

# NiceLabel LMS

## Installation Guide for Single Server Deployment

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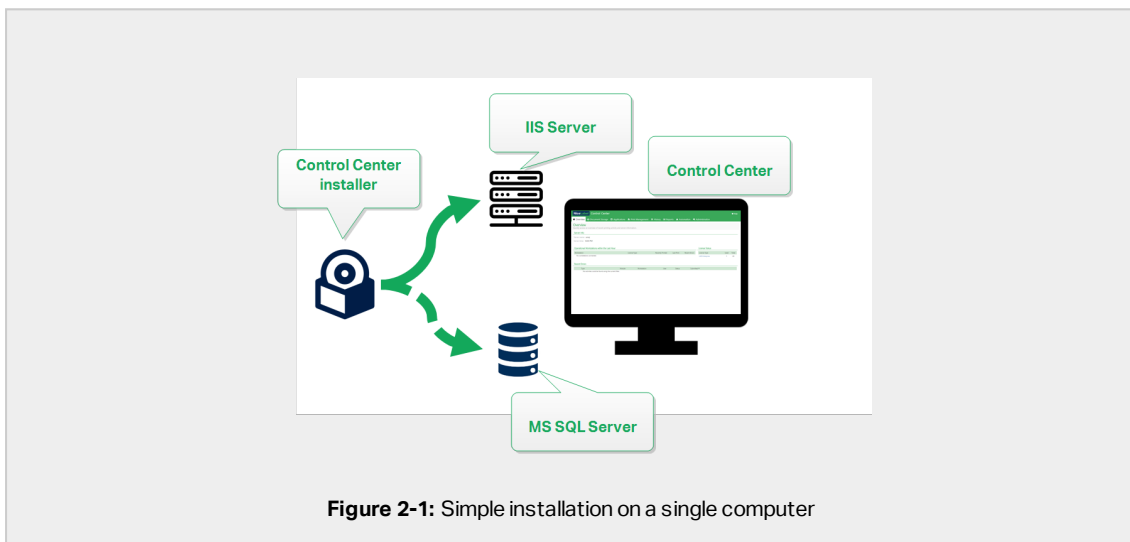
# 2 Simple installation on a single computer

Installing the Control Center on a single computer allows you to operate your labeling environment as a centralized stand-alone system. If you run a small business, or if you want to evaluate the Control Center before starting a large-scale deployment, single computer installation may be all you need to see the benefits of a controlled labeling system.

Installing Control Center should take less than 10 minutes.

You can install Control Center on a computer that does not have a SQL database installed. NiceLabel installs the SQL database for you in this case.

You can install Control Center on a computer with a SQL database already set up.



## 2.1 Before you start

Install Control Center on a computer running Windows 7 or newer operating system.

Make sure that your system meets the requirements the dedicated NiceLabel web page: <https://www.nicelabel.com/products/specifications/system-requirements>.

**NOTE:** To install Control Center on your computer, you must be logged in as the Administrator.

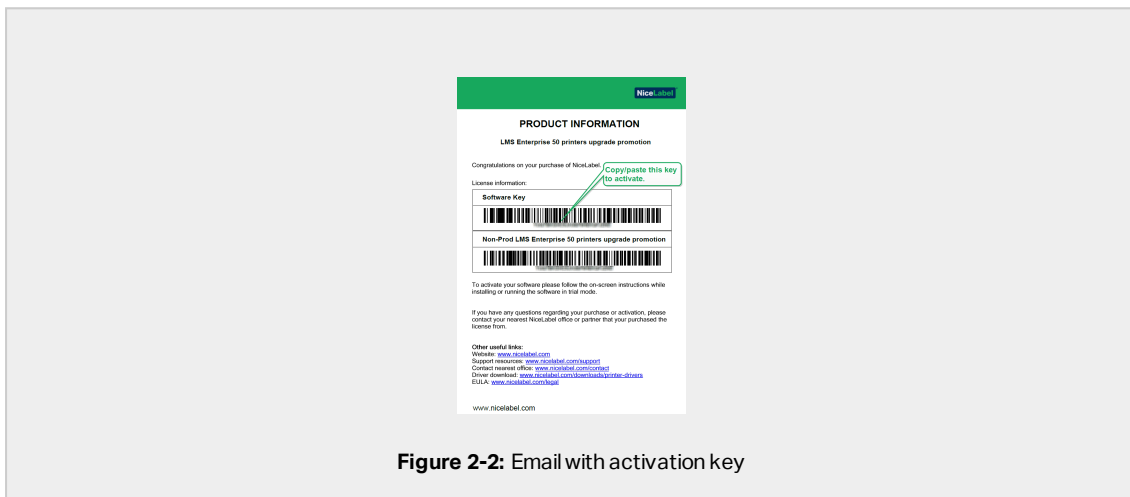
The official pre-installation NiceLabel check list is available on this web page: <https://kb.nicelabel.com/index.php?t=faq&id=298>

You can install Control Center by:

- Clicking the download link in the mail that you received after purchasing the Label Cloud.
- Running your NiceLabel installation DVD.

After you finish your installation, you need the license key to activate your Control Center. Purchase your key at <https://www.nicelabel.com/buy-online>. When done, the NiceLabel sales team sends you an email that contains the key.

The email attachment that contains your key looks like this:



**Figure 2-2:** Email with activation key

To read how you activate your Control Center after the installation, read section [Activating your Control Center](#).

## 2.2 Installing on a single clean computer

This section explains how you install the Control Center on a computer that has neither NiceLabel software nor databases installed.

Before you start installing the Control Center, check the following:

- You must be logged on to your computer as the administrator. If you are the only user, you are probably the administrator.

- Have your NiceLabel license key ready for activating the Control Center. You can complete the installation without the license key, but you cannot start working with Control Center unless you activate your license.

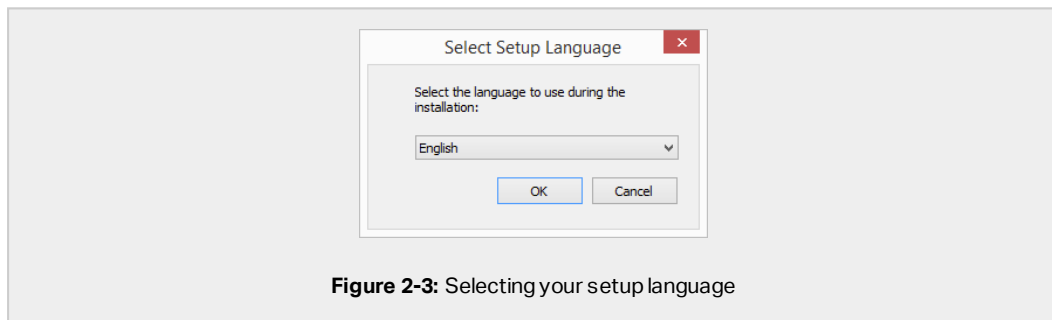
**NOTE:** NiceLabel recommends accepting all the defaults that the installer offers. This is how you enable the Control Center to automatically configure itself on your computer. This includes installing the SQL database and configuring the IIS.

## 2.2.1 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

**NOTE:** If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.



5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

## 2.2.2 Enabling Internet Information Services (IIS)

**NOTE:** If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

## 2.2.3 Setting up website and storage

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.



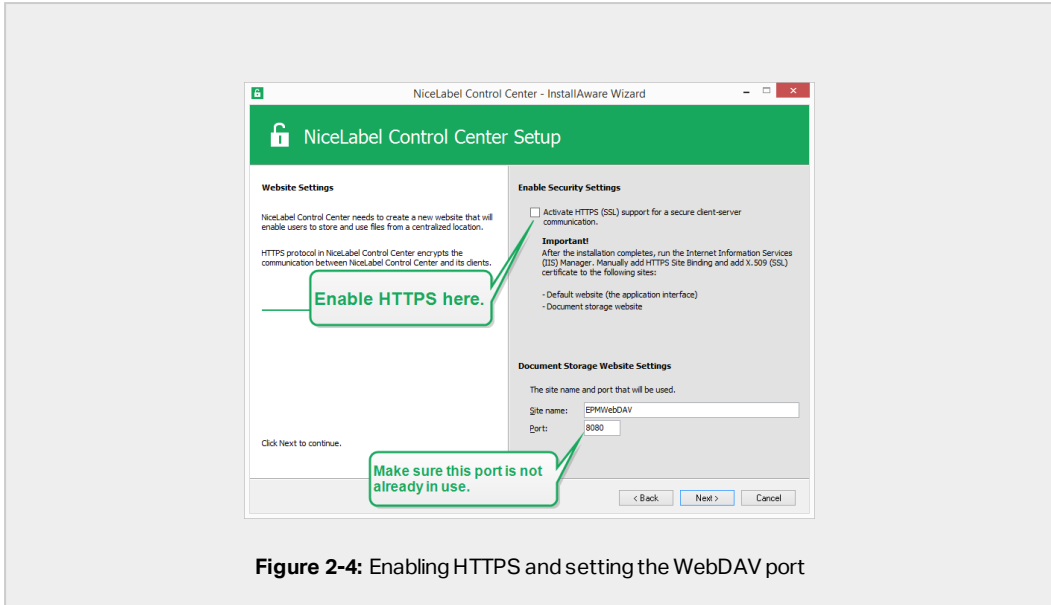
**IMPORTANT!** After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.



**IMPORTANT!** Make sure your selected port number is not in use by any other application on this machine. The port might be used by a site in IIS, or by some other application.



**Figure 2-4:** Enabling HTTPS and setting the WebDAV port

3. Click **Next**. Proceed with creating your database.

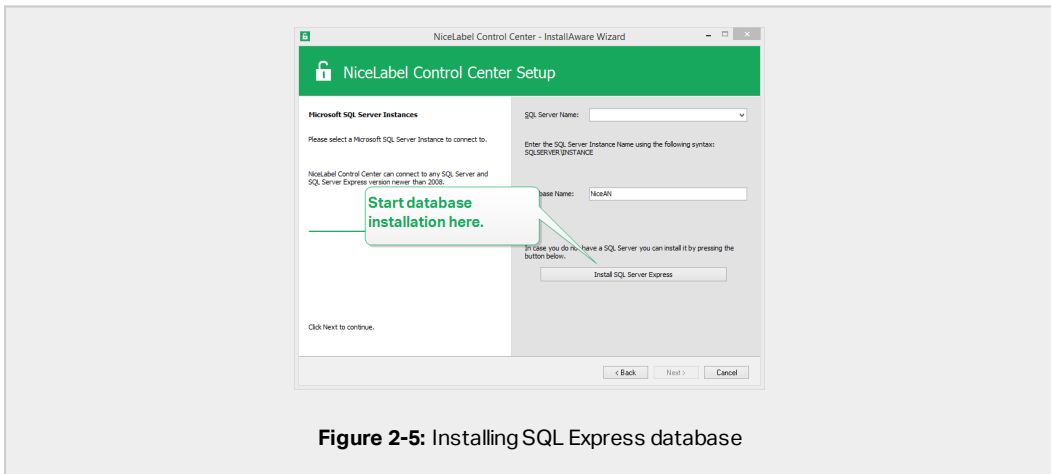
## 2.2.4 Creating the database

Your Control Center requires a database that runs in the background. Because you do not have any SQL Server instances available on your computer yet, NiceLabel installs Microsoft SQL Server Express for you.



**IMPORTANT!** To let NiceLabel install the SQL Express on your computer, you must be logged on as an administrator.

1. Click **Install SQL Server Express**.



**Figure 2-5:** Installing SQL Express database

**NOTE:** You need Internet access to install the SQL Server Express. This allows the installer to download all the necessary components.

2. Follow the SQL Server Express on-screen installation instructions.

After you finish the SQL Server Express installation, resume with your installation of the Control Center.

3. Select your newly installed SQL Server instance.

The SQL Server Express installer sets the **Instance Name** to:

```
(local)\SQLEXPRESS
```

4. Click **Next**. The window that allows you to optionally perform user setting changes appears. This is an optional step required for advanced installation. Ignore and click **Next**.
5. Click **Install**. The installation continues.

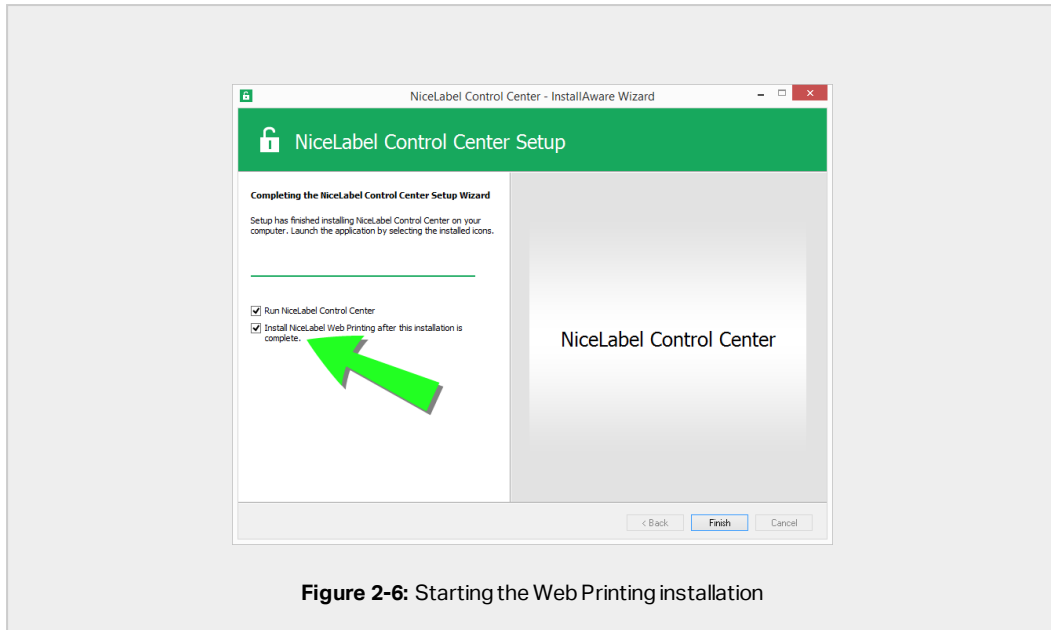
## 2.2.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.





**Figure 2-6:** Starting the Web Printing installation

This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.
  - Your browser opens the Control Center page.
3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

## 2.3 Installing on a computer that hosts the SQL Server

This section explains how you install the Control Center that already hosts the SQL Server.

You must perform three before you start installing the Control Center on your computer that already hosts an SQL database:

- You must be logged in to your computer as the administrator. If you are the only user, you are probably the administrator.
- The account under which you are logged on must have sysadmin role on the SQL database. This allows you to create the dedicated database for your Control Center.

**NOTE:** If you are logged in as administrator for both Windows and SQL, Control Center installs your database automatically.

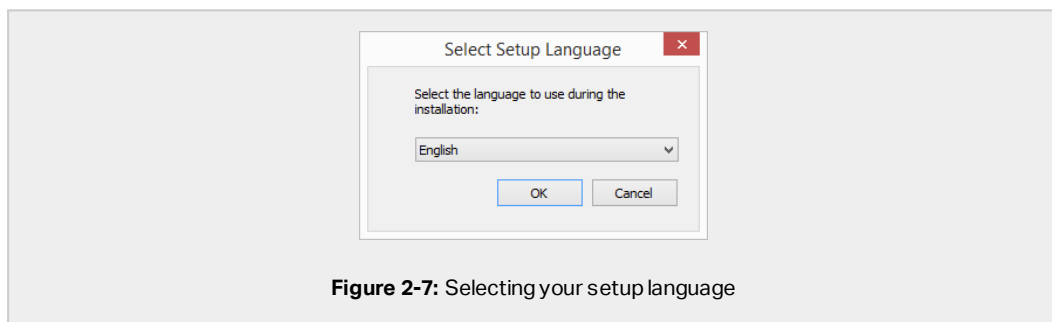
- Have your Control Center activation key ready. You can complete the installation without the activation key, but you cannot start working with Control Center unless you activate your license.

## 2.3.1 Starting the installer

1. Close all open applications.
2. After receiving your purchase confirmation email from NiceLabel, click the included link to download the Control Center installation file. The alternative option is to insert your NiceLabel DVD.

**NOTE:** If the DVD application menu does not start automatically, double-click `Start.exe` and select **Install Nice LMS > NiceLabel Control Center**.

3. Installation checks the installation package content. Start the installation.
4. Select your Control Center installer language. Click **OK**. The installer now checks if your computer is properly configured.



5. Accept the license agreement. Click **Next**.
6. Select the installation destination folder. Click **Next**.

## 2.3.2 Enabling Internet Information Services (IIS)

**NOTE:** If you do not see the **Enable Missing IIS Features** button, your computer is already properly configured. Continue with the installation.

The Control Center installer checks if the required .NET framework and IIS features are available and properly configured on your computer.

If the Control Center installer finds missing features, the **Enable Missing IIS Features** button appears automatically.

1. Click the **Enable Missing IIS Features** button and the Control Center installer enables the missing .NET framework and IIS features for you.
2. Accept the license agreement terms.
3. Click **Next** to configure website and storage settings.

### 2.3.3 Setting up website and storage

This step allows you to set up the access to your Control Center documents and to make the Control Center connections with other NiceLabel applications secure.

1. This step is optional. Select **HTTPS support** to establish a secure client–server connection. NiceLabel recommends you secure your Control Center connections if the communication with clients uses open Internet connections.



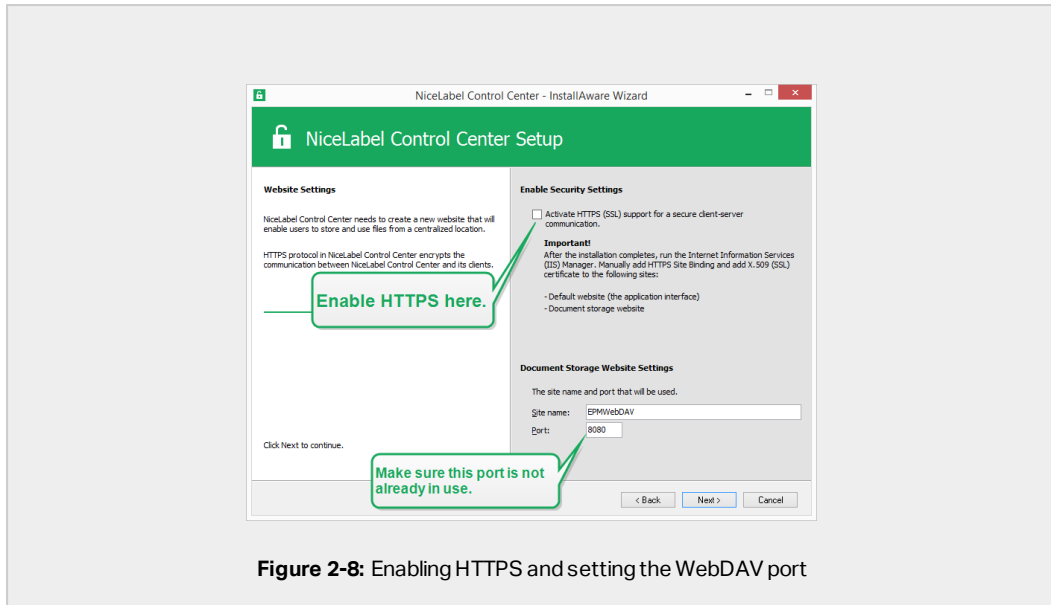
**IMPORTANT!** After completing the installation, use the IIS manager to manually add HTTPS site binding and X.509 (SSL) certificate to your selected site. If you do not complete this step, your Control Center does not open. The steps for adding HTTPS site binding and SSL certificate in IIS are described in section [Adding HTTPS site binding and SSL certificate in IIS](#).

2. Define the WebDAV site settings. Type the site name and port number on which the site runs.

This site is the WebDAV entry point into the Document Storage for all applications that work with files in the Document Storage. This site installs in the IIS on the current machine. In most cases, you keep the default settings.



**IMPORTANT!** Make sure your selected port number is not in use by any other application on this machine. The port might be used by a site in IIS, or by some other application.



**Figure 2-8:** Enabling HTTPS and setting the WebDAV port

3. Click **Next** to connect to a database.

## 2.3.4 Connecting to a database

Your Control Center requires a database. This is why you must select an existing SQL Server instance on your computer and connect to a dedicated database.



**IMPORTANT!** Before you start with this step, make sure you have all the required users from Phase 1 ready.

The installer automatically searches for the available SQL instances and lists them on the drop down list.

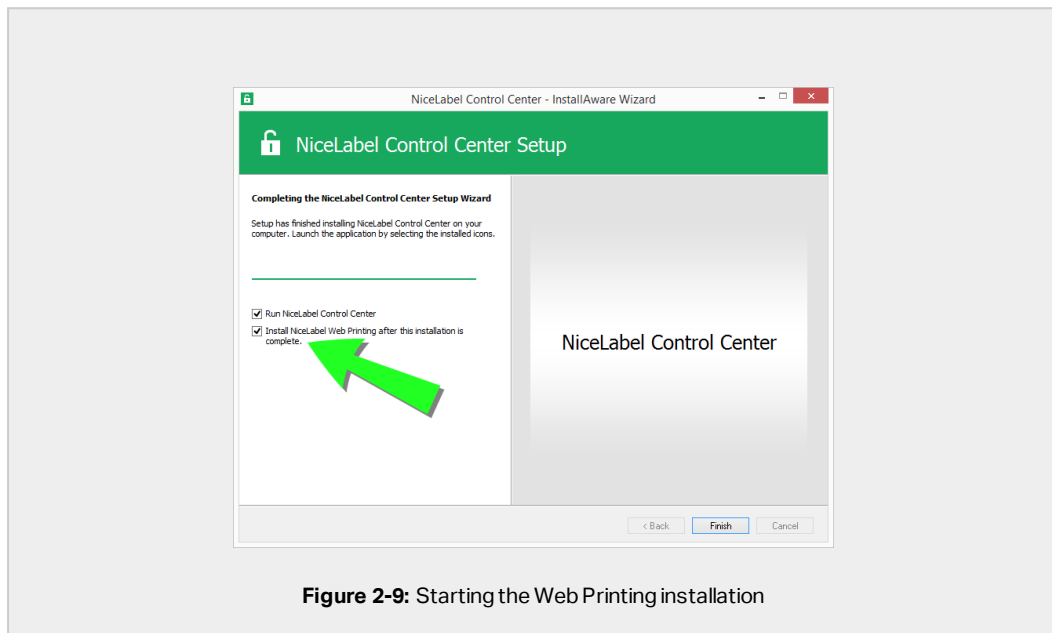
1. Select your SQL Server instance from the drop-down list or type in the name of your SQL Server instance using the following syntax: `SQLSERVER\INSTANCE`.
2. By default, the **Database name** is set to **NiceAN**. NiceLabel recommends keeping the default database name for easier communication with our support team.
3. Click **Next**. The window that allows you to optionally perform user setting changes appears. This is an optional step required for advanced installation. Ignore and click **Next**.
4. Click **Install**. The installation continues.

## 2.3.5 Completing your installation

1. This step is optional. Before your browser launches and opens the Control Center **Overview** page, you can also start the installation of Web Printing.

Do this if you plan to share the labels and solutions from your Control Center within your company or with external business partners.

If the folder where you started the Control Center installer includes the installation file for Web Printing, you can click **Install NiceLabel Web Printing after this installation is complete**. If the installer does not find the Web printing installation file, this option is not visible.



This opens the Web Printing installer. See section [Installation steps for the Web Printing site](#) for details on how to install Web Printing.

2. Click **Finish**.
  - Your browser opens the Control Center page.
3. Activate your Control Center with the key that you received via email after your purchase.

If you experience any issues during the installation, please contact our NiceLabel support team at <https://www.nicelabel.com/support>.

## 2.4 When you are done

After the installation completes, your browser opens the Control Center **Overview** page.

The address of your Control Center is: <http://yourcomputername/EPM>.

**NOTE:** Control Center cannot work properly with JavaScript disabled. If you are installing Control Center on a server, it is possible that due to security reasons, JavaScript is disabled by default. If there are no security issues, enable JavaScript in your Internet Explorer browser and reload the page. Read more here: <https://support.microsoft.com/en-us/help/3135465/how-to-enable-javascript-in-windows>.

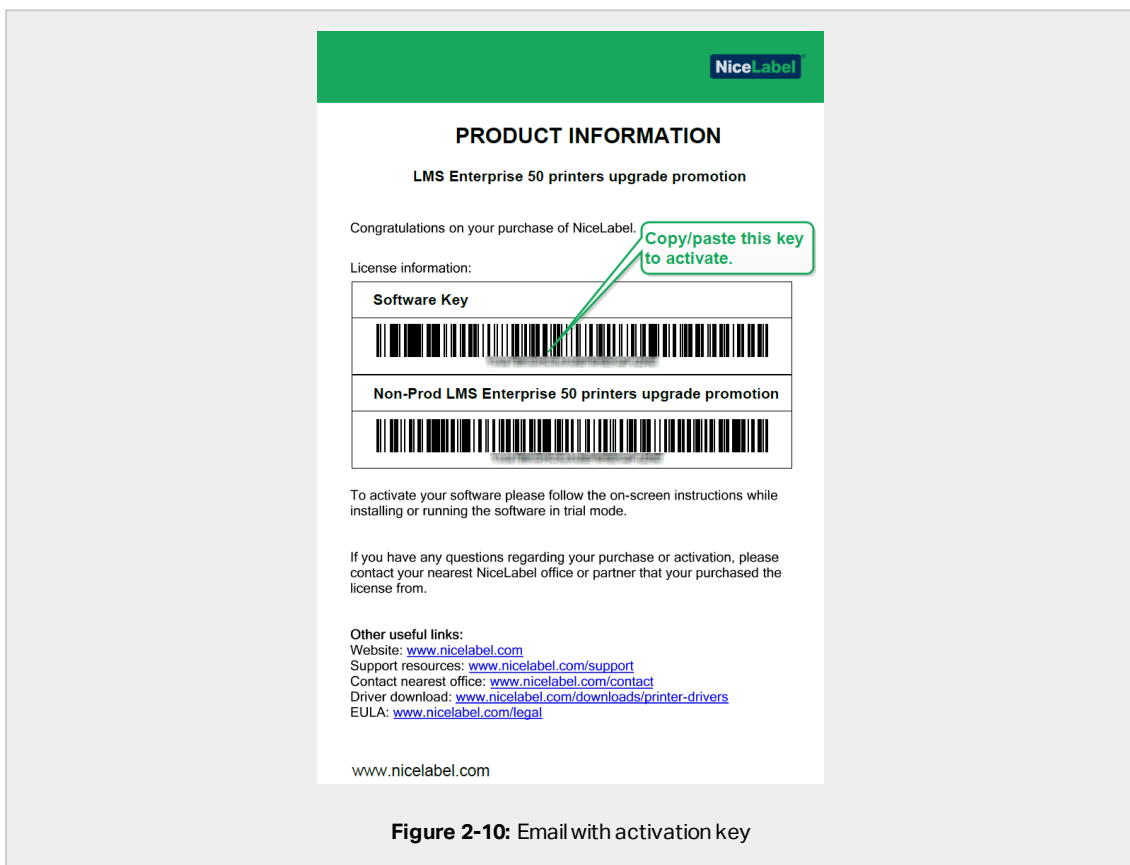
Instructions for additional Control Center functions are available here:

- Application server - Configuring RemoteApp:  
<https://kb.nicelabel.com/index.php?t=faq&id=299>

## 2.5 Activating your Control Center

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

The mail attachment containing the activation key looks like this:



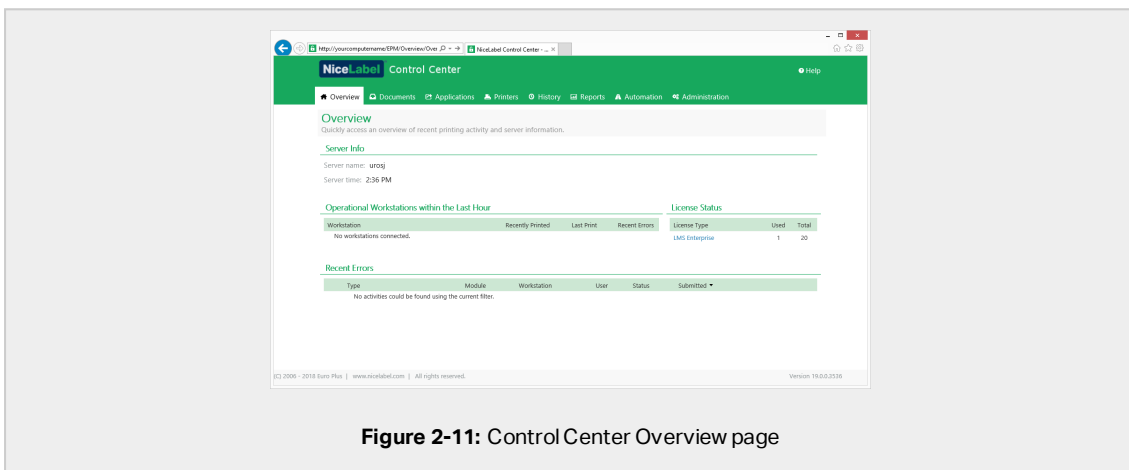
**Figure 2-10:** Email with activation key

The non-activated Control Center only shows two pages – **Overview** and **Administration**, while all other pages remain inaccessible. Activation unlocks these pages and allows you to start working with your labels.

1. Go to your **Administration** page.
2. Click **Activate new product**.
3. Copy your license key from the email that you received from NiceLabel.
4. Paste your **Key** to the **License Key** field.
5. Type your user information.
6. Click **Next**.

When the activation passes, all your Control Center functions become unlocked.

Open the Control Center (type the URL <http://yourcomputername/epm>) page in your browser. The page should look like this:



**Figure 2-11:** Control Center Overview page

If you encounter difficulties during the installation or activation of your Control Center, please use NiceLabel [online support resources](#) or contact NiceLabel [support](#) directly.

Details about NiceLabel licensing are available in the [NiceLabel 2019 Licensing](#) guide.

Thank you for installing the NiceLabel Control Center. For any suggestions on how we can improve our products, do not hesitate to contact us at [support@nicelabel.com](mailto:support@nicelabel.com).

## 2.5.1 Ensuring uninterrupted document access in all load balancing and failover clusters

If you are using a Microsoft cluster, Control Center automatically routes the document requests to the correct node. This is how your documents are always available, no matter which node in your cluster is currently in use.

In certain installation scenarios, you might also use alternative clustering solutions. In these cases, automatic selection of nodes might cause document access issues. To ensure uninterrupted access to your documents in a non-Microsoft cluster, you must manually update the Control Center database:

1. Open your SQL Server Management Studio and connect to the SQL server that hosts your Control Center database.
2. Expand **Databases > NiceAN > Tables** and find the `nan.Setting` table.
3. Edit the `nan.Setting` table. Add a new row: `Setting = 'ClusterName', Value = '<cluster name>'`.

**EXAMPLE:**

21	ClusterName	yourcluster.domain.local
----	-------------	--------------------------

**NOTE:** NiceAN is the default name for the Control Center database.



# 3 Security and updates

## 3.1 Adding HTTPS site binding and SSL certificate in IIS

**NOTE:** If your Control Center with address `https://yourservername/epm` opens in the browser, the IIS on your computer is already properly configured. You can skip this section.

Because you are planning to use your Control Center in an open networking environment, you selected the **HTTPS support** while installing your Control Center. If you enable the **HTTPS support** option during the installation, your Control Center's address becomes `https://yourservername/epm` ("http://" becomes "https://").

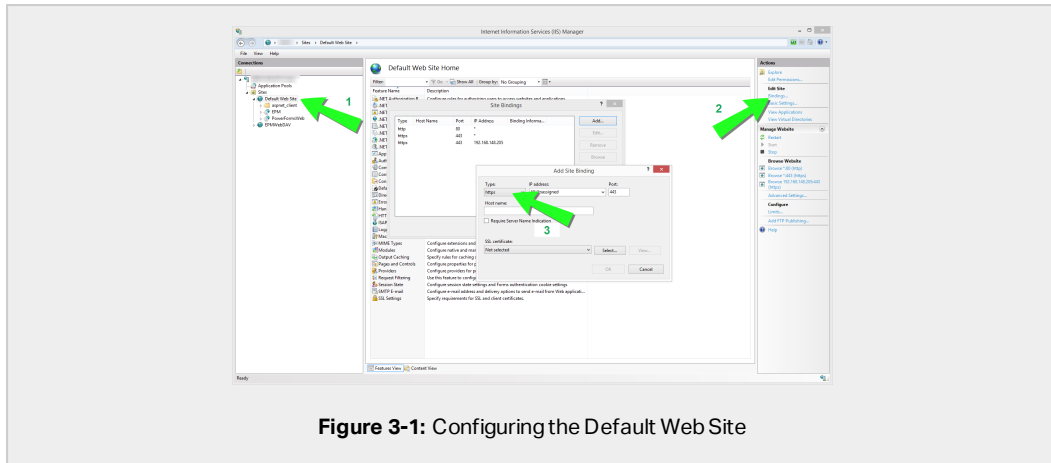
**NOTE:** For more information about the security of your printing environment, consult personnel responsible for the networking infrastructure in your company.

Before you can open and start working with your Control Center using a secure connection, configure your IIS.

**NOTE:** If you do not have the IIS Manager installed on your computer, get it from [Microsoft Download Center](#).

### Instructions for the Default Web Site

1. Open your IIS Manager.
2. In the **Connection** panel on the left side of the window, expand the **<servername>** node, and expand the **Sites** node.



**Figure 3-1:** Configuring the Default Web Site

3. Select **Default Web Site**.
4. In the **Actions** panel on the right side of the window, click **Bindings**.
  - Site Bindings window opens. Click **Add**.
5. In the **Type** field, select **https**.
6. In the **Port** field, type **443**.
7. In SSL certificate, select your certificate from the list. Click **View** to see the properties of your certificate.
8. Click **OK** and close the window. You can now open the Control Center page via secure connection. Notice that the URL of your Control Center now starts with `https://`. This is how you know that you properly set up the secure connection to your Control Center.

**NOTE:** If you do not see the appropriate certificate on the list, install the certificate first. There are numerous instructions available on the Web.

### Instructions for the EPMWebDAV Site

1. Open your IIS Manager.
2. In the **Connection** panel on the left side of the window, expand the **<servername>** node, and expand the **Sites** node.

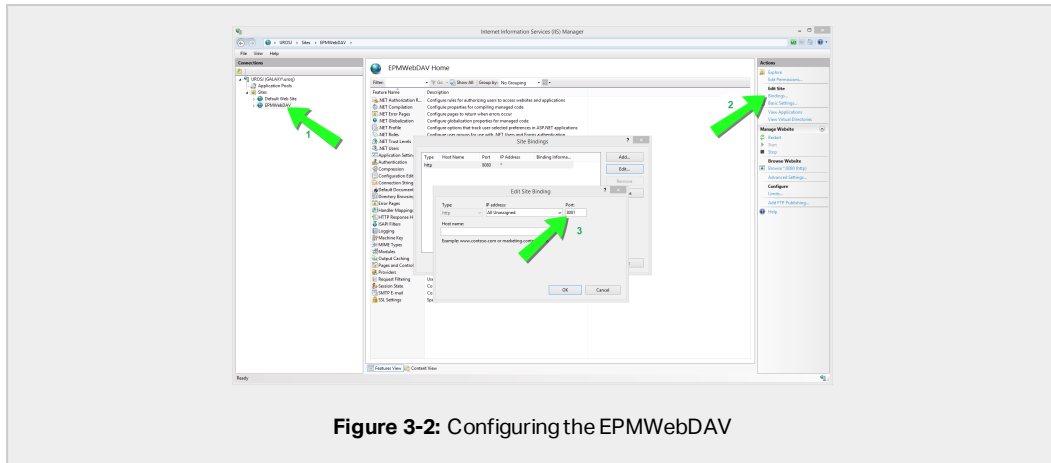


Figure 3-2: Configuring the EPMWebDAV

3. Select **EPMWebDAV**.
4. In the **Actions** panel on the right side of the window, click **Bindings**.
  - Site Bindings window opens. Select the existing item and click **Edit**.
5. In the **Port** field, type **8081**.
6. Click **OK**.
7. Click **Add**.
8. In **Type**, select **https**.
9. In **Port**, select **8080**.
10. In **Host name**, type the **computer name**. You can see the computer name in **Control Panel > System and Security > System**. This is just a computer name, not an FQDN name.
11. In **SSL certificate**, select the correct certificate in the list. You can click **View** button to see the properties of the certificate currently displayed in the drop down list.

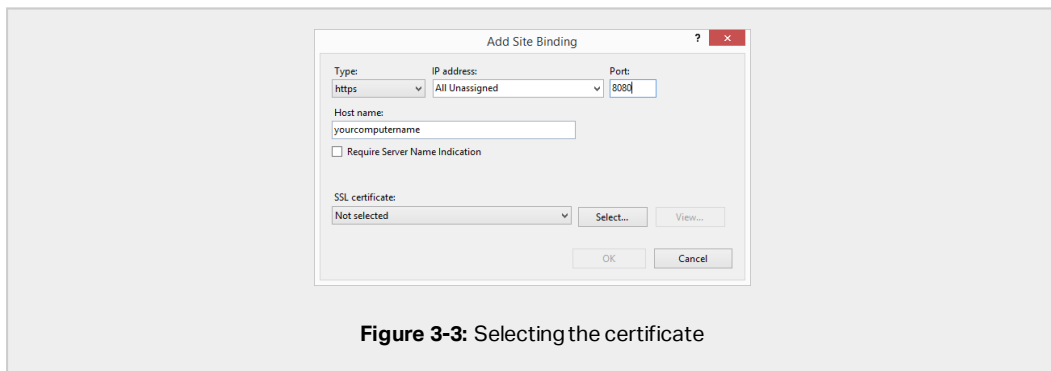


Figure 3-3: Selecting the certificate

12. Click **OK**.

13. Select the old http binding configured on port 8081. Click **Remove**.
14. Click **Close**.

**NOTE:** If you do not see the appropriate certificate on the list, install the certificate first. There are numerous instructions available on the Web.

## 3.2 Creating and configuring the database users

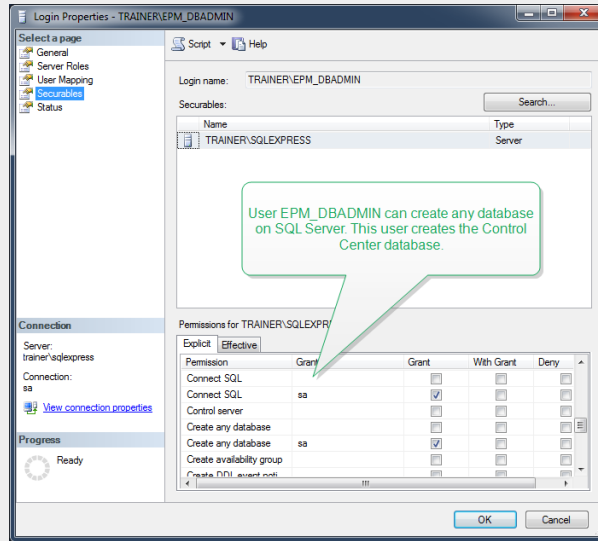
To complete the installation, your Control Center installer requires two database users:

- EPM\_DBADMIN to install the database. This user also owns the database.
- EPM\_USER to get access to database and to enable the communication with Control Center.

When creating the EPM users manually, your first option is to use Windows or SQL user account. The instructions below apply to both user types.

- The role of "EPM\_DBADMIN" (you can change this user name). Assign this user the following roles: "Connect SQL" and "Create any database". Define these roles before you start installing the database.
- The role of "EPM\_USER" (you can change this user name). Control Center application impersonates this user during every interaction with the database. The user is mapped to this database only.

Additionally, the user must be configured with additional permissions for the database (a default database name is NiceAN).



**Figure 3-4:** Configuring the database users

# 4 Installing Web Printing

Web Printing enables sharing your web applications (labels and solutions) from the Control Center's Document Storage with remote co-workers or external users via the web.

To enable the sharing you must complete installation procedures on both sides:

- [On the server side](#), you must install the Web Printing site. This is the application (Web Printing from now on) that enables the communication between the Control Center and the client side.
- [On the client side](#), you must install the NiceLabel Web Client. All users that you share the web applications with, install the NiceLabel Web Client on their computers. Because NiceLabel Web Client is a thin client that does not require administrative privileges to be installed, anyone can install the client on their computers.

## 4.1 Installation steps for the Web Printing site

The Web Printing site connects to the Control Center database using the SQL user authentication. Before you begin with the installation, make sure that you know the user name and password for the SQL user with sufficient privileges for the Control Center database. You need this info during the installation process.

1. Log in to your computer as a user with local administrative permissions. This can be a local **Administrator** user account.
2. To ensure a complete installation, close all open applications before you start.
3. Download the software package or insert NiceLabel DVD. Web Printing application installation checks the installation package content.

**NOTE:** If the application menu does not start automatically, double-click `NiceLabelWebPrinting2019.exe`.

Before the actual installation starts, the wizard verifies if the following prerequisite components are installed on the server:

- Microsoft IIS
- Microsoft .NET Framework 4.5

If the .NET component is not present on your system, the installer sets up the component automatically before the wizard continues.

4. Select **Install NiceLabel LMS**.

5. Select **NiceLabel Web Printing**.
6. Select installation language from the drop-down list and click **OK**.
7. Follow the setup wizard prompts.
8. Define the IIS settings for the Web Printing site and define how the users access the Web Printing page:
  - You can install the Web Printing as a virtual directory below the default web site. Configure the virtual folder name . For example, the users access the site at `http://<yourservername>/PowerFormsWeb`.
  - You can install the Web Printing as a new web site. Be careful when providing the port number. You can only use ports that are not in use by any other service on this computer. For example, the site can be accessible as `http://<yourservername>:81/PowerFormsWeb` if you have defined the port 81.
  - You can also define the host header values, so your site responds with a friendly name. For example, if you define a friendly name "mypowerformswebserver" and define the host header value for Web Printing site, the site also responds at the address `http://mypowerformswebserver`.

**NOTE:** TIP: See [NiceLabel Knowledge Base article KB200](#) for more information on how to set up friendly names.

**NOTE:** You can install the Web Printing site as a new site (1<sup>st</sup> level), or as a virtual directory within the selected Web site (2<sup>nd</sup> level). You cannot install it on the 3<sup>rd</sup> level.

- Activate HTTPS support if you wish to establish a secure client–server connection. This option automatically sets the port number to 443.

**NOTE:** Manually add HTTPS site binding and X.509 (SSL) certificate to the selected site in IIS manager. Details are available in the section [Adding HTTPS site binding and SSL certificate in IIS](#).

Click **Next**.

9. Select the Microsoft SQL server, where you have already installed the Control Center database.

**NOTE:** This and the next steps are only applicable, if you install the Web Printing on a different computer than Control Center.

Make sure you type the correct SQL name and the instance name. If the SQL Server is configured with a default instance, type only the server name. If the MS SQL Server is configured with instances, type the server and instance name in the `server\instance` syntax, for example `SERVERNAME\SQLEXPRESS`.

**WARNING:** The Control Center database (NiceAN or any other) **MUST** already exist on the selected Microsoft SQL server.

10. Type your user name and password to access to the Control Center database on Microsoft SQL server. Provide the SQL account credentials (not Windows account credentials!). The Web Printing site connects to the database server as a SQL user.
11. After completing the Web Printing site setup, you can leave the **Run Web Printing** site check box selected. Click **Finish** and the **Login** page for Web Printing site opens in your browser.

## 4.2 Web Client installation

### Installing Web Client for the logged on user (Default Option)

By default, Web Client installs on the computer for the currently logged on user. This is the most common installation method that does not require administrator privileges.

1. You receive an email with a link to the assigned web application. User name and password are provided with this email.
2. After clicking the link, the web application login web page opens. Type **User name** and **Password**.
3. The NiceLabel Web Printing intro page opens. Click **Launch Printing Solution** to open the assigned solution.
4. If the Web Client is not installed yet, click the "**download and install the client first**" link.
5. Run the downloaded installation file. Leave the browser window open.
6. Select installation language. Click **OK**.
7. **Start Installation** window appears. Click **Install**.
8. Click **Close** after the setup is done.
9. Return to step 3. Click **Launch Printing Solution** in your web browser. Your web application opens in a separate window.



**NOTE:** After completing the installation, you can find the installed Web Client in `Users\AppData` folder.

### Installing Web Client for all users

You can also install the Web Client for all users that log on to the computer. This installation method requires administrator privileges.

**EXAMPLE:** This installation method is useful when using Citrix servers. Installation for all users allows you to install the Web Client only once, and publish it to all users.

1. Complete steps 1–4 from the previous section.
2. Open Command Prompt.
3. Navigate to the downloaded Web Client installation file `NiceLabelWebClientSetup.exe` on your system.
4. Run command `NiceLabelWebClientSetup.exe ALLUSERSINSTALL`.

After the installation for all users, you can find the installed Web Client in `ProgramData` folder.

# 5 Online Support

Find the latest builds, updates, workarounds and FAQ on our product web site at [www.nicelabel.com](http://www.nicelabel.com).

For more information, visit:

- 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), contact your premium support provider as specified in the agreement.

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