

Technical Document English

# **Printer Maestro**

### TRUE ENTERPRISE PRINT MANAGEMENT FOR WINDOWS

SUPPORTS: BARTENDER® 2019 AND LATER VERSIONS



# Contents

Overview	. 3
Printer Maestro Service	. 4
Managing the Printer Maestro Service	. 4
Using Printer Maestro	6
Printers Pane	6
Configuring Multiple Printers at One Time	. 7
Information Pane	7
Computers Pane	8
Operating Within Windows Security Settings	. 9
Active Jobs Pane	. 9
Recent Jobs Pane	10
Events Pane	11
Inventory Pane	11
Printer Media Usage and Parts Inventory Tracking	13
Setting Up Event Alerts	15
Related Documentation	16

## **Overview**

Printer Maestro provides a convenient way for you to monitor the printers and print jobs on your network and to track your printing-related inventory items, such as toner, labels, print heads and memory. You can configure Printer Maestro to send you notifications via email, instant message or text message for a variety of events, including printer errors or warnings and inventory use thresholds.

Printer Maestro can use an existing Microsoft SQL Server server to store its data, or you can configure it to use a distributed database that requires no additional software.

bar lender Printer Maestro	0							_		^
🛃 Computer 🔹 🍓 Printer 🔹	🗐 Job -	Inventory •	P Vie	w 🝷 🚟 Adm	ninister 🝷 🔏 Too	ls 🕶 🌘	🕗 Help 🔻			
Printers					<b>4</b> (	×	Information			Ψ×
Name 🔺	Port	Status	Job	s Item Us	age Meter		3 6 8 9 9 9	9		
							- Job			
Computer: DESKTOP-S1C0	GTT						Name	GM_1	724A.btw	1
Microsoft Print to PDF	PORTP	Ready	0				ID	2		
Microsoft XPS Document	PORTP	Ready	0				Pages	1/1		
Warehouse Printer	COM1:	Ready	0				Size	43.1	KB	
- Herenbuser Hinter	com	neuroj					Data Type	RAW		
							Print Processor	winpr	nt	
							Status			
							Status	Sent		
							Submitted	1/5/2	022 4:54	08 PM
							Errors	0		
							Warnings	0		
							Schedule	No tin	ne restrictio	on
Recent Jobs					<b>4</b> (	X	Priority	1		
O Cancelled = 1 Sent	J 0 Sent	(Printing Verified)					🖃 User			
							Owner	1vm_	bstork	
Name Status	Pa	ges Finished 🔻		Computer	Printer		Client	DESK	CTOP-S1C	OGTT
GM_1724A.btw Sent	1	1/5/2022 4:54	1:10	DESKTOP	Warehouse Prin	ter	Notify	1vm_	bstork	
							Printer			
							Printer	Ware	house Prin	iter
							Status	Read	у	
							Computer	DESK	TOP-S1C	OGTT
A Computers   E Active In	he Re	cent lobs 🔲 Even	nte 🔽	Inventory			Location	Baser	nent	

Printer Maestro is supported by the Enterprise edition of BarTender.

## **Printer Maestro Service**

The Printer Maestro Service is a Windows service that is installed automatically when BarTender is installed. The Printer Maestro Service monitors the printers on your network, collecting information about printer status, print jobs, and printer-related inventory items. It reports this information to any installed copies of the Printer Maestro application that are running on the network.

A service is a program that runs invisibly in the background on a computer at all times, even when no one is logged on. Services can perform many different kinds of functions and are often used to add low-level communication and data access capabilities to one or more programs.

#### Managing the Printer Maestro Service

It is seldom necessary to manage the Printer Maestro Service, and any management is typically done by a system administrator or other IT personnel. However, when it is necessary, you can use the **Windows Services** page in Administration Console to start, stop or restart the Printer Maestro Service.

Windows Services				
BarTender Integration Service Enables execution and management of BarTender integrations.	Running	► Start	Stop	O Restart
BarTender Print Scheduler Manages BarTender print engines for optimized high-volume printing.	Running	▶ Start	Stop	<b>O</b> Restart
BarTender System Service Manages database logging and reprint services for BarTender applications.	Running	▶ Start	E Stop	O Restart
Windows Print Spooler Enables applications to print using Windows printer drivers.	Running	► Start	E Stop	<b>O</b> Restart
Printer Maestro Monitors local printer status and enables network printer management.	Running	> Start	Stop	O Restart
BarTender Licensing Service Manages BarTender licenses on the network.	Running	▶ Start	E Stop	O Restart

When you need to configure other service management settings for the Printer Maestro service, you can do so by using the Services tool in Windows.

To do this, run the Services tool in Windows, right-click the Printer Maestro service, and then click **Properties** to open the **Printer Maestro Properties** dialog.

aeneral	Log On	Recovery	Dependencies	
Service	name:	Maestro		
Display	name:	Printer Mae	estro	
Descrip	tion:	Monitors lo printer mar	ocal printer status and enables network nagement.	< >
Path to "C:\Pro	executabl gram Files	e: \Seagull\Ba	arTender 2022\Maestro.Service.exe"	
Startup	type:	Automatic	•	~
Service	status:	Running		12
	Start	Stop	p Pause Resum	е
-	n specify t	he start para	ameters that apply when you start the ser	vice
You car from he	re.			
You car from he Start pa	re. arameters:			

## **Using Printer Maestro**

The main functions of Printer Maestro are to monitor printers and print jobs in your network and to track printing-related inventory items. You can manage any printer that is installed on a computer that is running the Printer Maestro Service. The printer driver for each printer needs to be installed only on the client computer.

Each pane in the Printer Maestro main user interface displays detailed data about the devices in your network. By using the tabs at the bottom of the window, you can easily switch between views for computers, print jobs, events or printer inventory in your printing environment.

#### **Printers Pane**

The **Printers** pane displays all of the printers in the network that are running on computers that have the Printer Maestro Service installed.

The printers in the **Printers** pane are organized by computer or print server. Right-click a printer to pause and restart printing, access the driver, rename or delete the printer, print test pages, open the printer's **Properties** dialog, and so on.

34 G		,	-		۰P		
Printers			φ×	Inform	natio	on 4	3
Name 🔺	Port	Status Jo Item Usage Meter		8	9		
				🖃 Pri	nter		,
Computer: DESKTOP-V1LTF	3D			Na	me	Label	:
E LabelPrinter1	COM1:	Ready 0		Cor	nput	DESK	
E LabelPrinter2	COM1:	Ready 0		Por	t	COMI	
E LaserPrinter1	COM1:	Ready 0		Sha	are N		ł
E LaserPrinter2	COM1:	Ready 0		Loc	catio		
WarehousePrinter1	PORTPROMPT:	Ready 0			nme		
WarehousePrinter2	PORTPROMPT:	Ready 0		Sta	tus	Read	,
				Joh	s	0	

Printer Maestro uses the standard Windows security structure. If Windows does not allow a particular user to view and/or manage a printer's settings on another computer, then Printer Maestro does not allow it either.

#### **Configuring Multiple Printers at One Time**

When you use Windows to configure printers, you change printer settings by individually configuring the settings one printer at a time in each printer's **Properties** dialog.

When you use Printer Maestro, this process is still necessary when you configure printer settings that are unique to a particular printer. However, some printer driver settings are shared by many printers in common, and Printer Maestro takes advantage of this fact so that you can configure multiple printers at the same time.

To do this, in the **Printers** pane, select every printer whose settings you want to modify. Right-click one of the selected printers, and then click **Properties** to open the **Multiple Printer Properties** dialog. Use this dialog to configure settings that are shared among the selected printers, such as security, print schedule and spooler settings.

General St	haring Advanced Security	
3	South Warehouse Printer, Ware	house Printer
Location:	«multiple»	
Comment:	«multiple»	
Model:	«multiple»	
Features		
Color: No	Paper A	vailable:
Double-si	ded: No	^
Staple: N		
Maximum	Resolution: 305 dpi	v
	Printing Preferences	Print Test Page

For more information, refer to the Printer Properties Dialog topic in the BarTender help system.

#### **Information Pane**

Next to the **Printers** pane on the right side of the Printer Maestro window, the **Information** pane shows additional details about the computer, printer, print job, event or inventory item that is selected in one of the other panes.

#### **Computers Pane**

Click the **Computers** tab to display the **Computers** pane, which provides a networkwide view of computers that are running the Printer Maestro Service and that have been configured to share their printer status by using the Printer Maestro **Network Setup** dialog.

The **Computers** pane displays detailed information about each computer and provides options for you to change the settings for those computers (when the appropriate security permissions are set). This pane combines the list of network domains and domain members into a single view.

Network	Setup		-		×
Network Netwo	Administration k Settings	Diagnostics			
☑ Sh	are printer status d new computers	with other con automatically	mputers /	1	
TCP/U	IDP Port:		7170	*	
Maxim	m Connections Per S	Per Second:	4	-	
			Rese	t to Def	aults
Data S	torage Location tributed between	dients			
O Mie	crosoft SQL Serv	er	Data	base Se	tup
		ОК	Cancel		Help

Computers				φ×	In	formation		<b>#</b> >
Name 🔺	Operating Sy	Comment	IP Address	Status	5	] 💩 🖹 🗖 📁		
2.0					Θ	Computer		
Domain:						Name	DESKTOP-4RB	591
BESKTOP-4RB59FM	Windows 10		192.168.146.130	Service Running		Comment		
DESKTOP-MDPQQE0	Windows 10		192.168.146.129	Computer Offli		Operating System	Windows 10	
DESKTOP-S1COGTT	Windows 10		192,168,146,128	Service Running	8	Network Setting	s	
3				service manning		IP Address	192.168.146.13	0
						Workgroup	WORKGROUP	
						DNS Name		
						DNS Domain		
					0	Status		
						Status	Service Running	
💏 Computers 📄 Activ	ve Jobs 🛃 Rece	nt Jobs   📃 E	vents 🞯 Invento	ory		Service Version	2022 Preview 2	

To see more information about a computer, select the computer, and then view the information in the **Information** pane.

To view and configure settings for the computer, right-click the computer, and then click **Manage Computer** to open the Windows **Computer Management** dialog.

Computers					Ψ×
Name 🔺	Operatio	ng Sy	Comment	IP Address	Status
🖃 Domain:					
💈 DESKTOP-4RB59FM	Window		I Add Compute		Service Running
DESKTOP-MDPQQE0	Window	_	add Compute	Computer Offli	
DESKTOP-S1C0GTT	Window	ŧ	Print Server Pr	roperties	Service Running
		4	Open Printers	Folder	
			Manage Com	puter	1
		Ga 1	Remote Deskt	op	1
	l	-			1

#### **Operating Within Windows Security Settings**

Some users might be concerned about security issues that might arise when the configuration details of computers on a network are displayed. To evaluate the security risk that such a display represents, consider the following factors:

- Printer Maestro uses the same Computer Management tool to view the configuration of remote computers that Windows already provides. Printer Maestro only makes the tool easier to run for multiple computers.
- Printer Maestro never bypasses the standard Windows security settings and domain control services on a network. If Windows does not allow a particular user to view and/or manage the settings on a remote computer, then Printer Maestro does not allow it either.
- Although you might be able to view, stop and start Windows services on remote computers if you have the appropriate network permissions, you cannot add or delete services unless you are working on the same computer.

If your network security configuration allows it, Printer Maestro makes it easy to view and possibly change settings on remote computers. Therefore, your IT manager must understand and correctly configure your network security settings.

#### **Active Jobs Pane**

Click the **Active Jobs** tab to display the **Active Jobs** pane, which displays all of the print jobs on the network that are currently in progress. This pane is dynamic, which means that rows of data appear and disappear during the course of a normal business day as print jobs start, run, and finish.

For example, when no network print jobs are in progress, the **Active Jobs** pane is empty. Then, as various print jobs become active, the associated computers and printers are displayed in the pane for the duration of each job. If multiple jobs are queued for a single printer, they are listed in the order in which they were submitted. When a printer is done processing its jobs, that printer is removed from the **Active Jobs** pane.

Active Jobs	renorg - ge rien			# 🗆 ×	Information		<b>₽</b> >
Name	Status	Pages	Size	Submitted 🔺	3600	9	
Computer: DESKTOP-S1C0G	п				Job Name	GM_1724A.btw	, ^
Printer: South Warehouse	e Printer				ID Pages	5	
GM_1724A.btw	Spooling	0	0 by	1/7/2022 8:40:45 AM	Size Data Type	0 bytes RAW	
🚜 Computers 📄 Active Jobs	Recent Jobs 🗔	Events	🍞 Inv	entory	Print Processor	RAW winprint	

#### **Recent Jobs Pane**

Click the **Recent Jobs** tab to display the **Recent Jobs** pane, which you can use to view your recently completed or cancelled jobs. The list of recent print jobs gets longer as more jobs are completed, but you can set a limit on the number of jobs that are shown in the list (the default is 100). When that limit is reached, the oldest jobs are dropped from the list as new jobs are added.

Recent Jobs		<i>.</i>		<b>P</b>	X	nformation	)	<b>4</b> >
S 0 Cancelled	21 Sent	🥑 0 Sen	t (Printing Verified)			3 🍓 🖹 🖬 🏼		
Name	Status	Pages	Finished 👻	Computer Printer	<b>^</b>	Job		1
GTL_A5.btw	Sent	1	1/7/2022 11:19:	DESKTOP Warehouse Printer		Name	GTL_A5.btw	
GTL A5.btw	Sent	1	1/7/2022 11:19:	DESKTOP Warehouse Printer		ID	22	
GM 1724A.btw	Sent	1	1/7/2022 11:18:	DESKTOP South Warehous		Pages	1/1 47.5 KP	
GM 1724A.btw	Sent	1	1/7/2022 11:16:	DESKTOP South Warehous		Data Type	RAW	
GM 1724A.btw	Sent	1	1/7/2022 10:13:	DESKTOP South Warehous		Print Processor	winprint	- 8
GM 1724A.btw	Sent	1	1/7/2022 10:11:	DESKTOP South Warehous	6	Status		
GM 1724A.btw	Sent	1	1/7/2022 10:08	DESKTOP South Warehous		Status	Sent	
GM 1724A htw	Sent	1	1/7/2022 10:02:	DESKTOP South Warehous		Submitted	1/7/2022 11:19:	:56
GIM_1724ALDUW	Sent		1/1/2022 10:02:	DESKTOP South Watehous	~	Errors	0	
Computers	Active Job	os 🖌 Re	cent Jobs 🔲 Ever	nts   📁 Inventory		Warnings	0	*

To reprint a recent print job, right-click the job, and then click Reprint.

Recent Jobs					<del>д</del>	×
🚫 0 Cancelled 📗	21 Sent	🥑 0 Ser	t (Printing Verified)			
Name	Status	Pages	Finished 💌 Con	nputer Pri	inter	^
GTL_A5.btw	Sent	1	11/7/2022 11:10 DES	KTOD IW.	rehouse Printer	
GTL_A5.btw	Sent	1	Reprint		rehouse Printer	
GM_1724A.btw	Sent	1	Clear Jobs		uth Warehous	
GM_1724A.btw	Sent	1	1/7/2022 11:16: DES	KTOP So	uth Warehous	
GM_1724A.btw	Sent	1	1/7/2022 10:13: DESI	KTOP So	uth Warehous	
GM_1724A.btw	Sent	1	1/7/2022 10:11: DES	KTOP So	uth Warehous	

#### **Events Pane**

Click the **Events** tab to display the **Events** pane, which you can use to view errors, warnings and informational messages about the events that occur in Printer Maestro and to immediately see any problems. An *event* is a change in the status of any of the following:

- A printer
- A print job
- A computer
- · The inventory level of printer-related items
- The Printer Maestro database

O Frener A 2 Warninger					10000	in on our off		-
Seriors 2 warnings 0 55 Wessages						3 🎍 🖹 🔲 🎯		
Message Ti	ime	Cate	Com	Printer	^	Event		1
Finished sending print job 'GTL_A5.btw' to 1/	/7/2022 11:1	Job	DESK	Ware		Message	'Avery 64-05' has	c
Finished sending print job 'GTL_A5.btw' to 1/	/7/2022 11:1	Job	DESK	Ware		ID	110	
Finished sending print job 'GM_1724A.btw' 1/	/7/2022 11:1	Job	DESK	Sout		Time	1/5/2022 4:53:24	
Finished sending print job 'GM_1724A.btw' 1/	/7/2022 11:1	Job	DESK	Sout		Category	Printer	
Inventory item '2x4 Labels' has been loade 1/	/7/2022 10:1	Inven	DESK	Sout		Computer		
Inventory item '2x4 Labels' used from locat 1/	/7/2022 10:1	Inven	DESK			Name	DESKTOP-S1C00	i
Finished sending print job 'GM 1724A.btw' 1/	/7/2022 10:1	Job	DESK	Sout		Printer		
Gunning hunden en-tren anten in th						Name	Aven 64-05	

#### **Inventory Pane**

Click the **Inventory** tab to view the **Inventory** pane, which lists the hardware and inventory levels for printers on your network that Printer Maestro is configured to track. This pane also displays any notifications about your inventory levels.

Inventory			Ψ×	Information		Ψ×
Description	Part Number	Notes 💌	Total	3 🍐 🖹 🗖	<b>1</b>	
Trave Labola			· .			
IVPE: Labels				Description	Black cartridge	
1x2 Labels	2865n	Return address labels - Outgoing	3 23	Part Number	34rc89G	
2x4 Labels	3440a	"Ship To" labels - Outgoing	121	Notes	Production print	ters (st
				Туре	Toner	
Type: Toner				Inventory		
🛐 Black cartridge	34rc89G	Production printers (stored in	136	Storage	136	
Type: Ribbon						
🛐 Black ribbon	AC342E	Inkjet - Office printer	2			

For more information about how to configure Printer Maestro to track inventory items, refer to the Printer Media Usage and Parts Inventory Tracking chapter of this technical document.

## **Printer Media Usage and Parts Inventory Tracking**

By using Printer Maestro, you can track the usage of printer media (such as ribbons and labels) and the inventory of printer parts (such as print heads, memory, and font cartridges).

Printer Maestro's **Inventory** menu includes options to configure new media and printer part types, configure individual media and parts within those types, save inventoried items to specified locations, receive inventory and more. Created items are subsequently listed in the **Inventory** pane, and you can select an item in the **Inventory** pane to view details about it in the **Information** pane.



After you create a media item and define its usage parameters, you can attach it to a printer by dragging the item from the **Inventory** pane to the printer that you want in the **Printers** pane.

Inventory				₽ 🗆 ×	Information	<b>4</b>
Description 🔺	Part Number	Notes		Total	3 6 8 0	1
Tree Labels					🖃 ltem	
Iype: Labels					Description	Black cartridge
<ul> <li>Type: Toner</li> </ul>					Part Number Notes	34rc89G Production printers
Slack cartridge	34rc89G	Production	printers (stored in	. 136	Туре	Toner
Type: Ribbon		[	Move Item to Print	er		o x
and the second						
S Black ribbon	AC342E	Inkjet - Cf	item:	Black cartri	dae	~
Black ribbon	AC342E	Inkjet - Cf Computer	Item: To Printer:	Black cartri South Ware	dge shouse Printer	~
Black ribbon Control of the second se	AC342E	Inkjet - Cf Computer	ltem: To Printer:	Black cartri	dge shouse Printer	~
Black ribbon Control Control Control Back ribbon Printers Name Port	AC342E bs   📑 Events   🚅 Status	Inkjet - C f Computer Jobs t	ltem: To Printer:	Black cartri South Ware OK	dge shouse Printer Cancel	~ ~ Help
Black ribbon  Active Jobs   Recent Jo  Printers Name  Computer: DESKTOP-S1C0	AC342E bs   📑 Events   🚅 Status	Inkjet - C f Computer Jobs t	ltem: To Printer:	Black cartri South Ware OK	dge shouse Printer Cancel	~ ~ Help
Black ribbon  Active Jobs Recent Jo  Printers Name Port Computer: DESKTOP-S1C0  Microsoft Print to P POR	AC342E bs   ] Events   Status GTT T Ready	Inkjet - C f Computer Jobs t	Item: To Printer:	Black cartri South Ware OK	dge shouse Printer Cancel	~ ~ Help
Black ribbon  Active Jobs   Recent Jo  Printers Name  Port Computer: DESKTOP-S1C0 Microsoft Print to P POR Microsoft XPS Docu POR	AC342E bs   📑 Events   🖨 Status GTT T Ready T Ready	Jobs t 0	ltem: To Printer:	Black cartri South Ware OK	dge shouse Printer Cancel	~ ~ Help
Black ribbon  Active Jobs Recent Jo  Printers Name Computer: DESKTOP-S1C0 Microsoft Print to P POR Microsoft XPS Docu POR South Warehouse Pr COM	AC342E bs    Events   Status GTT T Ready T Ready M1: Ready	Jobs t 0 0 0	Item: To Printer:	Black cartri South Ware OK	dge shouse Printer Cancel	~ ~ Help

You can then monitor usage levels for that printer by using the **Item Usage Meter** feature in the Printer Maestro interface.

Printers					₽□×
Name 🔺	Port	Status	Jobs	Item Usage Meter	
Computer: DESKTOP-S	1C0GTT				
Microsoft Print to PDF	PORTP	Ready	0		
Microsoft XPS Docu	PORTP	Ready	0		
South Warehouse Pri	COM1:	Ready	0	34%	
Warehouse Printer	COM1:	Ready	0		

Use the **Alerts** feature together with inventory tracking to receive a text message or email message when a printer is running low on ink, ribbon viability or media, or when inventory is reaching low levels and needs to be reordered. You define what the low levels are for media usage and parts inventory, and Printer Maestro alerts you when those levels are reached. For more information, refer to the Setting Up Event Alerts chapter of this technical document.

## **Setting Up Event Alerts**

Printer Maestro can send a text message to your cellphone or send you an email message that notifies you of an event. Alternatively, it can alert you by using the Windows event log or the BarTender System Database.

Use the Printer Maestro **Events Setup** dialog to specify the delivery method and necessary parameters, such as email address or cellphone number, and the event that you want to trigger the alert message (for example, an error or warning condition).

For example, you might want to receive an alert notification for the following conditions:

- Printer offline
- Computer offline
- Paper low or out
- Ribbon low or out
- · Error messages that are specific to a particular printer model, such as a print head problem

Events Setup		-		×
Events Setup Event Targets BarTender System Database Email Windows Event Log	Events  Event Selection Severty: Errors only Errors and warnings only Errors, warnings, and information Categories:  Printer Job Computer Database Inventory Inventory	-		×
*		Advance	ed >>	
	ОК	Cancel	He	de

## **Related Documentation**

#### **Technical Documents**

- Drivers by Seagull™
- Installing Drivers by Seagull™
- Status Monitoring
- Optimizing Print Performance

To view and download technical documents, visit:

https://www.seagullscientific.com/resources/white-papers/

#### **User Guides**

Getting Started with BarTender
 https://support.seagullscientific.com/hc/en-us/articles/9926265797143-Getting-Started-with-BarTenderSoftware

#### **BarTender Help System**

• Printer Maestro

#### **Other Resources**

Please visit the BarTender website at https://www.seagullscientific.com.

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