

NiceLabel LMS

Installation Guide for Single Server Deployment

Rev-1702 ©NiceLabel 2017.

www.nicelabel.com

Contents

1 Contents 2 Architecture	
2.1 Server Components and Roles	3
2.2 Client Components	3
3 Prerequisites	4
3.1 System Requirements	4
3.2 Installation Prerequisites	5
4 Installing NiceLabel LMS	6
4.1 Installing Control Center	6
4.2 Installing Web Printing Site	11
4.3 Installing Support for WebDAV	13
4.3.1 Enabling WebClient Service to use "Automatic" Startup Type	13
4.3.2 Installing Desktop Experience	14
4.3.3 Installing WebDAV redirector	16
5 Activation 6 Accessing NiceLabel LMS	
6.1 Access from Internal Network	19
6.2 Access from Internet	19
6.2.1 Port Forwarding	19
6.2.2 Other Methods	20
7 Support	21
7.1 Online Self-help	21
7.2 Contacting Technical Support	21

2 Architecture

NiceLabel LMS uses the client-server model of computing, using which the server provides resources (such as consolidated storage of files and history of printing events), and the client provides label design and printout functionality. Print client is available as a desktop client for on-premise computers and as a Web client for remote users connecting over the Internet. Clients and server communicate over a computer network using the TCP/IP protocol.

This installation guide provides installation steps for the single-server deployment scenario. In this case, all server components are installed on the same computer.

WARNING: In this document, we are using **Windows Server 2016** and **Microsoft SQL Server 2016 Express**. Similar installation steps are necessary with other supported Windows operating systems or other supported versions of Microsoft SQL Server.

NOTE: For instructions on how to install NiceLabel components on multiple servers and in multi-tier environments, see more detailed **NiceLabel Control Center Installation Guide** and **NiceLabel Web Printing Installation Guide**.

2.1 Server Components And Roles

These are the components that you have to install and/or configure on the server.

- Web applications (Control Center and Web Printing). These are the main Control Center software components that run 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.

2.2 Client Components

There are two types of client components.

- **NiceLabel 2017.** This client provides label and application designer, and desktop print application. NiceLabel 2017 is installed on the on-premise computers.
- **NiceLabel Web client.** This is the print application for Web printing. You would install it on the print stations, located either on-premise or on external computers.

3 Prerequisites

3.1 System Requirements

Hardware and software requirements
CPU: Intel or compatible x86 family processor
Memory: 2 GB or more RAM
Hard drive: 1 GB of available disk space
 32-bit or 64-bit Windows operating systems: Windows Server 2008 R2, Windows 7 Windows 8, Windows 8.1, Windows Server 2012, Windows Server 2012 R2, Win- dows 10, Windows Server 2016 (Windows Server Core and Windows Nano Server are not supported)
Microsoft .NET Framework Version 4.5 or higher
Display: 1366 × 768 or higher resolution monitor
Recommended printer drivers: NiceLabel printer driver V5.1 or higher
Additional Requirements for NiceLabel Control Center and NiceLabel PowerForms Web Components
 Recommended browsers: Internet Explorer 9+, Google Chrome (latest), Mozilla Fir fox (latest)
Enabled JavaScript in web browser
 Installed at least one printer driver. The label preview functionality requires at leas one printer driver to be installed on the Control Center server.
 Enabled TLS 1.0 protocol in Windows. By default, this protocol is enabled in Win- dows operating system. If you have it disabled, make sure to re-enable it during the installation.
You can install NiceLabel LMS on physical of virtual computer.
TIP: To keep the setup as simple as possible, NiceLabel recommends you to install NiceLabel LMS on a dedicated computer. This helps you avoid potential conflicts with existing software.

□ Database server

You need any of the following: Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016 (Express Edition of products listed above are also supported)

SQL Server is required for installing the NiceLabel database (default database name is **NiceAN**).

Microsoft SQL Server 2016 Express is included on NiceLabel DVD and will be started during Control Center installation.

□ Web server

Internet Information Services (IIS) 7 or later is required. This Web server is provided with Windows operating system. It will be automatically enabled and configured during Control Center installation.

The IIS is required to run Control Center and Web Printing sites.

3.2 Installation Prerequisites

Administrative Windows login
To install all prerequisites and NiceLabel LMS itself, log in as a user with administrative privileges, usually Administrator. This gives you full access to the server.
Internet access
• For software activation. Internet access is required for activating the NiceLabel LMS license.
• For Web Printing access. Internet access is required for remote Web Printing users to access the server.
Member of the IT team on standby
To make Web Printing functionality in NiceLabel LMS accessible to external users connecting from the Internet, reconfigure your network equipment (router / firewall).

4 Installing NiceLabel LMS

4.1 Installing Control Center

NOTE: The instructions below assume you are installing the software from DVD. If you have downloaded the installer, run the file **NiceLabelControlCenter2017.exe** and continue with step 6.

Complete the following steps:

- 1. Log in to server as user with local administrative permissions, such as local **Administrator** user account.
- 2. Close all open applications before starting the installer.
- 3. Insert the NiceLabel DVD.

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

- 4. Select Install NiceLabel LMS.
- 5. Select NiceLabel Control Center.
- 6. Select installer language. Click **OK**.

Select Setup Language ×
Select the language to use during the installation:
English 🗸
OK Cancel

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

NiceLabel Control Center - InstallAware Wizard		- 0	×	
NiceLabel Control Center	Prerequisites			
NiceLabel Control Center Setup needs to update your system. Setup must install newer versions of the following system components before installing NiceLabel Control Center. (i) The following Internet Information Server (IIS) features must be enabled: ASP.NET, .NET Extensibility, ISAPI Extensions, ISAPI Filters, Default Document, Directory Browsing, HTTP Errors, Static Content, HTTP Logging, Request Filtering, Basic Authentication, Static Content Compression, IIS Management Console Enable Missing IIS Features	NiceLabel Control C	enter	-	
	< Back Next :	> (Cancel	

8. Accept license agreement. Click Next.

6	NiceLabel Control Center - InstallAware Wizard -					
f	NiceLabel Control Center Setup					
i	License Agreement Please read the following License Agreement. You must accept the terms of this agreement before you can continue with the installation.					
	END USER LICENSE AGREEMENT THIS END USER LICENSE AGREEMENT ('AGREEMENT') IS A BINDING LEGAL CONTRACT BETWEEN YOU (DEFINED BELOW) AND EURO PLUS, D.O.O. ('EURO PLUS'). BY DOWINLOADING, INSTALLING, ACCESSING OR USING ANY SOFTWARE PROVIDED BY EURO PLUS TO YOU OR ANY ASSOCIATED DOCUMENTATION PROVIDED WITH THIS AGREEMENT (COLLECTIVE', THE 'SOFTWARE') YOU REPRESENT THAT YOU ARE ACTIVE NO BENALF OF YOUR ORGANIZATION (SUCH ORGANIZATION BEING HEREINAFTER REFERRED TO AS 'YOU') AND ARE AUTHORIZED TO, AND DO, ACCEPT THESE TERMS AND CONDITIONS ON ITS BEINAFTER REFERRED TO AS 'YOU') AND ARE AUTHORIZED TO, IND DO, ACCEPT THESE TERMS AND CONDITIONS ON ITS BEINAFTER REFERRED TO AS 'YOU') AND ARE AUTHORIZED TO, IND DO, ACCEPT THESE TERMS IND CONDITIONS ON ITS BEINAFTER STERMED TO AS 'YOU') AND ARE AUTHORIZED TO, IND DO, ACCEPT THESE TERMS IND CONDITIONS ON ITS BEINAFTER METERNED TO AS 'YOU') AND ARE AUTHORIZED TO, IND DO, ACCEPT THESE TERMS IND CONDITIONS ON ITS BEINAFTER METERNED TO AS 'YOU') AND ARE AUTHORIZED TO, IND DO, ACCEPT THESE TERMS IND CONDITIONS ON ITS BENER'S THE SOFTWARE TO YOU. IN SUCH EVENT, DO NOT DOWNLOAD, INSTALL, ACCESS, USE OR COPY THE SOFTWARE.					
	The Software is licensed to you, not sold. The Software is protected by United States and international copyright and The Software is licensed to you, not sold. The Software is protected by United States and its licensors retain all right, title and trademark laws. Except for the limited license granted in this Agreement, Euro Plus and its licensors retain all right, title and interest in the Software, all copies thereof, and all proprietary rights in the Software and any associated documentation, including copyrights, patents, trademarks and trade secret rights. 1. GRANT OF LICENSE. During the term of this Agreement, Euro Plus grants you a revocable, nontransferable, nonexclusive license to use the object code version of the Software for your internal use only on a single computer for printing on your Site and only in the Territory (both as defined below). Euro Plus reserves the right to upgrade, enhance, change or modify the Software at any time in its sole discretion (Tchancements). Any Chancements made available to you have in plus, if	*				
	I accept the terms of the License Agreement	Cancel				

- 9. Enter user information. Click Next.
- 10. Accept the default folder to store the Control Center files. Click Next.
- 11. Accept the default Start Menu folder into which the shortcuts will be placed. Click Next.
- 12. Accept WebDAV site settings. This site is the WebDAV entry point into the **Document Storage** for all applications that work with its files. This site will be installed in the IIS on the current computer.

🔓 NiceLabel Control Center - InstallAware Wizard	– 🗆 X						
NiceLabel Control Center Setup							
Website Settings NiceLabel Control Center needs to create a new website that will enable users to store and use files from a centralized location. HTTPS protocol in NiceLabel Control Center encrypts the communication between NiceLabel Control Center and its clients.	Enable Security Settings Activate HTTPS (SSL) support for a secure dient-server communication. Important! After the installation completes, run the Internet Information Services (IIS) Manager, Manually add HTTPS Site Binding and add X.509 (SSL) certificate to the Following sites:						
	- Default website (the application interface) - Document storage website Document Storage Website Settings						
Click Next to continue.	The site name and port that will be used. Site name: EPMWebDAV Port: 8080						
	<back next=""> Cancel</back>						

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. If this is a dedicated machine for NiceLabel software, the port is free.

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

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

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

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

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



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

Click Close.



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

(local)\sqlexpress

6. Keep the database name. Click Next.



14. Accept the default time interval during which the old data is removed from the database. Click **Next**.

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

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

15. Click Install.

16. Make sure the option **Install NiceLabel Web Printing after this installation is complete** is enabled and click **Finish**.

6	NiceLabel Control	Center - InstallAware Wizard – 🗆 🗙
f	NiceLabel Control Center	Setup
Setup H comput	Ideting the NiceLabel Control Center Setup Wizard nas finished installing NiceLabel Control Center on your ter. Launch the application by selecting the installed icons.	NiceLabel Control Center
		< Back Finish Cancel

See chapter Installing Web Printing Site from step 6.

NOTE: This option is visible, when Web Printing installer is found in the same folder.

4.2 Installing Web Printing Site

NOTE: The instructions below assume you are installing software from the DVD. If you have started the installer from within Control Center installation, continue with step 6.

To install the Web Printing site on the same computer as Control Center, do the following:

- 1. Log in to server using the user with local administrative permissions, such as local **Administrator** user account.
- 2. To ensure a complete installation, close all open applications before you start.
- 3. Insert the NiceLabel DVD.

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

- 4. Select Install NiceLabel LMS.
- 5. Select NiceLabel Web Printing.
- 6. Select installation language from the drop-down list and click **OK**. Click **Next**.

- 41
ng the
¥
Cancel

- 7. Accept the license agreement. Click Next.
- 8. Enter user information. Click Next.
- 9. Accept a default folder where Web Printing files will be stored. Click Next.
- 10. Accept a default Start Menu folder into which shortcuts will be placed. Click Next.
- 11. In Web Site Settings step, accept default setting Use existing web site and create new virtual directory.

1	NiceLabel Web Printing – 🗆 🗙
😑 NiceLabel Web Printi	ng Setup
Website Settings	The site name and port that will be used.
NiceLabel Web Printing needs to configure Internet Informa Services (IIS). Select an existing website or create a new or	
HTTPS protocol in NiceLabel Web Printing encrypts the communication between NiceLabel Web Printing and the serv	Virtual directory:
	 Create a new website Make sure the site name and port number are not already used.
	Site game: Pgrt: PowerFormsWeb 80
	Activate HTTPS support to configure secure client-server communication Important! After the installation completes, run the Internet Information Services
Click Next to continue.	(IIS) Manager, Manually add IITPS Site Binding and add X.509 (SSL) certificate to the above selected site.
	<back next=""> Cancel</back>

Click Next.

- 12. Click Install.
- 13. When the Web Printing setup is complete, leave the **Run NiceLabel Web Printing** check box selected. Click **Finish** and the **Login** page for Web Printing site will open in a browser.

The Web Printing site is now accessible at address:

http://hostname/PowerFormsWeb

Where <code>hostname</code> will display the name of your computer.

4.3 Installing Support For WebDAV

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

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

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

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

- Windows 7, Windows 8/8.1 and Windows 10. WebDAV support is already installed and no further action is required.
- Windows Server 2008 R2 and 2012 R2. Enable **Desktop Experience** feature. See <u>details</u> <u>below</u>.
- Windows Server 2016. Enable **Desktop Experience** and **WebDAV Redirector** features. See instructions on how to install WebDAV Redirector <u>below</u>.

4.3.1 Enabling WebClient Service To Use "Automatic" Startup Type

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

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

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

Do the following:

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

Q.			Services					_ 0)	¢
File Action View	Help									
(+ +) 🖬 🗎 🖸	à 🗈 🛛 🖬 🕨 🖬 🕪	,								
🥋 Services (Local)	Services (Local)									
	WebClient	Name	•	Description	Status	Startup	Туре	Log On A	As	^
		🔍 W3C Loge	ging Service	Provides W		Manual		Local Sys	te	
	Start the service	🖉 🦓 WebClien		Enables Win		Manual	(Trigger Start)	Local Ser	vice	
		Windows	Audio	Manager au		Manual		Local Se	vice	
		Web	Client Prop	erties (Local Com	puter)	×		Local Sys	te	
Locate WebC	lient service ased program							Local Se	vice	
Locale mobe	d modify Inter	General Log On	Recovery D	ependencies			ic (Trigger	Local Ser	vice	
	service is stop	Service name:	WebClient				Trigger Start)	Local Sys	te	
	If this service is disabled, any ser						Trigger Start)	Local Se	vice	
	that explicitly depend on it will f	Display name:	WebClient				Trigger Start)	Local Sys	te	
	start.	Description:		lows-based programs to (^ ~		Network	S	
			access, and r	nodify Internet-based file:	s. If this	×	ic	Local Se	vice	
		Path to executable					ic	Local Ser	vice	
				exe + WebClientGroup			ic	Local Ser	vice	
								Local Se	vice	
		Startup type:	Manual			~		Local Sys	te	
			Automatic (D	elayed Start)		_	ic	Local Sys	te	
			Manual	chu)				Local Sys	te	
		vice status:	Disabled	U				Local Ser	vice	
01								Local Sys	te	=
Cn	ange startup type to	Start	Stop	Pause	Resum	e	ic	Network	S	
	Automatic .	You can specify t	he start narame	ters that apply when you	start the ser	vice	Trigger Start)	Local Sys	te	
		from here.	no stati paramo	tore that apply monyed			Trigger Start)	Local Ser	vice	~
	Extended Standard	Start parameters:								
						_				
										_
				OK Cance	:	Apply				

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

4.3.2 Installing Desktop Experience

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

NOTE: These instructions are for Windows Server 2012 R2.

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



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.

B	Add Roles and Features Wizard	_ □ X
Select features Before You Begin Installation Type	Select one or more features to install on the selected server. Features	DESTINATION SERVER CleanSRV2012R2.GALAXY.europlus.local Description
Server Selection Server Roles Features Confirmation Results	Simple TCP/IP Services ▲ SMB 1.0/CIFS File Sharing Support (Installed) SMB 8andwidth Limit SMTP Server ■ Teinet Client ■ Teinet Client ■ User Interfaces and Infrastructure (2 of 3 installed) ■ ✓ Graphical Management Tools and Infrastructur ■ ✓ Bestor Graphical Management Tools and Infrastructur ■ ✓ Srever Graphical Management Tools and Infrastructur ■ ✓ Windows Biometric Framework ■ Windows Feedback Forwarder ✓	Desktop Experience includes features of Windows 8, such as Windows Media Player, desktop themes, and photo management. Desktop Experience does not enable any of the Windows 8 features; you must manually enable them.
	< Previous Next :	> Install Cancel

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

L	Add Roles and Feature	s Wizard	_ 🗆 X
Confirm installati		t CleanSRV2012R2.C or features on selected server, click Install. ically if required ools) might be displayed on this page bec	DESTINATION SERVER SALAXY.europlus.local
	Specify an alternate source path		
	<	Previous Next > Install	Cancel

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

4.3.3 Installing WebDAV Redirector

NOTE: These instructions are for Windows Server 2016.

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



5. Click Next to proceed to the Confirm installation selections window.

- 6. Click **Install**. You can close the window while the feature is being installed.
- 7. Close Add Roles and Features window.

5 Activation

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

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

http://hostname/epm

Where <code>hostname</code> in the URL is the name of your computer.

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

NiceLabel Control Cer	iter OH	elp
希 Overview ล Print Manageme	ent 🕰 Document Storage 🛛 History 🖼 Reports 🗚 Automation 📽 Administration	
Administration Alerts	Activation Enter the required customer information and the key number delivered with your product package to activate it.	
> Printer Groups	1. User Information 2. Product Activation	
 Authentication Security Profiles Users and Groups Web Clients (v6) Web Clients 	License Key:	
> Global Variables	Notify me about software updates	
> Versioning and Workflow	Next	
> Application Server		
> Synchronization		
> Licenses		
(C) 2006 - 2016 Euro Plus www.nicelabel.com	All rights reserved. Version 17.0.0.306 Beta	а

- 6. Click Next.
- 7. **Registration Number** is generated automatically. Make sure the computer has an Internet connection and click **Finish** to complete the activation.

6 Accessing NiceLabel LMS

6.1 Access From Internal Network

Now that you have installed and activated NiceLabel LMS on the server, these are the access points for the server that you can access while you are in the same network as the server (note the local name of the server):

NOTE: In all examples, the hostname should be replaced with the name of your server.

NiceLabel Control Center

http://hostname/EPM

NiceLabel Web Printing

http://hostname/PowerFormsWeb

6.2 Access From Internet

Whenever you want users outside of your internal network to connect to your Web site, you have to publish the site on the Internet, no matter what you want to expose: Control Center itself or Web Printing.

You will need help from IT team in your company to set it up. There are different methods to publish a Web site on the Internet.

WARNING: Whenever you are publishing Web site on the internet, you are exposing your infrastructure to possible security attacks. Follow the security best practice guidelines to protect your Internet-facing Web server.

6.2.1 Port Forwarding

TIP: This might be the easiest method to implement.

- As the name suggest, you are forwarding all incoming requests on the public IP address to the internal computer, which is running NiceLabel LMS.
- IT administrator must configure the main router and/or firewall (that connects you to the Internet) to forward all incoming requests on port 80 to the port 80 on the internal computer hostname.
- The external user would visit your public IP address and see the Web Printing login page from computer hostname.

When connecting to your public IP address (this example shows 10.20.30.40 as the external IP address):

http://10.20.30.40/PowerFormsWeb

The users will actually get the content being served from Web Printing site.

• You need to be familiar with your public IP, so that you can send it to external users. The IP address can be static (always the same), or dynamic (the address changes after a defined time interval in h/s).

6.2.2 Other Methods

The methods of publishing a Web site on the Internet might also be using a reverse proxy in the DMZ, using VPN connections, and other. These methods are outside the scope of this document.

7 Support

7.1 Online Self-help

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

Full version of the installation guides:

- NiceLabel Control Center Installation Guide
- NiceLabel Web Printing Installation Guide

For more information please refer to:

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

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

7.2 Contacting Technical Support

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

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

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

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

Checklist	
What happened? Write down exactly the error message that you get or make a screen shot of the error.	
When was the error discovered for the first time?	
What did you expect to happen?	
Have you discovered the problem earlier?	

Can the error be reproduced?	
How often did the error occur?	
Have you tried to use NiceLabel software this way earlier?	
If your problem is coming and going, please describe circumstances and under what con- ditions the error appears.	
Which version of NiceLabel software are you using?	
Which version of NiceLabel was used to design the label?	
Can you provide the files that you were using when the issue occurred (data files, con- figuration files, label files, etc.)?	
Which printer are you using?	
Which version of printer driver are you using?	
Which operating system are you using? In which language?	
Are you using firewall? Are all the required ports open?	
Which version of Microsoft .NET framework is installed?	

Americas

+1 262 784 2456

sales.americas@nicelabel.com

EMEA

+386 4280 5000

sales@nicelabel.com

Germany

+49 6104 68 99 80

sales@nicelabel.de

China

+86 21 6249 0371

sales@nicelabel.cn

www.nicelabel.com

