TEKLYNX®

LABELVIEW™

ADMINISTRATOR'S GUIDE

TEKLYNX

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About this manual

Typographical conventions

This manual distinguishes between different types of information using the following conventions:

- Terms taken from the interface itself, such as commands, appear in **bold**.
- Keys appear in small caps, for example: Press the SHIFT key.
- Numbered lists indicate that there is a procedure to follow.
- When the conjunction -or- appears next to a paragraph, it means there is the option of a different procedure for carrying out a given task.
- When a menu command contains submenus, the menu name, followed by the command to select, appears in bold. Thus, “Go to **File > Open**” means go to the **File** menu, then the **Open** command.

This symbol highlights important information on how a particular command or procedure works.

Following this symbol, you will find hints and tips for optimizing tasks, speeding up commands, and other helpful information.

CHAPTER 1

Introduction

Welcome!

TEKLYNX label design and integration software provides an easy-to-use, user-friendly solution for printing bar code labels and tags to meet compliance standards in any industry.

What is this guide?

This guide provides information to help you understand how to manage your labeling software in the context of an enterprise environment.

Who should read this guide?

This *Administrator's Guide* is for IT personnel (system and network administrators) who are responsible for managing the deployment of software applications, specifically on the Microsoft Windows platform.

Product description

Your product includes the following components:

- A CD for the installation
- Complete documentation
- A license agreement and registration card
- A protection key, either electronic (software key) or hard key (dongle)

System requirements

The configuration required for the software to run properly is the same as most applications running on Windows:

- One of the 32- or 64-bit Windows® operating Windows: 7, XP, Vista, Server 2003, or Server 2008.
- Computer with 1GB of free RAM (depending on the system).
- A hard drive with at least 500 MB free disk space (depending on the installation options).
- CPU: 2 Ghz minimum.
- Video card : DirectX 9 minimum.
- Administrator rights to the computer during the installation procedure.

Note

The ReleaseUS.html file contains the latest information on the software. This information supersedes the information contained in this manual.

CHAPTER 2

Installing the Software

Functional description

The network (multi-user) packages allow you to control access to the labeling software licenses over the network. Using this utility, you can have multiple users accessing the label design software at the same time, from anywhere on the network.

To use the network/multi-user version of your labeling software, you must install the **Network and Users Utilities** on the server or on a station that will serve as a server, then install the labeling software on each workstation.

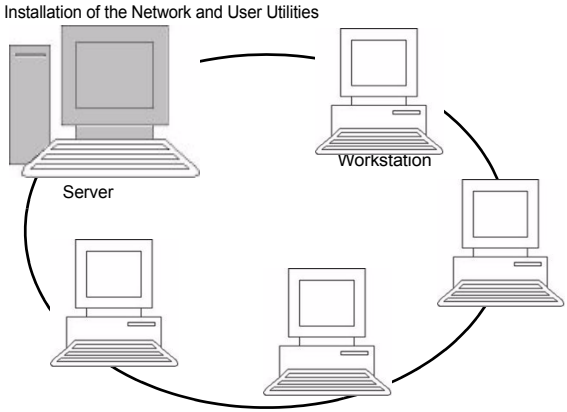


Figure 1 Network Configuration Installation.

Installation procedure

Before you start

Before you can install the software, the network administrator must first define the structure of the network for the group of users, specifically:

- Define the license server on which the **Network and Users Utilities** and the dongle will be installed.
- Define the client workstations that will use the labeling software.

Network Manager

The **Network and Users Utilities** let you define the network configuration of your labeling software. **Network Manager** includes:

- The License Manager (**License Service**)
- **Network Settings Wizard**, which helps you define the network configuration.
- **User Manager**: The **User Manager** is installed with the **Network and Users Utilities** so you can define access rights to the labeling software in a network setting.

Installing the Network and Users Utilities

Before installing the labeling software on all the workstations that will use it, you must first install the License Service utility on the server to configure the network.

To install the Network and Users Utilities on the server:

1 Insert the CD in the appropriate drive.

The **Installation** window is displayed.

If the CD-ROM does not run automatically, go to **Start > Run**, then type the letter of the CD-ROM drive, followed by index.hta (for example, D:\index.hta).

2 Select **Network and Users Utilities**, which includes **License Manager** and **User Manager**. Then, click the **Install** button.

3 Follow the instructions on the screen.

5 Share the TKDongle folder with full control, using TKDongle as the share name. The default access path for this folder is C:**Documents and Settings\All Users\ApplicationData\Teklynx\LicenseManager\TKDongle**(for Vista the path is: **C:\ProgramData\Teklynx\LicenseManager\TKDongle**) **>** right-click **> Properties > Sharing** tab and **Permissions** button.

4If you want to define settings for your network configuration, start the **Network Settings Wizard** on the server. If you do not modify the configuration, each workstation will have its own settings.

For administrators:

Users wanting **Write Access** to the Network license must be given the rights by:

1. Sharing the TKDongle folder and authorizing the user: C:\Documents and Settings\All Users\Application Data\Teklynx\LicenseManager\TKDongle (Vista: C:\Program Data\Teklynx\LicenseManager\TKDongle) **>** Right-click **>** Properties **> Sharing** tab and **Permissions** button.
2. Give Write Access to the user on the **Security** tab of the TKDongle properties

Configuration

All the necessary tools to configure the network version are available from the **Network** toolbar, and can be accessed by going to **Start>Programs>Teklynx>Network and Users Utilities** and selecting **Network Toolbar**.

The Network Settings Wizard helps you define the settings for your network version.

1 To start the Network Settings Wizard, click on the icon.

2 Select a settings mode: **Generic**, **By user** or **By station**.

- **Generic**: All users will use the same settings on all workstations. (*user.ini*).
- **By user**: Each user can access his or her own settings on any workstation. (*user name.ini*).

- **By station**: Each workstation has its own settings (*station.ini*).

3 Specify the location in which you want to store these settings. If you want to share these settings between various workstations, specify a network path accessible to all workstations. (for example TKDongle).

4 Specify the location in which you want to store the shared data (variables, lists, printing logfile, etc.). Be sure all users have appropriate access on these folders.

To configure the User Manager

If you want to define network access rights for all users of the labeling software, you must do so in the User Manager (for more information, consult the User Manager help system).

Click the **User Manager** icon on the **Network** toolbar.

Starting the License Manager

Before installing the labeling software on all workstations, you must be sure the License Manager is started.

The License Manager was installed as a service called SLicense. You do not need to manually start it. In fact, SLicense starts when the workstation is turned on and runs as a background task as long as the workstation is on.

If you installed the Service License as software key protected, you must activate the license before it will start automatically.

To start the Service Controller

• Click the icon on the **Network** toolbar
-or-
Double-click the SLICENSECTRL.EXE file.

Installing the software on the workstations

The labeling software must be installed on all the workstations on which it will be used.

To install the software on a workstation

1 Insert the CD for the installation in the appropriate drive.

The Installation window is displayed.

If the CD does not run automatically, go to **Start >Run**, then type the letter of the CD drive, followed by index.hta (for example, **D:\index.hta**).

2 Select the product to be installed, click the **Install** button, and follow the instructions on the screen.

3 Start the labeling software. The Activation Wizard is displayed. Click **Try** to launch the software. A message is displayed to inform you that no dongle has been found. Click **Yes** to start the software.

4 From the **Tools** menu, choose **Network Administration**.

5 Enable **Use Network License**.

6 Click **Modify** to select the server on which the License Manager and dongle are installed.

- or -

Click **Browse** to automatically search for the server on which the License Manager is installed.

If the network settings have already been configured, a message asking if you want to use the current network configuration is displayed.

7 If you want to modify or configure the network settings, click the **Network Settings Wizard** button .

8 Click **OK**.

9 Restart the program.

If the server is changed, you will have to update all of the workstations. In this case, start the labeling software and choose **Tools > Network Administration**. Disable and re-enable the **Use Network License** option.

License protection

Your software can be protected using a software key (an electronic code) or a hardware key (a dongle).

The dongle is a small electronic device that you plug into your PC's parallel or USB port before launching the software. Without the hardware protection key, the program will run in "evaluation" mode. You will not be able to save your labels, "e" will be replaced with "x," "0" with "5", and images will be crossed when printing.

The software key is an electronic code that is requested by the Activation Wizard when you launch the software for the first time or as long as you have not activated the software.

You must first install the software and then activate or connect the protection key to your computer.

Hardware Key protection

The protection key must be installed on the computer on which the License Manager is installed. A single protection key, pre-programmed with the number of licenses purchased, is included with the network version of your software.

The dongle must be installed before the **License Manager** can be started.

If you have purchased a software with a dongle, you can choose between a USB or parallel port dongle.

Connecting the parallel key

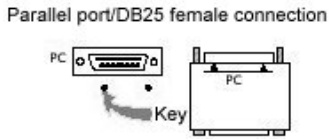


Figure 2 Connecting the dongle to the parallel port on your PC

If you need to use a printer on the same parallel port, simply plug it into the software protection key. In this case, it might be necessary to turn the printer on in order for the software protection key to be recognized.

Connecting the USB key

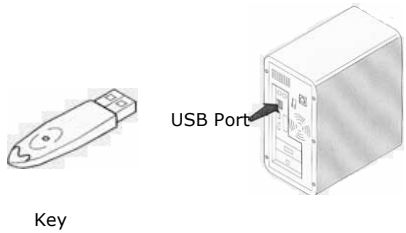


Figure 3 Connecting the dongle to the USB port of your PC

When you use a USB key and have multiple USB ports, it does not matter which port you use. If you do not have an available USB port, you can use a USB expander hub. USB devices are hot-swappable, meaning you can plug and unplug them at any time without restarting the PC.

Note

Drivers can be installed while the application is running. However, you must restart your labeling software for the changes to take effect.

Error messages when launching the software

If you receive an error message when launching the software, please check the following items:

- Administrative rights. You must have local administrative rights on your PC for the key installation to work properly. If you do not have these access rights, you will see an error message when launching the software, and you will have to manually install the drivers.

- Driver installation. If you had trouble during installation or if you receive an error message when launching the software, you will have to manually install the drivers.

- The key. If you receive an error message when launching

the software, check that the connected key works with your software.

- Driver update. If you receive an error message when launching the software, your driver may not be updated. To update your driver, download the new version from http://www.aladdin.com/support/hasp/enduser.aspx

Installing the driver key manually

To manually install the key driver:

1 Click **Start**, then click **Run**.

2 Enter C:\Program Files\Teklynx\Network\Tools\Dongle\, then type the following command: **\HaspDinst.exe -i**

Note

It is recommended that you close your labeling software and other applications before installing your driver.

Software key protection

Once you have installed the labeling software, the Activation Wizard will be launched, taking you step-by-step through the software key protection process.

To Activate the software key

1 In the Activation Wizard, select **Activate**, then click **Next.**

There are three possible activation methods: **Online activation**, **Activation from another computer**, and **Offline activation**.

2 Depending on the selected activation method, follow the appropriate steps to complete the activation process.

Note

If you are connected to the internet, the wizard will automatically select activate online.

Online activation

1 Select **Activate online**.

Note

SMA account window is displayed. If you select **I have a SMA account**, the SMA account information step appears. If you select **I do not have an SMA account**, next step will be **User Registration** and you will need to enter all user data. A new SMA user account will be created automatically.

Some enterprise networks are protected by a proxy server. In this case, there is an extra step which allows you to enter the IP address and connect to the Internet.

2 Enter your information in the **User Registration** form. Click on **Next**.

3 Enter the serial number and the password provided with the product and click **Next**.

4 Click **Finish**.

Activate from another computer

1 Select **Activate from another computer**.

Note

SMA account window is displayed. If you select **I have a SMA account**, the SMA account information step appears. If you select **I do not have an SMA account**, next step will be **User Registration** and you will need to enter all user data. A new SMA user account will be created automatically

2 Enter the serial number and the password provided with the product and click **Next**.

3 Select the media to use for activation (USB key or external hard disk) and click **Next**. Files for activation will be copied into the selected media.

4 Unplug the media.

5 Plug this media into another computer connected to the Internet.

6 Run **USBWizard.exe** (it can be found on the root of the media). This will start the wizard.

7 Select the license(s) to activate and click **Next**.

8 Input your information in the **User Registration** form. Click **Next**.
A message will inform you that the activation information for the selected license(s) has been successfully retrieved.

9 Unplug the media from this computer.

10 Plug this media into the computer where the software is installed and run **USBWizard.exe** again (it can be found on the root of the media).

11 The wizard will display the license that can be activated on the computer where the software is installed.

12 Click **Next**.

13 Click **Finish**.

If any problems were encountered, a message will inform you that the activation has failed and an error will be displayed.

Activate offline

1 Select **Activate offline**.

Note

SMA account window is displayed. If you select **I have a SMA account**, the SMA account information step appears. If you select **I do not have an SMA account**, next step will be **User Registration** and you will need to enter all user data. A new SMA user account will be created automatically

2 Select one of the three possible offline activation procedures: **Activate by email**, **Reset a pending email activation** (allows you to get a new serial number and password in case of problems), **Activate by phone**.

Email activation

3 Enter your information in the **User Registration** form. Click **Next**.

4 Enter the serial number and the password provided with the software and click **Next**.

5 Send the email created to activations@teklynx.com.

6 Click **Exit** to launch the software in trial mode.

7 When you receive the validation code and the installation code, please start the software to launch the wizard.

8 Select **Continue a pending activation** and click **Next**.

9 Enter the validation code and the installation code returned by email and click **Next**.

10 Click **Finish**.

Reset a pending email activation

This activation mode can be used if you have not sent the email for activation or if you have lost your license. A new serial number and password will be delivered to enable you to proceed with the activation process.

Activate by phone

3 Call the contact displayed in the wizard depending on your location.

4 You will be required to provide user registration information over the phone. Please have your company information available, along with the serial number, password and user code.

5 Enter the validation code and the installation code provided by phone and click **Next**.

6 Click **Finish**.

CHAPTER 3

Network Use

Managing users

License Service Controller

The License Manager is installed as a service. This service, referred to as SLicense, is enabled automatically when the server is turned on.

The License Service Controler module, named SLicenseCtrl.exe, is used to control how the service functions and to change the standard behavior of the License Manager. You can, for example:

- Start or stop the service
- Display the list of users connected to the labeling software

Description of the License Service Controller window

- To start License Service Controller, click on the icon on the **Network** toolbar.

Once started and the window is enabled, the **License Service Controller** window is displayed as follows:

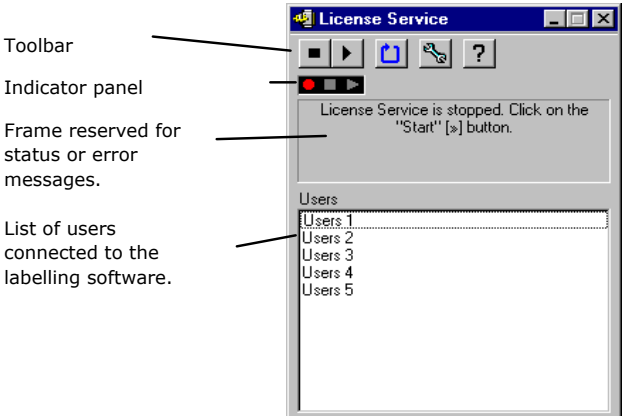


Figure 1 Main Service Control window

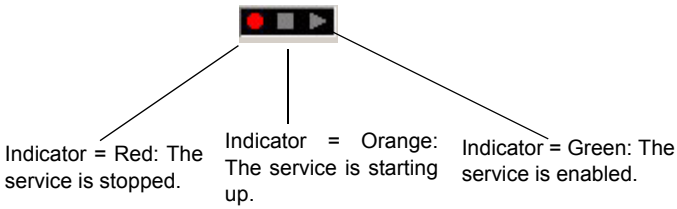
The **License Service Controller** window displays the list of users. This list permanently displays the login name of those currently using the labeling software.

The License Server Controller window toolbar contains the following buttons:

Button	Function
	Stops the service.
	Starts the service.
	Refreshes the display: The list of users may not be updated in certain cases, such as if a workstation crashes. To reset a workstation, press CTRL+ALT+DEL.
	Accesses the **Service Control Settings** window. This button is only available when the service is stopped.
	Displays the **About** window. This window displays the version number of the program.

The Indicator Panel

The Indicator panel displays the current status of the service.



The Settings dialog box

To access the Settings window:

- Click .

The **Settings** window is displayed.

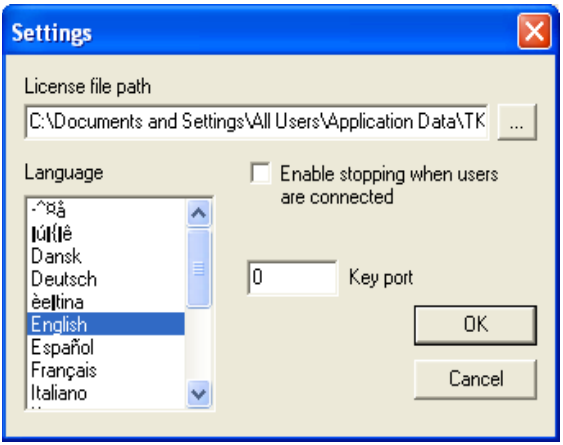


Figure 2 **Settings** window

To change the settings

If SLicense.exe was not installed in the [DONGLE] folder, you must specify the access path to the license file.

1 Enter the new access path to the license file, or click the **Browse** button.

2 If you want to allow the service to be stopped while users are still logged on, select the **Enable stopping while users are connected** option.

3 If you want to change the display language of the License Service Controller, select the desired language from the **Language** list.

4 Click **OK** to update the changes.

Changing the behavior of the service

By default, the service is started automatically when the workstation is turned on. However, you can change the behavior of the service in the **Services** window in the Windows Control Panel. For more information, refer to the documentation supplied by Microsoft.

Changing the service startup type

1 Select SLicense from the list of services.

2 Click **Startup**.

3 Enable the desired startup type. **SLicense** is configured to start automatically by default.

Selecting a user account

1 Select the user account in the **Log on as** field.

2 Type and confirm the password and click **OK** in the **Service** window.

Maximum number of users

In case you installed the License Manager on a Windows® workstation your network version is limited to a maximum number of users. This means that a 10-user license allows you to start 10 sessions of the labeling software simultaneously. If an eleventh user tries to log on, an error message is displayed indicating that the maximum number of users has been reached. He or she must wait until one of the connected users logs off.

To increase the simultaneous connections, you have to install the License Manager on a Windows® Server.

Troubleshooting

Two types of error messages can be displayed. The table below lists possible problems and describes the troubleshooting procedure.

Message	Solution
Protection key not found	- The key is not connected. - The dongle is connected to the wrong port (serial port, for example). - A printer is connected to the dongle and is switched off. - The product has not been activated.
License Manager cannot create the license file	The license file could not be created in the [TKDongle] folder. This may mean that a user on the station on which License Manager was started does not have the access rights required to write to this folder. The network administrator must assign the required access rights (read, write, delete, and modify, if applicable).

Managing shared resources

Shared document files

A document can only be opened by one user in read/write mode. If the same document is opened by other users, it is opened in read-only mode. This means that only the first user can modify and save the document.

Note: The document can be printed from read-only mode.

To provide security for the work of the group, the opening mode for documents can be defined in the **Options** window on the **Document** tab, by selecting the **Open documents in read only mode by default** option.

Shared data

The **Network Settings Wizard** is used to configure data sharing for variables, lists of values, and the printing logfile.

To share data, you must specify a path and folder on the network in step 3 of the wizard.

Shared printing logfile

If you selected the **generic** settings mode in the **Network Settings Wizard**, the printing logfile (which is very useful for tracking all print jobs) can be configured in the printing logfile window.

To share the printing logfile with all workstations, you must first generate the log file on one of the workstations.

To generate a printing logfile

1 Go to **Tools > Printing Logfile**.

2 Enter the access path to the folder in which shared data is saved and a file name for the printing logfile, then select a text editor.

3 Enable your options on the **Options** tab. For more information on the printing logfile, refer to the online Help system.

Note

As with shared variables, if multiple users are working on the same file, only one printing logfile is created and it tracks all print jobs for each user. However, a user can generate a personal file.

Shared file timeout period

When a shared file, such as a file of shared variables, is opened by a user, it cannot be accessed by other users. Others users must wait until it becomes available before editing it. After a timeout period (defined by you), a message is displayed asking the user if he or she wants to continue waiting or cancel the request.

To define the timeout period:

1 Go to **Tools > Options**.

2 Click the **Others** tab.

3 Type a value in the **Shared files access timeout period (ms)** field.

Printing

A flashing colored indicator indicates the status of the current print job in the Print Status windows. This status is only displayed if you display the **Print** window in the labeling software.

- **Green**: The data is being printed.
- **Orange**: A user is currently using a shared resource (printer or variable).
- **Red**: Error.

To display the print dialog box:

1 Go to **Tools > Options** and click the **Printing** tab.

2 Disable the **Hide the Cancel Print dialog box** option.

Notes for the network administrator

This section describes folders on the server and workstations, and the required access rights.

Folders on the server
During installation, the [TKDONGLE] folder is created. It is important for each user to have read/write access to the shared **TKDONGLE** folder.

Folders on the workstation

The table below describes each of the sub-folders of the [COMMON] folder and the required access rights. The access path to this folder is C:\Documents and Settings\All Users\Application Data\Teklynx\
For Vista users, the path is: C:\Program Data\Teklynx\

Folder	Rights
[COMMON APP PATH] TEKLYNX\LABELVIEW 9	RWMC
[COMMON APP PATH]\ TEKLYNX\LICENSEMANAGER	RWMC

R=Read W=Write M=Modify C=Create

Note

Users must be given, at minimum, read/write access to all available folders in the default folders list (Tools > Options > Default folders).

United States	France	Germany	Singapore	China	Japan
1-414-837-4800	33-562-601-080	49-6103-30026-0	65-6477-7293	86-21-6100-6588	81-45-461-3603

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