

NiceLabel Control Center 2019 User Guide

On-premise edition. Rev-2019-11 ©NiceLabel 2019.

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2 Introduction

2.1 Introduction

NiceLabel LMS is the enterprise solution for client/server based label printing and centralized systems management. It is an online application used to ensure label and brand consistency and to remotely monitor the label printing process in the production environment.

The main management features in the Control Center include:

- **Flexible licensing.** All NiceLabel clients (design and production users) get licenses from the Control Center.
- **Central event logging.** All clients will log their printing activities into Control Center.
- **Printer monitoring.** Statuses of label printers are continuously reported to the Control Center.
- **Managing print jobs.** You can monitor statuses of print jobs from connected clients. You can remotely pause jobs, restart jobs, change their priority and move jobs to secondary printers in case of issues.
- **Proactive alerting.** Send out alerts in case of software or printer problems in the production environment.
- **Web management.** Concurrent access to management console using standard Web browsers, Control Center is a web application.
- **Authentication.** Define different permissions for different user roles.
- **Revision control system (versioning).** Track changes in your files and manage past file versions.
- **Workflows.** Align the printing process with your established approval procedures. Enable life-cycle on the document level.
- **Licensing and management of NiceLabel Automation.** You can start and stop the triggers on a remote Automation server. Automation server will report all printing events to centralized History.

2.2 About this Manual

NiceLabel Control Center user guide helps you set up and use this module to manage your NiceLabel-managed printing solution.

The User Guide contains the following sections:

Introduction. Introduces you to the Control Center.

Installation and Activation. Learn how to install and activate the NiceLabel Control Center.

Configuration and Administration. Learn how to set up NiceLabel Control Center and configure its operation.

Using NiceLabel Control Center: Discusses the user interface and shows you how to use NiceLabel Control Center from the user perspective.

Technical Support: Access to technical resources and contacting technical support.

2.3 Typographical Conventions

Text that appears in **bold** refers to menu names and buttons.

Text that appears in *italic* refers to options, confirming actions like Read only and locations like Folder.

Text enclosed in <Less-Than and Greater-Than signs> refers to keys from the desktop PC keyboard such as <Enter>.

Variables are enclosed in [brackets].

NOTE: This is the style of a note.

EXAMPLE: This is the style of an example.

This is the style of a best practice.

WARNING: This is the style of a warning.

TIP: This is the style of a tip.

3 Activation

3.1 Managing Licenses

The Control Center includes the functionality of a licensing server. You can activate your **NiceLabel** clients by entering the same license key as for the Control Center. When the client shares the license with the Control Center, it will report all events to the same Control Center and can be managed through it. Information about all printing events from each workstation is reported to the centralized location.

NOTE: The license in the NiceLabel multi-user products is a printer seat. Each unique printer that you use for label printing counts as one license.

You can see the used printer seats in the **Administration** tab. Select the **Licenses** section. To see the licensed printers, click the link. The link takes you to the [Printers tab](#).

Licenses Administration
Manage and upgrade licenses, activate and deactivate products.

Activated Products

Product	Used	Total
LMS Enterprise	5	100

[Click here to view licensed printers](#)

3.1.1 Activating New Product

To activate the licenses in the Control Center server, do the following:

1. Open a browser on a computer that has access to the internet.
2. Type in the URL to the Control Center.

```
http://server/epm
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab, then choose **Licenses** subsection.
4. Select the **Activate new product** link.
5. On the Activation page, enter the required customer information and the **Key Number** that was delivered in your product package.

The screenshot shows the 'NiceLabel Control Center' interface. The top navigation bar includes 'Overview' and 'Administration'. The left sidebar shows 'Administration' with a sub-menu for 'Licenses'. The main content area is titled 'Activation' and contains a form with two tabs: '1. User Information' and '2. Product Activation'. The '1. User Information' tab is selected, displaying the following fields: 'License Key' (a grid of five input boxes), 'Name', 'Company', 'Country' (a dropdown menu currently showing 'United States'), and 'E-mail'. Below these fields is a checkbox labeled 'Notify me about software updates' and a 'Next' button.

6. Click the **Next** button. The **Registration Number** is generated automatically. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

3.1.2 Upgrading Licenses

To follow your expanding business needs, NiceLabel recommends you to upgrade your license. There are two types of license upgrades:

- Product edition upgrade. This expands the amount of product features and widens the possibilities of use.
- Upgraded number of printers. The use of NiceLabel LMS is licensed per connected printers. This type of upgrade expands the permitted number of printer to be used with the software.

Each upgrade type requires an upgrade key. After you purchase the upgrade at your NiceLabel reseller or on the NiceLabel web site, you receive the upgrade key.

To upgrade your existing Control Center license, do the following:

1. Open a browser on a computer that has access to the Internet.
2. Type in the URL to the Control Center.

```
http://server/name
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab, then choose **Licenses** subsection.
4. Select one of the products to upgrade.
5. Click the **Upgrade** link.
4. Notice the **Old Key Number** and the **Registration Number** are already populated. Enter the **Upgrade Key Number** that was issued for your product upgrade.
5. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button. **Activation Code** will be generated and your upgraded product functionality will be activated.

3.1.3 Version Upgrade

TIP: Plan your Control Center's version upgrade in advance. The upgrade may cause production downtime. Complete the upgrade procedure while the printing of your labels can be paused.

Use this type of upgrade to install and activate the latest version of Control Center *on top* of the existing installation of Control Center 2017. To upgrade your version of Control Center from 2017 to 2019:

1. Download and install the latest version of NiceLabel Control Center.
 - After completing the installation procedure, the inactive Control Center 2019 opens in your browser.
 - Go to **Administration > Licenses**.
 - The **License Key** field is already populated with your license key from the previous version. Copy and paste the **Upgrade Key** from the email you received from your NiceLabel reseller after purchasing the license.
2. Click **Automatic Activation**. Activation code generates automatically and upgrades your license.
 - Your Control Center 2019 is ready.

After installing Control Center 2019, the Control Center 2017, the program files remain on your computer. These files do not interfere with the Control Center 2019 files. You can leave these files on your computer or delete them later.

NOTE: The `Web.config` configuration file for Control Center 2019 replaces the Control Center 2017 `Web.config` file. Installation renames the "old" Control Center 2017 `Web.config` to `Web.backup`.

3.1.4 Version Upgrade After A Clean Install

TIP: Plan your Control Center's version upgrade in advance. The upgrade may cause production downtime. Complete the upgrade procedure while the printing of your labels can be paused.

Use this type of upgrade procedure if you want to upgrade your NiceLabel Control Center 2017 license after a *clean install* of NiceLabel Control Center 2019.

NOTE: Upgrading your 2017 license on a clean install of NiceLabel Control Center 2019 is specific because you only have the "old" 2017 license key, and the newly received upgrade key. To help you in this situation, Control Center automatically takes your upgrade key as the required "new" license key for the latest version of Control Center.

To upgrade your version of Control Center using a clean install:

1. Download and install the latest version of NiceLabel Control Center.
 - After completing the installation procedure, the inactive Control Center 2019 opens in your browser.
2. Go to **Administration > Licenses**.
3. Click **Activate new product**. Paste your upgrade key into the **License Key** fields. Control Center recognizes the upgrade license key and renames the fields into **Upgrade key**.

4. Paste your NiceLabelControl Center 2017 license key into the **License key** fields.

5. The **Product activation** tab opens. If your computer has internet connectivity, click **Automatic Activation**. The Activation code generates automatically and upgrades your license. Your Control Center 2019 is ready.

If your computer is offline, visit the NiceLabel Activation Web Page. The link is visible above the **Automatic Activation** button.

The Activation Web Page automatically populates your license information. You can edit personal information here. Click **Activate** to generate your **Activation Code**. The page with your activation code opens. Copy your **Activation Code** to use on your offline computer.

6. If your computer is offline, visit the **Activation Web Page**. The link is visible above the **Automatic Activation** button.

The Activation Web Page automatically populates your license information. You can edit personal information here. Click **Activate** to generate your Activation Code. The page with your activation code opens. Copy your Activation Code to use it on your offline computer.

3.1.5 Adding Licenses

If you want to increase the number of licenses for a particular product activated in the Control Center, you have to activate the add-on license.

To add licenses to your existing product, do the following:

1. Open a browser on a computer that has access to the internet.
2. Type in the URL to the Control Center.

```
http://server/name
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab and select **Licenses** subsection.
4. Select one of the products to upgrade.
5. Click the **Upgrade** link and then select the **Add licenses**.

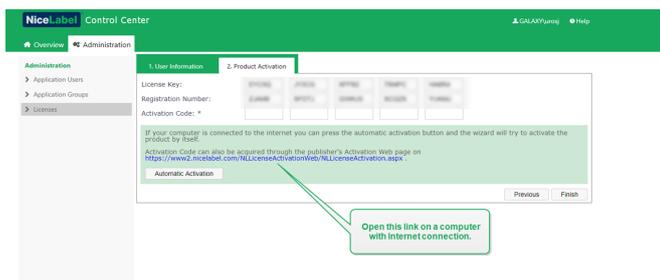
NOTE: Notice that **Key Number** and the **Registration Number** are already entered.

6. Enter the **Add-on License** that was issued for your current license.
7. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

3.1.6 Activating Without Internet Access (Offline Activation)

If the computer on which you started the activation procedure does not have Internet access:

1. Repeat steps 1–5 from section [Activating New Product](#).
2. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.



3. Go to another computer with available Internet connection. Paste the **Activation Web Page** link into the web browser address bar.
4. After the Activation Web Page opens on the computer with Internet connection, fields with information about your license are automatically populated. You can also edit personal information.

License Key Activation

Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

License Key:

Registration Code:

Name:

Company:

Country:

E-mail:

Notify me about software updates
* - required

5. Click **Activate** to generate the **Activation Code**. The page with your activation code opens. Copy the **Activation Code**. You will use the **Activation Code** on your offline computer.

License Key Activation

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code:

The e-mail with Activation Code was successfully sent to address you have provided.

NOTE: Do not close the license activation dialog while obtaining the **Activation Code** on another computer with Internet access. If you close it, you will have to repeat the procedure with a new **Registration Code**.

NOTE: If you do not have any available computers with Internet connection, call NiceLabel support. Activation code will be generated using the provided **Registration Code**.

6. Go back to your offline computer on which you are activating the Control Center. Paste the activation code into the **Activation Code** field.

NiceLabel Control Center

Administration

1. User Information 2. Product Activation

License Key:

Registration Number:

Activation Code: *

If your computer is connected to the internet you can press the automatic activation button and the wizard will try to activate the product by itself.

Activation Code can also be acquired through the published Activation Web page on <https://www2.nicelabel.com/NLLicenseActivationWeb/NLLicenseActivation.aspx>.

7. Click **Finish**. Your offline Control Center is activated.

3.1.7 Deactivating Products

Deactivating a license key allows you to move the software from one server to another.

To deactivate the product, do the following:

1. Make sure that the computer you use to open Control Center has connection to the internet.
2. If you have user login enabled, log in as user with the administrative permissions in Control Center.
3. Go to **Administration>Licenses**.
4. Select the product you want to deactivate.
5. Click **Deactivate product**.

3.2 Activating Clients

You have to activate the NiceLabel client on each workstation.

NOTE: If you do not complete the client activation process, the client will run in a 30-day trial mode with no connection to the Control Center. Print event logging and user management are not available while in trial mode.

To activate the client, do the following:

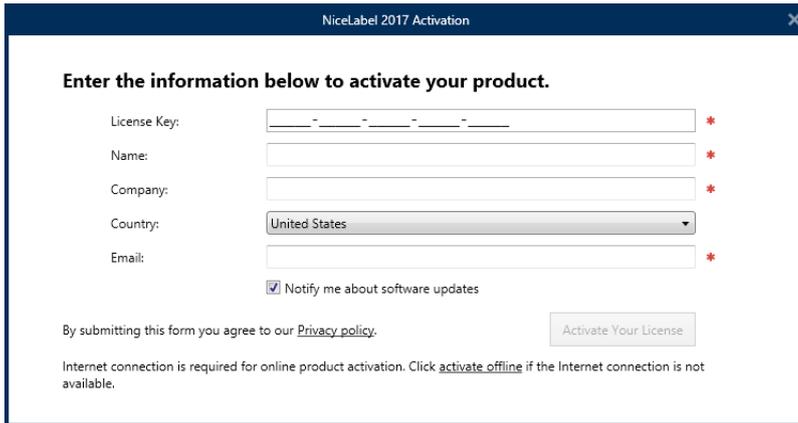
1. Make sure that **NiceLabel LMS Enterprise** or **NiceLabel LMS Pro** license type is activated in your Control Center.

Run NiceLabel client on the workstation.

The Activation dialog box will open.



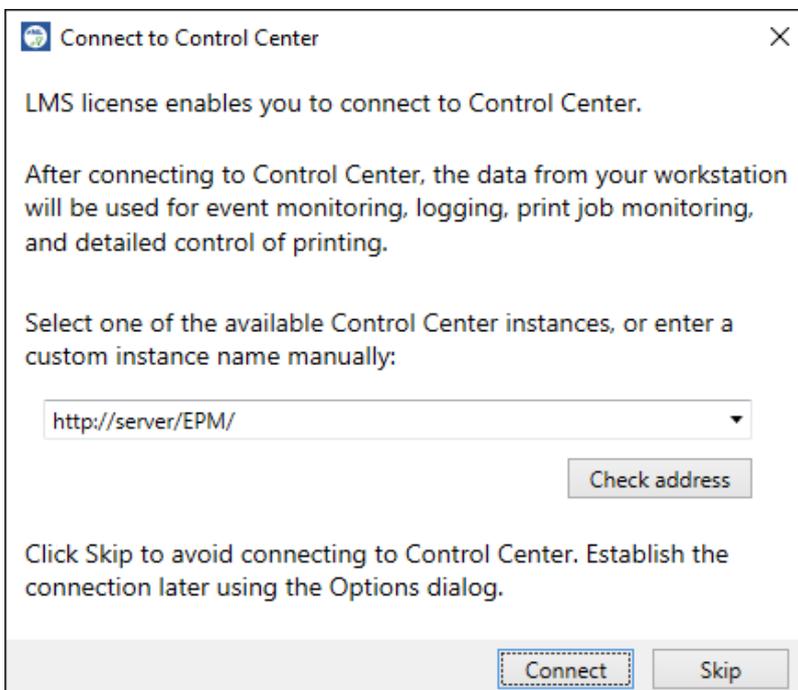
- 2.
3. Click **Activate Your License** button.
4. Enter the **NiceLabel LMS Enterprise** or **NiceLabel LMS Pro** license key . This is the same license key that you used to activate Control Center.



After entering the license key, all the fields in the dialog box become automatically populated. The license was already activated in the Control Center. The client reads the activation information from the Control Center.

WARNING: If you do not see the fields automatically populated, the client cannot communicate with the Control Center or other clients in the network. For more information and troubleshooting, see the document **Installation Guide**.

5. Click **Activate Your License** button.
6. Enter the name of the Windows server, where Control Center is installed to. Then click **Check address** button to resolve the name.



NOTE: You can skip this step and connect to the Control Center later from **Options**. Until you connect to Control Center the print event logging and user management is not available.

7. Click **Connect**.

3.3 Activating Account

Your Control Center account is already activated. You have received the administrative login information.

You can start using your account right away.

- You can define additional Control Center users and assign them with different roles.
- You can define Web Application to share and remotely run labels and solutions.

3.4 Printer Licensing Mode

Depending on the purchased license, your NiceLabel product might be limited to the number of printers you can use simultaneously. In this case NiceLabel software keeps a track of the number and names of different printers you have used for printing on all NiceLabel clients in your environment. The unique printer identifier is a combination of printer driver name (not printer name), printer location and port.

The printers remain in the list for 7 days from the last usage. To remove a printer from the list, do not use it for a period of 7 days and it will be automatically removed. The software will display the **Last Used** information so you know when the 7-day will pass for each printer. You can bind a printer seat with a specific printer, by clicking the **Reserved** check box. This will ensure the printer availability at all times.

NOTE: When you exceed the number of seats defined by your license, the software enters a 30-day grace mode. While in this mode, the number of allowed printers is temporarily incremented to twice the number of purchased seats.

Grace period provides plenty of time to resolve the licensing problems without any printing downtime or loss of the ability to design labels. This is usually an effect of replacing printers in your environment, when the old and new printers are used simultaneously, or when you add new printers. If you do not resolve license violation within the grace period, the number of available printers will reduce to the number purchase seats starting from the recently used printers in the list.

4 Configuration and Administration

4.1 Configuration

4.1.1 Changing Language Of The User Interface

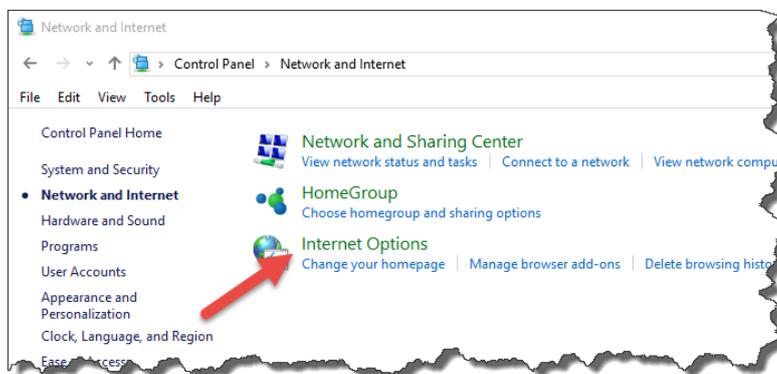
Control Center is a Web application and runs in a browser. To change the language in which the user interface is presented, change language preference of your browser. You can have multiple languages defined in your Windows preferences. The language at the top of the list is the primary language. Control Center will be displayed in this language, if the translation is available. If it is not, the next language is used.

NOTE: If the Control Center is not available in the selected language, it will display in English.

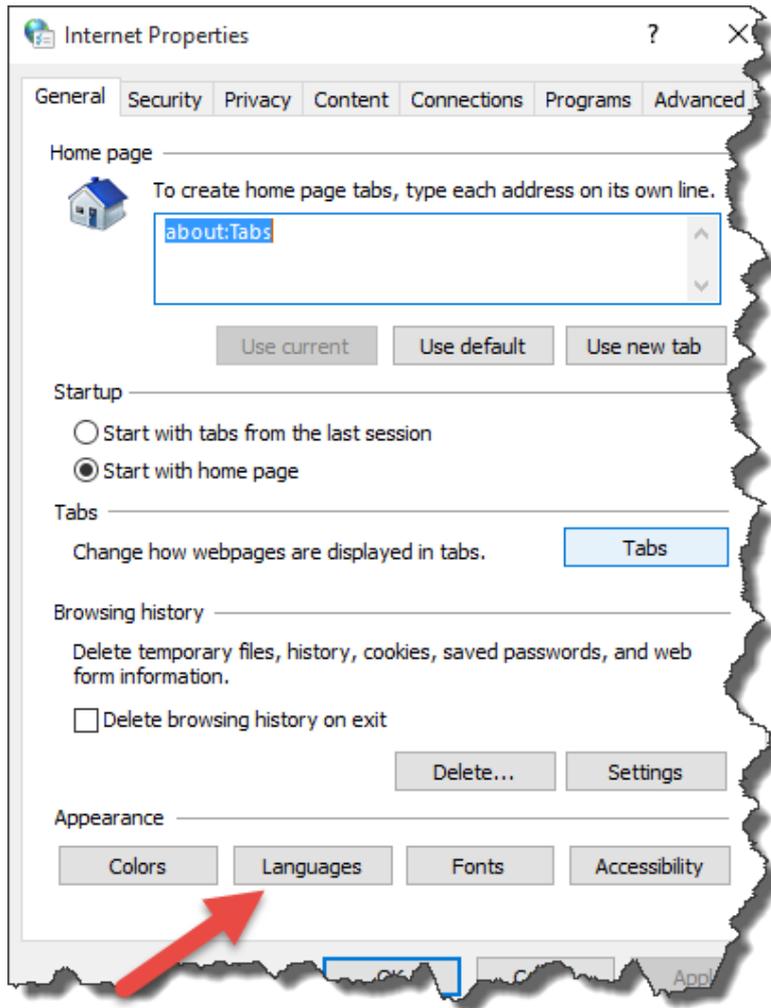
4.1.1.1 Microsoft Internet Explorer And Microsoft Edge

To change the Control Center language in Microsoft Internet Explorer and Microsoft Edge, do the following:

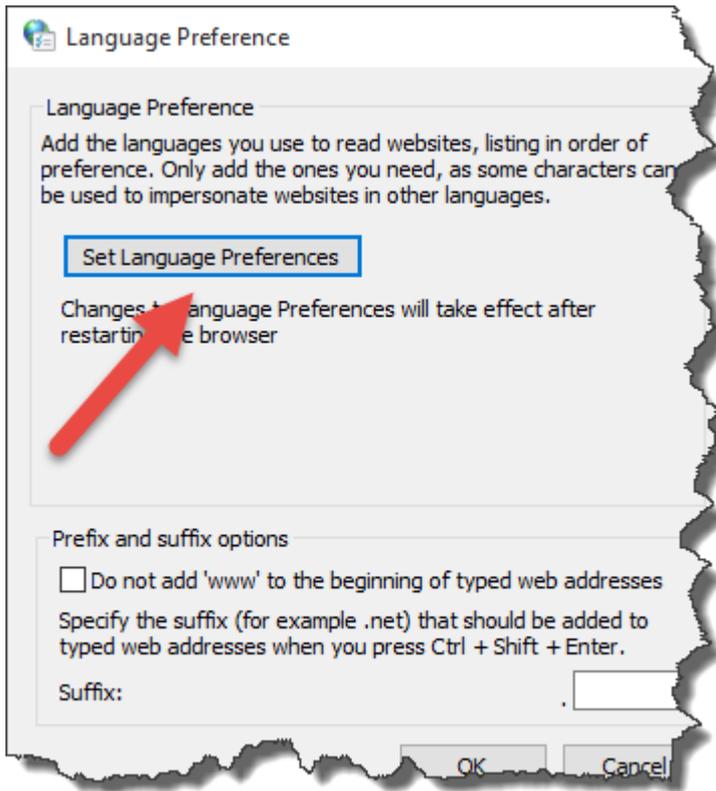
1. Open **Control Center**.
2. Select **Network and Internet > Internet Options**.



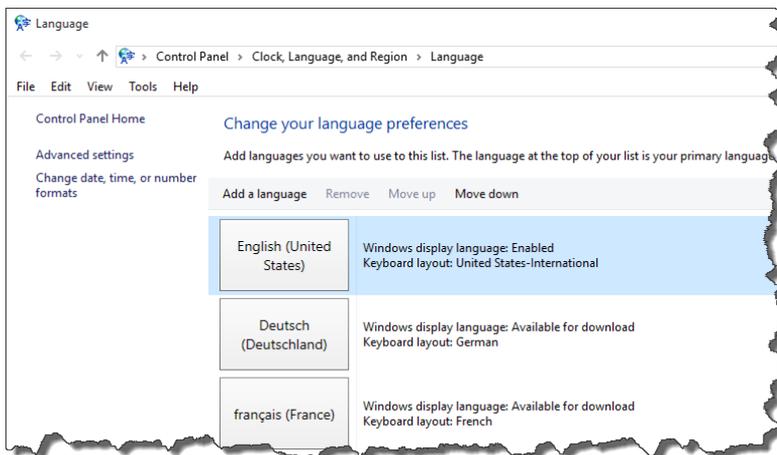
3. In **General** tab, click **Languages** button.



4. If you use Windows 10 or newer, click **Set Language Preferences** button.
If you use other Windows operating system, skip this step.



5. Change the order of language appearance. Place the main language at the top of the list.
If the required language is not in the list already, click **Add a language** button, select the language and add it to the list.

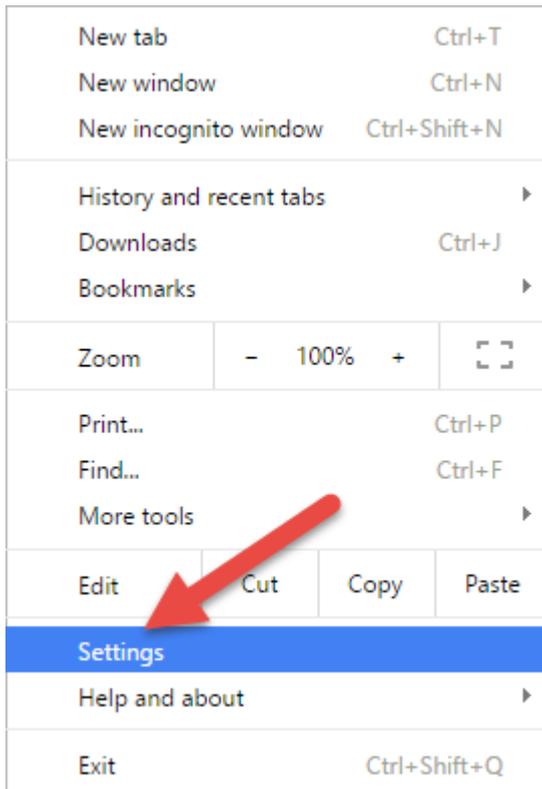


6. Close all dialog boxes.

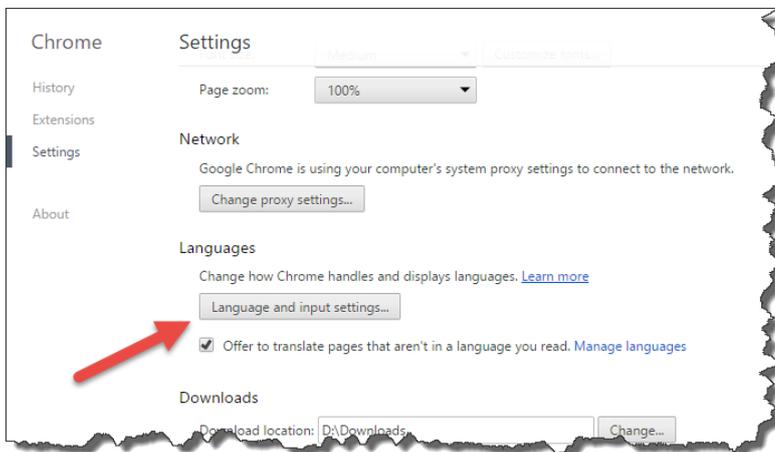
4.1.1.2 Google Chrome

To change the Control Center language in Google Chrome, do the following:

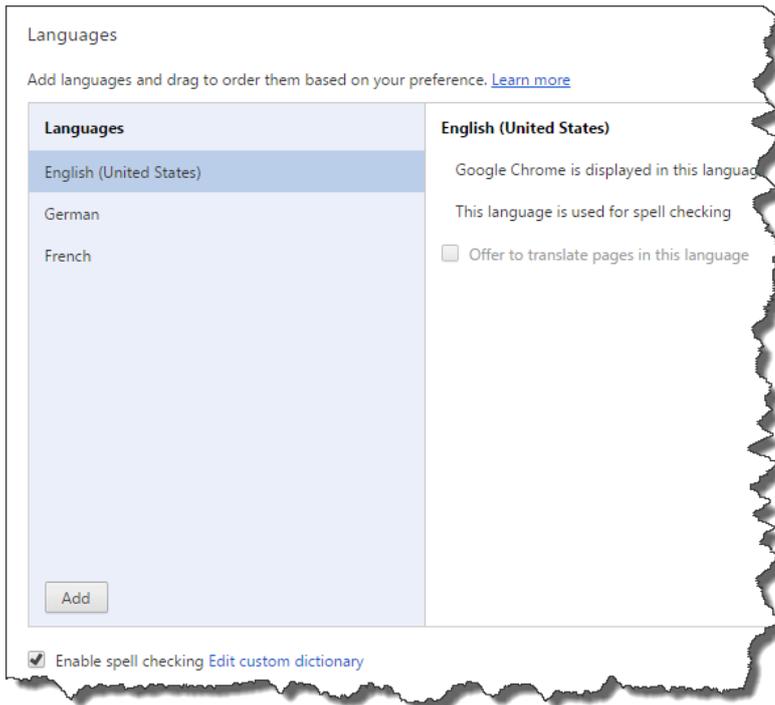
1. Click the Options button to the right of the address bar and choose **Settings**.



2. Click **Show advanced settings...** at the bottom of the window.
3. Scroll down and click **Language and input settings...** button.



4. Change the order of language appearance. Place the main language at the top of the list.
If the required language is not in the list already, click **Add** button, select the language and add it to the list.

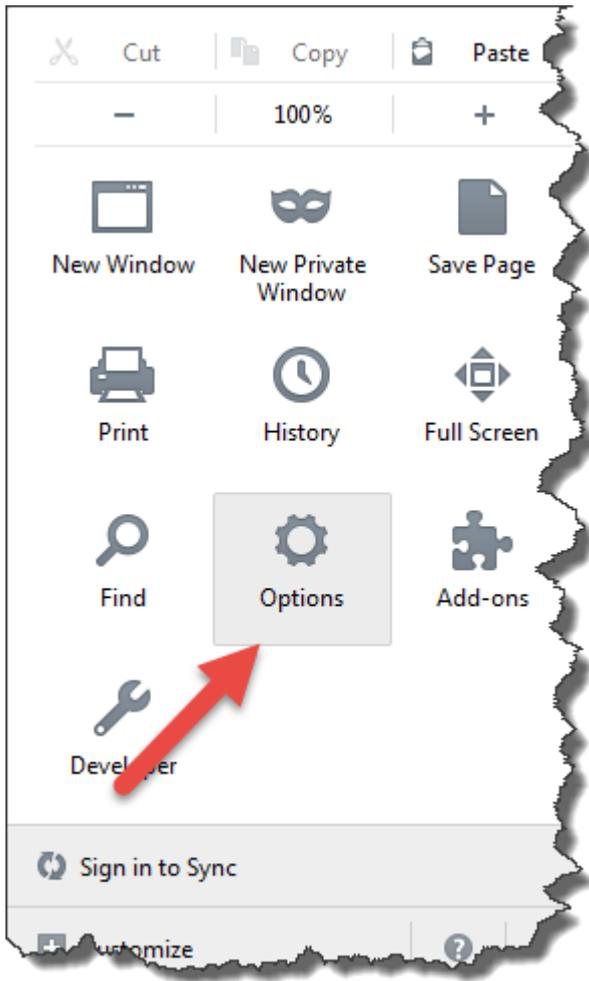


5. Click **Done**.

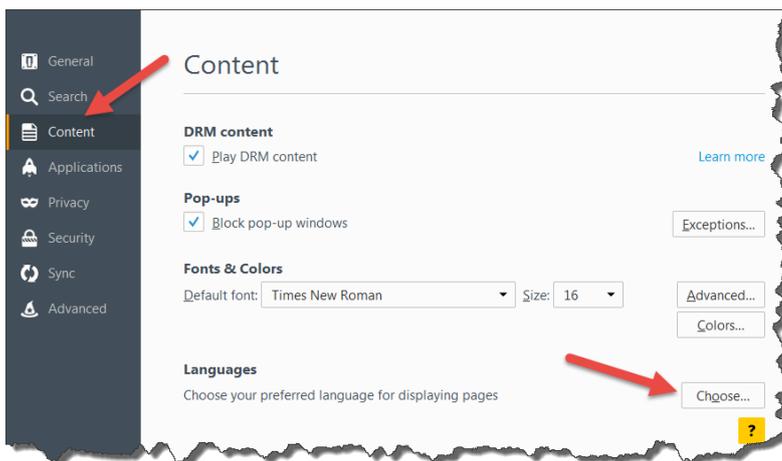
4.1.1.3 Mozilla Firefox

To change the Control Center language in Mozilla Firefox, do the following:

1. Click the Open menu button to the right of the address bar and choose **Options**.

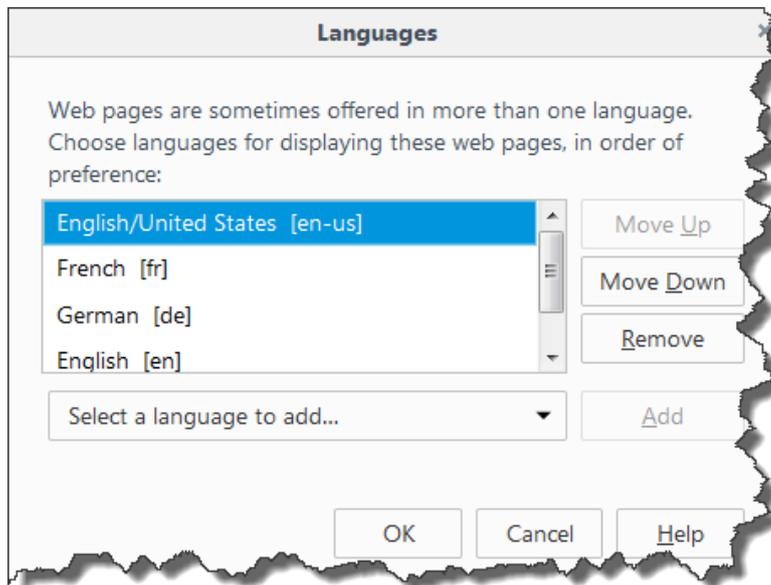


2. In **Content** menu, click **Choose** button in the **Languages** section.



3. Change the order of language appearance. Place the main language at the top of the list.

If the required language is not in the list already, click **Select a language to add...** drop-down, select the language and click **Add** button to add it to the list.



4. Click **OK**.

4.1.2 Multitier Landscape Management

Increasingly more labeling operations have come to rely on a multitier configuration model as the most efficient way to stage and deploy the labeling-related files. A multitier approach removes all of the risks identified in case of a single system landscape, where a single server is used for development, testing, and production.

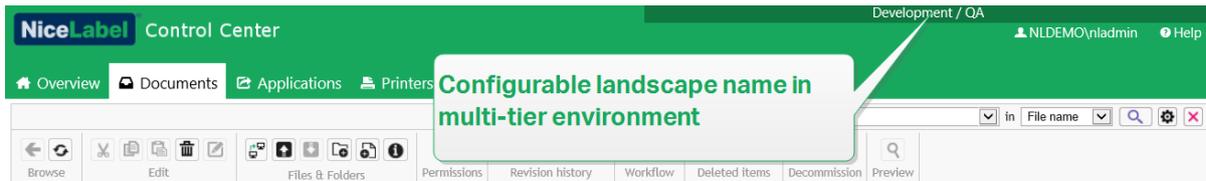
In such landscape model, the new labeling solutions are created and test-driven in Development and Quality Assurance / Testing environments before they are adopted in the Production environment. Usually a three tier landscape is adopted, or at least two tier landscape, where the roles of Development and Quality Assurance are merged on the same environment. Each environment requires a dedicated installation of the Control Center product.

4.1.2.1 File Synchronization Between Landscapes

The synchronization mechanism in Control Center ensures the promotion of approved files from one landscape to the next. For more information about the synchronization functionality, see the section [Synchronization](#).

4.1.2.2 Identifying Document Storage In Multitier Landscape

When working in a multitiered landscape, you can configure custom names for each landscape. This makes it easier to identify to which landscape the current Document Storage belongs to.



To configure a custom landscape name, do the following:

1. Open the application **SQL Server Management Studio**.
2. Connect to the SQL Server hosting the database of a Control Center for which you want to define a custom name.
3. Expand the tree-view to reach **Databases > <selected database (NiceAN by default)> > Tables > nan.Setting**.
4. Right-click the table **nan.Setting** and select **Edit top 200 Rows**.
5. Add a new record.
6. For the field **Setting** enter the value **"InstanceName"**.
7. For the field **Value** enter the custom name for the current landscape.

EXAMPLE: The entered custom name in the screenshot above is "Quality Assurance Landscape".

4.2 Administration

4.2.1 Authentication

During the authentication process the system validates if the users are who they claim to be. The authentication allows NiceLabel software to determine who the user is and to apply the defined authorization permissions. Different roles can be defined per users.

EXAMPLE: One user is administrator of the system, another user is label designer responsible for graphical label design, and another user's responsibility is label printing. When these users log into the system, NiceLabel software will grant the appropriate access level to them. Certain parts of the software becomes available or hidden, and files in the Document Storage are available in read/write or read/only mode.

You can select the appropriate authentication mode to fit your environment:

NOTE: To change the authentication method, configure your access roles first. Add at least one member that uses the selected authentication method to the Administration access role.

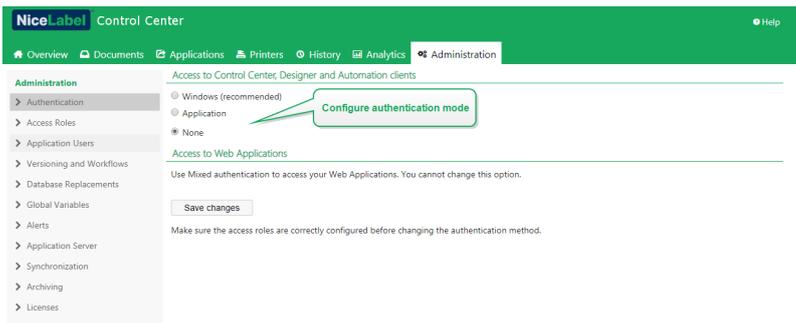
- **None.** Specifies that authentication is not enabled. All users will have the access permissions as defined in the role **Default**.

- **Windows authentication.** Specifies that your users are defined in the Active Directory. The server with Control Center must be member of the same domain or domain trust relationship between two domains must be established.

NOTE: This is a recommended authentication mode.

- **Application authentication.** Specifies that your users will be defined inside NiceLabel software.

NOTE: Default NiceLabel administrator password is **NICE**.



4.2.2 Managing User Privileges

Using access roles helps you keep your entire labeling system secure. You can choose exactly what access role members can do and see in Control Center and other NiceLabel programs.

Use the **Access Roles** page in Control Center to set user privileges for your labeling system according to your own specific security policies. Access roles allow you to assign different sets of privileges to Control Center users.

NOTE: Before you can set user permissions, you must first [enable authentication](#) in Control Center.

NOTE: After you enable authentication, log in to Control Center as an administrator to access the **Access Roles** page.

Control Center includes default access roles with well-balanced permission sets:

- **Administration:** All permissions granted. Members in this role have full Control Center privileges. Administrators can [edit default roles, customize roles, and assign roles to users or groups](#).

WARNING: To prevent being locked out of Control Center, be sure you have assigned at least one Administration role member before you enable or change any authentication types. This ensures you can log in as an administrator. The local

administrator of the Windows system that hosts Control Center is an Administration access role member by default.

- **Approver:** Allows role members to review Members in this role can review, approve, or reject labels or solutions in Document Storage. Approvers send documents to production.
- **Approver (second level):** Allows role members to review, approve, or reject documents on the [second document approval step](#). Approvers send documents to production.
- **Author:** Allows role members to create or edit label templates and solutions. Members in this role can edit labels and forms, and have control over label production.
- **Operator:** Allows role members to print labels and run solutions without editing. Members in this role have read-only access to Document Storage and cannot change any label templates or application configurations.
- **Roles off:** When you disable user logons, use this role to set permissions for everyone in Control Center.

NOTE: These default access roles have preset ranges of privileges. You can modify them to match your company's specific requirements.

To learn how to see and edit default access roles or add new access roles, read [Setting up Access Roles](#).

EXAMPLE

John needs full access to Document Storage to upload printing solutions and make them available for production. Set John's access role to Author.

Annie needs access to the Reports page to prepare reports on printing consumables. You can assign Annie to any default access role.

Charlie is a printer operator. He only runs solution files in runtime mode and prints labels. Set Charlie's access role to Operator.

Martha is an account administrator. She needs access to all administrative features. Martha belongs in the Administration access role.

4.2.2.1 Multiple Role Membership

If your users or groups are members of multiple access roles, their overall security access sums up privileges of all access roles.

When your users are members of two access roles, Control Center grants them privileges from their highest access role, and overrides privileges denied in other roles.

EXAMPLE: Charlie is a member of **Operator** and **Author** access roles. His Operator role grants him read-only access to Document Storage, but his Author role grants him full access to Document Storage. In this case, Charlie has full access to Document Storage.

4.2.3 Setting Up Access Roles

You can set up access roles for users in Control Center in two ways. You can edit default access roles, or create your own custom access roles from scratch.

- Customize default access roles to comply with specific policies or procedures.
- You can keep default roles, use additional customized roles for special use cases, or add new access roles.

NOTE: You cannot delete default access roles.

1. To open **Access Roles**, go to **Administration > Access roles**.
2. You have two options:
 - To edit a default access role, click the role you want to edit.
 - To set up a new access role, click **+Add**.
3. Control Center opens the access role configuration page for editing.
 - a. In **Settings**, type the role name and description. Make these easy to differentiate from other roles. For default access roles, you can edit the role description already there.
 - b. Set the role **Status**. Toggle **Active** to make the role available immediately. Toggle **Suspended** to make the role unavailable.

NOTE: Default access roles are always active. You can only change the **Status** of new roles you create manually.

- c. Set the role **Permissions**. Define which actions members of this access role can perform. To learn more about setting permissions, read [Setting Role Permissions](#)
- d. Click **Add+** to add users or groups to the access role. A new pop-up window opens.
 - **Application users** lists all existing users who authenticate themselves using [application authentication](#).
 - **Application groups** lists all existing groups of users who authenticate themselves using [application authentication](#).
 - **Windows users** lists all users that are defined in your company's Active Directory.
 - **Windows groups** lists all groups that are defined in your company's Active Directory.
- e. Click **Save**. Your access role is configured and ready to use.

NOTE: When you delete access roles, role members lose their permissions.

4.2.4 Setting Role Permissions

Setting permissions for your access roles helps you keep your entire labeling system secure. You can choose exactly what access role members can do and see in Control Center and other NiceLabel programs.

NOTE: NiceLabel recommends using default access roles due to their well-balanced permission sets. If you configure permissions, **consider your security policies** and set permissions for each access role carefully.

For security, your users in different access roles need different levels of access to files, folders, and actions when they use NiceLabel Control Center. NiceLabel groups common permissions levels into default access roles. Administrators can customize or create new access roles. Use the **Permissions for this role** section in **Access Roles** to control which actions or settings are available to members of each access role.

To set access role permissions, follow these steps:

1. Log in to Control Center as an administrator.
2. Go to **Administration > Access Roles**
3. Add a new access role or click an existing access role from the list.

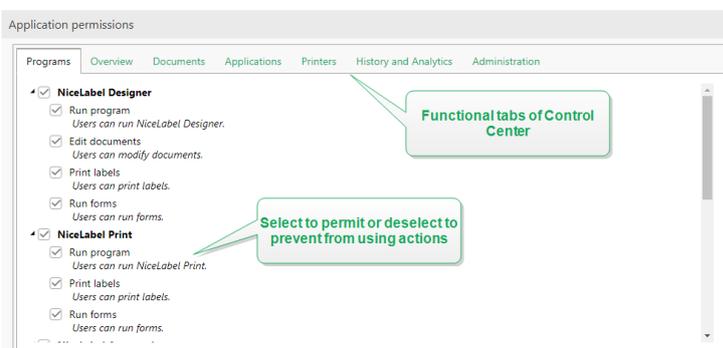
The **Access roles configuration** page opens.

4. Set your permissions.

The **Permissions for this role** section includes multiple tabs with lists and detailed descriptions of permissions for this role.

- To **grant** specific permissions for this role, check the boxes.
- To **disable** specific permissions for this role, un-check the boxes.

NOTE: Disabling permissions also makes them invisible to access role members.



- Use the **General** tab to set **global role permissions** for your NiceLabel applications and decide what users in this role can do in your labeling system. For example:

- Run NiceLabel programs:
 - Designer
 - Print
 - Automation
- Edit documents
- Print labels
- Run forms
- Edit global variables
- Edit options
- Upgrade and deactivate licenses
- Use the remaining tabs to set **Control Center role permissions**. These are permissions users in this role have when they log in to Control Center. The following permissions tabs correspond to the navigation tabs in Control Center:
 - **Overview:** Set access to the overview page in Control Center.
 - **Documents:** Set general, default, and custom permissions for document storage: archiving/restoring, purging, setting workflows, etc.

NOTE: To learn more about file access control options, read [File Access Control](#).

- **Applications:** Set permissions for web applications and cloud integration management.
- **Printers:** Set permissions for print queue viewing and management, printer group configuration, reservations, and cloud printers.
- **History and Analytics:** Set permissions for viewing errors, alerts, print job logs, label reprinting, viewing data, and system audit logs.
- **Administration:** Set multiple administrative permissions for Control Center access role users.

Click **Save** to apply your permissions.

Your custom permissions are saved and applied in Control Center and other NiceLabel programs.

4.2.5 Application Users

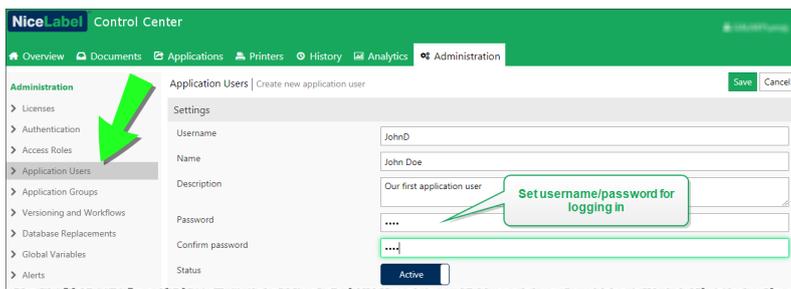
When bringing in your organization members to the Control Center, you must first define and enable them as users. The **Application Users** page allows you to centrally manage your application users. On this page, you can add and group your application users, assign them privileges, and give them access to the shared web applications.

NOTE: The terms "**application users**" and "**application groups**" refer to the users that you define inside the NiceLabel software. We use these terms to make a clear difference from the users and groups defined on the corporate level within a Windows domain (in the Active Directory). You would use application users or groups if your environment is configured without the Windows Active Directory.

4.2.5.1 Adding New Application Users

To add new application users:

1. Open Control Center in your browser.
2. Go to **Administration** tab.
3. Click **Application Users** in the left-hand pane. The **Application Users** list opens.
4. Click **+Add**. This opens the **Create new application user** dialog.
5. Type in the required user information, and define username/password using which the application users logs into your Control Center.



NOTE: If you defined additional [password settings](#), the users must follow your password complexity rules. These may include character types, number of characters, etc.

6. By default, the users Status is set **Active**. Keep it active to let the user log into your Control Center.
7. Click **Save**.

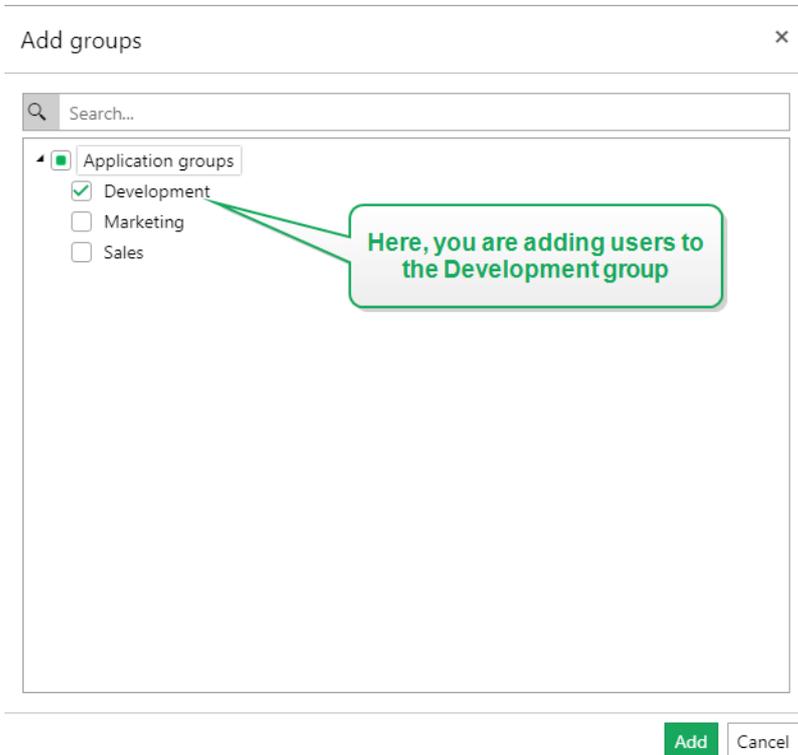
4.2.5.2 Adding Users To Application Groups

NOTE: Before you can add your users to the **Application groups**, create the groups first as described in section [Application Groups](#).

Application groups help you organize your application users based on the department, role, or any other organizational group they are working for. Read more about application groups in section [Application Groups](#)

To add application users to a group:

1. Select your users from the **Application Users** list. The user configuration page opens.
2. See the **Application groups** table below the user **Settings**. Click **+Add**.
3. The **Add groups** window opens. The groups that you previously created are available for selection. Select the appropriate group(s).



4. Click **Add**. Your users belong to the selected group. You can see the group on the **Application groups** list.
5. Click **Save**.

4.2.5.3 Assigning Access Roles To Your Application Users

The **Application Users** page allows you to assign access role(s) to the added application user. This is how you define the level of privileges your newly added user has in Control Center. Read more about the access roles and the related privileges in section [Managing User Privileges](#).

To assign access roles to your application user:

1. Select your user from the **Application Users** list. The user configuration page opens.
2. See the **Access roles** table. Click **+Add**.
3. The **Add roles** window opens. The available access roles are listed. Assign your user the appropriate role(s).

Add roles ×

🔍 Search...

- Administration
- Approver
- Approver (second level)
- Author
- Operator
- Roles off

Add Cancel

4. Click **Add**. Your user is now a member of the selected access role with all the corresponding user privileges.

4.2.5.4 Sharing Web Applications With Your Application Users

The **Application Users** page allows you to instantly share your web applications with the newly created application user. Read more about sharing your web applications in section [Web Applications](#)

To start sharing web applications with your application users:

1. Select your users from the **Application Users** list. The user configuration page opens.
2. See the **Web application** table. Click **+Add**.
3. The **Add applications** window opens. The available web applications are listed. Select the application you want to share.

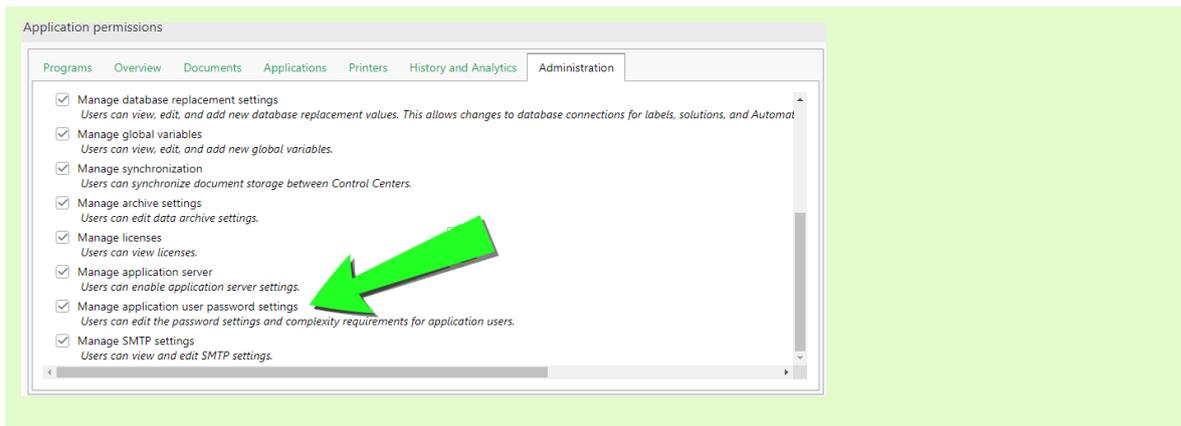


4. Click **Add**. Once your application user logs into `http://your ControlCenter/PowerFormsWeb/`, they can start using the shared web application.
5. Click **Save**.

4.2.5.5 Password Settings For Application Users

If your company does not use the Active Directory, you can still enable authentication for your Control Center. In this case, your [authentication method](#) is the application authentication. Application authentication allows you to define your Control Center users within the application. In contrast to Windows authentication, the administrator defines username and password for each individual user.

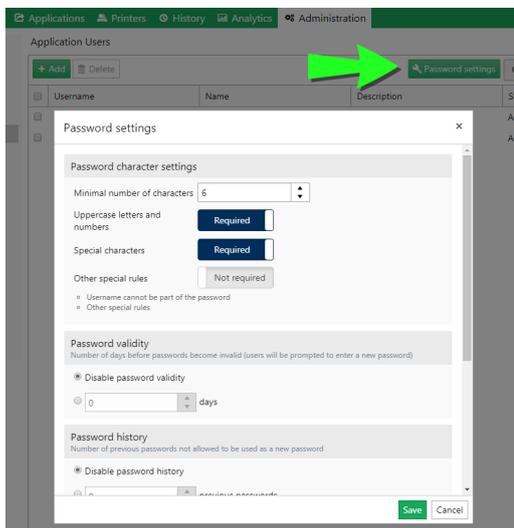
NOTE: You need administrative privileges to configure the password settings.



To improve the level of your Control Center security, you can define and enforce the password creation and management rules.

To open and manage the password settings for your application users:

1. Go to **Administration > Application Users > click Password settings.**



2. Define **Password character** settings:

- **Minimal number of characters** allows you to limit your users to create passwords longer than "x" characters. Longer passwords are more secure.
- **Uppercase letters and numbers.** When enabled, your users must create passwords using a combination of lower and upper case letters, and numbers. This raises password complexity and makes the passwords harder to crack.
- **Special characters.** When enabled, your users must create passwords that contain special characters. Special characters add to password complexity and make the passwords harder to crack.
- To make the passwords even more secure, you can enable **Other special rules**. This prevents the users from setting their user name as part of the password.

3. Under **Password validity**, you can optionally set the number of days the passwords remain valid. After the defined number of days, your users must change their passwords. If they do not change their passwords, the administrator must change the expired passwords to make them valid again.
4. Under **Password history**, you can define the number of preceding passwords that your users cannot use for logging into the Control Center. Use this option to prevent the users from reusing their passwords after they become invalid.
5. **Account locking** allows you to set the number of failed login attempts before your Control Center automatically suspends the account. After suspending the user account, the administrator must reactivate that account to make it available again. To reactivate the account, go to **Administration > Application Users > select your user > toggle Status to Active**.
6. You can automatically delete inactive accounts using the **Account suspension** setting. Set the number of days after which your Control Center suspends the accounts without logins. To reactivate the account, go to **Administration > Application Users > select your user > toggle Status to Active**.

4.2.6 Application Groups

Once you have defined your application users, it is a good idea to group these users. Application groups help you organize your application users based on the department, role, or any other organizational group they are working for. Grouping makes it easier for you to assign privileges, and to share web applications with multiple users at once.

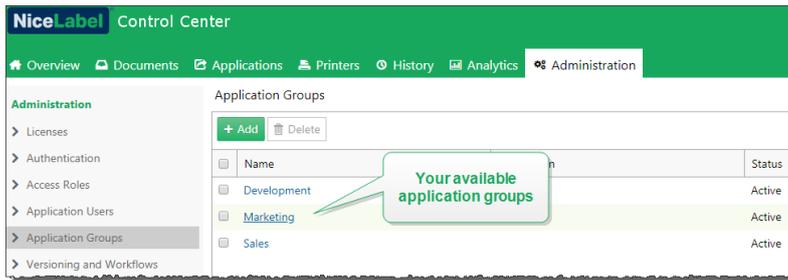
NOTE: The terms "**application users**" and "**application groups**" refer to the users that you define inside the NiceLabel software. We use these terms to make a clear difference from the users and groups defined on the corporate level within a Windows domain (in the Active Directory). You would use application users or groups if your environment is configured without the Windows Active Directory.

4.2.6.1 Adding New Application Groups

To add a new application groups, do the following:

1. Open Control Center in your browser.
2. Go to the **Administration** tab.
3. Click **Application Groups** in the left-hand pane.
4. Click **+Add** in the **Application Groups** table. This opens the application group creation page.
5. Give your new group a **Name** and **Description**. By default, the group is active upon creation.

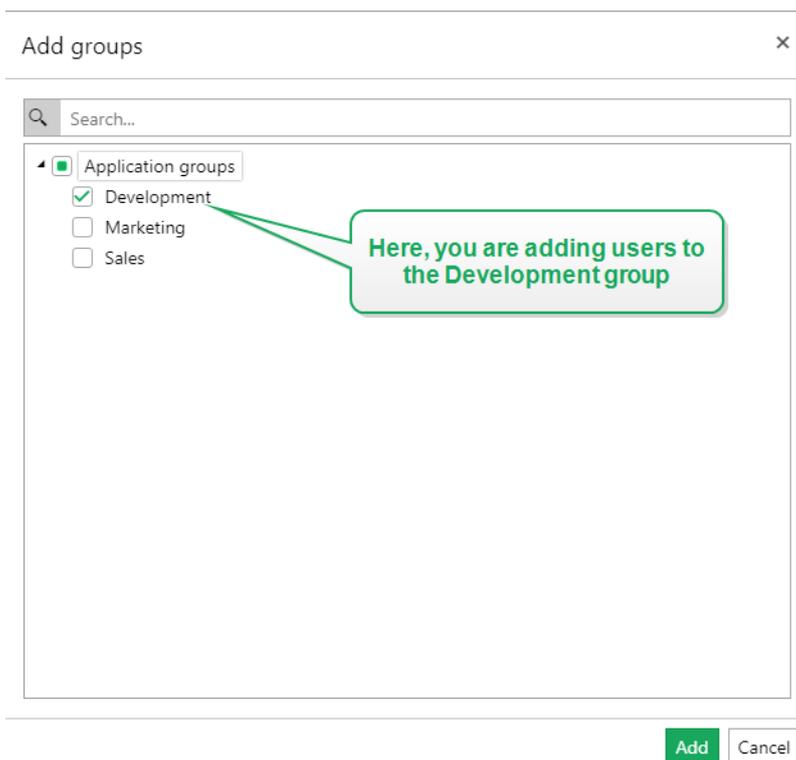
6. Click **Save**. Your new application group is ready and listed.



4.2.6.2 Adding Users To Application Groups

To add application users to a group:

1. Select your users from the **Application Users** list. The user configuration page opens.
2. See the **Application groups** table below the user **Settings**. Click **+Add**.
3. The **Add groups** window opens. The groups that you previously created are available for selection. Select the appropriate group(s).



4. Click **Add**. Your users belong to the selected group. You can see the group on the **Application groups** list.
5. Click **Save**. Your application group is ready.

4.2.6.3 Sharing Web Applications With Your Application Groups

The **Application Groups** page allows you to instantly share your web applications with the newly created application group. Read more about sharing your web applications in section [Web Applications](#)

To start sharing web applications with your application group:

1. Select your group from the **Application Groups** list. The group configuration page opens.
2. See the **Web application** table. Click **+Add**.
3. The **Add applications** window opens. The available web applications are listed. Select the application you want to share.



4. Click **Add**. Once the members of added groups log into `http://your ControlCenter/PowerFormsWeb/`, they can start using the shared web application.
5. Click **Save**.

4.2.7 Versioning And Workflows

Control Center is a document management system for your labels and solutions. Click the **Documents** tab to find all the labels, solution files, and associated files you need for labeling in

your organization.

Because users constantly create and change labels and solution files, Control Center includes two default access-control mechanisms:

- **Versioning** ensures your end-users only see only approved versions of labels and solution files.

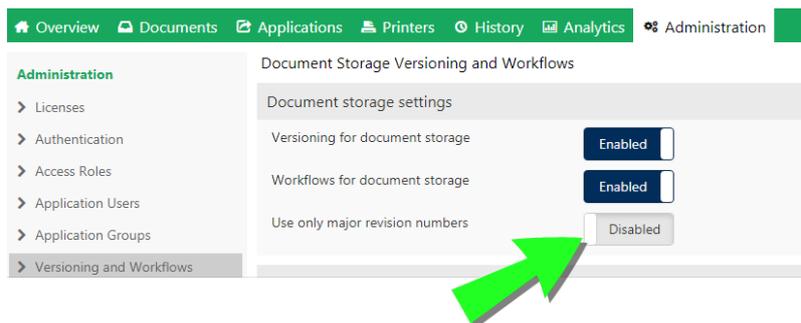
NOTE: Control Center considers users with read-only rights end-users.

- **Workflows** ensure authorized users can participate in the document approval process. Control Center allows you to define individual users as approvers for various steps in the document approval process.

To enable Versioning and Workflows for your Document Storage in Control Center, go to **Administration > Versioning and Workflows** and toggle buttons to **Enabled**.

NOTE: You can enable Versioning and Workflows separately. To use workflows, enable versioning first.

Control Center allows you to choose your preferred way of revisioning. You can either use:



- Combination of minor and major revision numbers after you edit and check in your documents. This is the default option. In this case, minor revision numbers mark smaller user edits while working on a draft or when applying interim corrections. After the document finishes the approval process (becomes approved), it gets the major revision number. Leave the **Use only major revision numbers** toggle button on **Disabled**.
- If you decide to enable **Use only major revision numbers**, each checked-in document change gets a higher major revision number.

If you upgrade your Control Center to version 2019.2 and later, the **Use only major revision numbers** option is enabled by default. Previous versions of Control Center only allowed you to use major revision numbers. The enabled option ensures the continuity of versioning.

To learn more about versioning, read [Revision Control System](#).

To learn more about applying default or custom workflows, read [Workflows](#)

NOTE: Versioning and Workflows are disabled by default.

4.2.7.1 Using Versioning

When you enable versioning for document storage, all of your files are included in the revision control system. Control Center allows you to:

- Work continuously with revisions (versions) of your files. You no longer need to maintain multiple file versions. With versioning, you have a single file which includes your entire revision history.
- Track changes. Revision history tells you exactly who makes changes to files and when. Using versioning with workflows makes all your document approval steps available.
- You can revert to previous revisions.
- You can visually compare your revisions.
- You can restore deleted files.

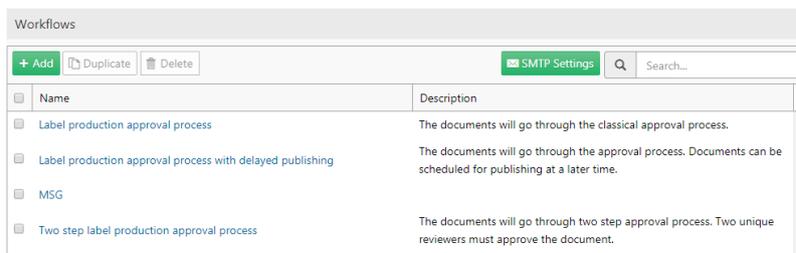
To learn more about versioning, read [Revision Control System](#).

4.2.7.2 Applying Workflows

Workflows are sequences of steps that make the correct file versions in your Document Storage available for your target users. Target users can be print operators, external partners, or any users who print labels or run solutions.

Control Center comes with 3 default workflows:

- Label Production Approval Process.
- Two-step Label Production Approval Process.
- Label Production Approval Process with Delayed Publishing.



Name	Description
Label production approval process	The documents will go through the classical approval process.
Label production approval process with delayed publishing	The documents will go through the approval process. Documents can be scheduled for publishing at a later time.
Two step label production approval process	The documents will go through two step approval process. Two unique reviewers must approve the document.

The number of available steps, transition steps, and user roles are predefined by NiceLabel. Administrators can customize default workflows.

You can apply workflows to folders in Document Storage.

To learn more about applying default or custom workflows, read [Workflows](#)

4.2.8 Database Replacements

Database replacement values let you change database connections for your labels, solutions, and Automation configurations when switching between multiple database servers.

NOTE: To configure database replacements, you must log on to Control Center as an Administrator.

Database connection string replacements let Control Center users configure solutions where parts of database connection strings change while solutions run with connected databases. After running database connection string replacements, your solution still uses the unchanged database configuration, but actually connects to a different database server.

NOTE: Database replacements enable users to configure actions in development environments, and run those actions in production environments without any database configuration changes.

NOTE: Database replacement is possible with solutions and configurations that run in NiceLabel Print, NiceLabel Web Client, and NiceLabel Automation.

Configuring database replacements define your "from-to" replacement pairs. Each replacement pair contains **Value from** and **Value to** elements. During actions, **Value from** strings become **Value to** strings. The number of replacement pairs is not limited.

1. To add new database replacements, open Control Center and go to **Administration > Database Replacements**.
2. Click **Add+**. The **Database replacements** page opens.
3. Type the **Replacement name**. Make the name descriptive so you can easily find the replacement later.
4. The **Find text** field lets you search for the existing **From** element of the replacement pair. This is the database connection string you are replacing.
5. Type **Replace with**. This is the **<To>** element of the replacement pair. This is your final database connection string.
6. Click **Save**. Your new replacement is active and listed on the **Data replacement** page.

NOTE: After you click **Save**, database replacements require up to 10 minutes to take effect.

Example

Your action in NiceLabel Automation connects to `mySQLServer` and `myDatabase`. You want to update your database connection string to use the database `NEW_myDatabase` on the server `NEW_mySQLServer`.

You must define two replacements – the first changes the server name, and the second changes the database name.

1. Add the first replacement and name it **Server name replacement**.
2. Type in the **Find text** field: `Data Source=mySQLServer`
3. Type in the **Replace with** field: `Data Source=NEW_mySQLServer`

4. Add the second replacement and name it **Database name replacement**.
5. Type in the **Find text** field: `Initial Catalog=myDatabase`
6. Type in the **Replace with** field: `Initial Catalog=NEW_myDatabase`

NOTE: All database replacements are encrypted in the Control Center database. This ensures secure replacement of sensitive data, such as user names, passwords and network addresses.

4.2.9 Global Variables

Global variables are shared among multiple label printing users and printing applications. Global variables are defined outside the current solution and can be used between different solutions. The locking mechanism takes care that each print request gets a unique value for the global variable. Usually, global variables work as unique counters – they automatically remember the last used value when printing.

Each global variable has a unique internal ID number. This number identifies the global variable within a solution.

Available actions for the global variables:

- To create a new global variable in Control Center, click **Add new global variable**.
- To edit the existing global variable, click the *pencil* button.
- To delete the global variable, click the *cross* button. Removing global variable is irreversible process. If you remove a global variable that is still in use in some solution, that solution will raise an error.

You can create global variables in NiceLabel Designer or in Control Center. After you design a label or solution that uses global variables, you must define which global variables are you going to use. NiceLabel Designer can either work with global variables that are stored locally in the `Globals.tdb` file, or with global variables that you created and stored in the Control Center.

To select the right source of your global variables in Designer, go to **File > Options > Global Variables**. Details on how to create, configure and use the global variables in Designer are available in [NiceLabel 2019 User Guide](#).

NOTE: To use the global variables from your Control Center, make sure Designer and Control Center are connected.

4.2.9.1 Setting Global Variable Properties

- **ID.** This is the internal ID number. This must be a unique number.
- **Name.** Variable name.
- **Description.** Optional variable description.

- **Current value.** This is the value the variable will use next time when needed. You can update the default value, when needed.
- **Prefix/suffix.** Prefix is a string added in the front of the variable value, suffix is added to the end.
- **Min/max value.** Defines the minimum and maximum values the variable can occupy.
- **Rollover.** Specifies to restart at the minimum value when the maximum value has been reached. You would use this option for counters.
- **Length.** Specifies the maximum number of characters the variable can occupy. Enable **Fixed length**, when the value must contain the exact number of characters.
- **Data format.** Specifies the type of characters that are allowable.
- **Padding.** Specifies the optional characters around the value to fill-in values to the variable maximum length. You can enter the custom pad character. For example, you would use it to add leading zeroes to numeric values.
- **Increment type.** Specifies the counter type. Step determines the value that counter will change for. Count determines the number of labels upon which the counter will change its value.

4.2.10 Alerts

Alert configuration is done using a Web wizard. The wizard guides you through all essential settings in 4 intuitive steps, prompting the user to enter the required settings for each of the alert types.

TIP: Wizard steps are dynamic and change depending on the type of alert being created. Each of the alert types requires a different set of information items.

When configuring the event monitoring, select **Basic configuration** mode and select the type of raised alerts you want to keep an eye on:

- **NiceLabel Designer errors during production:** if printing from NiceLabel 2019 Designer on a connected workstation reports an error, it raises an alert.
- **NiceLabel Print errors during production:** if printing from NiceLabel 2019 Print on a connected workstation reports an error, it raises an alert.
- **Automation errors during production:** if printing from NiceLabel 2019 Automation Builder on a connected workstation reports an error, it raises an alert.
- **License violation:** if a license violation is reported from any of the connected workstations, it raises an error.

TIP: License violation results from exceeded number of allowed printers or from exceeded number of allowed NiceLabel 2019 installations per license.

The second available option is to select **Advanced configuration** module using which you can fine-tune the monitored parameters such as applications, error types, severity and list of workstations you want to monitor.

After you're done with the alert configuration, send a test alert to check if alerting works in case of a real emergency. The alert is saved and activated – it begins monitoring the system for the configured error events. Once an error occurs, the alert sends a notification to the addressee, and the alert event is logged in the **History** section. For more information on the event log, see [History](#).

4.2.10.1 E-mail (SMTP) Alert

This alert sends a custom email message to the specified email address. You can customize alert email header and its content.

The suggested (default) message contains all available variables that can be used. The content can be adapted to fit your purpose during alert setup.

The available email content categories (variables) are:

- Error message: [ErrorMessage]
- Error details: [ErrorDetails]
- Module: [Module]
- Label file name: [LabelFileName]
- Printer name: [PrinterName]
- Error time: [ErrorTime]
- Link to the error: [ErrorUrl]
- User: [User]
- Workstation: [Workstation]

To enable sending of notification emails via SMTP, configure:

- **Server:** Type the address of your outgoing (SMTP) mail server.
- **Port:** In most cases, SMTP communication works with port 25. It can also work with port 587.
- **Secure connection:** The SMTP email transfer alone doesn't provide any encryption. To make your connection secure, enable this option to encrypt your communication.
- **Username and password:** Type credentials if the SMTP server requires authentication.
- **Sender email:** Email address that appears in the notification email.
- **Sender name:** Contact name that appears in the notification email.

4.2.10.2 Sending Alerts Over Gmail Or Similar Email Providers

Control Center supports mail servers that only accept encrypted connections (e.g. Gmail and similar). Two conditions must be met in such case:

- If your selected email server runs on a non-standard port, define the **Port** number. Port 587 is recommended.
- Make sure the **Secure connection** option is enabled.

The image shows a dialog box titled "SMTP Settings". It contains several input fields: "Server" (smtp.gmail.com), "Port" (587), "Username" (nialert@gmail.com), "Password" (empty), "Sender email" (nialert@gmail.com), and "Sender name" (nialert@gmail.com). There are "OK" and "Cancel" buttons at the bottom. A callout box with a green border and a pointer to the "Secure connection" checkbox contains the text "Encrypted email connection parameters."

- If using the 2-step verification, enter the App **Password** that was generated for you by the service provider.

NOTE: App passwords allow 2-step verification users to access their Google accounts through 3rd party applications. Generate the App Password [here](#) and use it to start sending the alerts.

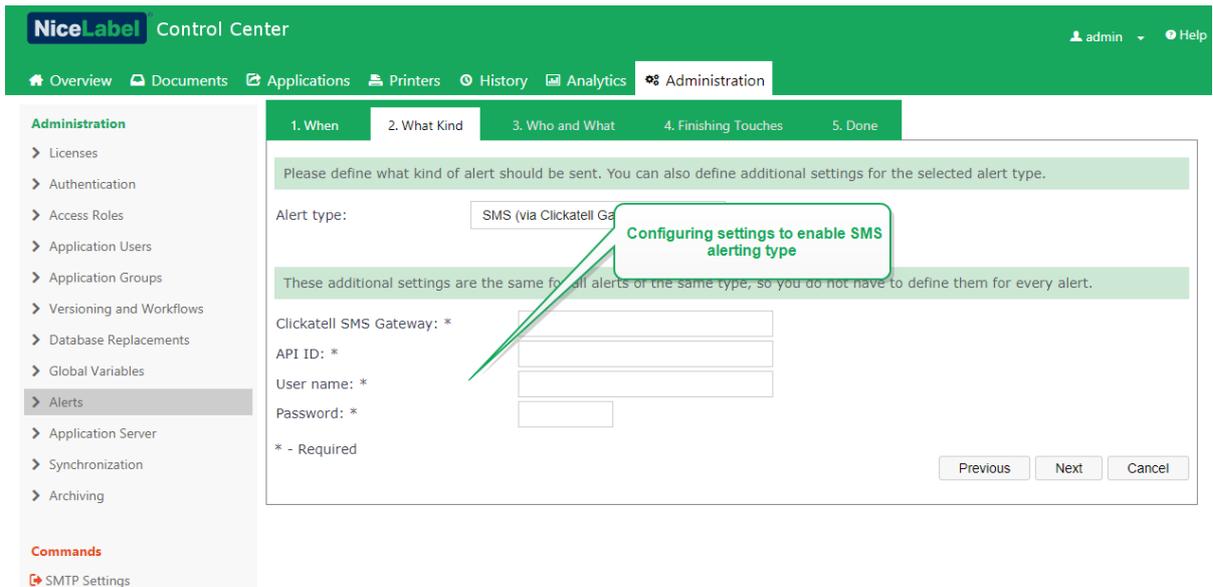
Detailed procedure for sending alerts over external mail server are available in this [knowledge base article](#).

4.2.10.3 RSS 2.0 Feed

This alert type is actually a link to the RSS feed. Here you are creating a definition for only those alerts that the recipients wish to see in the RSS feed reader of their choice. The user will receive timely updates from the Control Center. Subscribing to a website RSS removes the need for the user to manually check the web site for new content. Instead, their feed reader constantly monitors the site and informs the user of any updates.

4.2.10.4 SMS (via Clickatell Gateway)

SMS message is sent through the Clickatell SMS Gateway (<http://www.clickatell.com>). To send SMS alerts, you need to open an account with them and purchase a certain amount of credits.



4.2.11 Application Server

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

The application server options allow you to enable the RemoteApp technology in your Control Center product. With RemoteApp you can make programs that are accessed remotely through Remote Desktop Services appear as if they are running on the end user's local computer. The Document Storage displays new commands to open label designer, form designer or run-time from the RemoteApp server without any need to have NiceLabel client installed on your workstation.

- **Enable application server.** Tick this option to enable the application server functionality in the Document Storage.
- **Application server URL.** Specifies the server hostname where the RemoteApp server has already been installed. Enter the fully qualified domain name or IP address.
- **Signing certificate thumbprint.** Specifies the thumbprint of the certificate that will be used to sign the `.RDP` files. Each time you want to run the remote NiceLabel application on your desktop, Control Center will generate the `.RDP` file containing commands for the RemoteApp server. The `.RDP` file specifies which application must run and which file from the Document Storage must open. When the `.RDP` file is signed with the certificate, the user will not see the warning about the unknown publisher.

NOTE: For more information about the above configuration options for the Application Server, see the document **NiceLabelControl Center Installation Guide**.

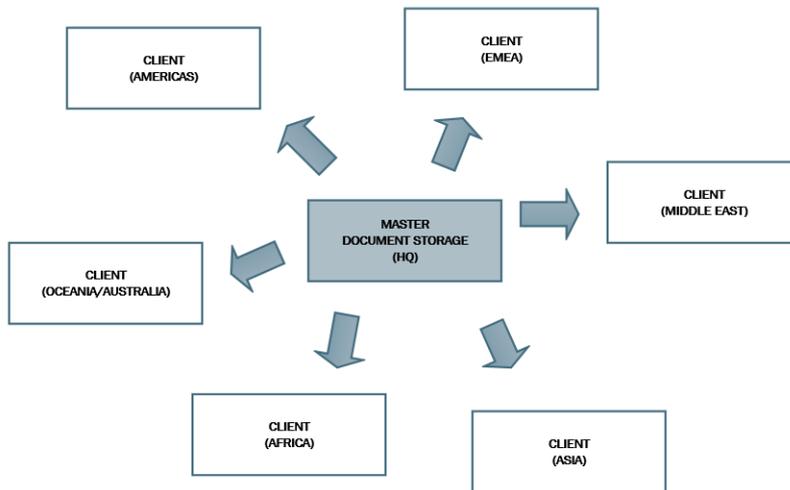
4.2.12 Synchronization

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

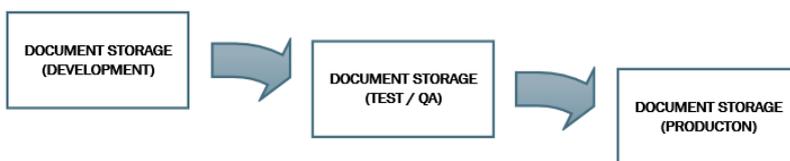
The synchronization feature allows you to keep Document Storage from two or more Control Centers in sync. All changes from the master Document Storage are propagated to the replicated Document Storage, which contains the exact copy of all published folders and files.

This functionality is frequently used for the following purposes:

- **Synchronization of files on geographically distributed locations.** In this case you have a master server set up in the company's HQ. The label design is done centrally. The label approval is also done centrally. When the labels are approved (and published), they must be distributed to all production environments. All remote Control Centers are set as clients to the master Control Center.



- **Synchronization of files of multiple stage deployments (development > test (Quality Assurance) > production).** In this case, the files must travel in the chain from the development towards the production environment. Control Center in the Development environment is master to Control Center in the Test environment and Control Center in the Test environment is master to the Control Center in the Production environment.

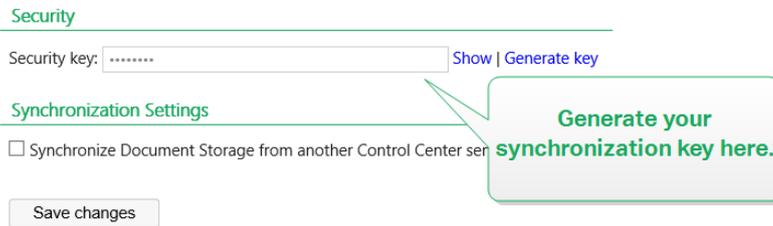


NOTE: When the synchronization is enabled, the Document Storage in the client Control Center switches to read-only mode. You cannot add & remove folders and files. You can change the workflow type for the folder and change the workflow steps for the files within that folder. You can also delete files from the replicated Document Storage. However, the deleted files are synced from the master Document Storage in the next synchronization interval.

4.2.12.1 Synchronization Rules

These are the main rules that synchronization procedure will follow:

- The synchronization is always configured and initiated on the client.
- You have to provide the security key that matches the security key on the master Control Center. The security key will allow access only to the authorized clients. You can click the **Generate Key** button to generate your security key, or type in your custom string of characters.



- You can only synchronize files that are governed by some workflow process.
- The files that are in the final step of the workflow selected for the particular folder will be synchronized. The final workflow step is usually **approved** or **published**. This depends on the selected workflow.
- When the source files are synchronized on the client, they are placed in the initial state of the workflow which is defined for the folder on the client. Although the folder name is the same in Document Storage on both servers, the workflow process for this folder on the client can differ from the workflow process on the master.
- File revision number is synchronized as well. When the file in revision 10 on the master is synchronized with the client, it will retain revision 10 also on the client. Because not all revisions are approved / published, you can expect to have gaps in the revision numbers on the client.
- [File decommissioning](#) makes obsolete published file unavailable for read-only users. When client Document Storage synchronizes with master Control Center, the decommissioned approved files are copied from master Document Storage but are no longer marked as decommissioned in the client Document Storage. To make these files invisible for the read-only users also in the client Document Storage, decommission them manually. To learn how to decommission a file, see section [Specific access permission options](#).
- Synchronization service periodically retrieves the list and states of files on the master and compares them with local copies. New files, files with higher revision numbers, and files which have reached the final state in the approval process will be updated in the replicated Document Storage.
- Synchronization uses its own authentication method and bypasses the authentication mode configured in the master Control Center. The Control Center deployments do not have to belong to the same domain. All data exchange is encrypted.

4.2.12.2 Enabling Synchronization

To enable the synchronization, you have to do the following:

1. Open Control Center page.
2. Go to **Administration > Synchronization**.
3. Enter the security key (token) as is defined on the master Control Center.
4. Enable **Synchronize Document Storage from another Control Center server**.
5. Select folder synchronizing option:
 - **Synchronize all folders:** synchronizes all published files and folders of the replicated document storage with the master Control Center document storage.
 - **Synchronize the following folders:** defines which folders in the replicated document storage should synchronize with the master Control Center document storage.

TIP: Add each folder in a separate line, i.e.

```
/Labels/Folder 1  
/Labels/Folder 2
```

6. Set destination document storage state:
 - **Document Storage is read only:** if enabled, this option makes the replicated document storage operate in read-only mode. This means that the synchronized folders and included documents cannot be changed. To allow adding additional folders or files to the replicated document storage, disable this option.

WARNING: Synchronized files always overwrite their locally modified copies.

7. Enter the URL to access the master Control Center.

Use the syntax:

```
http://server/epm
```

... where *server* is the Windows name of the computer, where Control Center has been installed

8. Select time interval in which synchronization must occur. There are two options:

Document Storage Synchronization

Manage settings for Synchronization on document storage

Security

Security key:

Synchronization Settings

Synchronize Document Storage from another Control Center server

Source Control Center server url:

Synchronize all folders

Synchronize the following folders:

Document Storage is read only

Synchronization Scheduling

Daily at

Periodically every

- **Daily.** The synchronization will occur daily at specified time. You can select one predefined value, or enter your own time.
- **Periodically.** The synchronization will occur periodically in defined time interval (minutes, hours or days).

9. Click **Save changes**.

4.2.12.3 Logging Synchronization Activity

After each synchronization cycle, the information about sync action will be added to the **Application** event log. The report will contain the following information:

- Start time of sync
- End time of sync
- The list of synchronized files (file name, revision)

4.2.13 History Log Cleanup

Control Center keeps track of events from NiceLabel applications that share the same license key. Tracked events belong to multiple types of printing-related actions, system events, alerts, and errors. Control Center stores the data about tracked events in History log. See more about Control Center History [here](#).

In time, the size of stored data in History log can reach several Gigabytes for large enterprise environments. If the log database grows too large, it starts to affect the performance of Control

Center. Growing log database is the reason why NiceLabel recommends you to regularly clean up the History log data.

4.2.13.1 Choosing The Right Data Archiving Method

There are two available methods for archiving of deleted old History log data :

- The easiest way is to use archiving with Microsoft Access database files. This is the default option. After 30 days, Control Center archives the deleted old log data, creates a new Access file that contains the log data, and stores the file on your disk.
- In cases of large-scale Control Center deployments in enterprise environments, NiceLabel recommends you to use archiving via partitioning tables. To enable archiving via partitioning tables, follow the instructions in [NiceLabel knowledge base article #288](#).

4.2.13.2 Enabling Regular Cleanups

By default, Control Center performs scheduled cleanups. You can either decide to continue with cleanups (recommended), or to disable them. If you decide to disable the cleanups, the log database continues to grow along with incoming new log entries.

To enable or disable the History log cleanup, go to **Administration > Storage and Database > History log cleanup**.

- **Perform scheduled cleanups** enables regular cleanups in time intervals as defined in the **Cleanup configuration** segment below.

NOTE: Each cleanup irreversibly deletes the log data from Control Center database and frees up space for new log entries.

- **Keep all data stored** disables cleanups. This means that the History log keeps the data from tracked events stored without time limitation. Log database continues to grow in size.

Click **Save** to confirm.

4.2.13.3 Scheduling Cleanup

To set the cleanup time interval, go to **Administration > Storage and Database > Cleanup Configuration**

- **Process log entries older than (days)** defines the number of days log data remains in the database before Control Center starts the cleanup. By default, interval duration is 30 days. You can customize the archiving interval in range of 1 to 365 days.

Click **Save** to confirm the settings.

4.2.13.4 Choosing The Cleanup Action

Decide what to do with the old data during the cleanup. **Cleanup action** allows you to:

- **Delete the old data.** This option permanently and irreversibly deletes the old log data.
- **Archive to Microsoft Access database file.** Stores the deleted old log data in a Microsoft Access file and saves it on the selected location.

Click **Save** to confirm.

4.2.13.5 Configuring Log Data Archiving With Access Database Files

If you decide to use log data archiving method with Access database files, there are a few optional configuration steps under **Cleanup configuration**.

- You can customize the **Microsoft Access file path**. By default, Control Center saves the archive Access files in folder `C:\Program Files\NiceLabel\NiceLabel Control Center\Archive`. You can type a path that leads to a location on your local disk, or to a network location.
- Choose how to name the **Microsoft Access file name**. By default, name of the Access file that contains archive log data is `EpmArchive.mdb`.
- **Organize archive data** allows you keep the archived data in separate files or in a single growing database file.

- **Create new archive file for each cleanup** keeps the archive data from each cleanup in separate files. Select this option if you prefer keeping the data in multiple smaller database files.

NOTE: This option adds timestamp to the file name. This means that it reformats the database file name from `EpmArchive.mdb` to `EpmArchive_YYYYMMDD.mdb`. Time stamp shows the date of archiving.

- **Keep adding data to the same file** keeps the archive data in a single database file that keeps growing with each cleanup.

Click **Save** to confirm.

4.2.13.6 Recovering The Archived Data

After the history log cleanup, Control Center stores the archived data in Access database files. The archived data is no longer directly visible in the History tab. If you want to make the archived data visible again, your Control Center allows you to recover the history data from the archive Access database files.

The recovery procedure imports the archived data back to the Control Center database and makes the data available for viewing and further analysis.

NOTE: Use the archived data recovery option if you plan to conduct an audit that requires checking the already archived data stored in Access database files.

1. To recover the archived data, run the dedicated NiceLabel Archive Importer application.
2. Click **Import**. The file browser window opens.
3. Locate your Microsoft Access archive database file. If your archive uses separate database files with time stamps, make sure you select the file for the relevant time period. See how Control Center includes the time stamp within the file name in the section above.
4. Click **Open**. Your archive data becomes visible again in the Control Center **History**.

Because reimporting the archived data adds load to the Control Center database and slows down the performance, you can delete the recovered data after you are done with the audit. To delete the recovered archive data, click **Delete**.

NOTE: During the archive data recovery, your Access database files remain stored on your computer. If you decide to delete the recovered archive data from your Control Center, you still keep the original Access database files and all history data that is visible on the **History** tab.

The recovered archive data is excluded from the data archiving in Control Center. Thus, the recovered data remains visible on the **History** tab until you decide to delete the data using the NiceLabel Archive Importer application.

4.2.14 Managing Licenses

The Control Center includes the functionality of a licensing server. You can activate your **NiceLabel** clients by entering the same license key as for the Control Center. When the client shares the license with the Control Center, it will report all events to the same Control Center and can be managed through it. Information about all printing events from each workstation is reported to the centralized location.

NOTE: The license in the NiceLabel multi-user products is a printer seat. Each unique printer that you use for label printing counts as one license.

You can see the used printer seats in the **Administration** tab. Select the **Licenses** section. To see the licensed printers, click the link. The link takes you to the [Printers tab](#).

Licenses Administration
Manage and upgrade licenses, activate and deactivate products.

Activated Products

Product	Used	Total
LMS Enterprise	5	100

[Click here to view licensed printers](#)

4.2.14.1 Activating New Product

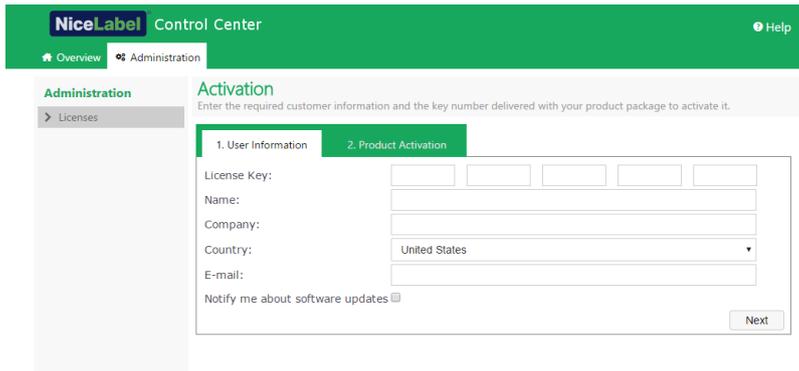
To activate the licenses in the Control Center server, do the following:

1. Open a browser on a computer that has access to the internet.
2. Type in the URL to the Control Center.

```
http://server/epm
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab, then choose **Licenses** subsection.
4. Select the **Activate new product** link.
5. On the Activation page, enter the required customer information and the **Key Number** that was delivered in your product package.



The screenshot shows the NiceLabel Control Center interface. The top navigation bar is green with 'NiceLabel Control Center' and a 'Help' icon. Below it, the 'Administration' tab is selected, and the 'Licenses' subsection is active. The main content area is titled 'Activation' and contains a form with two tabs: '1. User Information' (selected) and '2. Product Activation'. The form fields include: License Key (a grid of five input boxes), Name (text input), Company (text input), Country (dropdown menu set to 'United States'), and E-mail (text input). There is a checkbox for 'Notify me about software updates' and a 'Next' button at the bottom right.

6. Click the **Next** button. The **Registration Number** is generated automatically. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

4.2.14.2 Upgrading Licenses

To follow your expanding business needs, NiceLabel recommends you to upgrade your license. There are two types of license upgrades:

- Product edition upgrade. This expands the amount of product features and widens the possibilities of use.
- Upgraded number of printers. The use of NiceLabel LMS is licensed per connected printers. This type of upgrade expands the permitted number of printer to be used with the software.

Each upgrade type requires an upgrade key. After you purchase the upgrade at your NiceLabel reseller or on the NiceLabel web site, you receive the upgrade key.

To upgrade your existing Control Center license, do the following:

1. Open a browser on a computer that has access to the Internet.
2. Type in the URL to the Control Center.

```
http://server/name
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab, then choose **Licenses** subsection.

4. Select one of the products to upgrade.
5. Click the **Upgrade** link.
4. Notice the **Old Key Number** and the **Registration Number** are already populated. Enter the **Upgrade Key Number** that was issued for your product upgrade.
5. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button. **Activation Code** will be generated and your upgraded product functionality will be activated.

4.2.14.3 Version Upgrade

TIP: Plan your Control Center's version upgrade in advance. The upgrade may cause production downtime. Complete the upgrade procedure while the printing of your labels can be paused.

Use this type of upgrade to install and activate the latest version of Control Center *on top* of the existing installation of Control Center 2017. To upgrade your version of Control Center from 2017 to 2019:

1. Download and install the latest version of NiceLabel Control Center.
 - After completing the installation procedure, the inactive Control Center 2019 opens in your browser.
 - Go to **Administration > Licenses**.
 - The **License Key** field is already populated with your license key from the previous version. Copy and paste the **Upgrade Key** from the email you received from your NiceLabel reseller after purchasing the license.
2. Click **Automatic Activation**. Activation code generates automatically and upgrades your license.
 - Your Control Center 2019 is ready.

After installing Control Center 2019, the Control Center 2017, the program files remain on your computer. These files do not interfere with the Control Center 2019 files. You can leave these files on your computer or delete them later.

NOTE: The `Web.config` configuration file for Control Center 2019 replaces the Control Center 2017 `Web.config` file. Installation renames the "old" Control Center 2017 `Web.config` to `Web.backup`.

4.2.14.4 Version Upgrade After A Clean Install

TIP: Plan your Control Center's version upgrade in advance. The upgrade may cause production downtime. Complete the upgrade procedure while the printing of your labels can be paused.

6. If your computer is offline, visit the **Activation Web Page**. The link is visible above the **Automatic Activation** button.

The Activation Web Page automatically populates your license information. You can edit personal information here. Click **Activate** to generate your Activation Code. The page with your activation code opens. Copy your Activation Code to use it on your offline computer.

4.2.14.5 Adding Licenses

If you want to increase the number of licenses for a particular product activated in the Control Center, you have to activate the add-on license.

To add licenses to your existing product, do the following:

1. Open a browser on a computer that has access to the internet.
2. Type in the URL to the Control Center.

```
http://server/name
```

Where server is the name of your computer, where you have installed Control Center.

3. Go to the **Administration** tab and select **Licenses** subsection.
4. Select one of the products to upgrade.
5. Click the **Upgrade** link and then select the **Add licenses**.

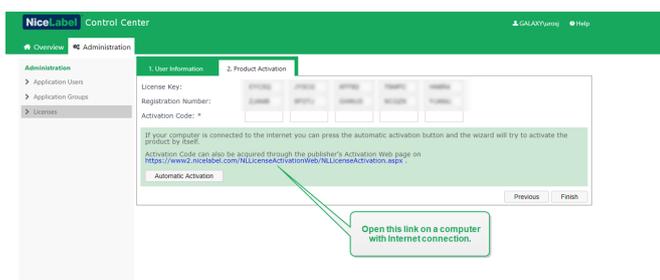
NOTE: Notice that **Key Number** and the **Registration Number** are already entered.

6. Enter the **Add-on License** that was issued for your current license.
7. If the computer has an Internet connection, you can complete the activation by clicking the **Automatic Activation** button.

4.2.14.6 Activating Without Internet Access (Offline Activation)

If the computer on which you started the activation procedure does not have Internet access:

1. Repeat steps 1–5 from section [Activating New Product](#).
2. Click the **Activation Web Page** link. When the browser window opens, copy the entire address.



- Go to another computer with available Internet connection. Paste the **Activation Web Page** link into the web browser address bar.
- After the Activation Web Page opens on the computer with Internet connection, fields with information about your license are automatically populated. You can also edit personal information.

License Key Activation

Welcome to the NiceLabel activation site. Please copy the data from your NiceLabel activation dialog box into the fields below. Then press the ACTIVATE button.

License Key:

Registration Code:

Name:

Company:

Country:

E-mail:

Notify me about software updates
* - required

- Click **Activate** to generate the **Activation Code**. The page with your activation code opens. Copy the **Activation Code**. You will use the **Activation Code** on your offline computer.

License Key Activation

The activation code was successfully generated. To finish the activation procedure, enter Activation Code to the NiceLabel Activation dialog box.

Activation Code:

The e-mail with Activation Code was successfully sent to address you have provided.

NOTE: Do not close the license activation dialog while obtaining the **Activation Code** on another computer with Internet access. If you close it, you will have to repeat the procedure with a new **Registration Code**.

NOTE: If you do not have any available computers with Internet connection, call NiceLabel support. Activation code will be generated using the provided **Registration Code**.

- Go back to your offline computer on which you are activating the Control Center. Paste the activation code into the **Activation Code** field.

NiceLabel Control Center

Administration

1. User Information 2. Product Activation

License Key:

Registration Number:

Activation Code: *

- Click **Finish**. Your offline Control Center is activated.

4.2.14.7 Deactivating Products

Deactivating a license key allows you to move the software from one server to another.

To deactivate the product, do the following:

1. Make sure that the computer you use to open Control Center has connection to the internet.
2. If you have user login enabled, log in as user with the administrative permissions in Control Center.
3. Go to **Administration>Licenses**.
4. Select the product you want to deactivate.
5. Click **Deactivate product**.

5 Using Control Center

5.1 Opening the Control Center

NiceLabel Control Center application is designed as a web page, to capitalize on the benefits of remote and centralized access offered by such application design. To start NiceLabel Control Center, open your browser and type in the following address.

```
http://server/epm
```

... where *server* is the name of your server where you have installed NiceLabel Control Center.

The Overview tab opens first in your browser with tabs for the functional areas. You can open an individual section of the application by clicking on the corresponding tab. For example, if you want to see all printing-related events that occurred in your environment, click the **History** tab.

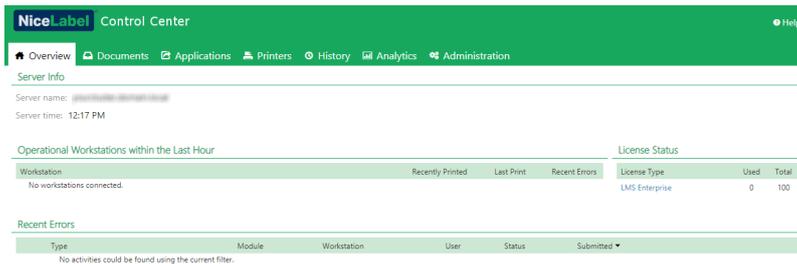
The visibility of the tabs depends on the user privileges. By default, Control Center doesn't have user login enabled. Each user has administrative permissions and will see the full functionality. When you enable the user authentication, the tab visibility will depend on the user membership in the access roles.

5.2 Overview

When you open the NiceLabel Control Center, the **Overview** page opens. It is a summary page that displays the current system status:

- **Server Info.** You will see the server name and server local time.
- **Operational Workstations within the Last Hour.** Shows all clients that sent some event in the last hour. Every workstation's license type is visible, as well as the most recent errors detected. If you wish to see detailed information for any of the indications on the **Overview** page, click on the **Magnifier** icon in front of the shown information.
- **License status.** All activated licenses are shown here, together with the total and available number of licenses.
- **Recent Errors.** Shows all errors that happened in the last twenty-four hour period.
- **The version.** Version of your Control Center is shown in the bottom right part of the

window. This information is mandatory, when contacting the technical support.

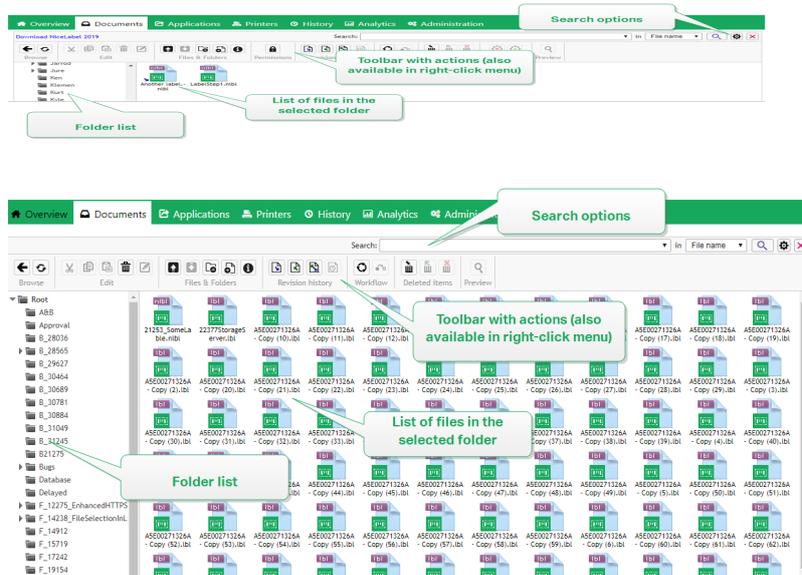


5.3 Documents

5.3.1 Document Storage

Control Center includes the document storage feature, which is a shared file repository on the server, from where the users can store and retrieve their files. While the basic functionality may resemble a shared location on a network, this storage is on a web-based application. It can be shared to a much broader public and accessible from anywhere in the world, not limited to local area network.

Document Storage supports all file extensions, not just NiceLabel-related file types.



NOTE: Availability of options shown on the screen shot depends on the Control Center product edition.

This section explains how to:

- Work with your Document Storage.
- Search for files and label data.
- Preview your labels.

- Move the files.
- Get file properties.
- Access your files.
- Open files using WebDAV or HTTP syntax.
- Access the database files in your Document Storage from Web Printing

5.3.1.1 Working With Document Storage

You can control the Document Storage items using commands in the Toolbar above the contents area. The Toolbar mimics the functionality of a ribbon and uses icons that are easy to understand.

- You have to upload the files into the Document Storage, before you can use them.
- You can organize files into folders.
- You can select the item display mode from icon to list view.
- You can preview all label files. The image preview will appear in a dialog box.
- You can right-click the items to execute commands upon them and see their properties.

The commands in the Toolbar change if you enable functionality that is not enabled by default, such as revision control, workflows, and access permissions.

NOTE: You need NiceLabel LMS Enterprise product to enable support for revision control and workflows.

You can also right-click folder and files, and use commands in the context menu. If you have configured Application Server role in the Control Center, the toolbar will display additional Application Server options. For more information read section [Centralized Application Server](#).

TIP: For best user experience using the Document Storage, make sure to install the [Browser Extension](#), when prompted so.

Document Storage remembers which was the last viewed folder during your most recent session. This makes your work with stored documents easier and more time efficient.

After you view a certain folder and leave Document Storage, Control Center will automatically select the same folder next time you visit Document Storage.

5.3.1.2 Searching For Files And Label Data

If you have to find a particular label file either based on the file name mask or filtered by some content, you can use the search pane in the Document Storage.

When used, only the files that contain entered string (in the file name or in the file contents) will be displayed. The folder tree also shows only the folders that match the search criteria or contain sub items (file or sub folders) that match the criteria. You have to press **<ENTER>** to confirm the entered string.

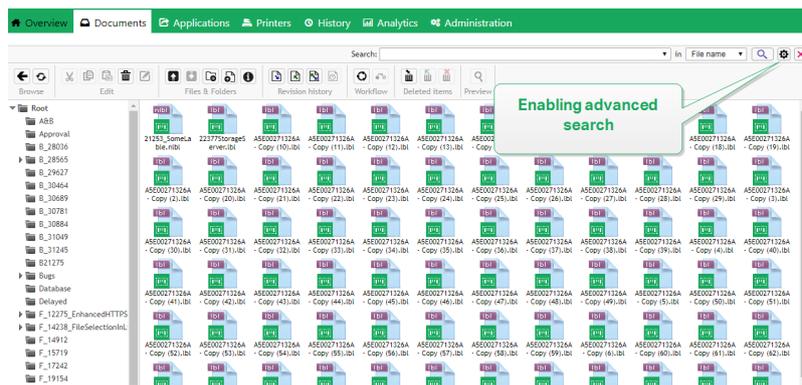
- **Search by file name.** When you enter a string, Document Storage filters out the displayed items. You will see all folders and files that contain the entered string in their names.
- **Search by file contents.** When you enter a string, Document Storage will display the label files that contain the string anywhere in their content, such as all fixed content for text and barcode objects and names of all variables (and their description, default value and prompts).

To clear the filter, click the **Clear search** button.

When the Document Storage displays filtered results, this is indicated by a different color of the search toolbar. All files are again shown when you click the **Clear search** button or presses `<ESC>` key.

NOTE: The partial search is enabled by default. When you enter word **lab**, the result will include **label** and **laboratory**. To disable partial search, enter the keyword inside the double quotes, like this **"lab"**.

You can narrow your search by enabling the advanced searching functionality.



In this case you can search by specific fields either inside the label meta-data, structural information or workflow steps.

Advanced search functionality allows search queries, such as the following:

- Find all files that contain string **LV** in the file name and have text object containing text **Batch**
- Find all files that need to be approved (search for by specific workflow step name, such as **Request approval**)
- Find all labels with dimensions 10×7 cm

User can enter the following search keys for advanced search functionality:

EXAMPLE: Name, Author, Description, PrinterName, PrinterDriver, Width, Height, WorkflowStep, Object, ObjectContent, Text, TextContent, TextFont, Barcode, BarcodeContent, BarcodeType, Graphic, GraphicPath, Variable, VariableDescription, VariableDefaultValue, VariablePrompt

After the search keys you have to enter color character (:) followed by the actual keyword. You can search by concurrent fields, make sure to delimit them with space character.

The following example searches for label that contains both **MyPrinter** and **660** in the printer name and contains a variable named **Counter1**. Label must also contain an EAN barcode.

EXAMPLE: PrinterName:MyPrinter PrinterName:660 Variable:Counter1 BarcodeType:EAN

Last 10 search terms are saved and suggested to the user when he starts typing in the search field.



5.3.1.3 Previewing Label Files

You can preview the label files directly in the Document Storage without opening the label in designer.

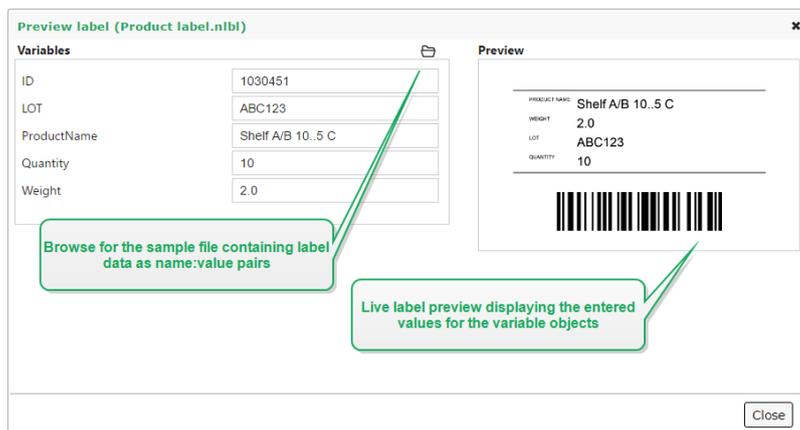
To see the label preview, do the following:

1. Select the label file.

NOTE: You cannot preview solution (.NSLN files).

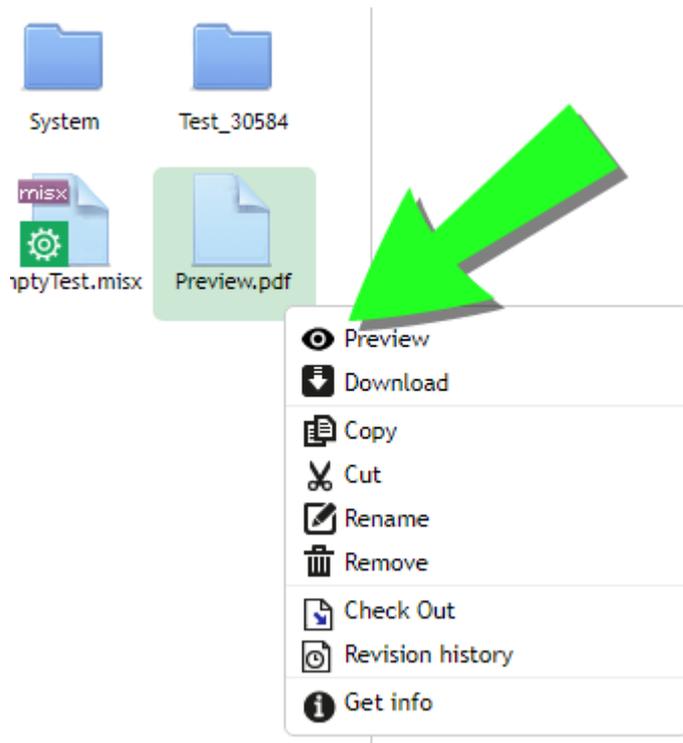
2. Click the **Preview** button in the Toolbar.

You can also right-click the label file and select **Preview label** in the context menu.



Control Center also preview images and PDF files. Double-click or right-click the file, and click **Preview**. You can preview files with extensions .bmp, .png, .jpeg, .gif, .tif, .wmf, .emf, and .pdf.

The preview opens in a new tab of your web browser.



If you work with file revisions, you can open label previews of any revision from the **Revision history** for the selected label.

NOTE: When opening the label preview, you can enter the values for variables and see how they are used in the label template. You can also use values from a data file.

NOTE: Label preview is generated by the installed printer. If the printer does not exist, a virtual printer is used instead.

5.3.1.3.1 Applying Values From Data Files To Variables

The label templates are usually designed with variables that don't have any default value defined. This ensures that there are no hard coded values that would be used during printing. On the other hand it makes the label preview and comparison more difficult task, because you have to provide the values for variables before the label preview is generated. When generating the label preview, you can enter values manually.

You can also provide the external data file with a list of variables and their values and NiceLabel Control Center will automatically use it for the label preview. The data file must provide the *name:value* pairs. There must be name of the variable and there must be value for the variable. All pairs are read from the data file and values sent to the variables of the same name defined in the label. If the variable of the same name is not defined in the label, the *name:value* pair is discarded.

NOTE: You can let Control Center find the data file based on the rules defined below, or you can click the folder icon next to the label name/preview and override the defaults with your data file.

Data file structure

The contents for the variable data can be provided in either of the two available structures.

XML structure

The variables are provided within `<Variables />` root element in the XML file. Variable name is provided with the attribute name, the variable value is provided by the element value.

```
<?xml version="1.0" encoding="utf-8"?>
<Variables>
  <variable name="Variable 1">Value 1</variable>
  <variable name="Variable 2">Value 2</variable>
  <variable name="Variable 3">Value 3</variable>
</Variables>
```

Delimited structure

The variables are provided in a text stream. Every *name:value* pair is provided in a newline. Variable name is to the left of the equals character (=), variable value is to the right.

```
Variable 1=Value 1
Variable 2=Value 2
Variable 3=Value 3
```

Data file naming convention

The name of the data file can be the same as the name of the label, but using the extension `.values`. This private data file allows you to provide different data file for each label.

EXAMPLE: If you have a label named `label.nlbl`, the data file must be named `label.values`.

The other option is to use the same generic data file for all labels. In this case, name the data file `default.values`. The *name:value* pairs within will be used for all labels.

NOTE: If both files exist in the same folder, the file `label.values` will take precedence over the file `default.values`.

Data file location

You can store the data file in various locations in the Document Storage.

EXAMPLE: The label `label.nlbl` is saved in the folder `/folder1` and therefore available as `/folder1/label.nlbl`.

The searching for a data file is executed in the following order.

1. The private data file in same folder as the label file.

EXAMPLE: /folder1/label.values

2. The private data file in the subfolder SampleValues.

EXAMPLE: /folder1/SampleValues/label.values

3. The generic data file in the same folder as the label file.

EXAMPLE: /folder1/default.values

4. The generic data file in the subfolder SampleValues.

EXAMPLE: /folder1/SampleValues/default.values

When the first available `.values` file has been found, the search stops and contents of the data file is used for the label preview.

NOTE: Using the `SampleValues` subfolder is useful when you have a workflow process defined in the label folder, but you do not want the same workflow to govern your data files. In this case, you can store the new version of the data file without going through all workflow steps.

5.3.1.4 Moving Files

To move a file to a different folder while keeping all its revision and associated comments, do the following:

1. Select the file.
2. Click **Cut** icon in the toolbar.
3. Move focus to a folder into which you want to move the file.
4. Click **Paste** icon in the toolbar.

NOTE: You can also select multiple files and folders for moving. When you select folders, all its content is moved (files and sub folders).

5.3.1.5 Getting File Properties

You can obtain the file properties, such as file name, file type, size, creation and modification date, name of last user that modified the file, file permissions, selected workflow for this folder, workflow step in which the file is, check out status and revision number.

To see file properties, do the following:

1. Select the file.
2. Click the **Get info** button in the Toolbar.

You can also right-click the file and select **Get info** in the context menu.

5.3.1.6 Accessing Files

Accessing files using browser

You can use Control Center Web interface to interact with files inside the Document Storage. This is the access method if you want grant access to Document Storage to users, connecting from external locations (such as the Internet). In this case, make sure that your firewalls allows inbound connections to the Control Center.

NOTE: If you have NiceLabel client locally installed, double-clicking the label (.NLBL) or solution file (.NSLN) will open it in the **Designer**. The options to Edit or Print & Run files is also accessible in the right-click menu.

Accessing files using NiceLabel Client

The users can use the **File > Open** dialog box in NiceLabel software to interact with the files in the Document Storage. The users can also use their favorite file manager, such as Windows Explorer. When you activate NiceLabel client with a license from Control Center, the shortcut to the Document Storage is added to user's Favorites. This shortcut becomes accessible in Explorer and every Windows file-managing dialog box.

NOTE: If you are using the application authentication on your Control Center, the users that work with NiceLabel 2019 applications, must type their credentials each time they start Designer, Automation or Print.

5.3.1.7 Opening Files Directly

Using the WebDAV syntax

You can use the following WebDAV syntax to open files:

```
\\<server>@8080\DavWWWRoot\folder\label.nlbl
```

For secure connection to Document Storage use the following WebDAV syntax:

```
\\<server>@SSL@8080\DavWWWRoot\folder\label.nlbl
```

Using the HTTP syntax

You can use the following HTTP syntax to open files:

```
http://server:8080/folder/label.nlbl
```

For secure connection to Document Storage use the following syntax:

```
https://server:8080/folder/label.nlbl
```

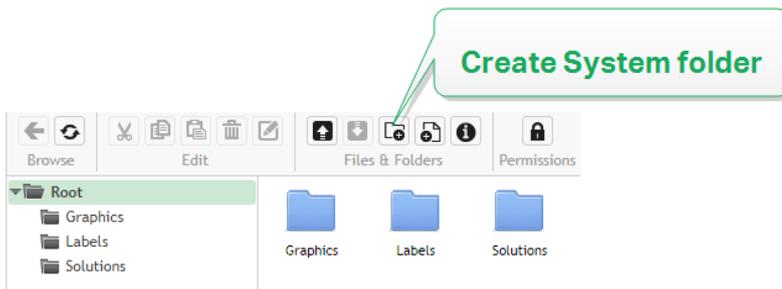
5.3.1.8 Using Custom Fonts

If your company is using custom fonts for labeling, you can upload and store these fonts in your document storage. This is how you can store your custom fonts on a universally accessible and manageable central location.

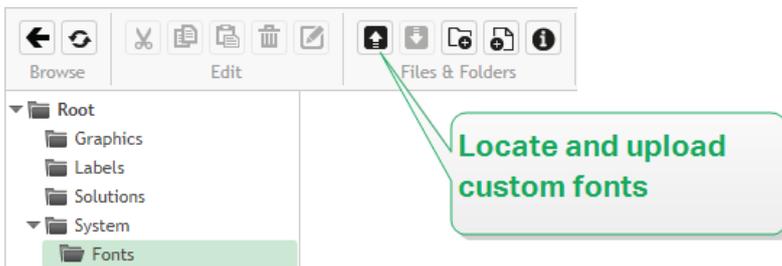
The dedicated font storing location in your document storage is `/System/Fonts`. This where your Control Center takes the fonts for [label previews](#).

To upload your custom fonts to document storage:

1. Go to **Documents** tab > **System** > **Fonts** folder. If the **Systems** folder does not exist yet, create one at the root level and create a subordinate **Font** folder.



2. Upload your folders to the **System/Fonts** folder.



This makes custom fonts ready for your labels.

NOTE: Make sure you have the legal right to use the uploaded custom fonts before you design and publish your labels.

NOTE: You cannot use custom fonts with the Text on ellipse effect. Read the NiceLabel 2019 User Guide for more details.

NOTE: To use custom in the Rich Text Box object, make sure you enable the **Alternate rendering** option. Read the NiceLabel 2019 User Guide for more details.

5.3.2 File Access Control

Set access permissions to your individual folders with file access control. This is useful when you want to limit access to certain folders in Document Storage to specific groups of users. You

can customize access permissions for folders and subfolders by specific access roles and apply them to all role members.

To configure and set your file access permissions Document Storage, you must first enable user login for Control Center. Enable [Authentication](#) first.

NOTE: If you do not enable user login for Control Center, **Default** role permissions stay in place – all Document Storage folders and files are accessible in full read & write mode.

5.3.2.1 Access Control Rules

These rules define access control in Document Storage:

- You set access control for folders with access roles. Users can be members of multiple roles that affect how you can read, write, edit, and delete documents in document storage.
- All permissions you set for a folder apply both to folder contents and to subfolders.
- Subfolders inherit permissions from parent folders, or you can set custom permissions for each subfolder.

5.3.2.2 Additional Workflow-related Access Control Rules

When specific workflow process apply to folders, these additional rules apply:

- If you have read-only access to a folder, you can only read the last approved-published revision for files. If files are not yet approved-published, you cannot read them at all. Configure access privileges by access roles.

NOTE: Users in production environments must have read-only access to ensure they see only approved-published revisions.

- When you have full folder access (read and write permissions), you can read any file revision.

5.3.2.3 Changing Access Permissions For Folders

Access permissions for folders depend on user roles. To set general access permissions or custom permissions for specific folders and subfolders, use access role permissions in Control Center.

NOTE: Make sure you enable user login for Control Center.

To set folder permissions, follow these steps:

1. Log in to Control Center as an administrator.
2. Go to **Administration > Access Roles** and click a role to customize from the list. To add a new role, click **+ Add**.

The **Access Role configuration page** opens.

3. Go to **Permissions for this role > Documents** tab to set:
 - General document permissions for all folders
 - Default document permissions for all folders, including storage and workflow permissions
4. To set custom permissions for specific folders or subfolders, go to **Custom document permissions**.
5. Select a folder to customize and click **Customize**.
Control Center opens the **Customize permissions dialogue** for the folder you select.
6. Click specific storage and workflow permissions to apply to this role and folder.

NOTE: Access role settings you change for this folder apply to all users in the access role.

7. Click **Customize**.
Permissions you set for this role and folder now display in the **Custom permissions** section of **Custom document permissions**.
8. Click **Save** (on your top right) to save your settings and continue working.

Custom folder permissions you set are saved and now apply for all access role members.

5.3.2.4 Specific Access Permission Options

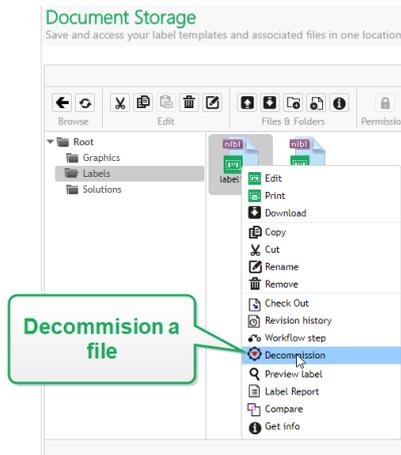
TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

Decommissioning a File

If a published label or solution file becomes obsolete during its life cycle, decommissioning allows you to make the file unavailable for read-only users. Decommissioning makes deleting an obsolete file from the document storage unnecessary. This option just hides the obsolete file and, if necessary, makes it available again using recommissioning.

To decommission a file in the Document Storage:

1. Right click the file to display the context menu and click **Decommission**. The confirmation window pops up.



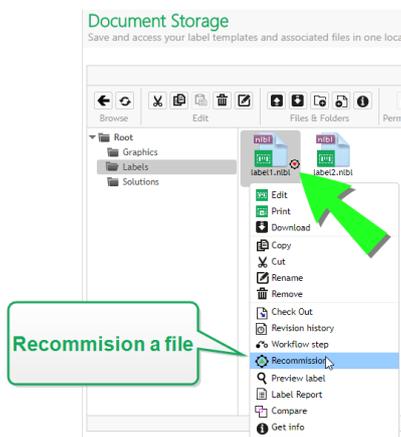
2. Click **OK** to continue. The confirmation window opens. Type in the reason why you are decommissioning the file.

After you have decommissioned the file, an icon appears next to the file in the Document Storage (see the green arrow in the picture below). This icon indicates that the file is no longer visible to the read-only users.

NOTE: You can decommission a file even if it is not currently published. This option is available also for files that are still in approval process or have been unpublished in the past.

If you decide to make the decommissioned file visible again, recommission it:

1. Right-click the document to display the context menu and click **Recommission**.

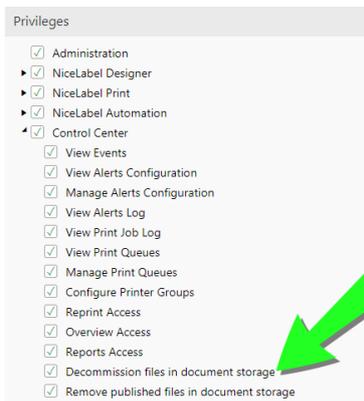


2. Click **OK** to continue. The confirmation window opens. Type in the reason why you are recommissioning the file. The file is again visible to the members of access roles with read-only privileges.

NOTE: Authentication must be enabled on Control Center to make file decommissioning possible. Supported authentication types are: Windows, Application.

NOTE: You can view the decommissioning/recommissioning actions and their details in Control Center [history](#).

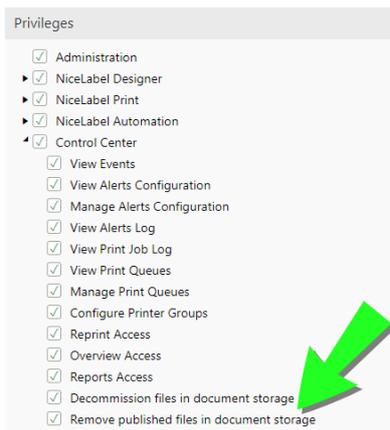
By default, members of Administrator and Approver access roles are allowed to decommission files. To allow other user roles to perform this action, go to **Administration > Access Roles >** select the access role **>Application Permissions > Control Center**. Scroll to **Decommission files in document storage** to allow or deny this option to the members of this access role.



5.3.2.5 Removing Published Files

By default, only members of Administrator access role can remove a published file from Document Storage. However, the Administrators can allow any other access role to remove the published files.

To grant the selected access role the right to remove published files from Document Storage, go to **Administration > Access Roles>** select the access role **>Application Permissions > Control Center**. Scroll to **Remove published files from Document Storage** and select this option.



NOTE: You can remove an entire folder that contains published files. If you do not have the permission to delete the included files, an error dialog with a list of files that cannot be deleted pops up.

5.3.3 Label Report

You can use label report feature to create a detailed description about the structure of the selected labels. At the same time, the label preview is generated for the visual reference on the label design.

When the label report is selected, a new tab will open in the browser and will contain detailed information about the selected file(s). You can initiate the report on the single file, group of files, the contents of the entire folder and on the specific revision of the label file.

The report will contain label's meta-data (name, author, description and commit comment), label structural information (list of fixed objects and variables with their contents), and label preview. You can use the provided information to build a label catalog, a list of all labels you use in your environment. This will help you keep track on the number of labels, their structure and intended usage. Before creating a new label template, you can verify your label catalog if a similar label has already been created. You could use the existing label as a master template for a new label.

If you need the label information saved in your existing business & informational system, you can download the provided label structure in the XML file and upload it to your system.

NOTE: If you have generated report for several labels, you can download XML files for individual labels, or one XML file containing definition of all displayed labels.

Label name: http://FATA:8080/User Guide/Product label.nlbl
Description:
Revision number: 2
Committed by:
Commit comment: checkin
Printer name: SATO CL608e
Printer driver: SATO CL608e
Label dimensions (width, height): 100 mm, 70 mm
Workflow step: Approved

Product name: Shelf sample
Weight: 10
LOT: ABC123D
Quantity: 10

Label metadata

Label preview with current data

Workflow step log

Date	User	Data	Comment
10/12/2016 1:42:40	Anonymous	Draft -> Request approval	Approve please.
		Workflow: Label production approval process	
10/12/2016 1:42:49	Anonymous	Request approval -> Approved	Approved.
		Workflow: Label production approval process	

Workflow events

Text fields

Name	Font	Size	Content
Text	Arial	10 pt	Product name:
Text_1	Arial	10 pt	Weight:
Text_1_1	Arial	10 pt	LOT:
Text_1_2	Arial	10 pt	Quantity:
Text_1_3	Arial	10 pt	
Text_2	Arial	10 pt	
Text_3	Arial	10 pt	
Text_4	Arial	10 pt	

Structural information about label

Bar codes

Name	Type	Content
Barcode	Code128	123456789012

Graphics

Name	Path
No items for this group	

Variables

Name	Default value	Prompt
ID	AB123B	
LOT	ABC123D	
ProductName	Shelf sample	
Quantity	10	
Weight	10	

List of label variables and their initial values

Export label data to XML

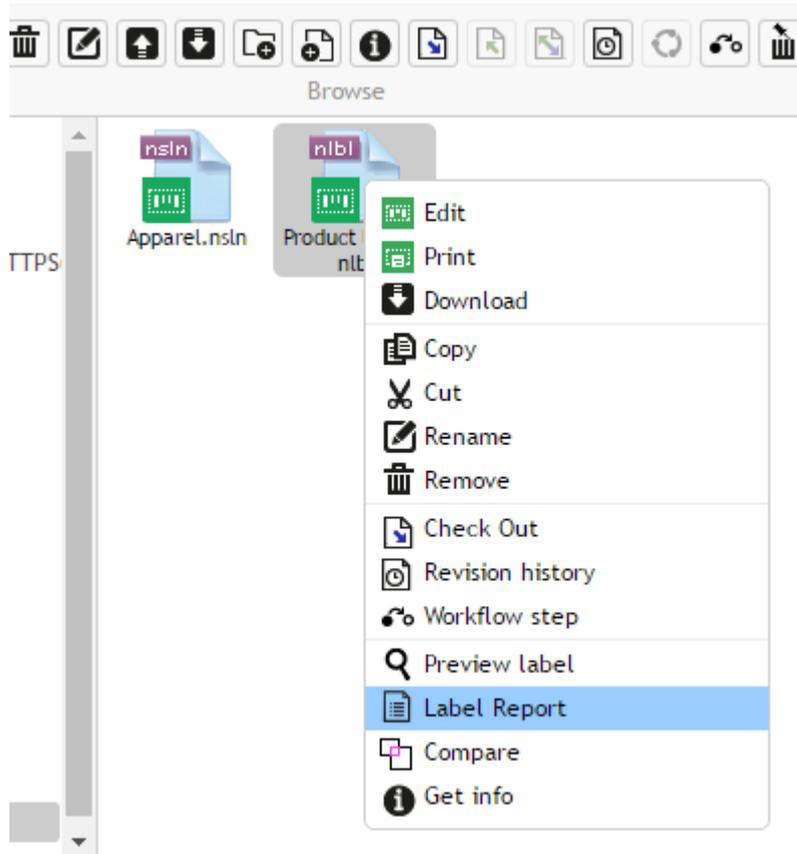
[Download XML](#)

5.3.3.1 Executing The Label Report

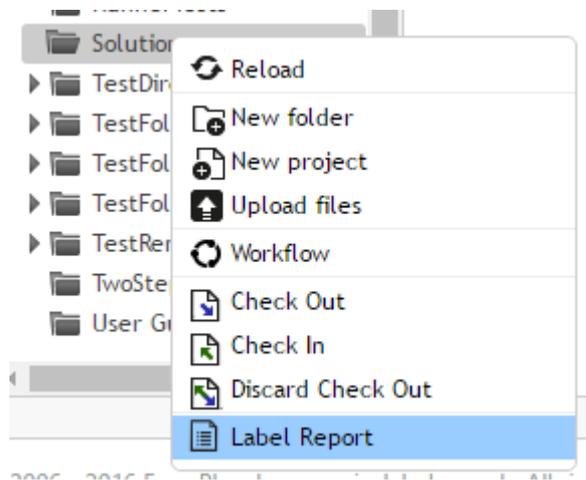
You can invoke the label report from several locations within the user interface:

1. **On the selected label file(s).** You can select one or several label files, right-click on them and select Label Report. The report will display in another tab inside your browser.

To select several files click and hold **Ctrl** key while selecting files.



2. **On the selected folder.** Select the folder, then right-click it and select Label Report. The report will be generated for all label files in this folder and all its sub folders.



3. **For a specific revision of the label file.** In the file revision history window click on the document icon to create label report for that particular revision of the label file.

File revision history (Label_Step1.nlbl)										
8	Revert	4/4/2019 9:01:35 AM	Anonymous	5 KB	Label production approval process	Draft	a			
7	Revert	4/4/2019 9:01:05 AM	Anonymous	5 KB	Label production approval process	Draft	a			
6	Revert	11/14/2018 3:04:59 PM	Anonymous	5 KB	MSG	Draft	s			
5	Revert	11/14/2018 3:04:30 PM	Anonymous	5 KB	MSG	Draft	a			
4	Revert	11/14/2018 2:59:33 PM	Anonymous	5 KB	MSG	Draft	a			
3	Revert	11/14/2018 2:53:04 PM	Anonymous	5 KB	MSG	Draft	a			
2	Revert	11/14/2018 10:49:56	Anonymous	5 KB	Label production approval process	Draft	a			
1	Revert									

Initiating label report for the selected label revision

5.3.3.2 Label Report Contents

For each label document, the following contents will be shown:

Label meta-data

- Label name
- Description
- Revision number
- Committed by
- Commit comment
- Printer name
- Printer driver name
- Label dimensions (width, height)
- Current workflow step

Preview label

- Label preview provides preview of the saved label with assigned data.

Label preview is generated by the installed printer. If the printer does not exist, a virtual printer is used instead.

NOTE: If a stored label has **Prevent font replacement** option enabled, label preview becomes unavailable in case of missing fonts. See NiceLabel Designer User Guide for details.

Label contents

- Workflow step log. Logged information related to the assigned workflow: date, user, data, comment.

NOTE: This segment is visible only if the workflow is set for the selected document.

- Properties of all fixed text objects. Object name, font, size, content.
- Properties of all fixed barcode objects. Object name, barcode type, content.

- Properties of all fixed graphic objects. Object name, path and file name to the used image.
- Properties of all variables. Name, description, default value, prompt.

5.3.4 Comparing Label Files

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

This feature provides an ability to graphically compare different label files, or different revisions of the same label file.

Graphical comparison is a great tool whenever you are interested in the changes between label designs. This information might already be provided in the comment field required during each check-in process, but perhaps the detailed level is not satisfactory. The tool will display all selected labels and/or revisions of a single label as thumbnails. You can select the left and right label/revision for comparison. Both selected labels will display on top, followed by a third image of both preview superimposed.

The color-coding allows for all differences to be easily spotted.



NOTE: Graphic comparison is available for label (.NLBL) files only.

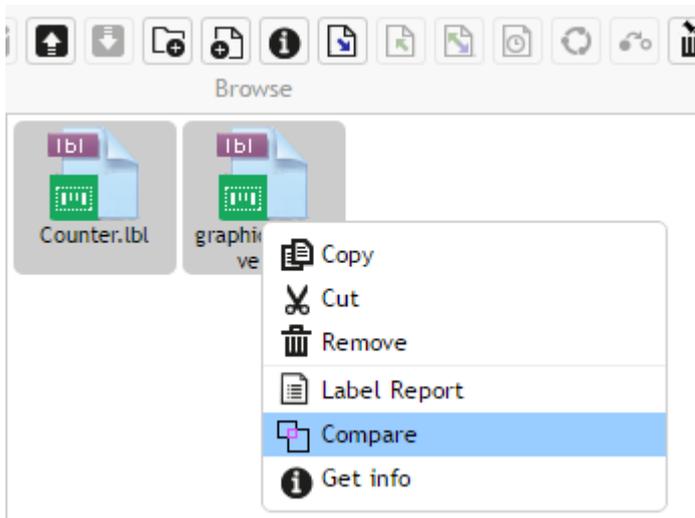
5.3.4.1 Comparing Different Label Files

To compare different label files, do the following:

1. Select two or more labels in the same folder.

NOTE: Hold Ctrl key while clicking labels to select multiple labels.

2. Right-click the labels and select **Compare**.

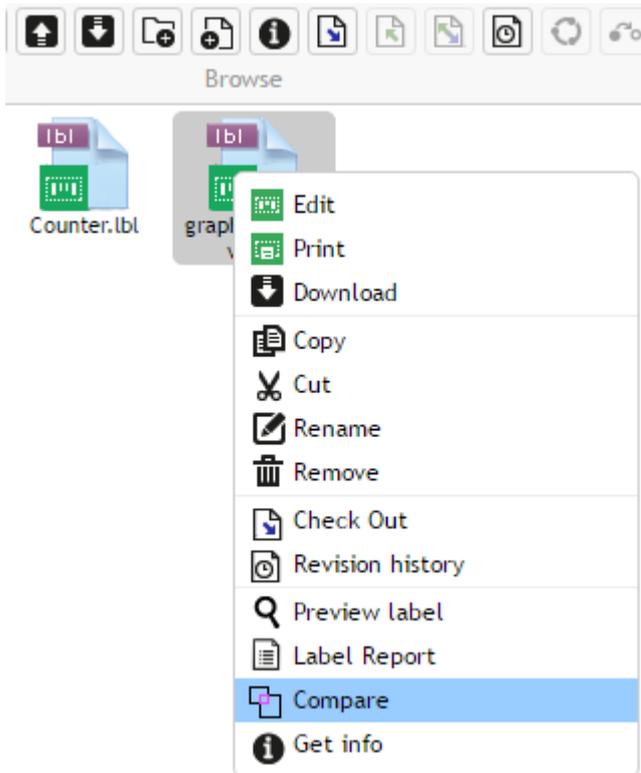


3. Select the left and right label for comparison. The superimposed image of label differences will be shown below the preview of the two selected labels.

5.3.4.2 Comparing Revisions Of The Same Label File

To compare revisions of the same label file, do the following.

1. Right-click the label that has at least two revisions and select **Compare**.



2. Select two revisions for comparison. One for the left preview, one for the right preview. The superimposed image of label differences will be shown below the preview of the two selected labels.

5.3.4.3 Applying Values From Data Files To Variables

The label templates are usually designed with variables that don't have any default value defined. This ensures that there are no hard coded values that would be used during printing. On the other hand it makes the label preview and comparison more difficult task, because you have to provide the values for variables before the label preview is generated. When generating the label preview, you can enter values manually.

You can also provide the external data file with a list of variables and their values and NiceLabel Control Center will automatically use it for the label preview. The data file must provide the *name:value* pairs. There must be name of the variable and there must be value for the variable. All pairs are read from the data file and values sent to the variables of the same name defined in the label. If the variable of the same name is not defined in the label, the *name:value* pair is discarded.

NOTE: You can let Control Center find the data file based on the rules defined below, or you can click the folder icon next to the label name/preview and override the defaults with your data file.

Data file structure

The contents for the variable data can be provided in either of the two available structures.

XML structure

The variables are provided within `<Variables />` root element in the XML file. Variable name is provided with the attribute name, the variable value is provided by the element value.

```
<?xml version="1.0" encoding="utf-8"?>
<Variables>
  <variable name="Variable 1">Value 1</variable>
  <variable name="Variable 2">Value 2</variable>
  <variable name="Variable 3">Value 3</variable>
</Variables>
```

Delimited structure

The variables are provided in a text stream. Every *name:value* pair is provided in a newline. Variable name is to the left of the equals character (=), variable value is to the right.

```
Variable 1=Value 1
Variable 2=Value 2
Variable 3=Value 3
```

Data file naming convention

The name of the data file can be the same as the name of the label, but using the extension `.values`. This private data file allows you to provide different data file for each label.

EXAMPLE: If you have a label named `label.nlbl`, the data file must be named `label.values`.

The other option is to use the same generic data file for all labels. In this case, name the data file `default.values`. The *name:value* pairs within will be used for all labels.

NOTE: If both files exist in the same folder, the file `label.values` will take precedence over the file `default.values`.

Data file location

You can store the data file in various locations in the Document Storage.

EXAMPLE: The label `label.nlbl` is saved in the folder `/folder1` and therefore available as `/folder1/label.nlbl`.

The searching for a data file is executed in the following order.

1. The private data file in same folder as the label file.

EXAMPLE: `/folder1/label.values`

2. The private data file in the subfolder `SampleValues`.

EXAMPLE: `/folder1/SampleValues/label.values`

3. The generic data file in the same folder as the label file.

EXAMPLE: /folder1/default.values

4. The generic data file in the subfolder SampleValues.

EXAMPLE: /folder1/SampleValues/default.values

When the first available `.values` file has been found, the search stops and contents of the data file is used for the label preview.

NOTE: Using the `SampleValues` subfolder is useful when you have a workflow process defined in the label folder, but you do not want the same workflow to govern your data files. In this case, you can store the new version of the data file without going through all workflow steps.

5.3.5 Revision Control System

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

Document Storage implements the revision control system for the labels, images, and related files. Over time, you will have a complete history of your files. The system allows you to work with revisions (version) of files, track changes made to the files, revert to the previous revisions, and restore deleted files.

Every time a designer wants to work with a label file, the file must be checked-out to the user. At this time, the file is locked to that user. Any other user can open the file in read-only mode only. When the designer checks-in the file, the new file version is created in the Document Storage. The revision number increments by one after each **Save** operation. The first file version is **revision 1**, the second **revision 2**, and so on. All previous revisions of the file are still available in the database. The designer can always access previous label revisions and make them active. For each check-in operation, the user can enter a comment describing the changes in the label design.

5.3.5.1 Adding Files To Document Storage

You must first upload files to the Document Storage to make them available for users:

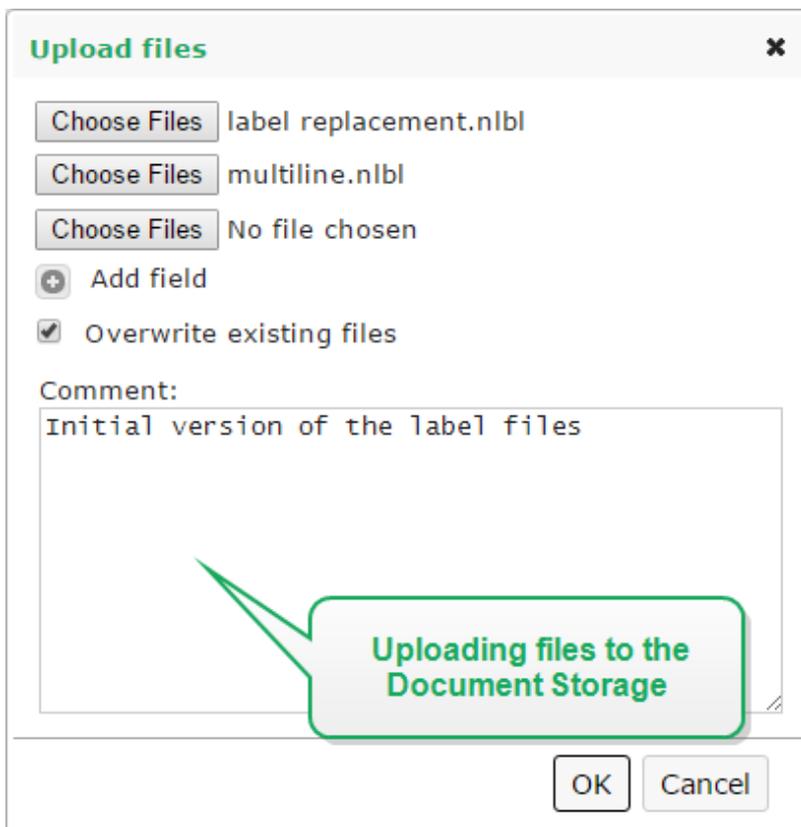
1. Click the **Upload files** button in the Toolbar. The upload dialog opens.
2. Drag the files or folders to the upload dialog. You can also click the upload dialog to browse for the files that you want to upload.
 - Enable **Overwrite existing files** if you only want to keep the latest uploaded file version visible in your Document Storage.

NOTE: If you disable the **Overwrite existing files** option, Control Center prevents uploading files with identical names. If you try to upload a file with identical file name, an error appears.

Each time you overwrite an existing file, you raise its revision number.

NOTE: To keep all file versions available, [enable Versioning](#) for your Control Center first.

- Use the **Comment** field to add a description about the newly added files or folders or their versions.
3. Enter the optional **Comment**. The Comment is recorded to the file log.



4. Click **OK**. Your files are ready in the Document Storage.

5.3.5.2 Checking Out Files

Before you can start editing the file, you have to check it out from Document Storage. The checked-out file is marked and locked for editing for any other user. All other users will see the current revision of the file, while the designer already works on a new draft. You can check out file from a Designer or from the Control Center.

To check out file from NiceLabel Designer, do the following:

1. In NiceLabel Designer, open the file from the Document Storage.
2. In Document Storage ribbon, click **Check Out** icon.

To check out the file in the Control Center, do the following.

1. In Document Storage tab, select the file you want to check out.
2. Click the **Check Out** button in the Toolbar.
You can also right-click the file and select **Check Out** in the context menu.
3. Double-click the file to open it in associated application. E.g. double-clicking the label will open it in NiceLabel Designer.

To allow other users making changes to the file, you have to check it back in, or discard check out operation. The methods are available in the NiceLabel Designer and in Control Center user interface.

WARNING: If you click **Discard Checkout**, you irreversibly lose all changes that any of the users did after checking out the file. To keep the changes, check in the labels or solutions first.

5.3.5.3 Checking Out Multiple Files

Use the standard Windows shortcuts with Ctrl key to select individual files. When you click the **Check Out** button, all selected files will be checked out simultaneously. You can also select **Check Out** command, while you have a folder selected. In this case all files in the folder will be checked out.

If an error happens during the processing, the user is informed about the details.

5.3.5.4 Checking In Files

When you are finished with editing the document, and want to make it available to other users, you have to put the file back into the Document Storage. The process is referred to by "checking-in the file". You can check in the file from NiceLabel Designer and in the Control Center.

When you check in the file, the file revision will increment by one. The entered comment is logged to file log.

To check in the file in NiceLabel Designer, do the following:

1. While the label is still opened in the Designer, go to Document Storage tab in the ribbon.
2. Click **Check In** icon.

To check in the file in the Control Center, do the following.

1. If you have downloaded the file and edited it locally, you have to upload the file back into Document Storage.
If you have opened the file in editor by double-clicking it, the edited file is already uploaded into Document Storage.
2. Select the file in Document Storage.
3. Click the **Check In** button in the Toolbar.
You can also right-click the file and select **Check In** in the context menu.

4. Enter the optional **comment**. It's a good practice to enter the comment describing the changes you did in the file.

5.3.5.5 Checking In Multiple Files

Use the standard Windows shortcuts with **<Ctrl>** key to select individual files, or with Shift key to select range of files. When you click the **Check In** button, all selected files will be checked in simultaneously. You can also select **Check In** command, while you have a folder selected. In this case all checked out files in the folder will be checked in. The comment you enter for the revision change will be applied to all files.

If an error happens during the processing, the user is informed about the details, such as files opened in designer, file check out was discarded, file was deleted.

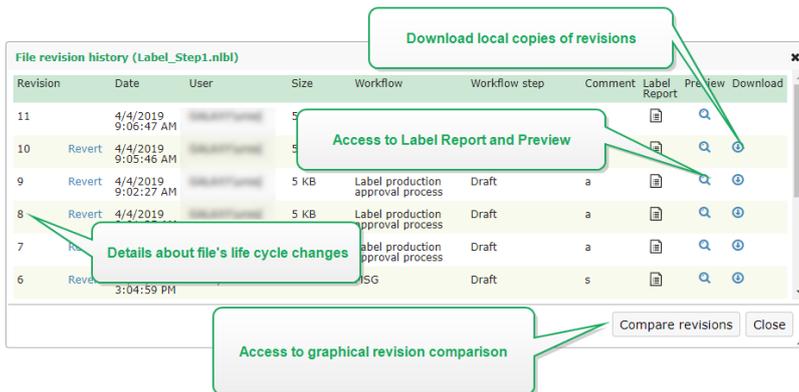
NOTE: The availability of the files depends on the configuration . For example, when you also enable workflows, the checked-in file is only available to print operators, when it is in the **Approved/Published** state.

5.3.5.6 File Revision History

Every change to the file is logged to database. Whenever you check-in the document, you can enter the comment describing the changes. The file revision history includes all events occurring for file, including revisions and workflow changes.

To see all activities for the file, do the following.

1. Select the file.
2. Click the **Revision History** button in the Toolbar.
3. The dialog box displays all known details, including revision number, data of change, user who committed the change, size of the file, workflow defined for current folder, workflow step for the file, and comment.



4. File Revision History provides access to additional commands:
 - **Revert to label revision.** You can revert files to any of their previous revisions. This action copies the selected file revision and adds it as the latest (current) revision.

NOTE: Reverting to label revision is reserved for access roles with Read/Write permissions for the current folder. See how to set access permissions for folders in section [File Access Control](#).

- **Label report.** A label structure report will be displayed on-screen, including meta information about the label including the graphical preview, plus a list of all label objects and variables. The report can be also downloaded as XML file.
- **Preview label revision.** You can preview any revision of the label file on screen. Use this feature to avoid opening labels in the designer, just to see how it looks.
- **Download.** You can download local copies of all existing label revisions from Document Storage to your computer. Open the downloaded copies in Designer and use them to create new revisions.
- **Compare revisions.** You can graphically compare the changes from one document revision to another on-screen.

5.3.5.7 Working With Revisions

The revision control system ensures transparency when reviewing your labels, solutions, or other labeling assets in the document storage. After each document check-in, your Control Center stores information about workflow promotions, check-ins, changes, and user comments. Additionally, Control Center keeps track of who and when performed all the actions.

When checking in your files, you can choose between minor and major file versions. Although there are no strict rules about when to use minor or major revisions, these are the guidelines:

- **Minor revisions** mark smaller user edits while working on a draft or when applying interim corrections.

If you check out your document, make changes, and check the document back in without promoting it to the next workflow step, Control Center creates a new minor version by default.

- **Major revisions** mark significant changes in the documents. These are the changes that a label or solution designer would do before forwarding the document to the approvers. Typically, new major revisions correspond with workflow step promotions.

The administrator can choose which workflow step marks a change in your documents as a new major revision.

5.3.5.8 Requesting Label Revisions

The label files stored inside the Document Storage are accessible using the WebDAV protocol. To get access to the label file, the application requiring a label authenticates itself, with the user account the application is running under. Each application runs in a specific user-space. For example, if you run the application interactively in your desktop, it will inherit privileges of your user account.

When the application requests the file, the exact obtained revision depends on the privileges of the user account.

Requesting HEAD Revision (Latest Available)

If you request a file without specifying any revision (you provide the file name alone), the following will happen:

- If you have read/write access to the file (you are a designer), you will get the last revision.
- If you have read-only access to the file (you are user from a production environment), you will get:
 - The last revision (if the folder doesn't have any workflow enabled)
 - The last approved-published revision (if the folder is governed by some workflow process)

Requesting Specific Revision

To request a specific revision, provide it as a parameter after the file name.

To request revision 10 of file `label.nlbl`, you would request it as:

```
label.nlbl?v=10
```

The access permissions defined on the folder where the file resides determine if you can access the file or not. If you are not allowed to get that revision, the failure will be reported in the error message.

Requesting the Last Published Revision

To request a specific revision, provide it as a parameter after the file name.

To request the last published revision of file `label.nlbl`, you would request it as:

```
label.nlbl?v=P
```

If no file revision has been approved, the failure will be reported in the error message.

File Log

The file log contains the information about file changes and check in / check out actions. This is a subset of information available in the file revision history.

To see the file log, do the following:

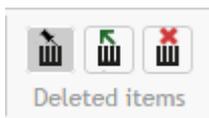
1. Select the file.
2. Click **Get info** button in the Toolbar.
You can also right-click the file and select **Get info** in the context menu.
3. Click **View file log**.

Action	Data	Date	User	Computer
Create	Revision: 1 Name: /User Guide/Product label.nlbl	10/18/2016 11:28:26 AM	Anonymous	
Workflow step changed	Revision: 1 Draft -> Request approval Workflow: Label production approval process Comment: Approval request.	10/18/2016 11:29:57 AM	Anonymous	
Workflow step changed	Revision: 1 Request approval -> Approved Workflow: Label production approval process Comment: OK.	10/18/2016 11:30:06 AM	Anonymous	

5.3.5.9 Restoring Deleted Files

The Document Storage contains a Recycle Bin functionality. When you delete a file, it is not actually deleted from the system, but is just marked as deleted. When you want to really remove the file, you have to purge it.

To show the deleted files, to restore them or to purge them from the system use the icons in **Deleted Items** group in the toolbar.



NOTE: To see the **Deleted Items** group in the toolbar, you have to enable versioning for the document storage and must be member of Administration access role.

5.3.6 Workflows

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

Control Center allows you to enable workflows along with your revision control system (versioning). Workflows let you set additional quality controls in your label printing process. Workflows include sequences of connected steps that follow workflow logic. Every workflow has at least a starting step and final step. There might be one or more possible promotion steps from the current step.

Using workflows, you can track the status of your label files.

When you include folders in your workflow process, the revisions users see when they request label files depend on their access role privileges. For more information, read [File Access Control](#).

5.3.6.1 Approval Process

Approval steps depend on the type of workflows you use. For each default workflow, NiceLabel sets the hierarchy of workflow steps and which steps are permitted next .

Files you upload to Document Storage in workflow-enabled folders start on the **Draft** step. When authors complete their initial layout and label contents, they move the file to the next step: **Request approval**. When configured, Approvers receive email notifications for files they're assigned to review and approve. Approvers can **Reject** files (this notifies Authors to make changes) or approve them. Approval moves the files to the **Approved** step. Each workflow defines available steps and the transitions from one step to another.

Moving files to the **Approved** step can require users to provide login credentials again. Re-authenticating this way confirms the correct users are still logged in. The Two-step label production approval process includes this re-authentication by default.

The **Approved** step (or **Published** step in some workflows) is the final state for files. You cannot use labels in production until they are approved and published. **Operator** role members (or any users with print-only permissions) can only see files on the **Approved/Published** step. Authors can work on new revisions of label files, but these changes are not visible to print-only users until their revisions reach the **Approved** state.

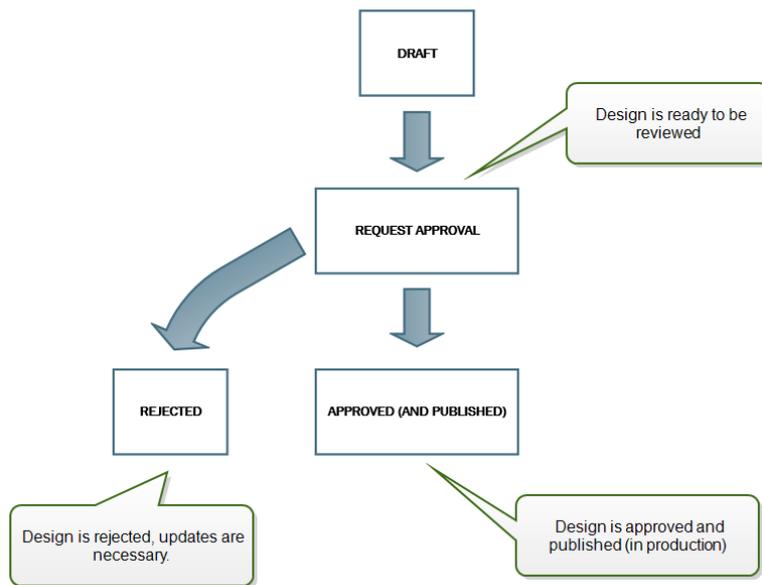
NOTE: Files only become visible to **Operator** access role members (print operators and print-only users) when they are approved/published.

5.3.6.2 Label Production Approval Process

This workflow uses standard approval processes. Documents start as drafts. When ready, authors request approval. Approvers either approve the documents or reject them. If rejected, authors can make additional changes and request approval again. When approved, documents are published automatically .

Operators can only see published documents. Operators have print-only permissions and can only use the latest approved (and published) documents. If un-approved revisions exist in Document Storage, they remain invisible to print operators.

The system documents each workflow step change. When users change steps, they must enter mandatory comments.



5.3.6.3 Two-step Label Production Approval Process

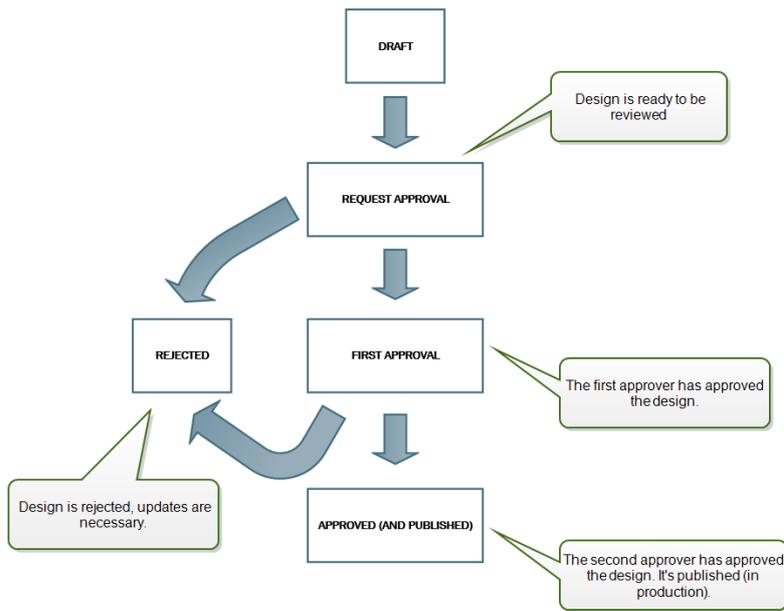
This workflow is similar to the **Label production approval process** workflow with a single difference. This workflow enables the two-level approval process. Before the document is approved (and published), two independent approvers must review and approve the document. Only after the document has surpassed both approving steps, it becomes published.

NOTE: Independent approvers must be logged in Control Center as unique users.

This process can be configured to have two separate approvers (or two groups of multiple approvers) defined for each step of the approval process.

- **Request first approval:** assigns unique users for the "step one" approval.
- **Request final approval:** assigns unique users for the "step two" approval.

To reach the approved status, the document must be approved by a unique member of both groups.



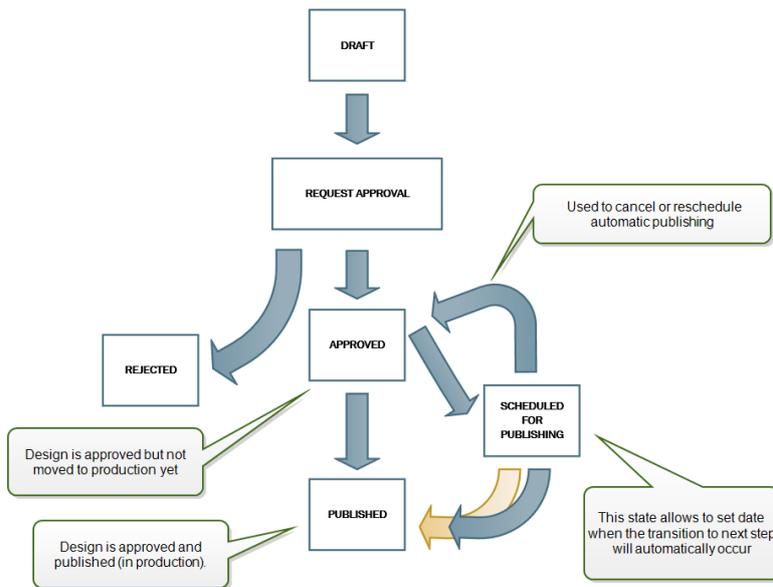
5.3.6.4 Label Production Approval Process With Delayed Publishing

This workflow is similar to the **Label production approval process** workflow with one difference. This workflow differentiates between the **Approved** and **Published** states. When the document is approved, it is functionally complete, but not automatically used by the print operators yet. In some environments the move into the final Published state must be performed with a delay. The document might have to wait until the next work shift, or until specific date, such as after the public holidays, or when a production order requires new label designs. You can schedule the future date and time for the publishing to occur.

The transition to the Published state can be done manually, or automatically by the system. The state Approved is not a final state, but is followed by:

- **Published.** In this case the transition into the Published state is completed by the user.
- **Scheduled for publishing.** In this case, the transition into the Published state is completed by the system on a date and time as defined in the workflow.

In both cases, the change of the step is logged into the system database.



5.3.6.5 Enabling Workflows

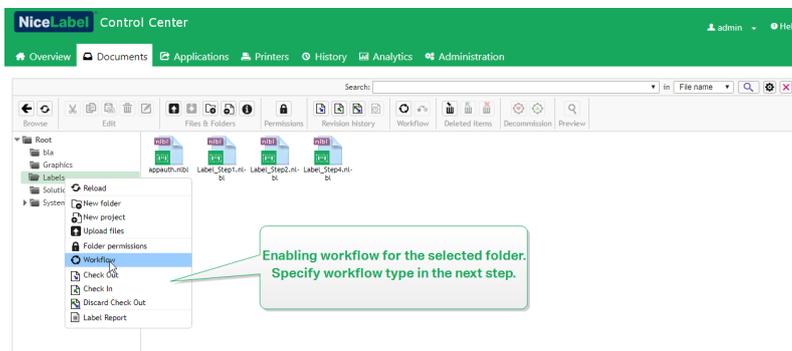
To enable workflows, do the following:

1. Open the **Administration** tab and click the **Versioning and Workflow** panel. The Document Storage Versioning and Workflows page opens.
2. Set **Workflows for document storage** to **Enabled**. Now, the workflows are active.
3. Open the **Document Storage** tab.
4. Select the folder for which you would like to enable workflow control.



5. Click the **Workflow** button in the Toolbar:

You can also right-click the folder and select **Workflow** in the context menu.

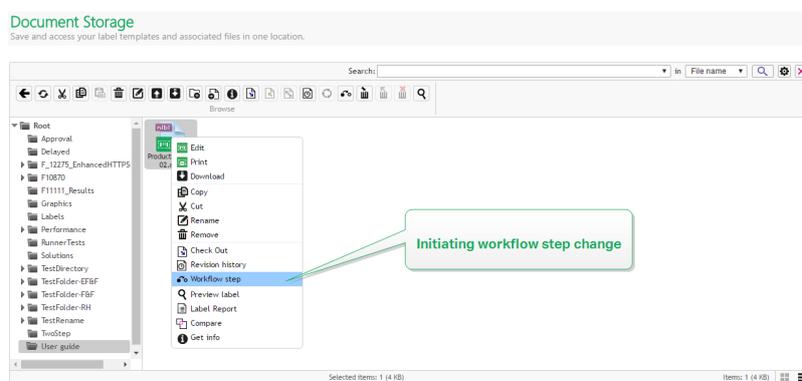


6. Select the option you want to enable for the folder.

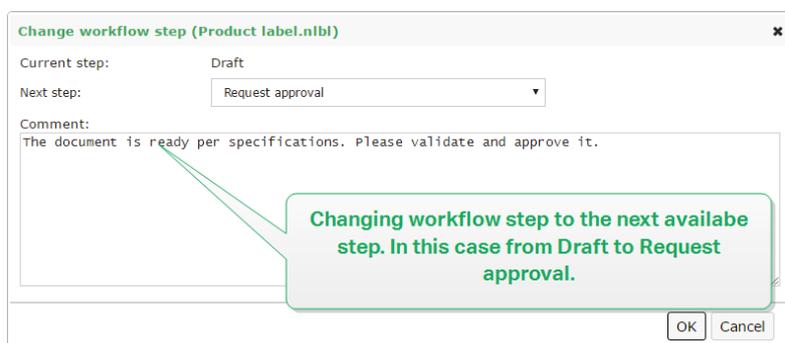
- **Use workflow from parent folder.** Select this option if the parent folder has defined the same workflow that you intend to use. The workflow logic is inherited from the parent folder. When you change the workflow on the parent folder, the change will propagate to the current folder as well.
- **No workflow.** Select this option if you want to disable workflow control for the current folder.
- **Choose workflow.** Select this option to define workflow for the current folder. You can select the built-in workflows or a custom workflow if there is one.

5.3.6.6 Assigning Workflow Steps To Files

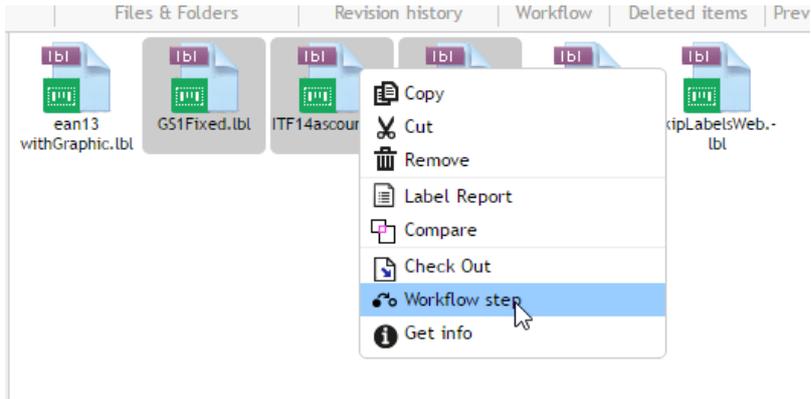
Each file in the workflow-controlled folder is on a certain step. The workflow step identifies in which workflow stage the file is currently in.



When you upload a new file, or enable a workflow for the existing folder, the file is on the initial step of the workflow. In case of built-in workflows, such as **Label production workflow** and **Two step approval**, the initial step is **Draft**. Each time you change the workflow step for the selected file, the new step is automatically assigned to the document. You can only change the steps as defined by the workflow rules.



Control Center allows you to simultaneously change the workflow step for multiple files in a folder. Use **Ctrl + click** to select the files and **right click** to open the context menu. Select **Workflow step** option to promote the files to the next available workflow step.



There are two conditions that you must meet to promote multiple files to the next workflow step:

- All selected files must be on the same workflow step.
- None of the files must be checked out during the promotion.

Once the document reaches the **Approved** step, it becomes visible to print-only users. These users are usually members of the built-in access role **Operator**, but you can also create your own roles.

Print-only users may in certain cases be also allowed to print working versions of files. Go to **Administration > Web Clients > Edit client** to set this property.

TIP: Such use is intended for solution development and testing.

5.3.6.7 Delayed Approved File Publishing (Scheduled Publishing)

To enable delayed publishing of the approved file, do the following:

1. Make sure the folder which contains the file is configured to use the workflow **Label production approval process with delayed publishing**.
2. Follow the workflow steps.
3. When the document is in the Approved step, it is ready, but not available yet (not published).

NOTE: The step **Approved** is the final step of other workflow types, but not the workflow for delayed publishing. The final step here is **Published**.

4. Open the workflow step selection dialog.
5. Select **Scheduled for publishing** for the next step.
6. Select **the date and the time** when the transition from Approved to Published step must occur.

4. Click **+Add**. The **Create new access role** window opens.
5. Type in a name of a new role, such as *AccessFolder1*.
6. Click **Save**.
7. Go to **Users in this role** and click **Add**.
8. Add the users who should have the approving privilege on the *Folder1*.
9. Click **Save**.
10. Expand the **Approver** role.
11. Make sure the same user is also a member of this role.
Now the user is member of both roles, *AccessFolder1* and *Approver*.
12. Log in to **Control Center** as the administrator.
13. Click on **Document Storage** tab.
14. Right-click the *Folder1* folder.
15. Select **Permissions**.

NOTE: The **Permissions** option is only visible with enabled login.

16. For the Approver role, change permission to **None**. For AccessFolder1 role, change permission to **Read/Write**.

Files in folder *Folder1* can only be approved by this user and no other member of the Approver role.

5.3.6.9 Creating Custom Workflows

Control Center allows you to create custom new workflows. Use custom workflows to match the specifics of labeling process in your company.

Before you decide to create and use custom workflows, analyze your labeling process and the built-in Control Center workflows first. Consider these three available options:

- [Introduce an entirely new workflow](#). In this case you are creating a new workflow from scratch. Although this is the most flexible option, make sure you know your approval process well enough before you start building a workflow. This saves your time and helps you eliminate potential future errors.
- [Edit the built-in workflows](#). In this case, we recommend you to duplicate and customize the most appropriate built-in workflow. Because the steps in a duplicated workflow are already configured, you must only make the necessary changes to adapt the workflow steps to your label approval process.
- Try to redesign and match your labeling process with the built-in workflows. This option makes sure your selected workflows are fully tested by NiceLabel and functional from start.

Before you start creating or editing the workflows, get familiar with the terms used in your workflow editor:

- **Steps:** Each workflow contains one or more phases called steps. During the approval process, your documents go through the predefined approval steps. You can create, name, and order your steps, then assign states to each step.
- **States:** States determine what you can do with a document during a workflow step. States include **Working**, **Locked**, and **Published** (see [below](#) for detailed description of states). Users assigned to custom workflow steps can only use the states you assign to your steps.
- **Transitions:** You control the workflow's direction with transitions. For example, when a reviewer rejects someone's changes, you can direct that document back to the submitter, or forward it to a different reviewer. All steps can transition forward or backward, except your initial step.
- **Automatic transitions:** Workflows can contain timed approvals that automatically transition your documents to different steps at times you choose. You can add a delay before publication, or prevent backlogs in documents under review by forwarding them to the next step after a set time.
- **Recipients and users:** You control who gets email notifications for each workflow step.
- **Enabled workflows:** You can toggle workflows on and off. All workflows require **Versioning** to be enabled.

NOTE: To create customized workflows, you must have an Administration access role.

1. To create a new workflow, go to **Administration > Versioning and Workflows > Workflows**.
2. If you are adding a new custom workflow, click **+Add**. The editing window for a new workflow opens.

If you are adding a custom workflow based on one of the existing workflows, click **Duplicate**. The editing window for a duplicated workflow opens. Further configuration steps are the same as for a new workflow. The difference is that the steps are already configured.

NOTE: You can identify the duplicated workflow by the name. If there's a single duplicate, the workflow's name is **WorkflowName - Copy**. If there are multiple duplicates, each of them is numbered, e.g. **WorkflowName - Copy (1)**.

3. If you plan to send notification emails to the users who should be informed about the changes in workflow, click **SMTP Settings** to open the SMTP settings dialog.

To enable sending of notification emails via SMTP, configure:

- **Server:** Type the address of your outgoing (SMTP) mail server.
 - **Port:** In most cases, SMTP communication works with port 25. It can also work with port 587.
 - **Secure connection:** The SMTP email transfer alone doesn't provide any encryption. To make your connection secure, enable this option to encrypt your communication.
 - **Username and password:** Type credentials if the SMTP server requires authentication.
 - **Sender email:** Email address that appears in the notification email.
 - **Sender name:** Contact name that appears in the notification email.
4. Type a **Name** and **Description** for your new workflow. Make them as descriptive as possible to make the workflow easy to find later.
 5. Add and configure your workflow steps. Click **+Add** in the **Steps** field to add new steps. To edit an existing workflow step, select the step and click **Edit step**. The **Edit workflow step** window opens:
 - Type the **Step name**.
 - Select the document **State** to be used in this step:
 - In **Working** state, reviewers can check in, check out, and change the document. Use this state for earlier approval steps when you expect multiple changes to the document, such as draft, first level approval, etc.
 - In **Locked** state, reviewers can only review the document – the document is read-only. Use this state to keep documents unchanged on the current step, such as when issuing requests for approval.
 - In **Published** state, the document is visible to members of all access roles.

Use this state for documents ready for use in production.

Edit workflow step ×

Step name	<input type="text" value="Draft"/>
State	<input style="border-bottom: 1px solid black;" type="text" value="Working"/>
Initial step	<input checked="" type="checkbox"/> Yes
Electronic signature	<input type="checkbox"/> No
Allow customizing email recipients	<input checked="" type="checkbox"/> Yes
Notification email recipients separated by new line, comma or semicolon.	<input type="text" value="editor@efficientlabeling.com"/>

- Decide if your newly added step should be the **Initial step** of the workflow. If you select **Yes**, this step becomes the first step in your newly added workflow. You can only define one step as the initial step.
- **Electronic signature** is an additional security measure that prevents unauthorized users from making changes to workflow steps.

After you enable the **Electronic signature**, users authorized to promote the documents to the next workflow step must authenticate again using Control Center credentials.

NOTE: **Electronic signature** in your Label Cloud works only with Microsoft accounts.

- **Set as major revision** marks the promotion of your document to the selected workflow step as a major revision. If the document had a minor version in the preceding workflow step, the promotion turns the current (minor) revision number into a major revision.

This options is not available if you enable the option **Use only major revision numbers**. Check its status on **Administration > Versioning and Workflows**. Read more in section [Versioning and Workflows](#).

EXAMPLE: Document's revision number in the "Draft" step was 3.2. After promoting the document to the "Request for approval" step, its revision number goes to 4.0.

NOTE: Each workflow sequence (from "Draft" to Approved") can set the major revision to your document only once. This means that if the document's revision number already is a major revision, e.g. 4.0, the revision number remains 4.0. The revision number does not go to 5.0 after promoting your document to the next workflow step.

- For each workflow step, you can define which users receive notification emails after a document reaches the current step. You can make the selection of users fixed or customizable. While you are changing the workflow step for a file in the Document Storage, the **Allow customizing email recipients** option allows you to add or remove the notification email recipients.
- **Notification email recipients** is where you add the email addresses of the users who are informed about the change in the workflow. Each time a document reaches the workflow step, the listed users receives an email with the link to the document.

NOTE: If you change the workflow step for multiple documents at once, the listed recipients receive a single notification email. The mail includes links to all relevant documents.

Workflow step changed
Browse to [Control Center](#) to review the files.

File	Workflow step	Comment
Access_Label.nlbl	Approved	These labels can be used in production.
GS1-128.nlbl	Approved	These labels can be used in production.
Label_layers.nlbl	Approved	These labels can be used in production.
Nutrition Table.nlbl	Approved	These labels can be used in production.

This is a system-generated message.

Repeat the configuration for all of your planned workflow steps. Click **Save** when you are done configuring the workflow. The new steps are listed under the **Steps** of your new workflow.

Document Storage Versioning and Workflows | Configure workflow: Tomato label Save Cancel

Settings

Name:

Description:

Steps

+ Add Delete Edit step

<input type="checkbox"/>	Step Name	State	Initial step	Electronic signature	Allow customizing ...	Notification recipie...
<input type="checkbox"/>	Draft	Working	Yes	No	Yes	approver@tomato...
<input type="checkbox"/>	Review	Locked	No	No	Yes	approver@tomato...
<input type="checkbox"/>	Published	Published	No			tomato...

6. After defining the steps for your workflow, you must also define how you are going to promote the documents to the next workflow step. Transition allows you to define the promoting options for your documents – approvals, rejections, and time delays before publishing.

- Click **+Add** to define the transition to the next step in the workflow. This is the step that the document transitions to after the authorized users give their approval. The **Edit workflow step transition** window opens.
- **Next step** defines the transition options that follow the current step. You can select among the existing workflow steps.

EXAMPLE :

When you have a **Review** step that decides if a **Draft** label should be published or rejected, add two "next steps" - **Published** and **Rejected**.

The assigned reviewer selects **Publish** to make it printable, or **Reject** to send the label to the Rejected step. If rejected, the author can now make corrections on the rejected document, and promote it to the **Draft** step.

Next step	Authorized profiles	Automatic transition	Unique user
Published	Administration	No	No
Rejected	Administration	No	No

- **Automatic transition** promotes the document to the next workflow step without manual intervention of authorized users after a specified time period. Use this option if you want implement time delay on your workflow step.

EXAMPLE: Your label has reached the Approved step, but you want to make it available for printing after a period of time. Add a Publishing delay step as the next step, and enable automatic transition for this step. When authorized users promote the label to the Publishing delay step, they define the time period after which the label becomes published - in this case on September 26th, 2018 at 6 AM.

EXAMPLES :

Time limits. You may set a time limit for reviews by automatically transitioning documents to the next step.

Publishing delays. Your label has reached the **Approved** step, but you want to make it available for printing after a period of time.

Add a **Publishing delay** step as the next step, and enable **Automatic** transition for this step. When authorized users promote the label to the **Publishing delay** step, they define the time period after which the label becomes published.

Change workflow step (Label_Step1.nlbl)

Current step: Approved

Next step: Publishing delay

Workflow step "Publishing delay" will be scheduled to automatically transition to workflow step "Published".

Automatic transition time: 09/26/2018 06:00

Comment:
The label becomes available at the specified time.

Workflow step log

Date	User	Data	Comment
9/24/2018, 10:42:35 AM	Anonymous	Draft -> Review Workflow: Tomato label	a
9/24/2018, 10:42:40 AM	Anonymous	Review -> Approved Workflow: Tomato label	a

OK Cancel

- If you want to make sure the authorized users who promote the document through the workflow step cannot also approve the next step transition, enable the **Unique user** option. With this option enabled, the user who reviews the document must be logged on to the Control Center using an account that differs from the account of the user who is assigned to the preceding workflow step.
- **Authorized roles** allow you to select the access roles whose members can promote the documents to the next step. The members of other roles are excluded from this step.

7. After you define a custom workflow, you can apply this workflow in your Document Storage the same way you apply the built-in workflows. See section [Enabling Workflows](#) for details.

8. To delete a workflow, select a workflow from the list and click **Delete**. If you want to delete a workflow, make sure that none of the files in your Document Storage use the workflow or any of its steps.

If you are experiencing difficulties while deleting the workflow, try deleting the individual steps first. When deleting the used workflow step, a warning displays the names of the files that use the workflow step you are trying to delete.

NOTE: You cannot delete the built-in workflows.

5.3.6.10 Preventing Administrator From Approving Files

By default, the Administrator account has full permissions in the NiceLabel Control Center, including the permission to approve files.

To revoke the permissions to approve files, do the following:

1. Open the application **SQL Server Management Studio**.
2. Connect to the SQL Server hosting the database of a Control Center.

3. Expand the tree-view to reach **Databases > <selected database (NiceAN by default)> > Tables > nan.Settings**.
4. Right-click the table **nan.Settings** and select **Edit top 200 Rows**.
5. Add a new record.
6. For the field **Setting** enter the value **"DisableImplicitAdministratorWorkflowPermission"**.
7. For the field **Value** enter the value **"True"**.

5.3.7 Centralized Application Server

TIP: The functions described in this section are available in **NiceLabel LMS Enterprise**.

NiceLabel Control Center integrates the Microsoft's RemoteApp technology and help build more efficient labeling solutions around the Centralized Application Server.

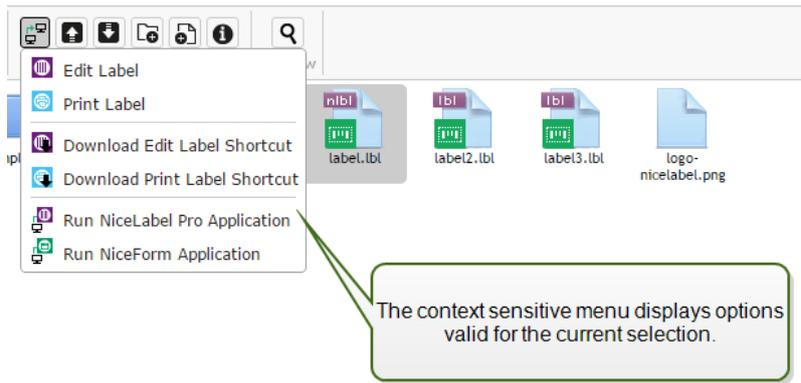
With RemoteApp you can make programs that are accessed remotely through Remote Desktop Services appear as if they are running on the end user's local computer. Instead of being presented to the user in the desktop of the Remote Desktop Session Host server, the RemoteApp program is integrated with the client's desktop. The RemoteApp program runs in its own re-sizable window, can be dragged between multiple monitors, and has its own entry in the task bar and has the look and feel of the installed desktop application. The application runs on the server, but displays its user interface in the client's desktop. Labels can be printed using the printer drivers installed on the RemoteApp server.

NOTE: The bottom line is that you can run NiceLabel applications to design or use your files without any NiceLabel client installed on the workstation. This can reduce the complexity and reduce administrative overhead in many situations.

5.3.7.1 Application Server Options In Document Storage

The Document Storage displays new commands to open label designer, form designer, label run-time or form run-time from the RemoteApp server. The commands are available in the toolbar and when right-clicking the file. The options you see are dependent on role and privileges of the currently logged in user. For example, the users from the Production environment will not have permission to edit labels.

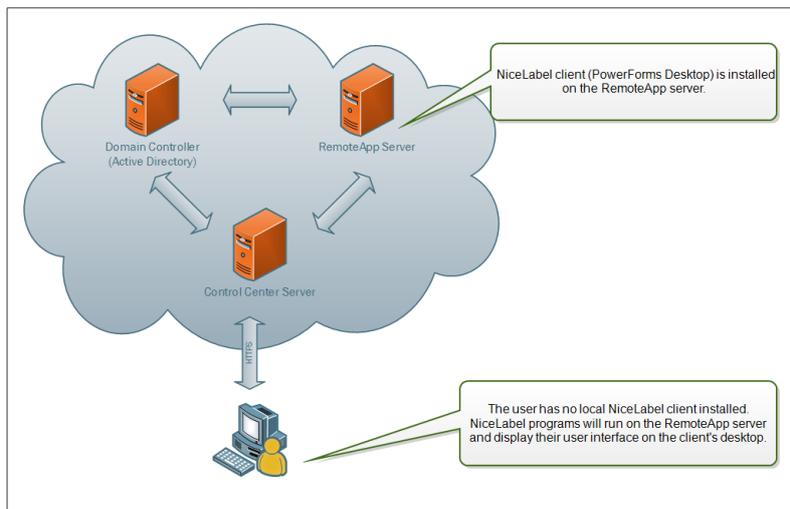
If you use supported browser and have installed browser extension then running these commands will seamlessly run the respective NiceLabel program from the RemoteApp server. If all prerequisites are not met, the browser will download the **.RDP** file, which you have to execute manually to invoke RemoteApp program.



NOTE: If you have the NiceLabel client installed locally, it will take precedence over running the RemoteApp client. To force using RemoteApp client, see [Browser Extension](#).

5.3.7.2 Technical Background

The NiceLabel Application Server role depends on the Microsoft RemoteApp technology, which must be installed, configured and licensed first, out of scope of the NiceLabel software. Then you can start integrating RemoteApp into NiceLabel Control Center. Before you can deploy RemoteApp programs to users, you must configure the server to host RemoteApp programs. You need Windows Server operating system and configured Active Directory environment. Control Center can be installed on the same machine as RemoteApp, or some other server.



When you select the RemoteApp commands in the Document Storage, such as Edit label, or Run NiceForm Application, Control Center will create the Remote Desktop Protocol **.RDP** file. This is a text file containing configuration for the published RemoteApp. The local installation of Remote Desktop Connection seamlessly processes the **.RDP** file and opens the RemoteApp in a window. If your browser downloads the **.RDP** file, or you see the security prompts about untrusted publisher, your integration of RemoteApp into Control Center is not complete.

NOTE: For more information about the prerequisites and necessary steps to integrate RemoteApp into NiceLabel Control Center see the **NiceLabel Control Center Installation Guide**.

5.3.8 Browser Extension

To enable the best experience using the Document Storage, make sure you install the extension for your browser, when prompted so. The extension will more tightly integrate Document Storage with the NiceLabel client. The browser extension will run NiceLabel client as RemoteApp program from the server seamlessly and without any prompts.

EXAMPLE: Double clicking the label file will open it directly in the label designer and not download the file. Saving the label in designer will save it back to the Document Storage.



5.4 Applications

5.4.1 Web Applications

Use Control Center **Web Applications** tab to share labels and solutions from the [Document Storage](#) with your remote co-workers or external users via the web. Web applications are useful each time you wish to keep control over the shared labels or solutions. Sharing of centrally managed labels or solutions makes sure that:

- Remote users always get the latest versions of approved labels and solutions.
- You can enforce user login policy.
- You keep track of printing.
- You do not run out of printer seats.

NOTES for users of previous Control Center versions:

With the 2019 release of Control Center, **Web Applications** have replaced **Web Clients**. With previous versions, you created Web Clients for each shared label or solution file, and defined user names and passwords to make these Web Clients accessible. With Control Center 2019, you create a Web Application, define the shared label or solution file, and assign the Web Application to a single user or to a range of users. This makes label or solution sharing easier, faster and scalable.

During the upgrade, Control Center 2019 creates a Web Application for each existing Web Client. User that you created for legacy Web Applications automatically convert to authorized users of Web Applications.

5.4.1.1 Creating Web Applications

To create a new web application and make the application ready for sharing:

1. Go to the Control Center **Web Applications** tab, and click **Add+**.
2. Type a **Name** for your web application. Give your shared web application a meaningful name to make it easy to find.

EXAMPLE: Nice Label Sample

3. Type a **Description**. Explain the purpose of your web application.

EXAMPLE: Sample of a GS1-128 compliant label.

4. **Browse** the document storage in your Control Center and select a solution or label file for sharing.

You can also type the file path directly. File path must begin with "/" character.

EXAMPLE: /Labels/Test.nbl

If the label or solution file in your application uses a file database connection (with Microsoft Excel or Access database), read section [Using File Database Connections in your Web Applications](#) to ensure the accessibility of your data.

5. Click **Save**.

Your new web application is now stored on the Web Application page and ready for sharing.

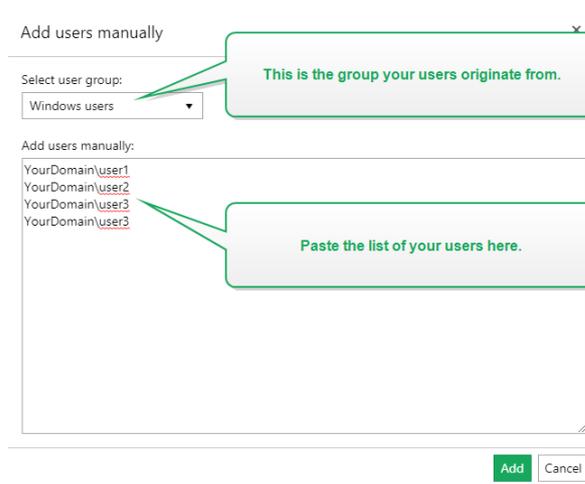
You can later remove the added web applications. Select them from the **Web Applications** list and click **Delete**.

5.4.1.2 Sharing Web Applications

Once you have created a web application, you can start sharing it:

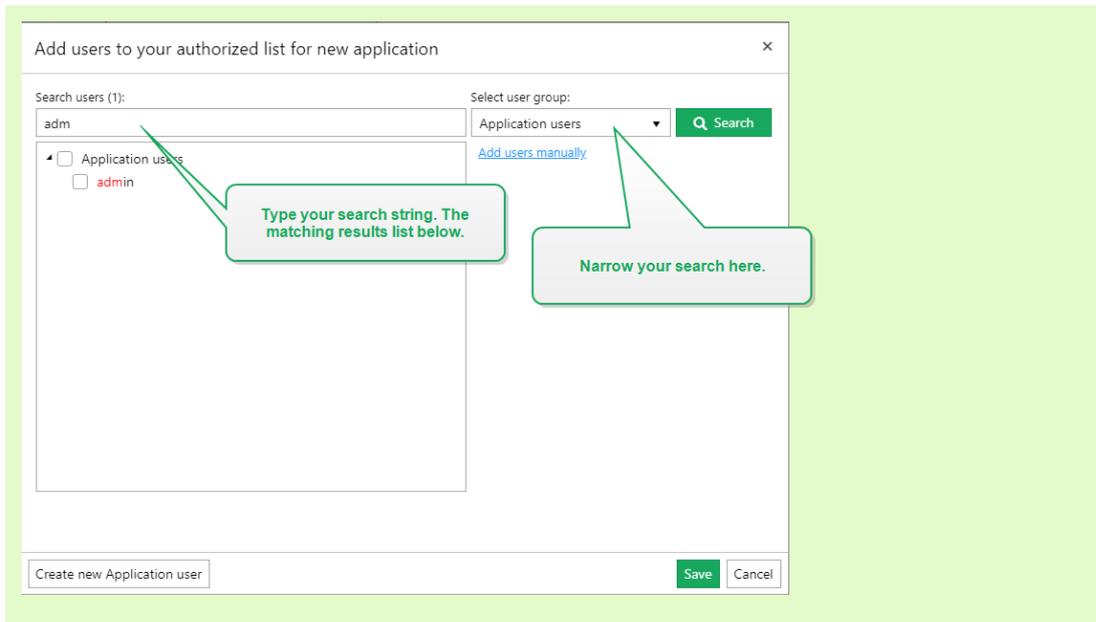
1. If you are sharing newly created web applications, go to the **Authorized Users and Groups** group and click **+Add Users**. The **Add Users** window opens. If you want to add or remove users for existing web applications, select an application from the **Web Applications** panel.
2. Share the web application with existing users or groups. Use the **Search users** field to type your selection. You can also narrow your search using the drop-down list, or invite a new guest user.
 - If your company uses the active directory, you can either select specific **Windows users** or **Windows groups**. To open the shared web application, all included users must authenticate themselves using Windows authentication.
 - If you already have **Application users** or **Application groups** defined in your Control Center, you can choose among them. For the application users and members of application groups, opening the shared applications requires using their Control Center username and password.

- In certain cases you want to assign your web application to a list of users. To speed up the process of adding multiple users, list these users in a table and manually add them to your shared web application:
 1. Click the **Add users manually** link. This opens a new window.
 2. Select the user group from which your list of user originates.
 3. Paste or type your users in the **Add users manually** list. List the users in separate lines.
 4. Click **Add**. All your manually added users are now authorized users for the shared web application.



- Click **Create new application user** to add a new Control Center user. Type the **Username** and set the password. Click **OK**. You can now share the application with the new application user.

NOTE: The **Search users** field supports incremental search. After you select the type of users and groups, each entered character results in suggestions to choose from.



NOTE: If you try to share your application with more than 20 users or groups, Control Center displays a warning when you click **Save**. The purpose of this warning is to prevent accidental sharing of applications with unwanted users or groups.

The added users or groups are now listed among the **Authorized Users and Groups**. After you save changes on the Web Applications page, the added users or groups receive an email with a link to your shared web application.

To restrict access to the shared web applications, you can later remove the added users or groups from the **Authorized Users and Groups**. Select them from the list and click **Remove**.

5.4.1.3 Configuring Web Applications

When preparing your web application for sharing, use the User Settings options:

- **Status** activates or deactivates the shared web application. Web applications are **Active** by default. This means that users can start working with them immediately. If you want to prevent the usage of your web application, set status to **Inactive**. This can be useful during the testing phase or if you wish to postpone the use of your web application.
- Use **Variable values** to predefine values for certain variables that belong to the shared label or solution.

For example, users from two different offices open the same solution file simultaneously. Main office users have solution in French language, while branch office users have their solution in German language.

All users experience the same look and feel of the web application, while each user must have application in their own language. In this case, you would define the same solution for users in both offices and define the starting value of the *language* variable. You would

use this variable as a filter in the database table, displaying strings in the right language. Usually, the criteria is a simple relation, such as *field_name = variable_value*.

EXAMPLE: To set variable *language* to starting value French, use the following syntax:
"language" = "French"

If a variable name includes space, also include it as a part of variable name in double quotes.

NOTE: Check for typing errors in variable names and values. Also make sure to test the web application before you allow the user to log in. After the solution opens, it displays no errors if you assign values to non-existing variables.

- **Enable use of non-published files in Document Storage** allows you to permit the web application users to work with versions of labels and solutions that are not published (approved). By default, web applications only share labels and solutions that complete all workflow steps and are marked as approved. Sharing of non-published files can be useful as part of various testing scenarios.

5.4.1.4 Restricting Application Logins And Printers

Web Printing gives you application access control and allows you to limit the number of used printers for your shared application.

- **IP address restriction** allows you to limit the web application logins only to computers with selected IP addresses. Type IPs into the field to allow the users to log in. The shared web application blocks computers with non-defined IP addresses.

NOTE: You can define multiple IPs. Either type every address in a new line, or use semicolons (;) separate multiple IP addresses. To define ranges of permitted IPs, use [CIDR notation](#). You can convert subnet mask notation into CIDR notation using [online calculators](#).

EXAMPLE: To allow login from any IP in range 192.168.0.1–192.168.0.254, define the range as 192.168.0.0/24.

- **Enable printer limitation** to limit the number of printers that the users of this web application can print to.
- **Number of printers** is the maximum number of allowed printers per user for this web application. If users exceed this number, they can no longer print to additional printers.

NOTE: Each used printer in the shared web application takes one license seat. This setting makes sure you don't accidentally run out of available printer seats that come with your NiceLabel LMS license.

5.4.1.5 Recording Of Printing Actions

Record printing activities to history log keeps track of user printing actions within the shared web application. This option allows you to start or stop the recording of printing actions in Control Center.

See the recorded activities on the Control Center [History](#) page.

NOTE: Recorded information items are: label name, label quantity, printer name, variable values, etc.

5.4.1.6 Configuring Specific Settings For Users Or Groups

You can configure web application settings per single added user or group. These settings are valid only for the specific user/group and have no impact on the general configuration of web application.

To enable and configure specific user settings, select a user or group from the list of **Authorized Users and Groups** and click **User Settings**. The **User Settings** window appears.

NOTE: These settings override the general settings that you configure for the application.

- **User settings** toggle button allows you to enable specific per-user or per-group configuration settings.
- **Enable printer limitation** allows you to limit the number of printers that the user or group can print to.
- **Number of printers** is the maximum number of allowed printers per single user or group. If the user or group exceed this number, they can no longer print to additional printers.

NOTE: Each used printer in the shared web application takes one license seat. This setting makes sure you don't accidentally run out of available printer seats that come with your NiceLabel LMS license.

- **Variable values** predefine values for certain variables that belong to the shared label or solution. Values defined in this field (for specific users or groups) override the general values that you define for the web application.

5.4.1.7 Accessing And Using The Shared Web Applications

After you create and share the web applications, the authorized users must complete these steps before they can start working with their assigned applications:

1. Open your browser and type this address:

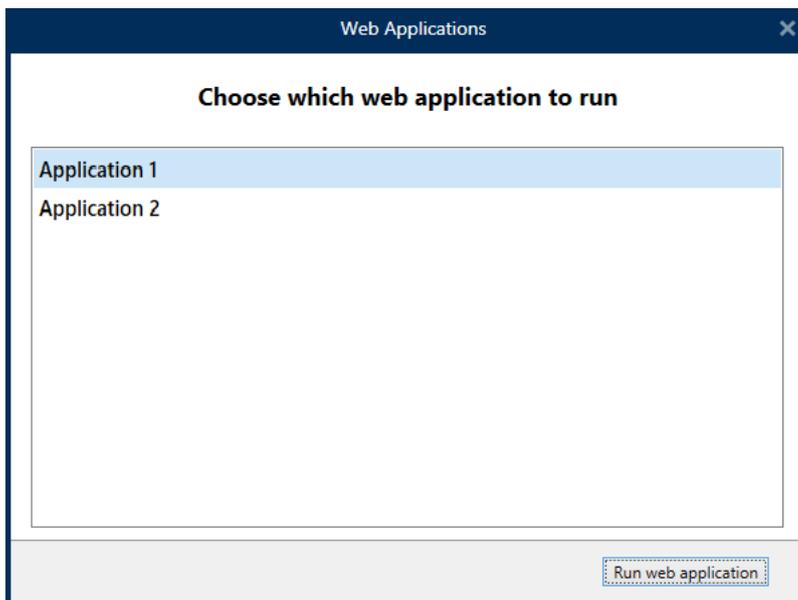
```
http://server/powerformweb
```

... where *server* is the name of the server that hosts the NiceLabel Control Center.

2. You land on the **Web printing** page. If you have never installed any web applications, click the link to download and install the Web Client.

NOTE: The Web Client installation is only required the first time you use the shared web applications.

3. Login window opens. Type the user name and password that the Control Center administrator assigns to you.
4. If you are authorized to use more than one web application, the **Web Applications** selection window asks you which application do you want to run. Select the preferred application and click **Run web application**.



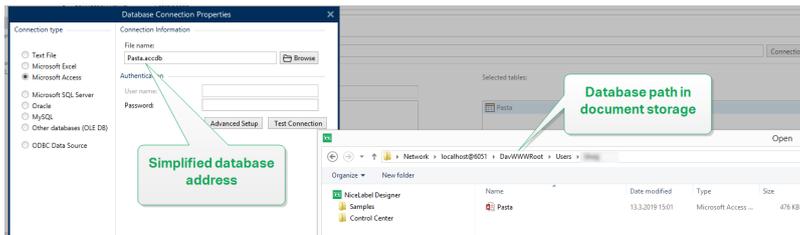
- Your application opens in NiceLabel Web Client.

5.4.1.8 Using File Database Connections In Your Web Applications

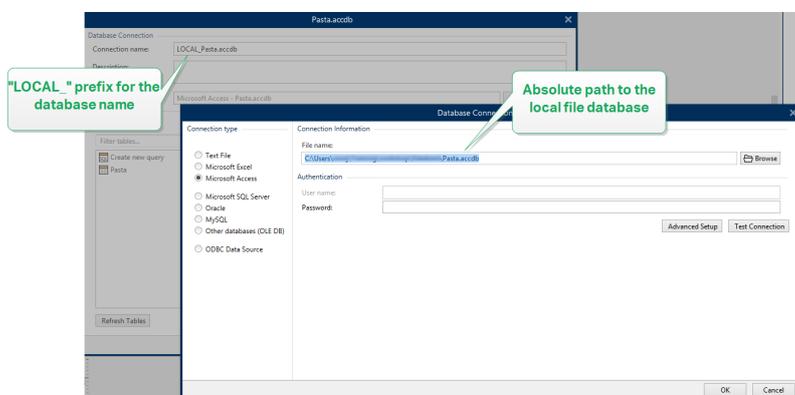
In many cases, the labels or solutions in your shared web applications are connected to a database. The connected database works as a dynamic data source for the object on your labels.

There are multiple locations where you can store your database. To ensure your file database (Microsoft Access or Excel) is accessible from the shared web application, follow these rules:

1. Your database is stored in the document storage of your Control Center. In this case, we advise you to store your label file in the same folder as the database. When designing the label in NiceLabel 2019, browse for the database and connect. NiceLabel 2019 automatically simplifies the database URL in the database connection dialog.



2. The database is stored locally on the server that runs the Web Printing site. In this case, define the database connection in NiceLabel 2019 as a file path on the server where the database is stored.
3. The database is stored locally on the computer that runs the web application. NiceLabel Web client can use your local database that has no access to the Web Printing server. To enable this, the local database name must start with the "LOCAL_" prefix.



5.4.2 Cloud Integrations

Cloud integrations enable the cooperation of your Label Cloud with existing business systems that run in their own cloud. If an existing business system (e.g., SAP S/4HANA or Oracle NetSuite) produces an output, a cloud-hosted API enables you to send HTTP requests to the cloud trigger.

The cloud trigger allows you to locally print labels whose content originates from the cloud information system. Because the cloud trigger that runs on the local Automation server uses standard methods for accessing the cloud-based services, you can deploy local printing in a secure and time efficient way.

The cloud trigger enables a secure and transparent way to integrate your local label printing using applications that communicate over the open Internet. Compared to the HTTP server trigger (for details, read the NiceLabel Automation User Guide), the cloud trigger does not require opening any ports in your firewall to enable the HTTP requests. Instead, the cloud trigger works using a dedicated NiceLabel API that runs on the dedicated secure [Developer Portal](#).

Details on how you deploy the cloud trigger are available in [NiceLabel Automation User Guide, section Cloud trigger](#).

The key that you define in the cloud integration page, allows you to execute the cloud trigger on your local Automation server. this key must be included in the HTTP request header:

To generate the integrator key, add the integrators to the Control Center **Cloud Integrations**.

1. To add new integrators, open your cloud Control Center and go to **Applications > Cloud Integrations**. The **Integrators** page opens.
2. Click **+Add** to add a new integrator. The integrator **Settings** page opens.
3. Type the **Name** of the integrator.
4. Your Control Center automatically generates the integrator **Key**. Copy this key and send the key to the integrator.

By default, the integration is set to **Active**. You can always disable this integrations by toggling the button do **Suspended**.

5. Click **Save**. The new integrator is now listed on the **Integrators** page.

5.4.3 Trigger List

NiceLabel Automation products are installed and managed on separate machines using their dedicated interface named **Automation Manager**. You can also manage the Automation server from the Control Center:

- Manage triggers that already loaded in the NiceLabel Automation server.
- Monitor events coming from the NiceLabel Automation server.

To manage the running Automation triggers in Control Center, go to **Applications > Trigger List**.

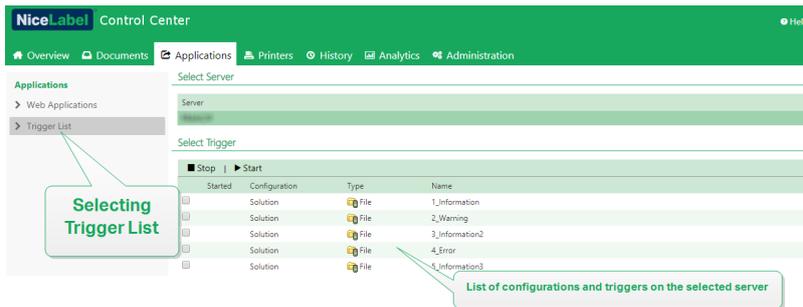
NOTE: To be able to manage the Automation server, the Windows system where Automation is installed must allow the incoming connection into the NiceLabel Automation Service. The default port is 56416 TCP. If you have changed it in the configuration, use your custom port.

5.4.3.1 Trigger List

You will see a list of all NiceLabel Automation servers currently connected to Control Center. To manage triggers, events or preferences of a particular server, click the server name in the list. Each trigger is listed in a separate line, consisting of the following columns:

- **Started.** Specifies the current running status of the trigger.
- **Configuration.** displays the name of the configuration from which the trigger has been loaded.
- **Type.** Displays the type of the trigger.
- **Name.** Displays the name of the trigger.

Trigger is not active if it does not show a green check mark  in the *Started* column. To stop or restart a trigger, select the trigger and click the **Stop** or **Start** button in the toolbar.



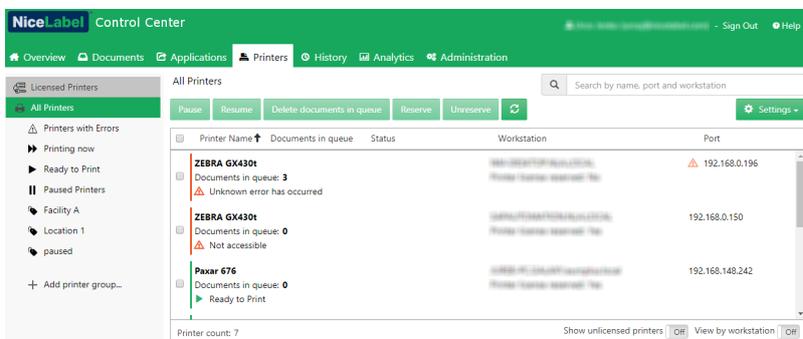
5.5 Printers

5.5.1 Print Management

Print Management is a real-time environment for monitoring and controlling printers and workstations in your Control Center's domain.

With Print Management, each workstation that is paired with a Control Center becomes instantly accessible. The same goes for all of its connected printers. Every installed printer that is visible to the Control Center can be instantly monitored and managed.

NOTE: Print Management does not require you to manually establish a connection between your workstations and the server that runs the Control Center. Each time the Control Center or workstation comes online, Print Management statuses are updated automatically.



5.5.1.1 Selecting Displayed Items

The left sidebar menu allows you to select which item type should be displayed in the central field. Print Management monitors and manages these item types:

- **Licensed printers** lists which printers are using your license seats. Each printer used remains on the Licensed Printers list for 7 days.
- **View by printers:** lists all visible printers connected to workstations running NiceLabel software linked to the Control Center.

- **Predefined status printer groups:** lists printers according to their current status.
 - **Printers with errors** lists printers reporting various errors.
 - **Printing now** lists printers currently printing.
 - **Ready to print** lists printers ready to be used.
 - **Paused printers** lists printers with paused print jobs.
- **Custom printer groups:** printers can be grouped using various criteria under a newly created printer group. Existing groups of printers are editable at any time. You can always add new printers, remove existing ones, or change dynamic grouping criteria.
- **+ Add printer group ...:** opens the **Add New Printer Group** dialog. This dialog creates and configures a custom printer group.

5.5.1.2 Command Buttons

The following command buttons give you control over currently active print jobs on selected printers. At least a single printer or one of the workstations must be selected to make the commands active.

- **Pause:** pauses current print jobs on selected printers.
- **Resume:** resumes the paused print job on selected printers.
- **Delete documents in queue:** immediately cancels and deletes the selected active print jobs.

NOTE: You can only pause/resume printing, and delete the documents in queue for the licensed printers.

- **Reserve:** prevents the selected printers from being removed after idling for more than 7 days. This option keeps the print seat reserved for the selected printer until you manually disable it.
- **Unreserve:** cancels the reservation of selected printer.
- **Refresh** reloads the list of printers as defined by the filtering criteria.
- **Settings** allows you to configure the currently selected group of printers.

TIP: The title above the command buttons identifies which item type is currently displayed (All Printers, All Workstations or Printer groups). The number in brackets displays the number of shown items.

5.5.1.3 Connected Printers And Workstations

The central field of the Print Management page lists connected printers and workstations according to the defined criteria in the left sidebar menu.

Listed printers or workstations allow selection of individual or multiple items. All commands and settings are done per selected items.

NOTE: After a new printer is added to any of the connected workstations, the **New printers found** notification is displayed. Newly added printers are not automatically listed right after discovery. To list them with your other printers, click **Refresh Page**.

5.5.1.4 Searching And Filtering

Use searching and filtering to select the printers or workstations that you wish to manage.

- **Search field:** allows you to find printers that match the characters as you type. Print Management supports incremental search meaning every inserted character is used as a search term.

EXAMPLE

Printer Management searches through printer names, ports and workstations.

1. After entering "nice", only printers that contain "nice" in their name are displayed as search results.

Printer Name	Jobs count	Status	Workstation	Port
Epson TM-C7500 for NiceLabel 0 print jobs Ready to Print				LPT3:
NicePrinter 1200dpi 1 print jobs				LPT1:

2. After entering "usb", only a printer connected via USB port is displayed.

Printer Name	Jobs count	Status	Workstation	Port
CAB M4 203DPI 0 print jobs Ready to Print				USB001

3. After entering "galaxy", only printers connected to workstations with "galaxy" in their names are displayed.

Printer Name	Jobs count	Status	Workstation	Port
Avery 64-05 RFID 0 print jobs Printer is Paused			GALAXY	192.168.1.100
Avery AP 5.4 300DPI 0 print jobs Printer is Paused			GALAXY	c:\tmp\print.pn

- **Filter:** filters out printers by their current print job statuses.
 - **Ready only:** only printers ready to be used are displayed.
 - **Paused only:** only currently paused printers are displayed.
 - **Error only:** only printers reporting errors are displayed.

TIP: Terms you type in **Search** and **Filter** fields work hand-in-hand. If only search field is used, the printers that include the entered characters are shown. Filtering works on the entire range of connected printers or on the printers that are found using search terms.

5.5.1.5 Bottom Row

The bottom row of the central table displays the printer count and allows you to activate the View by workstation option.

- **Printer count:** displays the number of currently listed printers (as filtered by the grouping criteria).
- **Show unlicensed printers:** allows you to show or hide the printers which are NOT using your license seats.
- **View by workstation:** activates a collapsible overview of workstations connected to the Control Center. When expanded, all printers connected to workstation are listed.

TIP: Selection row allows you to select individual or multiple listed workstations. Master selection allows you to select or deselect all workstations at once.

5.5.2 View By Printers

The **All Printers** list is positioned in the central field of your [Print Management](#) page. It lists all printers connected to workstations paired with Control Center.

5.5.2.1 Licensed Printers

The **Licensed Printers** page tells you which printers are using your license seats. Each used printer remains on the **Licensed Printers** list for 7 days.

NOTE: If the number of used license seats exceeds the permitted number of seats, Control Center activates a grace period. The software grants you a 30-day time extension during which you can use a doubled number of printers. If you exceed this number, printing is disabled on the additional printers.

By default, Control Center removes a printer from the licensed printers list if you don't use it for 7 days. If a printer is removed from the list, this frees up one license seat and allows you to use another printer.

- **Reserve printer** prevents the selected printers from being removed after idling for more than 7 days. This option keeps the print seat reserved for the selected printer until you manually disable it.
- **Unreserve printer** cancels the reservation of selected printers.

The **Licensed Printers** table contains the following fields:

- **Printer:** the name of the printer that is used by one of the NiceLabel applications.
- **Location:** computer name or IP address to which the printer is connected.
- **Port:** port to which printer is connected.
- **Last used:** time since last printing.
- **Reserved:** indicates if the selected printer is reserved or not.

5.5.2.2 Viewing The Printers

Each row header in the central field table can be used to customize how listed items are sorted.

TIP: The Selection row allows you to select individual or multiple listed printers. If a single printer is selected, all other rows are deselected. To select multiple printers, use Shift + click. Master selection allows you to select or deselect all printers at once. If using Print Management on a tablet or smartphone, clicking on multiple printers adds them to the selection of printers.

- **Printer name:** name of the connected printer. Printer driver name is displayed.
- **Documents in queue:** number of currently active print jobs.
- **Status:** shows current printer status. Reported statuses depend on the selected printing mode. If you are not using NiceLabel printer drivers, the statuses are reported by spooler.
 - **Ready to print:** your printer is online and ready to start printing.
 - **Paused:** printing is currently paused.
 - **Workstation not reachable:** the workstation connected to the printer is not reachable (offline).
 - **The printer has been deleted:** marks a deleted printer in two ways.
 - As a temporary printer status displayed right after the printer has been deleted. The printer disappears from the list after page reload.
 - If the deleted printer was a member of a static printer group, it remains listed among others displaying **The printer has been deleted** status.

NOTE: **Documents in queue** and **Status** are available for licensed printers.

- **Error:** an error has been reported by the printer. Printing is currently not possible.

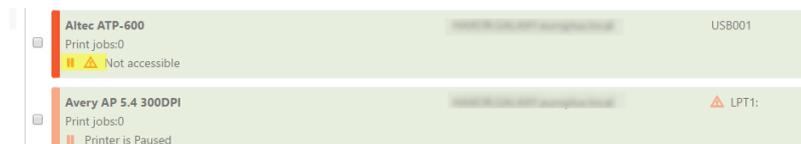
Error statuses includes the following spooler error statuses:

Status	Definition
PaperJam	Paper is jammed in the printer.
PaperOut	The printer is out of paper.
PaperProblem	The printer has a paper problem.
Offline	The printer is offline.
OutputBinFull	The printer's output bin is full.
NotAvailable	The printer is not available for printing.
NoToner	The printer is out of toner.
PagePunt	The printer cannot print the current page.

Status	Definition
UserIntervention	The printer has an error that requires the user to do something.
OutOfMemory	The printer has run out of memory.
DoorOpen	The printer door is open.

NOTE: Additional printer statuses are reported by NiceLabel printer drivers. These reported statuses differ according to your selected printer model.

NOTE: If a printer is paused and reports an error at the same time, it displays both icons.



- **Workstation:** name of the workstation connected to your printer.
- **Port:** port that is used for printer connection.

NOTE: An error is reported in case of a port conflict.

5.5.2.3 Bottom Row

Bottom row of the central table displays the printer count and allows you to activate the **View by workstation** option.

- **Printer count:** displays the number of currently listed printers (as filtered by the grouping criteria).
- **View by workstation:** activates a collapsible overview of the workstations that are connected to the Control Center. When expanding, all connected printers to the workstation are listed.

TIP: Selection row allows you to select individual or multiple listed workstations. Master selection allows you to select or deselect all workstations at once.

5.5.3 Custom Printer Groups

Custom printer groups allow you to organize printers that are visible in Control Center.

Grouped printers allow you to monitor and manage available printers in groups. You can group printers statically or dynamically. This means the grouping criteria is either manually inserted or taken from current events or printer statuses.

Click **+Add printer group...** to add printers to newly created groups. The central field of the Print Management tab opens an empty list of printer groups.

- **+Add printer group...** button: opens the **Add New Printer Group** dialog.

5.5.3.1 Add New Group

- **Name:** sets a name for the newly added printer group.
- **Description:** allows you to say more about the printer group you are creating.
- **Group type:** allows you to choose if the printer group is static or dynamic:
 - **Static printer group** is a group that consists of manually selected printers. The list of printers remains unchanged.

With this option enabled, select printers from the list of **Discovered printers** and add them to the **Printers in this group** list. Printers can later be added or removed using the **Add >** and **< Remove** buttons.
 - **Dynamic printer group** is a group that consists of printers that match the entered search term.

5.5.3.2 Existing Printer Groups

Existing printer groups are accessible via left sidebar navigation. After a group is defined, the printers are listed according to user-defined static or dynamic grouping criteria.

TIP: Selection row allows you to select individual or multiple listed printers. If a single printer is selected, all other rows are deselected. To select multiple printers, use Shift + click. Master selection allows you to select or deselect all printers at once. When using Print Management on tablets or smartphones, clicking on multiple printers adds them to the selection of printers.

- **Printer name:** name of the connected printer. Printer driver name is displayed.
- **Documents in queue:** number of currently active print jobs.
- **Status:** shows current printer status. Reported statuses depend on the selected printing mode. If you are not using NiceLabel printer drivers, the statuses are reported by spooler.
 - **Ready to print:** your printer is online and ready to start printing.
 - **Paused:** printing is currently paused.
 - **Workstation not reachable:** the workstation connected to the printer is not reachable (offline).
 - **The printer has been deleted:** marks a deleted printer in two ways.
 - As a temporary printer status displayed right after the printer has been deleted. The printer disappears from the list after page reload.
 - If the deleted printer was a member of a static printer group, it remains listed among others displaying **The printer has been deleted** status.

NOTE: **Documents in queue** and **Status** are available for licensed printers.

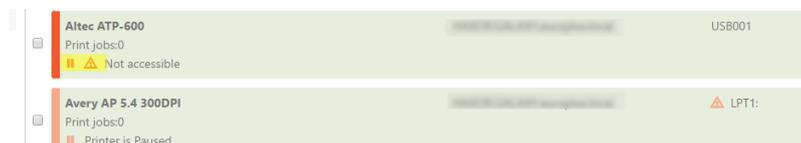
- **Error:** an error has been reported by the printer. Printing is currently not possible.

Error statuses includes the following spooler error statuses:

Status	Definition
PaperJam	Paper is jammed in the printer.
PaperOut	The printer is out of paper.
PaperProblem	The printer has a paper problem.
Offline	The printer is offline.
OutputBinFull	The printer's output bin is full.
NotAvailable	The printer is not available for printing.
NoToner	The printer is out of toner.
PagePunt	The printer cannot print the current page.
UserIntervention	The printer has an error that requires the user to do something.
OutOfMemory	The printer has run out of memory.
DoorOpen	The printer door is open.

NOTE: Additional printer statuses are reported by NiceLabel printer drivers. These reported statuses differ according to your selected printer model.

NOTE: If a printer is paused and reports an error at the same time, it displays both icons.



- **Workstation:** name of the workstation connected to your printer.
- **Port:** port that is used for printer connection.

NOTE: An error is reported in case of a port conflict.

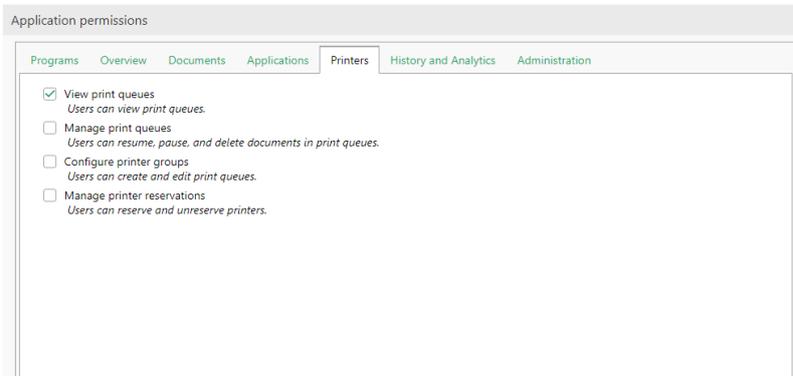
5.5.4 Printers Tab Access Rights

You can define the Printers tab accessibility and the range of configurable options for all Control Center access roles.

Print Management access rights are based on user authentication. After users log into Control Center, their assigned roles define the range of granted access rights.

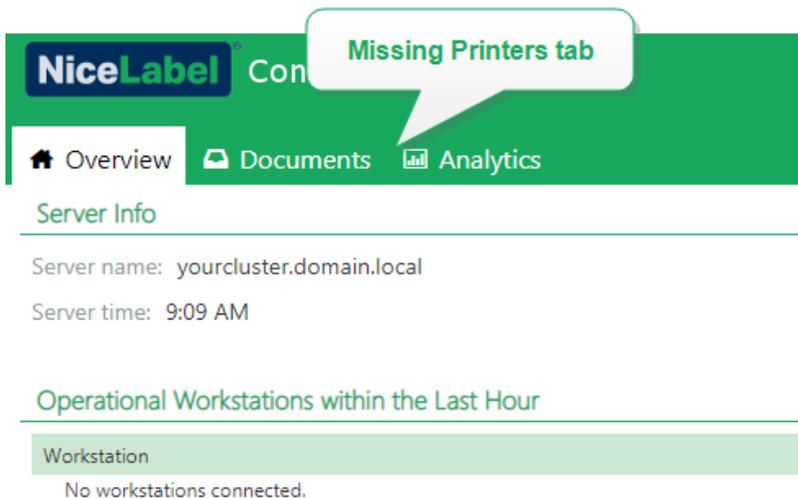
To define the Printers tab access rights for an access role:

1. Go to **Administration** > [Access Roles](#).
2. Select the access role and see the **Application Permissions** section.
3. Click the **Printers** tab. This is where you set user permissions.



The following role permissions are relevant for the Printers tab:

- **View Print Queues:** defines if the user is allowed to open and use the Printers tab in Control Center or not. This option keeps the Printers tab visible or hides it. Deselect it to prevent the users that belong to a certain role from accessing the Print Management tab.



- **Manage Print Queues:** defines if the user is allowed to pause, resume or delete documents in print queues or not. This option keeps the [command buttons](#) visible or hides them. With this option deselected, only **Refresh** command button remains visible. The user can still monitor the print queues, but has no control over them.
- **Configure Printer Groups:** defines if the user can add and/or configure the existing printer groups or not. This option keeps the **+Add printer group...** and **Settings** buttons visible or hides them.

TIP: +Add printer group... button allows the user to add printers to a newly created printer group. **Settings** button allows the user to configure the currently selected printer group.

5.6 History

5.6.1 History

Control Center offers a detailed history log of all events in the printing system and a flexible sorting and filtering system, which assists you in finding the events that you're interested in. The events can either be displayed on a single list or split into the following categories:

- **Printing.** All events directly related to print jobs.
- **Errors.** Reported printing errors.
- **System.** Audit log with documentary evidence of past activities.
- **Alerts.** List of issued alerts in printing system.
- **All Activities.** Aggregated overview of all past activities.

5.6.1.1 Data Filtering

A default view to the collected data is one day of event history. You can quickly adjust the time-frame using the combo box selection with predefined time intervals.

After selecting the preferred time interval, the page updates and shows the events from selected interval. If the items do not fit on a single page, you can navigate to the next pages with results.

The screenshot displays the 'All Activities History' interface. On the left is a navigation pane with 'All Activities' selected. The main area shows a table with columns: Type, Module, Workstation, User, Status. A dropdown menu is open over the 'Status' column, showing options: Day, Day, Week, Month, Custom. A callout box points to the dropdown with the text 'Time selection from predefined time intervals'. Below the main interface is a 'Define filter' dialog box with fields for Date Range, Type, Module, Status, Workstation, User, Information, and Details. A callout box points to the dialog with the text 'Filtering Categories for All Activities panel'.

To further drill-down for the data of interest and define a custom filter click **Define filter**. You may create a filter on other parameters, such as print application names, workstation names, user names, label names, values of variables and many more.

5.6.1.2 Printing

Printing History page displays the list of past printing events. Each event includes information regarding source application of the print job, workstation and user who initiated it, which printer it was executed on, when the event took place, and action status.

Printing History offers a comprehensive log of all printing activities performed in the past. The filter enables you to either choose from a preset selection of past time intervals, or to use an advanced filter using which you can accurately pinpoint the printing jobs you're interested in based on the available information.

TIP: Partial search is also possible. For example, searching for "300DPI" shows all printers that contain this substring.

Activity Details page displays detailed information about the selected printing event.

5.6.1.3 Activity Details

The following information items are displayed in the **Details** section:

- **Status.** Last-known print job status as reported through the Spooler event from Windows operating system. The print job status is updated in real time to reflect the actual live status of the selected print job. For more details about available statuses, read section [Job Statuses](#).
- **Label Name.** Specifies name of the label file that was used for printing.
- **Solution Name.** Specifies name of the solution which stores the file that was used for printing.

NOTE: Solution Name is visible only if a label in a solution (.NSLN file) was printed.

- **Requested Quantity.** Specifies the number of labels that were instructed to print.
- **Begin Print Time.** Specifies the time, when the data was submitted for printing.
- **End Print Time.** Specifies the time, when the print job was created.
- **Printer.** Shows the name of the printer driver that was used for printing.
- **Metadata.** Shows the content of label metadata (document description) as defined by the user.
- **Workstation.** Specifies name of the computer that executed printing.
- **User.** Specifies name of the user who executed printing. This can be user name defined in Windows AD, or locally defined application user.

The following information is displayed in the **Label Jobs** section.

- **Job selector.** Use arrows to browse through the printed labels within a single print job.
- **ID.** Unique internal ID of the printed label.
- **Quantity.** Specifies the number of labels that were printed.

- **Status.** Specifies the last known status of the label within a print job as reported from the NiceLabel printer driver. To see these statuses you have to enable the option **Detailed printing control** in the printing NiceLabel application (Designer). For more details about available statuses, read section [Job Statuses](#).
- **Vision inspection.** Indicates if the printed label failed or passed your vision inspection process. The external system uses cameras to check if the printed labels meet the company's layout and content guidelines.

Label Jobs

⏪ ⏩ Job 1 of 1 ⏪ ⏩

ID: 1
 Quantity: 1
 Status: Spooled
 Vision inspection: Passed



A new field for the vision inspection indication becomes visible after your external system connects and provides feedback to your Control Center database by updating the following tables and fields for the specific print job.

1. Select tables `nan.LabelJob` and `nan.PrintJob`.
2. Change the `VisionInspection` column values from `NULL` to `True` (label vision inspection passed) or `False` (label vision inspection failed).

- **RF Tag.** Specifies the information encoded in the Radio-frequency tag

NOTE: RF tag is visible only if a smart label was printed.

- **Details.** Specifies a collection of variable names and their values as used in the label.

TIP: The collected data can be used for label reprint.

- **Variables.** List of variables which are connected to the label.
- **Print preview.** Preview of the printed label.

5.6.1.4 Additional Details

To see more label-design related details, such as label time stamp, click the **Additional Details** option in the left-hand pane.

The additional fields provide information about:

- **Has Header.** Provides information if the label contains header label. The header label prints once as the very first label in the batch.
- **Has Tail.** Provides information if the label contains tail label. The tail label prints once as the very last label in the batch.

- **Number of sets.** Specifies the number of print process repetitions. One label set contains all labels from a single batch. The print process can be configured to print a single label set many times (creating copies).
- **Set Number.** Specifies information about which set this is.
- **Label Time stamp.** Displays the time-stamp of the print process, when it occurred.

5.6.1.5 Reprint

The access to **Reprint** function is available on this page. You can reprint all labels in the job or a selection of labels from a past printing event. The labels can be reprinted on the original client and the original printer. If the label is saved in the Document Storage it can also be printed by some other client (because the client has access to it in the Document Storage) and on some other printer. If you change the target printer, make sure it has loaded labels of the same type & dimensions.

NOTE: You cannot reprint labels with headers and/or tails. If you are experiencing issues while reprinting certain labels, open these labels in Designer and check first if they include header and tail.

5.6.1.6 Errors

Errors panel provides an overview of logged printing errors in the system. Each error is displayed with the information describing the type of error, the module that returned the error, the workstation and user that submitted the job which returned the error, and the time of occurrence.

Clicking on one of the entries displays the information regarding the error.

Activity Details

- **Status.** Provides information about the event status.
- **Module.** Provides the name of the application reporting the data.
- **Created.** Specifies time-stamp when the event occurred.
- **Workstation.** Specifies the Windows name of the workstation reporting the event.
- **User Name.** Specifies the name of the user executing the event.
- **Info.** Provides basic event information.
- **Details.** Provides details about the event.

Error Details

- **ID.** Unique error ID.
- **Module.** Provides the name of the application reporting the data.
- **Severity.** Success, information, warning, error or question.
- **Type.** Event type.

- **Group.** For example database errors, printer errors.
- **Info.** Provides general information about what caused the error.
- **Details.** Provides detailed information about what caused the error.

5.6.1.7 System

System History page provides complete documentary evidence for all activities that affect a specific operation, procedure or event in the Control Center.

Audit records displayed on **System History** page include the below listed activities. Activities are sorted by **Event Types**.

- **Client Login.** Clients logging in (Designer, Print and Web Printing clients):
 - Client login is also logged if incorrect password is entered.
 - Client login is also logged in case of insufficient permissions to start the program.
- **Printer groups.** Changes made in printer groups:
 - Added, deleted or edited devices.
 - Added or removed printer from group.
- **Authentication.** Changes made in authentication mode.
- **Access roles.** Changes made in access roles:
 - Role added, deleted or edited.
 - Member added or removed from a role.
- **Users and Groups.** User changes and changed group settings:
 - Groups added, deleted or edited.
 - Users added, deleted or edited.
- **WebClient.** Web client changes:
 - Web client added, deleted or edited.
- **VersioningAndWorkflow.** Changes in versioning and workflow:
 - Adjusted settings.
- **License.** License violation on connected workstations are logged. The type of violation is explained in the **Details** row.
- **Document storage.** Logged changes and actions on the documents that you store in your Document Storage. The logged events include:
 - Delete files. The event of deleting files is marked with **Delete**. The logged event includes the original path of each deleted file.

- Restore files. The event of restoring files back to your Document Storage is marked with **Restore**. The logged event includes the original path of each restored file.
- Cut/paste files. The logged event is marked with **Move**, and tells you the original and the final location for each moved file.
- Purge files. The event of permanently deleting files from your document storage is marked with **Purge**. The file's original path is included.
- Check out/Check in. If you check out a file, and check the file back in, your Control Center logs this event as **Check Out/Check In**.
- Restore file. The event of deleting and restoring files is marked with **Restore**. The file's original path is included.
- Change folder permissions. If you change user permissions for any folder, your Control Center logs such event as **Permission changed**.
- Commission/decommission. If you decommission a published file, and recommit the file again, your Control Center logs such event as **Decommission/Recommitment**.
- Set workflow on folder. If you apply a workflow to a specific folder, Control Center logs such event in **History** as **Workflow step**.

TIP: License violation results from exceeded number of allowed printers or from exceeded number of allowed NiceLabel 2019 installations per license.

5.6.1.8 Alerts

All printing activities in NiceLabel applications are reported as events. Certain event types are more important than others, for example errors. To be able to react quickly, it is important to be notified as soon as errors happen. You can enable the Control Center to issue alerts with different notification options. Alerts are created based on module, error type or severity. Based on error importance or communication capabilities of the environment, alert action can be an SMTP email, RSS 2.0 Feed, or an SMS message.

The **Alert History** section provides a list of issued alerts in the printing system. All alerts are displayed, and the information available depends on the type of alert that was issued.

If your computer reports multiple identical label printing errors, Control Center History does not display alerts for each of these errors. In case of repeating printing errors, you receive a new alert every 15 minutes.

EXAMPLE: You are printing labels using your primary warehouse printer. Each minute you print one label. After your primary warehouse printer stops printing due to malfunction, Control Center sends you the first alert and logs the alert in History. Control Center does not send the next alert after a minute as expected from the printing rate (1 label per minute), but after 15 minutes if your printer remains offline.

NOTE: The 15-minute alert delay only happens if you are continuously printing identical label files using the same printer. If you change the label file or printer, you receive alert immediately after your computer reports Control Center an error.

Clicking on an alert displays more detailed information about the alert's status, as well as a link to the event that triggered the alert.

5.6.1.9 All Activities

All Activities panel presents an aggregated overview of all past Control Center activities in a given time period. To filter out the relevant events, click **Define filter** to set your custom filter. The following filtering categories are available:

- **Date Range.** Filters by day, week, month, or a custom time range.
- **Type.** Filters by label printing events or log entries.
- **Module.** Filters by the module used, e.g. NiceLabel Designer or NiceLabel Print.
- **Status.** Filters by print job status.
- **Workstation.** Filters by the connected workstation that sent the printing command.
- **User.** Filters by the assigned user who sent the printing command.
- **Information** and **Details.** Filters by the content that is added to the printed label using the **Log Event** action on the assigned form.

TIP: Log Event action enables you to add basic and detailed descriptions of events that are stored in Control Center. **Information** field allows you to use up to 255 characters, while the **Details** field can include content with up to 2000 characters.

5.6.2 Job Statuses

5.6.2.1 Print Job Statuses

Possible print job statuses are:

- **Deleting:** job has been deleted from the spooler.
- **Deleted:** spooling process has been interrupted because the print job has been manually deleted from the print queue.
- **Error:** error condition on the printer - typical reason could be head opened on the printing device.
- **Error - Printing:** The error condition is due to a port conflict.
- **Paused:** this print job has been paused.
- **Printed:** print job has been successfully sent to the printing device.
- **Printing:** printer is processing the sent print job .
- **Restarting:** complete print job will be resent to the printing device.

- **Queued:** print job is in the waiting line in the spooler and will be sent to the printing device, when it has finished processing the previous job.
- **Start spooling:** print job has started to be sent to the printing device.
- **Spooling:** print job is being sent to the print spooler.
- **Spooled:** print job has been created in the print spooler without errors.
- **Spool failed:** while print job has been sent to the printing device, an error has occurred during print or the job was canceled.

5.6.2.2 Label Job Statuses

NOTE: You have to use NiceLabel printer driver in order to see label job status. If you do not use NiceLabel printer driver, the final label status is "Spooled".

The possible label job statuses are:

- **Preparing:** data for label job is just being processed and will be sent into print spooler.
- **Send failed:** label job could not be sent to the printing device successfully. The printer has reported a problem.
- **Sent:** label job has been successfully sent to the printing device.
- **Sending:** label job is being sent to the printer.
- **Spool failed:** while print job has been sent to the printing device, an error has occurred during print or the job was canceled.
- **Spooled:** label job has been created in the print spooler without errors.

5.6.3 Reprinting Labels

You can reprint all labels in the job or a selection of labels from a past printing event. The labels can be reprinted on the original client and the original printer. If the label is saved in the Document Storage it can also be printed by some other client (because the client has access to it in the Document Storage) and on some other printer. If you change the target printer, make sure it has loaded labels of the same type & dimensions.

When using the reprint functionality with remotely stored labels, the label path should be entered in the UNC form (`\\server\share\folder` rather than a windows syntax with a mapped drive to avoid conflicts when the user is logged on under a different Windows account from the one that performed the original print.

To **reprint** the job to another printer, do the following:

1. In History tab, click a printing activity to open its details.
2. Click **Reprint** in the left-hand pane.
3. Select the range to be reprinted and the printer to use for the reprint, and confirm your settings.

5.6.3.1 Prerequisites For Label Reprinting

Label reprint action is executed on the remote NiceLabel client by NiceLabel Automation. If you do not have NiceLabel Automation installed, reprint will not be possible.

Make sure the following prerequisites are met:

- The label file is saved in the Document Storage. This ensures that all clients have access to the file and the label can be reprinted on any client.
- NiceLabel clients are activated with the same LMS license as Control Center.
- The label you are reprinting does not use global variables. If multiple labels share global variables, you cannot reprint these labels. To read more about global variables, see section [Global Variables](#).
- Make sure the firewall allows inbound connection on the clients to the **NiceLabel Automation** on port 56416 TCP.

NOTE: You cannot reprint labels with headers and/or tails. If you are experiencing issues while reprinting certain labels, open these labels in Designer and check first if they include header and tail.

NOTE: For more information, see the [Installation Guide](#).

5.7 Analytics

5.7.1 Introducing Analytics

NiceLabel Analytics in Control Center helps you monitor and analyze your entire label printing process, giving you ways to understand what and how you print. In enterprise environments, Analytics helps you know:

Which **users** print which **labels** from which **computers** with which **programs** on which **printers** using which **materials**.

You can quickly sort and find information you need with these data **Filters** and tabs:

- **Labels**—file names, amounts printed, printers used, dimensions, stock numbers
- **Printers**—models, amounts printed, dimensions, stock numbers
- **Printer Groups**—which groups, amounts printed, dimensions, stock numbers
- **Users**—user names, amounts printed, printers used, dimensions, stock numbers
- **Computers/Applications**—computers, modules (Automation, Control Center, Designer, Print, Printer Driver, SDK, Web Printing), labels printed, printers used, dimensions, stock numbers
- **Materials**—label dimensions, stock numbers, amounts printed, printers used

Use Analytics to sort, monitor, and analyze your printing process in Control Center. Analytics helps you organize and plan your printing tasks, improve your printing processes, and find ways to decrease your printing costs.

To use Analytics, click the **Analytics** tab in your cloud-based or on-premise Control Center.

NOTE: If your **Analytics** graphs and detailed lists are empty, or you experience other display errors, try disabling your browser's ad blocker. For the best user experience, NiceLabel suggests you disable your ad blocker or whitelist Control Center.

5.7.2 Optimizing Label Usage With Analytics

Know which **labels** print **how often** on which **printers** using which **materials**.

When you want to decrease labeling costs, use NiceLabel Analytics in Control Center to view and analyze which labels you print the most so you can get the biggest savings with the smallest changes to your labels. You can customize print date ranges and see specific label data with Filters.

To view and filter your label printing data, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.
2. To sort your data by label file name, click the **Labels** tab (on your left).

To sort your data by label dimensions, click the **Materials** tab (on your left).

Analytics displays your bar graph and list of label printing data.

3. Scroll down to view your list of file names and numbers of printed labels.
 - **File names** contain full paths of labels you print. If your labels are parts of solutions, Analytics displays full solution paths and your label names.
 - **Number of printed labels** shows how many labels you print on rolls. If you print your labels on sheets of paper, Analytics displays how many pages you use (ex: **33 pages of labels**).
4. Toggle the **black arrows** (on your left) to view label-specific detailed lists.
 - Select columns to sort or drag/drop column headers to group by column data.
 - Sort by printers, label dimensions (width x height)/stock number, or labels printed.
 - Analytics displays your **label dimension** information in the following ways:

Display Example:	Meaning:
10 x 5 cm	Dimensions in cm
3" x 6"	Dimensions in inches
30 x 22 mm	Dimensions in mm

40 x ?	Width is constant, but label height is variable. Your label length depends on the amount of data in your label.
10 x 7 cm / A4	When you print on sheets of paper, Analytics shows label dimensions and paper size.
30 x 20 mm / A4 - STOCK9i9i	Analytics shows your label dimensions, paper size, and stock number.

Analytics displays label printing data from this month on your graph and list by default.

5. To see data from another print date range, use the **Print date** filter (on your right).
 - Use the drop-down menu to select pre-defined date ranges.
 - Customize your print date range by entering dates in the **From** and **To** fields.
6. To see data from specific labels, use the **Label name** or **Label dimension** filters (on your bottom right).
 - Use the drop-down menu to select/deselect specific labels.
7. Apply multiple filters at once to fine-tune your data view and find exactly what data you need.
 - For more information, see [Applying multiple filters in Analytics](#).
8. Click **Export** (top of page) to download your data.
 - Analytics includes your applied data filters and only exports data you see.
 - Your data is downloaded as an .xml file you can open in Microsoft Excel spreadsheet.

Use Analytics to view and analyze label printing data during print date ranges you select. Use this data to optimize your printing processes and find ways to decrease your costs.

5.7.3 Optimizing Printer Workloads With Analytics

Know which **printers** print which **labels** and **how often**.

When your printing workloads are not evenly distributed between your printers, use NiceLabel Analytics in Control Center to view and analyze which printers print the most labels so you can more efficiently distribute you workloads. You can customize print date ranges and see specific printer data with Filters.

To view and filter your printer workloads, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.
2. Click the **Printers** tab (on your left).

Analytics displays your bar graph and list of printer data.
3. Scroll down to view your list of printers and labels they print.

Number of printed labels shows how many labels you print on rolls. If you print your labels on sheets of paper, Analytics displays how many pages you use (ex: **33 pages of labels**).

4. Toggle the **black arrows** (on your left) to view printer-specific detailed lists.
 - Select columns to sort or drag/drop column headers to group by column data.
 - Sort by label dimensions (width x height)/stock number, or labels printed.
 - Analytics displays your label information in the following ways:

Display Example:	Meaning:
10 x 5 cm	Dimensions in cm
3" x 6"	Dimensions in inches
30 x 22 mm	Dimensions in mm
40 x ?	Width is constant, but label height is variable. Your label length depends on the amount of data in your label
10 x 7 cm / A4	When you print on sheets of paper, Analytics shows label dimensions and paper size
30 x 20 mm / A4 - STOCK9i9i	Analytics shows your label dimensions, paper size, and stock number

Analytics displays printing data from this month on your graph and list by default.

5. To see data from another print date range, use the **Print date** filter (on your right).
 - Use the drop-down menu to select pre-defined date ranges.
 - Customize your print date range by entering dates in the **From** and **To** fields.
6. To see data from specific printers, use the **Printer** filter (on your right).
 - Use the drop-down menu to select/deselect specific printers.
7. Apply multiple filters at once to fine-tune your data view and find exactly what data you need.
 - For more information, see [Applying multiple filters in Analytics](#).
8. Click **Export** (top of page) to download your data.
 - Analytics includes your applied data filters and only exports data you see.
 - Your data is downloaded as an .xml file you can open in MS Excel.

Use Analytics to view and analyze printer workloads during print date ranges you select. Use this data to optimize and redistribute uneven printing workloads.

5.7.4 Optimizing Printer Group Workloads With Analytics

Know which **printer groups** print which **labels** and **how often**.

When your printing workloads are not evenly distributed between your printer groups, use NiceLabel Analytics in Control Center to view and analyze which printer groups print the most labels so you can more efficiently distribute your workloads. You can customize print date ranges and see specific printer group data with **Filters**.

To view and filter your printer group workloads, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.
2. Click the **Printer Groups** tab (on your left).

Analytics displays your bar graph and list of printer group data.

Number of printed labels shows how many labels you print on rolls. If you print your labels on sheets of paper, Analytics displays how many pages you use (ex: **33 pages of labels**).

3. Scroll down to view your list of printer groups and labels they print.
4. Toggle the **black arrows** (on your left) to view printer group-specific detailed lists.
 - Select columns to sort or drag/drop column headers to group by column data.
 - Sort by label dimensions (width x height)/stock number, or labels printed.
 - Analytics displays your label information in the following ways:

Display Example:	Meaning:
10 x 5 cm	Dimensions in cm
3" x 6"	Dimensions in inches
30 x 22 mm	Dimensions in mm
40 x ?	Width is constant, but label height is variable. Your label length depends on the amount of data in your label
10 x 7 cm / A4	When you print on sheets of paper, Analytics shows label dimensions and paper size
30 x 20 mm / A4 - STOCK9i9i	Analytics shows your label dimensions, paper size, and stock number

Analytics displays printing data from this month on your graph and list by default.

5. To see data from another print date range, use the **Print date** filter (on your right).
 - Use the drop-down menu to select pre-defined date ranges.
 - Customize your print date range by entering dates in the **From** and **To** fields.
6. To see data from specific printer groups, use the **Printer group** filter (on your bottom right).
 - Use the drop-down menu to select/deselect specific printer groups.
7. Apply multiple filters at once to fine-tune your data view and find exactly what data you

need.

- For more information, see [Applying multiple filters in Analytics](#).

8. Click **Export** (top of page) to download your data.

- Analytics includes your applied data filters and only exports data you see.
- Your data is downloaded as an .xml file you can open in Microsoft Excel.

Use Analytics to view and analyze printer group workloads during print date ranges you select. Use this data to optimize and redistribute uneven printing workloads.

5.7.5 Optimizing User Workloads With Analytics

Know which **users** print which **labels** on which **printers** and **how often**.

When your printing workloads are not evenly distributed between your users, use NiceLabel Analytics in Control Center to view and analyze which of your users print the most labels so you can more efficiently distribute your user workloads. You can customize print date ranges and see specific user data with **Filters**.

To view and filter your user printing workloads, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.
2. Click the **Users** tab (on your left).

Analytics displays your bar graph and list of user data.

3. Scroll down to view your list of users and labels they print.

Number of printed labels shows how many labels you print on rolls. If you print your labels on sheets of paper, Analytics displays how many pages you use (ex: **33 pages of labels**).

4. Toggle the **black arrows** (on your left) to view user-specific detailed lists.

- Select columns to sort or drag/drop column headers to group by column data.
- Sort by printers, label dimensions (width x height)/stock number, or labels printed.
- Analytics displays your label information in the following ways:

Display Example:	Meaning:
10 x 5 cm	Dimensions in cm
3" x 6"	Dimensions in inches
30 x 22 mm	Dimensions in mm
40 x ?	Width is constant, but label height is variable. Your label length depends on the amount of data in your label
10 x 7 cm / A4	When you print on sheets of paper, Analytics shows label dimensions and paper size

30 x 20 mm / A4 - STOCK9i9i Analytics shows your label dimensions, paper size, and stock number

Analytics displays printing data from this month on your graph and list by default.

5. To see data from another print date range, use the **Print date** filter (on your right).
 - Use the drop-down menu to select pre-defined date ranges.
 - Customize your print date range by entering dates in the **From** and **To** fields.
6. To see data from specific users, use the **Users** filter (on your bottom right).
 - Use the drop-down menu to select/deselect specific users.
7. Apply multiple filters at once to fine-tune your data view and find exactly what data you need.
 - For more information, see [Applying multiple filters in Analytics](#).
8. Click **Export** (top of page) to download your data.
 - Analytics includes your applied data filters and only exports data you see.
 - Your data is downloaded as an .xml file you can open in Microsoft Excel.

Use Analytics to view and analyze user printing workloads during print date ranges you select. Use this data to optimize and redistribute uneven printing workloads.

5.7.6 Optimizing Computer Workloads With Analytics

Know which **computers** and which **programs** print which **labels** on which **printers** and **how often**.

When your printing workloads are not evenly distributed between your computers, use NiceLabel Analytics in Control Center to view and analyze which of your computers print the most labels so you can more efficiently distribute your workloads. You can customize print date ranges and see specific computer and program module data with **Filters**.

To view and filter your computer/module printing workloads, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.
2. Click the **Computers/Applications** tab (on your left).

Analytics displays your bar graph and list of computer and application data.
3. Scroll down to view your list of computers, modules, and amounts of labels printed.
 - **Computers** are computers you use to print.
 - **Modules** are programs you use to print (Automation, Control Center, Designer, Print, Printer Driver, SDK, Web Printing).

- **Number of printed labels** shows how many labels you print on rolls. If you print your labels on sheets of paper, Analytics displays how many pages you use (ex: **33 pages of labels**).

4. Toggle the **black arrows** (on your left) to view computer-specific detailed lists.

- Select columns to sort or drag/drop column headers to group by column data.
- Sort by printers, label dimensions (width x height)/stock number, or labels printed.
- Analytics displays your label information in the following ways:

Display Example:	Meaning:
10 x 5 cm	Dimensions in cm
3" x 6"	Dimensions in inches
30 x 22 mm	Dimensions in mm
40 x ?	Width is constant, but label height is variable. Your label length depends on the amount of data in your label
10 x 7 cm / A4	When you print on sheets of paper, Analytics shows label dimensions and paper size.
30 x 20 mm / A4 - STOCK9i9i	Analytics shows your label dimensions, paper size, and stock number.

Analytics displays printing data from this month on your graph and list by default.

5. To see data from another print date range, use the **Print date** filter (on your right).

- Use the drop-down menu to select pre-defined date ranges.
- Customize your print date range by entering dates in the **From** and **To** fields.

6. To see data from specific computers or modules, use the **Computer** or **Module** filters (on your bottom right).

- Use the drop-down menu to select/deselect specific computers or modules.

7. Apply multiple filters at once to fine-tune your data view and find exactly what data you need.

- For more information, see [Applying multiple filters in Analytics](#).

8. Click **Export** (top of page) to download your data.

- Analytics includes your applied data filters and only exports data you see.
- Your data is downloaded as an .xml file you can open in Microsoft Excel.

Use Analytics to view and analyze computer printing workloads during print date ranges you select. Use this data to optimize and redistribute uneven printing workloads.

5.7.7 Applying Multiple Filters In Analytics

Use Analytics filters in NiceLabel Control Center to understand your label printing processes. Apply multiple filters at once to fine-tune your data view and find exactly the data you need for analysis, investigation, and optimization.

To apply multiple Analytics filters to your data, follow these steps:

1. Open **Analytics** in NiceLabel Control Center.

Analytics displays your bar graph and list of label printing data.

2. To filter data from specific items, use **Filters** (on your right).
 - You can select multiple filters at once.
 - Use the filter drop-down menus to select/deselect specific items.
 - You can select single or multiple items for each filter.

3. Choose from the following filters:

- Print date
- Printer
- Printer group
- Label name
- Label dimension
- User
- Computer
- Module
- Metadata

Metadata is extra information about labels you print, stored in databases with print jobs. Metadata you assign does not appear on your labels, but you can use it for sorting, filtering, and other functions.

Filter your data using custom metadata tags you create for jobs in Automation. Metadata filter tags you type in Analytics are case sensitive and must exactly match your created tags to filter correctly.

Examples of metadata include:

- Printer names
- User/system generated values
- Data sources
- Lot numbers

EXAMPLE: You define lot numbers for your labels in Automation (LotNumber=444, 445, 446, etc...). With Analytics in Control Center, you filter your data with the metadata tag "LotNumber=444" to analyze printing data for only lot number 444.

The metadata filter helps you analyze your print process for specific metadata tags you choose.

For more information on creating and applying metadata in Automation, see Automation User Guide Section 5.5 Setting Label And Printer Names From Input Data.

Analytics displays user printing data from this month on your graph and list by default.

4. To see data from another print date range, use the **Print date** filter (on your right).
 - Use the drop-down menu to select pre-defined date ranges.
 - Customize your print date range by entering dates in the **From** and **To** fields.
5. With your filters applied, you can view your filtered data by selecting tabs (on your left).
 - View filtered data on labels, printers, printer groups, users, computers/applications, or materials.
6. To hide your filters pane and view your graph and list unobstructed, click **Hide filters** (on your top right).
7. To remove your filters and return to your default data view click **Clear all filters** (on your top right).

Use Analytics to apply multiple filters to your printing data during date ranges you select. Use this data to investigate, analyze, and optimize your printing processes.

5.7.8 Optimizing Printing Processes With Analytics

Compare stated **label needs** with actual **usage data** to find **savings** and **optimize** production.

Use Analytics in NiceLabel Control Center to see production data and investigate efficiency. Compare how many labels you need with how many labels you print to analyze your label usage and losses, improve your printing processes, and find ways to decrease your printing costs.

E X A M P L E :

You produce 1000 product units per month. For each unit produced, you need 1 label. This means your **label need** is 1000 labels per month (1000 units x 1 label per unit).

Now, use Analytics to see your **usage data**:

1. Open **Analytics** in NiceLabel Control Center
2. Click the **Labels** tab (on your left)
3. Use the **Print date** filter (on your right) to see data from **last month**

Analytics displays your bar graph and detailed list of user printing data.

From your graph, you see you printed 1100 labels last month, 100 more than you need.

Now you can investigate this difference between your label need and your usage data. Ask why you print more labels than you need and use the answers to find and decrease waste, errors, misprints, and malfeasance.

You can now use Analytics to view and analyze your usage data during print date ranges you select. Use this data to investigate, optimize production, and find ways to save by decreasing printing costs.

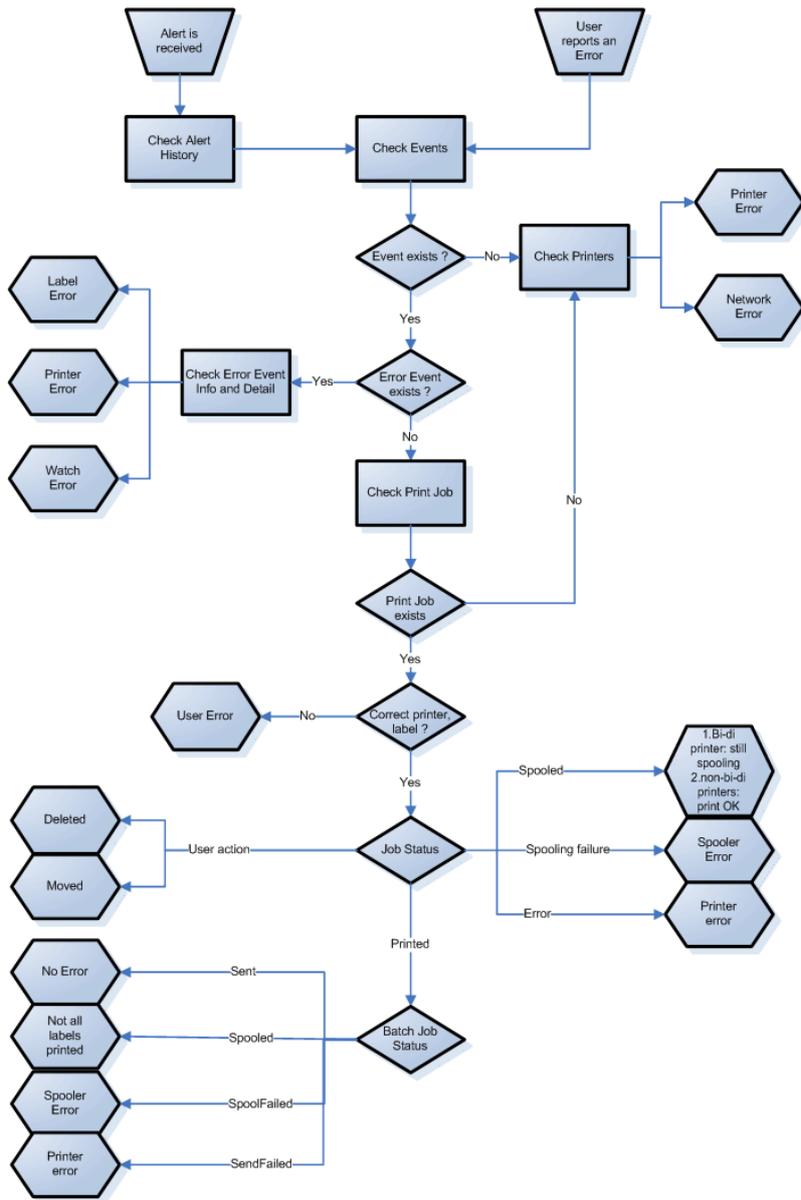
6 Technical Support

6.1 Problem Solving

Control Center provides an accurate status of your printing environment and proactive notification in case of imminent problems. When problem notification is received, either from a predefined alert or from a user, you can use the Control Center interface for finding and solving possible problems.

This section presents typical errors that you might encounter in your environment. Recommended steps are given that you (or your printing administrator) could take to solve the errors.

To find out if your printing environment has an error and to pinpoint the reason, please follow the problem resolution flowchart from top to bottom:



6.1.1 Possible Problems

1. Error during printing: printing has been executed from labeling application, but the label is not printed.
2. Error on printing device: out of labels, out of ribbon, head open, etc.
3. Printer status: paused, off-line, printer turned off, etc.
4. Network error: networking cable not connected, networking infrastructure error, etc.
5. User error: printing the wrong label or to the wrong printing device.
6. User action: user deletes the print job from the spooler or NicePrintQueue, etc.

6.1.2 Steps For Problem Resolution

1. In case a user has reported a problem and alerts are in use, the Control Center administrator should first check the status of his alerts and alerts defined by other users (Alerts → History).
2. If an alert has been received, the administrator should click the Error Event link. If no alert has been received, the administrator should search for an Event of type Error (Events → Errors). *Error Event Log* will open. Useful help here can be filtering and sorting feature of Control Center.
3. In the *Error Event Log*, details about error, workstation, date and time are shown, together with a link to that particular Event. In the *Event Details* window the administrator gets information about the module from which the printing has been issued, label details and possible links to other error events. Also, here is the Job Details link.
4. If there is no Error Event, (just an ordinary Event), the Job Details should be inspected about the Print Job status and separate label statuses (if several labels have been printed inside printing batch (for example if counter has been used)).
5. If there was no Error Event, the printing device status should be inspected (Printing → Print Queues → Workstation)

Steps 1. to 4. can be used to track down possible problems 1., 5. or 6.

Step 5. can be used to track down possible problems 2., 3. or 4.

6.2 Online Support

You can find the latest builds, updates, workarounds for problems and Frequently Asked Questions (FAQ) on the product web site at www.nicelabel.com.

For more information, please refer to:

- Knowledge base: <https://www.nicelabel.com/support/knowledge-base>
- NiceLabel Support: <https://www.nicelabel.com/support/technical-support>
- NiceLabel Tutorials: <https://www.nicelabel.com/learning-center/tutorials>
- NiceLabel Forums: <https://forums.nicelabel.com/>

NOTE: If you have a Service Maintenance Agreement (SMA), please contact the premium support as specified in the agreement.

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