing the SQL database and configuring the IIS.

3.2.2.1 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

NOTE: If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.



5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

3.2.2.2 Enabling Internet Information Services (IIS)

NOTE: If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

3.2.2.3 Setting up website and storage

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.



IMPORTANT! After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.



IMPORTANT! Make sure your selected 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.

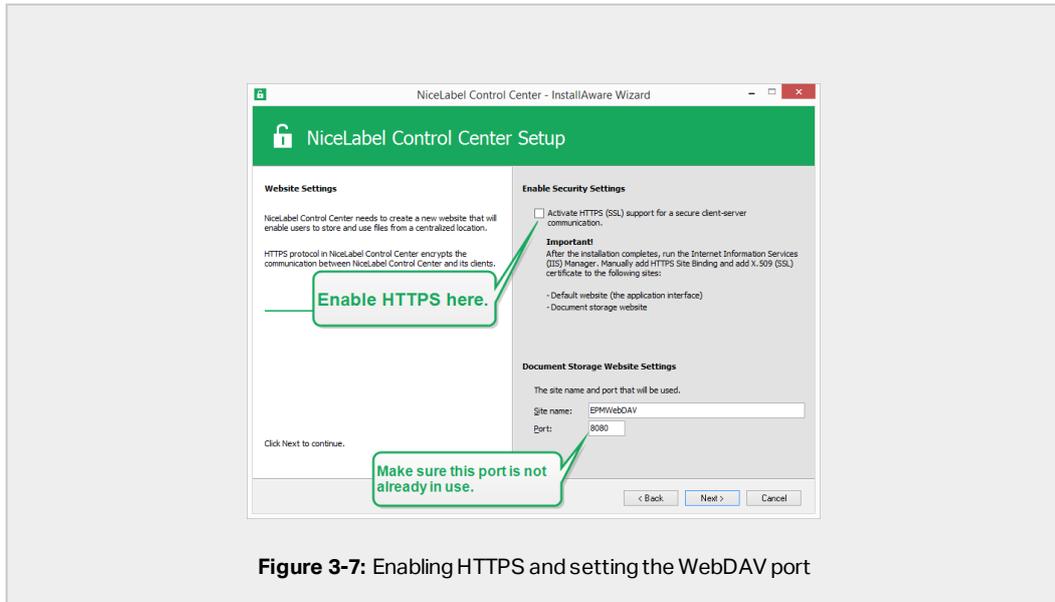


Figure 3-7: Enabling HTTPS and setting the WebDAV port

3. Click **Next**. The installer checks if everything is OK and starts installing the Control Center.

3.2.2.4 Creating the database

Your Control Center requires a database. This is why you must select an existing SQL Server instance on your server and create a dedicated database in this step.



IMPORTANT! Before you start with this installation, make sure you have all the required users from [Phase 1](#) ready.

1. Select the SQL Server instance from the drop-down menu or type in the name of your SQL Server instance using the following syntax: `SQLSERVER\INSTANCE`.
2. Type your **Database name**. NiceLabel recommends you to keep the default name **NiceAN**. This makes potential future communication with our support team easier.
3. Click **Next**. If you have set up the required users in [Phase 1](#) properly, the Control Center installer creates the database and the required users automatically, and proceeds to the next step.

NOTE: By default, the Control Center installer always tries to create the database and the required users under the user account you are currently logged into. If the Control Center installer discovers that your account is missing privileges for the selected SQL Server instance, the installation asks you to log in as a user that has the required set of privileges.

There are three possible reasons why the installer cannot proceed:

- i. **Your account is missing the privilege to create a database.** The installer is trying to create a database while you are logged on as a user without sufficient privileges. Because the installer cannot continue, a window opens for you to log on as a Windows or a SQL user with **sysadmin** role on the SQL Server instance.
- ii. **Your account is missing the privilege to create users.** The installer is trying to create the EPM_USER and EPM_DBADMIN Windows users on the database server, and to set their access privileges. At this moment, the installer discovers that your account lacks the privilege to complete these two actions. As a result, the installer cannot continue and opens a window for you to log on as a Window or SQL user with granted "create user" privilege.
- iii. **Your account is missing both privileges from above.** In this case, the Control Center installer discovers that your account lacks privileges to create the database and to create the required users. A window opens allowing you to log on using user name and password that allow you to create the database and required users.

To customize the user account under which the installer creates the database, and the required users, open the **Optional User Setting Changes**. Details are available in section [Choosing the user account for database creation](#).

NOTE: If you still cannot proceed, contact your local system administrator to identify the required users.

4. Click **Next**. The installer checks if everything is OK and installs the Control Center. If the credentials issue persists, the logon window appears automatically.

3.2.2.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.

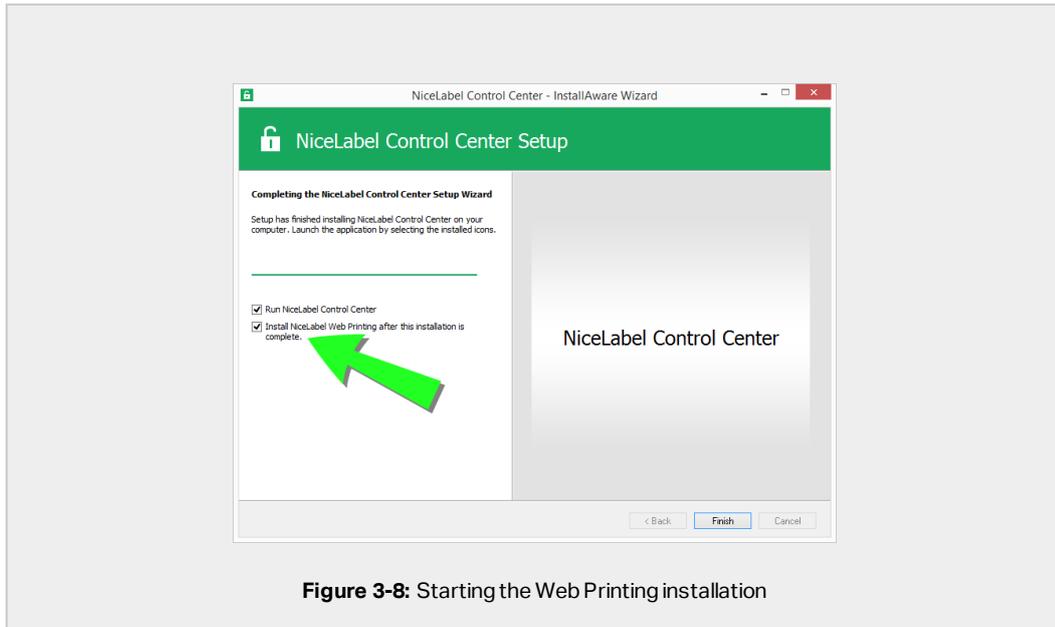


Figure 3-8: Starting the Web Printing installation

This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.

- Your browser opens the Control Center page.

3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

3.2.3 When you are done

After the installation completes, your browser opens the Control Center **Overview** page.

The address of your Control Center is: `http://yourcomputername/EPM`.

NOTE: Control Center cannot work properly with JavaScript disabled. If you are installing Control Center on a server, it is possible that due to security reasons, JavaScript is disabled by default. If there are no security issues, enable JavaScript in your Internet Explorer browser and reload the page. Read more here: <https://support.microsoft.com/en-us/help/3135465/how-to-enable-javascript-in-windows>.

Instructions for additional Control Center functions are available here:

- Application server - Configuring RemoteApp:
<https://kb.nicelabel.com/index.php?t=faq&id=299>

3.2.4 Activating your Control Center

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

The mail attachment containing the activation key looks like this:

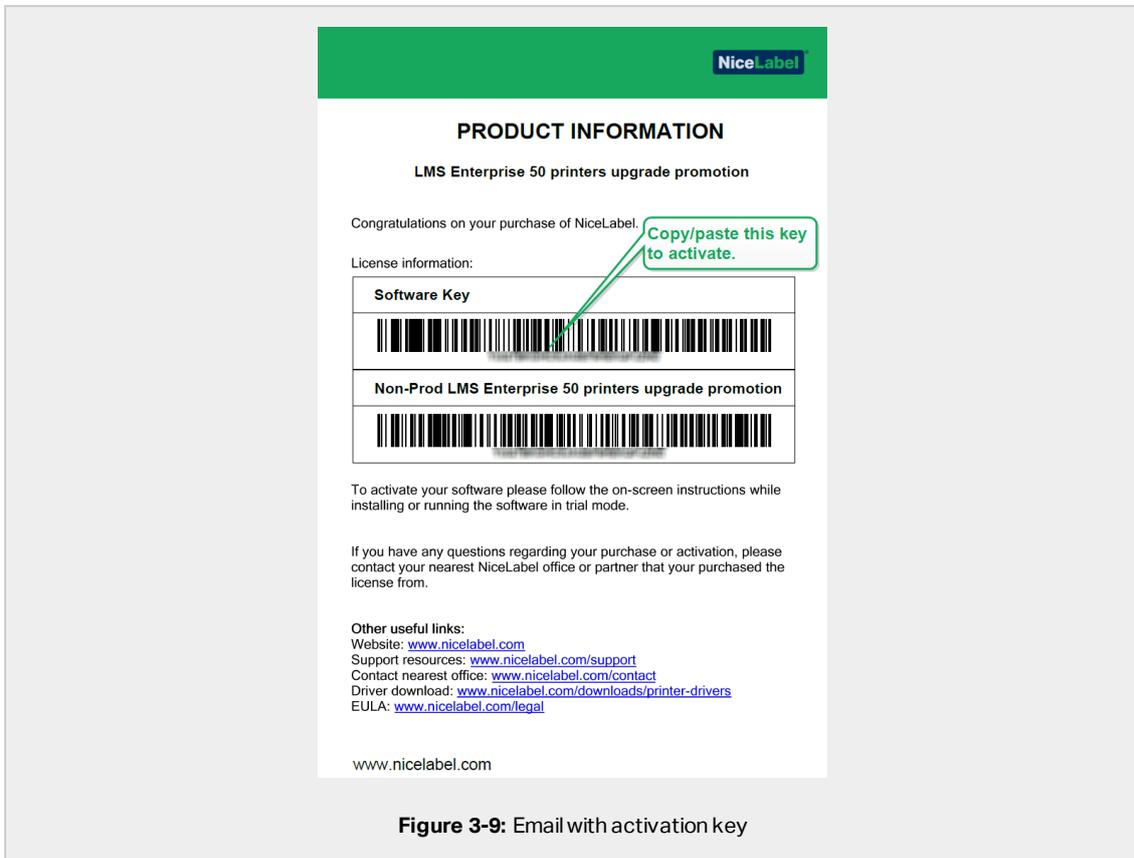


Figure 3-9: Email with activation key

The non-activated Control Center only shows two pages – **Overview** and **Administration**, while all other pages remain inaccessible. Activation unlocks these pages and allows you to start working with your labels.

The below described activation procedure requires Internet access. If your computer is offline, see section [Offline Activation](#)

1. Open your Control Center and go to **Administration > Licenses**.
2. Click **Activate new product**.
3. Copy your license key from the email that you received from NiceLabel.
4. Paste your **Key** to the **License Key** field.

5. Type your user information.
6. Click **Next**.

When the activation passes, all your Control Center functions become unlocked.

Open the Control Center (type the URL <http://yourcomputername/epm>) page in your browser. The page should look like this:

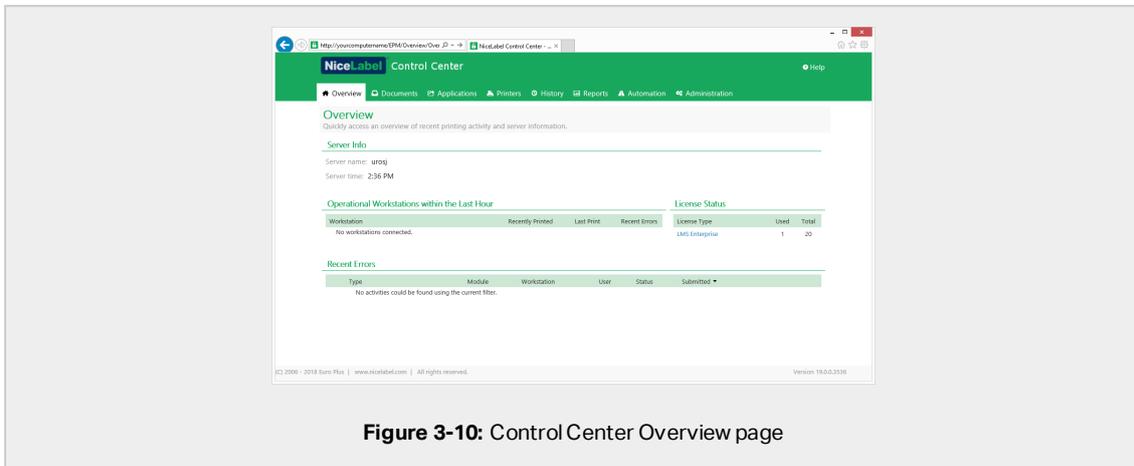


Figure 3-10: Control Center Overview page

If you encounter difficulties during the installation or activation of your Control Center, please use NiceLabel [online support resources](#) or contact NiceLabel [support](#) directly.

Details about NiceLabel licensing are available in the [NiceLabel 2019 Licensing](#) guide.

Thank you for installing the NiceLabel Control Center. For any suggestions on how we can improve our products, do not hesitate to contact us at support@nicelabel.com.

3.2.5 Offline Activation

To activate your Control Center on a computer without Internet connection:

1. Repeat steps 1–5 from section [Activating your Control Center](#).
2. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.

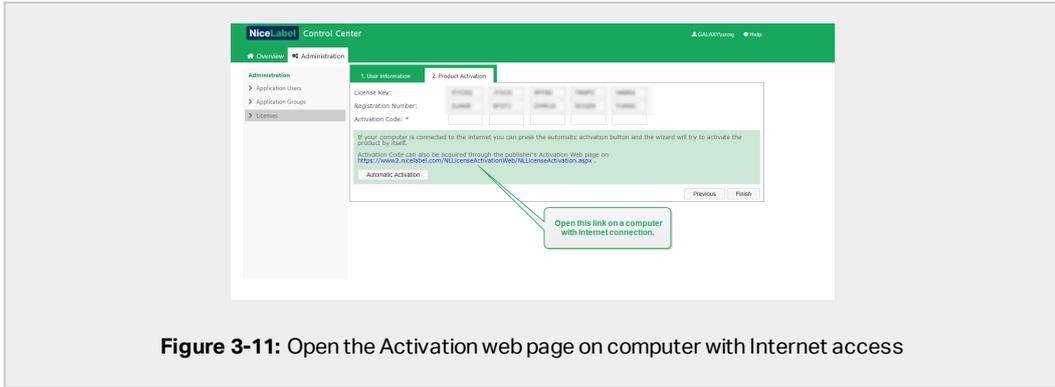


Figure 3-11: Open the Activation web page on computer with Internet access

3. Go to another computer with available Internet connection. Paste the **Activation Web Page** link into the web browser address bar.
4. After the Activation Web Page opens on the computer with Internet connection, fields with information about your license are automatically populated. You can also edit personal information.

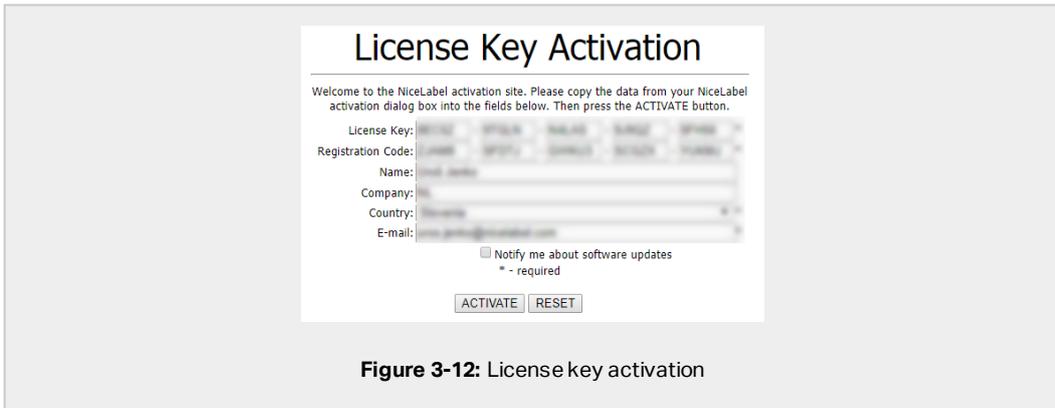


Figure 3-12: License key activation

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

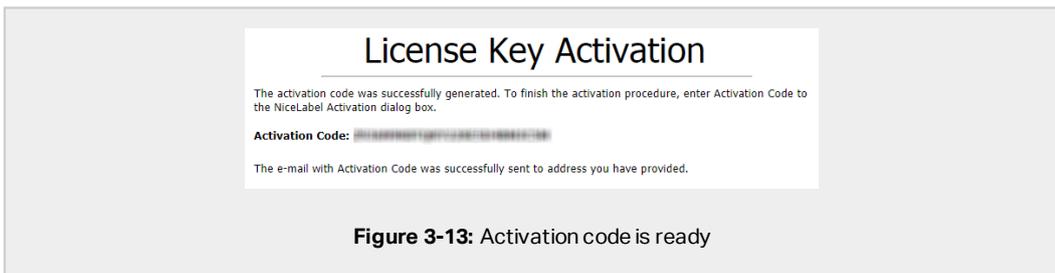
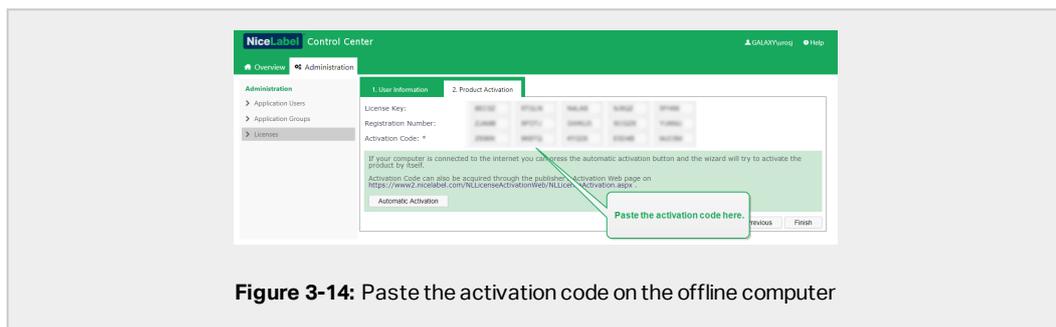


Figure 3-13: Activation code is ready

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

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

6. Go back to your offline computer on which you are activating the Control Center. Paste the activation code into the **Activation Code** field.



7. Click **Finish**. Your offline Control Center is activated.

3.3 Installing with database in a failover cluster

In comparison to a single-server database configuration, running the Control Center database in a failover cluster makes sure that your data is accessible even in case of a server failure.

NOTE: For instruction on how to complete the SQL Server Failover Cluster Installation, please visit the [dedicated Microsoft web page](#).

Complete these 3 installation phases to get the high availability Control Center working:

1. [Phase 1](#). Identify the required Windows and database users.
2. [Phase 2](#). Create and configure the database on your failover cluster.
3. [Phase 3](#). Install the Control Center application and connect your Control Center to the database that runs on the clustered servers.

3.3.1 Phase 1: Identifying the required users

To install and deploy the Control Center that works with a database that runs on a separate server, server cluster, or cloud server, have the required authorized users ready:

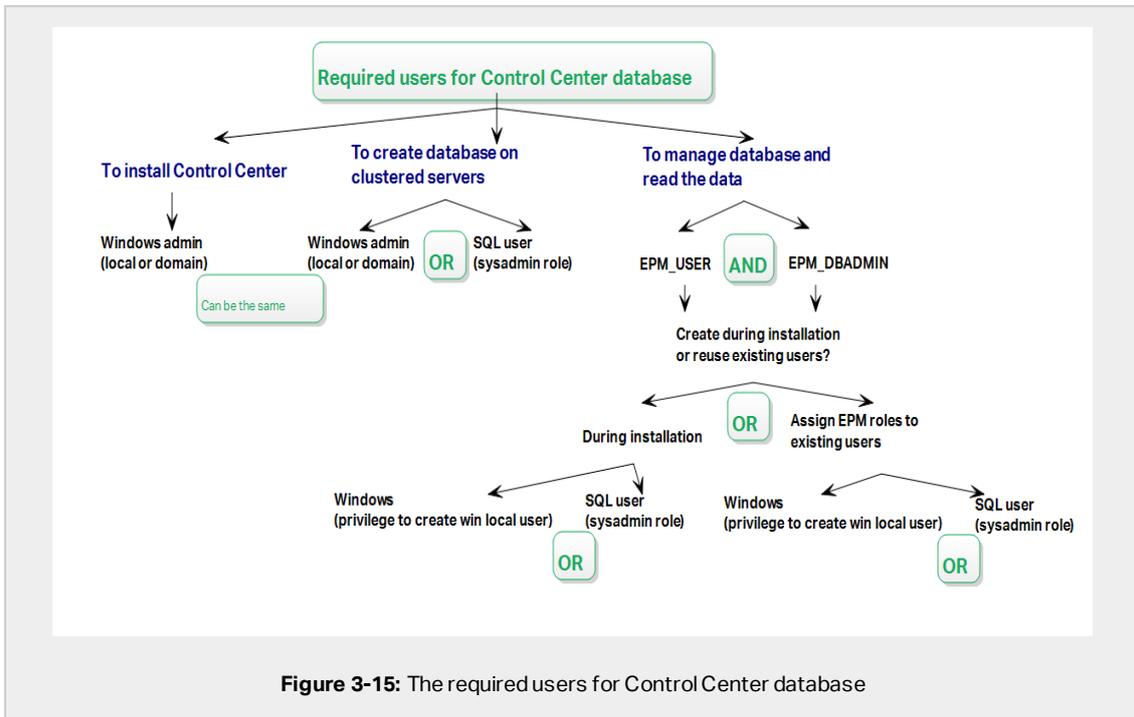


Figure 3-15: The required users for Control Center database

1. **Sysadmin.** To create the Control Center database on the server that hosts your SQL Server instance, you need a system administrator or SQL user with administrative privileges.
2. **EPM_USER.** A user (Windows or SQL) that enables the Control Center to read data from the database.
3. **EPM_DBADMIN.** A user (Windows or SQL) that owns the database.

There are two options to create EPM_USER and EPM_DBADMIN users:

- i. **Automatically.** During the installation, your Control Center installer creates these two users for you.
- ii. **Manually.** Before the installation, you can manually add EPM_USER and EPM_DBADMIN users in these two places:

- On your Windows system. In this case, the EPM users are Windows users.
- On your SQL Server. In this case, the EPM users can either be Windows or SQL users.

NOTE: NiceAN is the default name for the Control Center database.

4. **Windows admin.** To install the Control Center on the dedicated server, you need a Windows local or domain user with administrative privileges.

3.3.2 Phase 2: Creating your database in a failover cluster

Before you start creating the Control Center database on your failover cluster, check the following:

- To install the Control Center database, you need an Administrative account for the SQL Server. You can be logged on as:
 - A Windows user that has been set up as the SQL administrator. See the **Logins** section in the SQL Server Management Studio.
 - A SQL user account with permissions to create a database, such as the user "sa".
- Make sure your SQL Server cluster is configured correctly. Please refer to the [Microsoft user documentation that covers the installation and configuration of SQL Server](#).
- Have the Database Setup Tool installer ready. To locate the Database Setup Tool installer, open the **Advanced installation** folder on your NiceLabel installation DVD.

The Database Setup Tool is a utility tool that enables you to:

- Create and manage the database on your SQL Server.
- Create and manage the required database users.



IMPORTANT! When you run the Database Setup Tool, the tool creates an .ini file. You need this .ini file to store your database configuration settings. These settings enable you to install the Control Center application.

1. Create the database in the failover cluster from the server on which you are also installing the Control Center. Log on to this server.
2. Copy the folder `Install\DBTool` from NiceLabel DVD to the local disk. This folder includes the Database Setup Tool.
3. Double click `DBToolSFX.exe` to run the Database Setup Tool . Go to **Server Information**.

- **SQL Server name** is the name of the SQL Server instance on which you are creating your Control Center database. By default, the Database Setup Tool names the instance as `SERVER\SQLSERVER`.
- **Database name** is the name of the database you are creating. NiceLabel recommends you to keep the default name **NiceAN** for potential future communication with our support team.
- You can create your database by logging on as a Windows or as a SQL user. Select the **Authentication** type.

IMPORTANT! No matter which authentication type you choose, the user account must have **sysadmin** privileges on the SQL Server.

- If you decide to use **Windows** authentication, you have two options. In both cases, your account needs Windows domain administrative privileges and SQL **sysadmin** role.
 - Select **Use currently logged on user** if the Windows user you are currently logged on has sufficient privileges.
 - You can use another Windows account if your current user has insufficient privileges.

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

- If you decide to use **SQL Server** authentication, provide a user defined in the SQL Server that has a **sysadmin** role. This is usually the `sa` user.

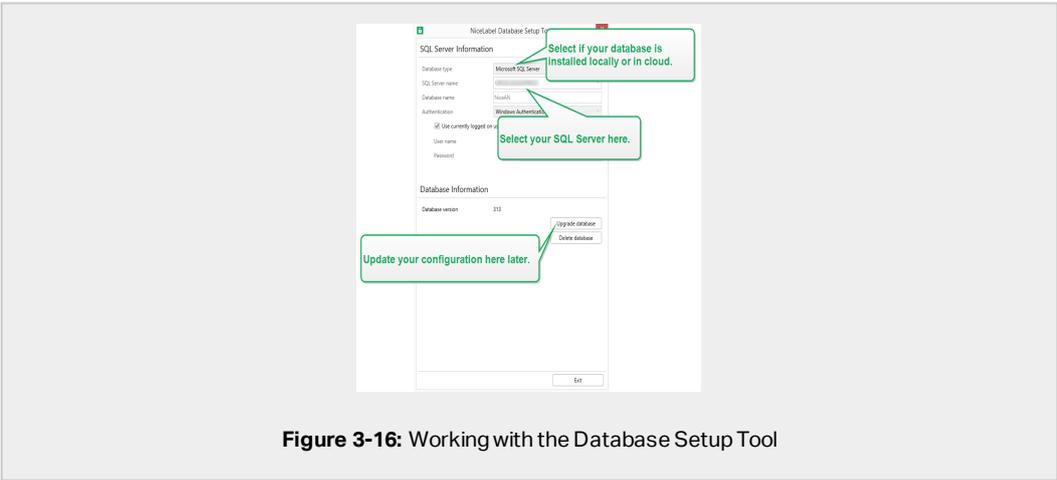
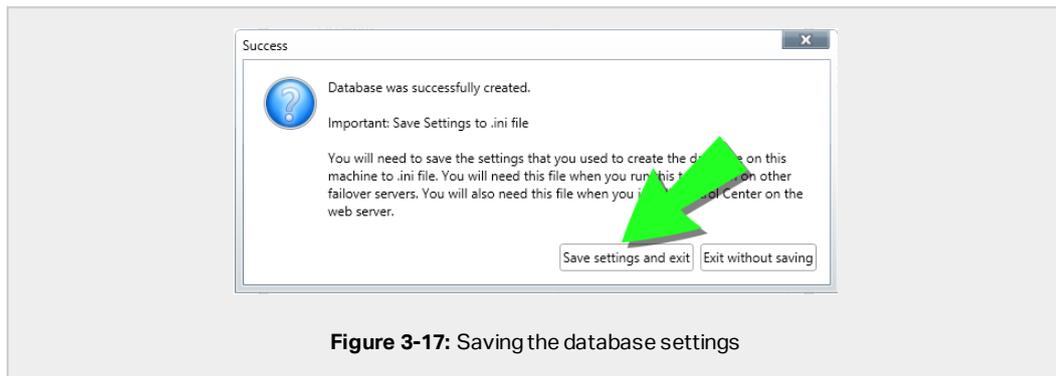


Figure 3-16: Working with the Database Setup Tool

4. To define the database users, go to **Database Information**.
 - **Users creation** selects how you are going to define the required database users.
 - To let the Database Setup Tool automatically create the required users for you, accept the default selection: **Create EPM_USER and EPM_DBADMIN**.
 - To give already created users EPM roles, select **I have created the users myself**.
 - In both cases, you can use **Windows** or **SQL Server authentication**.
5. Click **Create database**. A confirmation window appears.
6. Click **Save settings and exit**. Your Windows explorer opens. Store your .ini configuration file on a USB key or at an accessible location on your network.



WARNING: Keep the .ini file in a secure location. This file contains sensitive configuration settings that could compromise the security of your labeling system.

Certain companies require regular database configuration changes. In most cases, such changes are part of regular security updates. To change the database configuration:

1. Click the **Update installation configuration** button.
2. A new window opens. Choose what to upgrade.

3.3.3 Phase 3: Installing the Control Center application

Before you start installing the Control Center, check the following:

- You must be logged on to your computer as the administrator. If you are the only user, you are probably the administrator.
- Have your NiceLabel license key ready for activating the Control Center. You can complete the installation without the license key, but you cannot start working with Control Center unless you activate your license.

NOTE: NiceLabel recommends accepting all the defaults that the installer offers. This is how you enable the Control Center to automatically configure itself on your computer. This includes installing the SQL database and configuring the IIS.

3.3.3.1 Storing installer and .ini file in the same folder

1. Create a dedicated Control Center installation folder on your computer.
2. Copy the Control Center installer file to the dedicated folder.
3. Copy your .ini file to the folder.

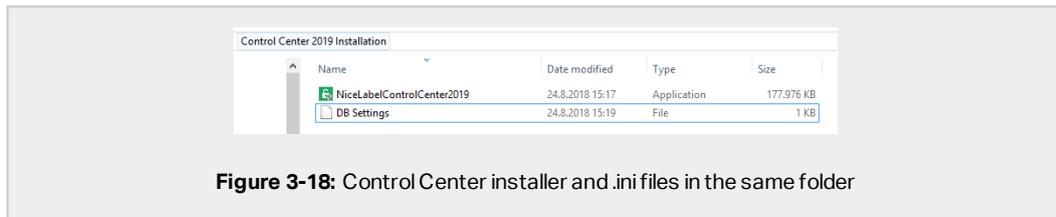


Figure 3-18: Control Center installer and .ini files in the same folder

WARNING: Keep the copy of your .ini file in a secure location. This file contains sensitive configuration settings that could compromise the security of your labeling system.

The Control Center installer uses your .ini file to automatically configure the clustered database connections.

3.3.3.2 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

NOTE: If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.

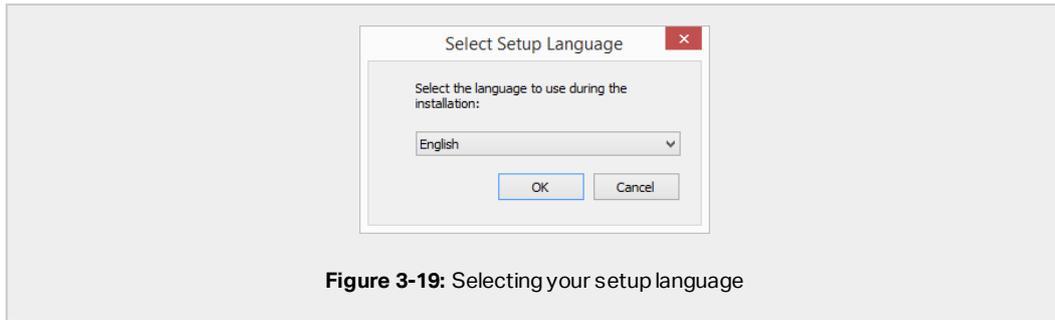


Figure 3-19: Selecting your setup language

5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

3.3.3.3 *Enabling Internet Information Services (IIS)*

NOTE: If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

3.3.3.4 *Setting up website and storage*

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.

 **IMPORTANT!** After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.

 **IMPORTANT!** Make sure your selected 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.

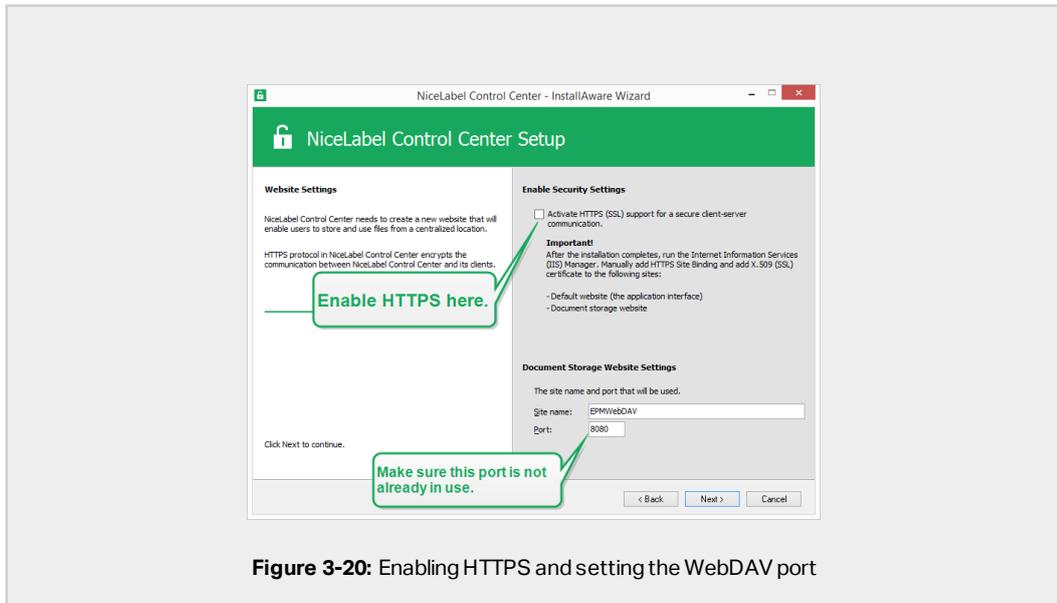


Figure 3-20: Enabling HTTPS and setting the WebDAV port

3. Click **Next**. The installer checks if everything is OK and starts installing the Control Center.

3.3.3.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.

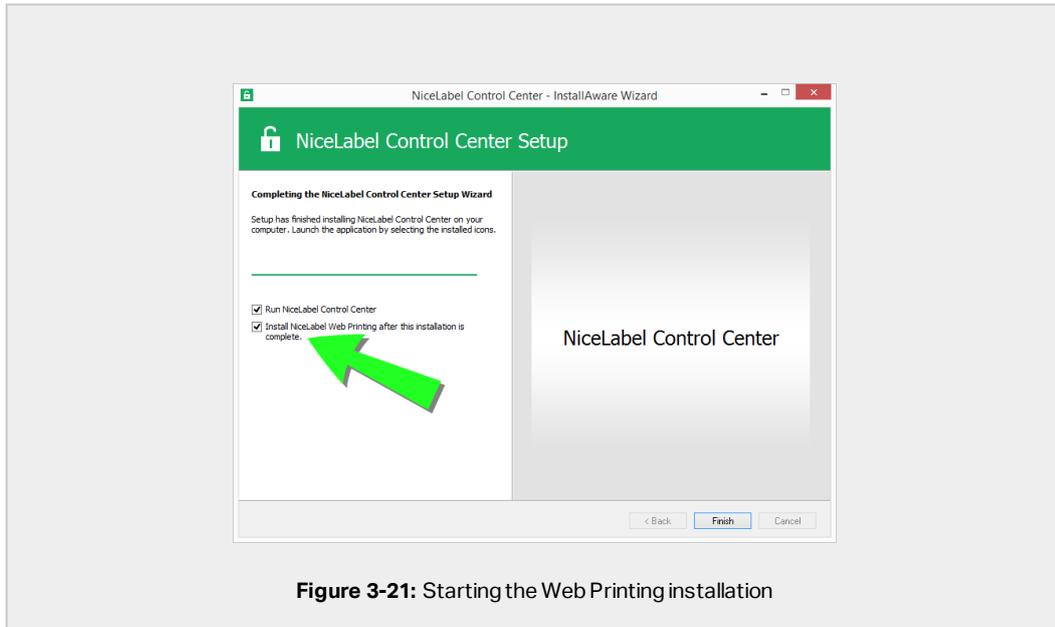


Figure 3-21: Starting the Web Printing installation

This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.
 - Your browser opens the Control Center page.
3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

3.3.4 Ensuring uninterrupted document access in all load balancing and failover clusters

If you are using a Microsoft cluster, Control Center automatically routes the document requests to the correct node. This is how your documents are always available, no matter which node in your cluster is currently in use.

In certain installation scenarios, you might also use alternative clustering solutions. In these cases, automatic selection of nodes might cause document access issues. To ensure uninterrupted access to your documents in a non-Microsoft cluster, you must manually update the Control Center database:

1. Open your SQL Server Management Studio and connect to the SQL server that hosts your Control Center database.
2. Expand **Databases > NiceAN > Tables** and find the `nan.Setting` table.

3. Edit the `nan.Setting` table. Add a new row: `Setting = 'ClusterName', Value = '<cluster name>'`.

EXAMPLE:

21	ClusterName	yourcluster.domain.local
----	-------------	--------------------------

NOTE: NiceAN is the default name for the Control Center database.

3.3.5 When you are done

After the installation completes, your browser opens the Control Center **Overview** page.

The address of your Control Center is: `http://yourcomputername/EPM`.

NOTE: Control Center cannot work properly with JavaScript disabled. If you are installing Control Center on a server, it is possible that due to security reasons, JavaScript is disabled by default. If there are no security issues, enable JavaScript in your Internet Explorer browser and reload the page. Read more here: <https://support.microsoft.com/en-us/help/3135465/how-to-enable-javascript-in-windows>.

Instructions for additional Control Center functions are available here:

- Application server - Configuring RemoteApp:
<https://kb.nicelabel.com/index.php?t=faq&id=299>

3.3.6 Activating your Control Center

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

The mail attachment containing the activation key looks like this:

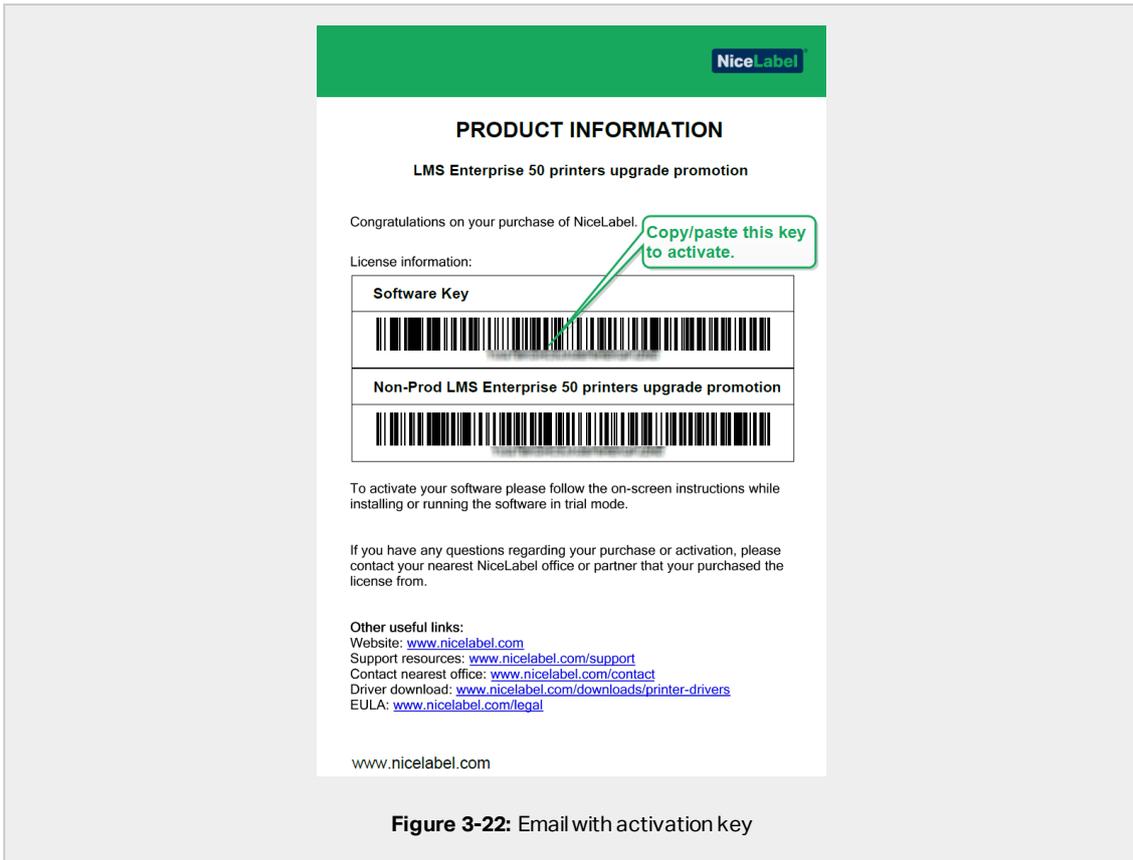


Figure 3-22: Email with activation key

The non-activated Control Center only shows two pages – **Overview** and **Administration**, while all other pages remain inaccessible. Activation unlocks these pages and allows you to start working with your labels.

The below described activation procedure requires Internet access. If your computer is offline, see section [Offline Activation](#)

1. Open your Control Center and go to **Administration > Licenses**.
2. Click **Activate new product**.
3. Copy your license key from the email that you received from NiceLabel.
4. Paste your **Key** to the **License Key** field.
5. Type your user information.
6. Click **Next**.

When the activation passes, all your Control Center functions become unlocked.

Open the Control Center (type the URL <http://yourcomputername/epm>) page in your browser. The page should look like this:

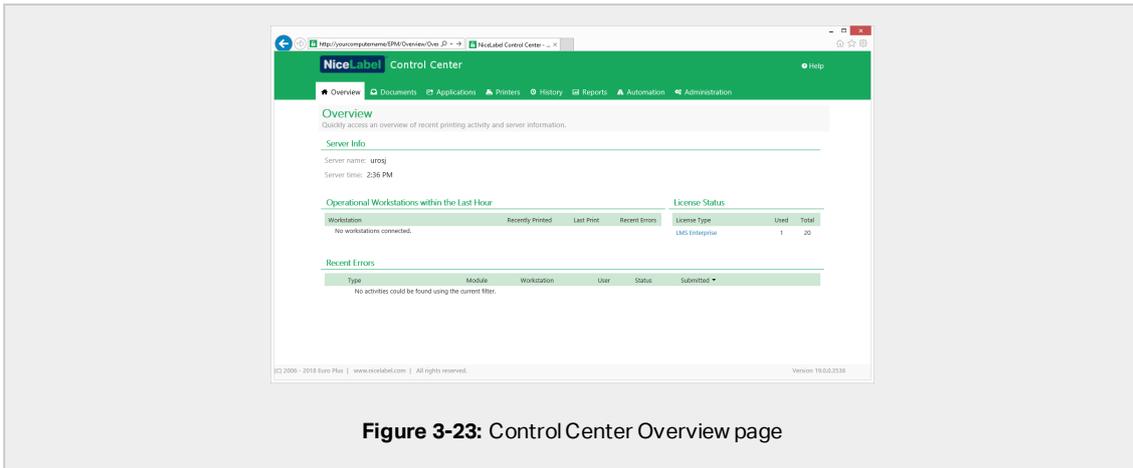


Figure 3-23: Control Center Overview page

If you encounter difficulties during the installation or activation of your Control Center, please use NiceLabel [online support resources](#) or contact NiceLabel [support](#) directly.

Details about NiceLabel licensing are available in the [NiceLabel 2019 Licensing](#) guide.

Thank you for installing the NiceLabel Control Center. For any suggestions on how we can improve our products, do not hesitate to contact us at support@nicelabel.com.

3.3.7 Offline Activation

To activate your Control Center on a computer without Internet connection:

1. Repeat steps 1–5 from section [Activating your Control Center](#).
2. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.

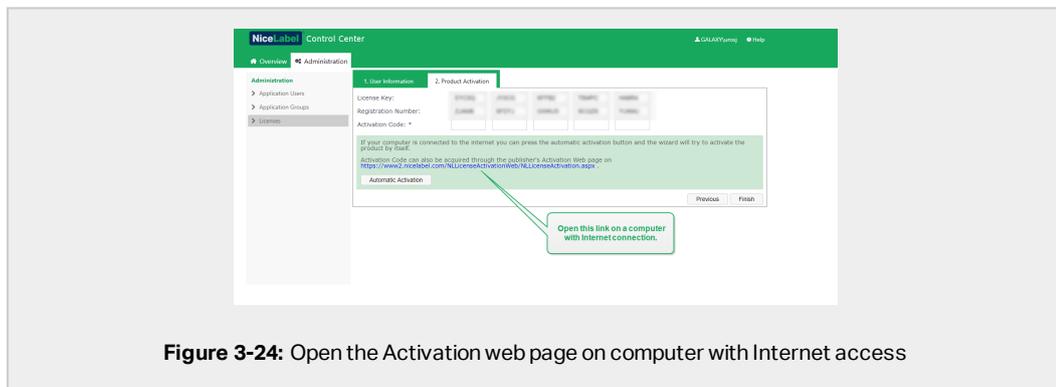


Figure 3-24: Open the Activation web page on computer with Internet access

3. Go to another computer with available Internet connection. Paste the **Activation Web Page** link into the web browser address bar.
4. After the Activation Web Page opens on the computer with Internet connection, fields

with information about your license are automatically populated. You can also edit personal information.



Figure 3-25: License key activation

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

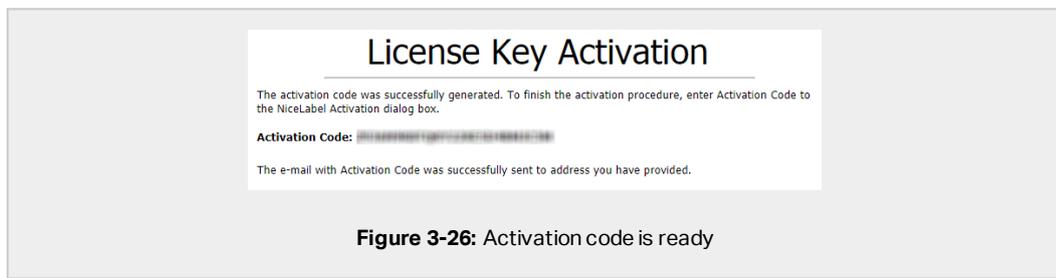


Figure 3-26: Activation code is ready

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

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

6. Go back to your offline computer on which you are activating the Control Center. Paste the activation code into the **Activation Code** field.

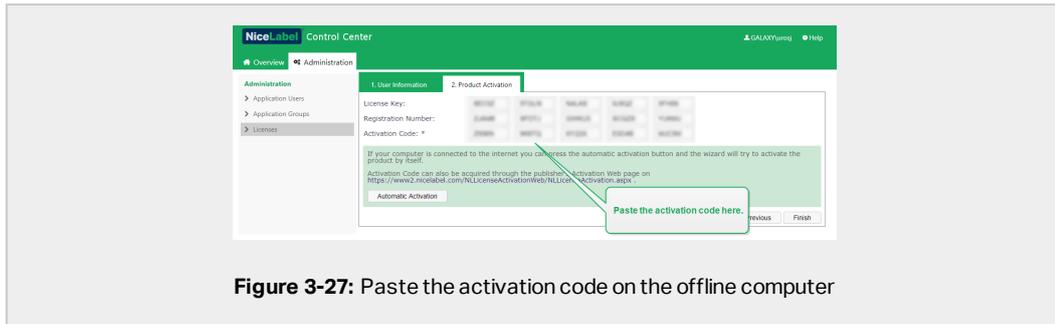


Figure 3-27: Paste the activation code on the offline computer

7. Click **Finish**. Your offline Control Center is activated.

3.4 Installing with cloud databases

You can install Control Center databases (NiceAN) on your local server, or install cloud databases. To install a cloud database, select it from the **Database type** drop-down menu on our Database Setup Tool during installation:

- **Microsoft SQL Server** is your locally installed (on-premise) Control Center database. Select this option to run your NiceAN database, Control Center, and its database locally.

NOTE: You can use Windows or SQL authentication to connect to the **Microsoft SQL Server** database.

- **Microsoft Azure SQL Database** is the database you install in your company's own Microsoft Azure cloud. Select this option to run Control Center locally and run its database on your Azure cloud.
- **Microsoft Azure SQL Database Managed Instance** is the database you install on your SQL server that runs on a virtual machine in Azure cloud.
- **Amazon RDS** is the database you run in your Amazon cloud.

NOTE: You can use SQL authentication for all three cloud-based database types.

NOTE: NiceLabel installs and maintains your database for you when you use Control Center databases in the NiceLabel Azure cloud (within the `onnicelabel.com` domain).

4 Security and updates

4.1 Adding HTTPS site binding and SSL certificate in IIS

NOTE: If your Control Center with address `https://yourservername/epm` opens in the browser, the IIS on your computer is already properly configured. You can skip this section.

Because you are planning to use your Control Center in an open networking environment, you selected the **HTTPS support** while installing your Control Center. If you enable the **HTTPS support** option during the installation, your Control Center's address becomes `https://yourservername/epm` ("http://" becomes "https://").

NOTE: For more information about the security of your printing environment, consult personnel responsible for the networking infrastructure in your company.

Before you can open and start working with your Control Center using a secure connection, configure your IIS.

NOTE: If you do not have the IIS Manager installed on your computer, get it from [Microsoft Download Center](#).

Instructions for the Default Web Site

1. Open your IIS Manager.
2. In the **Connection** panel on the left side of the window, expand the **<servername>** node, and expand the **Sites** node.

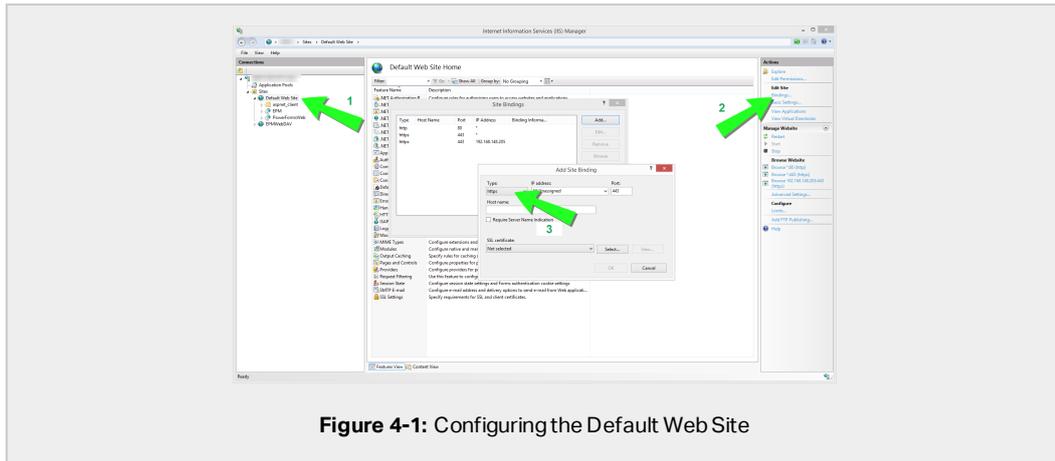


Figure 4-1: Configuring the Default Web Site

3. Select **Default Web Site**.
4. In the **Actions** panel on the right side of the window, click **Bindings**.
 - Site Bindings window opens. Click **Add**.
5. In the **Type** field, select **https**.
6. In the **Port** field, type **443**.
7. In SSL certificate, select your certificate from the list. Click **View** to see the properties of your certificate.
8. Click **OK** and close the window. You can now open the Control Center page via secure connection. Notice that the URL of your Control Center now starts with `https://`. This is how you know that you properly set up the secure connection to your Control Center.

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

Instructions for the EPMWebDAV Site

1. Open your IIS Manager.
2. In the **Connection** panel on the left side of the window, expand the **<servername>** node, and expand the **Sites** node.

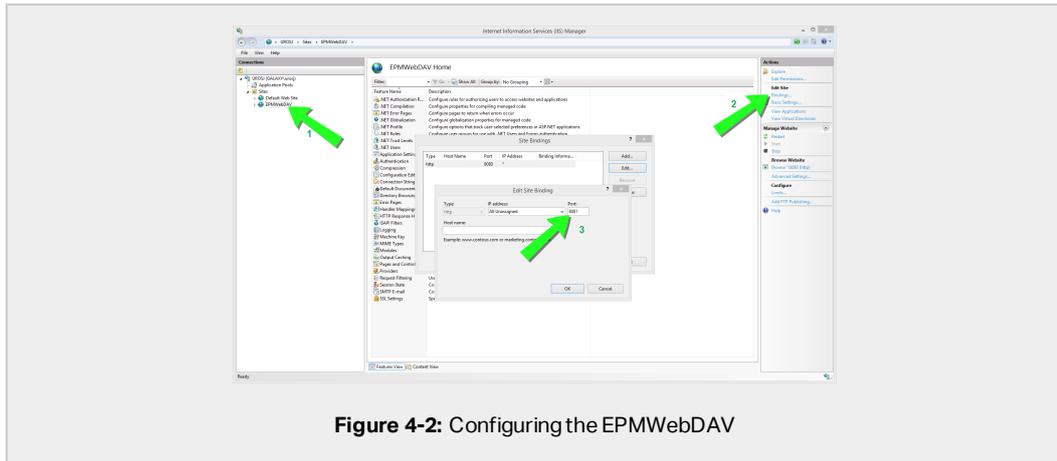


Figure 4-2: Configuring the EPMWebDAV

3. Select **EPMWebDAV**.
4. In the **Actions** panel on the right side of the window, click **Bindings**.
 - Site Bindings window opens. Select the existing item and click **Edit**.
5. In the **Port** field, type **8081**.
6. Click **OK**.
7. Click **Add**.
8. In **Type**, select **https**.
9. In **Port**, select **8080**.
10. In **Host name**, type the **computer name**. You can see the computer name in **Control Panel > System** and **Security > System**. This is just a computer name, not an FQDN name.
11. In **SSL certificate**, select the correct certificate in the list. You can click **View** button to see the properties of the certificate currently displayed in the drop down list.

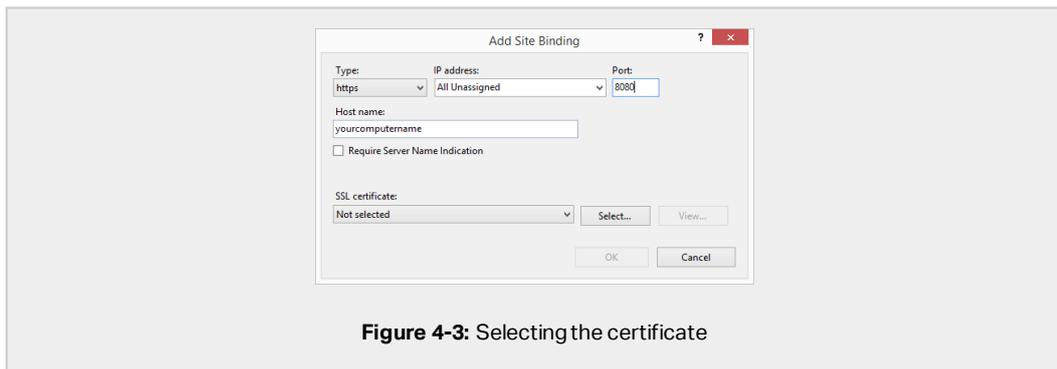


Figure 4-3: Selecting the certificate

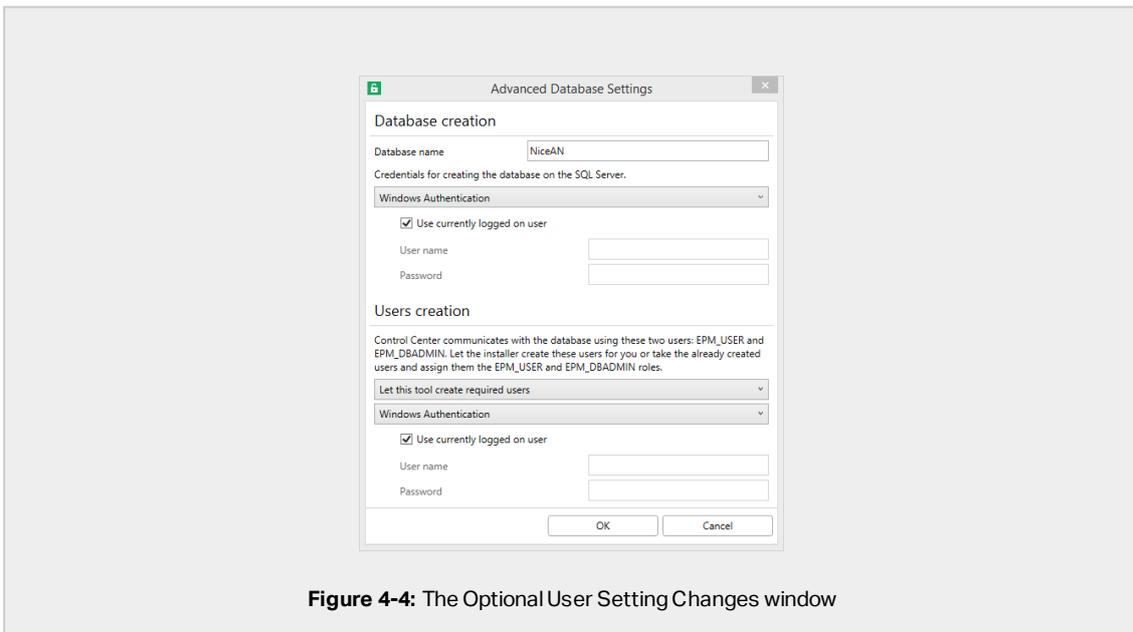
12. Click **OK**.

13. Select the old http binding configured on port 8081. Click **Remove**.
14. Click **Close**.

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

4.2 Choosing the user account for database creation

While installing your Control Center, you might learn the account you are logged under on does not have sufficient privileges to create the database and the required users on the server that hosts your SQL Server instance. In this case, your Control Center installer offers you **Optional User Setting Changes**. These settings allow you to change the user account under which you are trying to create the Control Center database or the required EPM users.



Open the **Optional User Setting Changes** in two cases:

1. You are currently logged on with a user account that has insufficient privileges for creating the database and the required users on the SQL Server instance.
2. You are planning to use the existing Windows or SQL users as your EPM_USER or EPM_DBADMIN users.

Details about the required users for installing the Control Center are available in the section [Identifying the required users](#).

Use the **Optional User Setting Changes** to create or edit the required users for database management, and for the communication between your Control Center and its database.

1. Define the user that creates the database on the selected SQL Server instance. There are two options:

- **Use the currently logged on user.** This is the Windows local or domain user under which you are installing the Control Center.

NOTE: You can use the Windows local user if the SQL Server runs locally on your machine. If the SQL Server runs on another machine within your domain, use a domain Windows user.

- You can specify another user that creates the database. This can either be a Windows or a SQL user. Define this using the selected **Authentication** type.



IMPORTANT! Whichever option you choose, the user must have the **sysadmin** role on your SQL Server instance.

2. Create users EPM_USER (to read the data) and EPM_DBADMIN (to own the database). There are two options to create these two users:

1. **Automatically.** The Control Center installer creates these two users for you. If you select this option, the installer creates EPM_USER and EPM_DBADMIN users as Windows users.
2. **Manually.** You can manually create the EPM_USER and EPM_DBADMIN users on your system before the installation. You can also use other existing Windows or SQL users to perform the roles of EPM_USER and EPM_DBADMIN users.

Read how to configure the manually created EPM users in the section [Configuring securables for custom database users](#).

- If you select Windows **Authentication**, define the names of the predefined Windows users that take the EPM_USER and EPM_DBADMIN roles. Keep the default names to let the dedicated EPM users take these two roles, or type the name of other existing Windows users that take the roles instead.
- If you select SQL **Authentication**, define the existing SQL users that take the EPM_USER and EPM_DBADMIN roles.

4.3 Creating and configuring the database users

To complete the installation, your Control Center installer requires two database users:

NOTE: For Database Setup Tool installation, read [Phase 2: Creating your database in a failover cluster](#).

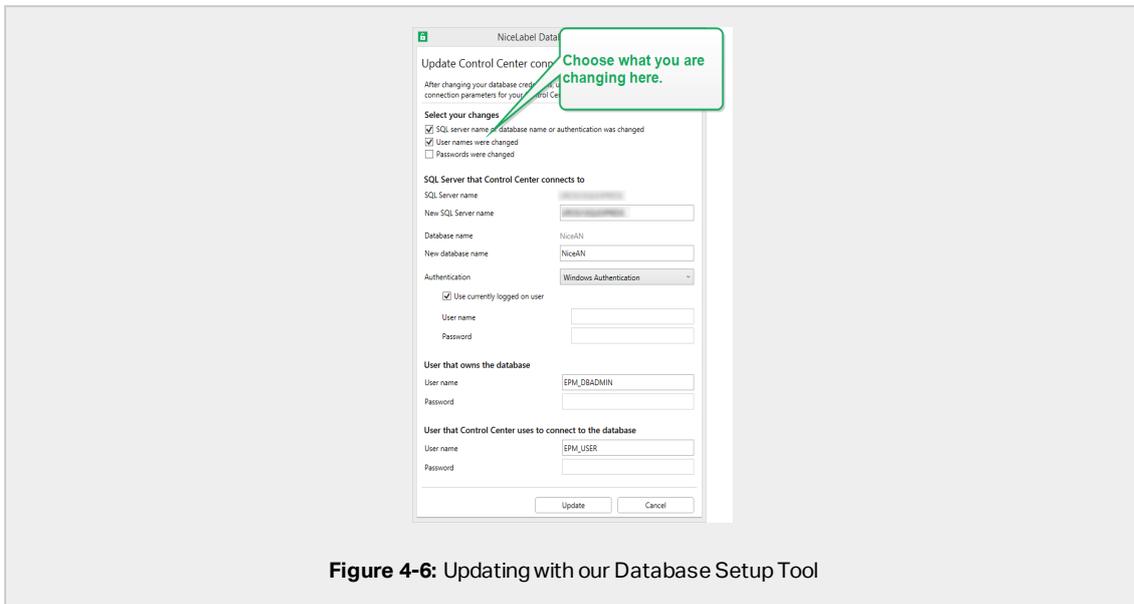


Figure 4-6: Updating with our Database Setup Tool

Select your changes: select or deselect the following options to focus on exactly what you need to update:

- **SQL server name or database name or authentication was changed:** select to rename your database and set user authentication methods. When selected, use the **SQL Server that Control Center connects to** section to change:
 - **New SQL Server name:** type the name of the server instance that hosts your Control Center database.
 - **New database name:** type the name of your Control Center database. NiceAN is your default database name.
 - **Authentication type:** choose which method to use to log into your SQL server. Select **Windows Authentication** or **SQL Server Authentication** depending on your SQL server configuration.
 - To log in to your database with your current Windows credentials, check **Use currently logged on user**.
 - To log in with different Windows credentials, uncheck **Use currently logged on user** and type your user name and password.
 - To log in with SQL Authentication, type your SQL user name and password.

- **User names were changed:** select to change user names of your database owner and users:
 - **EPM_DBADMIN** is your default database owner.
 - **EPM_USER** is your default database user.

NOTE: The section **User that owns the database** is only visible when you use a SQL Server or an Azure SQL Database Managed Instance when you set up your database.

- **Passwords were changed:** select to change passwords of your database owner and users.

Click **Update**. The Database Setup Tool opens an alert (**Success: Database configuration update was successful**). Your database is configured and your applications are ready to use.

5 Installing Web Printing

Web Printing enables sharing your web applications (labels and solutions) from the Control Center's Document Storage with remote co-workers or external users via the web.

To enable the sharing you must complete installation procedures on both sides:

- [On the server side](#), you must install the Web Printing site. This is the application (Web Printing from now on) that enables the communication between the Control Center and the client side.
- [On the client side](#), you must install the NiceLabel Web Client. All users that you share the web applications with, install the NiceLabel Web Client on their computers. Because NiceLabel Web Client is a thin client that does not require administrative privileges to be installed, anyone can install the client on their computers.

5.1 Installation steps for the Web Printing site

The Web Printing site connects to the Control Center database using the SQL user authentication. Before you begin with the installation, make sure that you know the user name and password for the SQL user with sufficient privileges for the Control Center database. You need this info during the installation process.

1. Log in to your computer as a user with local administrative permissions. This can be a local **Administrator** user account.
2. To ensure a complete installation, close all open applications before you start.
3. Download the software package or insert NiceLabel DVD. Web Printing application installation checks the installation package content.

NOTE: If the application menu does not start automatically, double-click `NiceLabelWebPrinting2019.exe`.

Before the actual installation starts, the wizard verifies if the following prerequisite components are installed on the server:

- Microsoft IIS
- Microsoft .NET Framework 4.5

If the .NET component is not present on your system, the installer sets up the component automatically before the wizard continues.

4. Select **Install NiceLabel LMS**.

5. Select **NiceLabel Web Printing**.
6. Select installation language from the drop-down list and click **OK**.
7. Follow the setup wizard prompts.
8. Define the IIS settings for the Web Printing site and define how the users access the Web Printing page:
 - You can install the Web Printing as a virtual directory below the default web site. Configure the virtual folder name . For example, the users access the site at `http://<yourservername>/PowerFormsWeb`.
 - You can install the Web Printing as a new web site. Be careful when providing the port number. You can only use ports that are not in use by any other service on this computer. For example, the site can be accessible as `http://<yourservername>:81/PowerFormsWeb` if you have defined the port 81.
 - You can also define the host header values, so your site responds with a friendly name. For example, if you define a friendly name "mypowerformswebserver" and define the host header value for Web Printing site, the site also responds at the address `http://mypowerformswebserver`.

NOTE: TIP: See [NiceLabel Knowledge Base article KB200](#) for more information on how to set up friendly names.

NOTE: You can install the Web Printing site as a new site (1st level), or as a virtual directory within the selected Web site (2nd level). You cannot install it on the 3rd level.

- Activate HTTPS support if you wish to establish a secure client–server connection. This option automatically sets the port number to 443.

NOTE: Manually add HTTPS site binding and X.509 (SSL) certificate to the selected site in IIS manager. Details are available in the section [Adding HTTPS site binding and SSL certificate in IIS](#).

Click **Next**.

9. Select the Microsoft SQL server, where you have already installed the Control Center database.

NOTE: This and the next steps are only applicable, if you install the Web Printing on a different computer than Control Center.

Make sure you type the correct SQL name and the instance name. If the SQL Server is configured with a default instance, type only the server name. If the MS SQL Server is configured with instances, type the server and instance name in the `server\instance` syntax, for example `SERVERNAME\SQLEXPRESS`.

WARNING: The Control Center database (NiceAN or any other) **MUST** already exist on the selected Microsoft SQL server.

10. Type your user name and password to access to the Control Center database on Microsoft SQL server. Provide the SQL account credentials (not Windows account credentials). The Web Printing site connects to the database server as a SQL user.
11. After completing the Web Printing site setup, you can leave the **Run Web Printing** site check box selected. Click **Finish** and the **Login** page for Web Printing site opens in your browser.

5.2 Web Client installation

Installing Web Client for the logged on user (Default Option)

By default, Web Client installs on the computer for the currently logged on user. This is the most common installation method that does not require administrator privileges.

1. You receive an email with a link to the assigned web application. User name and password are provided with this email.
2. After clicking the link, the web application login web page opens. Type **User name** and **Password**.
3. The NiceLabel Web Printing intro page opens. Click **Launch Printing Solution** to open the assigned solution.
4. If the Web Client is not installed yet, click the "**download and install the client first**" link.
5. Run the downloaded installation file. Leave the browser window open.
6. Select installation language. Click **OK**.
7. **Start Installation** window appears. Click **Install**.
8. Click **Close** after the setup is done.
9. Return to step 3. Click **Launch Printing Solution** in your web browser. Your web application opens in a separate window.

NOTE: After completing the installation, you can find the installed Web Client in `Users\AppData` folder.

Installing Web Client for all users

You can also install the Web Client for all users that log on to the computer. This installation method requires administrator privileges.

EXAMPLE: This installation method is useful when using Citrix servers. Installation for all users allows you to install the Web Client only once, and publish it to all users.

1. Complete steps 1–4 from the previous section.
2. Open Command Prompt.
3. Navigate to the downloaded Web Client installation file `NiceLabelWebClientSetup.exe` on your system.
4. Run command `NiceLabelWebClientSetup.exe ALLUSERSINSTALL`.

After the installation for all users, you can find the installed Web Client in `ProgramData` folder.

6 Online Support

Find the latest builds, updates, workarounds and FAQ on our product web site at www.nicelabel.com.

For more information, visit:

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

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

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