



## **Printer Maestro**

True Enterprise Print Management for Windows

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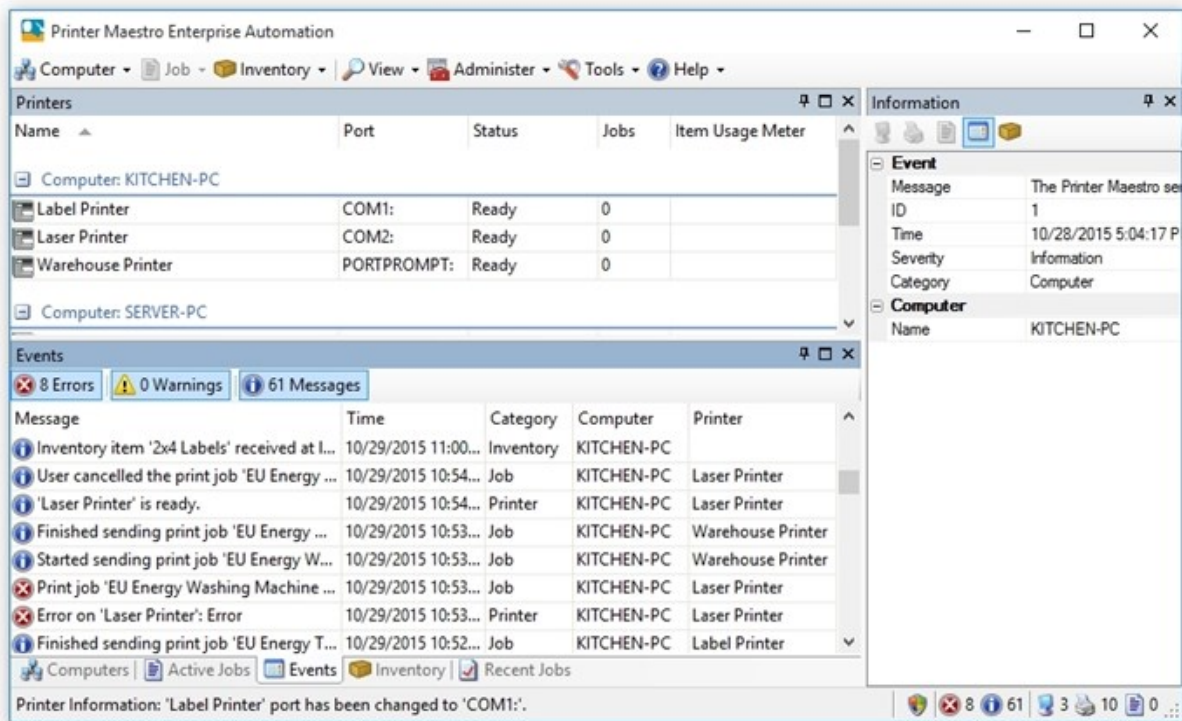
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## Overview

Printer Maestro provides a convenient way to monitor the printers and print jobs on your network. Additionally, it contains tools to help track your printing-related inventory items such as toner, labels, print heads and memory. Printer Maestro can be configured 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 to store its data, or it can be configured to use a distributed database requiring no additional software.

Printer Maestro is available for use with both the Automation and Enterprise Automation editions of BarTender, although some advanced features are available only with the Enterprise Automation edition.



## The Printer Maestro Service

Printer Maestro accesses information from the Printer Maestro Service to monitor printers, print jobs and inventory items on your network. In order for Printer Maestro to “see” computers and printers on your network, the Printer Maestro service must be running on that computer.

A *service* is a small program that runs invisibly in the background on a computer at all times, even when no one is logged in. 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.

The Printer Maestro service is in charge of monitoring the status of the printers and print jobs on a computer and reporting that information to any installed copies of the Printer Maestro application running elsewhere on the network.

### Installing the Printer Maestro Service

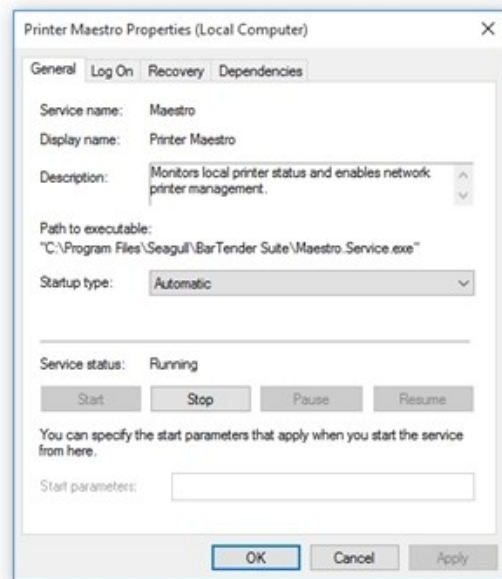
The Printer Maestro service is installed automatically on any computer on which BarTender (Automation or Enterprise Automation edition) is installed. However, if you want Printer Maestro to monitor printing activity on computers that do *not* have BarTender or Printer Maestro installed, you must manually install the Printer Maestro service on those computers.

To install the Printer Maestro service, run the BarTender installation package (even though you will not be installing BarTender). When you get to the screen entitled **Specify What to Install**, select **Printer Maestro Service Only** from the dropdown list.

### Managing the Printer Maestro Service

If you need to start, stop or restart the Printer Maestro service, you can do so from Administration Console. Further management of the Printer Maestro service is performed from the service's Properties dialog, accessible from the Windows Services utility.

**NOTE:** Managing the Printer Maestro service is seldom necessary, and is normally done only by an IT manager.



## Using Printer Maestro

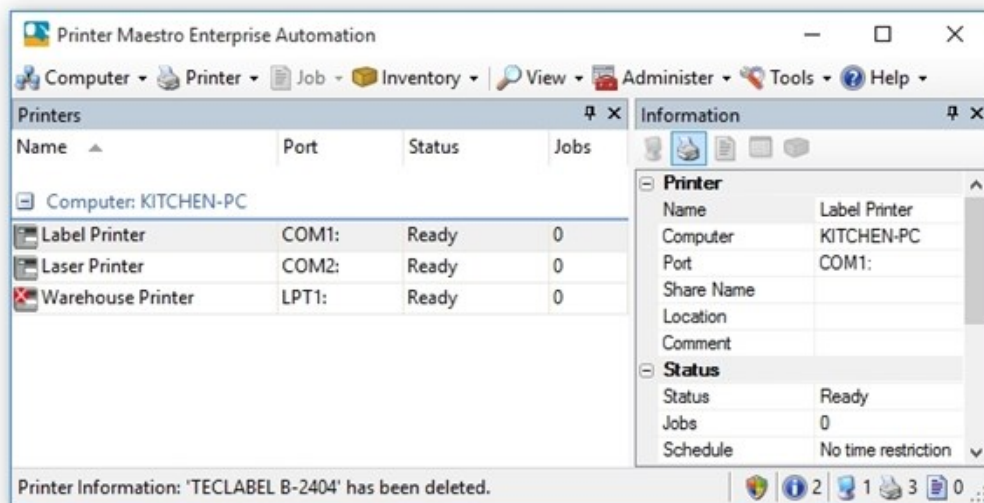
Printer Maestro's main function is to monitor printers and print jobs on your network. It also contains tools to keep track of printing-related inventory items. Note that the available features depend on which edition of BarTender you are running. These features, along with the associated edition, are described in [Appendix A](#).

Each pane in Printer Maestro's main user interface displays detailed data about the devices on your network. From the tabs at the bottom of the window, you can easily switch between viewing computers, print jobs, events or printer inventory in your printing environment.

### The Printers Pane

The **Printers** pane displays all of the printers running on computers with the Printer Maestro service across your network. Alongside the **Printers** pane, the **Information** pane displays the name, status and inventory of the selected printer.

The printers are organized and displayed according to the associated computer or print server. From a printer's context menu, you can pause and restart printing, access the driver, rename or delete the printer, print test pages, open the printer's **Properties** dialog and more.



Printer management functionality is dependent on your BarTender edition, as follows:

- With the Enterprise Automation edition of BarTender, you can manage any printer installed on a computer running the Printer Maestro service. The printer drivers for each printer only need to be installed on the client computer.
- With the Automation edition of BarTender, you can manage any printer installed on a computer running the Printer Maestro service, as long as the printer driver for the printer is installed on *both the viewing computer(s) and the computer(s) to which the remote printer(s) are attached*.

**NOTE:** Printer Maestro uses the standard Windows security structure. If you do not

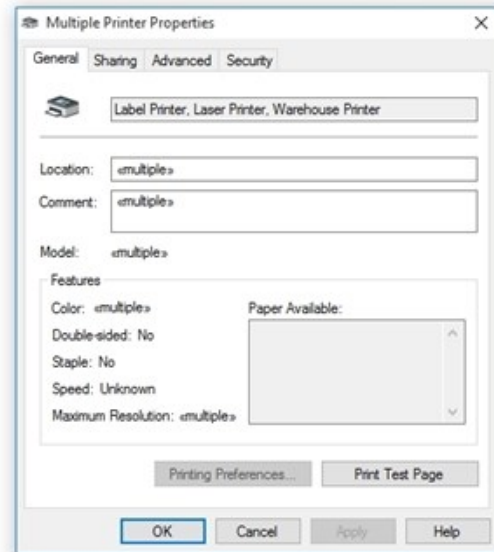
have the user rights necessary to access and modify a given printer's settings on another computer, Printer Maestro will not bypass those constraints.

## Printer Driver Configuration for Multiple Printers at Once

With the traditional printer configuration capabilities of Windows, you change printer settings by individually configuring settings one printer at a time from within each printer's **Properties** dialog.

With Printer Maestro, this is still necessary when configuring printer settings that are unique to a particular printer. However, there are some printer driver settings that many printers share in common, and Printer Maestro takes advantage of this fact to allow configuration of multiple printers at the same time.

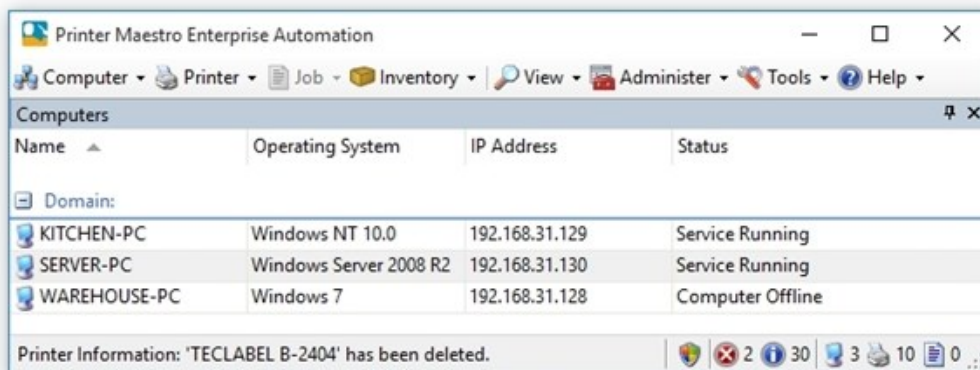
To configure multiple printers at once, in the **Printers** pane, select every printer whose settings you want to modify. Right-click any of the highlighted printers and select **Properties** from the context menu to open the **Multiple Printer Properties** dialog. From here you can configure certain settings shared among the selected printers such as security, schedule and spooler settings.



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

## The Computers Pane

The **Computers** pane provides a network-wide view of computers, shows additional useful information, and where allowed by security settings, allows you to make changes to settings for those computers. It combines the list of network domains and domain members into a single, scrollable display, showing you organized information about your network.



To see more information about a computer, select the computer and view the additional information about that computer in the **Information** pane.

From each computer's context menu, you have access to the Windows **Computer Management** dialog, where you can view and configure settings for the computer.

## Operating Within Windows Security Settings

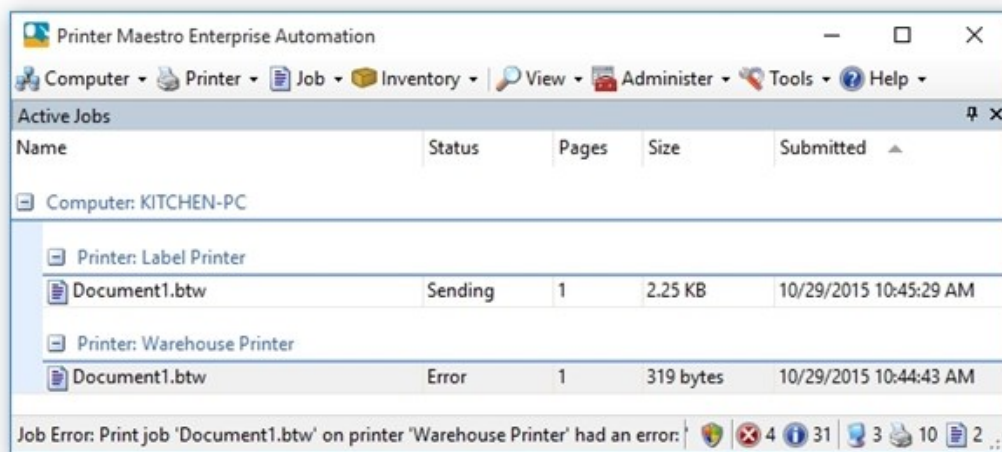
Some users may be concerned with the security issues of displaying the configuration details of PCs on a network. In properly evaluating the security risk that this represents, consider these factors:

- Printer Maestro uses the exact same Computer Management utility for viewing the configuration of remote computers that Windows already provides. Printer Maestro simply makes the utility easier to run for multiple computers.
- The standard Windows security settings on a network are never bypassed. If Windows ordinarily would not allow a given user to view and/or manage the settings on a remote PC, then Printer Maestro won't allow it either.
- Although you may be able to view, stop and start Windows services on remote computers if you have the appropriate network rights, you cannot add or delete services unless you are working on the same computer.
- Printer Maestro never bypasses the Windows security and network domain control services.

If your network security configuration allows it, Printer Maestro makes it easier to view and possibly change setting on remote computers. Therefore, it is vital that your IT Manager understand and properly configure your network security settings.

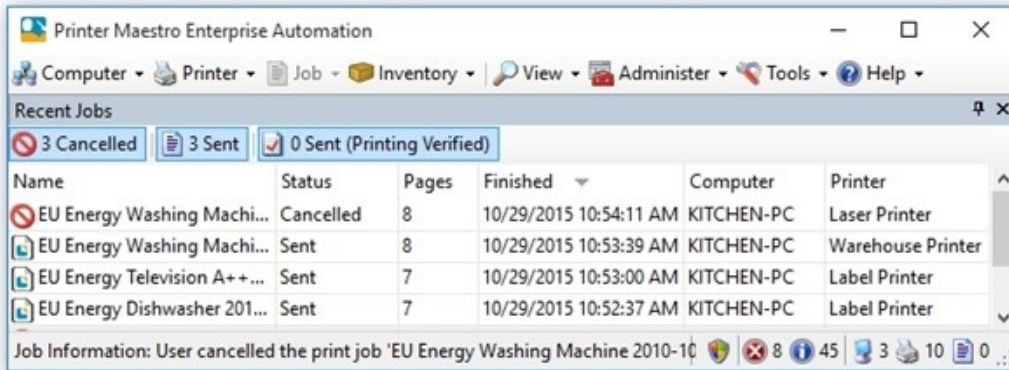
## Active Jobs Pane

The **Active Jobs** pane displays all of the print jobs on the network that are currently in progress. Because of this, the pane is dynamic, with rows of data appearing and disappearing during the course of a normal business day. 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 job(s), that printer is removed from the **Active Jobs** pane.



## Recent Jobs Pane

The **Recent Jobs** pane lets you view your recently completed or cancelled jobs in a separate view from active print jobs. And while the list of recent print jobs does grow in size as more jobs are completed, you can set a limit on the number of jobs shown in the list (the default is 100). Once that limit is reached, the oldest jobs are dropped from the list as new jobs are added.

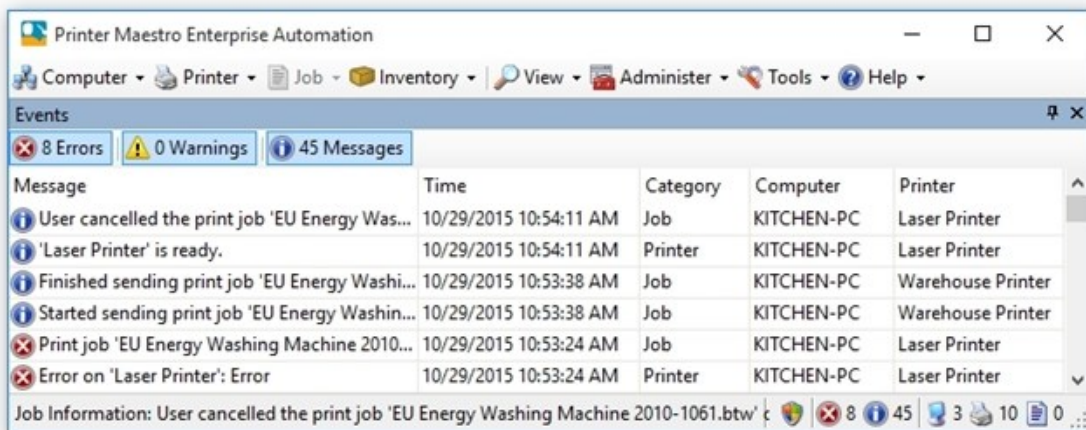


## Events Pane

Printer Maestro's event handling capabilities allow you to immediately see problems with printers. An "event" in Printer Maestro is a change in status of any of the following:

- A printer
- A print job
- A computer
- The inventory level of items
- The Printer Maestro database

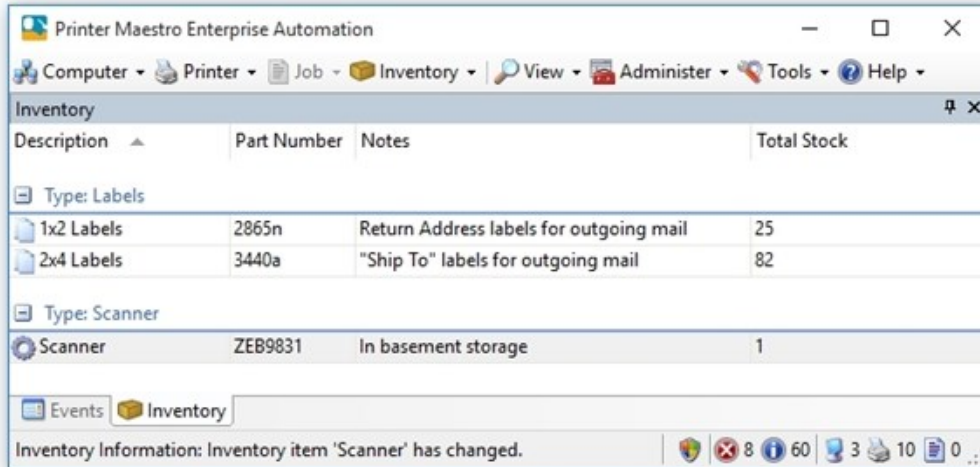
The **Events** pane lists errors, warnings and informational messages associated with any of the items listed above.





## Inventory Pane

Printer Maestro can be set up to track hardware and inventory levels for printers on your network. If you enable this feature, the **Inventory** pane lists the inventory items, as well as any notifications regarding your inventory levels.



For more information on defining inventory items, refer to the [Printer Media Usage and Parts Inventory Tracking](#) chapter of this white paper.

## Information Pane

Located 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 selected in one of the other panes.

## Printer Media Usage and Parts Inventory Tracking

When installed with BarTender's Enterprise Automation edition, Printer Maestro offers an option for tracking the usage of printer media (such as ribbons and labels) and inventory of printer parts (such as print heads, memory, font cartridges and so on).

Using the **Inventory** menu, you can define new media and printer part types and 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 details about an item can be viewed in the **Information** pane when the item is selected.

After you have created a media item and defined its usage parameters, you can attach it to a printer by dragging the item from the **Inventory** pane to the desired printer. You can then monitor usage levels for that printer from the application interface.

Inventory tracking is complemented by Printer Maestro's [Alerts](#) feature, which enables you to receive a text message or email when a printer is running low on ink or ribbon viability or on media, or when inventory is reaching low levels and may require re-ordering. You define what the low levels are for media usage and parts inventory, and Printer Maestro will let you know when those levels are reached.

## Setting Up Event Alerts

In the Enterprise Automation edition of BarTender, Printer Maestro can text message your cell phone or send you an email notifying you of an event. Alternatively, it can alert you using the Windows Event Log or the BarTender System Database.

Using Printer Maestro's **Events Setup** dialog, you can specify the delivery method and necessary parameters, such as email address or mobile phone number, as well as the event that will trigger the alert message (for example, an error or warning condition).

Conditions that you might want to receive an alert notification for include:

- Printer offline
- Computer offline
- Paper low or out
- Ribbon low or out
- Error messages specific to a particular printer model, such as a print head problem.

## Appendix: Printer Maestro Features

Feature	Automation Edition	Enterprise Automation Edition
Unified display window for printers and print jobs	X	X
Enterprise-wide view of all network print jobs		X
Remote printer configuration		X
Printer media usage and parts inventory tracking		X
Single-click access to network computer information	X	X
Easy access to local and network computer management	X	X
Comprehensive event detection and logging*	X	X
Event alerts		X
Printer driver configuration for multiple printers at once	X	X

\*Monitoring inventory levels is available only with the Enterprise Automation edition of BarTender. All other event detection and logging features are available with both editions.

## Related Documentation

### White Papers and Manuals

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

For downloadable versions, visit:

<http://www.seagullscientific.com/support/white-papers>

### BarTender Help System

- [Printer Maestro](#)

