MyID Enterprise

Version 12.3

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:

  For example:
  - Copy the file *before* starting the installation.
  - Do *not* remove the files before you have backed them up.
- ***Bold and italic*** hyperlinks 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 product installation media.
- 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.

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1 Introduction

This document describes the configuration necessary to enable MyID® to work with card printers.

If you are upgrading from an earlier version of MyID, and are using printers that are not listed in this document, contact customer support quoting reference SUP-80.

If you are using older versions of printer drivers not listed in this document, you are recommended to upgrade to the listed versions. For more information, contact customer support quoting reference SUP-80.

2 Printer interaction mode

Printers work with MyID in the following modes, depending on the printer being used, the software components installed on the client PC, and the MyID workflow being used:

- **Print only mode**

  In this mode, MyID can use the printer only for printing, and not for card encoding. This is because either:

  - The printer does not have a smart card reader, *or*
  - MyID does not support the printer

  Print data is sent to the printer as a one-way operation; no feedback is provided on the result of the operation.

- **Basic mode**

  In this mode, MyID can use the printer for printing and for card encoding; however, MyID does not monitor the printer status, and cannot support enhanced features.

  For some printers, this functionality requires the installation of an additional component on each client workstation on which you want to use the printer; see the section in this guide for the appropriate printer.

- **Enhanced mode**

  In this mode, MyID can use the printer for printing and for card encoding; additionally, MyID monitors the printer's status, which allows the following:

  - Notification of errors.
  - Indication of printer availability.
  - Indication of printer status based on the information reported by the printer.
  - An accurate count of cards processed in a batch through the printer.
  - Better control for the rejection of cards.

  MyID enhanced integration has been tested with the following printers:

  - Datacard XPS series
  - Fargo DTC 4500e, HDP5000, HDP8500
  - XID 8600
  - Zebra ZXP Series 8

  This functionality may require the installation of an additional component on each client workstation on which you want to use the printer; see the section in this guide for the appropriate printer.

  Note: Enhanced mode features may also work for other printers that use the same, or newer versions, of the software components that are used to interact with the printer; however, MyID has not been tested with these components or printers.

Important: Enhanced mode is supported in the following workflows:

- **Collect Card**
- **Print Card**
- **Batch Collect Card**

Enhanced integration features are *not* available when using the following workflows:

- **Issue Card**
- **Print Badge**

3 Supported printers

Each chapter of this guide lists the printers and features that have been tested with the current release of MyID.

The list of printers available for use with MyID also includes models supported by the SDKs used for integration. If you select a printer from this list that has not been verified by Intercede for compatibility with MyID, you must test and verify its compatibility with your MyID installation for all printer-related operations.

Similarly, if you select a printer model that has been verified with MyID but it contains internal or external peripherals (for example a smart card reader, magstripe encoder, proximity reader, or a laminator) that differ from those verified by Intercede, you must test and verify its compatibility with your MyID installation for all printer-related operations.

If you experience problems, Intercede will investigate and advise you as best we can, bearing in mind that we may not be able to replicate your particular printer configuration. We may request that you seek further assistance from the printer vendor.

SDK	Printers supported by the SDK
Fargo SDK v2.5.0.0	Direct-to-card: DTC1000, DTC1000M, DTC1000Me, DTC1250e, DTC1500, DTC4000, DTC4250e, DTC4500, DTC4500e, DTC5500LMX, DTCii High Definition Printing: HDP5000, HDP5600, HDP6600, HDP8500, HDPii, HDPii Plus
Zebra ZMotif SDK v1.1.5.0	Zebra ZMotif compatible card printers Zebra ZXP Series 7 and 8 **Note:** Support for Zebra printer integration with MyID is deprecated. See the *Zebra printer support* section in the ***Release Notes*** for more information.
Entrust Datacard XPS Card Printer Driver Version 8.2 for Microsoft Windows **Note:** The SDK component is included with the printer driver.	Datacard® SD Series: SD160™, SD260™, SD260L™, SD360™, SD460™ Card Printers Datacard® CD Series: CD800™, CD800 with CLM laminator, CD820™ Card Printers Datacard® CE840™ Instant Issuance System Entrust Datacard™ CR805™ Retransfer Card Printer Entrust Datacard™ CL900™ Desktop Laser Personalization System Entrust™ DS1, DS2, DS3 Direct to Card Printers

SDK	Printers supported by the SDK
EDI Secure 1.0.166	XID 8300 (DS/LS) XID 8100 (DS/LS) XID 8600 EXPRESSO MOCA S3100 MC660 MC310

See the relevant chapter for details of how to acquire the SDK; it may be included in the driver, available from the manufacturer, or available directly from Intercede.

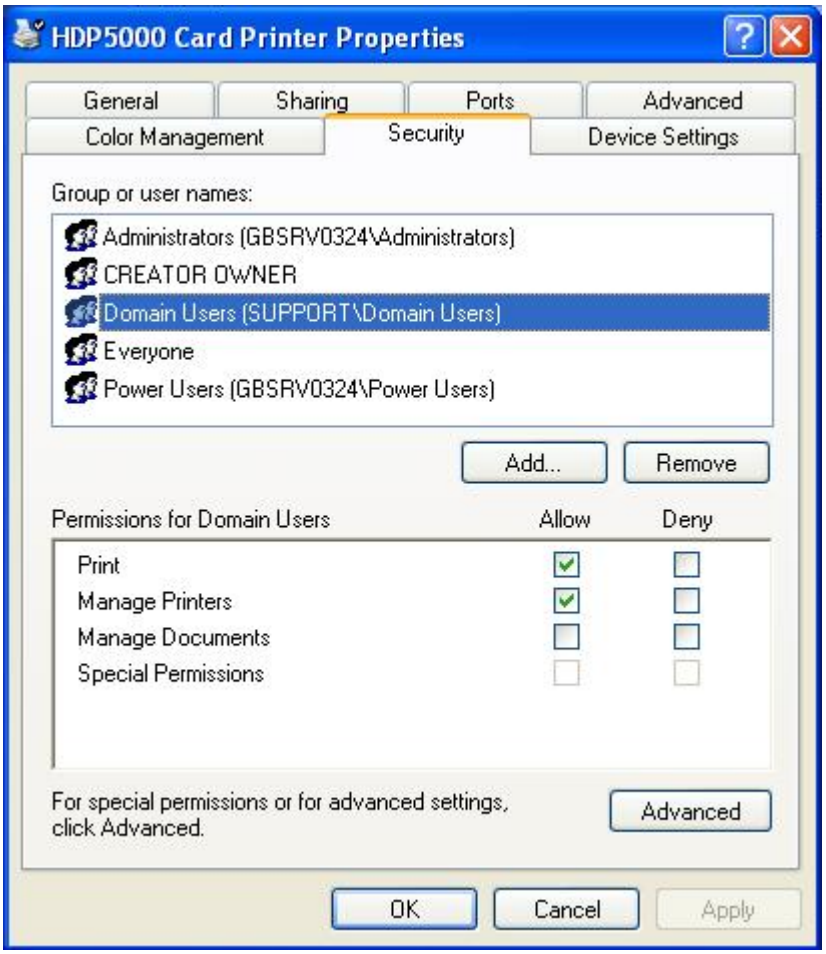
3.1 Printer permissions

You can set the permissions in the **Security** tab of a printer's Properties dialog to control who can print and manage printing.

The enhanced features for 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 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 printer, then assign this group to the Windows users who need to use the enhanced features of the printer.



4 Entrust Datacard printers

The following printer has been tested:

Datacard CR805 – firmware version R4S.8.3.3			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	8.2	n/a	Identive CLOUD 4000 F DTC v1.01

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.

Note: The actual card reader driver will be dependent on the smart card reader installed in the printer.

Important: Do not change the default name of the printer, as changing the printer name may prevent MyID from detecting the printer.

4.1 Supported features for Datacard printers

The following features have been verified against MyID on these printers:

	Features		
Printer	**Smart card chip**	**Magnetic stripe**	**Proximity**
Datacard CR805	Y		

Key:

- Y – this feature has been verified with MyID.
- Blank – this feature has not been verified with MyID.

4.2 Enhanced support for Datacard printers

For information on enhanced support, see section 2, *Printer interaction mode*.

This functionality is available only when using native MyID Desktop workflows and is provided through the printer driver.

4.3 Disabling Datacard pop-up error messages

Note: Do not disable pop-up messages when using **Issue Card** or **Print Badge**, as the printer errors are not monitored through enhanced printer interaction mode (which is not supported by these workflows) and therefore could result in the user not being provided any indication of certain printing errors.

By default, the CR805 printer operates in non-silent mode. In this mode, the printer driver presents a pop-up message to the user on detection of certain errors during a print job. This allows the user to either cancel or resume the job once the issue has been resolved.

The operation mode of the printer may be changed to operate in 'Silent Mode' so that instead of displaying an error message, the error is presented silently to MyID; that is, the user does not get any indication of an error. It is then MyID's responsibility to monitor the printer errors and then to either automatically clear the error or present an error indication to the user; the action taken depends on the severity of the error. The printer automatically carries out the default action, according to the type of error being reported, when the error has been cleared.

The following table shows the difference in behavior for the two modes of operation:

	Silent mode	Non-silent mode
Error state	The error message is not presented to the user. The error message is presented to MyID. The printer may stop responding to further requests until the error is cleared.	The error message is presented to the user. The displayed message prevents the printer driver responding to MyID until the message is closed. The error message is not presented to MyID.
Error recovery	The printer, or application, automatically cancels or resumes the job according to the type of error.	The user decides whether to cancel or resume the job or perform some other action to clear the error condition.

Note: You can use silent mode when using a non-attended batch print workflow to prevent the workflow halting, waiting for a user response, on detection of a automatically recoverable error. The operation will still halt if a non-recoverable error is detected.

4.3.1 Setting silent mode operation

Silent mode is controlled using the following DWORD registry value:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers\
DXP01SilentMode
```

Set this value to `1` to enable silent mode, and any other value to disable silent mode.

The printer driver checks the registry setting at startup; you must restart the printer after creating or modifying the registry entry.

4.4 Recommended settings for Datacard printers

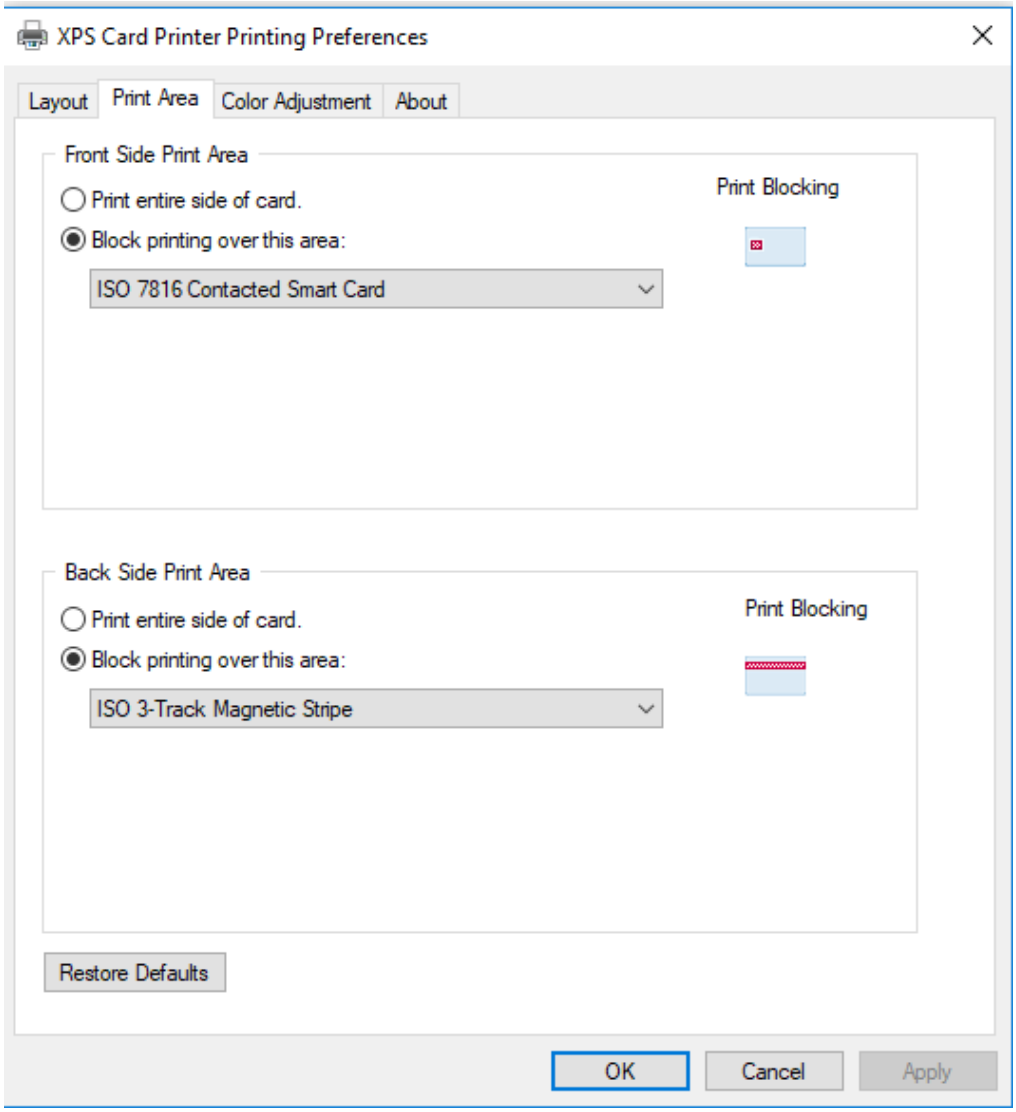
You are recommended to set the following options for Datacard printers:

- Set the page size to be ISO ID-1 (only available for v7.4.673 or newer).

  By default, MyID templates use ISO ID-1 paper size. To set the size, in **Printer Preferences > Layout > Advanced**, in the **Paper Size** drop-down list, select **ISO ID-1** > in Paper Size drop-down list.

- Set a print mask.

  Use the **Printer Preferences > Print Area** option to prevent printing over specific areas such as smart card chip and magnetic stripe, as shown:



4.5 Error codes for Datacard printers

See the *Datacard Printer User Guide* provided by the printer manufacturer for details of the error codes that may appear when using printers.

4.6 Limitations and known issues for Datacard printers

- **Only the default card input hopper is used for card input**

  The Datacard CR805 printer can support multi-hopper card input, but MyID only attempts to load a card from the default input hopper (hopper ID 1). The printer does not attempt to input a card from another hopper if the selected hopper is empty.

- **Printer not detected when installing printer driver for the CR805 printer**

  This may occur if the printer had previously been connected to the PC before being requested to do so during the printer driver installation process. This may be due to the Datacard printer monitor not detecting a new printer being connected. If the printer is not detected even after restarting the printer, use the following procedure to recover from this situation provided that the printer is present in **Control Panel > Devices and Printers** view:

  1. Close the printer driver installation process.
  2. Ensure that the printer queue is empty.
  3. With the printer still connected, right click on the printer and remove the device. Leave the printer connected.
  4. Start the printer driver installation but select the driver removal process.
  5. Complete removal of the printer driver and then disconnect the printer from the PC when requested.
  6. Restart the PC.
  7. Rerun the driver installation process.

  Try the following procedure if the printer is still not detected after following the above procedure:

  1. Using Device Manager, check whether an XPS card printer high speed USB connection hub is present in the list of Network Adaptor hubs. Uninstall this hub if present.
  2. Rerun the printer driver installation procedure.

     The installation procedure should now detect the printer's USB connection and start installing the driver.
  3. Carry out the following procedure if the installation fails with an error indicating that a new printer was not detected:
     a. Exit the installation procedure without removing the installed driver
     b. Use **Add Printer** In **Control Panel > Printers & Scanners** to add a new printer manually.
     c. Wait for printer search to complete and then click **The printer that I want isn't listed**.
     d. Select **Add a local or network printer with manual settings**.
     e. Click Next.

f. The driver installation procedure should have created a local USB port. Select **Use an existing port** and in the drop-down list select the USB port starting with **USB DXP01**.

g. Click Next

h. Windows should now detect the printer and install the printer driver

4. Contact your administrator if printer still could not be installed by following the above procedure.

4.7 Troubleshooting Datacard printers

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

- **Long delay in detection of a change in printer communication state**

  The bidirectional communication with a Datacard printer may take a long time to respond when there is communication failure with the printer and on recovery from such failure. This results in a potentially long delay before the operator is notified of a change in the communication status of the printer during which MyID may appear to hang.

  Solution: Ensure that the Datacard printer is connected and initialized before selecting the printer.

- **Datacard CR805 printer does not pick-up a print job**

  If the printer cancels a previous card personalization job, the printer may stop picking up print jobs from the print queue.

  Solution:

  1. Clear the printer queue.
  2. Restart the printer.
  3. Restart the PC.

- **Unable to communicate with the Datacard CR805 printer after the printer has been idle for long period**

  The printer may enter standby state if left idle for a long period. There is no indication that the printer is in standby state in the printer's front panel.

  Solution: Restart the printer.

- **Unable to communicate with the Datacard CR805 printer if the printer is powered on before the computer**

  Sometimes, if the printer is powered on before the computer, the printer may appear to be offline.

  Solution: Restart the printer.

- **Printed layout may be offset when printing while logged on as a user without sufficient printer security permissions**

  Under certain circumstances, the printed layout may be offset if the logged-on Windows user does not have sufficient printer security permissions. For example, if the logged-on Windows user has 'Print' permissions only, and does not have 'Mange the printer' and

‘Manage documents’, this may result in the layout being printed with an offset.

Consult with the printer vendor if you require assistance with the configuration regarding the necessary printer security permissions.

5 Fargo printers

The following printers have been tested:

Fargo DTC4500e – firmware version 1.4.1.1			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	5.4.0.1	n/a	Omnikey 5x21 v1.2.29.156

Fargo HDP5000 (new model) – firmware version 5.5.0			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	3.3.0.1	Omnikey 5x25 v1.2.29.156	Omnikey 5x21 v1.2.29.156

Fargo HDP8500 – firmware version 1.6.2			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	1.5.0.1	Omnikey 5x25 v1.2.29.156	Omnikey 5x21 v1.2.29.156

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

5.1 Supported features for Fargo printers

The following features have been verified against MyID on these printers:

	Features		
Printer	**Smart card chip**	**Magnetic stripe**	**Proximity**
Fargo DTC4500e	Y	Y	
Fargo HDP5000 (new model)	Y	Y	Y
Fargo HDP8500	Y	Y	Y

Key:

- Y – this feature has been verified with MyID.
- Blank – this feature has not been verified with MyID.

5.2 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.

5.3 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.

5.4 Enhanced support for Fargo printers

For information on enhanced support, see section 2, *Printer interaction mode*.

This functionality is enabled using a component provided either directly by Fargo or through Intercede. 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 may not be supported.

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

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

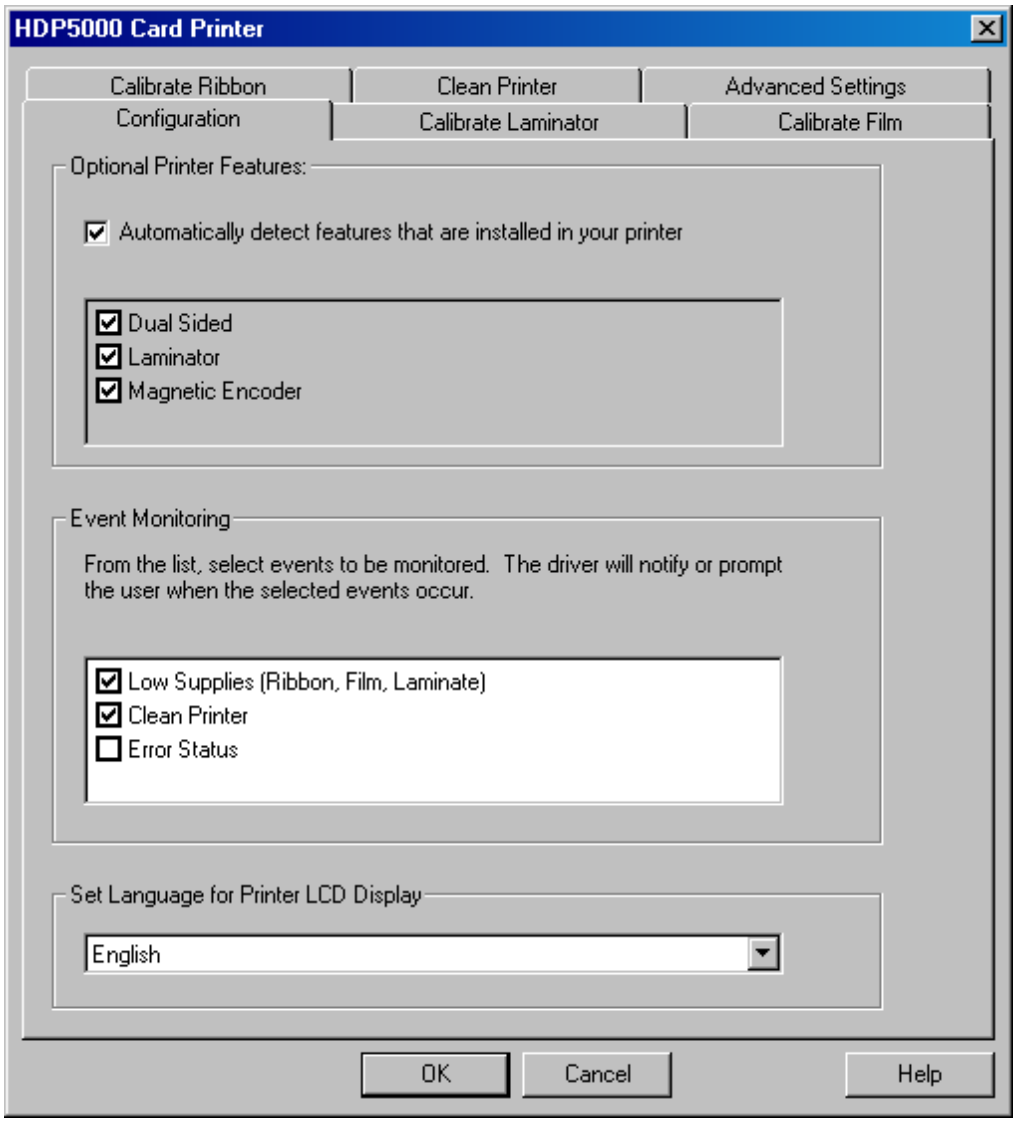
5.5 Disabling HDP error status event monitoring

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**.

5.6 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 canceling 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.

- **Fargo HDP 5000 printer does not recover if the printer cover is opened during printing**

  If the printer front panel is opened while the printer is printing, the print job remains suspended when the printer door is closed. The printer does not provide an option to resume the print job.

  Solution: Cancel the print job. Reset the printer if the printer stops responding to the front panel buttons.

6 XID printers

The following printer has been tested:

XID 8600 – firmware version V01-08B			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	EDI Secure 1.0.166	n/a	n/a

6.1 Supported features for XID printers

The following features have been verified against MyID on these printers:

	Features		
Printer	**Smart card chip**	**Magnetic stripe**	**Proximity**
XID 8600	Y		

Key:

- Y – this feature has been verified with MyID.
- Blank – this feature has not been verified with MyID.

6.2 Installing the printer software for XID printers

The EDISecure software requires the Microsoft Visual C++ 2010 runtime; this is installed automatically if using the `.exe` version of the installer.

If you are installing the driver using the `.msi` installer, you must ensure that the Microsoft Visual C++ 2010 is installed before installing the software.

Note: Do not install the standalone XID printer driver; you must use the EDISecure software; as the standalone driver is incompatible with this software, it may prevent the EDISecure Device Configurator from starting.

6.3 Printing cards rotated by 180°

If you are using an XID 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.

6.4 Enhanced support for XID printers

For information on enhanced support, see section *2*, *Printer interaction mode*.

MyID supports card personalization and advanced integration with XID printers that are supported by the EDI Secure software. This component is supplied by the vendor. You must install this component on each client workstation on which you intend to use MyID with an XID printer; the printer is otherwise restricted to print only mode.

6.4.1 Configuring XID printers for enhanced support

The EDISecure software installs a Device Configurator application to configure virtual production printers for use with supported printers. Card personalization and advanced integration with MyID is provided only using these virtual production printers.

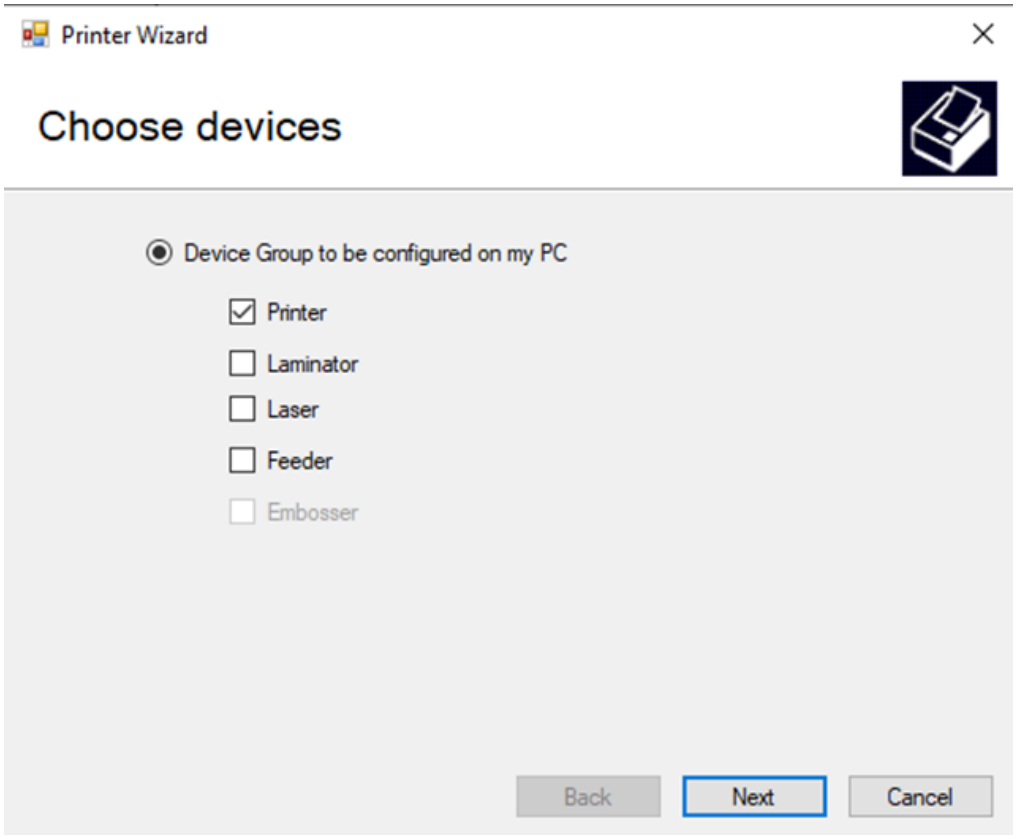
The following steps are based on use of EDI Secure 1.0.166 and may differ if you are using a different version of the software.

To configure a virtual production printer using a USB connected printer:

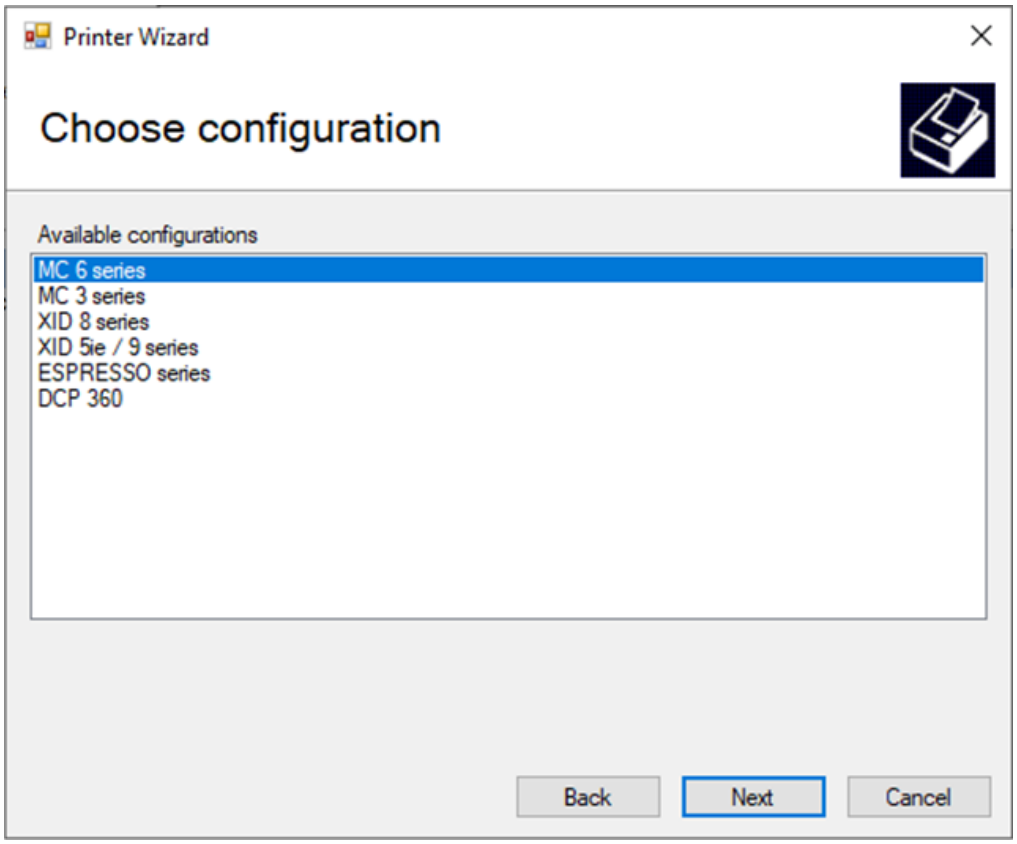
1. Start the Administration Center application and right-click **New Printer** to configure a new virtual production printer.

   Note: The menu for configuring a production printer is automatically displayed on starting the administration center when there are no configured groups.

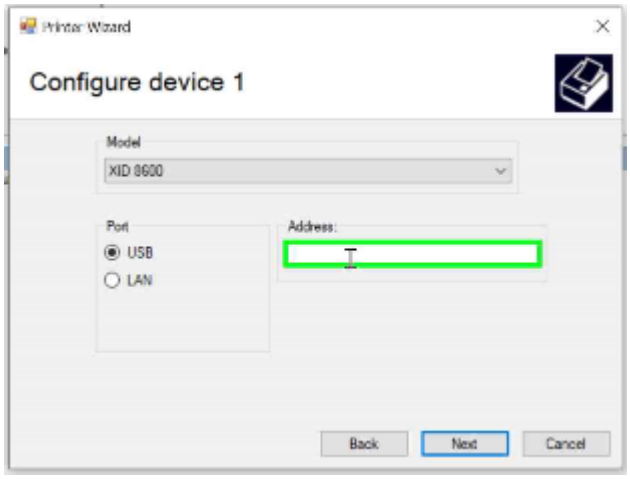
2. Leave the **Printer** option selected; if the printer is being used with a lamination unit, select the **Laminator** option. Click **Next**.



3. Select the printer configuration according to the type of printer being used. Click **Next**.



4. Select the **USB** connection type (**LAN** if using a networked printer) and the printer model from the drop-down list.

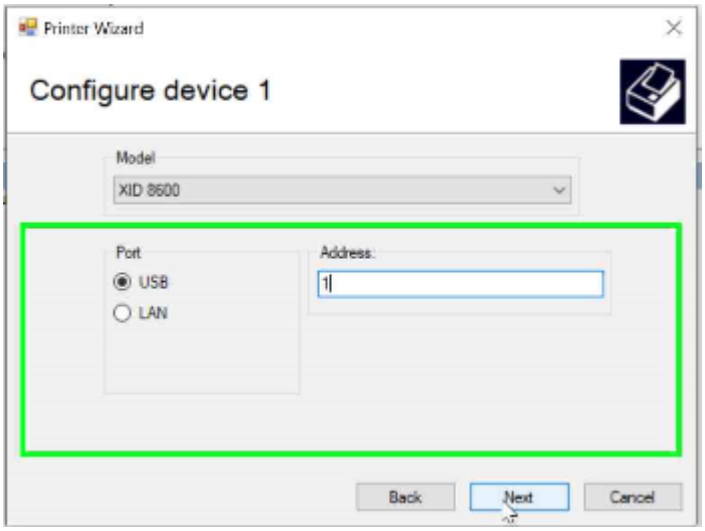


5. Enter the printer address.

   For a USB printer, this is the unit number configured for the printer; you can set or display this through the printer's front panel. The unit number is used to reference the physical printer through the virtual production line printer configured using this process.

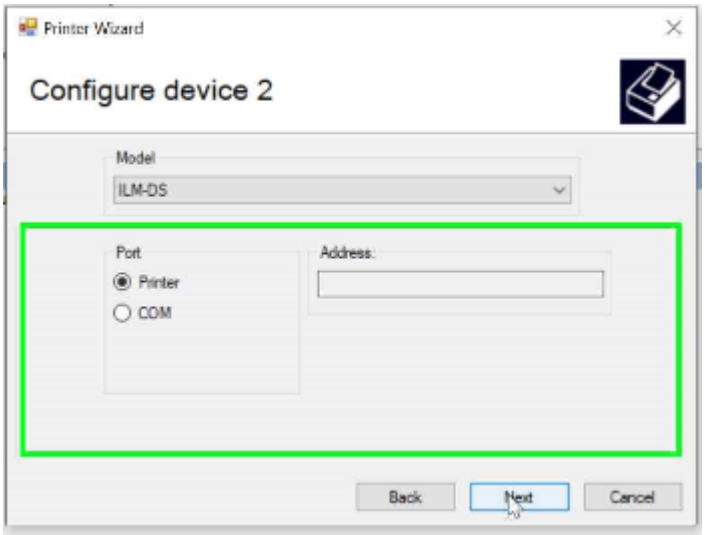
   The address is the printer's IP address for a LAN printer.

   Click **Next**.



6. If you are using a lamination unit, select the type of lamination unit from the model drop-down list, and select the lamination unit communication method; select Printer if the lamination unit is using infra-red to communicate with the printer.

   Click **Next**.



7. Provide a printer name, then click **Next**.
8. Click **Finish** to complete the configuration.

9. Check the printer connection by connecting and powering up the printer (and the lamination unit if configured) and running the Job Monitor application that is installed with the software.

   By default, the Job Monitor is installed in the following location:

   ```
   C:\Program Files (x86)\Matica\EDIsecure\Apps\Job Monitor.exe
   ```

   If the printer is shown as being offline, ensure that the printer is connected and that the printer address is correct. If, after the checks, the printer is still shown as being offline, restart the printer.

6.4.2 Catering for different card properties

You can configure the printing and lamination card profile for a production group through the administration center; see the documentation provided by the printer manufacturer for details.

A card profile caters for different card properties and whether printing is single or double sided. You must configure a production group for each printing use case to ensure that the output satisfies the use case; for example, to avoid card bending due to incorrect roller temperature. When using MyID, you must select the appropriate virtual printer.

6.4.3 Printer selection

Configuring a production group creates a virtual printer that is connected to the physical printer through its configured address. The physical printer device and any virtual printers are present in the available printer selection list when using a MyID workflow. The software provides management access only to the virtual printers and therefore you *must* select a virtual printer when using the printer for card personalization or when enhanced printer control is required.

6.5 Recommended configuration settings for XID printers

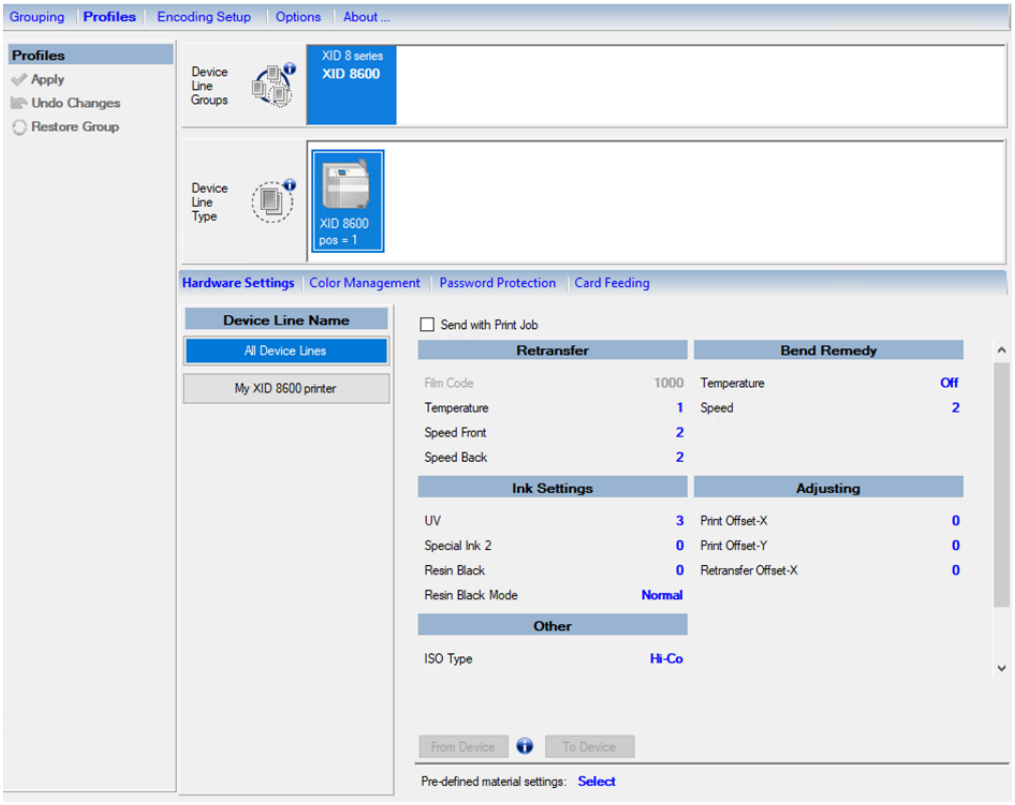
This section contains information about the recommended settings for XID printers.

6.5.1 Number of physical printers assigned to a virtual production printer

The configuration of the production printers allows multiple physical printers to be assigned to a virtual production printer. MyID does not support monitoring of a printer group with multiple physical printers; you must assign only a single physical printer to each virtual production printer when using the printer with MyID.

6.5.2 Retransfer settings

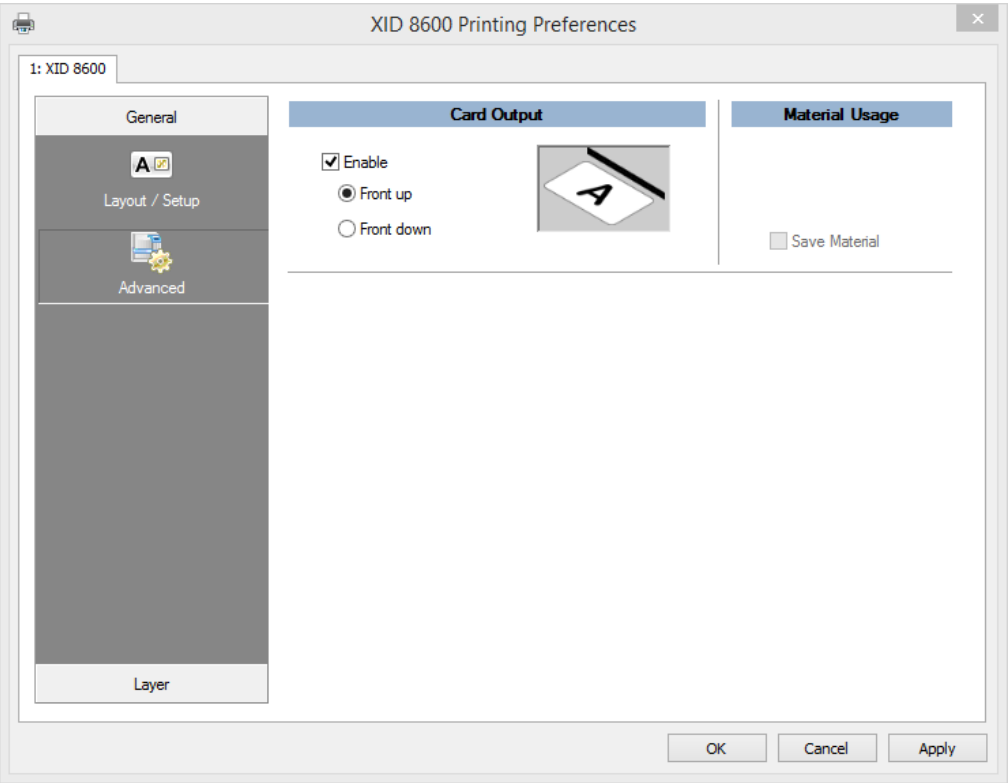
Ensure that the temperature and speed setting is set according to the card material in **Device Configurator > Profiles > Hardware Settings**.



6.5.3 Card output

By default, the card is ejected with the front up or down on completion of printing, depending on if printing double or single sided. To ensure that the front is always ejected front side up/down, enable the card output configuration against the virtual production group printer. This is especially important if the output card is being fed through a lamination unit to ensure that the same lamination film is used for the front and back of the card regardless of whether printing is single or double sided.

To set the card output face up configuration, right-click the production printer and select **Printer Preferences > Advanced in Control Panel > Printers and Devices**.



6.6 Known issues for XID printers

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

- **Personalization only card is ejected through the card reject bin**

  The printer supports card being moved into the ejected card output hopper only after a card has been printed. Cards that are personalized but not printed are ejected through the printer's card reject path.

  Solution: None. This is printer behavior.

- **Printer not detected**

  With the physical printer connected and powered-up, a production indicates that the printer is offline.

  Solution: Printer status is detected through a port monitor service. This service has failed to detect the powered-up physical printer. It has been found that, with the printer still connected, restarting the printer usually resolves the issue. Contact your administrator if the printer is still shown as offline after restarting.

- **Printer stuck in card "Moving" state after error during printing**

  If an error occurs during the card printing state when the printer is displaying the status **Moving**, recovery from the error may result in the printer being stuck in the card **Moving** state.

  Solution: Restart the printer to clear the card.

- **Print job requiring magnetic stripe encoding not sent if printer does not have magnetic stripe encoding capability**

  If a print job requires magnetic stripe encoding but the printer does not have a magnetic stripe encoder installed, the print job is not sent to the printer. This may result in the printer being stuck in the printing state waiting for a print job.

  Solution: Do not send magnetic stripe print jobs to printers that do not support magnetic stripe encoding.

- **Printer remains perpetually in printing state after communication disruption during printing**

  If there is communication failure with the printer during printing, MyID Desktop may perpetually remain in a printing state once communication has been restored. Depending on the stage at which the communication failure occurred, the EDISecure dispatcher may not automatically recover the failed print job on communication recovery. This ends up leaving the printer waiting for a print job.

  Solution: Restart the printer so that the card is removed from printer.

- **Printer reported as being offline when it is in standby state**

  The printer status is reported as being in offline state when the printer front-panel indicates that it is Sleeping; that is, in standby state.

  Solution: Reset the printer

7 Zebra printers

Note: Support for Zebra printer integration with MyID is deprecated. See the *Zebra printer support* section in the ***Release Notes*** for more information.

The following printer has been tested:

Zebra ZXP-8 – firmware version FZ8ME.04.03.00			
Operating System	**Driver version**	**Proximity driver**	**Card reader driver**
Windows 10 (64-bit)	DZ8CG.05.02.00.00	n/a	SDI010 5.29.00

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

7.1 Supported features for Zebra printers

The following features have been verified against MyID on these printers:

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

Key:

- Y – this feature has been verified with MyID.
- Blank – this feature has not been verified with MyID.

7.2 Enhanced support for Zebra printers

For information on enhanced support, see section 2, *Printer interaction mode*.

Support for Zebra printers, including enhanced support, is enabled using a component provided either directly by Zebra or through Intercede. You must install this component on each client workstation on which you intend to use MyID with a Zebra printer.

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

Contact Intercede customer support to obtain the Zebra Printer Support package, quoting reference SUP-26.

7.3 Recommended settings for Zebra printers

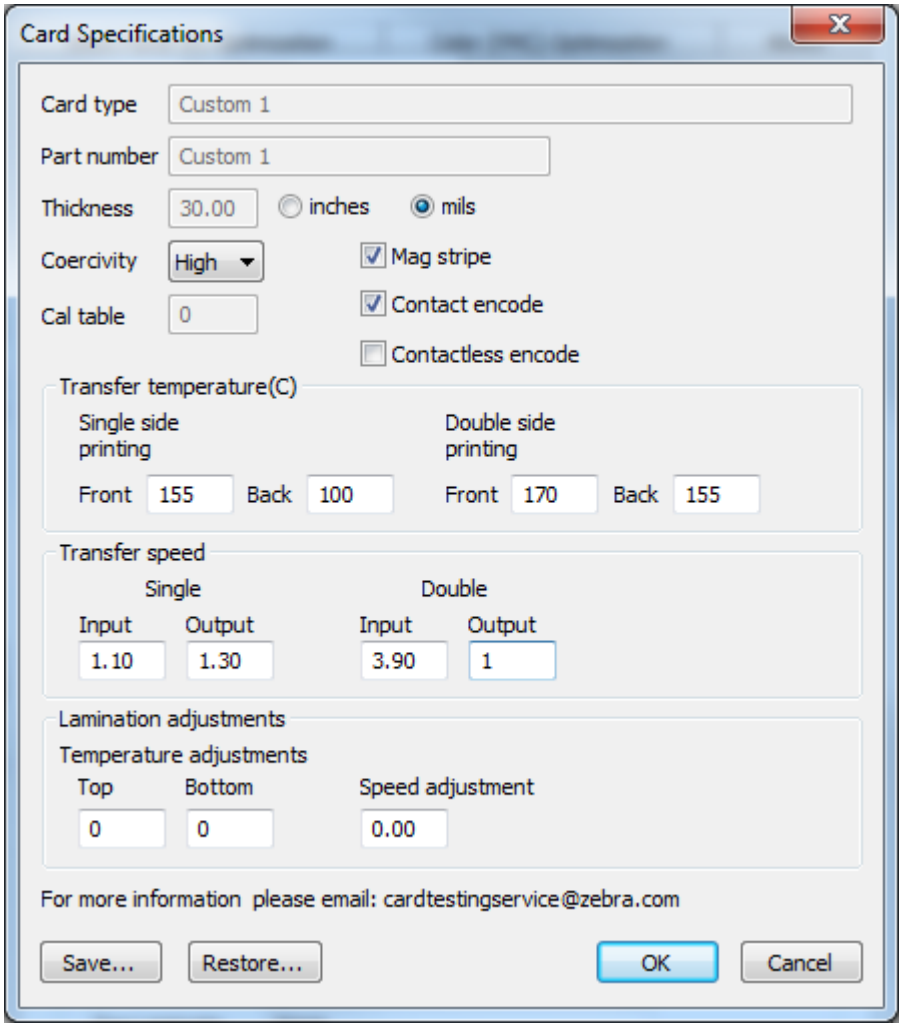
Note: If you intend to select the **Skip Printing** option in MyID, so that the card is electronically personalized but not printed, make sure that you disable the lamination feature on the printer. A successful card personalization results in the card passing through the lamination unit; this would make it impossible for you to print the card at a later date.

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

- The printer properties.
- The ZXP Toolbox.

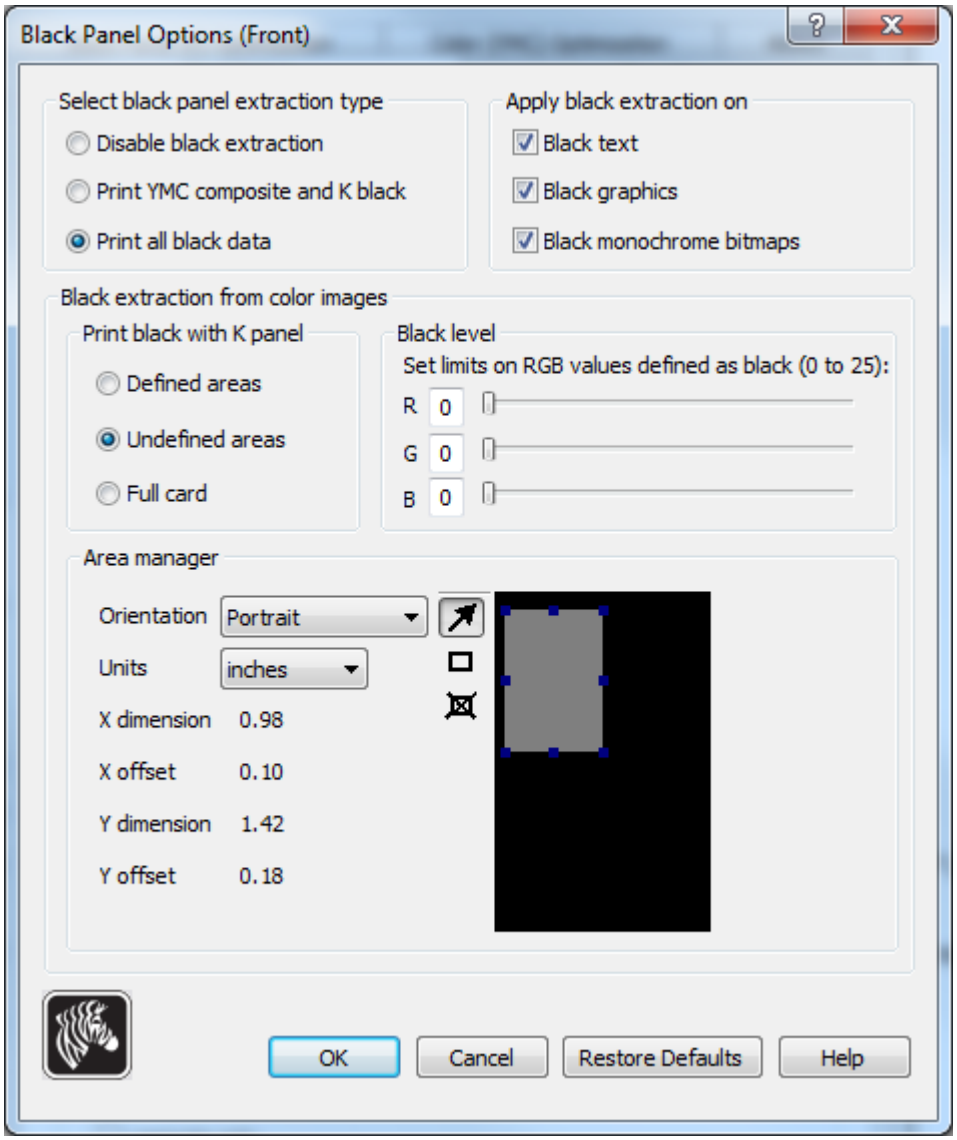
To configure the recommended settings for Zebra ZXP-8 printers:

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:



   - 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:



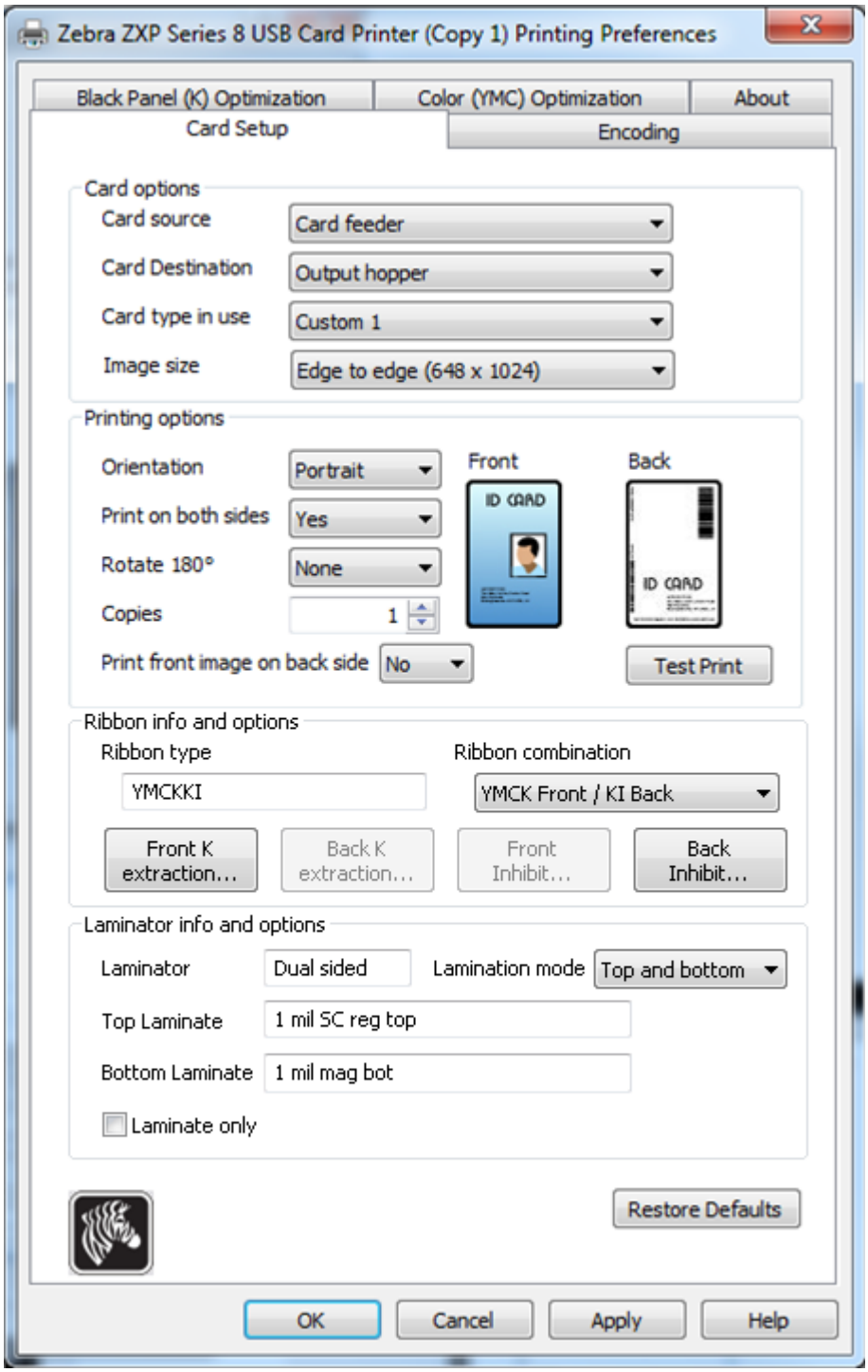
- Ensure the **Undefined areas** option is selected.
- Set the **Orientation** to **Portrait**.
- Set the **Units** to **inches**.
- Resize the square in the box to the following dimensions:
  - **X dimension**: `0.98`.
  - **X offset**: `0.10`.
  - **Y dimension**: `1.42`.
  - **Y offset**: `0.18`.

  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:

   `ZebraZXPS8`

   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**.

8 Configuration and troubleshooting

This section provides information on configuring MyID to work with card printers, and details of issues that may occur.

8.1 Error messages

See the *Printer error codes* section of the ***Error Code Reference*** document for details of the error codes that may appear when using printers.

8.2 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.

  This time value is used only when the printer is operating in print only mode; see section *2*, *Printer interaction mode* for details of print only mode.

- **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, and may need to allow time for the printer to warm up. You should adjust this setting to be the time from clicking **Print** to the card being ejected from the printer.

  This time value is used when the printer is operating in print only mode and in basic mode; see section *2*, *Printer interaction mode* for details of these modes.

8.3 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 through MyID, 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.

8.4 Default printer

Depending on the workflow you are using, MyID may select the Windows default printer as the printer to use for card issuance, therefore 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.

8.5 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.

8.6 Print Card workflow

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

8.7 Printer names

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

8.8 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.

8.9 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.

8.10 Magnetic stripe data

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

8.11 Edge-to-edge image printing

When using an image that requires edge-to-edge printing in the **Card Layout Editor**, set the required image length and width to be the same size as the smart card, which is 87 mm x 56 mm.

If the resulting output leaves white space at either edge, adjust the length or width until there is no white space left at either edge. The exact value will depend on your model of printer.

8.12 Printing barcodes

For printing barcodes, the default PIV templates provided by MyID use code 39 fonts with the font size set to 64 px. When using this font size, the barcode becomes too big to fit on a card (in landscape mode) if attempting to encode 20 or more characters in the barcode. Reduce the font size you need to encode more than 19 characters.