

Installing and Using the Print Gateway

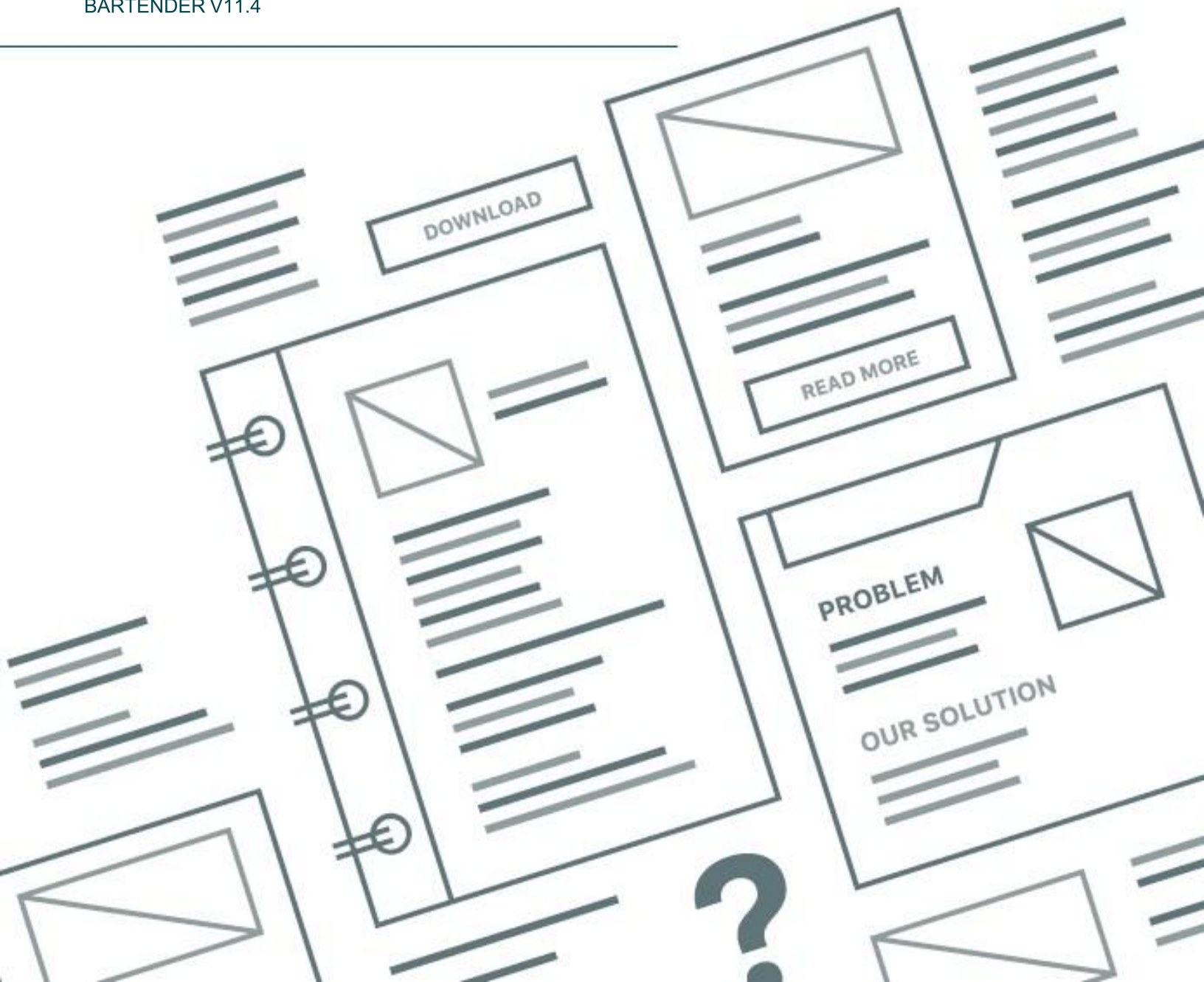
October 2024

SUPPORTS: BARTENDER CLOUD AND PRINT PORTAL IN
BARTENDER V11.4

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Overview

The BarTender Print Gateway service is a Windows-based service designed by Seagull Scientific. 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.

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 user access token for authentication.



Currently, **the token must be refreshed every six months**. The user access token is automatically refreshed when you visit the **Print** page. This must be done for each client machine the Print Gateway is installed on.

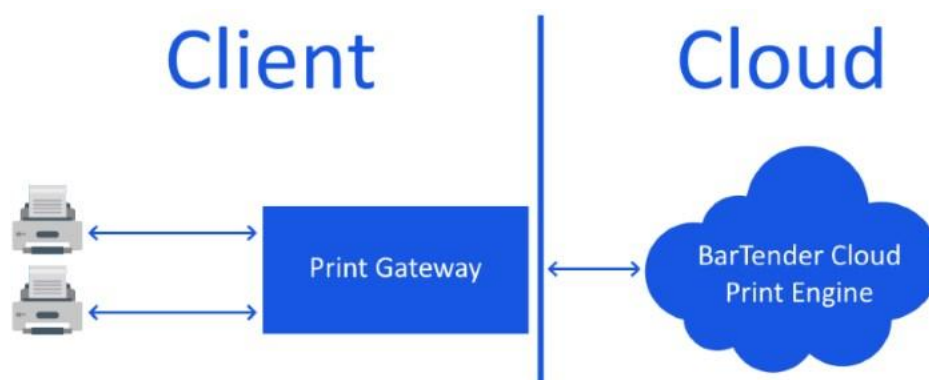
If you use BarTender's REST API to run print jobs, you will need to manually refresh the user access token every six months. You can do this by visiting the Print page, in the the BarTender Cloud API section of the Manage Cloud Account page, or by obtaining a refreshed copy of the user access token from the **BarTender Print Gateway Settings** page. For more information, see "The BarTender Cloud REST API" in the **Security** section of this document.

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.

Print jobs stream to the Print Gateway service and arrive in individual label/page amounts. The labels/pages from different jobs can intermingle with each other. The Print Gateway collates the labels/pages from the same job before sending them in the correct order to the target printer. The Print Gateway ensures that the current print job is completely finished before another print job can be streamed to the printer.

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 user access token is required to access the Print Gateway service. This token is obtained automatically when you use BarTender Cloud to print your files; however, if you use the BarTender Cloud REST API, you must refresh your access token manually every six months.

The easiest way to refresh your user access token is to visit the Print page in BarTender Cloud.

1. Go to either the Librarian or Print Console and select a document.
2. In Librarian, click the Print button.

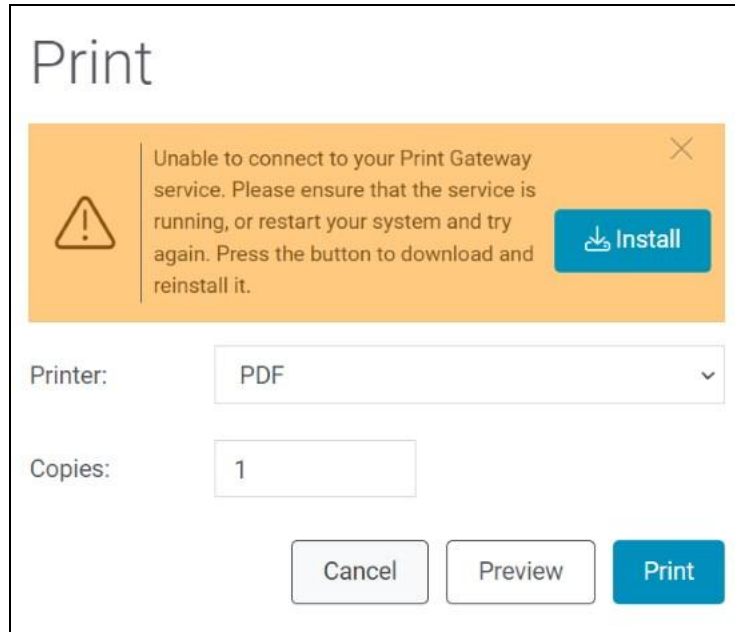
In Print Console, you only need to select a document to go to the Print page.

3. On the Print page, the user access token is automatically refreshed.

If you cannot access the Print page in BarTender Cloud, see the "Why Are Printers Not Available to the BarTender Cloud REST API?" topic in the **Troubleshooting** section of this document.

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 on the Install button in the notification banner above the print controls on the BarTender Cloud **Print** page.



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



When using BarTender on-prem, if the Print Portal (BarTender v11.4) 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.

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 also be installed.

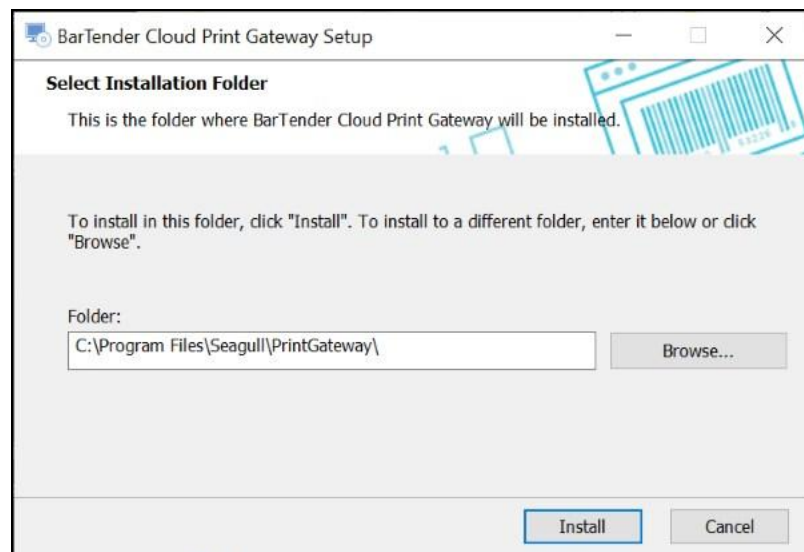
Installing the Print Gateway Service

To install the Print Gateway service:

1. On the **Home** page, select **Print Console**.

You can also reach the **Print Console** page from the side menu in the **Print** section.

2. On the **Print Console** page, select a document to print. The **Print** page opens.
3. On the **Print** page, click the Install button in the banner notification to download the installer.
4. Once the installer is downloaded (usually to the Downloads folder), double-click it.
5. In the **User Access Control** dialog, click **Yes**. The BarTender Cloud Print Gateway Setup wizard starts.
6. Follow the steps in the wizard 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 list.



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. For BarTender Cloud users, you should not have to make any manual adjustments to the print server at all. This feature is intended for advanced users, or for users working with Technical Support, or for those using BarTender on-prem version. Seagull recommends BarTender Cloud users not try to manually add, edit, or delete print servers.

Print Servers
Remote print servers your printers can be shared with

- BarTender Cloud Print Controller [edit] [delete]

Add new print server

Print Server Name

Print Server URL

- **<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.
 - [edit icon] : Opens the **Edit Print Server** dialog, where you can modify the print server name and URL.
 - [delete icon] : Deletes the connected print server.
- **Add new print server**: Click to display the following options:
 - **Print Server Name**: Enter the name of the print server that you want to add. (Unnecessary for BarTender Cloud users)
 - **Print Server URL**: Enter the URL of the print server that you want to add. (Unnecessary for BarTender Cloud users)
 - **Add**: Add the new print server.
 - **Cancel**: Cancel the operation.

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.

Local Printers

Status: Connected

☒ When a new printer is installed on this computer, automatically allow this computer to print to it

☒ Allow this computer to print to all printers

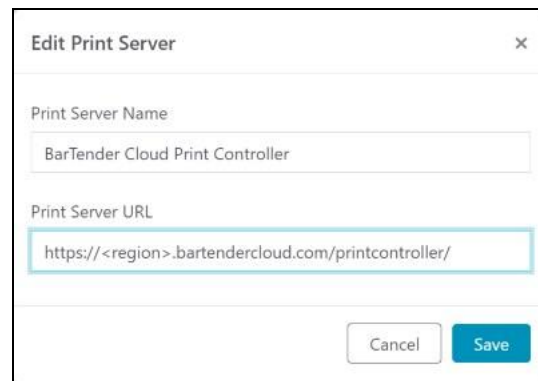
PRTUSWA102-HP LaserJet 281-Acc... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	PRTUSWA103-Xerox in Marketing Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	PRTUSWA105-HP LaserJet 1200 In ... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers
PRTUSWA106-HP LaserJet 200 Ne... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	PRTUSWA107-HP LaserJet P2055 i... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	PRTUSWA108- Sales LaserJet 400 Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers
PRTUSWA112-HP LaserJet in Mark... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	PRTUSWA113-HP LaserJet 425 in D... Printer Status: Ready Devices that can print to this printer: ☒ This computer ☐ Other computers	

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 and 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. It contains 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 are two buttons: "Cancel" and "Save".

- **Print Server Name:** Enter a name for the print server.
- **Print Server URL:** For on-prem users, this is where you enter the URL to specify where the print server is located. it is not necessary for BarTender Cloud users to interact with this field, but is required for BarTender on-prem users.

Deleting Print Servers

Seagull recommends not removing the default BarTender Cloud print server.

- Click  next to the print server's name.



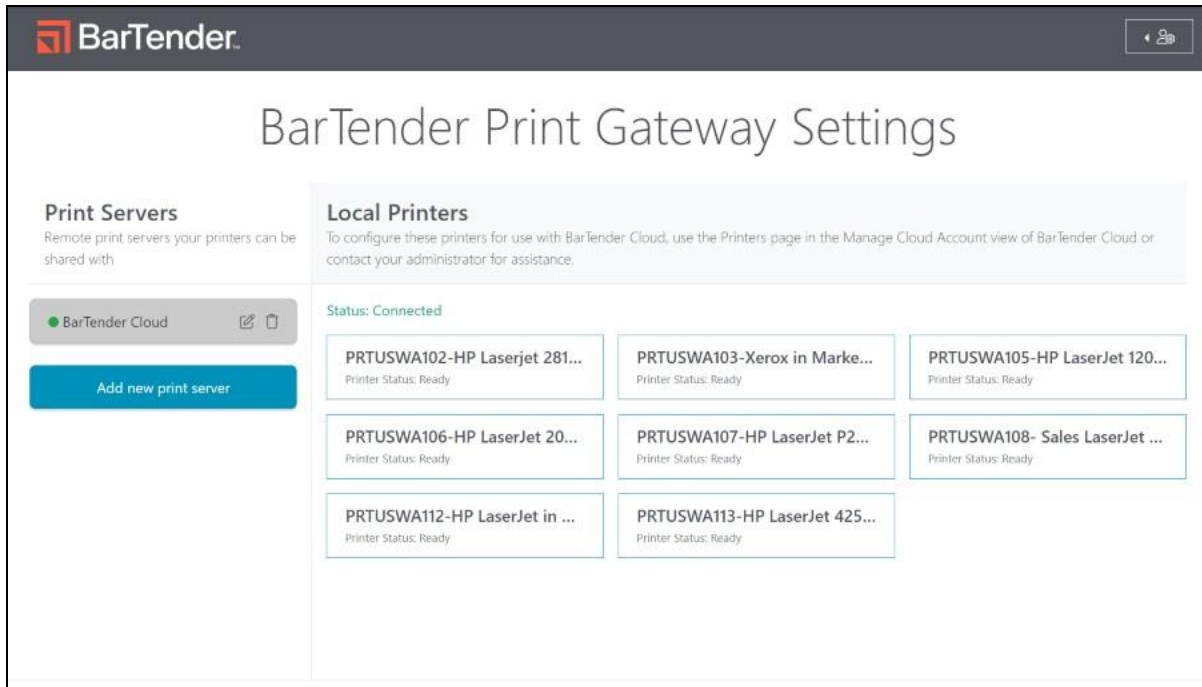
Currently, BarTender **does not** provide a warning before deleting a print server to give you a chance to change your mind. When you click , BarTender immediately deletes the print server.



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.



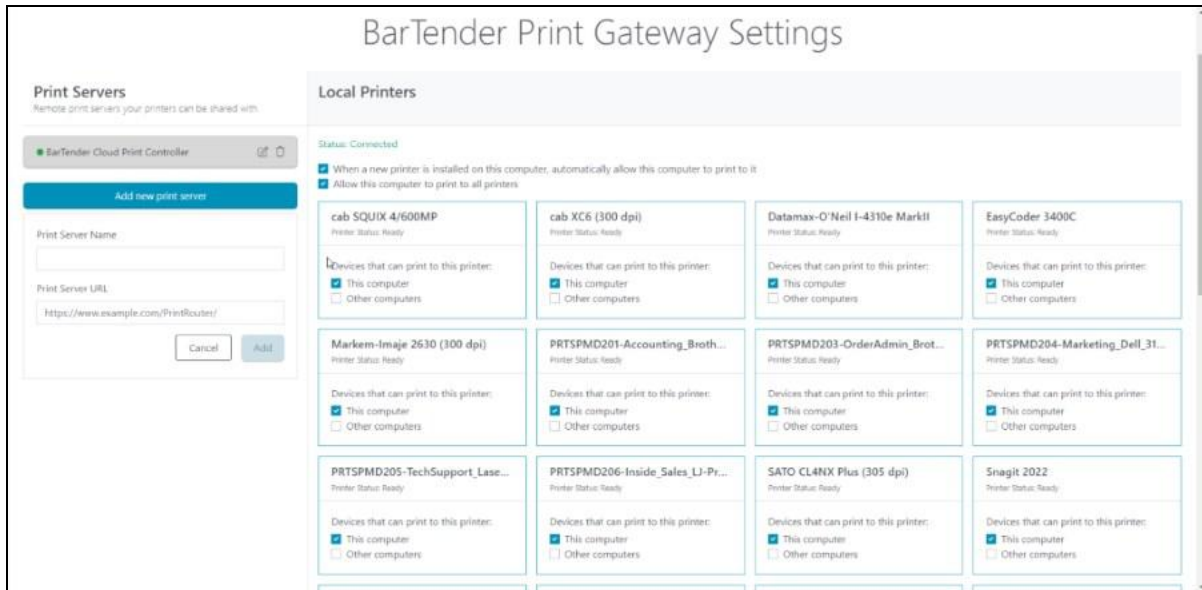
For BarTender Cloud users, the Local Printers section of the **BarTender Print Gateway Settings** page displays locally available printers. Each printer is represented within a rectangle containing name and status information.

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



For BarTender Cloud, printer settings are controlled from the Printers page in the Manage Cloud Account section of BarTender Cloud.

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** unchecked, the **Allow this computer to print to all printers** checkbox is automatically unchecked as well.

Selecting a Printer

In the **Printer** list, 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. At the top, the word 'Print' is displayed in a large, light gray font. Below it, there are two main sections. The first section is labeled 'Printer:' and contains a dropdown menu with 'PDF' selected. A red oval highlights a status message below the dropdown: 'The Print Gateway service is running'. To the right of this message is a blue link labeled 'Configure'. The second section is labeled 'Copies:' and contains a text input field with the number '1'. At the bottom of the dialog, there are three buttons: 'Cancel', 'Preview', and 'Print' (which is highlighted in blue).

After the Print Gateway service is installed, a message appears on the **Print** page 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 Scientific 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 **Troubleshooting** later in 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 an 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.

The access token is automatically transferred to the BarTender Print Gateway when you visit the **Print** page in BarTender Cloud. However, if you use the BarTender Cloud REST API and do not go to the **Print** page, you will need to log into BarTender Cloud manually to refresh your user access token. The access token has a six-month expiration.



You can also find your user access token in the BarTender Cloud API section of the Manage Cloud Account page.

If you cannot access the Manage Cloud Account page, you can still refresh your private user access token. See the "Why Are Printers Not Available to the BarTender Cloud REST API?" topic in the **Troubleshooting** section of this document.



Access to the BarTender Cloud REST API is included with the Automation subscription plan.

For more information on the BarTender Cloud REST API, see [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 Scientific 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 Scientific 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.



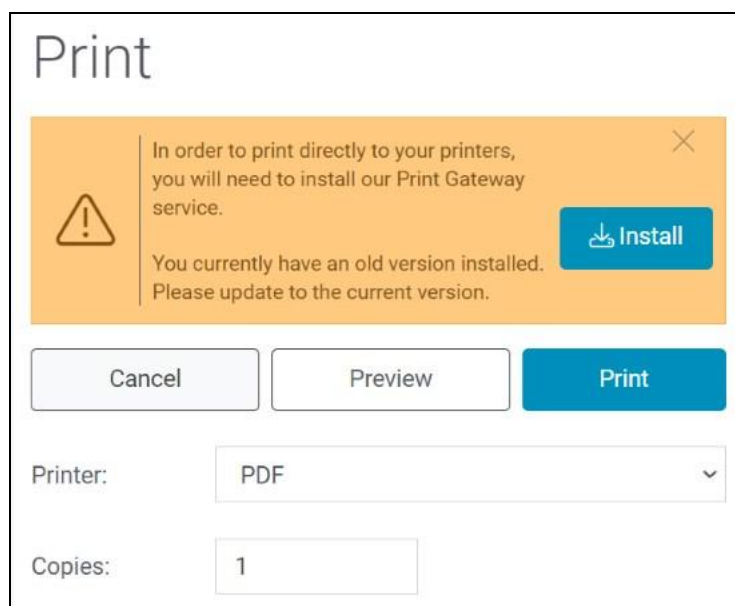
When bi-directional communication is disabled, the ability to share driver settings between the print server and the client is lost.

- 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

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.



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** section 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	
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.



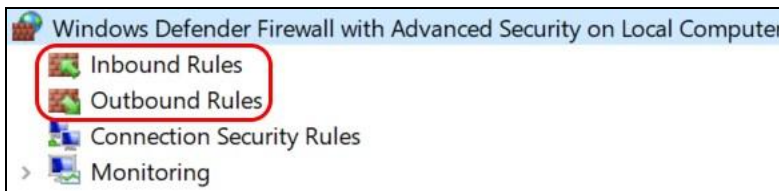
6. Alternatively, you can click Stop and then Start to restart the service after selecting it. This can also be done in the Properties dialog (accessed by double-clicking the name of the service) or from the More Actions list in the Actions panel.

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.

Visit the Print Page to Refresh the User Access Token

The BarTender Print Gateway needs a user access token to authenticate with the BarTender Cloud Print Engine and receive print jobs. However, the access token currently has a six-month lifetime. If you haven't visited the Print page in the past six months, the Print Gateway will appear as disconnected.

- Visiting the Print page re-transfers the access token automatically.

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

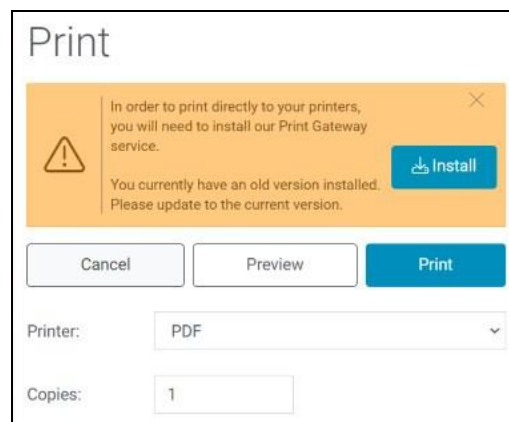
BarTender Cloud

Solutions

The solution to this problem depends on which type of notification you received.

Previous Version Installed

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

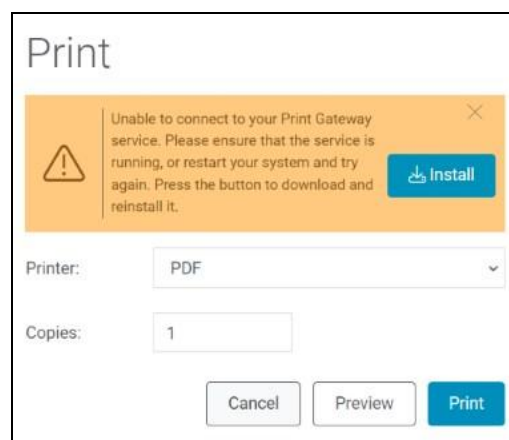


it means that an updated version of Print Gateway is available and should be installed. You are still able to print using the older version of Print Gateway until you install the updated version.

Follow the instructions for "Updating the Print Gateway Service" in the **Performance and Maintenance** section 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,



this 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, see "Uninstalling and Reinstalling the BarTender Print Gateway Service" at the start of this section of the document.

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

Symptoms

Local printers are unavailable to the REST API.

Environment

BarTender Cloud REST API

Solution

Currently, you must refresh the user token every six months.

Visit the Print Page in BarTender Cloud

Each time you visit the Print page in BarTender Cloud, the user access token is automatically updated.

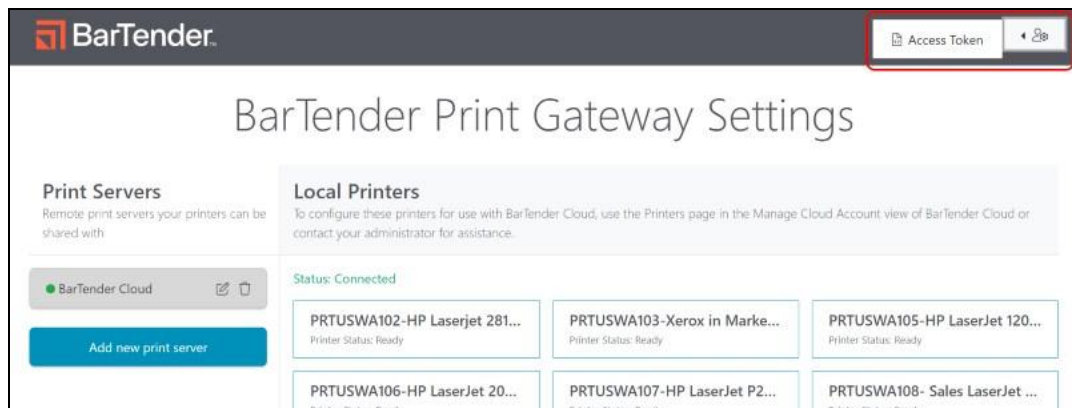
Manually Obtain a User Access Token

If you do not access the Print page directly, you must manually refresh your user access token every six months. If you don't refresh the user access token every six months, your local printers may become unavailable to the REST API and you will only be able to print to PDF. This issue is due to the BarTender Print Gateway's internal communication with the BarTender Cloud Print Engine and the way the user access token is renewed.

In addition to the Print page, you can also find your user access token in the BarTender Cloud API section of the Manage Cloud Account page.

If you do not have access to these pages, you can refresh the user access token from the **BarTender Print Gateway Settings** page.

1. In your browser, go to <http://localhost:5952/settings> to open the **BarTender Print Gateway Settings** page.
2. Click  to save a refreshed access token for the PrintGateway to use.



3. In the **User Access Token** dialog, click **Save**.

No changes are needed on the client side or in customer applications.

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.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>
- *Getting Started with BarTender Cloud*
<https://support.seagullscientific.com/hc/en-us/articles/9926265797143-Getting-Started-with-BarTender-Software>

BarTender Help System

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

Other Resources

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

- BarTender® Technical Specifications and System Requirements (WEB)
<https://www.seagullscientific.com/software/bartender-technical-specifications/>
- Printer Drivers (WEB)
<https://www.seagullscientific.com/support/downloads/drivers/>
- BarTender Cloud Support Portal (WEB)
<https://support.seagullscientific.com/hc/en-us/categories/7750889098775-BarTender-Cloud>

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