

TEKLYNX®

LABELVIEW™

SETTING THE STANDARD



A D M I N I S T R A T O R ' S G U I D E



Administrator's Guide

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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 DVD 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: XP, Vista, 7, 8, 8.1, Server 2003, Server 2008 or Server 2012.
- 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.
- System must have access to the Internet or have a dedicated USB port.

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.

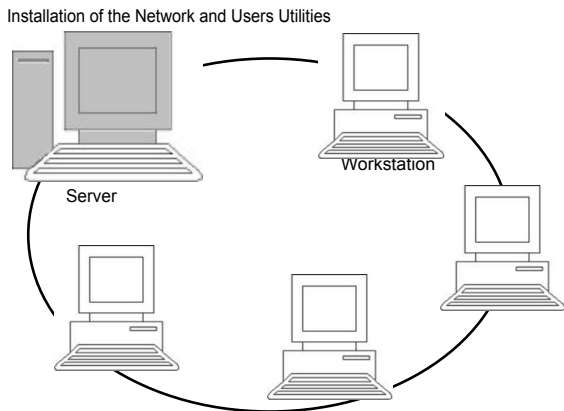


Figure 1 Network Configuration Installation.

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 Network License Manager (**License Service**)
- **Network Settings Wizard**, which helps you define the network configuration.

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 DVD in the appropriate drive.

The **Installation** window is displayed.

If the DVD does not run automatically, go to Windows explorer and expand the letter of the DVD drive. Double click index.hta.

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

3 Follow the instructions on the screen.

4 If 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.



Share the TKDongle folder with full control, using TKDongle as the share name. The default access path for this folder is

For XP:C:\DocumentsandSettings\AllUsers\
ApplicationData\TKI\LicenseManager\TKDongle

For Vista, 7, 8, 8.1, Server 2008 and Server 2012:
C:\ProgramData\TKI\LicenseManager\TKDongle)

RIGHT CLICK > **Properties** > **Sharing** tab and **Permissions** button.



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:

For XP:C:\DocumentsandSettings\AllUsers\
ApplicationData\TKI\LicenseManager\
TKDongle

For Vista, 7, 8, 8.1, Server 2008 and Server
2012:
C:\ProgramData\TKI\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, which can be accessed from:

For Windows versions older than Windows 8: **Start** > **Programs** > **Teklynx Network Utilities** and selecting

Network Toolbar.

For Windows 8 and 8.1 users: Access the search tool. To access and use the search tool, open the Charms menu by pressing **Win** [Windows key] + **C** on your keyboard or by swiping in the top-right or bottom-right corner. Once the Charms menu pops open, click/tap the Search button. Type **Teklynx Network Utilities**.

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

1 Start the Network Settings Wizard.

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.

Starting the License Service


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

The License Service 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 DVD for the installation in the appropriate drive.

The Installation window is displayed.

If the DVD does not run automatically, Go to Windows explorer and expand the letter of the DVD drive. Double click on 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 Service 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).

Without a protection key, the program will run in “evaluation” mode. You will not be able to save and print your labels.

- The dongle is a small electronic device that you plug into your PC's parallel or USB port before launching the software.
- 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 Service 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 Service** 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

Parallel port/DB25 female connection

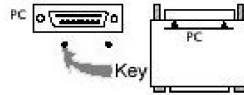


Figure 2 Connecting the dongle to the parallel port on your PC



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

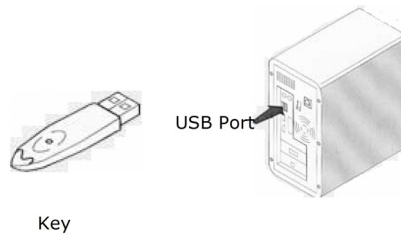


Figure 3 Connecting the dongle to the USB port of your PC

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 Go to Windows explorer.

2 For Windows XP and Server 2003:

Enter C:\Program Files\TKI\[software version]\Common\Tools\Dongle\ then type the following command: \HaspDinst.exe -i

For Windows 7, 8, 8.1 Server 2008 and Server 2012, 64-bit machines:

Enter C:\Program Files (x86)\Common Files\TKI\Dongle\ then type the following command: \HaspDinst.exe -i

For 32-bit machines:

Enter C:\Program Files \Common Files\TKI\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**.

There are four possible activation methods: **Online activation**, **Using a USB key**, **Using a smartphone** and **Using our website**.

Note

If you have an Internet connection on the computer where the software is installed, online activation is automatically selected.

Online activation

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.

1 Enter the **Serial number** and the **password** provided with the product and click **Next**.

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

3 Click **Finish**.

Note

If you do not have an Internet connection on the computer where the software is installed but you have access to another computer with an Internet connection, you can activate the product using a USB key.

Using a USB key

1. Enter the **Serial number** and the **password** provided with the product and click **Next**.

2. **Select Using a USB key.**

3. Select the media to be used for activation (USB key or external hard disk or network drives) and click **Next**. Files for activation will be copied onto the selected media.
4. USB devices only: Unplug the removable media and plug it into the computer connected to Internet.
5. On the computer connected to the Internet, double-click USBWizard.exe (which can be found on the root of the media). This will start the Activation wizard.
6. Select the license(s) to activate and click **Next**.
7. Enter or edit 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.

8. **USB devices only**: Unplug the removable media from this computer and plug it back into the computer where the software is installed.
9. On the computer where the software is installed, double-click **USBWizard.exe** again (the file can be found on the root of the media).

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

10. Click **Next**.
- 11.

Click **Finish**.

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

Note

If you do not have access to a computer with an Internet connection, you can activate the product using a smartphone.

Using a smartphone

A barcode scanner application is required to read the barcode which allows you to activate your software using a smartphone. You can download this from your application store / market. This activation mode uses an Internet connection on your smartphone.

1 Enter the **Serial number** and **Password** provided with the software and click **Next**.

2 .Select **Using a smartphone**.

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

4 A barcode appears. Move the cursor over the barcode to zoom in.

5 Open your barcode scanner application on your smartphone.

6 Scan the barcode with your smartphone.

7 Click **Continue** or open the browser on the phone.

8 The Software Activation website is displayed. This allows you to register and activate your software. All fields must be filled in.

9 Click **Submit**.

The **Validation code** and **Installation code** are displayed at the bottom of the Software Activation website page. Please scroll down if necessary.

10 Enter the **Validation code** and **Installation code** in the wizard (using uppercase characters).

11 Click **Next**.

12 Click **Finish**.

Using our website

1. Enter the **Serial number** and **Password** provided with the software and click **Next**.
2. Select **Using our website**.
3. The link provided on this screen (<http://www.teklynx.eu/nsp/>) can be reached from a different computer with Internet access. You or someone else with an Internet connection can connect to our website to complete the activation. The **Serial Number** and **Password** (provided with the product) and the **User Code** (displayed in the wizard) will be required in order to use this service.
4. Enter the license user's information in the User Registration form displayed on our website. Click **Next**.
5. Click **Submit**.
6. The **Validation code** and **Installation code** are displayed on our website. Enter these in the wizard (using uppercase characters) and click **Next**.
7. Click **Finish**.

CHAPTER 3

Network Use

Managing users

License Service Controller

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

The License Service Controller module, named SLicenseCtrl.exe, is used to control how the service functions and to change the standard behavior of the License Service. 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:

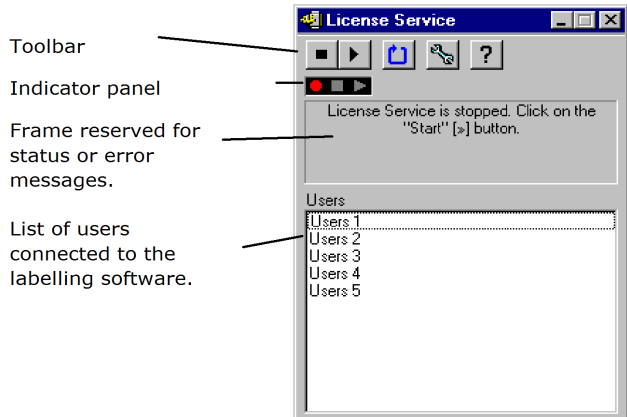







Figure 1 Main Service Control window

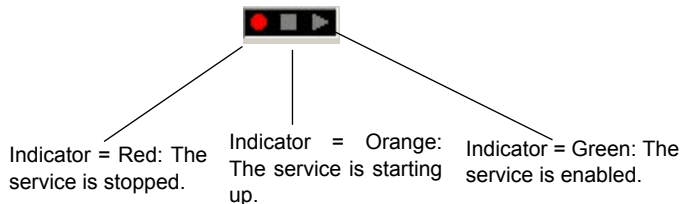
The License Service Controller window displays the list of users. This list permanently displays the login name of those currently using the labelling software.

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.

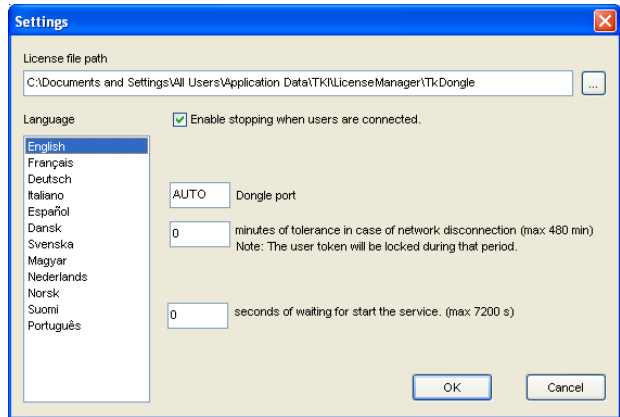


Figure 2 Settings window

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 If you want to change the tolerance period in case of

network disconnection, enter the desired value in minutes (max. 480 minutes).

By default there is no tolerance (0 minute). If the network is disconnected, the labeling software stops working.

Note: The tolerance period begins after about 6 minutes of connection to the server.

However, you can modify this tolerance. You can define another value, in minutes (Max. 480 minutes), that will allow you to continue using your labeling software even if the network is disconnected.

Note: The user token will be locked during that period of tolerance.

5 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 Service 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 Service 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	<ul style="list-style-type: none"> - 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 Service cannot create the license file	<p>The license file could not be created in the [TKDongle] folder. This may mean that a user on the station on which License Service 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).</p>

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 **Tools > Configuration > Document** tab, by selecting the Open documents as «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 > 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. Other 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 > Configuration**.

2 Click the **Others** tab.

3 Type a value in the Shared files access timeout (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 > Configuration** and click the **Printing** tab.

2 Disable the Hide 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.

Note

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



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