



How To

Service Documents from APPI

Document: #HT000062

Document Title: Lock Down USB Printer Port

Product(s): Ti-1000Z

Procedure:

This HOW TO addresses the problem where the printer gets assigned a new USB port each time it is turned on, or disconnected, or even reset.

USB Ports Changing

It is fully possible to run a printer without installing a printer driver. As long as you know which port it is connected to, LabelView can print directly to that port. The USB port listed in Windows should not be confused with the number of physical USB ports on the computer. Windows can assign any number of virtual USB ports to a physical port.

Problems can arise when you turn off, reset, or otherwise disconnect the bagger from your computer. When the printer turns back on, your computer may see yet another printer, and assign the printer a new USB port. The result of this is that the labelling software sends the print to the wrong port, the printer never receives any labels, and it looks like the printer is malfunctioning.

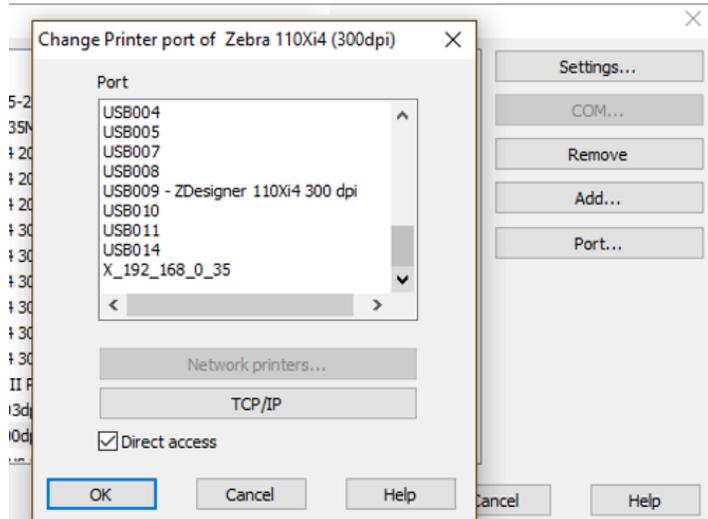
This is usually not a big problem in network environment, since the IP address is usually set permanently, even if the address is not static.

After installing ZDesigner printer driver, it will show in Windows' printer list, and it will show as active or not whether it is connected. The printer will usually always have the same USB port if you disconnect and reconnect it, same as if you turn the bagger off.

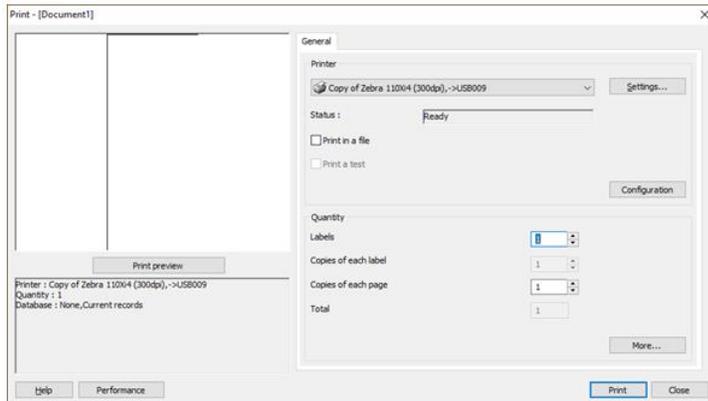


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Another advantage is to be able to see the active port(s), in LabelView printer setup.

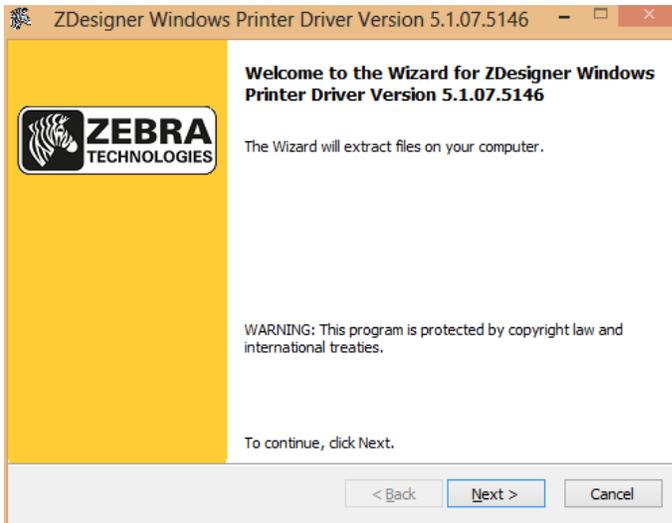


And to see if the printer is connected and ready from the Print screen.



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The solution to this is to install the ZDesigner Printer Driver. This gives Windows something to tie the printer to, and thus locks the printer driver to the port it was assigned to at first connection.

The latest ZDesigner driver can be downloaded at:

<https://www.zebra.com/us/en/support-downloads/printers/industrial/110xi4.html#mainpartabscontainer=drivers>