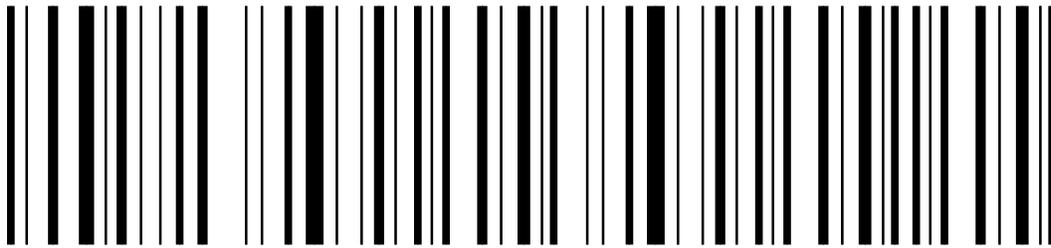


# Frequently Asked Questions About SAP Smart Forms



**Zebra Technologies**



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## What Zebra® printers does SAP® Smart Forms support?

Smart Forms software from SAP AG supports Zebra printers with the ZPL II® printer command language and with firmware versions x.10 and greater. ZPL II and firmware x.10 have been in place for years, so most modern ZPL II printers can be driven via Smart Forms. Zebra printers with the EPL™ and CPCL command languages are not supported by Smart Forms. However, CPCL printers do support ZPL emulation, which will work with Smart Forms.

## Can I drive non-ZPL® bar code printers from Smart Forms?

Smart Forms can drive any printer via Windows® Drivers (SAPWin Device Type). This approach is not recommended for mission-critical or industrial printing because of performance and reliability issues.

## How do I get the latest Zebra drivers for Smart Forms?

To obtain Zebra device types, visit the SAP Developer Network Web site at [www.sdn.sap.com](http://www.sdn.sap.com). Refer to SAPnet notes 750002 and 750772. If you need help getting these drivers, please contact Zebra via e-mail at [sapinfo@zebra.com](mailto:sapinfo@zebra.com).

## What Zebra device type should I use with Smart Forms?

You must use a Smart Forms-compatible Zebra device type. You must not use any of the ASCII Zebra device types that were developed for Zebra's BAR-ONE® for mySAP™ Business Suite software, which is used to create bar code *label* formats and upload them to SAP applications for output via SAPscript.

First, you must select a device type based on the printer resolution (200, 300, or 600 dpi). Second, you need to determine which languages (supported by printer codepages) are needed to print labels. The device type selection depends on whether you need Western languages (Codepage 850); additional European, Middle Eastern, and African (EMEA) languages (Unicode™ codepage); or Asia/Pacific languages (supported by Unicode with optional fonts). Refer to Page 2 of Zebra's Smart Forms technical documentation for detailed information.

## Printing is slow. How do I speed it up?

The time it takes for the first label to print may be slow depending on the number of graphics or TrueType™ fonts that have to be downloaded. Zebra advises you avoid TrueType fonts, or consider storing them in the printer's Flash memory to make them permanently printer-resident. Always check that you are licensed to store such fonts in the printer's memory. SAP supports the recalling of pre-loaded fonts and logos from Zebra printers. This means that you can eliminate the downloading time and have fast label printing. Refer to SAP Transaction /nSE73, edit the Zebra device type, edit any uploaded TrueType fonts (shown in yellow) and provide a five-character file name that matches that stored in the printer.

## When should I use Smart Forms instead of SAPscript/upload method (BAR-ONE® for mySAP™ Business Suite)?

The best choice depends on available in-house expertise. If you are already using Smart Forms for your document printers, then Smart Forms is the correct choice for you. If you have not yet moved to SmartForms and all of your existing expertise is with SAPscript, then Zebra's BAR-ONE® for mySAP™ Business Suite may suit you best.



## **What version of mySAP™ Business Suite do I need for Smart Forms to drive Zebra printers?**

Bar coding with SAP Smart Forms can be enjoyed by users of mySAP Business Suite 4.6c onwards. Support Packs are available direct from SAP AG for enabling this technology. For more information, please refer to SAPnet notes 750002 and 750772 on the [www.sdn.sap.com](http://www.sdn.sap.com) Web site.

## **Which bar codes does Smart Forms support?**

Smart Forms can support any bar code that is resident within a Zebra printer. The five most popular bar code symbologies—Code 39, Code 93, Code 128 (EAN-128 or UCC-128), Interleaved 2-of-5, and PDF417, a two-dimensional symbology—are embedded directly within Smart Forms and support features such as print preview. Other bar codes are supported via SAP’s “old bar code technology.” Refer to Page 49 of Zebra’s Smart Forms technical documentation for detailed information.

## **What codepages and languages does Smart Forms support with Zebra printers?**

SmartForms supports both IBM® Codepage 850 and Unicode UTF-8. CP850 is used with CG Triumvirate™ Bold Condensed font on Zebra printers and supports Western character sets (similar to Latin 1 or ANSI). Unicode is required for Central and Eastern European, Middle Eastern, and Asia/Pacific languages. In the EMEA region, Zebra preloads the Unicode code page and supporting fonts for EMEA languages. Optional fonts to support Unicode printing for Asia/Pacific languages are available on a memory card. Refer to Page 2 of Zebra’s Smart Forms technical documentation for detailed information.

## **Which Smart Forms fonts should I use with Zebra Printers?**

This depends on the device type (language) that you are using. In summary:

- For Western European languages, use CG Triumvirate Bold Condensed (Codepage 850), HELVE, or any uploaded TrueType font.
- For Asia/Pacific languages, use optional Andale font cards (UTF-8) - ANDALE\_J (for Japanese), ANDALE\_K (Korean), ANDALE\_S (Simplified Chinese) or ANDALE\_T (Traditional Chinese).
- For additional EMEA languages, use Swiss 721 (UTF-8), HELVE, HELVECYR (Cyrillic) and HELVE\_I7 (Greek).

Refer to page 43 of Zebra’s Smart Forms technical documentation for detailed information.

## **Can I use TrueType fonts with Smart Forms and Zebra printers?**

Yes. TrueType fonts can be used with Smart Forms, but only with the CP850 device type. Codepage 850 does not support Central and Eastern European or Asia/Pacific languages, so TrueType fonts cannot be used for labels that require these languages.

TrueType fonts can reduce printer performance because of the time they take to download, although the fonts can be stored in Flash memory to save time. Zebra strongly recommends using preloaded, scaleable fonts (such as CG Triumvirate Bold Condensed or Swiss 721). For printing Asia/Pacific languages, users should purchase Zebra’s optional Andale font card. Be sure that you are licensed to download or store TrueType fonts with Zebra printers.





## **Does Smart Forms support variable graphics?**

Yes and no. Smart Forms does not normally support variable graphics, but Zebra has developed a simple workaround. Variable graphics can be used with Smart Forms by storing the graphics in the printer's Flash memory. A ZPL command is used to recall the graphics and add them to the Smart Forms print job. Refer to Page 52 of Zebra's Smart Forms technical documentation for detailed information.

## **How does Smart Forms control printer-specific settings such as print speed, darkness, cutter, etc.?**

SmartForms does not understand settings specific to bar code printers. However, SAP has designed a workaround for its ZPL bar code device type that enables users to adjust bar code printer settings by using Command Nodes. Printer-specific settings are set from within individual Smart Forms. Each Smart Form may have different settings associated with it. This means that you can have a Smart Form set the printer's darkness (burn temperature) and print speed, as well as many more settings.

Command Nodes are set by selecting "Page Windows" and pressing the right mouse button over the tree structure and then select "Create | Command." Refer to Page 57 of Zebra's Smart Forms technical documentation for detailed information.

## **Where do I get technical support for Smart Forms bar code printing?**

SAP provides support for Smart Forms, regardless of what type of printer you are using. SAP can provide support for forms and label layout, and for using bar codes. SAP's knowledge will be limited as to the finer details of bar coding and bar code printer control. SAP also supports the Smart Forms drivers they have written for Zebra (ZPL) printers. If you need further help with Smart Forms for bar coding or bar code printer-related issues, please contact Zebra via e-mail at [sapinfo@zebra.com](mailto:sapinfo@zebra.com).

## **Who provides training for Smart Forms?**

SAP and SAP consultants provide Smart Forms training. Additional training should not be necessary to use Smart Forms with bar code printers instead of form printers. Refer to Smart Forms technical documentation for detailed information on the operation of Zebra printers with Smart Forms. If you need additional assistance, then please contact Zebra via e-mail at [sapinfo@zebra.com](mailto:sapinfo@zebra.com).



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