

# BarTender Cloud™ FAQ (Frequently Asked Questions)

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## What is BarTender Cloud™?

BarTender Cloud™ provides a simple, easy, and powerful labeling solution without the need for customers to install and maintain their own IT software and hardware - from Seagull Scientific, Inc., the global leader in software for labels, barcodes, documents, and RFID tags.

## Who is the ideal customer for BarTender Cloud?

BarTender Cloud is for customers who want to standardize and centralize their label printing across multiple printing locations including outside suppliers or partners and prefer to let us do the label design. BarTender Cloud customers will be early adopters who prefer no on-premises hardware/software and have limited IT resources. They will need simple database connectivity or REST API integration to their business applications.

## What are the system requirements for BarTender Cloud?

BarTender Cloud will work from any modern web browser on a Windows 10 and 11 PC/laptop – Chrome, Firefox, Safari and Microsoft Edge. BarTender Mobile App users from their Android and iOS devices will be able to print directly from their mobile device.

## Which printers does BarTender Cloud support and how does BarTender Cloud print to local printers?

BarTender Cloud can print to any printer. With BarTender Intelligent printing, customers will not need to install or manage any printer drivers. BarTender Cloud will automatically detect their connected printers and print using one of nearly 8,000 Seagull printer drivers to deliver a high-performance optimized print job. For all other printers, print to PDF is available. Upon the first-time printing, a lightweight Print Gateway software agent will be downloaded and installed (like the Client Print Service (CPS) in the Print Portal application in on-premises BarTender software). BarTender Mobile App users from their Android and iOS devices will also be able to print directly from their mobile device with any Bluetooth or IP connected printers automatically discovered. For a list of the nearly 8,000 supported printers with Drivers by Seagull, go [here](#).

## How secure is BarTender Cloud?

BarTender Cloud ensures that any data stored is safe through its architectural design, implementation, deployment, and ongoing management operations. Layered security controls including physical and logical, technical, and administrative controls which have been designed to protect customer data and reduce risk. BarTender Cloud also supports data encryption including data-in-transit and data-at-rest.

## What is the availability of BarTender Cloud?

BarTender Cloud will provide high 99.9% monthly uptime. BarTender Cloud customers may claim a Fee Credit if we do not meet this monthly uptime.

## How is BarTender Cloud deployed in the cloud?

BarTender Cloud is a new next generation software platform that we have deployed on Amazon Web Services (AWS) and made available as a true multi-tenant SaaS (Software as a Service) for customers to use. Customers are accessing BarTender Cloud, and do not have any access to AWS. Customer's template labels are securely stored in their BarTender Cloud account. Currently, only .btw BarTender Template files may be stored in their BarTender Cloud Account. We manage and update BarTender Cloud.

## How do I design label templates for BarTender Cloud?

There are three ways to design label templates for printing in BarTender Cloud:

- 1) The BarTender Template Library contains hundreds of commonly used label templates that you can choose from. Just select your label template and use the built-in Template Assistant to easily enable data entry forms and connect to cloud databases (Excel Online and Google Sheets) and embedded data through guided point and click steps.
- 2) Let our expert Label Design Services team design your label as part of our onboarding and implementation process.
- 3) For customers with BarTender Designer software, BarTender .btw files can be designed, uploaded, and printed from your BarTender Cloud account.

## Are all BarTender Designer label template features available in BarTender Cloud?

Labels created in BarTender Designer including most formatting and layout capabilities along with Intelligent Templates, RFID and VBScript features can be uploaded and printed from BarTender Cloud. All typical Windows installed fonts including Tier 1 language packs and Seagull distributed fonts are supported. To ensure security, BarTender Cloud does not support label template files with local file system connections, linked pictures or CSV files and references to execute external commands, programs, or automation objects. Check the BarTender Cloud online help for further details on [unsupported document features](#).

## How can I provide label Templates for inclusion in the Template Library?

The Template Library has been designed to be a centralized resource for all our customers and partners to utilize. We will continue to add commonly used label templates to the Template Library. Customers and partner resellers will also be able to provide their commonly used label templates. Look for a [submittal form](#) on our label template webpage to provide commonly used label templates later this year.

### What data connections are available for BarTender Cloud label templates?

Many of the hundreds of BarTender Cloud Template Library label templates contain a Template Assistant which provides built-in data connections to Excel Online and Google Sheets along with embedded text or CSV. Label templates may also be created in BarTender Designer and uploaded to a customer's BarTender Cloud account with connections to customer provided cloud databases including Excel Online, Google Sheets, Azure SQL Database, SAP HANA cloud or QuickBooks Online.

### What is the new Template Assistant?

The Template Assistant is available with many label templates in the BarTender Cloud Template Library. The Template Assistant provides an easy guided step-by-step process for connecting data to your label template and configuring your data entry form. Available data sources currently include Excel Online, Google Sheets, and embedded text/CSV with more data sources forthcoming. Note that these files can continue to be edited through the Template Assistant. If more advanced label template edits are required, these files may be downloaded and edited in BarTender Designer although they will no longer support the built-in Template Assistant.

### How will BarTender Cloud be priced and packaged?

BarTender Cloud is available as a simple and unique annual subscription based on the number of labels printed. You choose an annual label volume tier from two plans: Essentials and Automation. The Essentials plan provides everything that you need to quickly start printing with 2 GB of storage while the Automation plan adds the BarTender REST API and File Drop support for integrating with your business applications and 5 GB of storage. For customers exceeding their annual label printing volume, they will be billed for the difference plus 5% between their current label volume tier and the next higher label volume tier and renewed at the next higher volume tier. Customers can upgrade from the Essentials to Automation Plan by paying the difference in the annual fee plus 10%. Essentials Plan customers who need to upgrade their 2 GB of storage to 5 GB should upgrade to the Automation Plan. For more information on BarTender Cloud pricing, go [here](#).

### What support plans are available for BarTender Cloud?

BarTender Cloud Essentials Plan customers receive the Essential Support Plan which provides self-serve access to community support forums and email available during regional business hours along with a 4-hour priority issue response time for emails. BarTender Cloud Automation Plan customers receive the Standard Support Plan which includes all the benefits of the Essential Support Plan plus live phone and chat support along with a 2-hour priority issue response time. BarTender Cloud Automation Plan customers may also upgrade to the Premium Support Plan which provides 24x7x365 coverage.

### How do partner resellers sell BarTender Cloud?

If a partner reseller has a BarTender Cloud prospect, they should contact their BarTender representative. We'll help qualify them. If BarTender Cloud is a good fit, we'll work with them to have them purchase direct from us or sell it on their behalf and provide them with their margin payment. If on-premises BarTender software is a good fit, we'll follow the regular sales process with them. We'll have a more defined affiliate sales program in 2023.

### Which industry regulations, security, legal and compliance requirements does BarTender Cloud support?

BarTender Cloud including its customer data is hosted on AWS (Amazon Web Services). AWS supports more security standards and compliance certifications than any other offering, including PCI-DSS, HIPAA/HITECH, FedRAMP, GDPR, FIPS 140-2, and NIST 800-171. For further details on AWS, see <https://aws.amazon.com/compliance>.

### What's the difference between BarTender Cloud and BarTender software?

BarTender Cloud has been designed to support label printing and management across multiple distributed internal or external supplier printing locations and requires no on-premises IT hardware/software and a reduced need for IT resources. BarTender Cloud is ideal for printing commonly used label templates and connecting to cloud databases and integrating with cloud/on-premises ERP systems.

BarTender software provides custom label design and supports 20+ data connections along with local data sources and a variety of tools for complex integrations to ERP, WMS, MES, and other business applications. BarTender software also provides full workflow approval and advanced security and printer controls including Reprint Console and Printer Maestro. BarTender software requires installation on hardware at a central and/or your printing locations.

### How would a current on-premises BarTender customer use BarTender Cloud?

BarTender Cloud has been designed to be a separate product offering from on-premises BarTender software. Customers may deploy one or the other or both products depending on their business requirements.

Existing BarTender software customers can use BarTender Cloud for temporary, seasonal, or unplanned printing volume increases without an increased need for IT resources. BarTender Cloud can also be used to support external supplier labeling, other remote printing locations and mobile device printing without the need to install BarTender software at that the remote location. BarTender Cloud is also a great alternative to the Print Portal application if customers do not want to install and manage their own Print Portal IIS server for remote web printing.

### Why is BarTender Cloud better than other cloud labeling providers?

BarTender Cloud brings the most widely used and trusted labeling software to the cloud. BarTender Cloud provides a simple, easy, and powerful labeling solution for centralizing your label printing and management all without the need to install and manage your own IT infrastructure. BarTender Cloud provides unique capabilities including Intelligent Printing (eliminating the need to manage printer drivers), BarTender Mobile App (printing from any mobile device), BarTender REST API (for the widest integration flexibility), Template Library with built-in Template Assistant (easily connect data to commonly used label templates) - all available as a secure high 99.9% availability service.

### How does BarTender Cloud support REST API access?

BarTender Cloud supports the BarTender REST API which provides web standards-based access to the actions supported by the BarTender Integration Platform along with document management, printing, and security capabilities. Full documentation is available in the Automating BarTender Cloud section of BarTender Cloud documentation available [here](#).

### How do I add another user to my account?

You can use the administrative interface in your BarTender Cloud to add additional users for your organization.

### Where is my data stored?

Customers' data is securely stored in BarTender Cloud which is currently deployed in the North America region on Amazon AWS.

### When will BarTender Cloud be available in my region?

BarTender Cloud is currently available in the Americas through US cloud certified launch partners only. It will be launched in the Americas to all partners in Q1 2023. It will be available globally in select Asia Pacific and EMEA markets in Q1 and Q2 2023.

### How do I continue to print if my Internet connection goes down?

The initial release of BarTender Cloud requires an Internet connection to print.

### Do I still need to install BarTender on-premises to use BarTender Cloud?

You do not need to install BarTender software to print and manage your documents in BarTender Cloud. To create any custom label templates that you wish to use in your BarTender Cloud account, you may use BarTender Designer.

### What's the difference between BarTender Cloud and the BarTender Print Portal software companion application which both provide web-based printing?

Print Portal provides browser-based access to printing and workflow management and requires you to install and manage an IIS web server on your own server hardware. Depending on the network configuration, this could be a security risk and a single point of failure. With BarTender Cloud, you can enjoy secure, highly available browser-based printing and file management just by signing up for a BarTender Cloud account. All software and hardware is managed by us.

### How can I use my mobile device to access BarTender Cloud?

You can access BarTender Cloud from any Android or iOS mobile device. You can use both the mobile browser and the BarTender Mobile App. You can set up an administrator to use the mobile browser and a local or remote print operator to use the Mobile App.

With the mobile browser, you can manage your folders and files along with creating a new label template from the Template Library. To print the label template, you will choose the PDF printer option and download the PDF file for printing. With the BarTender Mobile App, any connected local and network printers will be auto discovered. You will be able to select a label template and print it to these connected printers. The BarTender Mobile App currently does not support managing folders and files or creating a new label template.

### How is serialization supported in BarTender Cloud?

Label Templates with serialization is supported in BarTender Cloud. Each print job can increase or decrease serial string data by increments of one (1) with serial numbers that support alphanumeric, hexadecimal, and custom sequencing patterns being supported if they are embedded in the document. They cannot be resaved back after printing.