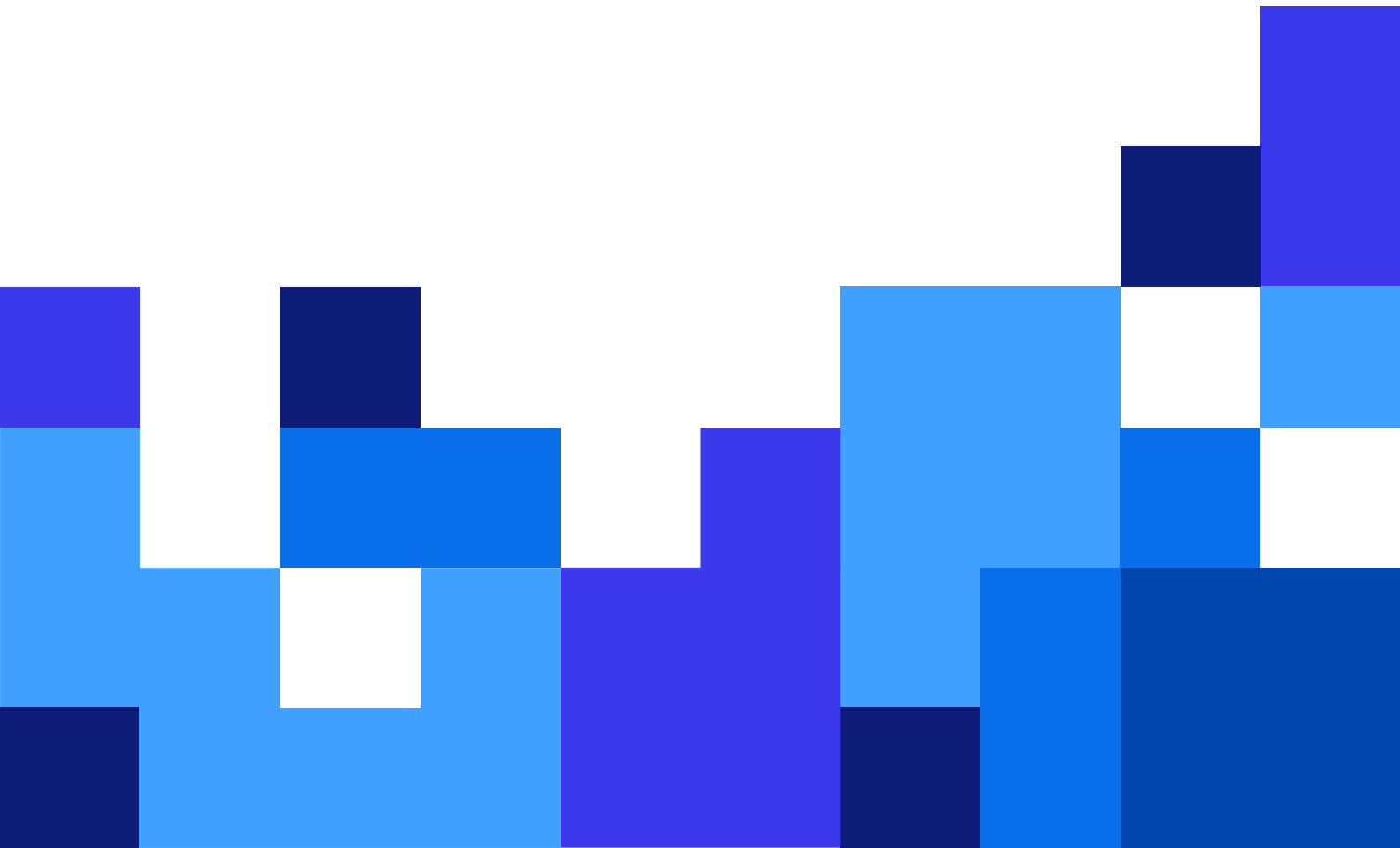
Loftware NiceLabel

Licensing and activating NiceLabel 10

Rev-2024-3



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1. Activating NiceLabel products and applications

NOTE

Make sure your internet connection is working while you activate or deactivate your product.

To activate your NiceLabel on-prem product, follow the instructions in the NiceLabel License Center user guide.

To activate and register your NiceLabel license in Desktop Designer, Automation, or Print:

1. Run your NiceLabel NiceLabel 10 application.
2. The NiceLabel NiceLabel 10 activation window opens. If you are already running the trial version, go to **File** > **About** > **Activate Your License**. Click **Activate**.
3. The activation dialog opens.
    - Paste your license key into the license key field (from the email you received after purchase).
    - Type in your user information.
4. Click **Activate Your License**. Your copy of NiceLabel NiceLabel 10 is ready.

NOTE

If you purchase a print-only license, activate your license in NiceLabel Print. If you try to activate your print-only license in Desktop Designer or Automation, the license appears invalid.

To activate and register your NiceLabel license in Control Center:

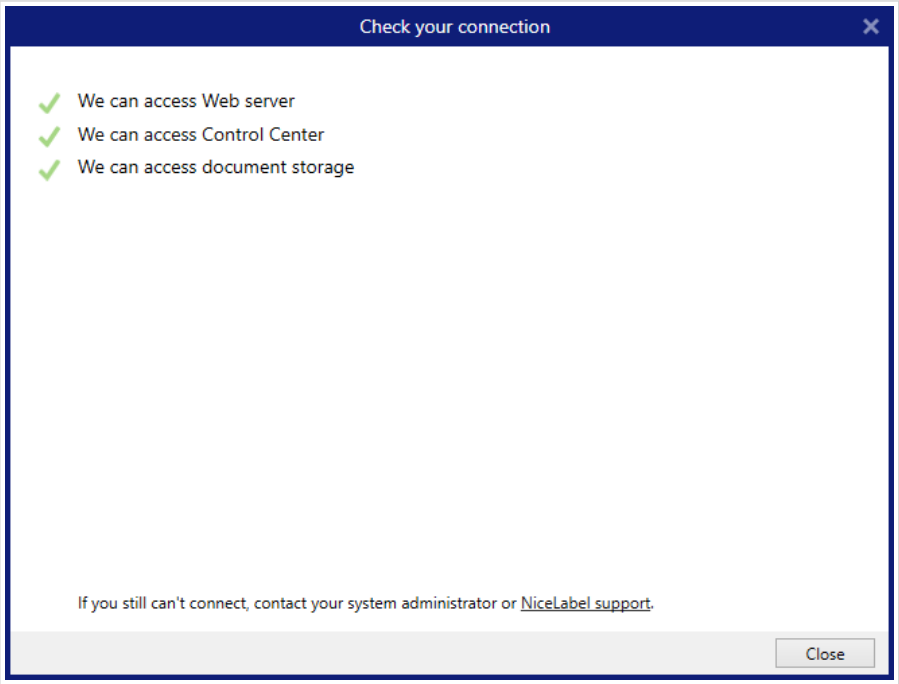
1. Go to **Administration** > **Licenses**.
2. Click **Activate new product**. The license activation page opens.
3. Paste your license key into the license key field (from the email you received after purchase).
4. Type in your user information.
5. Click **Next**. Your NiceLabel NiceLabel 10 is ready.

2. Activating via Control Center

If you are running the NiceLabel Label Management System (LMS) in your company (on-premise LMS), you can activate your software by connecting to your Control Center. This also pairs your NiceLabel installation with Control Center and makes it part of your company's LMS.

> **NOTE**
> You cannot connect and activate your copy of NiceLabel NiceLabel 10 using an inactive Control Center. Activate your Control Center first.

1. Run your NiceLabel application.
2. The NiceLabel activation window opens. If you are already running the trial version, go to **File** > **About** > **Activate Your License**. Click Activate.
3. Type the URL address of your Control Center. To check if your Control Center is accessible, click Check connection.
   - The Check your connection window opens.
   - The status indications tell you if your Control Center is accessible or not.

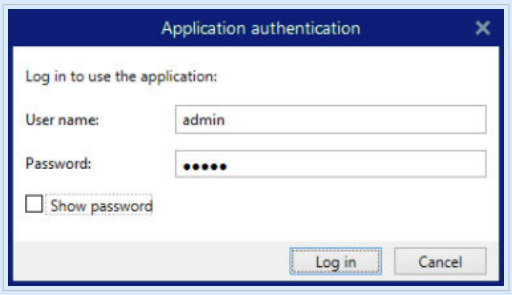


> **NOTE**
> To connect to your Control Center, you need a working Internet connection. If your Control Center is behind a firewall, open the outbound ports.

4. Click Connect. Your NiceLabel product is now active and ready.

IMPORTANT

If your Control Center uses Application authentication, the sign-in window appears first. Authenticate yourself using your Control Center credentials.



3. How NiceLabel licensing works

NiceLabel licenses are perpetual for on-premise installations (Loftware Cloud products use subscription licensing models). There are two on-premise licensing options:

1. Single-User. Your license allows you to run one instance of NiceLabel on a single computer. You can use an unlimited number of printers from this computer.
2. Multi-User. Your license allows you to run an unlimited number of NiceLabel NiceLabel 10 instances on an unlimited number of computers if these computers can communicate with each other and belong to the same domain.

   NOTE

   If you use Control Center 2019.2 or later license, your computers can belong to different domains as long as they can connect to your Control Center.

   However, the number of printers you can use is limited by the number of “printer seats” that come with your license. All your computers use the same license key.

If your multi-user license regularly exceeds the number of print seats, you should purchase a license upgrade.

3.1. About NiceLabel licensing

For 10.3 and later releases

NOTE

NiceLabel licenses are perpetual for on-premise installations (Loftware Cloud products use subscription licensing models). There are two on-premise licensing options:

1. Single-User. Your license allows you to run one instance of NiceLabel on a single computer. You can use an unlimited number of printers from this computer.
2. Multi-User. Your license allows you to run an unlimited number of NiceLabel NiceLabel 10 instances on an unlimited number of computers if these computers can communicate with each other and belong to the same domain.

   NOTE

   If you use Control Center 2019.2 or later license, your computers can belong to different domains as long as they can connect to your Control Center.

   However, the number of printers you can use is limited by the number of “printer seats” that come with your license. All your computers use the same license key.

If your multi-user license regularly exceeds the number of print seats, you should purchase a license upgrade.

For 10.4 and newer releases

NiceLabel uses **printer-seat-based licensing**. That means **printer seats** determine how many printers you can print to at a time.

For subscription overview, on-premise products use License Center, while cloud products use Control Center.

NOTE

If you have LMS Pro or LMS Enterprise, you can choose to connect your NiceLabel product to either License Center or Control Center. For more information, see Connecting NiceLabel modules to License Center.

Printer-seat-based licensing

Multiuser licenses allow you to install NiceLabel on an unlimited number of computers. However, your license allows a limited number of printer seats. Make sure to purchase enough printer seats so enough printers are available for your print jobs.

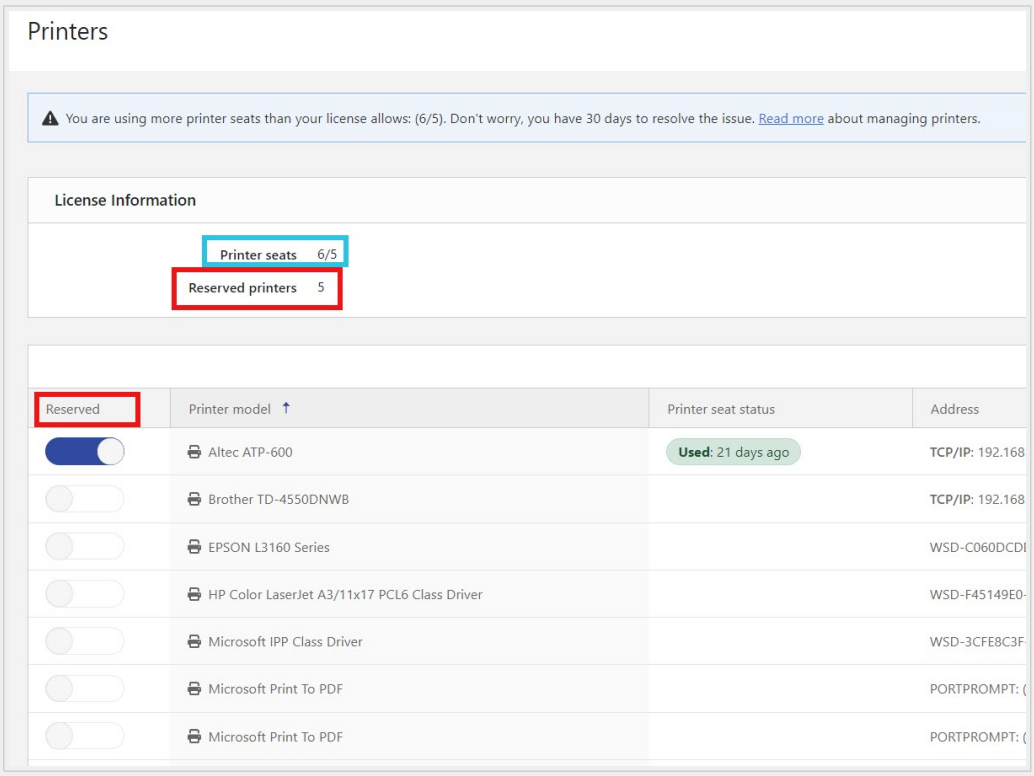
If you exceed the number of printer seats, you get a warning on your screen and enter a "grace period" of 30 days. Your printers still print during the grace period.

Printer seat

Printer seats are printer usage units. With each printing to a different physical or virtual (XPS, PDF) printer, a printer takes one printer seat.

Example of printer seats

There are five available printer seats in this account. That means you can print on five different label printers. Six printer seats are used. One printer is reserved, which means the printer takes a printer seat until someone unreserves them.



How to add printer seats

You can always upgrade your license if you need more printer seats.

To upgrade your license, contact your Loftware partner or our sales.

3.2. Counting licensed printers for printer seat-based licensing

All NiceLabel subscriptions track the number of printers in use in the **Licensed Printers** lists in License Center and Control Center, sorted by printer name. If nobody uses a printer for 7 days, NiceLabel automatically removes this printer from the list. This frees up a printer seat for another printer.

To create a unique ID for each printer, NiceLabel uses a combination of:

- Printer model name. The model name is hard-coded in the printer driver. Users cannot change this name.
- Printer location. How the printer is connected to your computer is irrelevant for license counting. NiceLabel identifies the printer by either:
    - IP address for network printers
    - Location + port if the printer is connected locally

NOTE

If you access a printer from more than one local port, this counts as multiple printers. If you switch from one local port to another (for example, from LPT1 to USB) and print, this counts as multiple printers.

LPR printers

Each LPR printer consumes one printer seat.

Shared printers

- **In NiceLabel V10:**
  NiceLabel counts shared printers based on the server name the printer is shared on and the shared name. For example, if you install a shared printer from `\\myServer\mySharedPrinter` on multiple computers, it consumes one license seat. If you install the same shared printer on a client computer using a server alias, like `\\myServer.myDomain\mySharedPrinter` it consumes another seat. If you print directly to this printer on the server where it's shared, it also consumes a separate seat.
- **In NiceLabel V2019 and V2017:**
  A printer counts as a single printer when:
    - Multiple computers use the same shared network printer's IP address.
    - Another workstation also shares and uses a locally connected printer.

3.3. Counting printers in Web Printing

If you share your labels or solutions with external partners outside your LMS environment, you can use Web Printing. NiceLabel includes these printers in your **Licensed Printers** list in License Center and Control Center. Each used printer takes one printer seat.

3.4. Reserving printer seats

Your reserved printers are always ready for printing. Reserving your printers secures your limited printer seats for printers essential to your operations and makes sure specific printers are always available to print.

Adding other printers does not remove the reserved printers from the **Licensed Printers** list.

IMPORTANT

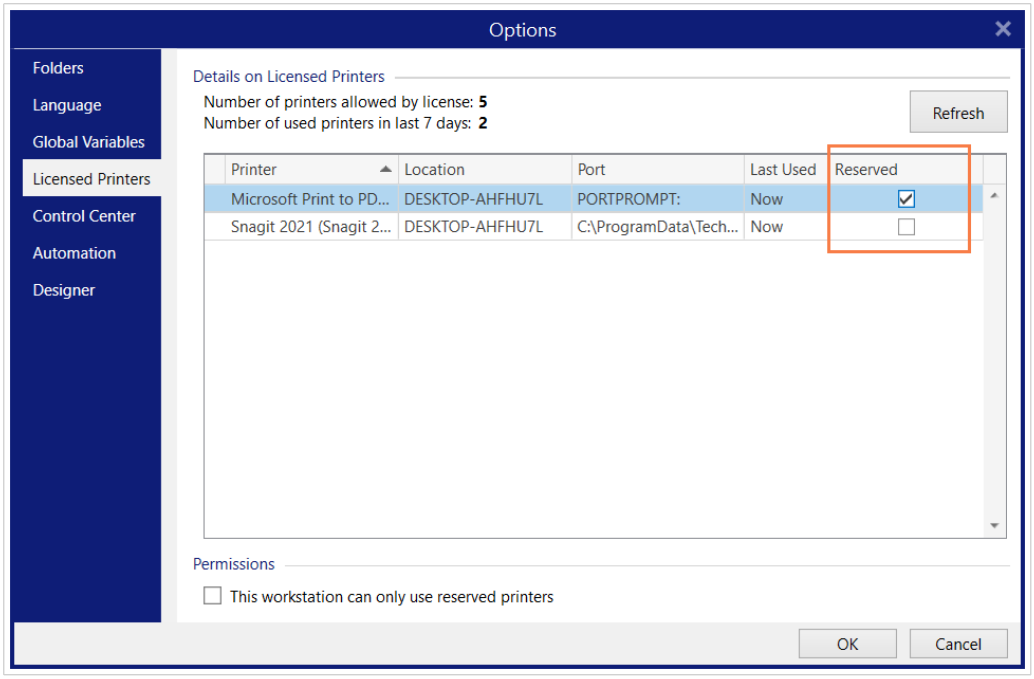
A reserved printer takes a printer seat even if it is not used. The reserved printer seat becomes available when you unreserve that printer and the printer has not been used for the past 7 days.

NOTE

Control Center automatically removes the unreserved idle printers from the **Licensed Printers** list after seven days.

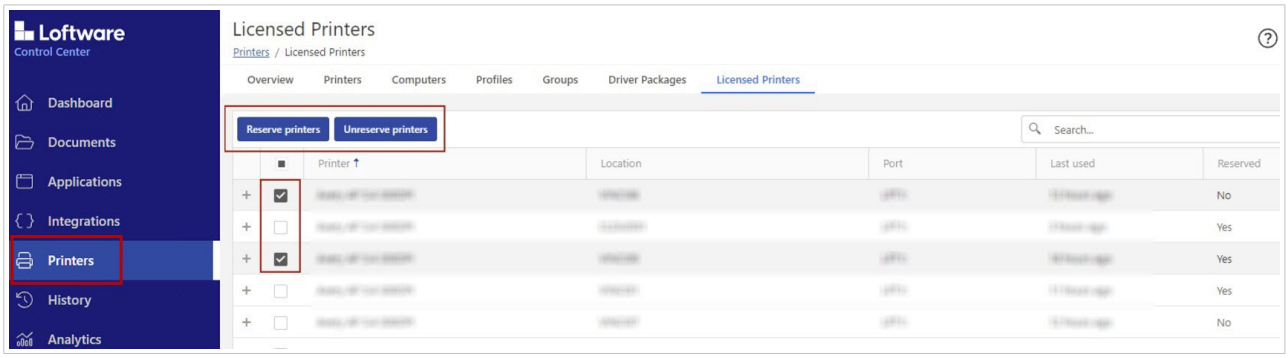
To reserve or unreserve printers in Desktop Designer, Automation and Print:

1. Go to **File** > **Options** > **Licensed Printers**. The **Licensed Printers** table opens.
2. Enable or disable the **Reserved** option for your printers.



To reserve or unreserve printers in Control Center:

1. Go to **Printers** > **Licensed Printers**.
2. Select your printers and click **Reserve printers** or **Unreserve printers** button.



3.5. Using too many printers

With NiceLabel printer seat-based licensing, the number of printer seats you have on your license determines how many printers you can print to at a time. When you use a printer, it becomes a licensed printer for 7 days. After 7 days of no printing, that printer automatically releases a printer seat. If you exceed the number of your printer seats, NiceLabel activates a 30-day grace period. The grace period allows you to continue printing when you temporarily exceed the number of printer seats on your license.

NOTE

The following topics explain how NiceLabel NiceLabel 10 counts your licensed printers:

- Counting licensed printers
- Counting printers in Web Printing

In some cases, the same printer might take two or more printer seats:

- You unplug your USB printer and plug it into another USB port. This counts as a new port and takes one more printer seat.
- You change your port from USB to network, LPT, COM, or some other port.
- You install a printer driver from another software manufacturer. In some cases (if you use a very old printer driver), even a driver upgrade can take another printer seat. If your new driver uses a different printer name, NiceLabel detects it as a new printer.

You can still print your labels if you exceed the number of printer seats, but NiceLabel shows a warning message.

NOTE

You can't manually delete your printers from the list. Printers are automatically removed from the list if you don't use them for 7 days.

To see the list of used printers, open desktop Desktop Designer and go to **File** > **Options** > **Licensed Printers**.

You can also reserve your printers to ensure uninterrupted use in the future. Go to **File** > **Options** > **Licensed Printers** and tick the checkboxes in the **Reserved** column.

Reserved printers stay on the list even after you haven't used them for 7 days. You can always unreserve them in **File** > **Options** > **Licensed Printers** and deselect the checkboxes in the **Reserved** column.

After the grace period, if the printer usage list contains more printers than license seats, the number of available printers automatically reduces to match the license quota. Active printer seats remain only for the most recently used printers.

If you want to use more printers, upgrade your license. Our sales department can provide you with an upgrade license or a temporary license that you can use until your printers are removed from the list.

3.6. Domains and NiceLabel licenses

NOTE

Domain/workgroup/port 6772 requirements do not apply when you use Control Center licensing activations introduced in 2019.2. With Control Center activations, your workstations only need to connect to your Control Center URL.

When you use NiceLabel Designer Pro/PowerForms multi-user license, we require that all instances of your multi-user license belong to the same Domain or Workgroup.

NOTE

If you use Control Center 2019.2 or later license, your computers can belong to different domains as long as they can connect to your Control Center.

If you must have separate Domains, you can only use the same multi-user license if you first establish 2-way trust between your Domains.

NiceLabel applications use a proxy service to communicate the multi-user licensing information:

- Computers with NiceLabel Desktop Designer, Print, and Automation use NiceLabel Proxy Service 10 on each workstation. Open port 6772 TCP/UDP for inbound communications.
- Computers with NiceLabel Control Center use the NiceLabelEPMNiceLabel Proxy Service 10 and port 6773 TCP/UDP for inbound communications.

Computers with both NiceLabel and Control Center installed use both NiceLabel Proxy Service 10 and NiceLabelEPMNiceLabel Proxy Service 10 allowing incoming traffic on ports 6772 and 6773 TCP/UDP.

3.7. Activating distributed multi-user licenses

In global production environments with users distributed around the world, you want central storage for your labels and associated files. The NiceLabel LMS allows all your printing facilities to use the same files.

Using NiceLabel applications at multiple sites

To use the same multi-user license on all sites, you must have a routable connection between your sites. Use a Virtual Private Network (VPN) connection so NiceLabel clients can communicate the licensing information across the sites.

Web Client

Web Printing allows you to distribute your printing solutions across remote sites. Your remote partners print with their Web Client. Using Web Client requires no license activation. There is also no need to open any ports. However, the printers you use add to your license quota.

3.8. NiceLabel LMS in DevOps

When you work in DevOps environments, you want to test how your NiceLabel LMS works before actual deployment.

Typically, NiceLabel LMS deployments include two tiers – one for development and testing and one for production. In more complex scenarios, companies can also add a separate tier for quality assurance. File transfers and the promotion of changes between tiers is an automated process.

NiceLabel recommends you use a separate license for each environment. This ensures independent operation of your tiers, uninterrupted production, and controlled system maintenance.

NiceLabel LMS Enterprise includes two licenses:

- One license for the production tier
- One license for the development/testing tier

4. Upgrading license in Desktop Designer, Automation and Print

The license upgrade procedure does not require any software (re)installation procedures. Continue with the current version of your installed NiceLabel NiceLabel 10.

To upgrade an existing license, the following two keys are required:

- 25-digit license key of the installed edition. You received this key after purchasing your copy of NiceLabel software.
- 25-digit software upgrade key. This key upgrades your current edition of NiceLabel software.

After the upgrade, the old software key deactivates.

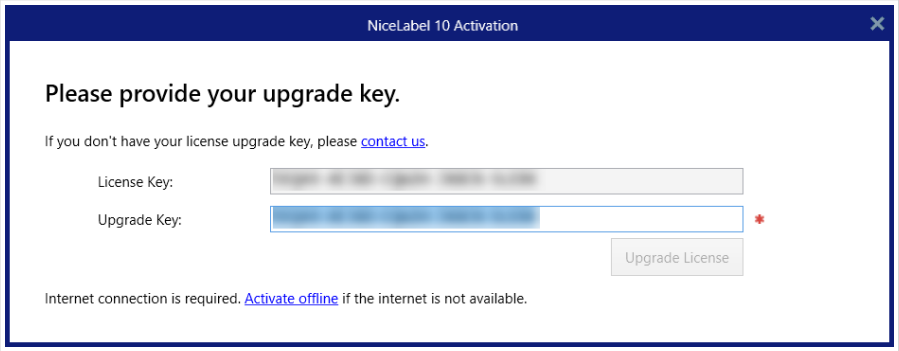
There are three types of upgrades available for NiceLabel NiceLabel 10. Read the following sections:

- Product Edition Upgrade: This type of upgrade expands the amount of product features and widens the possibilities of use.
- Version Upgrade: If you are still using NiceLabel 2019 and want to upgrade to NiceLabel NiceLabel 10, use this upgrade type.
- Upgraded Number of Printers: The use of NiceLabel NiceLabel 10 products is licensed per connected printers. This type of upgrade expands the permitted number of printers to be used with the software.

4.1. Product edition upgrade

When upgrading to a higher module edition of NiceLabel NiceLabel 10, for example, from Designer Express to Designer Pro, you keep the existing product installed on your computer. Installation and activation of the alternative edition are done on top of the existing one.

1. Go to **File > About**.
2. Click **Upgrade License**. The upgrade license dialog window appears:
    - **License Key:** The field is automatically populated with the existing license key.
    - **Upgrade Key:** Enter the upgrade key.



3. Click **Upgrade License**. Your copy of NiceLabel NiceLabel 10 has been upgraded. See the new **License** in **About > License Information**.

4.2. Version upgrade

At Loftware, we continuously improve our applications. To improve your experience, upgrade your product to the latest version. Contact your Loftware partner to receive your upgrade key.

> **NOTE**
> This section applies only to **major version** upgrades. For example, from NiceLabel 2019 to NiceLabel 10. You don't need an upgrade key if you perform a minor version upgrade, for example, from NiceLabel 10.3 to NiceLabel 10.5.

> **NOTE**
> If you increase the number of printer seats on your license when upgrading your product version, make sure you upgrade your product version first, then upgrade the number of printer seats. See The upgraded number of printers.

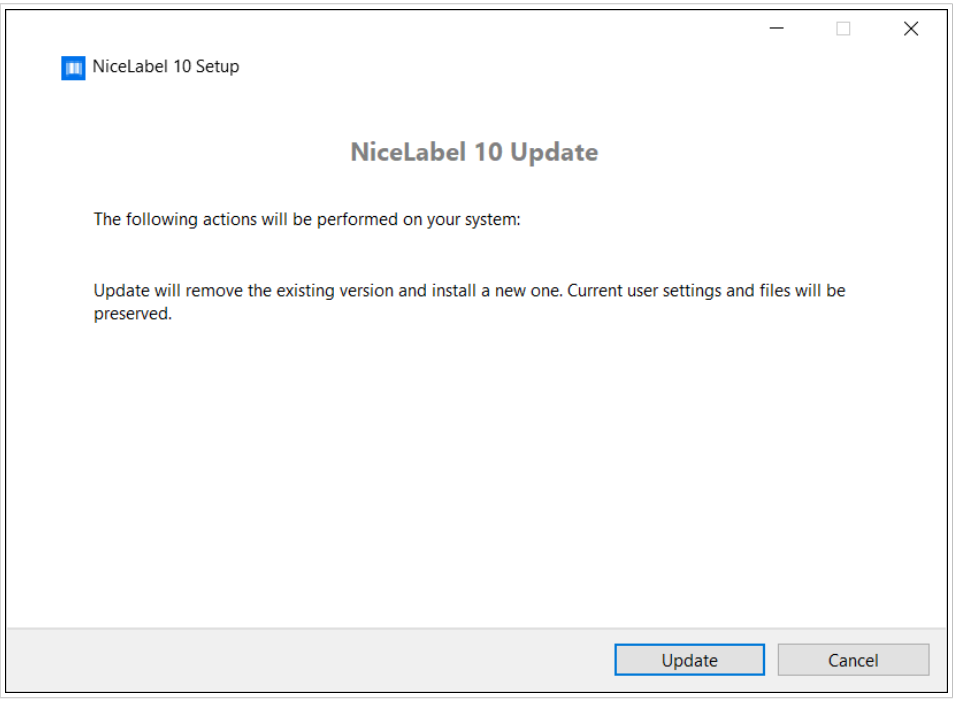
There are two upgrade options:

- Upgrade your existing installation on one computer or multiple computers.
- Install NiceLabel 10 on a clean computer and use your upgrade key for activation.

4.2.1. Upgrading your existing installation

If you have your existing installation(s) activated with a single-user or multi-user Loftware license, perform the upgrade using these steps:

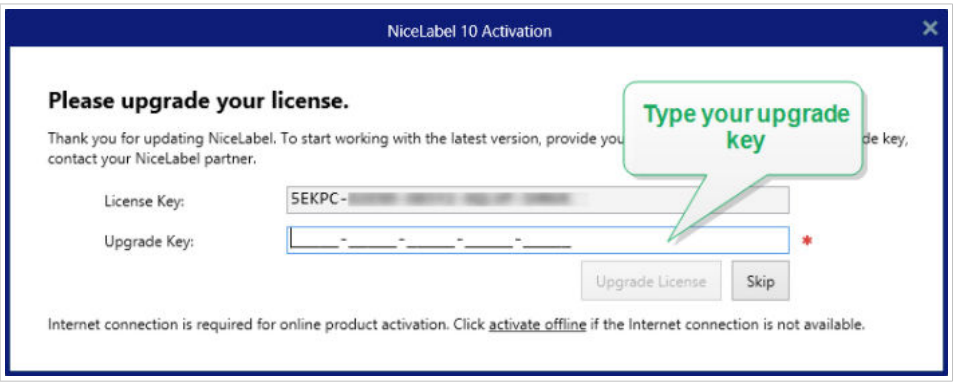
1. After you receive the Upgrade Key from your Loftware partner, download and run the NiceLabel 10 installation file.



Click **Update**. The installer removes your current version and installs the latest.

> **NOTE**
> Current user settings, files, and activation information remain preserved during the upgrade.

2. Click **Close** when the setup procedure ends.
3. Run NiceLabel 10. The NiceLabel 10 Activation window opens. The License Key field is already populated with your license key from the previous version. Copy and paste the Upgrade Key from the email you received from your Loftware partner.



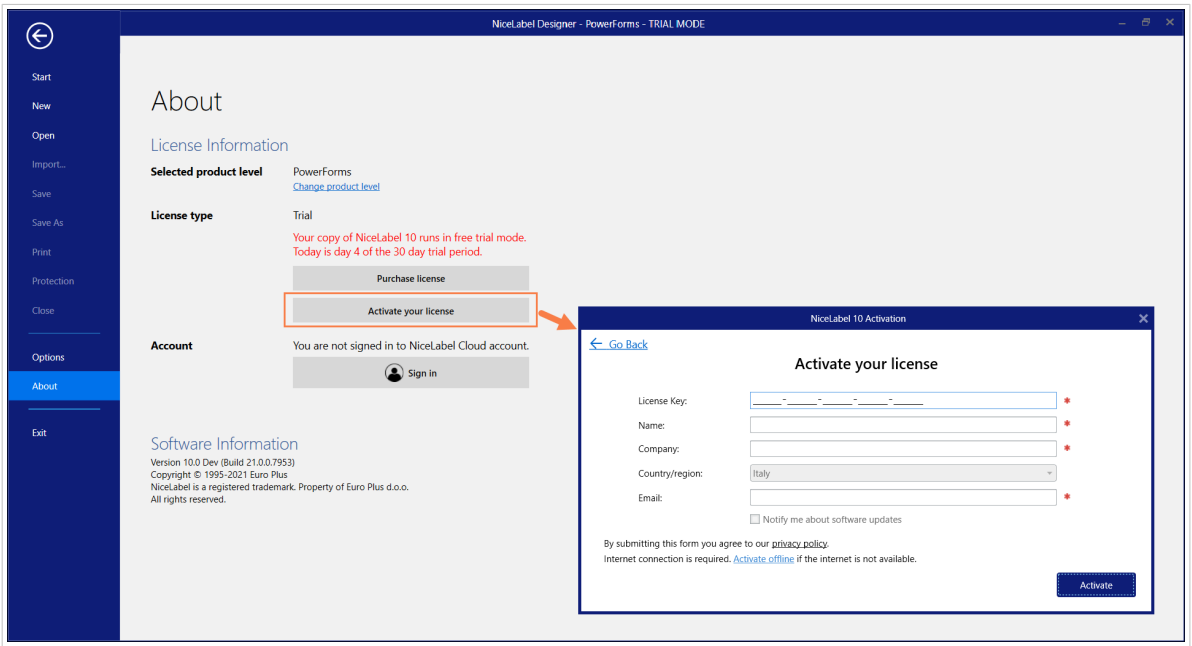
4. Click **Upgrade License**. The upgrade of your NiceLabel 10 is done. See the new **License** in **About > License Information**.

4.2.2. Installing and activating NiceLabel 10 with the upgrade key

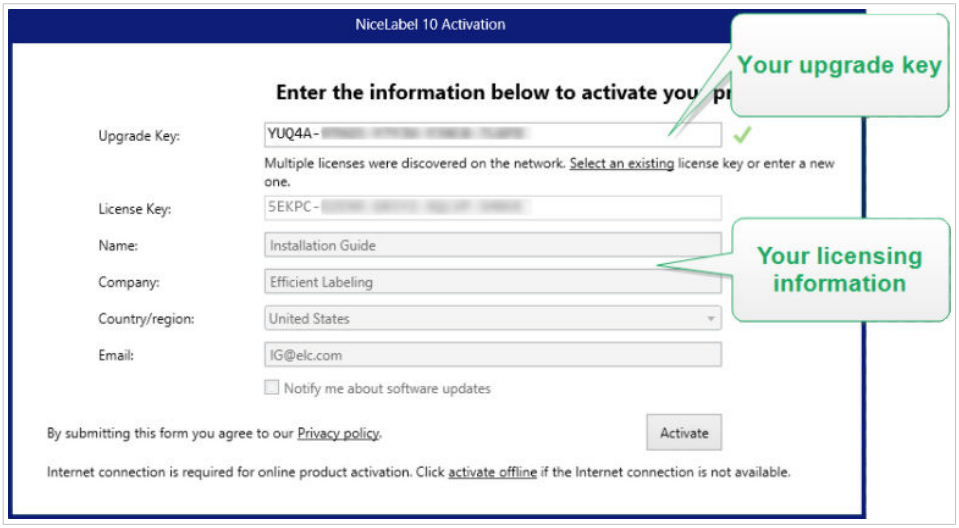
If you have a multi-user Loftware license, you might want to install and activate NiceLabel 10 on additional computers with an upgrade key.

1. After receiving the Upgrade Key from your Loftware partner, download and run the NiceLabel 10 installation file.
2. Complete the Free Trial Setup.
3. When done, go to File > About and click **Activate your license**. The NiceLabel 10 Activation window opens.
4. Copy and paste your upgrade key to the License Key field.

> **NOTE**
> You must not paste your old license key in the License Key field. Use the upgrade key for NiceLabel 10.



The NiceLabel 10 Activation fields adapt to the pasted upgrade key automatically. These fields display the licensing information you used while activating your copy of Loftware NiceLabel 10.



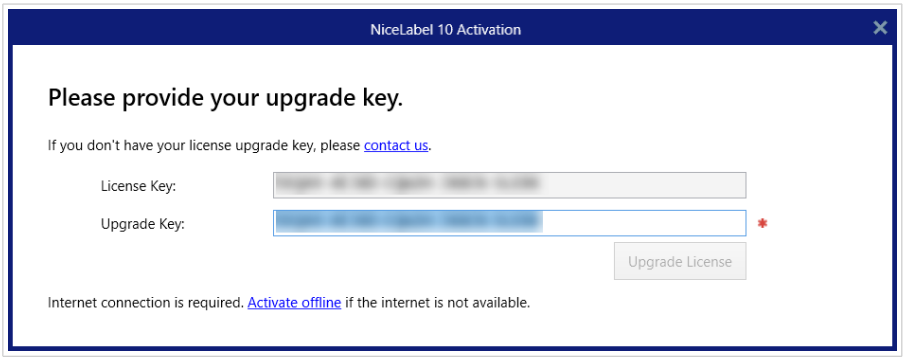
5. Click **Activate**. Activation is complete. Click **OK** to restart NiceLabel 10 and start working.

4.3. The upgraded number of printer seats on your license

This type of upgrade allows you to increase the permitted number of printer seats you can use for label printing.

> **TIP**
> The upgraded number of printer seats allows you to follow the pay-as-you-grow pricing model. Printing capacity needs to grow along with the growth of your business. This way, you upgrade your license only when needed. Complete the procedure below to gain access to an additional number of printer seats you can print your labels to.

1. Open any NiceLabel application.
2. Go to **File tab > About** and click **Upgrade License**.
3. The NiceLabel license activation dialog window opens.
   - **License Key:** The field is already populated with the currently used **License Key**.
   - Enter the purchased **Upgrade Key**.



4. Click **Upgrade license**. The number of permitted printers has been expanded. See the new **License** in **About > License Information**.

5. Upgrading your license in Control Center

5.1. Upgrading NiceLabel LMS licenses

Upgrade your license to meet your expanding business needs. There are two types of license upgrades:

- Product edition upgrades give you more features and ways to use our products.
- Upgrading the number of printer seats on your license gives you more printers you can use for label printing with NiceLabel products. Different NiceLabel LMS licenses depend on the number of printers you have connected.

Each upgrade requires an upgrade key. You receive your upgrade key after you purchase an upgrade at your Loftware partner or on the Loftware website.

To upgrade your existing Control Center license, do the following:

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

   ```
   http://server/name
   ```

   "Server" is the name of the computer where Control Center is installed.
3. Go to **Administration** > **Licenses**.
4. Select the product to upgrade.
5. Click **Upgrade**.
6. Your **Old Key Number** and **Registration Number** are automatically populated. Enter your Upgrade Key Number issued for your product upgrade.
7. If your computer has an internet connection, complete your activation by clicking **Automatic Activation**. Your **Activation Code** is generated, and your product license is active.

5.2. Upgrading your Control Center version

TIP

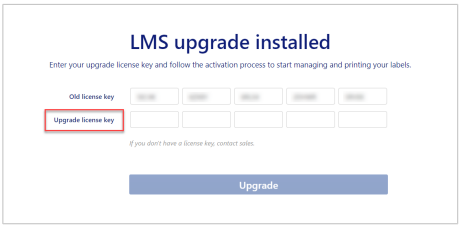
Plan your Control Center version upgrades in advance. Upgrading may cause production downtime. Complete the upgrade procedure while your label printing can be paused.

5.2.1. Version upgrade with Control Center installed on your computer

Use this type of upgrade to install and activate the latest version of Control Center on top of your existing installation of 2019.

To upgrade Control Center from 2019 to NiceLabel 10:

1. Download and install the latest version of Control Center.
    - After you complete the installation procedure, the inactive Control Center NiceLabel 10 opens in your browser.



    - Copy and paste your Upgrade Key from the email you received from your Loftware partner after purchasing your license.
2. Click **Activate license**. The activation code generates automatically and upgrades your license.
    - Your Control Center NiceLabel 10 is ready.

After installing Control Center NiceLabel 10, Control Center 2019 program files remain on your computer. These files do not interfere with Control Center NiceLabel 10 files. You can leave these files on your computer or delete them later.

NOTE

The `Web.config` configuration file for Control Center NiceLabel 10 replaces the Control Center 2019 `Web.config` file. Installation renames the old Control Center version (2019) from `Web.config` to `Web.backup`.

5.2.2. Version upgrade after a clean install

Use this type of upgrade procedure if you want to upgrade your Control Center 2019 license after a *clean install* of NiceLabel NiceLabel 10.

NOTE

Upgrading your 2019 license on a clean install of NiceLabel 10 is specific because you only have the old 2019 license key and the newly received upgrade key. To help you in this situation, Control Center automatically takes your upgrade key as the required new license key for the latest version of Control Center.

To upgrade your version of Control Center using a clean install:

1. Download and install the latest version of Control Center.
    - After completing the installation procedure, the inactive Control Center NiceLabel 10 opens in your browser.
2. Go to **Administration** > **Change license / Add printers**.
3. Paste your upgrade key into the **License key** field. Control Center recognizes the upgrade license key.
4. The Product activation tab opens. If your computer has internet connectivity, click **Automatic Activation**. The Activation code generates automatically and upgrades your license. Your Control Center NiceLabel 10 is ready.

6. Deactivating software

When using NiceLabel NiceLabel 10 software activated with a software license key, you can deactivate it and move the license to another workstation.

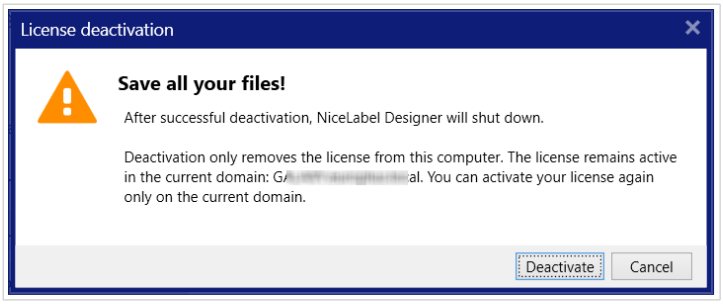
NOTE

With NiceLabel multi-user products, you can install an unlimited number of NiceLabel clients. The license unit for NiceLabel multi-user products is a printer seat. Each unique printer that you use for label printing consumes one license.

6.1. License deactivation procedure

To deactivate the NiceLabel license, do the following:

1. Start any NiceLabel NiceLabel 10 program.
2. Go to **File > About** and click **Deactivate License**. License deactivation warning window opens.



3. Click **Yes** to deactivate the license or **Cancel** to abort the deactivation procedure.
4. The single-user license has been deactivated and can be again activated on another workstation.

TIP

Another possibility to deactivate NiceLabel NiceLabel 10 is to uninstall it. During the removal process, you will be prompted whether you want to remove the license or not.

6.2. Moving software licenses to another computer

NiceLabel NiceLabel 10 runs on every computer on which it has been activated. The software can be activated using a software or hardware key (license key stored on a USB drive).

6.2.1. Moving Hardware Activation

To move the hardware key to another computer, complete the following steps:

1. Disconnect the USB hardware key from your computer.
2. Install NiceLabel NiceLabel 10 on the new computer. See section Introductory setup steps.
3. Plug the USB drive into another computer. The installed copy of NiceLabel NiceLabel 10 is active.

6.2.2. Moving Software Activation

To move the license to another computer using a **software key**, complete the following steps:

1. Run any NiceLabel NiceLabel 10 product on the currently active computer.
2. Go to **File > About** and click **Deactivate License**.
3. Select the option **Deactivate License**. Follow the procedure as defined in the section Deactivating software. Selecting this option removes the license from your computer and stores it back on the activation server.

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

4. Install the software on the new computer. See section Introductory setup steps.
5. Activate the software on the new computer. See the section Activating your license.

7. Troubleshooting licenses and activation

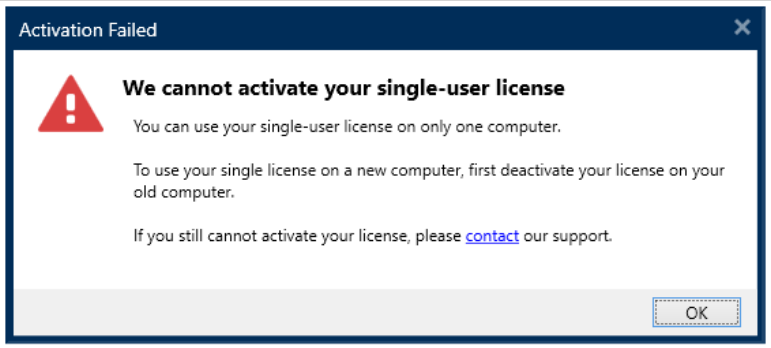
This section helps you resolve known issues you may face when activating NiceLabel licenses.

For more complex issues or additional help, please contact our support team.

7.1. “We cannot activate your single-user license”

Description

When you try to activate NiceLabel Designer Pro/PowerForms license, the activation stops and reports an error with this title: “We cannot activate your single-user license”.



NOTE

The single-user license allows you to print labels on an unlimited number of printers but from a single computer.

Cause

You have already installed and activated NiceLabel NiceLabel 10 on one of your computers.

Solution

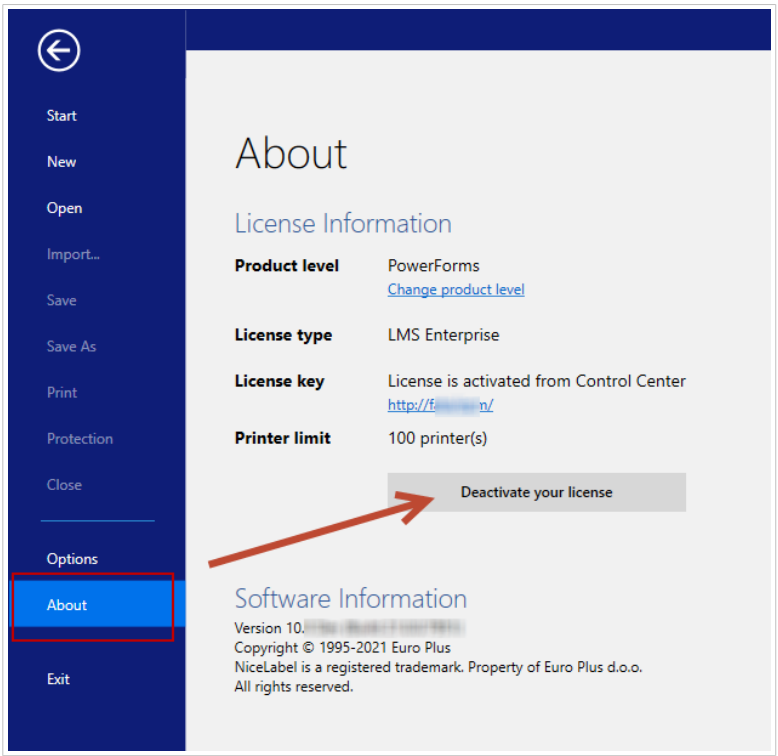
Deactivate the existing NiceLabel NiceLabel 10 installation on your first computer. This frees up your license and allows you to activate NiceLabel NiceLabel 10 on your second computer.

WARNING

Save your work first. When you deactivate NiceLabel NiceLabel 10, you lose all unsaved changes.

To deactivate the installed NiceLabel NiceLabel 10 on your first computer:

1. Open any of your installed NiceLabel NiceLabel 10 applications – Desktop Designer, Automation Builder, Automation Manager, or Print.
2. Go to **File** > **About**.
3. Look for the License key section. Copy and store your license key.
4. Click **Deactivate your license**.



NiceLabel NiceLabel 10closes. The first computer's license is now deactivated.

To activate NiceLabel NiceLabel 10on your second computer:

1. Go to your second computer with installed NiceLabel NiceLabel 10 that runs in trial mode.
2. Go to **File** > **About**.
3. Click **Activate your license**.
4. Type or paste in your license key and fill in your details.
5. Click **Activate**. Your NiceLabel NiceLabel 10 is activated on your second computer.

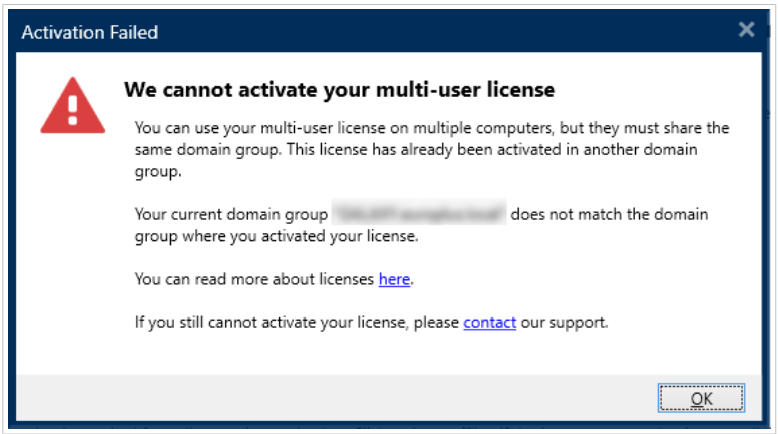
NOTE

Make sure you have a working internet connection while deactivating and activating NiceLabel NiceLabel 10.

7.2. “We cannot activate your multi-user license.”

Description

You already use NiceLabel NiceLabel 10 on multiple computers. You own a multi-user license. When you try to activate your multi-user license on additional computers, the activation stops and reports an error with this title: “We cannot activate your multi-user license.”



NOTE

The multi-user license allows you to run NiceLabel applications on an unlimited number of computers. The multi-user license limits the number of used printers.

Cause

NiceLabel applications you activate with a multi-user license must run on computers belonging to the same network domain or workgroup. You receive this error message if you try to activate a license in a separate network domain or workgroup.

Solution

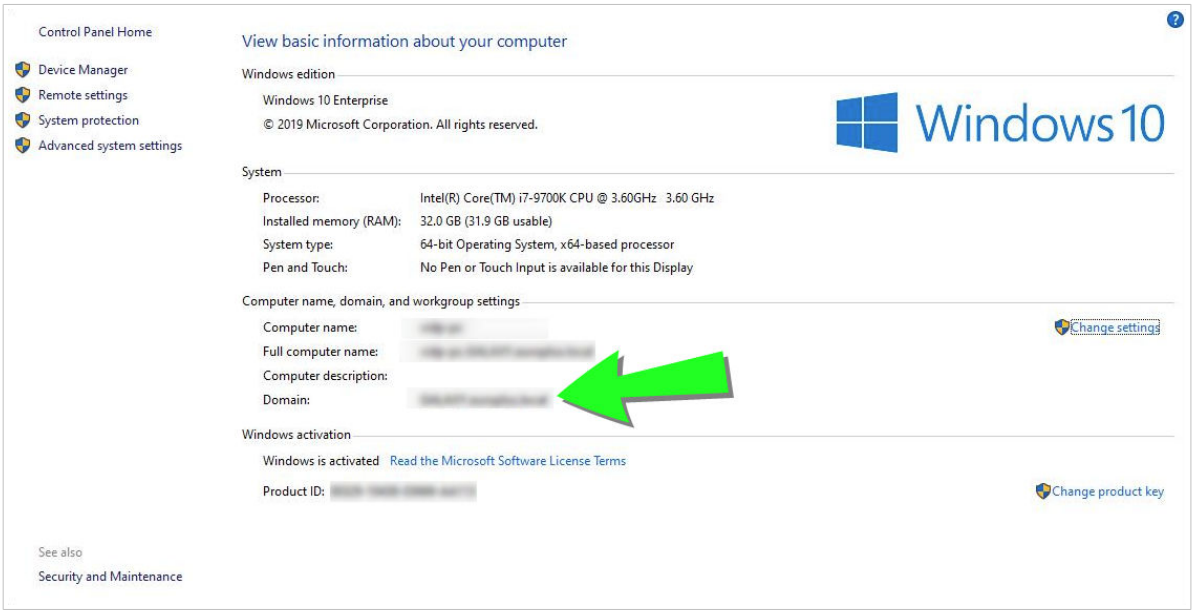
Make sure your computer and all other computers in your labeling environment belong to the same network domain or workgroup. Also, make sure that:

- Computers can communicate with each other using ports 6772 and 6773.
- All computers can send and receive the TCP/ UDP packets.

To see your computer’s domain:

1. Open the **Control Panel** on your computer.

2. Go to **System and Security** > **System**.



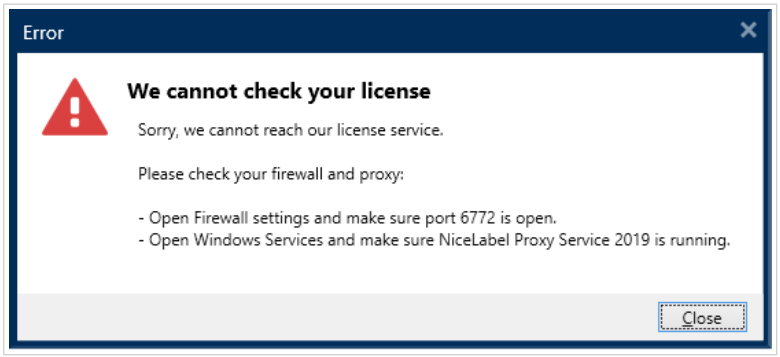
3. The fully qualified domain name appears next to **Full Computer Name**.

> **NOTE**
> Please consult your IT department for details on your networking configuration.

7.3. “We cannot check your license.”

Description

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “We cannot check your license.”



Causes

Cause 1: Firewall settings are blocking your connection. The NiceLabel licensing server checks if your license is active and valid. This is why the connection between your computer and the NiceLabel licensing server is mandatory. If there is no connection, you cannot activate your NiceLabel NiceLabel 10.

> **NOTE**
> The NiceLabel licensing server issues and activates the purchased licenses.

Cause 2: The NiceLabel Proxy Service 10 has stopped. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 10 to communicate the licensing information. If this service stops on one of the computers, the installed copy deactivates.

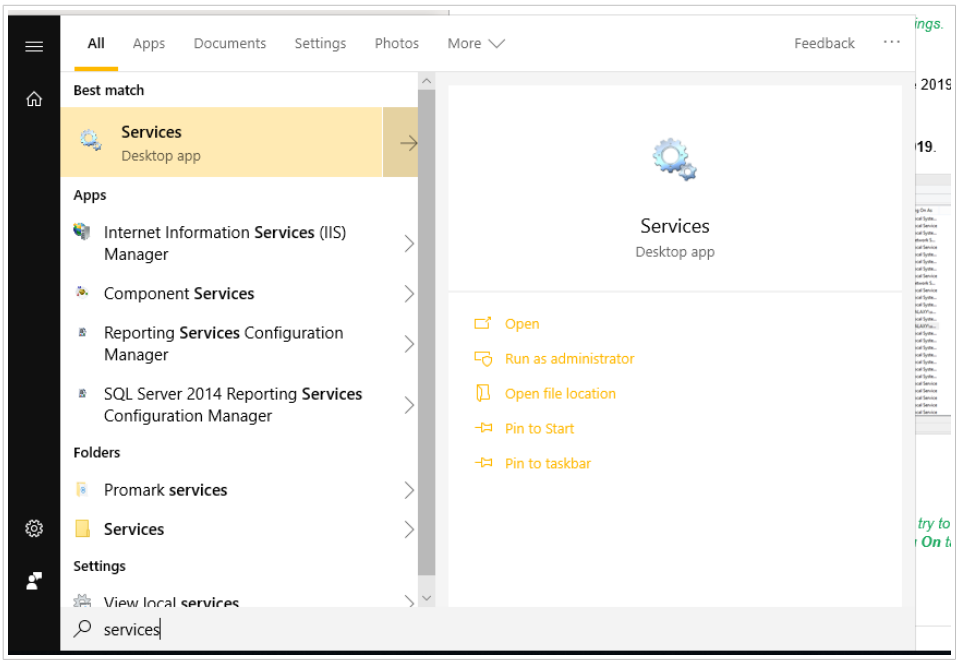
Solution

- For **Cause 1**, check your firewall settings. Make sure port 6772 is open.

> **NOTE**
> Consult your IT personnel for the firewall settings.

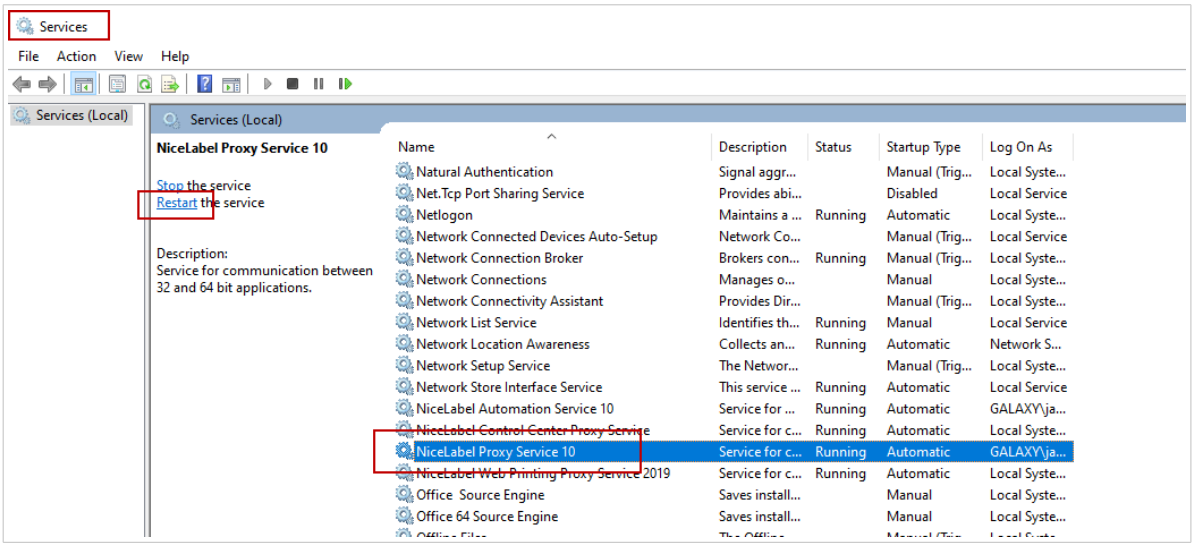
- For **Cause 2**, restart the NiceLabel Proxy Service 10:

1. Open **Services** on your computer.



If the issue with this service persists, try to run the service with your local system account. Right-click the service and go to **Properties** > **Log On** tab. Log on using the **Local System Account**.

2. Search for NiceLabel Proxy Service 10.
3. Right-click the service and click **Restart**.



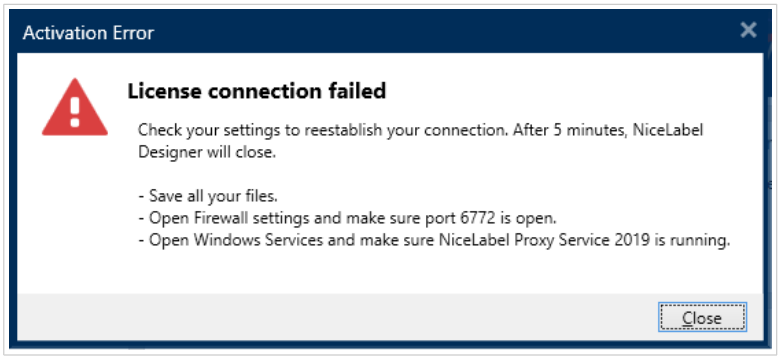
> **NOTE**
> If the issue with this service persists, try to run the service with your local system account. Right-click the service and go to **Properties** > **Log On** tab. Log on using the **Local System Account**.

4. Repeat the license activation procedure.

7.4. “License connection failed.”

Description

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “License connection failed.”



WARNING

Save your work immediately to prevent losing your changes. If you lose your connection with the licensing server, NiceLabel NiceLabel 10 closes after 5 minutes.

Causes

Cause 1: Firewall settings are blocking your connection. The NiceLabel licensing server checks if your license is active and valid. This is why the connection between your computer and the NiceLabel licensing server is mandatory. If there is no connection, you cannot activate NiceLabel NiceLabel 10

NOTE

The NiceLabel licensing server issues and activates licenses you purchase.

Cause 2: The NiceLabel Proxy Service 10 has stopped. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 10 to communicate licensing information. If this service stops on one of the computers, the installed copy is no longer active.

Solution

There are two possible solutions.

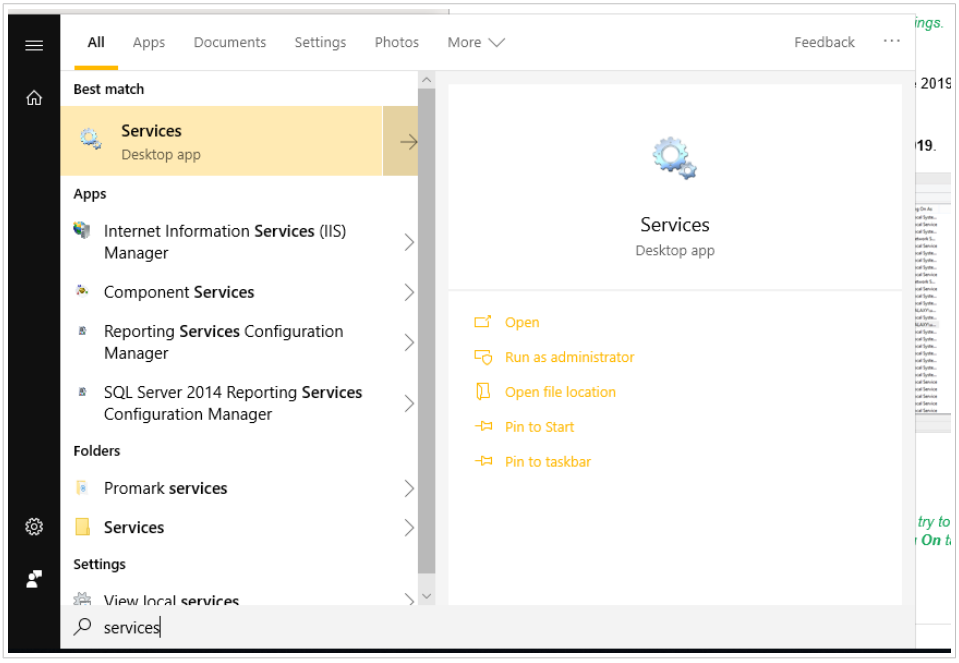
- For **Cause 1**, check your firewall settings. Make sure port 6772 is open.

NOTE

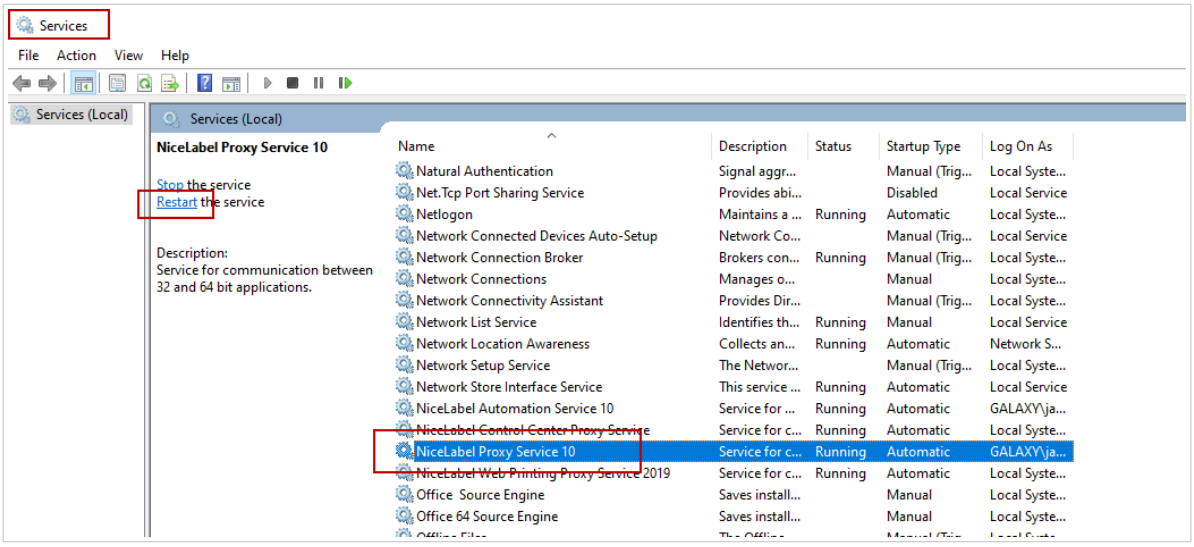
Consult your IT personnel for the firewall settings.

- For **Cause 2**, restart the NiceLabel Proxy Service 10:

1. Open **Services** on your computer.



2. Search for NiceLabel NiceLabel Proxy Service 10.



3. Right-click the service and click **Restart**.

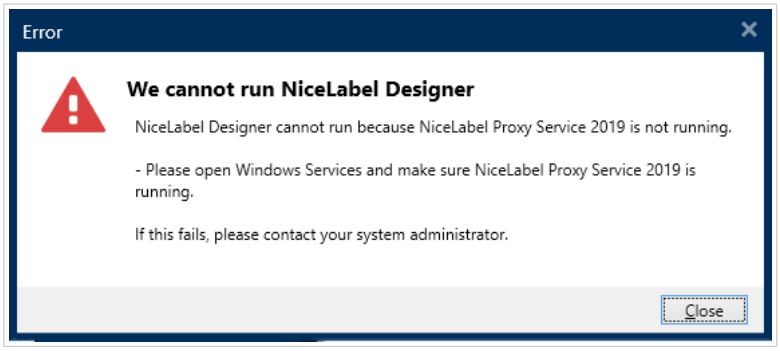
> **NOTE**
>
> If the issue with this service persists, try to run it with your local system account. Right-click the service and go to **Properties** > **Log On** tab. Log on using the **Local System Account**.

4. Restart NiceLabel Proxy Service 10.

7.5. “We cannot run NiceLabel Desktop Designer”

Description

When you try to activate your NiceLabel license, the activation stops and reports an error with this title: “We cannot run NiceLabel Desktop Designer”.



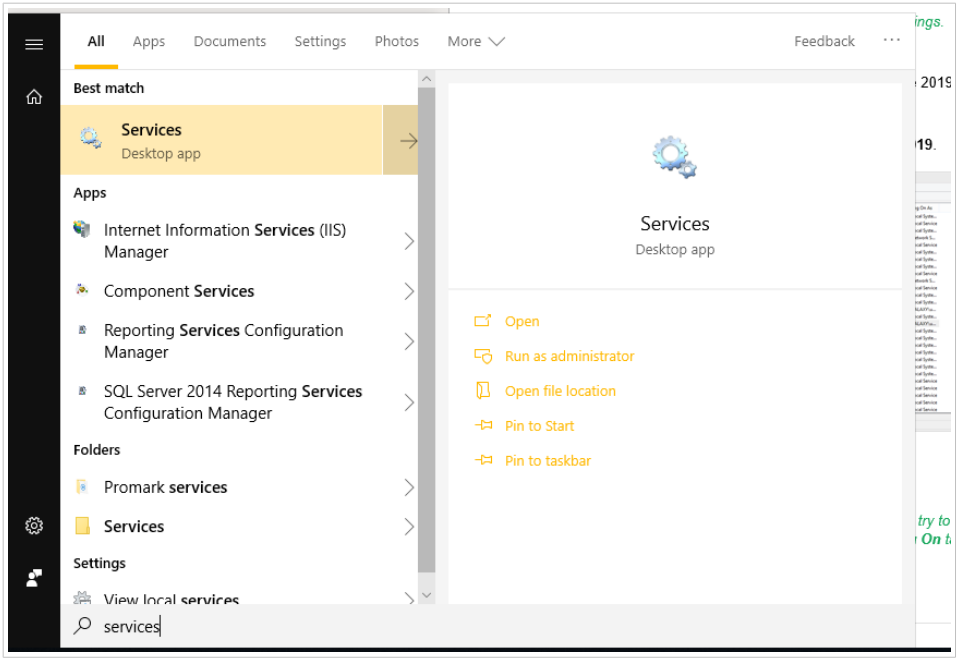
Cause

If you own a multi-user license, your installed NiceLabel applications on different computers communicate the licensing information using the NiceLabel Proxy Service 10. If this service stops on one of the computers, you cannot start NiceLabel NiceLabel 10 Desktop Designer.

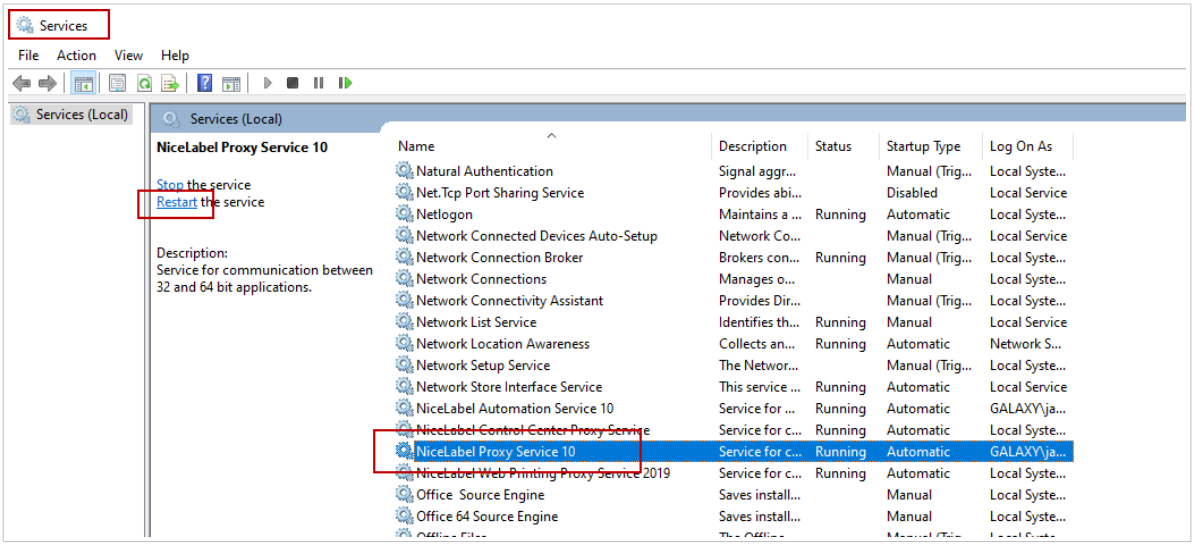
Solution

Start the **NiceLabel Proxy Service 10**:

1. Open **Services** on your computer.



2. Search for NiceLabel Proxy Service 10.



3. Right-click the service and click **Start**.

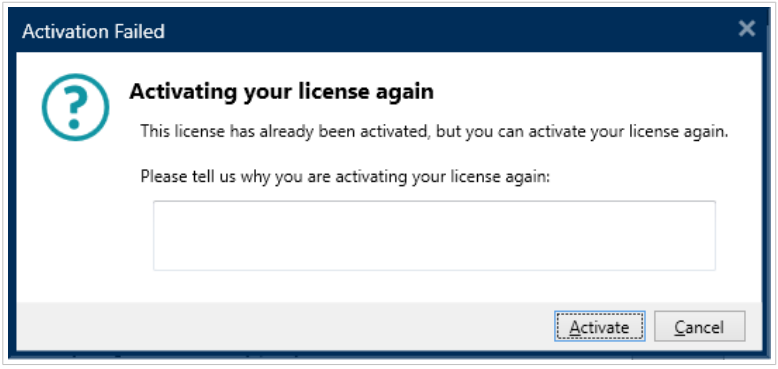
4. Start NiceLabel NiceLabel 10.

> **NOTE**
> If the issue with this service persists, try to run it with your local system account. Right-click the service and go to **Properties** > **Log On** tab. Log on using the **Local System Account**.

7.6. “Activating your license again.”

Description

When you try to repeat the activation of your NiceLabel single-user license on another computer, the activation asks you why.



Cause

NiceLabel allows you to repeat the activation on another computer if you cannot deactivate the license on your primary computer. The reason for this can include hardware errors, stolen computers, or something similar.

Solution

Repeat the activation procedure. Type the reason, and click **Activate**. Your activation is complete.

8. If the issue persists...

If your license activation issue persists even after you complete these described solutions, please follow the suggestions below.

Clear license information from your computer and retry

1. Stop the NiceLabel Proxy Service 10.
2. Delete the NiceLabel NiceLabel 10 license file. Go to `%PROGRAMDATA%\NiceLabel\NiceLabel 10` and delete `License.db`.
3. Modify the product configuration file. Go to `%PROGRAMDATA%\NiceLabel\NiceLabel 10` and open `product.config` in any text editor.
4. Delete the following XML nodes including their content:

   ```
   <Activation>...</Activation>
   ```

   ```
   <LmsCloud>... </LmsCloud>
   ```

   ```
   <ControlCenter>... </ControlCenter>
   ```

5. Start the NiceLabel Proxy Service 10.

Your license information is removed. Retry activating your license.

Send trace log files to NiceLabel support team

If your troubleshooting is unsuccessful, send your NiceLabel NiceLabel 10 trace log files to NiceLabel support. Your trace log files include essential details that help us find solutions to your problems.

To collect your trace log files, run NiceLabel NiceLabel 10 in tracing mode:

TIP

Disable tracing mode after you resolve the issue. Tracing mode slows down processing on your computer. Enable this mode only when NiceLabel technical support is working with you on troubleshooting.

1. Close your NiceLabel applications.
2. Open Services on your computer and stop:
   - NiceLabel Proxy Service 10

- NiceLabel Automation Service NiceLabel 10 (if you are using Automation)

3. Navigate to the System folder:`%PROGRAMDATA%\NiceLabel\NiceLabel 10`
4. Make a backup copy of your `product.config` file.
5. Open the `product.config` file in a text editor. The file has an XML structure.
6. Add the element `Common/Diagnostics/Tracing/Enabled` and assign value True.

Example

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
    <Common>
        <Diagnostics>
            <Tracing>
                <Enabled>True</Enabled>
            </Tracing>
        </Diagnostics>
    </Common>
...
</configuration>
```

7. Start the NiceLabel Proxy Service 10.
8. Start your NiceLabel application.

NOTE

After you save the `product.config` file, NiceLabel NiceLabel 10 automatically applies the setting.

Your tracing files (*.LOG extension) appear in the `%PROGRAMDATA%\NiceLabel\NiceLabel 10` System folder.

After you reproduce the issue with enabled tracing, disable tracing in `product.config` file or restore your original `product.config` file.

```
            <Tracing>
                <Enabled>False</Enabled>
```