

# Printix Technical Specifications

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printix

BY TUNGSTEN AUTOMATION

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# Document revision history

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## Chapter 1

# Introduction

The technical specifications in this document list the system requirements for Printix product components, including supported operating systems, browsers, printers, mobile devices, hardware, and languages. For details, see [Product requirements](#).

## Product requirements

### Web-based administrative and user interfaces

Specification	Description
<b>Browser</b>	<ul style="list-style-type: none"><li>• Google Chrome 110 or higher</li><li>• Microsoft Edge 88 or higher</li><li>• Mozilla Firefox 3.6 or higher</li><li>• Apple Safari 4 or higher<ul style="list-style-type: none"><li>• Private mode is not supported.</li></ul></li></ul>
<b>Supported languages</b>	<ul style="list-style-type: none"><li>• Arabic</li><li>• Chinese (Simple)</li><li>• Chinese (Traditional)</li><li>• Danish</li><li>• Dutch</li><li>• English</li><li>• Finnish</li><li>• French</li><li>• German</li><li>• Hebrew</li><li>• Italian</li><li>• Japanese</li><li>• Korean</li><li>• Norwegian</li><li>• Polish</li><li>• Portuguese</li><li>• Romanian</li><li>• Spanish</li><li>• Swedish</li></ul>

## Printix Client for Mac

Specification	Description
<b>Hardware</b>	The Printix Client supports Mac computers with Apple M1, M1 Pro, M1 Max, M1 Ultra, M2, M2 Pro, M2 Max, M3, M3 Pro, and M3 Max.
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>• macOS 14 Sonoma</li> <li>• macOS 13 Ventura</li> <li>• macOS 12 Monterey</li> <li>• macOS 11 Big Sur</li> <li>• macOS 10.15 Catalina</li> <li>• macOS 10.14 Mojave</li> <li>• macOS 10.13 High Sierra</li> <li>• macOS 10.12 Sierra</li> </ul> <div style="border: 1px solid #add8e6; padding: 5px; margin-top: 10px;"> <p><b>i</b> On Mac computers running macOS 10.15.1 or higher, you may get the message: "Printix Client.pkg can't be opened because Apple cannot check it for malicious software." See <a href="#">FAQ - Printix Client for Mac will not install on macOS</a>.</p> </div>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>• Mac computers with Apple M2 require Printix Client for Mac version 1.3.1239 or higher.</li> <li>• TLS 1.2</li> </ul>
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> </ul>

Specification	Description
	<ul style="list-style-type: none"> <li>Spanish</li> <li>Swedish</li> </ul>

## Printix Client for Windows

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>Windows 11</li> <li>Windows 10</li> </ul>
<b>Server operating systems</b>	<ul style="list-style-type: none"> <li>Windows Server 2022</li> <li>Windows Server 2019</li> <li>Windows Server 2016</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>Internet Printing Client must be enabled.</li> </ul> <p><b>i</b> The Printix Client attempts to enable the Internet Printing Client during installation, unless it is prevented by a policy. To manually enable it, see <a href="#">Enable Internet Printing Client</a> in the <i>Printix Administrator Help</i>.</p> <ul style="list-style-type: none"> <li>Printix Client requires .NET Framework.                             <ul style="list-style-type: none"> <li>If installed, the Printix Client uses newer .NET Framework versions, including 4.8.</li> <li>The minimum version is 4.5 for Printix Client version 1.3.813 or higher.</li> <li>The minimum version is 3.5 SP1 for Printix Client version 1.3.710 or lower.</li> </ul> </li> <li>TLS 1.2</li> </ul>

Specification	Description
	<p><b>i</b> Windows 11 and Windows Server 2022 comes with .NET Framework 4.8. Windows 10, Windows Server 2016, and Windows Server 2019 comes with .NET Framework 4.6 or higher, in which TLS 1.2 is enabled by default. On Windows computers where TLS 1.2 is disabled, the Printix Client does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>.</p> <p>See also: Microsoft documentation on <a href="#">.NET Framework versions and dependencies</a>.</p>
<p><b>Supported languages</b></p>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> <li>• Swedish</li> </ul>

## Printix Redirector

Specification	Description
<p><b>Client operating systems</b></p>	<ul style="list-style-type: none"> <li>• Windows 11</li> <li>• Windows 10</li> </ul> <p>No longer supported in this release:</p> <ul style="list-style-type: none"> <li>• Windows 8.1</li> <li>• Windows 8</li> <li>• Windows 7</li> </ul>
<p><b>Server operating systems</b></p>	<ul style="list-style-type: none"> <li>• Windows Server 2022 (<a href="#">End of support 2031-10-14</a>)</li> <li>• Windows Server 2019 (<a href="#">End of support 2029-01-09</a>)</li> </ul>



Specification	Description
	<ul style="list-style-type: none"> <li>Windows Server 2016 (<a href="#">End of support 2027-01-12</a>)</li> </ul> <p>No longer supported in this release:</p> <ul style="list-style-type: none"> <li>Windows Server 2012 R2</li> <li>Windows Server 2012</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>Printix Redirector requires .NET Framework.                             <ul style="list-style-type: none"> <li>If installed, the Printix Redirector uses newer .NET Framework versions, including 4.8.</li> <li>The minimum version is 4.5 for Printix Redirector version 1.3.813 or higher.</li> <li>The minimum version is 3.5 SP1 for Printix Redirector version 1.3.710 or lower.</li> </ul> </li> <li>TLS 1.2</li> </ul> <p><b>i</b> Windows 11 and Windows Server 2022 comes with .NET Framework 4.8. Windows 10, Windows Server 2016, and Windows Server 2019 comes with .NET Framework 4.6 or higher, in which TLS 1.2 is enabled by default. On Windows computers where TLS 1.2 is disabled, the Printix Redirector does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>. See also: Microsoft documentation on <a href="#">.NET Framework versions and dependencies</a>.</p>

## Printix Configurator

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>Windows 11</li> <li>Windows 10</li> </ul> <p>No longer supported in this release:</p> <ul style="list-style-type: none"> <li>Windows 8.1</li> <li>Windows 8</li> <li>Windows 7</li> </ul>
<b>Server operating systems</b>	<ul style="list-style-type: none"> <li>Windows Server 2022 (<a href="#">End of support 2031-10-14</a>)</li> <li>Windows Server 2019 (<a href="#">End of support 2029-01-09</a>)</li> <li>Windows Server 2016 (<a href="#">End of support 2027-01-12</a>)</li> </ul>

Specification	Description
	<p>No longer supported in this release:</p> <ul style="list-style-type: none"> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2012</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<p><b>Browser</b></p>	<p>A supported browser must be installed and set as the default on the computer.</p>
<p><b>Required third-party technologies</b></p>	<ul style="list-style-type: none"> <li>• Printix Configurator requires .NET Framework. <ul style="list-style-type: none"> <li>• If installed, the Printix Configurator uses newer .NET Framework versions, including 4.8.</li> <li>• The minimum version is 4.5 for Printix Configurator version 1.3.813 or higher.</li> <li>• The minimum version is 3.5 SP1 for Printix Configurator version 1.3.710 or lower.</li> </ul> </li> <li>• TLS 1.2</li> </ul> <p><b>i</b> Windows 11 and Windows Server 2022 comes with .NET Framework 4.8. Windows 10, Windows Server 2016, and Windows Server 2019 comes with .NET Framework 4.6 or higher, in which TLS 1.2 is enabled by default. On Windows computers where TLS 1.2 is disabled, the Printix Configurator does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>. See also: Microsoft documentation on <a href="#">.NET Framework versions and dependencies</a>.</p>
<p><b>Supported languages</b></p>	<p>English</p>

## Mobile application (Printix App)

Specification	Description
<b>Hardware</b>	<p>Apple iPad and iPhone hardware that supports iOS 14 or higher (Apple iPhone 8 or higher).</p> <p>Android tablet and phone hardware that meets or exceeds the following specifications:</p> <ul style="list-style-type: none"> <li>• Supports Android 9 or higher</li> <li>• Minimum memory: 2 GB</li> <li>• Minimum processor frequency: 1.2 GHz, Dual core</li> <li>• Processor architectures: armeabi-v7a, armeabi-v8</li> <li>• Minimum camera resolution: 8 Megapixel</li> <li>• Camera must support auto-focus</li> </ul>
<b>Mobile operating systems</b>	<ul style="list-style-type: none"> <li>• Apple iOS/iPadOS 14 or higher</li> <li>• Android OS 9 or higher</li> </ul>
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> <li>• Swedish</li> </ul>

## Printix Chromebook

Specification	Description
<b>Hardware</b>	Chromebook or a computer (Windows, MacOS, or Linux) with Chrome browser.

Specification	Description
<b>Operating system</b>	Chromebook must run Google Chrome version 63 or higher.
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> <li>• Swedish</li> </ul>

## Printix Go

Specification	Description
<b>Hardware</b>	<p>Printix Go is available for selected printer models from the printer vendors below.</p> <ul style="list-style-type: none"> <li>• Epson</li> <li>• Fujifilm</li> <li>• HP</li> <li>• HP Workpath</li> <li>• Konica Minolta</li> <li>• Kyocera</li> <li>• Lexmark</li> <li>• Ricoh</li> <li>• Xerox</li> </ul>
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> </ul>

Specification	Description
	<ul style="list-style-type: none"> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> <li>• Swedish</li> </ul>

## Printer requirements

Printix is designed to work with any printer that meets these requirements.

Specification	Description
<b>Network</b>	<p>Network connected with a static IP address</p> <p>Communication:</p> <ul style="list-style-type: none"> <li>• SNMP v1 and v3                             <ul style="list-style-type: none"> <li>• Printers that do not support SNMP can be added manually.</li> </ul> </li> <li>• Raw (port 9100), IPPS (port 443, 631), IPP (80, 631), or LPR (port 515)</li> </ul>
<b>Page counting</b>	<p>PCL5, PLC6, PDF, PostScript, Canon UFR II, and Epson (ESC/PAGE and ESC/P-R)</p> <ul style="list-style-type: none"> <li>• Pages are not counted for printers that rely on the computer to process the page.</li> </ul>
<b>Additional notes</b>	<ul style="list-style-type: none"> <li>• Toner Levels are not reported on the following printers:                             <ul style="list-style-type: none"> <li>• Brother printers</li> <li>• Datamax printers</li> <li>• Godex label printers</li> <li>• HP Deskjet 3830 series printers</li> <li>• TSC label printers</li> <li>• Zebra label printers</li> </ul> </li> <li>• USB printers can be tracked with Printix Redirector.</li> </ul>