

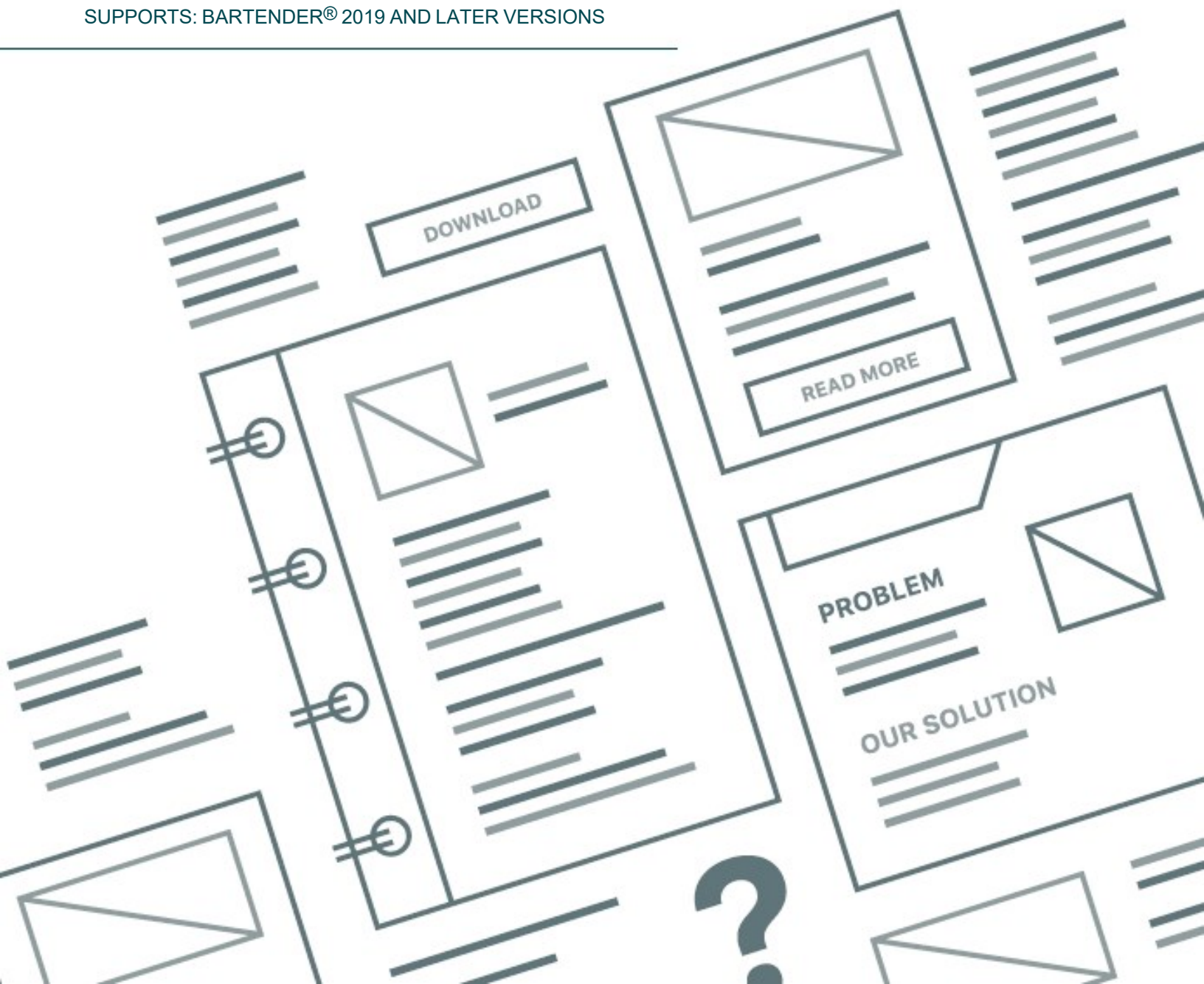
# Installing Drivers by Seagull™

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HOW TO INSTALL, UPGRADE AND REMOVE  
DRIVERS BY SEAGULL™

SUPPORTS: BARTENDER® 2019 AND LATER VERSIONS

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## Overview

Seagull Scientific is the world's largest developer of true Windows drivers for industrial printers and is proud to be the official driver supplier to many well-known printer manufacturers.

Drivers by Seagull™ bring standard printing functionality to any Windows program. When they are used with our BarTender design and print software, you can take advantage of special high-performance printing features that might not be available to other Windows programs.

This technical document describes how to download, install, upgrade, and remove Drivers by Seagull.

For more information about Drivers by Seagull, refer to the *Drivers by Seagull* technical document:

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

## Downloading Printer Drivers

Before you install a Drivers by Seagull printer driver, you should first verify that a driver exists for your printer. Seagull Scientific manufactures drivers for a wide range of specialty printers and devices.

Drivers by Seagull are distributed with the BarTender installation media. In addition, they are available to the public for free. To see a list of printers that are supported by Seagull Scientific, visit the following web page:

<https://www.seagullscientific.com/support/downloads/drivers/>

### *Downloading and Unpacking Your Printer Driver Files*

If you do not have the BarTender installation media available, you will need to download and unpack the printer driver system files to your computer.

1. On the Seagull Scientific **Printer Drivers** page, click the manufacturer of your printer.
2. On the manufacturer page, click **Download**.
3. When the file is downloaded, click **Run**. Alternatively, locate the file in the Downloads folder, and then double-click it.
4. Select **I accept the term in the license agreement**, and then click **Next**.
5. Verify the installation directory information, and then click **Next**. By default, the driver system files are unpacked to the Seagull\<driver\_version> directory on the desktop (for version 2017.1 and later versions) or the C:\Seagull directory (for version 7.4.3 and earlier versions).
6. On the **Installation Information** page, review the installation instructions, select the options that you want, and then click **Finish**.

The printer driver system files are now ready to be installed and configured. We strongly recommend that you use the Seagull Driver wizard rather than the Windows Add a Device wizard to install, upgrade, and remove driver files.

## Installing Drivers by Seagull

Your driver system files include the Seagull Driver wizard, which Seagull Scientific developed to streamline the process to install, upgrade, and remove your printer drivers. We strongly recommend that you use the Seagull Driver wizard whenever possible to install and upgrade your drivers. All procedures in this technical document assume that you are using this wizard.



When you install Drivers by Seagull, always use the Seagull Driver wizard. Do not use the Windows Add a Device wizard, because it is not designed to work with Drivers by Seagull, and it can cause system problems.

You can run the Seagull Driver wizard from your installation media or by using Windows Explorer to browse to the installation directory where the driver files are located and then double-clicking DriverWizard.exe (this is the executable file that runs the Seagull Driver wizard).

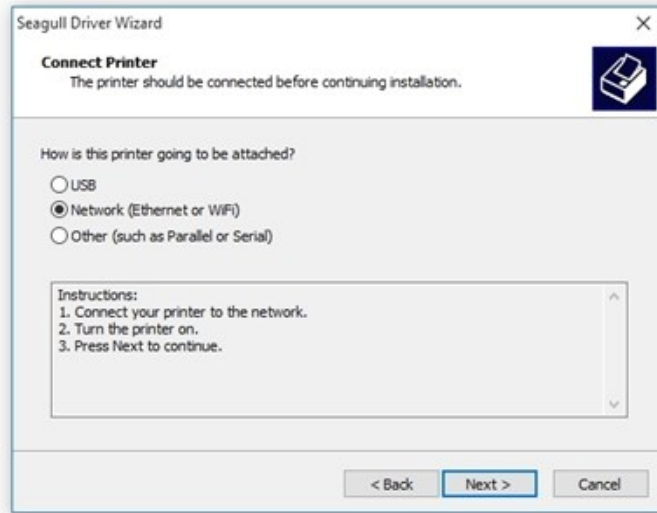
When the Seagull Driver wizard installs drivers, it looks for driver installation files that are stored in the same folder that it resides in. The wizard guides you through the process of selecting the manufacturer and model of your printer, defining and configuring the port to which it is connected, naming the printer, setting it as the default printer, and sharing it with other network users. After you make these selections, the Seagull Driver wizard installs the driver files for your printer.

### Installing the Printer Driver for Your Printer

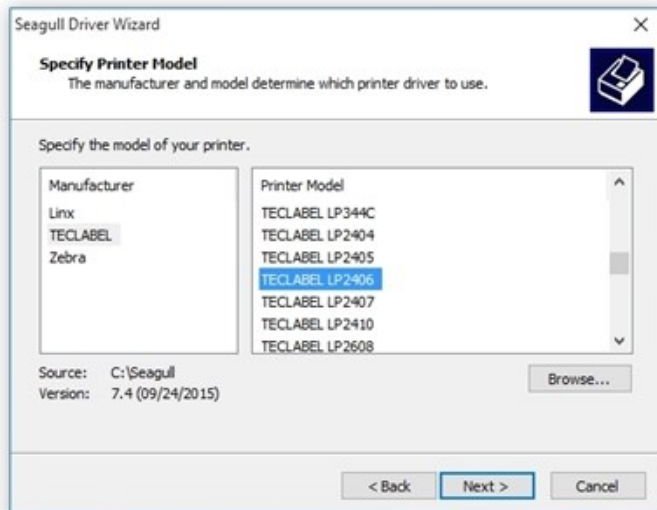
1. In the Seagull Driver wizard, click to select **Install printer drivers**, and then click **Next**.



2. Verify that your printer is connected to your computer and is turned on. Click to select the connection type, and then click **Next**.



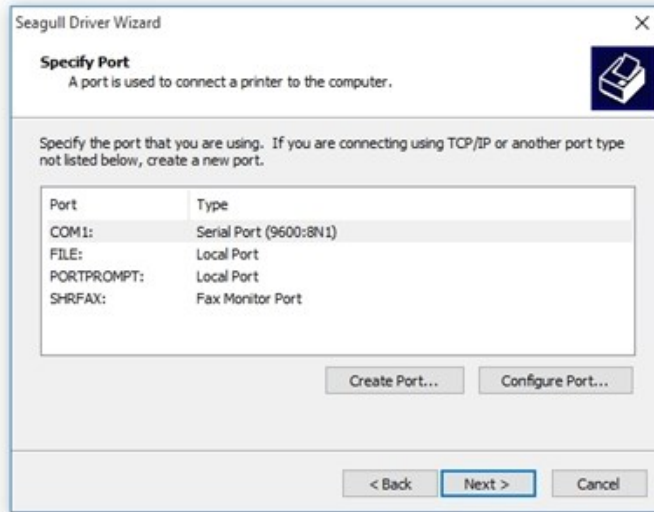
3. In the left column, select the manufacturer (brand) of your printer. In the right column, select your printer model, and then click **Next**.



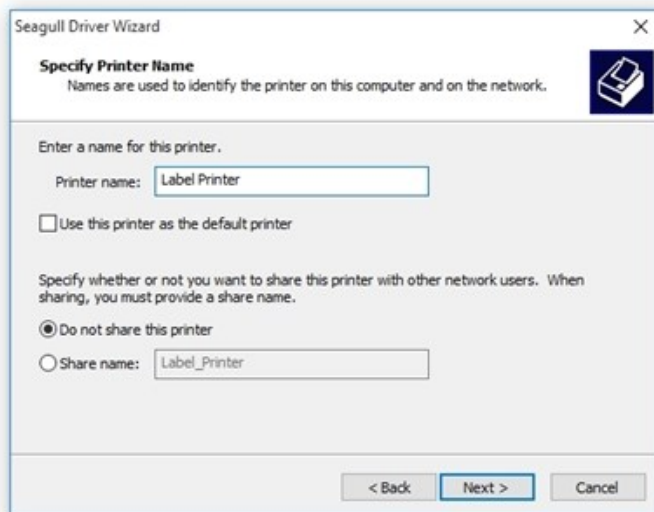
4. Specify the port that you are using for the printer. You can optionally set configuration settings for the selected port by clicking **Configure Port**. If the port that you want is not found, create a new port by clicking **Create Port**. When you are finished configuring the port, click **Next**.




If your printer supports Transport Layer Security (TLS) encrypted communication, you can install the Seagull Scientific Port Monitor after you click **Create Port**. For more information, refer to [Appendix A: Installing the Seagull Scientific Port Monitor](#).



5. In the **Printer name** field, enter a name for your printer. Optionally, set this printer as the default printer and/or share the printer with other network users. Click **Next**.



6. Click **Finish** to install the driver. A system restart might be necessary.

 Always allow your system to restart after you install Drivers by Seagull to ensure that they function correctly.

### **Installing Seagull Drivers in Silent or Automated Mode**

Seagull Driver wizard version 7.2 and later versions support a command-line interface that you can use to programmatically install printer drivers by using command-line parameters. The Seagull Driver wizard supports inline commands and batch files that contain multiple commands.

Supported command-line parameters for installing drivers are as follows.

Parameter	Description
/name	Specifies the friendly name of the printer that is shown in the Printers folder.
/model	Specifies the name of the driver.
/default	Sets the printer as the default.
/share	Sets the printer as a shared printer that has the specified name.
/port	Specifies the port that the printer is connected to.
/autodetect	Specifies that the Seagull Driver wizard looks for any Plug and Play printers that were recently connected and installs the driver.

### Inline Commands

The following sample command lines show inline commands that you can use for an automated installation:

- ```
DriverWizard.exe install /name:"Printer Name" /model:"Driver Name" /default /share:"Share Name" /port:"LPT1"
```
- ```
DriverWizard.exe install /autodetect
```

### Batch Commands

The following sample command line shows a batch command:

```
DriverWizard.exe @C:\commands.txt
```

The Seagull Driver wizard runs the specified command file, which is a text file that contains two or more inline commands.

### Considerations for USB Printers

When you install a driver over a USB port, Windows might automatically install a driver from the Driver Store or from Windows Update instead of the Driver by Seagull that you want. If this occurs, you can use the Seagull Driver wizard to upgrade the installed driver to the Driver by Seagull.

For more information about how to install Drivers by Seagull for USB printers, visit the "Installing a Seagull driver for a USB printer" page in the BarTender Support Center:

<https://support.seagullscientific.com/hc/en-us/articles/205495328-Installing-a-Seagull-driver-for-a-USB-printer>



Additionally, a few customers have reported connection failure issues that occur when printer drivers are installed over a USB connection. Connection failure can occur if a printer manufacturer has assigned the same ID name to multiple printer models.

For example, suppose that you have a printer on your system from the PrintWise company. PrintWise gives all of its printer models the same ID name: "Label Printer". When you try to connect to your printer by using the Seagull Driver wizard, the wizard cannot automatically determine which PrintWise model it is connecting to, because all PrintWise printers share the same ID name. In this case, the Seagull Driver wizard opens a list of all possible PrintWise models that you might be trying to connect to. To proceed, scroll through the list and determine which printer you are using. Select that printer, and then finish the steps in the wizard.

## Upgrading Printer Drivers

Seagull Scientific regularly provides updates to Drivers by Seagull to support current printer hardware and firmware. If your printer is giving you trouble, it is probably time to upgrade the driver. For information about how to download the latest driver version, refer to the [Downloading and Unpacking Your Printer Driver Files](#) section of this technical document.



When you upgrade Drivers by Seagull, always use the Seagull Driver wizard. Do not use the Windows Add a Device wizard, because it is not designed to work with Drivers by Seagull, and the driver files might not be upgraded correctly, which could leave the printer driver in a corrupted state.

When you perform a printer driver upgrade, the Seagull Driver wizard compares all currently installed Drivers by Seagull with the drivers that are available in the driver installation folder. A list of both is presented side by side, so that you can decide which printer drivers you want to upgrade. If a printer driver is upgradeable, it is selected by default.

### *Identifying the Current Version of Your Existing Printer Driver*

This process is not required to upgrade your drivers, but it might help you determine whether you are running the latest version. To identify the current version of your existing printer driver, follow these steps:

1. In Windows, open the **Devices and Printers** folder.
2. Locate and then right-click the printer whose driver version you want to identify, and then click **Printer properties**.
3. Click the **About** tab.
4. Click **Version**.

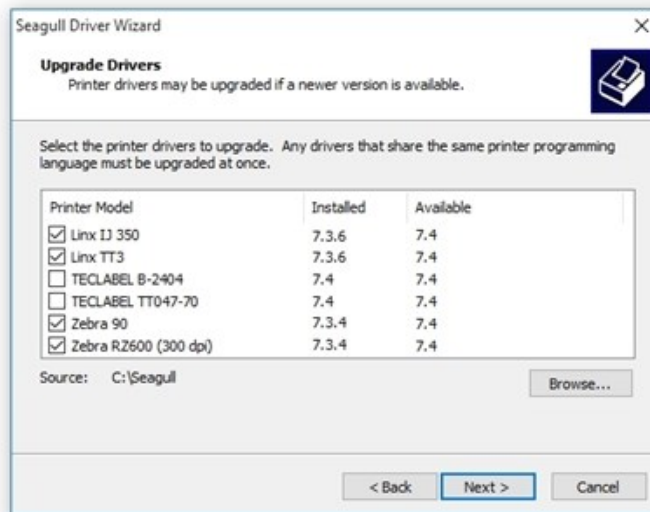
### *Upgrading a Printer Driver*

You can run the Seagull Driver wizard from your installation media or by using Windows Explorer to browse to the installation directory where the driver files are located and then double-clicking the DriverWizard utility.

1. In the Seagull Driver wizard, click to select **Upgrade printer drivers**, and then click **Next**.



2. Click to select the printer models to upgrade, and then click **Next**.



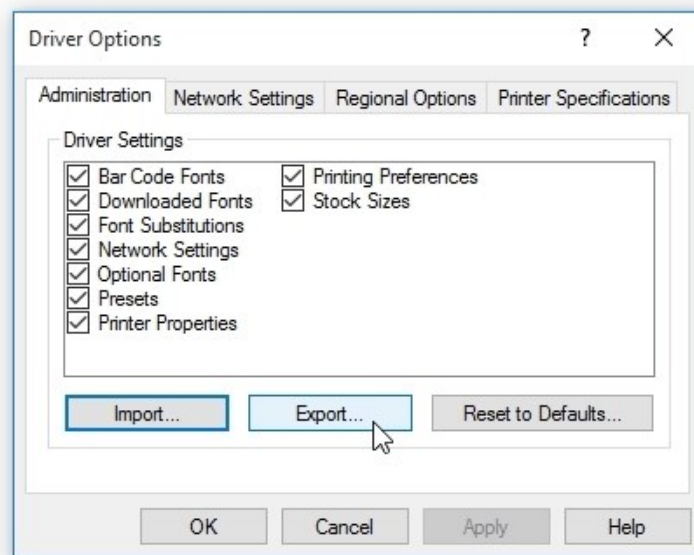
3. Click **Finish** to exit the wizard and install the upgrades. A system restart might be necessary.

## Importing and Exporting Printer Driver Settings

BarTender offers a tool for exporting driver settings to another computer or importing driver settings to your computer.

For example, suppose that you just received a new computer, and you want to move your printer driver from your old computer to the new one and keep all of your settings. Although you can't "move" the printer driver, you can save the settings, install the driver on the new computer, and then import the saved settings to the driver. To do this, follow these steps:

1. In Windows, open **Devices and Printers**.
2. Right-click the printer that you want to import settings to or export settings from, and then click **Printer properties** to open the **Printer Properties** dialog.
3. Click the **Tools** tab.
4. Click **Driver Options** to open the **Driver Options** dialog.
5. Click the **Administration** tab, specify the driver settings that you want, and then click **Import** or **Export**. Windows Explorer opens.



- To import previously saved printer driver settings, browse to the \*.sds file for that printer, select it, and then click **Open**.
- To export (or save) your printer driver settings, name the \*.sds file, and then save it wherever you want (such as a network drive or another computer).

## Removing Printer Drivers

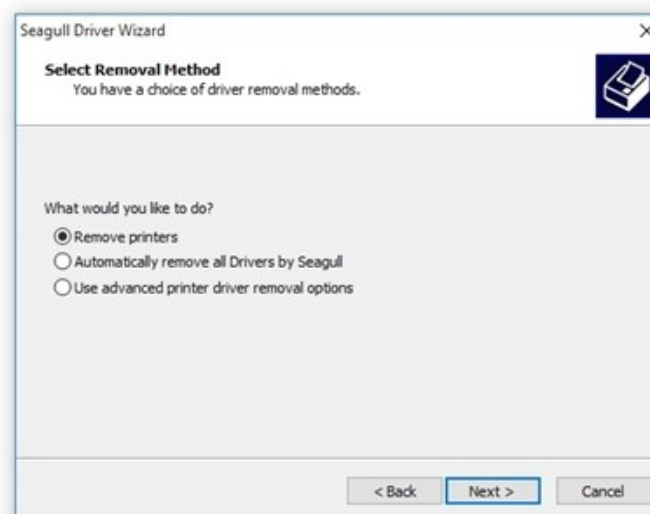
You can remove Drivers by Seagull from your computer when you no longer need them. To fully remove printer drivers that are installed on a computer, we strongly recommend that you use the Seagull Driver wizard. This wizard removes all files, configurations, and registry settings for any of the selected printers.

Be aware that this process is not the same as simply removing your printer. If you want to reinstall the printer driver later, you will need to re-download and install the driver files on your computer.

1. In the Seagull Driver wizard, click to select **Remove printer drivers**, and then click **Next**.



2. On the **Select Removal Method** page, click to select the removal method that you want, and then click **Next**. For more information about each method, refer to the following sections.



## Remove Printers

1. Click to select the check box next to the printer models that you want to remove, and then click **Next**.
2. Click **Finish** to remove the selected drivers.

## Automatically Remove All Drivers by Seagull

Click **Finish** to remove the drivers. A system restart might be required.



This option removes all Drivers by Seagull that you have downloaded for all printers.

## Use Advanced Printer Driver Removal Options

1. Click to select the check box next to the printer models that you want to remove, and then click **Next**.
2. On the next several pages in the wizard, click to select the individual driver components, such as **Remote Desktop Easy Print** and **Printing Preferences**, and individual driver files that you want to remove.
3. Click **Finish** to remove the selected drivers and components. A system restart might be required.

## Removing Seagull Drivers in Silent or Automated Mode

Seagull Driver wizard version 7.2 and later versions support a command-line interface that you can use to programmatically remove printer drivers by using command-line parameters. The Seagull Driver wizard supports inline commands and batch files that contain multiple commands.

Supported command-line parameters to use for removing drivers are as follows.

Parameter	Description
<code>/printer</code>	Specifies the printer to be removed. This is the friendly name of the printer that is shown in the Printers folder.
<code>/driver</code>	Specifies the name of the driver to be removed. The removal occurs only if no printers are using the driver.
<code>/monitor</code>	Removes a language monitor or port monitor.
<code>/file</code>	Removes a file. The full path name must be specified.
<code>/all</code>	Used with the <code>/driver</code> parameter to remove all drivers and associated printers and files from the system. When a printer manufacturer is specified, this parameter removes all printers and drivers of that manufacturer only.

The following sample command lines show inline commands that you can use to remove drivers:

- `DriverWizard.exe remove /printer:"Name of Printer"`
- `DriverWizard.exe remove /driver:"Name of Driver"`
- `DriverWizard.exe remove /all /driver`
- `DriverWizard.exe remove /all /driver:"Name of Printer Manufacturer"`
- `DriverWizard.exe remove /monitor:"Name of Monitor"`
- `DriverWizard.exe remove /file:"Name of File"`

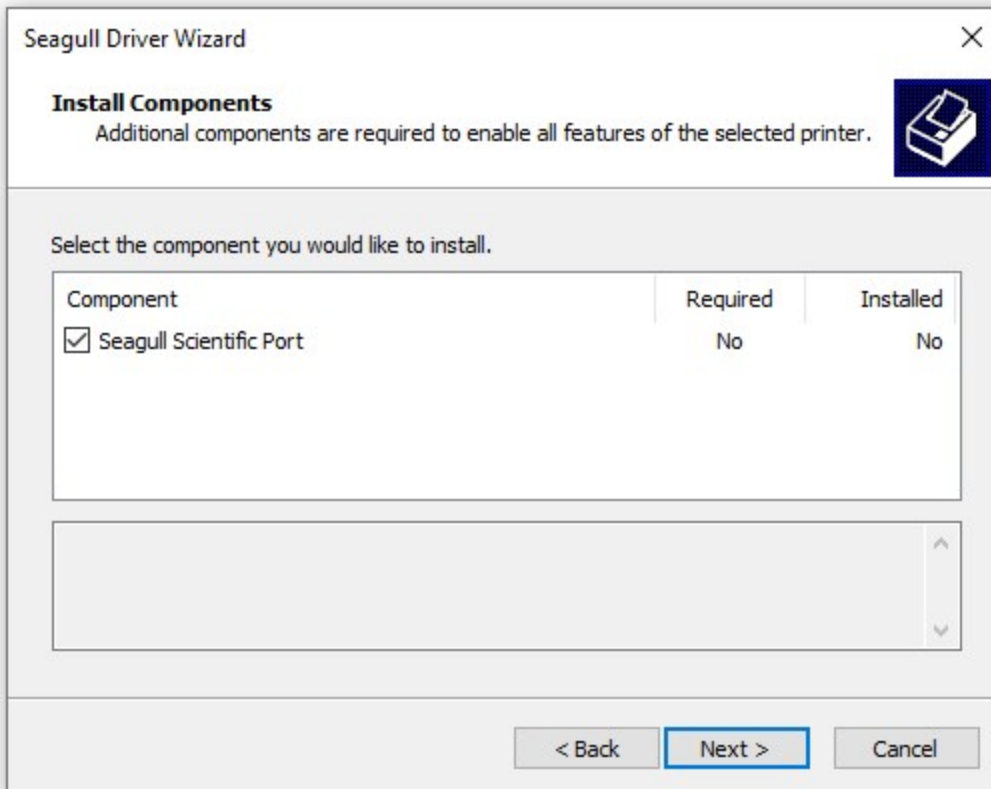
For information about how to send a batch command, refer to [Batch Commands](#) in the "Installing Drivers by Seagull" chapter of this technical document.

## Appendix A: Installing the Seagull Scientific Port Monitor

Some printer models support Transport Layer Security (TLS) encrypted communication. The Drivers by Seagull for these models include the Seagull Scientific Port Monitor, which you can use to access and configure the TLS settings. You can install the Seagull Scientific Port Monitor by using the driver installation wizard or by using Windows Control Panel.

To install the monitor by using the driver installation wizard, follow these steps:

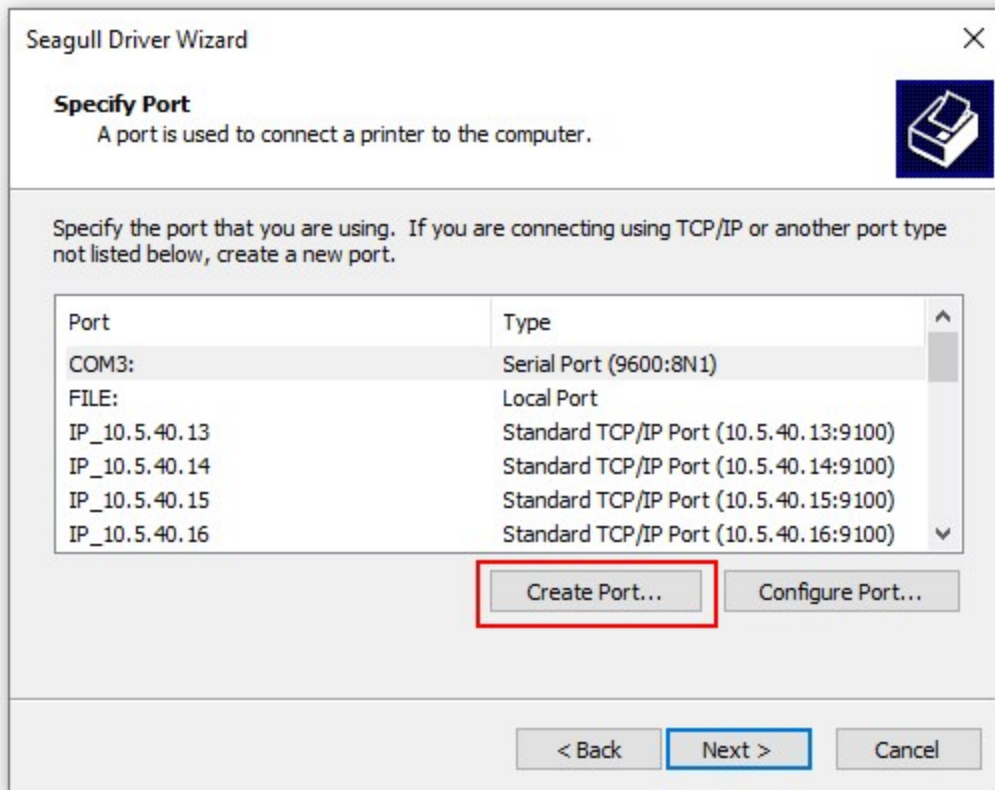
1. On the **Install Components** page of the wizard, select the **Seagull Scientific Port** checkbox, and then click **Next**.



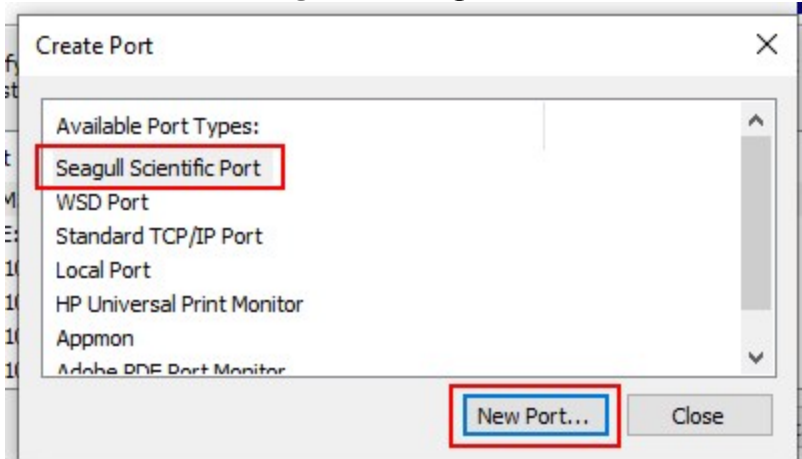
This component is available only for printers that support TLS or that use non-standard port numbers.



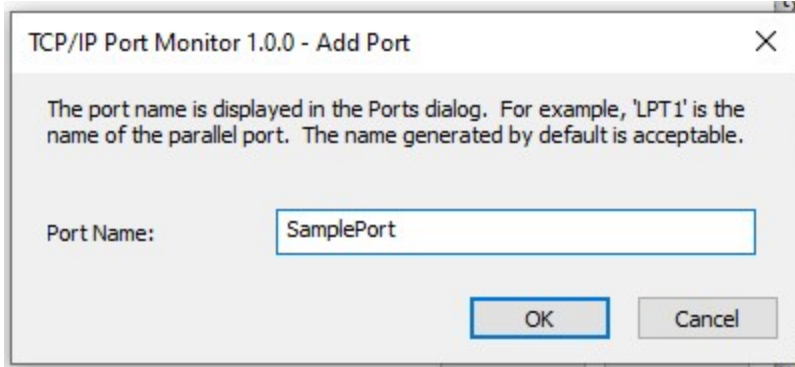
2. On the **Specify Port** page, click **Create Port**.



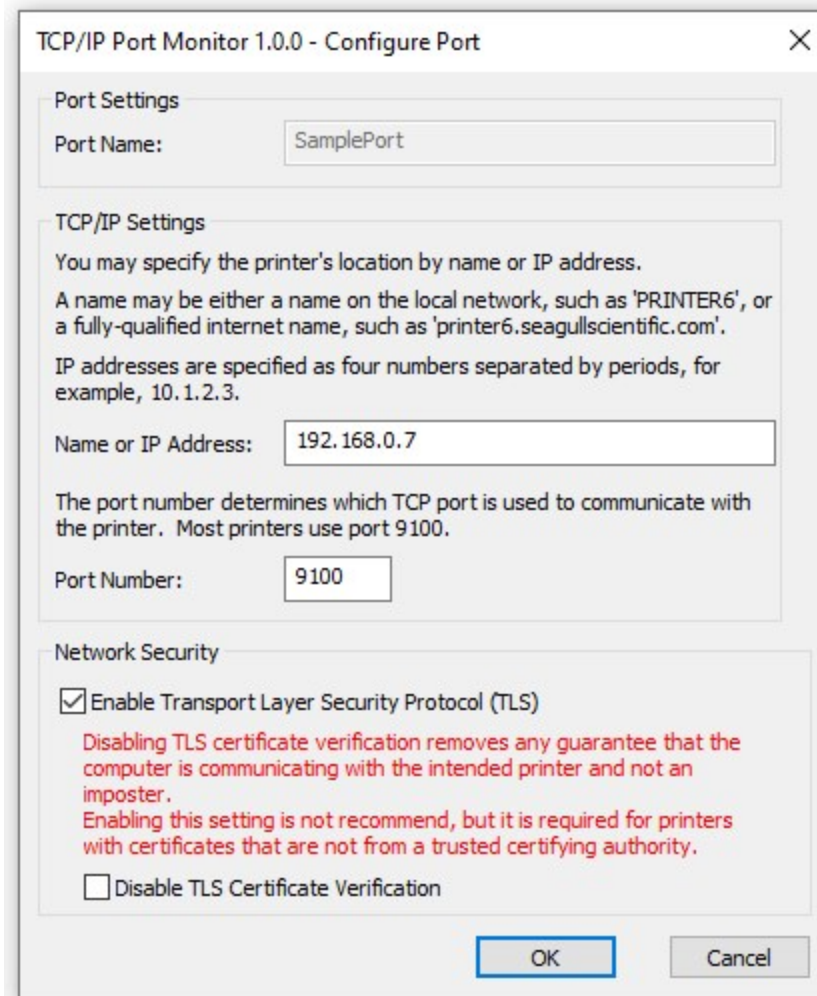
3. In the **Create Port** dialog, select **Seagull Scientific Port**, and then click **New Port**.



4. In the **Add Port** dialog, enter a name for the port, and then click **OK**.



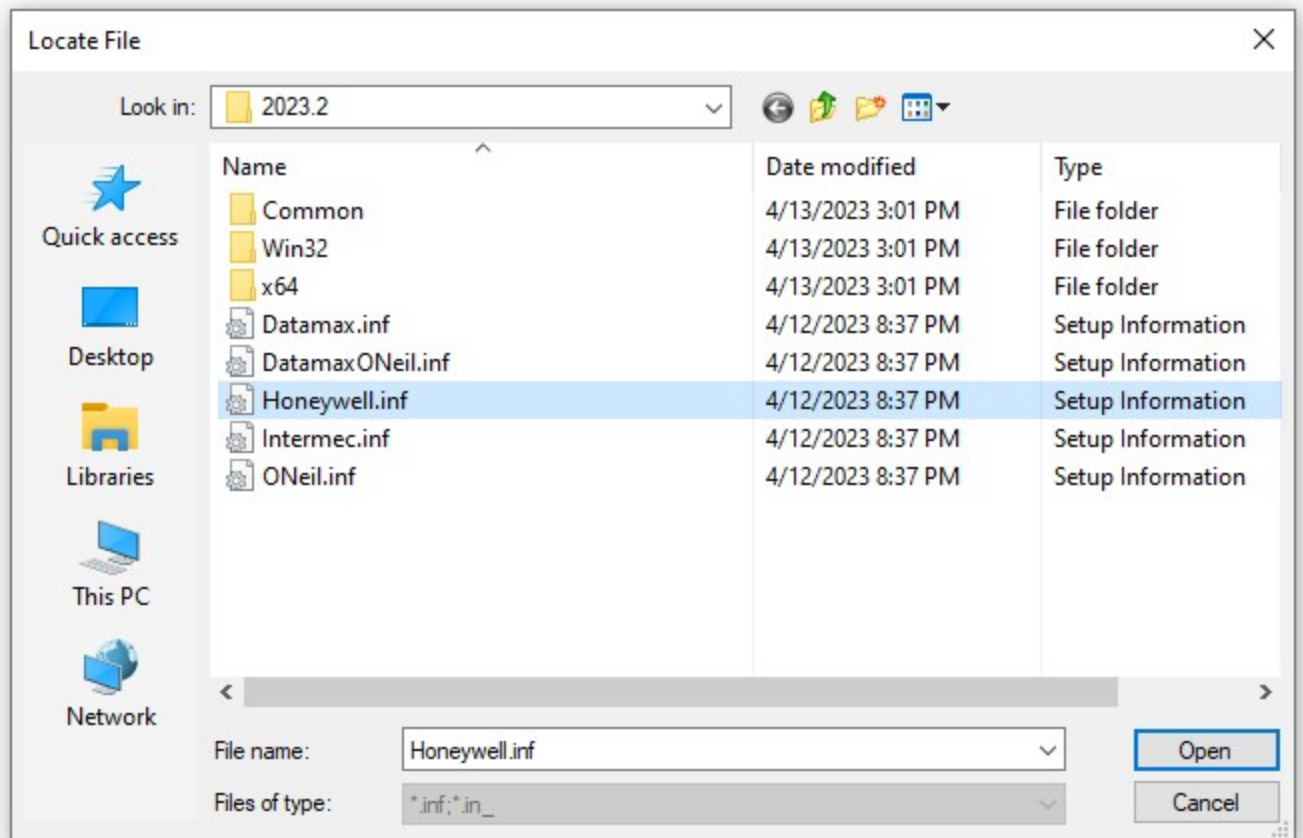
5. In the **Configure Port** dialog, enter a name or IP address for the printer, enter a port number, select **Enable Transport Layer Security Protocol (TLS)**, and then click **OK**.



6. Configure the other printer settings according to the steps in the wizard.

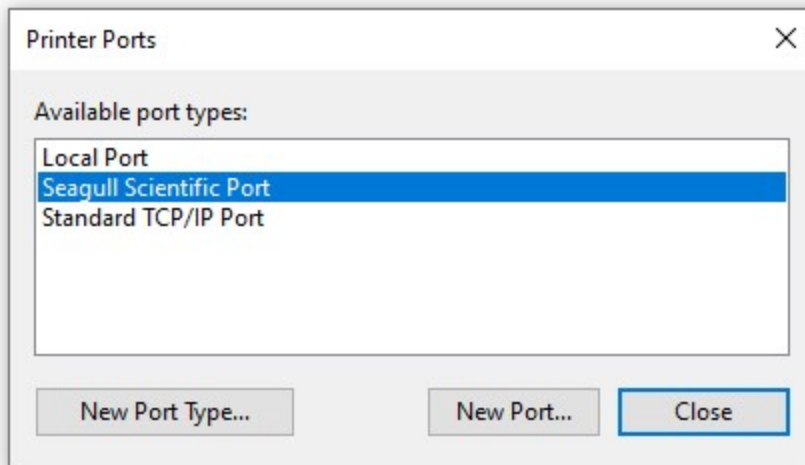
To install the monitor by using Windows Control Panel, follow these steps:

1. Download and unpack the Seagull driver for the printer that you want.
2. On the **Devices and Printers** page of Control Panel, select any printer, and then click **Print server properties**.
3. On the **Ports** tab of the **Print Server Properties** dialog, click **Change Port Settings**.
4. Click **Add Port**.
5. In the **Printer Ports** dialog, click **New Port Type**.
6. In the **Installing Port Monitor** dialog, click **Browse**.
7. In the **Locate File** dialog, locate and then open the printer's .inf configuration file, which includes the Seagull Scientific Port Monitor information.

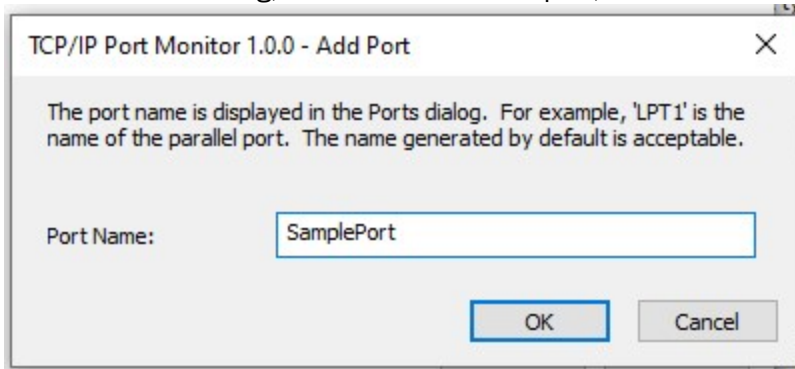


8. In the **Installing Port Monitor** dialog, click **OK**.

9. In the **Printer Ports** dialog, select **Seagull Scientific Port**, and then click **New Port**.

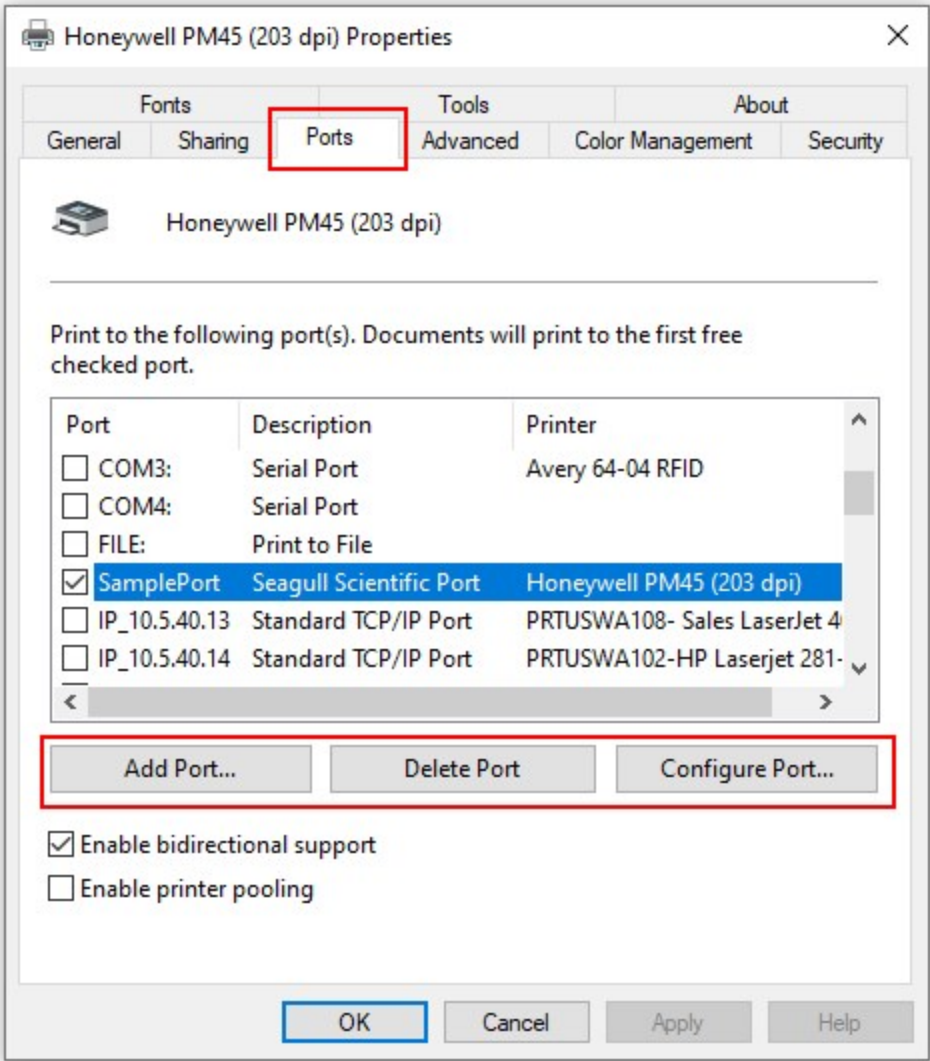


10. In the **Add Port** dialog, enter a name for the port, and then click **OK**.



11. In the **Configure Port** dialog, enter a name or IP address for the printer, enter a port number, and then click **OK**.
12. Close the **Printer Ports** dialog and the **Print Server Properties** page.

After you install the Seagull Scientific Port Monitor, you can access your TLS port on the **Ports** tab of the printer properties page in the driver. Use this tab to add, delete, or configure the port.



## Related Documentation

### Technical Documents

- *Drivers by Seagull™*
- *Optimizing Print Performance*
- *Status Monitoring*
- *Printer Maestro*
- *Printer Driver Upgrades*

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-BarTender-Software>

### Other Resources

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

- Printer Drivers  
<https://www.seagullscientific.com/support/downloads/drivers/>

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