



Printer Maestro

True Enterprise Print Management for Windows

Supports the following BarTender software versions:
BarTender 2019

Contents

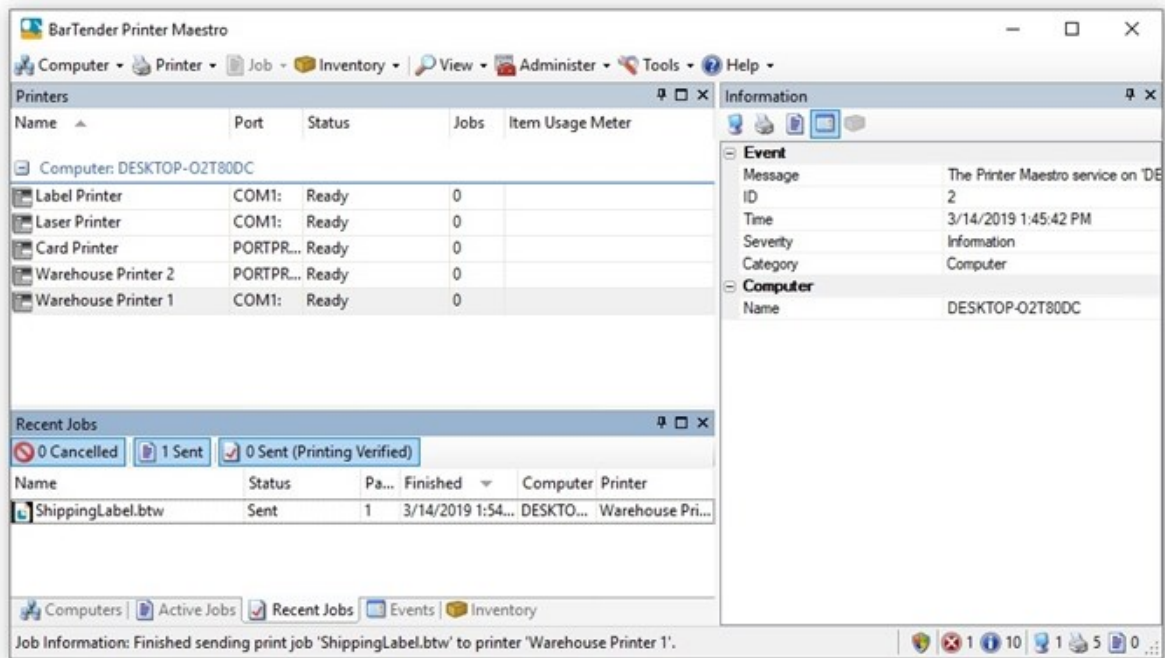
- Overview 3**
- Printer Maestro Service 4**
 - Managing the Printer Maestro Service 4
- Using Printer Maestro 5**
 - Printers Pane 5
 - Information Pane 6
 - Computers Pane 6
 - Active Jobs Pane 7
 - Recent Jobs Pane 8
 - Events Pane 8
 - Inventory Pane 9
- Printer Media Usage and Parts Inventory Tracking 10**
- Setting Up Event Alerts 11**
- Related Documentation 12**

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.

Printer Maestro is supported by the Enterprise edition of BarTender.



Printer Maestro Service

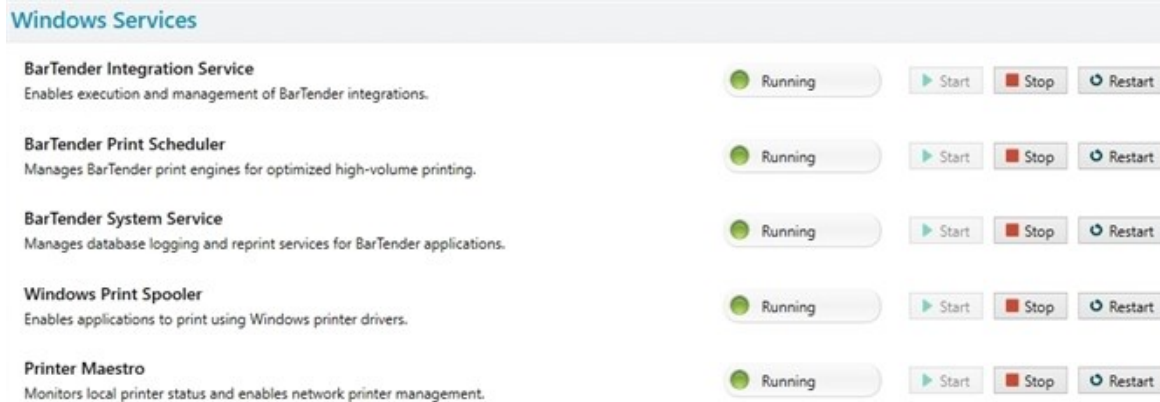
The Printer Maestro Service is a Windows service that is installed automatically when BarTender is installed. The Printer Maestro Service monitors the printers on your network, collecting information about printer status, print jobs, and printer-related inventory items. It reports this information to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

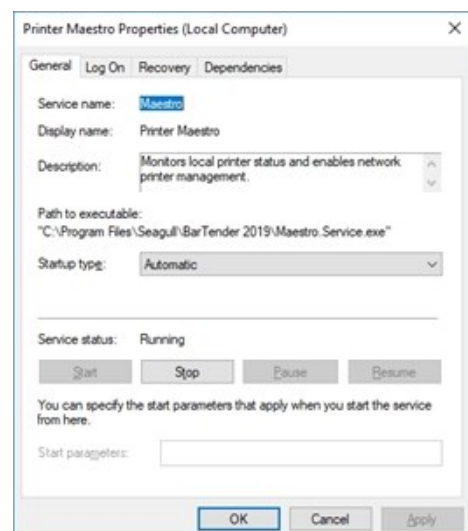
Managing the Printer Maestro Service

It is seldom necessary to manage the Printer Maestro Service and it is normally 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.



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.



Using Printer Maestro

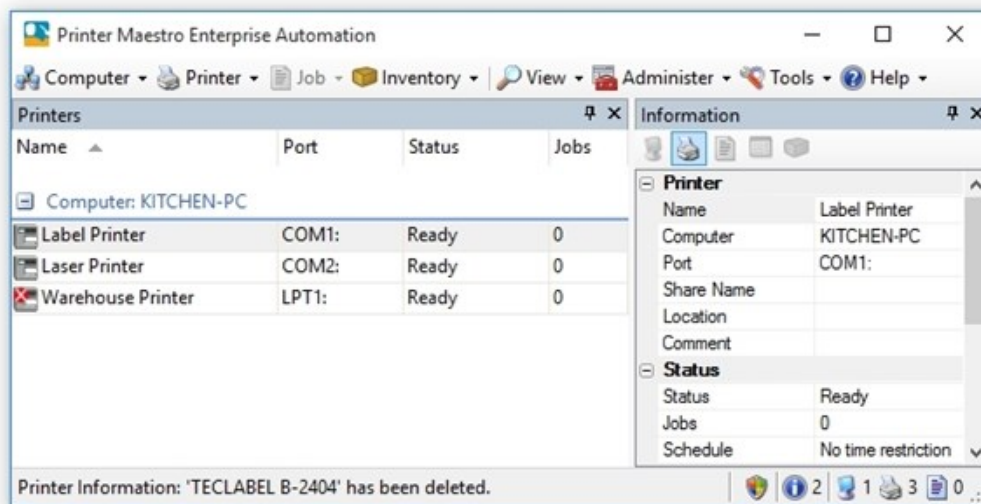
The main functions of Printer Maestro are to monitor printers and print jobs in your network and to track printing-related inventory items. You can manage any printer that is installed on a computer that is running the Printer Maestro Service. The printer driver for each printer needs to be installed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



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.

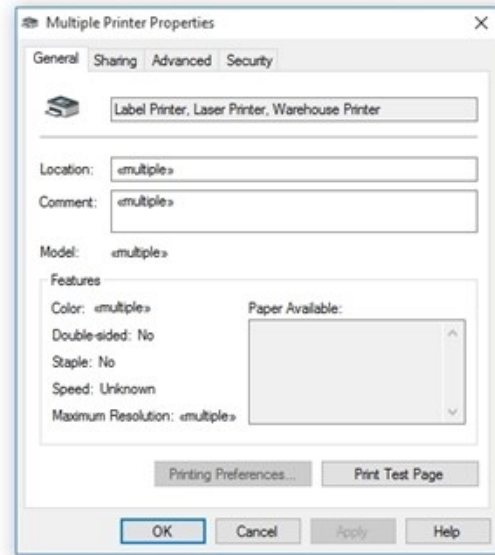
Configuring Multiple Printers at One Time

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, select every printer whose settings you want to modify in the **Printers** pane. 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.

For more information, refer to the [Printer Properties Dialog](#) topic in the BarTender help system.

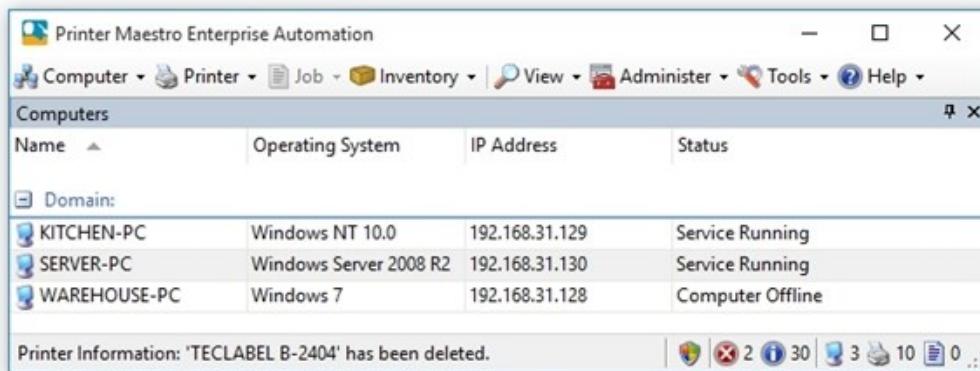


Information Pane

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 network-wide view of computers, displays detailed information about each computer, and provides options for you to change the settings for those computers (when the correct security permissions are set). This pane combines the list of network domains and domain members into a single, scrollable, organized display.



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.

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:

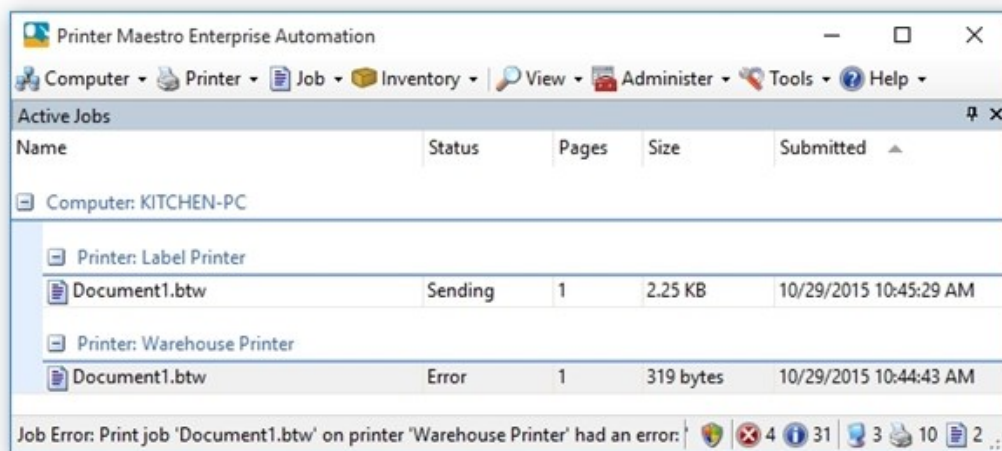
- Printer Maestro uses the same Computer Management tool to view the configuration of remote computers that Windows already provides. Printer Maestro only makes the tool easier to run for multiple computers.
- Printer Maestro never bypasses the standard Windows security settings and domain control services 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 may 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

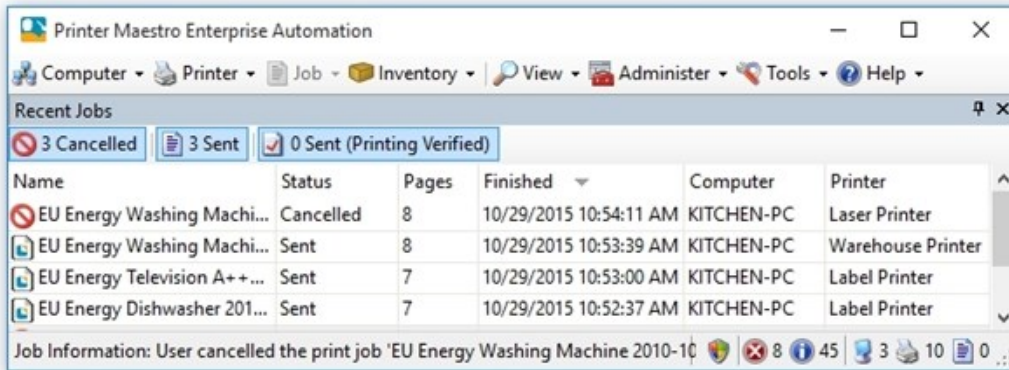
Click the **Active Jobs** tab to display the **Active Jobs** pane, which displays all of the print jobs on the network that are currently in progress. This pane is dynamic, which means that rows of data appear and disappear during the course of a normal business day as print jobs start, run, and finish.

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.



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.



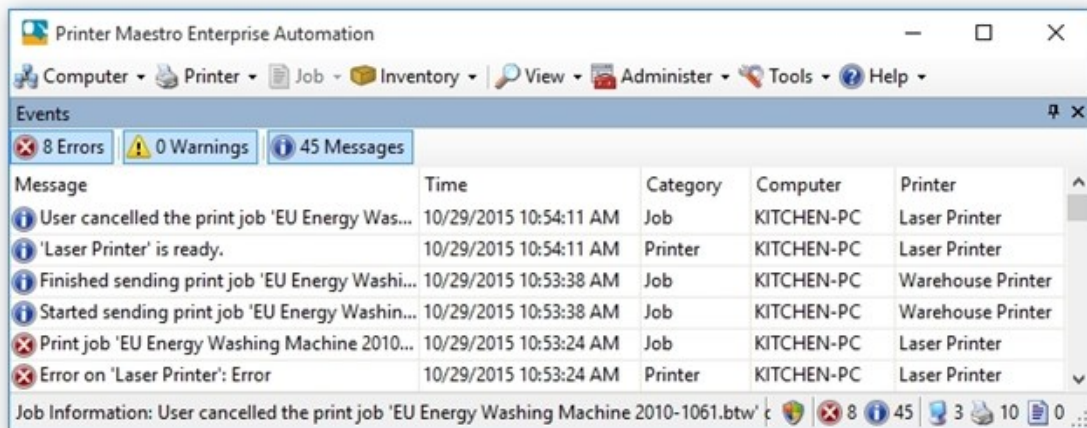
Name	Status	Pages	Finished	Computer	Printer
EU Energy Washing Machi...	Cancelled	8	10/29/2015 10:54:11 AM	KITCHEN-PC	Laser Printer
EU Energy Washing Machi...	Sent	8	10/29/2015 10:53:39 AM	KITCHEN-PC	Warehouse Printer
EU Energy Television A++...	Sent	7	10/29/2015 10:53:00 AM	KITCHEN-PC	Label Printer
EU Energy Dishwasher 201...	Sent	7	10/29/2015 10:52:37 AM	KITCHEN-PC	Label Printer

Job Information: User cancelled the print job 'EU Energy Washing Machine 2010-10'

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

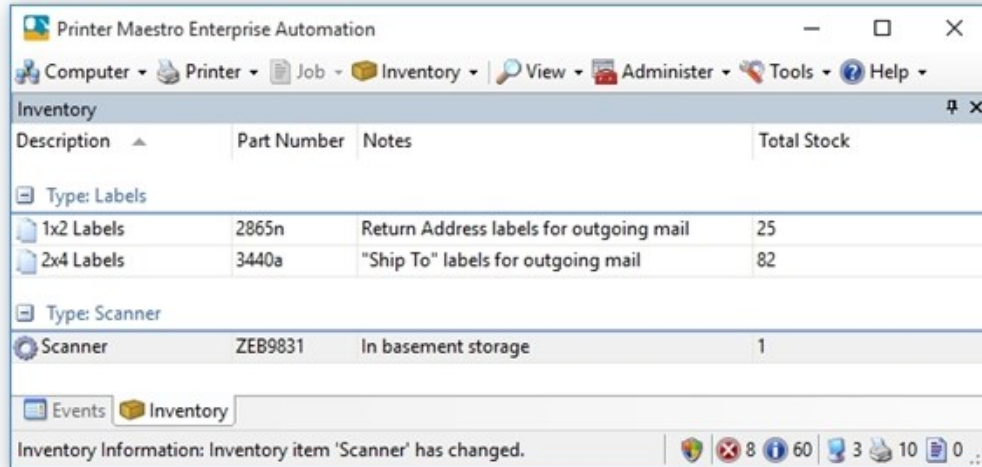


Message	Time	Category	Computer	Printer
User cancelled the print job 'EU Energy Was...	10/29/2015 10:54:11 AM	Job	KITCHEN-PC	Laser Printer
'Laser Printer' is ready.	10/29/2015 10:54:11 AM	Printer	KITCHEN-PC	Laser Printer
Finished sending print job 'EU Energy Washi...	10/29/2015 10:53:38 AM	Job	KITCHEN-PC	Warehouse Printer
Started sending print job 'EU Energy Washin...	10/29/2015 10:53:38 AM	Job	KITCHEN-PC	Warehouse Printer
Print job 'EU Energy Washing Machine 2010...	10/29/2015 10:53:24 AM	Job	KITCHEN-PC	Laser Printer
Error on 'Laser Printer': Error	10/29/2015 10:53:24 AM	Printer	KITCHEN-PC	Laser Printer

Job Information: User cancelled the print job 'EU Energy Washing Machine 2010-1061.btw'

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.



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 white paper.

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

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 white paper.

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

Related Documentation

White Papers

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

To view and download white papers, visit:

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

Manuals

- *Getting Started with BarTender*
<https://support.seagullscientific.com/hc/categories/200267887>

BarTender Help System

- [Printer Maestro](#)

Other Resources

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

