NiceLabel Designers Installation Guide

TOC

System Requirements

NiceLabel Designers

The information in this topic is valid for the following products: NiceLabel Designer Express, NiceLabel Designer Standard, NiceLabel Designer Pro, NiceLabel Print-only, NiceLabel PowerForms Desktop, NiceLabel PowerForms Runtime, NiceLabel Desktop Suite, NiceLabel Desktop Suite Runtime.

- CPU: Intel or compatible x86 family processor
- Memory: 256 MB or more RAM
- Hard drive: 1 GB of available disk space
- Operating system: 32-bit or 64-bit Windows operating systems: Windows XP Service Pack 3, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2
- Display: 1024×768 or higher resolution monitor

NiceLabel Multi-user Software

The information in this topic is valid for the following products: NiceLabel PowerForms Multi-user, NiceLabel Desktop Suite Multi-user and NiceLabel Desktop Suite Runtime.

- All requirements for the **NiceLabel Designers**
- Network interface card in each workstation
- Computer acting as a file share server (any operating system --even non-Windows-- that allows file sharing with Windows systems)
- Each client must have granted full access (read, write, delete) to the NiceLabel's System folder (shared NiceLabel files on the server) on the file share server
- Local Area Network (LAN)

> **NOTE:** Running Multi-user edition over WAN or Internet is not supported. For more information see NiceLabel Control Center products.

NiceLabel Automation Easy

- CPU: Intel or compatible x86 family processor
- Memory: 512 MB or more RAM
- Hard drive: 1 GB of available disk space
- Operating system: One of the 32-bit or 64-bit Windows operating systems Windows XP Service Pack 3, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2
- Microsoft .NET Framework Version 4.0
- Display: 1024×768 or higher resolution monitor
- Label Designer:
- Recommended: NiceLabel Designer Pro or NiceLabel PowerForms V6.0 or higher
- Minimum: NiceLabel Pro V5.4
- Recommended printer drivers: NiceLabel printer drivers V5.1 or higher

Installing Designers

Installing Single-user Software

The instructions from this topic are valid for all single-user NiceLabel designer products, such as NiceLabel Designer Express, NiceLabel Designer Standard, NiceLabel Designer Pro, NiceLabel PowerForms Desktop and NiceLabel Desktop Suite.

Use the installation wizard to install the labeling software on your desktop PC. To install the labeling software, do the following:

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

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

2. Click on **Install NiceLabel product**. A new window will open, showing all available software editions.
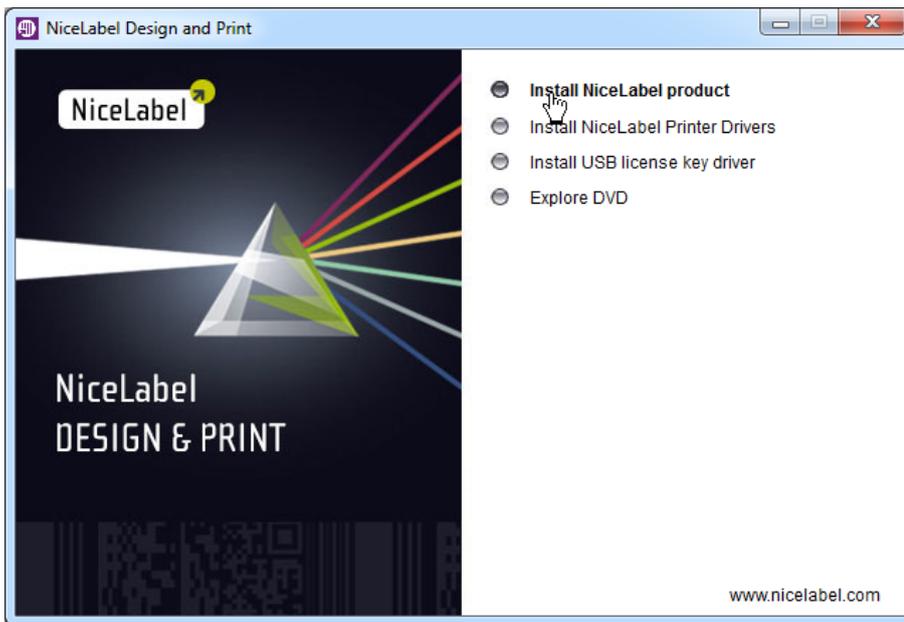
3. Click on the NiceLabel product you want to install.
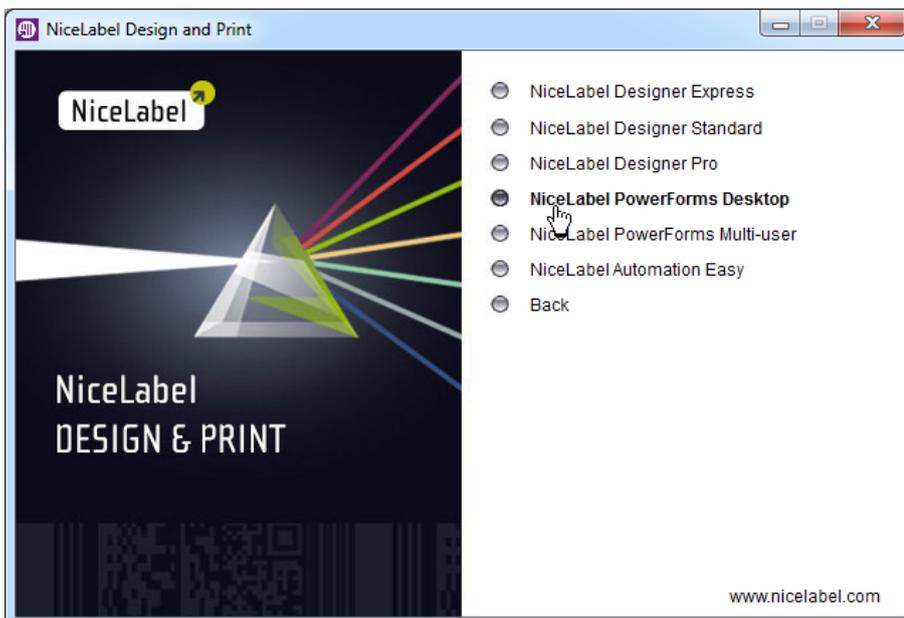
4. Follow-on-screen instructions.

Installing NiceLabel Desktop Suite

NiceLabel Desktop Suite is a bundle of **NiceLabel PowerForms Desktop** and **NiceLabel Automation Easy**. You have to install both products.

To install NiceLabel Desktop Suite from the **NiceLabel DVD**, do the following:

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

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

2. Click on **Install NiceLabel product**. A new window will open, showing all available software editions.
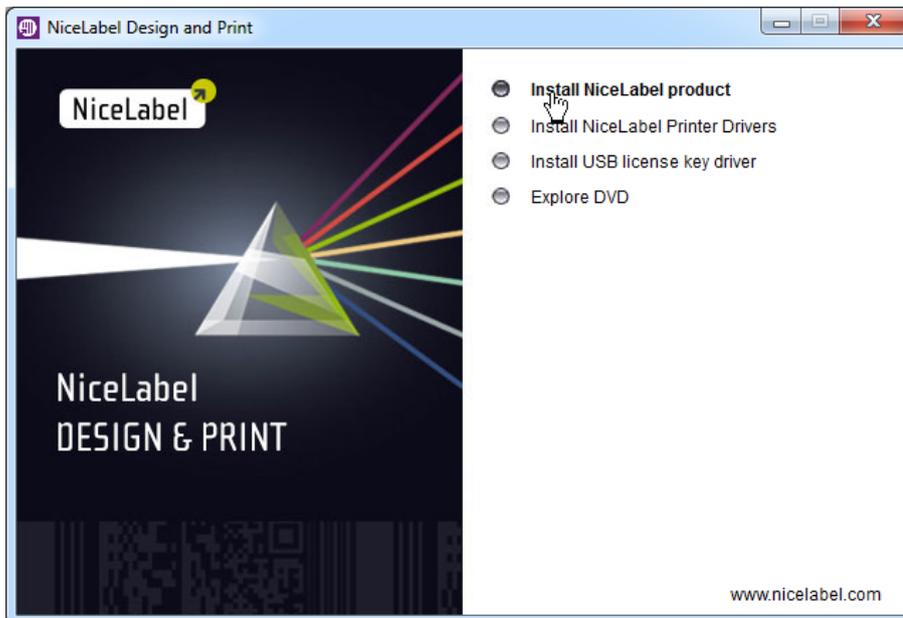
3. Click on NiceLabel PowerForms Desktop.
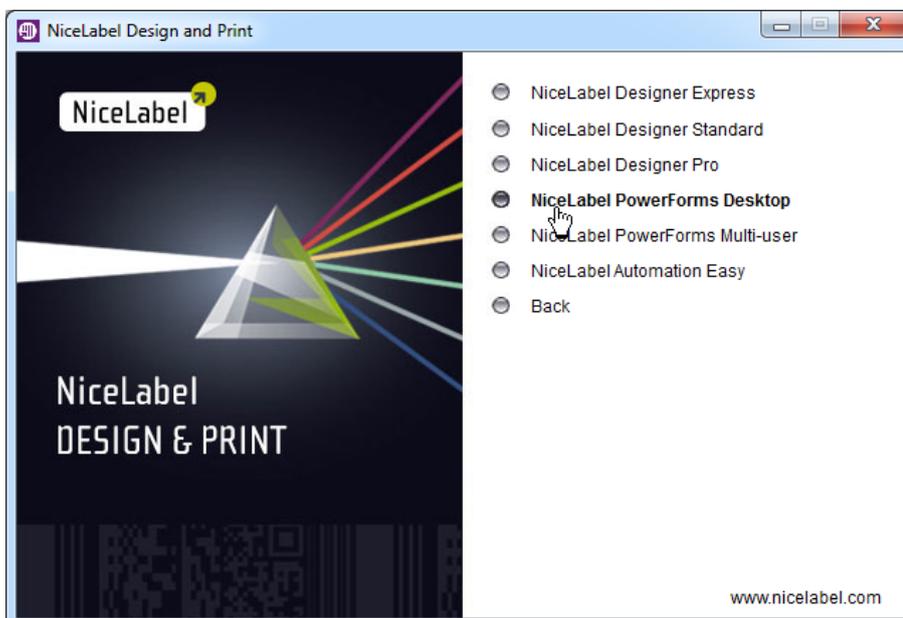
4. Follow-on-screen instructions to install the software.

5. Click on **NiceLabel Automation Easy**.
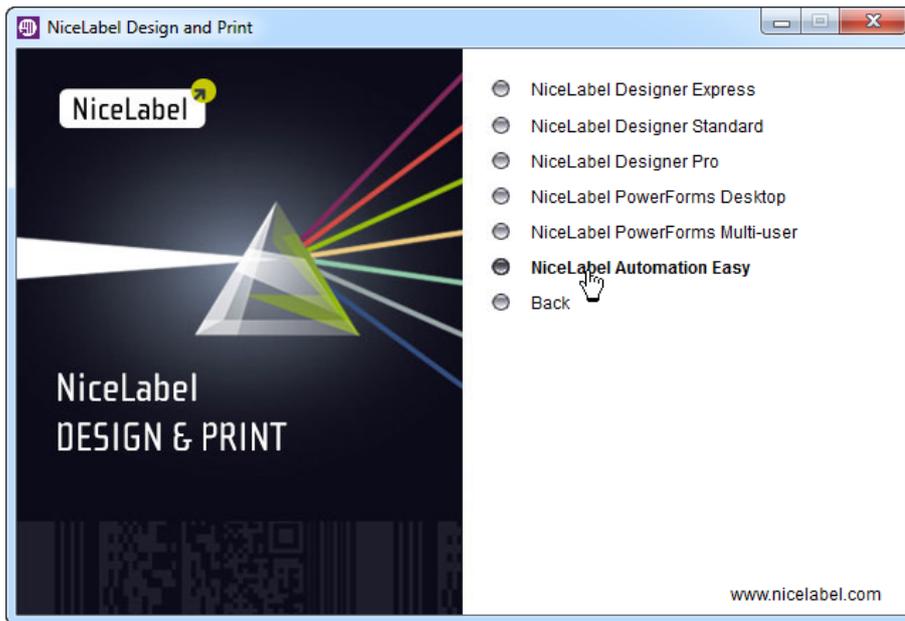
6.   Follow-on-screen instructions to install the software.

To install NiceLabel Desktop Suite from the **self-extractable EXE file** you have downloaded from NiceLabel web page, do the following:

1.   Start the bundle installer **NiceLabelDesktopSuite6.EXE**.

2.   Click on **Install PowerForms Desktop**.
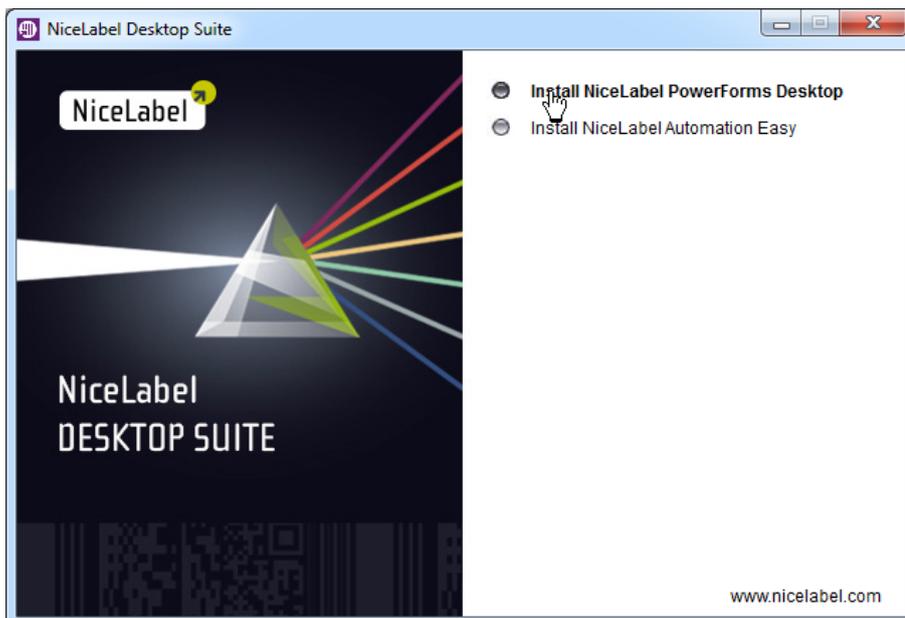
3.   Follow on-screen instructions.

4.   Click on Install **NiceLabel Automation Easy**.
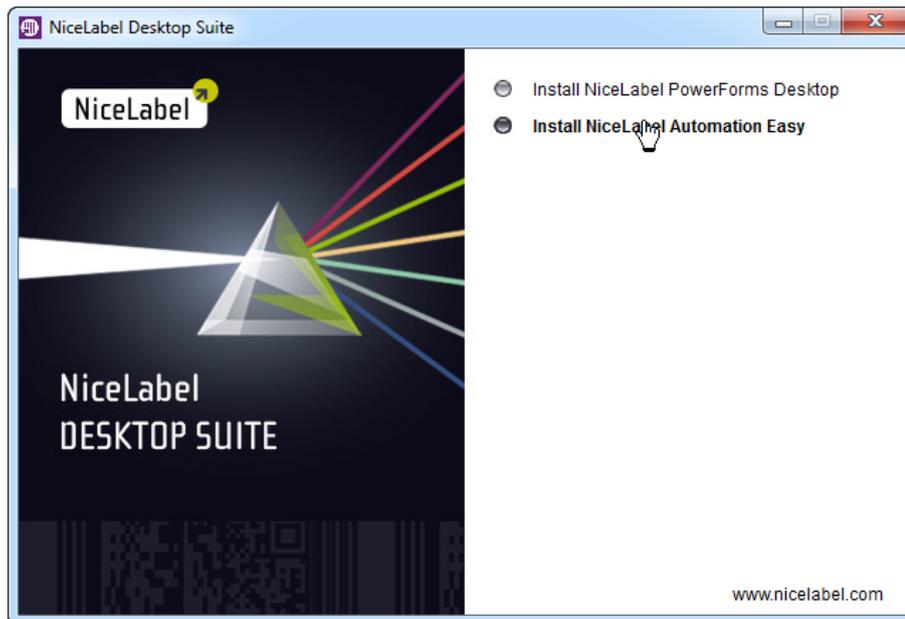
5. Follow on-screen instructions.

Installing the Multi-user Software

Introduction

The Multi-user software consists of two parts: the server part and the client part.

You must first install the labeling software on the server computer and share the files to the clients. Then you can install the labeling software client on the workstation. You can run the client installation from the server or from the product DVD. Both, the server and the client must be accessible in the same Local Area Network (LAN). You should select a server and disk share that is visible to all workstations in the domain where you intend to use the software.

> ⚠ **WARNING:** The Multi-user edition does not support connections over WAN, internet or other long-distance connections. In this case, see **NiceLabel Control Center** products.

Installing the Software on the Server

Please follow these steps to install the labeling software on the server computer:

1. Make sure that the folder on your server where you want to install the labeling software provides full access admission.

2. Put the NiceLabel DVD in your DVD-ROM drive. An installation window will open automatically.

> 📄 **NOTE:** If the installation wizard does not start automatically, go to the root folder of your product DVD and double-click on the file **START.EXE**.

3. Click on **Install NiceLabel product**. A new window will open display all available software editions.
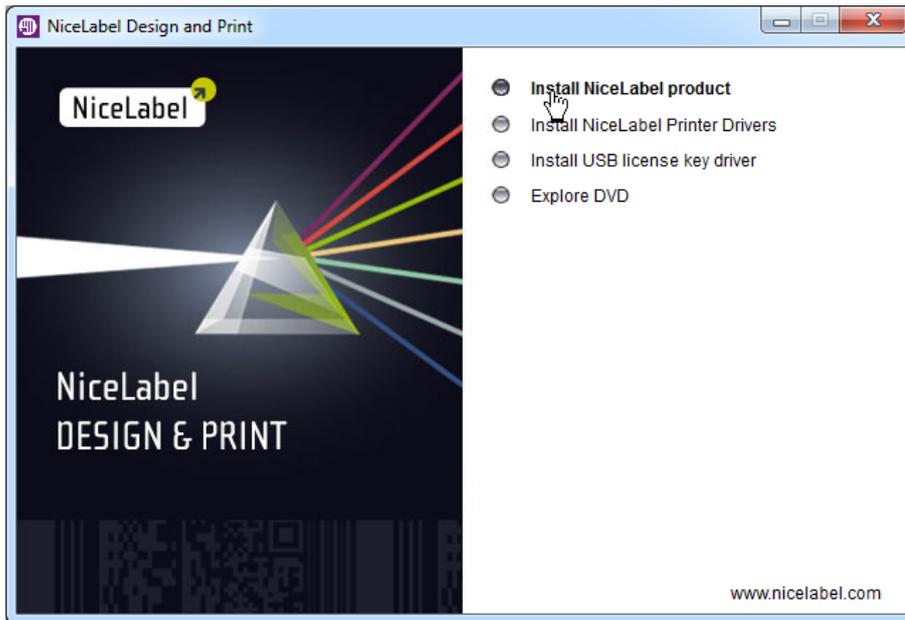
4. Click on **NiceLabel PowerForms Multi-user**.
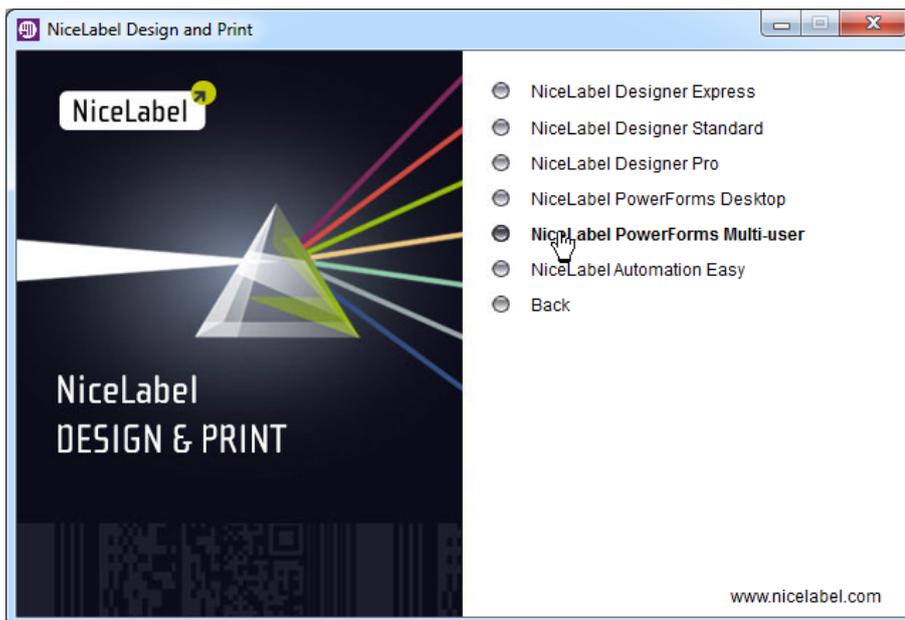
5. Follow on-screen instructions.

6. When prompted to *Network primary location*, type in the network location where you will install the server part and click **Next**.
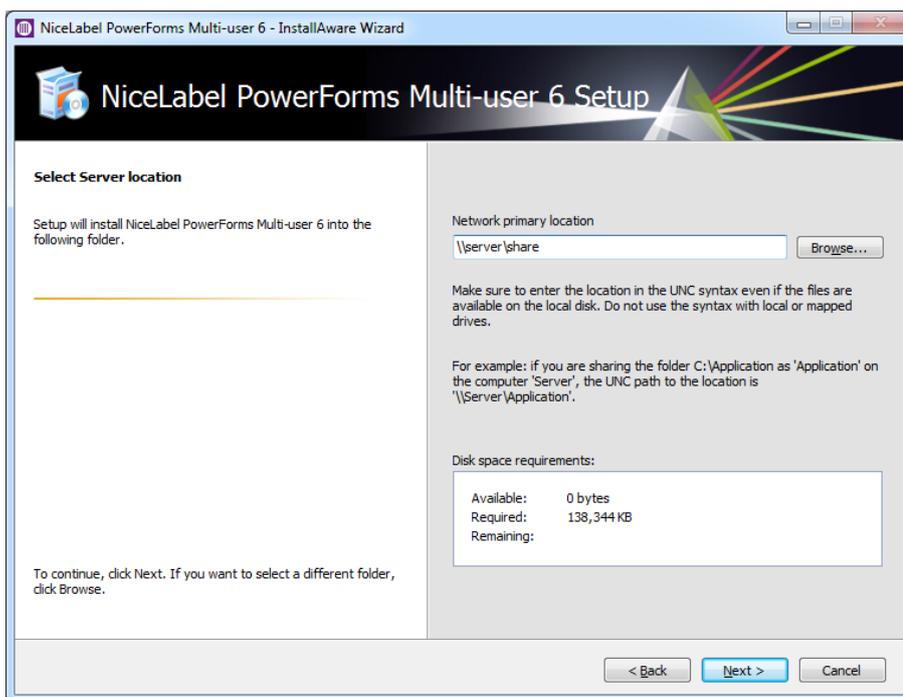
> **NOTE:** Make sure you are using UNC syntax when referring to the network location. Use the syntax `\\server\share` and not the syntax with the mapped drive, such as `G:\share`.

7. You can enter the location of the secondary server that will take over when primary server fails. If you have a computer to act as a secondary license server, enter the UNC path to the appropriate folder. "Using Primary and Secondary Server" on page 42.

> **NOTE:** If unsure, leave the secondary server disabled. The secondary server is optional.

8. You can create an MSI installation file if you want to automatically deploy the client software on workstations using the Active Directory group policy. You can use the MSI file for silent and unattended installation of software. "Installing the Multi-user Client in the Unattended Mode with Group Policy" on the next page.

> **NOTE:** If unsure, skip this optional step.

9. Click on the **Next** button to finish the installation.

> **NOTE:** You must select a server and disk share that is visible to all workstations in the domain where you intend to use the software.

10. After the installation completes, you can enable the **Run Workstation Install** option and install the NiceLabel client on the server computer as well. This is an optional step. If needed, you can install the client at any later time.

Installing the Client Interactively

There are a few methods to install the labeling software Multi-user client on the workstation:

- **Installing the client from the network share (the recommended method).**

  In this case you will ensure that every workstation has the same version of NiceLabel client installed. If you follow this installation method, the client will automatically activate with the license, no manually activation procedure is necessary.

  To install the software client by running the installation file from the server, do the following:

  1. Open Windows Explorer.

  2. Browse to the labeling software server computer in **Network**.

  3. Browse to the folder where the NiceLabel software is installed on the server.
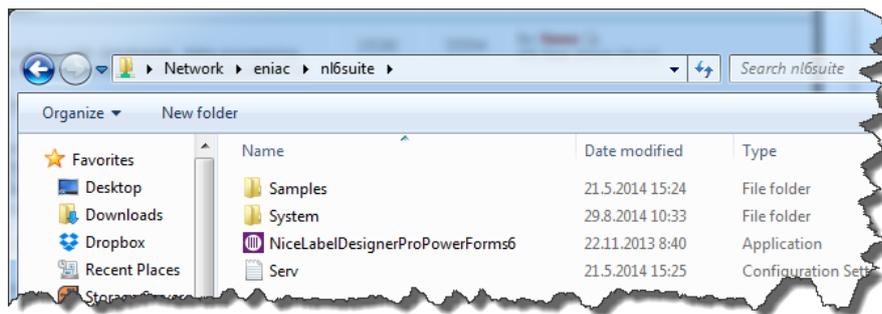
4. Double click on the client installation file **(NiceLabelDesignerProPowerForms6.EXE)**.

5. Follow on-screen instructions. For more information, "Installing Single-user Software" on page 4.

> **NOTE:** The client installed on any workstation must have full access (read, write, delete) to the **System** sub folder on the server computer.

- **Installing the client from the DVD.**

   Actually, the client in the Multi-user product is a single-user software **NiceLabel PowerForms Desktop**.

   To install the client from the DVD, "Installing Single-user Software" on page 4.

Installing the Multi-user Client in the Unattended Mode with Group Policy

In this case the client installs automatically with a directive from Windows Active Directory. The "Group Policy" allows the administrators to deploy the software without any user intervention on the workstations. When the group policy is in place the client can install automatically when the user logs into the system the next time, or the installation of the client can be forced at any time.

To take advantage of the unattended installation mode, you need to prepare the labeling software installation as MSI package that is compatible with the group policy.

To create the .MSI installation package, do the following:

1. Start the installation of the NiceLabel PowerForms Multi-user.

2. Follow the on-screen instructions until you reach the step **Group Policy Installation**. By default the group policy installation is disabled.

3. Enable the option **Create MSI file for Group Policy deployment**.
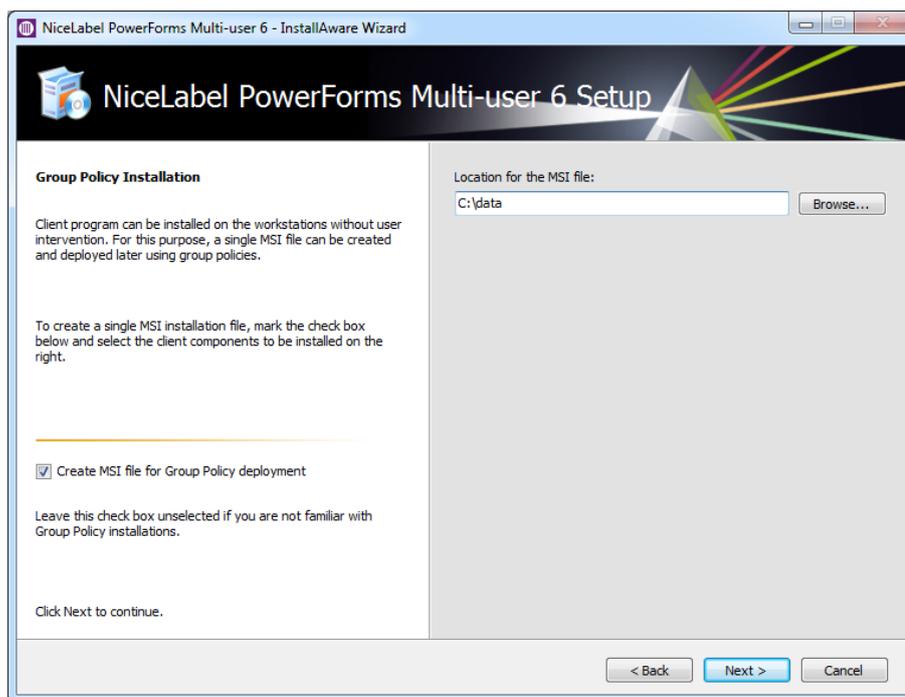
4. Select the folder where to save the .MSI file.

5. Click **Next**.

For more information about the group policy and remote software installation, see articles, such as **How to use Group Policy to remotely install software in Windows Server 2008 and in Windows Server 2003** on Microsoft Web site.

Notes for Installation on Windows Remote Desktop Services (Terminal Services) and Citrix Environment

Before you start with the Multi-user installation on the Windows Terminal Services or Citrix Metaframe, read the White Paper explaining how to use the labeling software with Windows Terminal Services and Citrix Metaframe. The White Paper is available on product website.

Installing NiceLabel Desktop Suite Multi-user

NiceLabel Desktop Suite Multi-user is a bundle of **NiceLabel PowerForms Multi-user** and **NiceLabel Automation Easy**. You have to install both products.

To install NiceLabel Desktop Suite from the **NiceLabel DVD**, do the following:

1. Install NiceLabel PowerForms Multi-user per instructions at the beginning of this chapter.

2. Switch back to the autorun application started from NiceLabel DVD. You can re-insert NiceLabel DVD to automatically run it.

> **NOTE:** If the installation wizard does not start automatically, go to the root folder of your product DVD and double-click on the file **START.EXE**.

3. Click on **Install NiceLabel product**. A new window will open, showing all available software editions.
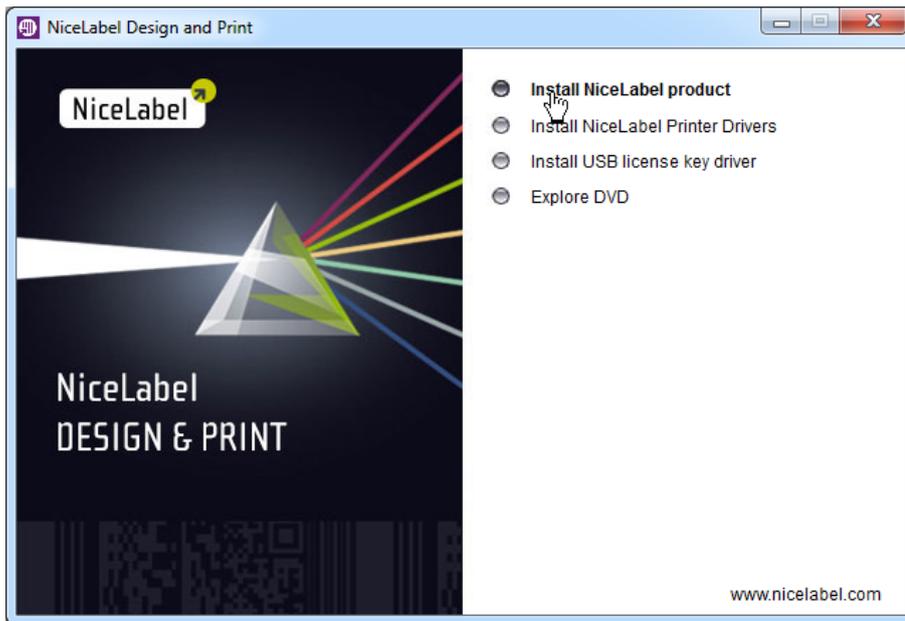
4. Click on **NiceLabel Automation Easy**.
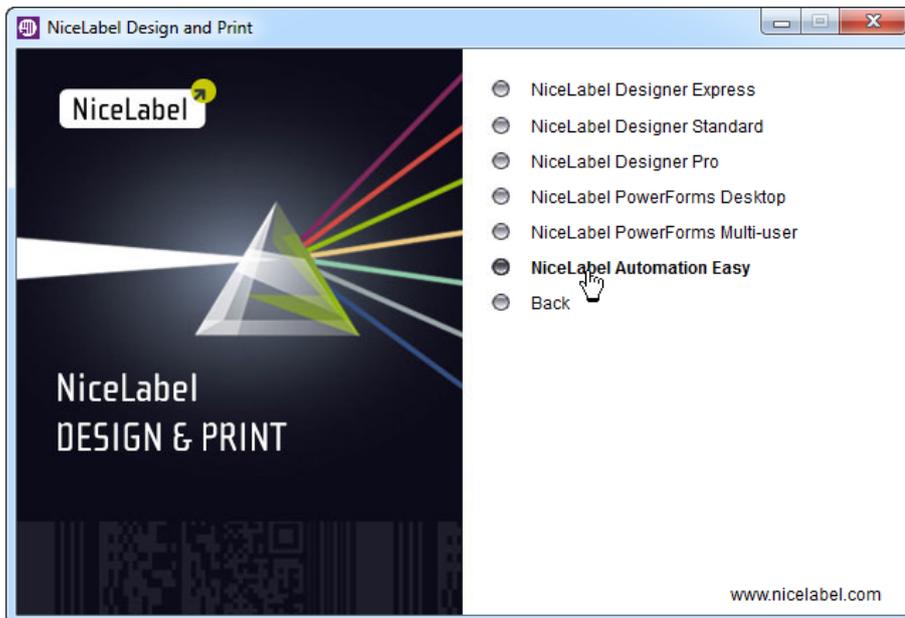
5. Follow-on-screen instructions.

To install NiceLabel Desktop Suite from the **self-extractable EXE file** you have downloaded from NiceLabel web page, do the following:

1. Start the bundle installer **NiceLabelDesktopSuiteMultiUser6.EXE**.

2. Click on **Install PowerForms Multi-user**.
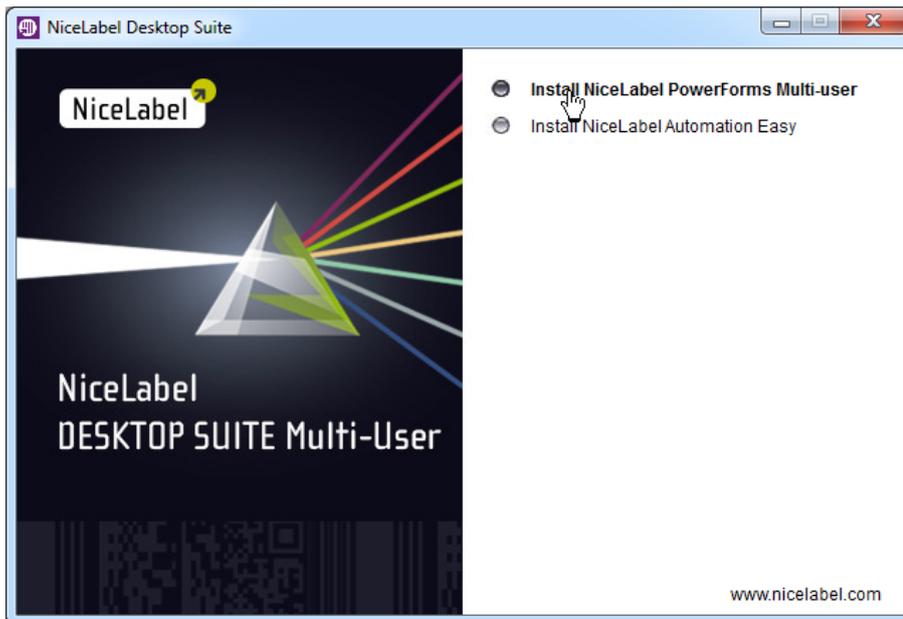
3. Follow on-screen prompts. Also refer to the information at the beginning of this chapter.

4. Click on Install **NiceLabel Automation Easy**.
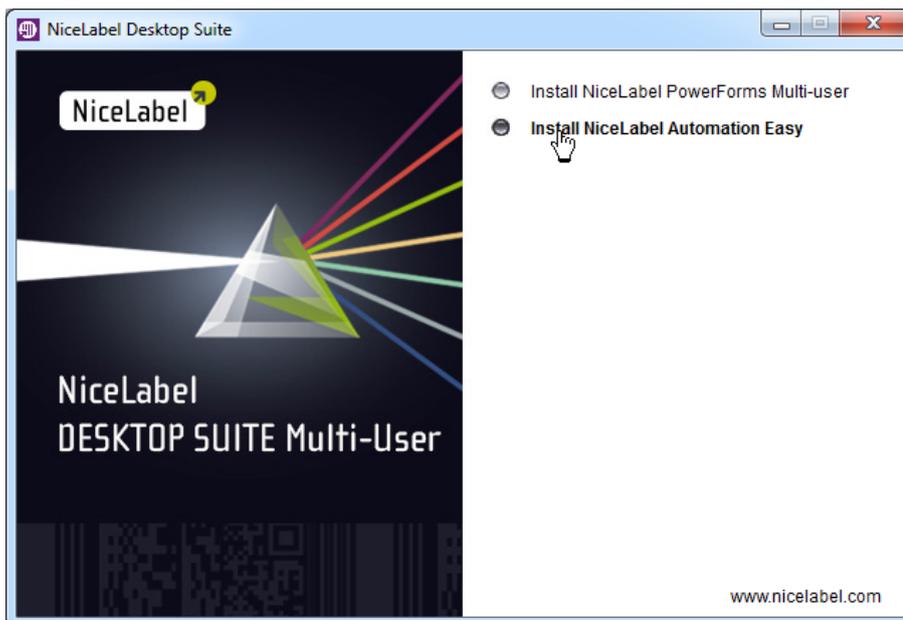
5. Follow on-screen instructions.

Install Command-line Parameters

NiceLabel installer can be controlled with the command-line parameters.

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

Parameter	Description
/s	Silent install. No dialog boxes are displayed. The installer executes in the background.
/l="folder_and_file_name"	Logging the installation process in the provided file name. Make sure the user account performing the installation has the access permissions to the folder.

ALLUSERS=1	This parameter must be set when installing a .MSI with the privileges of the Local System user account. You must set this parameter for the installer to add NiceLabel to the list of installed software in Control Panel>Add or remove programs. This allows any other privileged user to have access to add/remove feature.
DISABLEANALYTICSSUPPORT	When this parameter is added the, the installer will disable the analytics support. By default, the user participates in the anonymous analytics reporting.
EDITION_PRO=TRUE	This parameter forces the installation of NiceLabel Designer Pro. By default, the user is prompted for the product to install.
EDITION_POWERFORMS=TRUE	This parameter forces the installation of NiceLabel PowerForms Desktop. By default, the user is prompted for the product to install.
TARGETDIR="folder_name"	Overriding the default installation folder.
PRIMARYSERVER=\\<server>\<share>	Specifying the location of the primary licensing server in case of NiceLabel PowerForms Multi-user license. This will automatically activate the client, so the user does not have to do it later.
SECONDARYSERVER=\\<server>\<share>	Specifying the location of the secondary licensing server in case of NiceLabel PowerForms Multi-user license.

Silent Uninstall

```
NiceLabelDesignerProPowerForms6.exe /s MODIFY=FALSE REMOVE=TRUE UNINSTALL=YES
```

Logging the installation

```
NiceLabelDesignerProPowerForms6.exe /l="C:\temp\InstallLog.txt"
```

Installing Upgrades

Installing Single-user Upgrades

Introduction

You can upgrade the labeling software in the following ways:

- Minor version upgrade - within one version, for example from 6.0 to 6.3.
- Major version upgrade - from an older version to the most current one (major version upgrade), for example 5.0 to 6.3.
- Software edition upgrade - software type upgrade, for example NiceLabel Designer Express to a more advanced edition like NiceLabel Designer Pro.

Before starting the upgrade, do the following:

- Backup your labeling files, including your labels, forms, and system folder (see **System** folder in the respective product folder in **c:\ProgramData\EuroPlus**).
- Do not remove the existing version from your PC.

Installing Minor Version Upgrade

In a software minor version upgrade, you upgrade an older minor version, for example 6.0, to the latest version of 6.X.

Do the following:

1. Close the labeling software on your PC.

2. Start the installation of the new version of the same NiceLabel product that you currently have.

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

4. Follow the prompts.

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

Installing Major Version Upgrade

In a labeling software major version upgrade, you upgrade an older version, for example 5.X, to the latest version of 6.X.

Do the following:

1. Close the labeling software on your PC.

2. Start the installation of the new version of the same NiceLabel product that you currently have.

3. The installer of a new version will install it next to the old version. You will have NiceLabel software of both versions installed.

4. Follow the prompts.

5. You will have to activate the new version.

> **NOTE:** Activate the new product of the labeling software with the information provided in your upgrade package. "Activating Single-user Upgrades" on page 28.

Installing Edition Upgrade

An edition upgrade is an upgrade to a more powerful software edition.

Do the following:

1. Close the labeling software on your PC.

2. Start the installation of the new NiceLabel product.

3. Follow on-screen information. "Installing Single-user Software" on page 4.

> **NOTE:** Activate the new product of the labeling software with the information provided in your upgrade package. "Activating Single-user Upgrades" on page 28.

Installing Multi-user Upgrades

Introduction

You can upgrade the Multi-user edition in the following ways:

- Upgrade software within one version (minor version upgrade), for example from 6.0 to 6.3.

- Upgrade software version from an older version to the most current one (major version upgrade), for example 5.1 to 6.3.

Before starting the upgrade, do the following:

- Backup your labeling files, including your labels, forms, and system folder (see **System** folder in the respective product folder in **c:\ProgramData\EuroPlus**).

- Do not remove the existing version from your server and workstations.

- Make sure all clients have logged off before you install the Multi-user upgrade.

Installing Minor Version Multi-user Upgrade

In a minor version Multi-user upgrade, you upgrade an older minor version Multi-user, for example **6.0**, to the latest version of **6.X**.

Do the following:

1. Close the labeling software and any other running software on your server and workstations.

2. Put the product DVD in your DVD-ROM drive on any computer with a labeling software client installed.

3. Install the new version on the server computer. Follow the same instructions as for the first-time installation. "Installing the Multi-user Software" on page 7.

   > **NOTE:** Make sure to select the **SAME** shared folder on the server as for the first installation. The files will be overwritten with the latest version.

4. Install the new version of NiceLabel client on all workstations. Follow the same instructions as for first-time installation.

   > **NOTE:** For more information for server or client installation, "Installing the Multi-user Software" on page 7

Installing Major Version Multi-user Upgrade

In a major version Multi-user upgrade, you upgrade an older Multi-user version, for example 5.X, to the latest version 6.X.

Do the following:

1. Close the labeling software and any other running software on your server and workstations.

2. Put the product DVD in your DVD-ROM drive on any computer with a labeling software client installed.

3. Install the new version on the same server computer using the same installation folder. Follow the same instructions as for the first-time installation. "Installing the Multi-user Software" on page 7.

   > **NOTE:** Make sure to select the **SAME** shared folder on the server as for the first installation. The files will be overwritten with the latest version.

4. Install the new version of NiceLabel client on all workstations. Follow the same instructions as for first-time installation.

   > **NOTE:** For more information for server or client installation, "Installing the Multi-user Software" on page 7

Installing Printer Drivers

> **NOTE:** For a detailed instructions on how to install the printer driver, please refer to the document **NiceLabel Printer Drivers Installation Guide** available for download from NiceLabel web.

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

Printer Driver Installation Using the Printer Installation Wizard

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

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

2. Click on **Install NiceLabel Printer Drivers**. The printer installation wizard will start.
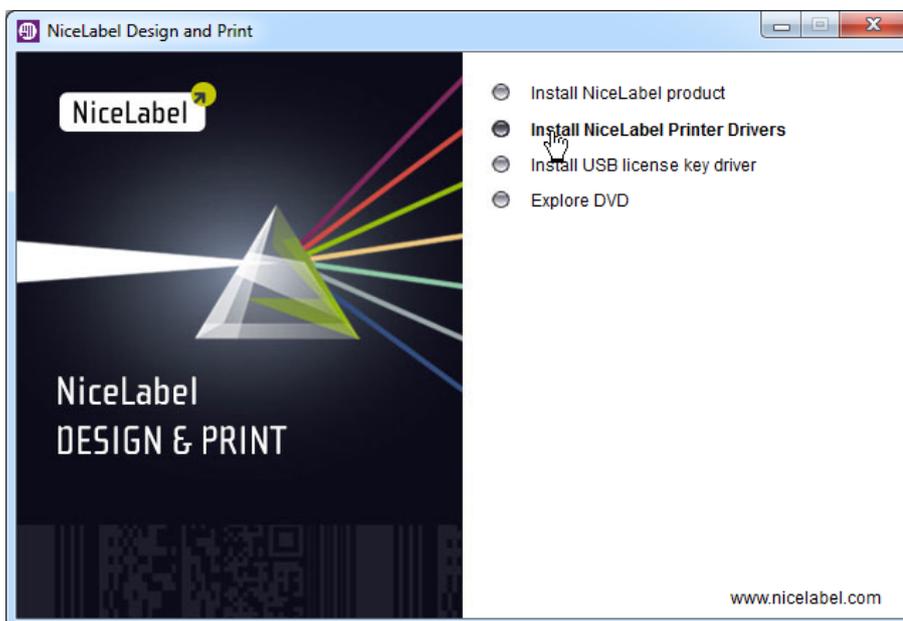
3. Follow on-screen instructions.

4. Select your printer from the list. Click the **Next** button.

5. Select the port where you have connected your printer and click the **Finish** button.

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

Printer Driver Installation within Software Installation

To continue installing the NiceLabel printer driver after setup has finished the labeling software installation, do the following:

1. Select the option **Install printer driver**.

2. Click the **Finish** button.

3. The **Printer Installation Wizard** will open.

4. Select your printer from the list. Click the **Next** button.

5. Select the port where you have connected your printer and click on the **Finish** button.

> **NOTE:** This type of printer installation is available only when running installation from the product DVD.

Printer Driver Installation Using the Windows Add Printer Wizard

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

2. Click **Add a printer**.
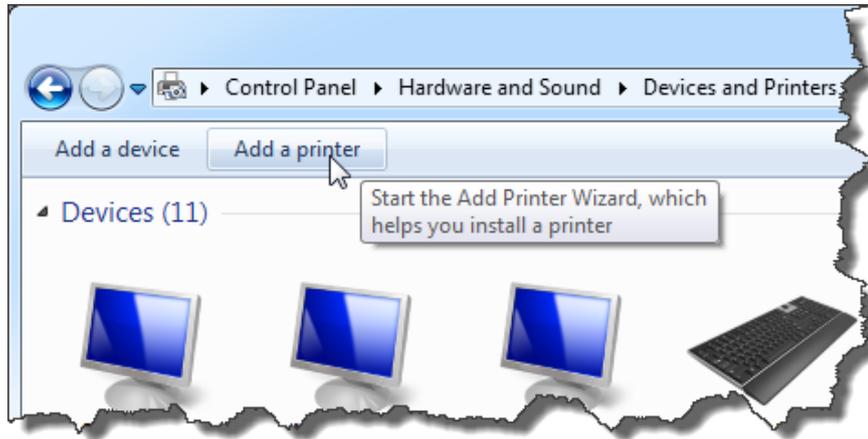
3. Follow the Add Printer Wizard prompts. The actual steps vary depending on the version of your Windows operating system. Click on **Have disk** button in the step where you can select printer manufacturer and model.

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

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

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

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

Activating Software

The following activation instructions are valid for single-user and multi-user editions.

You have to activate the software if you want to use it. The software will run in trial mode for 30 days after the installation and then switch into limited demo mode.

There are the following types of the software activation:

- **Single-user Hardware key activation.** The USB hardware key is used to activate the software.
- **Single-user Software key activation.** The Software Key number is a sequence of 25 characters and is used to activate the software. Internet connection is required for activation.
- **Multi-user Software key activation.** You can activate Multi-user products the same way as single-user with software key. Internet connection is required for activation.

Activating Single-user Software

The information in this topic is valid for the following products: NiceLabel Designer Express, NiceLabel Designer Standard, NiceLabel Designer Pro, NiceLabel Print-only, NiceLabel PowerForms Desktop, NiceLabel PowerForms Runtime, NiceLabel Desktop Suite, NiceLabel Desktop Suite Runtime.

Activating Software with a Software Key

You can activate the labeling software automatically through the Activation Server (recommended) or manually through the Activation Web site.

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

- **Key number:** The sequence of 25 characters provided with the labeling software.
- **Registration number:** Unique number generated during the activation process. The registration number validates the entered software key.
- **Activation code:** Issued on the labeling activation Web site. The activation code activates the labeling software on your computer.

To activate the single-user software, do the following:

1. Follow the installation instructions to install the NiceLabel software.

2. Start the NiceLabel designer. It will run in the trial or demo mode.

3. Click on the button **Enter license key**.

4. Select **Single-user Software Key**.
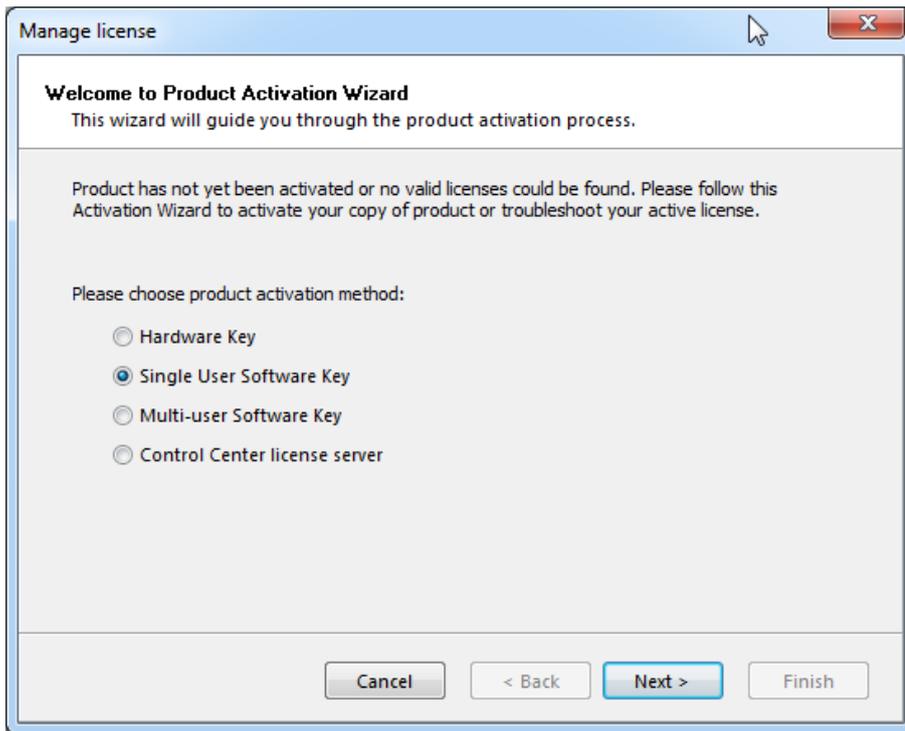
5. Click **Next**.

6. Enter the required customer information and the key number.

7. Click the **Next** button. The window Manage License – Activation Code will open.

8. To activate the software automatically, click on the link **Automatic to activation** (recommended).
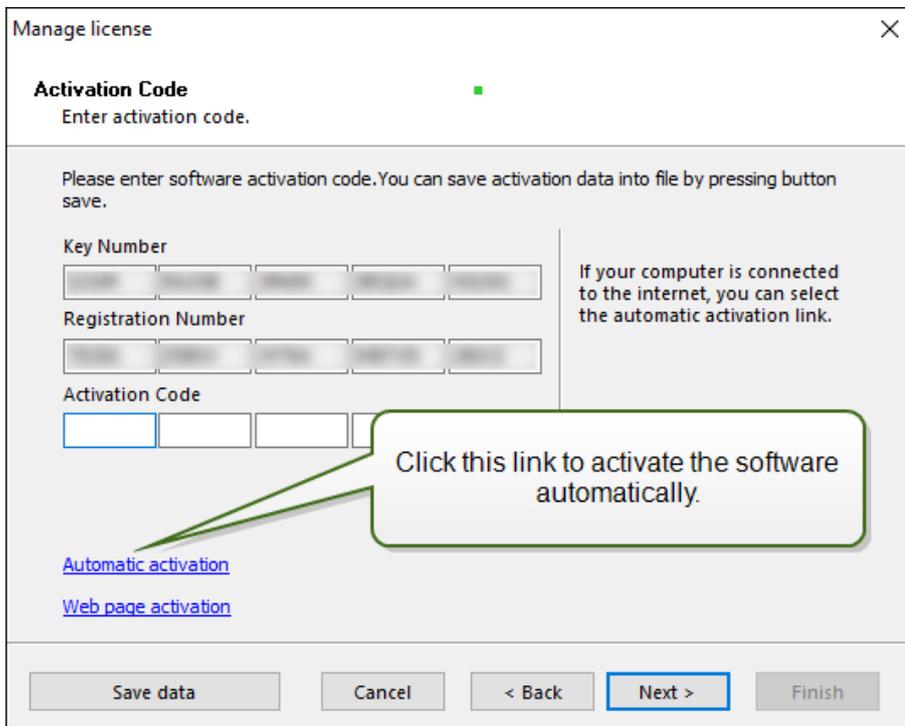
If you don't have the access to the Internet on the computer, where you have installed the software, you will have to use other activation options. "Activation without Internet Access" on page 26.

Activating Software with a Hardware Key (Single-user)

To activate the labeling software using a USB key, do the following:

1. Start the NiceLabel designer. It will run in the trial or demo mode.

2. Click on the button **Enter license key**.
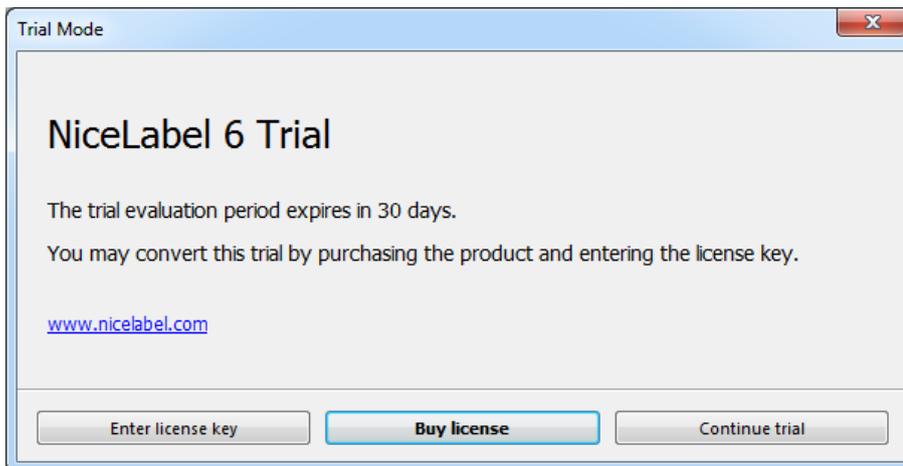
3. Select **Hardware Key**.
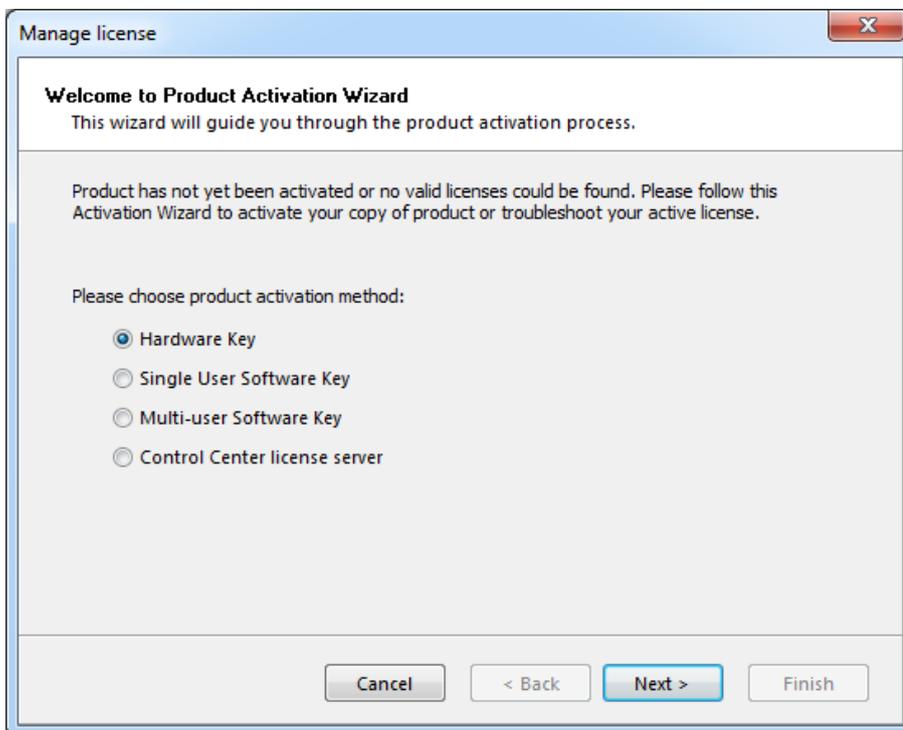
4. Plug the USB key into an available USB port.

   If the computer has the Internet access, the necessary driver will be downloaded from the Windows Update.
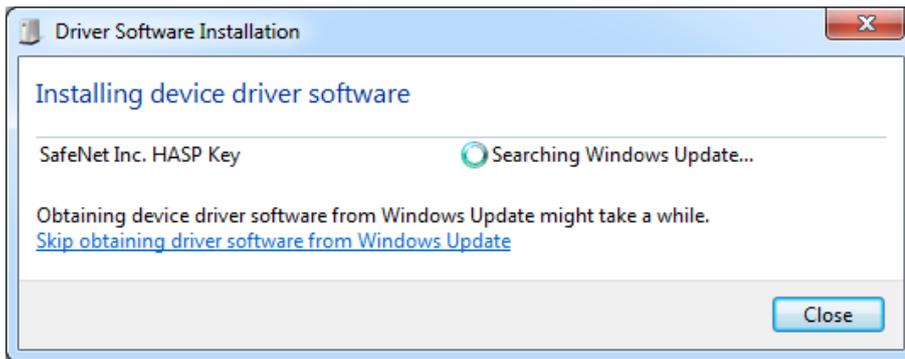
If you don't have the connection to the Internet on your computer, install the hardware key driver from the NiceLabel DVD, or download it from the NiceLabel Web site (look for "Device driver for the hardware key - HASP").

Do the following:

1. On the NiceLabel DVD, open the folder:

   `Utility\USB License Key Driver\GUI installer`

   or

   Extract the downloaded ZIP file.

2. Run the application HASPUserSetup.exe and follow on-screen instructions.

There is also a command-line utility to install the HASP driver on the DVD and download page, should you have troubles with the GUI utility.

5. Click **Next**.

6. The hardware key will be detected and the product level displayed on screen.
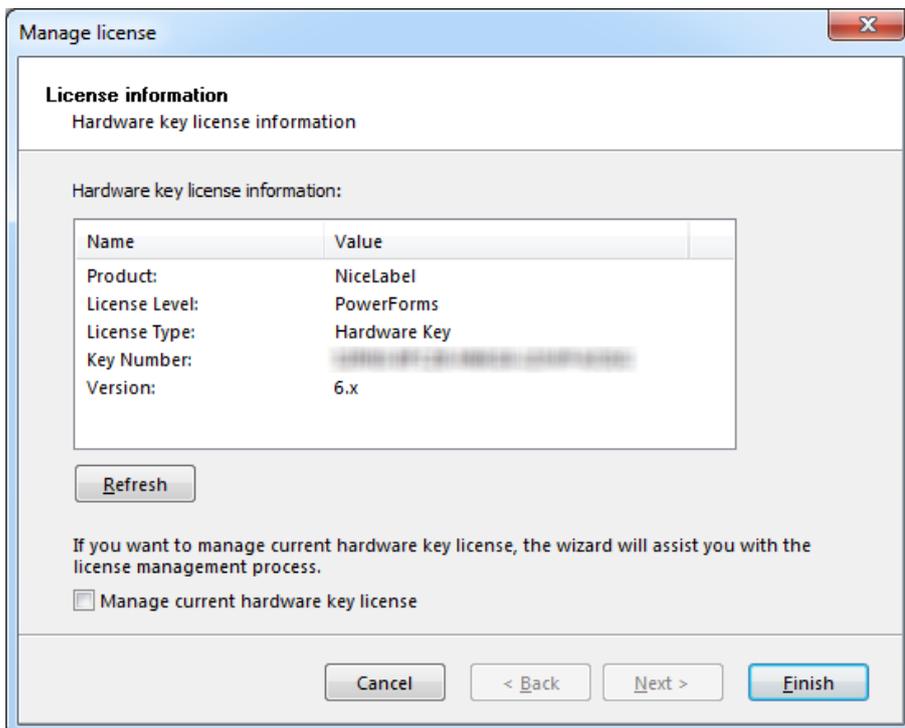
7. Click on the **Finish** button and labeling software will be activated.

> **NOTE:** You can only activate some Single-user editions with a hardware key, the Multi-user editions are software key only.

Notes on Activating NiceLabel Desktop Suite

NiceLabel Desktop Suite is a bundle of **NiceLabel PowerForms Desktop** and **NiceLabel Automation Easy** and is available with two license keys.

- One license key is used to activate NiceLabel PowerForms Desktop.
- The other license key is used to activate NiceLabel Automation Easy.

To activate **NiceLabel PowerForms Desktop** , "Activating Software with a Software Key" on page 19.

To activate NiceLabel Automation Easy, do the following:

1. Run **NiceLabel Automation Builder**.

2. Select **File>Tools>Manage License**. The Activation Wizard will start.

3. For the activation method select **Single User Software Key**.
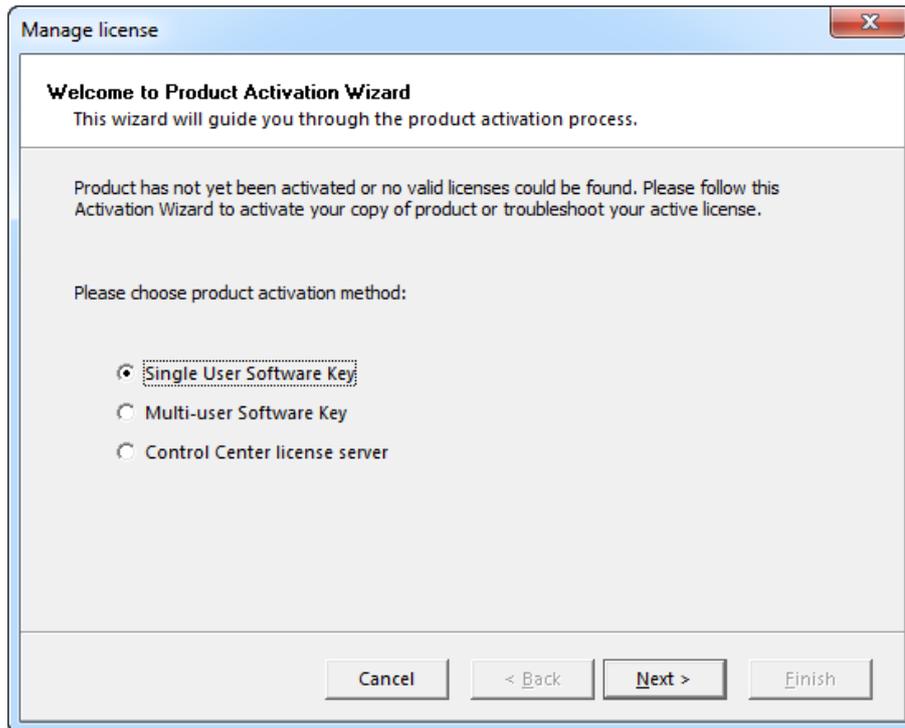
4. Click **Next** and follow on-screen instructions.

If you don't have the access to the Internet on the computer, where you have installed the software, you will have to use other activation options. "Activation without Internet Access" on page 26.

Activating Multi-user Software

The information in this topic is valid for the following products: NiceLabel PowerForms Multi-user, NiceLabel Desktop Suite Multi-user, NiceLabel Desktop Suite Runtime, and License Packs.

Activating Multi-user Edition

You can activate the Multi-user edition of the labeling software with a 25-character software key.

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

- **Key number:** The sequence of 25 characters provided with the labeling software.
- **Registration number:** Unique number generated during the activation process. The registration number validates the entered software key.
- **Activation code:** Issued on the activation Web site. The activation code activates the labeling software on your computer.

To activate the multi-user software, do the following:

1. Follow the installation instructions to install the server part and the client(s).
2. Run the client on any workstation. It will run in the trial or demo mode.

3. Click on the button **Enter license key**.

4. Select **Multi-user Software Key.**
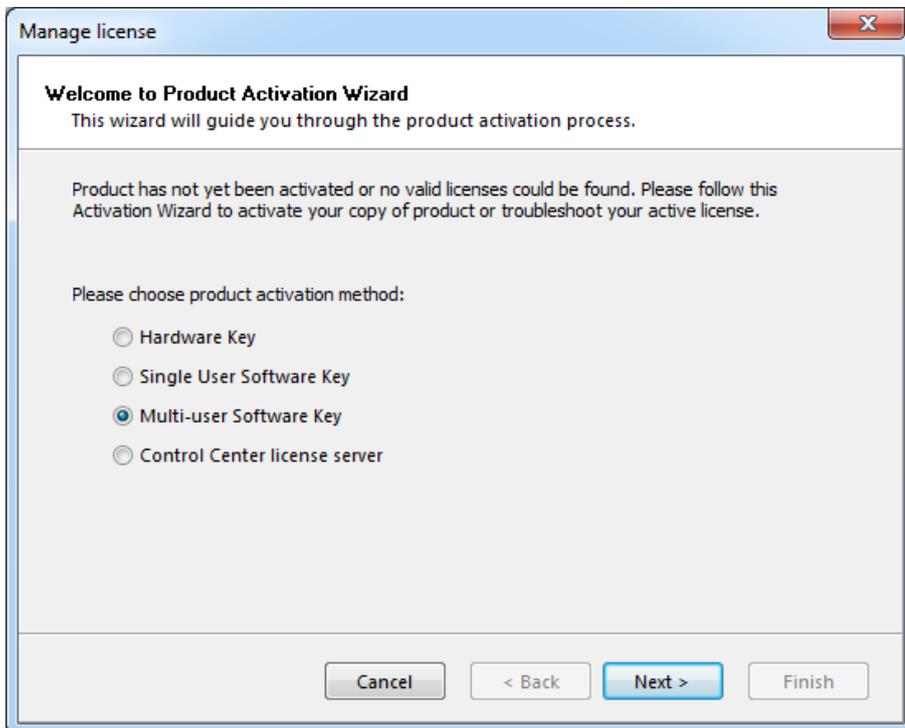
5. Click **Next**.

6. Enter the primary network location path. Enter the same path as the one entered during the installation of the server part and click **Next**.
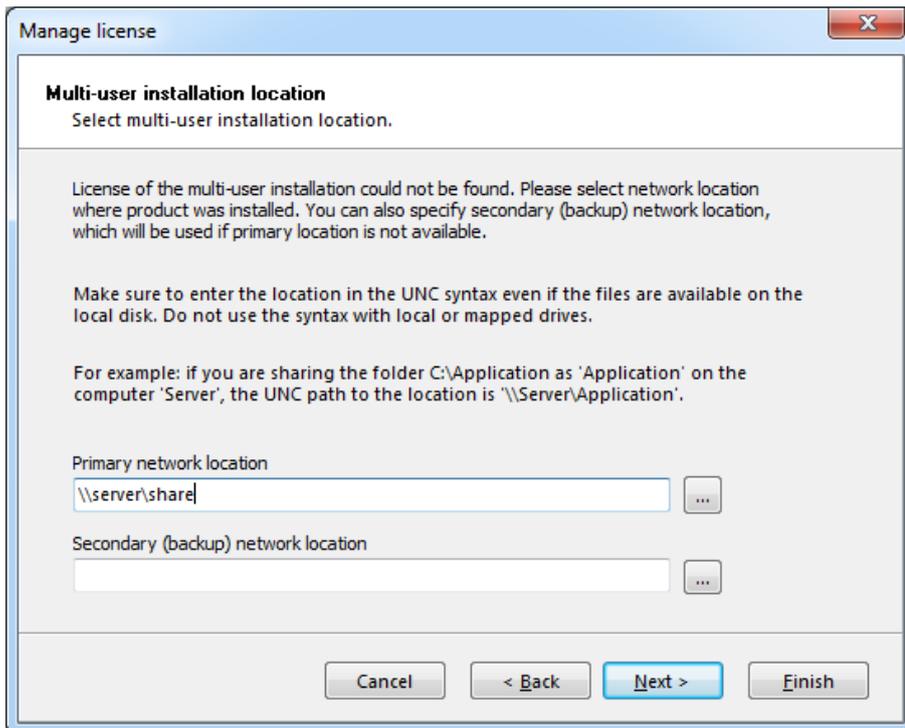
> **NOTE:** Make sure you are using UNC syntax when referring to the network location. Use the syntax `\\server\share\folder` and not the syntax with the mapped drive, such as `W:\share\folder`.

7. Click **Next**.

8. Enter the required customer information and the key number.

9. Click **Next**.

10. To activate the software automatically, click on the link **Automatic activation** (recommended).
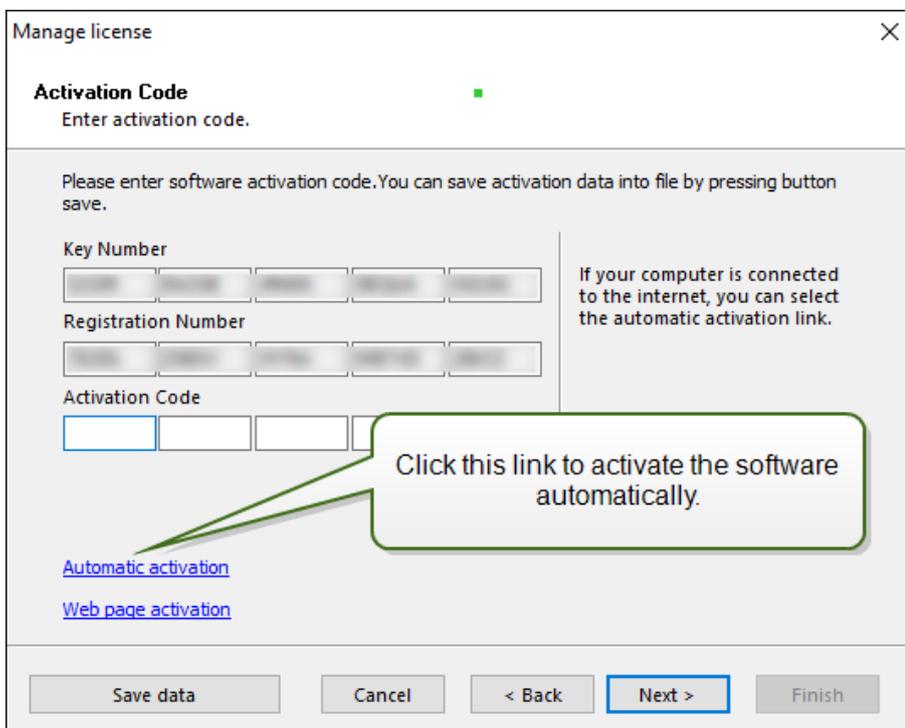
11. Click on the **Next** button and follow the prompts to complete the activation process.

12. If you have installed the clients from the server, all clients will know where the server is and will automatically get the license, when you start them.

   If you have installed the clients from the DVD, you will have to activate them upon first start up. In this case, follow the steps 2-5 above.

If you don't have the access to the Internet on the computer, where you have installed the software, you will have to use other activation options. "Activation without Internet Access" below.

Notes on Activating NiceLabel Desktop Suite Multi-user

NiceLabel Desktop Suite is a bundle of **NiceLabel PowerForms Multi-user** and **NiceLabel Automation Easy** and is available with one license keys.

To activate **NiceLabel PowerForms Multi-user client**t, "Activating Multi-user Edition" on page 23.

To activate **NiceLabel Automation Easy**, do the following:

1. Run NiceLabel Automation Builder.

2. Select **File>Tools>Manage License**. The Activation Wizard will start.

3. For the activation method select **Multi-user Software Key**.

4. Click **Next**.

5. Enter the primary network location path. Enter the same path as the one entered during the installation of the server part and click **Next**.

   > **NOTE:** Make sure you are using UNC syntax when referring to the network location. Use the syntax `\\server\share\folder` and not the syntax with the mapped drive, such as `W:\share\folder`.

6. Click **Finish**.

> **NOTE:** NiceLabel Automation Easy will use the same license as NiceLabel PowerForms clients.

Activation without Internet Access

If you don't have the access to the Internet on the computer, where you have installed the software, you will have to use other activation options.

In this case, do the following:

1. Make sure to complete steps to open the Activation dialog box and enter the License Key.

2. Write down the Key number and the Registration number.

3. Write down the Internet activation Web address.

   > **NOTE:** You can also click the button **Save Data** and store the activation information to the text file. It will save you some time as you do not have to write down the numbers.

4. Go to a computer with Internet access and open the activation Web site in the Internet browser.

5. Enter the Key number and the Registration number. Enter other user information when prompted.

6. Click on the **Activate** button to retrieve the Activation code. Write it down.

7. Go back to the client computer where the window Manage License is still open.

8. Enter the Activation code.

9. Click on the **Next** button and follow the prompts to complete the activation process.

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

Activating Upgrades

Activating Single-user Upgrades

The information in this topic is valid for the following products: NiceLabel Designer Express, NiceLabel Designer Standard, NiceLabel Designer Pro, NiceLabel Print-only, NiceLabel PowerForms Desktop, NiceLabel PowerForms Runtime, NiceLabel Desktop Suite, NiceLabel Desktop Suite Runtime.

Minor Version Upgrade

When you upgrade to a new minor version of the same edition, for example version 6.0 to version 6.3, the software will remain activated. The installer will install the new version on top of the old version overwriting it and keeping the activation data.

Major Version Upgrade

When you upgrade to a new major version of the same edition, for example version **5.1** to version **6.3**, you will have to activate the new version. The new version does not override the existing one and installs in a separate folder. You can work with both the old and new version at the same time.

Please follow the same instructions as for the first-time installation of the labeling software in the chapter **Installing the Software**.

Summary of required steps:

1. Close running NiceLabel applications.

2. Do not remove the existing version of the NiceLabel software.

3. Install the new version of the same product you already have.

4. If your old version of the software is activated with a hardware key, plug it in.

5. Activate the new the version with the upgrade key number.

> **NOTE:** To upgrade your software version 5.1 to version 6.X, you need to have available both the old 25-digit serial number (for version 5.1) and the new 25-digit software key number (for version 6.x). Both keys are required to activate your software upgrade. After the upgrade the old software key is deactivated.

To activate the new version, do the following:

1. Open the newly installed labeling software.

2. Click on the **Manage License** button. The Manage License window will open.

> **NOTE:** If you activate the labeling software immediately after completing the installation, select **Activate the package** and click on **Next**.

3. Select **Single User Software Key** and click on **Next**. A new Manage License window will open showing the key license information of your old version of labeling software.

> **NOTE:** If your old software came with a USB key, plug the key into an available port, select **Hardware Key** and click on **Next**.

4. If your software is protected by a software key, select **Manage current software key license** and click on **Next**.

   If your software is protected by a hardware key, select **Manage current hardware key license** and click on **Next**.
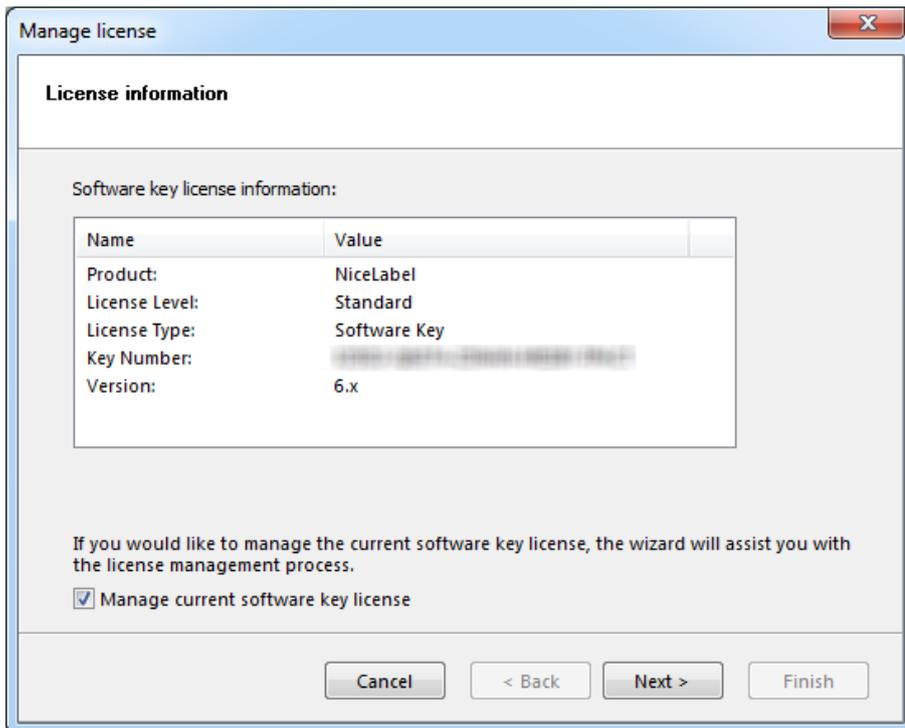
5. In the Manage License – Manage software key license window, select **Upgrade key license** and click on **Next**.
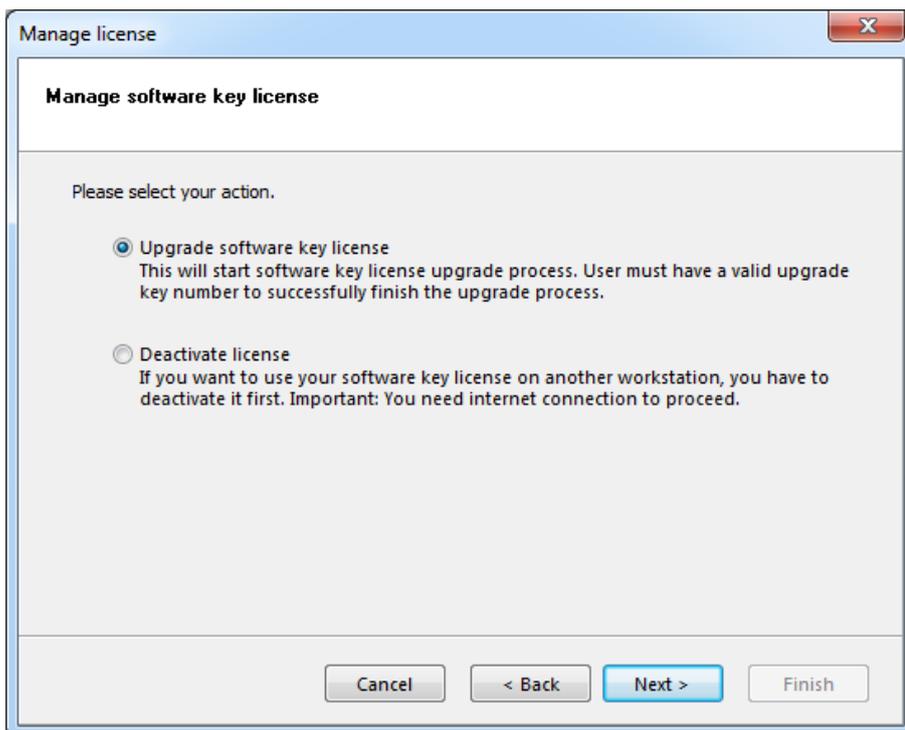
6. In the Manage License – Upgrade code window, enter the **Upgrade Key Number** you received from your vendor.

7. Click on the **Next** button and follow the prompts to complete the activation process.

8. To activate the software automatically, click on the link **Automatic activation** (recommended).

If you don't have the access to the Internet on the computer, where you have installed the NiceLabel software, you will have to use other activation options. "Activation without Internet Access" on page 32.

Edition Upgrade

When you upgrade to a new product of the labeling software, for example from NiceLabel Designer Express to NiceLabel Designer Pro, you keep the existing product on your computer and install and activate the new product. In this case, follow the same instructions as for the first-time installation of the NiceLabel Software. "Installing Single-user Software" on page 4.

Summary of required steps:

1. Close all labeling software applications.

2. Keep the old software installed.

3. Install the new edition of the software.

4. Activate the new edition with the upgrade key number.

> **NOTE:** To upgrade your software edition, you need to have available the old 25-digit serial number/ software key and the new 25-digit software key number. Both keys are required to activate your upgrade. After the upgrade the old software key is deactivated.

Activating Multi-user Upgrades

> The information in this topic is valid for the following products: NiceLabel PowerForms Multi-user, NiceLabel Desktop Suite Multi-user, NiceLabel Desktop Suite Runtime, and License Packs.

Minor Version Upgrade

When you upgrade to a new minor version of the same product, for example version 6.0 to version 6.3, the software will remain activated. The installer will install the new version on top of the old version overwriting it and keeping the activation data.

> **NOTE:** Make sure to install the server part in the same folder on the server that is currently used for the Multi-user edition. You will not have to activate the server again. It will remain activated from the previously installed version.

Multi-user Major Version Upgrade

In a major version Multi-user upgrade, you upgrade an older Multi-user version, for example **5.**X, to the latest version of **6.**X.

In this case, you have installed a new multi-user version (server part) on top of the existing multi-user version (server part), and you have installed a new client. The installation has overwritten the data in the System folder shared on the server, but has also kept the data from the previous version, such as print history logging and global variables. For more information about the installation, "Installing Multi-user Upgrades" on page 16

To activate the upgrade, to the following:

1. Start the new version of the NiceLabel designer.

2. In the Trial Mode dialog box, click **Enter license key**.

3. In Manage License dialog box, select **Multi-use Software Key**. Click **Next**.

4. Browse to the folder, where the server part of the NiceLabel multi-user installation is available. Click **Next**.

5. Enter the user information. Make sure to put the **upgrade license key** in the Key Number field. Click **Next**.

   Enter the **Old Key Number**. This is the license key from the previous version that you want to upgrade.

   > **NOTE:** To upgrade your Multi-user version to new major version, you need to have available both the old 25-digit serial number (for the old version) and the new 25-digit software key number (for the new version). Both keys are required to activate your software upgrade. After the upgrade the old software key is deactivated and cannot be used again.

6. To activate the software automatically, click on the link **Automatic activation** (recommended).

7. If you don't have the access to the Internet on the computer, where you have installed the NiceLabel software, you will have to use other activation options. "Activation without Internet Access" on page 32.

Multi-user License Pack

With a Multi-user License Pack upgrade you can add user licenses to your current Multi-user edition in increments of 5, 10, 20 or 50 concurrent users. To add additional user licenses, you have to activate your Multi-user License Pack software key you have received from your vendor.

To upgrade the Multi-user License Pack, do the following:

1. Open the labeling software on your server computer or any client that has installed the software.

2. Select **Help>Manage License**.

3. Select **Manage current Multi-user license** and click **Next**.
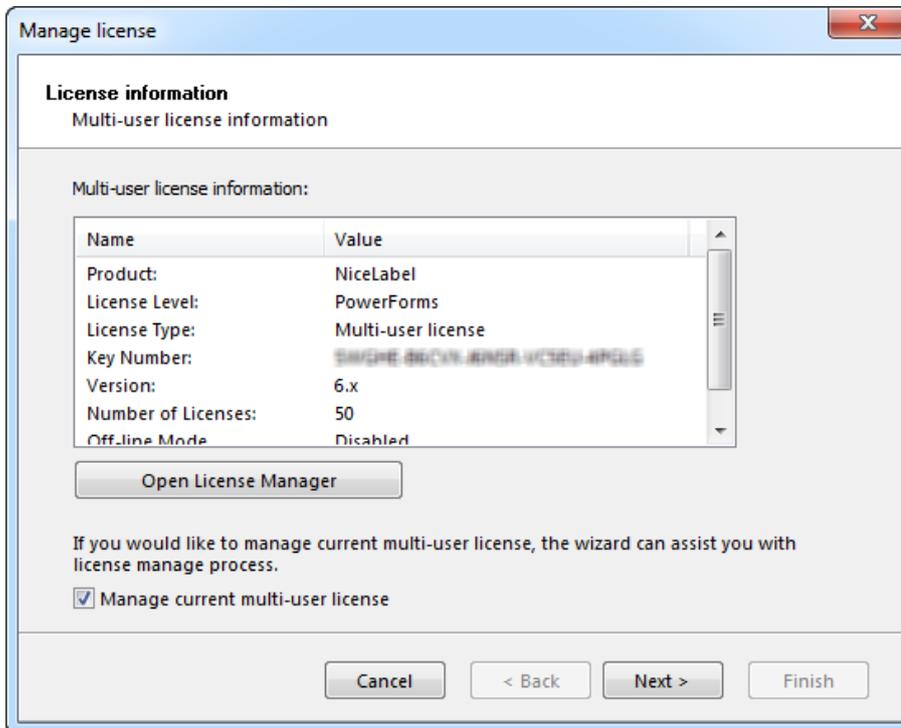
4. In the Manage License – Manage Multi-user License window, select **Add Multi-user licenses** and click **Next**.
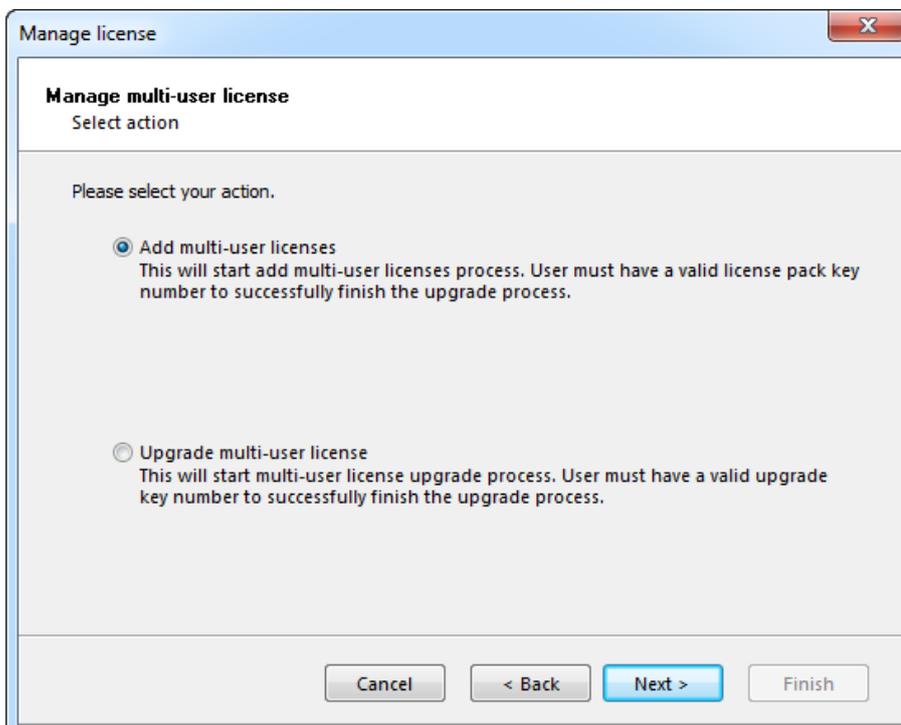
5. In the Manage License – License Pack Key Number window, enter the **License Pack Key Number** you have received from your vendor.
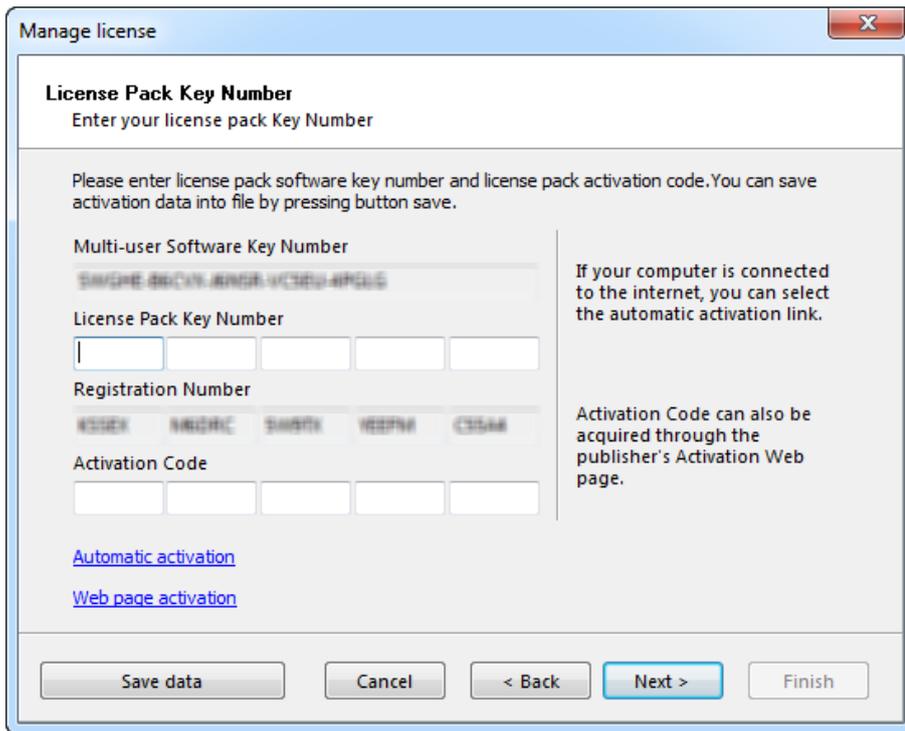
6. To activate the software automatically, click on the link **Automatic activation** (recommended).

If you don't have the access to the Internet on the computer, where you have installed the NiceLabel software, you will have to use other activation options. "Activation without Internet Access" below.

Activation without Internet Access

If you don't have the access to the Internet on the computer, where you have installed the software, you will have to use other activation options.

In this case, do the following:

1. Make sure to complete steps to open the Activation dialog box and enter the License Key.

2. Write down the Key number and the Registration number.

3. Write down the Internet activation Web address.

> **NOTE:** You can also click the button **Save Data** and store the activation information to the text file. It will save you some time as you do not have to write down the numbers.

4. Go to a computer with Internet access and open the activation Web site in the Internet browser.

5. Enter the Key number and the Registration number. Enter other user information when prompted.

6. Click on the **Activate** button to retrieve the Activation code. Write it down.

7. Go back to the client computer where the window Manage License is still open.

8. Enter the Activation code.

9. Click on the **Next** button and follow the prompts to complete the activation process.

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

Deactivating Software

When you use NiceLabel software activated with the software license key, you can deactivate the software and easily move the license to other workstation. Deactivation works with the software key for Single-user and Multi-user products.

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

Deactivating Single-user Software

To deactivate the single-user license, do the following:

1. Start NiceLabel designer.

2. Select **Help>Manage License**.

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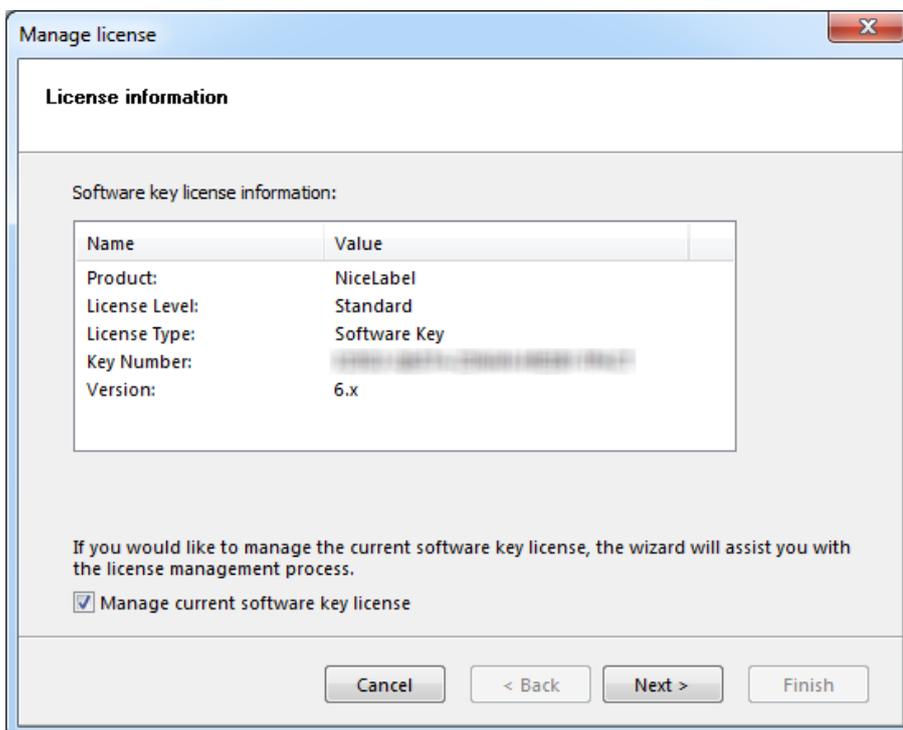
4. Click **Next**.

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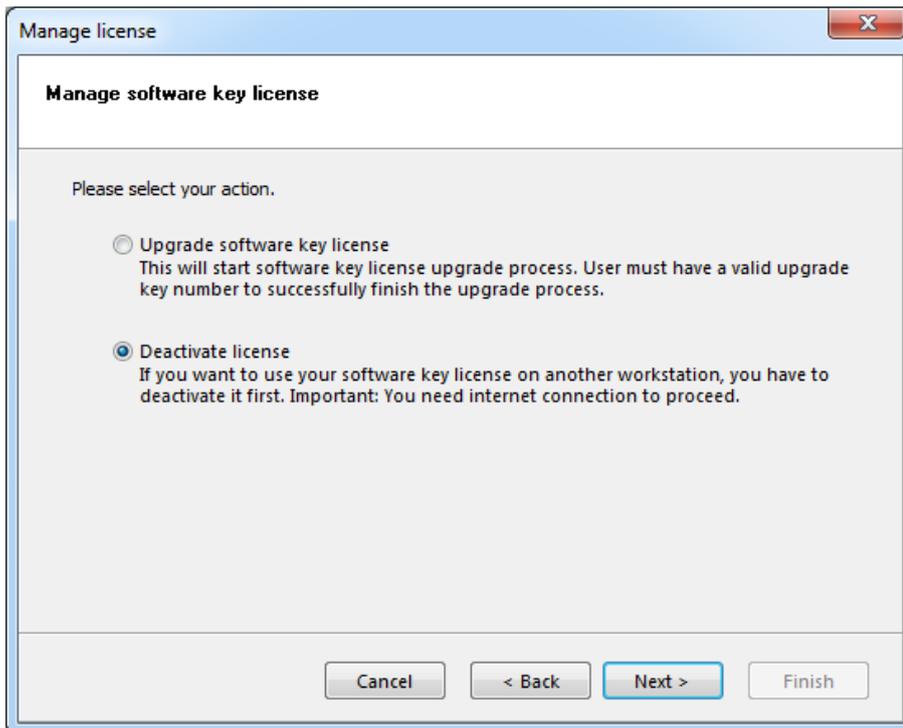
> **NOTE:** Make sure the computer can access the Internet. The license will be returned to the internet activation server.

Another possibility of software deactivation is to uninstall the software. During the removal process you will be prompted whether you also want to remove the license.

The single-user license has been deactivated and can be again activated on some other workstation.

Deactivating Multi-user Software

> **WARNING:** Be careful when removing the Multi-user software key license. When you deactivate the Multi-user software key, you will deactivate the activation of the server. All users of the software will have their licenses revoked and their clients will switch to the demo mode.

If you do not need the locally installed NiceLabel client anymore, simply uninstall it. You don't have to deactivate it. In Multi-user product the license is taken from the server upon each client start-up and is typically not stored locally.

> **NOTE:** If you have activated the offline mode for the current client, then you have to disable offline mode before the uninstall. For more information see "Offline Mode" on page 40.

To deactivate the multi-user license, do the following:

1. Start NiceLabel designer.

2. Select **Help>Manage License**.

3. Click the **Open License Manager** button.
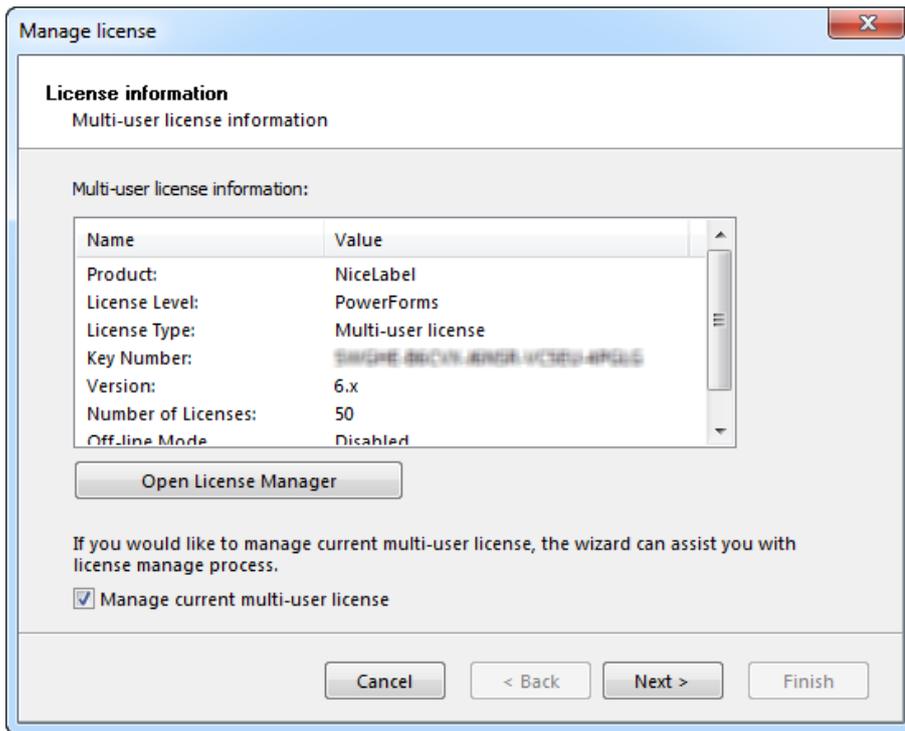
4. Click the **Deactivate license** button.
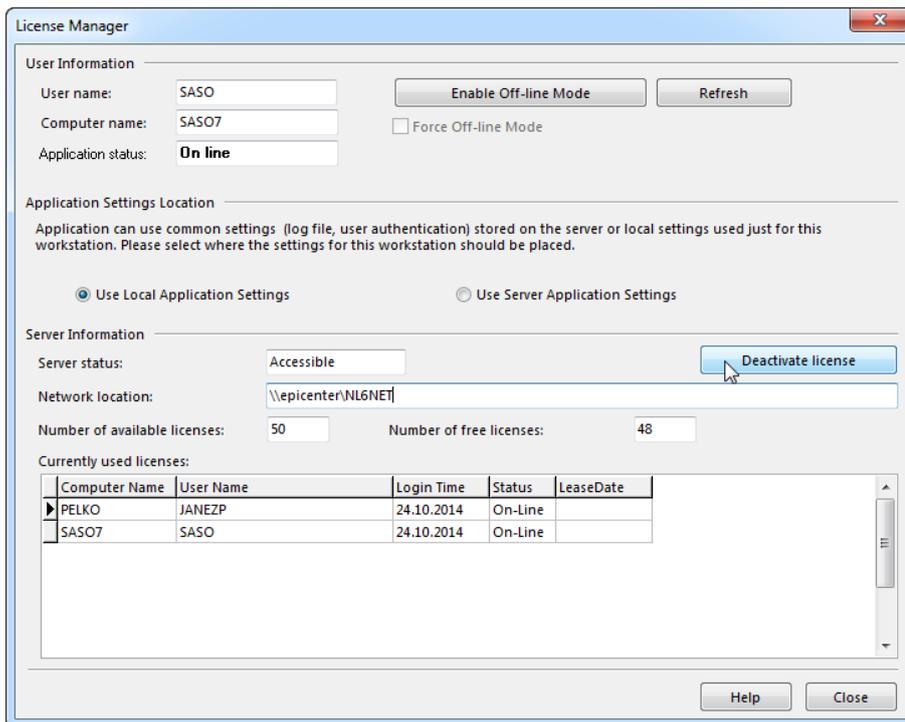
> **NOTE:** Make sure the computer can access the Internet. The license will be returned to the internet activation server.

The multi-user license has been deactivated and can be again activated on some other server.

Moving the Software License to Another Computer

The labeling software will run on each computer, where you have activated it. You can activate the software with a hardware key, or software key (Single-user or Multi-user license).

Moving Hardware Activation

To move the license to another computer when you have the USB **hardware key**, do the following:

1. Disconnect the USB hardware key from your computer.

2. Install the labeling software on the new computer. "Installing Single-user Software" on page 4

3. Activate the labeling software on the new computer. "Activating Single-user Software" on page 19.

Moving Software Activation

To move the license to another computer when you have the **software key** (25-character number), do the following:

1. Run NiceLabel designer on currently active computer.

2. Select **Help>Manage License**.

3. Enable the option **Manage current software key license**.

4. Click **Next**.

5. Select the option **Deactivate License** and click **Finish**. Selecting this option will remove the license from your computer and store it back to the activation server.

> **NOTE:** The computer must have access to the internet to be able to transfer the license back to the activation server.

6. Install the software on the new computer. "Installing Single-user Software" on page 4.

7. Activate the software on the new computer. "Activating Single-user Software" on page 19.

Registering the Software

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

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

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

To register the labeling software, do the following:

1. Start the label designer.

2. Select **Help> Manage Registration**.
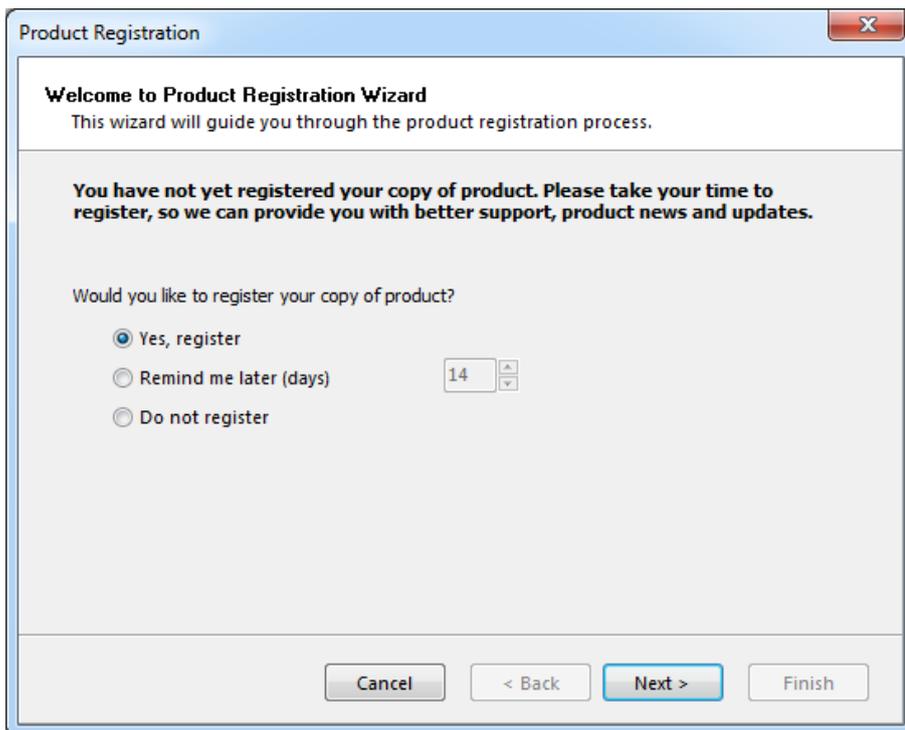
3. Follow on-screen instructions.

Support

Online Self-help

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

For more information please refer to:

- Knowledge base: http://kb.nicelabel.com
- NiceLabel Support: http://www.nicelabel.com/support
- NiceLabel Tutorials: www.nicelabel.com/Learning-center/Tutorials
- NiceLabel Forums: forums.nicelabel.com

Contacting Technical Support

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

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

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

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

	Checklist
☐	What happened? Write down exactly the error message that you get or make a 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 conditions the error appears.
☐	Which version of NiceLabel software are you using?
☐	Which version of NiceLabel was used to design the label?
☐	Can you provide the files that you were using when the issue occurred (data files, configuration files, label files, etc.)?
☐	Which printer are you using?
☐	Which version of printer driver are you using?
☐	Which operating system are you using? In which language?
☐	Are you using firewall? Are all the required ports open?
☐	Which version of Microsoft .NET framework is installed?

Troubleshooting

☐	**Software does not install**

When the installer does not complete successfully despite following all rules for the prerequisites, enable the install log file and send it to the regional Technical Support team.

To create the install log, do the following:

1. Press Windows key + R and type in `cmd`.

2. In Command Prompt window, go to current user's temporary folder. Type in:

    `cd %temp%`

3. In Command Prompt window, create an empty text file `lblinstall.log`. Type in:

    `type nul > lblinstall.log`

4. Run the NiceLabel Automation install again. When the error displays again, close the installer.

5. Contact the regional Technical Support team and provide the `lblinstall.log` file.

Offline Mode

Introduction

The Multi-user edition depends on the network server that holds the licenses and common data used by all workstations. With offline mode support you can run the client even, if it is not connected to the server. Half of all client licenses can be used as offline licenses.

> **NOTE:** The client running in the off-line mode will occupy one license. The off-line mode causes the license to be used all times, even when the client is not running. After it quits it also does not release this license. The number of all available licenses on the server is reduced by one.

Offline mode is useful in these scenarios:

- In case of server or network failure, the whole system would fail. Off-line mode successfully copes with such situations and clients are still able to operate, but some limitations apply.
- Using the labeling software on laptops. In a company that has a Multi-user version installed some of the client installs are done on notebooks. If the notebook is detached from the network, the labeling software will not operate. Off-line mode successfully copes with this situation and enables you to use the Multi-user edition even without connection to the network.

When the labeling software is started in off-line mode it will use local copy of the system files. When labeling software starts it will determine if server is accessible. If it is, server files will be used. If not, local copy of system files will be used.

Enabling Offline Mode

To enable the offline mode and dedicate a license to a client, do the following:

1. Go to the workstation with NiceLabel client installed.

2. Start the application **NiceLabel Pro**.

3. Go to **Help>Manage license**.

4. Click **Open License Manager**.

5. Click **Enable Offline Mode**.

Limitations of the Multi-user Offline Mode

When the workstation is running in off line mode, there are few important issues that have to be considered. All functionality of the labeling software is not available in the off-line mode.

Global variables	Global variables cannot be used in off line mode. If the local copy of global variable and a copy on another workstation or server would be used at the same time, the serial numbers would be duplicated.
Log file	If you are using Microsoft Access log file, the log will be created, but will not be merged with the main system log file when on-line mode is restored. If you are using Text format of the log file and the path to the log file is not accessible, the data will not be saved to log file.
Location of labels, database, graphics, etc.	The availability of necessary label files is up to the user. The labeling software will not duplicate these files. In Windows, you can enable off-line system accessibility directly in the Windows system with the option Make Available Off-line.
Number of off-line clients	The maximum number of off-line workstations is limited to half of the purchased licenses.
Login protection	Login protection and custom software user names are disabled in off-line mode

Lease period	Off-line client cannot occupy a software license for unlimited period of time. Maximum lease period of every license is 15 days. If the client does not reconnect to the server in on-line mode in this time period, its license will expire and be released to some other client.
	Lease period also considers the license used by a computer that will never login in on-line mode and normally release it (computer crashed beyond repair, computer got stolen etc.). When lease period expires, the license will be returned to the group of available licenses on the server.

Migrating Multi-user Software to New Server Computer

This top provides you with information what you have to pay a special attention to, if you want to migrate the Multi-user edition to another server computer.

1. First prepare the new server computer. You will have to install the same version of the Multi-user edition to it from scratch. "Installing the Multi-user Software" on page 7.

2. Deactivate the software on the first server. Select **Help -> Manage License**, then follow on-screen instructions. During the deactivation process you must have the access to the internet. Your current Multi-user software key number will be transferred back to the activation server.

> **NOTE:** Internet access is required for license deactivation.

3. When the new server computer has labeling software properly installed and activated, you have to restore the previous program settings and data files.

    The files that need to be copied on the new server computer, if you want to retain the previous settings, are:

    - The software settings and list of users (SETTINGSDB.MDB)
    - Log file (LOGDATABASE.MDB)
    - Custom algorithm definition file (ALGO.DEF)
    - Stock database (STOCKDB.MDB)
    - Etc.

    These files are located in the System folder of the server installation. When this step is completed, new software installation should have the same settings as the old one.

> **NOTE:** Make sure that no user is running labeling software at the time, when you copy files, so the files can be overwritten.

    The global variables are saved in the folder as specified by Variables folder in program preferences **(Tools>Options>General>Folders)**. The default folder is **c:\ProgramData\EuroPlus\Variables** and file name is **GLOBALS.TDB**.

4. Migrate the label, form and database files to the new server computer. By default the labeling software uses the folder structure with several sub folders, each for its own files:

    - Labels for label files (.LBL)
    - Forms for form files (.XFF)
    - Database for database files
    - Graphics for graphic files

    Copy the contents of these folders to the new server to create duplicated file storage.

Recovering Locked Licenses

When the labeling software client connects to the server, one license gets occupied. If from some reason the client computer stops responding, freezes or locks up and you are forces to reboot it, the license will still remain in use on the server.

To resolve the problem, do the following:

1. Restart the computer to normal operation.

2. Re-run NiceLabel client. The client will find its previous license on the server and will not occupy another one.

3. Close NiceLabel client.

4. The license will be released.

> **NOTE:** If the workstation that still occupies the license is not available any more, the license will be automatically removed after 14 days.

Using Primary and Secondary Server

You should use the primary and secondary server whenever you strive to provide reliable label printing system. In this dual-mode scenario the client licenses are stored on both servers at the same time. Whenever you start the client, it will check the primary server and try to access the license. If the primary server is not available, the client will try to access the secondary server and obtain the license from there.

The ability to store the license on primary and secondary server makes your label printing solution more robust.

> **NOTE:**
> - To install the licenses on two servers, make sure to tick the option **Enable Secondary Server** during the server installation process and select also the name and shared folder of the second server.
> - To enable the client to use the license from primary and secondary server, make sure to select path for the **Secondary (backup) network location** as well, not only for the **Primary network location.**

The benefits using the secondary server mainly involve fail-save solution in case of primary server break-down. If the primary server becomes inaccessible, the secondary server will take over its role.

- You have to enable the secondary server during the installation of the server part.
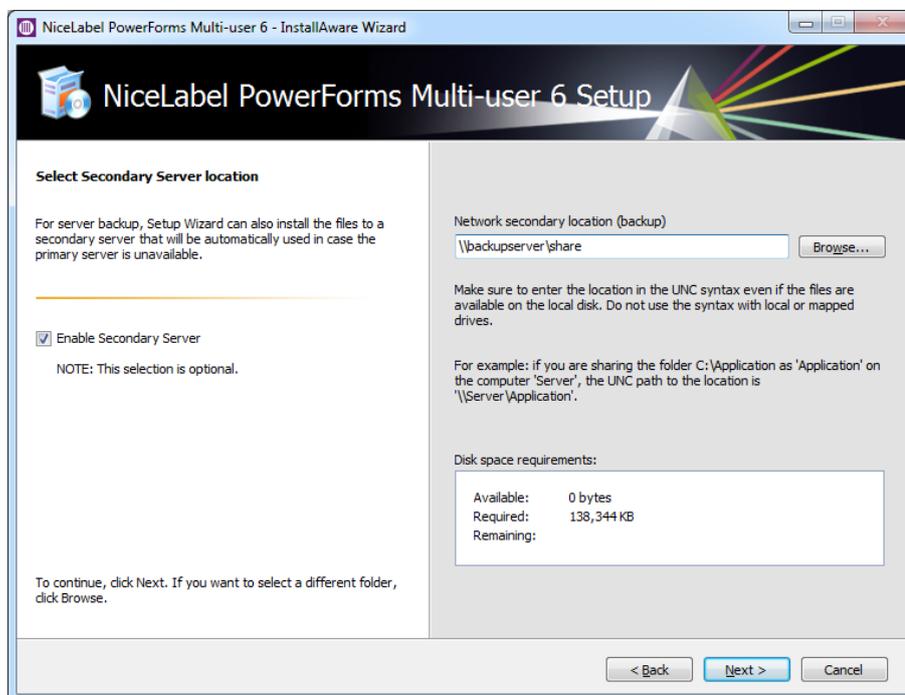
- The same licenses are available also on the secondary server.

> **NOTE:** You need a single Multi-user Software Key to install the licenses on both servers. Just make sure to provide paths to BOTH servers during the installation process. **Do not make two separate server installations.**

- Synchronization of files with user definitions and label stock files is done to the secondary server.

> **NOTE:** The synchronization is performed from the primary to the secondary server only. When the primary server is down and you continue using the labeling software, all the logging is done on the secondary server. But the data is not synchronized back to the primary server.

- The global variables are NOT synchronized. Each client has its own local file that stores the values of global variables (by default in the System folder). The file name of the file storing values of global variables is GLOBALS.TDB.

    To change the location of the file with global variables, do the following:

1. Open **Tools -> Options**.
2. Select **General -> Folders** tab.
3. Select the appropriate folder for the **Variables**. Point to the location of the folder that stores the file **GLOBALS.TDB**.
4. Click **OK**.

- The log file is NOT synchronized.

  To change the location of the log file, do the following:

  1. Open **Tools -> Options**.
  2. Select **General -> Log file**.

  3. Look at **Advanced** section. and select the appropriate folder for the **Local database location**. Point to the location of the folder that will store the log file.

  > **NOTE:** If you use Microsoft Access type of the log file, the file name is **LOGDATABASE.MDB**.

  4. Click **OK**.

Using License Manager

The program License Manager is used to monitor and manage Multi-user licenses. License Manager displays the information of the current client and also provides an overview of the total license occupation.

You can also use it to enable/disable off-line mode for workstations. Off-line mode enables selected workstations to function in spite of the fact that the computer with licenses is not available or not accessible. It is used in environments where mobile label printing is required or in events where server system failure would otherwise stop the label production.

Force Off-line Mode: The client will not check for the presence of the network server. The client will automatically start in the off-line mode. When the license lease expires it will stop running and you must renew the license by switching off this option and re-connecting to the network server.

> **NOTE:** The off-line license expires after 14 days.

Application Settings Location: The software stores the setting in the System folder. By default, the System folder is available on the network server and is shared among all clients. But you can also store the settings on the local workstation where they are accessible to your client only.

The table at the bottom of the dialog box displays the consumption of the licenses. You can see all users that use the license.