

28.17. Zebra Label Printer : How to print via the windows driver



This guide covers connecting a Zebra label printer on **Windows** (USB or Network) so it can be used to print labels from any mSupply reports.

mSupply normally prints directly to the Zebra Label Printer via the use of EPL command which does not require the normal print driver that is provided by the vendor.

The main advantage of using the Windows or MAC driver is that you can use mSupply's reporting feature to print labels.

Here is the workflow that can be achieved :

- You want to print a list of label for each item or even location. For this example let say items.
- The Zebra Label Printer can be added as a printer using the printer driver supplied by the vendor.
- A custom label size of 75mm x 35mm (7cm x 3cm) must be defined for the printer.
- A report using the `custom label size` can be designed. For this the support team will have to create a custom report.
- Finally from the mSupply report menu : You can run a report like Report > Item & stock > item list... Simply choose the custom report for the label.
- Preview the report
- Print to the Zebra Label Printer and a bulk of label can be printed.

Background

Kiribati Pharmacy requested a way to bulk-print shelf location labels (1,800+ stock lines) using standard 75 x 35mm labels via a Zebra label printer, formatted using mSupply's **Misc Labels** report (Heading = location, Body = item code + description).

Key finding from testing: the printer driver setup **must be done on a real Windows machine**. It did **not** work when tried inside Windows running under Parallels on a Mac. It worked correctly on an actual Windows (Dell) laptop, connected either as a **USB** or **Network** printer.

Requirements

- A Windows PC or laptop (not a Windows VM under Parallels/VMware on macOS — this did not work reliably)
- Zebra label printer (USB or LAN-connected)
- Zebra Setup Utility (Windows) — download link below

- Label stock: 75mm x 35mm (7cm x 3cm)

Step 1: Download the Zebra Setup Utility

Download the Windows Zebra Setup Utility from Zebra's site:

[Zebra Setup Utility / Nucleus Connector download](#)

This utility handles driver installation for both USB and network-connected Zebra printers.

Step 2: Connect the printer

Option A – USB

1. Connect the Zebra printer to the Windows PC via USB cable.
2. Open the Zebra Setup Utility.
3. Follow the wizard to install the printer driver for the detected USB printer.

Option B – Network (LAN)

1. Confirm the Zebra printer is connected to the same network (it will have its own IP address — check the printer's network config page/printout if needed).
2. Open the Zebra Setup Utility.
3. Choose to add a new printer, and select the **network/LAN connection** option instead of USB.
4. Enter the printer's IP address when prompted.
5. Complete the wizard to install the driver.

Both connection methods have been confirmed working.

Step 3: Set the label size

The label size must be defined to match the stock being used:

- **Label size: 7cm x 3cm (75mm x 35mm)**

This is set either in the Zebra Setup Utility's printer configuration/media settings, or in the Windows printer driver's preferences (Page Setup / Stock / Media Size), depending on the exact Zebra model. Set this **before** printing a test label, otherwise output will be misaligned or clipped.

Step 4: Print from mSupply (Misc Labels)

1. In mSupply, open the **Misc Labels** report and select/configure the label format for the item(s) you need (Heading = shelf/item location, Body = item code + item description).
2. Set the **Quantity to print**.
3. Click **Print**, and select the Zebra printer (now installed as a normal Windows printer) as the

destination.

Known issues / Troubleshooting

- **Windows under Parallels on macOS:** printer setup was attempted this way and did not work. Use a native Windows PC/laptop instead.
- **Label misalignment/clipping:** usually caused by the label size not being set correctly (should be 7cm x 3cm) — recheck media settings in the Zebra Setup Utility or driver preferences.
- **Printer not detected via LAN:** confirm the printer and PC are on the same subnet, and that the printer's IP address is correct and reachable (try pinging it from the Windows PC).

Notes

Setting this up (driver install + confirming both USB and network connectivity + correct label size) took a full afternoon during initial testing for Kiribati — this guide is intended to shortcut that for the next setup.

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