TEKLYNX®

LABELVIEW™

VERSION 8

EASY
FLEXIBLE
POWERFUL

INSTALLATION GUIDE

TEKLYNX

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Introduction

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Welcome!

LABELVIEW 8 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's New?   New features in version 8 include:

- **Updated Interface -** New look and new toolbar buttons

- **RFID label printing -** Encode radio frequency tags

- **New Bar Codes -** UCC/EAN Composites & UCC/EAN-128 Coupon Extended Codes

- **Rich Text Fields -** Advanced text formatting features

- **TextArt -** Allows text to be "bent" at precise angles to fit a selected shape type (ellipse, polygon, rectangle, etc.) and formatted using custom spacing, borders, and backgrounds

- **AutoSize Text -** Printer resident fonts are automatically sized to fill a pre-sized field

- **TrueType Font Flexibility -** Independently change the width and height of TrueType fonts

- **SQL Query Builder -** Wizard for creating an SQL statement

For a complete listing of all new features, printer drivers and corrections in LABELVIEW 8, see the program's Readme.txt file.

LABELVIEW Editions   LABELVIEW label design software is available in three editions — Basic, Pro, and Gold. (The edition and release number for your software are printed on a label located on the LABELVIEW box, as well as on the hardware key for Hardware Key versions.) The following table provides an overview of the main features included in each edition.

FEATURE	Basic	Pro	Gold
General			
Print-only version		•	•
Network version			•
Printer code converter			•
Label samples	•	•	•
Unlimited number of fields per label	**(25)**	•	•
Hidden (unprintable) objects	•	•	•
Graphic formats import (bmp, pcx, jpg, tif, etc.)	•	•	•
Color support	•	•	•
Color graphic reduction	•	•	•
Graphical bar codes	•	•	•
Native bar codes	•	•	•
Multi-level password protection		•	•
Label specific passwords		•	•
Label previews	•	•	•
Multilingual support	•	•	•
Custom bar code support	•	•	•
2D bar code support		•	•
HIBC support		•	•
Print to file		•	•
Print to picture		•	•
TextArt		•	•
RichTextField objects		•	•
Database			
Database Editor (DBF and ODBC data source)		•	•
OLE DB and ODBC support		•	•
Key field access to database records		•	•
Table view/print		•	•
DSN file support		•	•
Customized SQL queries			•
Variables			
Flexible date and time stamping	•	•	•
Variable graphic images		•	•
Shared serial files		•	•
Linked expressions		•	•
Incrementing fields		•	•
Add an offset to date	•	•	•

FEATURE	Basic	Pro	Gold
User Input Fields			
Set input format	•	•	•
Minimum input length		•	•
Pick List data entry	•	•	•
Tools			
Directly modify printer code with Job Modifier utility		•	•
LABELVIEW Symbol (industry specific symbols)	•	•	•
User-definable reports generated from label log files			•
Automatically e-mail reports to track label stock usage (Media Tracking)			•
Pocket LABELVIEW support		•	•
Pocket LABELVIEW licenses		(0)	(1)
Automatic printing from a source database (DataWatch)			•
Print labels from serial device data (CommWatch)			•
Automatic printing based on a key field entered by an operator (Label Select)			•
Print labels automatically using simple instruction files (Command Files)			•
Visual Basic form builder			•
RFID tag support			•
Programmability			
OLE Client (insert WordArt, spreadsheets, etc.)		•	•
OLE Automation			•
DDE (Dynamic Data Exchange)			•

Other LABELVIEW Configurations

LABELVIEW Full Design and Run-Time Versions   LABELVIEW is available in a Full Design version and in a Run-Time (print only) version. The Full Design version is required in order to design, edit and save label design files. The Run-Time version must be used in conjunction with a Full Design version. Run-Time is limited to only opening and printing labels; you cannot add, move, delete or edit fields on a label.

LABELVIEW Single and Network Versions   A LABELVIEW Single-User version is a stand-alone program that is intended to be installed on one PC. The LABELVIEW Network version is a multi-user license available only with the Gold edition. For more information on the Network version of LABELVIEW, see Chapter 4, "Network Licensing Setup".

Software Protection Methods

The method of software protection used depends on the type of LABELVIEW package you purchased (protection provided through either a Hardware Key [a dongle] or a Software Key [an electronic code]).

Software Key Protection

LABELVIEW 8.01 introduces a new method of software protection and activation which replaces the conventional Hardware Key method that was previously required to run the software. The Software Key method requires simply that you enter an electronic code to activate the software, so you no longer have to worry about hardware key connection problems or key failure issues. The Software Key license is sometimes called a "keyless" license because it does not require an actual key to be connected to the PC.

For more information, see Chapter 2, "Installing LABELVIEW with a Software Key".

Hardware Key Protection

If you have purchased a Hardware Key package, your software will include a hardware key device, also called a HASP (Hardware Against Software Piracy) key or dongle, that must be installed on the computer to run the software. The hardware key holds an encrypted code which is deciphered by the LABELVIEW software to determine settings such as licensing, release version, full design or print only version, and the edition information of the software that has been purchased.

For more information, see Chapter 3, "Installing LABELVIEW with a Hardware Key".

System Requirements

- IBM-compatible PC, 486 or better
- Microsoft Windows 98 SE, Windows Me, Windows NT 4.0, Windows 2000, Windows XP or Windows Server 2003
- 32 MB RAM with Windows 98 or Windows Me (64 MB recommended)
- 64 MB RAM with Windows NT 4.0 or Windows 2000 (128 MB recommended)
- 128 MB RAM with Windows XP (256 MB recommended)
- 256 MB RAM with Windows Server 2003 (512 MB recommended)
- Hard drive with at least 50 MB free disk space
- Parallel port if using a parallel key (hardware key)
- USB port if using a USB key (hardware key)
- Serial port if required by printer
- VGA monitor or better
- CD-ROM drive
- Mouse

Product Components

Your label design software is packaged with the following components:

- CD-ROM
- Documentation appropriate for the version you purchased
- Hardware key (if you purchased a Hardware Key version)

The edition and release number for your software are printed on a label placed on this guide and also on the LABELVIEW box.

Viewing the Readme File

The **Readme.txt** file that installs with the software contains information about the most recent changes and updates to the label design software that were made after this manual was printed. This information supersedes what is contained in this manual.

Registering Your Software

Registering your software not only provides you with free Technical Support options, but it also ensures you are notified of critical updates and patches as they are released.

▶ **To register your software (after the program is installed):**

1 In LABELVIEW, click on the **Help** menu and then click **Register your product**.

2 Select the desired method of registration and follow the instructions displayed on the screen.

Installing LABELVIEW with a Software Key

2

Before Installing

- If you have already downloaded and installed the current LABELVIEW Demo, there is no need to install again from the CD. For Software Key versions, proceed to the "Activating the Software Key" section on page 2-5 for instructions on activating the software and converting it from a trial version to a full product.

- Disable all anti-virus software.

- Close all other applications that are currently running.

Local administrative privileges are required for proper installation. Contact your system administrator for assistance.

Software Key Installations

Software Key: Full Install

▶ **To perform a full install for a Software Key version:**

1 Insert the CD.

The CD's opening screen will appear. If the CD does not automatically open, on the taskbar, click the **Start** button, and then click **Run**. Type the letter of the CD-ROM drive followed by **CDSetup.exe** (e.g., D:\CDSetup.exe).
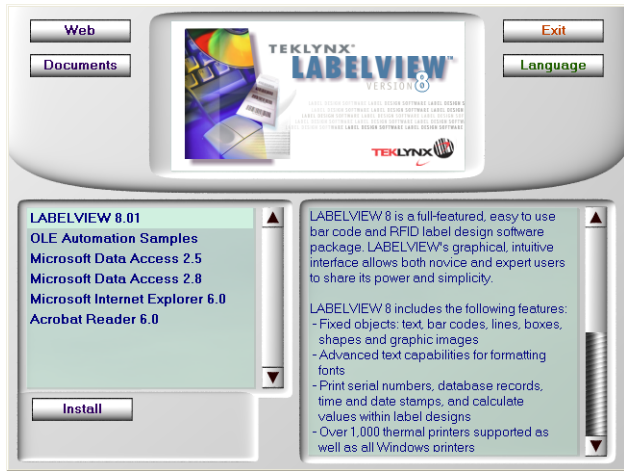
Figure 2-1 LABELVIEW CD Opening Screen

2 On the opening screen of the CD, click on **LABELVIEW 8.01**, and then click the **Install** button.

3 Select the desired language for the software interface screens, and then click **OK**.

The **Preparing to Install** screen will appear, followed by the welcome screen for the installation wizard.

4 Follow the on-screen instructions through the wizard until you reach the **Custom Setup** screen.
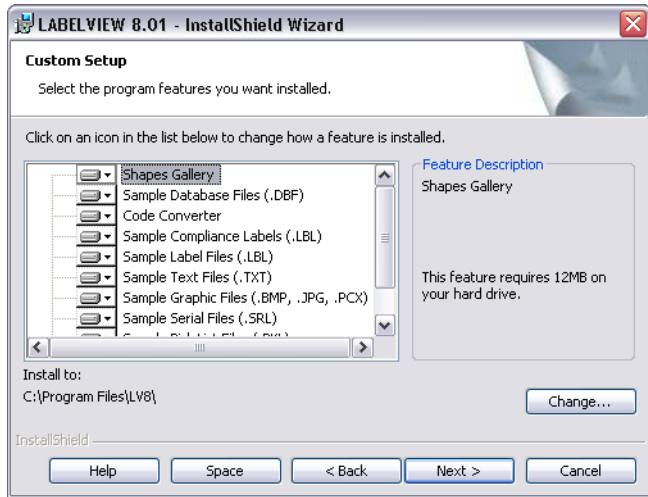
Figure 2-2 Custom Setup

5 On the **Custom Setup** screen, you can click on a program feature in the list to view the amount of hard drive space required to install the feature.

By default, all listed features (graphic files, database files, conversion utilities, sample files, etc.) will be installed. To deselect a feature, click its ⬛▼ icon and then click **This feature will not be available**.

| Note | Click the **Help** button on this screen to view the different install state icons and their meanings. |

6 Below the feature list window, the **Install to** line shows the default installation folder (C:\Program Files\LV8\).

It is recommended that you leave the installation location at its default setting. If it is necessary to install to a different location, click the **Change** button and specify the new location.

7 Click **Next**.

The installation wizard installs the LABELVIEW software. This may take several minutes.

When the wizard has completed the install, a message appears to inform you that LABELVIEW 8.01 has been installed successfully.

8 Click **Finish** to exit the wizard.

Software Key: Version Upgrade

If you are upgrading from a previous Hardware Key package to a Software Key package, your product box will contain a Key Migration Kit. This kit contains all of the necessary instructions and software needed to transfer your current Hardware Key-based software protection license to a Software Key license (sometimes called a "keyless" license because it does not require an actual key to be connected to the PC).

To upgrade your software and migrate your license from Hardware Key to Software Key, use the **Key Migration Tool** CD contained in the kit, and follow the steps in the instruction booklet provided.

> If you are upgrading from a previous Hardware Key package to a Software Key package, you must first install the LABELVIEW software, then migrate your license using the Key Migration Kit, and finally, activate the software.

Software Key: Edition Upgrade or Adding Users

If you are performing an Edition Upgrade (e.g., from LABELVIEW 8.01 Pro edition to LABELVIEW 8.01 Gold edition) or if you are adding users, you do NOT need to reinstall the software.

▶ **To perform an Edition Upgrade or add users for a Software Key version:**

• If you have purchased an Edition Upgrade or Add-on licenses for a Software Key version, your product box will contain a "TEKLYNX Softkey Upgrade Program" document that includes a printed label with your product serial number. To perform the upgrade, follow the detailed instructions included in this document.

Activating the Software Key

Once you have installed LABELVIEW, the Activation Wizard will take you through the process of activating the software.

▶ **To activate the Software Key:**

1 Start LABELVIEW.

A welcome screen appears displaying options to activate the software immediately or to try it for an evaluation period.
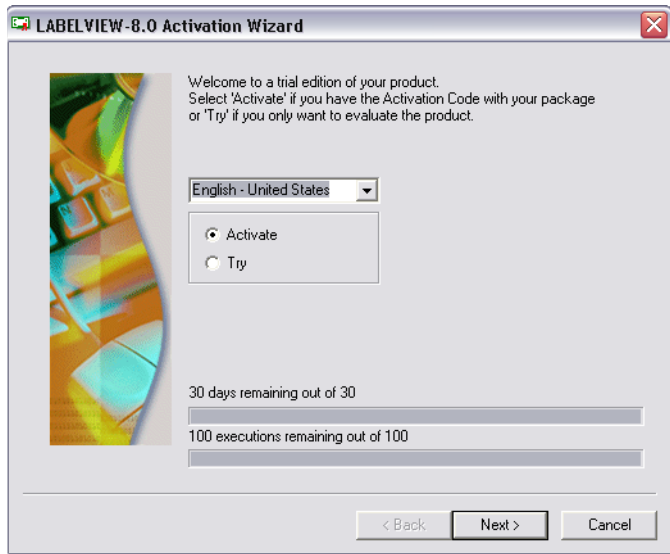
Figure 2-3 Activation Wizard

2 Click **Activate**, and then click **Next**.

The **Select Activation Mode** screen appears.

Figure 2-4 Select Activation Mode

3 Select from three options for the activation method (**Automatic (Internet)**, **Fax/e-mail**, or **Telephone**), and then click **Next**.

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

| Note | Once the software has been activated, the Activation Wizard will no longer appear upon startup, and you will be able to use the software with all features and functionality enabled. |

Automatic (Internet) Activation Method

1 Fill in all required fields on the **User Registration** screen, and then click **OK**.

2 On the **Internet Activation** screen, enter the Activation Code you received with the product, and then click **Next**.

   A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.

3 Click **Finish** to complete the activation process.

Fax/e-mail Activation Method

1 Fill in all required fields on the **User Registration** screen, and then click **OK**.

2 On the **Activation Code** screen, enter the Activation Code you received with the product, and then click **Next**.

3 Click the **Create Form** button.

   An Activation Request Form will be created with all of the required user information. This form must be sent via fax or e-mail in order to receive a Response Code. For sending instructions, please refer to the contact information given on the screen.

4 Click **Next**.

   While waiting for a Response Code, you may choose to launch your software and begin using it, or close it and return to the activation process once you have received your Response Code. (**Note:** Once you return to the wizard, all options you previously selected in the wizard will be retained.)

5 Once you have received your Response Code, you can return to the activation process by restarting the wizard and then clicking **Next** until you reach the screen that includes the option to **Enter the Response Code**.

6 Enter the Response Code provided to you, and then click **Next**.

A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.

7 Click **Finish** to complete the activation process.

Telephone Activation Method

1 On the **Phone Activation** screen, enter the Activation Code you received with the product, and then click **Next**.

2 Call the appropriate phone number for your area (provided on the screen).

You will be required to give all user registration information over the phone, so please have your company information at hand before calling.

3 Enter the Response Code provided to you, and then click **Next**.

A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.

4 Click **Finish** to complete the activation process.

Installing LABELVIEW with a Hardware Key

Before Installing

- If you have already downloaded and installed the current LABELVIEW Demo, there is no need to install again from the CD. To convert your installed demo version to a full product, close LABELVIEW, place the hardware key on the computer, and then restart the program.

- Disable all anti-virus software.

- Close all other applications that are currently running.

- Select one computer to designate as the "key server." You will need to install the label design software on this computer and then AFTER installation, attach the hardware key to the computer. (The hardware key should never be attached to the computer before or during the installation of the software. For more information on proper use of the hardware key, see the "Attaching the Hardware Key" section on page 3-5.)

> Local administrative privileges are required for proper installation. Contact your system administrator for assistance.

Hardware Key Installations

Hardware Key: Full Install

▶ **To perform a full install for a Hardware Key version:**

1 Insert the CD.

The CD's opening screen will appear. If the CD does not automatically open, on the taskbar, click the **Start** button, and then click **Run**. Type the letter of the CD-ROM drive followed by **CDSetup.exe** (e.g., D:\CDSetup.exe).
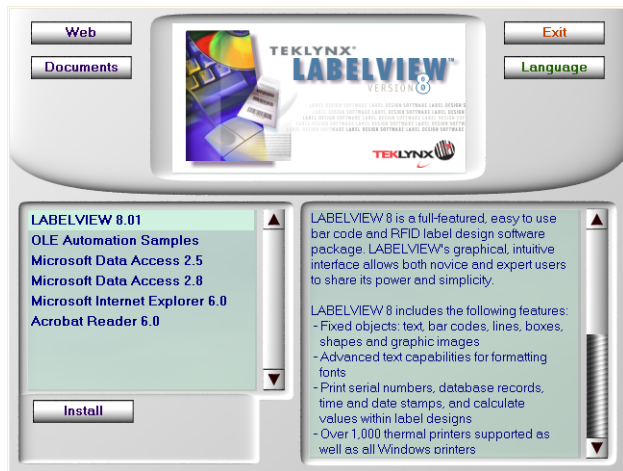
Figure 3-1 LABELVIEW CD Opening Screen

2 On the opening screen of the CD, click on **LABELVIEW 8.01**, and then click the **Install** button.

3 Select the desired language for the software interface screens, and then click **OK**.

The **Preparing to Install** screen will appear, followed by the welcome screen for the installation wizard.

4 Follow the on-screen instructions through the wizard until you reach the **Custom Setup** screen.
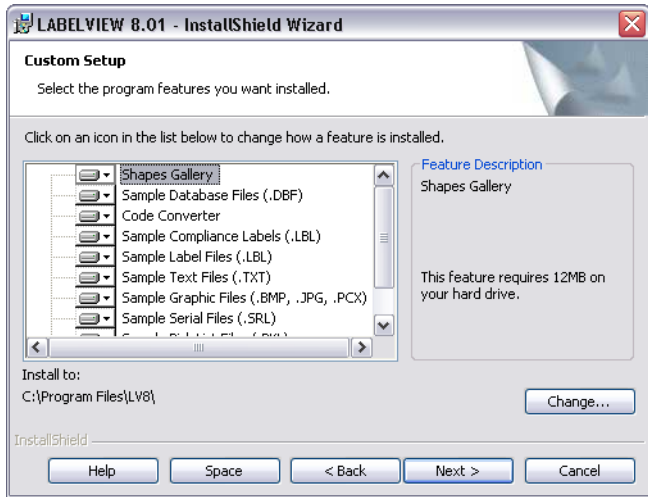
Figure 3-2 Custom Setup

5 On the **Custom Setup** screen, you can click on a program feature in the list to view the amount of hard drive space required to install the feature.

By default, all listed features (graphic files, database files, conversion utilities, sample files, etc.) will be installed. To deselect a feature, click its [icon] icon and then click **This feature will not be available**.

Click the **Help** button on this screen to view the different install state icons and their meanings.

6 Below the feature list window, the **Install to** line shows the default installation folder (C:\Program Files\LV8\).

It is recommended that you leave the installation location at its default setting. If it is necessary to install to a different location, click the **Change** button and specify the new location.

7 Click **Next**.

The installation wizard installs the LABELVIEW software. This may take several minutes.

When the wizard has completed the install, a message appears to inform you that LABELVIEW 8.01 has been installed successfully.

8 Click **Finish** to exit the wizard.

9 When installation is complete, attach the hardware key as directed in the "Attaching the Hardware Key" section on page 3-5.

Hardware Key: Version Upgrade

If you are upgrading from LABELVIEW version 6.0 or above (a Hardware Key to Hardware Key upgrade) and the earlier version is currently installed on the computer, you should install the new version over the earlier version. Any configuration settings you previously set up in the earlier version will be saved.

> If you are upgrading to a Software Key version of LABELVIEW (a Hardware Key to Software Key upgrade), you must first migrate your license using the Key Migration Kit. For more information, see Chapter 2, "Installing LABELVIEW with a Software Key".

▶ **To perform a Version Upgrade for a Hardware Key version:**

1 Follow the steps in the "Hardware Key: Full Install" section on page 3-2 to install the software.

2 Upgrade your hardware key as instructed in the "Key Upgrade Procedure" section on page 3-6.

Hardware Key: If you are performing an Edition Upgrade (e.g., from
Edition Upgrade or LABELVIEW 8.01 Pro edition to LABELVIEW 8.01 Gold edition)
Adding Users or if you are adding users, you do NOT need to reinstall the
software.

▶ **To perform an Edition Upgrade or add users for a
   Hardware Key version:**

• Upgrade your hardware key as instructed in the "Key
  Upgrade Procedure" section on page 3-6.

Attaching the Hardware Key

The Hardware Key version of the software includes a hardware
key device, also called a HASP (Hardware Against Software
Piracy) key or dongle, that must be installed on a computer to
run the software. The hardware key holds an encrypted code
which is deciphered by the LABELVIEW software to determine
settings such as licensing, release version, full design or print
only version, and the edition information of the software that
has been purchased.

Note
The hardware key is not related to the location or number of
printers. LABELVIEW is licensed for concurrent users and not
per seat.

Without the hardware key, the program will run
in Demo Mode and will place a demo message on
all labels printed with the software.

The hardware key is easy to use — simply connect it to the
appropriate port (parallel port or USB port, depending on the
type of key you purchased) before launching the software.

If attaching a parallel key and a printer will be attached to the
same port, connect the printer cable to the parallel key. (The
printer may need to be powered on before the key is
recognized.)

If attaching a USB key, note that when connected properly it
should light up to indicate that it has been recognized by the
operating system.
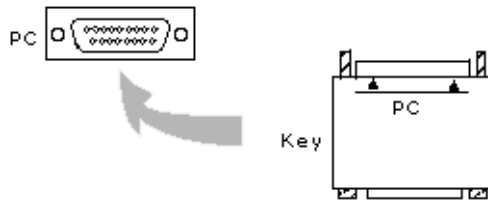
Figure 3-3 Connecting the hardware key to the parallel port
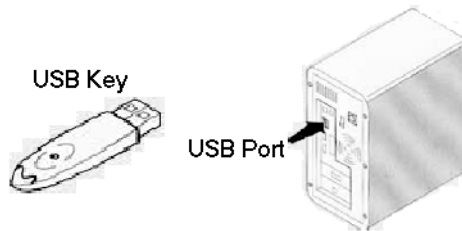
Figure 3-4 Connecting the hardware key to the USB port

Key Upgrade Procedure

In order to perform a Hardware Key to Hardware Key version upgrade, you must first upgrade the hardware key using the following steps.

Note

The Key Upgrade procedure works only with HASP keys.

1 On the computer with the key attached, in the LABELVIEW software, on the **Help** menu, click **System Status**, and then click the **Upgrade Version** button.

The **Key Upgrade** dialog box appears, displaying your 24-digit Key Code.

2 Send an e-mail to customerservice@teklynx.com with the word UPGRADE in the subject line and include the following two pieces of information in the body of the e-mail:

- Authorization Code (obtained from the Key Upgrade Program sheet included in your product box)

- Key Code (displayed on the **Key Upgrade** dialog box)

You will receive a return e-mail from TEKLYNX Customer Service with your new Upgrade Code.

3 Enter the new Upgrade Code in the box provided (on the **Key Upgrade** dialog box accessed in Step 1) and click **Upgrade**.

The message "Upgrade was done successfully" appears when your key upgrade is complete.

4 Label your key with the provided key label (opposite side of serial number) and follow the steps in the "Registering Your Software" section on page 1-6 to register your new product version.

If you have any problems with the Key Upgrade procedure, please contact TEKLYNX Customer Service at 888-629-4444 or e-mail customerservice@teklynx.com.

Network Licensing Setup

4

License Management

The license management utilities, included with the network (multi-user) packages, allow you to control access to the label design software licenses across the network. Using one of these utilities, you can have many users accessing the label design software at the same time, from anywhere on the network. When users are logged onto the program, their user names will appear in the users list so administrators can keep track of who is using the program.

Depending on your system setup, you may choose to install one of the following license management utilities:

- The **License Manager** utility (LVLicenseManager.exe) is the standard licensing program that must be started manually each time your system is powered on. License Manager must be running in order for users on the network to have full access to the label design software. If this program is not active, then all users will operate in Demo Mode.

- The **License Service** utility (SLicenseCtrl.exe) is similar to License Manager, but runs as a service, which means it launches automatically when the system is powered on and will run as a background task as long as the workstation is on. Note that this service runs only on Windows NT, 2000, XP and Windows Server 2003 systems (Software Key software protection method recommended for Windows NT).

▶ **To install the license management utility:**

1 Please note the following **BEFORE installing** License Manager or License Service:

- In most cases, it is recommended that you install the LABELVIEW software first, followed by the installation of the license management utility.

- The license management utility need only be installed one time in one central location (either on a central server or other shared server with all users mapped to it).

- Implementation and setup of the license management utilities require **full administrative privileges** on the license server, and cannot be set up remotely (i.e. cannot be set up using Remote Desktop).

- The installation folder of the license management utility (by default, C:\Program Files\LV8) **must be a shared and mapped letter drive**, allowing other workstations full control, read/write, and modify rights. Without full control access, the user will stay logged into the licensing utility even after closing the label design software.

- The license management utilities are not compatible with Novell systems, so Novell network users must designate a Windows workstation to be the license server.

2 Insert the CD on the computer chosen to act as the license server.

The CD's opening screen will appear. If the CD does not automatically open, on the taskbar, click the **Start** button, and then click **Run**. Type the letter of the CD-ROM drive followed by **CDSetup.exe** (e.g., D:\CDSetup.exe).

3 On the opening screen of the LABELVIEW CD, select **Network Manager**, and then click **Install**.

The install program begins preparations for the Label Design Network Utilities setup process (this may take a moment).

4 On the **Protection type** screen, select the appropriate protection type based on the product you purchased (either a Software Key or Hardware Key version), and then click **Next**.
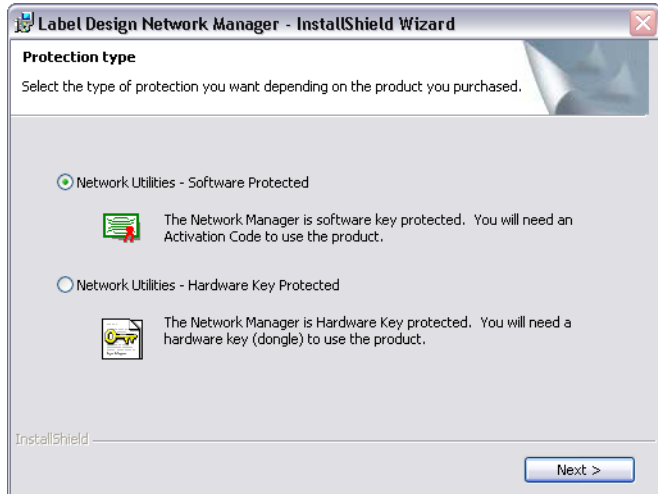

Figure 4-1 Protection Type

5 On the wizard's **Welcome** screen, click **Next** to continue with the installation of the network licensing utilities.

6 Now on the **Setup Type** screen, choose the setup type that best suits your needs:

   • Select the **Complete** install option if you want both license management utilities (License Manager and License Service) to be installed.

   • Select the **Custom** install option if you want to specify to install either the License Manager or License Service utility, or specify to install both utilities.

7 Click **Next**.

8 If you selected the **Custom** install option, select the license management utility (or utilities) to install — either **License Manager** and/or **Service Installation** (License Service) — and then click **Next**.
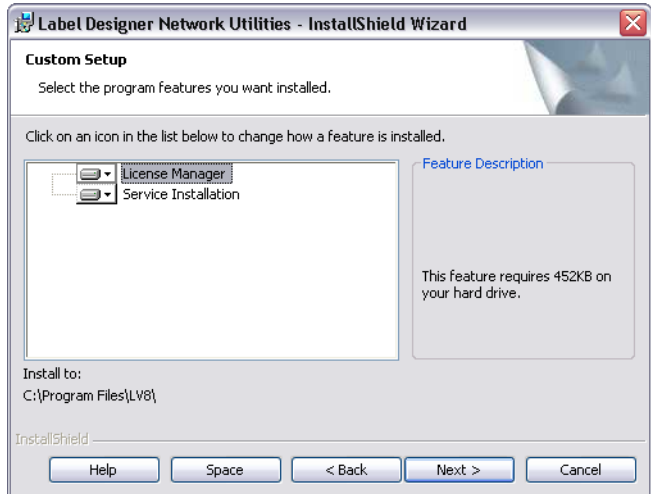
Figure 4-2 Custom Setup

9 On the **Ready to Install** screen, click **Install** to being installing the Label Designer Network Utilities.

10 When the installation is complete, click **Finish** to exit the install wizard.

Setting Up a Network Version

Follow the guidelines below when setting up a network (multi-user) version of the label design software:

• Each workstation requires a mapped letter drive in order to properly access the license management utility on the license server. The root directory of the software (i.e. C:\Program Files\LV8) must be shared and mapped allowing other workstations full control, read/write, and modify rights to all potential users.

• For Hardware Key packages, the hardware key must be attached to the server AFTER the software has been installed successfully. Only one hardware key is included with a network version of the software, pre-programmed with the number of licenses purchased. (For more information on proper use of the hardware key, see the "Attaching the Hardware Key" section on page 3-5.)

Network/Multi-User: Setup for a Full Install

1 Install the LABELVIEW software according to the instructions in either Chapter 2, "Installing LABELVIEW with a Software Key" or Chapter 3, "Installing LABELVIEW with a Hardware Key" depending on the type of product you purchased.

2 Install the license management utility (either License Manager or License Service) according to the "License Management" section on page 4-1.

3 For Hardware Key versions, attach the hardware key as directed in the "Attaching the Hardware Key" section on page 3-5.

4 Start the LABELVIEW software. (You may see errors upon opening, before the network configuration has been performed).

5 Install and select your printer. (For information on printer setup, see Chapter 5, "Printer Setup").

6 In LABELVIEW, select **Configuration** from the **Options** menu, and then click on the **Network** tab. Check the **Network Key** box, and use the ⌞...⌟ button or **Auto Find...** button to browse to the mapped letter drive location of the program's LICENSE directory.

7 Close LABELVIEW.

8 On the license server, run the license management utility you installed — either **License Manager** (LVLicenseManager.exe) or **License Service** (SLicenseCtrl.exe) — found in the LABELVIEW 8 program group.

9 Start the LABELVIEW software again. If the license server install was configured properly, LABELVIEW will open without error, and License Manager or License Service should reflect one user accessing the program. If unsuccessful, refer to Appendix A, "Troubleshooting Installation Issues" before continuing.

10 Install the LABELVIEW software on each workstation where the label design software will be used (do NOT install the license management utility on the workstations). Through Windows, map to the license server (the network drive where the license management utility is installed).

> Each workstation **requires a mapped letter drive** in order to properly access the license management utility on the license server. Refer to your Windows documentation or ask your system administrator for the necessary instructions.

11 For each installation repeat Step 6. Only this time, browse to the program's LICENSE directory on the mapped letter drive from Step 10.

12 Shut down and restart the label design software to complete the network installation.

**Network/Multi-
User: Setup for a
Full Install for
Terminal/Citrix
Server and Remote
Desktop**

For Terminal Server/Citrix Server and Remote
Desktop installations, the LABELVIEW software
must be installed on a server along with the
License Manager or License Service utility.

1   Install the LABELVIEW software according to the instruc-
    tions in either Chapter 2, "Installing LABELVIEW with a
    Software Key" or Chapter 3, "Installing LABELVIEW with a
    Hardware Key" depending on the type of product you pur-
    chased.

2   Install the license management utility (either License
    Manager or License Service) according to the "License
    Management" section on page 4-1.

3   For Hardware Key versions, attach the hardware key as
    directed in the "Attaching the Hardware Key" section on
    page 3-5.

4   Start the LABELVIEW software. (You may see errors upon
    opening, before the network configuration has been per-
    formed).

5   Install and select your printer. (For information on printer
    setup, see Chapter 5, "Printer Setup").

6   In LABELVIEW, select **Configuration** from the **Options**
    menu, and then click on the **Network** tab. Check the **Net-
    work Key** box, and use the [...] button or **Auto Find...**
    button to browse to the mapped letter drive location of the
    program's LICENSE directory.

7   Close LABELVIEW.

8   On the license server, run the license management utility
    you installed — either **License Manager**
    (LVLicenseManager.exe) or **License Service**
    (SLicenseCtrl.exe) — found in the LABELVIEW 8 program
    group.

9 Start the LABELVIEW software again. If the license server install was configured properly, LABELVIEW will open without error, and License Manager or License Service should reflect one user accessing the program. If unsuccessful, refer to Appendix A, "Troubleshooting Installation Issues" before continuing.

10 Set up all LABELVIEW configuration options as follows:

- On the **Options** menu, click **Configuration**. Use the tabs on the **Configuration** dialog box to set up all LABELVIEW configuration settings that you want to be available for all users (i.e., network licensing, printing options, display language, etc.).

- On the **Options** menu, click **Directories**. Use the **Directories** dialog box settings to specify the directory path for each data source option you want to be available for all users.

- Configure any other **Options** menu settings (serial files, accumulator files, label inventory, etc.) that you want to be available for all users.

11 After all configuration options are set, close LABELVIEW to update the label.ini configuration file with the new settings.

> With Terminal Server/Citrix Server installations, each terminal will have its own unique LABELVIEW configuration file. For this reason, you MUST set all configuration options before setting up each remote terminal. Note that if system security is desired, this will also need to be set up BEFORE setting up the remote terminals. For information on setting up system security, see Chapter 6, "Setting Up System Security".

12 Set up all remote terminals.

Now you can log onto the server or any remote terminal and the configuration file will be copied to each user as the user logs into the workstation or server and executes the LV.exe program file.

Using License Manager

1 On the Windows taskbar, go to **Start > All Programs > Teklynx > License Manager**.

The **License Manager** dialog box appears displaying a list of users, if any, who are currently using the label design software.

Figure 4-3 License Manager

2 Use the following buttons to update and display information in License Manager:

✗ Closes License Manager.

↥ Updates the display to show the users currently logged into the label design software. (The display is automatically updated every few seconds.) Note: If the display is not refreshing correctly to reflect the actual user status, verify that the users who are logging out have the required permissions (modify rights) needed to delete their user listings as they log out.

? Displays License Manager version information.

3 Click **✗** to exit License Manager.

Using License Service

License Service runs only on Windows NT, 2000, XP and Windows Server 2003 systems. (Software Key software protection method recommended for Windows NT.)

1 On the Windows taskbar, go to **Start > All Programs > Teklynx > License Service**.

The **License Service** dialog box appears displaying a list of users, if any, who are currently using the label design software.
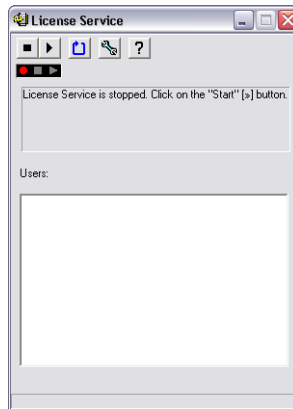
Figure 4-4 License Service

2 Click **Start** ▶ to start License Service. Once it is started, from then on the service will launch automatically when the system is powered on and will run as a background task as long as the workstation is on.

3 Use the following buttons to update the users list, config-
   ure settings, and display information in License Service:

   📋 Updates the display to show the users currently
   logged in to the label design software. (The display is
   automatically updated every few seconds.) Note: If the
   display is not refreshing correctly to reflect the actual user
   status, verify that the users who are logging out have the
   required permissions (modify rights) needed to delete
   their user listings as they log out.

   🔧 Allows you to configure License Service settings
   including: specifying the license file path, setting the
   option to stop the service when users are connected, and
   selecting a display language.

   ❓ Displays License Service version information.

4 Click ❌ to exit License Service.

Note	Exiting the **License Service** dialog box does NOT stop the service; it will continue to run as a background task. (To stop the service, click **Stop** ■ on the **License Service** dialog box.)

Printer Setup

5

LABELVIEW supports over 1,000 specialized thermal and thermal-transfer label printers and any printer with a valid Windows driver supplied by the manufacturer. Printer drivers included with this label design software are installed to the program's **Drivers** directory when the program is installed.

For optimum results when designing and printing labels in this label design software, use one of the high speed printer drivers installed with the program.

> For thermal and thermal-transfer printers, use only the drivers that are installed with LABEL-VIEW. If you use a driver that was installed through Windows, you may experience slow printing or encounter errors at print time.

Selecting a LABELVIEW Driver for Printing Labels

1 On the **File** menu, click **Select Printer**, and then click **Install**.

The **Install Printer Drivers** dialog box appears.
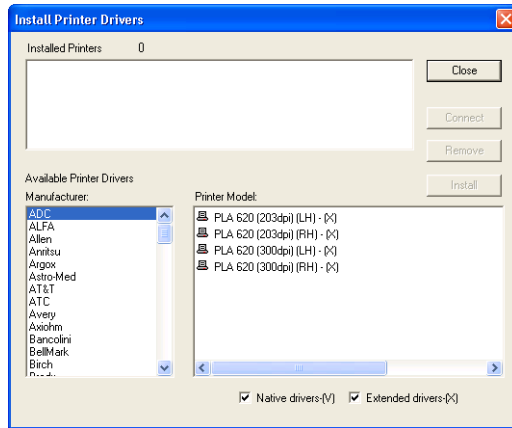
Figure 5-1 Install Printer Drivers

The printers appearing in the **Printer Model** list depend on the check box settings below it.

2 Check to make sure that both the **Native drivers-(V)** and **Extended drivers-(X)** check boxes are selected in order to view all available drivers.

Some printers include both a native driver and an extended driver for the same printer model, designated in the program as follows:

(V) = Driver is a native software driver (developed specifically for use with this label design software)

(X) = Driver is from an extended driver set

> If an extended (X) driver is selected, you can access the printer driver's advanced properties, allowing you to take advantage of the most powerful capabilities of the printer. To access these properties, go to **Edit** menu **> Label Setup > Options** tab **> Settings** button (an extended (X) driver must be selected in order for the **Settings** button to appear).

3 Using the **Available Printer Drivers** lists, select your printer's manufacturer and model.

4 With the desired printer selected, click **Install**.

The printer driver appears highlighted in the **Installed Printers** list.

5 By default, new printers are assigned to the local LPT1 port. If your printer is not connected to LPT1, click **Connect** and select the correct port. Adjust the settings, if necessary, according to your printer documentation.

If the printer is connected to a serial port, click the **Setting** button to configure the driver to match the printer device settings (baud rate, data bits, stop bits, parity, flow control). The printer and the computer MUST be set to exactly the same values. Check your printer documentation for the correct settings.

Note

To function properly, many serial printers need to be physically connected with a null modem cable or null modem adapter on a standard RS232 cable.

6 Click **OK**, **Close**, and **OK** to return to the design window.

The selected printer appears in the Status bar. Printer device settings—such as print speed, paper feed mode, and cutter options— are defined during label setup on the **Edit** menu **> Label Setup > Options** tab.

If your label was designed for a different printer, a message will appear asking if you want to modify the label. Click **Yes** to convert the label to work with the currently selected printer. The changes made for the conversion will not be permanent until you save the label. You may need to do some fine-tuning if the label conversion is not exact, so be sure to print a test label before you commit to a large print run.

Setting Up System Security

6

The system security feature (available only in Pro and Gold editions) allows you to restrict users to certain features of the program. You can set up system security by assigning a user ID and password and then selecting the tasks the user may perform. When you restart the program after setting up a user, the security feature is enabled, and all users will be required to log in before using the program.

New in LABELVIEW 8, the program assigns EACH USER with his or her own unique configuration file instead of using one configuration file for all users. For this reason, before adding system users and assigning access rights, you must first specify the LABELVIEW configuration settings you want to be available to ALL USERS. These settings will be saved in the initial configuration file (named label.ini), which will be copied to each user to generate their unique configuration file. After the label.ini file is copied to a user it is then renamed using the following naming convention: *PCName_UserName*.ini.

▶ **To set up system security:**

1 On the license server, start the LABELVIEW software.

2 Set up all LABELVIEW configuration options as follows:

- On the **Options** menu, click **Configuration**. Use the tabs on the **Configuration** dialog box to set up all LABELVIEW configuration settings that you want to be available for all users (i.e., network licensing, printing options, display language, etc.).

- On the **Options** menu, click **Directories**. Use the **Directories** dialog box settings to specify the directory paths of the files you want to be available for all users.

- Configure any other **Options** menu settings (serial files, accumulator files, label inventory, etc.) that you want to be available for all users.

3 After all configuration options are set, close LABELVIEW to update the label.ini configuration file with the new settings.

4 Restart LABELVIEW.

5 On the **Options** menu, click **Security**.

6 Click **New**.

The **Edit User Information** dialog box appears.
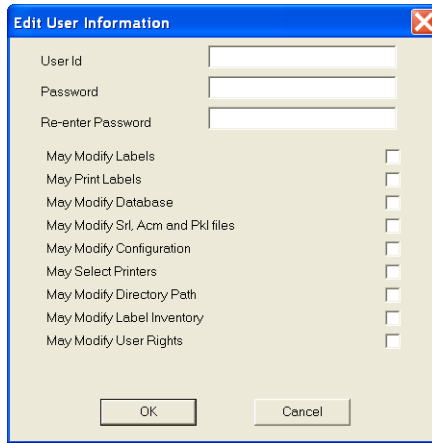
Figure 6-1 Edit User Information

If you intend to set up system security, you must first designate a user who will have access to the entire system. Without this "administrator" access, you can become inadvertently locked out from all or portions of the program.

7 Enter a User ID in the **User ID** box.

For example, for the administrator the User ID might be "Admin."

8 Enter a password in the **Password** box.

Note
The User ID and Password are each limited to 10 characters.

**9** Set up access privileges for this user by selecting the appropriate check boxes.

For example, for the administrator you would want to select all the check boxes to allow access to the entire system and all system tasks.

10 Click **OK**.

The **System Security** dialog box appears displaying the new user.

11 Repeat Step 6 through Step 10 above to add each user.

12 Click **Exit** to return to the design window.

13 Close LABELVIEW.

14 Restart the LABELVIEW software. When you restart the program, you will be prompted for a password.

15 Log on to LABELVIEW as each user, which will generate the user's unique configuration file and ensure that the configuration options set in Step 2 are transferred to each user's .ini file at this time.

Troubleshooting Installation Issues

A
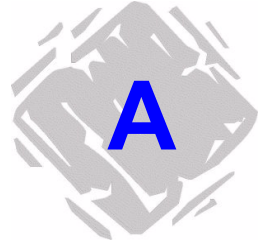
The following table lists the most common error messages, issues, and questions encountered when installing the LABELVIEW software.

For the most current information on installation issues and troubleshooting tips, please reference the "LABELVIEW Top 10 FAQs" page on the TEKLYNX web site at **http://www.teklynx.com/products//labels/faq/labelview_faq_1243.html**. This page is also available directly from within the LABELVIEW software by going to **Help** menu **> Teklynx Online > Top 10 FAQs**.

Problem/Question	Solution
Software Key Issues	
I'm trying to install the software but it's asking me for a code in order to "activate" it? Where do I get this code?	If you are installing a full Software Key version of the software, an Activation Code will be provided in your product box. If you are upgrading from a previous Hardware Key version to a new Software Key version, your product box will contain a Key Migration Kit. Follow the instructions contained in this kit to "migrate" your key. At the end of the process you will receive an Activation Code that will allow you to activate the software.

(Table continued from previous page)

Problem/Question	Solution
What happens if I lose my Activation Code? **I went through the Key Migration process to migrate my key, but I didn't write down the Activation Code given at the end. Now what do I do?**	Please contact TEKLYNX Customer Service at 888-629-4444 or e-mail customerservice@teklynx.com. You will need to provide them with the serial number on your invoice or from the product box. They can then re-issue an Activation Code.
I installed the software as a trial version at first, and then a few days later I activated it using the code provided in my product box. The problem is, after I activated it, several of the features I was using in the trial version were suddenly not available. Why is this?	If an option appears "grayed out" and is not available for selection in the activated software, this is most likely because that feature is not included in the edition you purchased. When you run the trial version, it automatically defaults to running the Gold (high-end) edition of the software. When you activate it, it runs the edition you actually purchased (probably Pro or Basic). A complete list of features included in each edition can be found in the "LABELVIEW Editions" section on page 1-2 of this guide.
What if the PC crashes or I need to transfer the license to another PC?	You must contact Customer Service and provide them with your Activation Code. Another authorization code will be given to reactivate the product.
What if the PC crashes in the middle of the night, over the weekend, or on a holiday - how can I reactivate the product with no down time?	By installing the CD on another PC, you start with a grace period during which you run the software as a trial version. All product features will be available during that period, which gives you time to continue using the software with no down time, until you can contact us to reactivate your product.
What happens if I uninstall the software by accident and need to re-install it on the same PC later?	As long as you have not formatted your hard disk, your product will run without requiring a new Activation Code.

(Table continued from previous page)

Problem/Question	Solution
I lost the CD and I need to re-install the software. What do I do?	For Software Key versions, if you lost the CD and need to re-install, you can download the re-installation files from the TEKLYNX web site at http://www.teklynx.com/prod-ucts//labels/labelview_downloads.html. As long as you are installing to the same PC and have not formatted your hard disk, this is all that is needed to re-install the software.
I installed a Software Key demo version that I down-loaded from the web site. Can I turn this into a full license without having to re-install the product?	Yes. When you purchase a product you will receive an Activation Code. You can use this Activation Code to activate the trial version without having to re-install.
Hardware Key Issues	
Error: Could not find the Key	In some instances, the driver reading the hardware key is not updated properly. To upgrade your hardware key's HASP driver, go to http://www.teklynx.com/support//faq/faq_193.html and download the HASP Upgrade Wizard. Follow the instructions to upgrade the driver.

For step-by-step instructions on resolving Demo Mode issues, view the "LABELVIEW in Demo Mode" eHelp video at http://www.teklynx.com/products//labels/labelview_faq_videos.html. |
Message: This 30 day Evalua-tion...	
Program running in Demo Mode	
Error: This Key is not a Net-work Key	Within the hardware key is an encrypted code. This code contains the licensing, release, full design or print only, number of users, and edition information of the soft-ware that has been purchased. This infor-mation is printed on both the label on the hardware key and the label on the back of this guide.

(Table continued from previous page)

Problem/Question	Solution
Error 5032: No more licenses available on this Network Key right now	Please verify that you have purchased and installed a network (multi-user) version of LABELVIEW. (The number of users is printed on the hardware key.) If you do have a network version, open the license management utility (License Manager or License Service) on the license server. If the license utility is showing the correct number of users but you see the error: "LABELVIEW is unable to write to the C:\Program Files\LV8\System\License directory due to permission or security restrictions," ensure that all users have full read\write\modify rights to this directory. All users MUST have full read\write\modify rights to this directory in order to allocate a license. If the license utility is showing an incorrect number of users, please contact your reseller.
Error 5001 nn: Server not found	The network installation has not been completed on the license server. Launch the license utility (License Manager or License Service) and verify that the number of users matches the number of users printed on the hardware key label. On the license server, open LABELVIEW and go to **Options** menu **> Configuration > Network** tab. Check the **Network Key** box, and for the **Server Location**, browse to the mapped letter drive location of the program's LICENSE directory. Click **OK**, and then restart the program.
I do not have a Parallel or USB port that matches the hardware key that came with my software. What can I do?	We do not recommend or support port converters for use with hardware keys. If you do not have the appropriate port available on your computer, please contact Customer Service at 888-629-4444 or e-mail customerservice@teklynx.com.

(Table continued from previous page)

Problem/Question	Solution
I have more than one printer, but only one hardware key.	The hardware key contains the version, edition and number of licenses available. It is not related to the number or location of the printers you will be using.
I lost the CD and I need to re-install the software. What do I do?	For Hardware Key versions, if you lost the CD and need to re-install, you can download the re-installation files from the TEKLYNX web site at http://www.teklynx.com/products//labels/labelview_downloads.html. Please verify that the version number printed on your hardware key label matches the version that you download. As long as the versions match and the key is properly attached, this is all that is needed to re-install the software.
General Issues	
When using LABELVIEW Network with a Terminal Service session, I get an error, "Microsoft Visual C++ Runtime Library Runtime error... abnormal program termination."	This error is caused by a Microsoft security update for Windows Server 2003, Windows XP SP2, and Windows 2000 SP4. The security update makes the ability to create global objects a privileged operation. Instructions for resolving this issue can be found on the TEKLYNX web site at http://www.teklynx.com/products//labels/faq/labelview/faq_1325.html.
Error 432: Setup has detected that InstallShield is in use. Please close InstallShield and restart setup	This is an InstallShield error that can occur for a number of reasons. For information on resolving this issue, go to http://consumer.installshield.com and search on "Error 432".
How do I know that the CD I received contains the latest release of the software, including any recent patches or updates?	You can verify this by checking your software version number against the version number of the LABELVIEW Demo found at http://www.teklynx.com. The LABELVIEW Demo is always updated with the most recently released version of the software. Please verify that your version matches the Demo version.

(Table continued from previous page)

Problem/Question	Solution
Why are some features and options grayed out or not available?	Many of the features covered in the LABEL-VIEW *Quick Start Guide* and online Help are available only in the mid-range (Pro) or high-end (Gold) editions of the software. If an option appears "grayed out" and is not available for selection, this is most likely because that feature is not included in the edition you purchased. A complete list of features included in each edition can be found in the "LABELVIEW Editions" section on page 1-2 of this guide.
Where can I find sample labels, training manuals, and tutorials?	Sample label design files and compliance label templates can be found in the program's Samples folder (i.e., C:\Program Files\LV8\Samples). You can also access many helpful resources directly from within LABELVIEW by going to the **Help** menu **> Teklynx Online**. In addition, both BASIC and ADVANCED level training manuals (including step-by-step tutorials) are available from TEKLYNX for a fee. For more information, please contact TEKLYNX Customer Service.
Why should I register my TEKLYNX Label Design Software?	Registering your software not only provides you with free Technical Support options, but it also ensures you are notified of critical updates and patches as they are released. It is easy to register your TEKLYNX software. See the "Registering Your Software" section on page 1-6 for more information.
What Technical Support is available?	From within LABELVIEW go to the **Help** menu **> Teklynx Online**. From here you can quickly access many support resources including eHelp videos, Technical Support FAQs, PDF format manuals and guides, and more. For phone support, please contact your label design software supplier.

Setting the Standard

TEKLYNX

United States	Canada	France	Germany	Singapore	China	Japan
1-414-535-6200	1-905-771-4104	33-562-601-080	49-6103-30026-0	65-6477-7293	86-21-6100-6588	81-45-461-3603

www.teklynx.com