NiceLabel Control Center
User Guide

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1. Introduction

1.1 Welcome to NiceLabel Control Center

NiceLabel Control Center is the enterprise solution for client/server based label printing and centralized systems management. All labeling software licensing is included in one package.

NiceLabel Control Center environment consists of the following elements:

- **NiceLabel PowerForms Desktop installed on workstations**, where users are designing and printing the labels;
- **NiceLabel Enterprise Print Manager (EPM) installed on the server**, offering following functionality:
    - Flexible licensing of all NiceLabel workstations.
    - NiceLabel workstations logging and configuration stored centrally on the server.
    - Monitoring the status of all printers.
    - Managing print jobs (monitor status, restart, move jobs to other printer).
    - Proactive alerting in case of possible problems.
    - Concurrent access to management console using a standard Web browser.
    - Authentication feature enables administrators to manage the printing environment while users can only monitor it.
    - Revision control system (versioning) and workflow support.

1.2 About this Manual

This User Guide helps you install and integrate the NiceLabel Control Center into your enterprise IT environment.

The User Guide contains the following sections:

Introduction: Introduces the NiceLabel Control Center software.

NiceLabel Control Center Overview: Learn about the NiceLabel Control Center basics, modules and understand the architecture.

Installation and Activation: Learn how to install and activate the NiceLabel Control Center software.

Enterprise Print Manager: Introduces the module for remotely managing printers, print queues, events and alerts.

NiceLabel Control Center Configuration: Explains the Configuration tool and its settings for all programs.

NiceLabel Print Queue: Describes the Print Queue and how it can be managed using NiceLabel Print Queue Manager.

Technical Support: Contacting technical support.

1.2.1 Software Restrictions

All features explained in this User Guide are available in the NiceLabel Control Center product. However, some features are not available in NiceLabel PowerForms Desktop and NiceLabel Automation Enterprise products.

1.2.2 Typographical Conventions

Text that appears in **bold** refers to menu names, file names like **SETUP.EXE** and buttons like the **OK** button.

Text that appears in *italic* refers to confirming actions like *Read only*, locations like *Folder* or software window names.

Text enclosed in <Less-Than and Greater-Than signs> refers to keys from the desktop PC keyboard like <Enter>.

Variables are enclosed in [brackets] like [variable].

2. NiceLabel Control Center Overview

2.1 Overview

NiceLabel Control Center is an enterprise-level labeling solution with centralized control over all NiceLabel workstations in a network environment. The NiceLabel Control Center applies to large environments with many labeling workstations.

Based on their role, users can execute different tasks in the NiceLabel printing environment:

NiceLabel users	• Label design and printing • Web printing • Document Storage Server • Remote reprinting • Print job management using NicePrintQueue • Local NiceLabel logging • Changing local settings
NiceLabel operators and administrators	• Centralized print job management • Printer group management • Centralized control over all printers and print queues • Centralized printing and event logging • Central logging of executed NiceLabel Automation actions • Alerting via SMTP mail, NetSend, RSS 2.0 Feed or SMS • NiceLabel licensing management • Revision control system • Workflow support

Note: Net Send type of alerts cannot be used on computers with Windows Vista and above operating systems, because the Messenger service, needed for this functionality is no longer available in Windows Vista and above operating systems.

2.2 Architecture

The NiceLabel Control Center product uses a distributed architecture with two main modules. On workstations, users work with the NiceLabel PowerForms Desktop application for label design and printing. As a part of NiceLabel PowerForms Desktop, a service called Label Services is monitoring the local printing process. Printer and job statuses are sent to the server, where the NiceLabel Enterprise Print Manager (EPM) component is centrally

controlling the printing process of every NiceLabel workstation. EPM stores all reported client information into its database.

NiceLabel EPM is a Web based application. You can use a standard Web browser to control it from your machine or from any other workstation in the network. You can perform Web printing, reprint past print jobs remotely, access the Document Storage Server, set up and manage printer groups, view the status of each NiceLabel client, view its event and error logs, manage the print jobs and create alerts.

NiceLabel EPM can alert you upon arrival of a predefined condition, such as an error, a warning, or simple confirmation of an executed print job. Several notification options are available: e-mail (through SNMP), Net Send message, RSS 2.0 Feed or SMS message sent to your mobile phone.

3. Installation and Activation

3.1 Overview

NiceLabel Control Center solution consists of several distributed components in your environment. While the NiceLabel Control Center product is installed on the server, the NiceLabel PowerForms Desktop product is installed on client workstations. The components have different requirements and installation and activation procedures.

NiceLabel Control Center installation consists of two parts:

1. Install **NiceLabel Enterprise Print Manager (EPM)** on the server. Please refer to **CPU: Intel or** compatible x86 family processor
- Memory: 256 MB or more RAM
- Hard drive: 1 GB of available disk space
- Operating system: One of the 32-bit or 64-bit Windows operating systems: Windows XP, Windows Server 2003, Windows Server 2003 R2, Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, Windows Server 2012
- Display: 1024×768 or higher resolution monitor

2. Installing NiceLabel Control Center topic.
3. Install the **NiceLabel PowerForms Desktop** product on workstations to enable barcode label design and printing. Please refer to **To install NiceLabel EPM**, see the document **NiceLabel EPM Installation Guide** available on the NiceLabel DVD.
4. Installing NiceLabel PowerForms Desktop topic.

When you put the NiceLabel DVD in your optical drive, the main menu application will start automatically. You can browse the directory of the CD, look at the brochures and technical documentation, and install the NiceLabel software and NiceLabel Printer Drivers.

3.2 System and Software Requirements

3.2.1 NiceLabel Enterprise Print Manager

To install NiceLabel EPM, your equipment needs to fulfill the system requirements.

- CPU: Intel or compatible x86 family processor
- Memory: 512 MB or more RAM
- Hard drive: 1 GB of available disk space

- Operating system: One of the 32-bit or 64-bit[1] Windows server operating systems: Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012
- Microsoft .NET Framework Version 4.0
- ASP.NET AJAX Extension
- IIS 6 or IIS 7 or IIS 8[2] (If you use IIS 7 or IIS 8, you must install IIS 6 Metabase Compatibility and IIS 6 Management Console before you can install the software. See NiceLabel Knowledge Base article KB168 for details)
- Database Server: Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2012 (Express versions supported)
- Display: 1024×768 or higher resolution monitor

3.2.2 NiceLabel PowerForms Desktop workstations

To install and run the program you need at least the following:

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

3.3 Installing NiceLabel Control Center and EPM

To install NiceLabel EPM, see the document **NiceLabel EPM Installation Guide** available on the NiceLabel DVD.

[1] If you use 64-bit OS and want to use data from Microsoft Access database, you must configure the Application Pool EPWebPrintAppPool to enable 32-bit applications (an option in Advanced settings).

[2] If you have IIS 7, you must install IIS 6 Metabase Compatibility and IIS 6 Management Console before you can install the NiceLabel software. See NiceLabel Knowledge Base article **KB168** for details.

3.4 Installing NiceLabel PowerForms Desktop

NiceLabel PowerForms Desktop is the label and form designer which will help you create label formats and printing applications (forms) for your Web printing users. Typically, you will install NiceLabel PowerForms Desktop to the design workstations, not to the server.

Note: You must be logged on the computer with administrative rights to be able to perform the software installation.

To install the NiceLabel PowerForms Desktop, do the following:

1. To ensure a complete installation, close all open applications before installing the software.
2. Insert the *NiceLabel Control Center DVD* in your DVD-ROM drive. An installation window will open automatically.

Note: If the installation wizard does not start automatically, go to the main CD directory of your *NiceLabel Control Center DVD* and double-click the **START.EXE** file.

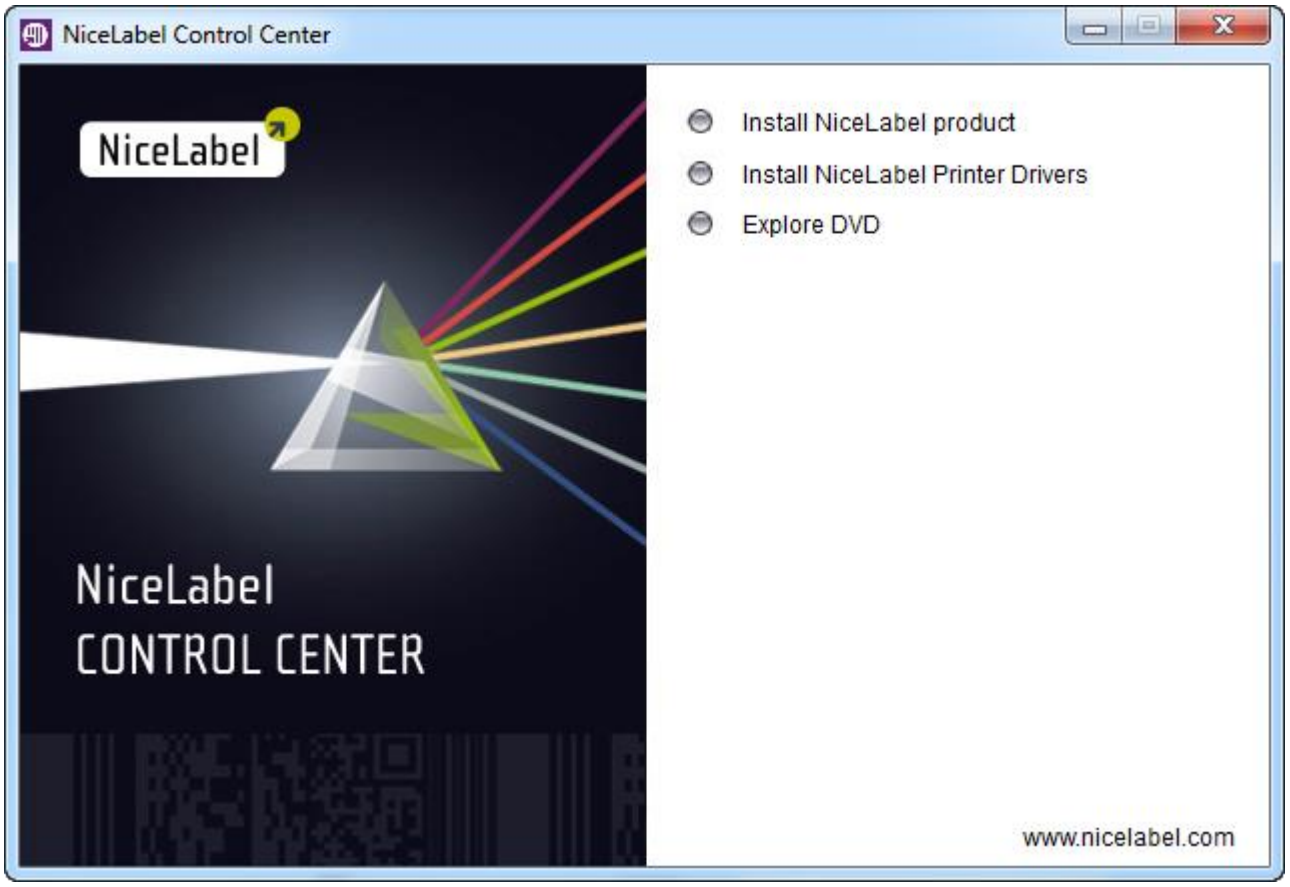

Figure 1: Main menu in auto-run application on NiceLabel Control Center DVD

3. Click on **Install NiceLabel product**. A new window will open showing the available products.

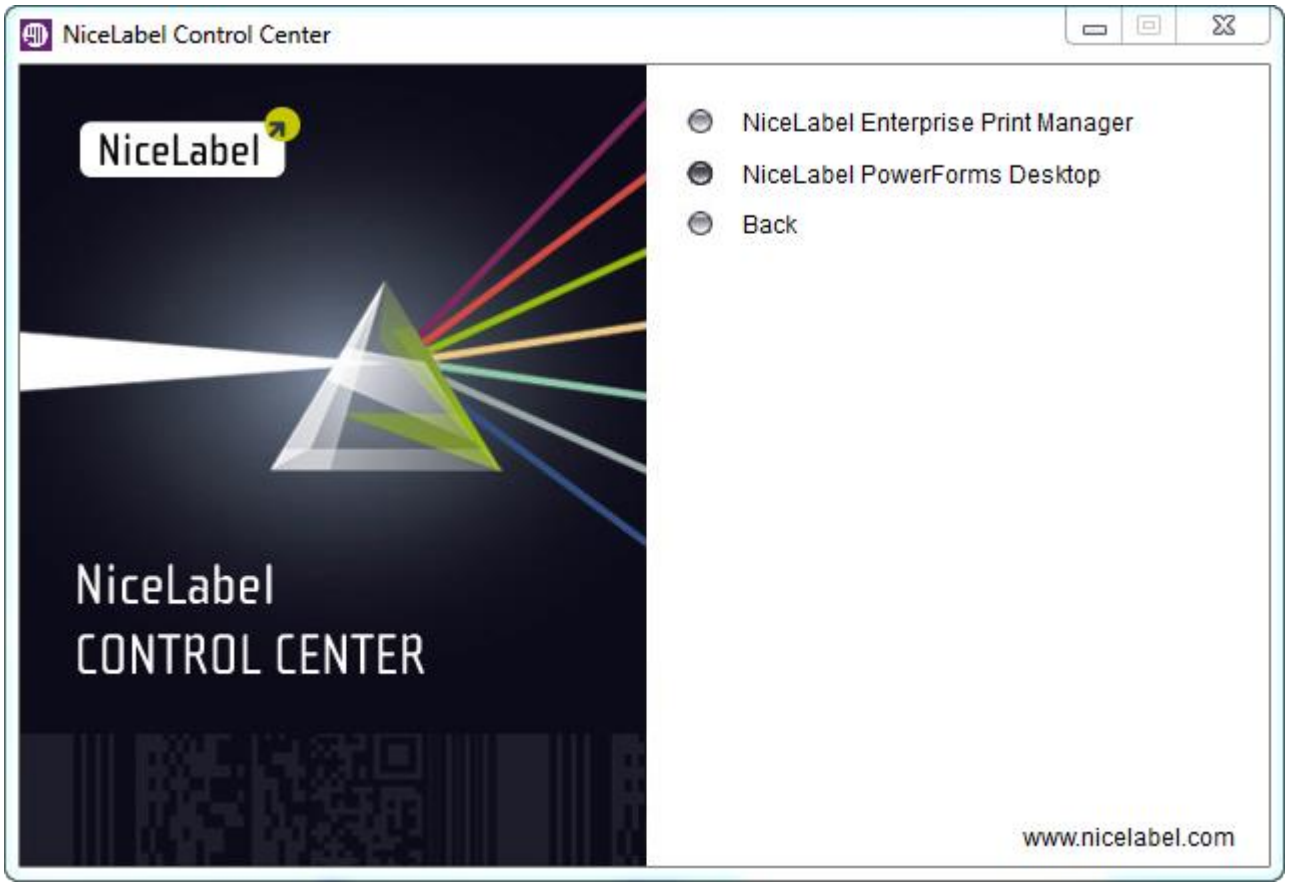

Figure 2: Selecting NiceLabel PowerForms Desktop for installation

4. Click on **NiceLabel PowerForms Desktop** then click **Next** to begin the installation. Follow the wizard prompts.
5. Click the **Install** button to finish the installation.
6. The Start menu in your Windows will show a new program group for the NiceLabel software that contains shortcuts for all NiceLabel applications.
7. To activate NiceLabel PowerForms Desktop as client to NiceLabel Control Center, see the chapter **Activate NiceLabel PowerForms Desktop Workstations**.

Installing Scripting Support (optional)

NiceLabel label and form design software includes scripting support. Enhance the possibilities of the software and add features not originally available in the software when you use scripting. Scripting allows you to easily add conditional execution of actions, comparisons, decision making (IF sentences) and more powerful calculations.

If you wish to use scripting in the solutions that you prepare for printing with NiceLabel PowerForms Web, you must install Python support on the design workstation to be able to write Python scripts.

To add Python support in NiceForm, do the following:

Note: Python is available in form designer NiceForm only. It is not available in the label designer NiceLabel Pro. Keep this in mind, and move the scripts to the forms.

1. To ensure a complete installation, close all open applications before installing the software.
2. Insert the *NiceLabel Control Center DVD* in your DVD-ROM drive. An installation window will open automatically. Close it.
3. Open Windows Explorer and browse to folder `\Utility\Python` on DVD-ROM.
4. Double-click file **python-2.7.msi** and follow on-screen prompts to install Python.
5. Double-click file **pywin32-216.win32-py2.7.exe** and follow on-screen prompt to install Python extensions from Microsoft Windows.
6. When designing forms with scripting in NiceForm, select *File -> Form Properties -> Scripting*, then select **Python** as the default scripting language. This setting applies to all **Execute script** actions in this form. You will have to adjust Scripting options for each form in which you will use Python scripts.

Note: You might be familiar with NiceLabel support for VBScript. It is available automatically after the NiceLabel PowerForms Desktop installs. However, VBScript can only be used in desktop applications, and is not available for printing on the Web in NiceLabel PowerForms Web.

3.5 Installing NiceLabel Printer Driver

You can use the NiceLabel software to design and print labels to standard office printers (laser, inkjet or matrix) or to professional label printers (thermal printers). If you own a thermal printer, you must install the appropriate printer driver before you can print labels. You will find NiceLabel Printer Drivers for all major thermal printer brands on the NiceLabel DVD and on the NiceLabel Web site.

You can install NiceLabel Printer Driver for your thermal printer in the following ways:

- Install within the NiceLabel software installation.
- Use the Printer Installation Wizard on the NiceLabel Installation CD.
- Use the Windows Add Printer Wizard.

NiceLabel Printer Driver installation within NiceLabel software installation

To continue installing the NiceLabel Printer Driver after the NiceLabel software installation has finished, do the following:

1. Select the option **Run Printer Installation Wizard** in the last step of NiceLabel PowerForms Desktop installation.
2. Click the **Finish** button.
3. The Printer Installation Wizard will open.
4. Select your printer from the list. Click the **Next** button.
5. Select the port where you have connected your printer and click the **Finish** button.

Note: This type of printer installation is available only when running installation from *NiceLabel DVD*.

NiceLabel Printer Driver Installation using the Printer Installation Wizard

1. Insert the *NiceLabel DVD* in your optical drive. The main installation application should start automatically. If not, start Windows Explorer, browse to the CD, and double click the **START.EXE** file.
2. Click on **Install NiceLabel Printer Drivers**. The printer installation wizard will start.

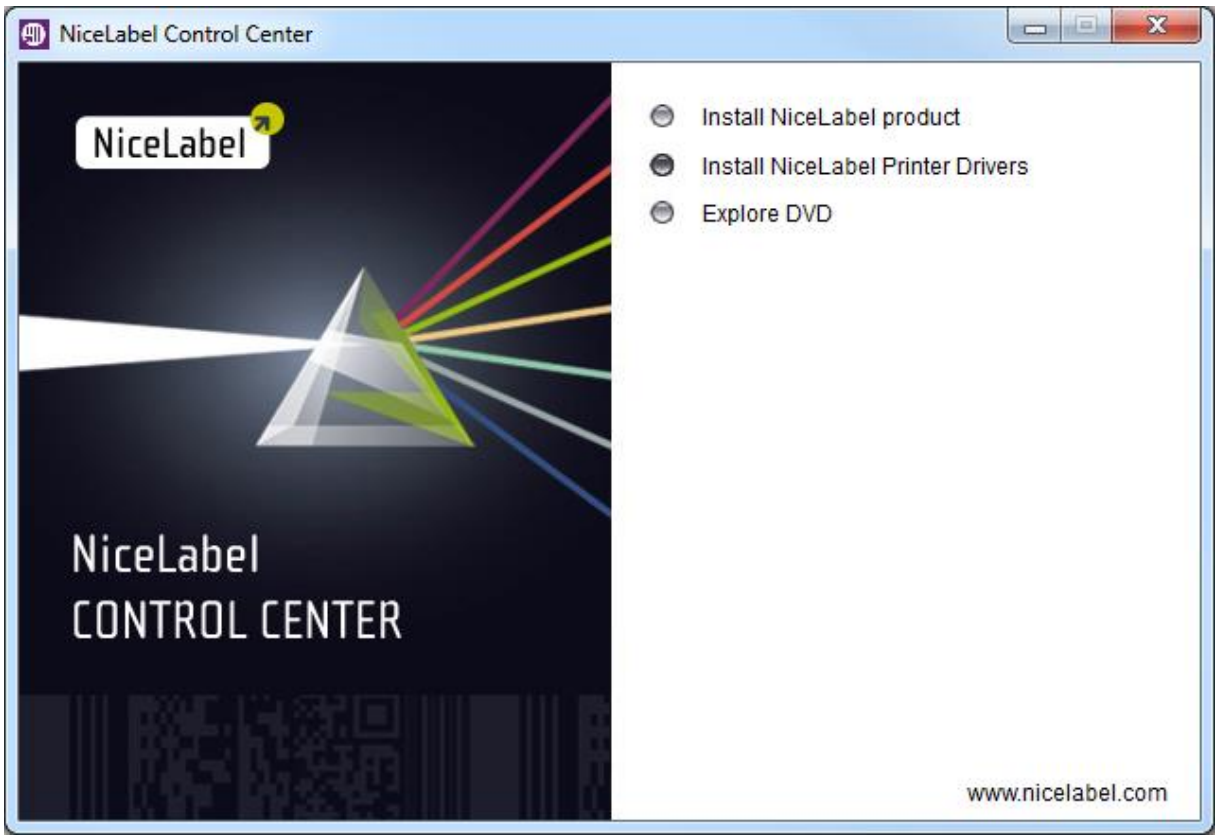

Figure 3: Starting printer driver installation from CD

3. Select your printer from the list. Click on the **Next** button.

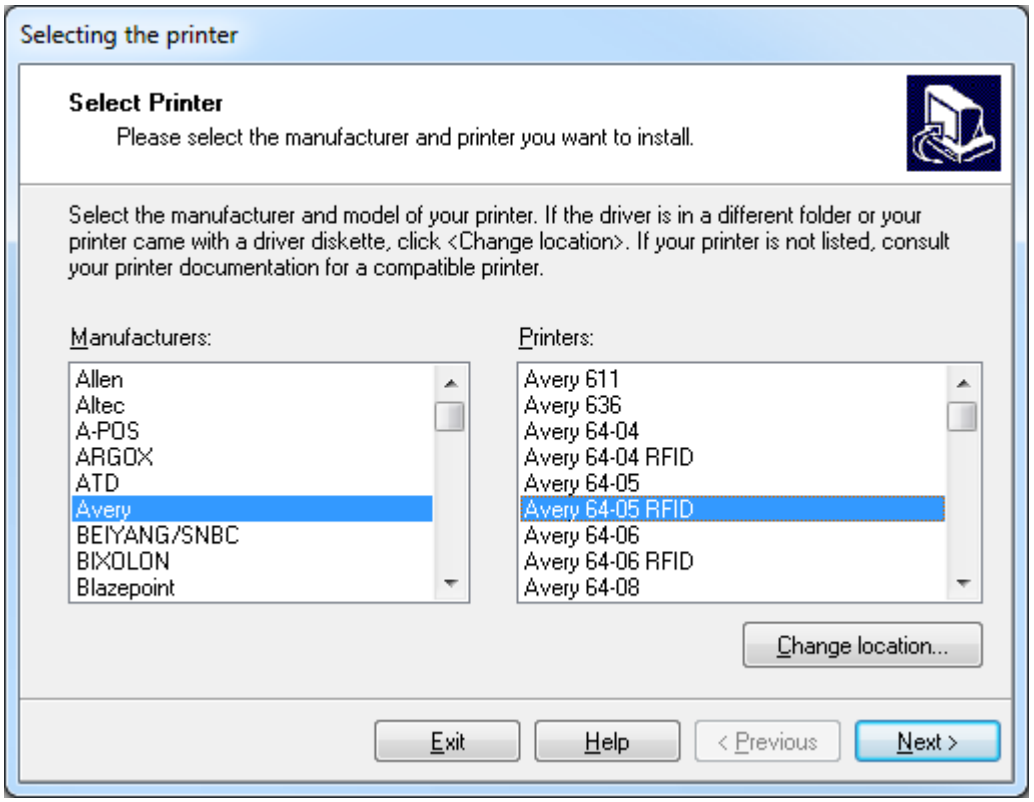

Figure 4: Selecting the thermal printer

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

Note: If you have downloaded the installation from the NiceLabel Web site, run the downloaded .EXE file and follow the steps three (3) to four (4).

NiceLabel Printer Driver installation using the Windows Add Printer Wizard

1. Open the **Start** menu, go to **Settings**, and open the *Control Panel*.
2. Open *Printers (Printers and Faxes)* and select **Add a Printer**.
3. Follow the Add Printer Wizard prompts. The actual steps vary depending on the version of your Windows operating system. It is only important to click the **Have disk** button in the step where you can select printer manufacturer and model.
4. Put the *NiceLabel DVD* in your optical drive (if not already done so) and browse to the folder *\Drivers*.
5. Select the folder of your printer name and click the **Open**/**OK** buttons to return to the Add Printer Wizard. You will see the list of all available printer models of the selected printer.
6. Select your model, click the **Next** button and finish the installation.

3.5.1 Label Services

A Windows service application called **Label Services** is installed and started on each client after the NiceLabel application installation. Label Services monitors the local printer and its print job status which results in the local job log. Printer and job statuses are also sent to the NiceLabel Enterprise Print Manager where the central print job log is updated. The central print job log contains accurate information about the printed jobs and printer statuses.

Note: Label Services needs to run so that the NiceLabel client can report print jobs to NiceLabel Enterprise Print Manager (EPM).

You can control this service manually by using the *Service Manager*. Label Services supports the following functionalities that are not available if the service is stopped:

- Advanced Printing - feedback from the Windows print spooler about print job progress is written to a NiceLabel log file.
- Communication between the NiceLabel client and Enterprise Print Manager is active (sending print job/event information from client to EPM).
- NicePrintQueue can be used.

If any of the mentioned functions are not available, you can check the Label Services status on the NiceLabel workstation. Open **Administrative Tools** in the *Control panel* and double-click the **Services** icon. To start the service, right-click on the **Label Services** service in the right-pane and select **Start**. Its status will change to *Started*.

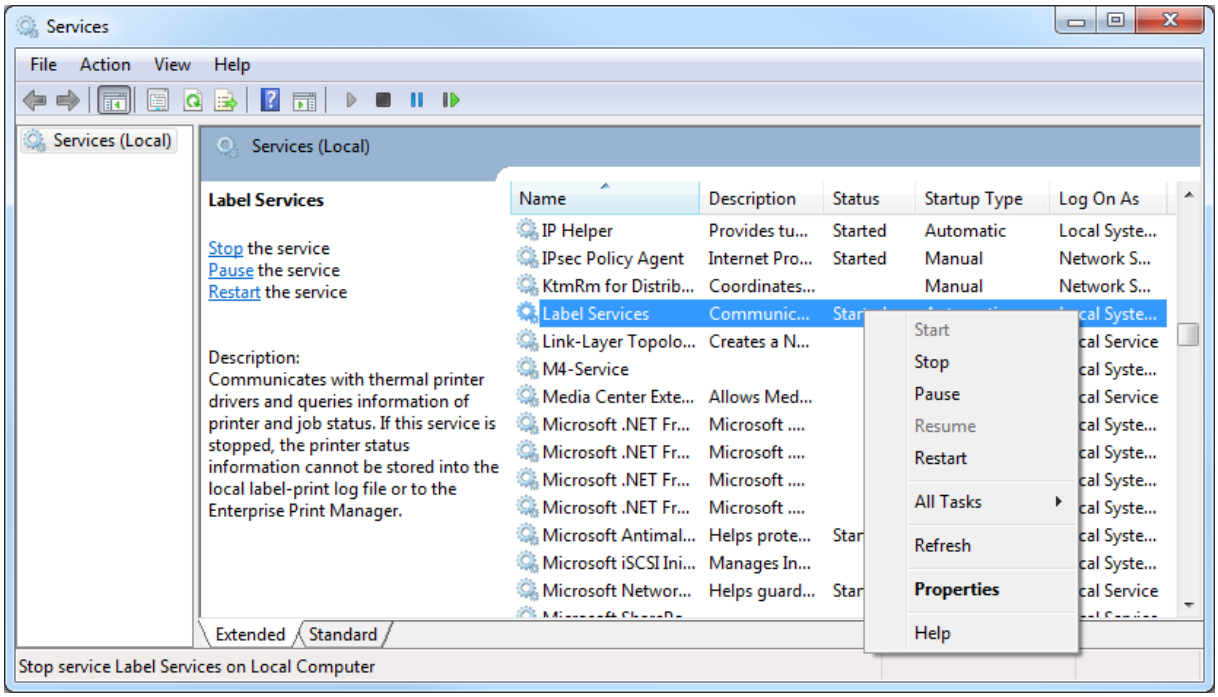

Figure 5: Starting Label Services service

Note: Label Services service is using the TCP/IP ports 6758 and 6759 to communicate with NiceLabel EPM and NicePrintQueue modules. You need to ensure that any firewall applications allow this communication, so NiceLabel client can report print jobs to NicePrintQueue and NiceLabel EPM.

3.6 Activating NiceLabel Control Center

You can activate NiceLabel Control Center server by adding the NiceLabel Control Center license into NiceLabel EPM. Before you start the activation process, get familiar with the following terminology:

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

3.6.1 Activate NiceLabel Control Center server

To activate the NiceLabel Control Center server, do the following:

1. Open the EPM (`http://server/EPM`) and select the **Administration** tab, then click Activation in the menu on the left.
2. Click the **Activate new product** button.
3. On the *Activation - User Information* page, enter the required customer information and the *Key Number* that was delivered in the NiceLabel Control Center product package.
4. Click the **Next** button. The *Product Activation* page opens and the *Registration number* is generated automatically. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

If the computer where you started the activation procedure does not have Internet access, do the following:

5. Write down the *Key Number* and the *Registration Number*.
6. Write down the publisher's *Activation Web page* address.
7. Go to a computer with Internet access and enter the *Activation Web page* address in the Internet Explorer.
8. Enter the *Key Number* and the *Registration Number*. Enter other user information when prompted.
9. Click on the **ACTIVATE** button to retrieve the *Activation Code*. Write it down.

   Note: The *Key Number*, *Registration Number*, *Activation Code* and information in other fields are case-sensitive, so be careful when writing it down.

10. Go back to the computer where the EPM *Product Activation* page is still open.
11. Enter the *Activation Code*.
12. Click the **Finish** button to complete the activation process.

3.6.2 Activate NiceLabel PowerForms Desktop Workstations

You have to activate NiceLabel clients (NiceLabel PowerForms Desktop), before you can use it. If you do not complete the activation process, NiceLabel client will run in trial and then in demo mode and will be limited in functionality.

The *Product Activation Wizard* will always run after client installation. If you want to change the activation type, you can also start activation from the NiceLabel software by opening the *Manage License* window under the Help menu.

To activate the NiceLabel software, do the following:

1. After you have installed the NiceLabel EPM server and NiceLabel PowerForms Desktop products, and activated NiceLabel Control Center license, run the NiceLabel software from your client computer. The Trial or Demo mode dialog box will display. Select **Enter license key**.

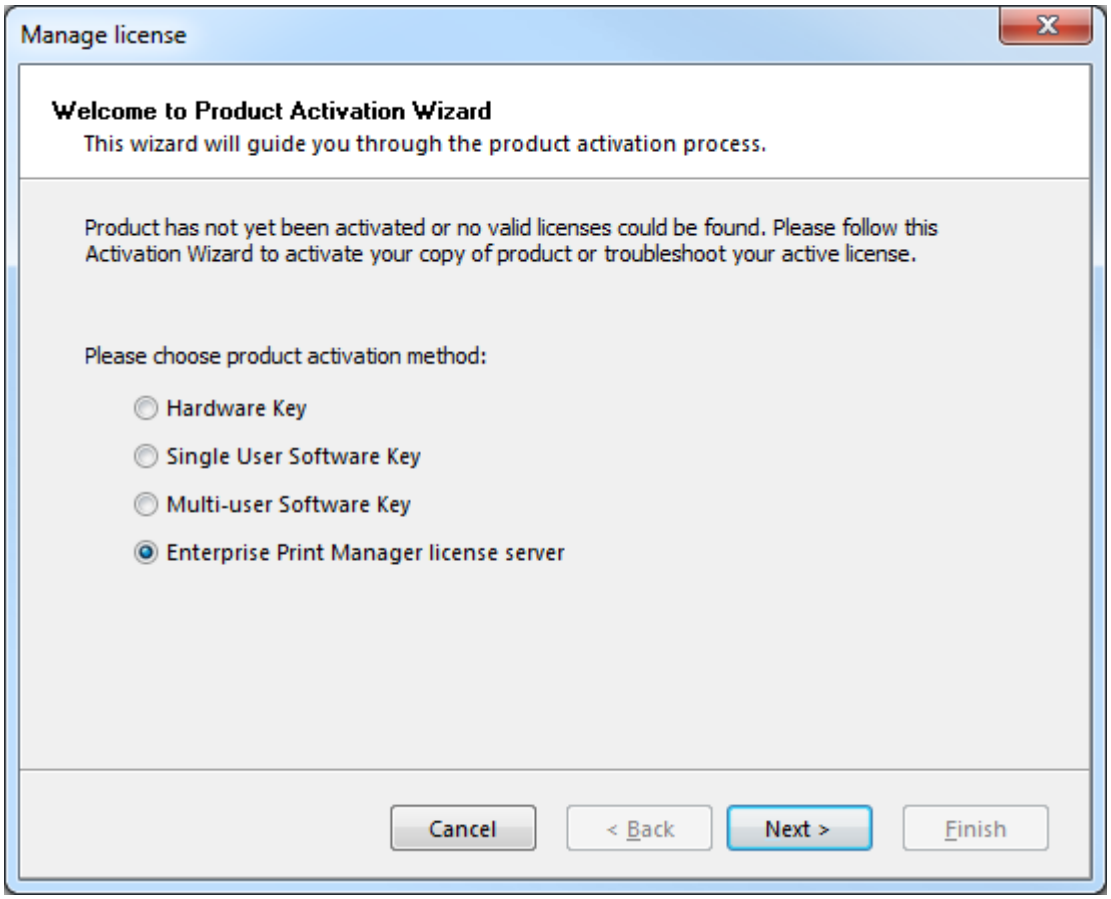

Figure 6: Manage License – Enterprise Print Manager license server

2. Enter the computer name where Enterprise Print Manager is installed, and click **Next**.

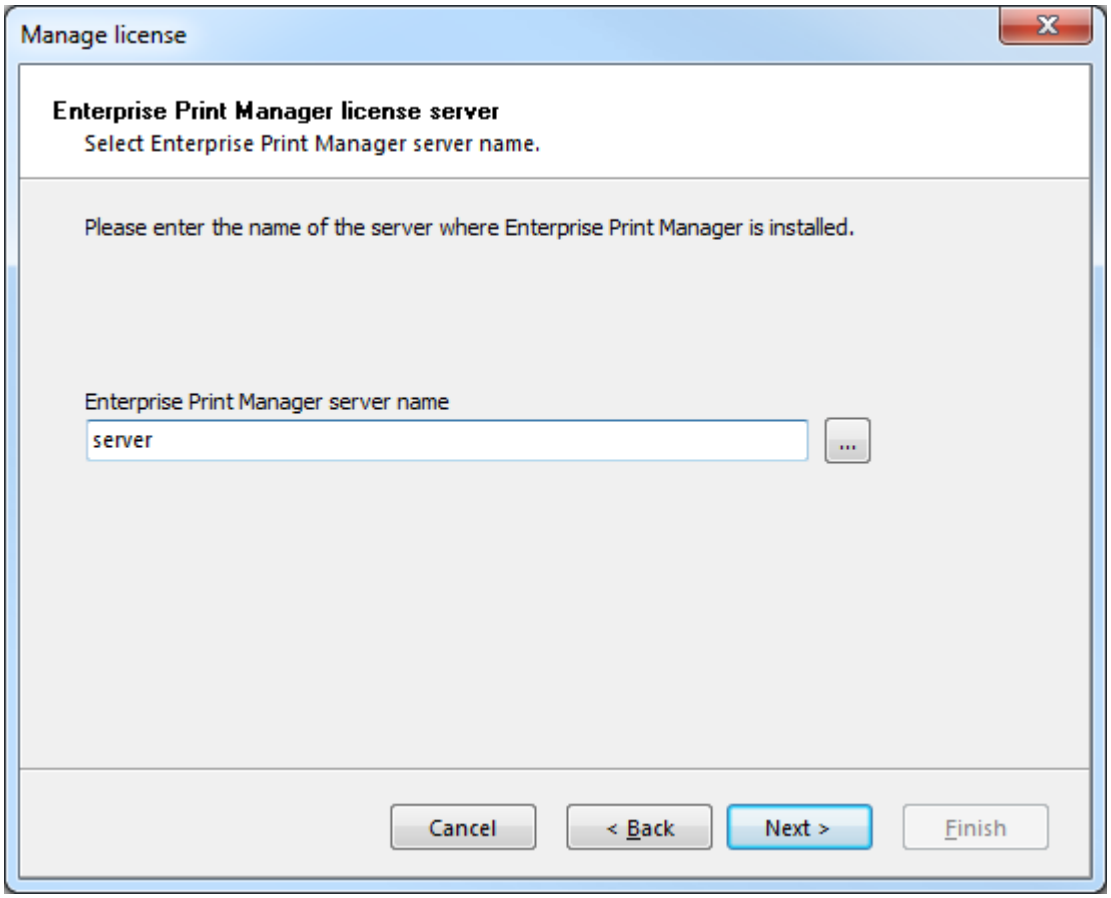

Figure 7: NiceLabel Enterprise Print Manager server name

Note: If you have not activated the NiceLabel Control Center server, a warning will be shown notifying you the licensing server is not activated yet. You can start the server activation by clicking **Yes.** Follow the activation steps described in the **Activate NiceLabel Control Center** topic.

3. NiceLabel client software will connect to the Enterprise Print Manager server and retrieve the needed license. Additionally, detailed printing control setting will be enabled and print job and printing events information will be logged on the EPM server.

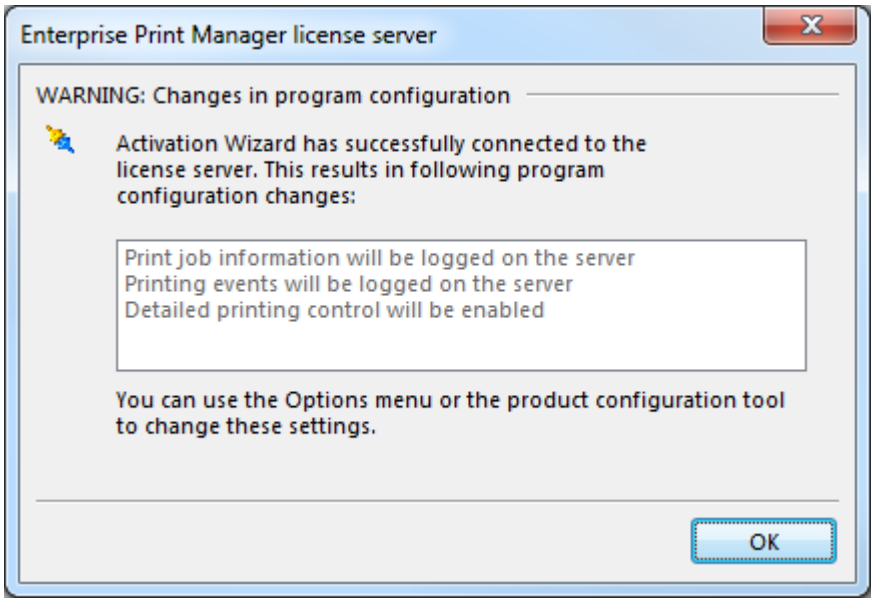

Figure 8: NiceLabel configuration changes

4. You can verify the activation by clicking the **Open License Information** button. Enterprise Print Manager Licensing page opens and displays the license type used for activating this NiceLabel client.

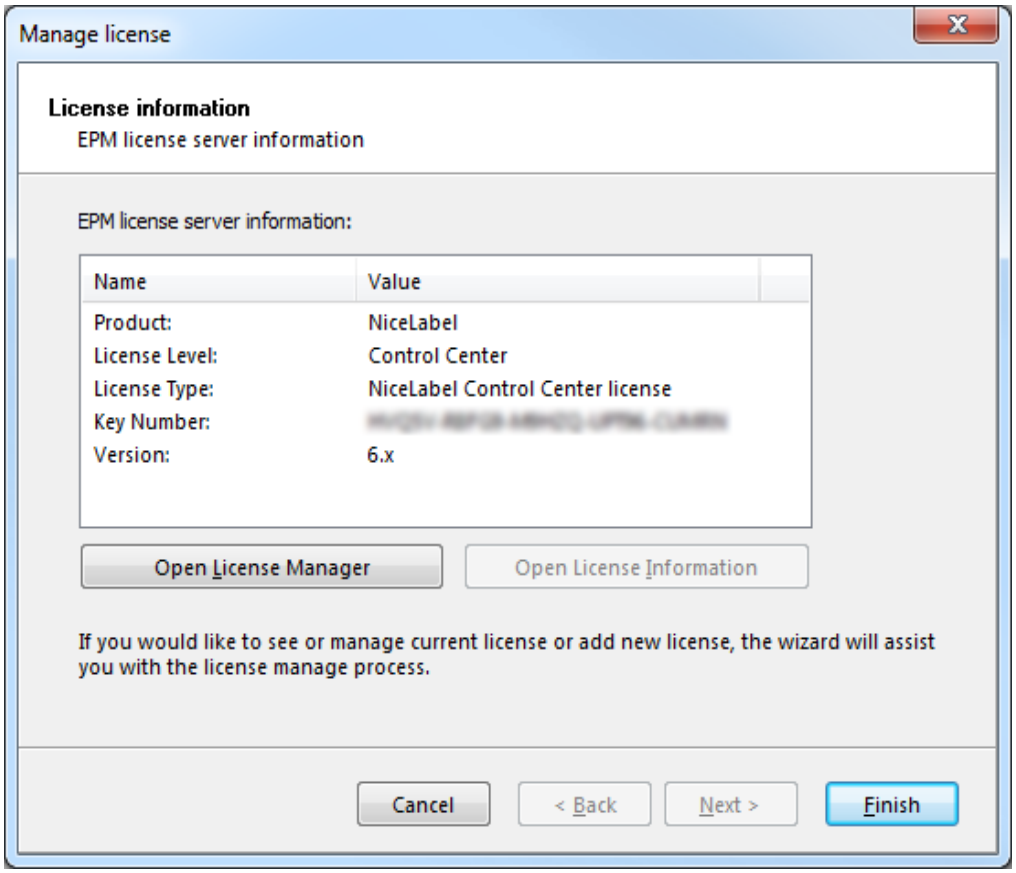

Figure 9: NiceLabel Enterprise license

5. Click **Finish** to complete the activation of the NiceLabel client.

Using License Manager

The License Manager module is used to monitor and manage licenses on the NiceLabel PowerForms Desktop and NiceLabel Automation computers. License Manager displays the information of the current client and also provides an overview of the total license occupation. In an enterprise environment the NiceLabel PowerForms Desktop and NiceLabel Automation Enterprise licenses are stored centrally on the Enterprise Print Manager (EPM) server.

You can also use the License Manager to enable/disable off-line mode for workstations. Off-line mode enables selected workstations to function even if EPM server is not available or not accessible. License Manager is used in environments where mobile label printing is required or in events where server system failure would otherwise stop the label production.

To manage license modes, go to **Help**, **Manage License**, **Open License Manager** in NiceLabel PowerForms Desktop or NiceLabel Automation application.

Force Off-line Mode: If this checkbox is selected, the License Manager will not check for the presence of the EPM and the application will automatically start in the off-line mode. When the license lease expires, the application will stop running and you must renew the license by switching off this option and re-connecting to the EPM.

Note: The off-line license expires after 15 days.

4. NiceLabel Control Center Configuration

4.1 Configure NiceLabel Client Settings

NiceLabel settings on a standalone client are changed and stored locally on each workstation. In an enterprise environment however, there might be a need to change all relevant settings centrally. NiceLabel Control Center server settings together with NiceLabel client settings can be managed on the server.

To open the *Enterprise Print Manager Configuration* utility, click **Start → All Programs → NiceLabel Enterprise Manager → Utilities → EPM Configuration**.

Note: You need to use an account with administrative privileges to be able to change all settings in the NiceLabel Configuration dialog.

Click **Monitor Events** setting under the *Enterprise Print Manager* heading in the left column. Here you can select which event types, occurring on the local machine are logged to the Enterprise Print Manager database. *Print Events, Error Events* and *NiceLabel Automation Activity* are logged by default.

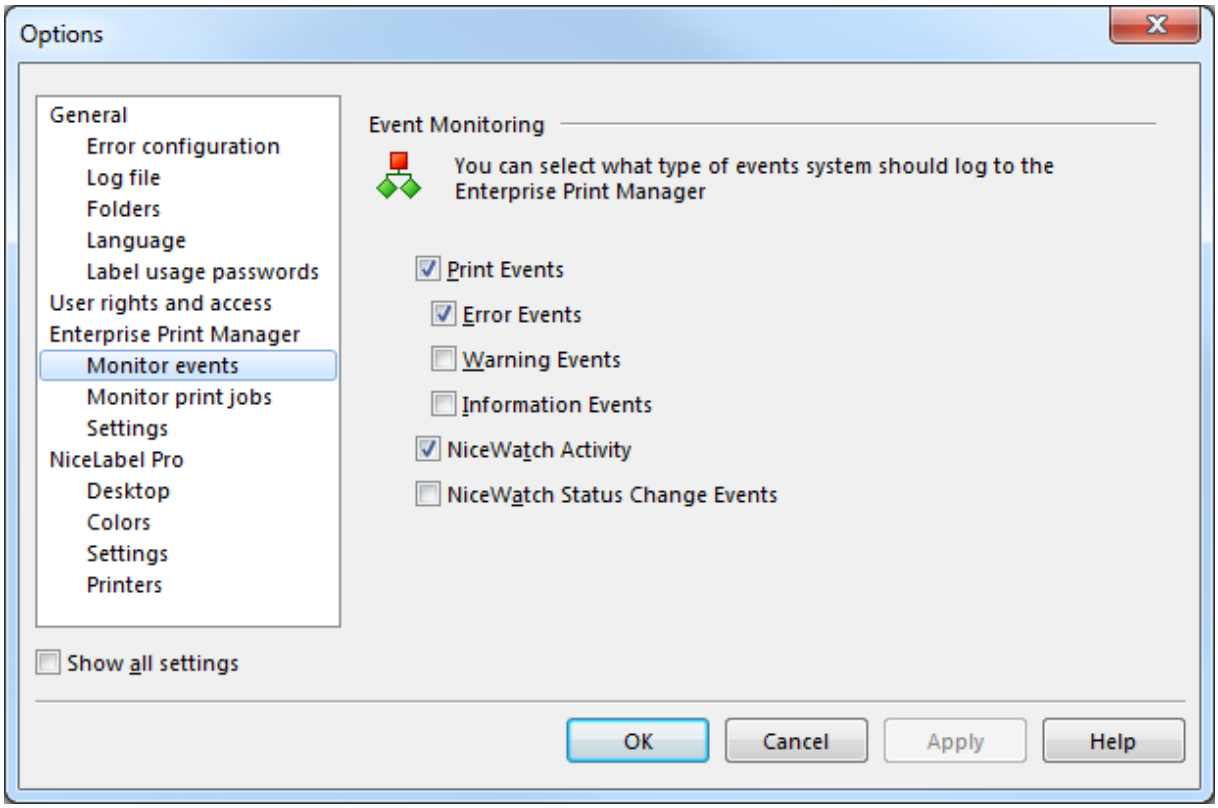

Figure 10: Configuring events to be monitored

In the **Monitor Print Jobs** section you can decide whether local print jobs are reported to the Enterprise Print Manager (EPM) print job log or not. When the client machine gets a license from an EPM server, the print job logging to server will be enabled.

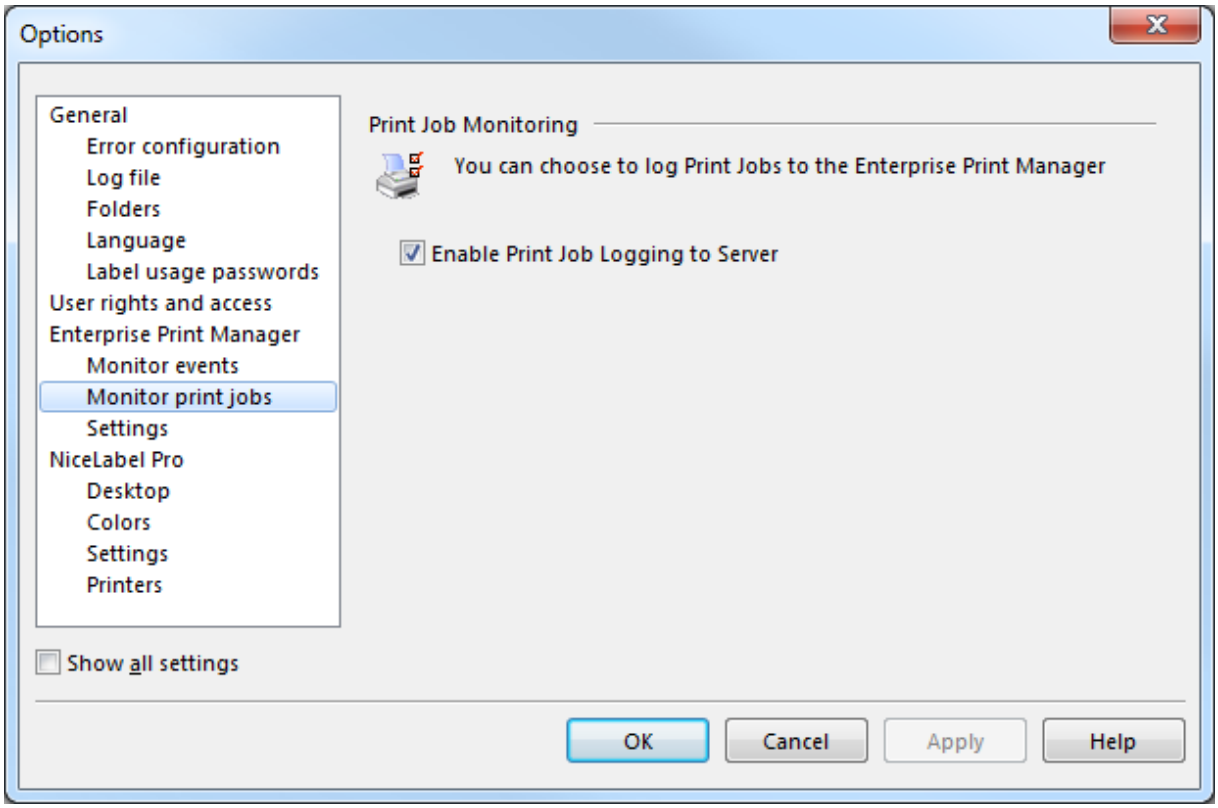

Figure 11: Configuring print job monitoring

4.1.1 Configuration Settings location

All Configuration settings are stored locally on each NiceLabel workstation by default. As alternative, you can store the NiceLabel settings centrally on the Enterprise Print Manager (EPM) server.

If you want your settings to be stored locally, select the **Local** radio button in the *Settings location* section.

Your settings can be shared by other NiceLabel workstations in the network. For this purpose, you can upload your optimized settings to the EPM server by clicking the **Store to Server** button. To download your workstation settings to another machine, click the **Retrieve from Server** button on that machine. Depending from where you opened the Configuration dialog the new settings will be effective when you click the **OK** button or at the next NiceLabel application start.

If your company policy requires a strict settings enforcement policy (for example, all NiceLabel workstations should use the same language), you can enable it by selecting **Global (Automatic synchronization)**. In this case, every time you (or your users) start NiceLabel software, it will synchronize the most current settings with the EPM server.

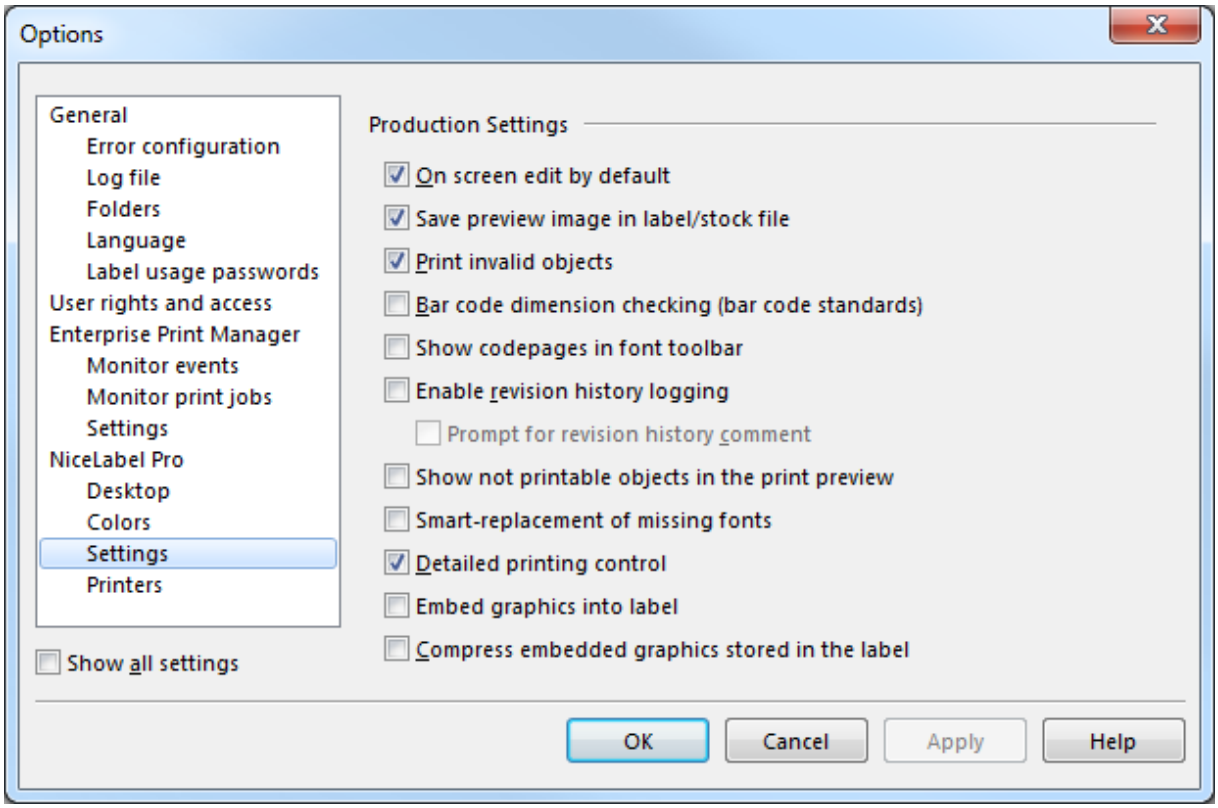

Figure 12: Enterprise Print Manager Settings

Note: Most settings here can only be viewed, but not changed if the current user does not have administrator privileges.

4.2 Configure Document Storage on Client

NiceLabel EPM offers the Document Storage functionality, which is a shared repository which is accessed over WebDAV by users from anywhere in the world. To change the Document Storage Server, use the **Settings** dialog in the NiceLabel Configuration dialog.

To open the NiceLabel Settings dialog, do the following:

1. Go to **Start, All Programs, NiceLabel Enterprise Manager, Utilities, Configuration** to open the NiceLabel Configuration dialog box.
2. Select the **Settings** in the Enterprise Print Manager group.

The default connection port and server name are displayed. Adjust these settings and your Document Storage Server is ready for use.

To change the default Document Storage settings on the EPM server, see Knowledge Base article KB188.

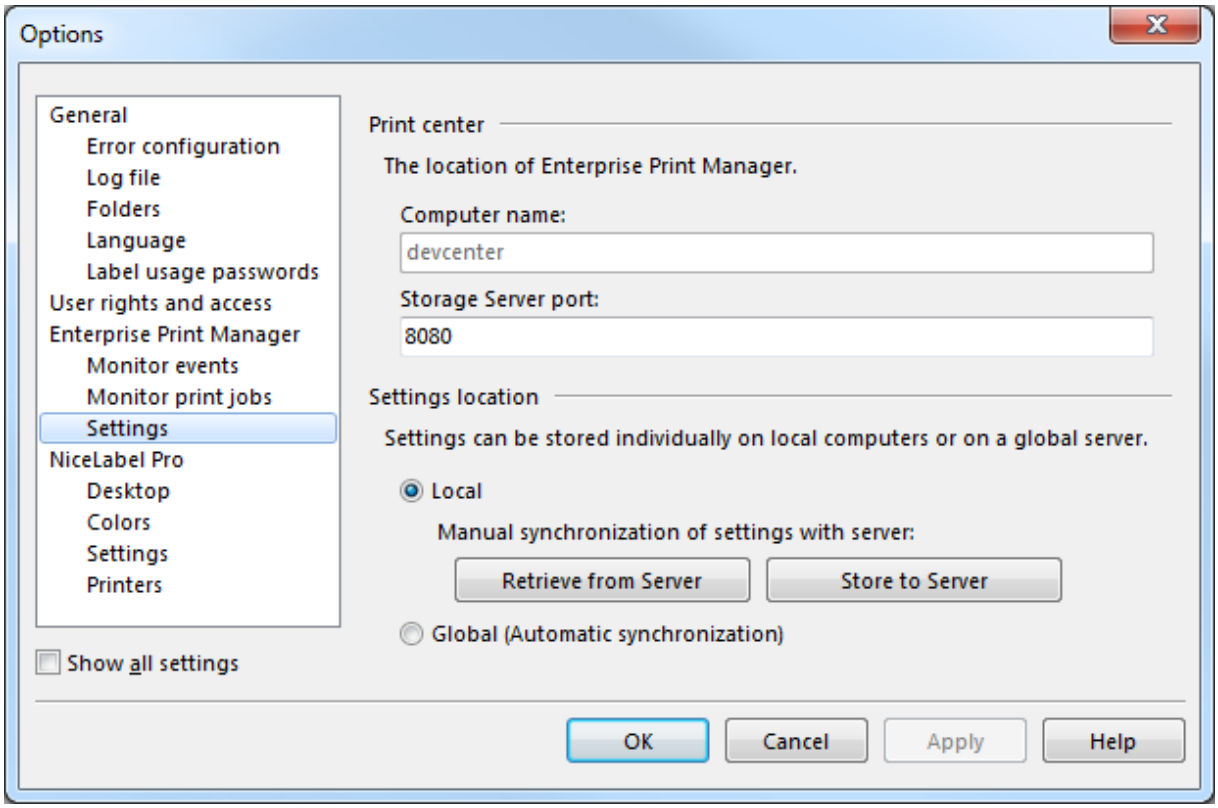

Figure 13: Settings to connect to Storage Server

4.3 Configure Authentication

If security standards of your company require higher level of security to protect access to Nicelabel Enterprise Print Manager (EPM) functionality, you can use the *NiceLabel authentication* feature.

Note: It is possible to customize limited EPM access rights for users. A user's access can be limited to only certain subsections in the EPM, while the others remain unaccessible and hidden from him. For more information, see the labeling software User Guide.

To enable the NiceLabel authentication feature, do the following:

1. Go to **Start → All Programs → NiceLabel Enterprise Manager → Utilities → EPM Configuration** to open the Enterprise Print Manager Configuration utility.
2. Select the **User rights and access** page in the *Enterprise Print Manager* group of settings.
3. Click the **Authentication Mode** button to open the *Authentication mode* dialog.
4. Select one of the possible authentication modes:
    - **Windows authentication**, using Windows authentication system
    - **Application authentication**, using NiceLabel users, groups and profiles (for more information, see *NiceLabel Pro User Guide*).
    - **Mixed**, not available for logging into NiceLabel EPM.

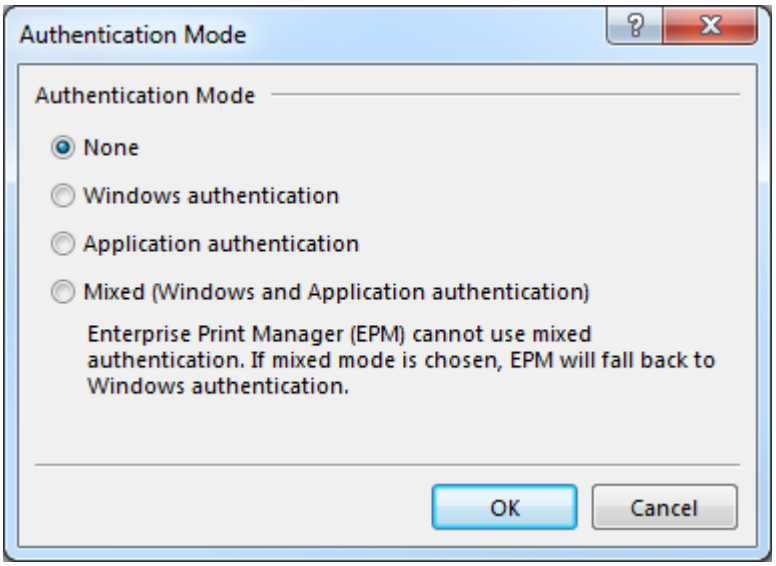

Figure 14: NiceLabel Authentication mode

Note: Changed settings need to be saved in the EPM configuration database. For more information, see the **Configuration Settings location** topic.

4.3.1 Login into EPM

After the correct authentication mode has been confirmed and replicated, the login dialog box is shown every time the *Enterprise Print Manager* Home page is accessed. You need to provide a correct *User Name* and *Password* to gain access to NiceLabel EPM functionality.

5. Using NiceLabel Enterprise Print Manager

Refer to the document **NiceLabel Enterprise Print Manager User Guide**.

6. Technical Support

If you experience any technical difficulties using the NiceLabel software, the first thing to do is to refer to the built-in help, User guides available on the NiceLabel DVD and online Knowledge Base.

You can find the latest builds, updates, workaround for problems and Knowledge Base under the Support section on the product Web site at www.nicelabel.com. If you cannot solve the problem on your own, please contact your local vendor or representative offices.

For more information, see:

- Knowledge Base: http://kb.nicelabel.com
- NiceLabel user guides: http://www.nicelabel.com/Learning-center/User-Guides
- NiceLabel Tutorials: http://www.nicelabel.com/Learning-center/Tutorials
- NiceLabel Forums: http://forums.nicelabel.com/