Zebra's Comprehensive Support Resources

Explore Zebra's Convenient Online Tools and Information Resources

Support Resources from Zebra Experts Who Built Customers Solutions

- Zebra's convenient online tools and information resources help our customers to get the most from their devices -- and assist them with troubleshooting and resolving common device problems.

- Let's explore all the tools and resources Zebra provides to help customer solve their challenges.

WAYS TO GET THE SUPPORT YOU NEED

Search the Knowledge Base

Ask the Support Community

Self-Diagnose Your Device

Request a Repair

Zebra **VisibilityIQ** OneCare™
Powered by Zebra Savanna™

Printer Software License Reset Request

Perform a Quick Warranty Check

Perform a Quick Repair Status Check
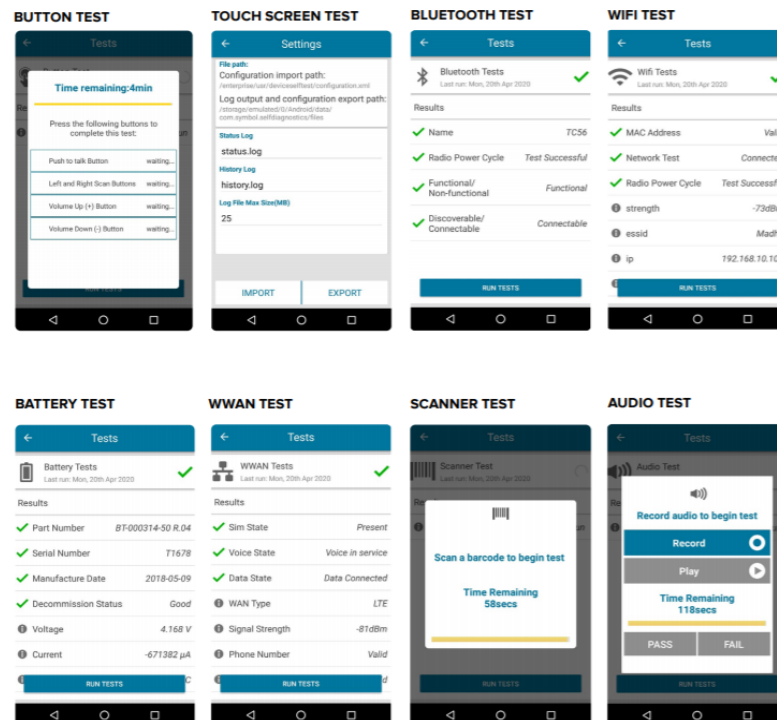
zebra.com/support

Device Diagnostic Tool

Self-Diagnose Your Device

Device Diagnostic Tool

Sample Device Diagnostic Screens

- **Complimentary tool from Zebra** that can help eliminate the high cost of all those needless returns of devices that don't really need repair.

- With this Mobility DNA utility, administrators and end users alike can **instantly test and diagnose** the main operability on Zebra mobile computers with a simple press of a button to determine system health and functionality.

- **Results reveal** whether the issue can be fixed onsite by a user or whether a trip to the Zebra Repair Centre is required.

- If needed, Zebra technical support experts can leverage this data to troubleshoot the device over the phone to reach resolution and keep the device out in the field.

- And should the device need to be sent in for repair, **the device diagnostics test results enable** help to the correct problem is identified when creating a repair order.
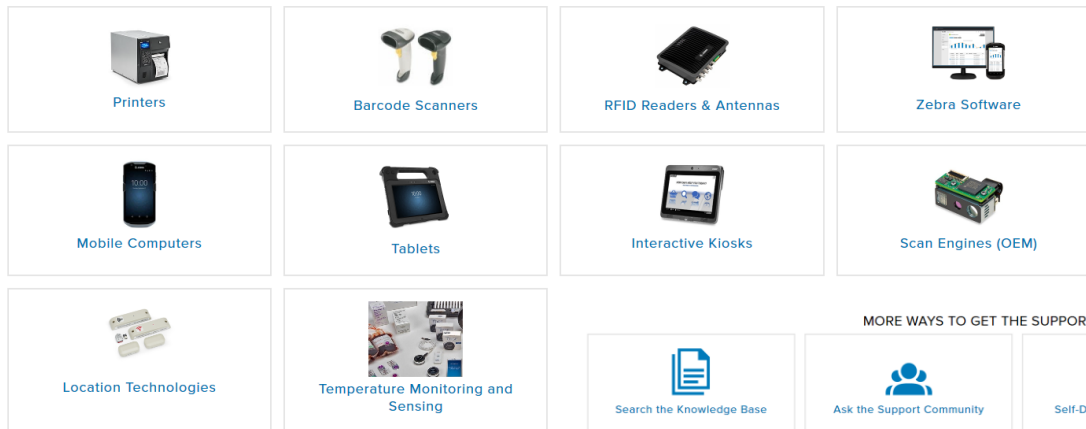
Support and Downloads

Support and Downloads

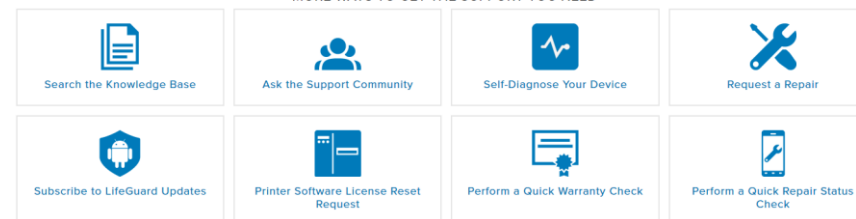WELCOME TO ZEBRA SUPPORT AND DOWNLOADS

BROWSE BY PRODUCT TYPE

Find drivers, software, manuals, knowledge articles, how-to-videos, firmware and more.

Printers	Barcode Scanners	RFID Readers & Antennas	Zebra Software
Mobile Computers	Tablets	Interactive Kiosks	Scan Engines (OEM)
Location Technologies	Temperature Monitoring and Sensing		

MORE WAYS TO GET THE SUPPORT YOU NEED

| Search the Knowledge Base | Ask the Support Community | Self-Diagnose Your Device | Request a Repair |
| Subscribe to LifeGuard Updates | Printer Software License Reset Request | Perform a Quick Warranty Check | Perform a Quick Repair Status Check |

Find drivers, software, manuals, knowledge articles, how-to-videos, firmware and more.

- **Product Support**

- **Support Resources**

- **Support Notifications**

- **Software Downloads**

ZEBRA TECHNOLOGIES

Zebra VisibilityIQ OneCare

Zebra VisibilityIQ OneCare
Powered by Zebra Savanna™

Support and Downloads > Zebra VisibilityIQ™ Support

ZEBRA VISIBILITYIQ™ SUPPORT

- **VisibilityIQ OneCare** is a configurable cloud-based tool extending support visibility beyond repair metrics. Customers can view a series of repair, technical support, contracts, and LifeGuard™ Analytics reports with quick reference status color-coding indicating actions to be taken across various views.

- This benefit is included for valid Zebra OneCare® contract holders for Zebra Mobile Computers and Scanners.

Additional features include:
- Enhanced navigation and simplified dashboard
- Replacement of manual reporting with an automated interactive tool
- Date picker enhancements
- Site assignment administration feature
- Site level reporting to identify and isolate problem sites

Ask the Community

Ask the Support Community

Our discussion forum is in English only.
All members posting will need to go through moderation and upon approval will be published.
Before "Ask the Community", read on our Community Rules & Conduct here.

ASK THE COMMUNITY

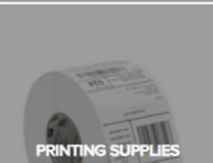DISCUSSIONS   MY POSTING   MY BOOKMARKED

PRINTERS   BARCODE SCANNERS   MOBILE COMPUTERS

SOFTWARE   PRINTING SUPPLIES   LOCATION SOLUTIONS

- Posting and reply should be in English only.
- All members posting will need to go through moderation and upon approval will be published.
- Questions and Answers are posted by registered members.
- Zebra will not responsible for the content posted by registered members.

Sort by:

Top Questions

My company uses DS3678 zebra barcode scanners. I want to be able to scan barcodes that have function codes in them. To do that, I believe I need to...
Barcode Scanners · User16043475339599282104 · November 7, 2020 at 6:14 AM
👁 14   💬 1

My company uses TC70 Zebra Mobile Computers. I want to be able to scan barcodes that have function codes in them. To do that, I believe I need to e...
Mobile Computers · User16043475339599282104 · November 7, 2020 at 6:15 AM
👁 14   💬 1

ZD 420 printing problem. Can print only one job/label then it only flashes the "printing" light.
Printers · User16049089962563379993 · 1h ago
👁 7   💬 0

- Use the **discussion forum** to connect with Zebra users and Partners to ask questions and share your knowledge about Zebra products

- Posts and replies can be viewed publicly with English as the main language of the discussion forum

- Receive recognition badges for assisting other community members

Search the Knowledge Base

Search the Knowledge Base

zebra.com/knowledge

Zebra Knowledge Base

Search our online knowledge base of thousands of helpful articles to quickly and easily find the answer to most product support questions. In the "Search Support Community" search bar, simply type a description of your question, such as product model and key words about the problem you are facing.

FEATURED PRODUCTS

ZT410 / ZT420   LS2208

BROWSE BY PRODUCT

Barcode Scanner   Mobile Computer

Tablets   Kiosk Printers

CANNOT OPEN NETWORK LOCATIONS USING CARDSTUDIO

Was this article helpful? 👍 👎

ISSUE / QUESTION

Network locations are not accessed using CardStudio

Network Drives are not available in CardStudio

APPLICABLE TO

Card Studio

RESOLUTION / ANSWER

Topic or Information
Network locations are not accessed using CardStudio
Applies To
CardStudio using Network Connections Windows Vista and Later
Details
CardStudio cannot access network locations when UAC (User Account Control) Is enabled. A new DWORD Registry entry "EnableLinkedConnections" must be added to enable network access.
Caution: Editing the Windows Registry is not to be taken lightly and should be done by an experienced IT resource.
The editing procedure is located at the bottom of this Microsoft Tech Note. Read More>>
Note: This editing procedure applies to Windows Vista and later.

- Access to **knowledge articles featuring solutions and guides** covering various Zebra products

- Search for articles or browse by Product topics

- *4,000+* articles in English and *2000+* articles translated to Chinese, Spanish, French, German and many other languages

Request a Repair

OPTION 1: Repair Order Portal

- Ideal for larger partners and customers with frequent or bulk repair orders

- Instantaneous authorizations

- Detailed warranty & OneCare coverage information

- Immediate quotes for per incident (billable) repairs

- Real-time repair status updates

OPTION 2: Repair Request Form

- Available for repair requests with up to 10 devices

- Authorization usually within 1 business day

- Basic warranty and OneCare coverage information

ZEBRA TECHNOLOGIES

Printer Software License Reset Request

Printer Software
License Reset
Request

License Reset Request Form

STEP 1: UPGRADE YOUR SOFTWARE

UPGRADE SOFTWARE TO THE LATEST VERSION FIRST TO REDUCE DELAYS.

It is required that you install the latest version before submitting a reset request. Click below to see if you have the most recent version of your software installed.

Obtain the latest version of ZebraDesigner Pro version 2 software*, click here ; ZebraDesigner Professional 3 software, click here.

Obtain the latest version of CardStudio software version 1.X*, click here.

STEP 2: SUBMIT THE FOLLOWING DETAILS

Instructions for locating some of the required information is shown below the form.

*Country:
--- None ---

*First Name:

*Last Name:

*Company:

*Address:

- The **license reset request form** is used for ZebraDesigner Professional 3 and Card Studio 2

- A case is created on submission of the form and routed to the appropriate support team for prompt processing and a response

Perform a Quick Warranty Check

Perform a Quick Warranty Check

ZEBRA PRODUCT WARRANTY CHECK

Serial Number Search

| 180735230 | **Search** |

Software Support Entitlement varies by product, please refer to Zebra's Warranty Statement for details

	Product Name	Hardware Warranty Start Date	Hardware Warranty End Date
○	DS3678-HP2F003VZWW	03-Apr-2018	02-Apr-2021

Active Contract Information

Entitlement Type	Entitlement Start Date	Entitlement End Date ↓
Comprehensive Coverage	15-Apr-2018	14-Apr-2021
Core Software Support	15-Apr-2018	14-Apr-2021
Depot Repair	15-Apr-2018	14-Apr-2021

- Check the warranty status of your Zebra product online by entering a valid device serial number

- The hardware warranty start and end date will be displayed

- Where applicable an active Zebra OneCare support services contract start date and end date will be provided

ZEBRA TECHNOLOGIES

Perform a Quick Repair Status Check

Perform a Quick Repair Status Check

zebra.com/repair statuscheck

ZEBRA REPAIR ORDER STATUS

The fastest way to check your Zebra product repair status

Simply enter your email address and a valid 8-digit Case / RMA number to quickly access a high-level status view of your Repair Order.

Login for tracking information

New Search

⌄ Case Details

Case Number:	RMA Number:	Case Opened Date:
08	4C	November 04, 2020, 02:49 PM

⌄ RMA Details

Description for Job Type and Line Status

RMA Line#	Serial Number	Product	Job Type	Line Status	Sub Status
1	11. 42	C 00	Warranty	RMA Closed	

Sign In to Repair Order Portal for a full online repair experience. Click here to register for Repair Order Portal.

- Check the status of your approved repair request by providing the Repair Order Number and valid email address

- For users who are logged into the Support Community, the return shipment tracking number of your repaired device will also be provided

Virtual Assistant

- Virtual Assistant support interaction with login or non login users to get
  - Repair Order Status
  - Check Zebra OneCare and Warranty Coverage for Your Device
  - Download Software and Products Files
  - Search Knowledge Library
  - Chat with a Service Support Representative
  - Create a Case

Registration
Zebra Repair Order Portal & Support Community

Zebra.com

Support Community

Repair Order Portal

PARTNER REGISTRATION

If your organization is a member of PartnerConnect, please contact your Partner Administrator to request access to Zebra Repair Order Portal

CUSTOMER REGISTRATION

The 4-step registration process can be initiated from the repair order portal registration page. Users requesting access must have a valid email address

A user granted access to the Zebra Repair Order Portal will automatically have access to the Support Community and Zebra.com

Scan Me!

Online Support Resource

Quick Answers	**Download or Watch**	**Repair Request**	**Community Connection**
Access Knowledge Base articles that answer questions you may have about your product	Download manuals, drivers, and Software. Watch videos on how to use your product	Submit a repair order request and track the end-to-end status	Join our community of Zebra users and ambassadors from around the globe
zebra.com/knowledge	zebra.com/downloads	zebra.com/repair	zebra.com/supportcommunity

Thank You