



**MyID**

**Version 10.8 Update 2**

**Printer**

**Integration Guide**

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## Conventions Used in this Document

- Lists:
  - ♦ Numbered lists are used to show the steps involved in completing a task when the order is important
  - ♦ Bulleted lists are used when the order is unimportant or to show alternatives
- **Bold** is used for menu items and for labels.  
For example:
  - ♦ “Record a valid email address in **‘From’ email address**”
  - ♦ Select **Save** from the **File** menu
- *Italic* is used for emphasis and to indicate references to other sections within the current document:  
For example:
  - ♦ “Copy the file *before* starting the installation”
  - ♦ “See *Issuing a Card* for further information”
- ***Bold and italic*** are used to identify the titles of other documents.  
For example: “See the ***Release Notes*** for further information.”  
Unless otherwise explicitly stated, all referenced documentation is available on the installation CD.
- A `fixed width` font is used where the identification of spaces is important, including filenames, example SQL queries and any entries made directly into configuration files or the database.
- **Notes** are used to provide further information, including any prerequisites or configuration additional to the standard specifications.  
For example:  
**Note:** This issue only occurs if updating from a previous version.
- Warnings are used to indicate where failure to follow a particular instruction may result in either loss of data or the need to manually configure elements of the system.  
For example:

**Warning:** You must take a backup of your database before making any changes to it.

## Contents

<b>Printer</b> .....	<b>1</b>
<b>1 Introduction</b> .....	<b>5</b>
<b>2 Fargo printers</b> .....	<b>6</b>
2.1 Supported features .....	7
2.2 Printing cards rotated by 180° .....	7
2.3 Diagnostic tools .....	7
2.4 Enhanced support for Fargo printers .....	8
2.4.1 Permissions for enhanced features .....	8
2.5 Disabling HDP error status event monitoring .....	9
2.6 Known issues .....	9
2.7 Troubleshooting Fargo printers .....	10
<b>3 Datacard printers</b> .....	<b>12</b>
3.1 Supported features .....	12
3.2 Known issues .....	12
<b>4 Magicard printers</b> .....	<b>13</b>
4.1 Supported features .....	13
4.2 Configuration .....	13
4.2.1 Printing cards rotated by 180° .....	13
4.2.2 Magicard Holokote coating .....	14
<b>5 DIGID printers</b> .....	<b>15</b>
5.1 Supported features .....	15
5.2 Printing preferences .....	16
5.3 Known issues .....	16
<b>6 Zebra printers</b> .....	<b>17</b>
6.1 Supported features .....	17
6.2 Required software .....	17
6.3 Recommended settings .....	18
6.3.1 Zebra ZXP-7 recommended settings .....	18
6.3.2 Zebra ZXP-8 recommended settings .....	19
6.4 Known issues .....	23
<b>7 Configuration and troubleshooting</b> .....	<b>24</b>
7.1 Error codes .....	24
7.2 Configuration settings .....	24
7.3 Preparation .....	24
7.4 Default printer .....	24
7.5 Issue Card workflow .....	24
7.6 Print Card workflow .....	24
7.7 Printer names .....	25
7.8 Problem with unavailable printers .....	25
7.9 Card layouts .....	25
7.10 Magnetic stripe data .....	25

## 1 Introduction

This document describes the configuration necessary to enable MyID<sup>®</sup> to work with card printers.

If you already use a card printer with MyID that is not listed in this document, or you want to work with a different printer, contact Intercede customer support to discuss your requirements.

## 2 Fargo printers

The following printers are supported:

Fargo HDP4500e – firmware version 1.0.1.1				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 7 (64-bit)	11.0.9600.18349	2.1.0.3.2	n/a	Omnikey 5x21 v1.2.18.0

Fargo HDP5000 (new model) – firmware version 5.5.0				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 8.1 (64-bit)	11.0.9600.18378	2.7.0.3.4	Omnikey 5x25 v1.2.26.140	Omnikey 5x21 v1.2.26.140
Windows 10 (64-bit)	11.494.10586.0	2.7.0.3.4	Omnikey 5x25 v1.2.26.140	Omnikey 5x21 v1.2.26.140

Fargo HDP8500 – firmware version 1.6.2				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 7 (64-bit)	11.0.9600.18349	1.4.0.4.7	Omnikey 5x25 v1.2.18.0	Omnikey 5x21 v1.2.18.0
Windows 8.1 (64-bit)	11.0.9600.18378	1.4.0.4.7	Omnikey 5x25 v1.2.26.140	Omnikey 5x21 v1.2.26.140
Windows 10 (64-bit)	11.494.10586.0	1.4.0.4.7	Omnikey 5x25 v1.2.26.140	Omnikey 5x21 v1.2.26.140

**Note:** Fargo printers different driver/firmware versions are available, and may operate correctly with MyID; however, these have not been tested with the latest version of MyID.

## 2.1 Supported features

MyID supports the following features on these printers:

Printer	Features		
	Smart card chip	Magnetic stripe	Proximity
Fargo HDP4500	Y		
Fargo HDP5000	Y	Y	Y
Fargo HDP5000 (new model)	Y	Y	Y
Fargo HDP8500	Y		Y

Key:

- Y – this feature is supported.
- Blank – this feature is not supported.

## 2.2 Printing cards rotated by 180°

If you are using a Fargo card printer, you may find that the layout is printed upside-down. To fix this, set the **Rotate by 180 Degrees** option in the printer driver.

## 2.3 Diagnostic tools

You may not be able to use the Fargo diagnostic tools to detect the card reader in the printer once you have the drivers for the card reader installed. However, you must install the drivers for the card reader for MyID to work with the reader in the printer.

## 2.4 Enhanced support for Fargo printers

MyID supports advanced integration with Fargo printers, including:

- Notification to the user of errors.
- Determine if the printer is offline.
- Feedback to the operator during printing.
- More accurate count of cards processed within a batch through the printer.
- Better control for the rejection of cards.

This functionality is enabled using a component provided by Fargo. You must install this component on each client workstation on which you intend to use MyID with a Fargo printer; the same Fargo component is required on client workstations that use all other models of Fargo printer, but the range of enhanced features is not supported.

To install the Fargo component, run the Fargo Printer Support installer on each client that is using Fargo printers.

**Note:** To make use of enhanced support, you must install the Fargo component on all client workstations that use any model of Fargo printer. MyID supports the Fargo component version 1.5 and 2.0. You may require additional changes to your version of MyID to enable enhanced support.

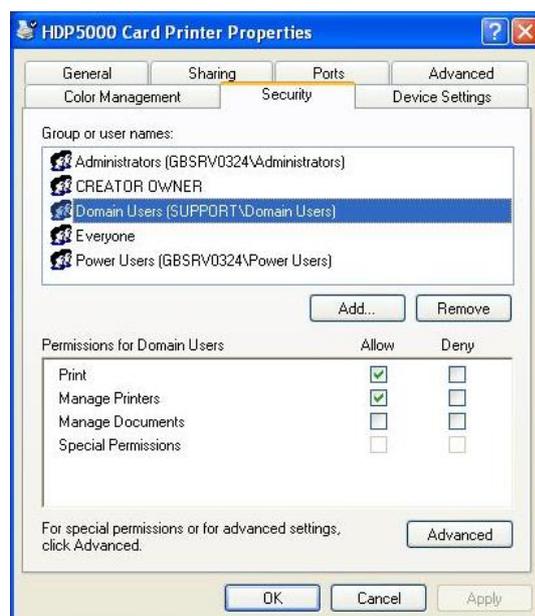
Contact Intercede customer support to obtain the Fargo Printer Support package, quoting reference SUP-239.

### 2.4.1 Permissions for enhanced features

The enhanced features for Fargo printers require communication in both directions between the printer and the user. By default, a user account without administration rights does not have the necessary permissions for this kind of communication.

To allow a user to use the enhanced features, you must grant the user both **Print** and **Manage Printers** permissions for the Fargo printer. These settings are available on the **Security** tab of the printer Properties dialog within Windows.

For example, you can use an existing domain group or create a new domain group, grant this group the **Print** and **Manage Printers** permissions for the Fargo printer, then assign this group to the Windows users who need to use the enhanced features of the printer.

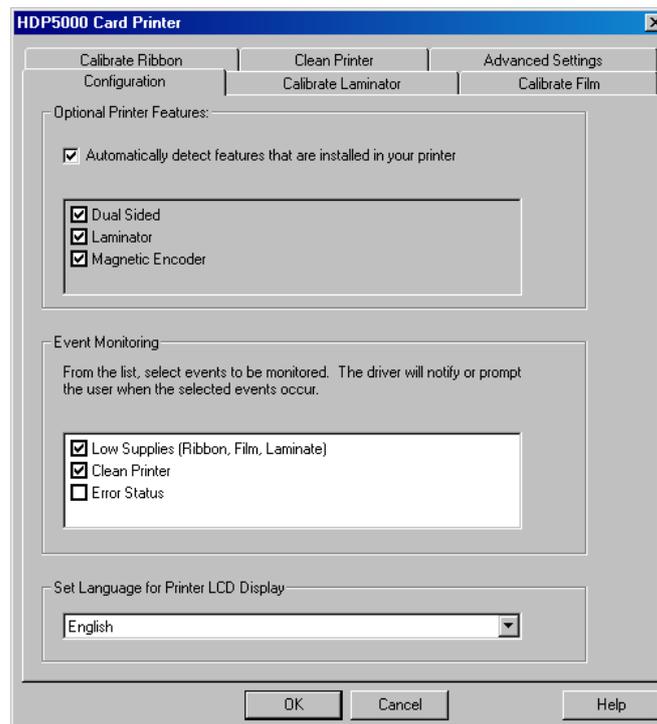


## 2.5 Disabling HDP error status event monitoring

It is recommended that you disable the HDP error status event monitoring for HDP5000 printers, as it may interfere with the display of MyID messages relating to the printer status.

To disable error status event monitoring:

1. In the Windows Control Panel, in the Printers and Faxes section, right-click the icon for your HDP5000 Card Printer and select **Printing Preferences** from the pop-up menu.
2. Click the **Card** tab, then click **Toolbox**.
3. Click the **Configuration** tab.
4. In the **Event Monitoring** section, click the **Error Status** item to clear the checkbox.



5. Click **OK**.

## 2.6 Known issues

- **IKB-95 – Issuing magnetic stripe-only cards on Fargo HDP5000**

When attempting to issue a card with a credential profile configured for **Magnetic Stripe (Only)**, at the write certificates stage of the workflow, the user is asked to insert a card to be issued even though one has already been loaded into the printer.

The workflow cannot proceed beyond this point and the card must be manually ejected from the printer.

## 2.7 Troubleshooting Fargo printers

This section contains a list of issues that may occur when using Fargo printers, with solutions where possible.

- **No error when there is no ribbon in the printer**

If a Fargo DTC 4500e has no ribbon in the printer, the front panel of the printer and MyID both state that the printer is 'Ready'. A small icon is visible showing a problem with the ribbon, but this is not reported to MyID. In this state a card can be printed without error, but will have no visible detail on the card.

Solution: Replace the ribbon in the printer.

- **Fargo printer continues to indicate error state after restarting or disconnecting printer while loading, printing, or ejecting a card**

When a Fargo printer is switched off and then on again, or disconnected and then reconnected, while a card was being loaded, printed, or ejected, the front panel display of the printer shows that it is ready to print. When attempting to use the printer through MyID, the printer is shown to be in Not Ready state.

Solution: Allow any activity to complete, close MyID, restart the printer again, and restart MyID.

- **MyID does not indicate that a Fargo HDP8500 printer has been paused on recovery from an error condition**

If a user pauses a Fargo HDP8500 printer using the front panel when a card has been loaded into the printer, MyID shows that the printer is in Not Ready state. While the printer is paused, if another error condition is raised and then cleared, (for example, the front cover is opened and then shut), MyID indicates that the printer is no longer paused but the front panel of the printer still indicates that the printer is Paused.

Solution: The printer must be restarted to bring the states back into alignment.

- **Unable to load a card after cancelling all jobs in a Fargo HDP8500 printer**

After a failure to load a card (for example, due to the hopper being empty) the printer presents the following options to the user on the printer's front panel:

- ♦ Retry card feed
- ♦ Cancel the card feed attempt

If the user cancels the card feed attempt, the following options are presented:

- ♦ Cancel current job
- ♦ Cancel all jobs

If the user selects **Cancel all jobs**, the printer returns to the ready state on the front panel but continues to indicate that a card is being fed to MyID. Subsequently, MyID will indicate that the printer is in a Ready state but the printer ignores any attempt to load a card.

Solution: The printer requires a restart to recover from this state.

- **Fargo hopper full error after emptying the card output hopper**

The Fargo HDP 8500 may raise a "reject buffer is full" error when there are just a few cards in the hopper. After the user has removed the cards from the hopper and cleared the fault from the printer's front panel display, attempt to load a card through in the printer results in an immediate "hopper full" error being raised.

Solution: The printer requires a restart to recover from this state.

- **Fargo software reports errors at the same time as MyID**

The Fargo printer driver reports errors that occur on the printer; MyID will also report the same error if the Fargo support software is installed on the client.

Solution: Resolve the issue being reported, then click **OK** on both the driver window and the MyID window to continue printing.

- **Fargo printer continues to indicate error state after opening and then closing printer cover during card ejection**

When the Fargo printer cover is opened and then closed during the card removal process, the front panel display of the printer shows that it is ready to print, but MyID continues to indicate that the printer is in error state.

Solution: Allow any activity to complete and restart the printer again.

- **Fargo HDP 5000 printer continues to indicate paused state on resuming job through the front panel**

If a user pauses a Fargo HDP 5000 printer using the front panel when a card has been loaded into the printer but not printing, MyID continues to show that the printer is paused when the user resumes the printer, as the printer continues to report its state as paused even though the front panel indicates that the printer has been resumed.

Solution: Cancel the current print job using the front panel.

- **Cannot resume a job if printer is paused while a card is loaded in a Fargo HDP5000 printer**

When using a Fargo HDP5000 printer with firmware version 5.3.2, if you pause the printer using the front panel when a card has been loaded into the printer, MyID shows that the printer is in printer error state. If you then press Resume on the printer front panel, MyID continues to show the printer in error state even though the printer front panel indicates that the printer is no longer paused. To recover from this, cancel the current job using the printer front panel, then press the Resume button after the card has been ejected.

### 3 Datacard printers

The following printers are supported:

Datacard CD800 – firmware version D2.11.46-0				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 10 (64-bit)	11.494.10586.0	6.2.456.0	SCM SCR331-DI Contactless Reader v5.42.0.0	SCM Driver v5.28.0.0

Datacard CD800 – firmware version D2.15.2-3				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 10 (64-bit)	11.494.10586.0	6.2.456.0	SCM SCR331-DI Contactless Reader v5.42.0.0	SCM Driver v5.28.0.0

**Note:** Other Datacard printers (for example, SP models) are available, and may operate correctly with MyID; however, these have not been tested with the latest version of MyID.

#### 3.1 Supported features

MyID supports the following features on these printers:

Printer	Features		
	Smart card chip	Magnetic stripe	Proximity
Datacard CD800	Y	Y	

Key:

- Y – this feature is supported.
- Blank – this feature is not supported.

#### 3.2 Known issues

- **IKB-187 – Printing barcodes on rotated card layouts**

The Datacard printer driver software enables the print layout to be rotated 180 degrees. With this setting enabled, the barcode will fail to be printed on the card if it is included in the card rear layout configured in MyID.

## 4 Magicard printers

The following printers are supported:

Magicard Rio Pro – firmware v2.06				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 7 (64-bit)	11	MagiCard Ultra Driver v2.0.7	n/a	Omnikey 5x21 v1.2.24.27
Windows 8.1 (64-bit)	11	MagiCard Ultra Driver v2.0.7	n/a	Omnikey 5x21 v1.2.26.140

Magicard Rio Pro – firmware v2.30				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 7 (64-bit)	11	MagiCard Ultra Driver V2.0.7	n/a	Omnikey 5x21 v1.2.24.27
Windows 8.1 (64-bit)	11	Magicard Driver V2.0.24.0 Issue2	n/a	Omnikey 5x21 v1.2.26.140
Windows 10 (64-bit)	11	Magicard Driver V2.0.24.0 Issue2	n/a	Omnikey 5x21 v1.2.26.140

### 4.1 Supported features

MyID supports the following features on these printers:

Printer	Features		
	Smart card chip	Magnetic stripe	Proximity
Magicard Rio Pro	Y		

Key:

- Y – this feature is supported.
- Blank – this feature is not supported.

### 4.2 Configuration

#### 4.2.1 Printing cards rotated by 180°

If you are using a Magicard card printer, you may find that the layout is printed upside-down. To fix this, set the **Rotate by 180 Degrees** option in the printer driver. Both front and back must be rotated for the overcoat to miss the chip.

#### 4.2.2 Magicard Holokote coating

Magicard printers use Holokote to coat the printed card with a transparent holographic layer that provides security. You cannot switch this off within MyID; use the setting in the printer driver.

## 5 DIGID printers

The following printer is supported:

DIGID XID590ie				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 7 (32-bit)	11	5.8.5.0	n/a	SmartLink USB CCID SCR 1.2.10.0
Windows 7 (64-bit)	11	5.0.0.4	n/a	SmartLink USB CCID SCR 1.2.1.2

The DIGID driver allows you to rename the printer; however, for continued operation with MyID, you must make sure that the name starts with DIGID or DIS XIDie.

**Note:** You must have the PrnSC.dll file installed and registered on your printer workstation. If you do not have this DLL, contact Digital Identification Solutions support to obtain the file. To register this DLL, you *must* log on as the local Administrator account; if the account is just a named account in the local administrators group, you may see an error similar to the following:

The module "C:\Windows\SysWOW64\PrnSC.dll" was loaded but the call to DllRegisterServer failed with error code 0x80070005.

### 5.1 Supported features

MyID supports the following features on these printers:

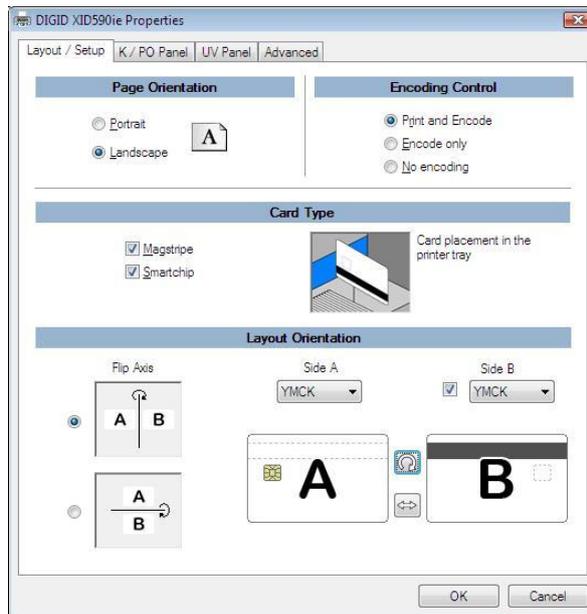
Printer	Features		
	Smart card chip	Magnetic stripe	Proximity
DIGID XID590ie	Y		Y

Key:

- Y – this feature is supported.
- Blank – this feature is not supported.

## 5.2 Printing preferences

You must make the following changes to the default printing preferences:



- In the **Card Type** section, select the **Magstripe** option.  
This allows the printer to write data to the magnetic stripe on the card.
- In the **Card Type** section, select the **Smartchip** option.  
This allows the printer to write to the chip on the card.
- In the **Layout Orientation** section, select the check box next to the **Side B** control.
- In the **Layout Orientation** section, click the **Rotate**  button once to show the chip on the left of the card, as follows:



## 5.3 Known issues

Previously, there was an issue where you may have experienced problems if the card reader in the printer was not a true USB card reader, but had a serial to USB converter. A true USB card reader option is now available from DIGID; contact DIGID to order the USB mainlined option, either as part of your printer order or as an option to be installed after the printer has been delivered.

## 6 Zebra printers

The following printers are supported:

Zebra ZXP-7 – firmware version FZ7MG.01.06.00				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 8.1 (64-bit)	11	DZ7CG.01.00.00	n/a	SDI010 5.29.00

Zebra ZXP-7 – firmware version FZ7MG.03.00.00				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 10 (64-bit)	11	DZ7CG.03.02.00	n/a	SDI010 5.29.00

Zebra ZXP-8 – firmware version FZ8ME.04.03.00				
Operating System	Internet Explorer	Driver version	Proximity driver	Card reader driver
Windows 8.1 (64-bit)	11	DZ8CG.05.00.00	n/a	SDI010 5.29.00
Windows 10 (64-bit)	11	DZ8CG.05.02.00	n/a	SDI010 5.29.00

**Note:** The Secure Issuance version of the ZXP-8 printer is not currently supported.

### 6.1 Supported features

MyID supports the following features on these printers:

Printer	Features		
	Smart card chip	Magnetic stripe	Proximity
Zebra ZXP-7	Y	Y	
Zebra ZXP-8	Y	Y	

Key:

- Y – this feature is supported.
- Blank – this feature is not supported.

### 6.2 Required software

Support for Zebra printers requires an additional Zebra software component. To obtain this component, contact Intercede customer support quoting reference SUP-26.

## 6.3 Recommended settings

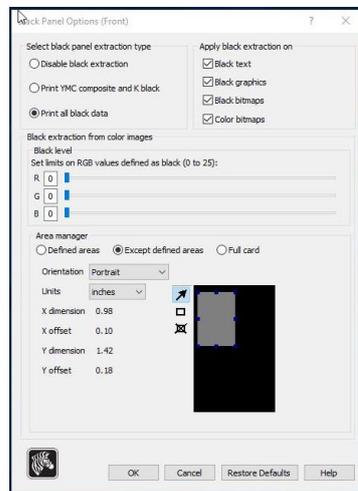
### 6.3.1 Zebra ZXP-7 recommended settings

You must configure the following for your Zebra ZXP-7 printer:

- The printer properties.
- The ZXP Toolbox.

To configure the recommended settings for Zebra ZXP-7 printers:

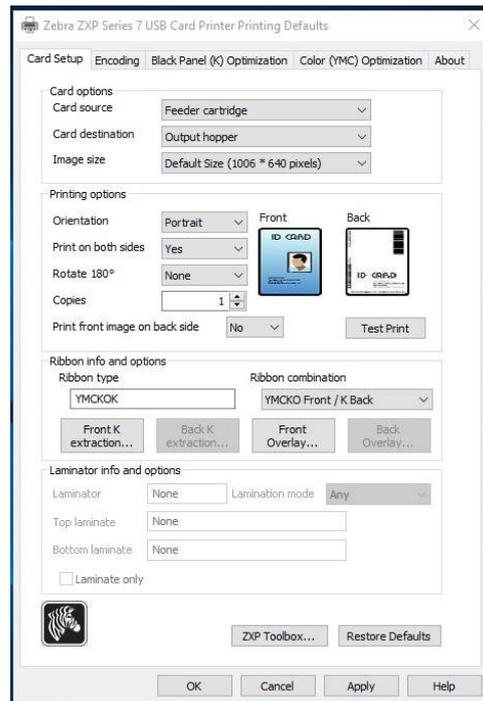
1. In the Windows Devices and Printers control panel, right-click the card printer.
2. From the pop-up menu, select **Printer properties**.
3. Click the **Advanced** tab.
4. Click **Printing Defaults**.
5. In **Card Setup**, select **Front K Extraction**.
6. Set the **Black Panel Options (Front)** options to the following settings:



- ◆ Ensure the **Except defined areas** option is selected.
- ◆ Set the **Orientation** to **Portrait**.
- ◆ Set the **Units** to **inches**.
- ◆ Resize the square in the box to the following dimensions:
  - **X dimension:** 0.98.
  - **X offset:** 0.10.
  - **Y dimension:** 1.42.
  - **Y offset:** 0.18.

This is the area reserved for the picture.

7. Click **OK**.
8. Click the **Black Panel (K) Optimization** tab.
9. Set the following options:
  - ◆ Under **Front side black panel Optimize for**, select **Text**.
  - ◆ Under **Back side black panel Optimize for**, select **Mixed**.
10. Click the **Card Setup** tab.
11. Set up the options to match this screenshot:



12. Click **Apply**.

To configure the ZXP Toolbox settings:

1. Select **Zebra ZXP Series 7 USB Card Printer Properties > Device Information > ZXP Toolbox**.
2. Expand **Configuration** and select **Printer Settings**.
3. Under **Print Performance Setting**, set **Performance Option** to **No error recovery (None)**.
4. Expand **Advanced Security** and select **Configure Security**
5. Under **Last Print job options**, select **Erase job data after transmission**.
6. Click **Save**.
7. Expand **Configuration**, select **Printer Settings**, and click **Advanced Settings**.
8. Click **OK** and enter the following password when prompted:  

```
zebraZXP7S
```

**Note:** The password is case sensitive.
9. Click **OK**.
10. Click the **Configure Smart Card** tab (If using internal reader for issuance).
11. Set the **Enable Smart Card** option.
12. Click **Save**.
13. Click **Exit**.

For all other settings, see the ZXP Series 7 User's manual at:

<https://www.zebra.com/us/en/support-downloads/printers/card/zxp-series-7.html>

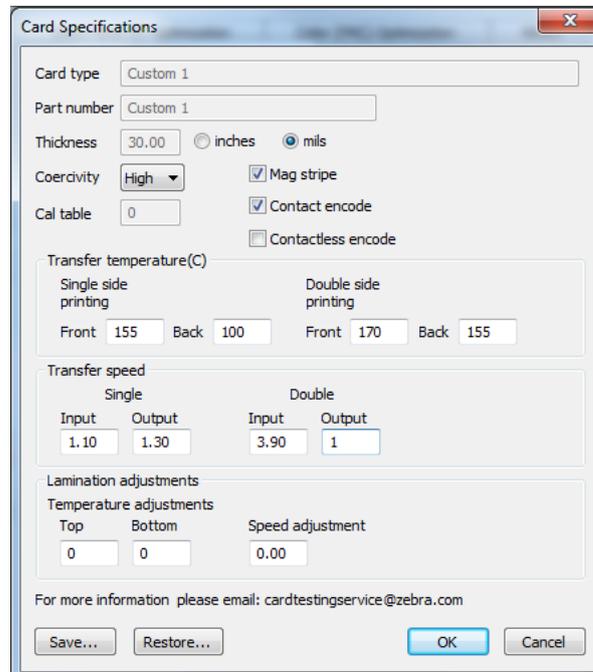
### 6.3.2 Zebra ZXP-8 recommended settings

You must configure the following for your Zebra ZXP-8 printer:

- The printer properties.
- The ZXP Toolbox.

To configure the recommended settings for Zebra ZXP-8 printers:

1. In the Windows Devices and Printers control panel, right-click the card printer.
2. From the pop-up menu, select **Printer properties**.
3. Click the **Advanced** tab.
4. Click **Printing Defaults**.
5. In **Card Setup**, set the **Card type in use** to *Custom 1* with the following settings:



**Card Specifications**

Card type: Custom 1  
 Part number: Custom 1  
 Thickness: 30.00  inches  mils  
 Coercivity: High  Mag stripe  
 Cal table: 0  Contact encode  Contactless encode

Transfer temperature(C)  
 Single side printing: Front 155 Back 100  
 Double side printing: Front 170 Back 155

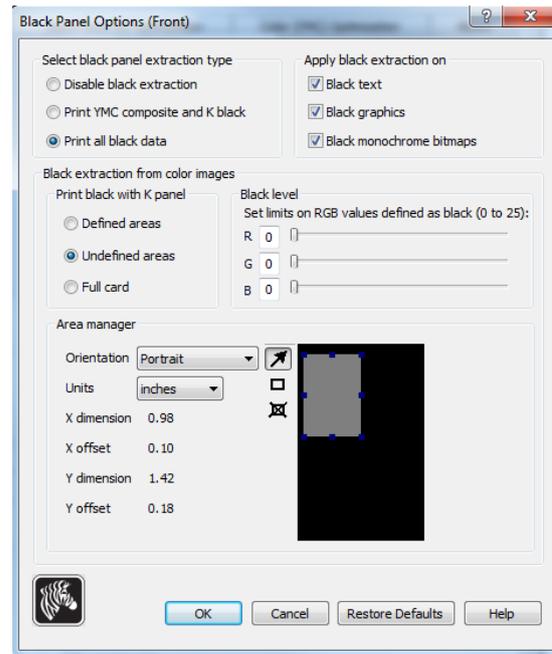
Transfer speed  
 Single: Input 1.10 Output 1.30  
 Double: Input 3.90 Output 1

Lamination adjustments  
 Temperature adjustments: Top 0 Bottom 0  
 Speed adjustment: 0.00

For more information please email: [cardtestingservice@zebra.com](mailto:cardtestingservice@zebra.com)

Buttons: Save... Restore... OK Cancel

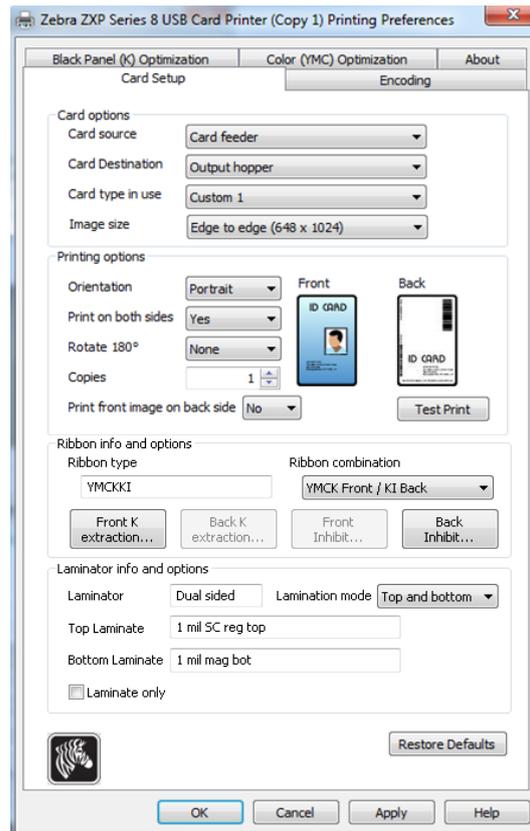
- ◆ Ensure both **Mag stripe** and **Contact encode** are selected.
  - ◆ Set **Coercivity** to **High**.
  - ◆ Under **Double side printing**, set the **Back** number to 150 or 155, whichever produces a better print result.
  - ◆ In the **Transfer Speed** section, under **Double**, set the **Input** range to 3.90 or 4.0, whichever produce a better print result.
6. Click **OK**.
  7. In **Card Setup**, select **Front K Extraction**.
  8. Set the **Black Panel Options (Front)** options to the following settings:



- ◆ Ensure the **Undefined areas** option is selected.
- ◆ Set the **Orientation** to **Portrait**.
- ◆ Set the **Units** to **inches**.
- ◆ Resize the square in the box to the following dimensions:
  - **X dimension:** 0.98.
  - **X offset:** 0.10.
  - **Y dimension:** 1.42.
  - **Y offset:** 0.18.

This is the area reserved for the picture.

9. Click **OK**.
10. In the **Properties** dialog, click the **Black Panel (K) Optimization** tab.
11. Set the following options:
  - ◆ Under **Front side black panel Optimize for**, select **Text**.
  - ◆ Under **Back side black panel Optimize for**, select **Mixed**.
12. Click the **Card Setup** tab.
13. Set up the options to match this screenshot:



**Note:** You may need to select the **Rotate 180°** option to rotate the front image to ensure that the image is in the correct place relative to the chip on the card; check the results before printing a production card.

14. Click **Apply**.

To configure the ZXP Toolbox settings:

1. Select **Zebra ZXP Series 8 USB Card Printer Properties > Device Information > ZXP Toolbox**.
2. Expand **Configuration** and select **Printer Settings**.
3. Under **Print Performance Setting**, set **Performance Option** to **No error recovery (None)**.
4. Expand **Advanced Security** and select **Configure Security**
5. Under **Last Print job options**, select **Erase job data following successful card printing**.
6. Click **Save**.
7. Expand **Configuration**, select **Printer Settings**, and click **Advanced Settings**.
8. Click **OK** and enter the following password when prompted:

zebraZXP8

**Note:** The password is case sensitive.

9. Click **OK**.
10. Click the **Mechanical and Power Adjustment** tab.
11. Set the **Inhibit** option to 90.
12. Click **Apply**.
13. Click the **Laminator Adjustments** tab.

14. Set the **Roller Temperature Offset (\*C)** to -5.
15. Click **Save All Parameters to EEPROM**.
16. Click **Exit**.

## 6.4 Known issues

- **Zebra XPS Series 7 printer stops responding to requests**

If there is a communications failure with the Zebra printer while print data is being sent to the printer, on recovery of printer communication, the printer may stop responding to subsequent attempts to load card or print requests. It may also appear to become unresponsive.

Solution: Delete any print jobs in the print spool queue and then restart the printer.

## 7 Configuration and troubleshooting

### 7.1 Error codes

See the [Error Code Reference](#) document for details of the error codes that may appear when using printers.

### 7.2 Configuration settings

The following settings on the **Issuance Processes** page of the **Operation Settings** workflow control the operation of printers:

- **Automated Detect Card Time Limit** – The time (in seconds) to be spent attempting to detect a card before it is rejected.  
The default is 40 seconds.  
The recommended value is 120 seconds – this includes the length of time for the printer to warm up, as the first print job will always take longer.
- **Automated Remove Card Time Limit** – The time (in seconds) that MyID will wait before allowing another print command to be sent once the card has been removed from the printer.  
The default is 30 seconds.
- **Print Card Timeout** – The time (in seconds) for the printer to print the card after it has been encoded.  
The default is 5 seconds.  
The recommended value is 60 seconds. This value depends on what you are printing; if you are printing double-sided or laminated cards, this value may be longer. You should adjust this setting to be the time from clicking **Print** to the card being ejected from the printer.

### 7.3 Preparation

Before you try to print a card through MyID, make sure that your printer and card reader are configured correctly. Try a test print on the printer through your printer manufacturer's diagnostic tools, and make sure that MyID can use cards inserted into the card reader.

If the printer has more than one USB cable, make sure all cables are plugged in.

### 7.4 Default printer

It is recommended that you make the card printer the Windows default printer on the card printing workstation. If possible, you should also make the card printer the only available printer.

### 7.5 Issue Card workflow

In the **Issue Card** workflow, you must select the printer at the New Card stage of the workflow. The card will be printed at the end of the workflow once the card has been written to.

### 7.6 Print Card workflow

In the **Print Card** workflow, you must select the printer before you insert the card.

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## 7.7 Printer names

Printer names cannot exceed 32 characters – if they do, MyID reports the printer as offline.

## 7.8 Problem with unavailable printers

If you have printers listed in Windows that cannot be found – for example, the printer may no longer be connected – you may experience a pause of approximately 30 seconds in the **Issue Card** workflow before the Enter PIN stage. This is caused by MyID being unable to connect to the printers. If you experience this problem, try deleting all the printers from the Printers list in Windows, then re-adding the printers you want to use.

## 7.9 Card layouts

Different printers may produce different output from the same print layout; for example, the font size or text wrapping may not match exactly between cards printed by different manufacturers or models of printers.

You are recommended to test your card layouts on each type of printer so that you can amend the layouts if required. Use a variety of content; for example, names of different lengths may make a difference to the layout of card elements.

**Note:** The card layouts provided with MyID are samples, and you are recommended to test and amend them for your printer as necessary.

## 7.10 Magnetic stripe data

When you write data to the magnetic stripe on a card, it is written as all UPPER CASE characters.