User FAQ: Label Matrix

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**Document Overview**

**Documentation Goals**

This documentation is intended to provide answers to frequently asked questions for ***Troubleshooting Label Matrix****.*

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# **Database FAQs**

## How do I: Connect to a Database?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 | Microsoft Windows Server 2012 |
| Microsoft Windows 8 |  |  |

### Resolution

#### Connecting to the Database

* Right Click anywhere on a blank space of the label and Click on Properties.
* Click on the Database tab.
* Click the Add Button.
* Click Next to continue on with Normal Setup.
* Click File to browse out to the database and Click Next.
* Select which Table you want to use for the database and Click Next.
* Verify all the fields are shown and Click Next.
* Select which type of access you would like to the database and Click Next.
* Name the database and Click Finish.

#### Adding a Field from the Database

* On the Menu bar Click Insert and then Click Text (or any field you would like).
* Click the Data tab.
* In the Origin dropdown box select Database.
* Select the correct field and click Place.
* Click anywhere on the label to place the field.

## After Moving my Label Files, They Cannot Connect to Database

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Open up the label and click on (File > Label Properties).
* Select the Database tab.
* Click the Reanalyze button.
* Proceed through the Reanalyze Database Wizard.

### Cause

This will often occur when the connection is broken between a label file and the database; if one or the other is moved, the connection will break and need to be reanalyzed.

## Which Databases Does Label Matrix Support?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Label Matrix supports all popular database type using (OLE DB, ODBC, or ASCII) connections, including the following:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DB2 | dBase | | FoxPro | Informix |
| Lotus Smart Suite | Microsoft Office | | Oracle | Paradox |
| ASCII (comma-, tab-, and quote-delimited) | |  | SQL | (Others) |

### Cause

Databases allow for a much easier label design and printing experience.

# **Network and License FAQs**

## What is a Network License?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* A Network License is a license of a TEKLYNX product that behaves as a “Floating License” hosted in a centralized location like a server.
* As an example, in the case of a Network 5-user License, the license would all for the installation of the software on an unlimited number of computers, however, only five of those computers could run the software at the same time.
* In addition, the use of Terminal Services or remote access connections requires the use of a Network License.
* Networking Licensing also requires that all computers that will be used to access the software, must be on the same network. Any computer not on the common network will be unable to obtain a network license.

## How do I: Transfer my License to a New Computer?

### Resolution

To transfer your TEKLYNX software license to a new computer, follow these steps:

* Make sure all open instances of the application are closed.
* Click Start > All Programs > Teklynx > [Program Name] > License Manager. If you cannot find the Upgrade Manager/Wizard in this location, look in Start > All Programs > Teklynx.
* In Network versions, the application is accessed via a button on the Network toolbar.
* Please Note: In earlier versions of LABEL MATRIX and CODESOFT, this application is called Upgrade Wizard. In earlier versions of LABELVIEW, the application is called Upgrade Manager.
* Once the License Manager is open, click the Transfer software license option.
* A message will appear stating that you’ll no longer be able to use your software on this machine. Click OK.
* Please Note: If your computer is connected to the Internet, the license will automatically be disabled.
* If an Internet connection cannot be established from the computer, a number of optional deactivation methods will appear in the License Manager.
* Choose the method that is easiest for you and follow the onscreen instructions to deactivate the license.
* When you install and launch the software on the new computer, the Activation Wizard opens.
* Choose Activate and follow the onscreen instructions.
* When prompted for a Serial Number and Password, enter your existing information.

## How do I: Connect my Label Matrix Network Client to the License Server?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Launch LABEL MATRIX. An activation prompt should appear.
* Choose Run as a Trial.
* Click Finish to close any wizards that appear.
* Click Tools > Setup and choose the Network tab.
* Check the Network Key check box.
* Enter \\ and then the server's name into the Server Location field.
* Click OK.
* Restart the program.
* When the software launches again, it should obtain a license from the server and no longer prompt you to activate.

## How do I: Install and Configure the Network Version of Label Matrix?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

To use the Network (multi-user) version of LABEL MATRIX, you must install the Network Utilities (License Service) on the server or on a workstation that will act as a server, and then install the LABEL MATRIX software on each client workstation. You can also download the Network Utilities from the TEKLYNX web site if you do not have a product CD. Note: If you have a license for more than 10 users, you must install the Network Utilities on a Server operating system such as Windows Server 2003, Windows Server 2008 or Windows Server 2008 R2.

#### Installation

#### Install from Electronic Delivery:

* Open the e-mail message from TEKLYNX containing your software installation information. Click the hyperlink to download the software.
* On the TEKLYNX Download Center page, click the LABEL MATRIX Network Licensing Utilities link. The File Download – Security Warning window opens.
* Click Save to download the executable file to your computer. Be sure to note the location where the file is saved.
* Double-click the executable file once the download has completed. If a security warning appears, click Run. The Preparing to Install screen will appear, followed by the welcome screen for the installation wizard.
* Proceed with the installation process by following the on-screen instructions provided in the wizard.

#### Install from the CD:

* Insert the CD. The CD’s opening screen will appear. If the CD does not automatically open, go to Windows Explorer and locate the CD-ROM drive letter and click on it to view its contents. Double-click the Index.hta file (or Index if you have file extensions hidden) located on the CD.
* On the opening screen of the CD, click Network Utilities, and then click the Install icon. The Preparing to 1/4 Install screen will appear, followed by the welcome screen for the installation wizard.
* Proceed with the installation process by following the on-screen instructions provided in the wizard.
* The Network License Folder is shared automatically during the installation.

#### If Installing on Windows Server 2008 64-bit, Add Two Executables to Data Execution Protection Exceptions

* From the Start menu, right-click Computer and select Properties.
* Click Advanced System Settings.
* Click the Advanced tab.
* In the Performance section, click the Settings button.
* Click the Data Execution Prevention tab.
* Click the Add button.
* Add both of the following files to the exceptions list:
  + C:\Program Files (x86)\Teklynx\Network\LicenseManager\SLicense.exe
  + C:\Program Files (x86)\Teklynx\Network\LicenseManager\SLicenseCtrl.exe
* Once you have added these two files to the exceptions list, manually start the License Service Controller by double-clicking on SLicenseCtrl.exe, which is located at: C:\Program Files (x86)\Teklynx\Network\LicenseManager\SLicenseCtrl.exe.
* 9 Continue with section D: Install the LABEL MATRIX Software on All Client Workstations.

#### Start/Activate the License Service

* The Network tool bar will appear in the upper right corner of the screen. Click the License Service Controller button.
* A Run as Which User window may appear. Uncheck the Run this with restricted access/Protect my computer check box.
* If you are using a software key, this will launch the Activation Wizard. Proceed with the activation process by following the on-screen instructions provided in the wizard. If you are using hardware key protection, plug the key into your PC’s parallel or USB port before launching the software.
* The License Service controller will appear. Click the Play button.
* After you have activated the License Service, it will launch automatically when the system is powered on and will run as a background task as long as the workstation is on. (Note: You can run License Service Controller to monitor the status of the License Service.)

#### Install the Label Matrix Software on All Client Workstations:

#### Install from Electronic Delivery

* Open the e-mail message from TEKLYNX containing your software installation information. Click the hyperlink to download the software.
* On the TEKLYNX Download Center page, click the LABEL MATRIX Installation File link. The File Download – Security Warning window opens.
* Click Save to download the executable file to your computer. Be sure to note the location where the file is saved.
* Double-click the executable file once the download has completed. If a security warning appears, click Run.
* The Choose Setup Language window opens. Select the desired language for the software interface screens, and then click OK. The Preparing to Install screen will appear, followed by the welcome screen for the installation wizard.
* Proceed with the installation process by following the on-screen instructions provided in the wizard.
* Start LABEL MATRIX. An Activation Wizard will appear, Click Try.
* On the Tools menu, click Setup, and then select the Network tab. check the Network Key option.
* Define the Server Location by entering the name of the server (for example, \\ServerName) where the Network Utilities were installed. You can also use the Auto Find button to scan the entire network in an attempt to locate the licensing server. Once the server location has been defined, Click OK.
* Close and restart LABEL MATRIX to complete the network installation.

#### Install from CD

* Insert the CD. The CD’s opening screen will appear. If the CD does not automatically open, go to Windows Explorer and locate the CD-ROM drive letter and click on it to view its contents. Double-click the Index.hta file (or Index if you have file extensions hidden) located on the CD.
* On the opening screen of the CD, click LABEL MATRIX, and then click the Install icon.
* Select the desired language for the software interface screens, and then click OK.
* The Preparing to Install screen will appear, followed by the welcome screen for the installation wizard.
* Proceed with the installation process by following the on-screen instructions provided in the wizard.
* Start LABEL MATRIX. An Activation Wizard will appear, Click Try.
* On the Tools menu, click Setup, and then select the Network tab. check the Network Key option.
* Define the Server Location by entering the name of the server (for example, \\ServerName) where the Network Utilities were installed. You can also use the Auto Find button to scan the entire network in an attempt to locate the licensing server. Once the server location has been defined, Click OK.
* Close and restart LABEL MATRIX to complete the network installation.

## How do I: Add a Network Printer?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows Server 2008 | Microsoft Windows 7 |  |

### Resolution

* Open Devices and Printers.
* Highlight a print driver.
* Click Print Server Properties at the top of the screen.
* Go to the Ports Tab.
* Click the Add Port button.
* Select the Standard TCP/IP Port option.
* Click New Port > Next.
* Enter the IP address in the top line.
* Click Next > Next > Finish.
* Open LABELVIEW.
* Go to File > Select Printer.
* Click Add.
* Select the printer from the printers list.
* Select the port option that shows only the IP address that was entered earlier.
* Click OK on the next two screens. Print the label.

# **Label FAQs**

## Where are the Label Templates Located in Label Matrix?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows 8 | Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |
| Microsoft Windows Server 2012 |  |  |

### Resolution

The sample labels and templates are n the following locations:

* Windows XP – C:\Documents and Settings\All Users\Documents\TKI\LABEL MATRIX
* Windows Vista – C:\Users\Public\Public Documents\TKI\LABEL MATRIX
* Windows 7 - C:\Users\Public\Public Documents\TKI\LABEL MATRIX
* Windows 8 - C:\Users\Public\Public Documents\TKI\LABEL MATRIX
* Windows Server 2003 - C:\Documents and Settings\All Users\Documents\TKI\LABEL MATRIX
* Windows Server 2008 - C:\Users\Public\Public Documents\TKI\LABEL MATRIX
* Windows Server 2012 - C:\Users\Public\Public Documents\TKI\LABEL MATRIX

## How do I: Change the Label Size in Label Matrix?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows 8 | Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |
| Microsoft Windows Server 2012 |  |  |

### Resolution

* Click on the File Menu
* Click Page Setup
* Click on the Page Size tab and set the Width and Height
* Click the Margins tab and set the Left, Right, Top, and Bottom margins.
* Click OK to finish.

## How do I: Save Text Files for Label Data by User?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Saving Case Label and Pallet Tag data by User will prevent users from overwriting another user’s data.
* This is mandatory if the company is using diskless computers in the plant or iPads running remote desktop.
* Create Unique Folder Names on your disk drive via Microsoft Explorer, then enter the disk drive location here.

# **Counter FAQs**

## How do I: Add a Counter in Label Matrix?

### Resolution

* There are two database fields in the Label Matrix data file that can be added to your labels.
  + TagCounter
  + TagCountTotal
* You must add three fields to your label
  + TagCounter = Database Field
  + “of” = Constant Field
  + TagCountTotal = Database Field
* It’s possible that older “.qdf” files will require reanalyzing to pick up these two fields.

## How do I: Create a Counter in Label Matrix?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* The Counter data origin allows you to set up a counter field for which you set a start value and an amount to increment or decrement as labels are printed.
* You can specify that the count be unique for each set of labels, or that the count occur when labels are duplicated. Incrementing and decrementing on duplicate labels gives you the advantage of changing the Counter value while all Keyboard Input and data file values remain the same.
* The Counter data origin is used to create serial numbers, shelf numbers, inventory numbers, and other incrementing values commonly used on labels.
* To set up an image with a Counter origin:
  + Add a text or bar code image by clicking on the appropriate button at the left side of the screen (or select one of these images from the Insert menu).
  + Click on the Data tab and then select Counter from the Origin drop-down list.
  + Set the Counter properties now appearing on the Data tab.
  + When you have finished choosing properties for the Counter, click the OK button to have the image placed at the location you have specified in the Position tab, or click the Place button to place the image on the label using the mouse.

## How do I: Create an Advanced Counter that Resets After Printing?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows 8 | Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |
| Microsoft Windows Server 2012 |  |  |

### Resolution

* Go to View > Data sources to display the Data source pane on the right of your label.
* Right click on Advanced (0) and then click Add.
* Define your Data source name and default value (I.E. a counter that starts at 1 or 0).
* Check the box that reads “Reset after Printing” and retype your default value.
* Under the Counter tab, check counter and setup the counter to your specifications.

## How do I: Create an Incrementing Box Counter?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Add a text field to the label and choose Fixed as the data source. In the Text String box enter 1 as the starting value (or 01 if you will have up to 99 boxes, 001 for 999, etc.). Click on the Options tab and change the Increment setting to 1. Click OK and place the field on the label.
* Add a second text field to the label and again choose Fixed as the data source. In the Text String box enter the word of. Click OK then place this field on the label to the right of the first field.
* For a third text field, choose When Printed as the data source and set the String Length to 3, to print up to 999 labels. Click on the Options tab and change the Field Name to something descriptive, such as Box, and click OK to place the field on the label next to the first two fields.
* On the Edit menu, click Label Setup, and then click on the Options tab. Set the Quantity Data Source to Linked. Then, in the box that appears immediately to the right, type in the descriptive Field Name used in step 3 (Box). Click OK and return to the label design screen.
* Save the label.
* You are now ready to start printing. The operator will be prompted to enter the number boxes for which to print labels. The correct number of labels will be generated, and printing will stop automatically.

## How do I: Adjust Create an Incrementing Box Counter?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows 8 | Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |
| Microsoft Windows Server 2012 |  |  |

### Resolution

* Add a text field to the label and choose Counter as the Origin. In the Start At: box enter 1, or your default starting value (01 if you will have up to 99 boxes, 001 for 999, etc.). In the Sample: box enter also 1. Click on the Advanced… button and change the Count When setting to Duplicates. Click OK and place the field on the label.
* Add a second text field to the label and choose Constant as the Origin. In the Text box enter the word of. Click OK then place this field on the label to the right of the first field.
* For a third text field, choose Keyboard Input as the Origin and set the Prompt to “Number of Labels”, this is the prompt that will appear at print time. Click on the click OK to place the field on the label next to the first two fields.
* Click on File>Label Properties select the Duplicates tab and choose Combination as the Origin. Highlight the name of the Keyboard Input created in step 3 and click the Use button. Expression should now read Keyboard 1 (the name of the keyboard input field). Click OK.

# **Load Tag and Pack Slips FAQs**

## How do I: Reprint a Lost Load Tag?

### Resolution

* Click on the Sharp Shooter button.
* Click on Label Menu.
* Click on File Maintenance.
* Click on Finished Goods.
* Browse or Search for the Load tag you wish to reprint.
* Once found, click on View Loadtag.
* Click on Print.

## How do I: Print a Load Tag by the Bill of Lading?

### Resolution

* Click on Order Processing.
* Click on Shipping/Bill of Lading
* Click on Pallet Tag for BOL
* This will open the Pallet Tag Creation window. Enter the BOLs you wish to print in the text box. If you are printing more than one, separate them by a comma.
* Alternatively, you can print a range of BOL’s by entering the first BOL# in the “From BOL” text box, and the last BOL# in the “To BOL” text box.
* Click OK

## How do I: Print Pack Slips via BOL Printing?

### Resolution

* Click on Order Processing.
* Enter/Edit BOL
* Click the Print Icon on the BOL Maintenance screen.
* Check the toggle button entitled “Print Bar Coded Pack List”
* This toggle box creates a Text file in the folder defined by N-K-1 PackSlip description field.
* Therefore, this toggle box will create a text.
* This file is used to create a new Pallet Tag.
* If many FG items exist on a Pallet, this new tag can list all of the items on one Pallet Tag with bar codes defined on any field that the customer desires.
* Create a new Label Matric for this new Text File.
* Please Note: This is for the customer’s benefit only. This is not used with the Sharp Shooter software.

# **Other FAQs**

## How do I: Set up Security in Label Matrix?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Open Label Matrix.
* Go to Tools > Set Up > Passwords Tab > Add Button
* Create the required user accounts.
* Please Note: The first account that you must create must be the administrative account.

## How do I: Remove Keyboard Input Prompts?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP SP3 | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows 8 | Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |
| Microsoft Windows Server 2012 |  |  |

### Resolution

For all Counters or Keyboard input fields on the label, follow these steps.

* Right-click and go to Properties.
* Under Keyboard Tab click the Advanced... button.
* In the Advanced menu change the drop-down for Keep Changes to ‘Yes’ or ‘No’.
* Click OK and repeat as needed
* Please Note: This process will need to be applied for all Keyboard input variables on a label template.

### Cause

Label Matrix defaults the Keep Changes option to ‘Always Ask’. The prompt will always appear after printing unless defined as ‘Yes’ or ‘No’

* Always Ask – The software ALWAYS prompts for a decision
* Yes – Always saves the changes
* No – Never saves the changes

## If I Uninstall My Old Software for an Upgrade Will I Lose All My Data?

### Environment

|  |  |  |
| --- | --- | --- |
| Microsoft Windows XP | Microsoft Windows Vista | Microsoft Windows 7 |
| Microsoft Windows Server 2003 | Microsoft Windows Server 2008 |  |

### Resolution

* Un-installation of the software is specifically designed to keep any files that were created or modified while the old software was installed. This process means when the new software is installed, as long as it is the same major version (for example, 8.00 to 8.60), the software will automatically import all configuration settings and label files.
* Often, the software will visually appear unchanged by the upgrade process. In cases where the upgrade is a change to the major version (for example, 8.00 to 9.00), the software may not be able to automatically import the old files; however, the files will still be retained for future refence.

## I Do Not Have an SMA, But I Need Tech Support

### Resolution

* TEKLYNX technical support is provided at no cost to end users who have a Software Maintenance Agreement (SMA), support contract or are using a subscription license.
* I If you do not have an SMA, support contract, or subscription license, you are able to pay per incident to receive technical support. Your technical support representative can process this payment during your support call.
* I If you would like to purchase an SMA or support contract to cover unlimited technical support, please contact TEKLYNX customer service at 414-837-4800 or request that your support representative transfer the call.
* If your SMA has expired, you are eligible to reactivate the contract. Our customer service team can assist with this as well,