Changes to printing properties of Zebra P430i do not appear to take effect when printing badges

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Symptom

If changes are made to the printing properties of a Zebra P430i badge printer (like enabling duplex printing, color printing instead of black and white, etc.), badges may still print using the previous printing properties, and the changes do not appear to take effect.

Resolution

To resolve the issue, OnGuard applications like System Administration or ID CredentialCenter must be completely closed, then relaunched.

Logging out, then back into System Administration or ID CredentialCenter will not work. The applications must be terminated completely.

Once this is done, badges will print using the new printing properties assigned to the Zebra P430i badge printer.

Applies To

OnGuard 2010 (6.4.500)
Zebra P430i badge printer

Additional Information

Refer to DevTrack OG-19416 for more information.