



ZebraDesigner FAQs

Frequently Asked Questions

Q: What is ZebraDesigner?

A: ZebraDesigner is Zebra's barcode wristband, label and tag design software. It enables you to easily create professional, industry-standard and compliant labels quickly and easily. It features a Windows®-based interface that is intuitive to use, virtually eliminating training and required technical skills. Pair ZebraDesigner with Zebra's industrial, desktop and mobile printers to quickly design a customized print solution to fit your needs.

Q: Why do I need ZebraDesigner?

A: You need to print labels and tags that look professional and scan every time. And, you need a software solution that allows you to design them and is optimized to work with Zebra printers. Zebra's ZebraDesigner software makes it fast and easy, so you can stay focused on your business. Our intuitive interface virtually eliminates the need for technical training. Start with one of our pre-designed templates or create one from scratch in minutes.

Q: What are the different editions of ZebraDesigner?

A: Zebra offers multiple editions to meet varying label and tag design requirements—from creating labels with basic text to intricate components, such as RFID or fixed or variable data.

- ZebraDesigner Essentials: Zebra's free version includes basic barcode label design features.
- ZebraDesigner Professional: Requires purchase of a one-time activation license key and offers a more robust toolset to create complex label designs such as printing and encoding RFID labels, manipulating or concatenating data or printing data from a database.
- ZebraDesigner for Developers: A free version for developers to design and generate ZPL templates for use in other applications. This edition does not offer printing multiple production labels from within the software.

Q: How do I download ZebraDesigner software?

A: You can easily download the version of ZebraDesigner that best fits your needs right on Zebra's website at: <https://www.zebra.com/zebradesigner>

Q: Which Windows drivers are available, and what do they support?

A: ZebraDesigner 3 editions require use of the ZDesigner Windows drivers. Use ZDesigner driver v5.x for compatibility with EPL and CPCL command languages. Zebra recommends using the ZDesigner driver v10.x and ZPL for Link-OS™ printers.

Q: Can I use this software on multiple systems? What are the license requirements?

A: ZebraDesigner software must be installed on each client computer it will be used on. Any user may use the software on that client computer. A single license is required per installation to enable the Professional edition.

Q: What happens after I download the software?

A: After the download is complete, you will need to install it by running the installation file. To do so, double click the file and click 'YES' in the User Account Control dialog, then follow the on-screen instructions.

Q: What is a license key?

A: A license key for ZebraDesigner Professional 3 is combination of a Customer ID and License Key used to activate the product during or after the 30-day trial period.

Q: I lost my license key. How do I recover it?

A: Zebra strongly recommends each user keep the license key in a secure place. Due to Zebra Software Licensing migrating to the new Thales Sentinel licensing platform, older license numbers starting 3467 for versions 3.2.2.x and prior can no longer be used. To find your license comprising of a Customer ID and License Key associated with version 3.3.x and the Thales Sentinel licensing platform, please contact your reseller.

Q: I just upgraded computers. How do I install my ZebraDesigner software on the new system?

A: Simply download the latest version of the software and install it on your new computer. De-activate the license on your old computer so it can be activated on your new computer. Instructions for activating and de-activating your license can be found in the ZebraDesigner 3 help system.

Q: How can I get support?

A: Visit www.zebra.com/contact to find support in your region.

Q: Can I use my ZebraDesigner version 2 label files in ZebraDesigner version 3?

A: Yes, you can open files created in prior versions in the new version. ZebraDesigner Professional 3 will be installed alongside your existing version 2 install. It will not alter or upgrade your existing installation.

You can open your existing label designs in ZebraDesigner version 3 and then save them within the new version's format. See the 'readme file' for compatibility notes.

Q: Will existing ZebraDesigner Professional 3 users need to update their software by a certain date?

A: In January 2025, Zebra announced an enhancement to the customer experience related to license management, where Zebra Software Licensing is migrating from the existing servers, managed by vendors Revenera and Nalpeiron, to a new licensing server platform, managed by Thales Sentinel. This impacts the ZebraDesigner 3 Professional edition that uses the Nalpeiron license server.

- Zebra intends to stop using the Nalpeiron license server in July 2025.
- From July 2025, licensed copies of ZebraDesigner Professional 3 will continue to work in existing installations.
- From July 2025, existing license numbers beginning 3467 can no longer be activated or de-activated. For customers needing to deactivate the license to move the software, Zebra will issue a free replacement Customer ID and License Key combination for existing license numbers beginning 3467. Customers should contact Zebra via <https://supportcommunity.zebra.com/s/contactsupport> to get their replacement.
- From July 2025, Zebra will no longer be able to reset license numbers beginning 3467. For customers requesting a license reset, Zebra will issue a free replacement Customer ID and License Key combination for existing license numbers beginning 3467. Customers should use the form at <https://supportcommunity.zebra.com/s/license-reset> to get their replacement.



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