TEKLYNX®
LABELVIEW™
VERSION 8

SETTING THE STANDARD

BAR CODE
LABELING
SOFTWARE

INSTALLATION GUIDE

TEKLYNX

Installation Guide

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Introduction

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Welcome!

LABELVIEW 8 label design and integration software provides an easy-to-use, user-friendly solution for printing bar code labels and tags to meet compliance standards in any industry.

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

- **Updated Interface -** New look and new toolbar buttons
- **RFID label printing -** Encode radio frequency tags
- **New Bar Codes -** UCC/EAN Composites & UCC/EAN-128 Coupon Extended Codes
- **Rich Text Fields -** Advanced text formatting features
- **TextArt -** Allows text to be "bent" at precise angles to fit a selected shape type (ellipse, polygon, rectangle, etc.) and formatted using custom spacing, borders, and backgrounds
- **AutoSize Text -** Printer resident fonts are automatically sized to fill a pre-sized field
- **TrueType Font Flexibility -** Independently change the width and height of TrueType fonts
- **SQL Query Builder -** Wizard for creating an SQL statement

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

LABELVIEW Editions

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

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

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

Other LABELVIEW Configurations

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

LABELVIEW Single and Network/ Multi-User Versions A LABELVIEW Single-User version is a stand-alone program that is intended to be installed on one PC. The LABELVIEW Network version is a multi-user license available only with the Gold edition. A network version must be installed on a server that houses the security key. Only one security key is included with a network version, pre-programmed with the number of licenses you have purchased. (For more information, see the "Network Installations" section on page 2-4.)

System Requirements

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

Product Components

Your label design software is packaged with the following components:

- CD-ROM
- Documentation appropriate for the version you purchased
- A license agreement and registration card
- Software security key

The edition and release number for your software are printed on the security key as well as on a label located on the LABELVIEW box.

Installing LABELVIEW

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Before Installing

1 Disable all anti-virus software.

2 Close all other applications that are currently running.

3 Select one computer on the network to act as the key server (it can be the network file server or any of the workstations). This computer must be running in order for the users to access the label design software.

You will need to install the label design software on this computer and then AFTER installation, attach the security key to the computer. (The security key should never be attached to the computer before or during the installation of the software. For more information on proper use of the security key, see the "Attaching the HASP Key" section on page 2-10.)

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

Single User Installations

Note   If you have already downloaded and installed the LABELVIEW 8.0 Demo, there is no need to install again from the CD. To convert your installed demo version to a full install, close LABELVIEW, place the security key on the computer, and then launch LABELVIEW. Press F7 or go to **Help** menu **> System Status** and verify that the product version listed matches the product label on your LABELVIEW package.

Single User: Full Install

▶ **To perform a full install for a Single User license:**

1 Insert the CD.

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

2 On the opening screen of the CD, select the product to install and then click the **Install** button.

3 Follow the instructions displayed on the screen to select and install the software.

4 When installation is complete, attach the software security key as directed in the "Attaching the HASP Key" section on page 2-10.

5 Start the LABELVIEW software.

6 Install and select your printer. (For information on printer setup, see Chapter 3, "Printer Setup").

7 If desired, proceed to the "Setting Up System Security (Pro and Gold Only)" section on page 2-13 to set up user security.

Single User: Version Upgrade

If you are upgrading from an earlier version of LABELVIEW (e.g., LABELVIEW 7.0) that is currently installed on the computer, you should install the new version over the earlier version. Any configuration settings you previously set up in the earlier version will be saved.

▶ **To perform a Version Upgrade for a Single User license:**

1 Insert the CD.

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

2 On the opening screen of the CD, select the product to install and then click the **Install** button.

3 Follow the instructions displayed on the screen to select and install the software.

4 When installation is complete, attach the software security key as directed in the "Attaching the HASP Key" section on page 2-10.

5 Follow the steps in the "Key Upgrade Procedure" section on page 2-12 to upgrade your security key (a required step in the upgrade process).

6 If system security was previously set up in the old version of your software, or if you want to set up user security in the new version, proceed to the "Setting Up System Security (Pro and Gold Only)" section on page 2-13 to set up user security.

Single User: Edition Upgrade

If you are performing an Edition Upgrade (e.g., from LABELVIEW 8 Pro edition to LABELVIEW 8 Gold edition) you do NOT need to reinstall the software.

▶ **To perform an Edition Upgrade for a Single User license:**

• Follow the instructions in the "Key Upgrade Procedure" section on page 2-12 to upgrade your security key.

Network Installations

Follow the guidelines below when installing a network/multi-user version of the label design software:

- The LABELVIEW software must be installed on a server along with the License Manager application. Any workstation that will run the label design software must also have the software installed locally.

- The security key must be attached to the server AFTER the software has been installed successfully. Only one security key is included with a network version of the software, pre-programmed with the number of licenses purchased. (For more information on proper use of the security key, see the "Attaching the HASP Key" section on page 2-10.)

- The software directory must be shared and mapped allowing full read/write access to all potential users. This is necessary for the network License Manager.

Note

The License Manager application is not compatible with Novell systems, so Novell network users must designate a Windows workstation to be the key server.

Each workstation **requires a mapped letter drive** in order to properly access the key server program. Refer to your Windows documentation or ask your system administrator for the necessary instructions.

Network/Multi-User: Full Install

1 Insert the CD on the computer chosen to act as the key server.

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

2 On the opening screen of the CD, select the product to install and then click the **Install** button.

3 Follow the instructions displayed on the screen to select and install the software.

4 When installation is complete, attach the software security key as directed in the "Attaching the HASP Key" section on page 2-10.

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

6 Install and select your printer. (For information on printer setup, see Chapter 3, "Printer Setup").

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

8 Close LABELVIEW.

9 On the computer that has the key attached, run the LVLICENSEMANAGER.EXE application found in the LABELVIEW 8.0 program group. (For information on running License Manager as a service, e-mail teklynx_support@teklynx.com with a Subject line of "License Manager as Service".)

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

11 Install the software on each workstation where the label design software will be used. Through Windows, map the network drive where the label design software is installed on the server or on the workstation where the key is attached. Refer to your Windows documentation or ask your system administrator for the necessary instructions.

12 For each installation repeat Step 7. Only this time, browse to the program's LICENSE directory on the mapped letter drive from Step 11.

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

14 If desired, proceed to the "Setting Up System Security (Pro and Gold Only)" section on page 2-13 to set up user security.

Network/Multi-User: Full Install for Terminal/Citrix Server with Remote Desktop

1 Insert the CD on the computer chosen to act as the key server.

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

2 On the opening screen of the CD, select the product to install and then click the **Install** button.

3 Follow the instructions displayed on the screen to select and install the software.

4 When installation is complete, attach the software security key as directed in the "Attaching the HASP Key" section on page 2-10.

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

6 Install and select your printer. (For information on printer setup, see Chapter 3, "Printer Setup").

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

8 Close LABELVIEW.

9 On the computer that has the key attached, run the LVLICENSEMANAGER.EXE application found in the LABELVIEW 8.0 program group. (For information on running License Manager as a service, e-mail teklynx_support@teklynx.com with a Subject line of "License Manager as Service".)

10 Start the LABELVIEW software again. If the key server install is configured properly, LABELVIEW will open without

error, and License Manager should reflect one user access-
ing the program. If unsuccessful, refer to Appendix A,
"Troubleshooting Installation Issues" before continuing.

11 Set up all LABELVIEW configuration options as follows:

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

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

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

12 After all configuration options are set, close LABELVIEW to
update the label.ini configuration file with the new set-
tings.

> With Terminal Server/Citrix Server installations,
> each terminal will have its own unique
> LABELVIEW configuration file. For this reason,
> you MUST set all configuration options before
> setting up each remote terminal. Note that if
> system security is desired, this will also need to
> be set up BEFORE setting up the remote
> terminals. For information on setting up system
> security, see the "Setting Up System Security
> (Pro and Gold Only)" section on page 2-13.

13 Set up all remote terminals.

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

Network/Multi-User: Version 7.0 to 8.0 Upgrade

1 Verify that both LABELVIEW version 7.0 and License Manager are closed.

2 Remove the security key.

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

> Select the previous LABELVIEW installation directory (e.g., the LVWIN70 directory) during installation in order to retain any existing configuration settings.

4 On the opening screen of the CD, select the product to install and then click the **Install** button. Follow the instructions displayed on the screen to select and install the software.

5 Attach the software security key as directed in the "Attaching the HASP Key" section on page 2-10.

6 Follow the steps in the "Key Upgrade Procedure" section on page 2-12 to upgrade your security key (a required step in the upgrade process).

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

8 Close LABELVIEW.

9 On the computer that has the key attached, run the LVLICENSEMANAGER.EXE application found in the LABELVIEW 8.0 program group. (For information on running License Manager as a service, e-mail teklynx_support@teklynx.com with a Subject line of "License Manager as Service".)

10 Start the LABELVIEW software. If the key server install is configured properly, LABELVIEW will open without error, and License Manager should reflect one user accessing the program. If unsuccessful, refer to Appendix A, "Trouble-shooting Installation Issues" before continuing.

11 Install the software on each workstation where the label design software will be used. Through Windows, map the network drive where the label design software is installed on the server or on the workstation where the key is attached. Refer to your Windows documentation or ask your system administrator for the necessary instructions.

12 For each installation repeat Step 7. Only this time, browse to the program's LICENSE directory on the mapped letter drive from Step 11.

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

14 If desired, proceed to the "Setting Up System Security (Pro and Gold Only)" section on page 2-13 to set up user security.

Network/Multi-User: Additional License Upgrade

1 Follow the steps in the "Key Upgrade Procedure" section on page 2-12 to upgrade your security key and add additional licenses.

2 Install the software on each workstation that does not already have the LABELVIEW software installed. Through Windows, map the network drive where the label design software is installed on the server or on the workstation where the key is attached. Refer to your Windows documentation or ask your system administrator for the necessary instructions.

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

4   On the opening screen of the CD, select the product to install and then click the **Install** button. Follow the instructions displayed on the screen to select and install the software.

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

6   Once LABELVIEW is open, select **Configuration** from the **Options** menu, and then click on the **Network** tab. Check the **Network Key** box, and use the [...] button or **Auto Find...** button to browse to the mapped letter drive location of the program's LICENSE directory on the mapped letter drive from Step 2.

7   Close LABELVIEW and restart to complete the network install.

8   Install and select your printer. (For information on printer setup, see Chapter 3, "Printer Setup").

9   If desired, proceed to the "Setting Up System Security (Pro and Gold Only)" section on page 2-13 to set up user security.

Attaching the HASP Key

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

| Note |

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

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

The HASP key is easy to use — simply connect it to the appropriate port (parallel port or USB port, depending on the type of key you purchased) before launching the software. If attaching a USB key, note that when connected properly it should light up to indicate that it has been recognized by the operating system.

If a printer will be attached to the same port, connect the printer cable to the HASP key. The printer may need to be powered on before the key is recognized.
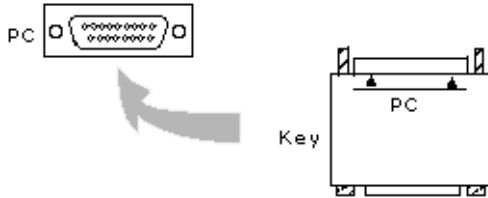

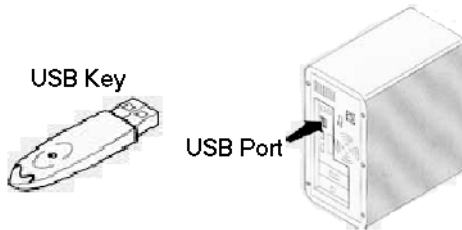**Figure 2-1** Connecting the HASP key to the parallel port

Figure 2-2 Connecting the HASP key to the USB port

Key Upgrade Procedure

In order to upgrade a keyed product, you must first upgrade the HASP key using the following steps.

Note   The Key Upgrade procedure works only with HASP keys.

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

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

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

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

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

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

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

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

4 Label your key with the provided key label (opposite side of serial number) and follow the steps in the "Registering Your Software" section on page 2-16 to register your new product version.

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

Setting Up System Security (Pro and Gold Only)

The system security feature allows you to restrict users to certain features of the program. You can set up system security by assigning a user ID and password and then selecting the tasks the user may perform. When you restart the program after setting up a user, the security feature is enabled, and all users will be required to log in before using the program.
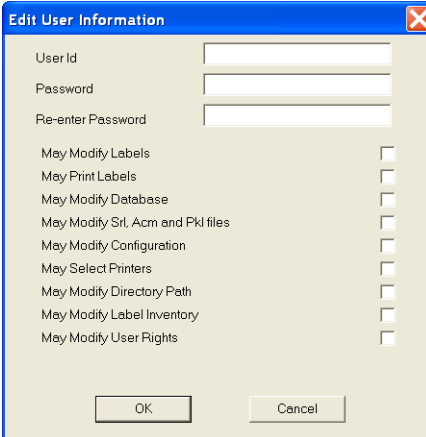
New in LABELVIEW 8, the program assigns EACH USER with his or her own unique configuration file instead of using one configuration file for all users. For this reason, before adding system users and assigning access rights, you must first specify the LABELVIEW configuration settings you want to be available to ALL USERS. These settings will be saved in the initial configuration file (named label.ini), which will be copied to each user to generate their unique configuration file. After the label.ini file is copied to a user it is then renamed using the following naming convention: *PCName_UserName*.ini.

▶ **To set up system security:**

1 On the key server, start the LABELVIEW software.

2 Set up all LABELVIEW configuration options as follows:

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

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

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

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

4   Restart LABELVIEW.

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

6   Click **New**.

The **Edit User Information** dialog box appears.

Figure 2-3 Edit User Information

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

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

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

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

The User Id and Password are each limited to 10 characters.

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

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

10 Click **OK**.

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

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

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

13 Close LABELVIEW.

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

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

Viewing the Readme File

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

Registering Your Software

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

▶ **To register your software:**

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

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

Note

You can also register online at http://www.teklynx.com under SERVICE & SUPPORT.

Printer Setup

3

LABELVIEW 8 supports over 1,000 specialized thermal and thermal-transfer label printers and any printer with a valid Windows driver supplied by the manufacturer. Printer drivers included with this label design software are installed to the program's **Drivers** directory when the program is installed.

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

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

Selecting a LABELVIEW Driver for Printing Labels

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

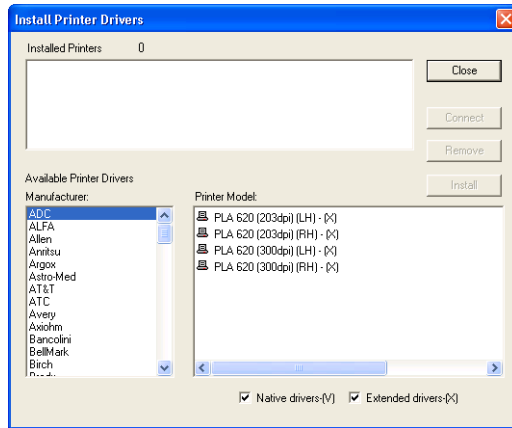The **Install Printer Drivers** dialog box appears.

Figure 3-1 Install Printer Drivers

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

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

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

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

(X) = Driver is from an extended driver set

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

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

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

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

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

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

Note

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

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

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

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

Troubleshooting Installation Issues

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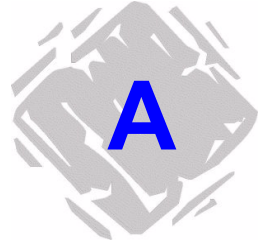
The following Problem/Solution table lists the most common error messages, issues, and questions encountered when installing the LABELVIEW software.

Problem	Solution
Error: Could not find the Key **Message: This 30 day Evaluation...** **Program running in Demo Mode**	In some instances, the driver reading the HASP key (hardware security key) is not updated properly. To upgrade your HASP driver, go to http://www.teklynx.com/support//faq/faq_193.html and download the HASP Upgrade Wizard. Follow the instructions to upgrade the driver. For step-by-step instructions on resolving Demo Mode issues, view the "LABELVIEW in Demo Mode" eHelp video at http://www.teklynx.com/products//labels/labelview_faq_videos.html.
Error: This Key is not a Network Key	Within the security key is an encrypted code. This code contains the licensing, release, full design or print only, number of users, and edition information of the software that has been purchased. This information is printed on both the label on the security key and the label on the back of the LABELVIEW *Quick Start Guide*.

(Table continued from previous page)

Problem	Solution
Error 5032: No more licenses available on this Network Key right now	Please verify that you have purchased and installed a network/multi-user copy of LABELVIEW. (The number of users is printed on the HASP key.) If you do have a network copy, open the License Manager program on the key server. If License Manager is showing the correct number of users but you see the error: "LABELVIEW is unable to write to the C:\Program Files\LV8\System\License directory due to permission or security restrictions," ensure that all users have full Read\Write\Modify rights to this directory. All users MUST have full Read\Write\Modify rights to this directory in order to allocate a license. If License Manager is showing an incorrect number of users, please contact your reseller.
Error 5001 nn: Server not found	The network installation has not been completed on the key server. Launch License Manager and verify that the number of users matches the number of users printed on the HASP key label. On the key server, open LABELVIEW and go to **Options** menu **> Configuration > Network** tab. Check the **Network Key** box, and for the **Server Location**, browse to the mapped letter drive location of the program's LICENSE directory. Click **OK**, and then restart the program.
Error 432: Setup has detected that InstallShield is in use. Please close InstallShield and restart setup	This is an InstallShield error that can occur for a number of reasons. For information on resolving this issue, go to http://consumer.installshield.com and search on "Error 432".

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Problem	Solution
Options greyed out or not available	Many of the features covered in the LABEL-VIEW *Quick Start Guide* and online Help are available only in the mid-range (Pro) or high-end (Gold) editions of the software. If an option appears "grayed out" and is not available for selection, this is most likely because that feature is not included in the edition you purchased. A complete list of features included in each edition can be found in the "LABELVIEW Editions" section on page 1-2 of this guide.
I lost the CD, how can I install?	If you have lost the CD and need to re-install, you can download the latest version of the software from the TEKLYNX web site at http://www.teklynx.com. Please verify that the version number printed on your HASP key label matches the Demo version (the Demo available on the web site is always the most current version of the software). As long as the versions match and the key is properly attached, the Demo file is all that is needed to re-install the software.
How do I know that the CD I received contains the latest release of the software, including any recent patches or updates?	You can verify this by checking your software version number against the version number of the LABELVIEW Demo found at http://www.teklynx.com. The LABELVIEW Demo is always updated with the most recently released version of the software. Please verify that your HASP key version matches the Demo version.
I do not have a Parallel or USB port that matches the HASP Key that came with my software. What can I do?	We do not recommend or support port converters for use with HASP keys. If you do not have the appropriate port available on your computer, please contact Customer Service at 888-629-4444 or e-mail customerservice@teklynx.com.
I have more than one printer, but only one HASP Key.	The HASP key contains the version, edition and number of licenses available. It is not related to the number or location of the printers you will be using.

(Table continued from previous page)

Problem	Solution
Where can I find samples/ templates, training manuals, and tutorials?	Sample label design files and compliance label templates can be found in the program's Samples folder (i.e., C:\Program Files\LV8\Samples). Both BASIC and ADVANCED level training manuals (including step-by-step tutorials) are available from TEKLYNX for a fee. For more information, please contact TEKLYNX Customer Service at 888-629-4444 or e-mail customerservice@teklynx.com.
Why should I register my TEKLYNX Label Design Software?	Registering your software not only provides you with free Technical Support options, but it also ensures you are notified of critical updates and patches as they are released. It is easy to register your TEKLYNX software. See the "Registering Your Software" section on page 2-16 for more information.
What Technical Support is available?	For 24 hour access to TEKLYNX Technical Support resources, go to http://www.teklynx.com and click on the SERVICE & SUPPORT menu. This section of the TEKLYNX web site offers many support resources including PDF format manuals and guides, Technical Support FAQs, eHelp videos and more. For phone support, please contact your label design software supplier.

United States	Canada	France	Germany	Asia	China	Japan
1-414-535-6200	1-905-771-4104	33-562-601-080	49-6103-30026-0	65-6477-7293	86-10-6788-7799	81-45-461-3603

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