

BarTender Premise Resiliency, Redundancy and Rapid Recovery

BarTender Premise and coping when bad things happen

“Does BarTender support redundancy?”

“Does BarTender support fail-over?”

“Can BarTender handle an outage?”

“Does BarTender support High Availability/Clustering/Load Balancing” or “Is BarTender fault tolerant?”

The short answer to the above questions is, *“Yes! BarTender Premise can help keep your labels printing if disaster happens.”*

People who run large deployments and/or critical processes often have these questions about BarTender, especially when they are installing it for the first time.

What they are naturally concerned about is keeping the labeling processes operating even when there is an equipment, network, facilities failure or some other problem. In this document, we are going to look at some of the BarTender Premise features, abilities, and designs that can help companies address their concerns in the easiest, most cost-effective fashion that fits their needs.

Having labels keep printing even when bad things happen is what we call *robustness*. At Seagull, we build robustness into BarTender Premise by focusing supporting resiliency, redundancy, and rapid recovery.

Resiliency: The system keeps operating despite the issue

BarTender Premise builds in *resiliency* through:

- a 72-hour grace period if a link to the license server is lost
- providing a one-time grace period if the Printer Count is exceeded
- supporting VM and/or cloud-based architecture deployment
- using Librarian combined with the built-in BarTender Premise System database back-up tools (requires Enterprise edition)
- implementing the built-in Triad licensing structure (requires Enterprise edition)

Redundancy: Have a spare of some or all key elements and a method of putting into use

- A Redundant License Server set-up (Requires Enterprise and a second BarTender Premise license)
- A ‘Triad’ License set-up (Requires Enterprise and two other PC/Servers)
- Create mirrored BarTender Premise Integration Servers and have the Data Source (ERP/WMS/MES....) redirect as needed

Rapid Recovery: Being able to quickly restore printing services on new equipment if the worst happens

- Rebooting automatically spins up any deployed Integrations and the BarTender Premise License Service
- The 72-hour license grace period will keep printing going as long as there is data and a printer
- Keeping all templates, integration files, plus assorted support files in Librarian means they are routinely backed up!

Using the above abilities, features, and options, BarTender Premise can be configured to cope with many different concerns. The first step is to be specific about the type of disaster you are concerned about. Below are the most common concerns customers have when they are thinking about *bad things happening*.

- a) The BarTender Premise License server goes down.*
- b) A BarTender Premise Integration server or Workstation crashes.*
- c) A printer dies.*
- d) Network connections are lost, especially to your ERP/WMS/MIS.*
- e) A fire, tornado, or other catastrophe takes out one of your locations.*

With BarTender, each situation is addressed by different BarTender Premise capacities, abilities, or configurations.

a) The BarTender Premise License server goes down.

If a BarTender Premise instance can't reach its license server, it automatically goes into a 72-hour grace period during which it will keep printing. Most customers (95%+) are satisfied with this. As one customer said, "If I can't get a server back up in 3 days, I have far bigger problems to worry about than simply printing."

b) A BarTender Premise Integration server or Workstation crashes.

If a BarTender Premise Integration server/workstation crashes and the customer uses Librarian, an administrator can activate a new integration instance for a new server. Other steps can also be taken, including the use of VM images. The Seagull Professional Services team can help you design and implement a custom solution."

c) A printer dies.

"BarTender Premise Enterprise edition supports automatic printer fail-over. It is simply a matter of setting it in the Administration Console."

d) Network connections are lost, especially to your ERP/WMS/MIS.

BarTender Premise templates can be designed to support manual entry via our Data Entry Forms, as well as automated integrations. Our Professional Services team would be happy to train you how or do it for you.

e) A fire, tornado, or other catastrophe takes out one of your locations.

BarTender Premise supports deployment in High Availability clustering solutions. For more specific information, please contact your Seagull Regional Sales Manager and ask to set up a call with a Seagull Sales Engineer. You may also want to start by reading our Technical Support document, “How to implement a highly available/high performance BarTender Premise environment”

(<https://support.seagullscientific.com/hc/en-us/articles/360000186047-How-to-implement-a-highly-available-high-performance-BarTender-environment?version=2021>)

Note: The growth in Cloud-based data sources now offer some possibilities for redundant facility designs outside of the classic HA/HP clusters. Talk to your Seagull Sales Engineer for more information.

f) Your network is hit with a ransomware attack

A Ransomware attack is one where malicious software that has found its way onto a computer, encrypts part or all of the files on that computer, rendering the computer useless and unable to perform its normal function. The full scope of how an organization should prepare for, defend against, and recover from a ransomware attack is outside the Seagull and BarTender's scope. We can recommend the Gartner article, [6 Ways to Avoid a Ransomware Attack](#) as a starting point for any organization.

But what can a BarTender Premise user do if the worst does happen and one or more BarTender Premise instances are locked out?

With proper planning and standard processes, it is possible to have BarTender Premise once again able to print without actually having to 'unlock' impacted PCs/servers/VMs. The key element is in having uninfected back-ups of the BarTender Premise templates, integrations, and supporting data files. BarTender Premise software itself can be downloaded from the Seagull website and (depending on the scope of the lock-out) be installed and activated with little or no intervention by Seagull.

The organization would simply install BarTender Premise on uninfected PCs/servers/VMs, deploy the needed BarTender Premise template files (.BTW files) and active Integrations (.BTIN files) from un-effected back-up sources, such as off-site archives or off-network storage devices. If the PC/server/VM hosting the BarTender Premise Licensing Service is unaffected, then the majority of the BarTender-related recovery is done!

What could still block the actual printing would be any locked-down data sources (such as ERPs and similar systems), print servers, or other printer-hosting devices. Even in those cases, BarTender Premise would still be able to print any label that uses data located on un-effected computers or has manual data entry forms (a dual-data source design supported by BarTender).

In short, if the organization follows the most basic back-up procedures, they should be able to recover their BarTender Premise printing abilities very quickly.

BarTender Premise can't stop bad things from happening. But BarTender's robustness through its built-in Resiliency, Redundancy, and Rapid Recovery abilities, it can help any customer through the bad situations.