NiceLabel 2017 Installation Guide

Rev-1702 ©NiceLabel 2017.

www.nicelabel.com

1 Contents

1 Contents **2**
2 System Requirements **4**
2.1 NiceLabel 2017 4
2.2 Additional Requirements for NiceLabel Control Center and NiceLabel PowerForms Web Components 4
3 Setup Procedure **5**
3.1 Introductory Setup Steps 5
3.2 Setup without License Key – Free Trial 7
3.3 Setup with License Key Or Hardware Key 10
3.4 Post-trial Options 14
3.5 Version Update 15
3.6 Enforcing Configuration Options 17
4 NiceLabel 2017 Licensing **18**
4.1 License Activation 18
4.1.1 License Activation Dialog 18
4.1.2 Offline Activation 19
4.2 License Upgrade 22
4.2.1 Upgrade Types 23
4.2.2 Product Edition Upgrade 23
4.2.3 Upgraded Number of Printers 23
4.2.4 Offline Upgrade 24
5 Installation of Printer Drivers **27**
5.1 Printer Driver Installation Using PrnInst 27
5.2 Printer Driver Installation using Windows Installer 31
5.2.1 Plug-and-Play Driver Setup 31
5.2.2 Printer Driver Available on Windows Update Site 32
5.2.3 Printer Driver Unavailable on Windows Update Site – Manual Printer Driver Installation 32
6 Deactivating Software **34**
6.1 License Deactivation Procedure 34
6.2 Moving the Software License to Another Computer 35

6.2.1 Moving Hardware Activation 35
6.2.2 Moving Software Activation 35
7 Online Support **37**

2 System Requirements

2.1 NiceLabel 2017

- CPU: Intel or compatible x86 family processor
- Memory: 2 GB or more RAM
- Hard drive: 1 GB of available disk space
- 32-bit or 64-bit Windows operating systems: Windows Server 2008 R2, Windows 7, Windows 8, Windows 8.1, Windows Server 2012, Windows Server 2012 R2, Windows 10, Windows Server 2016 (Windows Server Core and Windows Nano Server are not supported)
- At least one printer driver installed on the computer
- Microsoft .NET Framework Version 4.5
- Display: 1366×768 or higher resolution monitor

2.2 Additional Requirements For NiceLabel Control Center And NiceLabel PowerForms Web Components

- Database Server: Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2012, Microsoft SQL Server 2014, Microsoft SQL Server 2016 (Express Edition of products listed above are also supported)
- IIS 7 or later
- Recommended browsers: Internet Explorer 9+, Google Chrome (latest), Mozilla Firefox (latest)
- Enabled JavaScript in web browser
- Installed at least one printer driver. The label preview functionality requires at least one printer driver to be installed on the Control Center server.
- Enabled TLS 1.0 protocol in Windows. By default, this protocol is enabled in Windows operating system. If you have it disabled, make sure to re-enable it during the installation.

3 Setup Procedure

TIP: Information in this section is valid for the following NiceLabel 2017 modules: Designer Express, Designer Pro, Designer PowerForms, and Automation.

Use the setup wizard to install NiceLabel 2017 labeling software on your computer. NiceLabel 2017 can be installed as a fully functional software using a purchased license key, or as a free trial version. Trial version allows unlimited use of any product included in the installation package for 30 days.

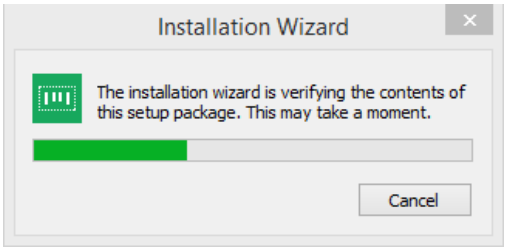
To install the software, complete the steps that are described in the below listed sections:

- Introductory Setup Steps
- Setup without License Key – Free Trial
- Post-trial Options
- Setup with License Key Or Hardware Key

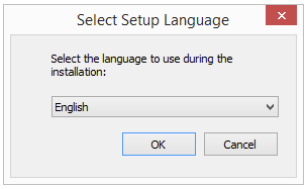
3.1 Introductory Setup Steps

Complete these steps to install NiceLabel 2017 on your computer.

1. Download the software package or insert the DVD into your DVD drive. Run **NiceLabel2017.exe**. Installer verifies the installation package content.



2. Select installation language from the drop-down list and click **OK**.

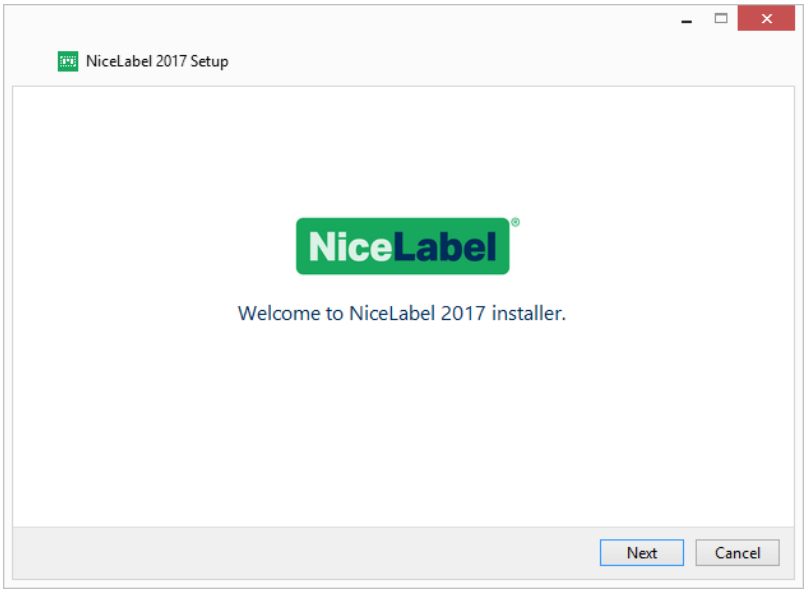


NOTE: Language selection determines the interface language of the installed NiceLabel 2017 program.

3. NiceLabel 2017 Setup dialog window opens automatically.

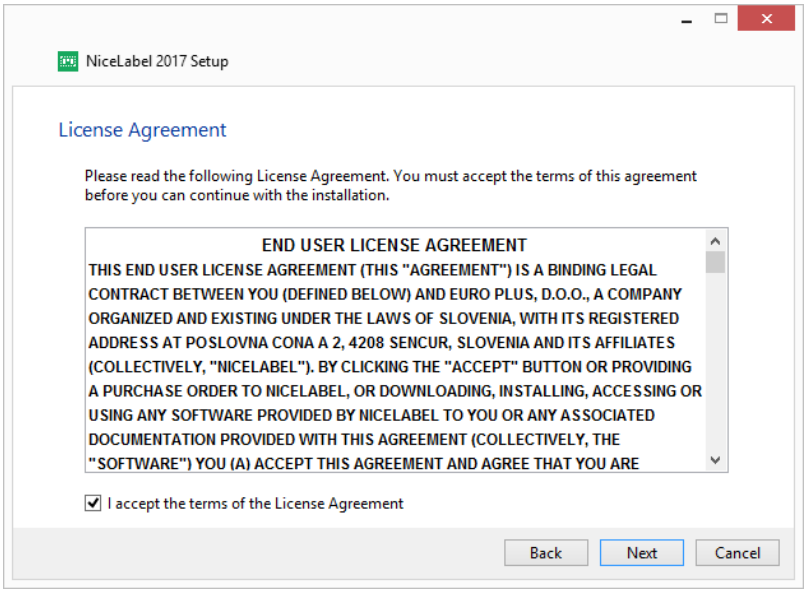
   Click **Next**.

NOTE: If the installation wizard does not start automatically, double-click **NiceLabel2017.exe** in the downloaded file package or in the DVD file folders.



2. Read and accept the **End User License Agreement**.

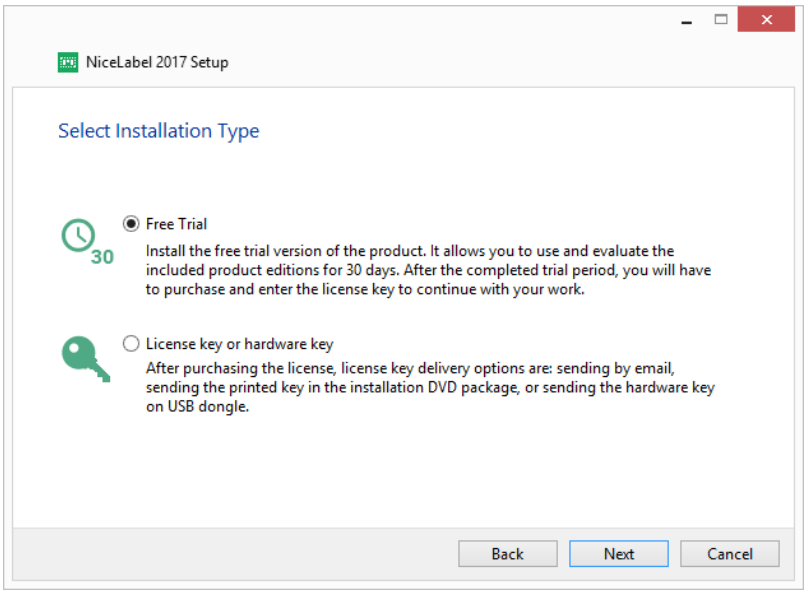
   Click **Next**.



3. Select installation type. Two options are available.

   - Setup without License Key – Free Trial. Free trial allows you to use and evaluate the software for 30 days. After the completed trial period, you will have to purchase and enter the license key to continue with your work.

- Setup with License Key Or Hardware Key. Use this option if you have already purchased and received the product license key. The entered license key determines which product edition of the installed NiceLabel 2017 software is going to be fully functional after the finished setup.



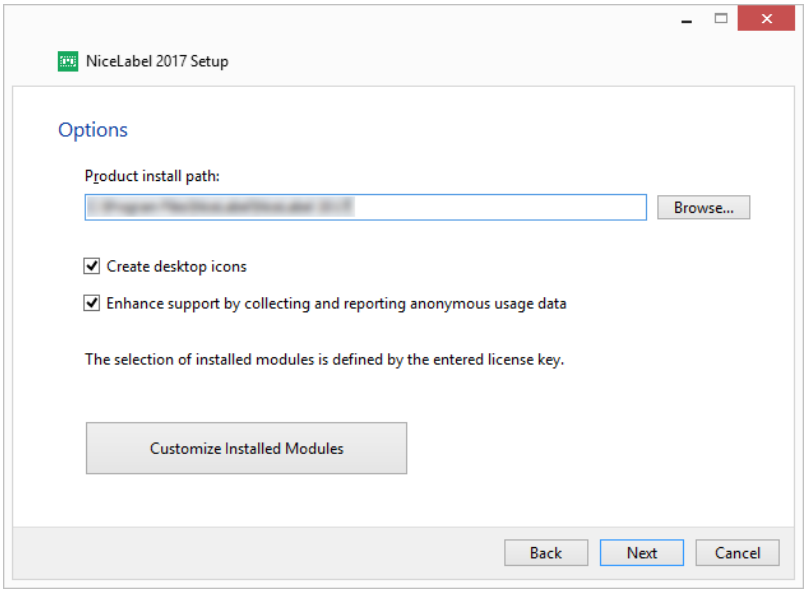
NOTE: By default, only NiceLabel 2017 modules that are determined by the entered license key are installed. When installing the trial version (without license key), all modules are installed. The user can deselect unwanted modules.

3.2 Setup Without License Key – Free Trial

1. Complete Introductory Setup Steps.
2. Set installation **Options**.

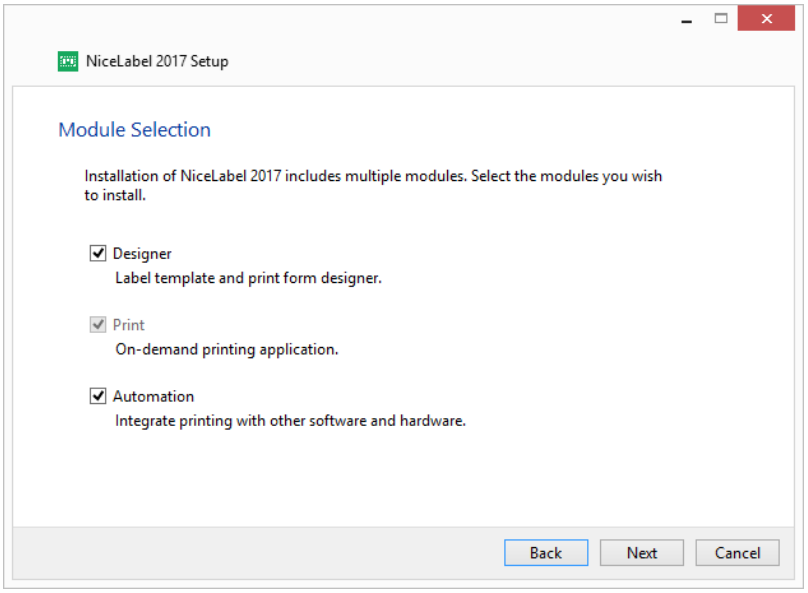
- **Product install path:** Defines the location for installing the software. By default, `C:\Program Files\NiceLabel\NiceLabel 2017`. Click **Browse** to specify an alternative location on your computer.
- **Create desktop icons:** Adds NiceLabel 2017 icons on your desktop.
- **Enhance support by collecting and reporting anonymous usage data:** Enables anonymous collecting of application usage statistics. These statistics help NiceLabel with enhancing the software performance and improving its user-friendliness.

NOTE: With this option enabled, NiceLabel does not receive any user-related data.



Customize Installed Modules button allows you to select which NiceLabel 2017 module should be installed on your computer. Select all or install them individually:

- Designer is the label and print form designer.
- Print is the on-demand label printing application.
- Automation integrates printing with external software and hardware.



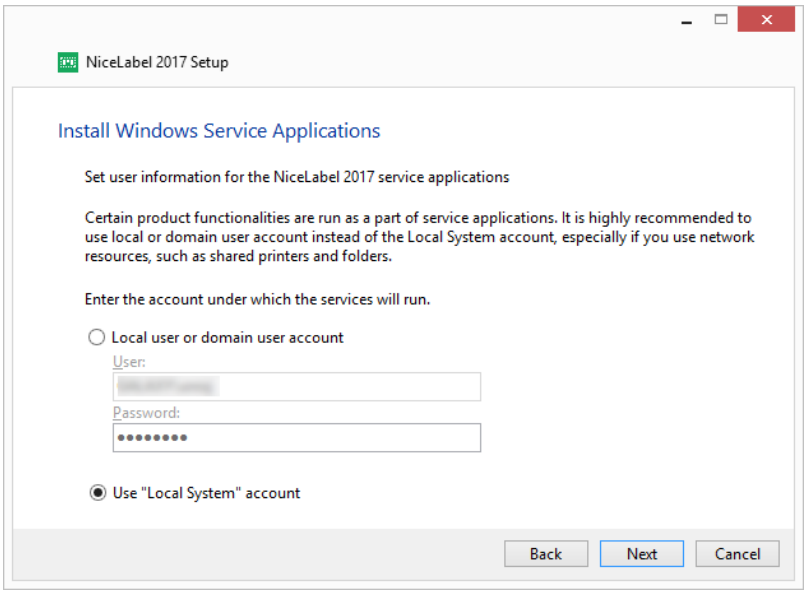
NOTE: All modules are installed by default.

Click **Next**.

3. Configure **Install Windows Service Application** details.

TIP: This step is necessary only when NiceLabel Automation module is installed.

Enter the account under which the Windows services are going to run. Make sure you use an account with access to printer drivers and label files. These files must be accessible even if they belong to network shared resources.

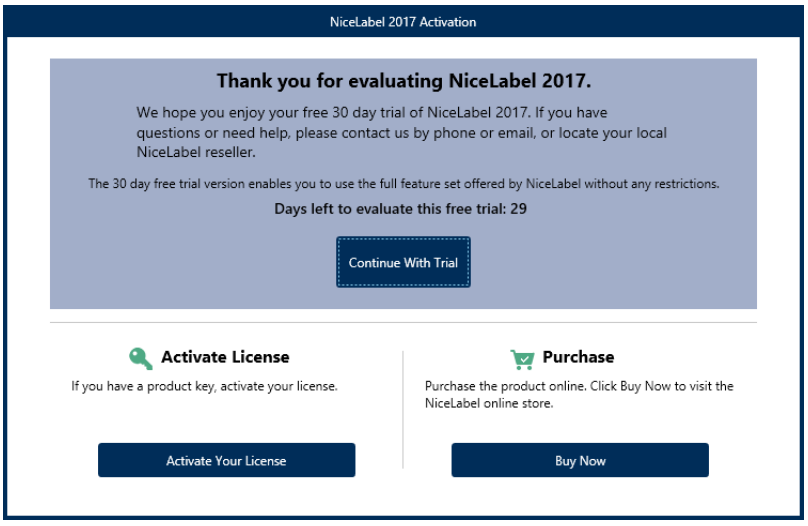


NOTE: We recommend using standard or administrative user accounts. The Local System Account has limited access to network shared files and printers. It requires additional work when setting up printers in order to make them work correctly.

Click **Next**.

4. Start with installation. Click **Install** to continue.

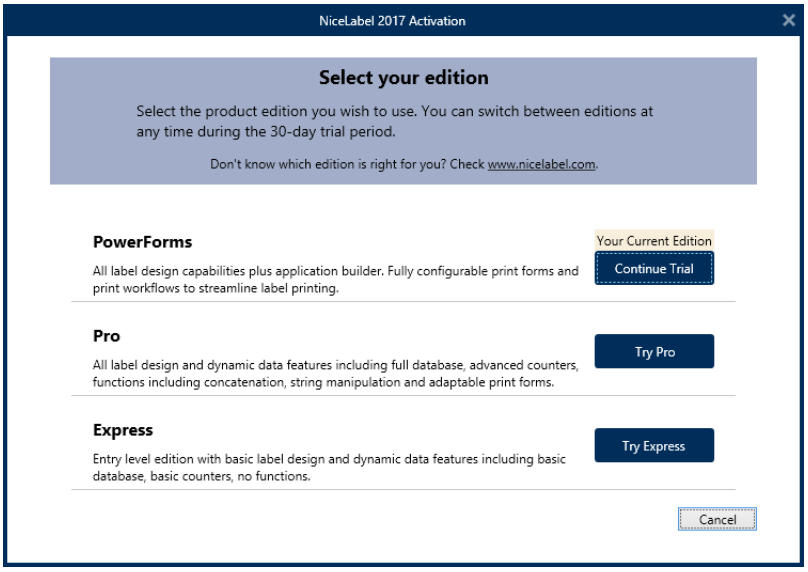
5. Run NiceLabel 2017. The initial trial dialog window opens:



Three options are available:

- Click **Continue With Trial** to start with your 30 days trial period.
- Click **Activate Your License** to activate the purchased license. Click **Activate Your License** to proceed to the Activation dialog and to start using the software without time limitations.
- Click **Buy Now** button under **Purchase** option to purchase the product online. You will be redirected to NiceLabel online store.

6. After clicking **Continue Free Trial**, the NiceLabel Designer product level selection dialog window appears:



Select which product level you wish to evaluate:

- **PowerForms** allows you to design responsive labels and print forms that streamline printing and eliminate errors. This is tho most comprehensive product level with the richest feature set.
- **Pro** allows you to design and print responsive labels with dynamic content. For demanding users.
- **Express** allows you to quickly design and print universal label templates. Simplicity and efficiency are the main characteristics of this product level.

7. Click the **Continue Evaluating** button. NiceLabel Designer landing page opens.

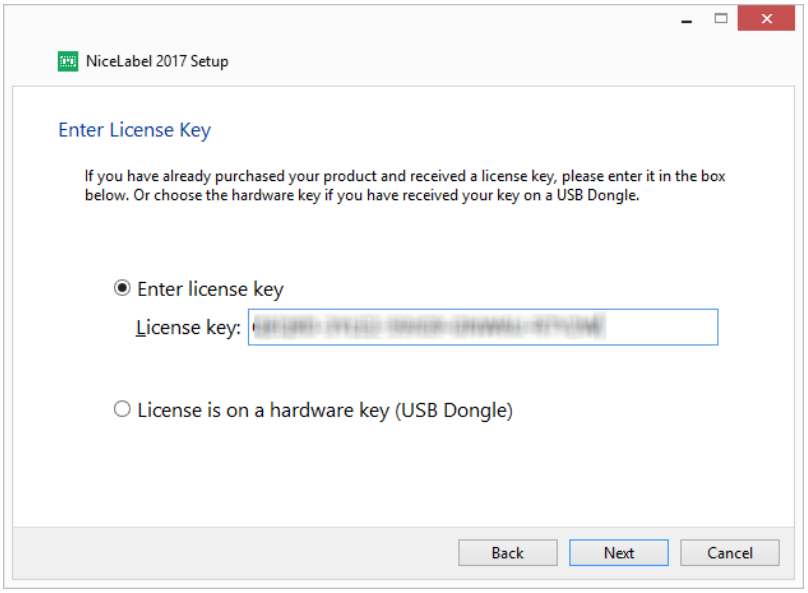
3.3 Setup With License Key Or Hardware Key

1. Complete Introductory Setup Steps.
2. Enter the **License key**. Your license key is included in the email that was sent to you after completing the purchase or in the product package.

The alternative is to select **License is on a hardware key** option. An additional way of distributing the license keys is sending them on USB dongles.

USB dongle carries licensing information for your copy of NiceLabel 2017. Plug the dongle to your computer and click **Next**.

NOTE: Hardware key can only be used for single user licenses. As a result, only Designer module is installed during a hardware key setup of NiceLabel 2017.



TIP: In specific deployment cases – i.e. when installing NiceLabel 2017 in multi-user environments – license key can be read from setup file name. To achieve this, rename the setup file using the following format: **Setup_XXXX-XXXXX-XXXXX-XXXXX-XXXXX.exe** ("X" marks the license key characters). NiceLabel 2017 is automatically configured to use this license.

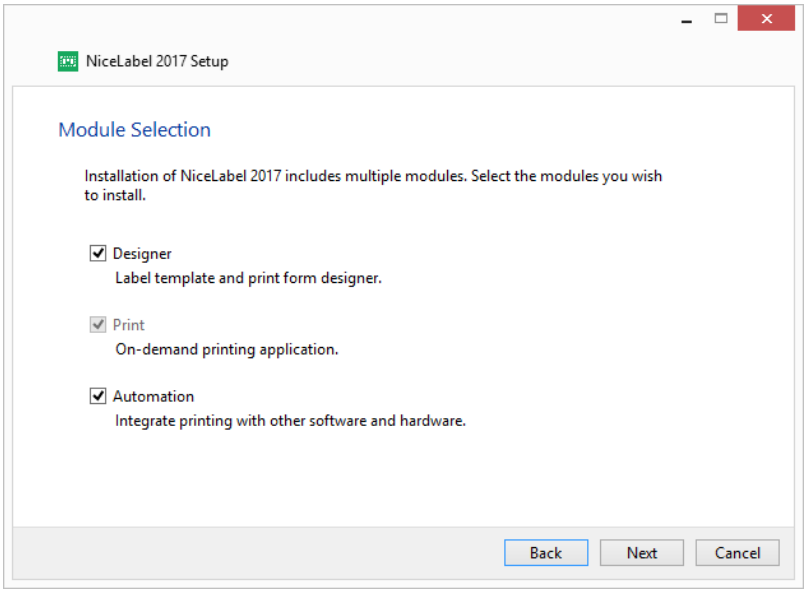
3. Set installation **Options**.

Customize Installed Modules button allows you to select which NiceLabel 2017 module should be installed on your computer. Select all or install them individually:

- Designer is the label and print form designing application.
- Print is the on-demand label printing application.
- Automation integrates printing with external software and hardware.

NOTE: Automation module is not available when installing NiceLabel 2017 using

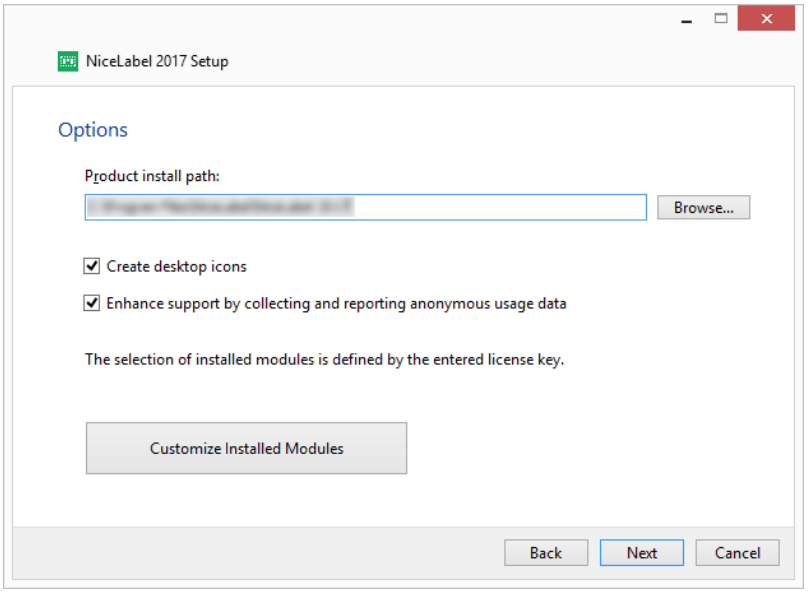
a hardware key.



NOTE: By default, NiceLabel 2017 product levels that are determined by the entered license key are installed.

NOTE: Previously entered license key determines which product levels are going to run in trial mode and which without time limitations. It also defines which NiceLabel Designer product level (Express, Pro or PowerForms) is going to be available for use.

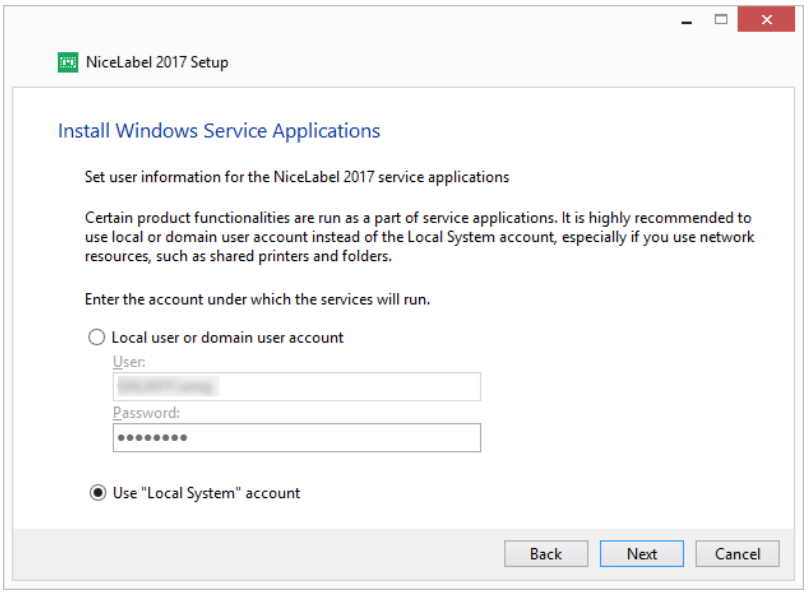
Click **Next**.



4. Configure **Install Windows Service Application** details.

TIP: This step is necessary only when NiceLabel Automation module is installed.

Enter the account under which the Windows services are going to run. Make sure you use an account with access to printer drivers and label files. These files must be accessible even if they belong to network shared resources.



NOTE: We recommend using standard or administrative user accounts. The Local System Account has limited access to network shared files and printers. It requires additional work when setting up printers in order to make them work correctly.

Click **Next**.

5. Click **Install** to continue.
6. Run NiceLabel 2017. The following options appear:
   - Click **Activate Now** to enter the License Activation Dialog and to activate your copy of software immediately (recommended).
   - Click **I Will Activate Later** button under the **Proceed Without Activation** option. You will be allowed to use the software without limitations for 30 days. Step number 7 below describes the options if no activation takes place in 30 days.

NOTE: Activation is required to work with the software without time limitations. It also enables NiceLabel company to provide you with customized support and help.

7. After 30 days without activation, you will be prompted to activate your NiceLabel 2017 license.

Click **Activate Your License** to proceed to the License Activation Dialog.

NOTE: If NiceLabel 2017 has been installed with a predefined product level (a specific installer file has been used), product level selection is not required during first start.

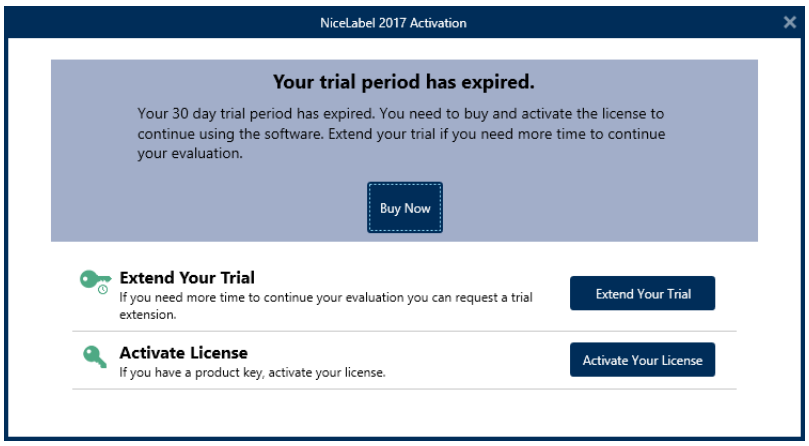
3.4 Post-trial Options

Free trial allows you to use and evaluate the software for 30 days. After 30 days, trial period ends. This means that you can no longer use NiceLabel 2017 software without purchasing the license and activating the license key.

When opening NiceLabel 2017 in post-trial time period, the below displayed dialog window appears. The following options are available:

- Click **Buy Now** button under **Purchase** option to purchase the product online. You will be redirected to NiceLabel online store.
- Click **Extend Your Trial** to prolong the trial period if you need additional time to evaluate the software. Click **Extend Your Trial** to fill out an online form. NiceLabel support will inform you about the trial extension in the shortest possible amount of time.
- Click **Activate License** to activate the purchased license. Click **Activate Your License** to

proceed to the License Activation Dialog and to start using the software without time limitations.



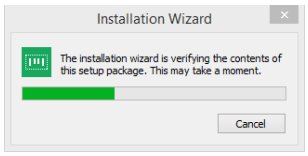
3.5 Version Update

The set of NiceLabel 2017 features is constantly expanding. NiceLabel recommends you to always install and use the latest available version of NiceLabel 2017. To achieve this, update your existing installed version with the latest one. New versions are regularly published and distributed.

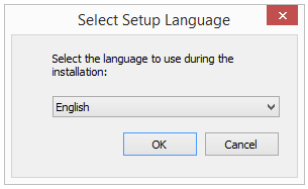
TIP: When updating to the latest version, do not remove the existing version of NiceLabel 2017 manually. The update process removes it automatically and seamlessly installs the latest version. Licensing data is retained and the application is ready to use.

Complete these steps to update your existing version of NiceLabel 2017.

1. Download the software package or insert the DVD into your DVD drive. Run **NiceLabel2017.exe**. Installer verifies the installation package content.

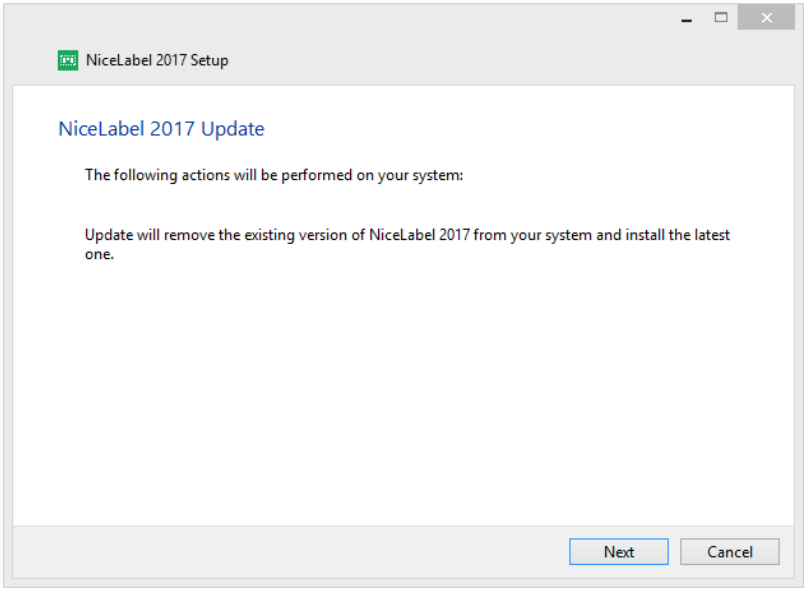


2. Select installation language from the drop-down list and click **OK**.

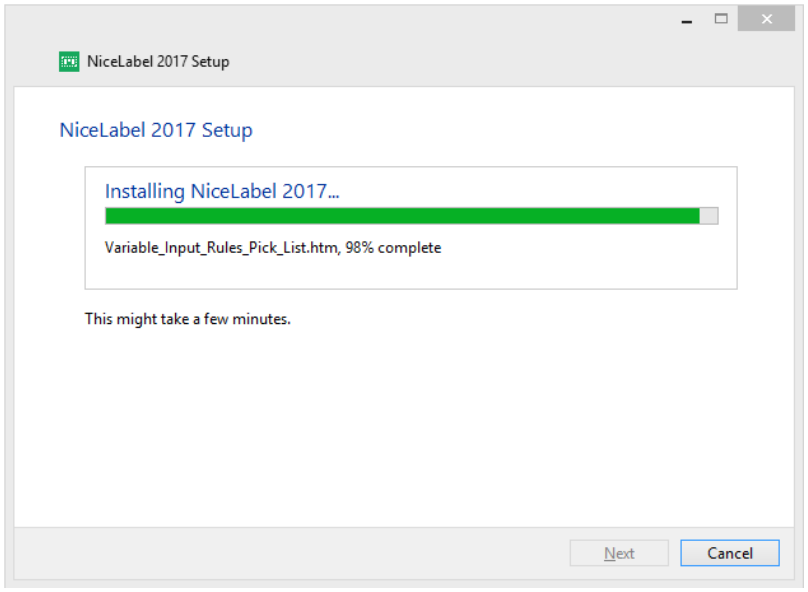


NOTE: Language selection determines interface language of the installed NiceLabel 2017.

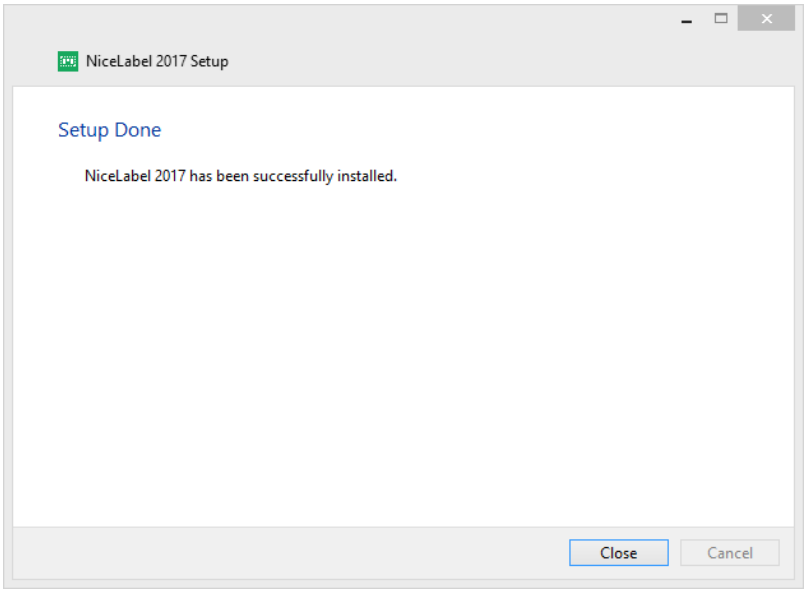
3. NiceLabel 2017 Update window appears. Click **Next**.



4. Installer automatically removes existing and installs the new version.



5. When done, the installer confirms that the latest version is successfully installed. Click **Close** and continue with your work.



3.6 Enforcing Configuration Options

Certain application configuration parameters can be stored and retrieved during the installation procedure from the **product.config** file. This is an XML file that among others stores the parameters for language selection, directories, usage tracing, licensing information, and global variables.

NOTE: After the installation of NiceLabel 2017, **product.config** file is stored in folder `c:\ProgramData\NiceLabel\NiceLabel 2017\`.

The **product.config** file allows you to enforce configuration setting as the application is being installed. Use the **product.config** file from a computer with already installed NiceLabel 2017 and deploy it on additional computers.

To do so, follow the steps below:

1. Open NiceLabel 2017 Designer.
2. Set the application configuration options (go to **File > Options**) and close it.
3. Copy the **product.config** file from `c:\ProgramData\NiceLabel\NiceLabel 2017\` next to the installation executable.
4. Run setup. The **product.config** file is automatically copied to the `c:\ProgramData\NiceLabel\NiceLabel 2017\` folder.

NOTE: Configuration options that relate to a specific user profile, override the parameters from **product.config** file.

4 NiceLabel 2017 Licensing

There are two licensing models available for NiceLabel 2017:

1. **Single-user license** grants the end-user the right to use one instance of NiceLabel 2017 on a single workstation. In this licensing model, the end-user is allowed to use an unlimited number of printers from the workstation with the activated copy of NiceLabel 2017 license. Each workstation must be activated with its own unique license key. You must obtain as many license keys as necessary to cover the number of your workstations.
2. **Multi-user license** allows installation and usage of unlimited instances of NiceLabel 2017 on an unlimited number of workstations. In this licensing model, the number of printer seats is limited. The end-users are allowed to use as many printers as purchased with the respective NiceLabel product.

TIP: Details about NiceLabel 2017 licensing are available in a dedicated document.

4.1 License Activation

TIP: Information in this section is valid for the following NiceLabel 2017 modules: Designer Express, Designer Pro, Designer PowerForms, and Automation.

Only activated copy of NiceLabel 2017 software allows you to work with included modules without time limitations.

You receive the license key after purchasing the software from NiceLabel online store or from any of NiceLabel software distributors. To activate your copy of NiceLabel 2017, open the License Activation Dialog and use the received license key.

NOTE: By activating your copy of NiceLabel 2017, the software also becomes registered. Registration guarantees full customer support as defined in the product license agreement.

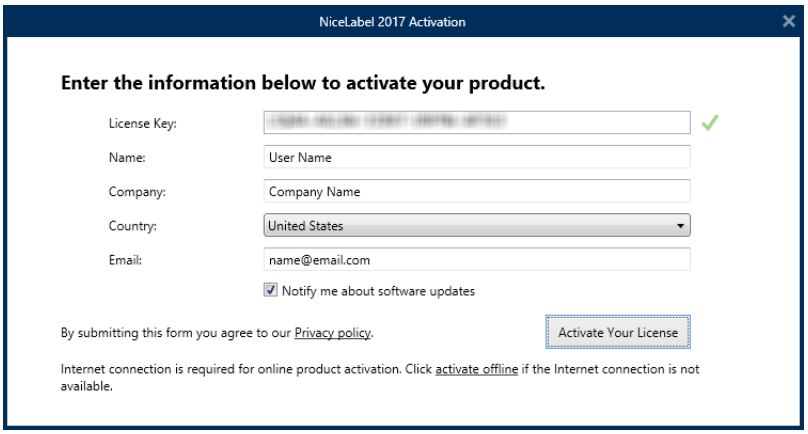
With any NiceLabel 2017 product open, the License Activation Dialog window appears after clicking the **Activate your License** button in Designer or Automation **Home tab ribbon > Trial group** or in **File tab > About**.

4.1.1 License Activation Dialog

To activate and register your NiceLabel 2017 license, complete the following steps:

1. Enter the license activation dialog in **File > About > Activate Your License**. Dialog window contains the following edit fields:

- **License Key:** Enter the 25-digit key that you received after purchasing the software.
- **Name:** Enter your name. The name is used when addressing possible support issues and also used to identify the owner of label or solution design.
- **Company:** Company name helps identify upgrade requests and possible support issues.
- **Country:** Defines macro location of the company HQ or its office.
- **Email:** User email used for support purposes or addressing possible issues.
- **Notify me about future software updates:** Keeps you informed about the regular updates of NiceLabel 2017 products.

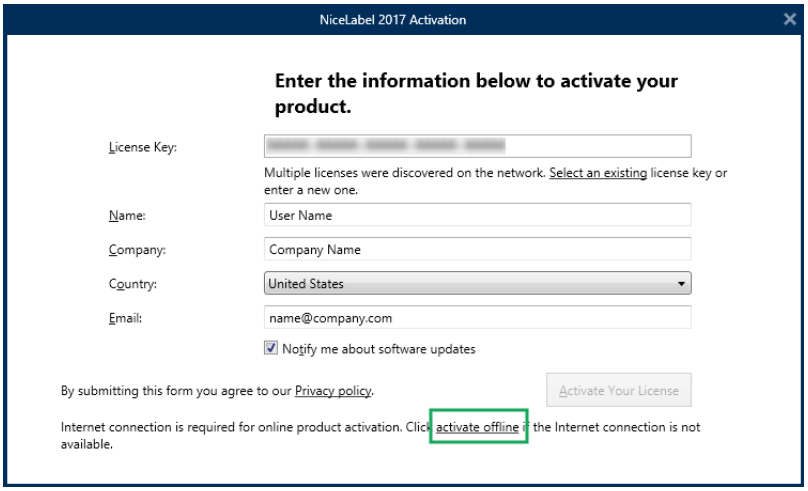


2. When done with entering the required information, click **Activate Your License**. The activated NiceLabel 2017 product becomes fully functional in accordance with the provided license key.

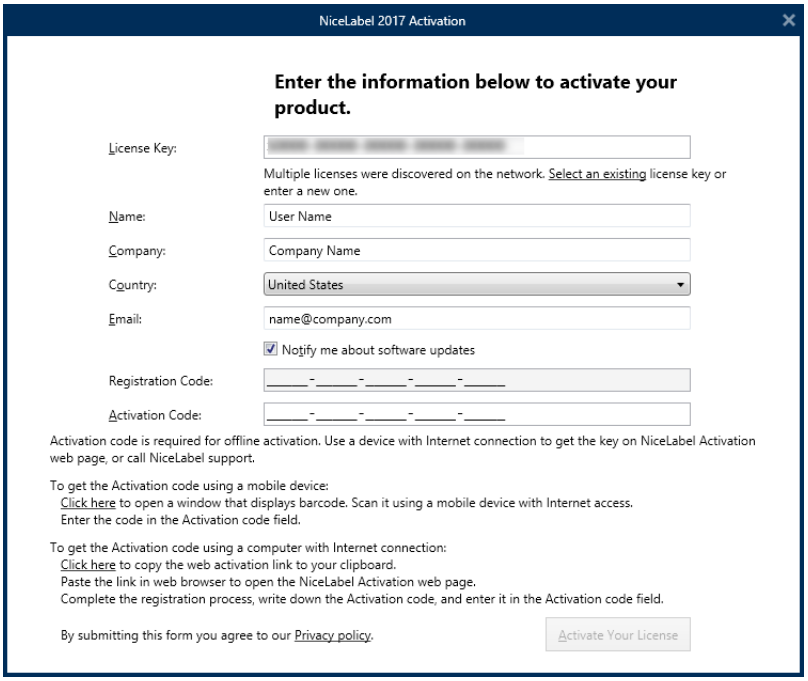
4.1.2 Offline Activation

TIP: Use this option when activating NiceLabel 2017 on a computer without Internet connection.

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

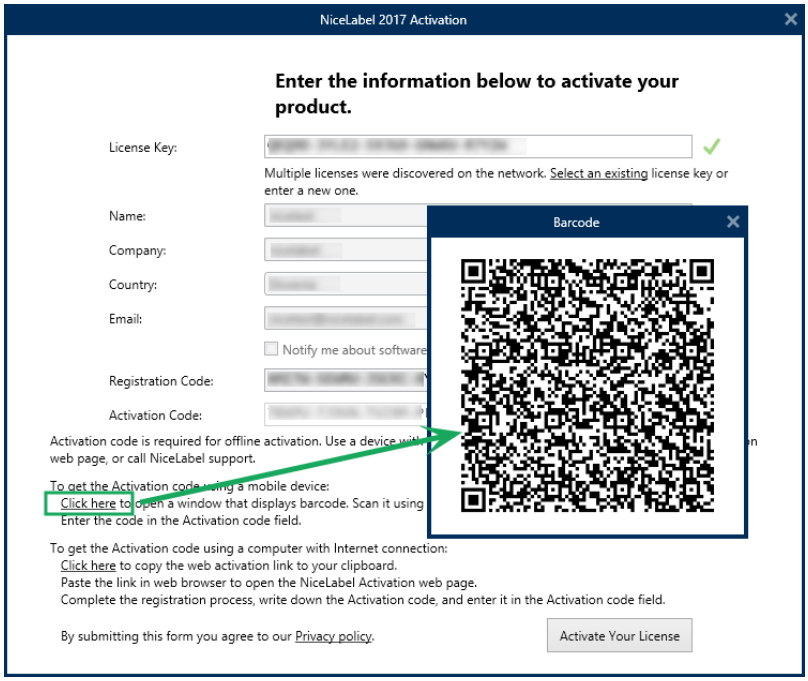


Now, it includes two additional fields – **Registration Code** and **Activation Code**.



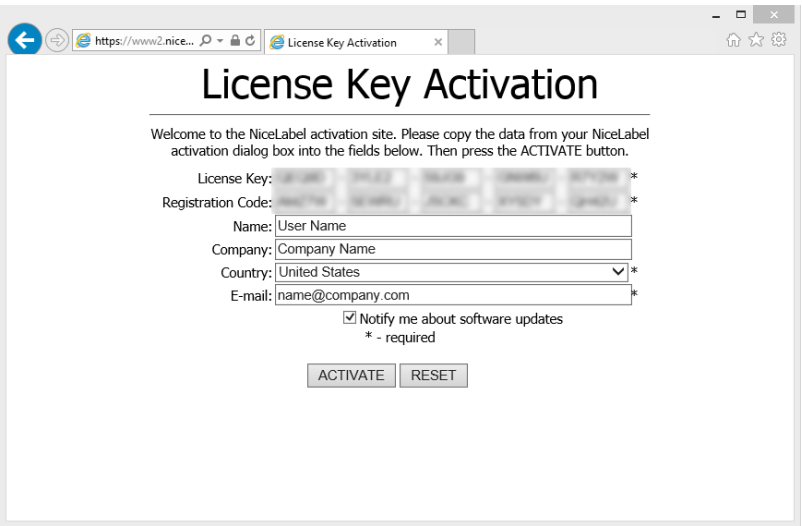
- **Registration code** generates the **Activation code** on the dedicated NiceLabel **License Key Activation** web page. This page is accessible in two ways:

    1. **License Key Activation** web page is accessible via barcode. Click the link in first paragraph to open a separate window with the code. Scan it using a mobile device with Internet connection and you will be directed to the web page using your mobile browser. Enter the received Activation code (see image below) in the matching field of NiceLabel 2017 activation dialog.



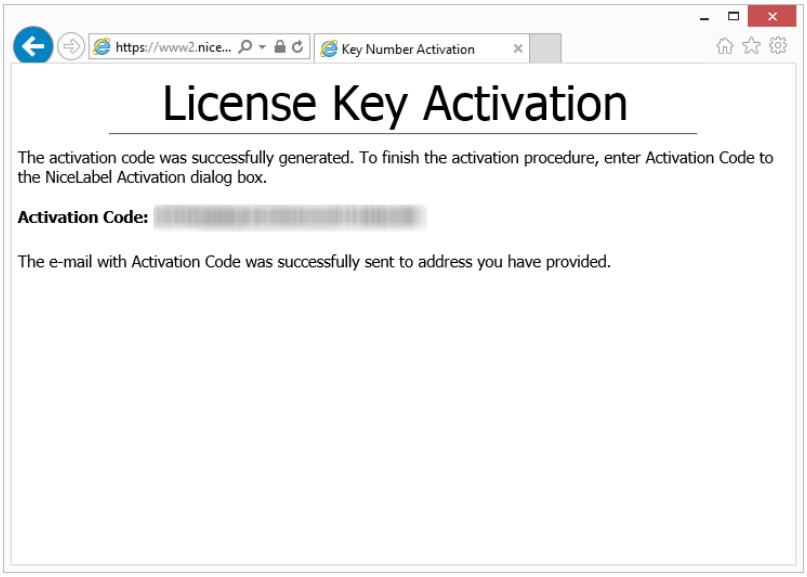
2. To access the License Key Activation web page on another computer with Internet access, click the link in the second paragraph. This action copies the **License Key Activation** web page link to the clipboard. Open this link on a computer with Internet connection.

After the activation web page opens, the fields with information about your license are automatically populated.



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

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



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**.

- For a pure offline activation, call NiceLabel support. Activation code will be generated using the provided **Registration Code**.

3. Enter the received **Activation Code** and click **Activate Your License** to start using the activated copy of NiceLabel 2017.

4.2 License Upgrade

TIP: Information in this section is valid for the following NiceLabel 2017 modules: Designer Express, Designer Pro, Designer PowerForms, and Automation.

License upgrade procedure does not require any software (re)installation procedures. Continue with the current version of NiceLabel 2017 installed.

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 2017.
- 25-digit software upgrade key. This key upgrades your current edition of NiceLabel 2017.

After the upgrade, the "old" software key becomes deactivated.

TIP: NiceLabel 2017 licenses (LMS Pro/Enterprise) can also be centrally managed using NiceLabel Control Center. See the dedicated Control Center installation guide for details.

4.2.1 Upgrade Types

There are two types of upgrades available for NiceLabel 2017. Both are described in the following two sections:

- Product Edition Upgrade: This type of upgrade expands the amount of product features and widens the possibilities of use.
- Upgraded Number of Printers: The use of NiceLabel 2017 products is licensed per connected printers. This type of upgrade expands the permitted number of printer to be used with the software.

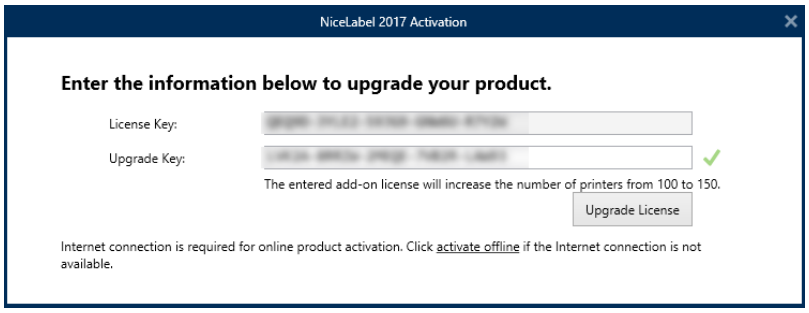
License upgrade is normally done online. In cases when Internet access is not available, follow the offline upgrade steps in section Offline Upgrade.

4.2.2 Product Edition Upgrade

When upgrading to a higher edition of NiceLabel 2017 software, 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.

To perform the product level upgrade, complete these steps:

1. Go to **File (backstage) tab > 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.



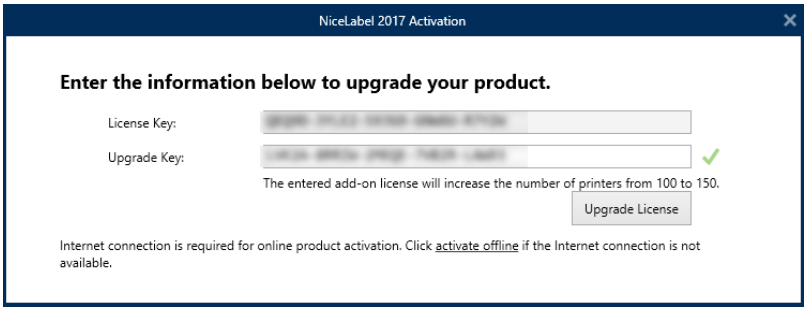
3. Click **Upgrade License**. Your copy of NiceLabel 2017 product has been upgraded. See the new **License** in **About > License Information**.

4.2.3 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 2017 product.
2. Go to **File (backstage) tab > About** and click **Upgrade License**.
3. NiceLabel 2017 license activation dialog window opens.
    - **License Key:** The field is already populated with the currently used **License Key**.
    - Enter the purchased **Upgrade Key**.

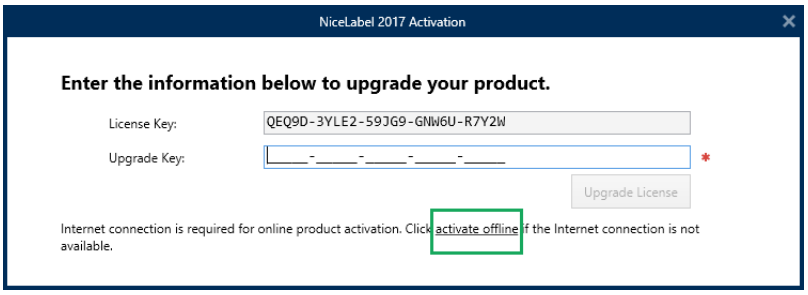


4. Click **Upgrade license**. The number of permitted printers has been expanded. See the new **License** in **About > License Information**.

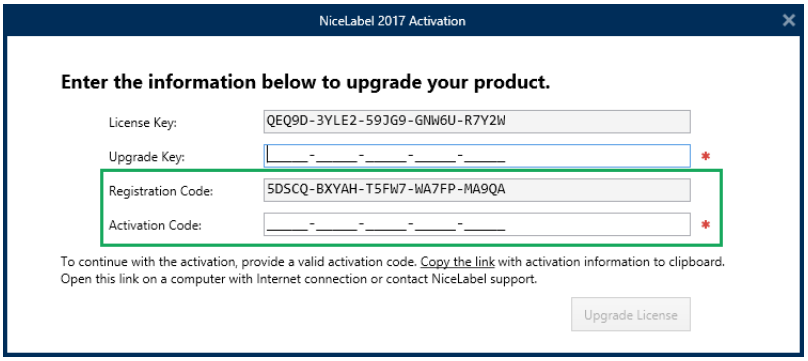
4.2.4 Offline Upgrade

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

1. Go to **File (backstage) tab > About**.
2. Click **Upgrade License**. The upgrade license dialog window appears. **License Key** field is automatically populated with current license key.
3. Click the **activate offline** link. The activation dialog window expands.

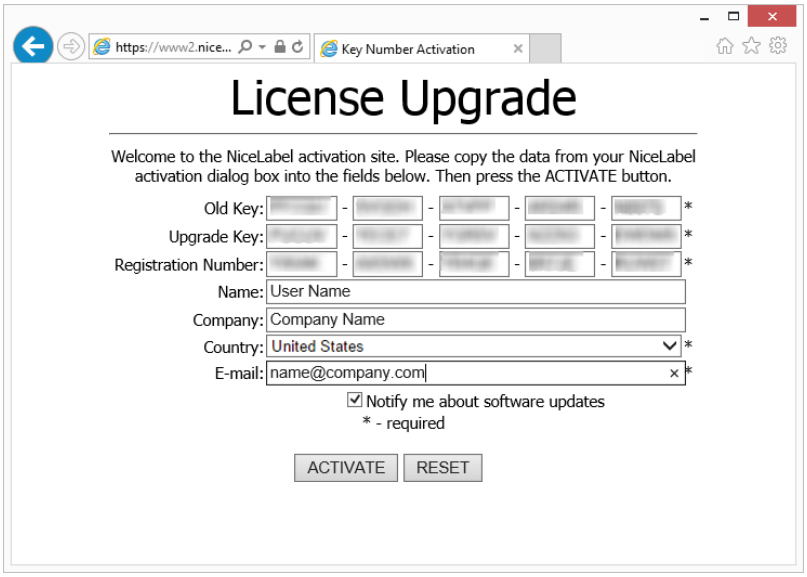


Now, it includes additional two fields – **Registration Code** and **Activation Code**:

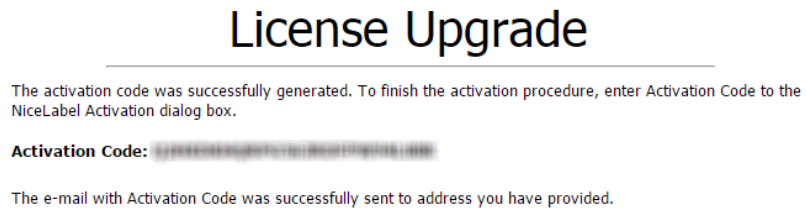


- **Registration code:** Automatically generated 25-digit code which identifies the purchased copy of the software. Use the registration code in two ways:
    - **Registration code** generates the **Activation code** at a dedicated license upgrade web page. To access the license upgrade web page on another 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**.



      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**.

- For a pure offline activation, call NiceLabel support. Activation code will be generated using the provided **Registration Code**.

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

5 Installation of Printer Drivers

NOTE: For detailed and printer vendor/model specific instructions on how to install the printer drivers, please refer to the document NiceLabel Printer Drivers Installation Guide.

There are two ways to install NiceLabel printer drivers:

- Use NiceLabel **PrnInst** application (recommended).
- Use **Windows Add** printer process (alternative option).

NOTE: Before starting with printer driver installation, make sure you are logged in as a user with permission to install the driver.

5.1 Printer Driver Installation Using PrnInst

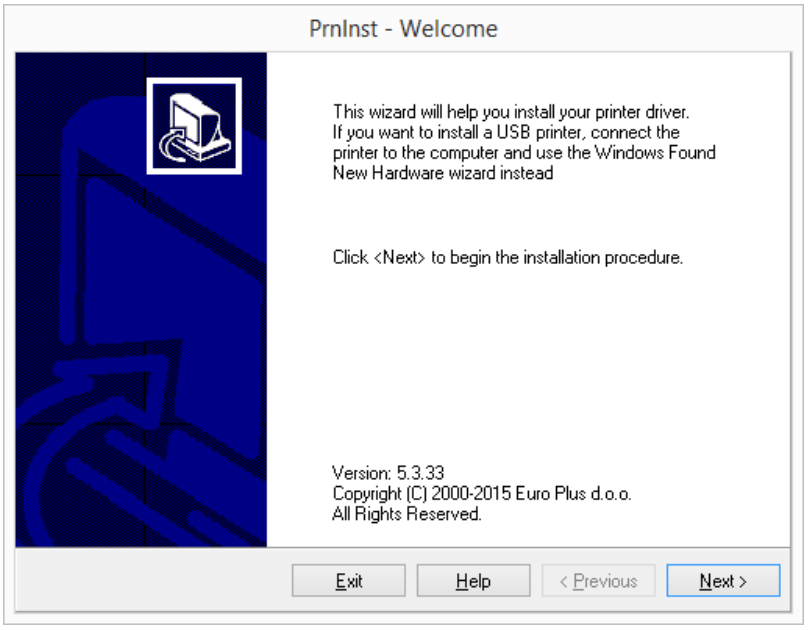
Printer Installation Wizard (PrnInst) is a dedicated application for installing printer drivers on Windows based systems.

PrnInst based installation is available for the devices that are connected to LAN networks or any computer port except for USB. For printers that support plug and play installation procedure, see Plug-and-Play Driver Setup.

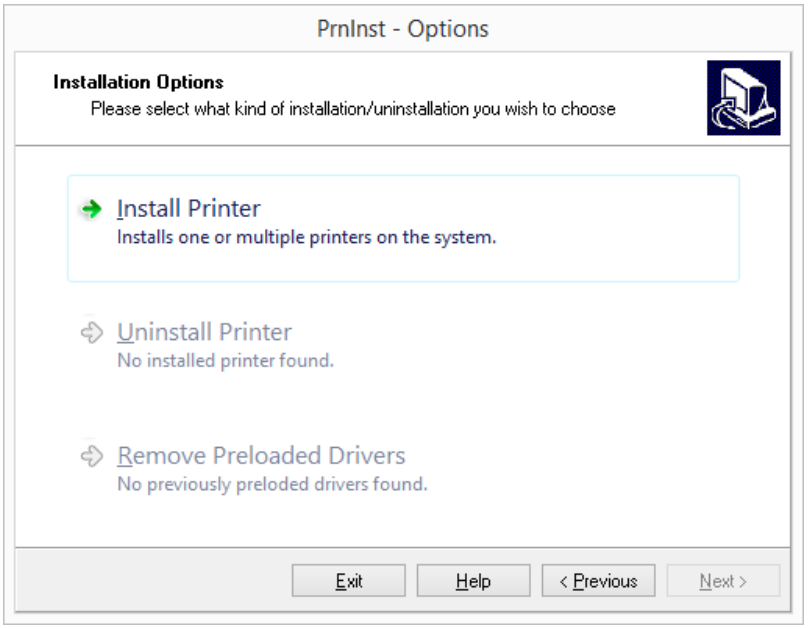
PrnInst versions for printers produced by multiple vendors are available at the NiceLabel download site and on installation CDs.

Download the correct printer driver to your local disk and run the downloaded self-extractable .exe file. PrnInst starts automatically. Follow the below described wizard steps to install the driver.

1. Unzip the installation files to a selected folder. Run the self-extractable .exe file. Welcome screen appears. Click **Next**.

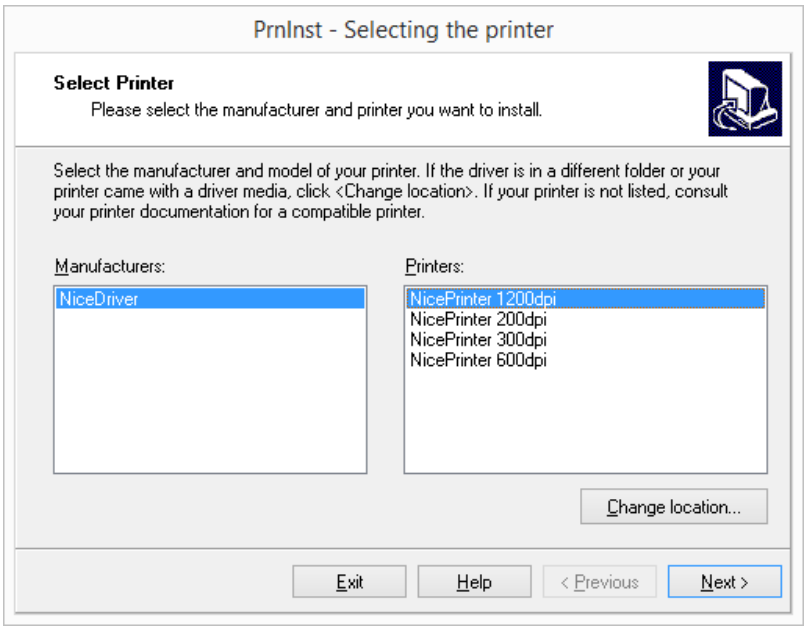


2. Select **Install Printer**.

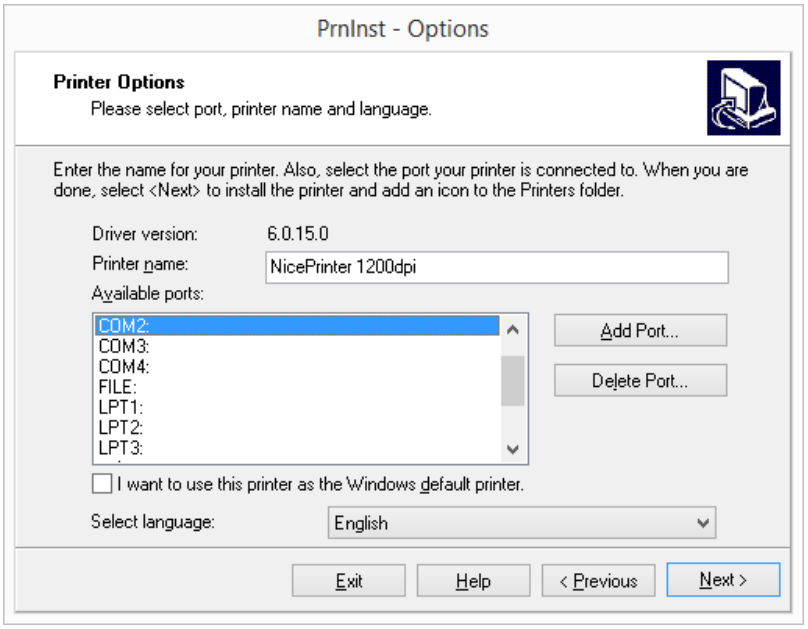


3. Accept the terms of license agreement and click **Next**.

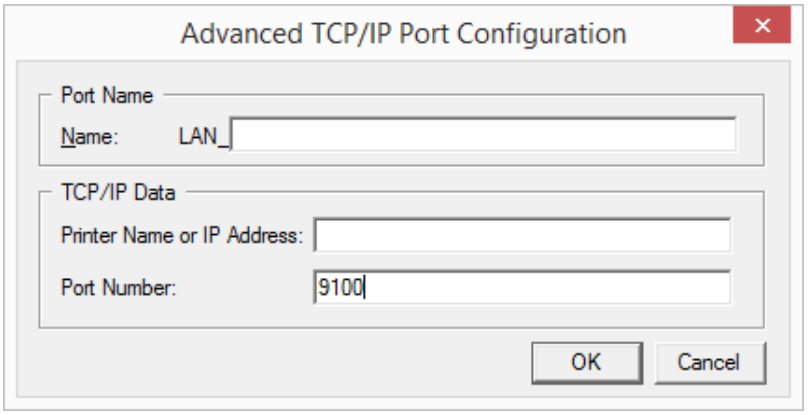
4. Select the manufacturer and the appropriate printer model. Click **Next**.



5. **Printer Options** window appears. Select the appropriate port, add a port or delete it.

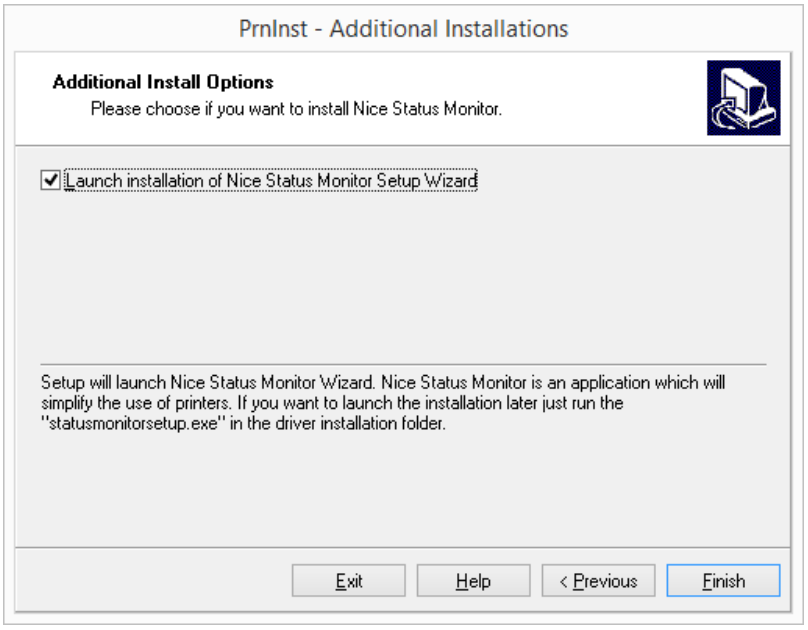


6. After clicking **Add Port**, the **Advanced TCP/IP Port Configuration** window appears. Insert the appropriate printer network settings and click **OK**.



NOTE: When using network printers, the Advanced TCP/IP port must be always installed. Only a connection established over the Advanced TCP/IP port ensures bidirectional data traffic between printer driver and printer. Such service cannot be carried over a standard TCP/IP port.

7. **Additional Install Options** window appears allowing you to install the **Nice Status Monitor** (optional).



8. Enable the **Launch installation of Nice Status Monitor Setup Wizard** option to install the Nice Status Monitor after clicking **Finish**. You may choose to install the driver without it – disable the option and click **Finish** in this case.

TIP: Nice Status Monitor application simplifies managing of multiple printers. This application may be added later. To install it, run **StatusMonitorSetup.exe** in the driver installation folder.

5.2 Printer Driver Installation Using Windows Installer

Printer driver installation using Windows Installer is used on devices that are connected via one of the following ports:

- USB port
- Parallel port (LPT)

5.2.1 Plug-and-Play Driver Setup

During this procedure, Windows automatically detects the newly connected hardware using a plug-and-play event on both ports – USB and LPT.

Follow these steps to install the NiceLabel printer driver:

1. Connect the printer to a power outlet and turn it on.
2. Connect the printer to a computer using USB or LPT port.
3. The driver is located online and downloaded to the PC. Automatic installation follows

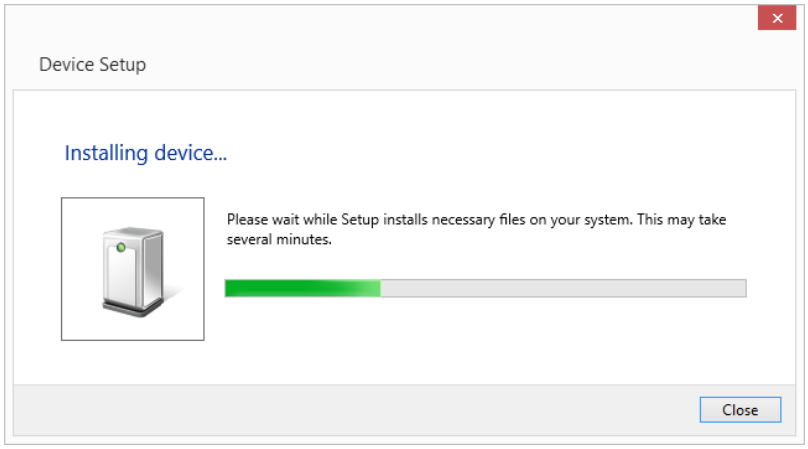
immediately.

4. The installed printer is ready for printing.

NOTE: Check the specifications if connecting a printer to the USB 3.0 port. Certain printers do not support the USB 3.0 standard.

NOTE: Automatic printer detection is supported on USB and LPT ports only. The driver needs to be installed using PrnInst on other ports.

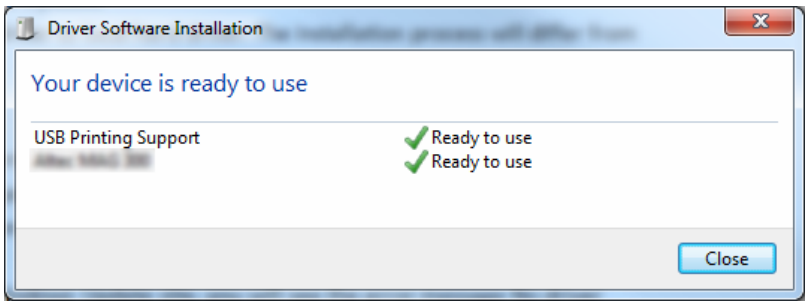
The operating system automatically checks Windows Update and installs the driver.



5.2.2 Printer Driver Available On Windows Update Site

In the printer driver is available on the Windows update site, it is automatically downloaded and installed.

On the latest operating systems (Windows 7 and later), a system notification message is displayed. If you click the notification message, the new **Driver Software Installation** dialog is displayed. Monitor the installation status using this dialog:



5.2.3 Printer Driver Unavailable On Windows Update Site – Manual Printer Driver Installation

If the printer driver is unavailable on Windows Update site, download the printer driver to the local disk. Follow these steps to install a NiceLabel printer driver using the manual Windows **Add a printer** procedure.

1. Connect the printer to power outlet and turn it on.
2. Connect the printer to a computer.
3. Windows detects the printer.
4. Windows Update automatically checks for the printer driver online and fails. Start with manual installation.

The manual driver installation varies between various operating systems. Follow the below described steps.

1. Open **Control Panel** and click **Hardware and Sound > Devices and Printers > Device Manager**
2. Expand node **Other devices**. The installed printer is listed here.
3. Right click the printer and select **Update Driver Software**.
4. At the prompt **How do you want to search for driver software?** select **Browse my computer for driver software.**

6 Deactivating Software

When using the NiceLabel 2017 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.

In NiceLabel 2017, licenses are

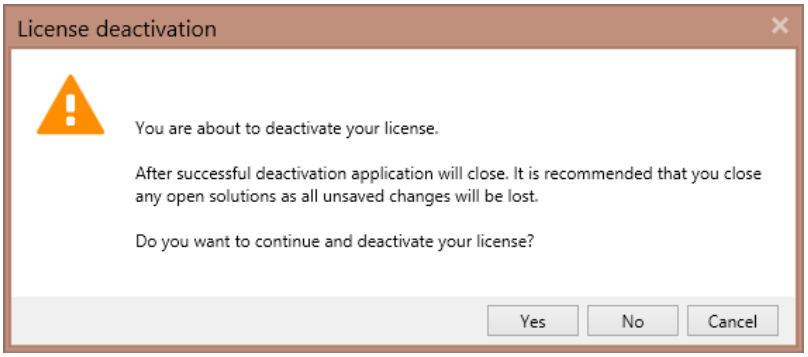
More details are available in the following sections:

- License Deactivation Procedure
- Moving the Software License to Another Computer

6.1 License Deactivation Procedure

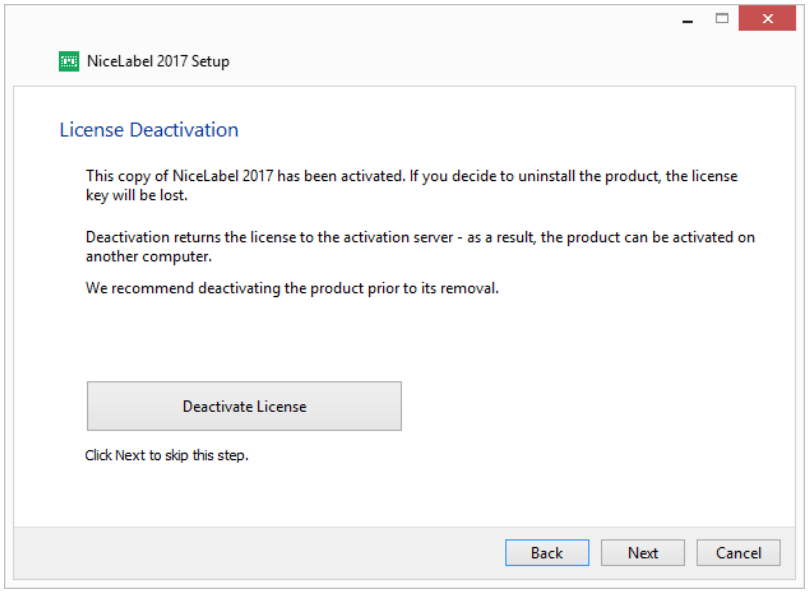
To deactivate the NiceLabel license, do the following:

1. Start any NiceLabel 2017 program.
2. Go to **File > About** and click **Deactivate License**. License deactivation warning window opens.



3. Click **Yes** to deactivate the license or **No/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 2017 is to uninstall it. During the removal process you will be prompted whether you want to remove the license or not.



6.2 Moving The Software License To Another Computer

NiceLabel 2017 runs on every workstation on which it has been activated. The software can be activated using a software or hardware key.

6.2.1 Moving Hardware Activation

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

1. Disconnect the USB hardware key from your computer.
2. Install NiceLabel 2017 on the new computer. See section Setup Procedure
3. Plug the dongle to another computer. The installed copy of NiceLabel 2017 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 2017 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 section Deactivating Software

   Selecting this option will remove the license from your computer and store it back to the activation server.

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

4. Install the software on the new computer. See section Setup Procedure.
5. Activate the software on the new computer. See section License Activation

7 Online Support

You can find the latest builds, updates, workarounds for problems and Frequently Asked Questions (FAQ) on the NiceLabel support site.

For more information, please refer to:

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

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

Americas

+1 262 784 2456

sales.americas@nicelabel.com

EMEA

+386 4280 5000

sales@nicelabel.com

Germany

+49 6104 68 99 80

sales@nicelabel.de

China

+86 21 6249 0371

sales@nicelabel.cn

www.nicelabel.com