

**HibSoft Label Enterprise is a client/server application consisting of two basic elements:**

- 1. Server software to be installed on ONE computer (ideally a regularly backed up server machine) which will then store and control access to the database.**
- 2. Client software to be installed on any additional *networked* computers that need to access and share the database.**

*NB: There is no need to install the client application on the same computer as the server. In a single user environment, install the Server application only.*

**You must install the Server Application First!**

\*\*\* NB: You should be logged in as an **Admin user** to install the software \*\*\*

**To install the software, you must first obtain a username and passkey from Hibiscus PLC.**

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## Server Application

### 32 bit vs 64 bit Systems

The server software is available in both 32 bit and 64 bit versions. The 32 bit version of the software will run without problems on 64 bit architecture, but is less efficient under such circumstances than the 64 bit version. Note, however, that the 64 bit version is NOT compatible with 32 bit architecture. The latest builds of both versions are always available from our IT website – [www.hibiscus-plc.com](http://www.hibiscus-plc.com).

### Installing the Firebird Database Engine and Label Enterprise Server:

- 1. Run HSLEntServer.exe** - enter the **username** and 16 digit **passkey** supplied by Hibiscus PLC.

The program will first check for any existing Firebird installations then ask if you wish to install (or re-install) Firebird. Proceed as follows:

- If the program reports no Firebird instances found then **Install** Firebird.
- If the program reports an installation of Firebird\_2\_5 or higher then **Omit** Firebird.
- If the program reports an installation less than Firebird\_2\_5 then **Cancel** the installer and contact Hibiscus PLC for further advice (installing Firebird may impact on existing applications).

- 2. Installing the Firebird Database Engine**

If you chose to install Firebird (*see note above*), then accept all the standard installation defaults **EXCEPT**:

\*\*\*\*\* **Windows Vista CAUTION** \*\*\*\*\*

If you are installing onto Windows Vista, the installer option to install the Control Panel applet must be **DISABLED** as it may break the Control Panel application on your Vista system.

- 3. Configuring Firebird**

After installing (or skipping) Firebird the program will then attempt to add an alias to the Firebird configuration file and will then display a message indicating whether this operation was successful (this may not succeed depending on the security settings on your computer). If the operation fails, you may continue the installation but you will need to connect Label Enterprise to the Firebird Database Engine manually (see the section on manual connection).

The program will next ask if the computer on which the software is being installed is running **Windows 7**, any **64 bit OS** (Operating System), or any OS running **Terminal Services**. If **no** proceed to step 4.

If **yes** the program will attempt to edit an entry in the Firebird configuration file. Again, depending on the security settings on your computer this may fail, in which case the installer will display the following warning:

*To connect Label Enterprise to Firebird you must manually edit the firebird.conf file (see installation instructions). Have you done this?*

It will then pause to allow you to do so by following the simple procedure below:

- a) In Windows Notepad, open the file "C:\Program Files\Firebird\Firebird\_2\_5\firebird.conf"
- b) Locate the entry beginning with `#IpcName` (NB: I = capital i), uncomment it (delete the #) and edit the line to read 'IpcName = Global\FIREBIRD'.
- c) Save and close the file.

It is recommended that you perform the above while the installer is paused then answer **yes** to 'Have you done this.' Alternatively, you may answer **no** to omit this step and proceed with the installation but you will then need to configure the connection between Label Enterprise and Firebird manually when completed.

#### **4. Installing Label Enterprise Server and Clients**

The installer will ask whether you wish to install the Label Enterprise software. Answer **yes** to install the Label Enterprise software.

The server software will be installed automatically. You will also be offered the option to install any (or all) of the client software on the server machine (you will need to do so if you intend to actually operate the software on that machine). Select which of the four components you wish to use on the server machine:

- Admin** – Enables the user to administer the software, ie. Create users and passwords.
- Substance Editor** – Enables the user to create/amend substances in the local database.
- Label Designer** – Enables the user to create/amend label designs.
- Labeller** – Enables the user to print labels.

NB: It is recommended to *ALWAYS* install at least the Admin client on the server machine.

#### **Connecting Label Enterprise to Firebird**

*The program will next attempt to connect Label Enterprise to the Firebird database engine. This operation may, again, in some circumstances not be possible to perform automatically. In case of any errors, allow the installer to complete then link Label Enterprise to Firebird manually by following the instructions in the following section.*

5. The installer will ask if you wish to **Create a Firebird user**. Answer yes to create a Firebird user for the labelling application.
6. The installer will ask "**Do you wish to reset the Firebird Master Password (recommended)?**" Firebird installs with a default password which is well known globally and potentially represents a security risk to your database. Answering 'Yes' to this question will replace the global default with a Hibiscus standard alternative.
7. The installer will ask if you wish to **Create/start the Label Enterprise Service**. Answer yes to install and initiate the service. When a browser box appears select **service\_ver.exe**.
8. The installer will ask if you wish to **Import a database**. Answer yes to set up the software with a new, blank database – in the DOS box that opens, type in "LabelEnt" at the prompt.

If no errors were encountered, the software should be set up and ready to go. Login using user "admin", password "password". **Test the software** – in case of failure, perform the manual connection procedures outlined in the following section.

## Manual Connection Procedures (only required if auto connect not possible or failed).

### Setting up the Database alias:

In Windows Notepad, edit the file "C:\Program Files\Firebird\Firebird\_2\_5\aliases.conf" and (if absent) add the line:

```
label2 = C:\Program Files\Hibsoft\LabelEnt\data\LabelEnt.fdb
```

### Creating a DB User

Run C:\Program Files\HibSoft\LabelEnt\Server\create\_db\_user.bat

*This utility should add a new user 'LABEL2' to the Firebird database and then list the user table.*

***In case of failure, see note below:***

### Terminal Services

\*\*\* If Firebird has been installed on a Windows 7 PC, any 64 bit OS (Operating System), or any OS running **terminal services** the add user operation may fail unless a shared local protocol is enabled to communicate with the database.

- Stop the Firebird Server (from the Control Panel / Admin Tools / Services).
- Locate the entry beginning with #*lpcName* (NB: *l* = capital i), uncomment it (delete the #) and edit the line to read 'lpcName = Global\FIREBIRD'.
- Restart the Firebird Server.

### Installing the service:

Run C:\Program Files\Hibsoft\LabelEnt\server\LabelEnt\_Server\_Install.bat (select service\_ver.exe).

### Installing the database:

Run C:\Program Files\Hibsoft\LabelEnt\data\LabelEntRestore.bat

### Starting the service:

Run C:\Program Files\Hibsoft\LabelEnt\server\LabelEnt\_Start.bat

**NB:** Check the service runs and is set for auto starting – go to Control Panel\Admin Tools\Services and look for "Hibsoft Label 2", right click on it and select 'Properties', ensure startup type is set to 'Automatic'.

**Note:** If the server has a firewall installed you may need to open up port 7777 and/or add an exception for the software in order to permit access. The method to do this is different for the various different firewall applications - please check the help files for your firewall.

### Diagnostics

In the case of problems running the service, there is a diagnostic version of the server that can be run to test for problems.

- Ensure the Label Enterprise service is not running:  
Run C:\Program Files\Hibsoft\LabelEnt\server\LabelEnt\_Stop.bat
- Run C:\Program Files\Hibsoft\LabelEnt\server\console\_ver.exe
- Open the software in the normal way, the console should log all activities and report any errors/failures.

## CLIENT APPLICATION

### Installing Enterprise Clients.

To install Hibsoft Label Enterprise *clients* on new computers:

1. Insert the installation CD and run the program **HSLent-client.exe**.
2. Enter your registered company name and passkey as supplied by Hibiscus PLC.
3. At the first option screen, select which of the four components you wish to install:
  - Admin** – Enables the user to administer the software, ie. Create users and passwords.
  - Substance Editor** – Enables the user to create/amend substances in the local database.
  - Label Designer** – Enables the user to create/amend label designs.
  - Labeller** – Enables the user to print labels.You must select at least one item.
4. At the second option screen, select the location at which to install the client software on the current computer.
5. Click the install button, the software should take only a few seconds to install.
6. Click on the icon for any of the components you have just installed.
7. At the login box:
  - a) Type in a valid user and password combination (normally set-up when you install the server version)
  - b) Type in the name or IP Address of the computer on which Label Enterprise server is running followed by the port on which it is configured (usually 7777) in the following format: {machine name}:{port}
  - c) Click login.
8. Once you have logged in successfully through any of the programs, the remaining programs should 'remember' the server setting.
9. The software is ready for use on that computer.

### Troubleshooting

If you are having problems connecting the client version to the server installation of the software the most probable cause is that communication is being blocked by a firewall installed on the server machine. To unblock:

1. Create a firewall exception for C:/Program Files/HibSoft/LabelEnt/Server/service\_ver.exe.  
(C:/Program Files (x86)/HibSoft/LabelEnt/Server/service\_ver.exe on a 64bit system).  
**or** (if 1. fails):
2. Open the communications port on the server for Local Domain, Private Network, or specific IP access (ie. the IP's of the client machines) - it is not recommended to open the port for the Public Domain.  
Port: **7777**  
Protocol: **TCP**

NB: If Port 7777 clashes with another application, contact Hibiscus PLC for advice on changing the communications port.