

Administrator's guide

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About this manual

Typographical conventions

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

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



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



Following this symbol you will find hints and tips for optimizing tasks, speeding up commands, and so on.

CHAPTER 1

Installing

Functional description

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

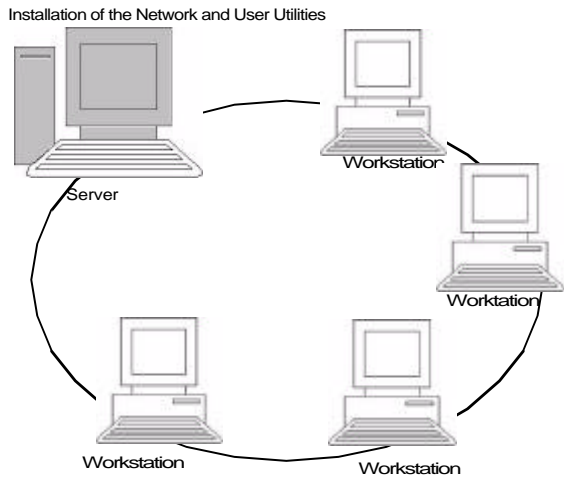


Figure 1 Network Configuration Installation : installation of the **Network and User Utilities** on the server and installation of labelling software on each workstation

Product description

The software is designed to run on any PC or IBM compatible computer that can support the **Microsoft® Windows®** graphic environment.

Your product includes the following components:

- a CD-ROM
- complete documentation
- a license agreement and registration card
- a protection key, either electronic (software key) or hard (dongle)

System requirements

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

- a **PC** or IBM compatible computer supporting **Windows® 2000 SP4, Windows® XP SP2** or **Windows® 2003 Server** ;
- **Windows® 2000** with 64 MB RAM (128 MB recommended)
Windows® XP or **Windows® 2003 Server** with 128 MB RAM (256 MB recommended)
- a VGA monitor or better
- a hard drive with 50 MB free disk space
- a CD-ROM drive

Installation procedure

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

- define the license server on which the **License Manager** and dongle will be installed
- define the workstations, or the client workstations that will use the labelling software

Description of Network Manager

The **Network and User Utilities** lets you use the network configuration of your labelling software. **Network Manager** includes:

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

Installing the Network and User Utilities on the server

Before installing the labelling software on all the workstations that will use it, you must install the **Network and User Utilities** on the server to configure the network.

To install the Network and User Utilities on the server.

1 Insert the CD-ROM in the appropriate drive.

The Installation window is displayed.

If the CD-ROM does not run automatically:

2 Go to **Start > Run**, then type the letter of the CD-ROM drive, followed by CDSETUP.EXE (for example, type **D:\cdsetup.exe**).

3 Select **Network and User Utilities**, which includes **License Manager**, **Service** and **User Manager**. Then click

the Install button.

4 Select a type of protection : a software key (electronic code) or a hardware key (dongle)

5 Follow the instruction on the screen

The **License Manager** and **Service** are used to manage licenses. Service only runs on **Windows NT, 2000, XP** and **Windows 2003 Server** systems.



6 Share the [DONGLE] folder with full control, using TKDONGLE as the share name. The default access path for this folder is
C:\PROGRAM FILES\TK\8\COMMON\TOOLS\DONGLE.

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

Configuration

All the necessary tools to configure the network version are available from the "Network" tool bar accessible from by going to **Start > Programs > Network and User Utilities** and selecting **Network**

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

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

2 In step 1 of the wizard, select a settings mode: **generic, by user** or **by station**.

generic: all users will use the same settings on all workstations. (*user.ini*)

By user: each user can access his or her own settings on any workstation. (*user name.ini*)

By station: each workstation has its own settings

(*station.ini*)

3 In step 2, specify the location in which you want to store these settings. If you want to share these settings between various workstations, specify a network path accessible to all workstations.

4 In step 3, specify the location in which you want to store the shared data (variables, lists, printing logfile, etc.).

To configure the User Manager

If you want to define network access rights for all users of the labelling software, you must do so during installation (consult the User Manager help system).


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

Starting the License Manager

Before installing the labelling software on all workstations, you must start the license manager.

If the license manager was installed as **Service**, you do not need to start it. In fact, **Service** starts when the workstation is turned on and runs as a background task as long as the workstation is on. However, if you installed the **License Manager**, you must start it manually.

To start the License Manager

- Click the icon  available on the **Network** toolbar
- or-
- double-click the LICENSE.EXE file in the [DONGLE] folder in C:\PROGRAM FILES\TK\8\COMMON\TOOLS\



To start **License Manager** automatically when a Windows session is started, copy the shortcut for the program to the **Start > Programs > Startup** menu in Windows.

Installing the software on the workstations

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

To install the software on a workstation

1 Insert the CD-ROM in the appropriate drive.

The Installation window is displayed.

If the CD-ROM does not run automatically:

2 Go to **Start > Run**, then type the letter of the CD-ROM drive, followed by CDSETUP.EXE (for example, type **D:\cdsetup.exe**).

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

4 Start the labelling software. A message is displayed to inform you that no dongle has been found. Click **Yes** to start the software.

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

6 Enable **Use Network License**.

7 Click **Modify** to select the server on which the license manager and dongle are installed.

- or -

Click **Browse** to automatically search for the server on which the license manager is installed.

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

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

9 Click **OK**.

10 Restart the program.



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

Software protection

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

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

The **software key** is an electronic code that is requested by the **Activation Wizard** when you launch the software for the first time or for as long as you are running a trial version. If you are using a trial software key, you will be given 100 runs or 30 days to try the product with all of the product's functionalities available to you.



When you launch the application, if the protection key does not correspond to your product version, a dialog box will appear providing the necessary instructions.

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

Installing the protection key

The protection key must be installed on the computer (server or workstation) on which the license manager is installed. A single protection key, pre-programmed with the number of licenses purchased, is included with the network version of your software.

The dongle must be installed before the license manager (**License Manager** or **Service**) can be started.

Hardware Key connexion

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

Connecting the parallel key

Parallel port/DB25 female connection

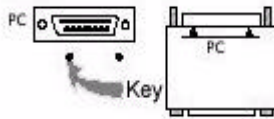


Figure 2 Connecting the dongle to the parallel port of your PC



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

Connecting the USB key

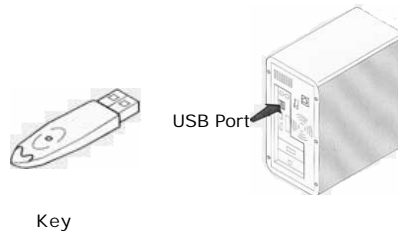


Figure 3 Connecting the dongle to the USB port of your PC

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

Note

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



USB hardware keys are not supported using **Windows 95** and **Windows NT4** operating systems.

Error messages when launching the software

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

- The administrative rights. You must have local administrative rights on your PC so that the key installation works properly. If you do not have them, you will be prompted an error message when launching the software. You will have to install manually the drivers.
- Drivers installation. If you had trouble during installation or if you are prompted an error message when launching the software, you will have to install manually the drivers.
- The key. If you are prompted an error message when launching the software, check that the connected key works with your labelling software.

Driver update. If you are prompted an error message when launching the software, your driver may not be updated. To update your driver you have to download it from ftp://ftp.ealaddin.com/pub/hasp/NEW_RELEASES/driver/hdd32.zip.

Activating the software key protection

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

To Activate the software key

1 In the Activation wizard, select **Activate** then click on **Next**

There are three possible activation methods; **Internet** (Automatic), **Fax / email**, and **phone**

Internet activation method

1 Select **Automatic** from the list of activation modes. This option allows the activation of the software key via a

secure Internet connection. This is the quickest and easiest option available

2 Input your information in the **User Registration** form. Remember that all fields marked by an asterisk (*) are required. Click on **Next**

3 Enter the activation code provided with the product and click on **Next**

4 Click on **Finish** if your activation results are successful. If any problems were encountered, a message will inform you that the activation has failed and an error will be displayed.

Fax / Email activation method

1 Select the **Fax / Email** activation method

2 Input your information in the **User Registration** form. Remember that all fields marked by an asterisk (*) are required. Click on **Next**

3 Enter the activation code provided with the product and click on **Next**

4 Click the **Create Form...** button. An Activation Request Form will be created with all the required user information. This form must be sent by fax or email in order to receive the response code. Please see the contact info on your screen for more information.

5 Click **Next**. While waiting for a **Response Code**, you may choose to **launch** your software and begin using it, or, close it and return to the activation process once you have received your response code.

Once you have received your Response Code, you can return to the activation process by restarting the wizard and click **Next** until you reach the screen from step 5 and choose the option **Enter the Response Code**. All the options you had previously selected in the wizard will be retained.

6 Enter the **Response Code** provided to you and click on **Next**

7 Click on **Finish** if your activation results are successful. If any problems were encountered, a message will inform you that the activation has failed and an error will be displayed.

Telephone activation method

1 Select the **Telephone** activation method

2 Enter the activation code provided with the product and click on **Next**

3 Call your contact (For Europe or Asia, please contact your Reseller. For the Americas, please contact Teklynx at +1-414-535-6200)

Note

You will be required to fill out a User Registration via the phone. Please have your company information at hand.

4 Enter the **Response Code** provided to you by your reseller and click on **Next**

5 Click on **Finish** if your activation results are successful. If any problems were encountered, a message will inform you that the activation has failed and an error will be displayed.

Installing the driver key manually

If you want to install your key driver manually, do the following:

- Click on **Start**, then **Run**.
- Enter your installation file path then type the following command: **\\install.exe -i**

Note

It is recommended to close your labelling software and other applications before installing your driver.

Installing the dongle

The dongle must be installed on the computer (server or workstation) on which the license manager is installed. A single dongle, pre-programmed with the number of licenses purchased, is included with the network version of your software.

The dongle must be installed before the license manager (**License Manager** or **Service**) can be started.

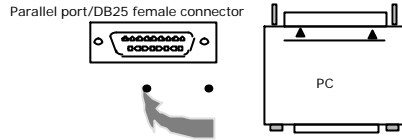


Figure 4 Connecting the dongle to the parallel port of your PC

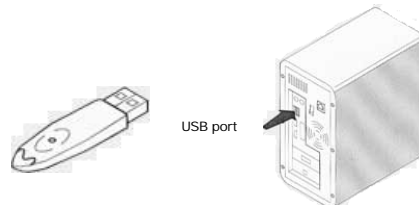


Figure 5 Connecting the dongle to the USB port of your PC

Note

When you start the program, if the dongle does not match the product version, a dialog box with the necessary instructions is displayed.



If you need to use a printer on the parallel port, connect it to the dongle. In this case, you might have to turn the printer on in order for the dongle to be recognized.


CHAPTER 2

Network Use

Managing users

The license manager must be installed on the station, server or workstation to which the dongle is connected.

To start the License Manager

- Click the icon  available on the **Network** toolbar
-or-
double-click the License.exe file in the [DONGLE] folder in
C:\PROGRAM FILES\TKI\8\COMMON\TOOLS\DONGLE

Functional description

The license manager can be started and opened from an icon on the Windows taskbar. It must remain active whenever the labelling software is used by one or more users.

If the license manager encounters a problem at start-up, it will start in window mode and display an error message (the dongle was not recognized, etc.). Refer to Chapter 1 - 3, *Troubleshooting*.

Description of the License Manager window




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



Figure 6 Main window of the **License Manager**

The **License Manager** window displays the list of users. This list permanently displays the "login" name of those currently using the labelling software.

The toolbar

Button	Use
	Closes the program. Caution. The program should not be closed until all users have logged off. A warning message is displayed if you try to close the program while one or more users are still connected.
	Displays the About dialog box. This dialog box displays the version number of the program.
	Refreshes the display: the list of users may not be updated in certain cases, such as if a workstation crashes (to reset, press CTRL + Alt + Del)

The status bar

At the bottom of the window, the status bar displays the maximum number of users that can be connected at any given time for your version of the program.

Troubleshooting

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

Message	Solution
Protection key not found	<ul style="list-style-type: none"> - the key is not connected. - the dongle is connected to the wrong port (serial port, for example). - a printer is connected to the dongle and is switched off - the product has not been activated

Message	Solution
<p>License Manager cannot create the license file</p>	<p>The license file could not be created in the [Dongle] folder. This may mean that a user on the station on which License Manager was started does not have the access rights required to write to this folder. The network administrator must assign the required access rights (read, write, delete and modify, if applicable).</p>

Changing the standard settings for the license manager

Using the command line

The standard behavior of the **License Manager** can be changed by using a parameter in the program's command line.

- 1 Go to **Start > Run** from Windows main menu.
- 2 Type the access path to the [DONGLE] folder or click **Browse**.
- 3 Select license.exe, press the spacebar and type **/X** (upper case).

The license manager is displayed in window mode, rather than as an icon.

Service Control

This module is only available if you have installed the **Service** mode of the license manager on a **Windows NT, 2000** or **XP** workstation. The license manager is installed as a service. This service, referred to as **SLicense**, is enabled automatically when the server is turned on.

The **Service Control** module, named **SLicenseCtrl.exe**, is used to control how the service functions and to change the standard behavior of the license manager. You can, for example:

- Start or stop the service

- Display the list of users connected to the labelling software

Description of the Service Control window

- To start **Service Control** click on the icon available on the **Network** toolbar .

Once started and the window is enabled, the Service Control window is displayed as follows

:

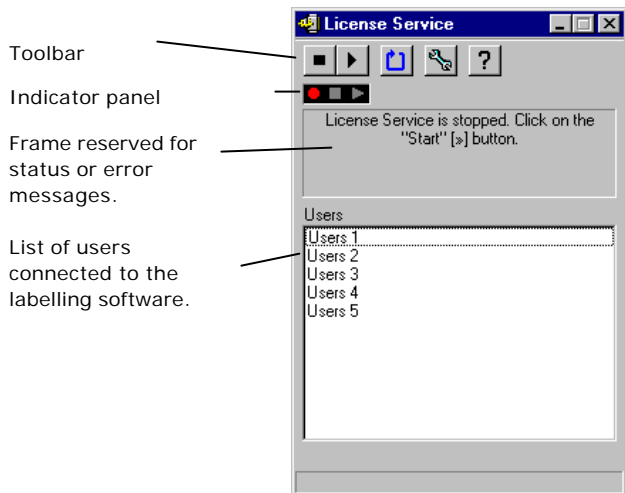







Figure 7 Main Service Control window

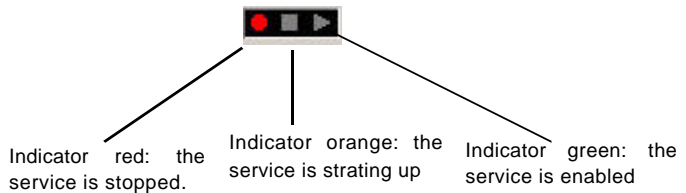
The **Service Control** window displays the list of users. This list permanently displays the "login" name of those currently using the labelling software.

The toolbar

Button	Use
	Stops the service.
	Starts the service.
	Refreshes the display: the list of users may not be updated in certain cases, such as if a workstation crashes (to reset, press CTRL + Alt + Del).
	Accesses the Service Control settings dialog box. This button is only available when the service is stopped.
	Displays the About dialog box. This dialog box displays the version number of the program.


The Indicator Panel

The Indicator Panel displays the current status of the service.



The Settings dialog box

To access the Settings dialog box

- Click on .

The **Settings** dialog box is displayed.

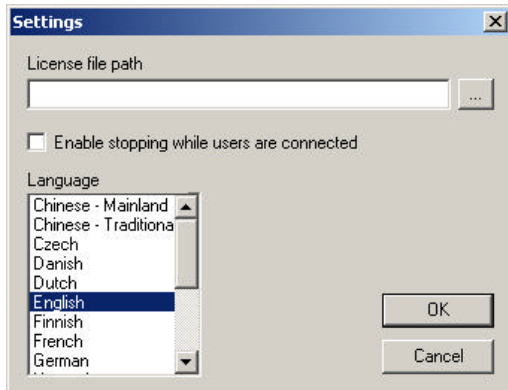


Figure 8 The **Settings** dialog box

To change the settings

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

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

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

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

4 Click **OK** in the dialog box to update the changes.

Changing the behavior of the Service

By default, the **Service** is started automatically when the workstation is turned on. However, you can change the behavior of the service in the **Services** dialog box in the Windows **Control Panel**. Refer to the documentation supplied by Microsoft.

Changing the service startup type

- 1 Select **SLicense** from the list of services.
- 2 Click **Startup**.
- 3 Enable the desired startup type, by default **SLicense** is configured to start automatically.

Selecting a user account

- 1 Select This account in the **Log on as** field.
- 2 Type and confirm the **Password** and click **OK** in the **Service** dialog box.

Maximum number of users

Your network version is limited to a maximum number of users. This means that a 10-user license allows you to start 10 sessions of the labelling software simultaneously.

If an eleventh user tries to log on, an error message is displayed indicating that the maximum number of users has been reached. He or she must wait until one of the connected users logs off.



The limitation on the number of users does not affect the number of workstations on which the software can be installed, only the number of simultaneous connections. This means that you can install it on as many client stations as you like. Moreover, if multiple users are logged on at the same time on one workstation, the license manager counts this as only one user.

Managing shared resources

Shared document files

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



Note: The document can however be printed in "read only" mode.

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

Shared data

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

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

Shared printing logfile

If you selected the **generic** settings mode in the **Network Settings Wizard**, the printing logfile (very useful for tracing all print jobs) can be configured in the **Printing Logfile** dialog box.

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

To generate a printing logfile

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

2 Type the access path to the folder in which shared data is saved and a file name for the **Printing Logfile**, then select a text editor.

3 Enable your options in the **Options** tab. For more information on the **Printing Logfile**, refer to the **Online Help** system.

Note

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

Shared file timeout period

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

To define the timeout period

- 1 Go to **Tools > Options**.
- 2 Click the **Others** tab.
- 3 Type a value in the **Shared files access timeout period (ms)** text field.

Printing

A flashing colored indicator indicates the status of the current print job in the print status dialog box. This status is only displayed if you display the print dialog box in the labelling software.

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

To display the print dialog box

- 1 Go to **Tools > Options** and click the **Printing** tab.
- 2 Disable the **Hide the Cancel Print dialog box** option.


Notes for the network administrator

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

Folders on the server

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

Folders on the workstation

 The folder in which the software is installed must have "Read, Write, Modify, Create" access rights.

The table below describes each of the sub-folders of the [COMMON] folder and the required access rights. The access path to this folder is C:\PROGRAMFILES\TKI\8\COMMON

Folder	Rights
[Common]	Read
[Common]\Help	Read
[Common]\Objects	Read
[Common]\Tools\Converter	Read
[Common]\tools\lean128	Read
[Common]\tools\maxicode	Read
[Common]\tools\pof	Read
Folder	Rights
[Common]\fm	Read Write Modify Create

[Common]\devices	Read Write Modify Create
[Common]\tools\comet	Read Write Modify Create
[Common]\tools\dman	Read Write Modify Create
[Common]\tools\dongle	Read Write Modify Create
[Common]\tools\html	Read Write Modify Create

Example of sharing a printer

Based on the type of network or the requirements of your organization, many configurations are possible. This section provides an example of sharing a printer in a Windows environment.

Sharing a printer in Windows

The following example shows how a thermal transfer printer can be shared between a number of users in a Windows 98 or ME environment.

To share a printer

1 Install a printer on one of the network workstations (refer to the on-line help system, **Printing** heading, **Add a printer** section) with shared access rights.

Note

When you add the printer, do not check the Direct Access option because this prevents the printer from being shared.

2 Go to **Start > Settings > Control Panel** from the main Windows menu.

3 Double-click **Network**.

The Windows **Network** dialog box is displayed.


4 Click **File** and **Printer Sharing**.

The **File** and **Printer Sharing** dialog box is displayed.

5 Check the **I want to be able to allow others to print to my printer(s)** option and then click **OK**.

6 Go to **Start > Settings > Printers** from the main Windows menu.

The Windows **Printers** dialog box is displayed. You will notice that the thermal transfer printer that you added is displayed in the list as **THT**, followed by the name of the port to which it is connected.

7 Select this printer and click  or choose **Properties** from the context menu.

The printer properties dialog box is displayed.

8 Click the **Sharing** tab.

9 Check the **Shared As** option, enter a share name for this printer and, if necessary, a comment.

Note

According to the type of access control defined, the Properties dialog box may look different. For more information, refer to the Microsoft documentation.

To install a shared printer on the network

Users who want to use a shared printer installed on another workstation must add the printer on his/her own workstation (see Online Help, **Printing** heading, **To add a printer** section).

1 Go to **File > Select Printer**

2 Click **Add**.

The **Add Printer** dialog box is displayed.

3 Click **Network Printers**.

The **Browse for Printer** dialog box is displayed.

4 Select the shared network printer.

5 Click **OK** in the **Browse for Printer** dialog box.

6 The network address of the shared printer is displayed in the **Port** list.

7 Select a printer model from the **Model** list and the network address from the **Port** list.

8 Click **OK** in the **Add Printer** dialog box.

Display the current print jobs

You can display the status of current print jobs on the workstation to which the printer is connected.

1 Go to **Start > Settings > Printers** from the main Windows menu.

2 Double-click the name of the printer for which you want to display the status of print jobs.

The **Windows Print Manager** window is displayed with a list of all print jobs in progress.

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