ADMINISTRATOR'S GUIDE
Version 2026

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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.

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.

System requirements

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

- OPERATING SYSTEM
  Windows® 11 x64
  Windows® 10 x86/x64
  Windows® Server 2025
  Windows® Server 2022

Windows® Server 2019
Windows® Server 2016

- VIRTUAL MACHINE PLATFORMS
  Requires VM license
- MEMORY
  2GB or more RAM (4GB recommended - depending on OS and usage)
- HARD DISK SPACE
  A hard drive with at least 1.5 GB free disk space (depending on the installation options).
- DISPLAY
  Windows display adapter capable of 1024x768 with True Color capabilities and DirectX® 9 (DirectX 11 compliant card recommended).
- SUPPORTING SOFTWARE
  Microsoft .NET Framework 4.8 (provided with the installation)
  Microsoft .NET Desktop Runtime 10 (provided with the installation)
  Any pdf reader
- ADDITIONAL REQUIREMENTS
  Installation requires full Administrator privileges.
  At least one printer driver installed on computer.
  The following is required for Online licenses:
  - Internet access to license server
  - Ports 80 and 443 must be open (proxy, firewall)
  - Proxy authentication is not directly supported for Online licenses

Note

The Release_Notes_En.pdf 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 License Manager** on the server or on a station that will serve as a server, then install the labeling software on each workstation.

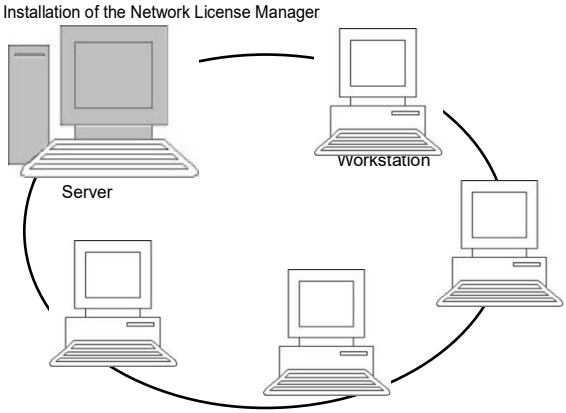


Figure 1: Network Configuration Installation.

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 License Manager** and the dongle will be installed.
- Define the client workstations that will use the labeling software.

Network License Manager

The **Network License Manager** let you define the network configuration of your labeling software. It includes:

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

Installing the Network License Manager

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 License Manager** 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 License Manager**, 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.

Configuration

All the necessary tools to configure the network version are available from the **Network License Manager toolbar**, which can be accessed from the Windows taskbar (Systray).

From the Window taskbar, double-click on the icon to have the **Network License Manager** toolbar displayed.

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 TkxWebLicenseServer. You do not need to manually start it. In fact, the service starts when the workstation is turned on

and runs as a background task as long as the workstation is on.

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

Starting the Service Controller

- Click the icon on the **Network License Manager** toolbar
  -or-
- Double-click the TkxWebLicenseServerController.exe file.
- Right-click on the **Network License Manager** icon from the Windows taskbar and select **License Service Controller**

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 **License Manager** is displayed. Click **Try** to launch the software. From the **Tools** menu, choose **Network Administration**.

- or -

From Windows Start menu, select **Network Administration** shortcut in the labeling software group.

4 Enable **Use Network License**.

5 Select the **Type of network license**.

- **Shared folder license** uses the file sharing feature of Windows to communicate between the software and the License Manager.
- **Web license** uses http/https communication between the software and the License Manager.

6 Specify the **server port** if you have selected the **Web license** type

7 Click on the "..." button to manually specify the location of the server.

- or -

Click on the **Search for server...** button to make the program browse the network and select the server on which the License Manager is installed.

Note

Click the **Test…** button to check if the server has been detected at the specified location.

If you have selected the **Web license** type, then you can optionally define a **Secondary server**. This server will be used in the event that the **Primary server** is not available.

Note

If you define Primary and Secondary servers, then both servers must use HTTP, or both servers must use HTTPS, you must not mix the two types of protocol otherwise the label designer will not be able to switch servers successfully.

Note

If you define **Primary** and **Secondary** servers, then the two licenses must refer to the same product, including the same version, and the same add-ons. However, they can differ in the quantities of users or printers. The types of protection can also be different, for example one server

can use a software license and the other a hardware dongle.

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

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

10 Click **OK**.

11 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.
- The software key is an electronic code that is requested by the **License Manager** 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

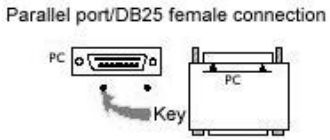


Figure 2: Connecting the dongle to the parallel port on your PC

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

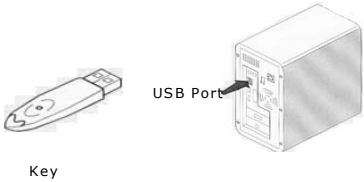


Figure 3: Connecting the dongle to the USB port of your PC

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.

Installing the driver key manually

To manually install the key driver:

1 Go to Windows explorer.

2 Enter [Product Install Folder]\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 **License Manager** will be launched, taking you step-by-step through the software key protection process.

To activate the software key

In the **License Manager**, 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

The following is required for Online licenses:
- Internet access to license server
- Ports 80 and 443 must be open (proxy, firewall)
- Proxy authentication is not directly supported for Online licenses

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 **License Manager**.

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 (https:// www.teklynx.com/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

Managing network licensing

Network licensing

Network licensing overview

Network licenses are multi-user licenses assigned to a single computer, running the License Service. The License Service shares access to these licenses for the individual copies of the labeling software.

The License Service is installed as a service. This service, referred to as TkxWebLicenseServer, is enabled automatically when the server is started.

The License Service supports two different types of network licenses, differing in the mode of communication between the service and the labeling software:

- Shared folder licenses, using the file sharing feature of Windows as communication channel.
- Web licenses, using http/https communication.

The two different license types can be used simultaneously.

License Service Controller

The License Service Controller module, named TkxWebLicenseServerController.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 the icon on the **Network License Manager toolbar**
  - or -
- Double-click the TkxWebLicenseServerController.exe file.
  -or-
- Right-click on the **Network License Manager** icon from the Windows taskbar and select **License Service Controller**

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

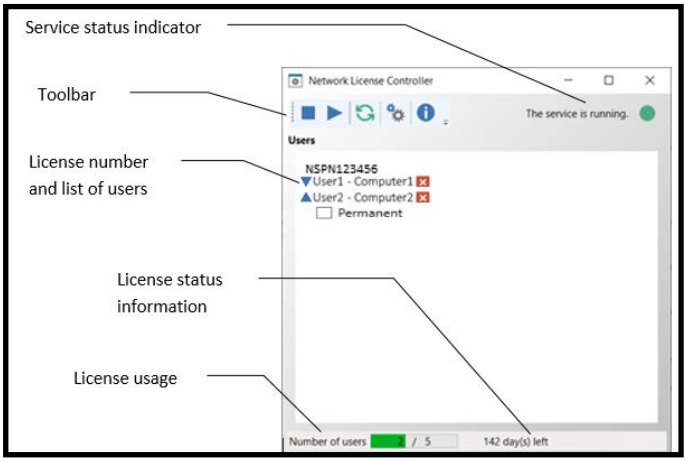


Figure 4: Main Service Control window

If your license is printer limited, the License Service Controller window is displayed as follows.

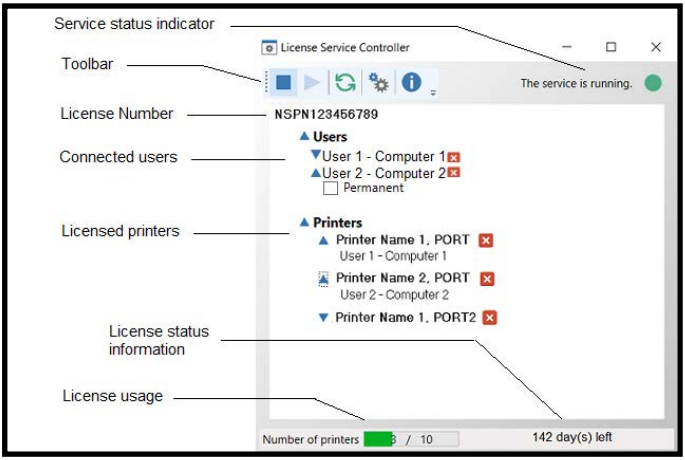


Figure 4 bis: Main Service Control window for licenses limited by printers

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

Note

You can get more information about printers licensing in «Licensing printers» topic of the Label Designer help.

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 service status indicator

The Indicator panel displays the current status of the service.

Image	Status
	The service is stopped.
	The service is in transient state. It is either just starting or stopping.
	The service is running and there is a valid network license detected.
	The service is running but there is no valid network license detected.

The **Settings** dialog box

To access the **Settings** window, click .

The **Settings** window is displayed.

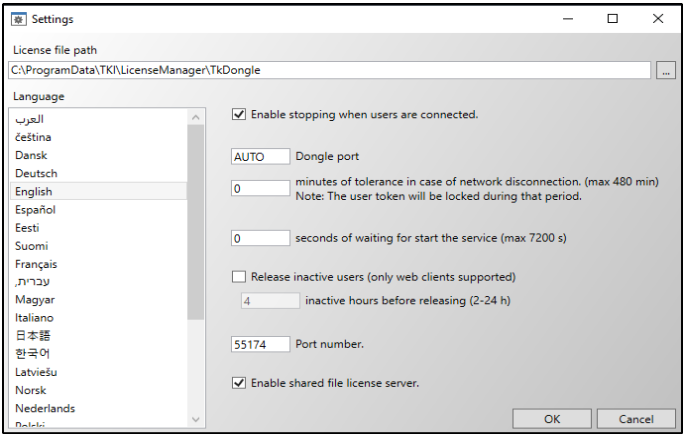


Figure 5: Settings window

To change the settings

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

- Enter the new access path to the license file, or click the Browse button. Please ensure that the new folder is shared and users are granted read/write rights to the folder.
- 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.
- If you want to change the display language of the License Service Controller, select the desired language from the **Language** list.
- If you want to activate a tolerance period, enter the value in minutes (max. 480 minutes). During this period, you can continue to use the labeling software even if access to the license server is interrupted.

  The user token will be locked during the tolerance period. The token can be released immediately when

the labeling software is closed by selecting the option **Release the network license when the application is closed** in the **Network Administration** dialog box (Command **Tools**> **Network Administration** from the labeling software).

Note

The labeling software needs to be connected to the license server for at least 6 minutes in order for the tolerance period to become active.

Note

This option cannot be activated at the same time as the option Release inactive users.

- You can specify a certain number of **Seconds waiting for start the service**, to allow the system be ready and stable after startup.
- You can **Release** the license of **inactive users** after a specified period of **inactive hours**. This will make the license available for use by another user if the current user has been inactive for the number of hours specified, between 2 and 24 hours. The current user's application will display a warning message and allow them to save any changes before closing.

Note

This option cannot be activated at the same time as the option minutes of tolerance, which must be set to zero minutes in order to deactivate it. This option only applies when the user's application is configured to connect using Web mode.

- If you want to use a different IP **port number**, you can specify it in this window. The firewall has to be adjusted to allow the service communicating through the newly specified port.
- You can uncheck the **Enable shared file license server** option, if you want to use only the http/https communication based web license method to access the network licenses.

- 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 **TkxWebLicenseServer** from the list of services.

2 Click **Startup**.

3 Enable the desired startup type. **TkxWebLicenseServer** 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. (This limitation applies only on shared folder type network licenses.)

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	- 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	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).
License Service is not accessible	Firewall prevents the software to access the License Service over the IP port.

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.

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. 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 > 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.

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).

CHAPTER 4

Using Labeling Software via RDP (RemoteApp / Remote Desktop)

Presentation

Labeling Software can be used with an internal printer driver to print to a printer connected locally to a Workstation (for example via a USB port). When running the labeling software locally on the Workstation the local ports can be seen, however when running it via RDP (RemoteApp / Remote Desktop) these ports are not identifiable. In order to see the local ports using RDP, you need to install an extension on the Workstation.

Installation

Prerequisites

Prerequisites on Server:

- The Labeling Software is published as a RemoteApp and is available for launch in RDP Desktop mode from the Workstation, **OR** it is available to launch from the Workstation using a Remote Desktop session.
- The **RDP Server** option is installed on the server:
  From the labeling software installation wizard, select **Add-ons > RDP Server** option on Custom Setup step (it is not selected by default).

Prerequisites on Workstation:

- The printer is connected to the Workstation.
- The **RDP Client** is available for installation (available from the DVD or download it from this link: https://downloadcenter.teklynx.com/download/n2xFfnL3).

RDP Client Installation

On workstation, launch the **RDP Client** installation:

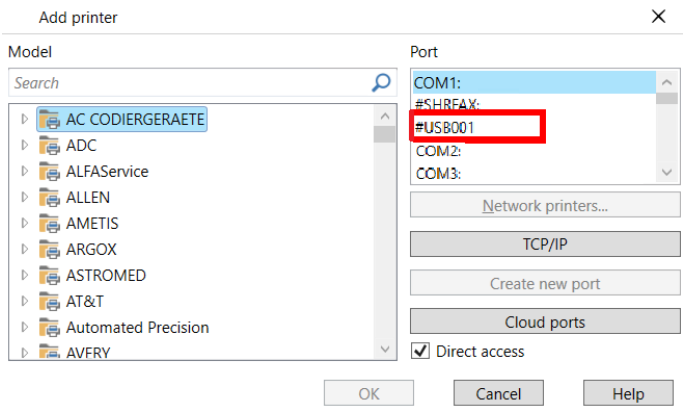
- Run **Setup.exe**
- Follow the steps in the Wizard

Print to a local port

Launch the labeling software **via RDP**, then:

- Open the **Select Printer** dialog box (**F5** or **File** > **Select Printer**).
- Click the **Add** button

The local ports available on the Workstation are now listed in the Port window, each prefixed with a # (hash) symbol.



- Select the required printer driver and the port (in this case USB)
- Click **OK**.
  The internal driver and port are added to the printer list.
- Click **OK** in the **Printer** dialog box and the printer is selected for use in the labeling software.
  You can print a job to the printer.

Note

A local spool is created on the Workstation. The spool will remain for future use.

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