

## INFORMATION & TROUBLESHOOTING FOR IT TECHNICIANS, ADMINISTRATORS, AND PARTNERS

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## Overview

When you install BarTender 2021 Preview 2, you have the option to install the redesigned Print Portal Internet printing solution. This document answers frequently asked questions (FAQ) for IT technicians, BarTender administrators, and partners about how to configure, use, and troubleshoot your Print Portal installation.

## How to Use Print Portal

Questions about how to set up and use Print Portal for Internet printing include the following:

### *What is Internet printing?*

Internet printing is a process in which users can select a document that is hosted on a web server or service and then print it on the printer that is connected to their local computer or other device. In BarTender 2021 Preview 2, the server that hosts Print Portal can be manually configured to provide an HTTPS connection that supports Internet security.

### *How do I install Print Portal?*

You can install Print Portal at the same time that you install BarTender 2021 Preview 2, or you can install it on an existing BarTender 2021 Preview 2 installation.

To install Print Portal when you install BarTender, follow these steps:

1. Double-click the BarTender installation package. The BarTender Setup wizard starts.
2. On the welcome page of the BarTender Setup wizard, read and accept the license agreement, click to select the **Specify advanced installation options** check box, and then click **Next**.
3. On the **Advanced Installation Options** page, click to select **BarTender with Print Portal**, specify a folder to install to, and then click **Next**.
4. Complete the remaining pages in the wizard.

To install Print Portal on an existing BarTender installation, follow these steps:

1. Browse to and then double-click the BarTender installation package file. Alternatively, in Windows Control Panel, click **Programs**, click **Uninstall a program**, click **BarTender**, and then click **Change**.
2. In the **User Account Control** dialog, click **Yes**. The BarTender Setup wizard starts.
3. Click to select **Modify**, and then click **Next**.
4. On the **Advanced Installation Options** page, click to select **BarTender with Print Portal**, and then click **Next**.
5. Complete the remaining pages in the wizard.


### *How do I navigate to and use Print Portal?*

After you install Print Portal, you can access it on any client by opening a browser window and then entering the following URL:

http://[ServerName]/bartender

Alternatively, you can click the **Start** icon in the bottom left corner of the Windows user interface, click the BarTender 2021 Preview 2 icon in the apps list, and then click the Print Portal icon to start Print Portal in your browser.

### ***How do I print to an Internet client printer?***

First, install the BarTender Client Print service on the client device, and then add the printers that are connected to the client device to the service. Then, use Print Portal to locate the document that you want. To print the document, click it. Alternatively, click , and then click **Print**. On the **Print** page, select the printer that you want and configure other options, such as the number of copies that you want to print.

On the server side, after the Client Print service is installed on the client device and the printers that are connected to that device are added to the service, those printers that are shared on the client are also available for printing from the server.

### ***Do I need to install a printer driver on the server?***

No. Print Portal supports “driverless printing.” This means that as long as the printer is connected to the client device and is in the list of available printers on that device, Print Portal can stream an image of the selected document to that printer.

### ***How do I set up and configure the BarTender Client Print service?***

Print Portal uses the BarTender Client Print service to connect the client to the web server host and expose the available printers on the network. When you click a document in the document selection pane on the **Home** page in Print Portal, the **Print** page opens and displays the status of the Client Print service. The first time that you do this, a banner appears that notifies you that the service is not yet installed. Click **Install** to download and install the service.

The BarTender Client Print service automatically connects the web server to the client by using the Print Router URL that is displayed on the **Client Printing** property page of the **Administrative Setup** page.

### ***How can I search BarTender document content?***

Print Portal provides a browsing method and a search method for locating the BarTender documents that you want to print. You might find it easier to locate your documents by using one method instead of the other, or you might use a combination of the two methods.

For example, if you have only one or two folders or a small number of documents, you might find it quicker to browse to the appropriate folder in the folder navigator and then select the document in the document browser.

If you have many folders and/or documents, it might be quicker to use the search method, assuming that you know the name of the document that you want to print, the name of the folder that contains the document, or a tag that the document is associated with. The search function does not work for content that is contained in a document.

### ***How do I enable Internet printing?***

On the server, click to select the **Enable client printing** check box on the **Client Printing** property page of the **Administrative Setup** page, and then enter the web server name and Print Router URL. The Print Router URL is used by the Client Print service to connect the client to the web server.

On the client, make sure that you are connected to the Internet, that you have a valid Print Router URL, and that the BarTender Client Print service is installed.

### ***How do I configure Print Portal to support Internet client printing over the Internet (such as a wide area network [WAN])?***

Every organization approaches the question of how to secure its public-facing web assets in its own way. However, a common need is to make sure that the communication channel for Internet printing is as secure as is economically possible. For this reason, HTTPS is typically used.

It is the responsibility of the organization that deploys Print Portal to obtain and install the underlying HTTPS certificate, which requires Microsoft Internet Information Services (IIS) to be installed as well. For more information, visit the following Microsoft website:

<https://docs.microsoft.com/en-us/configmgr/core/plan-design/security/enable-tls-1-2>

### ***How do I design a BarTender label template that uses a data entry form to print to Internet client printers?***

Creating a BarTender label template that uses a data entry form to print to Internet client printers is no different from creating any BarTender label template that uses a data entry form to print.

Print Portal automatically displays any data entry forms that are included in the BarTender document when you run a print job. Data entry forms are also displayed when you preview a document before printing it.

### ***What is driverless printing?***

Consider a scenario in which a printer is connected to the client device but the Print Portal server does not have a driver installed for that printer. In this case, driverless printing occurs as the server streams a printable file to the client printer without using the driver.

### ***I have my own web application, but I want to interface programmatically with a Print Portal API. How do I do this?***

The Print Portal API is released in BarTender 2021 Preview 2.

### ***How can I configure Print Portal to automatically sign on by using Windows credentials?***

First, make sure that the Windows Authentication Internet Information Services (IIS) feature is enabled in Windows. Then, in IIS, turn off Anonymous Authentication and enable Windows Authentication for the Print Portal website.

For security reasons, the Windows Authentication feature in IIS is turned off by default. To enable this feature, follow these steps in Windows:

1. In Control Panel, click **Programs**, and then click **Turn Windows features on or off** to open the **Windows Features** dialog.
2. In the **Windows Features** dialog, expand **Internet Information Services**, expand **World Wide**

**Web Services**, expand **Security**, and then click to select the **Windows Authentication** check box.

3. Click **OK**.

After you enable Windows Authentication, open the IIS Management Console, locate the Print Portal website, and then double-click to display the authentication settings. Set **Anonymous Authentication** to **Disabled**, and set **Windows Authentication** to **Enabled**.



If you are using Mozilla Firefox as your browser, you need to make a configuration change to automatically pass Windows credentials. For more information, visit the following website:

<https://docs.secureauth.com/display/KBA/Enable+Integrated+Windows+Authentication+%28IWA%29+in+Mozilla+Firefox>

Print Portal also supports Active Directory Federation Services (AD FS) integration as a single sign-on (SSO) solution. To configure this, use the following procedures:

In the AD FS Management snap-in for the Microsoft Management Console, add a new relying party trust. To do this, use the Add Relying Party Trust wizard to configure the following settings:

1. Click to select the **Enter data about the relying party manually** option.
2. Make sure that token encryption is not specified.
3. Click to select the **Enable support for the WS-Federation Passive protocol** check box, and then enter the root URL of Print Portal as the relying party protocol URL
4. Click to select the **Open the Edit Claim Rules dialog for this relying party trust when the wizard closes** check box, close the wizard, and then add a claim rule to transform the SAM-Account-Name LDAP attribute to the Name ID claim.

In Print Portal, follow these steps:

1. Stop the application pool.
2. Make sure that the website is configured to use an HTTPS binding. An HTTP binding will not work.
3. Edit the application's config.xml file.
4. In the Authentication node, make sure that **Enabled** is set to "true", and then change **Mode** to "ADFS".
5. Provide the metadata address that corresponds to the ADFS server.
6. Enter the root Print Portal URL in the **RelyingPartyURL** field. This URL must exactly match the

URL that you configured in the AD FS Add Relying Party Trust wizard.

7. Start the application pool.

For more information, visit the following Microsoft website:

<https://docs.microsoft.com/en-us/aspnet/core/security/authentication/ws-federation?view=aspnetcore-2.2>



## How to Troubleshoot Print Portal

Questions about how to troubleshoot Print Portal include the following:

- **I sent a print job to my client printer but no items were printed.**

Try restarting your computer or printing to a different printer.

- **I try to print a document but my client printer is not displayed in the printers list.**

On the **Administrative Setup** page, make sure that the printers that you want to share are selected.

- **I try to print a Print Portal document by using my portable device (such as an iPad), but I do not see my Internet printer.**

This is currently an unsupported scenario. Print Portal does not support iOS devices.

- **I darkened my printer's thermal output option, but the printed label was unchanged.**

If changing the darkness settings on the printer does not change the output, refer to the printer manufacturer's documentation.

- **It takes a very long time for my label to be printed after I click Print.**

Try restarting the browser and reloading Print Portal.

- **What IP ports are being used by Print Portal and the BarTender web print client?**

Port 5952 is used by the client service to communicate between localhost and the client service. Typically, port 80 is used for HTTP and port 443 for HTTPS.

- **Where can I look for detailed log files for both Print Portal and the BarTender web print client?**

The log folders for these applications contain the log files.

- **My BarTender web print client configuration is asking for a Print Router URL. What is this and where can I find it?**

The Print Router URL is what is used by the BarTender Client Print service to connect the web server with the client. It is located on the **Client Print Settings** property page of the **Administrative Setup** page. This URL is configured by the administrators of the website that is hosting Print Portal.

- **My company requires all web applications to be HTTPS-compliant. How do I configure Print Portal to work with HTTPS?**

Obtain and install an HTTPS certificate, and then enable Transport Layer Security (TLS) 1.2 on the site servers and remote site systems. For more information about how to do this, visit the following Microsoft website:

<https://docs.microsoft.com/en-us/configmgr/core/plan-design/security/enable-tls-1-2-server>

- **I try to install the BarTender web client, but the installation process fails. Now what?**

Contact our Technical Support team. More information is needed to determine the next steps.

## Additional Resources

- BarTender Software Website  
<https://www.seagullscientific.com>
- BarTender Support Center  
<https://support.seagullscientific.com>

