
Installing and Updating the Print Gateway

User Guide

Supports BarTender Cloud® and Print Portal in BarTender v11.4 and later

Contents

Overview	3
Print Gateway Architecture	5
Print Gateway Workflows	5
Transaction Management	6
The BarTender Cloud REST API	6
Setting up the Print Gateway	7
Requirements	7
Prerequisites	8
Installing the Print Gateway Service	8
Configuring the Print Gateway Service	9
Adding, Editing, and Deleting Print Servers	11
Reviewing Local Printers	13
Selecting a Printer	15
Security	16
Proxy Settings	16
The BarTender Cloud REST API	16
Performance and Maintenance	17
System Performance	17
Updating the Print Gateway Service	18
Auto-Update	18
Manual Update	19
Communication Properties of the Print Gateway Service	20
Licensing	20
Troubleshooting	21
Uninstalling and Reinstalling the BarTender Print Gateway Service	21
What to Do When Your BarTender Print Gateway Status Is Disconnected	21
One or More of My Printers Does Not Appear in Print Gateway's List of Printers	23
BarTender Indicates That Print Gateway Is Not Installed, But It Has Previously Been Installed	23
Why Are Printers Not Available to the BarTender Cloud REST API?	26
Related Documentation	27

Overview

The BarTender Print Gateway service is a Windows-based service designed by Seagull Software. The Print Gateway exposes local resources to enable cloud printing. Without the Print Gateway, the BarTender Cloud knows nothing about the client machine, not even the existence of the printer.

After installing this service on a Windows device, BarTender Cloud can automatically detect installed client printers and, if you are using one of the nearly 10,000 Drivers by Seagull™, take advantage of any specific printer capabilities. This service connects BarTender Cloud to the local printers on your computer and to the printers shared by other users within your account. Then, when BarTender Cloud processes a print job, the service sends print data to your printers over the internet.

If you use manual updating, the first time you print a document, you are prompted to install the Print Gateway service. After the service is installed, you can send print jobs to the client printer or any other shared printers on Print Portal.



The BarTender Print Gateway was specifically designed for use with BarTender Cloud; however, the service is also meant to replace the Client Print service currently used in conjunction with BarTender Print Portal, which means Print Portal will work in conjunction with Print Gateway going forward and the Client Print service will be deprecated.

The Print Portal does not require a server-side printer driver to be installed. When a printer is connected to the client device but the Print Portal server does not have a driver installed for that printer, the server can still stream a printable file to the client printer without using the driver. However, the local printer on the client device *must* have a driver installed.

Installing the Print Gateway service is optional, but if it is not installed, BarTender Cloud cannot find your printers. You can still generate PDF files and send those to your printers manually, but your optimized print code generation, printer settings, and native device features and functionality (such as RFID encoding) will not be used.



Some limitations currently exist with the printers that the BarTender Print Gateway service can support. The Print Gateway service currently does not support the following:

- Printers that require bi-directional communication commonly used with CIJ (Continuous Ink Jet) printers and also some card printers.
- Printing TrueType or custom fonts that are downloaded to and stored directly on printers.

The BarTender Print Gateway is currently supported on Windows 10 and 11 only. It is not supported on Macintosh computers with an ARM processor. At this time, there are no iOS or Linux desktop versions available.

Print Gateway Architecture

The BarTender Print Gateway service detects your locally installed printers and makes those printers available to BarTender Cloud. The service also receives print jobs from the BarTender Cloud Print Engine and sends those jobs to locally installed printers. The transfer of print jobs is uni-directional. For successful communication, the Print Gateway service requires a Print Gateway Token for authentication.



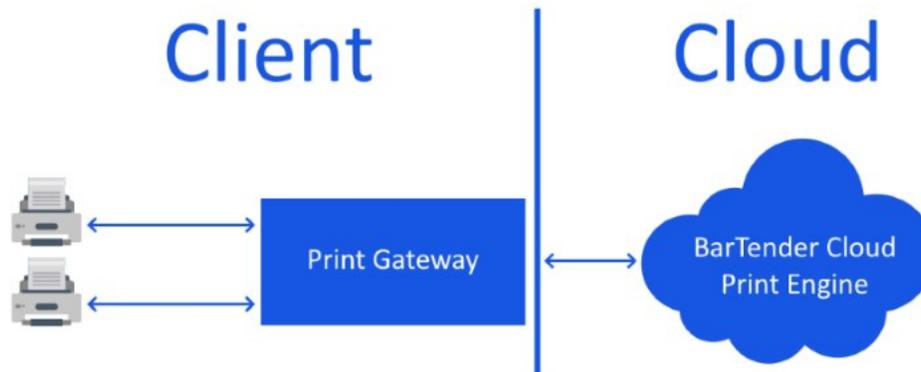
When you install the Print Gateway service, the Print Gateway Token is automatically created. This token enables you to send and receive information through the Print Gateway. BarTender Cloud automatically refreshes the token when needed so you do not have to refresh it manually.

By default, the Print Gateway service can only direct print jobs to the printers installed on the same client-side computer. This makes it easy to print to the server's printers from anywhere, but if a new printer needs to be used from BarTender Cloud or Print Portal, it must be installed on the client-side computer first.

Neither BarTender Cloud nor the Print Portal server need to have printer drivers installed and provisioned on the server side. Instead they connect to the BarTender Print Gateway service on the client-side computer to stream print data directly to the locally installed printer.

Print Gateway Workflows

The following diagram illustrates the Print workflow for BarTender Cloud and Print Portal.



Printer: The Printer provides the ability to print documents.

Print Gateway: This is a client-side service for BarTender Cloud and Print Portal. This service exposes printers on the local computer to BarTender Cloud and Print Portal. These printers can be shared with other users in your tenant or Print Portal web server.

BarTender Cloud Print Engine: The BarTender Cloud Print Engine directs print jobs from BarTender Cloud or Print Portal to the client-side printers. The Print Engine relies on the Print Gateway service to forward the print job to the client-side printers.



Communication between the BarTender Cloud Print Engine and the Print Gateway always uses port 5952 and requires that the port be available. The service uses this port for same-machine communication with the local browser (i.e., the BarTender Cloud front end). The Print Gateway service only uses port 5952 to communicate within the localhost and does not create any other holes in the firewall.

Transaction Management

The BarTender Cloud Print Engine cannot communicate directly with the printers on a client-side machine. The Print Engine receives print-job requests from BarTender Cloud then sends all the print-related information pertaining to a request to the Print Gateway.



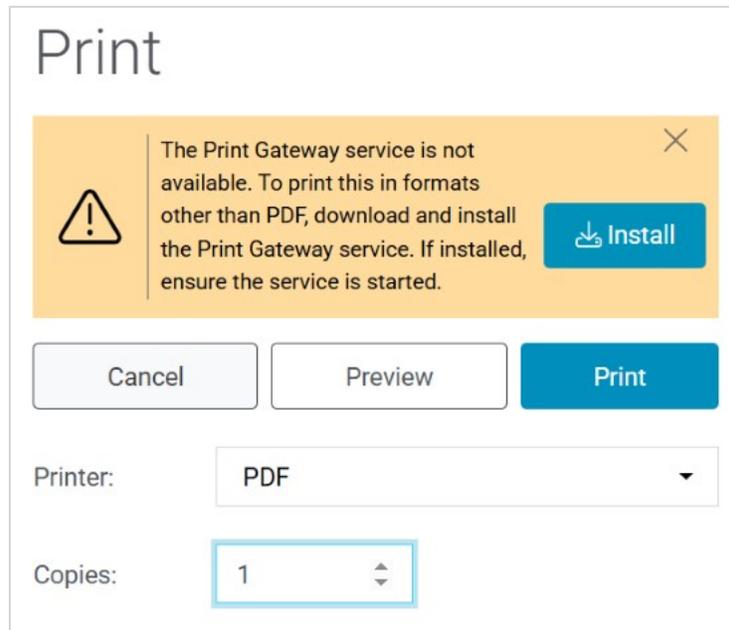
If the Print Gateway is offline, the BarTender Cloud Print Engine retains the jobs until there is evidence that the Print Gateway has printed them.

The BarTender Cloud REST API

You can use the BarTender Cloud REST API to access BarTender Cloud to stream print jobs to the printer via the Print Gateway service or Print Portal web server. A Print Gateway Token and an Application Token are required to access the Print Gateway service using the BarTender Cloud REST API.

Setting up the Print Gateway

If the BarTender Print Gateway is not yet installed on your local computer, you can add the service by clicking the Install button in the notification banner above the print controls on the BarTender Cloud Print page.



The screenshot shows a 'Print' dialog box. At the top, there is a notification banner with a warning icon and the text: 'The Print Gateway service is not available. To print this in formats other than PDF, download and install the Print Gateway service. If installed, ensure the service is started.' A blue 'Install' button with a download icon is located in the banner. Below the banner are three buttons: 'Cancel', 'Preview', and 'Print'. Underneath these buttons, there is a 'Printer:' dropdown menu currently set to 'PDF'. Below that is a 'Copies:' spinner control set to '1'.



When using BarTender on-prem, if the latest Print Portal is not yet installed on your local computer, you will receive the same install message.

Without the Print Gateway service installed, only the PDF printer is available. When the Print Gateway service is installed, it is able to detect local printers on that system and make them available to BarTender Cloud.

Requirements

- You must have administrator privileges to install Print Gateway. If you do not, please contact your administrator.
- The Print Gateway service requires access to the directory `C:\ProgramData\Seagull\clientPrint` to function correctly.
- The Windows user account under which the service runs must have the following permissions:
 - **Read:** Ability to access existing files.
 - **Write:** Ability to create new files as needed.
 - **Modify:** Ability to update or remove files during print-job processing.

Prerequisites

- The BarTender Print Gateway service is a Windows-based service and can only be installed on a system running Windows 10 or Windows 11.
- To be able to install the Print Gateway service, port 5952 must not be blocked by your firewall.
- The BarTender Print Gateway is used by both BarTender Cloud and Print Portal. For on-prem users, it requires that BarTender v11.4 or later also be installed.

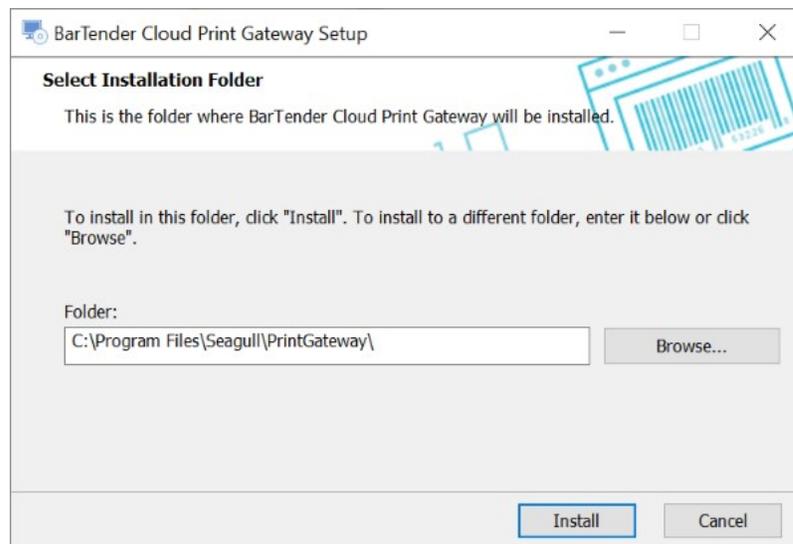
Installing the Print Gateway Service

To install the Print Gateway service

1. Open the Print page.

You can reach the Print page from the Print Console, Librarian, or Designer.

2. On the Print page, click the **Install** button in the banner notification to download the installer.
3. Once the installer is downloaded (usually to the Downloads folder), double-click it.
4. In the User Access Control dialog, click **Yes**. The BarTender Cloud Print Gateway Setup assistant starts.
5. Follow the steps in the assistant to select the folder where you want to install the service.



Once the BarTender Print Gateway service has been installed, the system automatically opens the BarTender Print Gateway Settings page.



Since the BarTender Print Gateway service and the BarTender Client Print service use the same local port for communication, and because each port can only support a single application, installing the BarTender Print Gateway removes the BarTender Client Print service from your system.

However, both the on-premises version of BarTender and BarTender Cloud are compatible with the Print Gateway service, so this change will not affect your ability to print.

Configuring the Print Gateway Service

Use the BarTender Print Gateway Settings page to monitor print servers and local printers. The BarTender Print Gateway Settings page is opened automatically when you first install the Print Gateway service. However, there are two ways to access the BarTender Print Gateway Settings page after the initial installation:

- Point your browser to <http://localhost:5952/settings>.
- On the Print page, click **Configure** under the **Printer** dropdown.

Print

Cancel Preview Print

Printer: PDF

The Print Gateway service is running. [Configure](#)

Copies: 1



You should never try to configure the Print Gateway settings without first checking with Technical Support.

Print Servers

When the Print Gateway is installed, the default print server is added and configured automatically. BarTender Cloud users should not have to make any manual adjustments to the print server. This feature is intended for advanced users, or for users working with Technical Support, or for those using BarTender on-prem. **Seagull recommends BarTender Cloud users *not* try to manually add, edit, or delete print servers.**

● BarTender Cloud Print Controller  

- **<Print server name>**: Displays the name of the currently connected web print server, along with the connection status, edit link, and delete button.
 - ● : Indicates that the server is connected to the client.
 - ● : Indicates that the client is trying to connect to the server.
 - ● : Indicates that the server is disconnected from the client.
 -  : Opens the Edit Print Server dialog, where you can modify the print server name and URL. *Seagull does not recommend editing print servers.*
 -  : Deletes the connected print server. *Seagull does not recommend deleting print servers.*

Local Printers

This section of the BarTender Print Gateway Settings page displays the print server connection status and the local printers that can be shared with the selected print server.

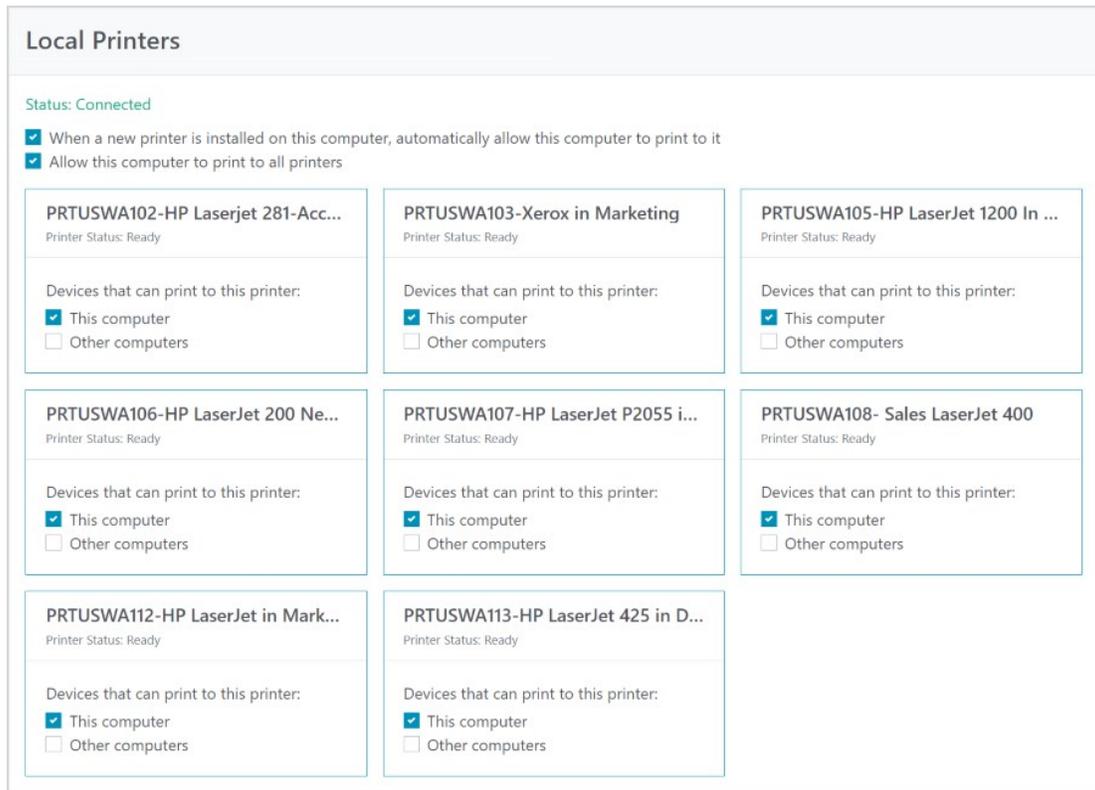
Local Printers

To configure these printers for use with BarTender Cloud, use the Printers page in the Manage Cloud Account view of BarTender Cloud or contact your administrator for assistance.

Status: Connected

PRTUSWA102-HP LaserJet 281... Printer Status: Ready	PRTUSWA103-Xerox in Marke... Printer Status: Ready	PRTUSWA105-HP LaserJet 120... Printer Status: Ready
PRTUSWA106-HP LaserJet 20... Printer Status: Ready	PRTUSWA107-HP LaserJet P2... Printer Status: Ready	PRTUSWA108- Sales LaserJet ... Printer Status: Ready
PRTUSWA112-HP LaserJet in ... Printer Status: Ready	PRTUSWA113-HP LaserJet 425... Printer Status: Ready	

If you are using BarTender on-prem, this page is somewhat different.



Adding, Editing, and Deleting Print Servers

The features for adding, editing, and deleting print servers on the BarTender Print Gateway Settings page are primarily intended for Technical Support and BarTender on-prem users, and **not** for BarTender Cloud users. When the Print Gateway service is installed, the BarTender Cloud print server is configured automatically. **Seagull recommends BarTender Cloud users not try to manually add, edit, or delete print servers.**

Adding Print Servers

By default, the Print Gateway service installs and configures your default print server at the time the Print Gateway is installed. Seagull recommends not adding any print servers.

[Add Print Server](#)

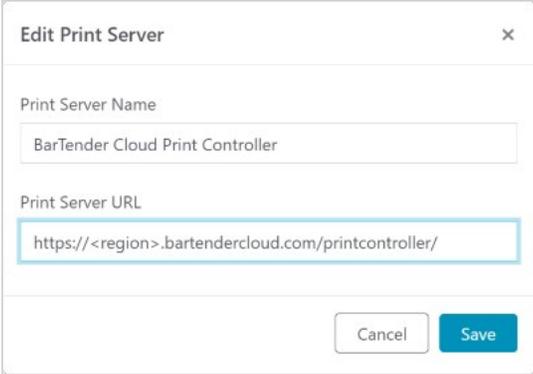
The Add Print Server link is primarily used by support; however, if you use BarTender on-prem, you may need to do the following:

1. Click **Add Print Server**. (*Seagull does not recommend adding print servers for BarTender Cloud*)
2. Enter the name of the print server that you want to add.
3. Enter the URL of the print server that you want to add.

4. Do one of the following:
 - To add the new print server, click **Add**.
 - To cancel the operation, click **Cancel**.

Editing Print Servers

By default, the Print Gateway service installs and configures your default print server at the time the Print Gateway is installed. Seagull recommends not making any changes to the default BarTender Cloud print server.



The screenshot shows a dialog box titled "Edit Print Server" with a close button (X) in the top right corner. Below the title bar, there are two text input fields. The first field is labeled "Print Server Name" and contains the text "BarTender Cloud Print Controller". The second field is labeled "Print Server URL" and contains the text "https://<region>.bartendercloud.com/printcontroller/". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

Editing a print server is done primarily by by support; however, if you use BarTender on-prem, you may need to do the following:

1. Click .
2. In the Print Server Name field, enter a new name for the print server.
3. For on-prem users, enter the URL to specify where the print server is located in the Print Server URL field. *It is not necessary for BarTender Cloud users to interact with this field, but is required for BarTender on-prem users.*
4. Do one of the following:
 - To add the new print server, click **Add**.
 - To cancel the operation, click **Cancel**.

Deleting Print Servers

Seagull recommends not removing the default BarTender Cloud print server.

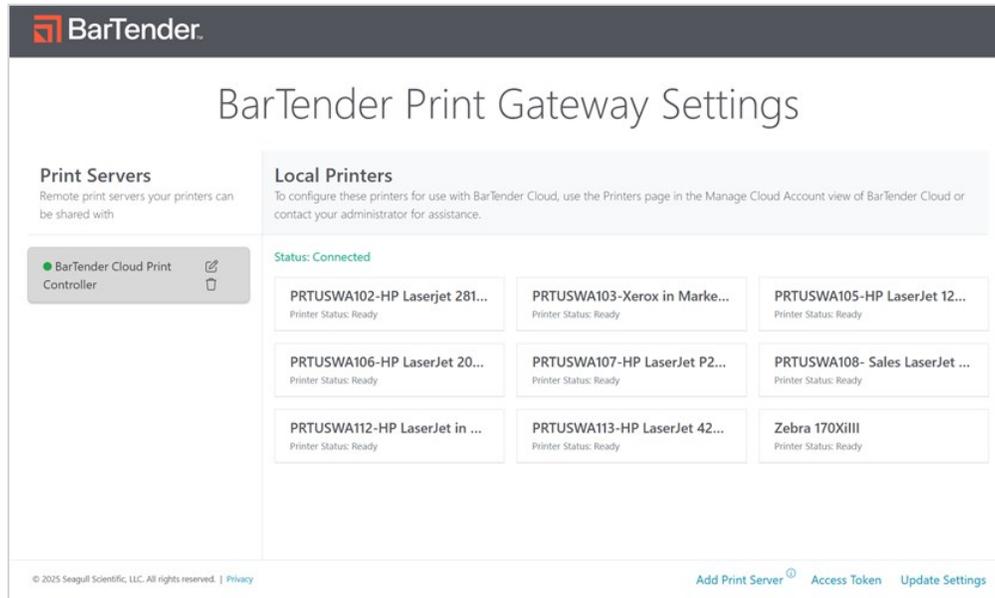
1. Click  next to the print server's name.
2. Confirm that you want to delete the server.



If you delete a print server **and have not stopped and restarted the Print Gateway service**, you can restore your print server settings by selecting a document and going to the **Print** dialog.

Reviewing Local Printers

Use the BarTender Print Gateway Settings page to review the settings for local printers.



The screenshot displays the BarTender Print Gateway Settings interface. On the left, the 'Print Servers' section shows 'BarTender Cloud Print Controller' as the active server. The main area is titled 'Local Printers' and shows a grid of printer cards. Each card displays the printer name and 'Printer Status: Ready'. The printers listed are:

Printer Name	Printer Status
PRTUSWA102-HP LaserJet 281...	Ready
PRTUSWA103-Xerox in Marke...	Ready
PRTUSWA105-HP LaserJet 12...	Ready
PRTUSWA106-HP LaserJet 20...	Ready
PRTUSWA107-HP LaserJet P2...	Ready
PRTUSWA108-Sales LaserJet ...	Ready
PRTUSWA112-HP LaserJet in ...	Ready
PRTUSWA113-HP LaserJet 42...	Ready
Zebra 170XIII	Ready

At the bottom of the page, there are links for 'Add Print Server', 'Access Token', and 'Update Settings'.

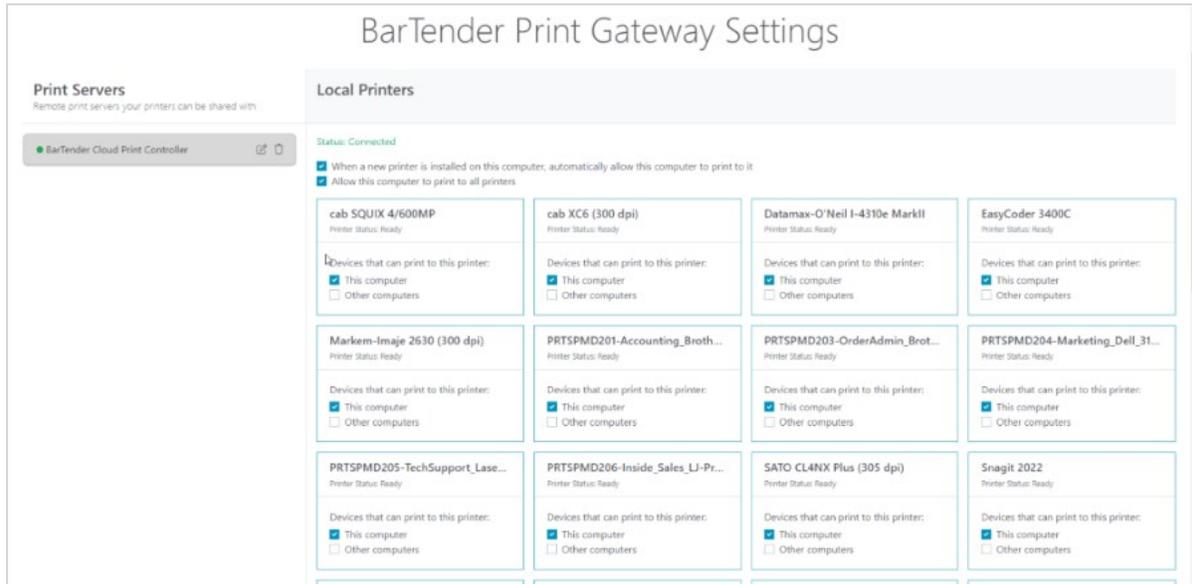
For BarTender Cloud users, the Local Printers section of the BarTender Print Gateway Settings page displays all locally available printers. Each printer is represented within a rectangle containing name and status information.

- **Printer Status:** Displays the current status of the printer.



For BarTender Cloud, printer settings are controlled from the Print Settings page in the Settings section of the Administration menu.

For BarTender on-prem users, the Local Printers section of the BarTender Print Gateway Settings page also displays locally available printers, but enables you to control some settings.



- **When a new printer is installed on this computer, automatically allow this computer to print to it:** Specifies that newly added printers are automatically shared so that the client computer can print to them.
- **Allow this computer to print to all printers:** Specifies that the client computer can print to all installed local printers.

For each printer that is listed, the following options are available under **Devices that can print to this printer:**

- **This computer:** Specifies that the client computer can print to the printer.
- **Other computers:** Specifies that other computers in the network can print to the printer.



When any of the printers in the Local Printers section has **This computer** cleared, the **Allow this computer to print to all printers** checkbox is automatically cleared as well.

Selecting a Printer

In the **Printer** dropdown, you can view your connected printers and select the printer that you want to use. You can also control the number of copies of the document you want to print.



The screenshot shows a 'Print' dialog box with the following elements:

- Buttons: 'Cancel', 'Preview', and 'Print'.
- Printer selection: A dropdown menu currently showing 'PDF'. Below the dropdown, a red-bordered box contains the text 'The Print Gateway service is running.' followed by a 'Configure' link.
- Copies: A text input field containing the number '1'.

After the Print Gateway service is installed, a message appears on the Print page below the **Printer** dropdown indicating that the service is running. If the status field indicates that the Print Gateway service is not running, see "What to Do When Your BarTender Print Gateway Status Is Disconnected" in the [Troubleshooting](#) section of this document.

Security

By default the BarTender Print Gateway service uses a local system account. This provides the permissions necessary for the Print Gateway service to access locally installed printers on your system. These permissions are not used for controlling access for individual users, but instead are permissions the components require to work effectively. You can use a different account for security if you choose, but Seagull Software does not recommend doing so as it could cause unexpected issues, such as making some printers inaccessible.

Proxy Settings

If you encounter issues where you are unable to access TCP port 5952, please contact Technical Support about setting up a proxy.



Before contacting Support, you should make sure the firewall isn't blocking port 5952. For information on checking the firewall, see the Firewall and Antivirus section of the "What to Do When Your BarTender Print Gateway Status Is Disconnected" topic in the [Troubleshooting](#) section of this document.

The BarTender Cloud REST API

In cases where you might install the Print Gateway on a print server for use with the REST API, you use a user access token to establish a connection to the cloud. A user access token is a security token that allows the BarTender Print Gateway to authenticate with the BarTender Cloud Print Engine and receive print jobs. With the user access token, you can remote into the server and manually configure the connection and the printers.



You can find your user access token in BarTender Cloud in the Test Credentials section of the BarTender Cloud API page, accessed from the the **API Keys** link on the Administration menu.

Access to the BarTender Cloud REST API is included with the Automation subscription plan. For more information on the BarTender Cloud REST API, refer to [Using the BarTender Cloud REST API](#) in the BarTender Cloud Help System.

Performance and Maintenance

System Performance

System performance depends on the hardware, memory, operating system, and printer drivers installed and on how often print jobs are sent to printers. If all or most printers are sending print jobs at the same time, performance will be impacted. To get the best performance possible, Seagull Software recommends using the following.

Hardware Recommendations

In addition to BarTender's general technical specifications, it is best to use at least the following hardware specifications:

- 8GB of RAM at minimum (16GB is recommended for Highly Available deployment)
- Quad Core CPU minimum
- 1Gbps or 10Gbps network cards

For more information on BarTender's general technical specifications, see [BarTender Technical Specifications and System Requirements](#) on the Seagull Software website.

Software Recommendation

- Make sure that all printer drivers are up to date. If you use Drivers by Seagull you can check [here](#) for the latest versions.

Printers and Print Servers (Print Portal)

Generally speaking installing the printer drivers locally on the same server that BarTender is installed on offers the best performance. Print jobs will be spooled and rendered locally and go directly from the server to the printer. It also reduces overall network traffic for network based printers.

The advantage of a separate print server is that it enables you to centrally manage printers on the network across multiple computers or systems. However, by using a print server, print jobs require more time which causes increased network traffic. In turn, large print job traffic could potentially cause congestion and impact other communication on the network. For best results on a print server:

- Disable bi-directional communication on the print server using the Devices/Printers > Driver Properties > Ports tab for the particular printer.



When bi-directional communication is disabled, the ability to share driver settings between the print server and the client is lost.

- Disable the option **Render print jobs on client computers** on the print server in the **Printer Properties Sharing** tab for the particular printer.
- Install local printer drivers on the client and connect it to a shared printer on the print server.

Another issue that can affect printer performance is buffering. The buffer size determines how much data is stored in the printer's memory before it is sent to the print head. A larger buffer size can help ensure that the printer does not run out of memory when printing large jobs, but it can also slow down the printing process. The buffer count determines the number of jobs the printer can hold in its memory at one time. A higher buffer count can help manage multiple jobs that need to be printed at the same time, but it can also cause the printer to be slower than normal. Buffer size and count are determined by the printer being used.

Updating the Print Gateway Service

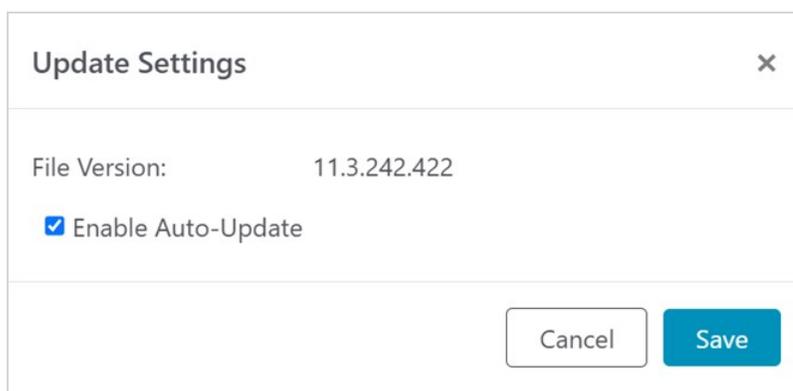
Auto-Update

After the Print Gateway service has been initially installed, updates to the service can be installed automatically. Periodically, the Print Gateways service checks for a new version of the software and, if it finds it, installs the updated file in the background.

If you want to install the updates automatically:

1. Go to the Print Gateway Settings page by pointing your browser to <http://localhost:5952/settings>. Alternatively, you can go to the Print page and click **Configure** under the **Printer** dropdown.
2. At the bottom of the page, click **Update Settings**.
3. In the Update Settings dialog, select the Enable Auto-Update checkbox to turn on Auto-Update.

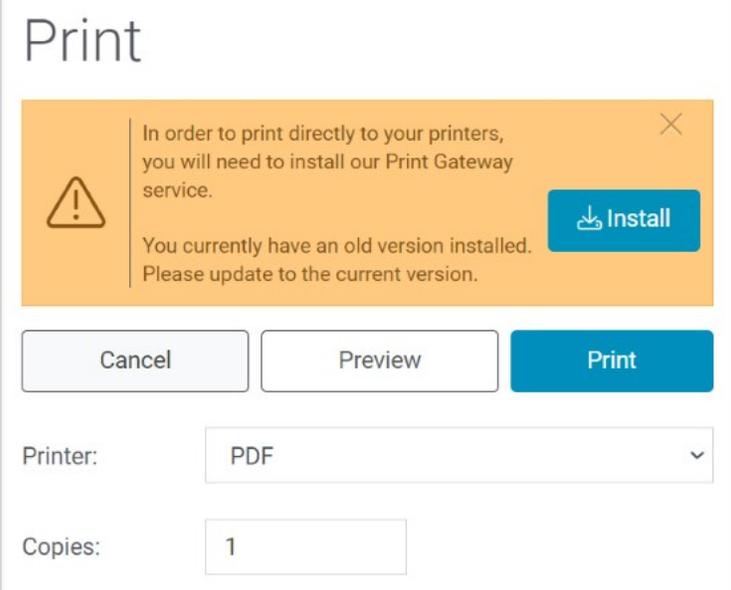
The File Version at the top of the dialog displays the currently installed version of Print Gateway.



4. Click **Save**.

Manual Update

There is no regular schedule for updating the BarTender Print Gateway service. Each time you visit the Print Console, BarTender checks to see if the Print Gateway is installed. When a new version of the Print Gateway service is released, you will receive a notification on the Print page that you need to update the service.



The screenshot shows a window titled "Print". At the top, there is a yellow notification banner with a warning icon (a triangle with an exclamation mark) on the left and a close button (an 'X') on the right. The text in the banner reads: "In order to print directly to your printers, you will need to install our Print Gateway service." Below this, it says: "You currently have an old version installed. Please update to the current version." To the right of the text is a blue button with a download icon and the word "Install". Below the notification banner are three buttons: "Cancel", "Preview", and "Print". The "Print" button is highlighted in blue. Below the buttons, there is a "Printer:" label followed by a dropdown menu showing "PDF". Below that is a "Copies:" label followed by a text input field containing the number "1".

Click the **Install** button to download the new Print Gateway installer, then follow the steps for "Installing the Print Gateway Service" in the [Setting up the Print Gateway](#) chapter of this document.

Communication Properties of the Print Gateway Service

These properties relate to the firewall settings of the computer on which the Print Gateway service runs, as well as to the firewall of the network itself. Note that these IPs are static.

Source	Destination	Destination	Traffic Type	Traffic Type	Ingress/Egress
IP/Network address/hostname	IP/Network address	Port	(UDP/TCP)	Service	egress
0.0.0.0/0	am1.bartendercloud.com 35.86.36.155, 35.85.233.18, 44.236.114.0	443	TCP	Portal/API	egress
0.0.0.0/0	ap1.bartendercloud.com 3.1.82.57, 54.251.141.10, 13.213.247.249	443	TCP	Portal/API	egress
0.0.0.0/0	eu1.bartendercloud.com 18.159.57.135, 3.125.59.224, 52.29.55.158	443	TCP	Portal/API	egress
local network	local system	5952	TCP	printer discovery	local system for print gateway

Licensing

Each time a print job is sent to a printer, the BarTender Licensing Service is also contacted. To maximize performance, the print job is normally initiated without waiting for any communication from BarTender Licensing Service. The license server updates its list of the total number of printers used and printers available. If the new total of used printers exceeds the allowable limit, then BarTender Licensing Service enters into a grace period.

The 30-day grace period is automatically initiated any time you use more printers than your printer license count allows. The main console screen of the BarTender Licensing Service will display a message that you have 30 days to correct the problem. In addition, if the Alert Setup option has been properly configured (which is strongly recommended), an email message will be sent out notifying an IT manager or other target of the license violation. Follow up emails will be sent once per day until the issue is resolved.



This licensing information pertains to Print Portal only and is not applicable to BarTender Cloud.

Troubleshooting

If you are having issues with the Print Gateway, check the log files for any error messages. The log files are located in C:\Program Files\Seagull\PrintGateway\Logs.

Uninstalling and Reinstalling the BarTender Print Gateway Service

Sometimes when working with Support you will need to uninstall Print Gateway and then reinstall to have a clean environment to work in.



You must have administrator privileges to install Print Gateway. If you do not, please contact your administrator.

To uninstall the service:

1. Open the **Settings** page and select **Apps**.
2. In Apps & Features, select **BarTender Cloud Print Gateway** from the list on the right.
3. Click **Uninstall**.

Alternatively, you can:

1. Open the **Control Panel** and select **Programs and Features**.
2. Select **BarTender Cloud Print Gateway** from the list on the right.
3. Right-click and choose **Uninstall**.

To reinstall the service:

- See the "Installing the Print Gateway Service" topic in the [Setting up the Print Gateway](#) section of this document.

What to Do When Your BarTender Print Gateway Status Is Disconnected

Symptoms

You cannot print and the BarTender Gateway is out of service, or the service status shows as Disconnected.

Environment

BarTender Cloud

Solutions

There are several potential solutions to help resolve your issue.

Restart the BarTender Print Gateway Service

First, try to restart the BarTender Print Gateway service.

1. In Windows 10 and 11, select the Search icon on the taskbar.
2. In Windows 10, type Services in the Search bar at the bottom-left of your screen.
In Windows 11, type Services in the Search bar at the top of the Search dialog.
3. Click Services to access the Services menu.



4. Find the BarTender Print Gateway Service from the list on the right and click it.
5. Click Restart at the top-left.



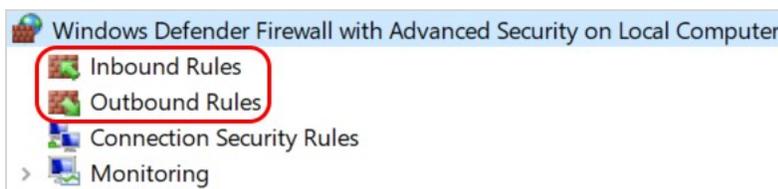
6. Alternatively, you can click Stop and then Start to restart the service after selecting it. This can also be done in the Properties dialog (accessed by double-clicking the name of the service) or from the More Actions list in the Actions panel.

Firewall and Antivirus

Allow the BarTender Print Gateway Service Through Your Firewall

The BarTender Print Gateway uses port 5952 to communicate with BarTender Cloud in your local browser. Check that Windows Defender Firewall isn't blocking this port.

1. Open the **Control Panel** and select **Windows Defender Firewall**.
2. Click **Advanced Settings** on the left side of the dialog. This opens the Windows Defender Firewall with Advanced Security dialog.
3. Make sure that port 5952 isn't blocked by any of the Inbound or Outbound rules.



Disable Your Antivirus Program

- Temporarily disable whichever antivirus program you are using, if you have one.

If the BarTender Print Gateway Service reconnects and you can print again, you may need to create an exception for the service in your program.

Uninstall and Reinstall the Print Gateway Service

For instructions on how to uninstall and reinstall Print Gateway, see "Uninstalling and Reinstalling the BarTender Print Gateway Service" at the start of this section of the document.

One or More of My Printers Does Not Appear in Print Gateway's List of Printers

Environment

BarTender Cloud

Solution

Usually, when this happens it is because the printer driver is not communicating with the Print Gateway service.

The first step is checking that the printer is actually installed locally.

- From the Windows taskbar, select Start > Settings > Devices > Printers & Scanners. All printers listed there, except the default Adobe and Microsoft printers, should be available through BarTender Print Gateway.

If the printer is displayed in Printers & Scanners but not in the Print Gateway service, then some disruption of communication has occurred between the printer driver and the Print Gateway service. When the Print Gateway service is installed it requires some information from each printer on the server. If it does not receive that information from a printer driver (either because the driver is bad or some corruption in communication has happened) the Print Gateway won't be able to print to that printer.

- You can try to reinstall the printer driver and see if that fixes the communication issue (optional), or
- Contact [BarTender Support](#)

BarTender Indicates That Print Gateway Is Not Installed, But It Has Previously Been Installed

Environment

BarTender Cloud

Solutions

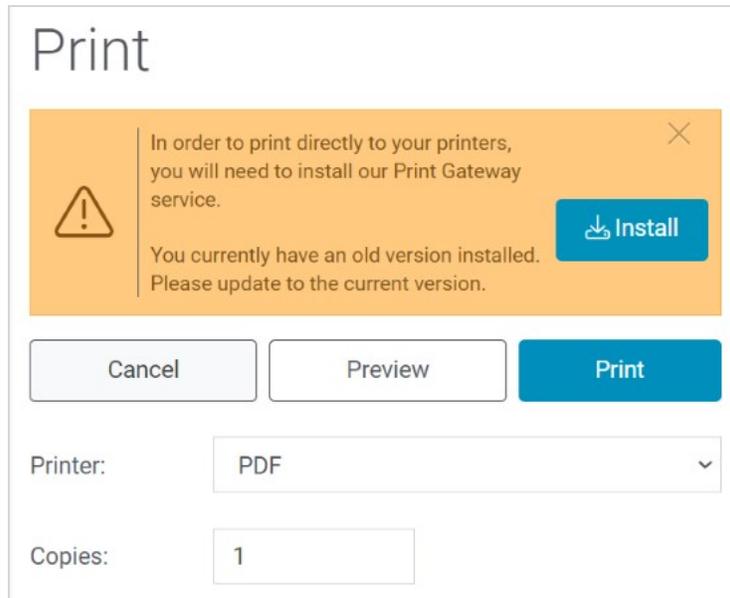
There are several solutions to this problem.

Auto-Update Turned Off

The first thing you should check is whether the auto-update feature for Print Gateway is turned on. If it isn't, turn it on. Refer to "Updating the Print Gateway Service: Auto-Update" in the [Performance and Maintenance](#) chapter of this document for more information.

Previous Version Installed

If you received this notification on the **Print** page indicating that BarTender Gateway needs to be reinstalled,

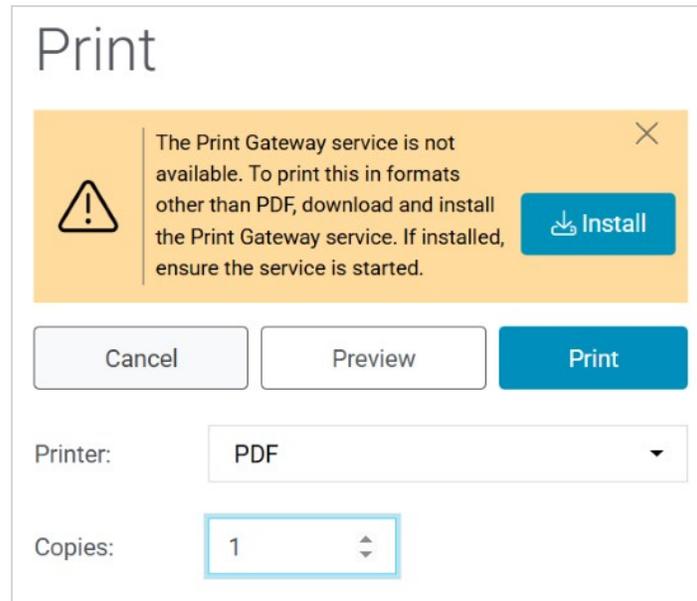


it means that an updated version of Print Gateway is available and should be installed. You are still able to print using the older version of Print Gateway until you install the updated version.

Follow the instructions for "Updating the Print Gateway Service: Manual Update" in the [Performance and Maintenance](#) chapter of this document.

Unable to Connect to Print Gateway

If you receive this notification on the **Print** page indicating that BarTender Gateway needs to be installed,



it means either that BarTender has lost communication with the Print Gateway, or that the Print Gateway is not installed. You are not able to print.

Check That the Print Gateway Service Is Running

1. In Windows 10 and 11, select the Search icon on the taskbar.
2. In Windows 10, type Services in the Search bar at the bottom-left of your screen.
In Windows 11, type Services in the Search bar at the top of the Search dialog.
3. Click Services to access the Services menu.



4. Find the **BarTender Print Gateway Service** from the list of services, right-click it, and choose **Properties** from the menu.
5. In the **BarTender Print Gateway Service Properties** dialog, check that the **Service Status** field displays "Running."
6. If the service is not running, click **Start** to restart the service.

When you return to the **Print** page, the notification to install the Print Gateway should be gone.

7. If the service is running, try stopping (click **Stop**) and restarting (click **Start**) the service.

When you return to the **Print** page, the notification to install the Print Gateway should be gone.

8. If the notification persists, you may need to uninstall and reinstall the Print Gateway.

For instructions on how to uninstall and reinstall Print Gateway, refer to "Uninstalling and Reinstalling the BarTender Print Gateway Service" at the start of this chapter of the document.

Why Are Printers Not Available to the BarTender Cloud REST API?

Symptoms

Local printers are unavailable to the REST API.

Ping the Print Gateway

You can check if the local Print Gateway is working by calling:

- <http://localhost:5952/client/getid>

If you receive a response, the local Print Gateway is working correctly.



This only returns the ID if you make the call locally. You will not get a response if you make this call from a remote app to a remote Print Gateway, even if that Print Gateway is functioning properly.

Related Documentation

Technical Documents

To view and download technical documents, visit:

<https://www.bartendersoftware.com/resources/library>

User Guides

- [Getting Started with BarTender](#)
- [Getting Started with BarTender Cloud](#)

BarTender Help System

- [Getting Started with BarTender Cloud](#)
- [Using the BarTender Cloud REST API](#)

Other Resources

Please visit the BarTender website at <https://www.bartendersoftware.com>.

- [BarTender® Technical Specifications and System Requirements \(WEB\)](#)
- [Printer Drivers \(WEB\)](#)
- [BarTender Cloud Support Portal \(WEB\)](#)

bartendersoftware.com

© 2025 Seagull Software, LLC. BarTender, IntelligentTemplates, Drivers by Seagull, the BarTender logo, and the Drivers by Seagull logo are trademarks or registered trademarks of Seagull Software, LLC. All other trademarks are the property of their respective owners.