Status Monitoring

Using Drivers by Seagull™ to Display
Printer Status Information

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Overview

The most basic printer communication is unidirectional, which means that data is sent from the computer to the printer. No matter how simple your printer is, you can always print and send configuration data to your printer directly from your computer.

Many printers support bidirectional communication, which means that they receive data from the computer and send data back. In this case, you can monitor your printer's configuration, real-time status, and print job queue remotely from your computer.

By using bidirectional printer communication, many printer drivers can report basic conditions such as "Printer Offline" and "Toner Low" to the Windows spooler. When you use Drivers by Seagull™, however, you can expand on these basic features to improve printing productivity.

With Drivers by Seagull, you can do the following:

- Display advanced status conditions by using the Status Monitor, which is supported for many printers
- Query printer commands
- View downloaded printer fonts
- Log events that occur during print jobs
- Import and export driver settings

For more information, refer to the *Drivers by Seagull™* white paper:

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

Status Monitor

The Status Monitor, which is available with many Drivers by Seagull, periodically polls the printer's status and reports that information to the Windows spooler. Windows displays this information in the Status Monitor window and your computer's Devices and Printers folder, the **Print Queue** window, and the notification area.

To use the Status Monitor, do the following:

- Verify that the printer supports the transmission of status messages during print jobs.
- Verify that the printer is equipped with at least one bidirectional port. Different printer models come with different combinations of serial, parallel, USB, and TCP/IP ports, and not all are guaranteed to be bidirectional.
- Use a bidirectional cable.
- Install the appropriate printer driver for your printer. To download Drivers by Seagull, visit the Free Windows Printer Driver Downloads page on the Seagull Scientific website.

Important Benefits

Print Verification to Ensure Print Job Integrity

In some industries, such as medical, pharmaceutical and the military, it is not enough to transmit a print job under the hopeful assumption that the requested number of items were successfully printed. You may need to comply with regulations that mandate the software verification of an entire print job. You can use the Status Monitor to help you comply with such requirements by specifying that all unprinted item information is held in a buffer until the printer reports back that each previous item was printed.

Furthermore, you can configure BarTender (or your other print application) to generate a record-by-record log of the requested print jobs, so that you can compare what was sent to what was printed.

Timely notification gives you the opportunity to take corrective action before a stalled printer or other problem adversely affects your production.

Full Network Compatibility

You can view the printer driver's Status Monitor information on any computer on a network. Therefore, regardless of whether you are printing locally or whether BarTender is running on a server or a local computer, you can monitor real-time printer status information to keep track of your print jobs from anywhere at your facility.

Viewing the Printer Status

You can view the printer status in the following places:

- The Devices and Printers folder in Windows Control Panel
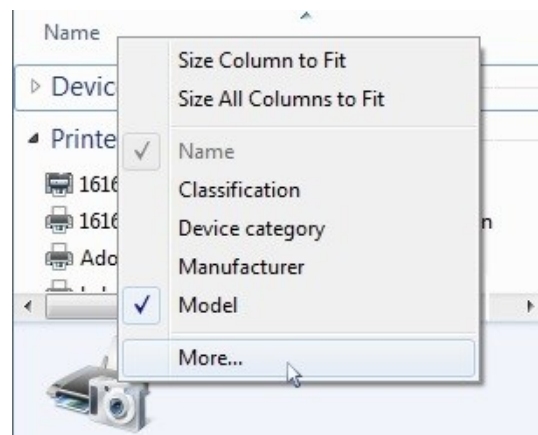- Your printer's **Print Queue** window
- The **Status Monitor** window

Devices and Printers

The Devices and Printers folder lists all of the printers that are installed on your system. When you use status monitoring, you can view the printer status in the **Status** column of the **Details** view.
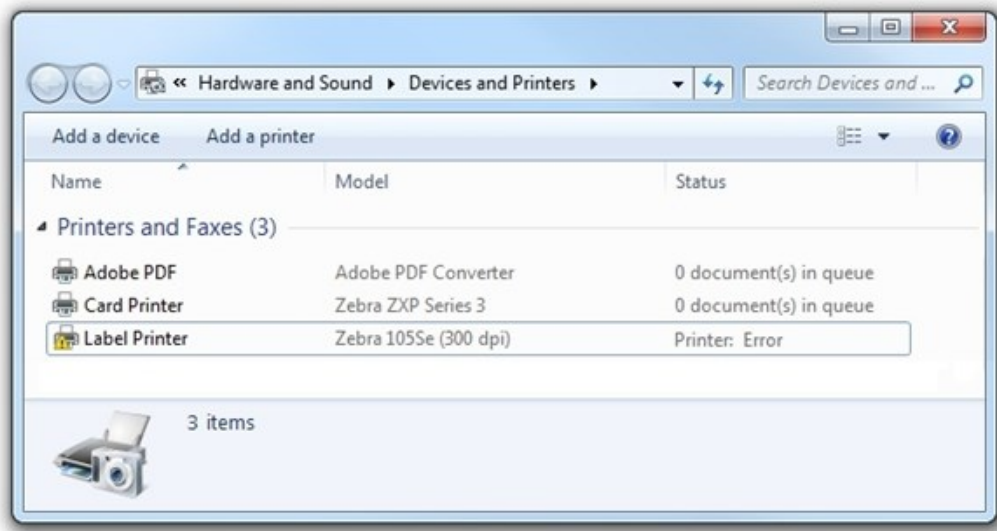
If the **Status** column does not appear, you can add it. To do this, follow these steps:

1. In Windows Control Panel, open the Devices and Printers folder.
2. Click the ⬛ icon, and then click **Details**.
3. Right-click any column header.
4. In the list, click to select the **Status** option. If this option does not appear, click **More**. The **Choose Details** dialog opens.
5. Click to select the **Status** check box.
6. Click **OK** to close the **Choose Details** dialog. The **Status** column should now appear in the **Details** view.

Print Queue

Your printer's **Print Queue** window displays the status of each print job that was sent to your printer. In addition,
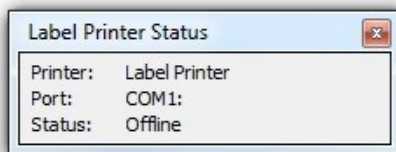
you can view the printer status in the title bar. If no status is shown in the title bar, then your printer is working correctly.
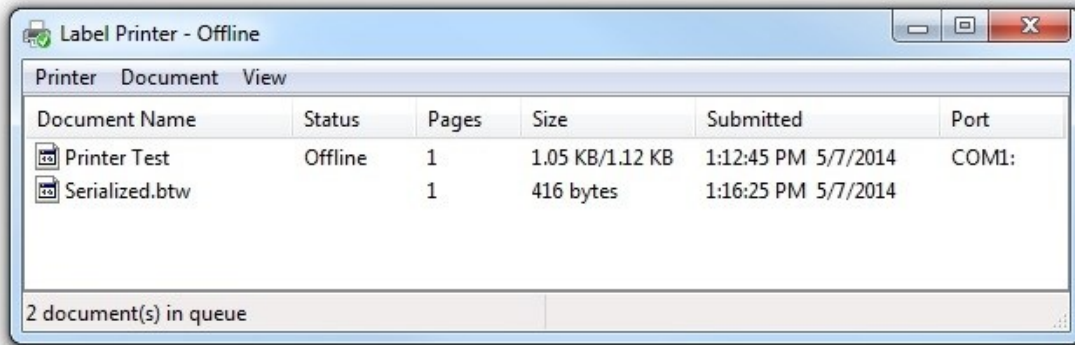
To open the **Print Queue** window, use one of the following methods:

- Double-click the 🖨 icon in your notification area.
- Double-click your printer in the Devices and Printers folder in Windows Control Panel.
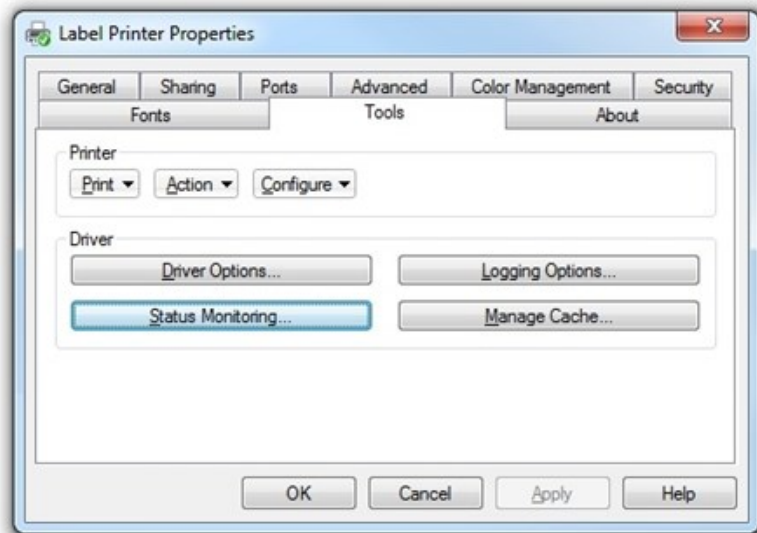
Status Monitor Window

The Status Monitor window displays detailed information about printers that are installed together with Drivers by Seagull that have status monitoring enabled. To enable status monitoring, refer to the Enabling and Configuring the Status Monitor chapter of this white paper.

Enabling and Configuring the Status Monitor

In most cases, after you install a Drivers by Seagull printer driver, the Status Monitor is turned off by default. To enable and configure status monitoring, follow these steps:

1. In the Devices and Printers folder in Windows Control Panel, right-click the printer that you want.

2. Click **Printer properties**. The **Printer Properties** dialog opens.

3. Click the **Tools** tab.

4. In the **Driver** area, click **Status Monitoring**. The **Status Monitoring** dialog opens.

5. Click the **Status** tab.

6. In the **Printer Status Monitoring** area, click to select one of the following options:

   - **During print jobs only**: Specifies that the Status Monitor runs only during print jobs.
   - **On demand**: Specifies that you can access the Status Monitor any time by clicking the icon in your notification area.
   - **Continuous**: Specifies that the Status Monitor always runs in the background.

7. Optionally configure the other Status Monitor settings by using the options on the **Status**, **Job Verification**, and **Communication** tabs, as described in the sections that follow.

8. Click **OK** to close the **Status Monitoring** dialog.

9. Click **OK** to close the **Printer Properties** dialog.

Status Tab

Use the **Status** tab to enable status monitoring and to specify how often the monitoring occurs.

The printer status is always displayed in the Devices and Printers folder in Windows Control Panel, but you can configure the display of printer status by adding icons to the task bar or configuring the appearance of the Status Monitor window.
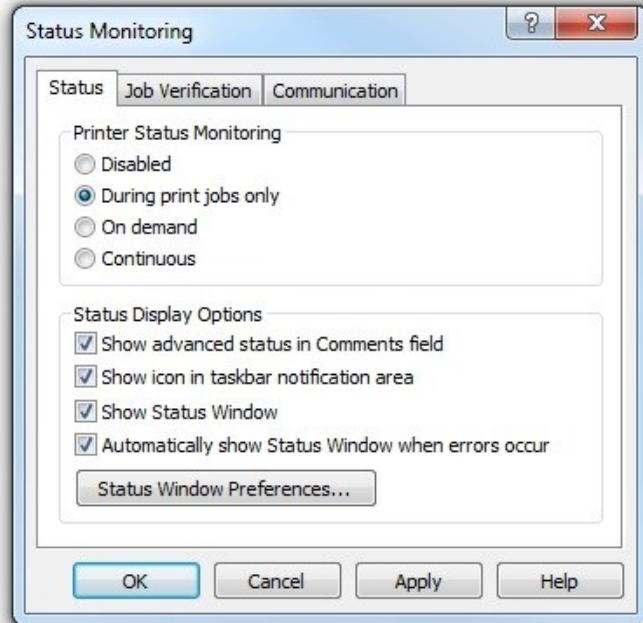
Job Verification Tab

The **Job Verification** tab specifies when the printer status must be verified before more data is sent. When jobs or pages are verified to be complete before more data is sent, the print spooler can accurately indicate what jobs or pages were printed successfully, which job or page is currently being printed, and which jobs or pages have yet to be sent to the printer.
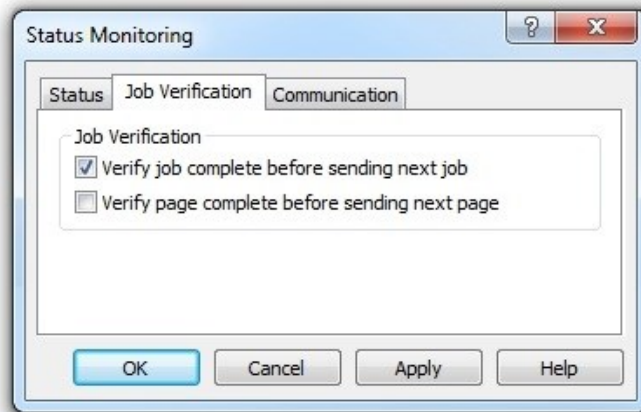
Communication Tab

The **Communication** tab includes advanced settings that usually do not need to be changed. For more information about these options, refer to the driver's online help system.

Supported Printers

To determine whether a particular printer is supported, install the printer driver, and then check to see whether the **Status Monitoring** button on the **Tools** tab of the **Printer Properties** dialog is available.
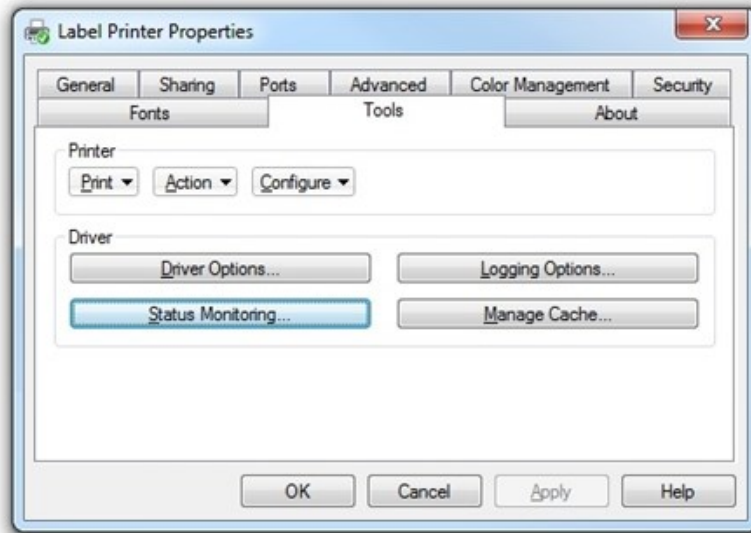
Related Documentation

White Papers

- *Drivers by Seagull™*
- *Installing Drivers by Seagull™*
- *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

Other Resources

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