Zebra printer encodes badge on Track 1 instead of Track 2

Last Modified on 10/06/2022 4:16 am EDT

Symptom

When printing a badge to a Zebra printer with a standard inline magnetic encoder installed, the badge prints correctly, but fails to encode any information on Track 2.

Resolution

Note: The instructions that follow were tested with a Zebra P120i Card Printer. They may also apply to the particular Zebra printer model you are using.

The driver for the Zebra printer defaults to encoding Track 1 on the badge. By changing this setting to Track 2, the encoder will encode Track 2 which is the default track used by Lenel readers.

To change this setting, complete the following steps:

1) Click the Start button, then select **Printers and Faxes**.
2) Right-click on the Zebra printer entry, then select **Properties**.
3) Select the **Device Settings** tab.
4) Select **Encoder Settings**, then click [Properties].
5) In the Encoder Settings dialog, click [Advanced Settings].
6) In the Advanced Settings dialog, select **Track 2**, then click [Apply] to save the setting and close the dialog.
7) Click [Apply**]**, then click [OK**]**.

When the next badge is printed, the inline magnetic encoder should then encode Track 2 on the badge.

Applies To

OnGuard (All versions)

Additional Information

These settings assume you are using the default options for the magnetic card format in OnGuard. If any custom encoding options are being used, the Zebra printer driver should be configured to reflect the custom encoding options used in OnGuard.