

Licensing and Activating NiceLabel Products

Rev-2021-10

Table of Contents

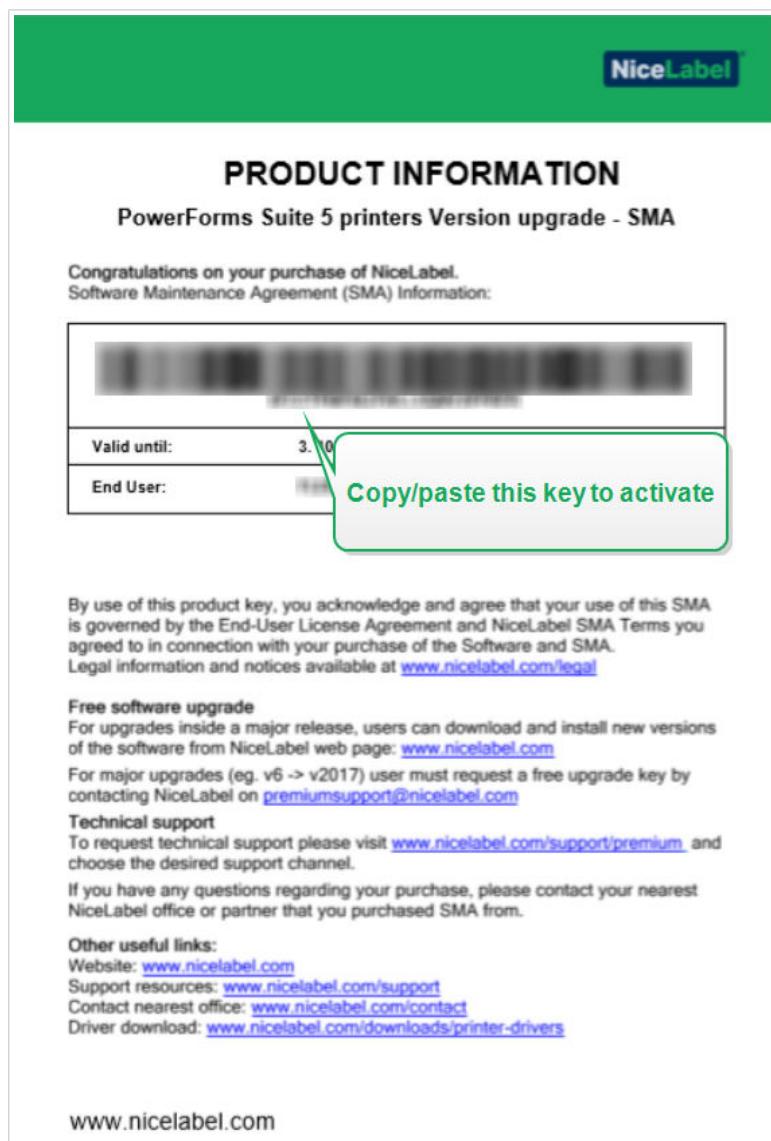
1. Activating your license	4
1.1. Activating NiceLabel applications	4
1.2. Activating via Control Center	5
1.3. Claiming your NiceLabel Cloud	7
2. How NiceLabel licensing works	8
2.1. Counting licensed printers	8
2.2. Counting printers in Web Printing	10
2.3. Reserving license seats	10
2.4. Using too many printers	11
2.5. Domains and NiceLabel licenses	13
2.6. Activating distributed multi-user licenses	13
NiceLabel Cloud	13
Using NiceLabel applications at multiple sites	14
Web Client	14
2.7. NiceLabel LMS in DevOps	14
3. Offline license activation	15
4. Upgrading your license	20
4.1. Upgrading license in Designer, Automation and Print	20
4.1.1. Product Edition Upgrade	20
4.1.2. Version Upgrade	21
4.1.2.1. Upgrading your existing installation	21
4.1.2.2. Installing and activating NiceLabel 10 with upgrade key	22
4.1.3. Upgraded Number of Printers	24
4.1.4. Offline Upgrade	24
4.2. Upgrading license in Control Center	26
4.2.1. Upgrading NiceLabel LMS licenses	26
4.2.2. Upgrading your Control Center version	27
4.2.2.1. Version upgrade with Control Center installed on your computer	27
4.2.2.2. Version upgrade after a clean install	28
5. Troubleshooting licenses and activation	30
5.1. "We cannot activate your single-user license"	30
Description	30
Cause	30
Solution	30
5.2. "We cannot activate your multi-user license"	32
Description	32
Cause	32
Solution	32
5.3. "We cannot check your license"	33
Description	33
Causes	34
Solution	34
5.4. "License connection failed"	35

Description	35
Causes	36
Solution	36
5.5. "We cannot run NiceLabel Designer"	38
Description	38
Cause	38
Solution	38
5.6. "Activating your license again"	39
Description	39
Cause	40
Solution	40
6. If the issue persists...	41
6.1. Clear license information from your computer and retry	41
6.2. Send trace log files to NiceLabel support team	41

1. Activating your license

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

The email attachment with your activation key looks like this:



1.1. Activating NiceLabel applications



NOTE

Make sure your internet connection is working while you activate or deactivate NiceLabel
10.

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

1. Run your NiceLabel 10 application.
2. The NiceLabel 10 activation window opens. If you are already running 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 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 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 Control Center is ready.

1.2. Activating via Control Center

If you are running the NiceLabel Label Management System (LMS) in your company (on-premise LMS), you can activate your copy of NiceLabel 10 by connecting to your Control Center. This also pairs your NiceLabel 10 installation with Control Center and makes it part of your company's LMS.

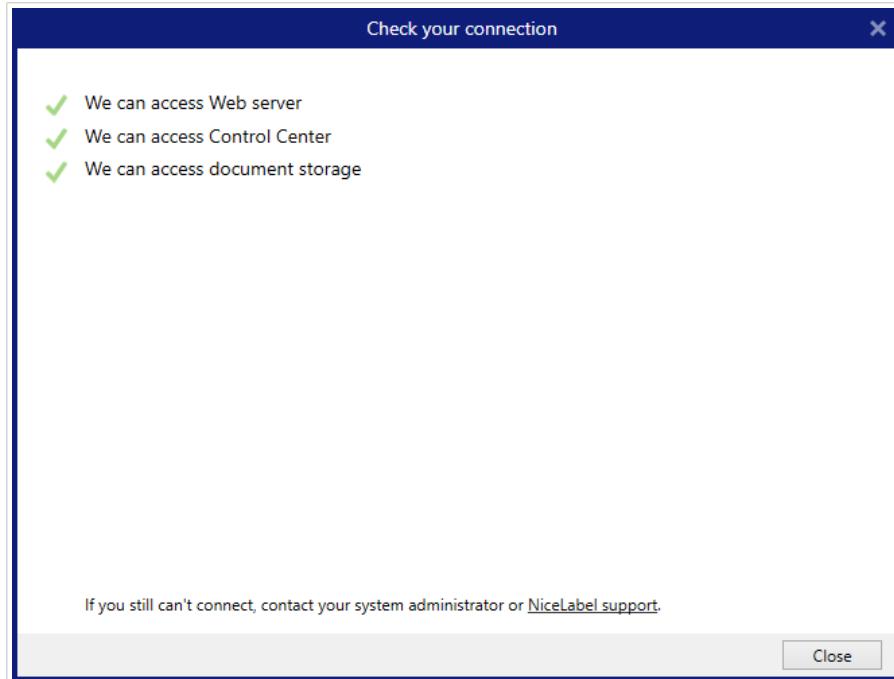


NOTE

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

1. Run your NiceLabel 10 application.
2. The NiceLabel 10 activation window opens. If you are already running 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 tells you if your Control Center is accessible or not.



NOTE

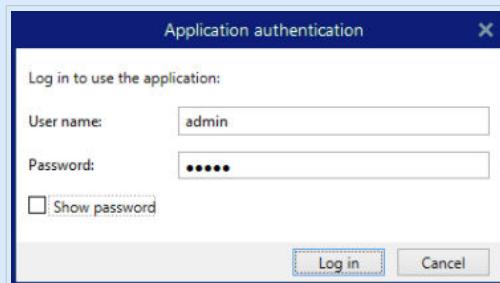
To connect to your Control Center, you need a working Internet connection. If your Control Center is behind a firewall, open the outbound ports.

4. Click Connect. Your NiceLabel 10 is now active and ready.



IMPORTANT

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



1.3. Claiming your NiceLabel Cloud

You can access the NiceLabel Control Center (Document Management System) in the cloud from any local site using your existing organizational credentials (i.e. Azure Active Directory), personal Microsoft, or Google account.

Your administrator can claim your subscription by logging into the NiceLabel Cloud account:

1. Log in to your NiceLabel Cloud.
2. Add users collectively via Azure Active Directory, or invite users individually using their personal Microsoft or Google accounts.
3. Assign access roles to the added NiceLabel Cloud users.

All your authorized users can now use NiceLabel Cloud.

2. How NiceLabel licensing works

NiceLabel licenses are perpetual for on-premise installations (NiceLabel 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 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.

2.1. Counting licensed printers

All NiceLabel multi-user applications track the number of printers in use in the **Licensed Printers** list, sorted by printer name. If nobody uses a printer for seven 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 10 either identifies the printer by:
 - IP address for network printers
 - Location + port if the printer is connected locally

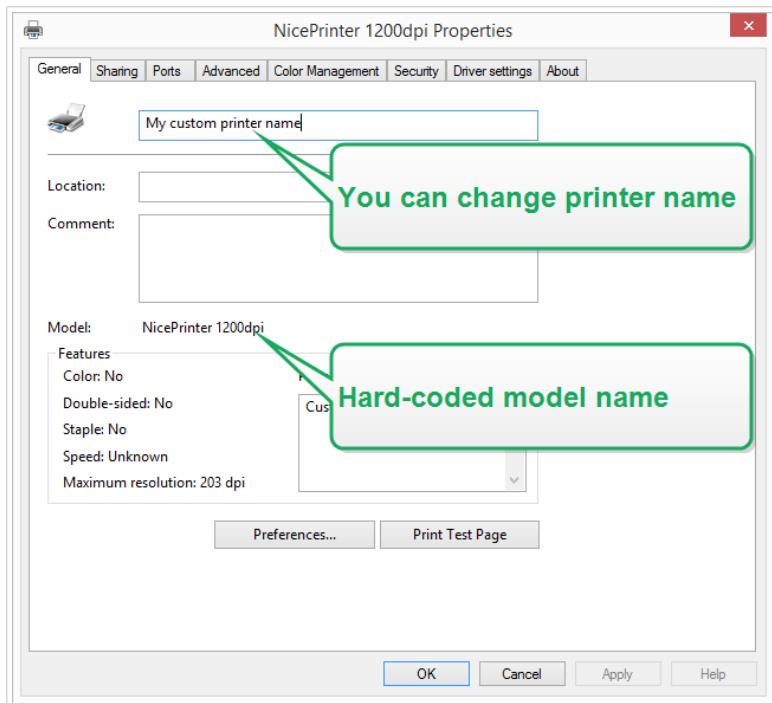


NOTE

When you use **License key** activations, NiceLabel requires opening ports 6772 on your computer, and 6773 on your on-premises Control Center installation server to ensure uninterrupted sharing of multi-user licensing information. When you start any NiceLabel application, the NiceLabel Proxy Service sends broadcast packets to these two ports and receives replies from all other NiceLabel applications in your labeling environment. (Does not apply to Control Center activations introduced in 2019.2).

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.



NOTE

Printer Model names are hard-coded in the printer driver. You can't change these names.
Printer Names are editable and do not affect printer counting..



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

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.

2.2. 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. Each used printer takes one license seat.

2.3. Reserving license seats

Use printer reservation for your mission critical printers. The reserved printers are always ready for printing. Adding other printers does not remove the reserved printers from the Licensed Printers list.

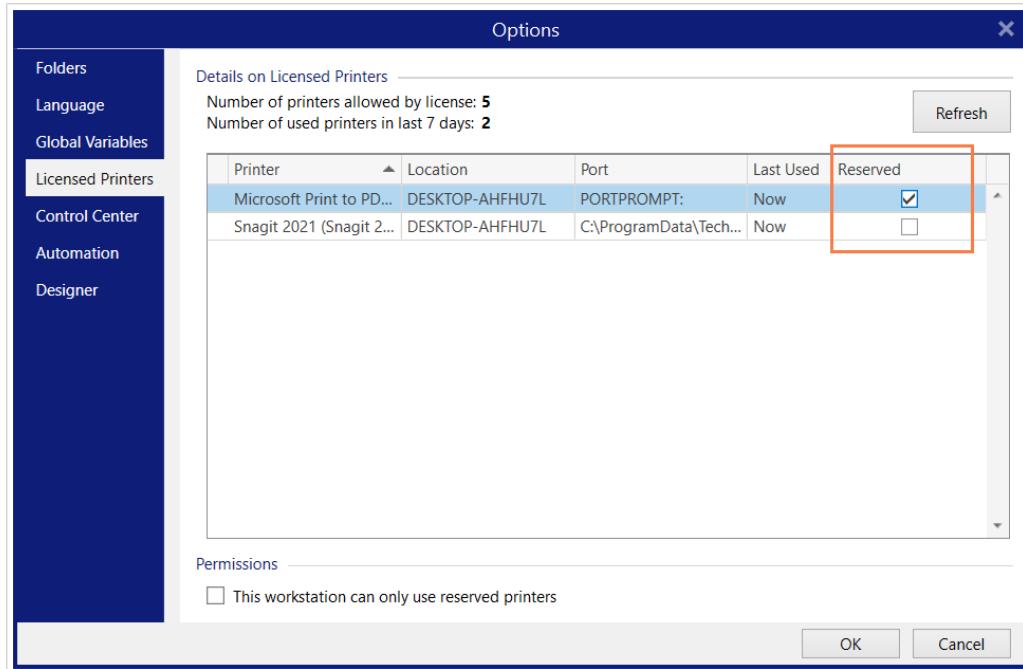


NOTE

NiceLabel 10 automatically removes the unreserved idle printers from the Licensed Printers list after seven days.

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

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



To reserve or unreserve printers in Control Center:

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



NOTE

You cannot immediately remove printers from your **Licensed Printers** list. You must not use that printer for seven days. After seven days, NiceLabel applications remove the printer from the list automatically.

2.4. Using too many printers

A multi-user license allows you to use the purchased quota of printer seats. If you exceed this number, NiceLabel 10 activates a 30-day grace period. The grace period allows you to continue printing with double your license seats, when you temporarily exceed your license allowance.



NOTE

The following topics explain how NiceLabel 10 counts your 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 in 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 10 detects it as a new printer.

The Licensed Printers list purges unused printers after 7 days. This reduces the number of active printers and frees up license seats. You can still print your labels if you exceed the number of licensed printers, but NiceLabel 10 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 NiceLabel 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 don't use 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 with a temporary license that you can use until your printers are removed from the list.

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

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

2.6. 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.

NiceLabel Cloud

The NiceLabel Label Cloud represents a best-practice approach for distributed locations. Deploying Label Cloud requires no license activations or setting two way trust relationships for your users. Your Label Cloud account handles licensing centrally.

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 Clients. 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.

2.7. 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 to 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

3. Offline license activation



NOTE

Applies to on-premise products, not NiceLabel Cloud products.



NOTE

Use this option when you activate NiceLabel 10 on computers without Internet connections.



NOTE

Do not close the license activation dialog while obtaining the **Activation Code** on another computer with internet access. If you close it, you will have to repeat the procedure with a new **Registration Code**.

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

1. Open **File > About > Activate Your License**. The activation dialog opens.
2. Click **Activate offline**. The activation dialog window expands.

The screenshot shows the 'Activate your license' dialog box. It includes fields for License Key, Name, Company, Country/region, and Email. There is a checkbox for software updates and links for privacy policy and activate offline. The 'Activate offline' link is highlighted with a red box.

It includes two additional fields – **Registration Code** and **Activation Code**.

NiceLabel 10 Activation

[Go Back](#)

Activate your license

License Key: ✓

Name:

Company:

Country/region:

Email:

Notify me about software updates

Registration Code:

Activation Code: ✓

Activation code is required for offline activation. Use a device with Internet connection to get the key on NiceLabel Activation web page, or call NiceLabel support.

To get the Activation code using a mobile device:

- [Click here](#) to open a window that displays barcode. Scan it using a mobile device with Internet access.
- Enter the code in the Activation code field.

To get the Activation code using a computer with Internet connection:

- [Click here](#) to copy the web activation link to your clipboard.
- Paste the link in web browser to open the NiceLabel Activation web page.
- Complete the registration process, write down the Activation code, and enter it in the Activation code field.

By submitting this form you agree to our [privacy policy](#).

[Activate](#)

- Registration code generates your **Activation code** on the License Key Activation web page.
You can access this page in two ways:

1. Access the **License Key Activation** web page via barcode. Click the link in first paragraph to open a separate window with the code. Scan it using a mobile device with an internet connection. You are directed to the web page on your mobile browser. Enter your Activation code (see image below).

Sign in

[Go Back](#)

Activate your license

Barcode



Activation code is required for offline a page, or call NiceLabel support.

To get the Activation code using

- [Click here](#) to open a window that d
- Enter the code in the Activation code field.

To get the Activation code using a computer with Internet connection:

- [Click here](#) to copy the web activation link to your clipboard.
- Paste the link in web browser to open the NiceLabel Activation web page.
- Complete the registration process, write down the Activation code, and enter it in the Activation code field.

By submitting this form you agree to our [privacy policy](#).

[Activate](#)

2. To access the License Key Activation web page on another computer with internet access, open the correct link. This copies your **License Key Activation** web page link to the clipboard. Open this link on a computer with an Internet connection.

The web page automatically populates with your information.

The screenshot shows a web browser window titled "License Key Activation". The URL is https://www2.nice... . The page contains a form for activation:

- License Key: [redacted] *
- Registration Code: [redacted] *
- Name: User Name
- Company: Company Name
- Country: United States *
- E-mail: name@company.com

Checkboxes:
Notify me about software updates
* - required

Buttons: ACTIVATE, RESET

Click **Activate** to generate your **Activation Code**.

Use your**Activation Code** on the computer without internet access to activate your software.

The screenshot shows a web browser window titled "Key Number Activation". The URL is https://www2.nice... . The page displays a success message:

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code: [redacted]

The e-mail with Activation Code was successfully sent to address you have provided.

3. Copy and paste your **Activation Code** and click **Activate Your License** to start using the activated copy of NiceLabel 10.

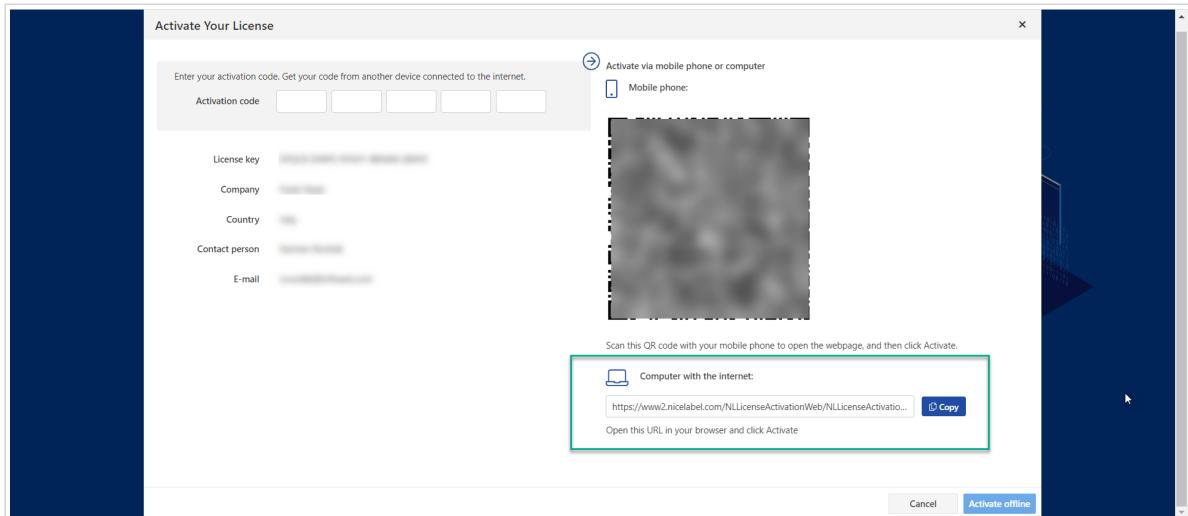


NOTE

If you do not have any computers with internet connections, call NiceLabel support. You will receive an Activation Code based on your **Registration Code**.

To activate Control Center offline:

1. Open your Control Center and go to Administration > Licenses.
2. Click Activate new product.
3. Copy your license key from the email you receive from NiceLabel.
4. Paste your Key to the License Key field.
5. Type your user information.
6. Click the Activation Web Page link. When the browser window opens, copy the entire address.



7. Go to another computer with an internet connection. Open the Activation Web Page in your browser.
8. The Activation Web Page automatically populates your license information. You can edit personal information here.

License Key Activation

Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

License Key:	<input type="text" value="XXXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXX"/>
Registration Code:	<input type="text" value="XXXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXX"/>
Name:	<input type="text" value="John Doe"/>
Company:	<input type="text" value="Doe Company"/>
Country:	<input type="text" value="United States"/>
E-mail:	<input type="text" value="johndoe@doe.com"/>

Notify me about software updates
* - required

ACTIVATE **RESET**

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

License Key Activation

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code:

The e-mail with Activation Code was successfully sent to address you have provided.



NOTE

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



NOTE

If you do not have any computers with internet connections, call NiceLabel support. You will receive an Activation Code based on your **Registration Code**.

10. Go back to your offline computer where you are activating Control Center. Paste your activation code into the **Activation Code** field.
11. Click Finish. Your offline Control Center is activated.

4. Upgrading your license

4.1. Upgrading license in Designer, Automation and Print



NOTE

Applies to on-premise products, not NiceLabel Cloud products.

License upgrade procedure does not require any software (re)installation procedures. Continue with the current version of your installed 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 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 would like to upgrade to NiceLabel 10, use this upgrade type.
- **Upgraded Number of Printers:** The use of NiceLabel 10 products is licensed per connected printers. This type of upgrade expands the permitted number of printer to be used with the software.

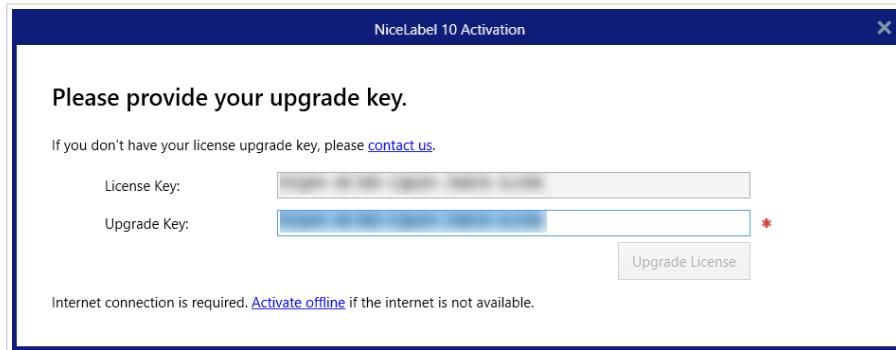
You would normally complete the license upgrade online. In cases when internet access is not available, follow the offline upgrade steps in section [Offline Upgrade](#).

4.1.1. Product Edition Upgrade

When upgrading to a higher edition of 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 is done on top of the existing one.

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

- **Upgrade Key:** Enter the upgrade key.



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

4.1.2. Version Upgrade

NiceLabel continuously improves our applications. Upgrade to our latest product version to improve your experience. Contact your NiceLabel reseller to receive your upgrade key.



NOTE

When you upgrade your version, give your NiceLabel reseller the license key of your current version.



NOTE

If you are upgrading your version and increasing your number of permitted printers, make sure you upgrade your version first, then upgrade your number of printers. See [Upgraded Number of Printers](#).

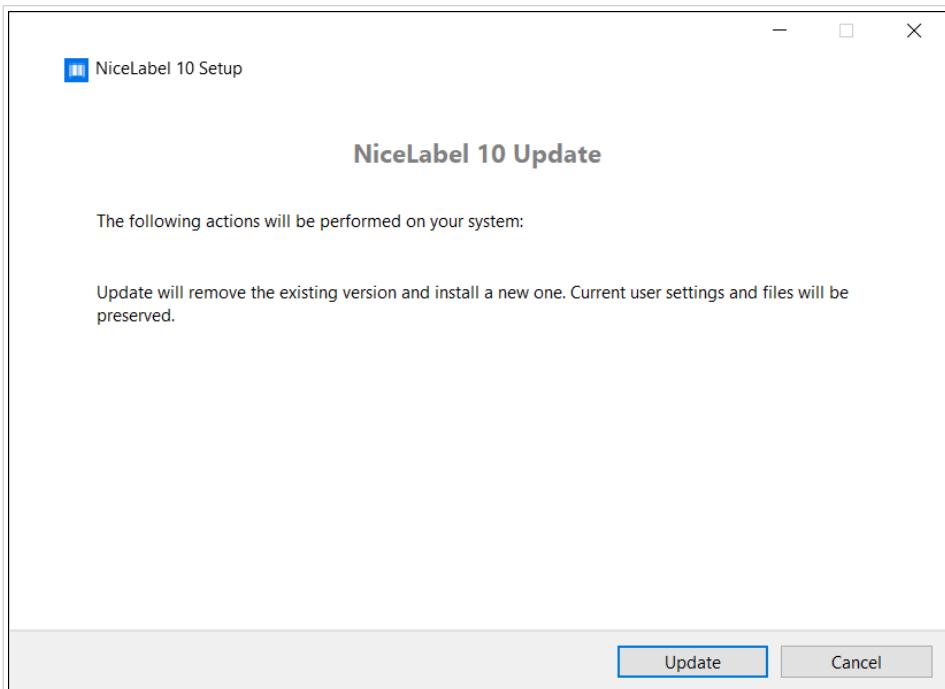
There are two upgrade options:

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

4.1.2.1. Upgrading your existing installation

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

1. After receiving the Upgrade Key from your NiceLabel reseller, [download](#) and run the NiceLabel 10 installation file.



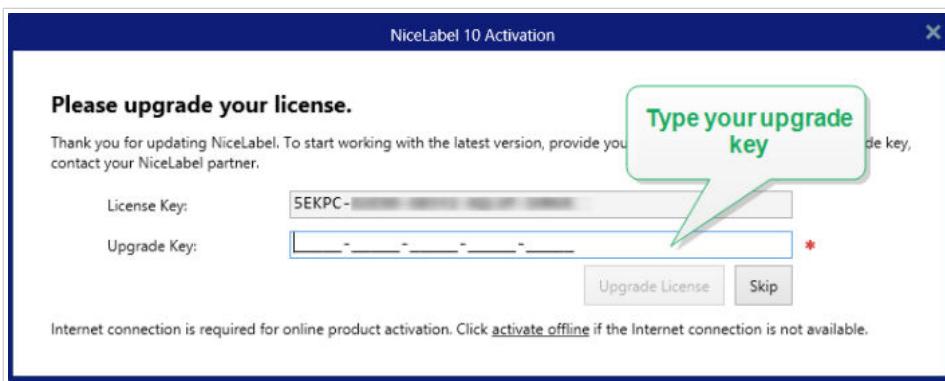
Click Update. Installer removes your current version and installs the latest.



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 NiceLabel reseller.

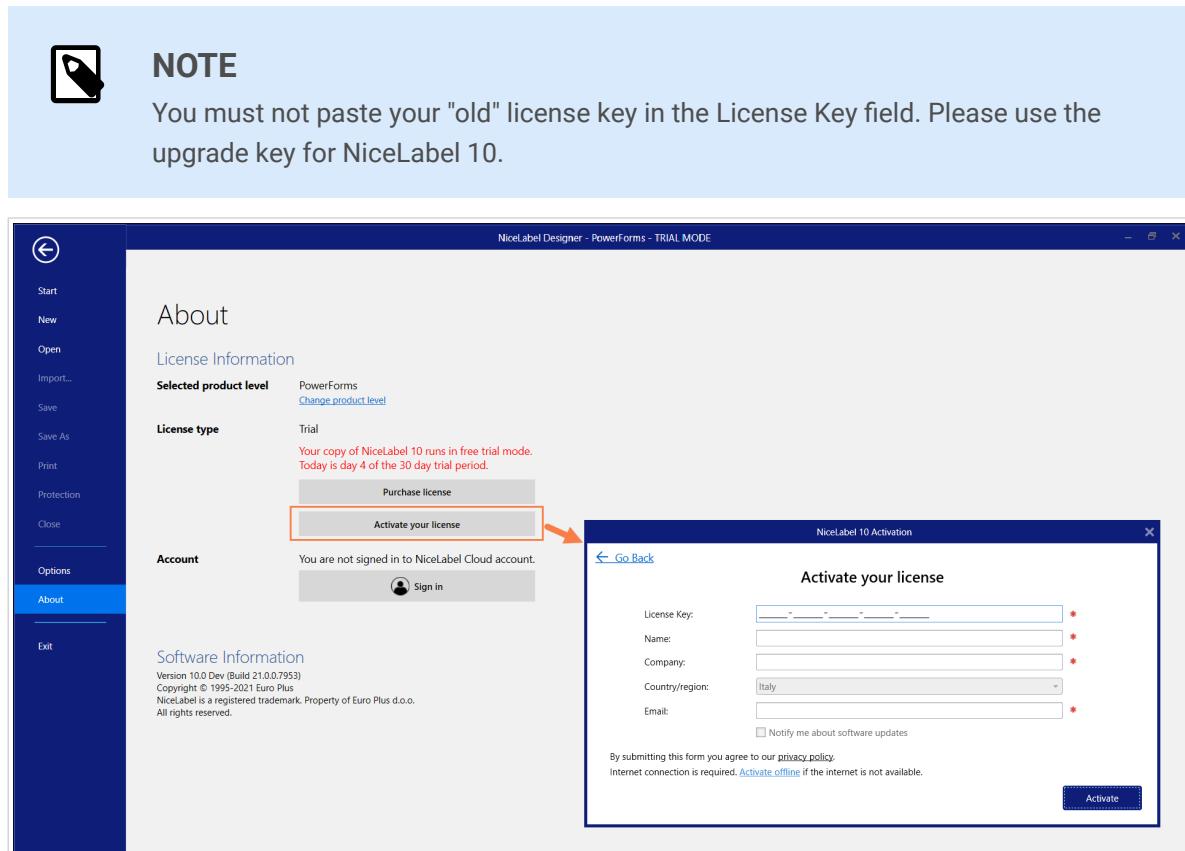


4. Click Upgrade License. Now, the upgrade of your NiceLabel 10 is done. See the new License in **About > License Information**.

4.1.2.2. Installing and activating NiceLabel 10 with upgrade key

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

1. After receiving the Upgrade Key from your NiceLabel reseller, [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.



The NiceLabel 10 Activation fields adapt to the pasted upgrade key automatically. These fields display the licensing information that you used while activating your copy of NiceLabel 2019.

NiceLabel 10 Activation

Enter the information below to activate your product

Upgrade Key: YUQ4A- ✓

Multiple licenses were discovered on the network. [Select an existing license key or enter a new one.](#)

License Key: SEKPC- ✓

Name: Installation Guide

Company: Efficient Labeling

Country/region: United States

Email: IG@elc.com

Notify me about software updates

By submitting this form you agree to our [Privacy policy](#).

Internet connection is required for online product activation. Click [activate offline](#) if the Internet connection is not available.

Activate

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

4.1.3. Upgraded Number of Printers

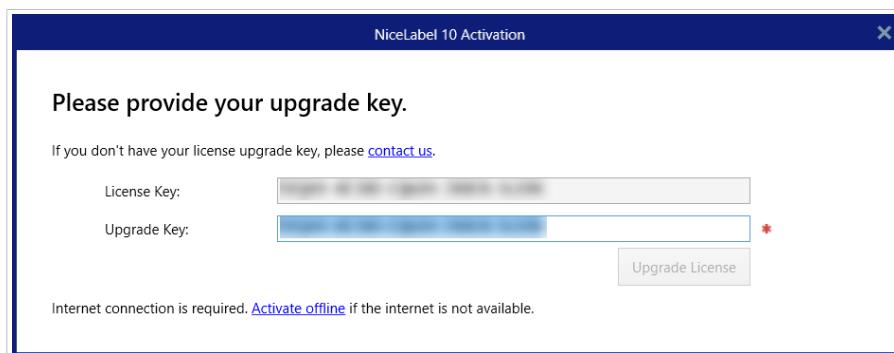
This type of upgrade allows you to increase the permitted number of printers which are used for label printing. Complete the below described steps.



TIP

Upgraded number of printers allows you to follow the pay-as-you-grow pricing model. Printing capacity needs grow along with the growth in business – upgrade the license only when needed. Complete the procedure below to gain access to additional number of permitted printers.

1. Open any NiceLabel 10 application.
2. Go to **File tab > About** and click **Upgrade License**.
3. The NiceLabel 10 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**.

4.1.4. Offline Upgrade

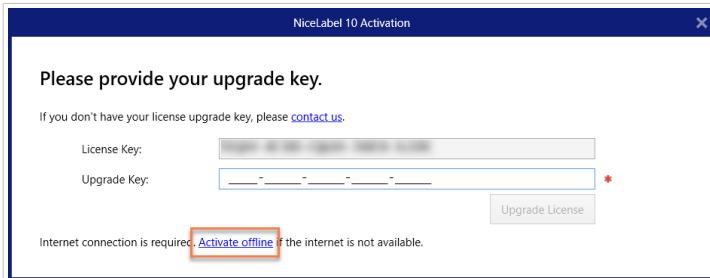


TIP

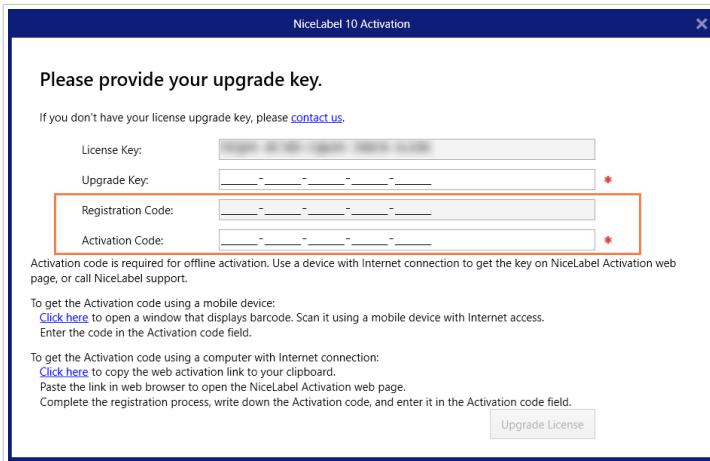
Use this option when performing an upgrade on a computer without Internet connection.

1. Go to **File tab > About**.
2. Click **Upgrade License**. The upgrade license dialog window appears. **License Key** field is automatically populated with current license key.

- Click the **activate offline** link. The activation dialog window expands.



Now, it includes additional two fields – **Registration Code** and **Activation Code**:



- Registration code:** Automatically generated 25-digit code, which identifies the purchased copy of the software. Use the registration code in two ways:
 - Registration code** generates the **Activation code** at a dedicated license upgrade web page. To access the license upgrade web page on another computer with Internet access, click **Copy the link**. This action copies the link to license upgrade web page to clipboard. Open this link on a computer with Internet connection. When you open the license upgrade page, the fields with information about your license are automatically populated. Click **Activate** to generate the **Activation Code**.

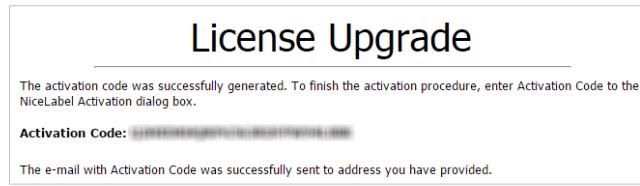
Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

Old Key:	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	*
Upgrade Key:	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	*
Registration Number:	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	-	[redacted]	*
Name:	User Name									
Company:	Company Name									
Country:	United States									
E-mail:	name@company.com									

Notify me about software updates
* - required

ACTIVATE RESET

Use **Activation Code** on the computer without Internet access to activate the upgrade.



NOTE

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



NOTE

If you do not have any computers with internet connections, call NiceLabel support. You will receive an Activation Code based on your **Registration Code**.

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

4.2. Upgrading license in Control Center

4.2.1. Upgrading NiceLabel LMS licenses



NOTE

Applies to on-premise products, not NiceLabel Cloud products.

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 your number of printers gives you more permitted printers to use with our products.
- Different NiceLabel LMS licenses depend on the number of printers you have connected.

Each upgrade requires an upgrade key. After you purchase an upgrade at your NiceLabel reseller or on the NiceLabel web site, you receive your upgrade key.

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

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

`http://server/name`

"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.

4.2.2. 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.



NOTE

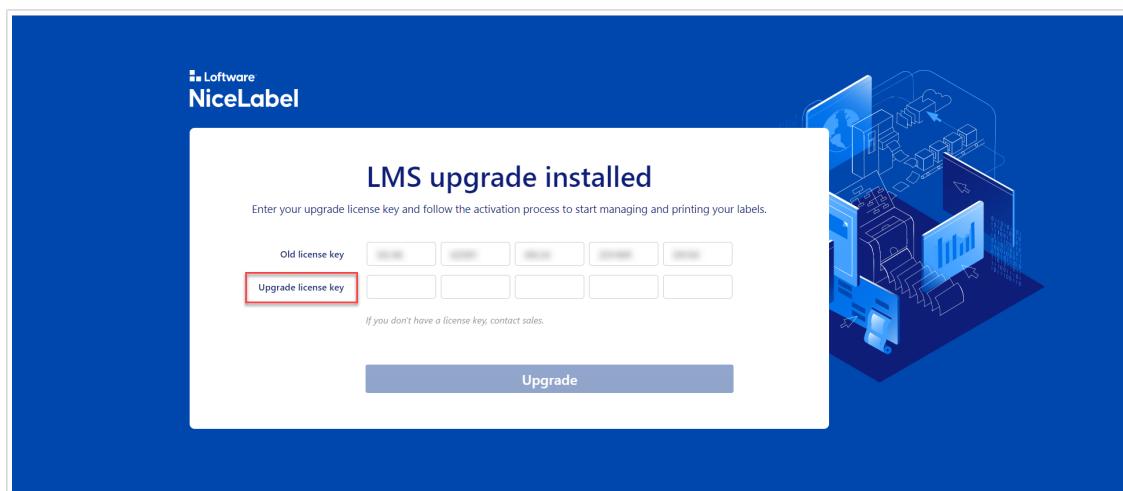
Applies to on-premise products, not NiceLabel Cloud products.

4.2.2.1. 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 Control Center 2019.

To upgrade Control Center from 2019 to 10:

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



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

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



NOTE

The Web.config configuration file for Control Center 10 replaces the Control Center 2019 Web.config file. Installation renames the "old" Control Center 2019 Web.config to Web.backup.

4.2.2.2. Version upgrade after a clean install

Use this type of upgrade procedure if you want to upgrade your NiceLabel Control Center 2019 license after a *clean install* of 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 NiceLabel Control Center.
 - After completing the installation procedure, the inactive Control Center 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 10 is ready.
5. If your computer is offline, visit the Activation Web Page. The link is visible above the Automatic Activation button.

The Activation Web Page automatically populates your license information. You can edit personal information here. Click Activate to generate your Activation Code. The page with your activation code opens. Copy your Activation Code to use it on your offline computer.

5. Troubleshooting licenses and activation

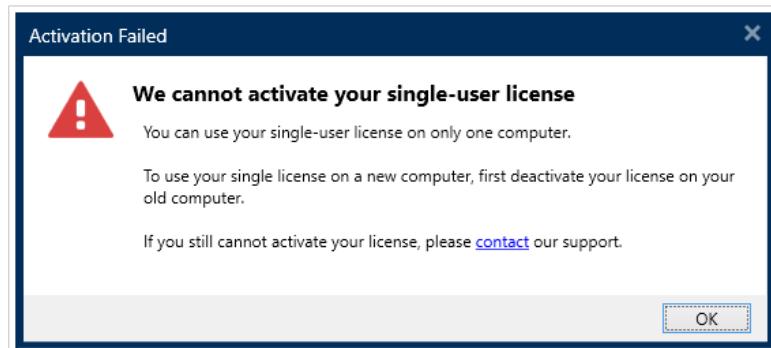
This section helps you resolve known issues you may face when activating NiceLabel licenses.

For more complex issues or additional help, please contact our support team at support@nicelabel.com.

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

Description

When you try to activate NiceLabel Pro or PowerForms 10 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 10 on one of your computers.

Solution

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

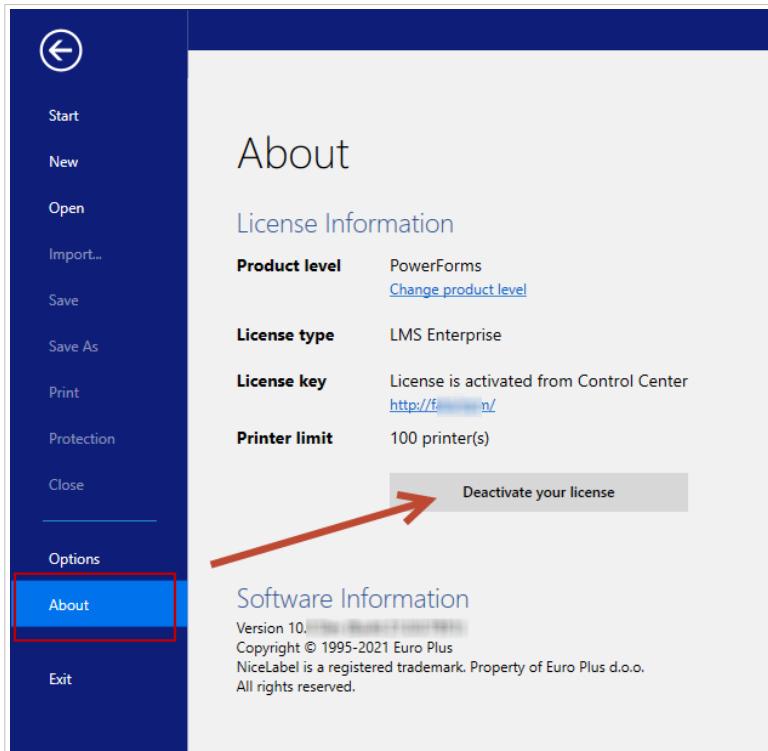


WARNING

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

To deactivate the installed NiceLabel 10 on your first computer:

1. Open any of your installed NiceLabel 10 applications – 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 10 closes. The first computer's license is now deactivated.

To activate NiceLabel 10 on your second computer:

1. Go to your second computer with installed 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 10 is activated on your second computer.



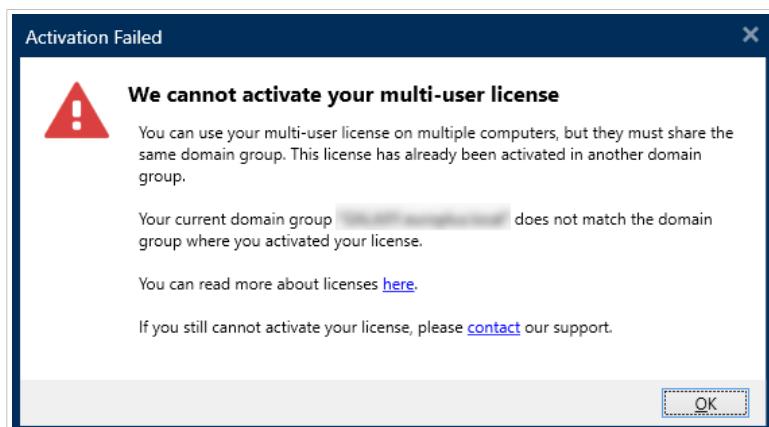
NOTE

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

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

Description

You are already using 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 that you activate with a multi-user license must run on computers that belong 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 TCP/ UDP packets.

To see your computer's domain:

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

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

Control Panel Home View basic information about your computer

Device Manager Remote settings System protection Advanced system settings

Windows edition Windows 10 Enterprise © 2019 Microsoft Corporation. All rights reserved.

System

Processor: Intel(R) Core(TM) i7-9700K CPU @ 3.60GHz 3.60 GHz
Installed memory (RAM): 32.0 GB (31.9 GB usable)
System type: 64-bit Operating System, x64-based processor
Pen and Touch: No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name: [REDACTED] Full computer name: [REDACTED] Computer description: [REDACTED] Domain: [REDACTED]

Windows activation

Windows is activated [Read the Microsoft Software License Terms](#)
Product ID: [REDACTED]

See also [Security and Maintenance](#)

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



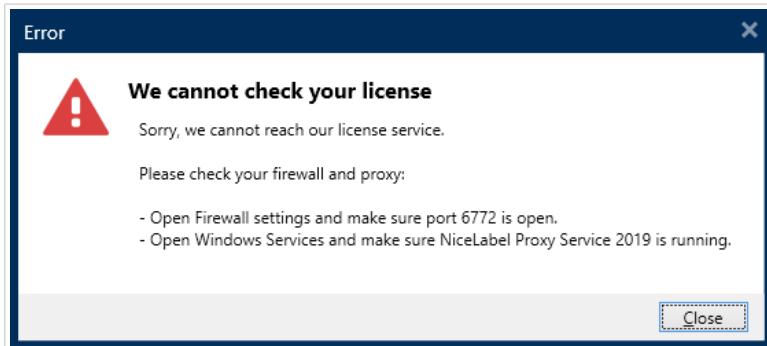
NOTE

Please consult your IT department for details on your networking configuration.

5.3. "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 10.



NOTE

The NiceLabel licensing server issues and activates the purchased licenses.

Cause 2: NiceLabel Proxy Service has stopped. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 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.

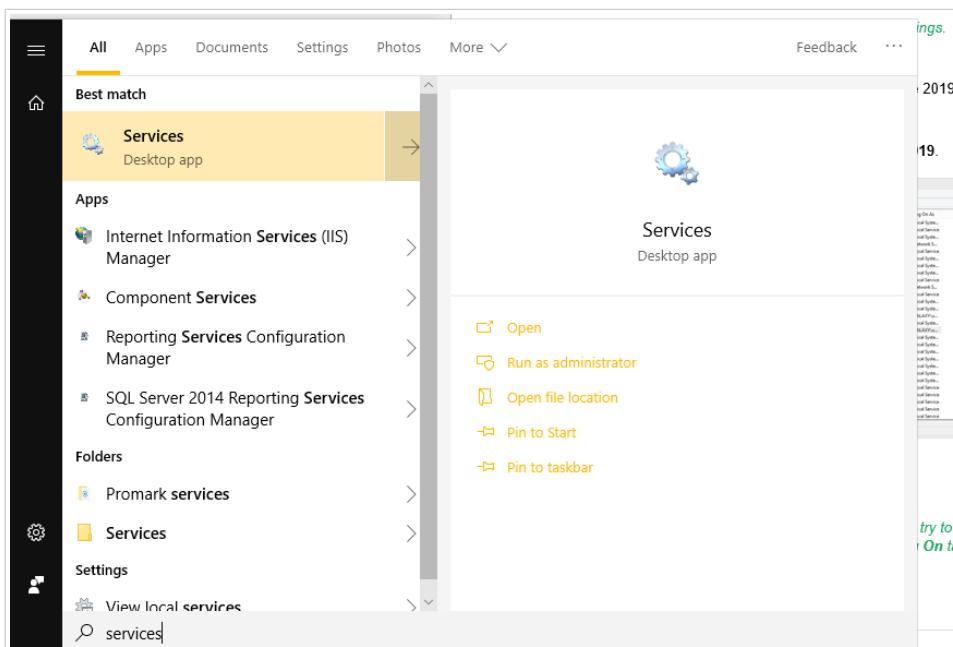


NOTE

Consult your IT personnel for the firewall settings.

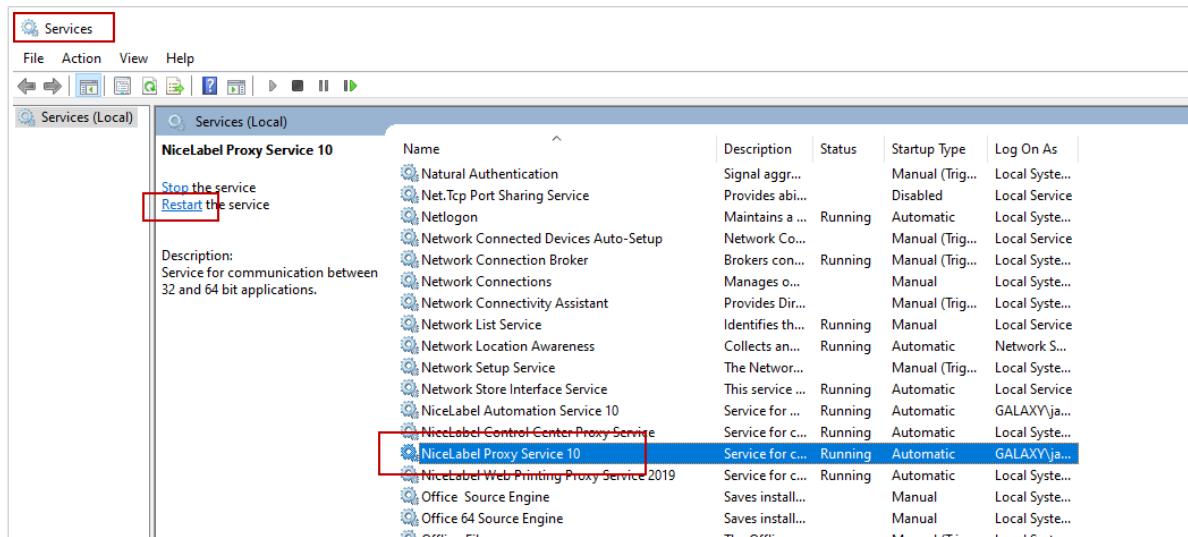
- For **Cause 2**, restart the NiceLabel Proxy Service:

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



NOTE

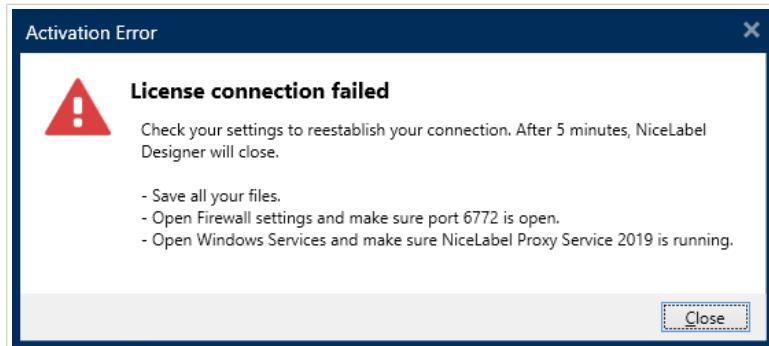
If the issue with this service persists, try to run the service with your local system account. Right-click the service and go to **Properties > Log On tab**. Log on using the **Local System Account**.

4. Repeat the license activation procedure.

5.4. “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 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 10.



NOTE

The NiceLabel licensing server issues and activates licenses you purchase.

Cause 2: Stopped NiceLabel Proxy Service. If you own a multi-user license, your installed NiceLabel applications use the NiceLabel Proxy Service 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.

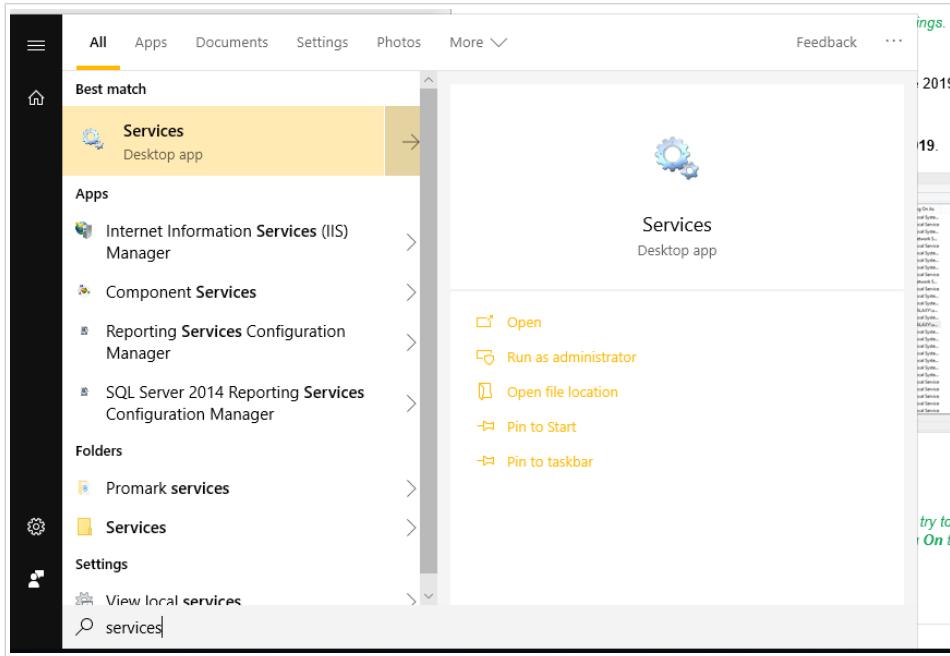


NOTE

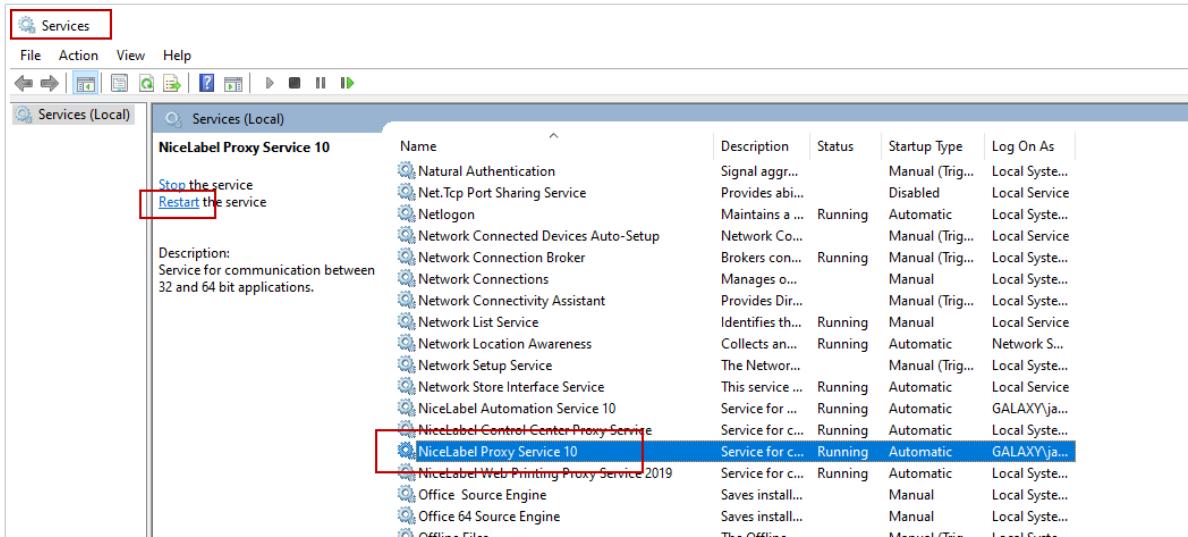
Consult your IT personnel for the firewall settings.

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

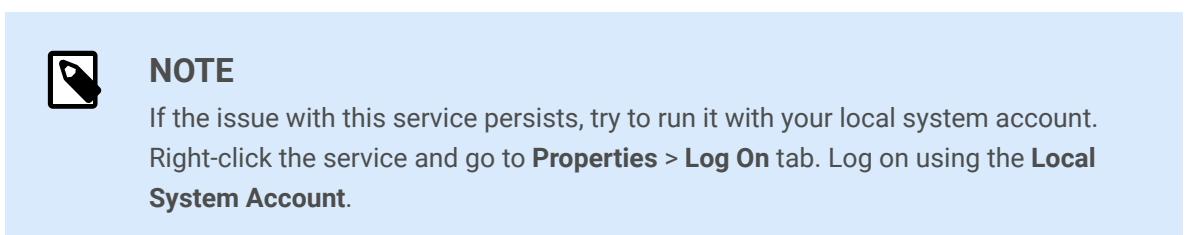
1. Open **Services** on your computer.



2. Search for NiceLabel Proxy Service.



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

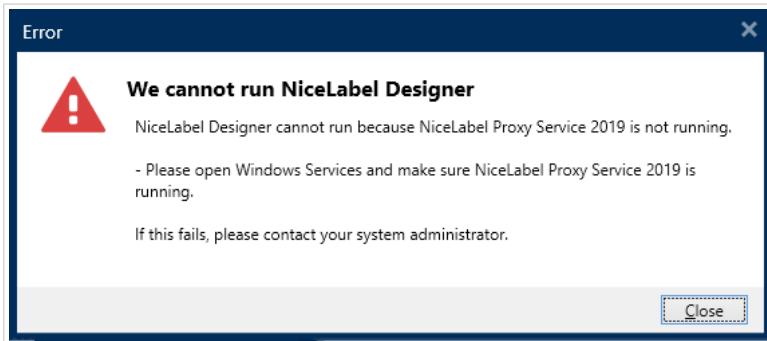


4. Restart NiceLabel 10.

5.5. “We cannot run NiceLabel Designer”

Description

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



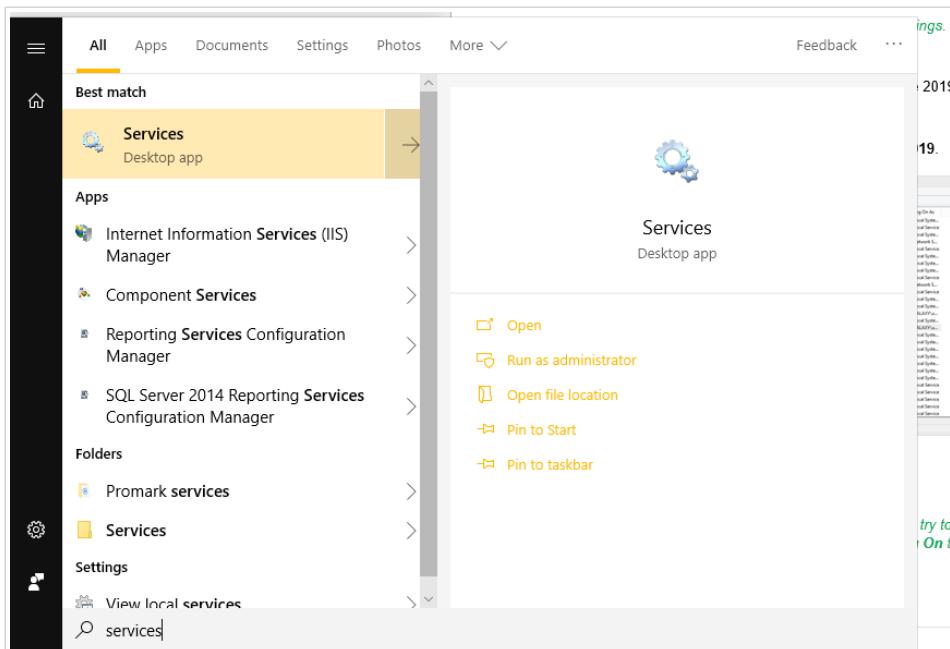
Cause

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

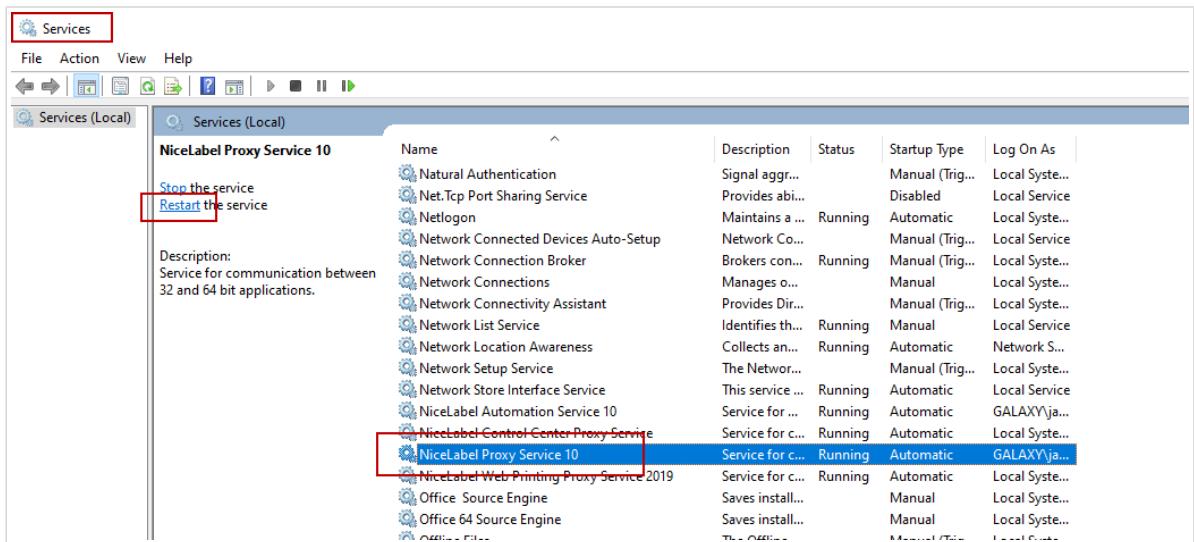
Solution

Start the **NiceLabel Proxy Service**:

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



2. Search for NiceLabel Proxy Service.



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

4. Start NiceLabel 10.



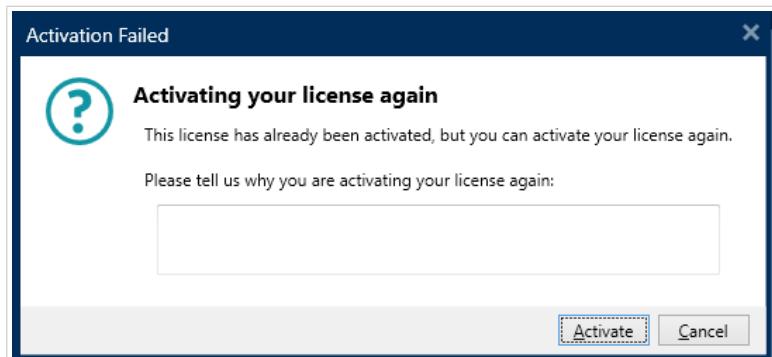
NOTE

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**.

5.6. “Activating your license again”

Description

When you try to repeat the activation of your NiceLabel 10 single-user license on another computer, the activation asks you why.



Cause

2019 allows you to repeat the activation on another computer in case 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.

6. If the issue persists...

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

6.1. Clear license information from your computer and retry

1. Stop NiceLabel Proxy Service.
2. Delete the 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.

Your license information is removed. Retry activating your license.

6.2. Send trace log files to NiceLabel support team

If your troubleshooting is unsuccessful, send your 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 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
 - NiceLabel Automation Service 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 NiceLabel Proxy Service.
8. Start your NiceLabel application.



NOTE

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

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