

Tungsten Printix Administrator Guide

TUNGSTEN
AUTOMATION

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Chapter 1

Introduction

This documentation is intended for administrators who are responsible for configuring and deploying the Tungsten Printix Cloud Print Management Service for flexible, secure, and mobile printing.

If you are not an administrator, see the [Printix User Help](#).


Quick links

Use these links to quickly locate details about typical tasks:

- [How Printix works](#)
- [Getting started](#)
- [Next steps](#)
- [Understanding networks](#)
- [How to](#)
 - [How to deploy Printix Client with Microsoft Endpoint Manager](#)
 - [How to print from home office](#)
- [Sign-in issues](#)
- [Product Support](#)

What is new?

To see what changed:

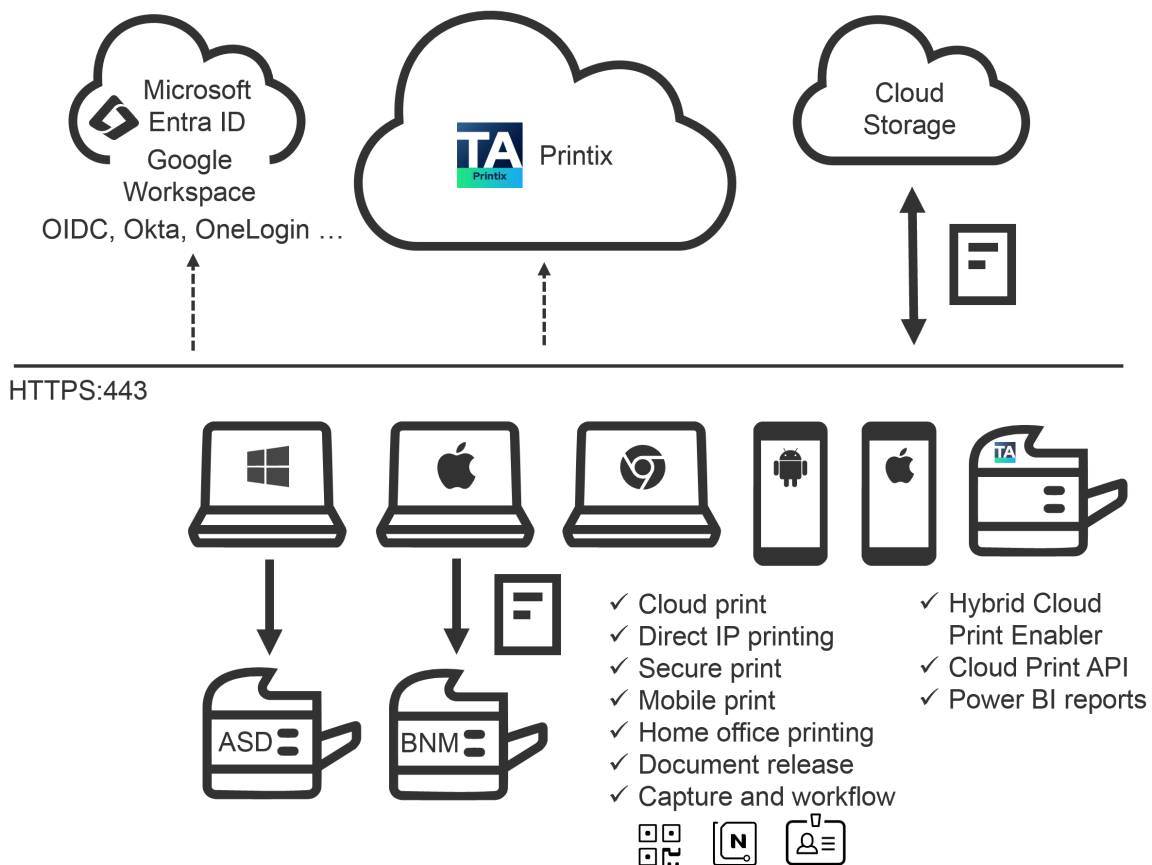
- Visit our [product documentation page](#) to see the latest [Release Notes](#).
- In [Printix Administrator](#), select the **Speaker**  icon on the left edge of the screen.
The icon is not visible if nothing changed since your last visit or if you already viewed the news.

Features

Make printing part of your cloud-first strategy with Printix Cloud Print Management Service. Instead of print servers, use an automated print infrastructure.

Printix supports [Single Sign-On with Microsoft Entra ID](#) and can be [deployed with Microsoft Endpoint Manager](#).

Our powerful cloud technology and innovative client technology are scalable by design and can handle any number of users and printers. Printix gives you flexible, secure, and mobile printing, and you can automate print driver and queue management and eliminate the need for a print server.



- Serverless print infrastructure.

Printix can handle multiple sites and separate networks. You do not have to concern yourself with print server scalability, capacity planning, and VPN. Manual effort is not required to maintain the [Printix Client](#), because it [silently updates itself](#) to the latest approved version. Print processing is done locally on the computer, so no additional network traffic is needed to transfer print data to a print server. The Printix Client can convert existing print queues.

- **Driver store.**

Central print queue and print driver management with **driver store** in the cloud.

Printix maintains a global driver store with Windows and macOS print drivers. When you start to use the Printix Client, it automatically uploads print drivers and puts them in your Printix driver store. If no dedicated print driver exists for a particular printer, an appropriate Universal print driver is used.

- [Microsoft integration](#) and [Google integration](#).

- Authentication with identity providers: [Okta](#) and [OneLogin](#).

- **Central web-based management.**

With [Printix Administrator](#), you can configure Printix and centrally manage your printers, print queues, and print drivers from a web browser. Minutes after a printer has been unboxed and connected, it can be added to Printix through phone, tablet, and computer. You can have [print queues automatically added and removed](#) on users' computers and you can [set default printer](#).

- **Delegated print management.**

Delegate the responsibility for the management of printers and print queues to the IT personnel at the local site by giving them the [site manager](#) role.

- **Self-service.**

Automatic registration of users the first time they sign in to Printix with their [Microsoft](#) or [Google Workspace](#) account. If needed, you can use [groups](#) to grant exclusive access to printers and deploy printers based on users' group membership. We promote self-service to users, so they can add the printers they need to work efficiently. That way, you do not have to deal with group policies for printing.

- **Easy printer identification.**

Printers are easily identified by their three-letter ID. Users do not need to know the printer's IP address, share name, or print driver. To make it easy for users to identify printers, you can print and mount printer ID signs with QR codes at the printers or mount NFC tags at the printers.

- **Secure print.**

Supports printing confidential documents. Wait until you are at the printer, then use the [Printix App](#) on your phone to release your documents. The Printix App is available as an app for Android and iOS/iPadOS phones and tablets, and as a web app that runs in a web browser on your phone, tablet, and computer. If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

- **Secure print methods**

- **Print Later**

The ideal method if you need to print confidential documents with finishing options and want to ensure your documents print exactly as intended. The document is processed using the matching print driver. The document stays in the print queue until you release the document. The document can only be released at the selected printer.

- **Print Anywhere**

With Printix Anywhere, you can roam between printers and release the document at the printer you choose. When you submit a document to the Printix Anywhere print queue, your document is always kept until you release it. Document is sent as PDF, unless the printer does not support PDF printing or [Process PDF/XPS](#) is selected. In this case, the PDF document is processed using a matching print driver. For users who do not care about finishing options, the Printix Anywhere print queue could very well turn out to be the only one they need on their computer.

- **[Must print securely](#)**

- Prevent users from submitting documents directly to printers.
 - Can be set for all users or users in a group.

- **[Print Later by default](#)**

- Make Print Later the preferred print method.
 - Can be set for all users or users in a group.

- **Secure print levels**

- Ensure that users are physically present at the printer to release their documents. You can require users to identify the printer by scanning the printer's [QR code](#) (level 1), [NFC tag](#) (level 2), or by signing in at the printer (with [card](#) or [ID code](#)) (level 3).
- A minimum secure print level can be set for all users. By default (level 0), users can select a printer in the Printix App on their phone, tablet, or computer.
- A higher secure print level can be set for users in a group.

- **Reprint.**

From your phone or tablet, you can reprint those of your documents that were deleted or printed within the previous 12 hours. Even documents you printed directly to the printer can be reprinted without going back to your computer and submitting them again.

- **Mobile print.**

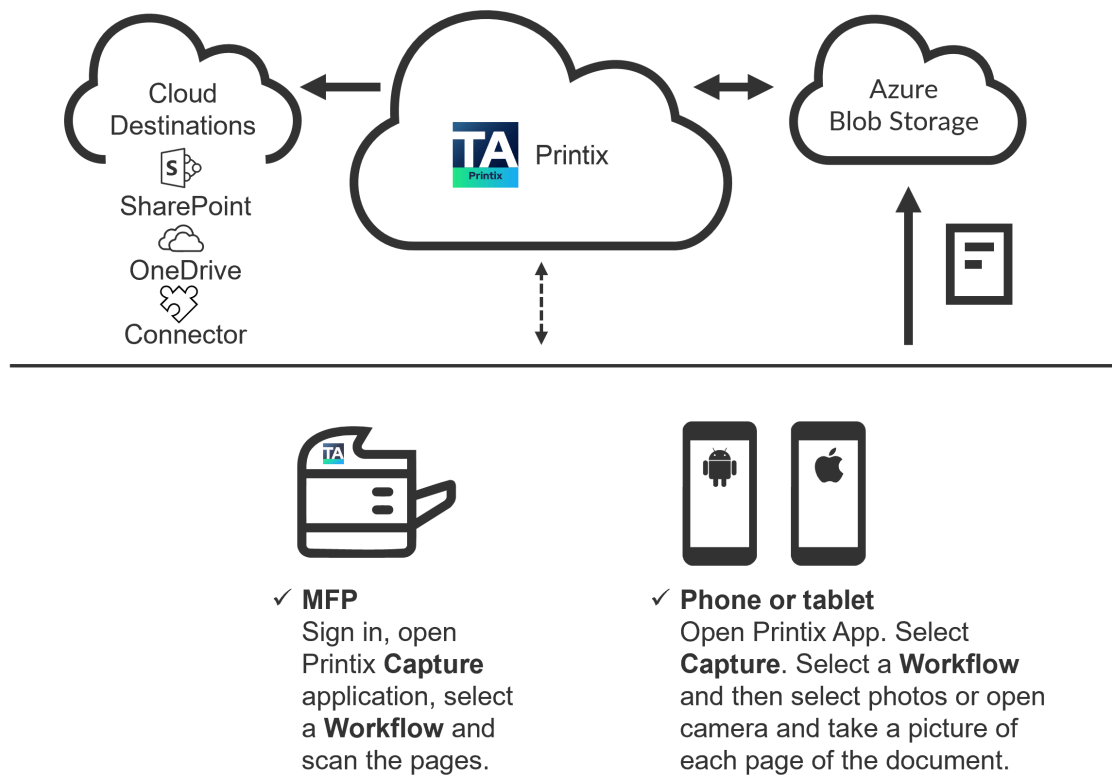
Print from phones and tablets, Android and iOS/iPadOS, to Printix-managed printers enabled for [mobile print](#).

- **Home office printing.**

Let employees print on [their own printers](#) when working from home on their company laptop. This gives employees the flexibility to review, make notations, and proofread documents on paper rather than on the screen.

- Data is collected showing what was printed on the printer at home, and can optionally be used to reimburse the employee for printing.
- Any existing print queue for the home printer remains untouched and can be used for personal printing (data is not collected).

- **Capture and workflow.**



On specific MFPs with [Printix Go](#), you can enable and use **Printix Capture** to deliver scanned documents to your selected workflow destination. Alternatively, use the [Printix App](#) on your phone to capture and deliver images to your selected workflow destination. Tungsten Optical Character Recognition (OCR) cloud technology is used to digitize your paper documents and deliver them as searchable PDF or Microsoft Word files. Workflow destinations include:

- **Connector**
- **Email**
- **Microsoft OneDrive**
- **Microsoft SharePoint Online**


Use Printix Administrator to [create workflows](#). A workflow can be made available for all users or users in a group.

See also: [How to get started with capture and workflow](#)

- **Cloud storage.**

Optionally, set up and use your own secure cloud storage to store pending documents. Documents printed through the cloud or with mobile print from phones and tablets also go through your cloud storage.

- [Azure Blob Storage](#)
- [Google Cloud Storage](#)

 Captured documents cannot be stored in Google cloud storage. We recommend that you use Azure blob storage to avoid getting errors.

- **Analytics and reports.**

[Set up analytics](#) so you can interact with the [Printix Power BI report](#) to get insights.

- **Cloud Print API.**

Intended for use by applications that wish to push print jobs in printer-native or PDF format into a Printix print queue, and for organizations who want to manage [guest](#) users. You can access the API documentation at printix.github.io.

- Supports **Windows, Mac, and Chrome OS.**

- Print from phones and tablets, **Android** and **iOS/iPadOS**.
- Print from **Linux** computers through Chrome browser.
- Release documents from phones, tablets, and computers.
- Use a phone to scan the printer's [QR code](#) or [NFC tag](#).
- Sign in at the printer (with [card](#) or [ID code](#)) to release documents and access MFP functions, such as copy, email, and scan.

- Supports [Azure Virtual Desktop](#), [Citrix](#) and [RDS](#).

- Supports [zero trust networks](#).

- Integrates with [Universal Print by Microsoft](#).

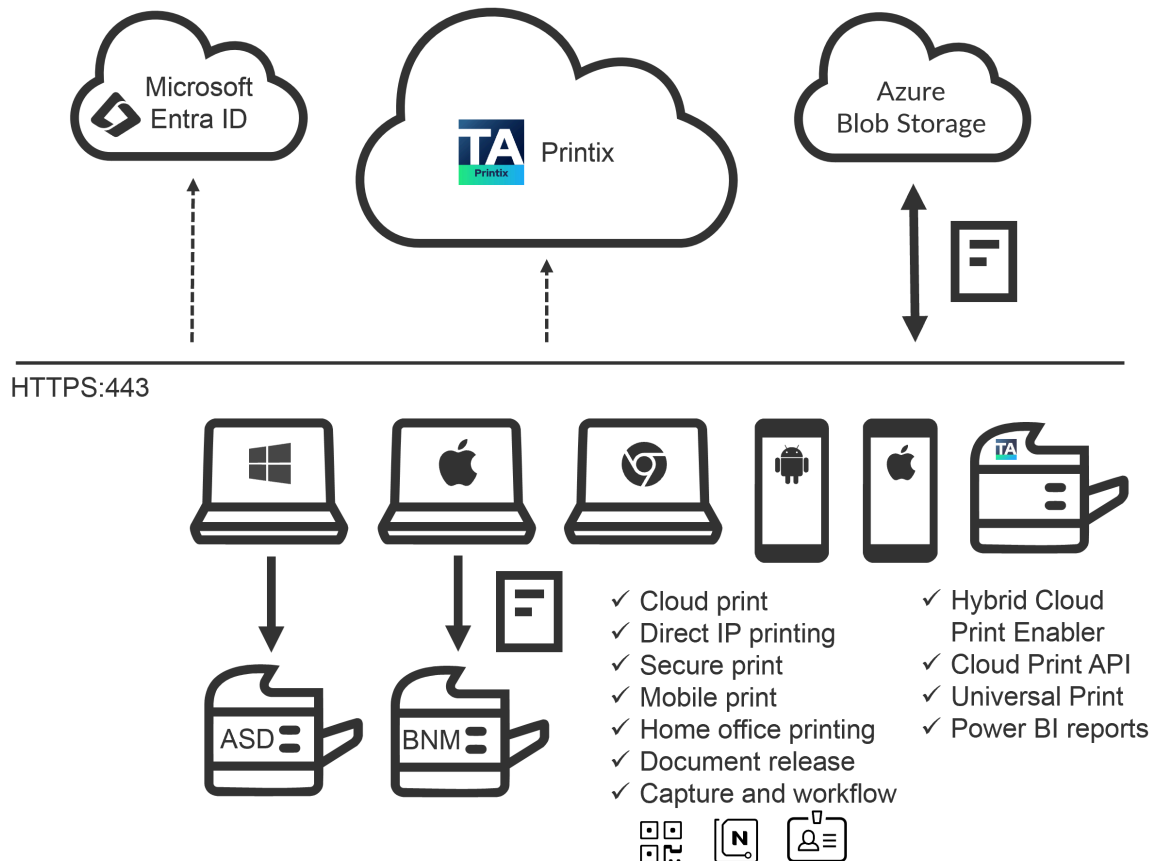
- **Product Support.**

Visit our [Knowledge Base](#) to find our guides and FAQ. You can also contact [Product Support](#) if you have any questions.

- **Additional information.**

- [Pricing](#)
- [Terms of service](#) (end-user license agreement)
- [Privacy policy](#)
- [Printix Security and Privacy](#)

Microsoft integration



Sign in with Microsoft

- Users are **automatically registered** the first time they **sign in with Microsoft** to Printix.
- **Single sign-on (SSO)** is used when users sign in to Printix with a Microsoft account.
- Supports multiple Microsoft Entra directories per Printix Home.
 - **Printix Home** is the term for what we create for you when you start to use our **Printix Cloud Print Management Service**. In technical cloud terms, this is also referred to as your tenant. Printix Home also refers to the internet address used to access your Printix Home in a browser. The address `acme.printix.net` is an example of a Printix Home.
- Supports [Microsoft Entra Conditional Access](#).
- Supports [Microsoft Entra guest users](#), also known as Microsoft Entra business-to-business (B2B) collaboration users.
- Users' department is recorded and can be used to post process data for subsequent departmental billing.
- If you **delete** a user in Microsoft Entra ID, the user is also deleted in Printix if [Microsoft Entra groups](#) are enabled.

- If you **block sign-in** for a user in Microsoft Entra ID, the user is signed out from Printix and is not able to sign in until the user's account is unblocked in Microsoft Entra ID.
- Administrators can [accept Printix for all users](#).
- Sign-in to the Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers and works with the Pro, Enterprise, and Education editions. Microsoft does not support Microsoft Entra join on Windows Home editions.
- Sign-in to the Printix Client is automatic on Microsoft Entra joined Windows Servers. See the supported Windows Server versions in the [Tungsten Printix Technical Specifications](#).

Microsoft Entra enterprise applications and permissions

The Microsoft integration involves adding the following Microsoft Entra enterprise applications.

Do NOT change the privileges of these applications, because it may break functionality.

- **Printix:** Required to enable [Microsoft Entra authentication](#) (signing in with Microsoft).
Required permissions:
 - Email - Delegated - View users' email address.
 - OpenId - Delegated - Sign users in.
 - Profile - Delegated - View users' basic profile.
 - User.Read - Delegated - Sign in and read user profile.
- **printix-cloud-sync:** Required to [enable and synchronize Microsoft Entra groups](#).
Required permissions:
 - Directory.Read.All - Application - Read directory data.
 - Group.Read.All - Application - Read all groups.
 - Member.Read.Hidden - Application - Read all hidden memberships.
 - User.Read - Delegated - Sign in and read user profile.
 - User.Read.All - Application - Read all users' full profiles.
- **Printix Universal Print:** Required to [integrate with Universal Print by Microsoft](#).
Required permissions:
 - Printer.FullControl.All - Delegated - Register, read, update, and unregister printers.
 - Printer.ReadWrite.All - Application - Read and update printers.
 - PrinterShare.ReadWrite.All - Delegated - Read and write printer shares.
 - PrintJob.ReadWrite.All - Delegated - Read and write print jobs.
 - PrintJob.ReadWrite.All - Application - Read and write print jobs.
 - PrintTaskDefinition.ReadWrite.All - Application - Read, write and update print task definitions.
 - User.Read - Delegated - Sign in and read user profile.
 - PrinterProperties.ReadWrite - Delegated - Read and write the properties and attributes of users' printers.
 - PrinterProperties.ReadWrite - Application - Read and write the properties and attributes of printers.
 - Printers.Read - Application - Read printers.
 - PrintJob.Read - Application - Read the metadata and payload of users' print jobs.
- **Printix Capture OneDrive:** Required to create a capture [workflow for Microsoft OneDrive](#).

Required permissions:

- Files.ReadWrite.All - Application - Read and write files in all site collections.
- User.Read - Delegated - Sign in and read user profile.
- **Printix Capture SharePoint:** Required to create a capture [workflow for Microsoft SharePoint Online](#).

Required permissions:

- Sites.ReadWrite.All - Application - Read and write items in all site collections.
- User.Read - Delegated - Sign in and read user profile.
- **Azure Blob Storage:** Uses access keys for Azure Blob Storage to generate Shared Access Signatures (SAS) signed read, write, and delete links for the Azure Blob Storage.

Deploy with Microsoft Endpoint Manager

- Deploy [Printix Client for Windows](#) (MSI file) and [Printix Client for Mac](#) (PKG file) with Microsoft Endpoint Manager.
- Optionally, postpone sign-in to the Printix Client until restart. This method can be used to install Printix Client as part of an automated process (such as Windows Autopilot) that completely configures a new computer before it is delivered to the user. This way, sign-in is postponed until the user starts to use the computer.
- Deploy [Printix App for Android](#) and [Printix App for iOS/iPadOS](#) with Microsoft Endpoint Manager.

Microsoft Entra groups

- Use **Microsoft Entra groups** to control access to printers/capture workflows and deploy printers based on users' and computers' group membership. Nested groups are not supported.
- Users' and computers' membership of groups is maintained in **Microsoft Azure** (portal.azure.com).
- Print queue/group membership is maintained in **Printix Administrator** by adding groups to print queues.
 - A print queue that has **Exclusive access** selected can be accessed ONLY by users in the configured groups. This is based only on users' group membership, and not on computers' group membership.
 - A print queue that has **Add print queue automatically** selected is automatically added to the computer when a user from the configured groups signs in.
 - A printer that has **Set as default printer** selected becomes the default printer for the users and computers in the configured group.

Eliminate print server

- Serverless print infrastructure.
- With [Printix Administrator](#), you can configure Printix and centrally manage your printers, print queues, and print drivers from a web browser. You can have print queues automatically added and removed on users' computers.
- Printix maintains a global driver store with Windows and macOS print drivers. When you start to use the Printix Client, it automatically uploads print drivers and puts them in your Printix driver store.

Azure Virtual Desktop

- Supports [Azure Virtual Desktop](#).
- Supports [zero trust networks](#).

Universal Print

- Integrates with [Universal Print by Microsoft](#).
- Supports Microsoft Dynamics 365 Business Central.
Set up Business Central to use Printix printers (print queues) published with [Universal Print by Microsoft](#) and thereby print through Printix and use, for example, [Secure print](#).

Secure print

- Supports printing confidential documents. Wait until you are at the printer, then use the [Printix App](#) on your phone to release your documents.
- The Printix App is available as an app for Android and iOS/iPadOS phones and tablets, and as a web app that runs in a web browser on your phone, tablet, and computer.
- If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

Mobile print

- Print from phones and tablets, Android and iOS/iPadOS, to Printix-managed printers enabled for [mobile print](#).

Cloud Print API

- Intended for use by applications that wish to push print jobs in printer-native or PDF format into a Printix print queue, and for organizations who want to manage [guest](#) users. You can access the API documentation at printix.github.io.

Azure Blob Storage

- Enable storage of pending documents in your secure [Azure Blob Storage](#).
 - Documents printed through the cloud or with mobile print through phones and tablets (Android and iOS/iPadOS) also go through your [cloud storage](#).

Microsoft Power BI

- [Set up analytics](#) so you can interact with the [Printix Power BI report](#) to get insights.

Available on Microsoft storefronts

- Printix is a [preferred solution](#) in Azure AppSource and Marketplace.

Sign up via Microsoft AppSource

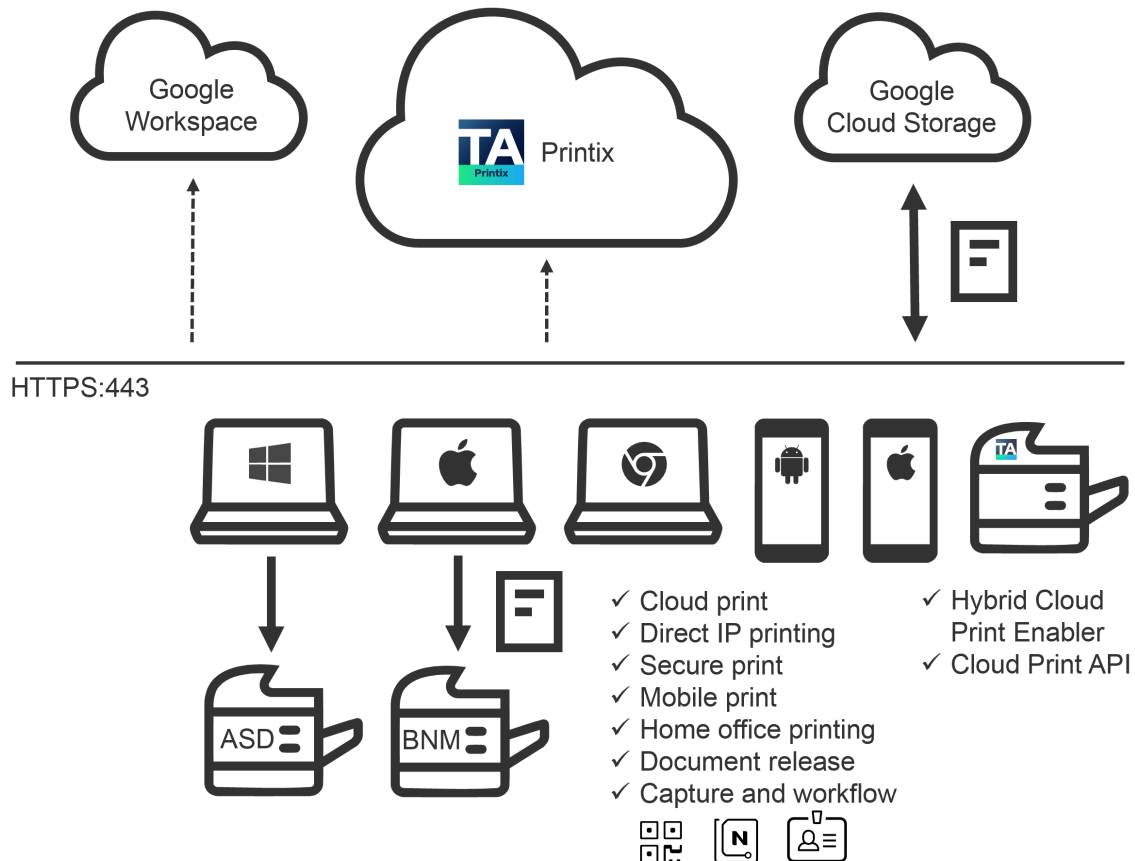
1. Sign in to appsource.microsoft.com.

2. In the search box, enter **printix**.
3. In the results pane, find **Printix Cloud Print Management** and select **Free trial**.
4. If you agree to the terms, select **Continue**.
You are taken to Printix to complete the setup.
5. When prompted, sign in with your work account.
6. If prompted, select **Accept** to grant permissions to Printix.
If you see the check box **Consent on behalf of your organization**, it is because you have the global administrator role in Microsoft Entra ID and Printix has not yet been [accepted for all users](#). Select **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else is prompted.
7. Complete the steps presented by the [Setup assistant](#).

Sign up via Microsoft Azure Marketplace

1. Sign in to azuremarketplace.microsoft.com.
2. In the search box, enter **printix**.
3. In the results pane, find **Printix Cloud Print Management** and select **Free trial**.
4. If you agree to the terms, select **Continue**.
You are taken to Printix to complete the setup.
5. When prompted, sign in with your work account.
6. If prompted, select **Accept** to grant permissions to Printix.
If you see the check box **Consent on behalf of your organization**, it is because you have the global administrator role in Microsoft Entra ID and Printix has not yet been [accepted for all users](#). Select **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else is prompted.
7. Complete the steps presented by the [Setup assistant](#).

Google integration



Sign in with Google

- Users are **automatically registered** the first time they **sign in with Google** to Printix.
- **Single sign-on** (SSO) is used when users sign in to Printix with a Google Workspace account.
- Supports multiple Google domains per Printix Home.
 - **Printix Home** is the term for what we create for you when you start to use our **Printix Cloud Print Management Service**. In technical cloud terms, this is also referred to as your tenant. Printix Home also refers to the internet address used to access your Printix Home in a browser. The address `acme.printix.net` is an example of a Printix Home.
- If you **delete** a user in Google Workspace, the user is also deleted in Printix if [Google groups](#) are enabled.
- If you **suspend** a user in Google Workspace, the user is signed out from Printix and is not able to sign in until the user's account is not suspended in Google Workspace.

Deploy with an MSI file

- Deploy the [Printix Client](#) with any tool that supports MSI.
 - Optionally, postpone sign-in to the Printix Client until restart. This method can be used to install Printix Client as part of an automated process that completely configures a new computer before it is delivered to the user. This way, sign-in is postponed until the user starts to use the computer.


Printix Chromebook

With [Printix Chromebook](#), you can:

- Print to Printix-managed printers from Chromebooks and computers with Google Chrome.
- [Deploy Chromebook](#) with the **Google Admin console** (admin.google.com).

Google groups

- Use [Google groups](#) to control access to printers and deploy printers based on users' group membership. Nested groups are not supported.
- Users' membership of groups is maintained in your **Google Admin console** (admin.google.com).
- Print queue/group membership is maintained in **Printix Administrator** by adding groups to print queues.
 - A print queue that has **Exclusive access** selected can be accessed ONLY by the users in the configured groups.
 - A print queue that has **Add print queue automatically** selected is automatically added to the computer when a user from the configured groups signs in.
 - A print queue that has **Set as default printer** selected becomes the default printer for the users in the configured group.

 If you need help to set up a group of computers with Google groups, contact [Product Support](#).

Eliminate print server

- Serverless print infrastructure.
- With [Printix Administrator](#), you can configure Printix and centrally manage your printers, print queues, and print drivers from a web browser. You can have print queues automatically added and removed on users' computers.
- Printix maintains a global driver store with Windows and macOS print drivers. When you start to use the Printix Client, it automatically uploads print drivers and puts them in your Printix driver store.

Secure print

- Supports printing confidential documents. Wait until you are at the printer, then use the [Printix App](#) on your phone to release your documents.
- The Printix App is available as an app for Android and iOS/iPadOS phones and tablets, and as a web app that runs in a web browser on your phone, tablet, and computer.

- If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

Mobile print

- Print from phones and tablets, Android and iOS/iPadOS, to Printix-managed printers enabled for [mobile print](#).

Cloud Print API

- Intended for use by applications that wish to push print jobs in printer-native or PDF format into a Printix print queue, and for organizations who want to manage [guest](#) users. You can access the API documentation at printix.github.io.

Google Cloud Storage

- Enable storage of pending documents in your secure [Google Cloud Storage](#).
 - Documents printed through the cloud, from Chromebooks, or with mobile print through phones and tablets (Android and iOS/iPadOS) also go through your [cloud storage](#).

Google Cloud Partner

- Printix is a [Google Cloud Partner](#).
- Printix is **Chrome Enterprise Recommended**.

How Printix works

The **Printix Cloud Print Management Service** is established by deploying the [Printix Client](#) on your computers (Windows and Mac).

Print driver management

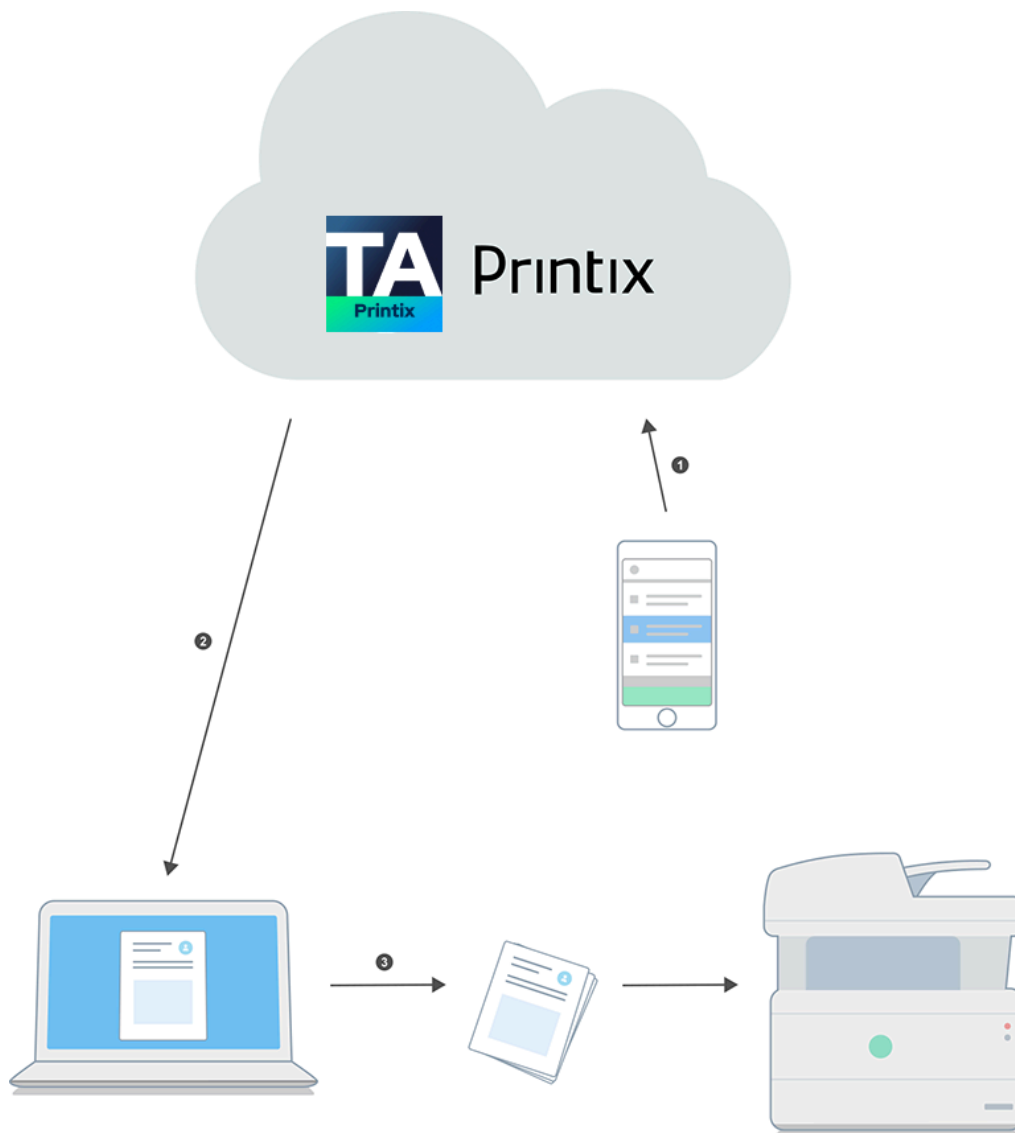
Any printer discovered on your network is displayed to you in our web interface, the [Printix Administrator](#). Your configuration data is stored securely in your Printix Home in the cloud, and so are print drivers that Printix Client uploads to your [Printix driver store](#). Your Printix Client only works with your Printix Home, and users are required to [sign in](#) before use.

Print-ready convenience

- [Automatically add and remove print queues](#).
- Add, modify, and delete [print driver configurations](#) to configure:
 - **Device settings** (Paper trays, Duplexer, Stapler, Hole punch, and Output bins)
 - **Printing defaults** (Finishing options, Print 2-sided, and Print in black)
- [Set default printer](#).
- Remotely **add**, **update**, and **delete** Printix-managed print queues.
- Use [groups](#) to deploy and grant exclusive access to printers based on users' group membership.

Printing

The secure and flexible methods of [printing with Printix](#) are achieved by having the Printix Client temporarily store print data encrypted on the computer and informing the Printix Cloud about the document. Users can print directly (as usual) or they can print securely and release documents from the [Printix App](#) on their phone, tablet, and computer. On printers with [Printix Go](#), users can sign in with card or ID code and release their documents. Pending documents can also be stored in your own, secure cloud storage ([Azure Blob Storage](#) or [Google Cloud Storage](#)).



Behind the scenes, the process of releasing a document is as follows:

1. The Printix App sends a request to the Printix Cloud to release the document.

The user's record of pending documents is analyzed to determine where the document is stored.

2. Printix Cloud forwards the request to the Printix Client on the user's computer.
3. The Printix Client on the user's computer decrypts the print data and sends it to the designated printer.

Capture and workflow


On specific MFPs with [Printix Go](#), you can enable and use Printix Capture to deliver scanned documents to your selected workflow destination. Alternatively, use the [Printix App](#) on your phone to capture and deliver images to your selected workflow destination. The scanned documents are encrypted while they are delivered and stored. Tungsten Optical Character Recognition (OCR) cloud technology is used to digitize your paper documents and deliver these as searchable PDF or Microsoft Word files. Workflow destinations include **connector**, **email**, **Microsoft OneDrive**, and **Microsoft SharePoint Online**.

See also: [How to get started with capture and workflow](#).

Security and data protection

While you manage your printers and use our **Printix Cloud Print Management Service**, we register necessary information. This is typically the information you can see either directly or in a processed format in Printix Administrator.

Tungsten Printix is ISO 27001 certified and SOC 2 attested, which are security and compliance standards that specify how organizations should protect customer data from unauthorized access, security incidents, and other vulnerabilities.

 Printix meets the exacting compliance requirements of General Data Protection Regulation (GDPR).

[Printix Security and Privacy Guide](#)

- [What data is registered in the Printix Cloud?](#)
 - [Personally Identifiable Information](#)
- [Data centers](#)
- [Documents](#)
- [Communication](#)
- [Printing](#)
- [Capture and workflow](#)
- [Printix Client](#)
- [Authorization](#)
- [Authentication](#)
 - [Authentication flows](#) for Microsoft, Google, and Chrome

What data is registered in the Printix Cloud?

- **Printers:** Address, vendor, model name, name, MAC address, serial number, properties, page counters, consumables data, and statistics.
- **Computers:** Address, host name, type (laptop, desktop, or server), system (Windows or macOS).
- **Networks:** Gateway IP and MAC addresses.
- **Documents:** Name, number of pages, color, 2-sided, and where and when it was submitted, printed, and deleted.
- **Users:**
 - Name (for passwords, see [Authentication](#) below)
 - Email
 - Role (user or system manager)
 - Department (Microsoft Entra ID only, and can be used to post process data for subsequent departmental billing)
 - [Groups](#) (only the group memberships relevant to Printix functionality are recorded)

Personally Identifiable Information


- Personally Identifiable Information (PII) in the form of a users' name, email, and document names are stored in the Printix Cloud. The job history keeps document names for 90 days to facilitate Printix troubleshooting. In Printix App and Printix Administrator, users (and system managers) can only see the document names of their own documents, and only while the document is pending to be released (typically 1 day and maximum 7 days).
- If you enable [Cloud storage](#), the name of pending documents and their users are stored as part of the documents' metadata.
- Setting up [Analytics](#) with your own Azure SQL database also populates users' name and email into the database. Document names are only populated if "Include document name in data extract" is selected.

	Default setup	Custom setup
Printix Cloud	+ Username and email + Document name (90 days) + Document files , transit only, no storage [1]	+ Username and email + Document name (90 days) - Document files , no transit, no storage
Cloud storage	N/A	+ Username (max 7 days) + Document name (max 7 days) + Document files (max 7 days)
Analytics Own SQL database	N/A	+ Username and email + Document name (Optional)

[1] Mobile-printed and Chrome-printed documents to be released (with Print Anywhere or Print Later) are stored in the Printix Cloud.

Data centers

Printix is hosted in the EU (default).

 Contact your Tungsten Automation sales representative for more information if you are about to start a new Printix Home and wish to explore if it can be hosted in the US instead.

- Secure Microsoft Azure Data Center in the Netherlands [West Europe].
 - Configuration data and micro services:
 - <https://api.printix.net>
 - <https://auth.printix.net>
 - <https://airprint.printix.net>
 - <wss://websocket.proxyendpoint.printix.net>
 - Web servers for Printix Administrator and Printix App
Example: acme.printix.net. Alias for:
 - <https://app.printix.net>
 - Web servers for signing in
 - <https://sign-in.printix.net>
- Secure Amazon Web Services Data Center in Ireland [AWS EU-West-1]. Content Delivery Network (CDN) is enabled.
 - Captions and graphics
 - <https://assets.printix.net>
 - Driver store (see **Driver store** in [Features](#))
 - <https://drivers.printix.net>
 - [Software packages](#)
 - <https://software.printix.net>

Documents

- Documents are encrypted and stored until they expire and/or get deleted.
- Documents do not leave your network, unless you enable additional functionality or print [through the cloud](#).
- Documents that go through your own [Cloud storage](#) are protected by time- and session-restricted credentials issued by Printix Cloud. The Printix Client does not store cloud storage credentials/keys.
- Advanced Encryption Standard (AES) with a key length of 256 bits is used to encrypt documents.

Communication

- All Printix communication inside and outside the network is secured with encryption and the use of [HTTPS](#). TLS 1.2 is used.
- [SNMP](#) is used to collect information from printers. Both SNMPv1 and SNMPv3 are supported.

- Print data is sent unencrypted to the printer, but with secure [IPPS](#), it can be sent encrypted to printers that support secure IPPS.

Printing

- Printing directly to the printer is just as secure as traditional network printing.
- With **secure print** (Print Later or Print Anywhere), you can wait until you arrive at the printer, then release the documents using your phone. That way, you prevent others from collecting your confidential and sensitive documents.
- With [Printix Go](#), you can sign in at the printer with your card or ID code to release documents. Increase security with a 4-digit PIN code for two-factor authentication.
 - The message "PIN code disabled" appears after three consecutive, failed sign-in attempts. In this case, the user must open the Printix App, [reset the PIN code](#), and enter a new and different value. Otherwise, the Printix App displays "The new PIN code must be different from the previous one".

Capture and workflow

- Documents scanned with [Printix Capture](#) are encrypted while they are transferred to and from the Printix Client over [HTTPS](#). Also, they are stored using an encrypted Blob Storage.
- Optical Character Recognition (OCR) and conversion to searchable PDF or Microsoft Word file happens in the Printix Cloud.
- If an own cloud storage is used, captured documents are sent through your cloud storage. After processing (OCR) in the Printix Cloud, the document is written to your cloud storage, and from there, it is read by the Printix Cloud destination service and delivered to the destination. Capture with mobile requires that you [set up Azure Blob Storage for CORS](#) (Cross-origin Resource Sharing).
- Captured documents are automatically deleted from cloud storage after 7 days (168 hours).

Printix Client

- The user interface of the [Printix Client](#) (PrintixClient.exe) runs under the signed-in user's account.
- [Printix Service](#) (PrintixService.exe) runs under the local system account and handles the printing and the printer installation.
- Both applications write [log files](#).
- The Printix Client [silently updates itself](#) to the latest approved version.
- Documents scanned with [Printix Capture](#) are encrypted while they are transferred to and from the Printix Client over [HTTPS](#) and also while they are stored.

Authorization

- Printix uses [roles](#) to control what functions a user can perform.
- Users are notified by email when their role is changed.

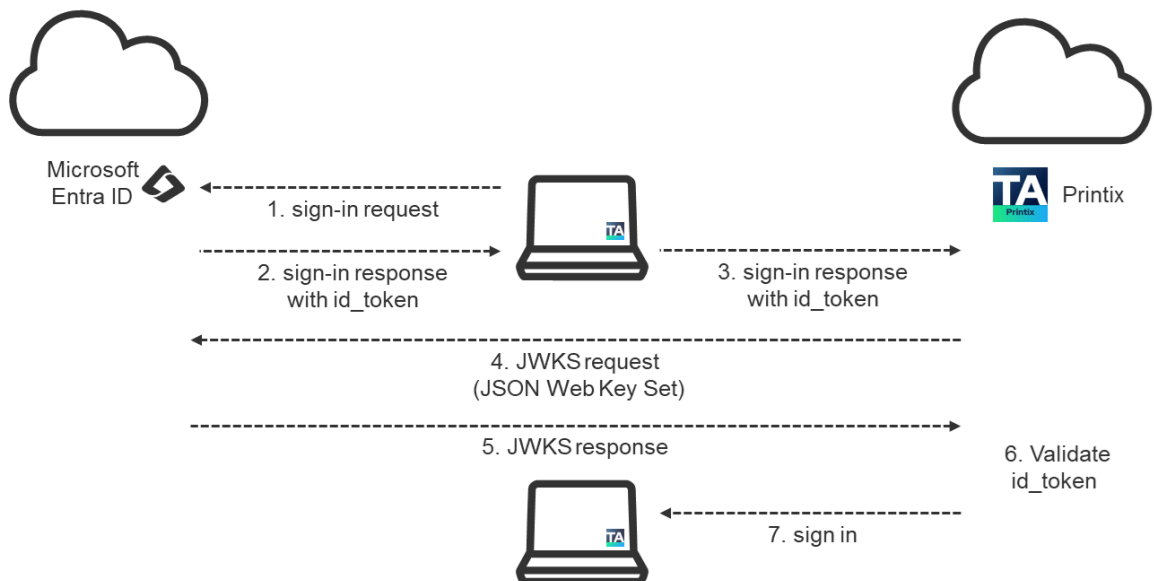
Authentication

- Users are required to register and sign in to use Printix.

- With [Microsoft Entra authentication](#) enabled, users' passwords are handled entirely by Microsoft Entra ID.
 - Printix reads the users' basic profile (displayed name and email address).
- With [Google authentication](#) enabled, users' passwords are handled entirely by Google.
 - Printix reads the users' basic profile (displayed name and email address).
- With [OIDC authentication](#) enabled, users' passwords are handled entirely by OIDC.
 - Printix reads the users' basic profile (displayed name and email address).
- With [Okta authentication](#) enabled, users' passwords are handled entirely by Okta.
 - Printix reads the users' basic profile (displayed name and email address).
- With [OneLogin authentication](#) enabled, users' passwords are handled entirely by OneLogin.
 - Printix reads the users' basic profile (displayed name and email address).
- With [Active Directory authentication](#) enabled, users' passwords are not stored by Printix, but can be transferred securely with LDAPS to the local Active Directory server for authentication.
- For users who authenticate directly with Printix, passwords are protected through salted password hashing. Users can reset their passwords for themselves if they have an email address. Passwords must be minimum 6 characters in length and contain uppercase letters, lowercase letters, and digits.
- When signing in at the printer is involved (with [card](#) or [ID code](#)), the registered card numbers and PIN codes are protected through salted hashing. ID codes are written as plain text.

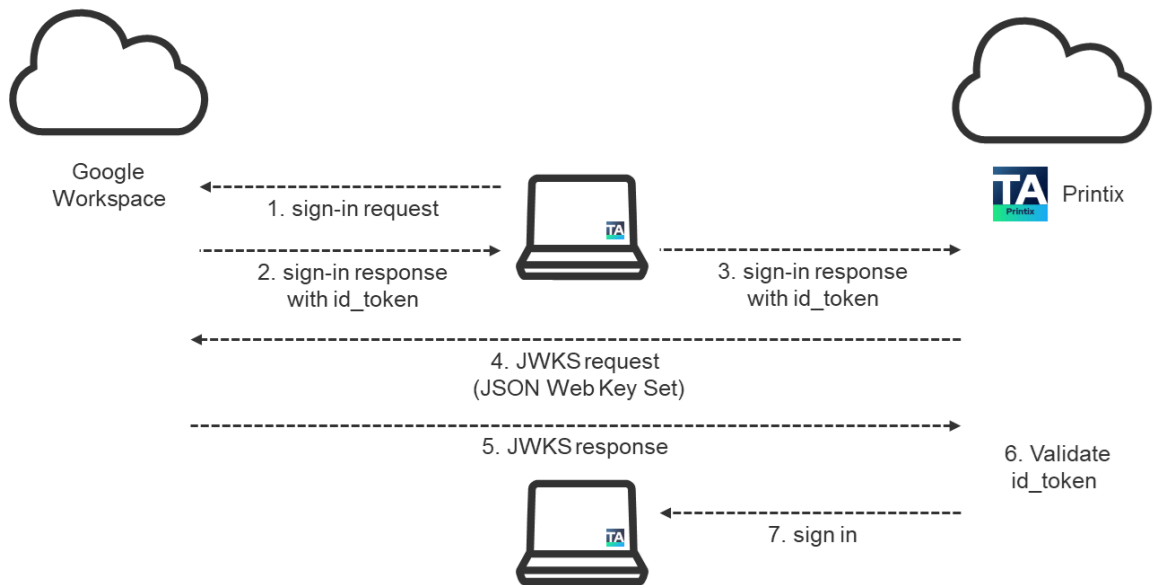
Authentication flows

• Microsoft Entra ID



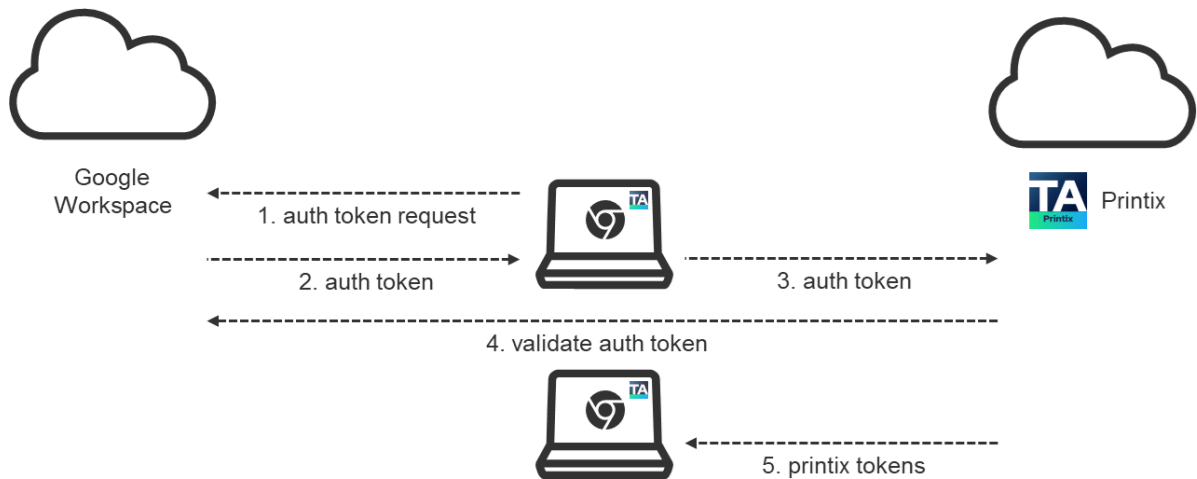
Authentication flow Microsoft Entra ID (HTTPS:443)

• Google Workspace



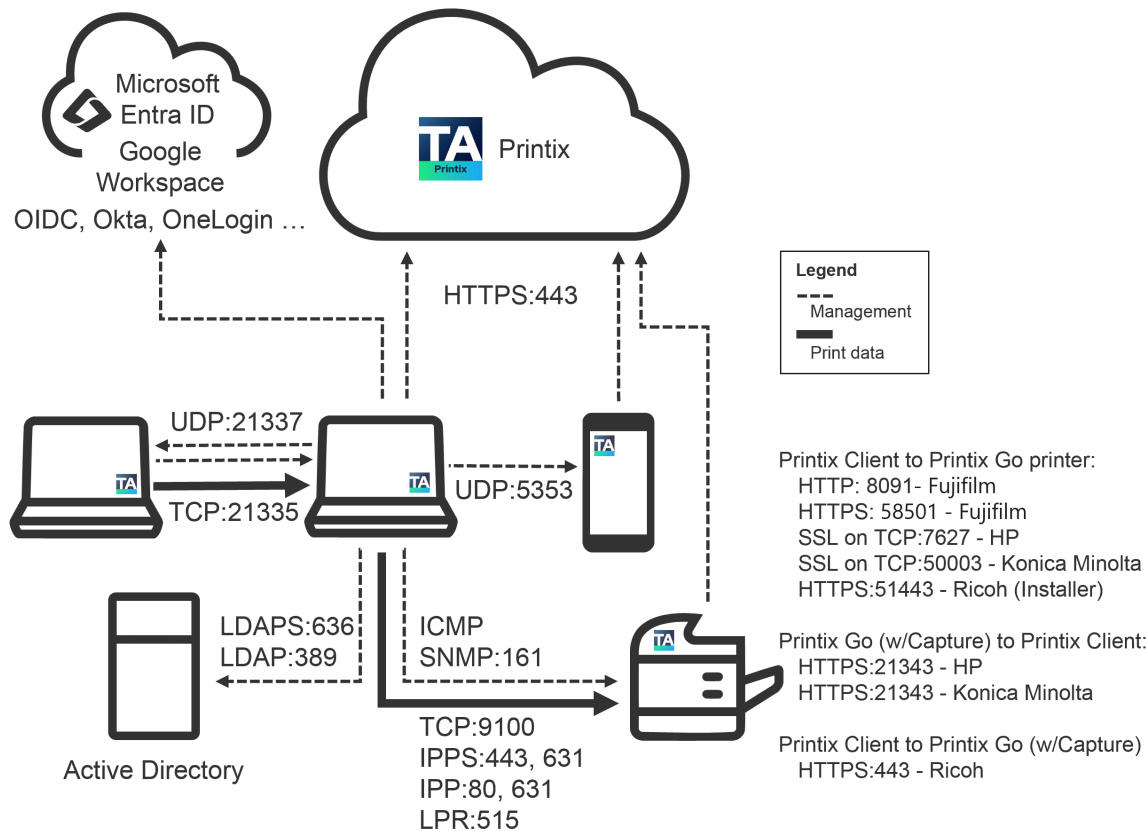
Authentication flow Google (HTTPS:443)

- Chromebook



Authentication flow Chromebook (HTTPS:443)

Network ports



Secure communication

All Printix communication inside and outside the network is secured with encryption and the use of HTTPS (SSL/TLS). Documents are stored encrypted until they expire or get deleted. Documents do not need to leave your network.

- **HTTPS on TCP port 443**

Secure browser communication between the [components](#) and identity providers, such as Microsoft Entra ID, Google Workspace, Okta, and OneLogin.

These ports must be open within the network:

- **SNMP on UDP port 161**

Access and collect information from printers through [SNMP](#). Both SNMPv1 and SNMPv3 are supported. ICMP message requests and replies must be allowed on the local network, because the [ping](#) command is used to discover printers.

- **RAW print on TCP port 9100**

Transfer print data to the printers. Computers with Printix Client must be able to reach the printer on the network to allow printing. Print data can also be sent through:

- [IPPS](#) and TCP port 443, 631. Use of other port numbers is also supported.
- [IPP](#) and TCP port 80, 631. Use of other port numbers is also supported.
- [LPR](#) and TCP port 515. Use of other port numbers is also supported.

- **TCP port 21335**

Forward print data to another computer running Printix Client. Encrypted. It is only used if a computer is used for [bridging two known networks](#).

- **TCP port 21336**

Secure communication to [Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#) on a Windows Server.

- **UDP port 21337**

Printix Discovery Protocol is used to find computers running Printix Client. Not encrypted.

- **UDP port 5353**

If [mobile print](#) is enabled, and is to be used with iOS/iPadOS phones and tablets, then Printix Client will broadcast AirPrint printers with the Bonjour networking protocol (Multicast DNS).

The [Printix Client](#) requires these ports to be open on the local computer:

- **TCP port 21338**

Secure communication locally on the computer between the PrintixClient.exe and PrintixService.exe processes.

- **TCP port 21339**

Local communication with HTTP to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe) and Mac CUPS (org.cups.cupsd).

- **TCP port 21343**

Local Secure communication with HTTPS to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe). Enabled with Printix Windows Registry setting [DisableHTTPPrinting](#).

Authentication of users with secure LDAPS.

- **LDAP on TCP port 389**

Authentication of users with LDAP.

On **Windows**, the Printix Client automatically configures the required ports in the local Windows firewall. It does so by running the provided `open_firewall.cmd` file.

Internet endpoints that must be unblocked

Use of a web proxy and/or SSL inspection may prevent signing in to the Printix Client. You **MUST** add the `printix.net` domain and subdomains as exceptions so traffic is not blocked.

The syntax for adding exceptions varies depending on the software you use. See your security software documentation to determine the syntax for specifying a domain and its subdomains. These are some common examples of the **wildcard syntax**:

- `*.printix.net`
- `.printix.net`



- Unblocking (or whitelisting) must be based on URLs rather than IP address information, as the latter is subject to change.
- If your Printix Home (example: `ajax.us.printix.net`) is hosted in the US data center, the required endpoints are different from what are listed here. See [How to set up and use Printix from US data center](#).

The specific Internet endpoints that must be unblocked are as follows:

- **Required**

These Internet endpoints **MUST** always be unblocked:

- `https://assets.printix.net`
- `https://api.printix.net`
- `https://auth.printix.net`
- `https://sign-in.printix.net`
- `https://drivers.printix.net`
- `https://software.printix.net`
- `wss://websocket.proxyendpoint.printix.net`

- **Additionally required if documents go through the cloud**

These Internet endpoints **MUST** also be unblocked if documents go [through the cloud](#):

- If you do not add your own cloud storage and just use the Printix-offered cloud storage:
 - `https://prodenv2printjobs.blob.core.windows.net`
- If you add your own **Azure Blob Storage**, you need to include the URL referencing the account name (such as `printixcloudstorage`):
 - `https://printixcloudstorage.blob.core.windows.net`

- If you add your own [Google Cloud Storage](#), you need to include the URL referencing the bucket name (such as printix-cloud-storage):
 - <https://storage.cloud.google.com/printix-cloud-storage>
- **Additionally required if you use Printix Go**

These Internet endpoints MUST also be unblocked if you use [Printix Go](#):

 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>

These Internet endpoints MUST also be unblocked if you use Printix Go with Printix Capture:

 - <https://on-device-capture.printix.net>
 - <https://mfp-device-capture.printix.net>
- **Additionally required if you enable mobile print (Apple AirPrint)**

These Internet endpoints MUST also be unblocked if you enable [mobile print](#) (Apple AirPrint):

 - <https://airprint.printix.net>

How does the Printix Client find the web proxy?

The Printix Client consists of two components:

- The user interface of the Printix Client (PrintixClient.exe) which runs under the signed-in user's account.
- The Printix Service (PrintixService.exe) which runs under the local system account, and handles the printing.

By default, the Printix Client uses the proxy settings of the signed-in user. To do that, it copies the proxy settings of the user to the LSA user (HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections). That way, the Printix Service component can use the LSA user's proxy settings to communicate with the Printix Cloud even when no user is signed in.

You can use the ["-p" command-line parameter](#) to configure the Printix Service component to use a custom HTTP proxy setting for its communication. While the Printix Service component uses this custom proxy setting, the Printix Client stops copying the proxy settings of the signed-in user to the LSA user.

How to determine if SSL inspection is used

1. Open a web browser and enter the URL.
2. Select the padlock icon to the left of the address.

If the certificate is intermediate, SSL inspection is used.

Troubleshooting

- [I have a web proxy and I cannot sign in to the Printix Client](#)
- [I have a web proxy and I cannot install my printer](#)

- [I do not recognize the used web proxy](#)
- [I have disabled the web proxy, but the computer still does not act as proxy](#)
- [I cannot print through the cloud](#)

I have a web proxy and I cannot sign in to the Printix Client

When I sign in to the Printix Client with Microsoft, Google, or email, I return to the sign-in page.

Resolution: You MUST add the required domains (see above) as exceptions so traffic is not blocked.

See also: [Sign-in issues](#)

I have a web proxy and I cannot install my printer

Print drivers cannot be downloaded from the Printix driver store.

Resolution: Unblock the Internet endpoint <https://drivers.printix.net>.

I do not recognize the used web proxy

In this case, the [PrintixService.log file](#) contains text such as "running with proxy1: http://172.23.100.13:8080/" and "Unable to connect to the remote server."

Resolution: Check if the web proxy is part of the PAC file and if it should be updated or deleted.

I have disabled the web proxy, but the computer still does not act as proxy

In this case, the [PrintixService.log file](#) may contain errors such as "Proxy: Error event" and "Exception: proxy error."

Resolution: Follow the steps below to delete settings from the Windows Registry.

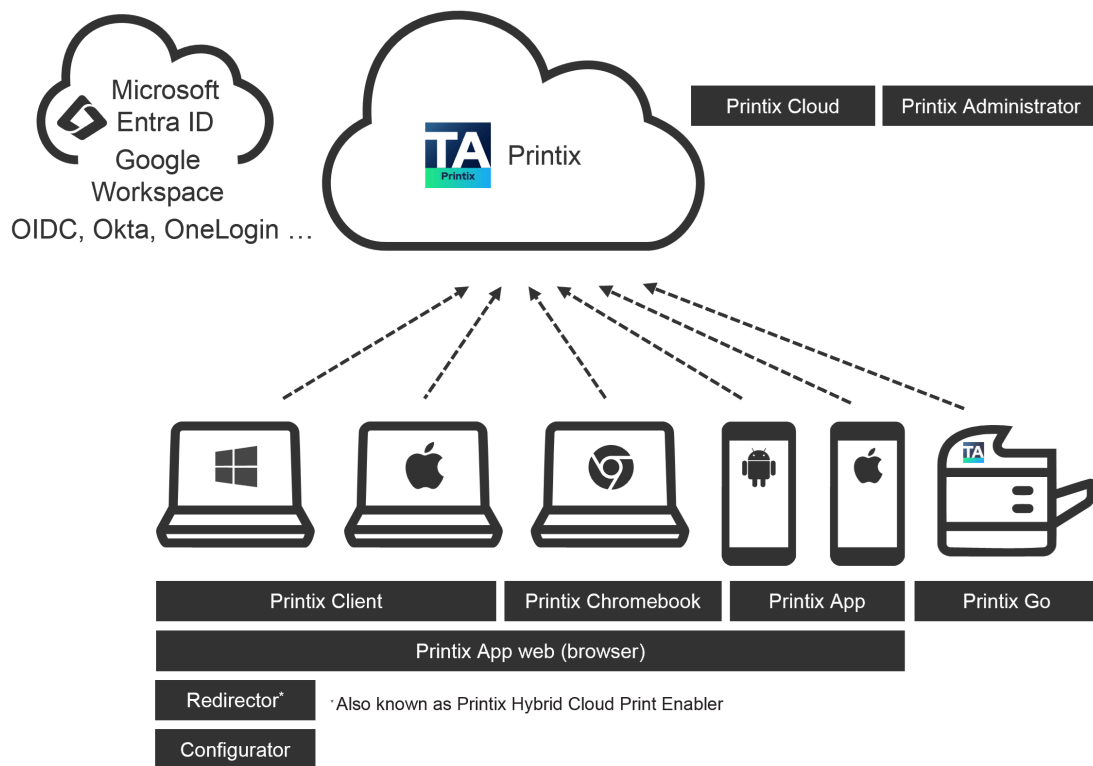
1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections`.
4. Delete the two entries called **DefaultConnectionSettings** and **SavedLegacySettings**.
5. Restart the computer.
6. Sign in to the Printix Client again.

I cannot print through the cloud

Use of a web proxy and/or SSL inspection may require additional Internet endpoints to be unblocked.

Resolution: Unblock the required Internet endpoints to print [through the cloud](#).

Components



The **Printix Cloud Print Management Service** consists of these components:

- **[Printix Cloud](#)**
Handles authorization, configuration data, and most of the business logic. Communicates securely with the other components through [HTTPS](#).
- **[Printix Administrator](#)**
Centrally configure Printix and manage your printers, print queues, and print drivers. Runs in a web browser.
- **[Printix Client](#)**
Automates the creation of print queues and installation of print drivers. Runs on users' Windows and Mac computer.
- **[Printix Chromebook](#)**
Print to Printix-managed printers from Chromebooks and computers with Google Chrome or Microsoft Edge.
- **[Printix App](#)**

Release, print, and delete documents. Runs as a mobile app on phones and tablets, or as a web app in a web browser.

- **[Printix Go](#)**
Integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication, and more.
- **[Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#)**
Enable printing to a print queue on a Windows computer, enable hybrid cloud printing, and enable USB printing.
- **[Printix Configurator](#)**
Initially configure Printix with multiple locations (networks) and already deployed printers.
- **[Printix Power BI report](#)**
Provides analytics and a multi-perspective view into your Printix-managed print environment.
- **[Printix Cloud Print API](#)**
Used by applications to push print jobs in printer-native or PDF format into a Printix print queue, and by organizations who want to do [guest](#) user administration. You can access the API documentation at printix.github.io.

System requirements

The system requirements are listed in the [Printix Technical Specifications](#), which you can access from the [Printix Documentation](#) portal. The document is updated regularly, and we recommend that you review it carefully to ensure success while working with your product.

How to migrate Windows Server Core

Windows Server Core is NOT supported, but you can migrate printers set up on Windows Server Core to Printix through a temporary Windows server.

On the Windows Server Core computer:

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **printmanagement.msc**, then select **OK**.
3. In **Print Management**, open the **Action** menu and select **Export printers to a file**.
On the temporary print server:
4. Install the **Print Server Role** on a new/different Windows Server in the same network as the Windows Server Core computer.
5. In **Print Management**, open the **Action** menu and select **Import printers from a file**.
6. Select the file you created in step [2](#).
7. Install the Printix Client on the print server, then [discover the printers](#).

Chapter 2

Getting started

Follow these steps if you use Printix for the first time:

1. Visit printix.net and select **Free trial**.
2. Enter your **Work email**.
3. Enter your **Full name**.
4. Enter a **Company name**.
5. Select **Number of employees**, then select the correct range from the list.
6. Select a **Country**.
7. Optionally, change **I am starting this trial as** to **Service provider**.
8. Enter a **Subdomain**.

The text is used in your Printix web address (your Printix Home), so you can use only: A-z, 0-9, -.

9. Select **Start trial**.

The page displays **Domain reserved** if the Printix Home is already in use. If that happens, change it and select **Start trial** again.


You receive an email with the subject **Welcome to Printix**.

10. Open the email and select **Get started**.










If you do not see the email within a few minutes, check your spam/junk mail folder. The link in the email can only be used once for activation, and it must happen within 72 hours.

11. Complete the steps presented by the **Setup assistant**.

Setup assistant

 Printix

Get started



Setup assistant

Get started

Move your print management to the Printix Cloud in 4 easy steps

→ **1. Enter password**

2. Download Printix Client
3. Install
4. Discover printers

→ **1. Enter password**


Save

- Minimum 6 characters in length
- Uppercase and lowercase letters
- Digits


2. Download Printix Client

↓ Printix Client

3. Install Printix Client and sign in



4. Discover printers on your network



🔍 Discover printers

The **Setup assistant** helps you get started with Printix and move your print management to the Printix Cloud.

1. Enter a password, then select **Save**.

The password is required for signing in to the Printix Client.


- The password must be minimum 6 characters in length and contain uppercase letters, lowercase letters, and digits.

- This step is left out if you use an existing Printix account.
- 2. **Download the Printix Client** installer file on a Windows or Mac computer.
- 3. Open and run the downloaded file to **install the Printix Client**.
The installation takes a couple of minutes.
- 4. If you are not prompted to sign in, open the [Printix Client menu](#), then select **Sign in**.
- 5. On the sign-in page, enter your email and password.
 - If you do not remember your password, select [Forgot password](#).
 - If you have issues while signing in to the Printix Client, see [Sign-in issues](#).
- 6. In the **Setup assistant**, select **Discover printers** and wait a couple of minutes while the Printix Client discovers your printers. Select **Close**.
 - The Printix Client attempts to discover your printers and [securely](#) transfer necessary information to the Printix Cloud.
 - If we did not find any printers, select [Add printer](#) ⊕ on the **Printers** page and enter the IP address (Example: 192.168.1.10) or hostname of one printer.
 - If a printer fails to register, it appears on the [Unregistered printers](#) page.
 - Additionally, [Printix Anywhere](#) is installed.
 - Print queues are converted and their name is extended with a three-letter printer ID to make it easy to search for and identify printers.


Setup assistant

Congrats!


You registered your first computer


 COMPIX

on your first network



 Network1

and found



 11 · Printers

You are now ready to print

✓ **1. Download Printix Client**

 Printix Client

✓ **2. Install Printix Client and sign in**



Computer

COMPIX

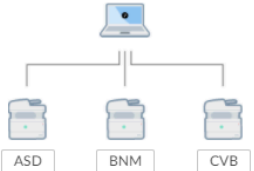
System: Windows

10 x64

Type: Laptop

Online: Yes


✓ **3. Discover printers on your network**



Network

Name: Network1


IP: 192.168.1.54

 If no printers were discovered, select **Learn more** to read about [printer registration issues](#).

To further guide you to a successful trial, you are presented with three other buttons:

7. Select **Setup sign in method** to open the [Setup](#) tab on the **Authentication** page.
From here, you can easily add and enable sign-in methods, such as: **Sign in with Microsoft** or **Sign in with Google**.
8. Select **Implementation** to open the [Implementation assistant](#), which simplifies and reduces the steps needed to implement Printix.
9. Select **Subscription** to open the [Subscription](#) page, enter billing information, and add a credit card to start subscription after trial end.

This is relevant for direct customers only, because customers onboarded by our partners are billed through the distributor/partner in question.

 If you need your trial period extended, contact [Product Support](#).

Start printing

Having installed Printix Client, you can now print to the Printix-managed printers and examine the many features that make office printing convenient, secure, and easy to manage. But first, let us examine how you can print as usual.

1. On your computer, open the item to print.
2. On the **File** menu, select **Print**.

You can notice that nothing has changed, except for the three letters at the end of the printer name (ASD, BNM), which indicates that these printers are now managed by Printix. Also, apart from the Printix Anywhere printer, you have the exact same printers available to you as you did before the installation.

3. Select a Printix printer, then select **Print**.

Optional customizations

- **Subscription email receiver**

During the 1-month trial, email reminders are sent when 15, 5, and 1 days remain. These emails are, by default, sent to the email address of the user (you) who signed up for the Printix Cloud Print Management Service. On the [Subscription](#) page, you can [change who receives subscription emails](#) and future invoices. You can add a credit card at any time to suppress the email reminders. You will still get the remaining time of your 1-month trial for free.

- **Email message signature**

On the [Settings](#) page, you can change the signature to include contact details for your Help Desk. By default, this is populated with the name and email address of the user (you) who signed up for the Printix Cloud Print Management Service.

- **Accept Printix for all users**

If users sign in with Microsoft, you can [grant permission to read users' profiles](#) without prompting the individuals in your organization. This provides a much smoother deployment. You can also choose to [remove the Sign in with email option](#).

Next steps

Visit the topic below that best suits your current environment and cloud needs:

- [Start a trial on a computer](#)

Install Printix on a computer and get hands-on experience.

- [Migrate print server to Printix Cloud](#)

Copy an existing print infrastructure to the cloud.

- [Migrate multiple sites to Printix Cloud](#)

Add multiple sites and work with networks.

- [Build a new site with Printix Cloud](#)

Set up printers and print queues before users move into a new office/site.

i If you started a trial at home, but it does not work at your company, read this [FAQ page](#).

Start a trial on a computer

Requirements:

- Your computer should be connected to the network you want to use Printix on, such as your office network.
- Your computer must have access to at least one printer on the network, and the printer must have at least one print queue installed, to experience the various printing features. If you want to install on a fresh virtual machine, you should add a printer first, so it can become managed by Printix.

Step 1: Install

i To resume the installation after a break, sign in from [printix.net](#) or use the links in the email with the subject **Get started with Printix** to locate where you left off.

1. Download the Printix Client installer file.
2. Open and run the downloaded file to install the Printix Client on your [Windows](#) or [Mac](#) computer.
3. Sign in to the Printix Client.

This is automatic if your Windows computer is Microsoft Entra joined.

- If you see **Sign in with Microsoft**, select it and sign in with your work account.
- If you see **Sign in with Google**, select it and sign in with your Google Workspace account (not @gmail.com).
- Otherwise, enter the **Email** and **Password** you used when you registered. If you were not prompted to sign in, sign in through the [Printix Client menu](#).
- If you have issues while signing in to the Printix Client, see [Sign-in issues](#).

Step 2: Start printing

Having installed Printix Client, you can now print to the Printix-managed printers and examine the many features that make office printing convenient, secure, and easy to manage. But first, let us examine how you can print as usual.

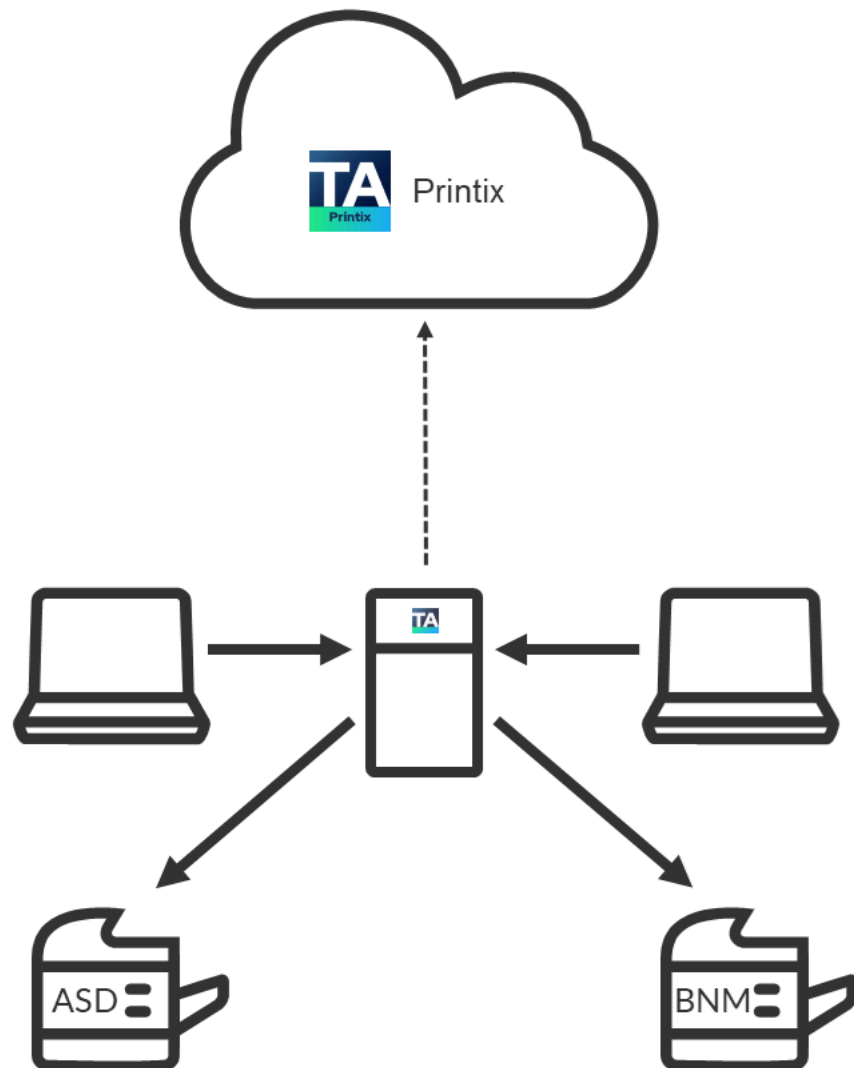
1. On your computer, open the item to print.
2. On the **File** menu, select **Print**.
You can notice that nothing has changed, except for the three letters at the end of the printer name (ASD, BNM), which indicates that these printers are now managed by Printix. Also, apart from the Printix Anywhere printer, you have the exact same printers available to you as you did before the installation.
3. Select a Printix printer, then select **Print**.
4. Optionally, [try the print methods](#) and consider [adding 2-3 users](#).

Migrate print server to Printix Cloud

Requirements:

- You have access to an administrator account and can sign in to the print servers.
- Follow the recommended [Implementation setup](#).

Step 1: Install the Printix Client on the print server



When you download the Printix Client software and install it on the print server, we make a copy of the current print environment details in the Printix Cloud. We do not change or delete anything on the print server.

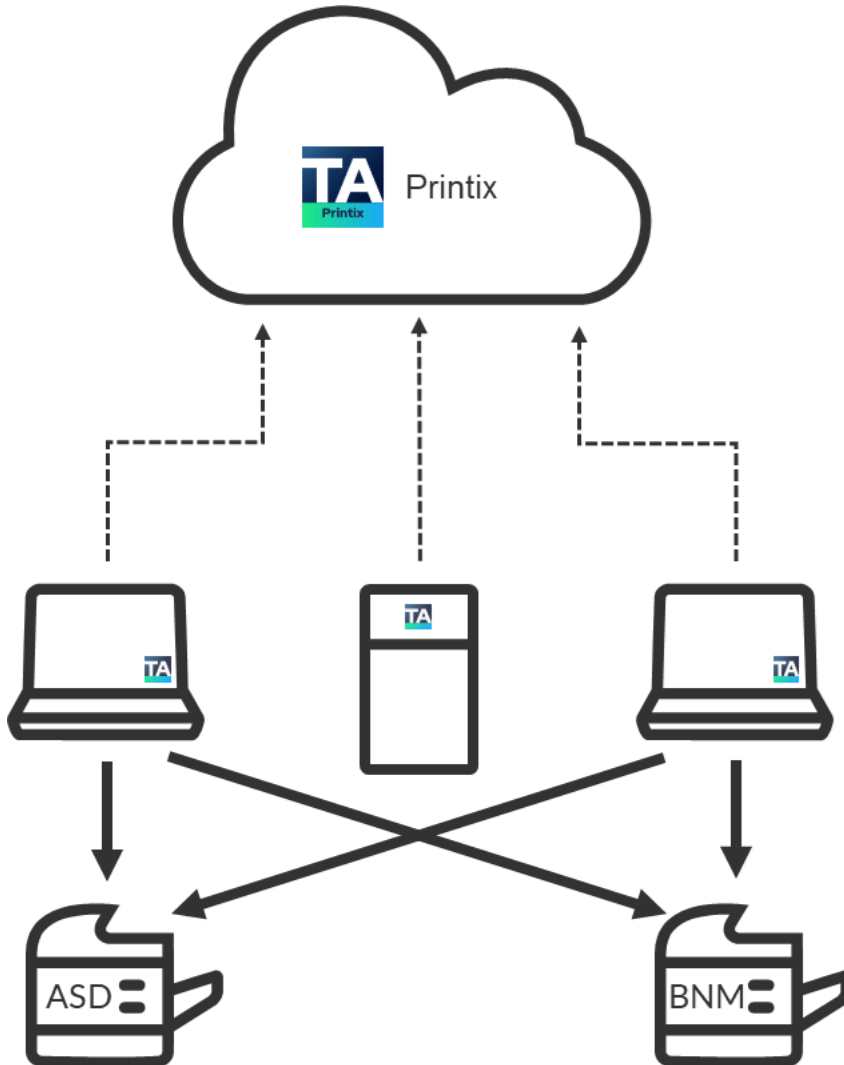
- The Microsoft Edge web browser's security settings may obstruct the download of the Printix Client software. To work around this, you can download it on another computer (without installing) and copy it to the print server, so you can run it from there.
- If you have issues while signing in to the Printix Client, see [Sign-in issues](#).

During the discovery process, we automatically detect and register printers, print queues, and drivers in the Printix Cloud. At the same time, a network called **Network1** is created with the gateway of the print server's network adapter.

If additional print servers exist, install the Printix Client on each of these to make the copy of your print infrastructure as complete as possible. Open the [Computer properties](#) page of the print server and select **Discover printers**.

- If not all of your printers are listed on the **Printers** page, add the missing printers.
- Optionally, rename the printers and print queues.

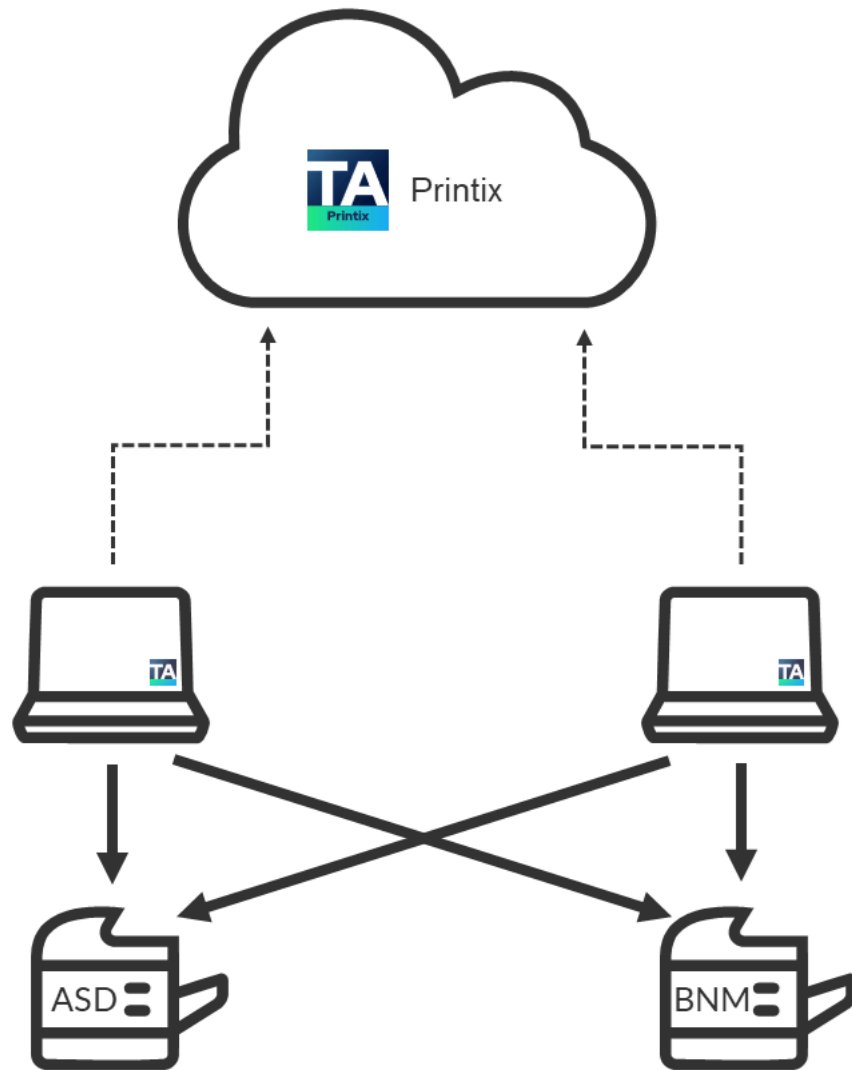
Step 2: Deploy the Printix Client to computers



Use your preferred method to [deploy](#) the Printix Client, such as [Microsoft Endpoint Manager](#).

- If users sign in with Microsoft, you should [accept Printix for all users](#).

Step 3: Remove the print server



Before removing the print server, you should verify that the print server's shared printers can be paused without causing inconvenience to users. You should also verify that the server does not have additional roles, such as Domain Controller and File Server.

Take the server offline. Unplug the network cable and leave it that way for a week or so. If no users complain, it is safe to decommission the print server.

You are now on Printix – what has changed?

The user experience for printing is the same. Only the printer name is extended with a three-letter printer ID to make it easy to search for and identify printers.

From an IT management perspective, cloud deployment means less ongoing management, because infrastructure is now managed from the cloud.

Migrate multiple sites to Printix Cloud

Migrate multiple sites, such as branch offices and campuses.

Prerequisites:

- Printix is already deployed at the first site.

Step 1: Add site

1. Install the Printix Client on a computer at the site you want to add.
 - If you can remotely sign in to the computer as administrator, you can also install and sign in to the Printix Client.
 - Alternatively, [invite a user](#) at the site you want to add. If possible, call and notify the user in advance. Wait for this user to install and sign in to the Printix Client. You can also use your own email account to send an explanatory message that includes a link to the Printix Client download page.

Example: acme.printix.net/download

The user's computer appears on the [Computers](#) page as being on an unknown network.

- [Add a network](#) and give the network a descriptive name.
 - Add the gateway (LAN and/or Wi-Fi) of the computer to the network.
 - Open the [Computer properties](#) page of the computer and select **Discover printers**.
2. If additional sites exist, install the Printix Client on those sites too to copy the print infrastructure.

Step 2: Deploy Printix Client to computers

- Use your preferred method to [deploy](#) the Printix Client, such as [Microsoft Endpoint Manager](#), and get users to print with and use Printix.
 - If users sign in with Microsoft, you should [accept Printix for all users](#).

Build a new site with Printix Cloud

If you want to install and configure Printix before users move into a new office/site, follow the steps below to build your print infrastructure.

Requirements:

- Be connected to the network at the new site.
- Printers are powered on and are on the network.
- Follow the recommended [Implementation setup](#).

Step 1: Install

Download the Printix Client software and install it on a computer at the new site. The computer should run the same Windows/macOS editions the users will be using.

- Printers are discovered and registered in the Printix Cloud.

Step 2: Set up print queues

Open the **Printers** page to see the [printer properties](#) and [print queue properties](#). If not all of your printers are listed on the **Printers** page, add the missing printers.

- Optionally, rename the printers and print queues.
- Refine the print queue setup by [adding print drivers](#) and perform [print driver configurations](#) to configure installable options (such as Paper trays, Duplexer, Staple, Hole punch, Output bins, and Form to tray assignment).
- For each additional Windows/macOS edition to be used in the organization, install the Printix Client and [add print drivers](#) and perform [print driver configurations](#).
- Test that printing with the added print queues works as intended on the Windows/macOS editions to be used.

Step 3: Deploy Printix Client to computers

Use your preferred method to [deploy](#) the Printix Client, such as [Microsoft Endpoint Manager](#), and get users to print with and use Printix.

- If users sign in with Microsoft, you should [accept Printix for all users](#).

Understanding networks

Consider a company with two sites (Amsterdam and Berlin) with separate networks. No routing exists between the two, that is, from Amsterdam, you cannot reach ([ping](#)) a printer in Berlin and vice versa.

[Teach Printix about networks](#) so it can filter which printers are available to users. A user at the Amsterdam site will only see printers on that site.

You can optionally allow users to [print between networks](#) and print while their computer is on an unknown network (for example, during travel or while at home).

- [How to work with networks](#)
- [About networks](#)
- [Example: Company with sites in Amsterdam and Berlin](#)
 - User printing while on company network
 - User printing while on an unknown network
 - [Bridging two known networks](#)
 - Cloud storage
 - Printer availability

How to work with networks

TUNGSTEN Printix
AUTOMATION


Unknown networks


Gateways	Computers
IP: 192.168.1.1 MAC: a06391315be3	13
IP: 192.168.0.1 MAC: 289efc09e07f	7
IP: 172.16.6.1 MAC: 706e6d5f9e91	5

- [How to add a network](#)
- [How to modify network name](#)
- [How to add an unknown network to a network](#)
 - [How to add a network/gateway from the computer properties page](#)
- [How to add a gateway to a network](#)
- [How to delete a gateway from a network](#)
- [How to merge networks](#)
- [How to enable printing via the cloud](#)

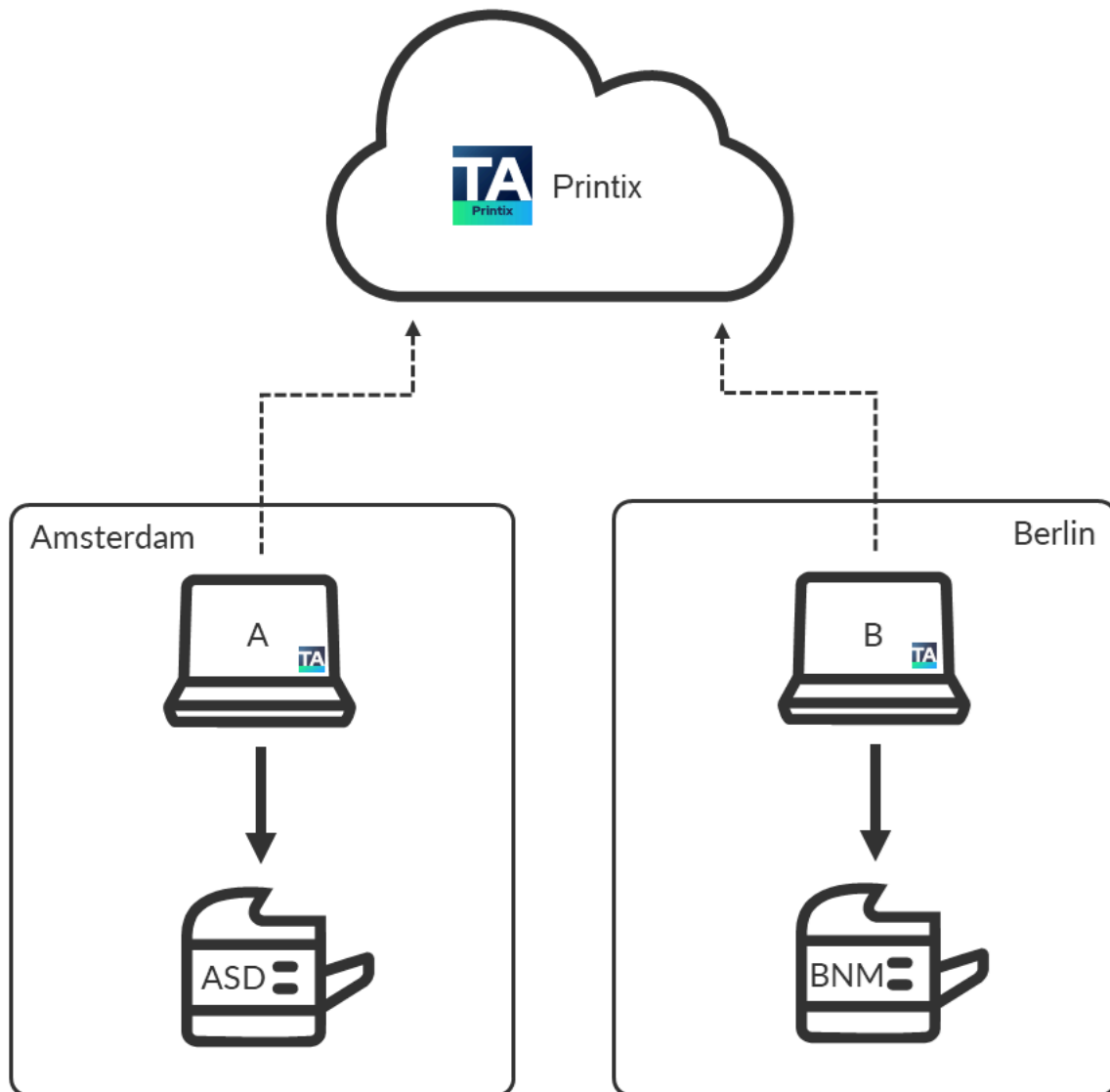
About networks

- You can name networks to reflect the name of company sites or branches (Amsterdam, Berlin).
- The first registered network is named **Network1**.
- A network in Printix is defined by a collection of one or more gateways (identified by their IP address and MAC address).
- A gateway should only be added to a network if routing is possible to the other computers/printers on the network segments within that network.
 - To test, verify you can [ping](#) printers/computers on the network.
- A computer is considered to be on the network the gateway is part of.
- A computer can be on multiple networks: one for each active network adapter (LAN and Wi-Fi).

- A computer that uses a gateway that is not part of a network appears as being on an unknown network, and a yellow dot is displayed on the Printix Client icon .
- A computer (laptop or hybrid tablet, such as the Microsoft Surface 3 or higher) appears as being on an unknown network when it is powered-on outside a registered network (for example, at home or during travel).
- A printer is automatically added to the network you select when you:
 - [Discover printers](#)
 - [Add a printer](#)

 If a CSV file with gateway IP and MAC addresses can be provided, then [Printix Configurator](#) can be used to add networks. That way, you can add networks before computers are on them.

Example: Company with sites in Amsterdam and Berlin



1. As you first deploy Printix Client in Amsterdam on **computer A** and discover **printer ASD**, these are recorded as being on the network named **Network1**.
2. You can [modify the network name](#) to change it from **Network1** to **Amsterdam**.
3. When you deploy the Printix Client in Berlin on **computer B**, it appears as being on an unknown network due to the unknown gateway.
4. On the [Networks](#) page, you can add a network, name it **Berlin**, and then add the unknown network to the **Berlin** network.

By adding networks, you are teaching the system about your company's networks. With the new knowledge, the system will attempt to automatically assign computers to the right company network in the future.

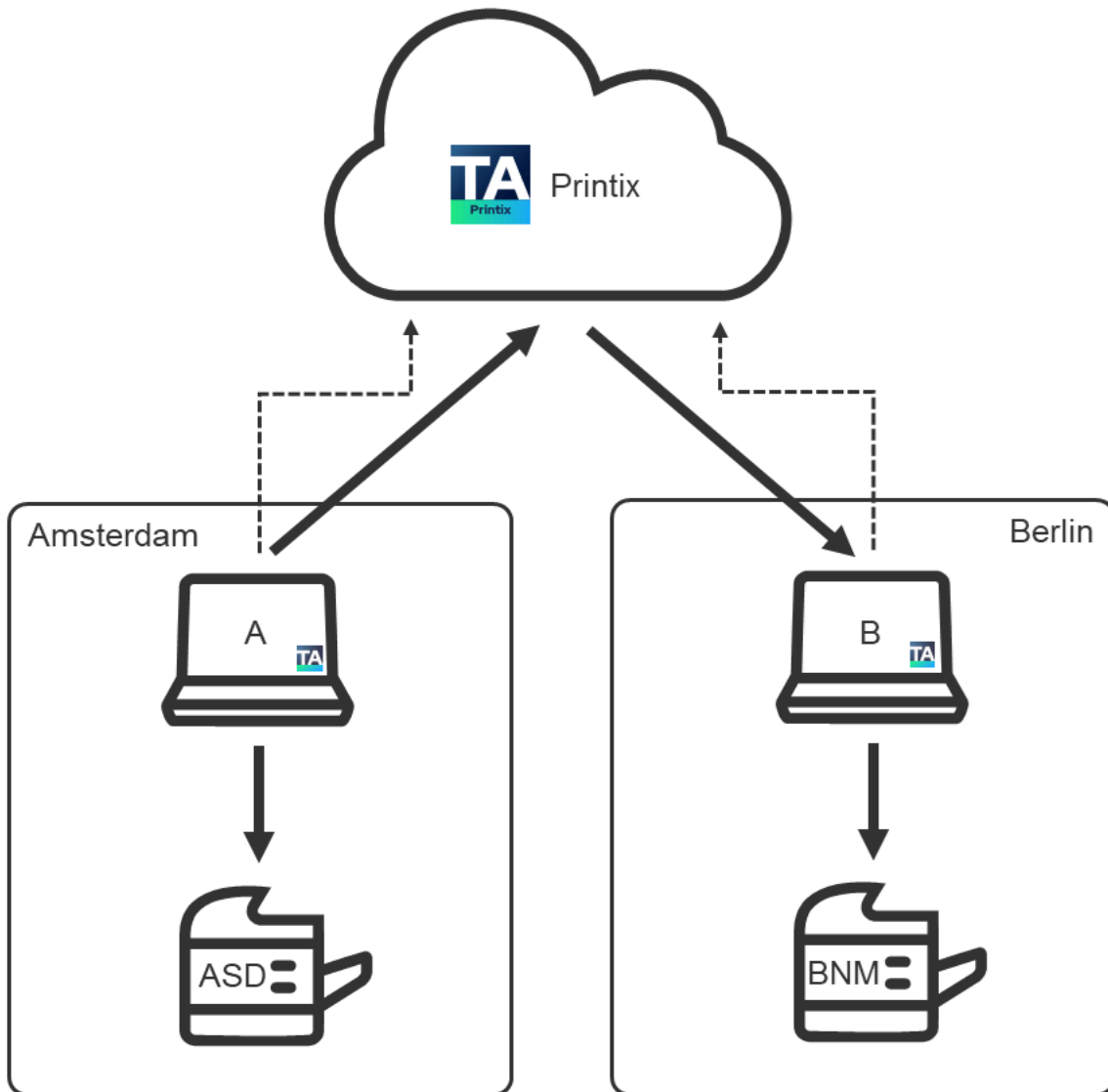
5. Select [Discover printers](#) and select the **Berlin** network to add **printer BNM**.
 - An employee who brings a laptop from Amsterdam to Berlin does not have to change anything, because the laptop is automatically reassigned to the **Berlin** network.
 - Print queues on the **Berlin** network are automatically added on the employee's computer if the **Berlin** network has [Add print queue automatically](#) selected.
 - Existing printers, including those added in Amsterdam, appear as offline on the computer.
 - When the employee travels back, the laptop is automatically reassigned to the **Amsterdam** network. The Berlin print queues that have [Remove print queue automatically](#) selected are removed automatically from the employee's computer.
 - During travel and at the employee's home, the laptop appears as being on an unknown network.

Print between networks

Printing is achieved through Printix Cloud and a Printix Client computer on the printer's network. At least one of the Printix Client computers on the printer's network should have permanent network access. The document remains secure during the transfer over the Internet as the document itself and the communication are both encrypted.

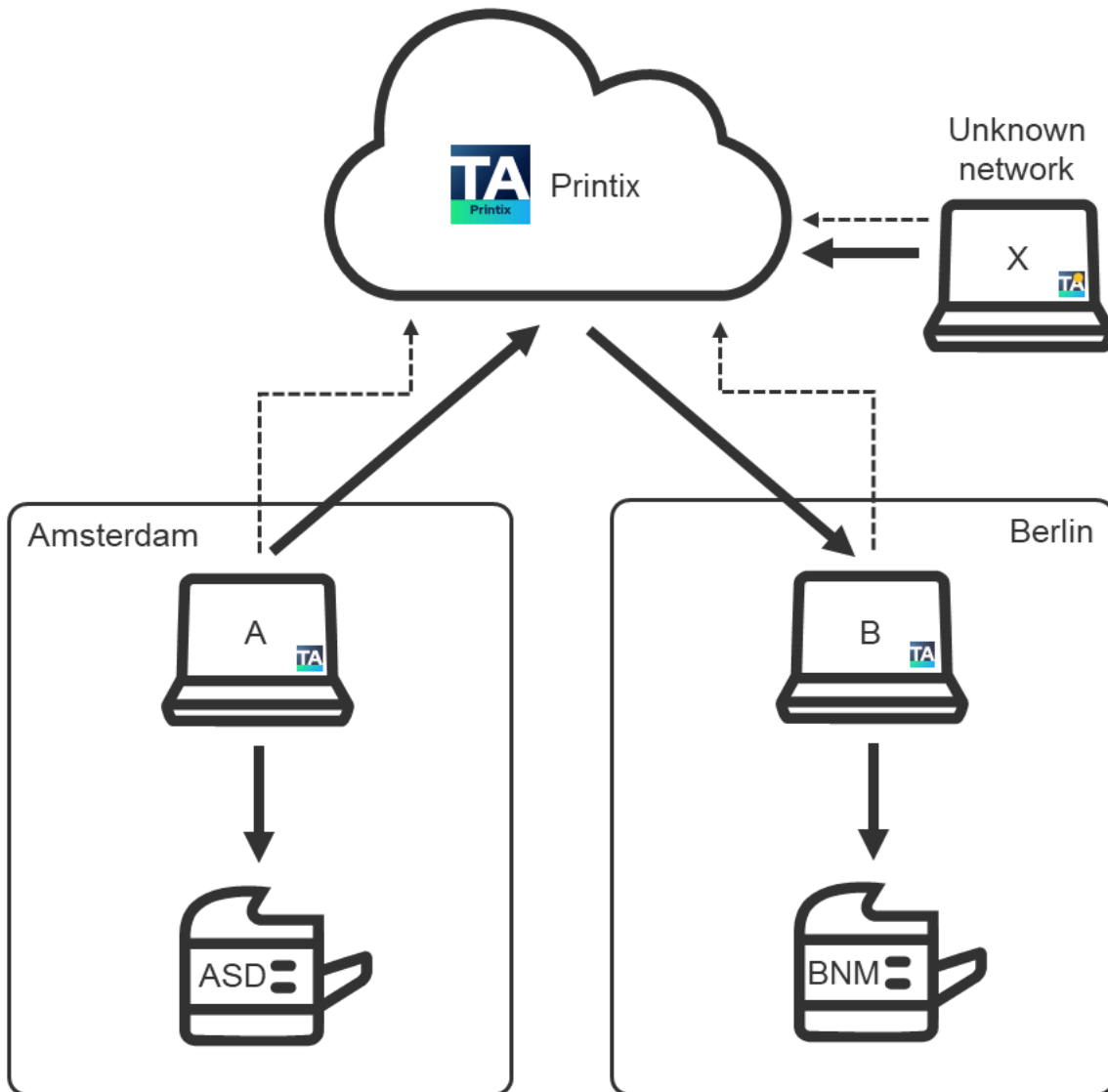
- [Enable printing via the cloud](#) for **printer BNM** in Berlin.

User printing while on company network



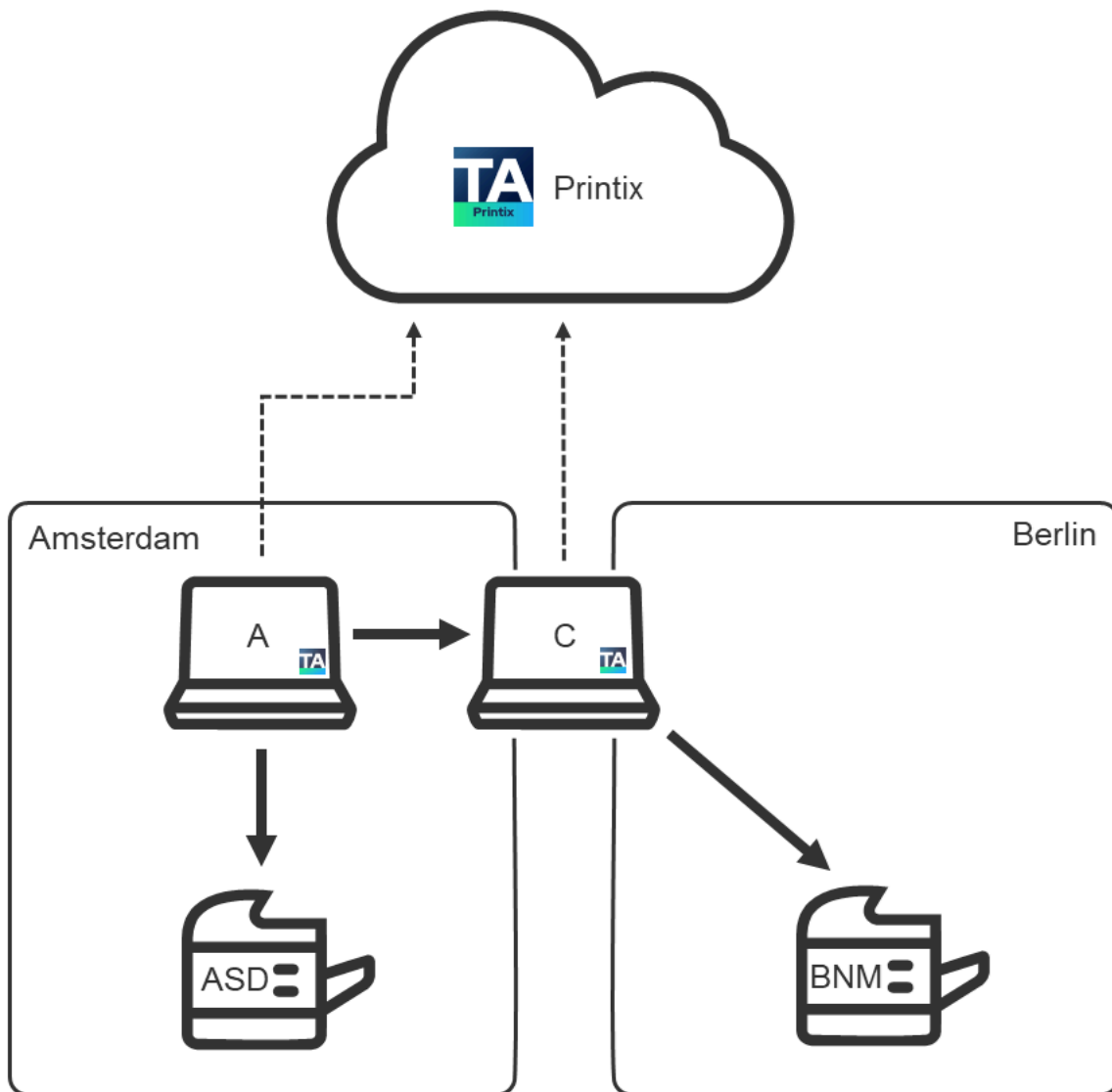
The user on **computer A** in Amsterdam can now add **printer BNM** and print to it even though it is in Berlin.

User printing while on unknown network



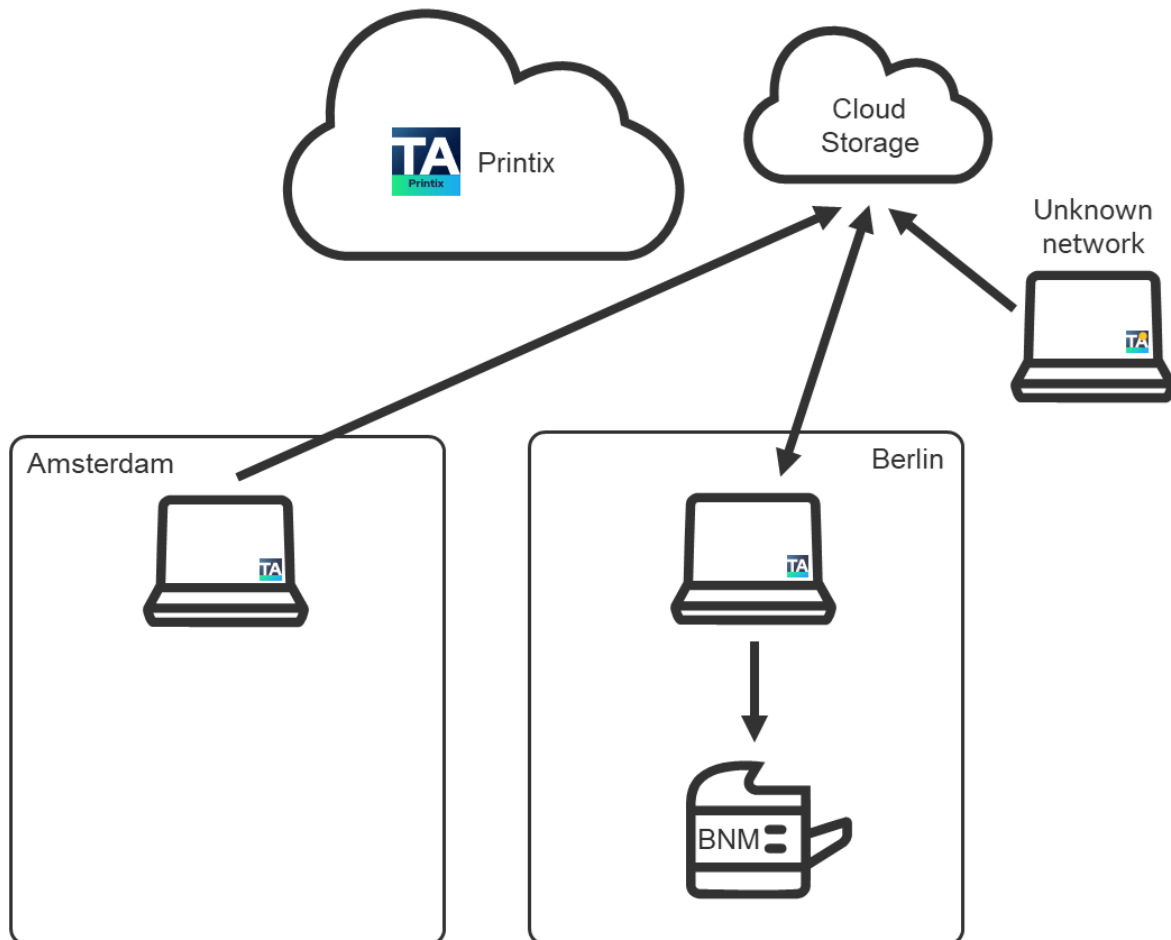
A user working on **computer X** at home or while traveling can print directly and release documents to **printer BNM**.

Bridging two known networks



If you have **computer C** with two network adapters, and it is on both the **Amsterdam** and the **Berlin** networks at the same time, print data from **computer A** to **printer BNM** are automatically forwarded through **computer C** instead of through the cloud. **Computer C** should have permanent network access.

Cloud storage



If you [add cloud storage](#), documents printed [through the cloud](#) go through your cloud storage, rather than the Printix Cloud. In addition, you can enable storage of pending documents in your secure cloud storage.

See also:

- [How to add Azure Blob Storage](#)
- [How to add Google Cloud Storage](#)
- [How documents are transferred through cloud storages](#)

Printer availability

Based on the network, the Printix Client filters the list of printers you can add. In Amsterdam, you see printers on the **Amsterdam** network. Regardless of the network, the list always includes:


- Printix Anywhere printers.

- Printers with [Via the cloud](#) selected.

	ASD	BNM	Anywhere
Computer A (Amsterdam)	+	+	+
Computer B (Berlin)	–	+	+
Computer C (Both networks)	+	+	+
Computer X (Unknown network)	–	+ ¹	+ ²

What is a network?

A network in Printix is defined by a collection of one or more gateways (identified by their IP address and MAC address). A gateway should only be added to a network if routing is possible to the other computers/printers on the network segments within that network.

- A computer is considered to be on the network the gateway is part of.
- A computer can be on multiple networks: one for each active network adapter (LAN and Wi-Fi).
- A computer that uses a gateway that is not part of a network appears as being on an unknown network, and a yellow dot is displayed on the Printix Client icon .
- A computer (laptop or hybrid tablet, such as the Microsoft Surface 3 or higher) appears as being on an unknown network when it is powered-on outside a registered network (for example, at home or during travel).

See also:

- [Understanding networks](#)

Teach Printix about networks


If you want to have all printers registered and the [network structure](#) in place before you introduce users to [print with Printix](#), follow these steps:

- Follow the recommended [Implementation setup](#).
- Install the Printix Client on computers.
 - Use your preferred method to [deploy the Printix Client](#), such as [Microsoft Endpoint Manager](#).
 - If you can remotely sign in to the computer as administrator, you can also install the Printix Client. Sign in to the Printix Client.
 - Alternatively, [invite a user](#) at the site you want to add. If possible, call and notify the user in advance. Wait for this user to install and sign in to Printix Client. You can also use your own email account to send an explanatory message that includes a link to the Printix Client download page. Example: `acme.printix.net/download`

¹ While the computer is on an unknown network, it is possible to print directly and release Print Later documents to **printer BNM**.

² While the computer is on an unknown network, it is possible to release Print Anywhere documents to **printer BNM**.

3. As the computers are registered, you can start to build your network structure by [adding networks](#).
 - When you have added a network, you can [discover new printers](#) to add to that network.
 - Optionally, rename the printers and print queues.


 If a CSV file with gateway IP and MAC addresses can be provided, [Printix Configurator](#) can be used to add networks. That way, you can add networks before computers are on them.

4. When you are ready to introduce users to [print with Printix](#), enable the features you disabled in step [1](#) ([Implementation setup](#)).

Enable BYOD

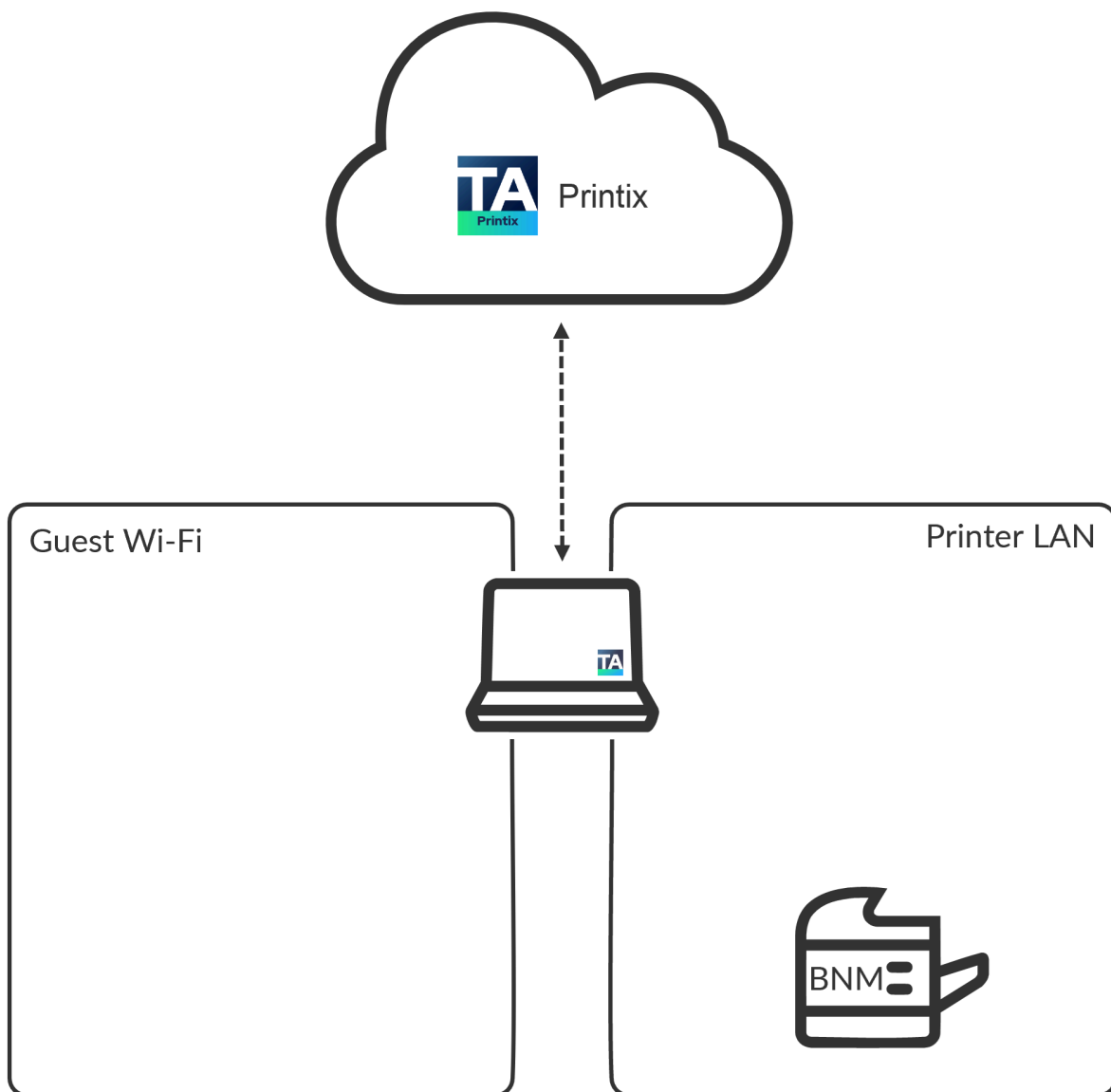
You can enable BYOD (Bring Your Own Device) to let users print from their own computer.

If you use Microsoft Entra ID, you can add a [guest user](#) in Microsoft Entra ID. Guests can also be added by an email [invitation](#). If your guests are subcontractors from the same company, you can add the subcontractor company's email domain while you [enable self-registration](#).

 You can also [enable mobile print](#) to let users print from their own phone or tablet (Android and iOS/iPadOS).

Requirements:

- The user has an email address.
- The user has a personally owned computer (BYOD).
- The Printix Client can be installed on the user's Windows or Mac computer.
- A company computer with Printix Client is powered on at all times and has two network interfaces (Wi-Fi and LAN).



Administrator preparation

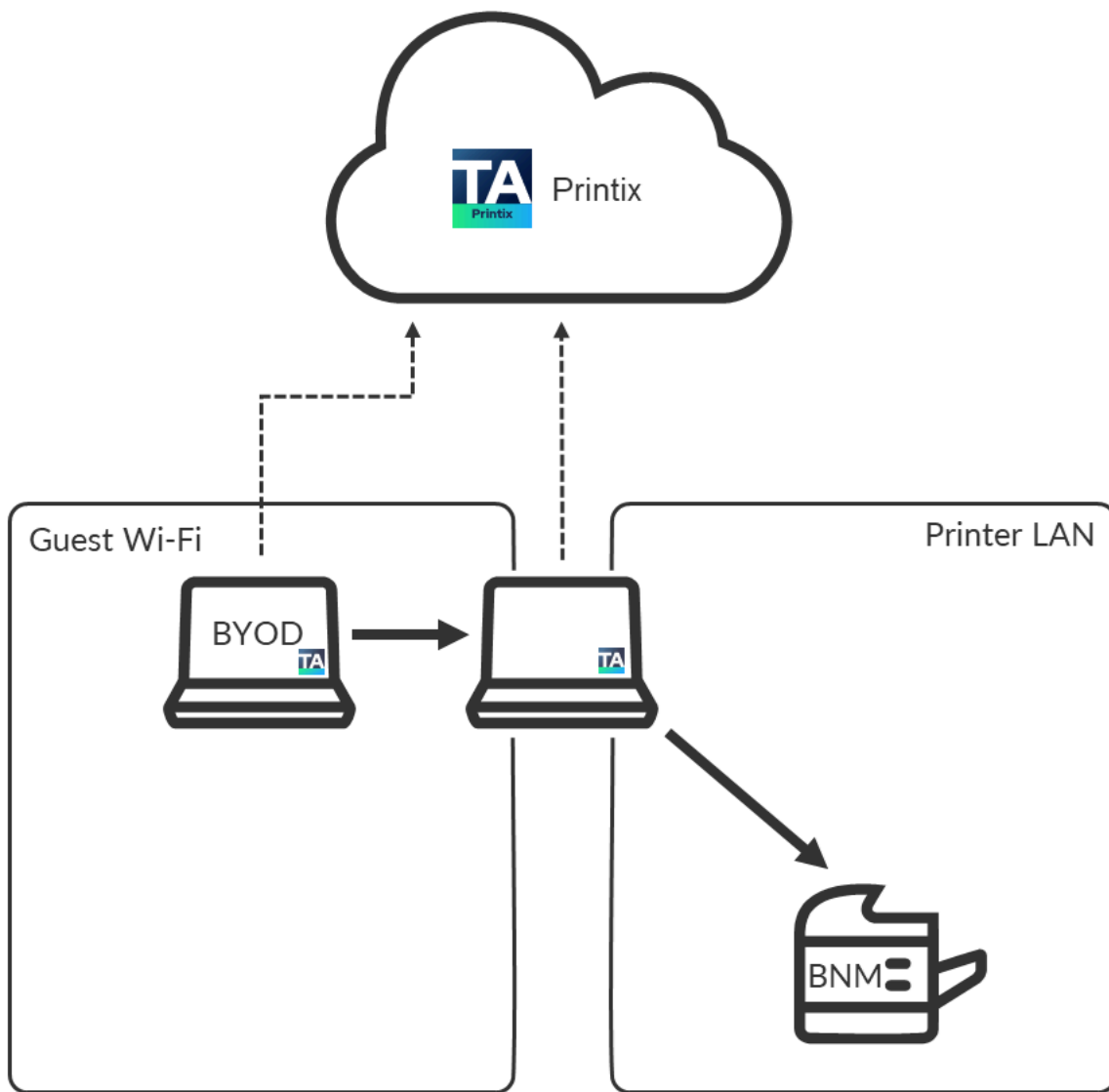
1. Install the Printix Client on a computer that is simultaneously on the **Guest Wi-Fi** network and the **Printer LAN** network.
This computer must be powered on at all times, because it is used to forward the print data to **printer BNM**.
2. Use [Add network](#) to add the networks **Guest Wi-Fi** and **Printer LAN**.
3. [Enable printing through the cloud](#) for **printer BNM**.
For the best user experience, ensure PDF printing is supported by **printer BNM**.
4. If the user is a guest, add the user by email [invitation](#). You can also [enable self-registration](#).

User registration

1. Open the email with the subject **Welcome to Printix** and select the link to **Download Printix Client**.
2. After successful registration, the user also receives an email with the subject **Get started with Printix** with links to the Printix Client and the Printix App.
 - The Printix Anywhere printer is automatically added on the user's computer if it is on the company network.
 - The user can use the Printix Client to [add printer BNM](#) after the computer is on the company network.

User printing while on company network

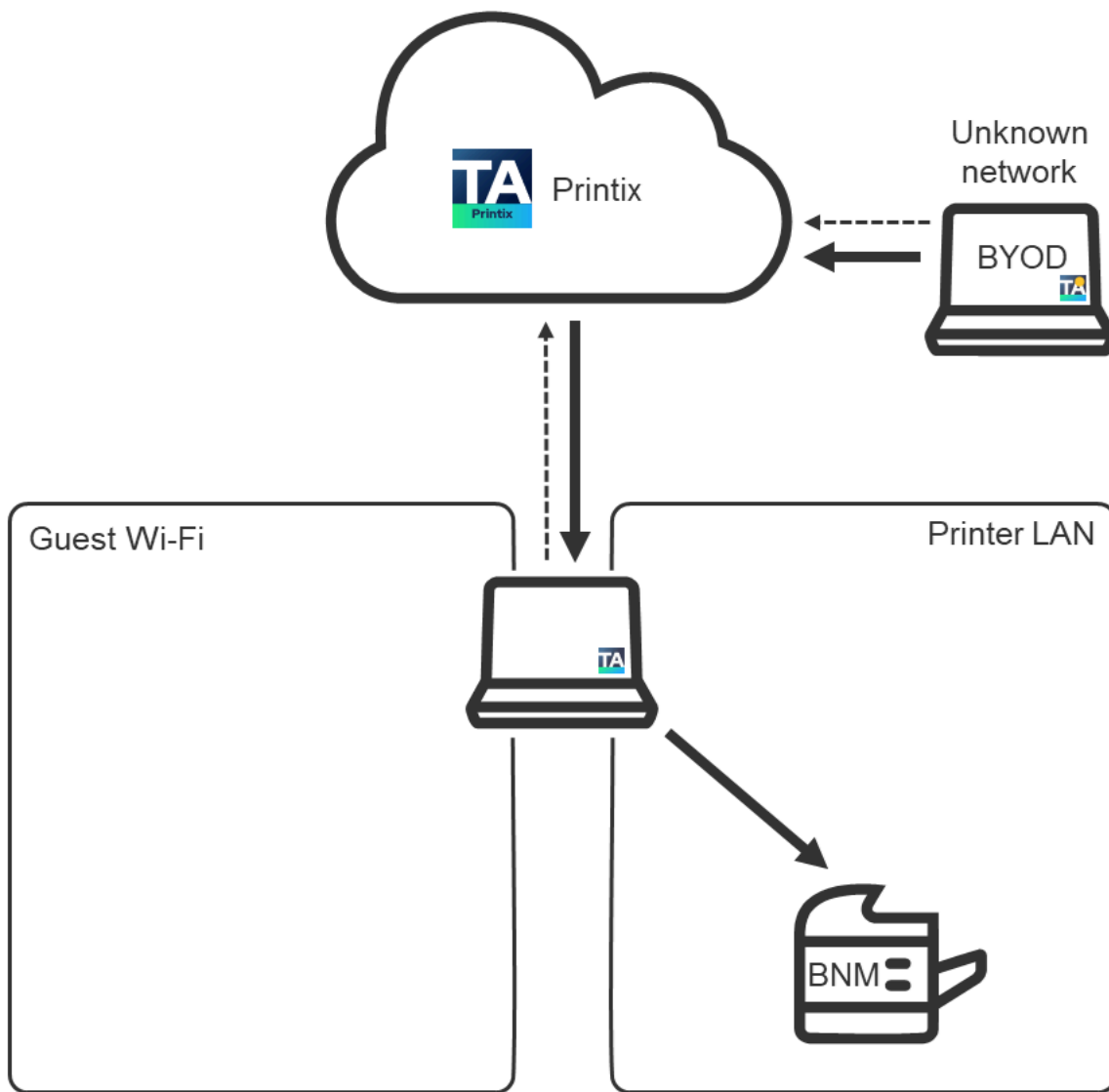
- The user can print to Printix Anywhere and subsequently open the [Printix App](#) and release the documents to **printer BNM**. The user's computer must be online and on the company network (**Guest Wi-Fi** or **Printer LAN**) to release the document.
- If the user has used the Printix Client to [add printer BNM](#), the user can:
 - Print directly to **printer BNM**.
 - Print Later to **printer BNM**.



User printing while on an unknown network

The user's computer is on an unknown network when the user is at home, traveling, or otherwise not connected to the company network.

- The user cannot release any documents.
- The user can submit documents to the Printix Anywhere printer, but the user cannot release the documents.
- The user can print directly to **printer BNM**.



See also:

- [How to release Print Anywhere documents](#)

Implementation guide


To guide you through the implementation of our **Printix Cloud Print Management Service**, consider the below phases and examples.

- [Implementation phases](#)

Evaluation, proof of concept, implementation, and going live

- [Printix Implementation Help](#)
- [Infrastructure implementation](#)
- [Additional functionality implementation](#)
- [Implementation setup](#)
- [Implementation pack](#)

We assign an expert to assist with the technical setup associated with the Printix software.

 If you need your trial period extended, contact [Product Support](#). We need to know your Printix Home (acme.printix.net). If you are a Printix partner, you can extend the trial from within the Printix Partner Portal.

Implementation phases

1. Evaluation

[Start a trial](#) and familiarize yourself with the product through hands-on experience and by trying relevant [features](#). Make sure the required [ports and Internet endpoints](#) are accessible.


2. Proof of concept

Proceed to do more hands-on practice, perhaps involving the installation on a print server.

- [Select an implementation setup](#).

3. Implementation

- Deploy the Printix Client.
- Define networks.
- Discover printers.
- Convert print queues.
- Go live.

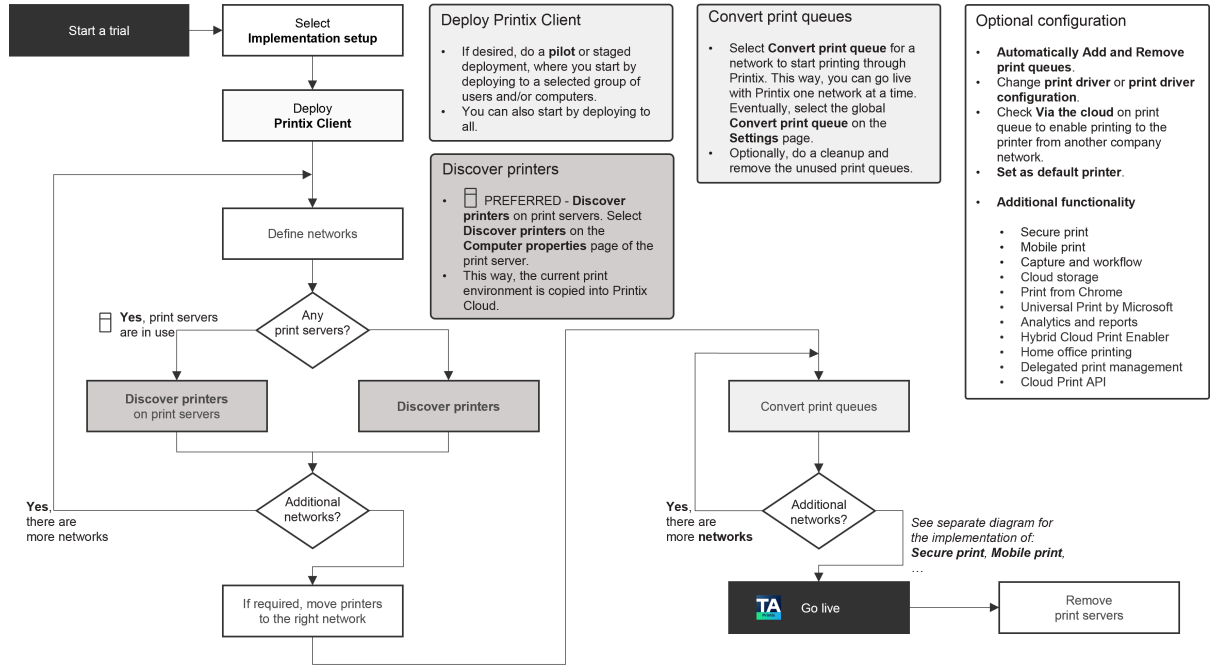
 Questions? Let us have a quick talk. Just submit a [support request](#), write your questions, and if you prefer, ask us to schedule an online meeting with you and perhaps the members of your team.

Printix Implementation Help

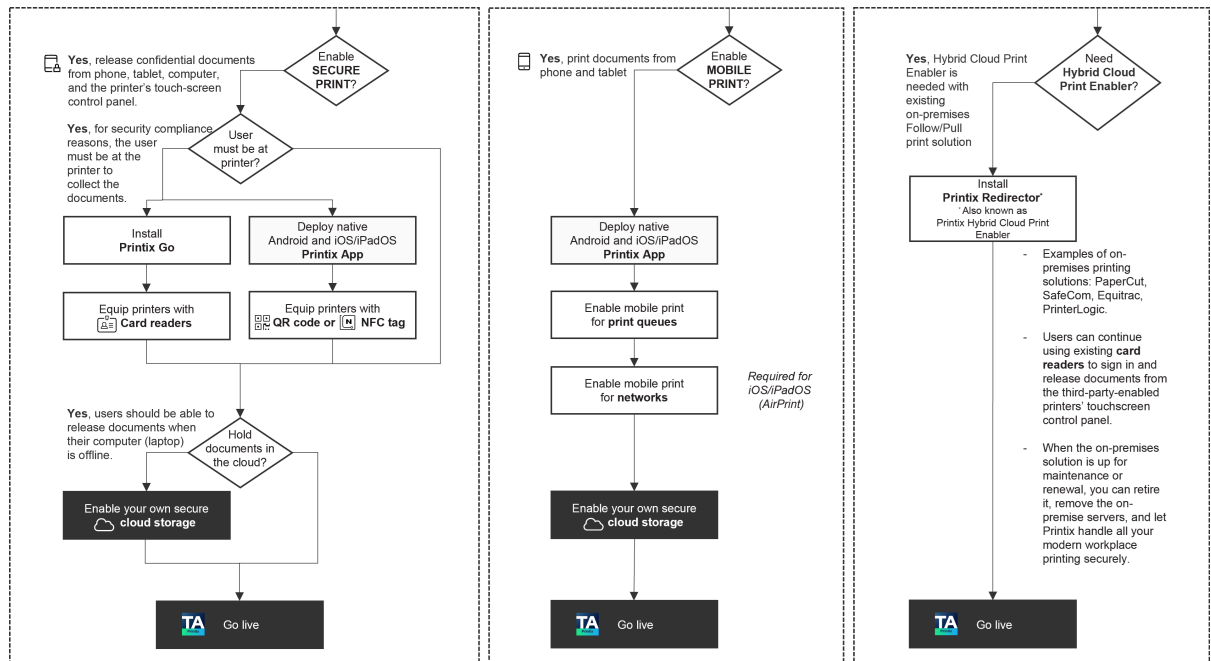
- [Printix Implementation Help](#)

Describes how to implement Printix.

Infrastructure implementation





Additional functionality implementation



Implementation setup

To select the **Implementation setup**, we recommend that you make these changes to the configuration:

1. On the [Settings](#)  page:
 - Clear **Allow users to add printers via Printix Client**.
 - Set **Print queue naming** to **Printer name without printer ID**.
 - Clear **Create default print queue**.
 - Clear **Convert print queues**.
 - On the **Secure print** tab, clear **Enable Print Later**.
2. On the Printix Anywhere  printer's [Print queue properties](#) page:
 - Clear **Active**.
 - Clear **Add print queue automatically**.

Implementation pack

Our [Printix implementation pack](#) is designed for customers who want:

- Priority implementation support up to 2 hours
- 12 months priority support and technical assistance

For two hours, within the first 90 days from the start of your Printix subscription service, an assigned expert assists you with the technical setup associated with your Printix software.

Organization with multiple sites wants to eliminate print servers

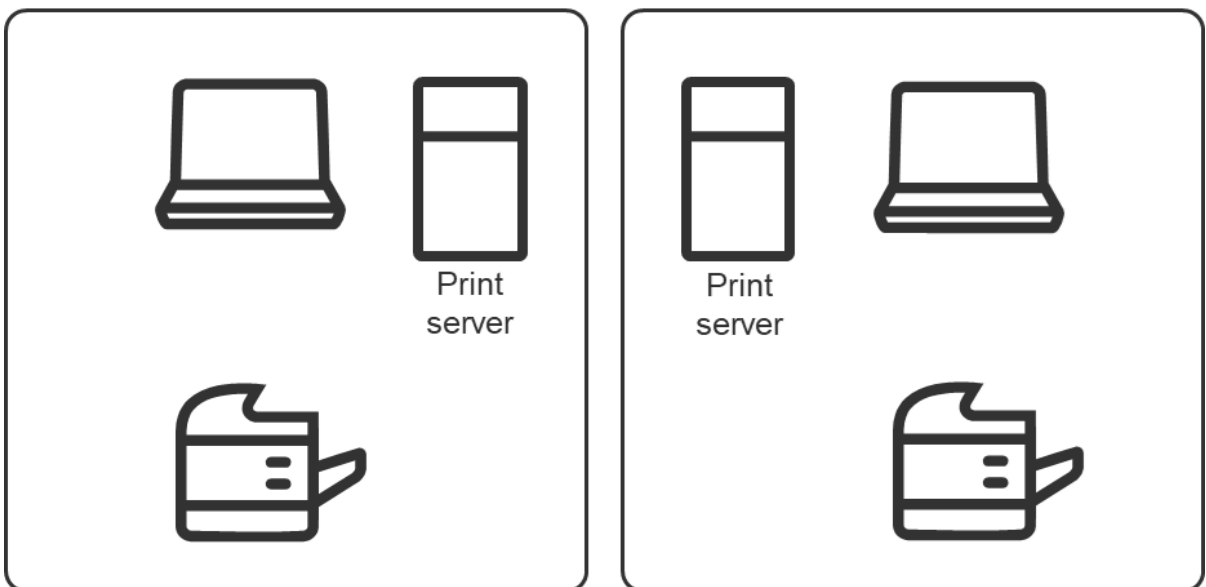
Prerequisites:

- You have access to an administrative account.
- You can sign in to the print servers on the network.
- If the print server's Windows Server OS is old and has not been updated for a while, an out-of-hours Windows update should be scheduled. Windows update installs a supported web browser (such as Microsoft Edge), which is required for Printix to work.

Printix Cloud Print Management Service is a cloud-based, multi-tenant subscription service, which runs with Printix Client installed on users' computers (Windows and Mac) and with a copy of the print infrastructure. No on-premise servers and databases are required.

- [Step 1: Create a new Printix Home](#)
- [Step 2: Install the Printix Client on the first print server](#)
- [Step 3: Install Printix Client on a print server at a remote site](#)
- [Step 4: Add sites without a print server](#)
- [Step 5: Deploy to computers](#)
- [Step 6: Remove print servers](#)

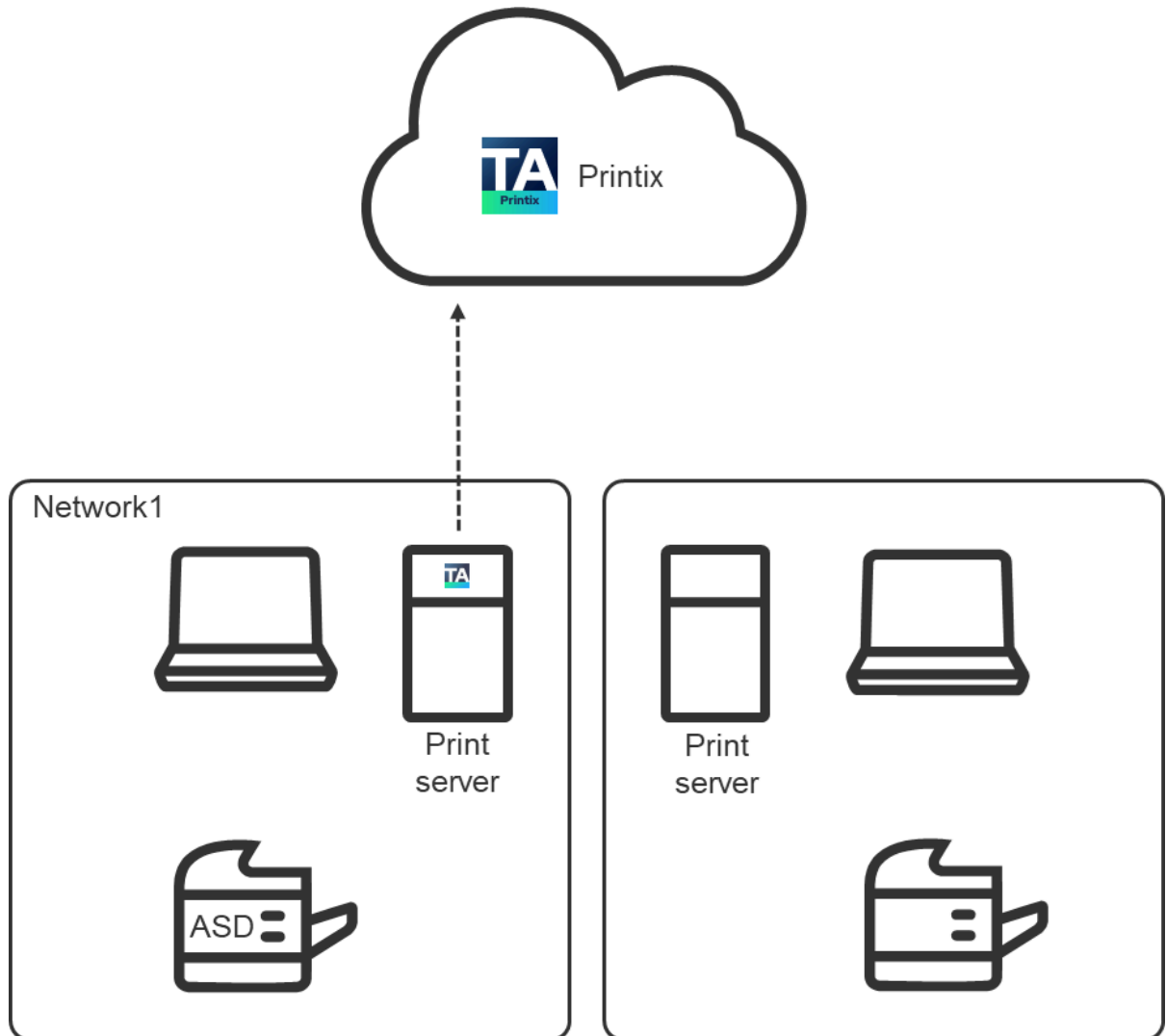
Step 1: Create a new Printix Home



Action

[Create a new Printix Home.](#)

Step 2: Install the Printix Client on the first print server



Action

1. Install the Printix Client on the print server.
 - The Microsoft Edge web browser security settings may obstruct the download of the Printix Client software. To work around this, download it on another computer (without installing), then copy it to the print server, so you can run it from there.
 - If you have issues while signing in to the Printix Client, see [Sign-in issues](#).

i Printix never converts print queues on Windows Servers. Printing through the shared print queues on the print server continues to work and restarting the computer is not required.

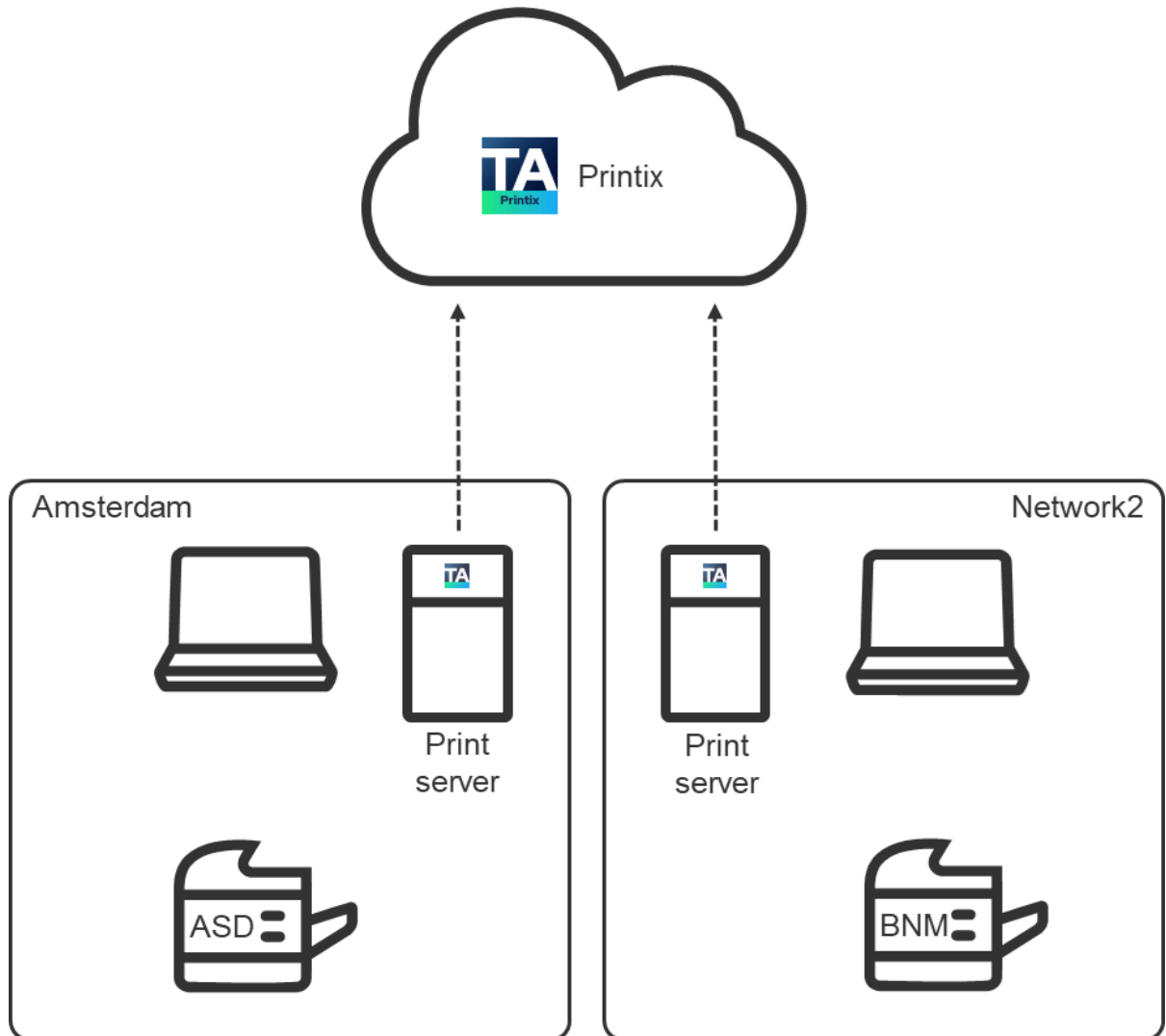
What happens

- Printers are discovered and registered in the Printix Cloud.
 - Print queues are discovered and registered in the Printix Cloud.
 - Print drivers are registered for each print queue on the print server.
 - Signed and unique print drivers are uploaded to your Printix driver store.
 - Printer names are extended with a three-letter printer ID (ASD, BNM).
 - Printers that are not online at this time can be added later.
 - **Network1** is created with the gateway of the print server's network adapter.
 - If printers were found through, for example, two network adapters (LAN and Wi-Fi), then an additional **Network2** is created with the gateway of the other network adapter. If the networks are logically the same, that is, computers on **Network1** can connect to computers on Network2 and vice versa, you should [merge the networks](#).
2. Optionally, [modify](#) the network name (**Network1**) to a descriptive name (Amsterdam).
 3. If additional print servers exist on this site, install on these also, to make the copy of the print infrastructure as complete as possible.
 4. Open the [Computer properties](#) page of the print server and select **Discover printers**.

See also:

- [Understanding networks](#)

Step 3: Install Printix Client on a print server at a remote site



Action

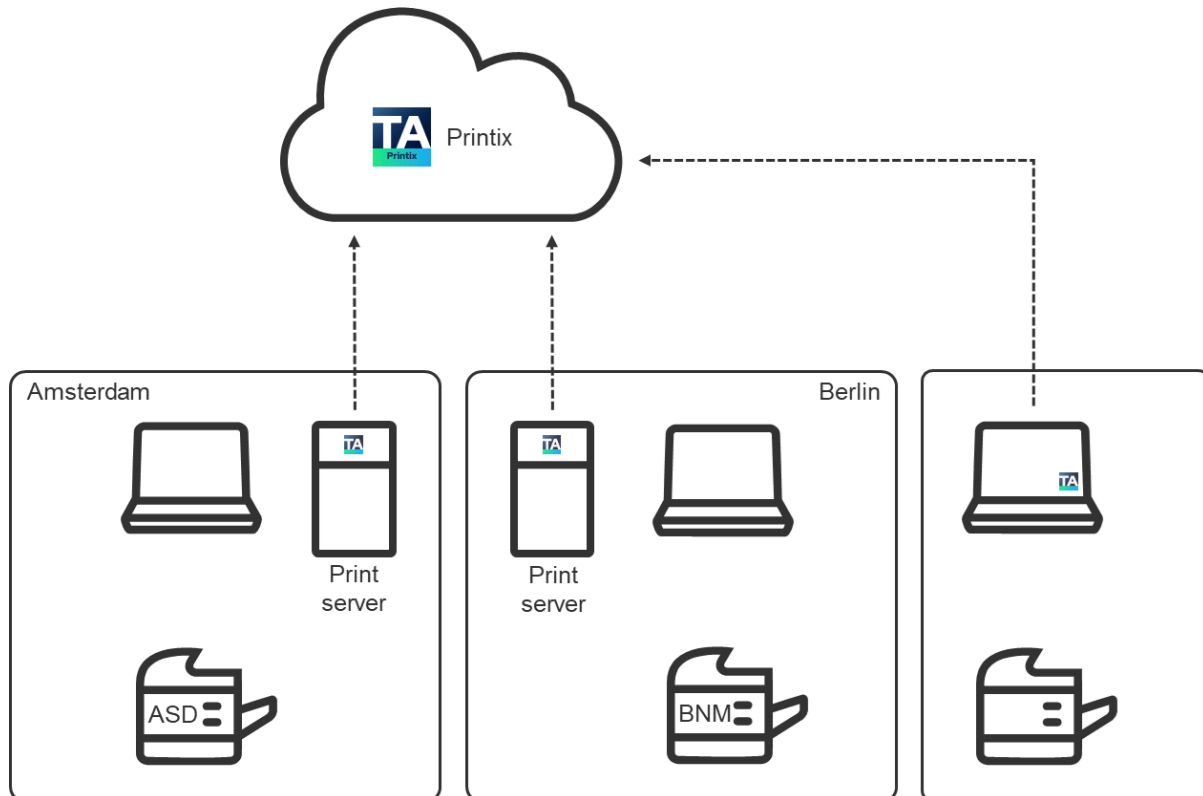
1. Install the Printix Client on the print server.
2. Open the [Computer properties](#) page of the print server and select **Discover printers**.

What happens

- Printers are discovered and registered in the Printix Cloud.
- Print queues are discovered and registered in the Printix Cloud.
- Print drivers are registered for each print queue on the print server.
- Signed and unique print drivers are uploaded to your Printix driver store.
- If printers were found through, for example, two network adapters (LAN and Wi-Fi), then an additional **Network{N+1}** is created with the gateway of the other network adapter.

3. Optionally, [modify](#) the network name to a descriptive name (Berlin).
4. If additional print servers exist on this site, install on these also, to make the copy of the print infrastructure as complete as possible.
5. Open the [Computer properties](#) page of the print server and select **Discover printers**.

Step 4: Add sites without a print server

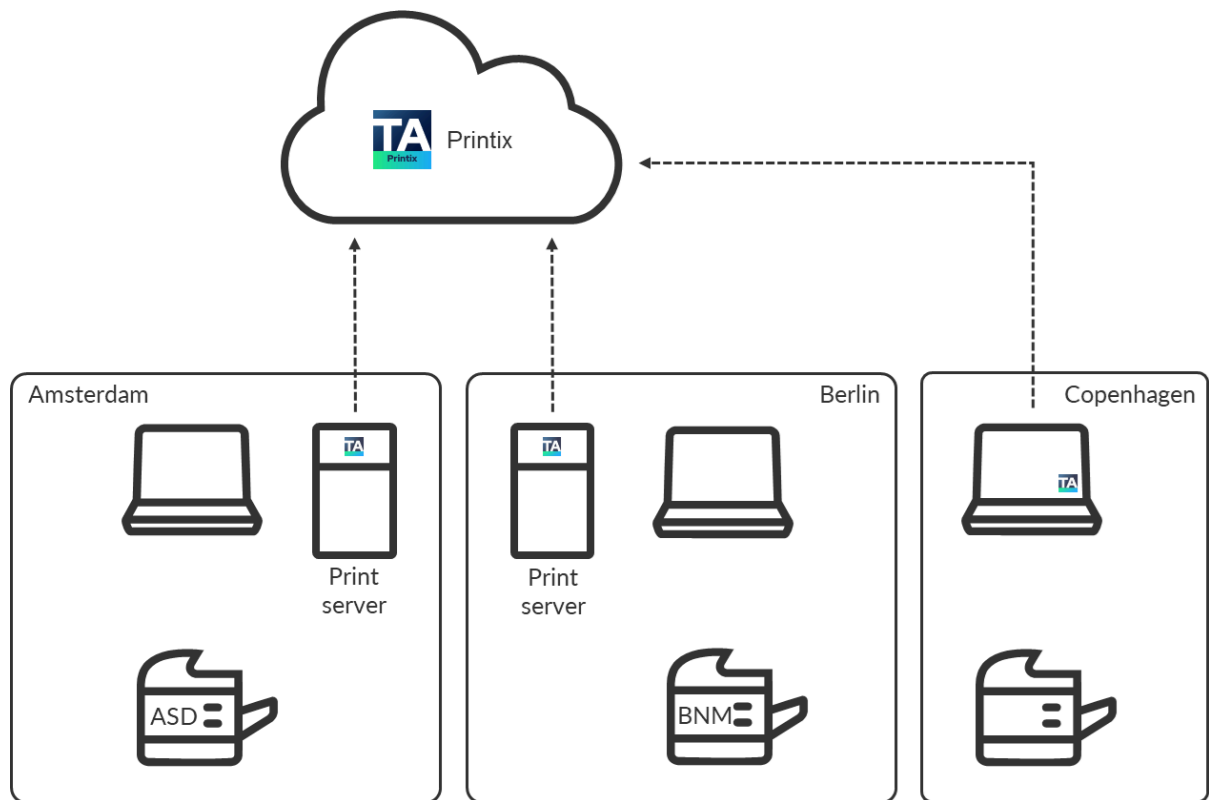


Action

1. Install the Printix Client on a computer at the site you want to add.
 - If you can remotely sign in to the computer as administrator, you can also install the Printix Client. Sign in to the Printix Client.
 - Alternatively, [invite a user](#) at the site you want to add. If possible, call and notify the user in advance. Wait for this user to install and sign in to the Printix Client. You can also use your own email account to send an explanatory message that includes a link to the Printix Client download page. Example: acme.printix.net/download

What happens

- The user's computer appears on the [Computers](#) page as being on an unknown network.
- If the computer has, for example, two active network adapters (LAN and Wi-Fi), you will see **Unknown Unknown**, one for each network adapter.

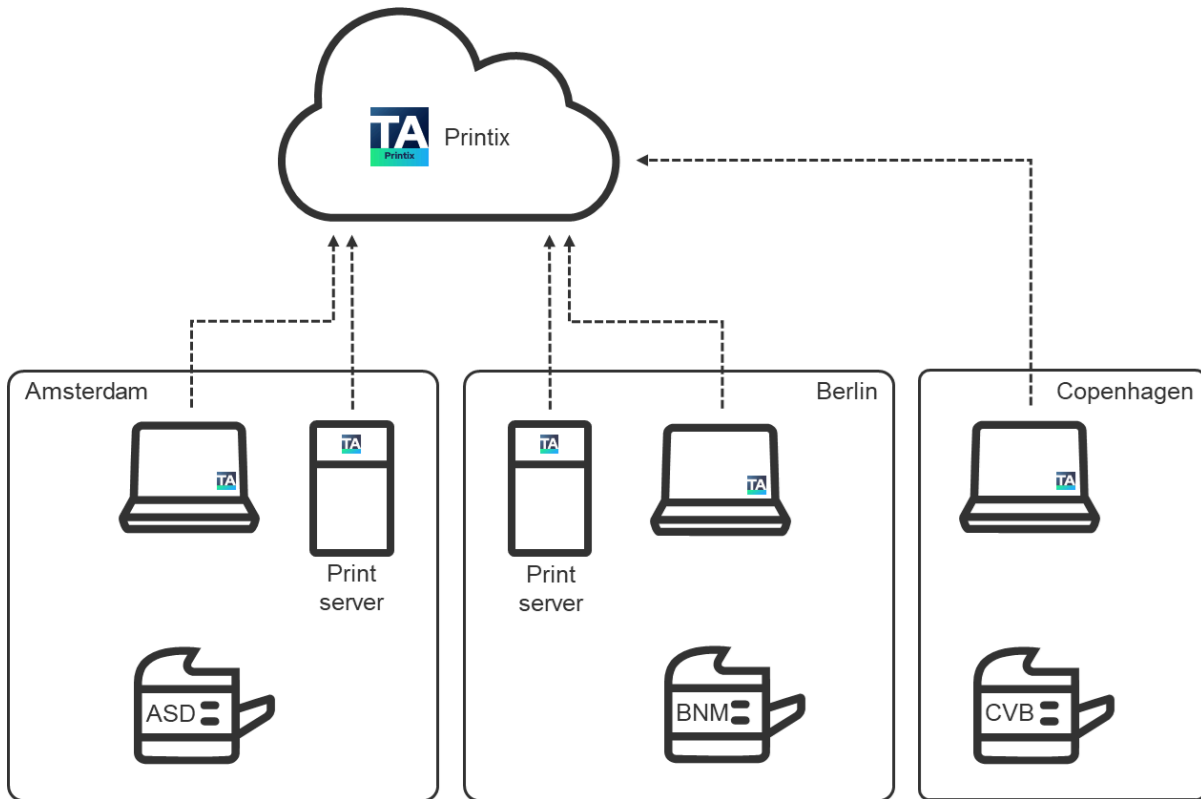


2. [Add a network](#) and give the network a descriptive name (Copenhagen).
3. Add the gateway (LAN and/or Wi-Fi) of the computer to the network. See [How to add an unknown network to a network](#).
4. [Discover printers](#) and select the newly added network (Copenhagen).

What happens

- The user's computer appears on the [Computers](#) page as being on the **Copenhagen** network.
 - Printers are discovered and registered in the Printix Cloud.
 - Print queues are discovered and registered in the Printix Cloud.
 - Print drivers are registered for each print queue on the print server.
 - Signed and unique print drivers are uploaded to your Printix driver store.
 - Each print queue on the computer that points to a registered printer is converted.
5. If additional sites exist, install on these also, to make the copy of the print infrastructure.

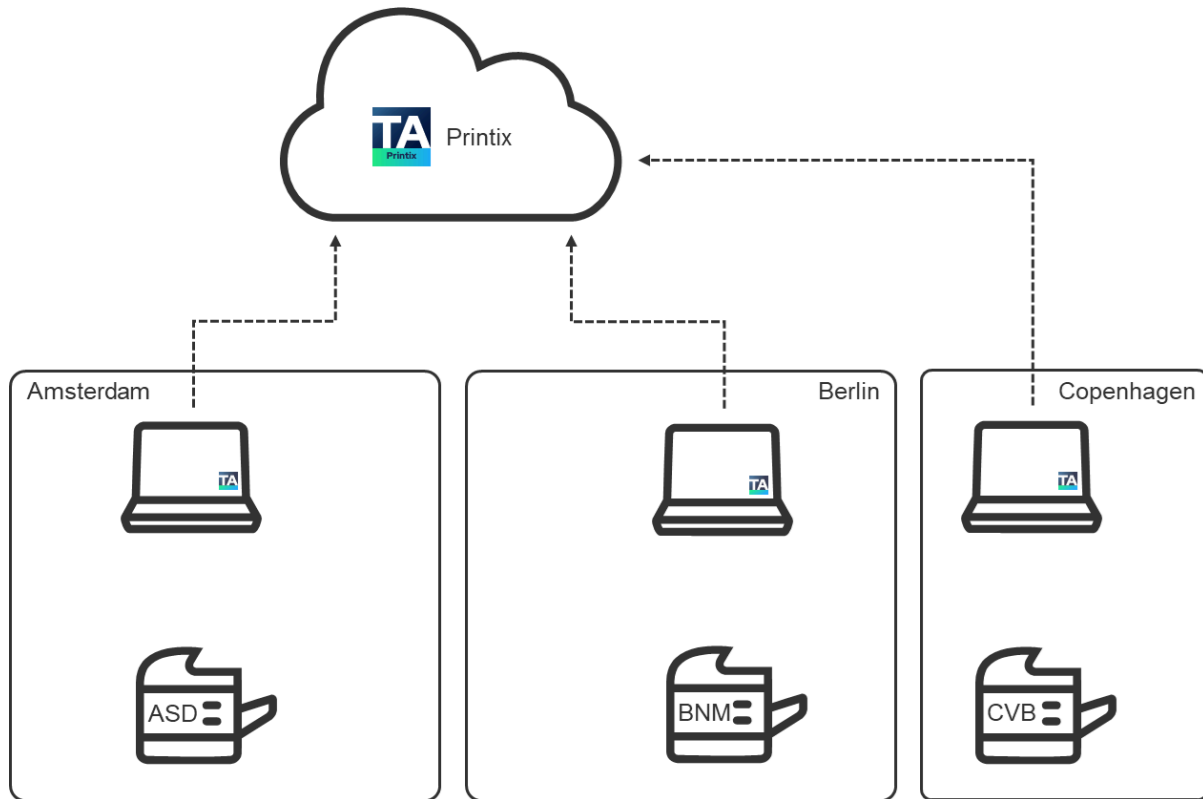
Step 5: Deploy to computers



Action

1. If not all of your printers are listed on the [Printers](#) page, add the missing printers.
2. Optionally, rename printers and print queues.
3. Use your preferred method to [deploy the Printix Client](#), such as [Microsoft Endpoint Manager](#), and get users to print with and use Printix.
 - If users sign in with Microsoft, you can [accept Printix for all users](#).

Step 6: Remove print servers



Action

1. Verify that the print servers' shared print queues can be paused without causing inconvenience to any users.
2. Verify the server does not have additional roles, such as Domain Controller and File Server.
3. Decommission the print servers.

Impact

- The print server is removed.
- No single point of failure.
- Centralized print queue management.
- Save on infrastructure and support costs.
- Eliminate WAN traffic related to print jobs.
- Track user and usage statistics.
- Track printer statistics.
- [Flexible and secure printing](#) (Print Anywhere and Print Later).
- Unlimited scaling at no extra cost.
- Printix software automatically updates itself to the latest approved version.

Additional features

- [Print between networks](#).
- [Enable BYOD](#).
- [Deploy and control access to printers based on users' group membership](#).

Citrix and RDS

Printing with Printix is also possible if you use Citrix or Remote Desktop Services (RDS) as long as you follow the steps below.

Alternatively, if you are using desktop clients, install the Printix Client on each client. All the local printers will be mapped into the Citrix terminal session.

1. Install the Printix Client on the Citrix Servers and install Printix Client on at least one computer at each site/location.
 - See [Citrix and RDS profile management](#) on how to include a user's Printix settings in the Application Data roaming profile.
 - If you intend to deploy by copying an image with an installed Printix Client to another server, see [How to include Printix Client in a managed image](#).
2. [Add networks](#) to reflect the sites/locations.
3. For each print queue in Printix Administrator, open the **Print queue properties** page and select [Via the cloud](#).
4. Each user running a terminal session (Citrix session) will sign in to the Printix Client and see all the printers for the site/location.

Citrix and RDS profile management

To make the Printix Client work, you need to modify the Windows Registry so the user's Printix settings are included in the Application Data roaming profile.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.
4. Add a DWORD value named **StartAsVDI** and give it a **Data** value that matches your environment.
The **StartAsVDI** can take on these decimal values (hex value in parenthesis):
 - **0** (0x00000000)
This is the default. [The Printix Client updates itself automatically](#).
 - **1** (0x00000001)

The Printix Client does NOT update itself automatically. It reads and writes the user's Printix settings, including access tokens, in the user's [Application Data folder](#).

- The path to the user's application folder is based on %APPDATA%.

- **2** (0x00000002)

[The Printix Client updates itself automatically](#). It reads and writes the user's Printix settings, including access tokens, in the user's [Application Data folder](#).

- The path to the user's application folder is based on %APPDATA%.

- **999** (0x000003e7)

Printix Client does NOT update itself automatically. It reads and writes the user's Printix settings, including access tokens, in the user's [Application Data folder](#).

- The path to the user's application folder is based on %USERPROFILE% and then AppData \Roaming is appended.

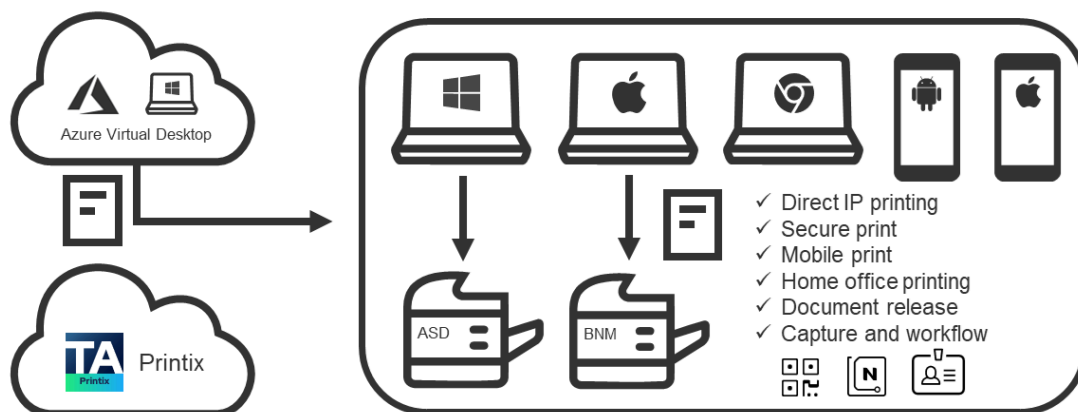
i StartAsVDI only takes effect after a [restart of the Printix Service](#) and only takes effect for new profiles.

Azure Virtual Desktop

Printix printing is also possible if you use Azure Virtual Desktop.

Requirements:

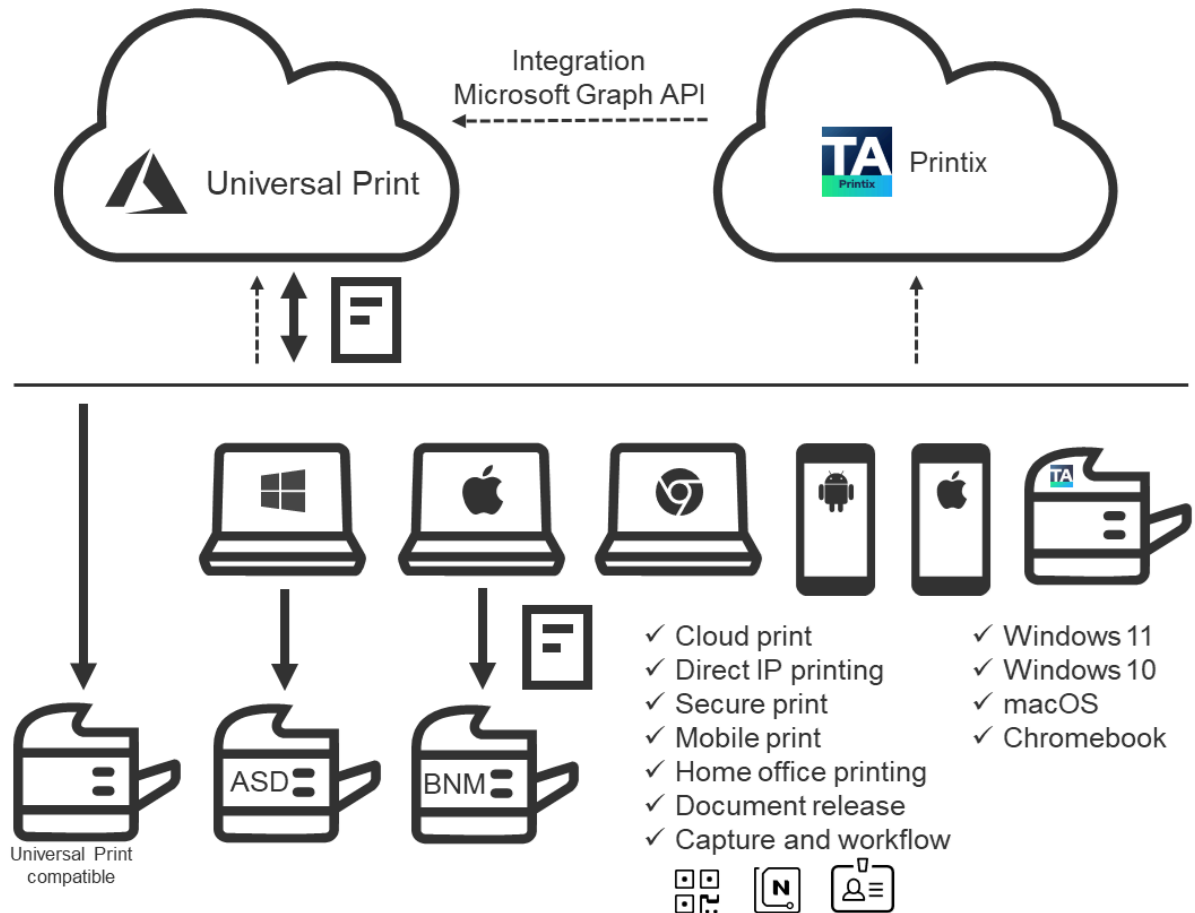
- Printix Client must be installed on the Azure Virtual Desktop computer.
- You must [enable printing through the cloud](#) for the printers to be used by the Azure Virtual Desktop computers.
- There must be at least one computer online with Printix Client installed on the printer's network. Alternatively, you can have a [Virtual Printix Client](#) in the cloud (on Azure) that can route (through VPN) to all the relevant subnets (VLANs) with printers.



See also:

- [How to include Printix Client in a managed image](#)
- [Citrix and RDS profile management](#)

Universal Print by Microsoft



Printix integrates with Universal Print by Microsoft and runs on Microsoft Azure.

- [Requirements](#)
- [Features](#)
- [How to assign the Universal Print license to a user](#)
- [How to integrate with Universal Print](#)
 - [How to revoke the integration with Universal Print](#)

Watch this video: [Printix Universal Print Integration](#) | [Printix Cloud Print Management](#)

Requirements

- Microsoft Entra ID.
- An active [Universal Print license](#) for the same Microsoft Entra ID.
- Any user wishing to manage the universal printers within Universal Print must have the [Printer Administrator](#) role assigned, or a higher level that contains this role.
 - The Universal Print license must be [assigned](#) to the printer administrators.
- User's computer is running Windows 10 version 1903 or higher and is either:
 - [Microsoft Entra joined](#)
 - [Microsoft Entra registered](#)
 - [Microsoft Entra hybrid joined](#)

Limitations

- Support is available for one, but not multiple Microsoft Entra directories.
- Only one print queue per printer can be published with Universal Print.
- Documents submitted via Universal Print are tracked as 1-page documents.
- [Exclusive access](#) selected on the print queue in Printix Administrator is not carried through to the print queue published in Universal Print.
- [Status of jobs](#) is **Cancelled** instead of **Completed** due to a limitation in Microsoft Graph API.

Features

Enhance your print management capabilities and print experience with Printix flexible printing:

- [Secure print](#)
Release documents from your phone with [Printix App](#) or from the touchscreen control panel of a printer that has [Printix Go](#) installed.
- [Mobile print](#)
Print from Android and iOS/iPadOS phones and tablets to Printix-managed printers.
- **Microsoft Dynamics 365 Business Central**
Set up Business Central to use Printix printers (print queues) published with **Universal Print by Microsoft** and thereby print via Printix and use, for example, [Secure print](#). Business Central may need permission adjustments for a full integration with Universal Print. See the Microsoft web page for further assistance on this where needed.

Additionally, Printix provides:

- Wide operating system support:
 - **Windows**
 - **Mac**
 - [Chrome OS](#)
 - [Linux](#)
 - Print from computers through Chrome browser.
- Direct IP printing: Keep documents local and print without Internet connection.

- Central print queue and print driver management with driver store in the cloud (see **Driver store** in [Features](#)).
- Delegated print management (see **Delegated print management** in [Features](#)).
- Analytics and reports (Microsoft Power BI) (see **Analytics and reports** in [Features](#)).

Secure print

Release documents from your phone with the [Printix App](#) or from the touchscreen control panel of a printer that has [Printix Go](#) installed.

- **Printix Anywhere**

If you publish and share a Printix Anywhere print queue, you can print securely with Universal Print and Printix.

- Your submitted document goes to the Microsoft Cloud.
- Printix Cloud is notified about your pending document.
- You can subsequently release the document at any Printix-managed printer. The printer must have a print queue that has [Via the cloud](#) selected.
 - Wait until you are at the printer and then use the [Printix App](#) on your mobile device to release your documents. The Printix App is available as a mobile app for Android and iOS/iPadOS phones and tablets, and as a web app that runs in a web browser on your phone, tablet, and computer.
 - If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

- **Other Printix printers (ASD, BNM)**

Documents will print directly, unless [All users must print securely](#) is selected or you are a member of a [Must print securely](#) group.

- Your submitted document goes to the Microsoft Cloud.
- Printix Cloud is notified about your pending document.
- If the document must be printed securely, you can subsequently release the document at your selected printer.
 - Wait until you are at the printer, then use the [Printix App](#) on your mobile device to release your documents. The Printix App is available as a mobile app for Android and iOS/iPadOS phones and tablets, and as a web app that runs in a web browser on your phone, tablet, and computer.
 - If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

Mobile print

Print from Android and iOS/iPadOS phones and tablets to Printix-managed printers enabled for [mobile print](#).

How to assign the Universal Print license to a user

1. Sign in to **Microsoft Azure** (portal.azure.com) with an account that has administrator access.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.

4. In the left pane, select **Users**.
5. Select a user.
6. Select **Edit properties**.
7. On the **Settings** tab, select the **Account enabled** check boxes.
8. For the **Usage location**, select the country of the user, then select **Save**.
You return to the selected user's overview page.
9. On the left-hand menu, select **Licenses**.
10. Select **Assignments**.
11. Select the **Universal Print** check box, then select **Save**.

How to integrate with Universal Print

1. [Accept integration with Universal Print](#).
2. [Publish print queues with Universal Print](#).
 - [Print queue naming](#)
 - [How to see Printix printers in Universal Print](#)
 - [How to see print jobs in Universal Print](#)


Accept integration with Universal Print

This has to be done only once and by a global administrator in Microsoft Entra ID.

1. In Printix Administrator on the **Authentication** page, select the [Microsoft Entra ID](#) tab.
Only one directory is supported.
2. For now, it is required that [Synchronize groups](#) must be accepted.
3. For **Integrate with Universal Print**, select **Accept**.
4. On the Microsoft sign-in page:
 - An active Universal Print subscription is required.
 - Enter your printer administrator account. You must have the **printer administrator** role to manage all aspects of printers in Universal Print.
 - Enter your password.
5. Select **Sign in**.
6. Select **Accept** to grant permissions to Printix.
In Microsoft Azure, this adds the enterprise application **Printix Universal Print**.

Publish print queues with Universal Print

After you have [accepted integration with Universal Print](#), you can proceed to publish print queues with Universal Print.

 Due to a limitation in Universal Print, it is only possible to publish one Printix print queue per printer.

1. In Printix Administrator, open the [Print queue properties](#) page.
 - It is possible to modify the properties of multiple print queues.

2. Select **Publish with Universal Print.**

- The name of the print queue **MUST** be unique within Printix.
- There must **NOT** be a printer share with the same name in Universal Print.
- It is **NOT** possible to change the print queue name after the print queue has been published.
- If you unpublish the print queue, the corresponding printer share is deleted in Universal Print.

3. Select **Save.**

- After selecting **Save**, wait 1–2 minutes for the corresponding printer to be added and the print queue to be created as a printer share in Universal Print.
- The name of the printer share contains **(UP)**, which is short for Universal Print.
Example: Printix Anywhere (UP)

Print queue naming

Native, Printix-managed print queue:

- The name cannot be changed but can be managed from Printix Administrator.
Examples: Reception ASD, ASD Reception, and Reception.

PRINT QUEUE NAMING

The three-letter printer ID makes it easy to search for and identify printers

☒ Printer ID after printer name

☐ Printer ID before printer name

☐ Printer name without printer ID

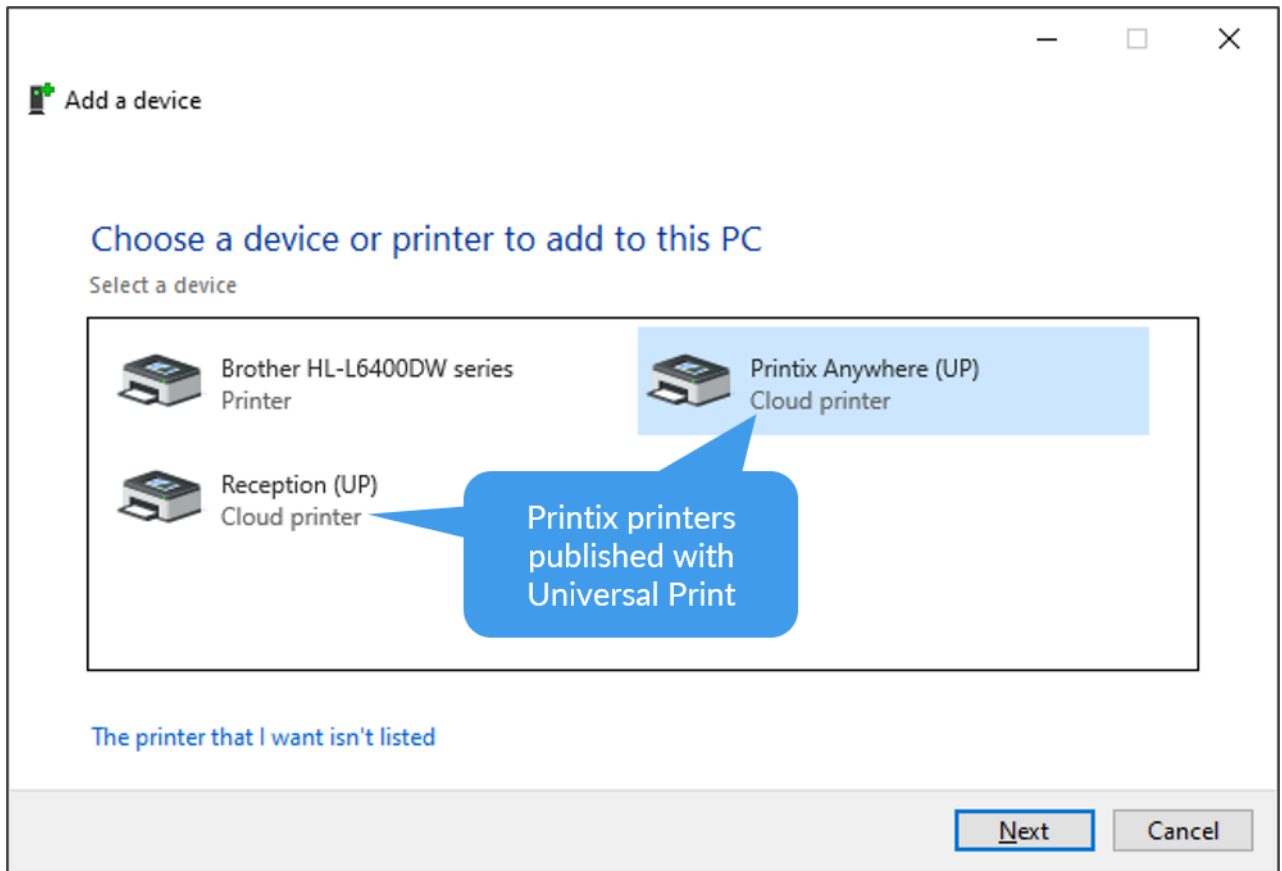
☐ Hide printer ID in Printix Client

- Port is an Internet Port.
Example: `http://localhost:21339/ipp/ASD/2114d3f3-e5732...`

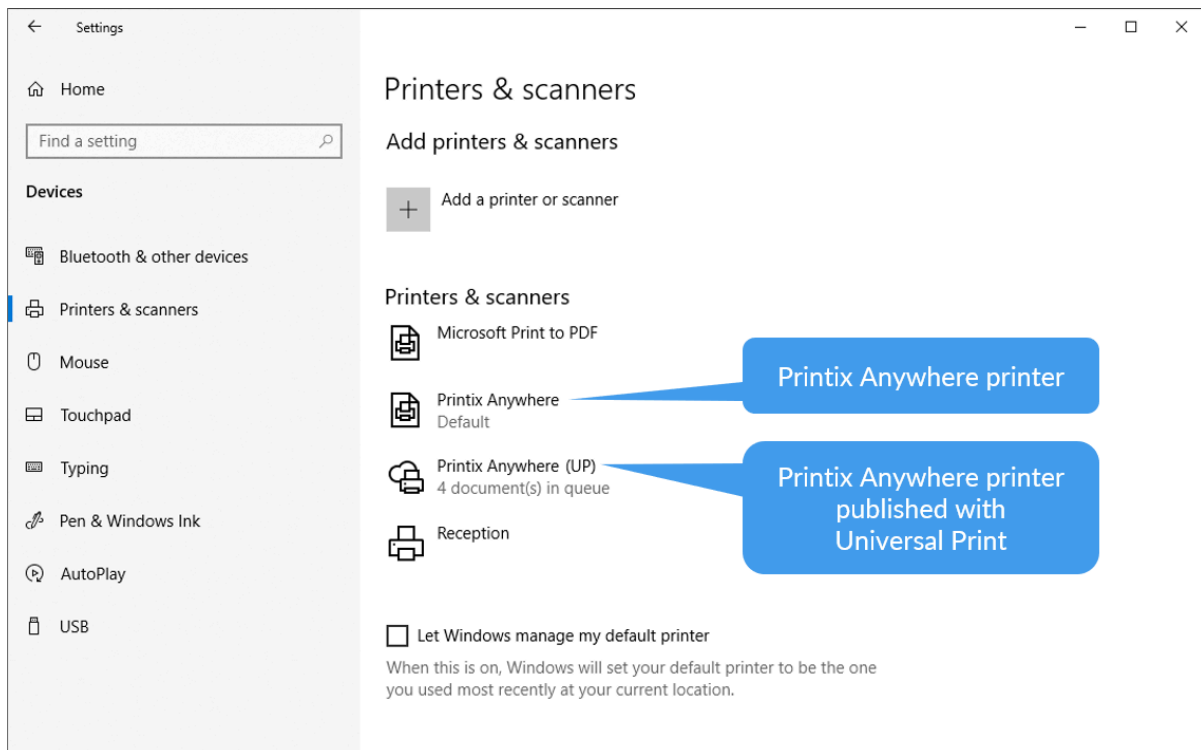
Printix print queue published with Universal Print:

- The name cannot be changed after it is published. It contains **(UP)**, which is short for Universal Print.
Examples: Printix Anywhere (UP), Reception (UP).
- Port is an IPP Port.
Example: `IPP-eb47d31e-16f1-42f3-818s-f74a30c5...`
- Driver and Model are Universal Print Class Driver.

In the Windows "Add a device" dialog box, any Universal Print printer appears as a Cloud printer.



In the Windows Printers & scanners dialog box, the Universal Print printers appear with a distinct cloud icon.



How to see Printix printers in Universal Print

Optionally, see the printer share in Universal Print.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Management and governance** category, select **Universal Print**.
4. In the left pane, select **Printer Shares**.

Microsoft Azure Search resources, services, and docs (G+/)

All services > Universal Print

Universal Print | Printer Shares

PREVIEW

Search (Ctrl+/) « + Add ✕ Remove ↻ Refresh ≡ Edit columns

Name	Printer Name	Printer Status
<input type="checkbox"/> Reception (UP)	Reception	✓ Ready
<input type="checkbox"/> Printix Anywhere (UP)	Printix Anywhere	✓ Ready

5. Select the printer share.
Example: Printix Anywhere (UP)
6. Select **Access control**.

Microsoft Azure Search resources, services, and docs (G+/)

Home > Universal Print > Printix Anywhere (UP)

Printix Anywhere (UP) | Access control

PREVIEW

Search (Ctrl+/) « + Add — Remove ↻ Refresh

☒ Allow access to everyone in my organization
Access to this printer cannot be individually managed while "Allow access to everyone in my organization" is enabled.

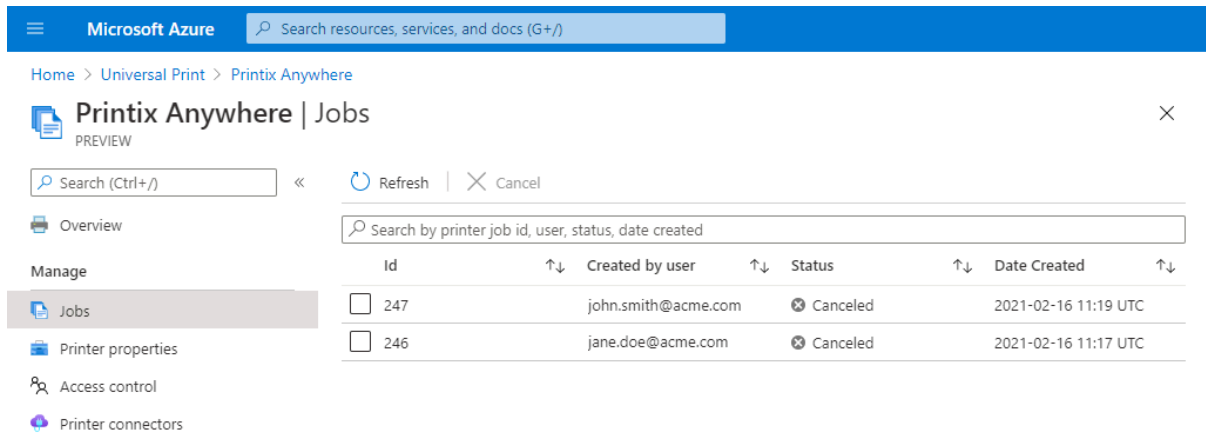
Search by name

Name	Type
No rows to display	

i Printer shares for Printix printers should be managed from Printix Administrator. Changes made to, for example, **Access control**, are not reflected back to Printix.

How to see print jobs in Universal Print

1. In the left pane of the **Universal Print** page in **Microsoft Azure**, select **Printers**.
2. Select the printer.
Example: Printix Anywhere
3. Select **Jobs**.



Microsoft Azure Search resources, services, and docs (G+)

Home > Universal Print > Printix Anywhere

Printix Anywhere | Jobs PREVIEW

Search (Ctrl+/) « Refresh | Cancel

Overview

Manage

- Jobs
- Printer properties
- Access control
- Printer connectors

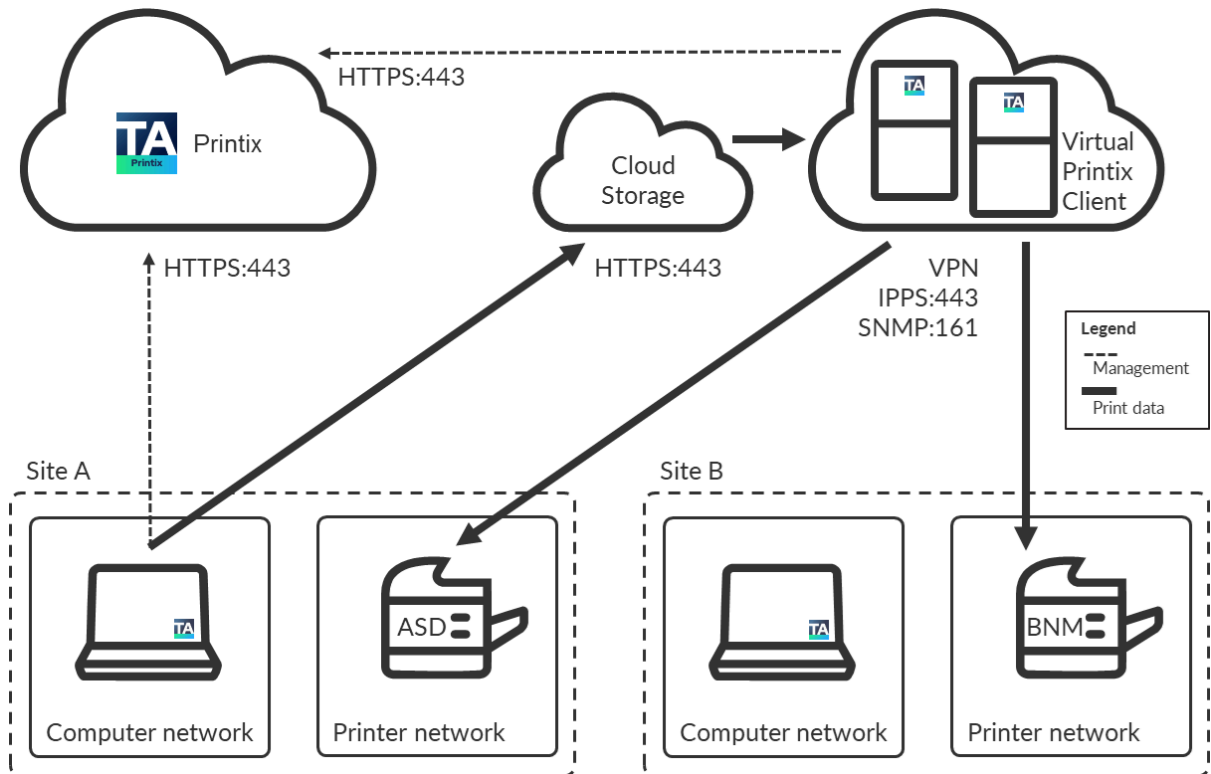
Id	Created by user	Status	Date Created
247	john.smith@acme.com	Canceled	2021-02-16 11:19 UTC
246	jane.doe@acme.com	Canceled	2021-02-16 11:17 UTC

i Due to a limitation in Microsoft Graph API, it is not possible to change the **Status** from **Canceled** to **Completed**. Pending update to Microsoft Graph API.

How to revoke the integration with Universal Print

1. Clear **Publish with Universal Print** for all the print queues that have been published.
 - The corresponding printer shares are deleted in Universal Print.
2. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
3. In the portal menu, select **All Services**.
4. In the **Identity** category, select **Microsoft Entra ID**.
5. In the left pane, select **Enterprise applications**.
6. From the list, select **Printix Universal Print**.
7. In the left pane, select **Properties**.
8. Select **Delete**.

Zero trust networks




To print a document, a computer with Printix Client must be online on the same network as the printer. This may not be possible if printers and computers are required to be kept on separate networks. To resolve this, you can run a computer, preferably a server, in the cloud, such as Azure. To make the **Site A printers** available to the computers on the **Site A separate computer network**, select [Via the cloud](#) and select **On selected networks only** and select the **Site A computer network**.

i Printix Go Ricoh can be used to release documents from the cloud without the required presence of a computer running Printix Client. This clientless mode is further described in [How to install Printix Go on a Ricoh printer without using the Printix Client](#).

The Printix Client is installed on the computer and the computer can route (via VPN) to the printers on the printers' networks. By adding the computer to the printers' network, Printix can print on those printers, even though no physical computer is connected on the printer network. If you are concerned about resilience, you can add additional computers in the cloud.


- [How to add a virtual Printix Client to a network](#)
- [How to add an additional virtual Printix Client to a network](#)
- [How to remove a virtual adapter from a computer](#)
- [Allow communication with the printers](#)


How to add a virtual Printix Client to a network

1. Identify a computer with a network interface that can route (via VPN) to all the relevant subnets (VLANs) with printers.
2. Open the [Computer properties](#).
3. In the **Network** section, select the **Gear**  next to **Virtual adapters** to open the **Virtual network access** menu.
4. Select **Create new network**.
5. Enter the **Network name**.
Example: Amsterdam printers
6. Enter the default **Gateway IP** for the printer network.
Example: 192.168.1.1
You can obtain that from any of the printers on the network:
 - [Open the printer's web page](#) and sign in as administrator. Look for **Network** information where you can find the **Gateway IP**.
 - At the printer, use the touchscreen control panel. Look for **Network** information where you can find the **Gateway IP**.
 - On most printers, you can print the network configuration. See the printer's documentation.
7. Select **Save**.

How to add an additional virtual Printix Client to a network


To get resilience, you can add additional computers in the cloud.

1. Open the [Computer properties](#).
2. In the **Network** section, select the **Gear**  next to **Virtual adapters** to open the **Virtual network access** menu.
3. Select **Add to network**, then select the network.
Example: Amsterdam printers
4. Select **Save**.

 After a virtual adapter has been added to a computer, the computer's network configuration is no longer automatically updated.

How to remove a virtual adapter from a computer

See also:

- [How to delete a gateway from a network](#)
1. Open the [Computer properties](#).
 2. Scroll to the **Network** section, then under **Virtual adapters**, identify the virtual adapter gateway.
Example: Network: Amsterdam printers
 3. Select **Delete**  next to the virtual adapter.
 4. Select **I accept** and select **Confirm**.

The gateway remains listed on the [Network properties](#) page.

i After the last virtual adapter has been removed AND the computer (or Printix Service) has been restarted, the computer's network configuration is updated automatically.

Allow communication with the printers

These ports must be open to allow communication with the printers:

- **SNMP on UDP port 161**

Access and collect information from printers via [SNMP](#). Both SNMPv1 and SNMPv3 are supported. ICMP message requests and replies must be allowed on the local network, because the [ping](#) command is used to discover printers.

- **RAW print on TCP port 9100**

Transfer print data to the printers. The computer with Printix Client must be able to reach the printer on the network to allow printing. Print data can also be sent via [LPR](#) and TCP port 515. Use of other port numbers is also supported. Print data can also be sent via:

- [IPPS](#) and TCP port 443, 631. Use of other port numbers is also supported.
- [IPP](#) and TCP port 80, 631. Use of other port numbers is also supported.
- [LPR](#) and TCP port 515. Use of other port numbers is also supported.

See also:

- [Network ports](#)
- [Cloud storage](#)

SAP printing

Is migration to cloud part of your organization's strategy, but you still need a Windows server to print from SAP?

The BECONEX SAP2Printix Connector integrates Printix as external OMS in the SAP system. With only a few clicks, you can manage all print jobs directly in the cloud, without the need for servers.

SAP2Printix is compatible with SAP ABAP NetWeaver and any system based on it, including SAP S/4 HANA On-Prem and SAP S/4 HANA Enterprise Cloud.

If you are interested, contact your Tungsten Automation Sales Team.

See also:

- [Tungsten Marketplace | BECONEX SAP2Printix Connector](#)
- [Watch video \(8:16\) on our Demo Center](#)
- [Printix Cloud Print API](#)

Print with Printix

Having [installed the Printix Client](#), you can print to Printix printers.

To print a document:

1. On your computer, open the item to print.
2. On the **File** menu, select **Print**.
3. Select a Printix printer, then select **Print**.

If you cannot find a printer on your computer, see [Add printers in Printix Client](#).

See also:

- [How to print from Android phone and tablet](#)
- [How to print from iPhone and iPad](#)
- If you use Printix Chromebook: [How to print from Chrome](#)

Printix printers

- **Specific printer**

If you print to a specific printer, you can only release your document at that printer.

When searching for a printer, you can identify each printer by its [printer ID](#). The printer ID is a unique, three-letter ID (ASD, BNM) that is automatically added to the name of all Printix printers.

Example: Reception ASD

If you cannot find a specific printer, you can use the Printix Client to [add the printer](#).

To release a document from your selected printer:

- You can **Print** [as normal](#), without using any Printix applications.
- Alternatively, you can use **Print Later** and subsequently use the Printix App to release the document.

See the steps in the [Printix User Help](#).

- **Printix Anywhere**

If you print to Printix Anywhere, you can release your document at any Printix printer.

- Print to Printix Anywhere and subsequently use your phone to release the document at any Printix (ASD, BNM) printer.

See the steps in the [Printix User Help](#).

Print methods

- [Print](#)
- [Print Later](#)
- [Print Anywhere](#)
- [Reprint from your phone](#)

Print

The document is printed immediately and directly at the selected printer.

- The document is processed using the matching print driver, with full control of finishing options.

Print Later

The ideal method if you need to print confidential documents with finishing options and want to ensure your documents print exactly as intended.

- The document can only be released at the selected printer.
- The document is processed using the matching print driver, with full control of finishing options.

See the steps in the [Printix User Help](#).

Print Anywhere

When you submit a document to the Printix Anywhere printer, you can roam between printers and release the document at the printer you choose.

- The document can be released to the printer (ASD, BNM, ...) you select.
- If the release printer supports PDF, the document is sent directly to the printer.
- If the release printer does not support PDF, the document is processed using a matching print driver.

See the steps in the [Printix User Help](#).

Reprint

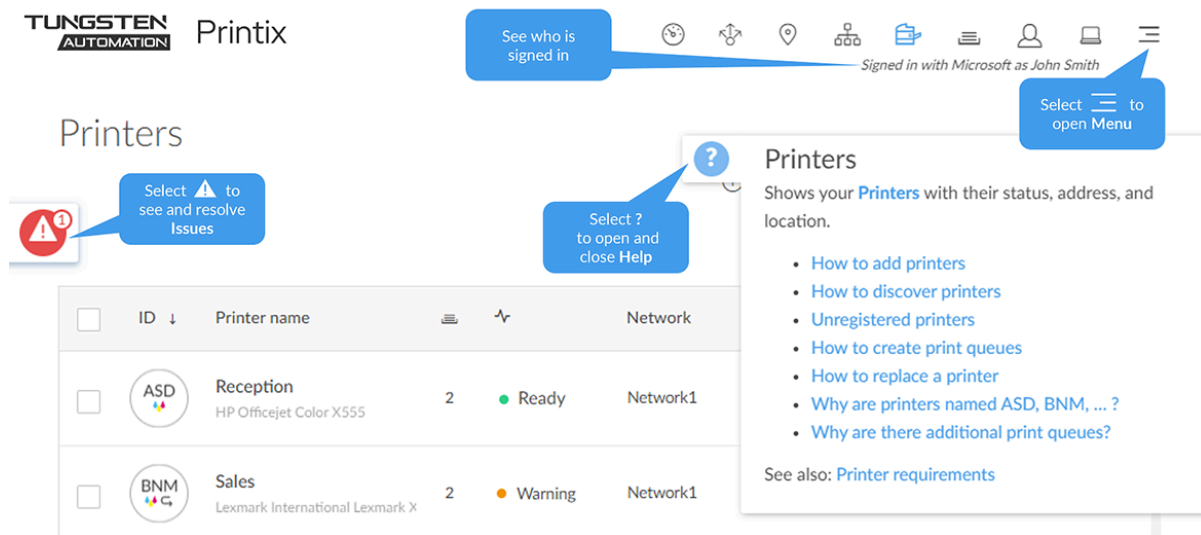
From your phone, you can reprint those of your documents that were deleted or printed within the previous 12 hours.

- Even documents you printed directly to the printer can be reprinted without going back to your computer and submitting them again.

See the steps in the [Printix User Help](#).

Chapter 3

Printix Administrator



This topic describes the menus and pages of the administrative web interface.

- Printix Administrator is used to configure Printix and manage your printers.
- Only administrators can [sign in](#) to the Printix Administrator.
 - Administrators are users with the [role](#): system manager or site manager.

Help


Select the **Question** ? icon to display context-sensitive help.

Selecting a link in the help dialog box opens the relevant section in the online Printix Administrator Help.

News

1. If visible, select the **Speaker** 🗣 icon to see a short news description.
2. Select **Learn more** to open the [documentation landing page](#) where you can see the latest Release Notes.

Issues

1. If visible, select the **Warning**  icon to display the type of issues that need to be resolved.
2. Select a type of issue to see more and resolve issues.

Issue types:

- [Cloud storage](#)
- [Group synchronization](#)
- [Payment](#)
- [Data extract](#)

Menu

Select **Menu**  in the top right corner to access functions.

- [Dashboard](#)
- [Implementation assistant](#)
- [Sites](#)
- [Networks](#)
- [Printers](#)
- [Print queues](#)
- [Users](#)
- [Computers](#)
- [Groups](#)
- [History](#)
- [Authentication](#)
- [Subscription](#)
- [Settings](#)
- [Software](#)
- [Support](#)
- [Manual](#)
- **Language**
- **Sign out**

Dashboard

The **Dashboard** gives you an overview with status and graphs for print activity, pages printed in black, pages printed 2-sided, and secure printed pages.

System status

Lists the number of:

- [Printers](#)
- [Users](#)
- [Guest users](#)
- [Computers](#)
- [Unregistered printers](#)

Implementation assistant

Helps you through the implementation of Printix.

Suggestions

Learn about how to create a robust setup and how to deploy Printix.

- [Learn more about the next steps](#)

Try the print methods

Experience how you print, including how to release documents from your phone.

- [Learn about the print methods](#)

Statistics

Statistics are updated when you reload the page or select a different period:

- Last 7 days
- Last 14 days
- Last 4 weeks

Print activity

Shows the number of pages printed through Printix for the selected period.

Save-O-Meter

Shows the percentage of pages for the selected period that was never collected. By using **Secure print** functionality, you prevent otherwise forgotten documents from being printed, which again saves cost and benefits the environment.

Printed in black

Shows the percentage of pages printed in black for the selected period. [Improve](#) this by making print in black the default. The numbers are based on meter readings Printix Client collects from the printers registered in Printix.

Printed 2-sided

Shows the percentage of pages printed 2-sided for the selected period. [Improve](#) this by making print 2-sided the default. The numbers are based on meter readings Printix Client collects from the printers registered in Printix.

Secure print

Shows the percentage of pages for the selected period that have been released or reprinted from the [Printix App](#) by users. [Improve](#) this by making users aware of Print Later and Print Anywhere.

Copilot

Copilot uses AI technology to guide you directly to specific help topics, or in some cases, assist you in setting up certain aspects of Printix.

If Copilot is not configured for you yet, you can [configure Copilot](#) in Printix Administrator.

After it is configured, you can access Copilot from any page in Printix Administrator by selecting the purple button in the lower right corner.

If Copilot is already configured but you want to change its settings, see [Generative AI](#).

Configure Copilot in Printix Administrator

If Copilot is not configured in Printix Administrator for you yet, the [Dashboard](#) displays **Try Tungsten Automation Copilot**. To configure Copilot for the first time:

1. From the **Dashboard** in Printix Administrator, select **Configure Copilot to get started**. If you are on a different screen of Printix Administrator, you can also select the purple button in the lower right corner.
The **Configure AI Provider** dialog box appears.
2. Ensure that **Enable** is selected.
3. Select a provider.
To use any other provider than Printix, you must have access to an AI provider. If you do not have access to an AI provider, select **Printix**.
4. If you selected any other provider than Printix, fill in the empty fields based on the configuration details of your selected provider.
5. Select **Save**.

Use Copilot

1. In the Copilot chat box, ask a question or write down what you need help with.
Copilot attempts to populate the chat box with related Help topic titles with a short summary.
If Copilot could not handle your request, the chat box is populated with administrative actions that Copilot can execute.
2. If Copilot found a Help topic that seems helpful to you, select the Help topic title to be navigated to the corresponding page.
3. Optionally, select an administrative action that Copilot listed.
Copilot lists all administrative actions that it can help you with. Here are some examples of the supported actions:
 - Add a network
 - Add a user
 - Discover printers
 - Enable authentication
 - Submit a support request

If you selected an action, you are navigated to the appropriate page. On the destination page, Copilot automatically fills in any field that could be extracted from your chat interaction. You can then verify the entered data, fill in the rest of the data, and complete the action.

4. If you want to stop using Copilot, you can collapse the chat box by selecting the **Down** arrow in the upper right corner.

Implementation assistant

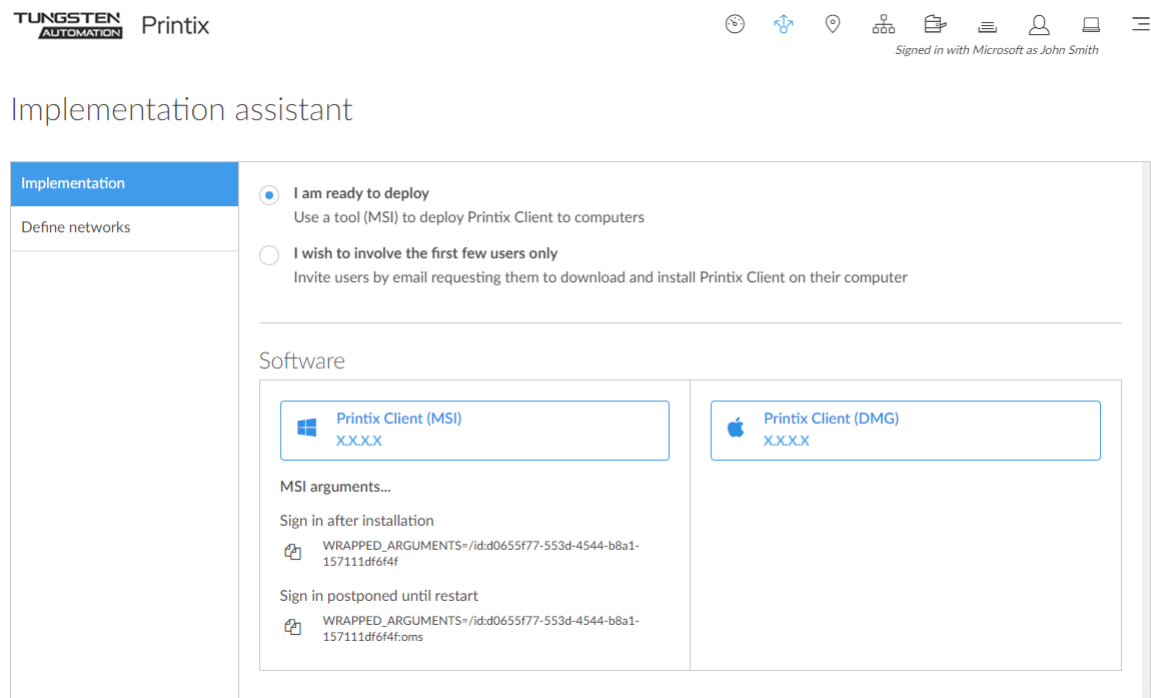
To get here:

Select [Menu](#) ≡ > **Implementation assistant**.

Implementation

- **I am ready to deploy**

Use a tool (MSI) to [deploy Printix Client](#) to computers.



- **I wish to involve the first few users only**

[Invite users by email](#) requesting them to download and install Printix Client on their computer.

Implementation assistant

Implementation

Define networks

☐ I am ready to deploy
Use a tool (MSI) to deploy Printix Client to computers

☒ I wish to involve the first few users only
Invite users by email requesting them to download and install Printix Client on their computer

Add user

☒ User
Print with Printix

☐ System manager
Full rights in Printix Administrator to control everything, including the roles of all other users

Email

Add

Define networks

1. [Select gateway.](#)
2. [Register gateway with network.](#)

Implementation assistant

The screenshot shows the 'Implementation assistant' interface. On the left, a sidebar has 'Implementation' and 'Define networks' (highlighted in blue). The main area is divided into two columns. The left column contains two sections: 'Select gateway' with radio buttons for 'I know the computer' (selected), 'I know the gateway', and 'Add gateway', followed by a 'Select computer' dropdown; and 'Register gateway with network' with radio buttons for 'Create new network' (selected) and 'Add gateway to network', followed by an 'Enter network name' text box and two checkboxes: 'Convert print queues' and 'Add network to a site'. The right column contains two stacked boxes: 'Gateway properties' with fields for IP, MAC, Computer, and SSID (all with '-' values), and 'Network properties' with fields for Network name (with '-') and Convert print queues (set to 'No'). A large green 'Define network' button is at the bottom right of the right column.

See also:

- [What is a network?](#)
- [Understanding networks](#)

Select gateway

Select how you want to select the gateway.

- **I know the computer**
 - Select **Select computer**.
 - Select or search a list of computers with Printix Client connected to unregistered gateways.
- **I know the gateway**
 - Select **Select gateway**.
 - Select or search a list of unregistered gateways. You can search for the gateway IP address or MAC address.
- **Add gateway**
 - Enter the gateway IP address and MAC address.
 - Entering the asterisk/star symbol (*) as a wildcard for the MAC address is useful if you use network gateways (Fortinet) that after a power cycle changes the MAC address but keeps the IP address.

Register gateway with network

1. Select **Create new network** or **Add gateway to network**.
 - **Create new network**
 - The selected gateway will be registered with this network.
 - **Enter network name**.
 - Optionally, **Convert print queues**.
 - Optionally, **Add network to a site**.
 - **Add gateway to network**
 - The selected gateway will be registered with this network.
 - **Select network**.
 - Optionally, **Add network to a site**.
2. Select **Define network**.

Sites

To get here:

Select [Menu](#) ≡ > [Sites](#) ⓘ.

About sites

In **Sites**, you can delegate the management of printers and print queues to the IT personnel at the local site. With the [site manager](#) role, they can do their job without having excess privileges to change global settings and printing at other sites.

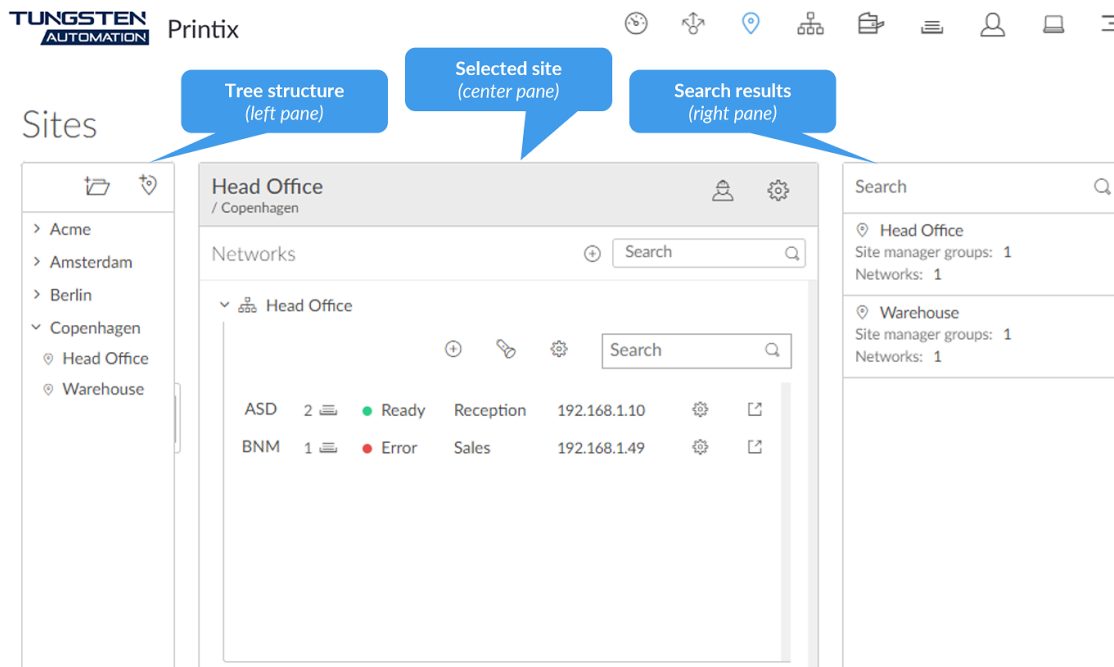
- **Site**
 - Concept of a site is based on networks.
 - Multiple networks can belong to a site.
 - A network can belong to one site.
 - Printers (and thereby print queues) will belong to the site of their network.
- **Site manager group**
 - A group (in [Microsoft Entra ID](#) or [Google](#)) whose users get the [site manager](#) role for the sites is [added](#) to Printix.

See also:

- [What actions can a site manager perform](#)
- [How to add a printer to a site](#)
- [How to delete a printer](#)
- [How to create a site](#)
- [How to move a site](#)
- [How to delete a site](#)
- [How to add a network to a site](#)

- [How to remove a network from a site](#)
- [How to add a site manager group to a folder or site](#)
- [How to remove a site manager group from a site](#)

Panes




The page has these three panes:


- **Tree structure** (left pane)
 - Tree structure of folders and sites.
 - Organize your sites in a flat structure or into a folder structure based on, for example, geography, such as Region, Country, or City.
 - Maximum 4 levels deep.
- **Selected folder** or **selected site** (center pane)
 - [Site information](#)
 - [Get started wizard](#)
 - [Networks added to the site](#)
 - [Printers on the network](#)
- **Search results** (right pane)
 - Sites matching the current search criteria

Tree structure (left pane)

Folders and sites that are directly managed by the site manager are displayed in bold.

- Select **New folder**  to add a new folder.
- Select a folder to open or close the folder and display information about the folder in the center pane.
- Right-click the folder to open the **Folder** menu:
 - Select **Folder name** (Copenhagen) to rename the folder.
 - Select **Site manager groups** to see and remove the associated Site manager groups.
 - Select **New folder** to add a new folder.
 - Select **Create site** to create site.
 - Select **Add site manager groups** to add Site manager groups.
 - Select **Delete folder** to delete folder.

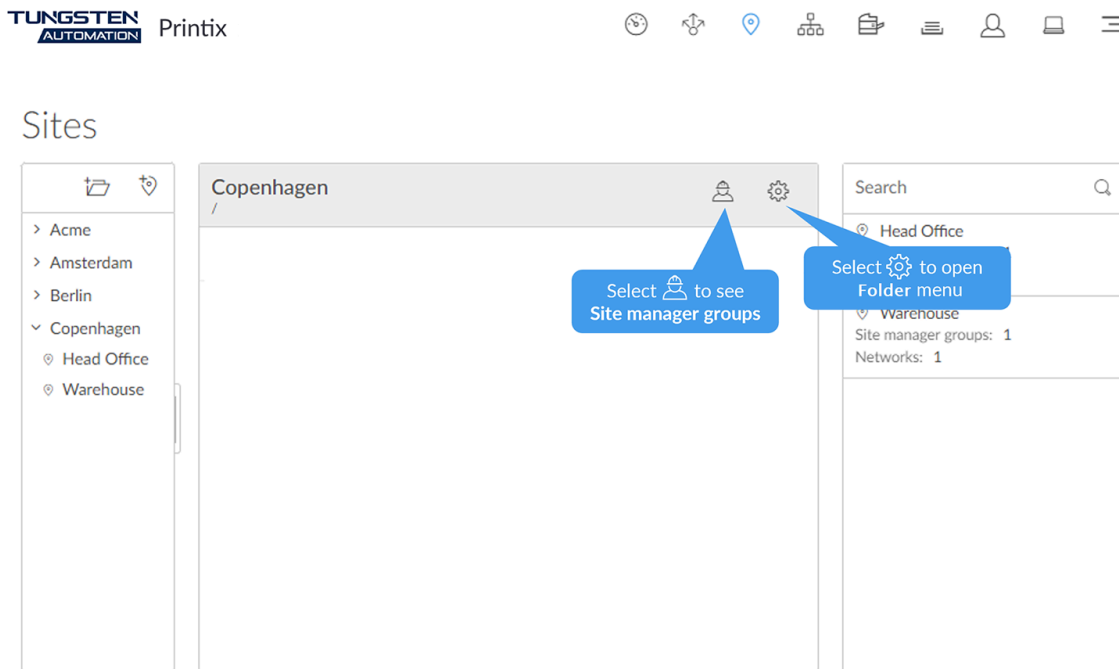
Folders that contain a site that is assigned to at least one cloud storage cannot be deleted. If you attempt to delete one, the error message **The operation failed, because the following site is referenced from one or more cloud storages** is displayed.

- Select **Create site**  to create site.
- Select a site to open the site in the center pane.
- Right-click the site to open **Site** menu:
 - Select **Site name** (Head Office) to rename the site.
 - Select **Site manager groups** to see and remove the associated Site manager groups.
 - Select **Networks** to see and remove networks associated to the site.
 - Select **Add site manager groups** to add Site manager groups.
 - Select **Add networks** to add networks.
 - Select **Delete site** to delete site.

Sites that are assigned to at least one cloud storage cannot be deleted. If you attempt to delete one, the error message **This site cannot be deleted as it is referenced from one or more cloud storages** is displayed.

Selected folder (center pane)

Information about the selected folder.



- Select **Site manager groups** to see the list of site manager groups currently assigned for the folder:
 - Select **More** and **Remove** to remove a site manager group.

The Site manager groups icon has a red exclamation mark if a site manager is not assigned for the selected folder.

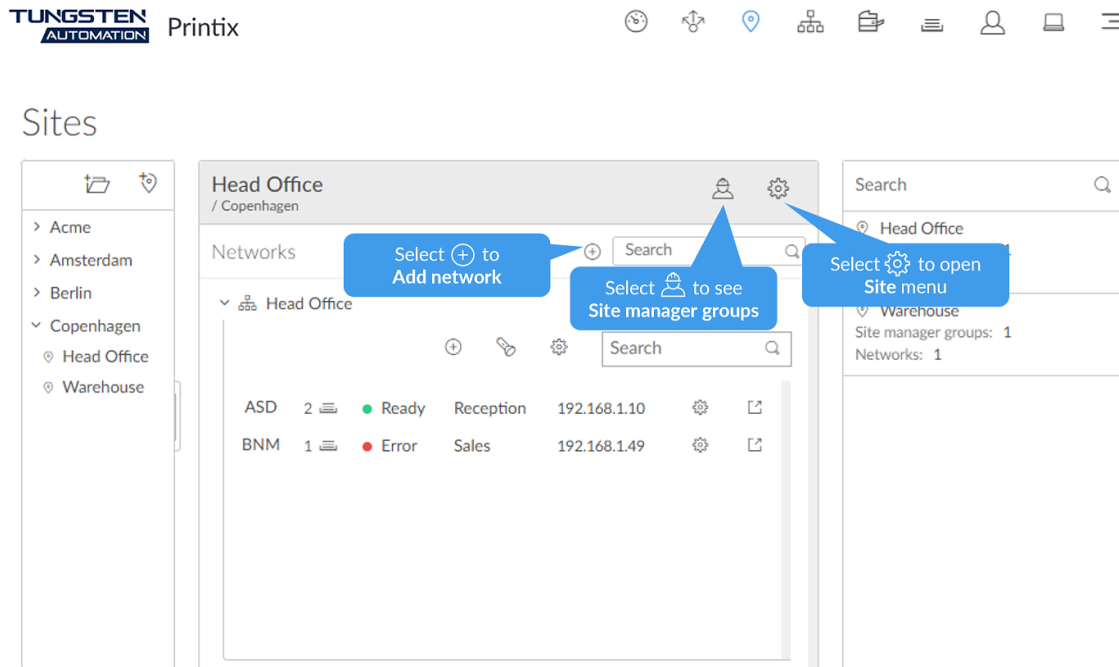
- Select **Folder menu** to open the folder menu:
 - Select **Folder name** to rename the folder.
 - Select **Site manager groups** to see and remove the associated Site manager groups.
 - Select **Add site manager groups** to add Site manager groups.
 - Select **New folder** to add a new folder.
 - Select **Create site** to create site.
 - Select **Delete folder** to delete folder.

Folders that contain a site that is assigned to at least one cloud storage cannot be deleted. If you attempt to delete one, the error message **The operation failed, because the following site is referenced from one or more cloud storages** is displayed.

Selected site (center pane)

Information about the selected site, including networks and printers.

Site information



- Select **Add network** (+) to open the **Add network** menu:
 - Select **Add networks** to add networks.
 - Select **Create new network** to create a new network.
- Select the site name on the gray background (Head Office) to rename the site.
- Select **Site manager groups** (person icon) to see the list of site manager groups for the site:
 - Select **More** and **Remove** to remove a site manager group.

i The Site manager icon has a red exclamation mark if a site manager is not assigned for the selected site (not even indirectly).

- Select **Site menu** (gear icon) to open the site menu:
 - Select **Site name** to rename the site.
 - Select **Site manager groups** to see and remove the associated Site manager groups.
 - Select **Networks** to see and remove networks associated to the site.
 - Select **Add site manager groups** to add Site manager groups.
 - Select **Add networks** to add networks.
 - Select **Delete site** to delete site.

Sites that are assigned to at least one cloud storage cannot be deleted. If you attempt to delete one, the error message **This site cannot be deleted as it is referenced from one or more cloud storages** is displayed.

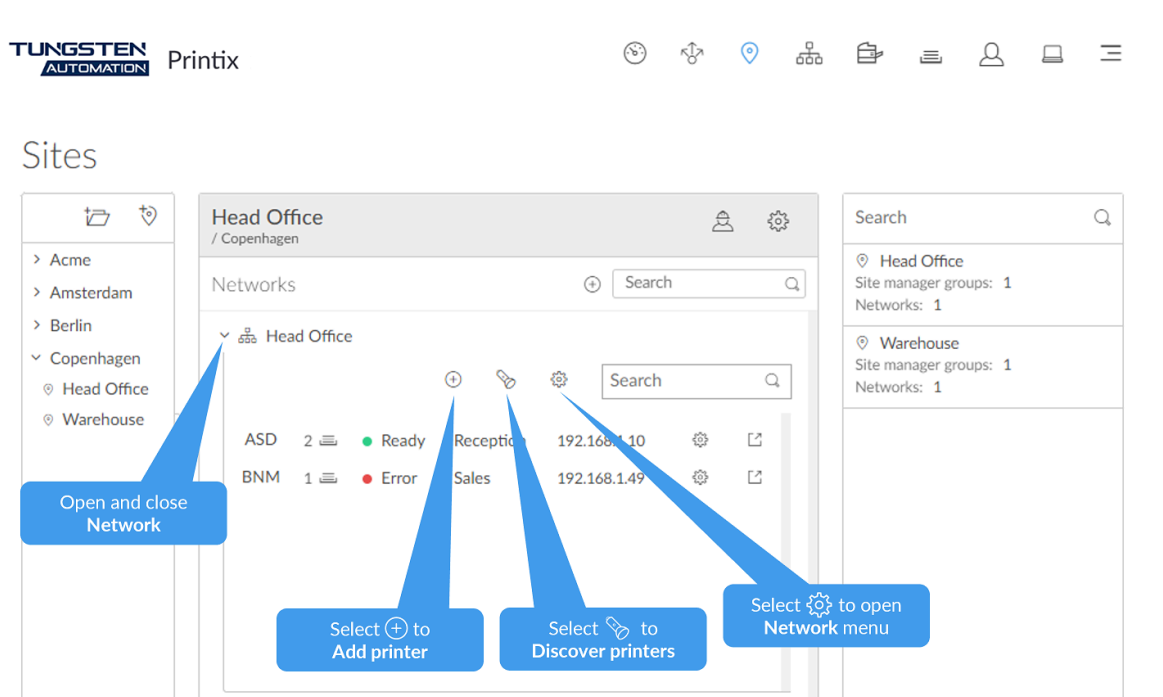
- Select **Search** 🔍 to search for networks on the site.

Get started

The 4-step [Get started](#) wizard guides you through the setup of the site.

1. **Add network.**
2. **Add computer to network.**
3. **Discover printers.**
4. **Add site manager groups.**

Networks added to the site



- Select a network name (Head Office) under Networks to display or hide options related to the network.
 - Select **Add printer** (+) to add a printer.
 - Select **Discover printers** (🖨️) to add printers.
 - Select the text under SNMP configuration to change the SNMP configuration. The default text is Default.
- The SNMP configurations dialog box appears, where you can search for an SNMP configuration or create a new one.
- For general instructions about creating a new SNMP configuration, see [Add SNMP configuration](#). Compared to the general instructions, the only difference here is that the Networks field is already populated. Site managers cannot change the network, but system managers can change it to a global network.

- Select the text under Computer to change the computer. The default text is Select automatically.
- Select **Network menu** ⚙️ to open the network menu:
 - Select **Network name** to rename the network.
 - Select **Settings** to open the **Network settings** dialog box.
 - Select **Gateways** to see list of Gateway IP and Gateway MAC addresses.
 - Select **Test network** to test if communication to the networks' gateways is working.
 - Select **Computers** to see list of Computers that are on the network.
 - Select **Add printer** to add a printer.
 - Select **Discover printers** to add printers.
 - Select **Add gateway via computer** and then select a computer that is on the network.
- Select **Search** 🔍 to search for printers on the network.

Printers on the network

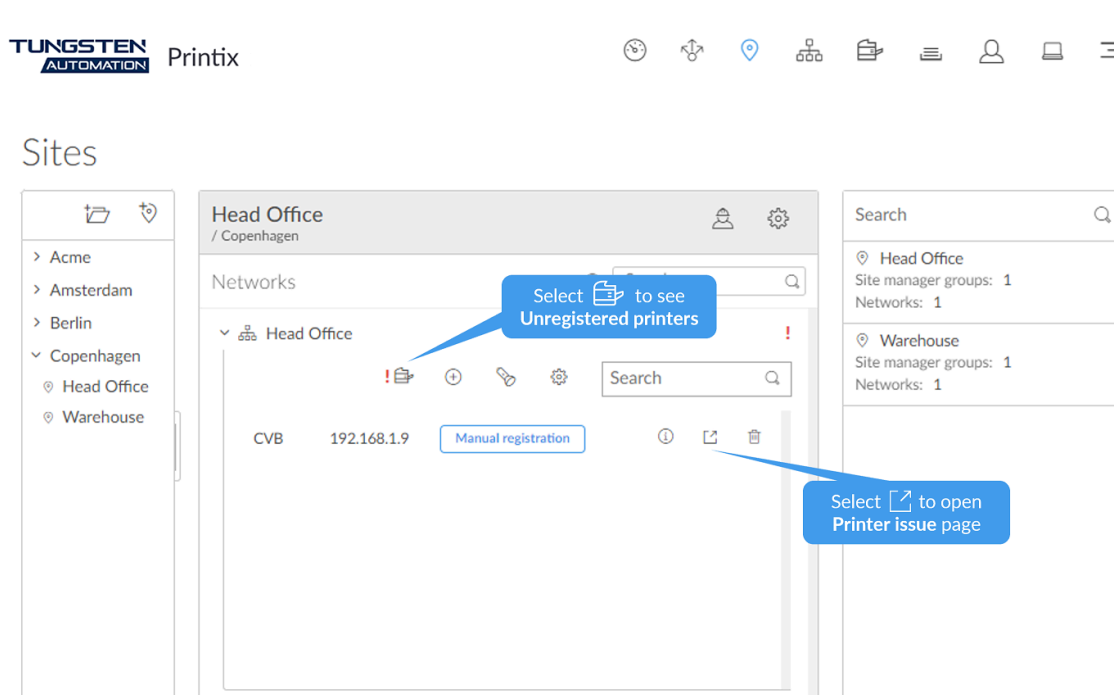
The screenshot displays the Tungsten Printix Administrator interface. The sidebar on the left shows a hierarchy of sites: Acme, Amsterdam, Berlin, Copenhagen, Head Office, and Warehouse. The main content area is titled 'Head Office / Copenhagen' and shows a list of printers under the 'Networks' section. The printer list includes columns for printer ID, queue, status, printer name, and location. Callouts provide instructions: 'Open and close Network' points to the site selection icon; 'Select [icon] to open Print queues dialog' points to the printer queue icon; 'Select [gear icon] to open Printer menu' points to the printer settings gear icon; and 'Select [document icon] to open Printer properties page' points to the printer details icon.

Printer ID	Queue	Status	Printer Name	Location
ASD	2	Ready	Reception	192.168.1.10
BNM	1	Error	Sales	192.168.1.49

- Select a **printer ID** (first column. Example: BNM) to open the **Printer settings** dialog box with **Printer name, Model, and Location**.
- Select a **print queue** (second column. Example: 1) to open the **Print queues** dialog box with a list of print queues and their settings.
- Select a **status** (third column. Example: Error) to open the **Printer status** dialog box.
- Select a **printer name** (fourth column. Example: Sales) to open the **Printer settings** dialog box with **Printer name, Model, and Location**.

- Select a **printer address** (fifth column. Example: 192.168.1.49) to open the **Printer connection** dialog box with **Printer address**, **MAC**, **Network**, and [SNMP configuration](#).
- Select **Printer menu** ⚙️ to open the printer menu:
 - Select **Settings** to open the **Printer settings** dialog box with **Printer name**, **Model**, and **Location**.
 - Select **Connection** to open the **Printer connection** dialog box with **Printer address**, **MAC**, **Network**, and [SNMP configuration](#).
 - Select **Print queues** dialog box to open the **Print queues** dialog box with list of print queues and their settings.
 - Select **Status** to open the **Printer status** dialog box.
 - Select **Delete** to delete printer.
- Select **Redirect** ➦ to open the [Printer properties](#) page in a new tab.

Unregistered printers on the network



- Select **Printer** 🖨️ to toggle between registered and unregistered printers.
- Select [Manual registration](#) if the printer does not support SNMP.
- Select **Redirect** ➦ to open the **Printer issues** page in a new tab.



Search results (right pane)

1. Select **Search** 🔍 to search for a site.
2. Enter site name.
The search is not case-sensitive.




3. Select site to open the site in the center pane.

Networks

To get here:

Select **Menu**  > **Networks** .

Lists the networks.

- Select a **Network name** or select **More**  and **Modify** to open the [Network properties](#).
- Select [Unknown networks](#) to list the unknown networks.
- Select **Refresh**  to refresh the list.
- Select **More**  and **Info** to see information about the network:
 - **Name:** Name of the network.
 - **Gateways:** List of Gateway IP and MAC addresses.


See also:

- [Understanding networks](#)
- [How to add a network](#)
- [How to modify network name](#)
- [How to add an unknown network to a network](#)
- [How to add a gateway to a network](#)
- [How to delete a gateway from a network](#)
- [How to merge networks](#)

Add network

Select [Add network](#)  to add a new network.


Search

1. Select **Search** .
2. Enter part of the network's name, Gateway IP, or MAC address.
The search is not case-sensitive.

Filters

Select **Filters**.

- Select **Network type** to filter by this.
 - **Company** (same as if no filter is selected)
 - [Home office](#)
- Select **Mobile print** to filter by this.



 **Home office** networks only appear if you filter for **Home office**.


Sort by

The networks are sorted by name in alphabetical order.

Select Network name to toggle the sort order: ↑ or ↓



Delete

1. To delete a network, select **More**  and **Delete**.
2. Select **Move printers to another network**.
If you clear **Move printers to another network**, all printers on the network are also deleted.
3. Select a network. Select **OK** to move the printers to the selected network and delete the network.
 - Computers that were assigned to the deleted network will appear as being on an unknown network. On the computers, a yellow dot is shown on the Printix Client icon  when the Printix Client is on an unknown network.

 You cannot delete the default network. Instead, you can rename it and delete or add gateways to the network.

Unknown networks

To get here:


1. Select **Menu**  > **Networks** .
2. Select **Unknown networks**.

Lists the unknown networks.

See also:

- [Understanding networks](#)
- [How to add an unknown network to a network](#)


Search

1. Select **Search** .
2. Enter gateway IP or MAC address.
The search is not case-sensitive.

Network properties

To get here:

1. Open the **Networks** page.
2. Select a network.

On the **Setup**  tab, you can give the network a more descriptive name, control if print queues should be converted, and delete gateways.

Additional tabs:

- [Computers](#)
- [Printers](#)

Settings

- **Network name**

You can modify the network name and give it a more descriptive name. The first network is named **Network1**.

- **Convert print queues**

Select if print queues that point to Printix printers should be converted.

- **Yes**

Print queues on this network should be converted.

- **No**

No print queues should be converted.

- **Global setting**


Print queues should be converted if the global setting [Convert print queues](#) is selected on the [Settings](#) page.

You can [test conversion of print queues on a single computer](#).

- **Enable mobile print**

Select this to allow printing from iOS/iPadOS phones and tablets to mobile print enabled Printix print queues. Only available if **Enable mobile print** is selected on the **Settings** page's [Mobile print](#) tab. Printix Client broadcasts these print queues as AirPrint printers. To do the broadcast, Printix Client for Windows will automatically install Apple's Bonjour Print Services for Windows (2.5 MB). No additional software is required for Printix Client for Mac (Bonjour is part of macOS). Print queues that have **Enable mobile print** selected will be broadcast as AirPrint printers on iOS/iPadOS phones and tablets as follows:

- A print queue will be broadcast on the printer's network if the network has **Enable mobile print** selected.
- A print queue, that has **Via the cloud** selected, will be broadcast on all networks that have **Enable mobile print** selected.
- A Printix Anywhere print queue will be broadcast on all networks that have **Enable mobile print** selected.
- Mobile-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud** selected.

 Android phones and tablets can print to any mobile print enabled Printix print queue, regardless if the network has **Enable mobile print** selected or cleared.

- **Network type**

Do NOT select [Home office](#) manually. Adding [home office groups](#) will select this for relevant networks. Only clear [Home office](#) if you want to treat the network as a Company network.

Site

The [site](#) the network is part of.

Gateways

List of Gateway IP and Gateway MAC addresses.

Add gateway

1. Select **Add gateway**.
2. In the **Add gateway** dialog box:
 - Enter **IP address**.
Example: 192.168.1.1
 - Enter **MAC**.
Example: 54a050e55bc0 or *
Entering the asterisk/star symbol (*) as a wildcard for the MAC address is useful if you use network gateways (Fortinet) that, after a power cycle, changes the MAC address but keeps the IP address.
3. Select **Save**.

Delete gateway

1. Identify the **Gateway**.
2. Select the **Delete**  icon.
3. Select **Confirm**.

Test network

Select **Test network**.


Test will report either **OK** or **Connection failed**. It may take minutes rather than seconds if the network has many gateways. If no computer is online on the network, it will report **No computer is online on network**.

Computers

Lists the computers that are on this network.

You can see the following information about each computer:

- Hostname
- Status: The status of the computer (Online or Offline).
- Type: The type of the computer (Laptop or Desktop).
- System: The operating system of the computer.
- Version: The version number of the Printix Client running on the computer.


Select **Refresh**  to refresh the list.

Printers

Lists the printers that are on this network.

You can see the following information about each printer:

- ID
- Printer name
- Queues
- Status: The status of the printer.
- Network: The network the printer is on.
- Address: Select it to open the printer's web page.
- Created
- Location

Select **Refresh**  to refresh the list.

Gateway properties

To get here:

1. Open the [Networks](#) page.
2. Select **Unknown networks**.

If no computers are associated with unknown networks, it displays **No items match your search**.

Additional tabs:

- [Computers](#)

Select network


1. Select a gateway.
2. On the **Setup** tab, select **Network**.
The **Select network** dialog box appears.
3. Select a network the gateway should be added to.
4. Select **Select network**.
5. Select **Save**.

Computers

Lists the computers that are using this gateway.







You can see the following information about each computer:

- Hostname
- Type: The type of the computer (Laptop or Desktop).
- System: The operating system of the computer.
- Version: The version number of the Printix Client running on the computer.

Select **Refresh**  to refresh the list.

Printers

Lists the printers.

- Select a printer's **Printer name**, **ID**, or select **More**  and **Modify** to open the [Printer properties](#) page.
- Select the printer's number of **Queues** (such as 2) or select **More**  and **Queues** to toggle the view of print queues.
- Select check boxes of printers and select **Modify** at the bottom of the screen. Select the check box at the top of the list to select all printers.
- Select **Refresh**  to refresh the list.
- Select **More**  and **Info** to see information about the printer:
 - **ID**, **Name**, **Queues**, **Model**, and **Location** (if any).
 - **Network**: The [network](#) the printer is on.
 - **Printer address**: Select it to open the printer's web page.
 - **Features**: Color  printing, 2-sided  printing, and PDF printing.

View mode

TUNGSTEN **Printix** **Automation**

Printers [Discover printers](#)

Search

HP x Filters

ID ↓	Printer name	Queues	Status	Network	Address	Created	View
<input type="checkbox"/> BNM	HP LaserJet 600 M603 HP LaserJet 600 M603	4					⋮
<input type="checkbox"/> ERT	HP LaserJet MFP M725 HP LaserJet MFP M725	2					⋮
<input type="checkbox"/> IOP	HP Officejet Colot HP Officejet Color X555	1					⋮
<input type="checkbox"/> MKL	HP LaserJet 500 MFP M525 HP LaserJet 500 MFP M525	1	● Ready	Printix 1	192.168.1.88	2021	⋮
<input type="checkbox"/> PLK	HP Color LaserJet M651 HP Color LaserJet M651	3	● Ready	Printix 1	192.168.1.104	2021	⋮

View mode

- Queues
- Status
- Network
- Address
- Created
- Location

☒ Default
☐ Connection
☐ Printix Go
☐ Customized

Confirm

Select the **Eye**  to control what printer information should be displayed.

The **ID** and **Printer name** columns are always shown.

- **Default:** An overview of printers, their status, and location. Columns:
 - **Queues, Status, Network, Address, Created, and Location.**
- **Connection:** Useful if you are using SNMP settings and different protocols. Columns:
 - **Status, Network, Address, MAC address, SNMP configuration, and Protocol.**
- **Printix Go:** Useful for managing [Printix Go](#) on your printers. Columns:
 - **Status, Installation, Vendor, Go version, Capture version, Go configuration, Sign in profile, and Card readers.**
- **Customized:** Build your own, [customized](#) view mode with the printer information you select.

How to view print queues

- Select the printer's number of **Queues** (such as 2) or select **More** and **Queues** to toggle the view of print queues.
- Select **Print queues** to open the [Print queues](#) tab to create, modify, or delete print queues.
- Select a print queue's name (Reception) to open the [Print queue properties](#) page.

i Do you see print queues you do not know of? See [Why are there additional print queues?](#).

Add printer

Select [Add printer](#) to add a printer.

Other ways to add printers:

- Select [Discover printers](#) to add printers.
- Select [Unregistered printers](#) to work with printers that failed to register.

TUNGSTEN
AUTOMATION Printix



Printers

2 unregistered printers

[Discover printers](#)

Search

1. Select **Search**.
2. Enter printer ID, name, location, or address.
The search is not case-sensitive.

Filters

1. Select **Filters**.
 - Select **Network** to filter by this.
 - Select **Network type** to filter by this.
 - **Company** (Same as if no filter is selected)
 - [Home office](#)
 - Select **Created** to see printers added within the previous 3, 6, 12, or 24 hours.
 - Select **Vendors** to filter by printer vendor.
 - Select **Printers with Go** to filter by this.
 - Select **Outdated Go version** to filter by this and determine which printers need to have Printix Go updated.
 - Select **Go configurations** to filter by this.
 - Select **Sign in profiles** to filter by this.

2. To remove all filters, select **Filters > Clear all filters**.

Sort by

1. Select a column title to sort by it.
 - Select **ID** to sort by printer ID.
 - Select **Printer name** to sort by printer name.
 - Select **Created** to sort printers by the date they were registered.
 - Select **Location** to sort by printer location.
2. Select the column title again to toggle the sort order: ↑ and ↓

Status

The screenshot shows the Tungsten Printix interface with a modal window open for a printer named 'Reception'. The modal displays the printer's connection status, network information, and toner levels.

Printer status

Connection

Network: Network1
Monitored by: COMPIX

Status

Status: Ready (Green dot)

Warning: Paper low (Orange dot)
Service required (Yellow dot)

Toner

Color	Level	Percentage
Cyan	[Progress bar]	59 %
Black	[Progress bar]	76 %
Magenta	[Progress bar]	65 %
Yellow	[Progress bar]	67 %

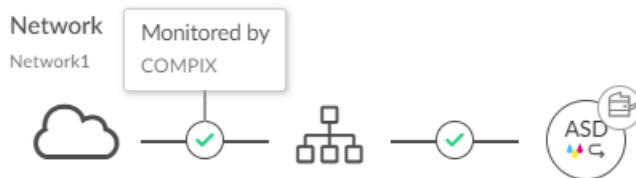
The background shows a list of printers with columns for ID, Printer name, Created, and Location. A 'Discover printers' button is visible in the top right.

1. To see status details, select the status icon:
 - [Ready](#)
 - [Warning](#)
 - [Error](#)
 - Printer is **not monitored** or **not responding**: The status text is the last known status of the printer.
 - Select **Network** (Network1) to open the [Network properties](#) page.
 - Select **Computer** (COMPIX) to see the [Computer properties](#) page.
 - Select **Printer** (ASD) icon to see the [Printer properties](#) page.

- See **Toner** levels in percentage.

i Not all printers can report toner levels. See "Printer requirements" in the *Printix Technical Specifications*.

2. Optionally, select **Refresh** ↻ to see the latest status.
3. Optionally, select the communication status icon between **Cloud** ☁ and **Network** 🏠.



- It displays **Monitored by** and the name of the computer (COMPIX) that is monitoring the printer (ASD).
 - If no computer is online to monitor the printer, it displays **Printer is not monitored**.
4. Optionally, select the communication status icon between **Network** 🏠 and **Printer** 🖨.



- It displays **OK** if communication is working.
- It displays **Not responding** if the printer is disconnected or powered off.
- It displays **Missing printer information** if the [SNMP configuration](#) is wrong.
- It displays **This is not a printer** if the entered address does not point to a printer.





Delete printer

- To delete a printer, select **More** ⋮ and **Delete**.
 - Before deleting a [Ricoh](#) printer, Printix Go must be uninstalled. Otherwise, you might see an error message when you next use a Print or Capture workflow on the printer.
- Select check boxes of printers and select **Delete** 🗑.
- Select the check box at the top of the list to select all printers.



i When you delete a printer, the corresponding Printix print queues on users' computers will also be deleted by the Printix Client.

Unregistered printers

Printers that fail to register are displayed on this page.


1. Open the [Printers](#)  page.
2. Select **Unregistered printers**.
3. Select the check box of a printer and select **Diagnose** at the bottom of the screen, or select **More**  and select **Diagnose**.
4. If **Network** is displayed, select the **Modify**  icon and select the network where the printer is. Select **Select network**.
5. If **SNMP configuration** is displayed, optionally, select the **Modify**  icon and select the SNMP configuration that matches the printer. Select **Select SNMP configuration**.
6. In **Printer address**, enter the IP address or hostname of the printer.
Example: 192.168.1.9
7. Select **Next**.

See also: [Printer registration issues](#)

- Select **More**  and **Info** to see information about the printer.
- Select **Refresh**  to refresh the list.

Manual registration


If the printer does not support SNMP, you can manually register the printer.

1. On the **Unregistered printers** page, select **More**  and **Manual registration**, or select a printer and select **Diagnose** at the bottom of the screen and then select **Manual registration**.
2. In the **Manual registration** dialog box:
 - Enter **Name**.
Example: Label printer
 - Select **Vendor**.
Example: ZEBRA
Alternatively, select **Enter vendor name** in the menu and enter the name of the vendor.
 - Enter **Model**.
Example: Z4M
 - Select **Network**.
Example: Network1
 - Enter **IP address**.
 - **RAW mode via TCP port 9100** (default)
Example: 192.168.1.9
 - [IPPS via TCP port 443](#)
Example: 192.168.1.9 \$ipps
 - [LPR via TCP port 515](#)
Example: 192.168.1.9 \$\$lpr:dlk-1D6FA3-U1
 - Enter **MAC address**.
Example: 0011E5040E34 or 00:11:E5:04:0E:34

- Optionally, enter **Serial number**.
Example: CN3993Y073
 - Optionally, enter **Location**.
Example: Room A2, Shipping
 - If relevant, select **Page description language**:
 - **PCL5**: Printer Command Language level 5.
 - **POSTSCRIPT**: PostScript Level 1, PostScript Level 2, and PostScript 3.
 - **PCLXL**: Printer Command Language level 6.
 - **PDF**: Portable Document Format.
 - **XPS**: Open XML Paper Specification.
 - **UFRII**: Ultra Fast Rendering 2, a proprietary language of Canon.
 - If relevant, select **Color supported**.
 - If relevant, select **2-sided supported**.
3. Select **Save**.
- If needed, you can subsequently make changes on the [Printer properties](#) page with the **Features** button.

 The printer always appears with status • [Ready](#) because the status of the printer is not available.



Search

1. Select **Search** .
2. Enter printer ID.
The search is not case-sensitive.

Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **ID** to sort by printer ID.
 - Select **Issue** to sort by issue.
 - Select **Information** to sort by information.

Delete

- To delete a printer, select **More**  and **Delete**.
- Select the check boxes of printers and select **Delete** .
- Select the check box at the top of the list to select all printers.

Troubleshooting

- Missing printer information
- Unknown model name

The [Printer registration issues](#) above can occur if SNMPv1 is disabled or if the **Get Community Name** is not public. [Add an SNMP configuration](#) if the printer is using a different community name or has SNMPv3 enabled. To troubleshoot, you can download the command line tool **SnmpWalk** to check that SNMP communication is working.

1. Download [SnmpWalk.exe](#).
2. Extract the contents of the SnmpWalk.zip file.
3. Open a command prompt and browse to the folder where you extracted the SnmpWalk.exe file.
4. To get the MIB from the printer with the IP address 192.168.1.9, type: `SnmpWalk -r:192.168.1.9`

In the window, you should start to see listings such as:

```
OID=.1.0.8802.1.1.1.1.1.2.1.1.1, Type=Integer, Value=1  
OID=.1.0.8802.1.1.1.1.1.2.1.2.1, Type=Integer, Value=1
```

- Printix Support may ask for the output of the SnmpWalk. To pipe the result in to the output.txt file, type: **SnmpWalk -r:192.168.1.9 > output.txt**


Printer properties

On the Setup tab, you can modify the properties of the printer.


Additional tabs:


- [Print queues](#)
- [Printix Go](#)
- [Diagnostics](#)
- [History](#)

Modify printer name

1. In **Printer name**, select the **Modify**  icon.
2. In the **Modify printer name** dialog box, edit the **Printer name** or select one from the **Printer name suggestions** list.
3. Select **Save**.

Modify properties for multiple printers


Printix



Printer properties

(2)	ID	Printer name	Network	SNMP	Protocol	Location
×	ASD	Reception HP Officejet Color X555	Network1	Default	RAW : 9100	Head Office, R...
×	BNM	Sales Brother HL-L6400DW series	Network1	Default	IPPS : 443	Head Office, R...

CONNECTION

Network

Select network

SNMP configuration

Select SNMP configuration

Protocol

Select

Port

Print queue name

☐ Reset to default protocol and port

LOCATION

ID SIGN

Print printer ID sign

Download printer ID sign

Save

1. On the [Printers](#) page, select the check boxes of multiple printers and select **Modify**.
2. Optionally, select **Select network** under **Network** if you want to change this.
If you do not select a network, the printers remain on their current network.
Site managers can only select networks belonging to managed sites.
3. Optionally, select **Select SNMP configuration** under [SNMP configuration](#) if you want to change this.
If you do not select an SNMP configuration, the printers continue to use their current SNMP configuration.
You can only select global SNMP configurations and SNMP configurations assigned to the selected network. If you select a network that does not contain all SNMP profiles of the selected SNMP configuration, the **SNMP configuration** field is set to the default SNMP configuration.
4. Optionally, select **Select** under **Protocol** if you want to change this.

If you do not select a protocol, the printers continue to use their current protocol and port.

- Select **IPP**, and if required, change the **Port** to a different value than the default port number 80.
- Select **IPPS**, and if required, change the **Port** to a different value than the default port number 443.
 - For both **IPP** and **IPPS**, select **Path** to modify this if required. If you [open the printer's web page](#), you may find information about **Port** and **Path**.
- Select **LPR** and, if required, change the **Port** to a different value than the default port number 515. Optionally, enter a **Print queue name**.
- Select **RAW** and, if required, change the **Port** to a different value than the default port number 9100.

5. Enter a **Location** if you want to modify this.

6. Select **Save**.

The entered location is saved for the selected printers.

i When you change **Network**, **Protocol**, or **SNMP configuration**, it is recommended to verify that printing and printer status still works.

Name

• **Printer name**

By default, the printer name is set to the model name of the printer. The printer name appears on the [printer ID sign](#) and in the [Printix App](#). However, users will see the [Print queue name](#) on their computer and in the [Printix Client](#). If, for example, two active print queues exist, you should name them so users will both know the physical printer and be able to determine the difference in purpose of the print queues.

Example:


- Printer name Reception has two queues with the Print queue names Reception and Reception Staple.
- Reception is the general purpose and the one most frequently used of the two print queues.
- Reception Staple has a [print driver configuration](#) that staples together sheets by default.

i Instead of using the printer model as the default value for the printer name, the software can use alternatives. For example, the printer's hostname (works for HP) or the printer's device name (works for Lexmark). Contact [Product Support](#) if you are interested in this. Printix Support must enable `populatePrinterName` for you.

• **Model**

The model name of the printer.

• **Serial number**

The serial number of the printer. Select the Modify  icon if you want to add it, change it, and/or copy it to the clipboard.

Location

- **Location**

Description of the printer's location.

Example: Head Office, Reception

Connection

- **MAC address**

The hardware address of the printer.

- **Printer address**

The printer's hostname or IP address. By default, print data is sent as RAW print through TCP port 9100. Print data can be sent through another port and the LPR (Line Printer Remote) protocol.

There must be a space between the IP address and \$\$.

- **RAW mode via TCP port 9100** (default)

Example: 192.168.1.94

- **RAW mode via another TCP port**

Example: 192.168.1.94 \$\$port:9101

- **IPPS via TCP port 443**

Example: 192.168.1.94 \$\$ipps

- **IPPS via another TCP port**

Example: 192.168.1.94 \$\$ipps\$\$port:621

- **IPP via TCP port 80**

Example: 192.168.1.94 \$\$ipp

- **LPR via TCP port 515**


Example: 192.168.1.94 \$\$lpr:myqueue

- **LPR via another TCP port**

Example: 192.168.1.94 \$\$lpr:myqueue\$\$port:712

- **Windows print queue** via [Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#)

Example: \\computername\printqueue

 Appending, for example, \$\$ipps to the Printer address to manually configure protocol and port overrides the selection of Protocol and Port.

- **Network**

The name of the [network](#) the printer is on.

Site managers can only select networks belonging to managed sites.


- **SNMP configuration**

The [SNMP configuration](#). It is blank if the default SNMP configuration is used.

You can only select global SNMP configurations and SNMP configurations assigned to the selected network. If you select a network that does not contain all SNMP profiles of the selected

SNMP configuration, the SNMP configuration field is set to the default SNMP configuration and becomes blank.

- **Protocol**

The protocol (IPP, IPPS, LPR, RAW) used to send print data to the printer. Select the **Modify**  icon if you want to change it.

For printers registered before April 2021, you should select **Contact printer** to obtain and update the list of protocols supported by the printer. Prior to this, you should ensure the protocols are also enabled on the printer.

Registration


- **Features**

Select **Features** to see the printer features. If the printer features are not registered correctly, change **Page description language**, **Color supported**, and/or **2-sided supported** to match what you know the printer supports. Select **Save** to save changes.

- **Contact printer**

Select **Contact printer** if you need to [replace a printer](#) or just want to redo the registration of the printer in regards to:

- **MAC address:** The hardware address obtained from the printer.
- **Model:** The model name obtained from the printer.
- **Serial number:** The serial number obtained from the printer.
- **Protocol:** The protocols (IPP, IPPS, LPR, RAW) supported by the printer. Ensure the protocols are also enabled on the printer.
- **Features:**
 - Page description language (PCL5, POSTSCRIPT, PCLXL, PDF, ...)
 - Color supported
 - 2-sided supported

 If your Ricoh printer was installed without the Printix Client, you must obtain the registration parameters from [this topic](#) and manually enter them before the registration.

Card reader

- **Vendor** and **Created** are only available if [Printix Go](#) is installed and a [card reader](#) is connected to the printer.

NFC tag

1. Select **Delete NFC tag** to unregister the NFC tag.
Only available if the [printer has been registered with an NFC tag](#).
2. Select **Yes**.

ID sign

1. Select **Print printer ID sign**.

2. Use the browser to print the page with the printer ID signs.
3. [Mount the printer ID sign with QR code at the printer.](#)

Report

1. Select **Download CSV report**.
2. The downloaded file can be opened in a text editor.

The file name is: printername.csv.

The first row contains the column headings and the subsequent lines (one per day) contains the date and meter readings. If no readings have changed on a particular day, no line is written for that day.

 - **Date:** year, month, day
 - **Toner levels:** colorBlack, colorMagenta, colorCyan, colorYellow
 - **Sheets:** sheetsSimplex, sheetsDuplex, sheetsTotal
 - **Impressions:** impressionsMono, impressionsColor, impressionsTotal

Debug printer

Useful to collect events related to the printer, such as configuration modifications and user activity.

1. Select **Debug printer**.


The **Debug log** dialog box appears.
2. Select **New debug session**.
3. Select a duration for the session, then select **Begin debug session**.

The new session appears in the debug log.

The program starts collecting events related to the printer, such as configuration modifications and user activity. The program keeps collecting events until someone cancels the session or the duration expires.
4. Optionally, you can cancel the session before the configured duration by selecting it in the debug log and selecting **End debug session**.

Selecting **Close** closes the dialog box but it does not stop the session. After closing the dialog box, you can return at any time by selecting the session in the debug log.
5. Select **Download debug log** to download the collected logs as a CSV file.

You can download the logs of any session, regardless whether it is ongoing or expired.

 In the downloaded CSV file, error messages are written in English, and special characters in card names may be encoded with base 64.


Print queues


Lists a printer's print queues.

To get here:

1. Open the [Printers](#) page.

2. Select **More** and **Queues**.

- Select a print queue's **Name**, or select **More** and **Modify** to open the [Print queue properties](#) page.
- Select the check boxes of print queues and select **Modify** at the bottom of the screen. Select the check box at the top of the list to select all print queues.
- Select **Refresh**  to refresh the list.
- Select **More** and **Info** to see information about the print queue:
 - **Name, Active, Add print queue automatically, Remove print queue automatically, and Via the cloud**
 - **Printer 2-sided by default and Print in black by default**
 - **Groups**
List of [groups](#) the print queue is a member of.
 - **Mobile print**

 Do you see print queues you do not know of? See [Why are there additional print queues?](#)


Create print queue


Select [Create print queue](#) to create a print queue.

Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Name** to sort by print queue name.
 - Select [Active](#) to sort print queues according to this.
 - Select [Add print queue automatically](#) to sort print queues according to this.
 - Select [Remove print queue automatically](#) to sort print queues according to this.
 - Select [Via the cloud](#) to sort print queues according to this.
 - Select **Options** to sort print queues according to:
 - [Print 2-sided by default](#)
 - [Print in black by default](#)
 - Select [Groups](#) to sort print queues according to group membership.
 - [How to add groups to a print queue](#)
 - Select [Mobile print](#) to sort print queues according to this.

Delete

- To delete a print queue, select **More** and **Delete**.
- Select the check boxes of print queues and select **Delete** .
- Select the check box at the top of the list to select all print queues.

 When you delete a print queue, the corresponding Printix print queue on users' computers will also be deleted by the Printix Client.

Printix Go

TUNGSTEN Printix

Printer properties
ASD - Reception

Setup Print queues **Printix Go** Diagnostics History

Go configuration !

Name
-

Description
-

Sign in method
-

Email sender
-

Access control

- Copy: -
- Email: -
- Scan: -
- Fax: -
- Print from USB drive: -
- Scan to USB drive: -
- Everything else: -

Sign in profile !

Name
-

Username
-

Description
-

Created
-

Connection has been verified
-

Status: Install

- Select [Install](#) to install Printix Go on the printer.
Only available after the printer has been assigned a [Go configuration](#) and a [Sign in profile](#).
- Select [Uninstall](#) to uninstall Printix Go from the printer.

Go configuration

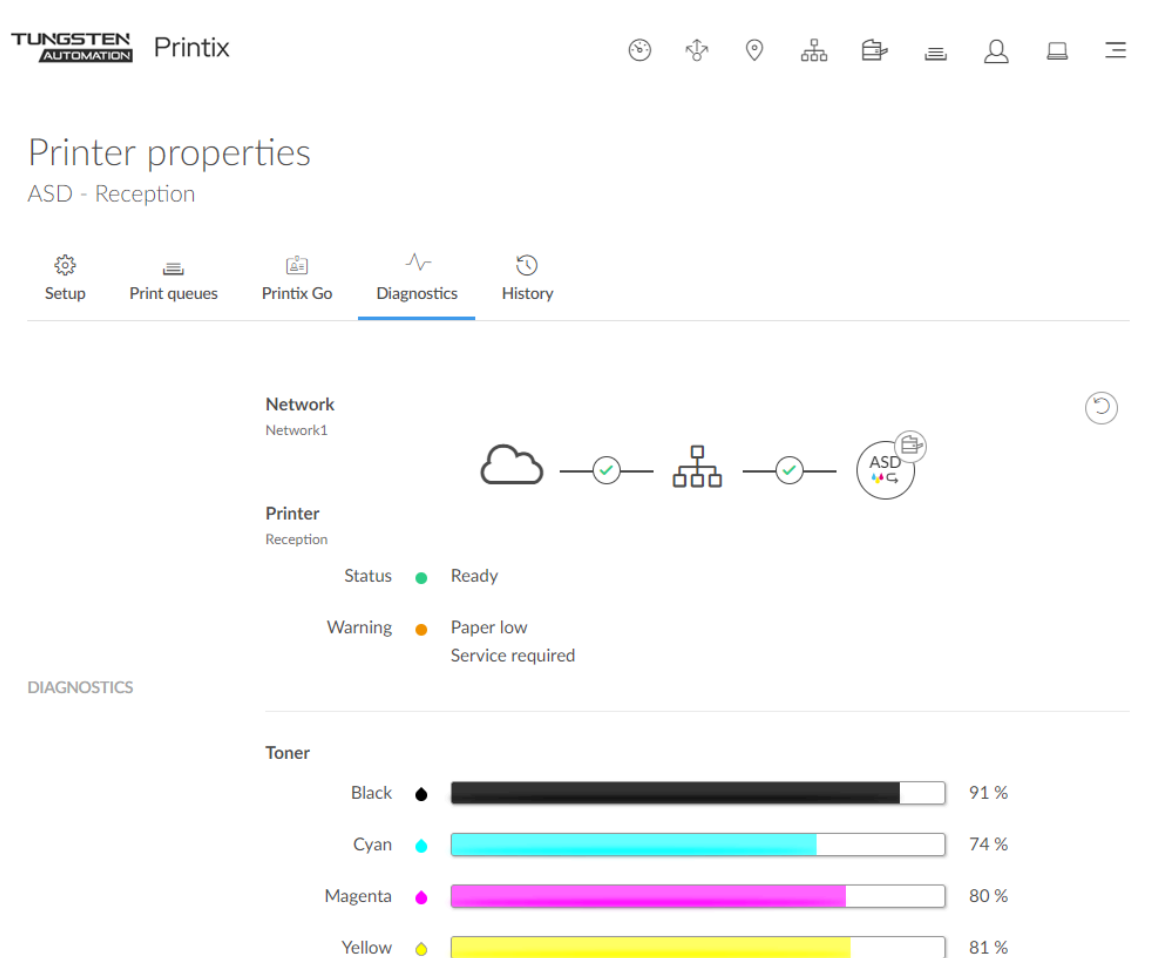
- Select the **Gear** ⚙️ next to Go configuration to open the Go configuration menu:
 - Select **Create Go configuration** to create a new Go configuration.
 - Select **Assign Go configuration** to assign an existing Go configuration to the printer.
 - Select **Remove Go configuration** to remove the Go configuration from the printer.
 - Select **Modify** to modify the Go configuration.
- Select **Update** if you have modified the Go configuration or assigned another Go configuration.

Sign in profile

- Select the **Gear** ⚙️ next to Sign in profile to open the Sign in profile menu:
 - Select **Create sign in profile** to create a new sign in profile.
 - Select **Assign sign in profile** to assign an existing sign in profile to the printer.


- Select **Remove sign in profile** to remove the sign in profile from the printer.

Diagnostics



Use the **Diagnostics** tab to see the Status of a printer:

- ● **Ready**
- ● **Warning**
- ● **Error**
- ● Printer is **not monitored** or **not responding**: The status text is the last known status of the printer.
 - Select **Network** ([Network1](#)) to see details about this.
 - Select **Printer** ([Reception](#)) to see details about this.
 - Select **Printer** (ASD) icon to open the [Printer properties](#) page.
 - See **Toner** levels in percentage.

 Not all printers can report toner levels. See "Printer requirements" in the *Printix Technical Specifications*.

Warning status details

Possible causes for printer **Warning** • status:

- Paper low
- Input tray is empty
- Toner low
- Service required
- Marker supply missing
- Output tray near full
- Overdue preventive maintenance

Error status details

Possible causes for printer **Error** • status:

- No paper
- No toner
 - This status is also reported if any other consumables, besides ink (Black, Cyan, Magenta, and Yellow), are empty. The error can also depend on the printing technology and the user's role.
- Door open
- Jammed
- Input tray missing
- Output tray missing
- Output tray full
- Offline
 - Printer is not powered on.
 - Printer is not connected to the network.
 - Printer address has changed.

Printer registration issues

If you are trying to add a printer and have issues, open the [Unregistered printers](#) page.


History

On the History tab, you can see when changes were made to the printer.

1. Optionally, select **Level** to control the amount of information shown.

The levels are as follows: **Debug**, **Info**, and **Warning**. The level is cumulative, that is, if you select **Debug**, you will also see all events logged at the **Debug** (default), **Info**, and **Warning** level.

2. Optionally, select **Date**.

3. Choose **From** date and time.
4. Choose **To** date and time.
5. Select **Apply**.
 - Select **Refresh**  to refresh the list.


i To get insights into what was printed by whom through Printix, you can [set up analytics](#) so you can interact with the [Printix Power BI report](#) to get insights. The printer's page counters can be obtained by selecting [Download CSV report](#) on the **Printer properties** page. On the **User properties** page's **History** tab, you can see information about the user's printing.


Print queues

TUNGSTEN **Printix** **ADMINISTRATOR**

Print queues



Search

Filters 

<input type="checkbox"/> Print queue name ↓	ID														
<input type="checkbox"/> Printix Anywhere		312	1	✓	✓	-	✓	-	✓	✓	-	-	⋮		
<input type="checkbox"/> Reception	ASD	217	1	✓	-	✓	-	-	✓	✓	✓	✓	⋮		
<input type="checkbox"/> Reception Staple	ASD	20	1	✓	-	-	-	-	-	-	-	-	⋮		
<input type="checkbox"/> Sales	BNM	8	1	✓	-	-	-	-	-	-	-	-	⋮		
<input type="checkbox"/> Sales Staple	BNM	5	2	✓	-	-	-	-	-	-	-	-	⋮		
<input type="checkbox"/> Warehouse	CVB	17	0	✓	-	-	-	-	-	-	-	-	⋮		

< 1/1 >

Lists the print queues.

- Select **Print queue name**, **ID**, or select **More**  and **Modify** to open the [Print queue properties](#) page.
- Select the print queue's number of [Computers](#)  to see the list of computers that have the print queue installed.


- Select the check boxes of print queues and select **Modify** at the bottom of the screen. Select the check box at the top of the list to select all print queues.
- Select **Refresh** ↻ to refresh the list.
- Select **More** ⋮ and **Info** to see information about the print queue:
 - **Name:** The name of the print queue.
 - **ID:** The ID of the printer the print queue is pointing.
 - **Computers:** The number of computers that have the print queue installed and managed by Printix.
 - **Groups**
 - **Active**
 - **Add print queue automatically**
 - **Remove print queue automatically**
 - [Via the cloud](#)
 - [Process PDF/XPS](#)
 - [Exempt from secure print](#)
 - **Mobile print**
 - [Publish with Universal Print](#)
 - **Print in black by default**
 - **Printer 2-sided by default**


How to see the computers that have the print queue installed

<input type="checkbox"/> Print queue name ↓	ID													
<input type="checkbox"/> Printix Anywhere			312	1	✓	✓	-	✓	-	✓	✓	-	-	⋮
<input type="checkbox"/> Reception	ASD	217	1	✓	-	✓	-	-	✓	✓	✓	✓	⋮	
<input type="checkbox"/> Reception Staple	ASD	20	1	✓						-	-	-	⋮	
<input type="checkbox"/> Sales	BNM	8	1	✓	-					-	-	-	⋮	

Select to see the Computers that have the print queue installed

Select  to see the Computers that have the print queue installed

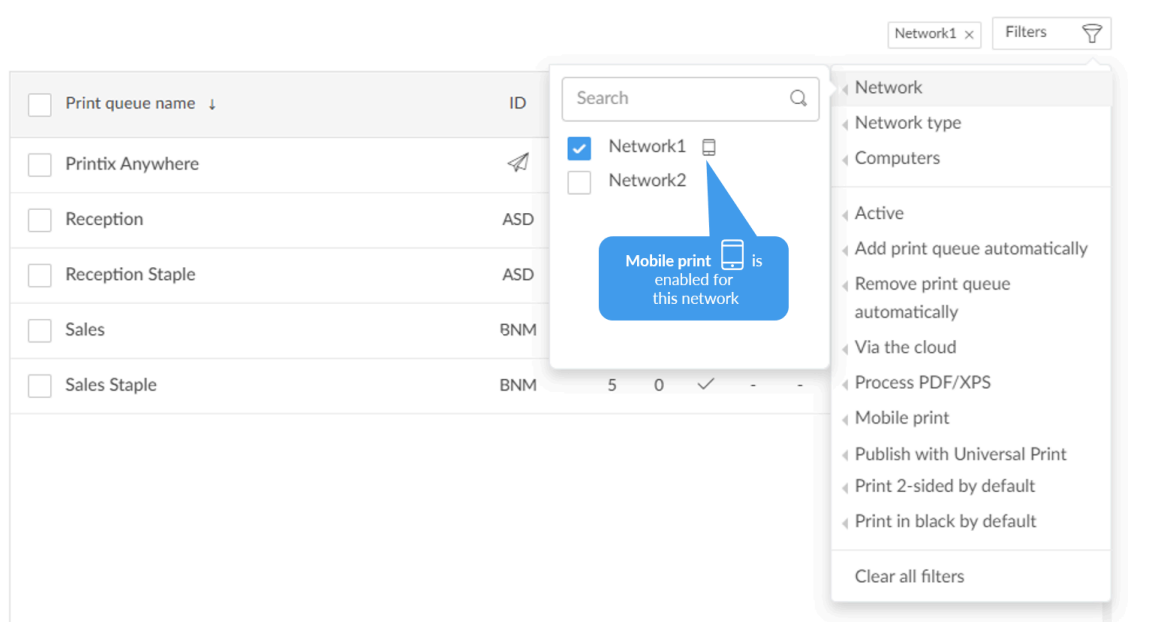
Select the print queue's number of [computers](#)  (such as 217) to see the list of computers that have the print queue installed.

 Do you see print queues you do not know of? See [Why are there additional print queues?](#)


Search

1. Select **Search** 🔍.
2. Enter print queue name or printer ID.
The search is not case-sensitive.

Filters



Select **Filters**.

- Select **Network** to filter by this.
 - A **Mobile**  icon next to a network indicates the network is [Mobile print](#) enabled.
- Select **Network type** to filter by this.
 - **Company** (Same as if no filter is selected)
 - [Home office](#)
- Select **Computers** to filter by the number of computers that have the print queue installed and managed by Printix.
- Select **Active** to filter by this.
- Select **Add print queue automatically** to filter by this.
- Select **Remove print queue automatically** to filter by this.
- Select **Via the cloud** to filter by this.
- Select **Process PDF/XPS** to filter by this.
- Select **Exempt from secure print** to filter by this.
- Select **Mobile print** to filter by this.
- Select **Publish with Universal Print** to filter by this.
- Select **Print 2-sided by default** to filter by this.
- Select **Print in black by default** to filter by this.

How to see the print queues that have Via the cloud selected

1. Select **Filters**.

2. Select **Via the cloud** to filter by this.

<input type="checkbox"/> Print queue name ↓	ID									
<input type="checkbox"/> Print queue	ASD	1	0	✓	-	-	-	-	-	⋮
<input type="checkbox"/> Print queue via the cloud on all networks	ASD			✓	-	-	-	-	-	⋮
<input type="checkbox"/> Print queue via the cloud on selected networks	ASD	1	0	✓	-	-	-	-	-	⋮

Sort by


1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Print queue name** to sort by name.










Delete print queue

- To delete a print queue, select **More** ⋮ and **Delete**.
- Select the check boxes of print queues and select **Delete** 🗑️.
- Select the check box at the top of the list to select all print queues.

i When you delete a print queue, the corresponding Printix print queues on users' computers will also be deleted by the Printix Client.





Print queue properties


Printix

Print queue properties

ASD - Reception

NAME

Print queue name

Reception

Printer name

Reception

Model

HP Officejet Color X555

SETTINGS

☒ Active
☒ Add print queue automatically
☐ Remove print queue automatically
☐ Via the cloud
☐ Process PDF/XPS
☐ Exempt from secure print
☒ Enable mobile print
☐ Publish with Universal Print

OPTIONS



☒ Print 2-sided by default
☒ Print in black by default

To get here:

1. Open the [Print queues](#) page or the [Printers](#) page to view the print queues.
2. Select a print queue.

On the **Setup**  tab, you can modify the properties of the print queue.

Additional tabs:

- [Groups](#) 
- [Drivers](#) 
- [Computers](#) 

Modify properties for multiple print queues

TUNGSTEN Printix **ADMINISTRATION**

Print queue properties

Print queue name	ID	Power	Download	Trash	Cloud	Settings	Mobile	Share	Print	More
× Reception	ASD	✓	-	-	-	-	-	-	-	-
× Sales	BNM	✓	-	-	Cloud	-	-	-	-	-

SETTINGS

☒ Active

☐ Add print queue automatically

☐ Remove print queue automatically

☒ Via the cloud

☐ On all networks

☐ On selected networks only

☐ Process PDF/XPS

☐ Enable mobile print

☐ Publish with Universal Print

OPTIONS

☐ Print 2-sided by default

☐ Print in black by default

Save

1. On the [Print queues](#) page, select individual print queues and select **Modify**.
2. Make your modifications.
See also:
 - [Modify Via the cloud for multiple print queues](#)
3. Select **Save**.

The modified settings will be saved for the selected print queues.

i If a Printix Anywhere print queue is among the selected print queues, you cannot modify **Remove print queue automatically**.

Name

- **Print queue name**

The print queue name cannot contain the characters '\ ' and must be unique for the printer. Uppercase and lowercase letters are treated the same. The print queue name is what users will see on their computer and in [Printix Client](#). If the printer has just one print queue, we recommend that you keep the [Printer name](#) and print queue name the same. However, if, for example, two active print queues exist, you should name them so users will both know the physical printer and be able to determine the difference in purpose of the print queues.


Example:

- Printer name **Reception** has two queues with the Print queue names: **Reception** and **Reception Staple**.
- **Reception** is the general purpose and the one most frequently used of the two print queues.
- **Reception Staple** has a [print driver configuration](#) that staples together sheets by default.
- **Printer name**
The name of the printer.
- **Model**
The model name of the printer.

Settings

- **Active**

Select this to make the print queue Active so all users can use the print queue. Remember to [print the printer's ID sign](#) and mount this at the printer. That way, users can easily identify the physical printer. Deactivating a print queue will not remove the print queue from computers where it is already installed. To remove a print queue from computers, you should delete the print queue.

 Administrators can always use all print queues. In Printix Client, the administrators will see a star ★ after the printer ID if the print queue is not active.
Example: ASD ★ Reception

- **Add print queue automatically**

Select this to add the print queue automatically on users' computers running Printix Client. Only available if the print queue is Active. It may take a few minutes before the print queue is added.

- Print queue is added automatically when the computer is on the same network as the printer [network](#) or if "[Via the cloud](#)" is selected for the print queue.
- Print queue is not added automatically while a computer is on an Unknown [network](#).
- Print queue can also be added automatically based on [users' and computers' group membership](#).
- **Remove print queue automatically**
Select this to remove the print queue automatically when the computer connects to another registered network. Not available if "Via the cloud" is selected.

i The print queue is not removed if all the following conditions apply:

- The user is signed in to the Printix Client.
- The user is a member of [the print queue's group](#).
- On the "Groups" tab, ["Add print queue automatically"](#) is selected.

- **Via the cloud**

Select this to allow users to print to the printer even though they are not on the same [network](#) as the printer.

- **On all networks**

Print queue will be available via the cloud to all computers on all networks, including computers on unknown networks. Not available if "Remove print queue automatically" is selected.

- **On selected networks only**

Print queue will be available via the cloud on the selected networks only. In a [zero trust networks](#) environment, use this to make the site's printers (on their own printer network) available to only the computers on the site's computer network.

- See also: [Modify Via the cloud for multiple print queues](#)



- **Site managers** have the following restrictions:

- The print queue must belong to a managed site.
 - Only the "On selected networks only" setting is available, and only networks belonging to managed sites can be selected.
- ALL computers get the print queue if both of these are selected: a) "Add print queue automatically" and b) "Via the cloud" and "On all networks". If "On selected networks only" is selected, all computers on the selected networks get the print queue.

- **Process PDF/XPS**

Typically, if the destination printer supports PDF, documents printed through [Printix Chromebook](#) and Print Anywhere documents are sent as PDF data to the printer. Select "Process PDF/XPS" to force the PDF data to be processed according to the print queue's print driver configuration and thereby finishing options. This will typically mean that the PDF print data is converted into for example PostScript or PCL in accordance with the print driver's page description language (PDL). Printing will take longer, compared to sending the PDF data directly to the printer, because the data needs to be processed a second time and also the document is likely to increase in size.

- If the destination printer supports XPS, XPS documents are sent as XPS data to the printer. Select "Process PDF/XPS" to force the XPS data to be processed according to the print queue's print driver configuration. Contact [Product Support](#) if you want to have your Printix Client updated.
- See also: [How to enable processing of PDF documents](#).

- **Exempt from secure print**

Select this to always have the documents print directly. Settings that would otherwise have the user release the documents are ignored. The following Secure print settings are ignored: "All users must print securely", "Selected groups must print securely", "All users must Print Later by default", "Selected groups must Print Later by default". The following Printix Client settings are also ignored: "Preferred print method": "Print Later" and "Ask me to select print method at every print". Home office print queues are always "Exempt from secure print".

- **Enable mobile print**

Select this to allow printing from Android and iOS/iPadOS phones and tablets to this print queue. Only available if "Enable mobile print" is selected on the "Settings" page's ["Mobile print"](#) tab. On Android phones and tablets, the print queue will be available regardless of the Android phone's and tablet's network connection (Wi-Fi or mobile network). On iOS/iPadOS phones and tablets on a Wi-Fi network, the print queue will be broadcast as an AirPrint printer as follows:

- A print queue will be broadcast on the printer's network, if the network has "Enable mobile print" selected.
- A print queue, that has "Via the cloud" selected, will be broadcast on all networks that have "Enable mobile print" selected.
- A Printix Anywhere print queue will be broadcast on all networks that have "Enable mobile print" selected.
- Mobile-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with "Via the cloud" selected.

- **Publish with Universal Print**

Select this to publish the print queue as a printer share in Universal Print. Only available if ["Integrate with Universal Print"](#) is enabled. Allow 1-2 minutes before the print queue is created as a printer share in Universal Print.

- The name of the printer share will contain (UP), which is short for Universal Print.
Example: Printix Anywhere (UP)
- If the print queue has ["Exclusive access"](#) selected in Printix Administrator, this information is carried through to Universal Print and reflected on the printer share's Access control settings. Otherwise, "Allow access to everyone in my organization" is selected for the printer share in Universal Print.
- See also: [How to add secure print to Universal Print](#).

- **Process PS**

This is available only for Printix Anywhere print queues. If selected and you use PostScript print driver the PostScript to PDF conversion component (PS2PDF.dll) with resulting improved color and paper size control is used. If not selected, then no conversion to PDF happens.

Options

- **Print 2-sided by default**

The printer must support automatic printing on both sides. Users can still print on one side only, but will have to ask for this at each print. 2-sided printing is also known as: Duplex, Double-sided, and Front-and-back. This may not always work (see [DISCLAIMER](#)).



- "Print 2-sided by default" does NOT affect Print Anywhere, because the document is in PDF.
- If a Print Anywhere document is released to a print queue that has "Process PDF/XPS" and "Print 2-sided by default" selected, the driver will be prompted to print on both sides.

- **Print in black by default**

The printer must support colored printing. Users can still print in color, but will have to ask for this at each print. This may not always work (see [DISCLAIMER](#)).

Groups

On the Groups tab, you can add the groups the print queue should be a member of. Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.

- Select [Add groups](#) to add groups.
- Select Settings for non-groupmembers and Add print queue automatically to enable Add print queue automatically on the [Setup](#) tab.
- Select Refresh to refresh the list.
- Select Search to search for a group by its name or description. The search is not case-sensitive.
- Select **More** and Modify to modify a group.
 - Select the check boxes of groups and select Modify (N) at the bottom of the screen. N is the number of groups selected. Select the check box at the top of the list to select all groups.
- Select **More** and Remove to remove a group from the print queue.
 - Select the check boxes of groups and select **Delete** next to the search bar. Select the check box at the top of the list to select all groups.

When you modify a group, you have the following options:

- Set [Exclusive access](#).
- [Add print queue automatically](#).
- [Set as default printer](#).

Exclusive access

- A print queue that has Exclusive access selected for one or more groups. It can be accessed ONLY by the users in any of those groups.
- A print queue that does not have Exclusive access selected for any group. It can be accessed by all users.
- Printing to a print queue without access results in a message such as: Print to BNM is not allowed.

Add print queue automatically

- A print queue that has no groups is automatically added if the global Add print queue automatically setting is selected on the Setup tab of the Print queue properties page.

- A print queue that has Add print queue automatically selected for one or more groups is automatically added to the computer when a user in any of those groups signs in.
 - Users that are not a member of any of the groups on the [Groups](#) page will have the print queue added automatically if the global Add print queue automatically setting is selected on the Setup tab of the Print queue properties page.
- If none of the groups in a print queue has Add print queue automatically selected, the print queue is not installed regardless of the global Add print queue automatically setting.
- A print queue is only added if the user can access it (see Exclusive access above).

Set as default printer

- A print queue that has Set as default printer selected for one or more groups becomes the default printer for the users and computers in the group.

i If Set as default printer is selected for multiple print queues, it is random which one is set as default. The Printix Client overrides the user's selection of default printer every time the Printix Service is started or it receives updates to its list of printers and their configuration.

Drivers

TUNGSTEN AUTOMATION Printix

Print queue properties
ASD - Reception

Setup Groups **Drivers** Computers

Update print queue on computers

Distribute print queue configuration

☐ Show all

System	Print driver	Configuration
Windows 10 x64	HP Universal Printing PS 61.196.1.22169 LOCKED	Reception Last modified: a few seconds ago
Windows 7 x64	HP Universal Printing PS 61.196.1.22169	Add a new configuration
macOS	HP Officejet Color X555 19.13	Add a new configuration

On the Drivers tab, you can see the list of print drivers.

- Select **Show all** to show drivers for all Windows and macOS editions.
- Select **System**, **Print driver**, or select and [Change print driver](#) .
- Select and **Lock selection of print driver** or **Automatic selection of print driver** .



- **Windows 11 support.** On the Drivers tab on the Print queue properties page: The term **Windows** covers Windows 10 x64 and Windows 11 (Windows 11 x32 does not exist). This is to reflect that print drivers and print driver configurations for Windows 11 are the same for Windows 10 x64.
 - **Windows Server 2025 support.** The term **Windows Server** covers all supported versions of Windows Server. See [Tungsten Printix Technical Specifications](#).
- Select [Add a new configuration](#) to add a new print driver configuration.
 - Select the [Modify](#) icon to rename the print driver configuration.
 - Select the [Setup](#) icon to modify the print driver configuration.
 - Select the [Delete](#) icon to delete the print driver configuration.

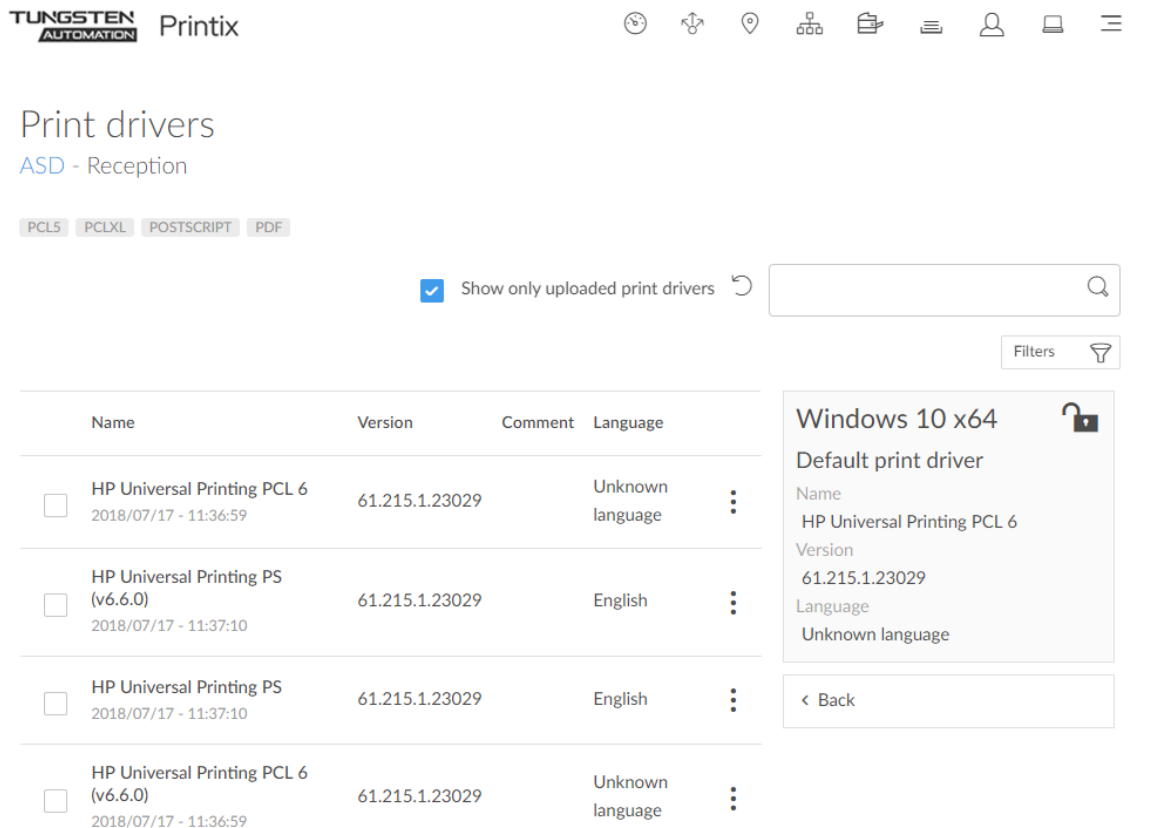
Update print queue on computers

Select [Update print queue on computers](#).

Configure multiple print queues

Select [Distribute print queue configuration](#).

Print drivers page



TUNGSTEN Printix

Print drivers

ASD - Reception

PCL5 PCLXL POSTSCRIPT PDF

☒ Show only uploaded print drivers

Filters

Name	Version	Comment	Language
<input type="checkbox"/> HP Universal Printing PCL 6 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language
<input type="checkbox"/> HP Universal Printing PS (v6.6.0) 2018/07/17 - 11:37:10	61.215.1.23029		English
<input type="checkbox"/> HP Universal Printing PS 2018/07/17 - 11:37:10	61.215.1.23029		English
<input type="checkbox"/> HP Universal Printing PCL 6 (v6.6.0) 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language

Windows 10 x64

Default print driver

Name
HP Universal Printing PCL 6




Version
61.215.1.23029

Language
Unknown language

< Back

1. Search for print driver.

The search is not case-sensitive.

- Select **Show only uploaded print drivers** to list print drivers that have been uploaded and added to your Printix driver store.
- If the print driver is uploaded, the date and time of the upload is shown below the print driver name.
- Select **Filters** to filter by **Latest version** and **Language**.
- Select  and  **Modify** to select the **Language** the print driver is using (Example: Español) and write an optional **Comment**. **Unknown language** is shown if the language has not been confirmed. [Universal print drivers](#) often support **Multiple languages**. Print drivers in the Printix driver store that were published before this functionality was introduced (May 2017) may be shown as **Unknown language**, but in most cases, the driver will be in English.
- Select **Load more** at the bottom of the page to see more drivers.
- Select **Refresh**  to refresh the list.

2. Select print driver.

- If the printer does not support the print driver's output, then either nothing comes out when you print, or you will get pages with lots of weird looking characters.

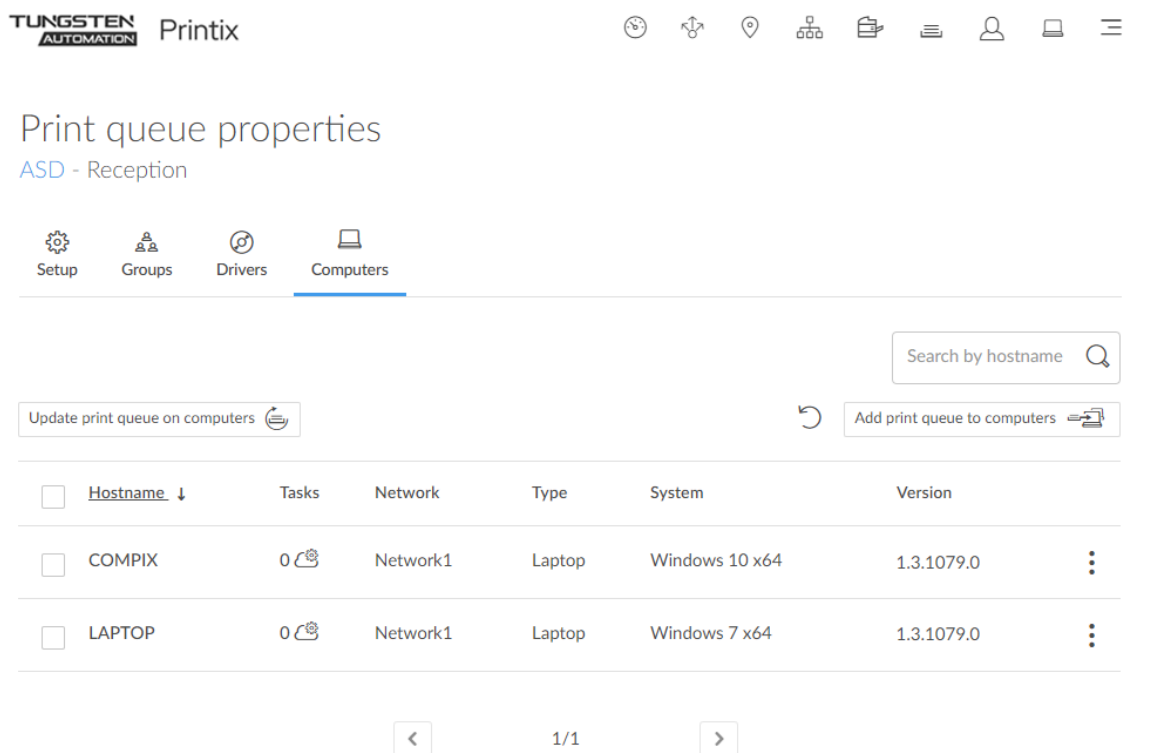
- If you cannot find a print driver listed for a specific model, check to see if it is included as part of a series of printers. For example, a printer with the model number 603 might use the print driver for the "600" or "600 Series."
- If multiple matching print drivers exist and their name includes for example PCL 6 or PostScript, then cross-check with the printer's supported formats (page description language) listed on the page, for example: POSTSCRIPT, PCLXL (same as PCL 6), ...
- Host-based printers (typically cheaper printers) have built-in support for Windows Graphical Device Interface (GDI) and rely on the Windows computer to rasterize the pages into dots (bitmaps).

3. Select **Change print driver**.

The print driver selection will be locked .

4. Optionally, use [Print test page](#) to make sure the print driver works properly with the printer.


Computers









TUNGSTEN Printix

Print queue properties
ASD - Reception

Setup Groups Drivers **Computers**



Search by hostname 

Update print queue on computers  Add print queue to computers 

<input type="checkbox"/> Hostname ↓	Tasks	Network	Type	System	Version	
<input type="checkbox"/> COMPIX	0 	Network1	Laptop	Windows 10 x64	1.3.1079.0	
<input type="checkbox"/> LAPTOP	0 	Network1	Laptop	Windows 7 x64	1.3.1079.0	


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Lists the Computers that have a print queue installed.

- Select computer's Hostname to open [Computer properties](#).
- Select the computer's number of [Tasks](#)  to see the list of tasks for the computer.
- Select **Refresh**  to refresh the list.

i A delay of up to 30 minutes may occur before the result of the below Add task is fully reflected in Printix Administrator. If a computer is offline, it will pick up on the tasks after it comes online.

Search

1. Select **Search** .
2. Enter part of the computer's hostname.
The search is not case-sensitive.



Update print queue on computers

Select [Update print queue on computers](#).










Add print queue to computers




Select [Add print queue to computers](#).


Delete




- To delete the print queue, select  and **Delete print queue**.
- Select the computers and select **Delete** .
- Select the check box at the top of the list to select all computers.



Users

TUNGSTEN **Printix**         




Users   








<input type="checkbox"/>	Name ↓	Email	Role	Sign in method
<input type="checkbox"/>	Jane Doe	jane.doe@acme.com	User	 ⋮
<input type="checkbox"/>	John Smith	john.smith@acme.com	System manager	 ⋮
<input type="checkbox"/>	Xandra López	xandra.lopez@acme.com	User Site manager	 ⋮

 1/2 

Lists the Users .

- Select user's Name or select  and **Modify** to open [User properties](#).
- Select a user and select **Modify** at the bottom of the screen.
- Select **Refresh**  to refresh the list.
- Select  and **Info** to see information about the user:
 - Name, Role, Email, and Sign in method of the user.
 - Computers. List of computers the user is signed into.
 - Groups. List of groups the user is a member of.


The Sign in method is represented by icons:

- Email  (Printix account)
- Microsoft 
- Google 
- Okta 
- OneLogin 
- Active Directory **AD**

Add user

Select **Add user**  to add a user.

Search


1. Select **Search** .
2. Enter part of the user's name or email.

The search is not case-sensitive.

Filters

Select **Filters**.


- Select **Role** to filter by role.
 - [User](#)
 - [Guest](#)
 - [System manager](#)
 - [Site manager](#)

 Users with the **Guest** role only appear if you filter for **Guest**.

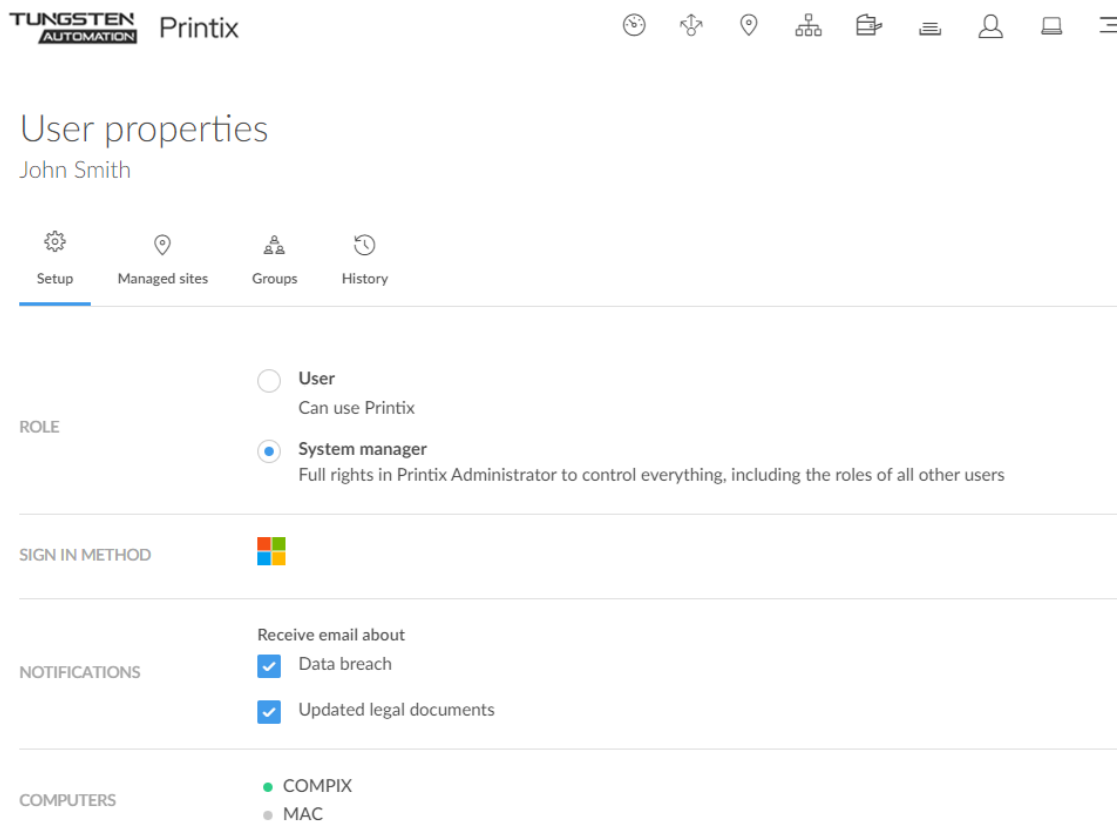
Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Name** to sort by name.
 - Select **Email** to sort by email address.

Delete user

- To delete a user, select **More** ⋮ and **Delete**.
- Select the check boxes of users and select **Delete** .
- Select the check box at the top of the list to select all users.
 - If you delete a user in [Microsoft Entra ID](#), the user is also deleted in Printix if Microsoft Entra groups are enabled.
 - If you delete a user in [Google Workspace](#), the user is also deleted in Printix if Google groups are enabled.

User properties



TUNGSTEN Printix
AUTOMATION


User properties
John Smith

Setup Managed sites Groups History

ROLE

- ☐ User
Can use Printix
- ☒ System manager
Full rights in Printix Administrator to control everything, including the roles of all other users

SIGN IN METHOD




NOTIFICATIONS

Receive email about

- ☒ Data breach
- ☒ Updated legal documents

COMPUTERS

- ☒ COMPIX
- ☐ MAC

On the Setup  tab, you can modify the role of the user.

1. Select **Role** and thereby what functions the user can perform.
2. Select **Save** at the bottom of the screen.
An email is sent to the user.



- You will be signed out of Printix Administrator if your role is changed.
- There must be at least one user with the system manager role.

Additional tabs:

- [Managed sites](#) (only visible to users with site manager role)
- [Groups](#)
- [History](#)

Role

ROLE

☒ **User**
Can use Printix

☐ **System manager**
Full rights in Printix Administrator to control everything, including the roles of all other users

☐ **Site manager**
Manage printers and print queues at selected sites

- [User](#)
Can use Printix.
- [System manager](#)
Full rights in Printix Administrator to control everything, including the roles of users.
- [Site manager](#)
Manage printers and print queues at selected sites.
 - Only available if user is a member of a [Site manager group](#).
- [Guest](#)
Can use Printix.
 - The role of a guest cannot be changed.

Sign in method

- Email (Printix account)
- Microsoft
- Google
- Okta
- OneLogin

Notifications

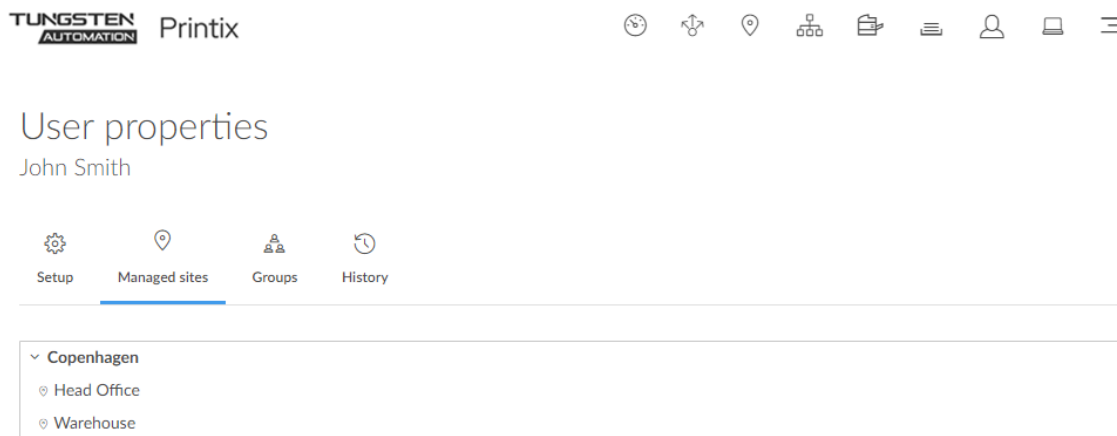
Only available if role is System manager.


- Receive email about
 - Select **Data breach** to be notified about breach of data.
 - Select **Updated legal documents** to be notified about updated versions of: [Terms of Service](#), and [Privacy Policy](#).

Computers

List of the computers the user is signed into.

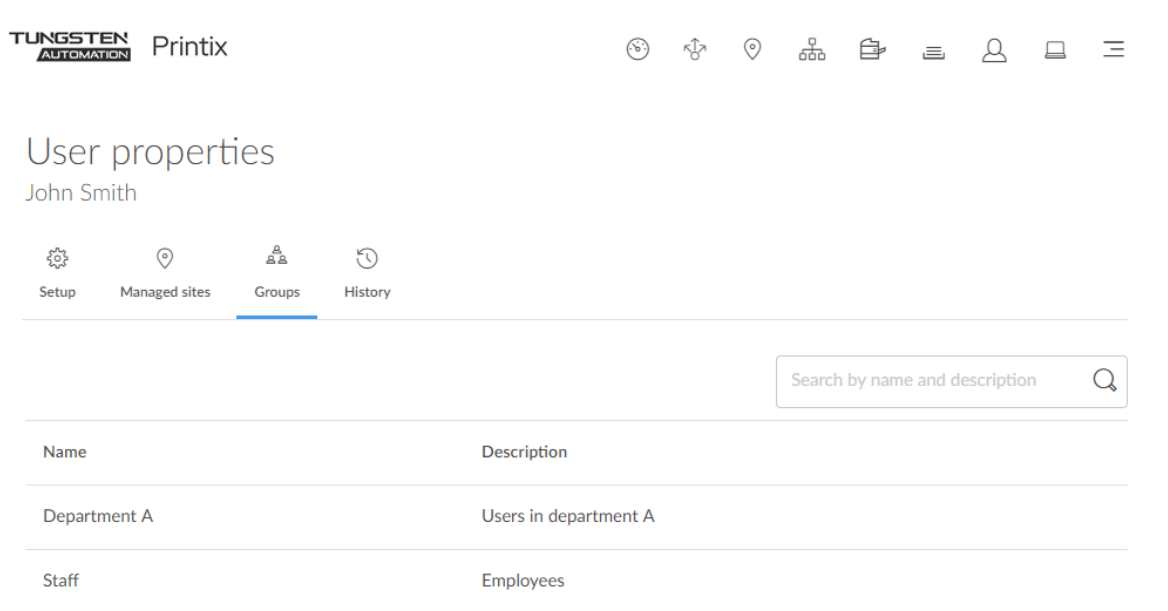
Managed sites



On the Managed sites  tab, you see the sites and site folders where the user is a member of a [Site manager group](#).

Selecting a folder or a site opens the [Sites](#) page with the selected folder or site displayed. Folders and sites that are directly managed by the site manager are displayed in bold.

Groups




TUNGSTEN Printix

User properties
John Smith

Setup Managed sites **Groups** History

Search by name and description 🔍

Name	Description
Department A	Users in department A
Staff	Employees

On the Groups  tab, you see the groups that have been added to print queues and which the user is a member of. Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.


Search

1. Select **Search** 🔍.
2. Enter name or description.
The search is not case-sensitive.


Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Name** to sort by group name.
 - Select **Description** to sort by group description.

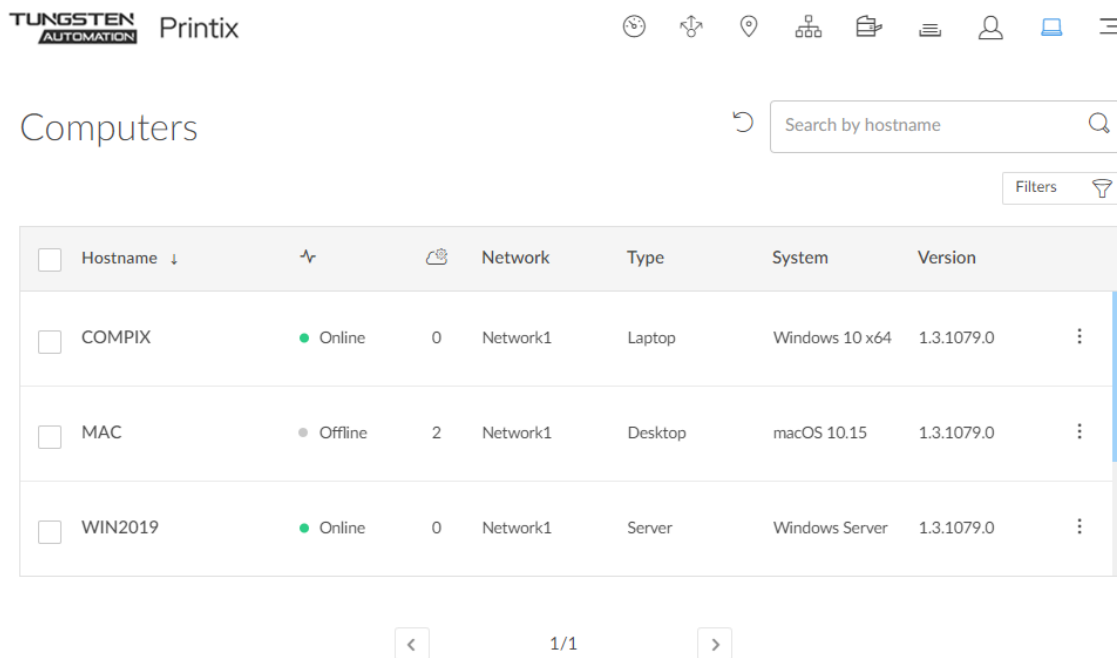
History

On the History  tab, you can see what changes were made to the user.

1. Optionally, select **Level** to control the amount of information shown.
The levels are as follows: Debug, Info, and Warning. The level is cumulative, that is, if you select Debug, you will also see all events logged at the Debug (default), Info, and Warning level.
2. Optionally, select **Date**.
3. Choose **From** date and time.


4. Choose **To** date and time.
5. Select **Apply**.
 - Select **Refresh**  to refresh the list.


Computers








TUNGSTEN Printix

Computers





Search by hostname 

Filters 


<input type="checkbox"/> Hostname ↓			Network	Type	System	Version	
<input type="checkbox"/> COMPIX	● Online	0	Network1	Laptop	Windows 10 x64	1.3.1079.0	
<input type="checkbox"/> MAC	● Offline	2	Network1	Desktop	macOS 10.15	1.3.1079.0	
<input type="checkbox"/> WIN2019	● Online	0	Network1	Server	Windows Server	1.3.1079.0	

< 1/1 >

Lists the Computers .

- Select computer's Hostname or select  and **Modify** to open [Computer properties](#).
- Select the computer's number of [Tasks](#)  to see the list of tasks for the computer.
- Select a computer and select **Modify** at the bottom of the screen.
- Select **Refresh**  to refresh the list.
- Select  and **Info** to see information about the computer:
 - Hostname.
 - Status. The status of the computer (Online or Offline).
 - Network. The [network](#) the computer is on.
 - Address. List of addresses (IPv4 and IPv6).
 - Type and System.
 - Version. The version number of the Printix Client running on the computer.

Search

1. Select **Search** .
2. Enter part of the computer's hostname.
The search is not case-sensitive.

Filters



Select **Filters**.

- Select **Network** to filter by this.
- Select **Type** to filter by this.
 - **Desktop**
 - **Laptop**
 - **Server**
- Select **System** to filter by Windows and macOS editions. The term **Windows Server** covers all supported versions of Windows Server. For historic reasons, legacy editions can also be filtered. For the currently supported editions, see [Tungsten Printix Technical Specifications](#).
- Select **OS** to filter by Windows and macOS.
- Select [Act as capture gateway](#) to filter by this.
- Select [Act as print gateway](#) to filter by this.
- Select [Allow computer to look up users](#) to filter by this.
- Select **Online** to filter by this **Status**.

Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Hostname** to sort by hostname.



Delete computer

- To delete a computer, select **More**  and **Delete**.
- Select the check boxes of computers and select **Delete** .
- Select the check box at the top of the list to select all computers.

If you delete a computer that is running Printix Client, it will reappear on the list after some time. Deleting a computer is relevant if you want to remove computers you suspect are not being used anymore. Computers that have not responded in 2 months are automatically deleted.






Computer properties

To get here:



1. Select [Menu](#)  > **Computers**.
2. Select a computer's Hostname or select **More**  and then Modify.

On the Setup  tab, you can view the properties of the computer.



Additional tabs:

- [Groups](#) 
- [Print queues](#) 
- [Tasks](#) 
- [Diagnostics](#) 
- [History](#) 

Info

- **Version**
The version number of the Printix Client running on the computer.
- **Address**
The addresses of the computer.
- **SSID**
SSID of the Wi-Fi network the computer is connected to.
- **External IP**
The external IP address of the computer.
- **System**
The Windows or macOS edition the computer is running.
- **Type**
The type of the computer (Server, Desktop, and Laptop).
- **Status**
The status of the computer:
 -  **Online**
 -  **Offline**
- **Test connection**
Select this to update the connection of the computer. It will respond Test OK if the connection to the computer is working.

Network

- **Test network**
Test if communication to the network's gateways is working. For each registered network the computer is on, it will test each registered network's gateways and report either OK or Connection failed. If the computer has an adapter that is on an Unknown network, testing is not supported and the result is marked as - (minus). Testing the network may take minutes rather than seconds if the network has many gateways.
- **Ping network address**
Verify if a printer can be reached by this computer (responds to the [ping](#) request). Select the Printer  icon to select one of the printers on the network or paste the network address from the clipboard. On the Printer properties page, Printers page, and Unregistered printers page, you can copy the printer's network address to the clipboard by hovering on the address and then selecting the appearing Copy address  icon.

- **Adapters**

Lists the computer's network Adapters (for example, one for LAN and one for Wi-Fi). You can see the Gateway IP and Gateway MAC address for each network adapter.

If the computer is on an Unknown network, you can, for the gateway you want to add, either:

- Select [Select network](#) to add the gateway to an existing network.
 - Select a network. Optionally, enter part of the network name to search for it. Select Select network.
 - Site managers can only select networks belonging to managed sites.
- Select [Create new network](#) to create a new network with this gateway.
 - Enter Network name and select Create new network.

- **Virtual adapters**

This is relevant if printing must work when no physical computer with Printix Client is online on the printer network or if printers and computers are kept on separate networks ([zero trust](#)). The computer must be able to route (through VPN) to the printers on the printer networks. The computer, preferably a server, will typically run in the cloud, for example Azure.

Settings

- **Act as capture gateway**

Optionally, select **Act as capture gateway** if the Printix Client on this computer should be the preferred choice for handling scanned documents from printers with [Printix Capture](#) and delivering these to the selected [workflow](#) destination. The selected computer should be one that is likely to be online. The setting is relevant for Windows computers and is ignored on Mac computers. Printix Cloud will otherwise automatically select an online Printix Client on the printer's network if none of the preferred computers are online.

- **Act as print gateway**

If a printer does not support PDF, the PDF document must be processed using a matching print driver before it can be sent to the printer. This requirement applies to Print Anywhere documents and documents printed through Printix Chromebook. Select **Act as print gateway** if Printix Client on this computer should be the preferred choice for processing and printing the document, and if required, add the print queue and print driver. The selected computer should be one that is likely to be online. If the computer runs Windows, the document will also be processed according to the print queue's print driver configuration and thereby finishing options.

If your school's students are using [Printix Chromebook](#), you can create a robust setup, configuring a number of desktop computers that are online anyway, to act as print gateway. That way, PDF documents are primarily processed by these computers rather than other computers, such as teachers' laptop computers.

i If you are using Groups to grant Exclusive access to print queues that have Process PDF/XPS selected, or print queues that reference a printer that does not support PDF/XPS printing, then you **MUST** ensure the user signed in to Printix Client on this computer is also a member of those groups. Otherwise, the document will not be printed.

- **Use computer's static IP address for SSL certificate**

Select **Use computer's static IP address for SSL certificate** if the Printix Client on this computer does not have a fully qualified domain name and only has a static IP address. While this setting

is enabled, Printix Go accesses the Printix Client through its IP address when using a capture workflow.

If the computer's static IP address changes, the Printix Client must be uninstalled and installed again.

- **Allow computer to look up users**

It is only relevant to select this in Azure Virtual Desktop and Remote Desktop Server (RDS) environments. If selected, the Printix Client can use alternate methods to establish who the printing user is when it is not the signed-in user. The method may, for example, involve the domain, email address, and the Microsoft Entra user property *onPremisesSamAccountName*.

Discover

- **Discover printers**

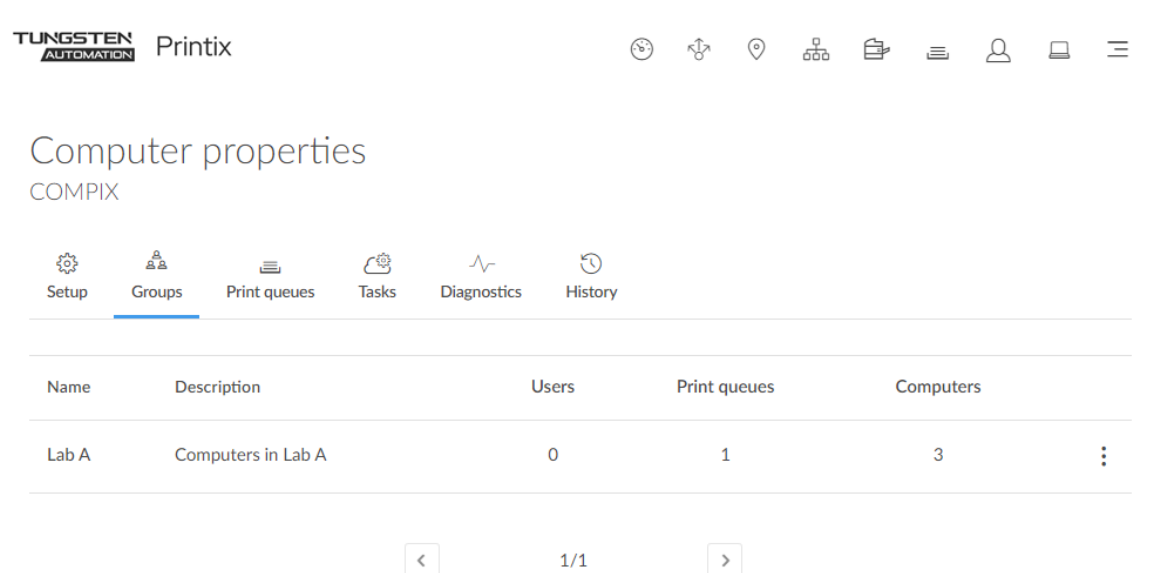
Select this to discover printers you suspect were not found during the initial discovery.

- You can discover additional printers by installing Printix Client on [print servers and then start discovery on these](#).
- The result is securely and silently transferred to the Printix Cloud without any required interaction from the user on the computer.
- Computer must be available.

- **SNMP configuration**

Optionally, select an SNMP configuration.


Groups



The screenshot shows the Tungsten Printix Administrator interface. At the top, there's a header with the 'TUNGSTEN AUTOMATION Printix' logo and a navigation bar with icons for various functions. Below the header, the main content area is titled 'Computer properties' with a sub-header 'COMPIX'. Under this, there's a tabbed interface with six tabs: 'Setup', 'Groups' (which is selected and underlined), 'Print queues', 'Tasks', 'Diagnostics', and 'History'. Below the tabs is a table with the following data:

Name	Description	Users	Print queues	Computers	
Lab A	Computers in Lab A	0	1	3	⋮


At the bottom of the table, there are navigation controls: a left arrow, the page number '1/1', and a right arrow.


On the Groups  tab, you see the groups that have been added to print queues and the groups which the computer is a member of. Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.


Print queues

The screenshot shows the Tungsten Printix Administrator interface. At the top, the logo 'TUNGSTEN AUTOMATION Printix' is on the left, and a series of icons (clock, network, location, group, printer, list, user, laptop, menu) are on the right. Below the logo, the text 'Computer properties' and 'COMPIX' is displayed. A navigation bar contains icons for 'Setup', 'Groups', 'Print queues' (which is selected and underlined), 'Tasks', 'Diagnostics', and 'History'. Below this bar, there are two buttons: 'Convert print queues' with a refresh icon and 'Add print queues to computer' with a printer icon. A search bar with a magnifying glass icon is also present. Below these elements is a table listing print queues.


<input type="checkbox"/> Print queue	Managed	Print driver
<input type="checkbox"/> Reception ASD	✓	HP Universal Printing PS 61.196.1.22169
<input type="checkbox"/> Printix Anywhere	✓	Microsoft Print To PDF 10.0.14393.0

Lists the computer's Print queues .

- Select **Refresh**  to refresh the list.
- [Managed](#) is selected if the print queue is printing through Printix.

 A delay of up to 30 minutes may occur before the result of the below Add, Convert, Update, Set as default, and Delete tasks are fully reflected in Printix Administrator. If the computer is offline, it will pick up on the tasks after it comes online.

Search

1. Select **Search** .
2. Enter print queue name.

The search is not case-sensitive.

Add print queues to computer

Select [Add print queues to computer](#).

Convert print queues

Select **Convert print queues**.

Use this to test the conversion of print queues before they are enabled on a per [network](#) or [global basis](#).



Update print queue

Select  and [Update print queue](#).

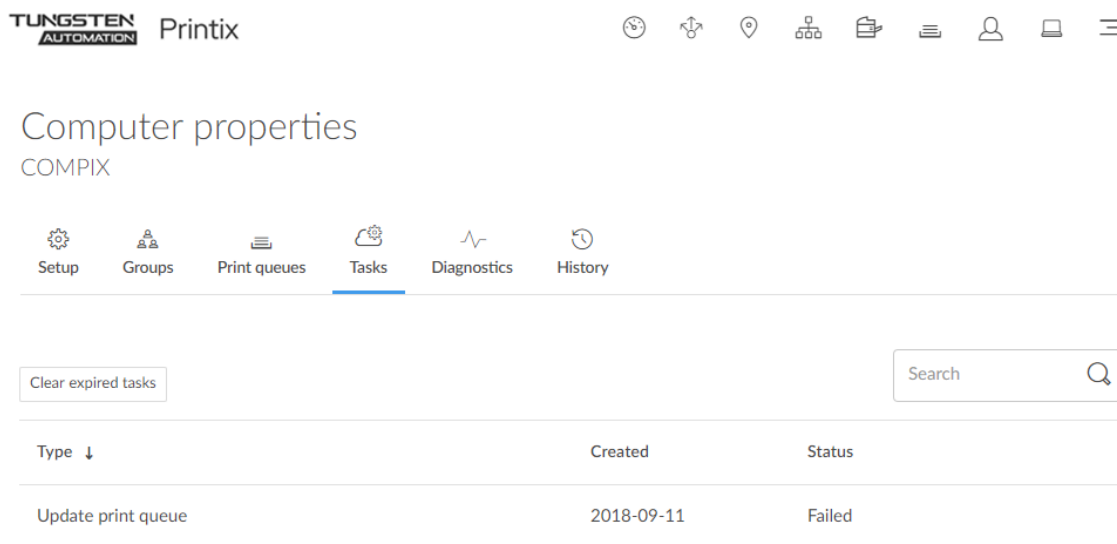
Set as default printer

Select  and [Set as default printer](#).

Delete


- To delete a print queue, select  and **Delete**.
- Select the print queues and select **Delete** .
- Select the check box at the top of the list to select all print queues.

Tasks



The screenshot shows the Tungsten Printix Administrator interface. At the top, there's a header with the Tungsten Automation logo and the word 'Printix'. Below this, there's a navigation bar with icons for various functions. The main content area is titled 'Computer properties' and 'COMPIX'. Underneath, there's a sub-navigation bar with tabs: Setup, Groups, Print queues, Tasks (which is selected), Diagnostics, and History. Below the tabs, there's a 'Clear expired tasks' button on the left and a search bar on the right. The main table displays a list of tasks. The table has three columns: Type, Created, and Status. There is one task listed: 'Update print queue' with a creation date of '2018-09-11' and a status of 'Failed'.


Type ↓	Created	Status
Update print queue	2018-09-11	Failed

Lists the computer's Tasks .

Clear expired tasks

Select **Clear expired tasks** to delete tasks with status **Failed** or **Timeout**.

Search

1. Select **Search** .
2. Enter task type or status.
The search is not case-sensitive.

Sort by

1. Select item to sort by this.

2. Select item again to toggle sort order: ↑ and ↓

- Type
 - Add print queue
 - Convert print queues
 - Delete print queue
 - Update print queue
- Created
- Status
 - Pending
 - Timeout
 - Failed

Diagnostics

Select the **Diagnostics**  tab to collect the latest status from the computer.

Collected

- **Collected**

The date and time the status was collected. Empty if the computer is not available.

Printers

- **Printix printers**

Number of print queues handled by Printix. Name starts with the three-letter printer ID.

- **Printers in total**

Number of print queues defined on this computer, including those used at home or outside the company.

Documents

All the statistics are calculated since the last time the Printix Service program was started on the computer.

- **New**

Number of submitted documents.

- **Printed in total**

Number of documents printed.

- **Printed**

Number of documents that were printed directly.

- **Printed later**

Number of documents that were released and printed with Print Later.

- **Stored on computer**

Number of documents currently stored on the computer.

Communication

All the statistics are calculated since the last time the Printix Service program was started on the computer.

- **Proxy**
Is Yes if the computer has established secure communication with the Printix Cloud.
- **Average response time**
Number of milliseconds it takes for Printix Cloud to respond in average.
- **Polling tasks**
Number of scheduled tasks, such as printer status and statistics reporting.
- **Priority tasks**
Number of tasks that had to be executed right away, such as sign-in and diagnostics.
- **Packages sent**
Number of packages sent.
- **Packages received**
Number of packages received.
- **Bytes sent**
Number of bytes sent.
- **Bytes received**
Number of bytes received.

Server responses

List of server responses and their frequency. Server errors are not translated.


Examples:


- OK
- Unauthorized

Printer errors

List of printers with reported errors and the number of errors reported for each printer.

History

On the History  tab, you can see what printed and what changes were made to Printix Client on the computer.

1. Optionally, select **Level** to control the amount of information shown.
The levels are as follows: Debug, Info, and Warning. The level is cumulative, that is, if you select Debug, you will also see all events logged at the Debug (default), Info, and Warning level.
2. Optionally, select **Date**.
3. Choose **From** date and time.
4. Choose **To** date and time.
5. Select **Apply**.
 - Select **Refresh**  to refresh the list.




- Printix will only synchronize users/group membership for users that are registered in Printix and for groups after these groups are used within Printix, that is, if users are a member of a group that: A) Is used with [Print queues](#), B) Is used with [Secure print](#) (that is, Must print securely groups, Print Later by default groups, or Secure print level groups), C) Is used with [Home office](#), D) Is used with [Capture workflows](#), or E) Is used with [Site manager](#) roles.
- See [Why does a group have no or missing users?](#).
- Nested groups are not supported.

See also:

- [How to add groups to a print queue](#)
- [How to add print queues to a group](#)

Search

1. Select **Search** .
2. Enter group name or description.
The search is not case-sensitive.

Filters

Select **Filters**.

- Select **Domains** to filter by this.
- Select **Groups** to filter by this.
 - **Only groups used with Printix**
 - **Only groups not used with Printix**
 - **All available groups**

Remove group from list

It is currently not possible to remove a group from the list. After it has been used with Printix and thereby is being synchronized, it stays on the list. If it is deleted in Microsoft Entra ID/Google Workspace, it is also be removed from the list.

Group properties

TUNGSTEN Printix
AUTOMATION

Group properties
Department A

Setup Print queues Users Computers

Enable secure print: Yes

Print later

☐ Must print securely

☐ Print later by default

SECURE PRINT

Minimum secure print level

☒ 0 - None Global setting

☐ 1 - Must scan QR code

☐ 2 - Must scan NFC tag

☐ 3 - Must sign in at printer

[Secure print](#)

Additional tabs:

- [Print queues](#)
- [Users](#)
- [Computers](#)

Secure print

- **Must print securely**
Select this if the group's users must print securely.
- **Print Later by default**
Select this if the groups users will have Print Later as the preferred print method.
- **Minimum secure print level**
Select the minimum secure print level for the group's users. Default is 0.
 - 0: None
 - 1: Must scan QR code
 - 2: Must scan NFC tag

- 3: Must sign in at printer

Print queues

Printix

Group properties

Department A

Setup

Print queues

Users

Computers

Modify

Print queue name	ID	Computers	Active	Settings
Reception	ASD	4	✓	Exclusive access: No Add print queue automatically: Yes Set as default printer: No

<

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>

On the Print queues tab, you see the print queues this group has been added to.

See also:


- [How to add print queues to a group](#)
- [How to add groups to a print queue](#)


To modify print queues:

Select **Modify** to add, modify, or delete print queues in regards to the group.

See also: [How to add print queues to a group](#).


Users


 Printix





Group properties

Department A

 Setup

 Print queues

 Users

 Computers


Synchronize

Name	Email	Role
Jan Doe	jane.doe@acme.com	User
John Smith	john.smith@acme.com	System manager


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>

On the Users  tab, you see the users that are a member of this group.

- **Synchronize**
Select this to manually synchronize the users. Should report "Group synchronization has been verified."

 Printix will only synchronize users/group membership for users that are registered in Printix and for groups once these groups are used within Printix, that is, if users are a member of a group that: A) Is used with [Print queues](#) or B) Is used in connection with [Secure print](#) (that is, Must print securely groups, Print Later by default groups, or Secure print level groups).

Computers

TUNGSTEN

AUTOMATION

Printix

Group properties

Department A

Setup

Print queues

Users


Computers

Hostname	Status	Tasks	Network	Type	System	Version	
COMPIX	<div></div> Online	0 <div></div>	Network1	Laptop	Windows 10 x64	1.3.1079.0	<div></div>

<

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>

On the Computers  tab, you see the computers that are a member of this group.

History

TUNGSTEN
AUTOMATION Printix

History

☐ System
☐ Printers
☐ Computers
☐ Users
☒ Documents

Level
Info ▼

Date OPTIONAL

↻

2019-12-07	01:59:01	Document (Pages: 2, Type: PDF) deleted by Printix System
	01:59:01	Document (Pages: 12, Type: ?) deleted by Printix System
2019-12-05	13:58:09	Document (Pages: 8, Type: ?) added by Jane Doe
	13:57:39	Document (Pages: 3, Type: ?) added by John Smith

Lists the History 🕒.

1. To get here, select [Menu](#) ☰ > **History** 🕒.

i Fetching data may be displayed for a little while before you start to see data.

You can also open **History** 🕒 from the **Properties** page of a selected:

- [Printer](#)
See what printed on the printer and what changes were made to the printer.
 - [User](#)
See what the user did and what changes were made to the user.
 - [Computer](#)
See what printed and what changes were made to Printix Client on the computer.
2. Select the **Type**:
 - **System**
Changes to the setup, such as authentication, customization, group synchronization, data extraction, and changes to the user's role.
 - **Printers**
Events involving printers.
 - **Computers**

- Events involving computers with Printix Client.
 - **Users**
Events involving users and administrators.
 - **Documents**
Events involving documents (print and capture).
3. Optionally, select **Level** to control the amount of information shown.
The levels are as follows: Debug, Info, and Warning. The level is cumulative, that is, if you select Debug, you will also see all events logged at the Debug, Info (default), and Warning level.
 4. Optionally, select **Date**.
 5. Choose **From** date and time.
 6. Choose **To** date and time.
 7. Select **Apply**.
 - Select **Refresh** ↻ to refresh the list.
 - For security and confidentiality reasons, documents are not referenced by their name.

Remote Printix support

The below commands can be issued remotely by Printix support for a selected computer:

- `UPLOAD_LOGS_DIRECT`
Request the Printix Client on the computer to [upload log files](#).
- `TEST_FOR_NEW_SW`
Request the Printix Client on the computer to check for new software.
- `REINITIALIZE_CONFIGURATION`
Request the Printix Client on the computer to get its configuration.
- `DISCOVER_ENVIRONMENT`
Request the Printix Client on the computer to [discover printers](#).
- `GET_DEVICE_STATUS_V2`
Request the Printix Client on the computer to get status of printers.
- `GET_PRINTER_PARAMETERS`
Request the Printix Client on the computer to get printer parameters.

Authentication

TUNGSTEN AUTOMATION Printix

Authentication

Setup Microsoft Entra ID Google OIDC Okta OneLogin Active Directory Self-registration

Sign in method
Enabled methods

- Microsoft Entra ID
 - acme.com
 - Accept for all users: **Yes**
 - Synchronize groups: **Yes**
 - Integrate with Universal Print: **No**
 - Grant access to OneDrive: **No**
 - Grant access to SharePoint: **No**
- Sign in with email
 - Sign in with email: **Yes**
 - Enable self-registration: **No**

Microsoft Entra ID

Add 'Sign in with Microsoft'

Google

Add 'Sign in with Google'

OIDC

Add 'Sign in with OIDC'

okta

Add 'Sign in with Okta'

OneLogin

Add 'Sign in with OneLogin'

Active Directory

Active Directory authentication

Sign in with email

Sign in with email

To get here:

Select **Menu** ≡ > **Authentication** .

You can always [invite users through email](#).

Enable one or more of these sign-in methods to offer users a bit of self-service and not have to invite them.

- Left pane: Shows a summary of the enabled sign in methods.
 - Select **Modify** for an enabled method to open the corresponding tab.

- **Sign in with email** is enabled by default.
 - See also: [How to remove sign in with email](#)
- **Microsoft Entra ID** is automatically enabled if you signed up through [Microsoft Azure Marketplace](#) or [Microsoft AppSource](#).
- Right pane: Add and enable sign-in methods.
 - Select **Add 'Sign in with Microsoft'** to add your first or an additional Microsoft Entra directory.
 - Select **Add 'Sign in with Google'** to add your first or an additional Google domain.
 - Select **Add 'Sign in with OIDC'** to open the **OIDC** tab.
 - Select **Add 'Sign in with Okta'** to open the **Okta** tab.
 - Select **Add 'Sign in with OneLogin'** to open the **OneLogin** tab.
 - Select **Active Directory authentication** to open the **Active Directory** tab.
 - Select **Sign in with email** to open the **Self-registration** tab.

Microsoft Entra ID

On the [Microsoft Entra ID](#) tab, you can enable users to sign in with their Microsoft work or school account.

- [Automatic registration](#) of the user happens the first time the user signs in.
- Microsoft Entra ID is part of Office 365 for business.
- Gives users single sign-on (SSO) to Printix.
- Supports multiple Microsoft Entra directories per Printix Home.
- Passwords are handled entirely by Microsoft Entra ID.
- Supports [Microsoft Entra guest users](#), also known as Microsoft Entra business-to-business (B2B) collaboration users.

Google

On the [Google](#) tab, you can enable users to sign in with their Google Workspace account (not @gmail.com).

- [Automatic registration](#) of the user happens the first time the user signs in.
- Gmail service with your email domain is part of Google Workspace.
- Gives users single sign-on (SSO) to Printix.
- Supports multiple Google domains per Printix Home.
- Passwords are handled entirely by Google.

OIDC

On the [OIDC](#) tab, you can enable and configure OpenID Connect authentication.

- [Automatic registration](#) of the user happens the first time the user signs in.
- Gives users single sign-on (SSO) to Printix.
- Supports multiple OIDC domains per Printix Home.
- Passwords are handled entirely by OIDC.

Okta

On the [Okta](#) tab, you can enable and configure Okta authentication.

- [Automatic registration](#) of the user happens the first time the user signs in.
- Gives users single sign-on (SSO) to Printix.
- Supports multiple Okta domains per Printix Home.
- Passwords are handled entirely by Okta.

OneLogin

On the [OneLogin](#) tab, you can enable and configure OneLogin authentication.

- [Automatic registration](#) of the user happens the first time the user signs in.
- Gives users single sign-on (SSO) to Printix.
- Supports multiple OneLogin domains per Printix Home.
- Passwords are handled entirely by OneLogin.

Active Directory

On the [Active Directory](#) tab, you can enable users to sign in with their network username and password.

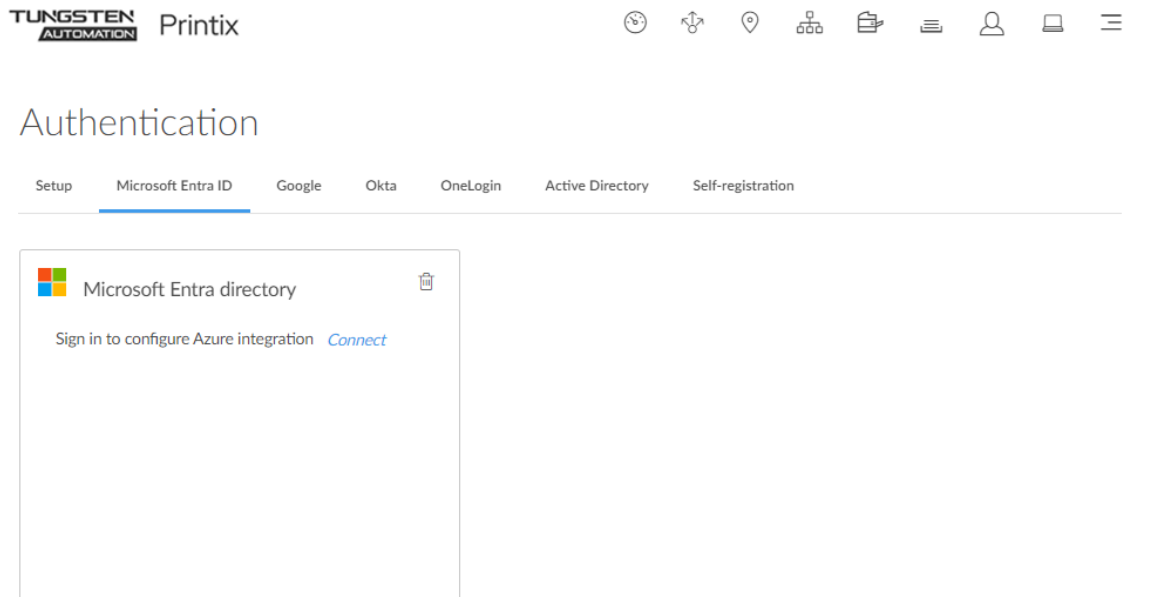
- [Automatic registration](#) of the user happens the first time the user signs in.
- A computer must be online on the network; otherwise, the on-premise Active Directory server cannot be contacted for authentication.

Sign in with email

On the [Self-registration](#) tab, you can enable users who are not on the network to register themselves with their work email address and a password.

- [Self-registration](#) of users.

Microsoft Entra ID



On the Microsoft Entra ID tab, you can enable and configure Microsoft Entra authentication. You only need a user account in Microsoft Entra ID to configure Microsoft Entra integration.

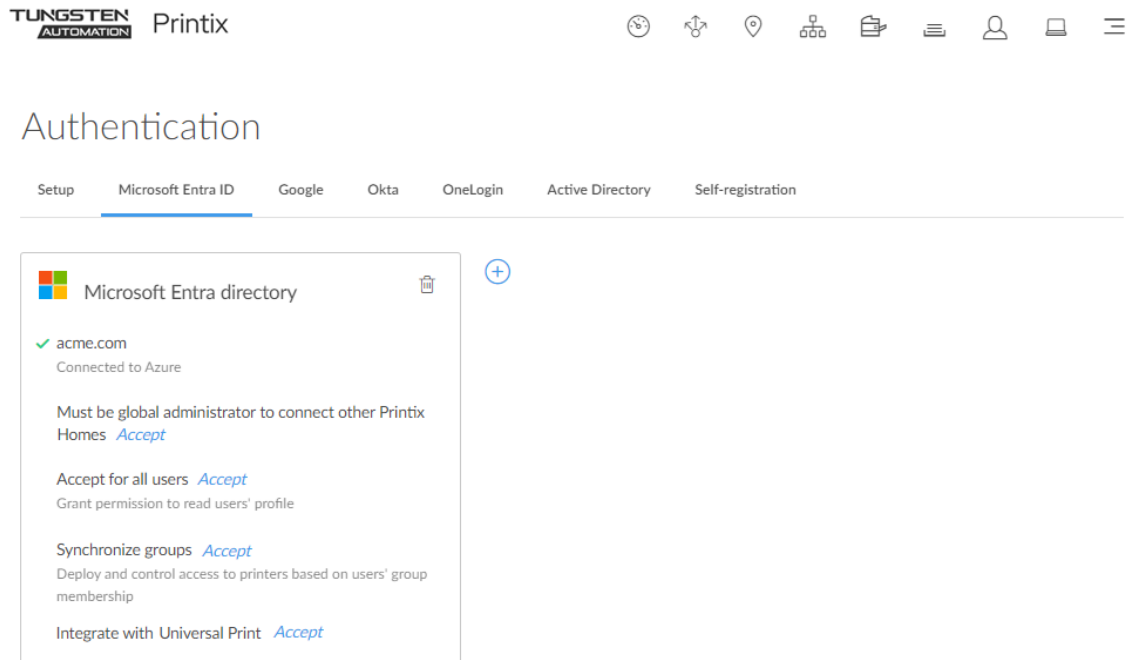
See also:

- [How to enable Microsoft Entra authentication](#)
- [How to accept Printix for all users](#)
- [How to enable Microsoft Entra groups](#)
- [How to accept integration with Universal Print](#)
- [How to grant access to Microsoft OneDrive](#)
- [How to grant access to Microsoft SharePoint Online](#)
- [How to add guest users to Microsoft Entra ID](#)
- [How to add multiple Microsoft Entra directories](#)
- [How to switch Microsoft Entra directory](#)
- [How to remove sign in with email](#)
- [How to deploy Printix Client with Microsoft Endpoint Manager](#)
- [How to deploy Printix Client](#)

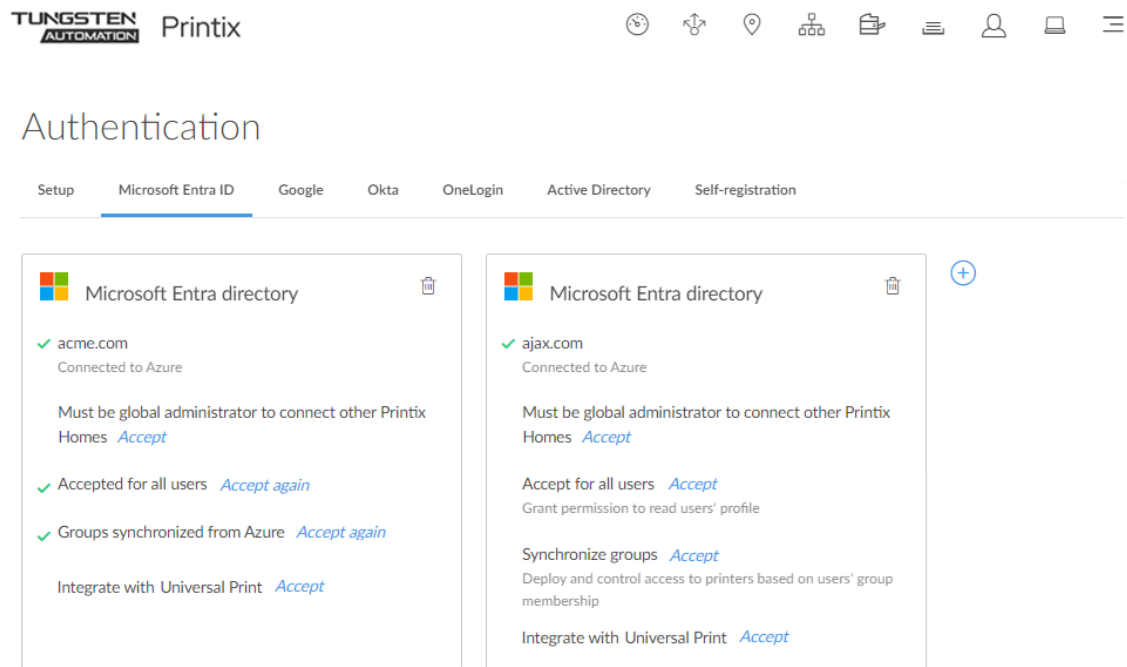
Microsoft Entra directory

1. Select **Connect**.
2. On the Microsoft sign-in page:
 - Enter your work or school account.

- Enter your password.
3. Select **Sign in**.
 4. If prompted, select **Accept** to grant permissions to Printix.
This is necessary for Printix to configure Microsoft Entra integration.
 5. Select **OK** if the connection to Microsoft Entra ID was successful.
From now on, the sign-in page will show [Sign in with Microsoft](#).




6. Optionally, to only allow global administrators to connect a Printix Home to your Microsoft Entra directory, select **Accept** next to **Must be global administrator to connect other Printix Homes**.
You must have the global administrator role in Microsoft Entra ID to do this.
7. It is recommended to [accept Printix for all users](#). Select **Accept**.
8. Optionally, [synchronize groups](#). Select **Accept**.
9. Optionally, select **Add** (+) to add another Microsoft Entra directory.





TUNGSTEN Printix
AUTOMATION

Authentication

Setup Microsoft Entra ID Google Okta OneLogin Active Directory Self-registration

Microsoft Entra directory 

- ✓ acme.com
Connected to Azure
- Must be global administrator to connect other Printix Homes [Accept](#)
- ✓ Accepted for all users [Accept again](#)
- ✓ Groups synchronized from Azure [Accept again](#)
- Integrate with Universal Print [Accept](#)


Microsoft Entra directory  

- ✓ ajax.com
Connected to Azure
- Must be global administrator to connect other Printix Homes [Accept](#)
- Accept for all users [Accept](#)
Grant permission to read users' profile
- Synchronize groups [Accept](#)
Deploy and control access to printers based on users' group membership
- Integrate with Universal Print [Accept](#)



- If more than one Microsoft Entra directories exist, sign-in to Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 and 11 computers. The user must select a directory (acme.com or ajax.com) and then sign in, but only the first time.
- [Universal Print](#) is supported for one, but not multiple Microsoft Entra directories.

Sign in
Printix Client

 Sign in with Microsoft

acme.com

ajax.com


or

Sign in with email

Google

Authentication

Setup Microsoft Entra ID Google Okta OneLogin Active Directory Self-registration

 Google domain

Sign in to configure Google integration [Connect](#)

On the Google tab, you can enable and configure Google authentication.

See also:

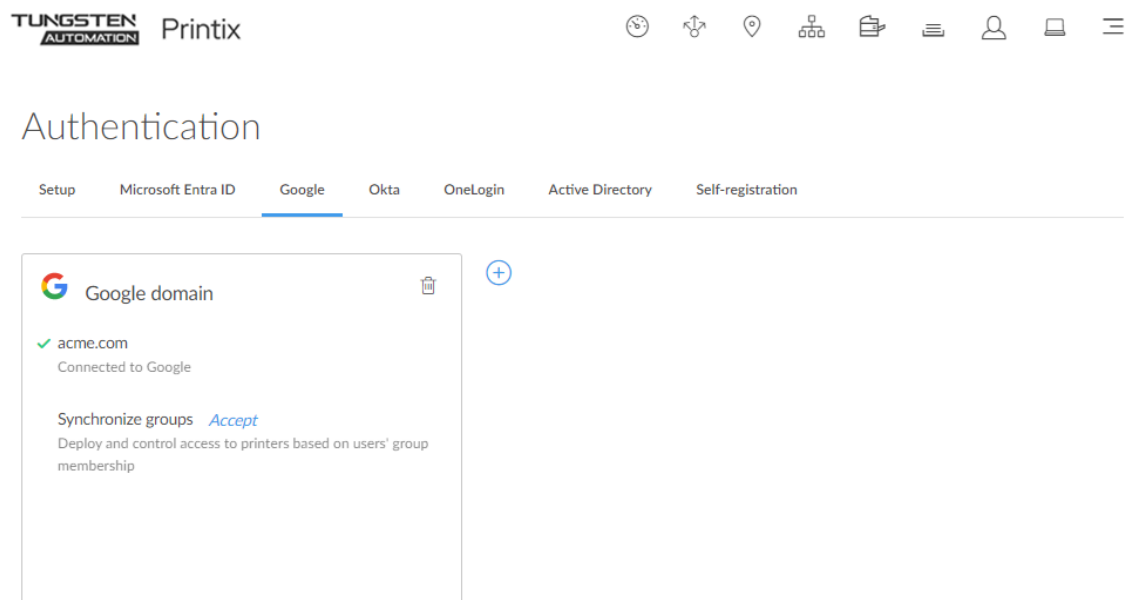
- [How to enable Google authentication](#)

- [How to enable Google groups](#)
- [Printix Chromebook](#)
- [How to remove sign in with email](#)

Google domain

1. Select **Connect**.
2. On the Google sign-in page, sign in using your Google Workspace account (does not end in @gmail.com).
 - Enter your account.
 - Enter **Password**.

From now on, the sign-in page will show **Sign in with Google**.



3. Optionally, [synchronize groups](#). Select **Accept**.
4. Optionally, select **Add** (+) to add another Google domain.

TUNGSTEN
AUTOMATION

Printix

Authentication

Setup

Microsoft Entra ID

Google

Okta

OneLogin

Active Directory

Self-registration

Google domain

✓ acme.com

Connected to Google

Synchronize groups [Accept](#)

Deploy and control access to printers based on users' group membership

Google domain

✓ ajax.com

Connected to Google

Groups synchronized from Google [Accept again](#)

i If more than one Google domains exist, the user must select a domain (acme.com or ajax.com) and then sign in, but only the first time.

TUNGSTEN
AUTOMATION

Printix

Sign in
Printix Client

Sign in with Google

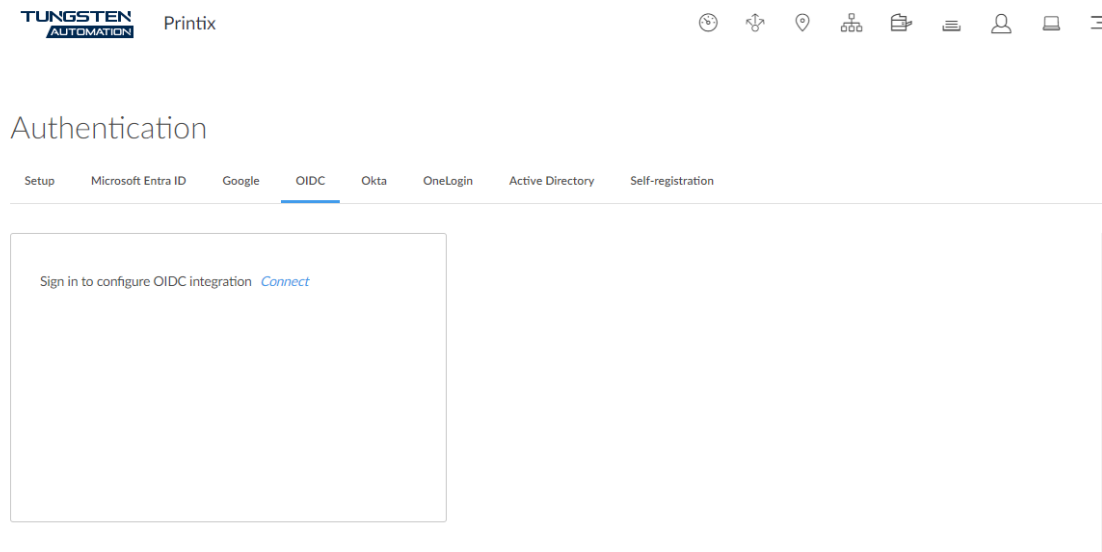
acme.com

ajax.com

or

Sign in with email

OIDC



On the OIDC tab, you can enable and configure the use of identity providers that adhere to the **OpenID Connect** (OIDC) and OAuth 2.0 standard protocols for user authentication and authorization. **Ping Identity** and **Amazon** are examples of such identity providers.

OIDC

- **Name**

Enter the name you want users to see when they sign in.

The user will see the button labeled **Sign in with {name}**. However, if other authentication methods are enabled with at least one domain, the user will see a button labeled **Sign in with OIDC**. When the users select this button, a list appears with the name. In the first case, you may want to enter the name of the identity provider (such as Ping), and in the latter case, you may want to enter the domains so users can differentiate them (such as acme.com and ajax.com).

- **Client ID**

Enter the Client ID.

- **Client Secret**

Enter the Client Secret.

- **Discovery document url**

Enter the URL of the discovery document.

Refer to your identity provider's documentation to obtain the URL.

Sometimes, the URL may also be referred to as the "discovery document uri."

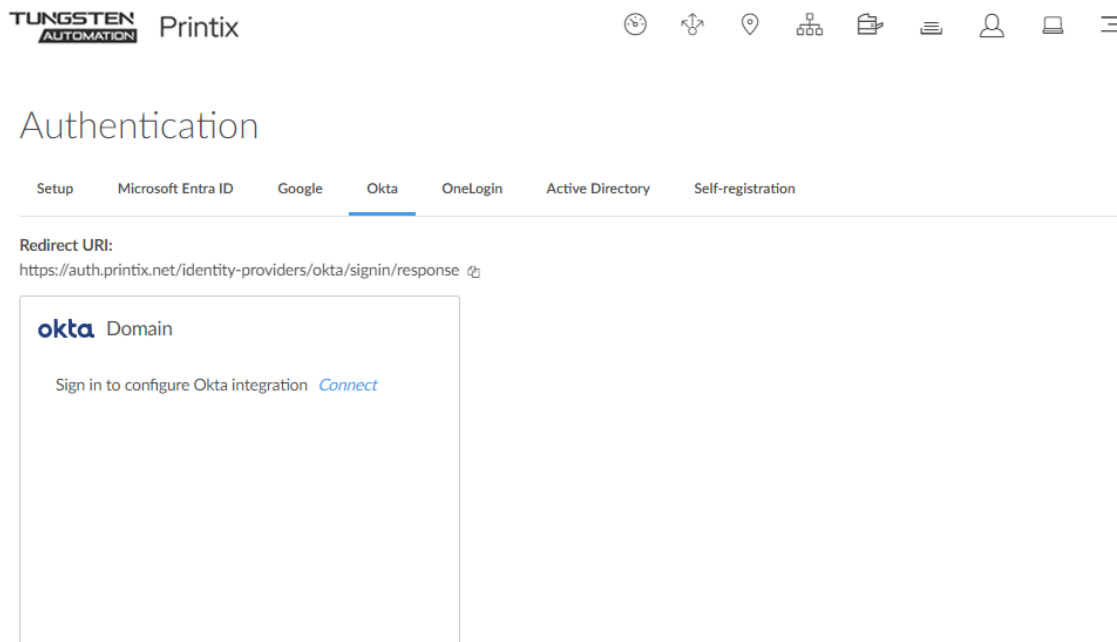
The URL should point to a [JSON document](#).

Sign in with OIDC

If you see **Sign in with OIDC**, select this and sign in with your OIDC account.

- Automatic registration of the user happens the first time the user signs in with OIDC to Printix.
- Single sign-on (SSO) to Printix with users' OIDC account.

Okta



On the Okta tab, you can enable and configure Okta authentication.

See also:

- [How to enable Okta authentication](#)

Okta domain

- **Redirect URI**
Copy the Redirect URI value to clipboard so you can paste it as you [configure Okta](#).
- **Domain**
Your Okta domain (acme.okta.com).
- **Client ID**
Paste the Client ID value you copied as you [configure Okta](#).
- **Client Secret**
Paste the Client Secret value you copied as you [configure Okta](#).

- **Authorization server**

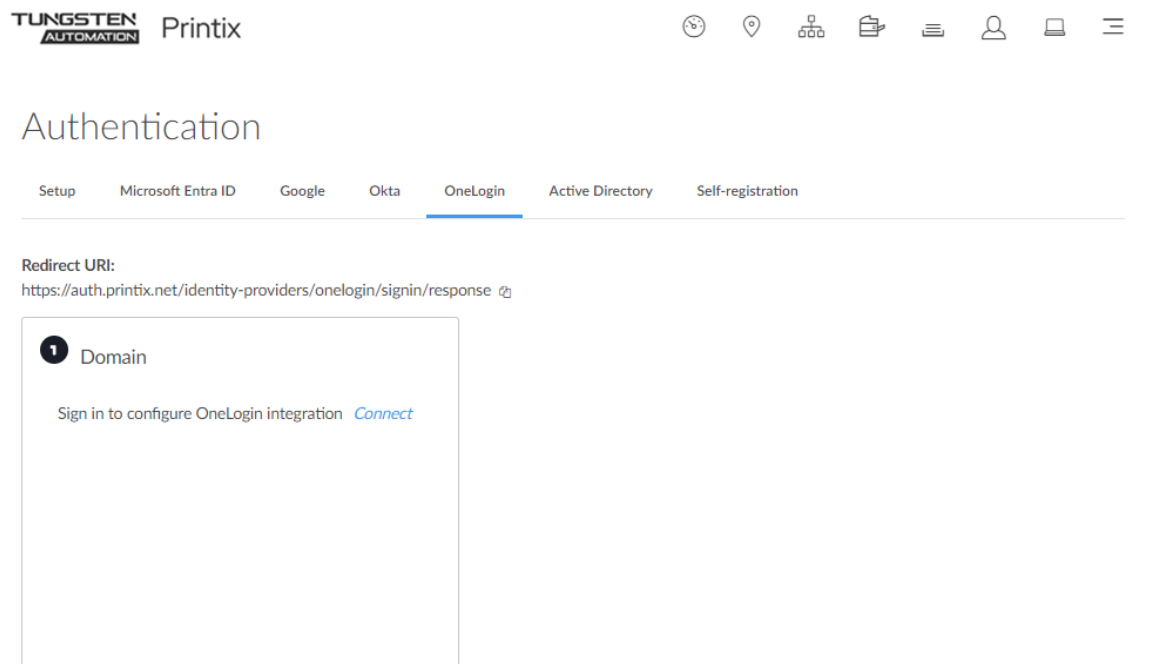
If Okta for your organization is set up with an authorization server, enter the value, otherwise leave it empty (default).

Sign in with Okta

If you see [Sign in with Okta](#), select this and sign in with your Okta account.

- Automatic registration of the user happens the first time the user signs in with Okta to Printix.
- Single sign-on (SSO) to Printix with users' Okta account.

OneLogin



On the OneLogin tab, you can enable and configure OneLogin authentication.

See also:

- [How to enable OneLogin authentication](#)

OneLogin domain

- **Redirect URI**

Copy the Redirect URI value to clipboard so you can paste it as you [configure OneLogin](#).

- **Domain**

Your OneLogin domain (acme.onelogin.com).

- **Client ID**

Paste the Client ID value you copied as you [configure OneLogin](#).

- **Client Secret**


Paste the Client Secret value you copied as you [configure OneLogin](#).










Sign in with OneLogin

If you see [Sign in with OneLogin](#), select this and sign in with your OneLogin account.

- Automatic registration of the user happens the first time the user signs in with OneLogin to Printix.
- Single sign-on (SSO) to Printix with users' OneLogin account.

Active Directory

 Printix



Authentication

Setup Microsoft Entra ID Google Okta OneLogin **Active Directory** Self-registration

☐ Enable Active Directory authentication

Default domain

Domain

Enter domain

Active Directory server address

Address

Enter address

Active Directory server port

Port

Enter port

SETTINGS

☐ Enable secure LDAPS

Network

Username

Enter username

Password

Enter password

Test and save

On the Active Directory tab, you can configure Active Directory authentication. You just need a user account in Active Directory to configure this.

See also:

- [How to enable Active Directory authentication](#)

- [How to deploy Printix Client](#)

Settings

- **Default domain**

To improve user experience, enter the default domain so users belonging to the domain can sign in with username. Users not belonging to the domain have to sign in with domainname \username.

- **Active Directory server address**

The address of your Active Directory (AD) server.

- **Active Directory server port**

Default TCP ports:

- Secure LDAPS: 636
- LDAP: 389

- **Enable secure LDAPS**

Clear this to use the LDAP protocol. Remember to set the port correctly.

- **Network**


Select the network the Active Directory server is on. A computer with Printix Client must be online on that network, otherwise the on-premise Active Directory server cannot be contacted for authentication and you will see the message: [No connection to Active Directory server](#). We recommend installing the Printix Client on an extra computer with permanent network access. You could for example install Printix Client on an existing on-premise server.

- **Username**

Enter your network username (not saved) to test the connection.

- **Password**

Enter your network password (not saved) to test the connection. The password must not contain the character hash (#).

 Signing in with username (Active Directory sAMAccountName) is supported by the web [Printix App](#), but not the Printix App for Android and iOS/iPadOS. Sign-in with username is not supported if you sign in through printix.net.

Self-registration

Tungsten Printix™

Authentication

Setup Microsoft Entra ID Google OIDC Okta OneLogin Active Directory **Self-registration**

SETTINGS

- ☒ Sign in with email
- ☒ Enable self-registration
- ☐ Hide domains on self-registration page

DOMAIN

kofax.com

tungstenautomation.com

Add email domain

Save

On the Self-registration tab, you can add approved email domains.

See also:

- [How to enable self-registration](#)
- [How to remove sign in with email](#)
- [How to deploy Printix Client](#)

Settings

- **Sign in with email**
This is selected by default. Familiarize yourself with the [consequences](#) of clearing this.
- **Enable self-registration**
Select this to enable self-registration. Remember to add email domain.
- **Hide domains on self-registration page**
Select this to hide the allowed domains from new users during self-registration.


Domain

- **Email must end with**

To prevent unauthorized users from registering, the last part of their email address must be an approved email domain.


- **Add email domain**

Select this to enter additional email domains. The first approved email domain is by default based on the work email that was used to sign up for this product. For example, the work email domain: acme.com.










 Do NOT add gmail.com, outlook.com, yahoo.com, or similar email service domains, because that would remove control over who can sign in.

Users without an approved email domain can be added with [invitation](#). In any case, the user will receive a confirmation email message, and to complete the registration, the user must select the link in the email within 72 hours.


Subscription


 **Printix**


Start subscription




Subscription

 Billing

 Transactions

 History

 Legal documents

Billing information

Legal company name or organization name

Finance email

Finance contact name

Country code

VAT number (Canada: GST, US: TAX ID)

Billing address

Save

Credit card

Note!
Please enter and save billing information first

Card number

MM / YY CVC

☐ I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix

Start subscription



- You can pay by credit card, or contact [Product Support](#) to enquire about an invoicing option/ annual payment by credit card or bank transfer (no cheques). If your Printix Home was created by a Printix partner, the payment is handled through the partner, and the Billing and Transaction tabs are not present.
- The Subscription page is only accessible to users with the system manager role. If someone from your finance department needs access to change the credit card, you need to [change their role to system manager](#).

To get here:

Select **Menu** ≡ > **Subscription**.

On the **Billing** tab, you can manage your subscription.

Additional tabs:

- [Transactions](#)
- [History](#)
- [Legal documents](#)

See also:

- [How to change who receives subscription emails](#)
- [How to cancel subscription](#)

Billing information


- **Legal company name or organization name**
The company name to be included on invoices. State your exact/legal company name.
- **Finance email**
The email address to which billing information is sent.
- **Finance contact name**
The name of the person receiving billing information. The name will be stated on the invoice in the "att:" field.
- **Country code**
[Two-letter country code](#). Germany for example, use DE.
- **VAT number**
The value added tax identification number. Do NOT include the country code here, only the numbers, without spaces. See also: [VAT number equivalent for select countries](#).
- **Billing address**
The address to be included in invoices. Typically the company address. The address has to correspond to the entered company name and VAT number.










VAT number equivalent for select countries

Country	VAT number equivalent
Australia	GST number

Country	VAT number equivalent
Canada	GST number
Denmark	Momsnummer (CVR)
France	Numéro de TVA
Finland	ALV numero
Germany	Umsatzsteuer-Identifikationsnummer
Italy	Partita IVA
Netherlands	BTW-nummer
New Zealand	GST number
Norway	MVA-nummer
Portugal	Número de IVA
Romania	Cod TVA
Spain	Número de IVA
Sweden	Momsregistreringsnummer
Türkiye	KDV numarası
US	TAX ID number


Credit card


Printix
Start subscription













Subscription

\$
Transactions
History
Legal documents


Billing information 

- Company: **Acme Company**
- Finance email: **john.smith@acme.com**
- Finance contact name: **John Smith**
- Country: **DK**
- VAT number: -
- Billing address:
 - Hoekaer 20
 - Herlev
 - DK-2730

Finance cc emails 




Your order number or reference information 

Credit card

 Card number
 MM / YY CVC

☐ I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix

Start subscription



- **Billing information**
Select **Modify**  to modify billing information.
- **Finance cc emails**
Select **Modify**  to add additional email addresses to be on CC (carbon copy).
- **Your order number or reference information**
Select **Modify**  to enter text that will appear on your invoice. You can for example use it to enter your order number.










[European regulatory requirement for Strong Customer Authentication \(SCA\)](#)

Beginning 14 September 2019, your bank might require you to verify your credit card payments. As a result, if you add a new credit or debit card, or register a new account, you may see a pop-up from your bank that requests a username and password, a code sent to email or text, or any other authentication method supported by your bank. If you have any questions or issues with one of these popups, it is best to contact your bank directly, because Printix does not control the form. If you have additional questions, contact finance.printix@tungstenautomation.com.





- Fill in the details:
 - Card number**
The number of the card.
 - MM / YY**
The expiration month (MM) and year (YY) of the card.
 - CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.
- Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#)**.
- Select **Start subscription**.



Transactions

Subscription

 Billing
  Transactions
  History
  Legal documents

Payment status	Invoice date	Amount	Remaining amount	Invoice	Credit card
 Card error or no card Error: <code>card_declined , do_not_honor</code> <div> Retry Change credit card </div>	2020-07-02	156,40 €	156,40 €	19395 ↓	mastercard 1944 05 / 2021
 Settled	2020-06-02	143,52 €	-	18568 ↓	mastercard 1944 05 / 2021

Lists the transactions.

- Select **Retry** to try to pay the transaction if it failed.
- Select **Change credit card** to use another credit card.
- Select the invoice number (19395) to download the invoice.

TUNGSTEN Printix
AUTOMATION

Subscription

Billing Transactions History Legal documents

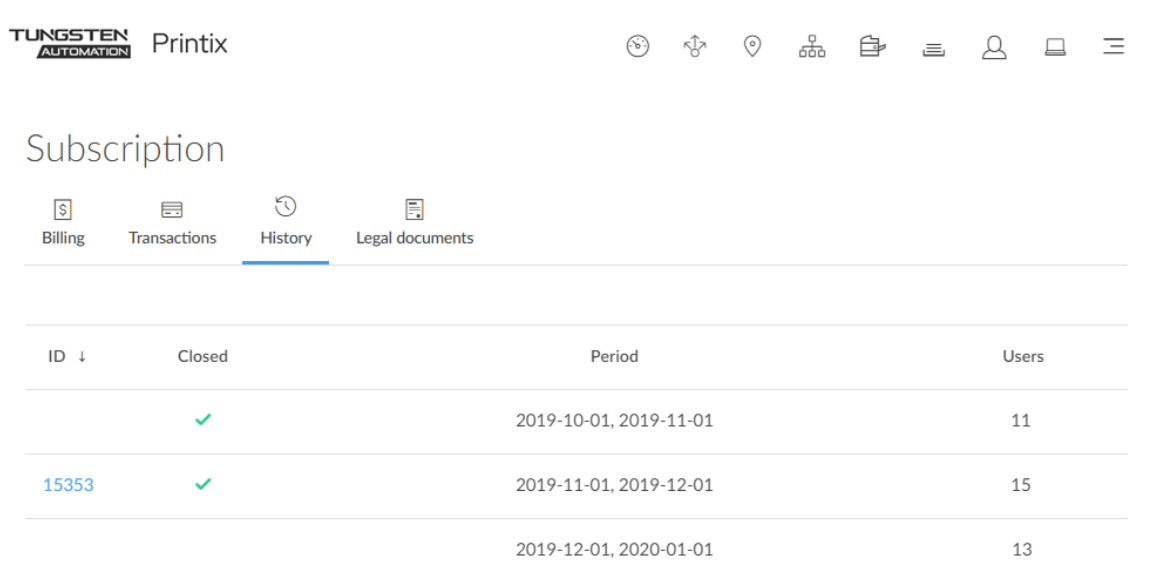
Payment status	Invoice date	Amount	Remaining amount	Invoice	Credit card
<div>● Action required</div> <div>Authenticate payment</div>	2021-04-20	228,71 €	228,71 €	26584 ↓	mastercard 1234 07 / 2021
<div>● Settled</div>	2021-03-20	226,58 €	-	25724 ↓	mastercard 1234 07 / 2021

- Select **Authenticate payment** to approve payment with the authentication method supported by your bank. If you have any questions or issues with one of these popups, it is best to contact your bank directly, because Printix does not control the form.

If you have additional questions, contact finance.printix@tungstenautomation.com.

i The Subscription page is only accessible to users with the system manager role. If someone from your finance department needs access to change the credit card, you need to [change their role to system manager](#).

History



The screenshot shows the Tungsten Printix interface. At the top, there's a header with the logo and a navigation bar with icons for various functions. Below the header, the 'Subscription' section is active, with tabs for Billing, Transactions, History, and Legal documents. The 'History' tab is selected, displaying a table of subscription periods.

ID ↓	Closed	Period	Users
	✓	2019-10-01, 2019-11-01	11
15353	✓	2019-11-01, 2019-12-01	15
		2019-12-01, 2020-01-01	13

History of invoices.

1. Select **Menu** ≡ > **Subscription** 📄.
2. Select the **History** 🕒 tab.
3. Select the invoice number to open the invoice.

i If the browser's pop-up blocker prevents the invoice from opening, select **Allow** to see the invoice.

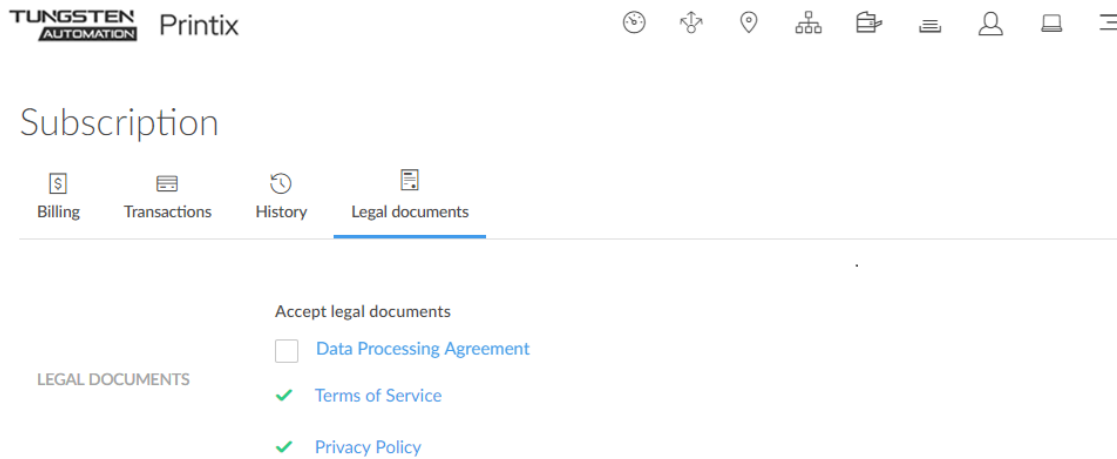
In the above example, you can see four entries on the **History** tab:


- First entry covers the free 1-month trial with 11 users.
- Second entry covers the first period with subscription with 15 users. Invoice has been made and can be viewed by selecting the invoice number (15353) in the **ID** column.
- Third entry covers the second period with subscription with until now 13 users. Invoice is not yet made, because the period has not yet ended.

Sort

- Select any of the column headers to sort according to period.


Legal documents












On the Legal documents  tab, you can accept and access legal documents.









- [Printix Security and Privacy](#)
- [Terms of Service](#) (end-user license agreement)
- [Privacy Policy](#)

Settings


Printix

Settings

 Setup
  Secure print
  Printix Go
  Cloud storage
  Analytics
  Mobile print
  Home office
  SNMP

DELETION

Mark documents for deletion after

☒ 1 Day
☐ 3 Days
☐ 5 Days
☐ 7 Days

PRINTIX CLIENT

☒ Allow users to add printers via Printix Client

PRINT QUEUE NAMING

The three-letter printer ID makes it easy to search for and identify printers

☒ Printer ID after printer name
☐ Printer ID before printer name
☐ Printer name without printer ID
☐ Hide printer ID in Printix Client

MIGRATION POLICY

☒ Create default print queue
☒ Convert print queues
☐ Change print driver

EMAIL MESSAGES

Signature

John Smith
john.smith@acme.com

To get here:

Select **Menu** ≡ > **Settings**.

Additional tabs:

- [Secure print](#)
- [Print rules](#)
- [Printix Go](#)

- [Capture workflows](#)
- [Cloud storage](#)
- [Analytics](#)
- [Mobile print](#)
- [Home office](#)
- [SNMP](#)

Deletion

- **Mark documents for deletion after**

Recommended default is 1 day. The maximum is 7 days.


- Documents can be [reprinted](#) until 12 hours after they are marked for deletion.


Printix Client

- **Allow users to add printers via Printix Client**

Clearing this will remove Printers from the [Printix Client menu](#) for users. Administrators will always be able to select Printers.

Scenarios where preventing users from adding printers through the Printix Client could be relevant:

- Existing group policies for printing are used to control which user gets which printer, so users do not need to be able to add printers themselves. Remember to select Convert print queues.
- [Printix Anywhere](#)  is the only print queue users will need, and it is configured to be automatically added for everyone.
- All Printix printers are configured to be added automatically, so users do not need to do this.

 Want to [ensure users only print to printers through Printix?](#)

Print queue naming

- **Printer ID after printer name**

The three-letter printer ID is placed at the end.

Example: Reception ASD

- **Printer ID before printer name**

The three-letter printer ID is placed at the start.

Example: ASD Reception

- **Printer name without printer ID**

Select this if you do not want users to see the printer ID as part of the printer name.

Example: Reception

All Printix print queues will adopt to the selected naming within a few moments.

- **Hide printer ID in Printix Client**

Select this if you do not want the three-letter printer ID to appear on the Printix Client Printers page.

Migration policy

- **Create default print queue**

If selected, then when a printer is registered without a print queue, the system will create a default print queue and name the print queue the same as the printer model name. When migrating print servers, it is recommended to clear this as part of the [Implementation setup](#).

- **Convert print queues**

Global setting to control if all print queues that point to a Printix printer should be converted. You can also set this per [network](#). Before you enable this on a larger scale, you can [test conversion of print queues on a single computer](#). At conversion, the port settings are modified to use an [Internet Port](#) and allow printing through Printix.

- Network printers are converted if they are setup with a Standard TCP/IP Port or WSD Port.
- Shared network printers are converted.

Example: Reception on PrintServer becomes Reception ASD, ASD Reception, or Reception depending on the choice of Print queue naming.

See also: [Why is the shared print queue not converted right away?](#)

- Locally connected printers (USB) are not converted.
- No printers are converted on unknown networks.
- No printers are converted on servers.

- **Change print driver**

The converted print queue will use the print driver that the printer is setup to use in Printix Administrator. If you leave this cleared (default) the print queue will continue to use the current print driver and its settings.

Email messages

- **Signature**

This text is inserted after "Friendly regards" in the email that is sent to users after they register. You can change this to include contact details for your Help Desk. By default this is populated with the name and email address of the first System manager.

Example: John Smith, john.smith@acme.com

The name and email address of the administrator is used as signature in the email that is sent to a user when the administrator [adds the user](#) or [changes the role of the user](#).

Secure print

On the Secure print tab, you can enable and configure the print methods: Print Later and Print Anywhere.

To get here:

1. Select [Menu](#) ≡ > **Settings**.
2. Select the **Secure print** tab.

Enable secure print

- **Enable secure print**

Users can choose to print securely and wait to release documents until they are ready to collect the documents.

Enable Print Later

- **Enable Print Later**

Select this to allow users to print confidential documents and control finishing options.

- Document can be released to the printer it was printed to.
- Document is processed using the matching print driver, with full control of finishing options, for example.

- **All users must print securely**

Select this so all users must release their documents and cannot print directly.

- Can also be set for users in a [group](#).
- Print queues can be [exempt from secure print](#).

- **Selected groups must print securely**

Select this to select the groups whose users must print securely.

- Select **Setup** ⚙️ to open the **Groups** 👤 menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.
 - Select **Remove groups** to remove groups.
- Print queues can be [exempt from secure print](#).

- **All users must Print Later by default**

Select this if all users should have Print Later as the preferred print method.

- In the event a user wants to submit a document directly to a printer, the user must deselect Print Later at every print.
- Can also be set for users in a [group](#).
- Print queues can be [exempt from secure print](#).

- **Selected groups must Print Later by default**




Select this to select the groups whose users will have Print Later as the preferred print method.

- Select **Setup** ⚙️ to open the **Groups** 👤 menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.
 - Select **Remove groups** to remove groups.
- Print queues can be [exempt from secure print](#).

- **Allow direct print if offline**

If selected, users who otherwise must use Print Later can print directly without Internet connection to the Printix Cloud. This is if the computer and printer are on the same network, that is, the document does not need to be printed through the cloud. On the computer, a yellow dot is

displayed on the Printix Client icon  when the Printix Client is in the state Connection failed and cannot register documents with Printix.



 When the Printix Client is offline, a red dot is displayed on the icon  instead. The yellow dot can also appear next to the red dot  if additionally, your Printix Client is also on an unknown network.

The [Select print method](#) dialog box will pop up and allow the user to select Print to submit the document directly to the printer. User and usage data is still collected and then sent to the Printix Cloud after the Internet connection is back. Print Anywhere does not work without Internet connection to the Printix Cloud.

Enable Print Anywhere

- **Enable Print Anywhere**

Select this to allow users to print confidential documents.

- Document can be released to any Printix (ASD, BNM, ...) printer.
- Document is sent as PDF, except if the printer does not support PDF printing or [Process PDF/XPS](#) is selected. In this case, the PDF document is processed using a matching print driver.
- Print Anywhere does not work without Internet connection to the Printix Cloud.
- Select **Setup**  to open the **Print Anywhere**  menu:
 - Select **Print queues** to see available Print Anywhere print queues.
 - Select **Create print queue** to create a Print Anywhere print queue.
- 1. In the **Create print queue** dialog box, enter **Print queue name**.
 - Cannot contain the characters '\ ' and ','
 - Must be unique for the printer. Uppercase and lowercase letters are treated the same.
- 2. Optionally, clear **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
- 3. Select **Save**.

Printix Go

- **Require PIN code for sign in with card**

This is cleared by default. Select this if users are to both present card and enter PIN code to sign in to [Printix Go](#)-enabled printers.

- **Require PIN code for sign in with ID code**

This is selected by default. If users are to only enter ID code to sign in to [Printix Go](#)-enabled printers, you must contact [Product Support](#) so we can change the setting for you. This is for security reasons.

- **Users who must print securely, will only need to do this for printers with Printix Go**

This is cleared by default. Select this so the affected users must release documents they submit to printers with Printix Go. These users are thereby exempt from using Printix App on their phone to release documents when printing directly to other printers.

Order of pending documents

You can control which documents should be printed first if multiple documents are submitted with Print Anywhere or Print Later.

- **Oldest documents first**
- **Newest documents first** (default)

Secure print levels





- **WARNING:** Before selecting **1 - Must scan QR code**, you should ensure that 1) Printers are equipped with [a printer ID sign with QR code](#), and 2) Users have the [Printix App](#) installed on a phone or tablet.
- **WARNING:** Before selecting **2 - Must scan NFC tag**, you should ensure that 1) Printers have been [registered with NFC tag](#), 2) Users have the Printix App installed on a phone or tablet.

- **Minimum secure print level**





The global minimum secure print level. Default is 0 (see table). A higher secure print level can be set for selected users in a group.


- 0 - None
- 1 - Must scan QR code
- 2 - Must scan NFC tag
- 3 - Must sign in at printer

- **Secure print level groups**

- Select **Setup**  to open the **Groups**  menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.

- Select **Remove groups** to remove groups.

Level	Printer ID method	Printix App	Remarks
0	-	Installed app and web app	<ul style="list-style-type: none"> • Select a printer in the Printix App on the user's phone or tablet. • Select a printer in the web Printix App in a web browser on the user's phone, tablet, or computer.
1	QR code	Installed app	<ul style="list-style-type: none"> • Scan the printer's QR code  with the Printix App on the user's camera-equipped phone or tablet.
2	NFC tag	Installed app	<ul style="list-style-type: none"> • Scan the printer's NFC tag  with the Printix App on the user's NFC-enabled phone. <ul style="list-style-type: none"> • Android  <p>Most Android phones support NFC.</p> • iOS  <p>Apple iPhone 7 and above with iOS 11 or higher can be used to scan NFC tag.</p>
3	Card or ID code	-	<ul style="list-style-type: none"> • Present card or sign in with ID code at a Printix Go-enabled printer.

 A user is free to use higher **Secure print level** printer ID method. For example, a user with secure print level 1, must scan QR code to select printer, but can also choose to scan the printer's NFC tag. For a user with secure print level 2, printer selecting by QR code scan is not allowed, and therefore the user must scan the printer's NFC tag.

Cards and codes

- **User can manage cards**
Users can register cards or delete them from the database.
- **User can manage ID code**
Users can create, reset, or delete ID codes.
- **User can manage PIN code**

Users can create, reset, or delete PIN codes.

i If a check box is not selected, the buttons that manage the respective items (card, ID code, or PIN code) are hidden from users.

Print rules

The screenshot shows the 'Print Rules' configuration page in the Printix Administrator interface. At the top, the 'Settings' section is active, with a sub-tab 'Print Rules' selected. Below the navigation bar, the 'Enable Print Rules' checkbox is checked. Two main rule categories are visible: 'Print 2-sided' and 'Print in black'. For 'Print 2-sided', the 'All users must print 2-sided' option is selected, and a text input field shows '0' for 'Document has the specified number of pages or more:'. For 'Print in black', the 'All user must print in black' option is selected, and a similar text input field also shows '0'.

On the Print rules tab, you can limit how users can print. You can also specify if all users or only users belonging to specific groups should be affected.

i This feature only affects printers that:

- Support the IPP or IPPS protocol
- Are [configured in Printix Administrator](#) to use these protocols

To enable this feature, select **Enable Print Rules**.

- If you want the specified users to print on both sides of the paper, select **Print 2-sided**.
- If you want the specified users to print black and white documents, select **Print in black**.

Configure a print rule

Repeat these steps for each print rule.

1. Specify if all users should be affected or only users from specific groups.
 - If you select the option to only affect groups, the **Add groups** dialog box appears.

In this dialog box, select the groups you want to be affected. You can select **Filters** to shorten the list of groups:

- Filter by **Domains**: Display only the groups that belong to the selected domains.
- Filter by **Groups**: Display only the groups that are used by Printix or only the groups that are not used by Printix.

To remove all filters, select **Filters > Clear all filters**.

After you selected the groups that should be affected, select **Save**.

2. Optionally, you can configure print rules to only affect documents that exceed a specific number of pages.

Print rule troubleshooting

- [Cannot configure page limit on Mac for Konica Minolta printers](#)
- [Cannot configure Konica Minolta / Lexmark printers to print in black](#)
- [Epson printers ignore print rules](#)

Cannot configure page limit on Mac for Konica Minolta printers

If you are configuring print rules on a Mac computer, the **Document has the specified number of pages or more** setting is treated as 0 (zero) for Konica Minolta printers, even if the setting is changed to a different number. The setting works properly on other printers.

Resolution: Configure the setting on a Windows computer.

Cannot configure Konica Minolta / Lexmark printers to print in black

Print rules you set for **Print in black** are not applied on Konica Minolta / Lexmark printers that use specific Konica Minolta / Lexmark universal print drivers.


Resolution: Configure a different print driver for Konica Minolta / Lexmark printers. See [How to work with print driver configurations](#).

Epson printers ignore print rules




Print rules are not yet configured to work with Epson printers, even though Epson printers are capable of printing both 2-sided and black-and-white documents.

Printix Go


The screenshot shows the Tungsten Printix Administrator interface. At the top, the 'TUNGSTEN AUTOMATION Printix' logo is on the left, and a series of icons (clock, location, printer, etc.) are on the right. Below the logo, the 'Settings' page is displayed with a navigation bar containing 'Setup', 'Secure print', 'Printix Go' (selected), 'Cloud storage', 'Analytics', 'Mobile print', 'Home office', and 'SNMP'. The 'Printix Go' section has two sub-sections: 'Go configurations' and 'Sign in profiles', each with a search bar. Under 'Go configurations', there are three entries: 'All locked' (21 printers), 'Main office' (16 printers), and 'Warehouse' (7 printers). Each entry has a description, a 'Sign in method' (Select automatically), and an 'Access control' list with options like Copy, Email, Scan, Fax, USB memory print, USB memory scan, and Everything else, each with a lock icon. The 'All locked' configuration has a description: 'All users must sign in to use any function'. The 'Main office' configuration has a description: 'Username and password for main office printers'. The 'Warehouse' configuration has a description: 'Users can copy without sign in'.

On the Printix Go  tab, you can create, modify, and delete **sign in profiles** and **Go configurations**.


To get here:

1. Select **Menu**  > **Settings** .
2. Select the **Printix Go**  tab.
 - Select a Go configuration name to open the [Go configuration](#) page to see the printers that use the Go configuration.
 - Select a sign in profile name to open the [Sign in profile](#) page to see the printers that use the sign in profile.


Create Go configuration

1. In **Go configurations**, select **Create**  to create a Go configuration.
 - In **Name**, type a descriptive name for the Go configuration.
 - In **Description**, type an optional description for the Go configuration.
 - In **Sign in method**, optionally, change it from **Select automatically** to the method you want.
 - In **Access control**, optionally, clear the printer functions that will not require sign in.
 - On [Canon](#), users can [sign in as guest](#) as long as no functions are locked by Access control.
 - On [Konica Minolta](#), all functions are considered locked as sign-in is required to use any function anyway.
 - On [Kyocera](#), users can [sign in as guest](#) as long as no functions are locked by Access control.
 - On [Ricoh](#), users can [sign in as guest](#) as long as no functions are locked by Access control.
2. Select **Save**.


Delete Go configuration

1. Select **Go configuration setup**  to open the **Go configuration** menu.
2. Select **Delete Go configuration**.


The option is only available if the Go configuration is not assigned to any printers.

 - Select  **Printers** to see which printers are using the [Go configuration](#).


Create sign in profile

1. In **Sign in profiles**, select **Create**  to create a sign in profile.
 - In **Name**, type a descriptive name for the sign in profile.
 - In **Username**, type the username of an account that can access the printer's web page.
Example: admin
 - In **Password**, type the password of an account that can access the printer's web page.
Example: admin
 - In **Description**, type an optional description for the sign in profile.
2. Select **Save**.

Delete sign in profile

1. Select **Sign in profile setup**  to open the **Sign in profile** menu.
2. Select **Delete sign in profile**.

The option is only available if the sign in profile is not assigned to any printers.

 - Select  **Printers** to see which printers are using the [Sign in profile](#).

Go configuration

TUNGSTEN Printix
AUTOMATION



Go configuration

Copy is unlocked

Info

Name

Copy is unlocked

Description

Users can copy without sign in

Sign in method

Select automatically

Access control

- Copy:
- Email:
- Scan:
- Fax:
- Print from USB Drive:
- Scan to USB Drive:
- Everything else:

Email sender

-

Update

Printers

ID	Model	Status	Name	Address	Installed
ASD	HP LaserJet Enterprise 500 MFP M525	● Ready	Reception	192.168.19.40	✓
AZX	HP OfficeJet Enterprise Color MFP X585	● Ready	Mail room	192.168.19.14	✓ !

You can see the printers that use the Go configuration, and you can modify the Go configuration.

- Select **Go configuration setup** to open the **Go configuration** menu:
 - Select **Modify** to modify the Go configuration.
 - Select **Assign to printers** to assign to and optionally install on multiple printers.
 - Select **Delete Go configuration** to delete the Go configuration. Only available if no printers are using the Go configuration.
 - Select **Go configurations** to open the list of Go configurations.
- Select **Update** if you have modified the Go configuration and wish to update ALL the listed printers. This is required for the printers to start using the modified Go configuration.
 - On [Ricoh](#), an Update will also result in an Install. To update from version 0.4.10.0 to version 2.0.0.27 or later, you MUST do an Uninstall and then an Install.

- Select **Printer setup**  to open the **Printer**  menu:
 - Select **Assign sign in profile** to assign a sign in profile to this particular printer.
 - Select **Update Go configuration** to update the Go configuration of this particular printer.
 - Select **Printer properties** to open the [Printix Go](#) tab on the **Printer properties** page.

Go configuration

- **Name**
Descriptive name of the configuration.
- **Description**
Optional description of the configuration.
- **Sign in method**
How will users sign in at the printer.
 - **Select automatically**
Maps to Card if a card reader is connected to the printer. Otherwise, it maps to ID code. Mapping changes within 10 seconds after the card reader is either connected or disconnected. If it does not change, restart the printer. See also: [Printix Go Konica Minolta card reader limitations](#).
 - **Card**
A card reader must be connected to sign in with card.
 - **ID code**
 - **Card or ID code**
If a card reader is not connected, only ID code can be used to sign in.
- **Go functions**
What Printix functions should be installed on the printer.
 - **Print**: Users can release pending documents with the installed Printix Print function. This is always installed.
 - **Capture**: Users can select a workflow and scan documents with the installed Printix Capture function.
- **Access control**
What printer functions require signing in.
 - **Copy**
 - On [Canon](#), all copy-related functions on the printer are locked if **Copy** is locked.
 - **Email**
 - On [Brother](#), if **Email** is locked but **Scan** is not, guests can scan documents and specify the destination to be an email server.
 - On [Canon](#), if **Email** is unlocked, guests can use **Scan and Send** and specify the destination to be **E-Mail** or **File**.
 - On [Ricoh](#), the access control of **Email** always matches the settings for **Scan**. Changing the access control of **Email** has no effect.
 - **Scan**
 - On [Canon](#), all scan-related functions on the printer, except **Scan and Send**, are locked if **Scan** is locked. If **Scan** is locked but **Email** or **Fax** is unlocked, guests can use **Scan and Send** and

specify the destination to be **E-Mail** (if **Email** is not locked), **I-Fax** (if **Fax** is not locked), or **File** (if any of **Email** and **Fax** is not locked).

- On [Ricoh](#), if Scan is locked but Email and/or Scan to USB Drive are unlocked, guests cannot use the Email and Scan to USB Drive functions. Conversely, if Scan is unlocked but Email and Scan to USB Drive are locked, guests can use the Email and Scan to USB Drive functions.
- **Fax**
 - On [Canon](#), if **Fax** is unlocked, guests can use **Scan and Send** and specify the destination to be **I-Fax** or **File**.
- **Print from USB Drive:** Users can print from a flash memory or mass storage device.
 - On [Ricoh](#), guests can use **Print from USB Drive** even if it is locked, so changing the access control of **Print from USB Drive** has no effect.
- **Scan to USB Drive:** Users can scan to a flash memory or mass storage device.
 - On [Canon](#), **Scan** must be unlocked to use **Scan to USB Drive**.
 - On [Ricoh](#), the access control of **Scan to USB Drive** always matches the settings for **Scan**. Changing the access control of **Scan to USB Drive** has no effect.
- **Everything else:** Select this if you want Printix Go to lock access to other functions (besides the above ones). Selecting this will also lock access to third-party applications. Submit a [support request](#) if you want Printix Go to control access to a particular application.
 - On [Canon](#), if **Everything else** is locked, guests cannot use **Fax/I-Fax Inbox** and the printer's own **Print** function.
 - On [Xerox](#), **Everything else** must be unlocked to use **Scan**.
 - On [Xerox](#), if the printer's own personalization blocks access to a function, the **Everything else** option does not affect it.
 - On [Canon](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [HP](#), if you don't lock any functions and the HP printer's authentication agent is configured (see [How to control access to HP printer functions](#)), the printer's own access control settings override the Go configuration's settings. To avoid this, we recommend locking at least one function, such as **Everything else**.
 - On [Konica Minolta](#), all functions are considered locked as sign-in is required to use any function anyway.
 - On [Kyocera](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [Ricoh](#), users can [sign in as guest](#) to use functions not locked by access control.
- **Email sender**

Leave this blank and when using a printer's Email function, the From field will be prefilled with the email address of the signed-in user. However, this can cause some SMTP servers to reject the sending of the scanned documents. In this case, you can type a [default sender email address](#) in the Email sender field and this will be used as the sender rather than the email address of the signed-in user.

Sign in profile

TUNGSTEN Printix
AUTOMATION



Sign in profile

Main office

Info

Name

Main office

Description

Username and password for main office printers

Created

2 months ago

Verify sign in profile

Printers: 2

Search

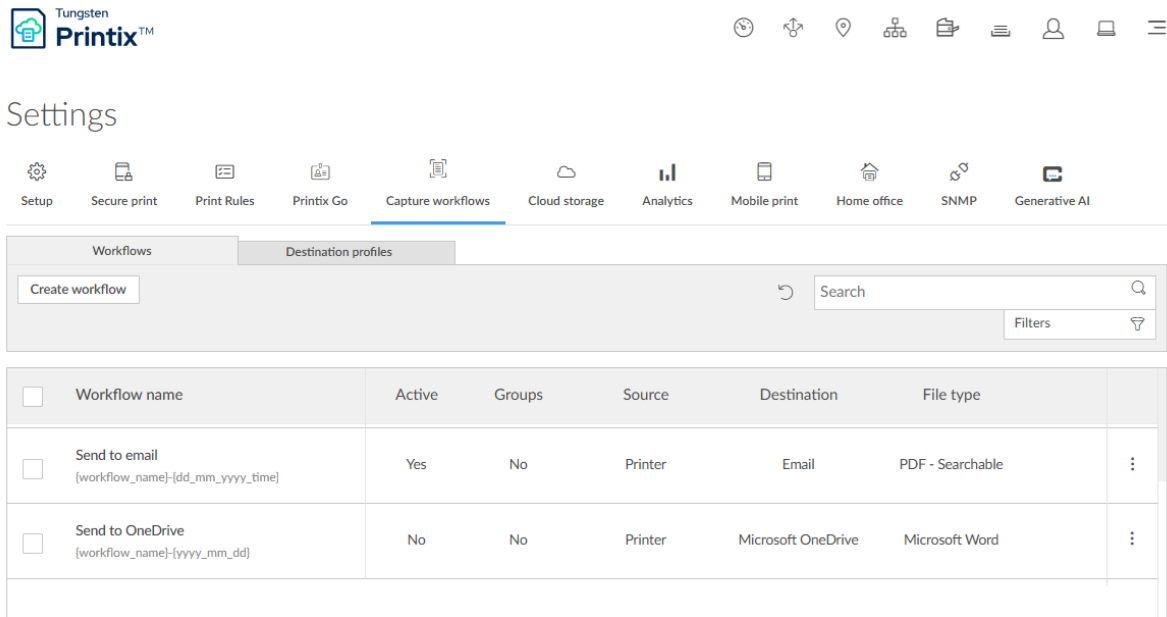
Q

ID	Model	Status	Name	Address	Verified
ERT	HP LaserJet MFP M725	● Ready	Reception	192.168.1.208	✓
FGH	HP Color LaserJet M651	● Ready	CEO Office	192.168.1.104	—

You can see the Printers that use the sign in profile.

- Select **Sign in profile setup** to open the **Sign in profile** menu:
 - Select [Assign to printers](#) to assign the sign in profile to multiple printers.
 - Select **Delete sign in profile** to delete the sign in profile. Only available if no printers are using the sign in profile.
 - Select **Sign in profiles** to open the list of sign in profiles.
- Select **Verify sign in profile** to verify the sign in profile on the printers.
- Select **Printer setup** to open the **Printer** menu:
 - Select **Change sign in profile** to change to another sign in profile.
 - Select **Remove sign in profile** to remove the sign in profile from this printer.
 - Select **Printer properties** to open the [Printix Go](#) tab on the **Printer properties** page.

Capture workflows



On the Capture workflows tab, you can create, modify, and delete workflows.

To get here:

1. Select **Menu** ≡ > **Settings** ⚙️.
2. Select the **Capture workflows** 📄 tab.

Additional tabs:

- **Workflows**
- [Destination profiles](#)

Search

1. Select **Search** 🔍.
 2. Enter a workflow name.
- The search is not case-sensitive.


Filters

Select **Filters**.

- Select **Active** to filter by this.
- Select **Source** to filter by this.

Delete

- To delete a workflow, select ⋮ and **Delete**.

- Select the workflows and select **Delete** .
- Select the check box at the top of the list to select all workflows.

How to create a workflow

Create workflow

SETTINGS

SOURCE

Workflow name
✓ My workflow

☐ Active

☒ All users can use this workflow

☐ Selected groups can use this workflow

☒ Printer

☐ Mobile

Orientation
Portrait

Color
Grey

☐ 2-sided

Paper size
Select automatically

Resolution
300

☐ Continuous job build

DESTINATION


Destination profiles
Email

Send to user email

☒ To

CC: BCC:

To: {user_email},
Subject: Enter subject

 My workflow-2025-02-19.pdf
{workflow_name}-{yyyy_mm_dd}

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

OUTPUT DOCUMENT

IMAGE PROCESSING

File type
PDF - Searchable

Image quality
Medium

PDF compatibility
PDF 1.6

Optimize OCR process for:
☒ High accuracy
☐ Medium accuracy and speed
☐ High speed

Select language
Language for OCR use
English

☐ Delete blank pages

☐ Deskew

☐ Crop

Rotation
Rotate automatically

Cancel

Create

2. Configure the workflow.
 - [How to create a workflow for email](#)
 - [How to create a workflow for Microsoft OneDrive](#)
 - [How to create a workflow for Microsoft SharePoint Online](#)
 - [How to create a workflow for Connector](#)
3. Select **Create**.
4. Verify that the workflow works as expected.
5. [Activate the workflow](#).
6. Optionally, [make the workflow available to selected groups](#).

Workflow properties



Workflow properties

Scan to Email

SETTINGS

Workflow name

✓ Scan to Email

☒ Active

☒ All users can use this workflow
☐ Selected groups can use this workflow

SOURCE

☒ Printer
☐ Mobile

Orientation

Portrait

Paper size

Select automatically

Color

Grey

Resolution

300

☐ 2-sided
 ☐ Continuous job build

DESTINATION

Destination profiles

Email

Send to user email

✉ To

CC: BCC:

To: {user_email},

Subject: Enter subject

📎 Scan to Email-2025-02-19.pdf

{workflow_name}-{yyyy_mm_dd}

Variable

{printer_id}
{printer_location}
{printer_name}
{user_name}
{workflow_name}

Date

{mm_dd_yyyy}
{mm_dd_yyyy_time}
{dd_mm_yyyy}
{dd_mm_yyyy_time}
{yyyy_mm_dd}
{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

OUTPUT DOCUMENT

File type

PDF - Searchable

Image quality

Medium

PDF compatibility

PDF 1.6

Optimize OCR process for: ⓘ

☐ High accuracy
☒ Medium accuracy and speed
☐ High speed

Select language

Language for OCR use

English

IMAGE PROCESSING

☐ Delete blank pages
☐ Deskew
☐ Crop

Rotation

Rotate automatically

Cancel

Save

Settings

- **Workflow name**

The name of the workflow. Must not contain any leading or trailing spaces and must not contain the characters: ~ " # % & * : < > ? / \ { | }

- **Active**

Select this to make the workflow Active so users can use the workflow. This is cleared by default. In Printix Go and Printix App, administrators can always see and use all workflows.

- **All users can use this workflow**

Select this so all users can use the workflow (when it is active). This is selected by default.

- **Selected groups can use this workflow**

Select this and then add the groups whose users can use the workflow.

- Select **Add group** to add groups.
- Select **X** to remove a group.

Source

- **Source**

Select between:

- **Printer** 

Printer with Printix Go and Printix Capture.

- **Mobile** 

Phone or tablet with the Printix App installed. Capture on mobile is intended for text-based documents and output is delivered in black and white. Supported image file formats: JPG, PNG, and TIFF.

Printer scan settings

- **Orientation**

The orientation of the original document. Select between **Portrait** or **Select automatically**.

- Not all printers support the Select automatically function. For these printers, even though Select automatically is configured in the workflow, the printer always switches to the default Portrait option.
- On some printers, if Paper size is set to Select automatically, Orientation may be ignored.

- **Paper size**

The default is Select automatically, but otherwise, select between **A3, A4, A5, A6, B4, B5, Ledger, Legal, Letter, Statement, and Executive**.

- Not all paper sizes (for example, Select automatically and A3) might be supported on some printers.

- **Color**

Select between **Color, Grey, and Black and white**. The default is Grey.

- Some [Brother](#) printers do not support the **Color** option. If you select **Color** for one of these printers, the output will be black and white.

- **Resolution**

The resolution in dots per inch (dpi). Select between: **200, 300, 400, and 600**. The default is 300.

- **2-sided**

Select this to scan both sides of the paper. This is cleared by default.

- **Continuous job build**

 This setting only applies to Canon and Lexmark printers.





Select this to scan additional pages in the same job. This is cleared by default.

- On [Canon](#) printers, if this setting is not selected, users can still scan additional pages, but with restrictions:
 - The **2-sided** setting must be on.
 - The user must start scanning from the printer's flatbed glass.
The additional pages can be scanned from both the automatic document feeder (ADF) and the flatbed glass.
- On [Lexmark](#) printers, when you scan additional pages, the scan settings can be changed, such as resolution and color. However, these options only appear if the printer has a hard disk drive. See [Printix Go Lexmark supported printers and MFPs](#).
- On [Lexmark](#) printers, if this setting is not selected, users can still scan additional pages, but with restrictions:
 - If all pages are scanned from the printer's flatbed glass, users can continue scanning additional pages.
 - If the user started scanning from the flatbed glass but continued scanning from the automatic document feeder (ADF), the printer finishes scanning the additional pages in the ADF, but further pages cannot be scanned in the same job from any source.
 - If the user started scanning from the ADF, the printer finishes scanning the pages in the ADF, but additional pages cannot be scanned in the same job.

Destination

- **Destination**

Select between:

- Email 
- Microsoft OneDrive 
- Microsoft SharePoint Online 
- Connector 

- **Email**

To prevent sending spam emails, an email recipient **MUST** either be registered as a user in your Printix Home or have the email domain of your organization (Example: @acme.com). If the same email recipient is listed multiple times, the user will receive multiple emails.

- **To**
The default is {user_email}. There must be at least one email recipient. Use comma to separate multiple email recipients.
- **CC**
The default is empty.
- **BCC**
The default is empty.
- **Subject**

Enter an optional subject. It is possible to use variables, such as {workflow_name}.

- **Microsoft OneDrive**

The global administrator in Microsoft Entra ID must Grant access to OneDrive before OneDrive becomes available as a destination. Data will be written into the My files folder or subfolders thereof according to the workflow.

- **Destination profile**

Select **Create destination profile**. If you have an existing destination profile that can be used, select **Select destination profile**.

- In **Name**, type a descriptive name for the destination profile.

- **Microsoft SharePoint Online**

The global administrator in Microsoft Entra ID must Grant access to SharePoint before SharePoint becomes available as a destination.

- **Destination profile**

Select **Create destination profile**. If you have an existing destination profile that can be used, select **Select destination profile**.

- In **Name**, type a descriptive name for the destination profile.
 - In **Site**, select a SharePoint site.
 - In **Document library**, select a SharePoint document library.
 - In **Folder**, browse to the folder within the SharePoint document library.

- **Connector**

Workflow data will be sent to the connector which stores them on a destination thereof according to the connector configuration.

- **Destination profile**

Select **Create destination profile**. If you have an existing destination profile that can be used, select **Select destination profile**.

- In **Name**, type a descriptive name for the destination profile.
 - In **Connector URL**, enter the URL of the connector.
 - In **Network**, optionally, from the networks configured on the **Networks** page, select the network where the connector is hosted. Leave it blank if the connector is hosted on a public URL.
 - In **Shared secrets**, add one or more shared secrets for communication with the connector.

- **File name**

The default is the name of the workflow followed by time. Instead of using the workflow name, it is possible to construct the file name based on Variable and Date.

Variables and date

Select and paste variable in fields (folder, file name, or subject). A variable can only be used once in a field.

- **Variable**

- **Printer ID**. Only relevant if Source is Printer.

Example: ASD

Variable: {printer_id}

- **Printer location**. Only relevant if Source is Printer.

Example: Head office, Reception

Variable: {printer_location}

- **Printer name.** Only relevant if Source is Printer.

Example: Reception

Variable: {printer_name}

- **Username.**

Example: John Smith

Variable: {user_name}

- **Workflow name.**

Example: Send to email

Variable: {workflow_name}

- **Date**

Select the date format: {MM_DD_YYYY}, {MM_DD_YYYY_TIME}, {DD_MM_YYYY}, {DD_MM_YYYY_TIME}, {YYYY_MM_DD}, and {YYYY_MM_DD_TIME} (default, example: 2022-12-31_23-59). Date and time are in UTC (Coordinated Universal Time).

- **File name example**

- Original example:

{workflow_name}-{yyyy_dd_mm_dd_time}

- Example with prefix text 'test' and {printer_id} variable:

test{workflow_name}-{printer_id}-{yyyy_dd_mm_dd_time}

Output document

- **File type**

Select between:

- **PDF - Searchable**

The format is searchable PDF. It is possible to control image quality and PDF compatibility.

- **Image quality**

The default is Medium. Select between **High**, **Medium**, and **Low**.

- **PDF compatibility**

The default is PDF 1.6. Select between: **PDF 2.0, PDF 1.7, PDF 1.6, PDF 1.5, PDF 1.4, PDF 1.3, PDF/A-1b, PDF/A-2b, PDF/A-3b, PDF/A-2u, PDF/A-3u, PDF/A-1a, PDF/A-2a, PDF/A-3a.**

- **Optimize OCR process for**

The default is High accuracy. Select between:

- **High accuracy:** Recognize text with a higher accuracy, but the processing is slower.
- **Medium accuracy and speed:** A blend of both speed and accuracy.
- **High speed:** Recognize text with the highest speed, but the accuracy is lower.

- **Language for OCR use**

The default is English. Select **Select language** to select the languages for OCR use.

- **PDF - Image only**

The format is image-only PDF. It is possible to control image quality.

- **Image quality**

The default is Medium. Select between **High**, **Medium**, and **Low**.

- **Microsoft Word**

The format is .docx. It is possible to control image quality.

- **Image quality**

The default is Medium. Select between **High**, **Medium**, and **Low**.

- **Optimize OCR process for**

The default is High accuracy. Select between:

- **High accuracy:** Recognize text with a higher accuracy, but the processing is slower.
 - **Medium accuracy and speed:** A blend of both speed and accuracy.
 - **High speed:** Recognize text with the highest speed, but the accuracy is lower.

- **Language for OCR use**

The default is English. Select **Select language** to select the languages for OCR use.


 Only select languages for OCR use if they are included in the documents. In particular, setting an Asian language for non-Asian texts (and vice versa) is likely to produce unusable results.

Image processing

If Source is Mobile, then image processing is controlled on the mobile.

- **Delete blank pages**

Select this to have blank pages deleted. This is cleared by default.

- **Rotation**

Select between Rotate automatically, 0°, 90°, 180°, and 270°. The default is Rotate automatically. The rotation is performed before any OCR.

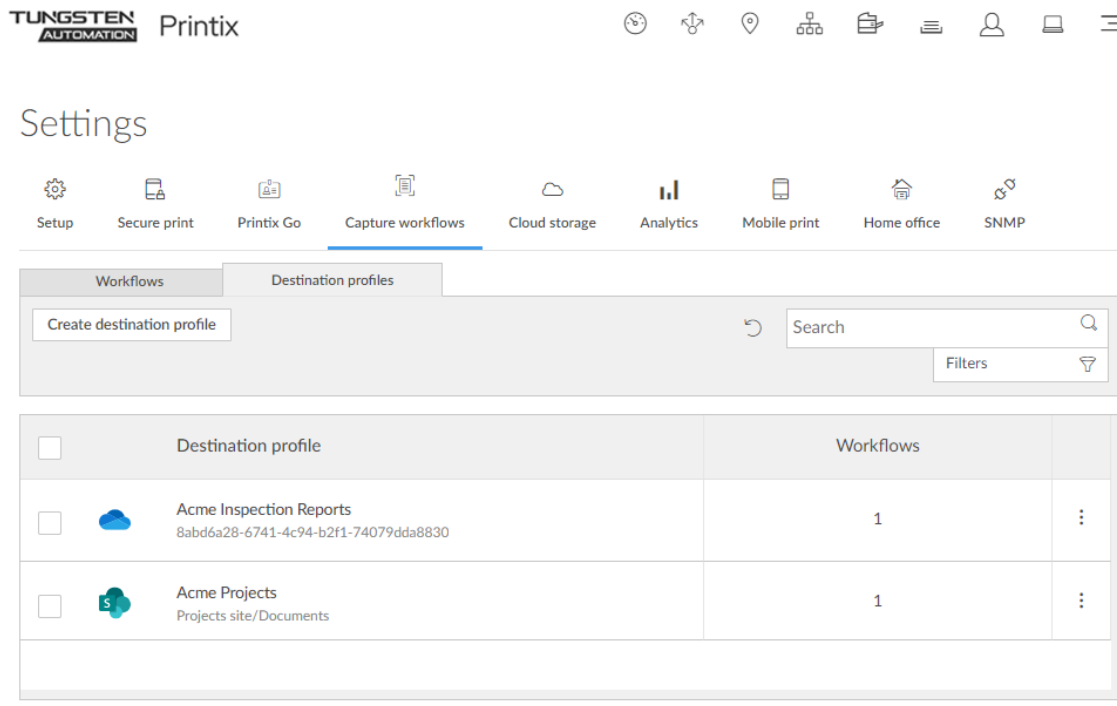
- **Deskew**

Select this if you want captured images to be deskewed automatically. This is cleared by default.


- **Crop**

Select this if you want captured images to be cropped automatically. This is cleared by default.

Destination profiles



Displays the destination profiles, and you can create, modify, and delete destination profiles.

- Select **Create destination profile** to create a destination profile.
- Select **Name** or select  and **Modify** to open the Destination profile.

Destination profile

A destination profile is used for these workflow destinations:

- **Connector**

The destination profile consists of:

- A descriptive Name for the destination profile
- A Connector URL for communicating with the connector
- Optionally, a pre-configured Network where the connector is hosted
- One or more Shared secrets for communicating with the connector

- **Microsoft OneDrive**

The global administrator in Microsoft Entra ID must [grant access to OneDrive](#) before OneDrive becomes available as a destination.

The destination profile consists of:



- A descriptive Name for the destination profile
- **Microsoft SharePoint Online**


The global administrator in Microsoft Entra ID must [grant access to SharePoint](#) before SharePoint becomes available as a destination.

The destination profile consists of:

- A descriptive Name for the destination profile
- A SharePoint Site
- A SharePoint Document library
- A Folder within the SharePoint document library

Delete destination profile

- To delete a destination profile, select  and **Delete**.
- Select the destination profiles and select **Delete** .
- Select the check box at the top of the list to select all destination profiles.

 A destination profile can only be deleted when no workflows are using the destination profile.

How to create a destination profile

1. Select **Create destination profile**.

2. Select **Sign in method**.

If only one is available, it is selected automatically.

3. Select **Destination**.

If only one is available, it is selected automatically.

- [How to create a destination profile for Microsoft SharePoint Online](#)
- [How to create a destination profile for Microsoft OneDrive](#)
- [How to create a destination profile for Connector](#)

Cloud storage

Enable storage of pending documents in your own, secure cloud storage.

Benefits:

- Availability increases as users can release Print Anywhere and Print Later documents while their computer is offline. A Printix Client still needs to be online on the printer's network to release the documents.
- Performance is improved, because you can set up your own cloud storage that is closer to your users.
- Security is improved, because documents are stored in your own cloud storage.

To get here:




1. Select **Menu**  > **Settings**.
2. Select the **Cloud storage** tab.

TUNGSTEN AUTOMATION Printix

Settings

Setup Secure print Print Rules Printix Go Capture workflows **Cloud storage** Analytics Mobile print Home office SNMP

Add cloud storage

Type	Cloud storage	Active	Document sources	Last verified	
 Azure Blob Storage	printixcloudstorage	Yes	5	2024-09-03 : 08.09	⋮
 Azure Blob Storage	storage_backup	No	4	2024-08-15 : 21.51	⋮
 Google Cloud Storage	googlecloudstorage	Yes	2	2024-09-03 : 08.09	⋮

Configure cloud storages

- [Cloud storage table columns](#)
- [Add cloud storage](#)
- [Modify cloud storage](#)
- [Activate / Deactivate cloud storage](#)
- [Delete cloud storage](#)
- [Move cloud storage up or down](#)

Cloud storage table columns

- **Type**
The type of cloud storage.
- **Cloud storage**
The name of the cloud storage.
- **Active**
This is relevant for determining which cloud storage is used. See [Which cloud storage is used to store a document?](#).
Inactive cloud storages are displayed with 50% opacity.
- **Document sources**
The number of document sources that the cloud storage is used for.
 - Hover over the number to see the document sources that use the cloud storage.

The supported document sources are [Print Anywhere](#), [Print Later](#), [Via the cloud](#), [Chrome print](#), [Mobile print](#), **Printer capture**, and **Mobile capture**.

i Printer capture and mobile capture require an Azure Blob Storage. Furthermore, mobile capture requires an Azure Blob Storage that has [CORS \(Cross-origin Resource Sharing\)](#) enabled.

- **Last verified**

The last time the cloud storage was verified (happens automatically every 30 minutes). Select **⋮** and **Test** to check and verify the cloud storage instantly.

Add cloud storage

To add a new Azure Blob Storage or Google Cloud Storage, prerequisite actions must be taken first:

- [How to add Azure Blob Storage](#)
- [How to add Google Cloud Storage](#)

When you add a new cloud storage, it is added to the end of the list of cloud storages. This is relevant for determining which cloud storage is used. See [Which cloud storage is used to store a document?](#).

Modify

1. Select **⋮** and **Modify** to modify a cloud storage.
The **Modify cloud storage** dialog box appears.
2. Modify the fields you want to change, then select **Modify cloud storage**.
The **Name**, **Endpoint suffix**, and **Key** fields cannot be modified.

Activate / Deactivate

1. Select **⋮** and **Activate** to activate a cloud storage.
This is relevant for determining which cloud storage is used. See [Which cloud storage is used to store a document?](#).
2. Select **⋮** and **Deactivate** to deactivate an active cloud storage.
No new documents will be written to this storage.
In the list, inactive cloud storages are displayed with 50% opacity.

Delete

1. Select **⋮** and **Delete** to delete a cloud storage.
2. Select **Confirm**.

Move up or down

Select **⋮** and **Move up** or **Move down** to move a cloud storage up or down in the list.

This is relevant for determining which cloud storage is used. See [Which cloud storage is used to store a document?](#).

Which cloud storage is used to store a document?

Printix uses the following algorithm to decide which cloud storage is used to store a document:

1. First, Printix excludes cloud storages from the list with the following criteria:
 - Cloud storages that are not active are excluded.
 - Cloud storages are excluded if their document source does not match the document.
Example: If the document is printed from a phone with the Printix App, all cloud storages are excluded that do not have **Mobile print** listed as a document source.
 - Cloud storages are excluded if they are only available from a different site than where you are.
You must either be on the same site as the cloud storage, or the cloud storage must be available on all sites.

2. From the cloud storages that were not excluded, Printix always uses the first cloud storage in the list.

i Because of this, the order of cloud storages is important. We recommend you to put cloud storages with limited uses at the top of the list; Otherwise, they may never be used.

3. If all cloud storages were excluded, the document is sent through Printix Cloud as a fallback option.

i To prevent this, you can add an active cloud storage that is available on all sites at the end of the list.

Document source	Own cloud storage that matches all criteria	Printix Cloud (fallback)
Print Anywhere (from a computer with Printix Client) Print Later (from a computer with Printix Client)	Documents are stored on the computer that submitted the document, and additionally, they are also stored in your cloud storage. Because of this, documents can be printed even if the source computer is not accessible.	Documents cannot be stored or printed through Printix Cloud. Documents can only be stored on the computer that submitted the document, and the documents can only be printed while that computer is accessible.
Via the cloud	Documents are transferred to another network through your cloud storage.	Documents are transferred to another network through Printix Cloud.
Chrome print Mobile print	Documents are stored in your cloud storage until they are released.	Documents are stored in Printix Cloud until they are released.

Document source	Own cloud storage that matches all criteria	Printix Cloud (fallback)
Printer capture	Captured documents are stored in your cloud storage until they are sent to the specified destination. Captured documents can only be stored in an Azure Blob Storage.	Captured documents are stored in Printix Cloud until they are sent to the specified destination.
Mobile capture	Captured documents are stored in your cloud storage until they are sent to the specified destination. Captured documents can only be stored in an Azure Blob Storage that has CORS (Cross-origin Resource Sharing) enabled.	Captured documents are stored in Printix Cloud until they are sent to the specified destination.

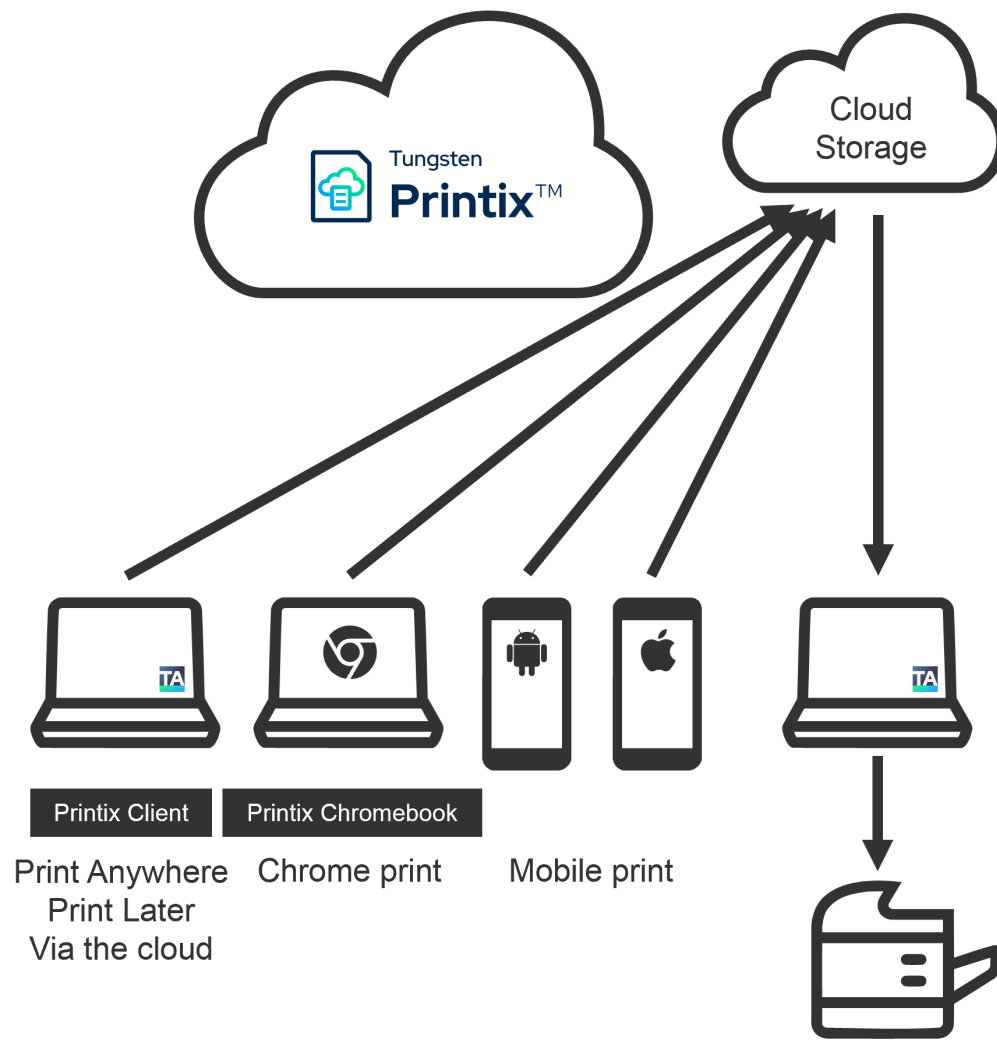


- Documents are automatically deleted from your cloud storage after the number of days (1, 3, 5, or 7) selected for [Mark documents for deletion after](#). However, documents are kept for another 12 hours to allow reprint from the [Recents](#) page in the Printix App. So, after the document no longer appears on the Recents page, it has been deleted permanently and also from your cloud storage.
- Captured documents are automatically deleted from cloud storage after 7 days (168 hours) as the defined time-to-live.

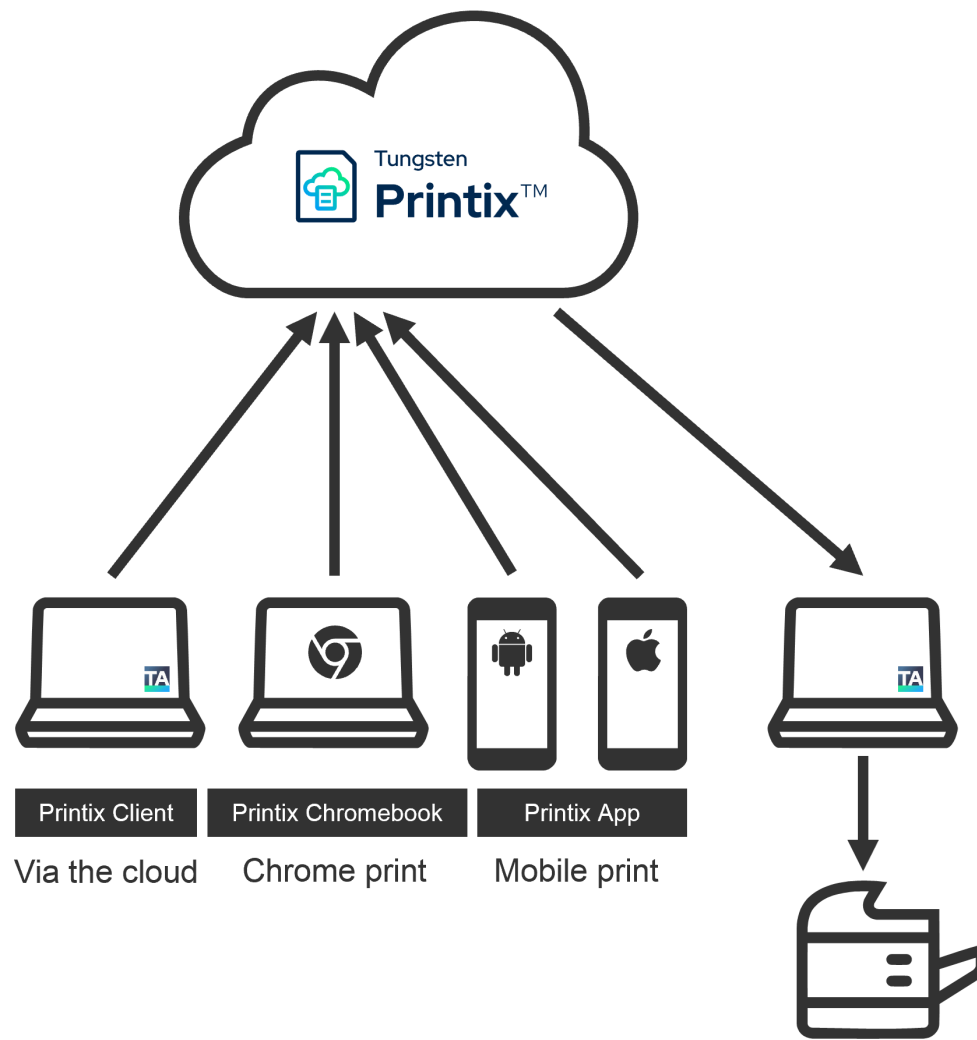
How documents are transferred through cloud storages

To reduce Internet network traffic, it always tries to retrieve the release document from the computer that submitted the document if the computer is online, and it is on the same network as the printer. Otherwise, it retrieves it from the cloud storage.

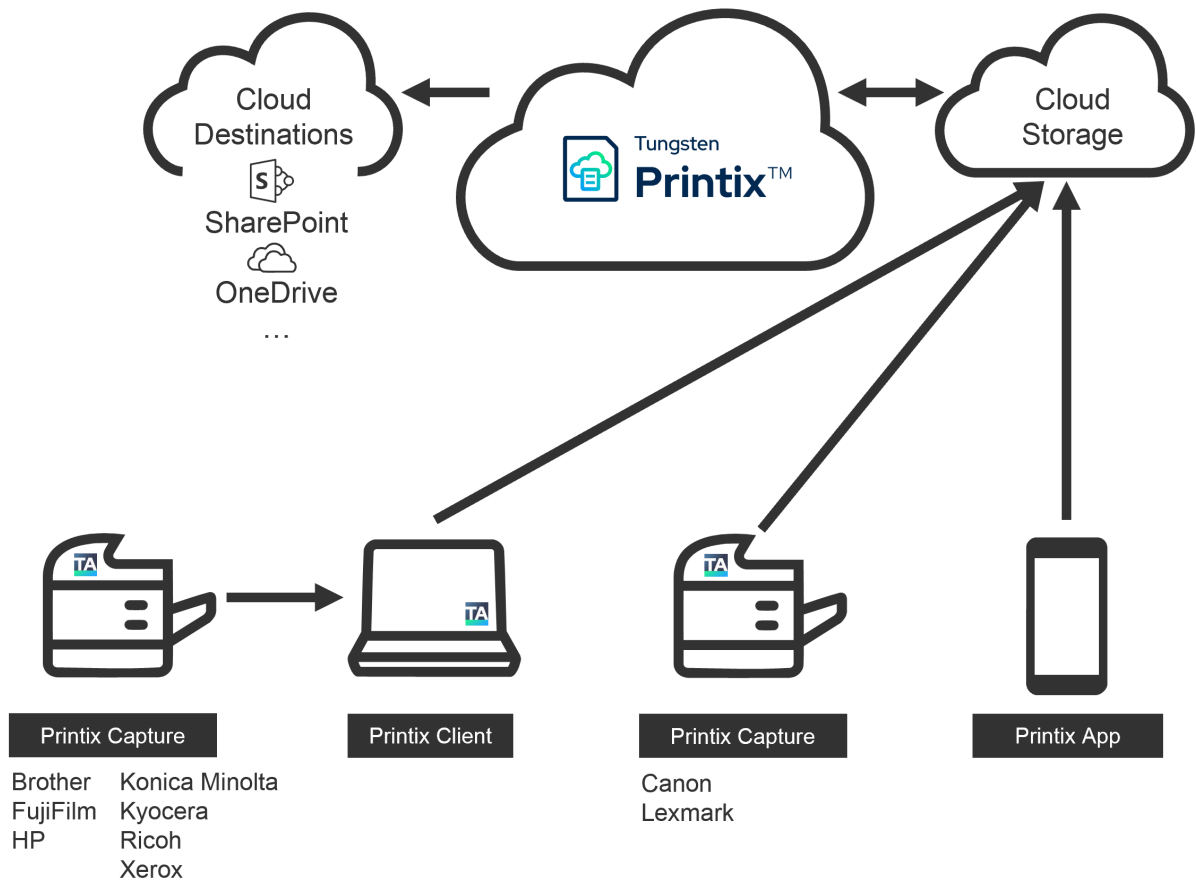
Documents that go through your own cloud storage are protected by time- and session-restricted credentials issued by the Printix Cloud. Printix Client does not store cloud storage credentials/keys.



Print through own cloud storage

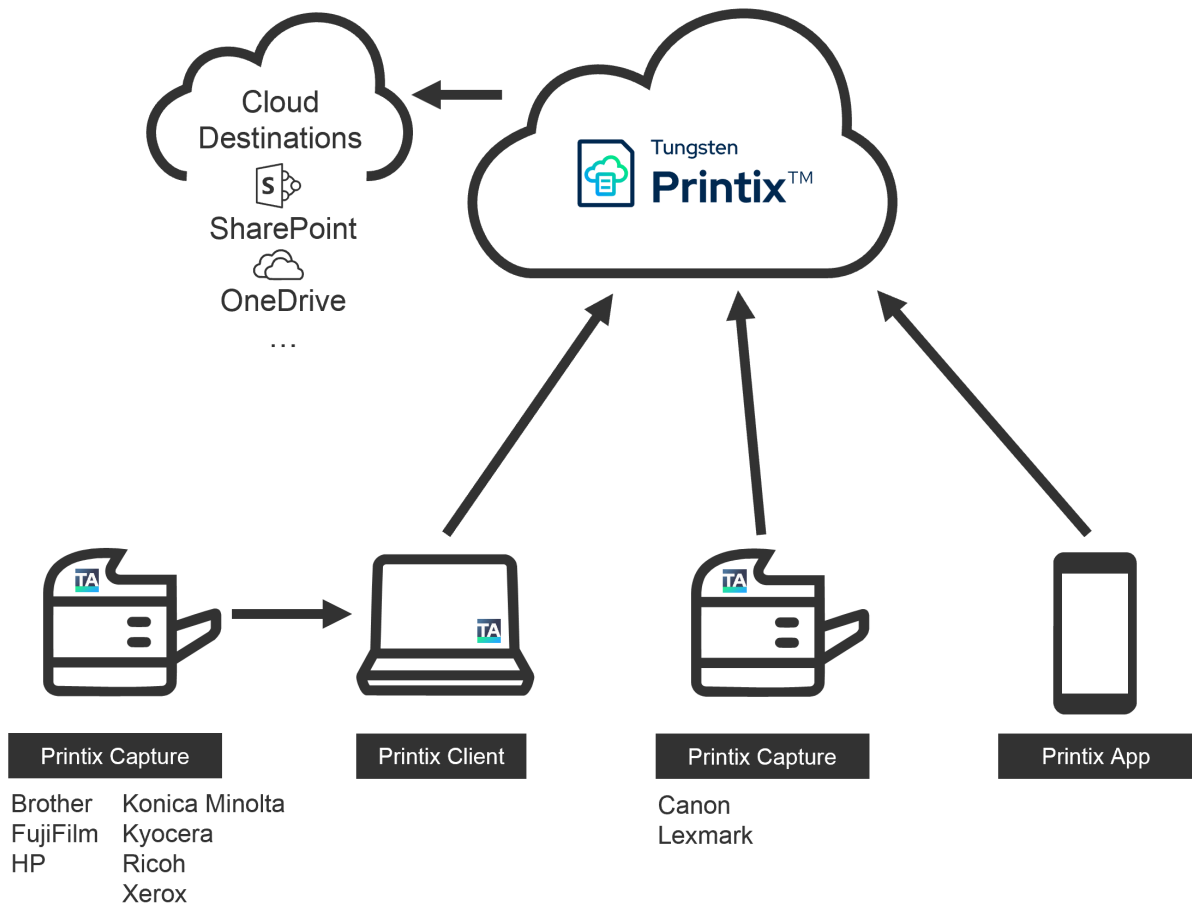


Print through Printix Cloud



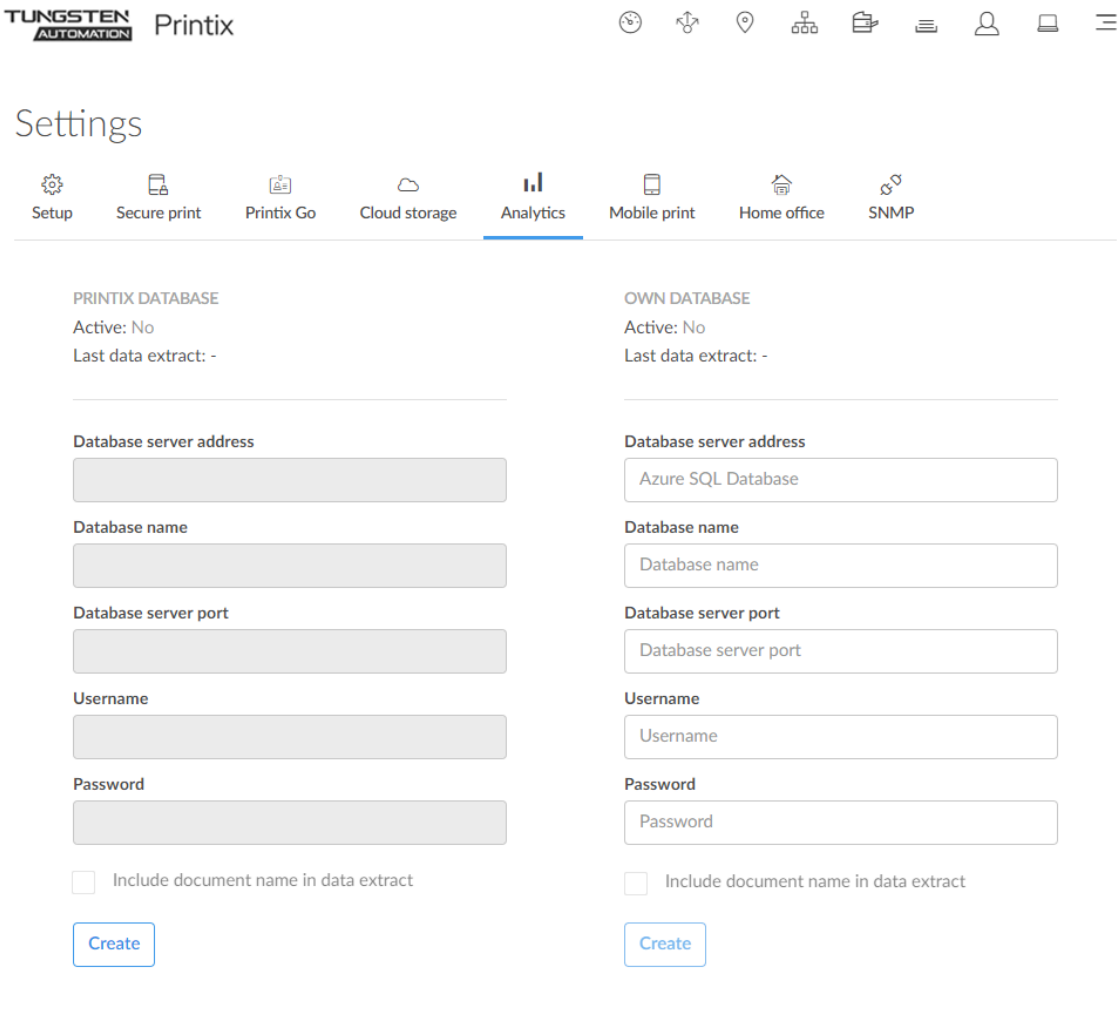
Capture through own cloud storage


i Capture with mobile requires that you [set up Azure Blob Storage for CORS](#) (Cross-origin Resource Sharing). Captured documents will not be stored on Google Cloud Storage.






Capture through Printix Cloud

Analytics



On the Analytics  tab, you can configure access to data for analysis and reporting. Data can be extracted into your own database or you can choose to access it from the Printix Cloud. Data can be viewed and analyzed with [Printix Power BI solution](#) or a tool of your own.

To get here:

1. Select **Menu**  > **Settings** .
2. Select the **Analytics**  tab.

	Printix database	Own database
Data is kept for	30 days	90 days or forever
Data extracts	2 times per day	4 times per day

i Using your **own database** is strongly advised if your combined number of users, computers, and groups are in the ten thousands.

See also:

- [How to extract data to Printix database](#)
- [How to extract data to own database](#)
- [How to set up Power BI](#)
- [How to interact with the Printix Power BI report](#)
- [How to include scan details in data extracts](#)
- [How to include copy details in data extracts](#)

Database

- **Database server address**
The address of the database server.
- **Database name**
The name of the database.
- **Database server port**
TCP port to access the database. The default is 1433.
- **Username**
The username used to access the database.
- **Password**
The password used to access the database.

Test database connection

Select **Test** to test the connection to the database.

Deactivate extraction to database

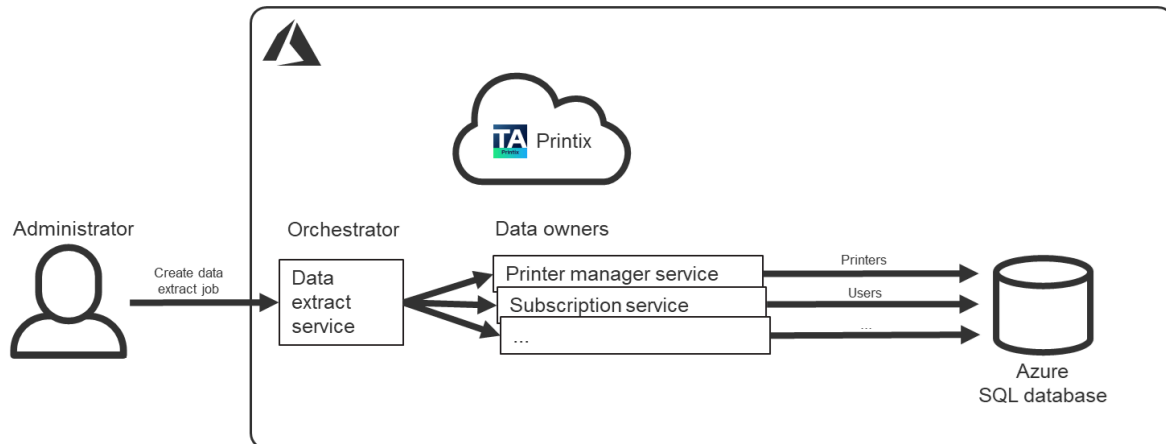
Select **Deactivate** to stop extracting data to the database.



You can select **Activate** if you want to start the extraction of data again.

Delete database extraction profile

1. Select **Deactivate** to stop extracting data to the database.
2. Select **Delete** to delete the database extraction profile.
The deletion of your Printix database happens automatically after you [cancel subscription](#). If you are using your own database, you are responsible for deleting the actual database yourself.

How to extract data to Printix database



1. On the **Settings**  page, select the **Analytics**  tab.
2. In the **Printix database** section, select **Create**.
3. When the database is created, you will see:
 - **Database server address:** The address of the database server.
 - **Database name:** The name of the database.
 - **Database server port:** TCP port 1433.
 - **Username:** The username used to access the database.
 - **Password:** The password used to access the database.
4. Optionally, select **Include document name in data extract**.
5. Select **Activate** to start extracting data to the database.
6. Copy the configuration items one by one and use them to set up the [Printix Power BI solution](#) or a tool of your own.

Settings

Setup
 Secure print
 Printix Go
 Cloud storage
 Analytics
 Mobile print
 Home office
 SNMP

PRINTIX DATABASE

Active: No

Last data extract: -

Database server address

printix-bi-data-2.database.windows.net

Database name

printix_bi_data_2_1

Database server port

1433

Username

printixbiuserc57bc29a2d9943d28b6adb5b0c65

Password

uj9eA9fSyKHnRCnRmeuv

☐ Include document name in data extract

Test

Activate

Delete

OWN DATABASE

Active: No

Last data extract: -

Database server address

Azure SQL Database

Database name

Database name

Database server port

Database server port

Username

Username

Password

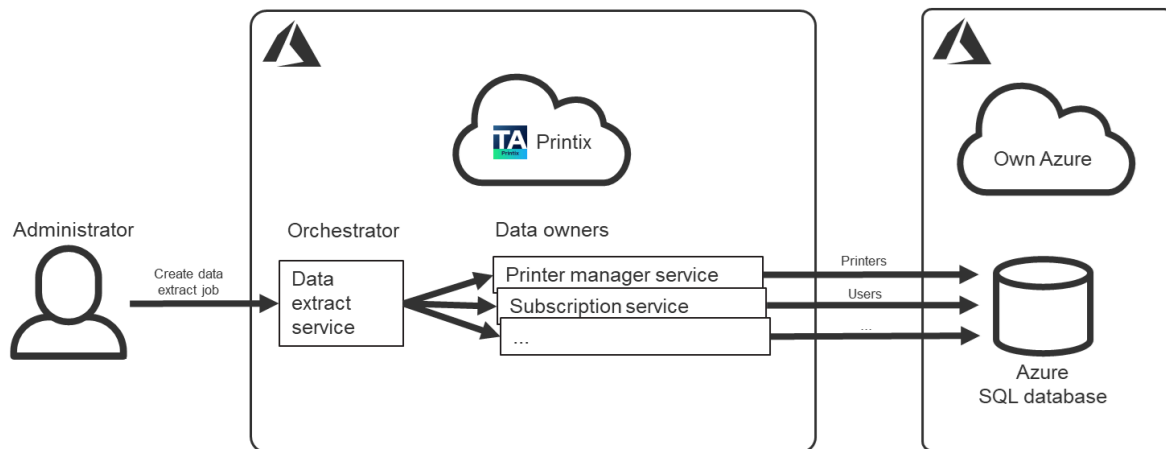
Password



☐ Include document name in data extract


Create










If required, you can select **Reset password** to generate a new password. Access to the database will stop working until you have updated the [Printix Power BI solution](#) or your own tool with the new password.

How to extract data to own database





- Create the Azure SQL Database you want to use for this purpose.
 - A good starting point is a database with 20 DTUs (Database Transaction Units).
 - The database user should have the database role `db_owner`. Alternatively, you can give the database user these three [fixed database roles](#): `db_datareader`, `db_datawriter`, and `db_ddladmin`. Specifically, the database user needs at least these database privileges:
 - `CREATE TABLE`
 - `GRANT SELECT ON DATABASE`
 - `GRANT INSERT ON DATABASE`
 - `GRANT UPDATE ON DATABASE`
 - `GRANT DELETE ON DATABASE`
 - **Firewall rules.** By making [Azure SQL accept 0.0.0.0 as a firewall source](#), it will enable Printix (an Azure service) to pass through the server-level firewall rule and attempt to connect to the Azure SQL database.
1. On the **Settings**  page, select the **Analytics**  tab.
 2. In the **Own database** section:
 - In **Database server address**, enter the address of the database server.
 - In **Database name**, enter the name of the database.
 - In **Database server port**, enter the TCP port to access the database. The default is 1433.
 - In **Username**, enter the username to access the database. See **database role** above.
 - In **Password**, enter the password to access the database.
 3. Select **Create**.
 4. By default, data is kept for 90 days. Optionally, select **Keep data forever**.
 5. Optionally, select **Include document name in data extract**.
 6. Select **Activate** to start extracting data to the database.
 7. Copy the configuration items one by one and use them to set up the [Printix Power BI solution](#) or a tool of your own.


 **Printix**





Settings


**Setup**


**Secure print**


**Printix Go**

**Cloud storage**

**Analytics**

**Mobile print**

**Home office**

**SNMP**

PRINTIX DATABASE
Active: No
Last data extract: -

Database server address

Database name

Database server port

Username

Password

☐ Include document name in data extract

Create

OWN DATABASE
Active: No
Last data extract: -

Database server address

acme-print-bi.database.windows.net

Database name

acme_print_bi

Database server port

1433

Username

printix

Password

.....

☒ Keep data forever

☐ Include document name in data extract

Test

Activate

Delete

Modify

Save

Modify own database

1. Select **Deactivate** to stop extracting data to the database.
2. Select **Modify** to modify the database.
3. Select **Save**.

You can select **Activate** if you want to start the extraction of data again.

How to include scan details in data extracts

Printix Power BI version 2.0 introduces the [User - Scan Details](#) page. If you have had Analytics enabled prior to the release of Power BI version 2.0 (March 2023) and you want to include scan details in the extracted data going forward, you need to:

1. Write down the details from the current configuration as you will need them in step 4:
 - Database server address
 - Database name
 - Database server port
 - Username
 - Password
2. Select **Deactivate** to stop extracting data to the database.
3. Select **Delete** to delete the database extraction profile.
4. Select **Create** to create the database again (enter the information you wrote down in step 1). This will modify the database to also record scan details.
5. Select **Activate** to start the extraction of data again.
Scan details are recorded for:
 - Printix Go printers that have been updated to and use [Printix Capture](#).

See also:

- [How to get started with capture and workflow](#)

How to include copy details in data extracts

Printix Power BI version 2.4 introduces the [User - Copy Details](#) page. If you have had Analytics enabled prior to the release of Power BI version 2.4 and you want to include copy details in the extracted data going forward, you need to:

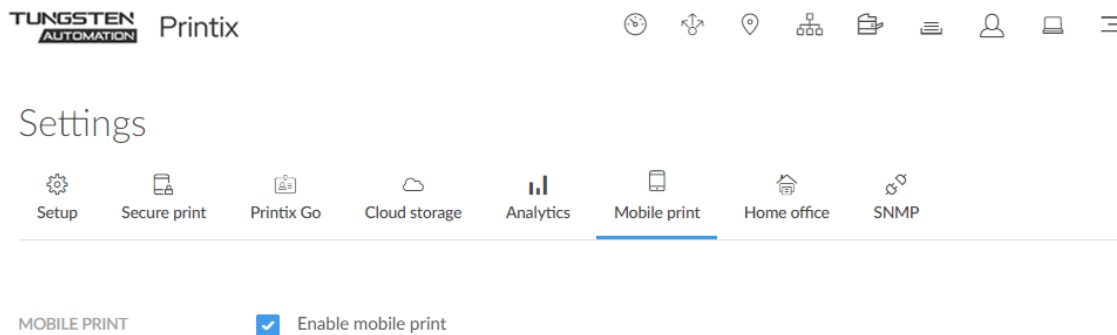
1. Write down the details from the current configuration as you will need them in step 4:
 - Database server address
 - Database name
 - Database server port
 - Username
 - Password
2. Select **Deactivate** to stop extracting data to the database.
3. Select **Delete** to delete the database extraction profile.
4. Select **Create** to create the database again (enter the information you wrote down in step 1). This will modify the database to also record copy details.
5. Select **Activate** to start the extraction of data again.
Copy details are recorded for:
 - Printix Go Ricoh printers.


Power BI

- **Power BI Template (PBIT)**

You can download a template file for Power BI. See [How to set up Power BI](#).

Mobile print



On the Mobile print  tab, you can enable mobile print to allow printing from phones and tablets, Android and iOS/iPadOS.

To get here:

1. Select **Menu**  > **Settings** .
2. Select the **Mobile print**  tab.

See also:

- [Requirements](#)
- [How to enable via the cloud for a print queue](#)
- [How to enable mobile print](#)
- [How to enable mobile print for a print queue](#)
- [How to enable mobile print for a network](#)
- [Troubleshooting](#)
- [How to print from Android phone and tablet](#)
- [How to print from iPhone and iPad](#)
 - [How to get your AirPrint password](#)

Requirements

We advise you add your own secure cloud storage:

- [Azure Blob Storage](#)
- [Google Cloud Storage](#)

Android 

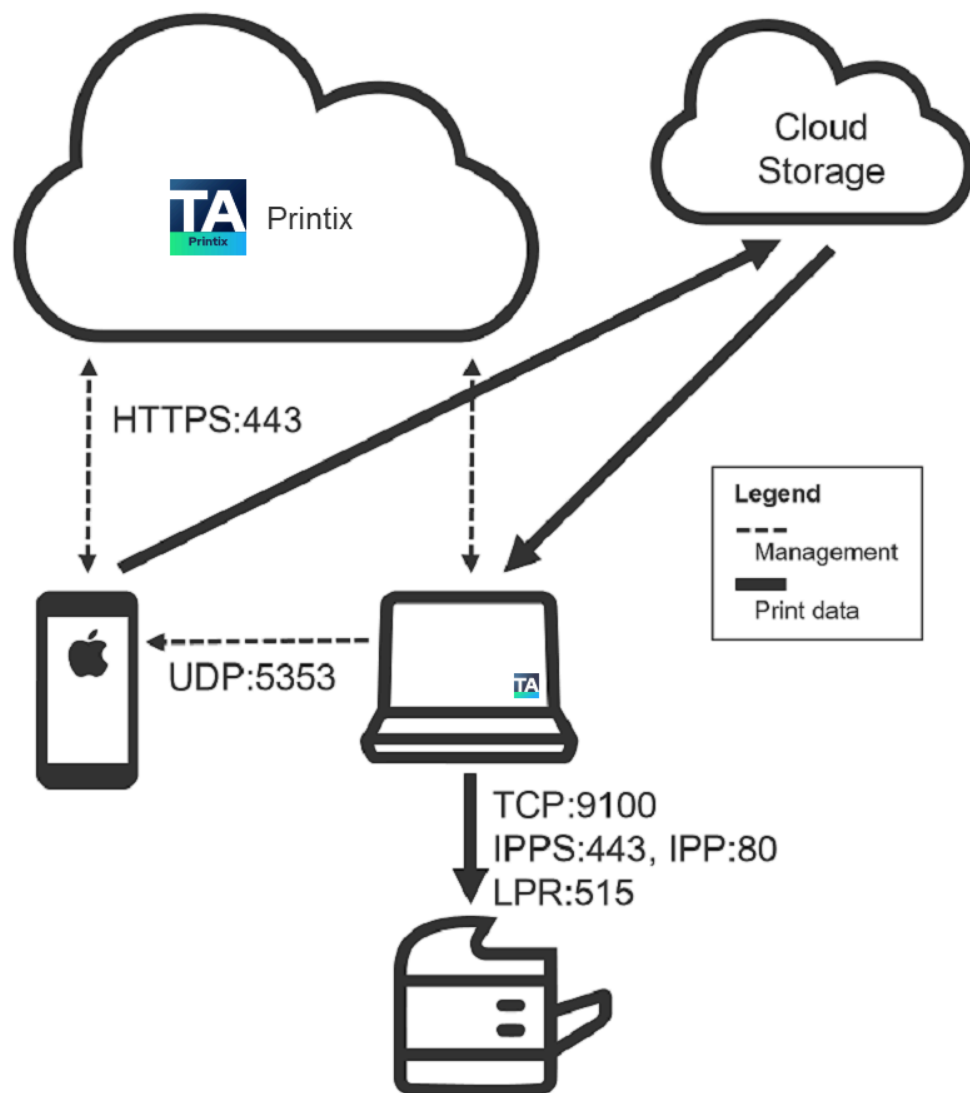
- User must be signed in to Printix App for Android.
- The print queue must have selected [Via the cloud](#) and [Enable mobile print](#).

[Get Printix App for Android](#)**iOS/iPadOS** 

- User must be signed in to Printix App for iOS/iPadOS.
- The print queue must have selected [Enable mobile print](#).
- The print queue name must only contain: A-z,0-9,-

[Get Printix App for iOS/iPadOS](#)

- The iOS/iPadOS phone or tablet must be connected to and within range of a Wi-Fi network that is mobile print enabled by Printix.
- The URL <https://airprint.printix.net> via TCP port 443 must be unblocked.
- Network allows the Bonjour networking protocol via UDP port 5353 (Multicast DNS).
- A computer (with Printix Client) must be online on the Wi-Fi network to broadcast the AirPrint printers.



How to enable via the cloud for a print queue

1. Open the [Print queue properties](#) page.
2. Select **Via the cloud**.
3. Select **Save**.


How to enable mobile print

1. Select **Menu** ≡ > **Settings** ⚙️.
2. Select the **Mobile print** 📱 tab.
3. Select **Enable mobile print**.

4. Select **Save**.
5. Proceed to:
 - [Enable mobile print for a print queue](#), for example Printix Anywhere and
 - [Enable mobile print for a network](#) (required for iOS/iPadOS)

How to enable mobile print for a print queue

1. Open the [Print queue properties](#) page.
2. Select **Enable mobile print**.
3. Select **Save**.

 For iOS/iPadOS phones and tablets, you must also enable mobile print for the network.

Android

- The availability of mobile print enabled print queues depends on the print queues' [Via the cloud](#) setting:
 - If **Via the cloud** is configured to work **on all networks**, mobile print enabled print queues are available regardless of the Android phone's or tablet's network connection (Wi-Fi or mobile network).
 - If **Via the cloud** is configured to work **on selected networks only**, mobile print enabled print queues are only available on selected networks. If print queues do not appear as expected, it can be, for example, because a computer on the selected networks has more than one network adapter, and thereby, potentially operates on multiple networks. To work around this, configure **Via the cloud** work **on all networks** for the print queue.
 - Mobile-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud** selected.

iOS/iPadOS

- Mobile print enabled print queues will be available and broadcast as AirPrint printers as follows:
 - A print queue will be broadcast on the printer's network, if the [network](#) has **Enable mobile print** selected.
 - A print queue, that has [Via the cloud](#) selected and is configured to work **on all networks**, will be broadcast on all [networks](#) that have **Enable mobile print** selected.
 - A print queue, that has [Via the cloud](#) selected and is configured to work **on selected networks only**, will be broadcast only on the selected [networks](#) that have **Enable mobile print** selected.
 - A Printix Anywhere print queue will be broadcast on all [networks](#) that have **Enable mobile print** selected.
 - Mobile-printed Print Anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with [Via the cloud](#) selected.

How to enable mobile print for a network

1. Open the [Network properties](#) page.
2. Select **Enable mobile print**.
3. Select **Save**.

i Broadcast of AirPrint printers will happen when one of the computers on the network has been restarted or the [Printix Service has been restarted](#). The Printix Service log of a computer that broadcast will say: Starting Bonjour Service Manager

Troubleshooting

- [Nothing is printed](#)
- [I cannot find any Printix printers on my Android phone or tablet](#)
- [I cannot find any Printix AirPrint printers on my iPhone or iPad](#)
- [How to check broadcast of Printix AirPrint printers](#)
- [When I want to print, then what username and password do I enter?](#)
- [When I select Print on my iPhone or iPad, it says: You do not have permission to use this printer.](#)
- [When I select Print on my Mac to a Bonjour/AirPrint added printer, it says: Hold for Authentication.](#)

Nothing is printed

- No computer with Printix Client is online on the printer's network.
Resolution: Make sure a computer with Printix Client is online on the same network as the printer.
- If you printed to a Printix Anywhere printer, you have to release the document before it is printed.
Resolution: Use Printix App to release the document.
- Computers are referencing different Printix Homes.
Resolution: Ensure that all computers are using the one and same Printix Home.

I cannot find any Printix printers on my Android phone and tablet

Resolution: Confirm the following requirements.

- Ensure that the [requirements for mobile printing](#) from Android phones and tablets are fulfilled.
- Ensure that you are signed in to the Printix App for Android on your Android phone or tablet.
- Ensure that the [print queue is mobile print enabled](#).

I cannot find any Printix AirPrint printers on my iPhone or iPad

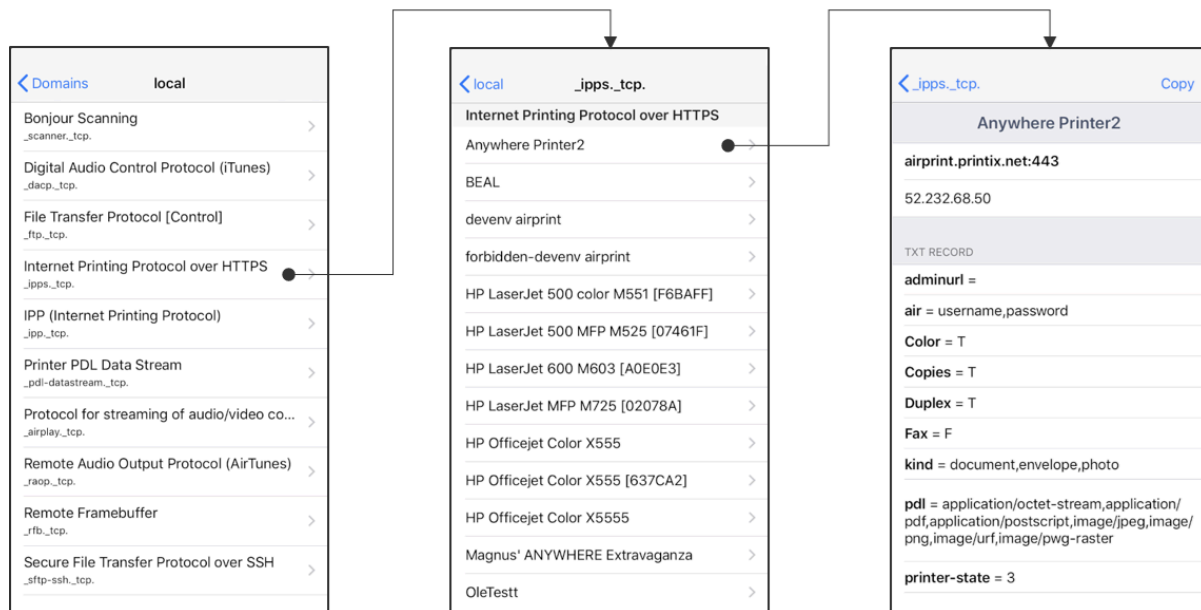
Resolution: Confirm the following requirements.

- Ensure that the [requirements for mobile printing](#) from iPhone and iPad are fulfilled.
- Ensure that you are signed in to the Printix App on your iPhone or iPad.
- Ensure that the iPhone or iPad is connected to and within range of a Wi-Fi network that is known to Printix.
- Ensure that the iPhone or iPad is not in [Low Power Mode](#), because low power mode prevents the Printix App from running in the background.
- Ensure that the [print queue is mobile print enabled](#).
- Ensure that the [network is mobile print enabled](#).
- Ensure that a computer with Printix Client is online on the Wi-Fi network.

If the computer was running before **Enable mobile print** was selected for the network, you should [restart the Printix Service](#) so it broadcast the printers. The Printix Service log of a computer that broadcast will say: "Starting Bonjour Service Manager."

How to check broadcast of Printix AirPrint printers

To troubleshoot and check the broadcast of the AirPrint printers, you can go to Apple App Store and download **Discovery - DNS-SD Browser** from Tildesoft.



1. Open Discovery - DNS-SD Browser.
2. Select **Internet Printing Protocol over HTTPS**.
3. You should see the Printix AirPrint printers.
The print queue name must only contain: A-z,0-9,-
4. Select a printer to see the TXT record for the printer.

When I want to print, what username and password do I enter?

Enter a Username, which can be any string (such as noname). In Password, you must Paste the AirPrint password you get from the Printix App for Android or iOS/iPadOS. The combined username and password must not exceed 180 characters.

Resolution: See: [How to get your AirPrint password](#).

i If you leave the Username empty on an iPad, the Password required for {printer} dialog box will appear every time you print to the printer.

When I select Print on my iPhone or iPad, it displays "You do not have permission to use this printer"

The print queue has Exclusive access selected for one or more groups, and you are not a member of any of those groups.

Resolution: Select a printer you do have access to, or contact your administrator.

When I select Print on my Mac to a Bonjour/AirPrint added printer, it displays "Hold for Authentication"

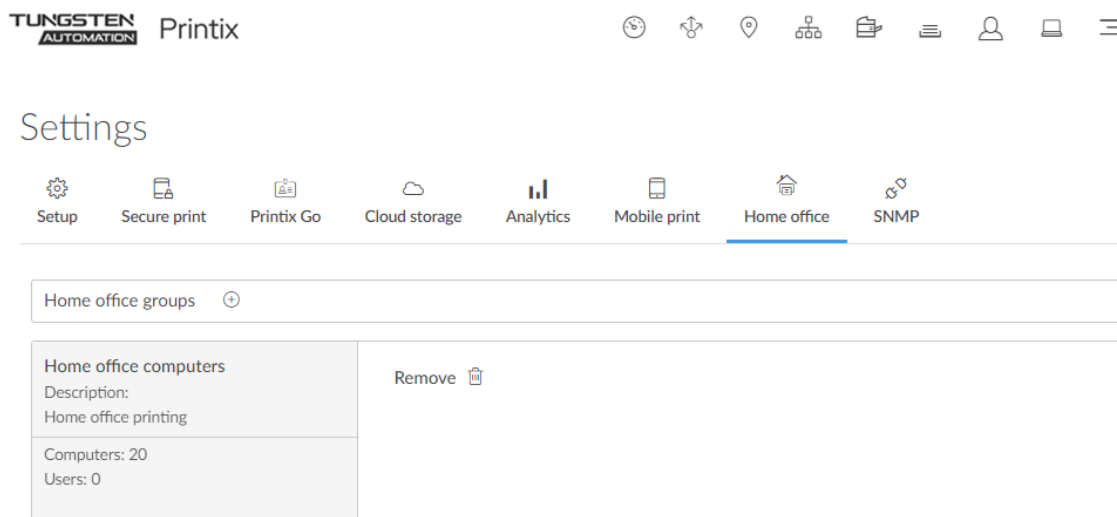
- The AirPrint password was not correct.

Resolution: Enter the correct AirPrint password. The username is not used, but it must be at least one character. The combined username and password must not exceed 180 characters.

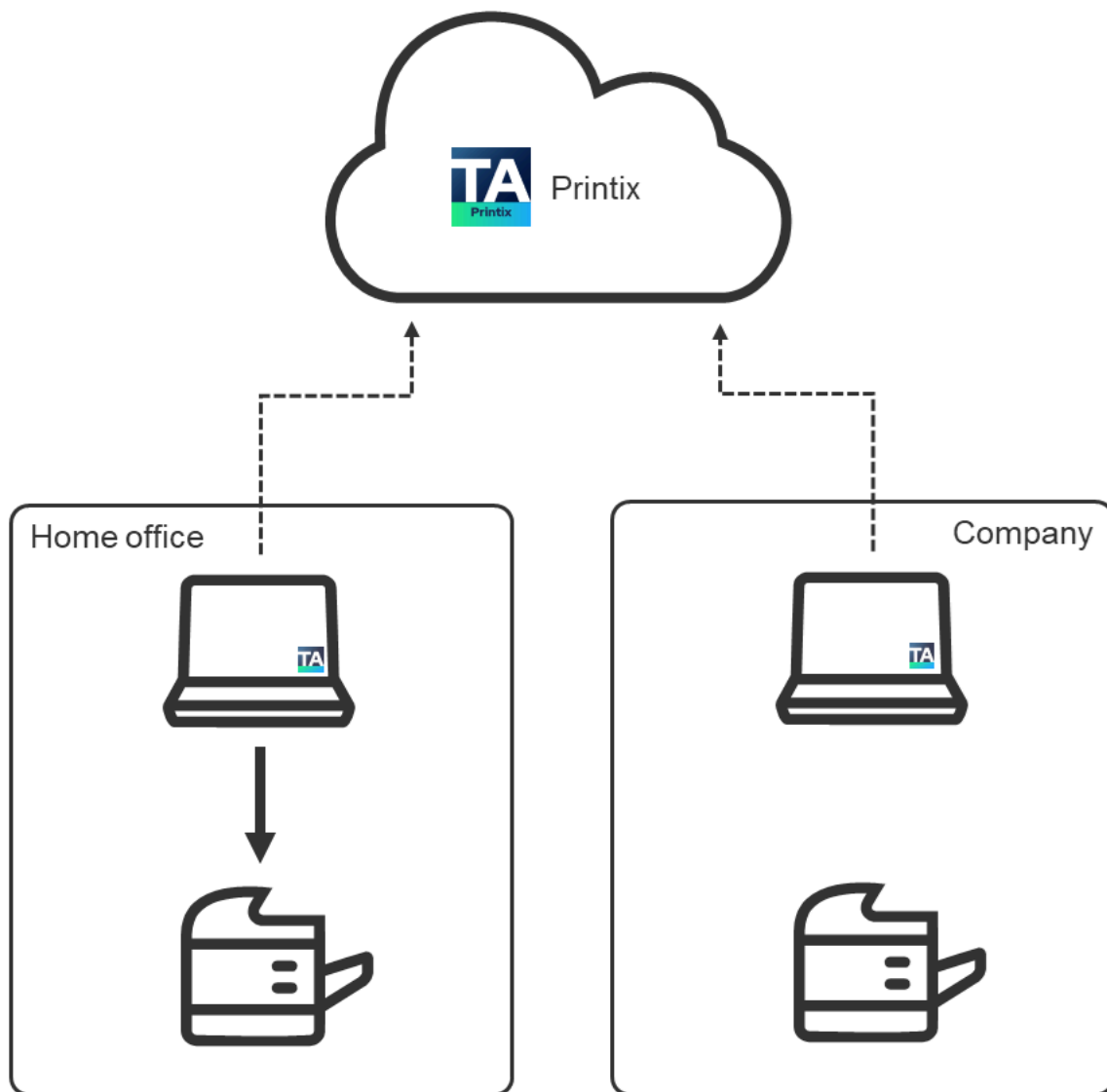
- The print queue has Exclusive access selected for one or more groups, and you are not a member of any of those groups.

Resolution: Select a printer you do have access to, or contact your administrator.

Home office



On the Home office tab, you can enable home office printing so employees can print on their printer at home when they are working at home on their company laptop. This gives the employee the flexibility to review, make notations, and proofread documents on paper rather than on the screen.



To get here:

1. Select **Menu** ≡ > **Settings** ⚙️ .
2. Select the **Home office** 🏠 tab.

See also:

- [How to print from home](#)
- [How to print to home office printer](#)

Benefits



- Employee can review, make notations, and proofread documents on paper rather than on the screen.

- Print queue for the printer at home is added automatically on the company laptop.
- Data is collected showing what was printed on the printer at home.
- Data can be used to reimburse the employee for printing.

How to enable home office printing

Home office printing is enabled by making a group ([Microsoft Entra](#)) with the relevant computers. Name the group for example: Home office computers.

i Do NOT enable home office printing until you have finished registering the Company networks. Otherwise, you risk that company networks get registered as Home office networks.

1. Select **Add home office groups** .
2. Select the group (Home office computers) to make the computers in the group adhere to [home office behavior](#).
 - Select **Search**  to search by group name.
The search is not case-sensitive.
3. Select **Save**.

i As groups are synchronized automatically at approximately 20 minute intervals, it can take up to 20 minutes before the computer's group membership is registered by Printix.

Remove home office group

Select **Remove** .

Home office behavior

Characteristics of a home office computer.

- When computer is on an unknown network.
 - Automatically create home office network and set Network type to: Home office.
 - Automatically [discover printers](#) when computer is on the home office network.
- Naming of home office networks.
 - Network name contains the computer name.
Example: COMPIX@home
 - A number is appended to the network name for any subsequent home office networks created by the computer.
Example: COMPIX@home1
- Naming of home office print queues.
 - A parenthesis with the first part of the Printix Home (acme.printix.net) is appended to the printer name.
Example: myprinter (acme).
 - Showing the three letter printer ID (BNM) is controlled by [Print queue naming](#).
Example: myprinter (acme) BNM.

- For print queues on home office networks.
 - Printix-managed home office print queue, myprinter (acme), can be used for work related printing. Data is collected, and can optionally be used to reimburse the employee for printing.
 - Any existing print queue (myprinter) for the home printer remains untouched and can be used for personal printing (data is not collected).
 - [Add print queue automatically](#) is selected by default.
 - [Remove print queue automatically](#) is selected by default.
 - Other users cannot see the home office print queue, because their computer is not on the home office network.
- Clean up.
 - A home office network that has not been used for 2 months is deleted automatically, and so are the Printix-managed printers and print queues on that network.

SNMP

The screenshot shows the Tungsten Printix interface. At the top, there's a header with the logo and navigation icons. Below that, the 'Settings' section is active, with various sub-tabs like Setup, Secure print, Print Rules, etc. The 'SNMP' tab is selected. Below the sub-tabs, there's a search bar and a table of SNMP configurations.

<input type="checkbox"/>	Name ↑	Networks	Printers	Version	Get Community Name	
<input type="checkbox"/>	Amsterdam SNMP configuration	1	0	V1	Admin	⋮
<input type="checkbox"/>	Berlin SNMP configuration	4	0	V3		⋮
	Default ▾	Global	8	V1	public	⋮

On the SNMP tab, you can add, modify, and delete SNMP configurations. SNMP is only used to get/read information from printers. No set/write SNMP operations are performed.

To get here:

1. Select **Menu** ≡ > **Settings**.
2. Select the **SNMP** tab.

See also:

- [How to add an SNMPv1 configuration](#)
- [How to add an SNMPv3 configuration](#)
- [How to add printers](#)
- [How to discover printers](#)

The list of SNMP configurations has the following columns:


- **Name:** The configuration name.


- **Networks:** Displays **Global** if the configuration is available to all networks. Otherwise, displays the number of assigned networks.
- **Printers:** Displays the number of printers that use the configuration.
- **Version:** Displays **V1** or **V3** depending on the configuration version.
- **Get Community Name:** The community name of the printer.


The **Default** configuration is displayed with bold letters, and it has a bookmark icon next to its name.




The following functions are available:

- Select the check boxes of multiple SNMP configurations to work with multiple SNMP configurations at the same time.
Select the check box in the header row to select all available check boxes. This option not available if none of the SNMP configurations have a check box.
The default SNMP configuration and configurations that cannot be deleted do not have a check box.
- Select **Plus** ⊕ to start adding a new SNMP configuration.
The [Add SNMP configuration](#) dialog box appears.
- Select **Refresh** ↺ to reload the list of SNMP configurations.
The list is automatically refreshed after creating, updating, or deleting an SNMP configuration.
- Select **Search** 🔍 and enter the first few letters of an SNMP configuration to search for it.
The search is not case-sensitive.
- Select **Filters**, then select the appropriate option to apply filters.
 - Select **Version**, then select:
 - **V1** to only display SNMPv1 configurations.
 - **V3** to only display SNMPv3 configurations.
 - **Clear filter** to display both configurations.
 - Select **Network**, then select the appropriate networks.
 - If no network is selected, all configurations are displayed.
 - If at least one network is selected, those SNMP configurations are displayed that are available to at least one of the selected networks.
This includes configurations marked as **Global**, because they are available on all networks.
 - Select **Globally available**, then select:
 - **Yes** to only display SNMP configurations that are available to all networks.
 - **No** to only display SNMP configurations that are only available to specific networks.
 - **Clear filter** to display both configurations.
 - Select **Clear all filters** to display all configurations.
- In the **Networks** column, select a number to display a dialog box with the list of assigned networks.
Each network is displayed together with its IP and MAC addresses.

You can select **Networks**  to go to the **Networks** page.

- Select a specific column title to sort by it:
 - Select **Name** to sort by name.
 - Select **Version** to sort by version. Items with the same version are automatically sorted by name.
 - Select **Get Community Name** to sort by community name. Items with the same community name are automatically sorted by name.
- Select an SNMP configuration's Name or select **More**  and SNMP configuration to open the [SNMP configuration](#) page.
- SNMP configurations can be deleted in multiple ways.

 An SNMP configuration cannot be deleted if it is the default configuration or if it is used by at least one printer.
SNMP configurations that cannot be deleted do not have check boxes.

- Select the check boxes of SNMP configurations and select **Delete**  to delete SNMP configurations.
- You can delete a single SNMP configuration by selecting **More**  and **Delete**.
- You can also delete a configuration after selecting **More**  and **SNMP configuration**. See [SNMP configuration](#).

Site managers can add, modify, and delete SNMP configurations. However, it is limited what site managers can do.

- Site managers can see the following SNMP configurations, which they can assign to printers:
 - SNMP configurations whose **Network** column displays **Global**
 - SNMP configurations that are available to at least one managed network
- Site managers can add, select, modify, and delete the following SNMP configurations:
 - SNMP configurations that are only available to managed networks

Add SNMP configuration

When the **Add SNMP configuration** dialog box appears, select the version of the SNMP configuration to add:

- Version 1
- Version 3

Version 1

- Configuration name
The name of the SNMP configuration.
- Get Community Name
The default is **public**. On some printers, this may also be known as **Community Name Read Only**.
- Set Community Name
On some printers, this may also be known as **Community Name Read/Write**.

- Networks
 - If the configuration should be available to all networks, leave it as **Global** (default).
 - If the configuration should be available to specific networks only, select **Select**, then select the appropriate networks.

Version 3

- Configuration name

The name of the SNMP configuration.
- Username

The SNMP username can contain up to 31 characters in length and include any combination of alphanumeric characters (uppercase letters, lowercase letters, and digits). Space is not allowed.
- Security level

Select one of the following security levels for communication:

 - No authentication and no privacy
 - Authentication and no privacy
 - Authentication and privacy

Depending on the selected security level, it is required to also configure [Authentication](#) and [Privacy protocol](#).
- Networks
 - If the configuration should be available to all networks, leave it as **Global** (default).
 - If the configuration should be available to specific networks only, select **Select**, then select the appropriate networks.

Authentication

- Authentication protocol

Select one of the hashing algorithms:

 - SHA (Secure Hash Algorithm)
 - MD5 (Message-Digest algorithm 5)
- Authentication key

The key used with the selected authentication protocol.

Privacy protocol

- Privacy protocol

Select one of the encryption algorithms:

 - DES (Data Encryption Standard)
 - AES (Advanced Encryption Standard)
- Privacy key

The key used with the selected privacy protocol.

Context name

The context name depends on the printer vendor.

See also:

- [Printer vendor's SNMPv3 context names](#)

SNMP configuration

SNMP CONFIGURATION

Name	Default
Version	V1
Get Community Name	public
Networks	Global

PRINTERS

Search

ID	Printer name	Network	Address
ASD	Lexmark CX725 Lexmark CX725 Ready	Network1	10.146.9.143

- You can see the properties of the selected SNMP configuration. For the description of each property, see [SNMP](#).
- You can [modify](#) or [delete](#) the SNMP configuration.
- You can see the printers that use the selected SNMP configuration.
 - You can Search for a printer in the list. The search is not case-sensitive.
 - Selecting a printer from the list opens the printer's [Printer properties](#) page.

Modify

1. Under **SNMP configuration**, select the **Wrench** and select **Modify**.
2. Make your modifications and select **Save**.

When you modify an SNMP configuration, we recommend that you verify that printing and printer status still work.

Delete


1. Under **SNMP configuration**, select the **Wrench** and select **Delete**.
2. Select **Confirm** to delete the SNMP configuration.

An SNMP configuration cannot be deleted if it is the default configuration or if it is used by at least one printer.

Generative AI

On the Generative AI tab, you can change the settings of Copilot.

To get here:

1. Select **Menu**  > **Settings**.
2. Select the **Generative AI** tab.

See also:


- [Copilot](#)

Configure Copilot

1. Optionally, select **Enable/Disable** to enable or disable Copilot for all users on the current Printix Home.
You must have the system manager role to enable or disable Copilot.
2. Optionally, select a different provider.
To use any other provider than Printix, you must have access to an AI provider.
3. If you selected any other provider than Printix, fill in the empty fields based on the configuration details of your selected provider.
4. Select **Save**.

Applications

To get here:

Select **Menu**  > **Applications**.

Additional tabs:

- [Webhooks](#)

Create application

1. Select **Create application**.
The **Create application** dialog box appears.
2. In **Application name**, enter the name of the application.
3. For **Type**, select **Go registration**.
4. Select **I accept**.
With this prompt, you accept that one application is billed as one user.
5. Select **Create**.
The dialog box is not closed, and instead, further options appear in it.
6. Optionally, copy the **Client ID**, **Client Secret**, or **Tenant ID** to the clipboard.
The client secret is only displayed here, and it cannot be retrieved later.

7. Select **Close**.

The created application appears in the list.

Application options

When you select **More** ⋮ next to an application, you have the following options:

- **Modify**: Change the name or type of the application.
- **Create new secret**: Create a new Client Secret.
- **Delete**: Delete an application. This also revokes the Client ID and Client Secret pair.

You can also delete applications by selecting the check boxes next to the unwanted applications, then selecting **Delete**.

To select all applications, select the check box in the table's header.

Select **Refresh** ↺ to refresh the list.

Webhooks

To create a webhook:

1. Select **Create webhook**.
The **Create webhook** dialog box appears.
2. In **Webhook URL**, enter the URL of the webhook.
3. Select webhook events.
Example: Create user event
4. Select **Create**.
The dialog box is not closed, and instead, further options appear in it.
At this point, the created webhook is active by default.
5. Optionally, you can deactivate the webhook by changing **Active** to **No**.
You can also deactivate webhooks later from the [webhook options](#).
6. Optionally, copy **Secret 1** or **Secret 2** to the clipboard.
7. Select **Close**.
The created webhook appears in the list.

Webhook options

When you select **More** ⋮ next to a webhook, you have the following options:

- **Modify**: Change the URL of the webhook.
- **Test**: Test an active webhook.
- **Create new secret**: Create a new pair of secrets (Secret 1 and Secret 2).
- **Deactivate**: Deactivate the webhook.
- **Delete**: Delete a webhook.



You can also delete webhooks by selecting the check boxes next to the unwanted webhooks, then selecting **Delete**.

To select all webhooks, select the check box in the table's header.

Select **Refresh**  to refresh the list.

Software

To get here:

Select **Menu**  > **Software** .

Windows

- **[Printix Client](#)**
Automates the creation of print queues and installation of print drivers. The MSI arguments are relevant if you want to [deploy Printix Client with Microsoft Endpoint Manager](#).
- **[Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#)**
Use this to enable printing to a print queue on a Windows computer, enable hybrid cloud printing, and enable USB printing.
- **[Printix Configurator](#)**
Use this to initially configure Printix for customers with multiple locations (networks) and a large number of already deployed printers.
- **[Printix Client \(MSI\)](#)**
Use this for [automatic deployment with Microsoft Endpoint Manager](#).
Select the relevant MSI argument to copy it to the clipboard.
 - **Sign in after installation**
Sign-in will occur right after Printix Client is installed. This is the default behavior.
 - **Sign in postponed until restart**
Deploy Printix Client without starting the user interface (PrintixClient.exe). This method can be used to install Printix Client as part of an automated process (such as Windows Autopilot) that completely configures a new computer before this is delivered to the user. This way, sign in is postponed until the user starts to use the computer. Only the Printix Service (PrintixService.exe) is started. The computer with Printix Client will only be registered and listed in Printix Administrator after a user has signed in.
- **[Kiosk ID](#)**
Making Printix Client for Windows [run as kiosk](#) on a computer is relevant if multiple users need to operate and print from the computer without being signed in with a personal account.

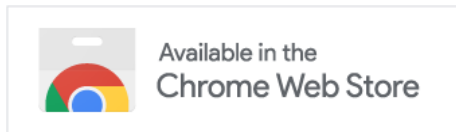
Mac

- **[Printix Client](#)**
Automates the creation of print queues and installation of print drivers.

Chrome Web Store

- **[Printix Chromebook](#)**

Print to Printix-managed printers from Chromebooks and computers with Google Chrome.



Apple App Store

- [**Printix App**](#)
Release, print, and delete documents on iPhone and iPad.
[Get Printix App for iOS/iPadOS](#)

Google Play Store

- [**Printix App**](#)
Release, print, and delete documents on Android phone and tablet.
[Get Printix App for Android](#)

Printix Go

- [**Canon \(ZIP\)**](#)
Use this to install the required Printix Go components on a Canon printer.
- [**Kyocera \(ZIP\)**](#)
Use this to install Printix Go on a Kyocera printer.
- [**Lexmark Go \(FLS\)**](#)
Use this to manually install Printix Go Print on a Lexmark printer.
The manually installed Printix Go Lexmark has limited functions compared to the typical installation.
- [**Lexmark Capture \(FLS\)**](#)
Use this to manually install Printix Go Capture on a Lexmark printer.
The manually installed Printix Go Lexmark has limited functions compared to the typical installation.
- [**Ricoh \(ZIP\)**](#)
Use this to install Printix Go on a Ricoh printer without using the Printix Client.
The clientless Printix Go Ricoh has limited functions compared to the typical installation.
- [**Ricoh Installer \(ZIP\)**](#)
Use this to install Printix Go on a Ricoh printer without using the Printix Client.
The clientless Printix Go Ricoh has limited functions compared to the typical installation.

Capture Connector API

Intended for use by applications that wish to integrate with Printix Capture to process and deliver documents and metadata to custom systems. For a detailed explanation, see [How to get started with Capture Connector API](#).

- **Sample Connector .NET (ZIP)**

Use this sample connector to process documents created by Printix Capture and store them and their metadata on a pre-configured network share.

- **Source code .NET (ZIP)**

Use this sample connector source for reference how to create your own application in .NET to integrate with Capture Connector API to process documents and metadata.

- **Source code Java (ZIP)**

Use this sample connector source for reference how to create your own application in Java to integrate with Capture Connector API to process documents and metadata.

- **Source code Node.js (ZIP)**

Use this sample connector source for reference how to create your own application in Node.js to integrate with Capture Connector API to process documents and metadata.

- **Source code Python (ZIP)**

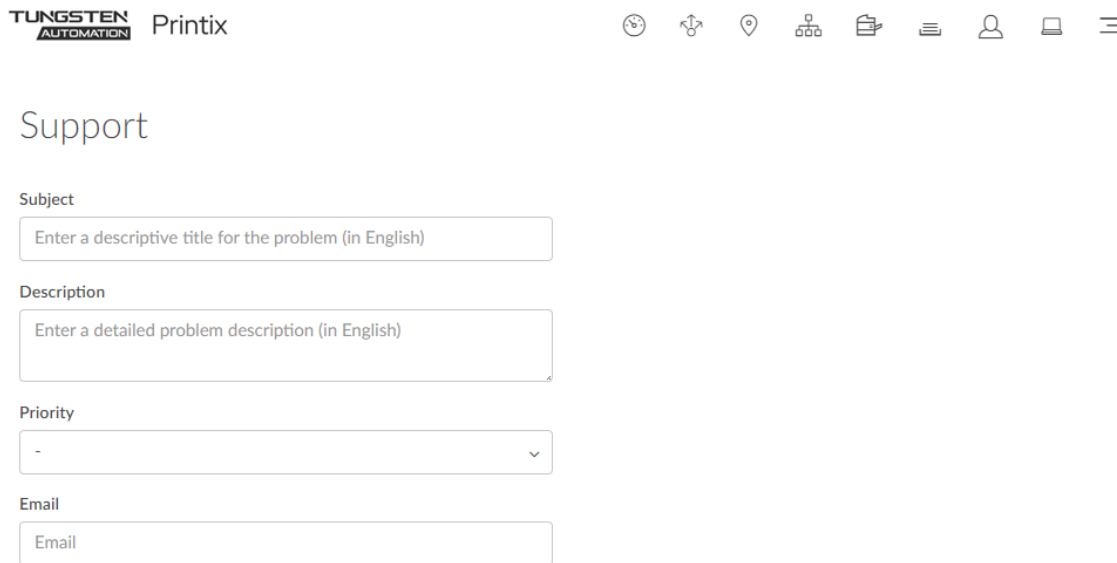
Use this sample connector source for reference how to create your own application in Python to integrate with Capture Connector API to process documents and metadata.

Power BI

- **Power BI Template (PBIT)**

You can download a template file for Power BI. See [How to set up Power BI](#).

Support



TUNGSTEN
AUTOMATION Printix

Support

Subject
Enter a descriptive title for the problem (in English)

Description
Enter a detailed problem description (in English)

Priority
-

Email
Email

To get here:

Select [Menu](#) ≡ > **Support** .


How to get support

1. Fill out the form.

To help us investigate and hopefully reproduce the issue, we urge you to include as much detail as possible, such as:

- The name of the involved user, computer, printer, and print queue.
- Can the issue be reproduced, or does it happen randomly?
- When did the issue occur?

2. As **Priority**, optionally, select **Urgent**, **High**, **Normal** (default), or **Low**.
3. Select **Send**.

 Update notifications are sent through email. If you do not receive notifications, ask your internal IT department or service provider to assist you.

After the support request is opened, you can subsequently add attachments, such as images to the confirmation email you receive from Product Support.




See also:

- [Troubleshooting](#)

Chapter 4

Roles

See what functions you can perform based on your role:

	System manager	Site manager	User	Guest
Printix Administrator	Sign in	Sign in	-	-
Sites 	All	View only	-	-
Networks 	All	View only	-	-
Printers 	All	Site managed printers	-	-
Print queues 	All	Site managed print queues	-	-
Users 	All	View only	-	-
Computers 	All	View only	-	-
History 	All	History for site managed printers	-	-
Groups 	All	Add and remove groups for site managed print queues	-	-
Authentication 	All	View only	-	-
Subscription 	All	-	-	-
Settings 	All	View only (No access to Analytics tab)	-	-
Software 	Download	Download	-	-
Support 	Submit	Submit	-	-
Printix Client	Sign in	Sign in	Sign in	Sign in [1]
Printix App	Sign in	Sign in	Sign in	Sign in [1]
Printix Go	Sign in	Sign in	Sign in	Sign in
Print	Print	Print	Print	Print
Capture	Capture	Capture	Capture	Capture

[1] Guests require a password to sign in, which can be configured to be automatically generated with the [Printix Cloud Print API](#).

See also:

- [How to change the role of a user](#)
- [How to create a site](#)
- [How to add a site manager group to a folder or site](#)

System manager

As System manager, you have full rights in [Printix Administrator](#) to control everything, including the roles of all other users.

- [Open Printix Administrator](#)
- [Manage sites](#)
- [Manage networks](#)
- [Manage printers](#)
- [Manage print queues](#)
- [Manage users](#)
- [Manage computers](#)
- [Manage groups](#)
- [Manage the roles of all other users](#)
- [Manage subscription](#)

Site manager

As **Site manager**, you can sign in to [Printix Administrator](#) and have management access to the [sites](#) you have rights to. See the sections below to see the actions you can take as Site manager.

Printers

- **Discover printers** on networks belonging to managed sites.
- **Add printer** on networks belonging to managed sites.
- **Modify printer** on networks belonging to managed sites.
- **Delete printer** on networks belonging to managed sites.
- **Delete** unregistered printers.
- [Register NFC tag](#) for printers belonging to managed sites.
- **Delete NFC tag** from printers belonging to managed sites.

SNMP configurations

- **See SNMP configurations** with Global networks assigned.
- **See SNMP configurations** that have at least one managed network.
- [Add an SNMP configuration](#) that only has managed networks.
- [Modify an SNMP configuration](#) that only has managed networks.
- **Delete an SNMP configuration** that only has managed networks.

Print queues

- **Add print queue** to printers belonging to managed sites.
- **Modify print queue** of printers belonging to managed sites.
- **Delete print queue** of printers belonging to managed sites.
- [Configure multiple print queues](#) belonging to managed sites.
- **Add print queues** to computers belonging to managed sites.
- **Update print queues** on computers belonging to managed sites.
- [Convert print queues](#) on computers belonging to managed sites.
- [Set printer as default for a print queue](#) on a computer belonging to managed sites.

History

- See history for printers belonging to managed sites.
- See history for computers belonging to managed sites.

Groups

- **Add group** to print queues belonging to managed sites.
- **Remove group** from print queues belonging to managed sites.

User

As a User, you can use Printix to:

- [Print](#)
- [Capture](#)

As a User, you cannot sign in to Printix Administrator.

Guest

Guests can be registered and administrated with the [Printix Cloud Print API](#). Guest users can be automatically deleted after a specific period of time.

Guest users can use Printix to:

- [Print](#)
- [Capture](#)

Guests cannot sign in to Printix Administrator, but administrators can see guests on the list of users.

Chapter 5

Print drivers

Printix maintains a global driver store with Windows and macOS print drivers. When users start to use the Printix Client, it automatically uploads print drivers and puts them in your Printix driver store. If a particular printer has no dedicated print driver, an appropriate Universal print driver may be used.

Printix Client for Mac uses Apple's Generic PostScript Printer and Generic PCL Printer if the printer has no dedicated or Universal print driver.

You can [add a print driver](#) to your Printix driver store to deal with these scenarios:

- **Newly released printer**

The printer is just released, and therefore, the print driver is not among the print drivers in the driver store.

- **Selected print driver lacks features**

The selected print driver (such as a universal/generic print driver) does not fully support the features of the printer.

- **Selected print driver lacks language support**

The selected print driver does not support the language required. Some Asian countries for example require special print driver packages for language support.

- **No print driver was selected for the printer**

If the printer does not support PostScript, PCL6, or PCL5, then a Universal print driver is not available, and you have to use a dedicated print driver from the printer vendor.



- We do not recommend use of Windows class drivers. Class drivers are not uploaded to the Printix driver store, because they are supposedly distributed with Windows, but availability varies depending on the version of Windows. We recommend use of the printer vendor supplied print drivers and [universal print drivers](#), because these offer advanced features and better control compared to class drivers.
- If you notice a print driver with a known vulnerability in your driver store, you can [submit a support request](#) to report this print driver to us. Print drivers that are reported to us will be prevented from being installed in the future. However, previously installed print drivers are not uninstalled.

See also:

- [How to add a print driver](#)

- [How to change the print driver](#)
- [How to work with print driver configurations](#)
- [How to add an EFI Fiery printer](#)
- [Universal print drivers](#)

Universal print drivers

The major printer vendors supply universal print drivers:

- [Canon generic print driver](#)
- [HP universal print driver](#)
- [HP DesignJet universal print driver](#)
- [Konica Minolta universal print driver](#)
- [Kyocera classic universal print driver](#)
- [Lexmark universal print driver](#)
- [Ricoh universal print driver](#)
- [Toshiba universal print driver](#)
- [Xerox global print driver](#)


See the above sections for instructions on how to configure:

- **Installable Options** (such as Paper trays, Duplexer, Staple, Hole punch, and Output bins)
- **Form to tray Assignment**
- **Printing defaults** (such as Finishing options, Print 2-sided, and Print in black)

Canon generic print driver

The Canon generic print driver is available for:

- **PCL6**
Print driver name: Canon Generic PCL6 Driver
- **PostScript**
Print driver name: Canon Generic PS3 Driver
- **UFR II**
Print driver name: Canon Generic UFR II Driver

 If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

- All (+23) languages within the print driver.
Select a language on the **Device Settings** tab in the **Printer properties** dialog box. Select **Language Settings**.

Configuration

In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Device Settings** tab.
2. Select **Device Information** to ask the printer. If you cannot contact the printer, select the **Device type** manually.
Example: A3, Color
3. Optionally, adjust:
 - **Finishing settings**
 - **Paper source settings**
 - **Department ID management**
This feature is NOT supported with Printix as the IDs cannot be verified by the printer, because after being converted by Printix, the print queue is using a local IPP port.
4. Select **Apply**.
5. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
6. Select **OK**.

HP universal print driver

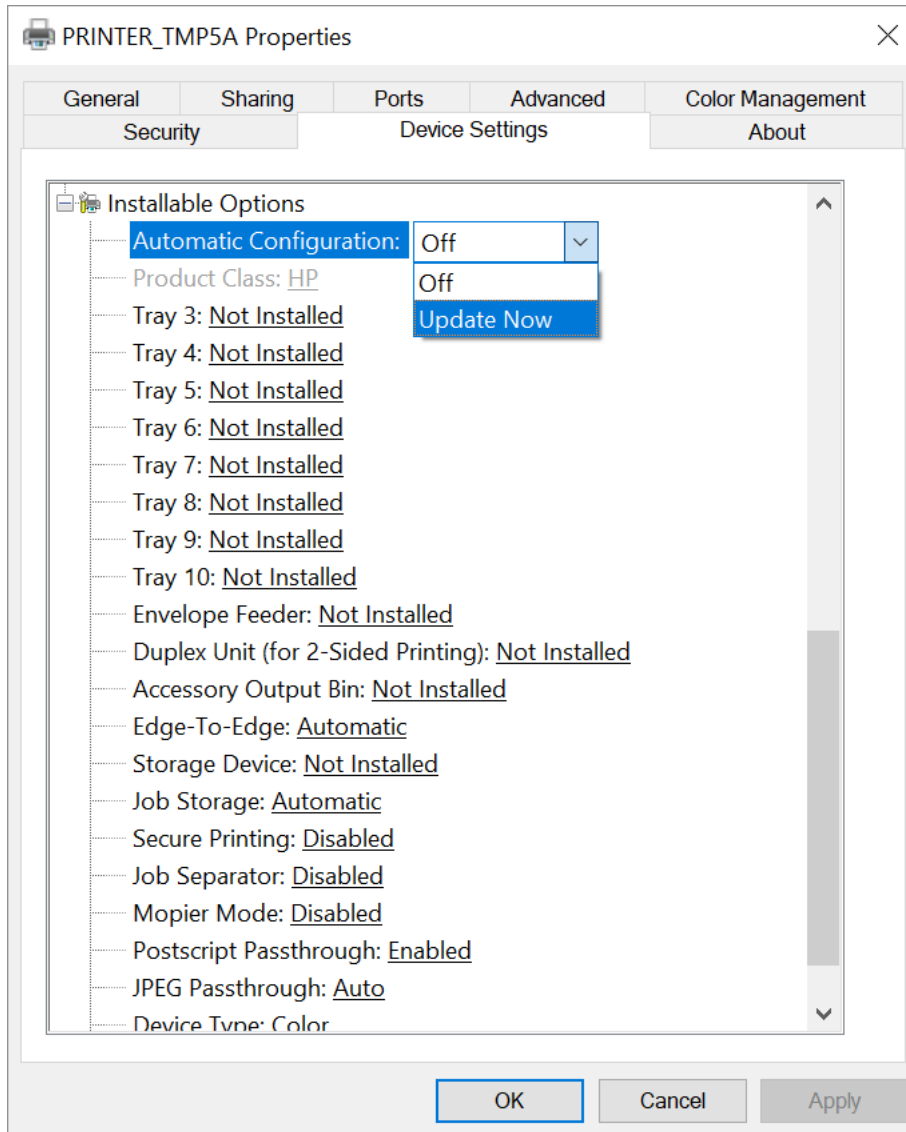
The HP Universal Print Driver (UPD) is available for:

- **PCL5**
Print driver name: HP Universal Printing PCL5
- **PCL6**
Print driver name: HP Universal Printing PCL6
- **PostScript**
Print driver name: HP Universal Printing PS



- If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.
- Install the HP Universal Print Driver in **Traditional mode**.

Configuration



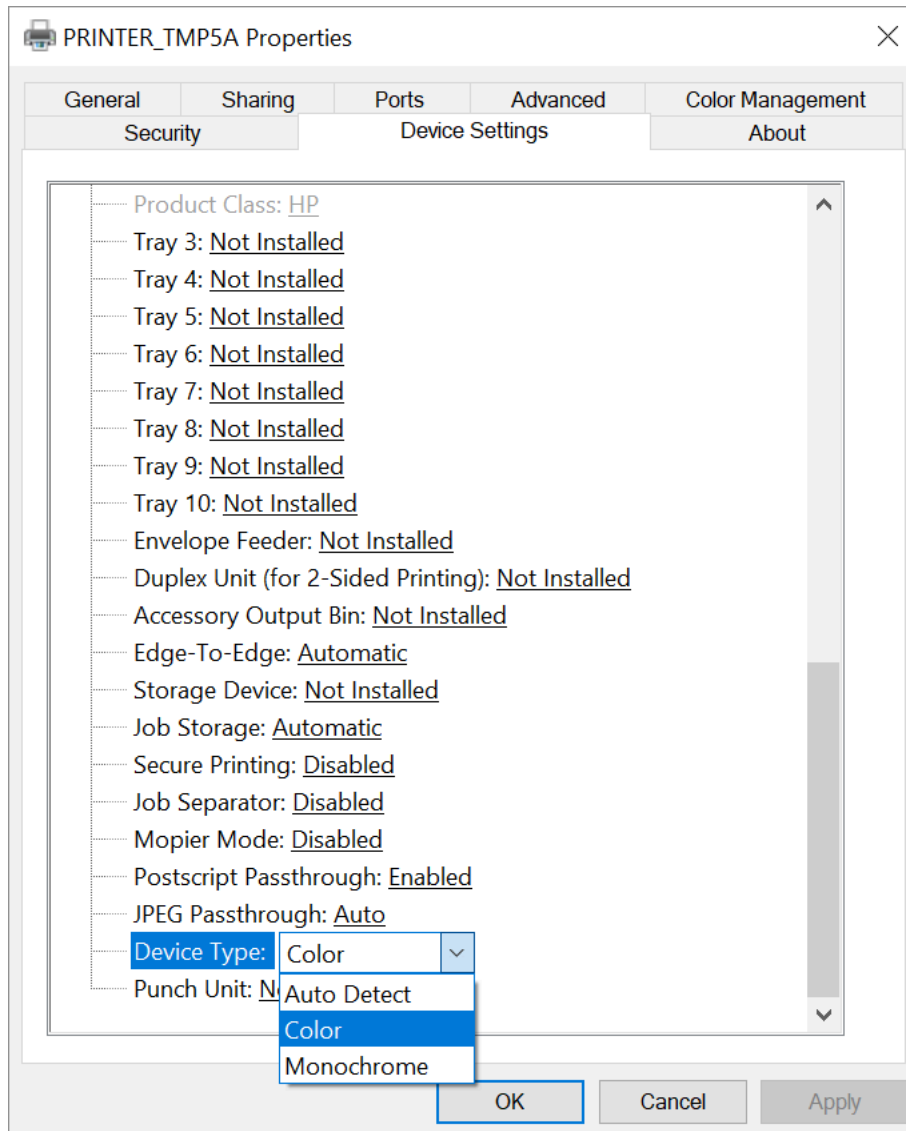
In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Device Settings** tab.
2. Select **Automatic Configuration** and select **Update Now**. If you cannot contact the printer, you can manually configure:
 - **Installable Options**
 - **Form to Tray Assignment**

i After you select **Update Now**, the **Printer properties** dialog box closes automatically, preventing you from making additional changes. To make additional changes, you can [modify the print driver configuration](#).

3. Select **Device Type** and select **Color** if it is a color printer. Otherwise, select **Monochrome**.

If you leave it at **Auto Detect**, then whenever you open **Printing preferences**, it will also open a **Validating the selected printer** dialog box, which will take time and eventually fail.



4. Select **Apply**.
5. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
6. Select **OK**.

HP DesignJet universal print driver

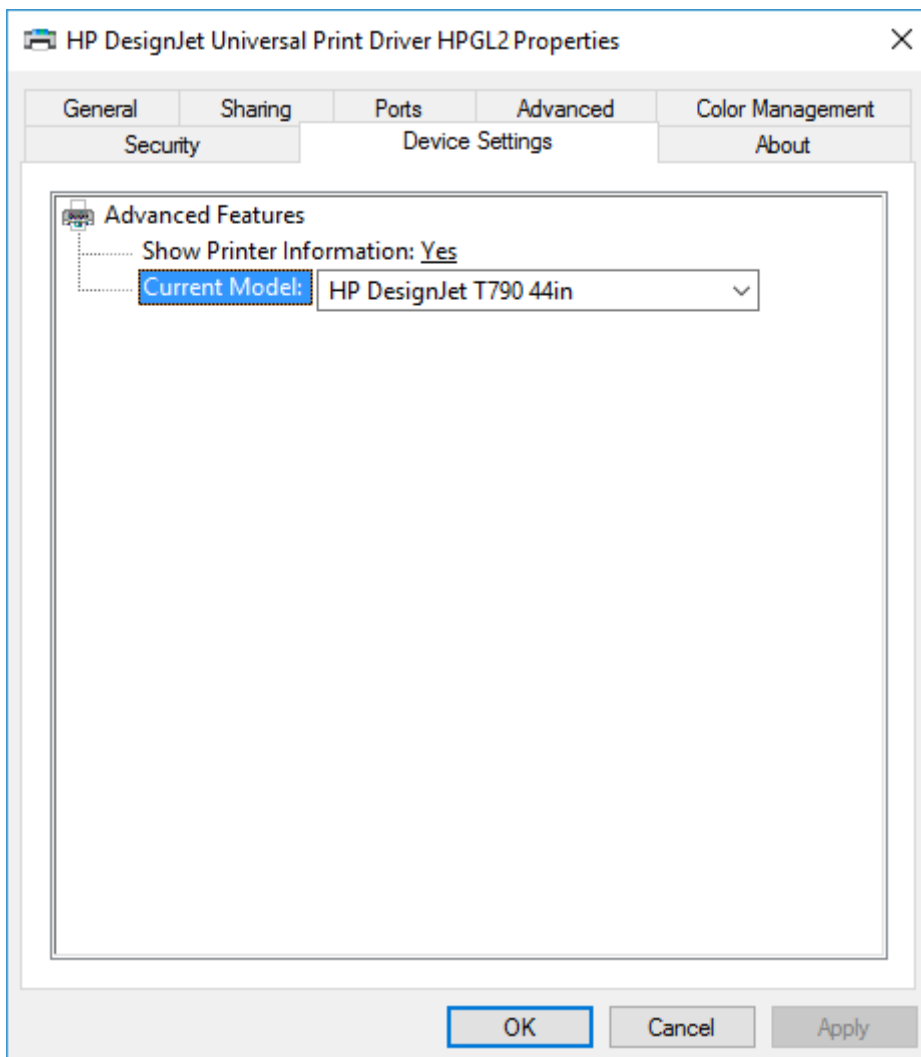
The HP DesignJet Universal Print Driver is available for:

- **HPGL**

Print driver name: HP DesignJet Universal Print Driver HPGL

i If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Configuration




In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Device Settings** tab.
2. Select **Current Model** and select the model that matches your printer.
3. Select **Apply**.
4. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
5. Select **OK**.

Konica Minolta universal print driver

The Konica Minolta universal print driver is available for:

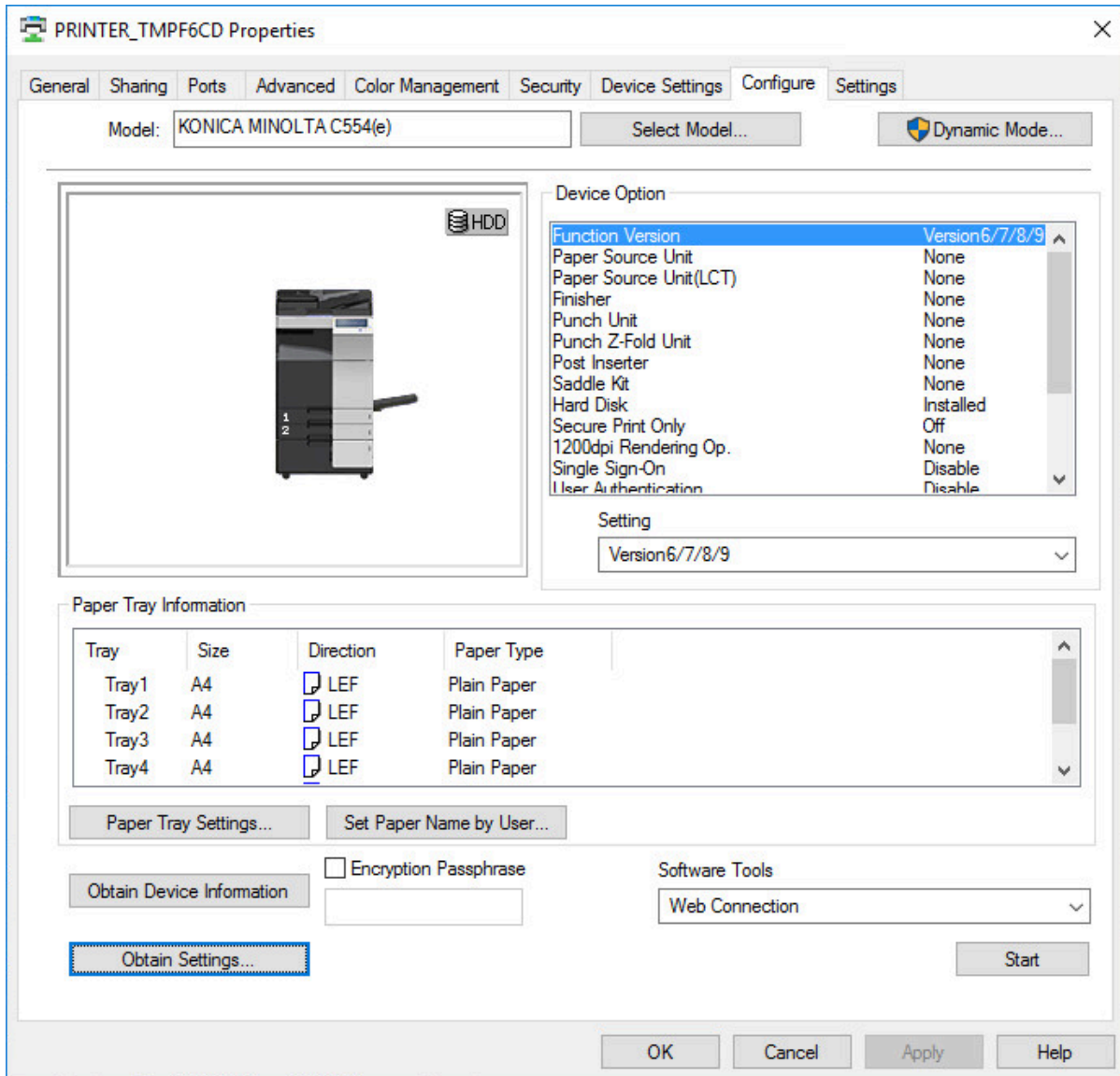
- **PCL**
Print driver name: KONICA MINOLTA Universal PCL
- **PostScript**
Print driver name: KONICA MINOLTA Universal PS

 If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

- Uploaded with print driver. Need additional languages? Install the print driver with the required language and [add the Windows print driver](#) to your Printix driver store.

Configuration



In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Configure** tab.
2. If **Model** is **Baseline**, then select **Select Model**. Select **Auto** or select the model. Select **OK**.
3. Select **Obtain Device Information**. Select **Yes** to update the printer information. If you cannot contact the printer, you can manually configure:
 - **Device Option** and the corresponding **Setting**
 - **Paper Tray Settings**

4. Select **Apply**.
5. On the **Configure** tab, select **Obtain Settings**. Clear **Auto** and select **OK**.
6. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
For example, on the **Quality** tab, you can change **Select Color** from **Auto Color** to **Gray Scale**, so users will print in black by default.
7. Select **OK**.

i Enabling **Account Track** in the print driver will ONLY work with print driver configurations that are [uploaded from a computer](#). This is because when you set up the **Account Track** and enter **Department Name** and **Password**, the Konica Minolta print driver stores this information in Windows Registry and it uses the print queue name to generate the hash / encrypted value.

Kyocera classic universal print driver

The Kyocera classic universal print driver is available for:

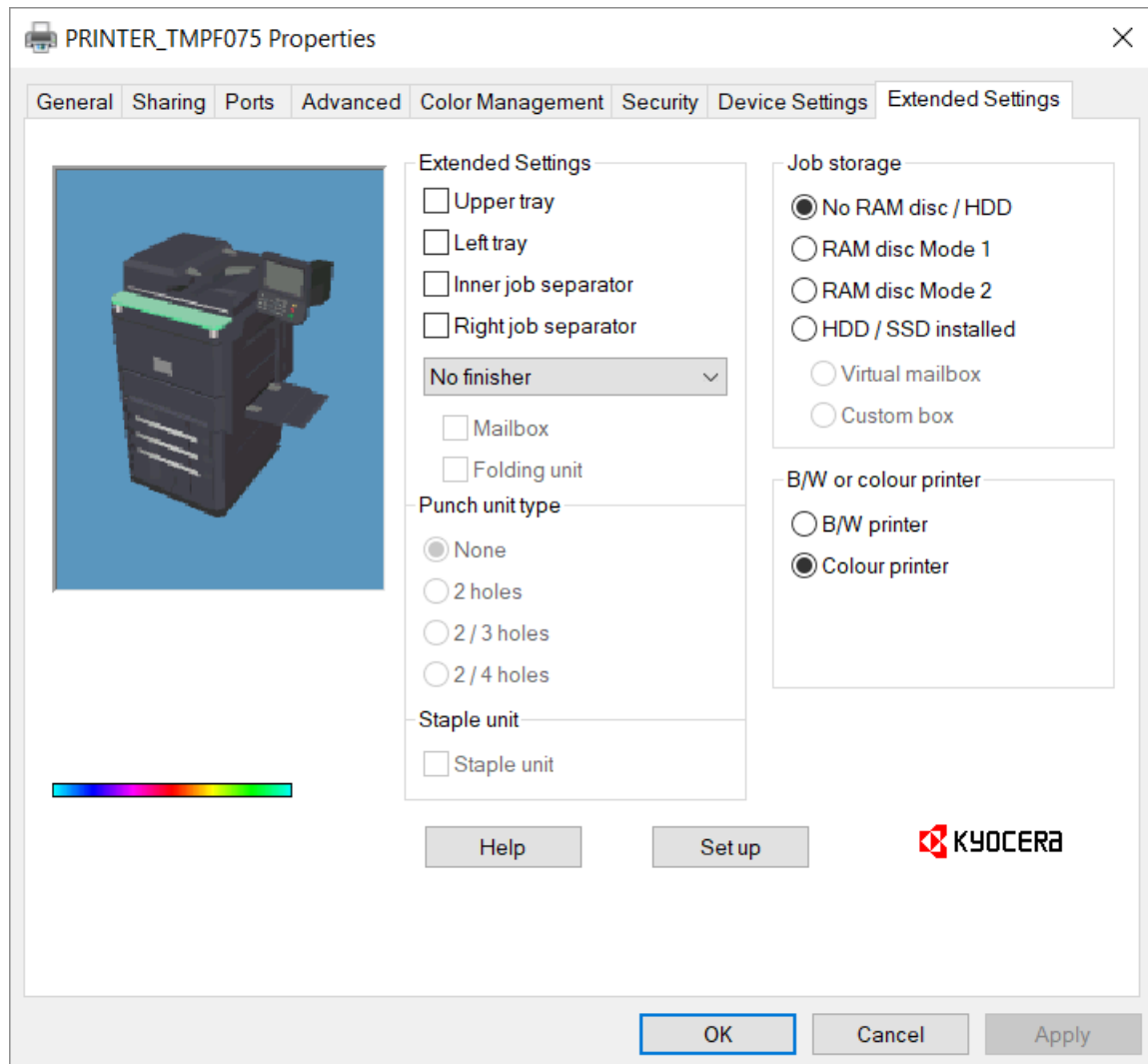
- **PCL 5**
Print driver name: Kyocera classic universaldriver
- **PCL 6**
Print driver name: Kyocera classic universaldriver PCL6
- **KPDL** (Kyocera's version of PostScript)
Print driver name: Kyocera classic universaldriver KPDL

i If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

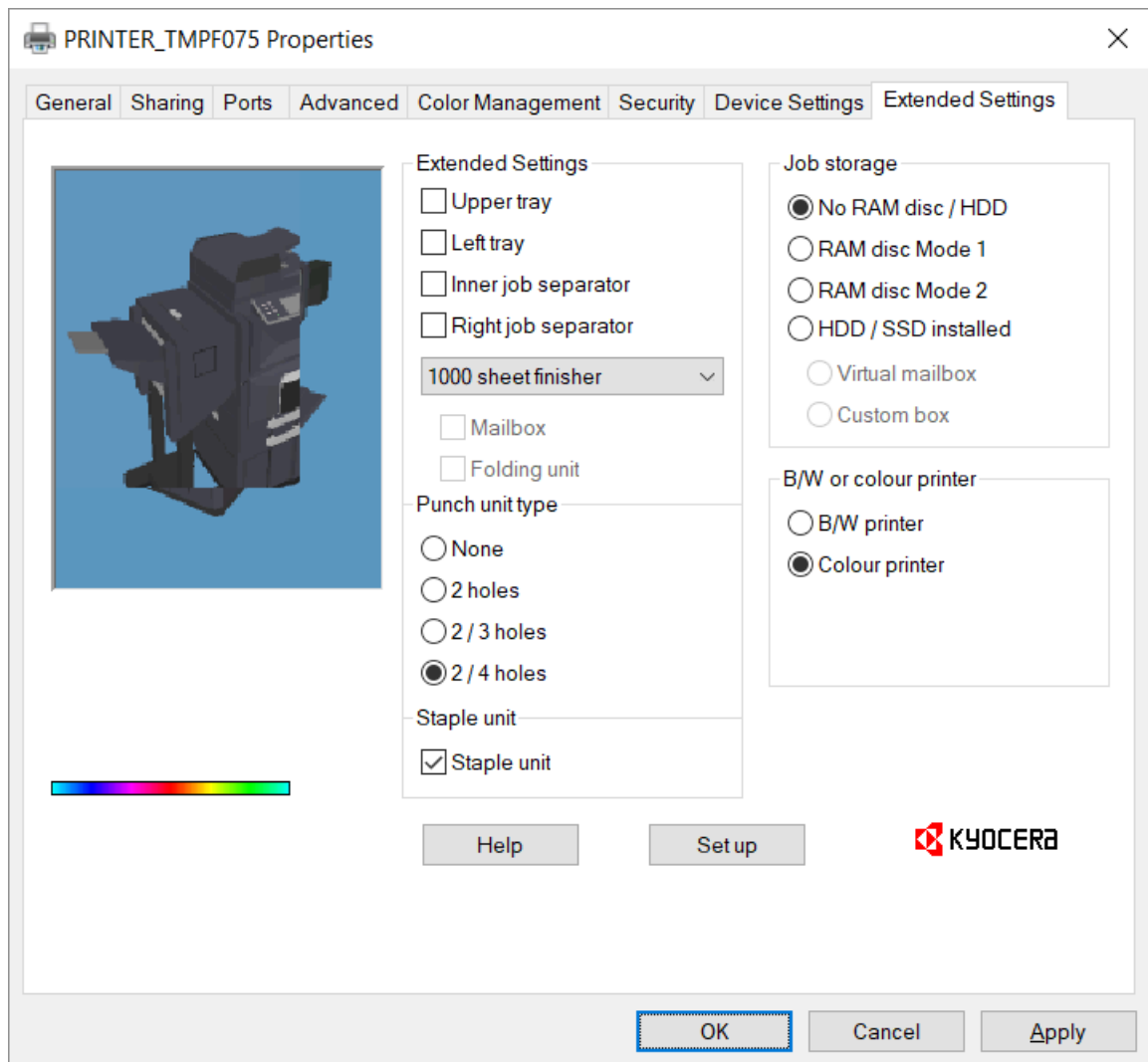
- Uploaded with print driver. Need additional languages? Install the print driver with the required language and [add the Windows print driver](#) to your Printix driver store.

Configuration




In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Extended Settings** tab.



2. Select **Set up** and enter the **IP address** of the printer and select **OK**. If you cannot contact the printer, you can manually configure:
 - **Extended Settings**. Change **No finisher** to, for example, **1000 sheet finisher** to get access to **Punch unit type** and **Staple unit**.
 - **B/W or Colour printer**.
 3. Select **Apply**.
 4. Optionally, open the **Device Settings** tab to configure **Installable Options** and **Form to Tray Assignment**.
 5. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
- Printing defaults include **Advanced Document Settings** (such as Print 2-sided and Print in black) and, for example, **Finishing Options**.

 PRINTER_TMPF075 Properties ✕

General | Sharing | Ports | **Advanced** | Color Management | Security | Device Settings | Extended Settings

☒ **Always available**

☐ Available from 12:00 AM To 12:00 AM

Priority: 1

Driyer: Kyocera Classic Universaldriver PCL6 New Driver...

☒ **Spool print documents so program finishes printing faster**

☐ Start printing after last page is spooled

☒ Start printing immediately

☐ Print directly to the printer

☐ Hold mismatched documents

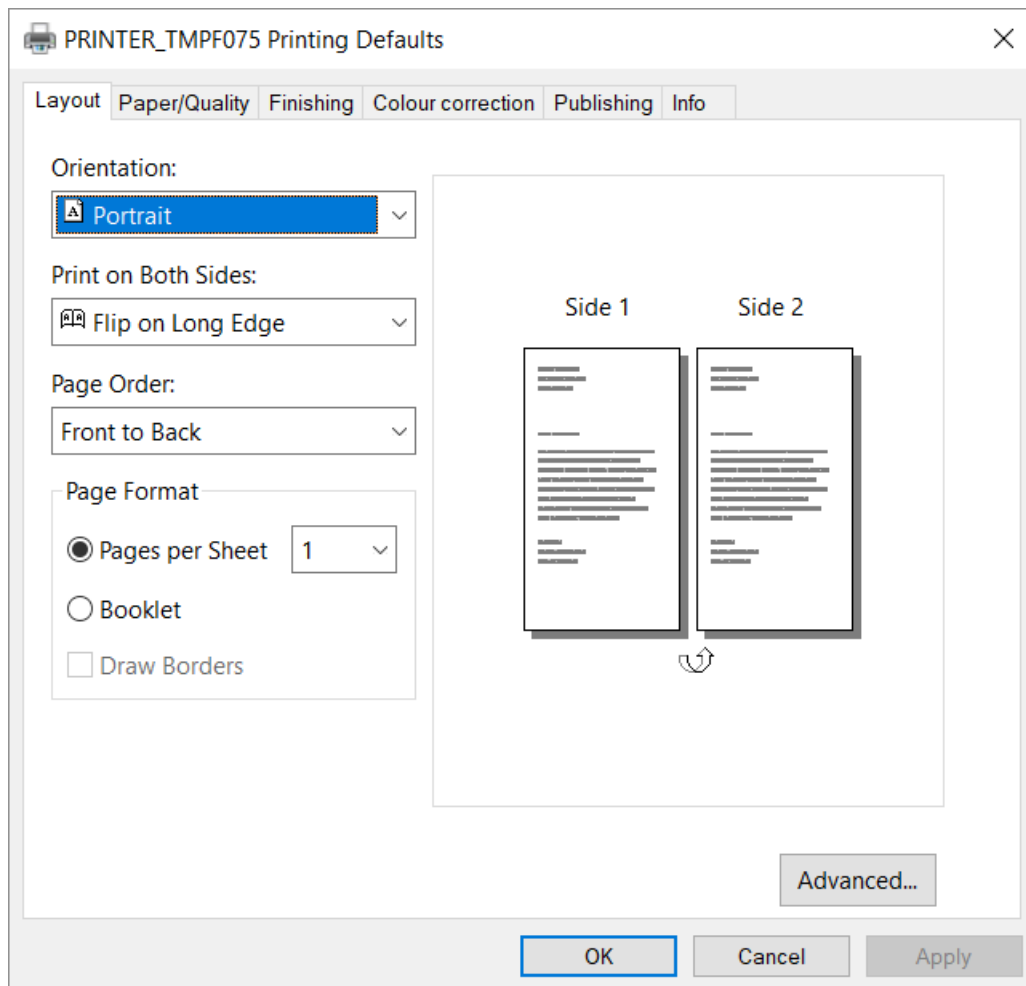
☒ Print spooled documents first

☐ Keep printed documents

☒ Enable advanced printing features

Printing Defaults... Print Processor... Separator Page...

OK Cancel Apply



6. Select **OK**.

Lexmark universal print driver

The Lexmark universal print driver v2 supports more than 60 printer models and is available for:

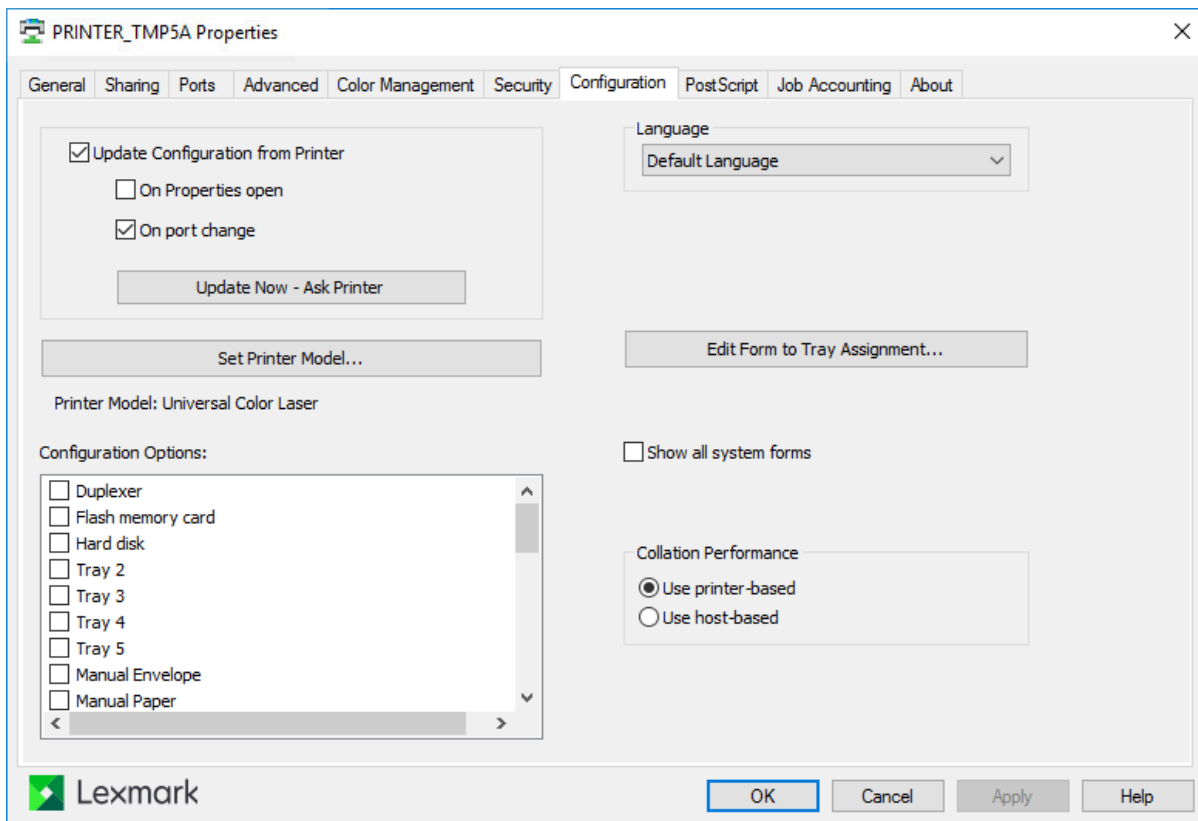
- **PCL 5**
Print driver name: Lexmark Universal v2
- **PCL XL**
Print driver name: Lexmark Universal v2 XL
- **PostScript Level 3**
Print driver name: Lexmark Universal v2 PS3

i If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

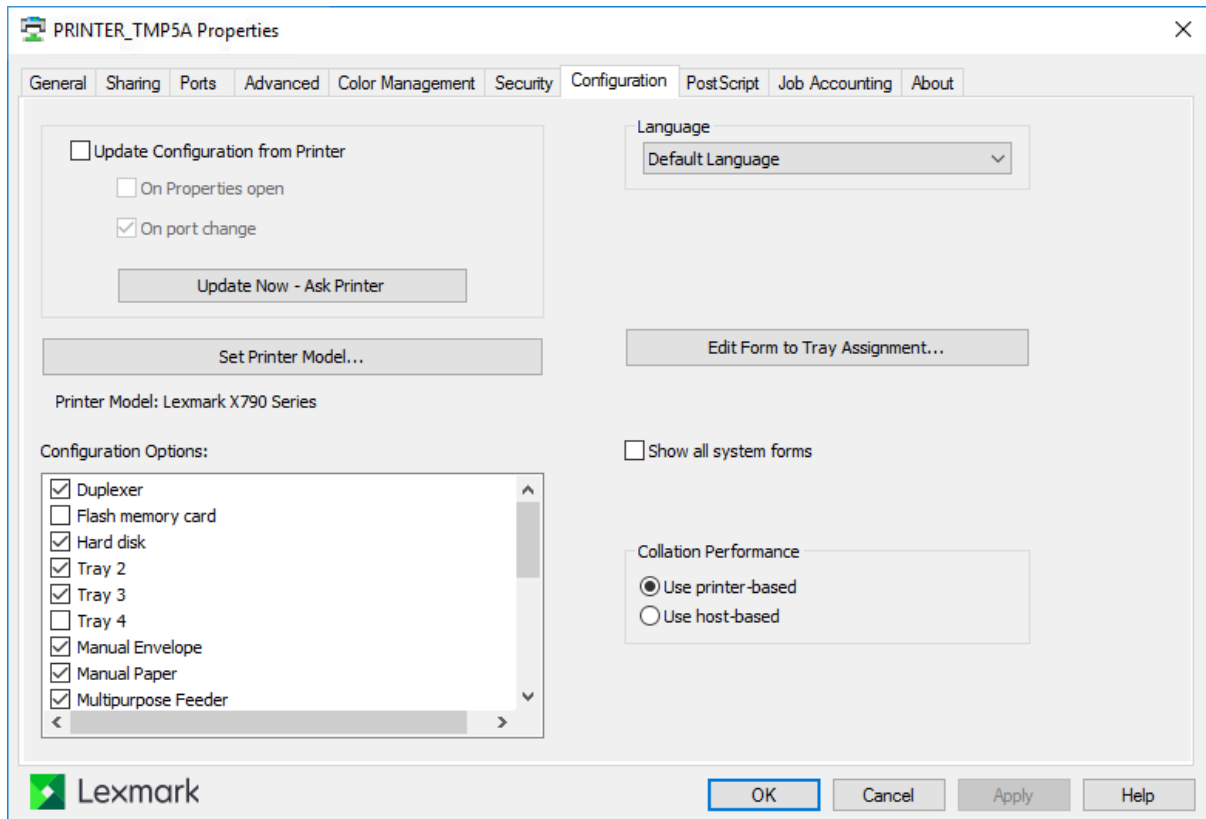
- All (+22) languages within the print driver.
Select a language on the **Configuration** tab in the **Printer properties** dialog box.

Configuration



In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Configuration** tab.
2. Select **Update now - Ask printer**. If you cannot contact the printer, select **Set Printer Model**.
3. Clear **Update configuration from printer**.
4. Optionally, adjust **Configuration Options**.
5. Select **Apply**.
6. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
7. Select **OK**.



Ricoh universal print driver

The Ricoh universal print driver is available for:

- **PCL6**
Print driver name: RICOH PCL6 UniversalDriver or PCL6 Driver for Universal Print.
- **PostScript**
Print driver name: RICOH PS UniversalDriver or PS Driver for Universal Print.

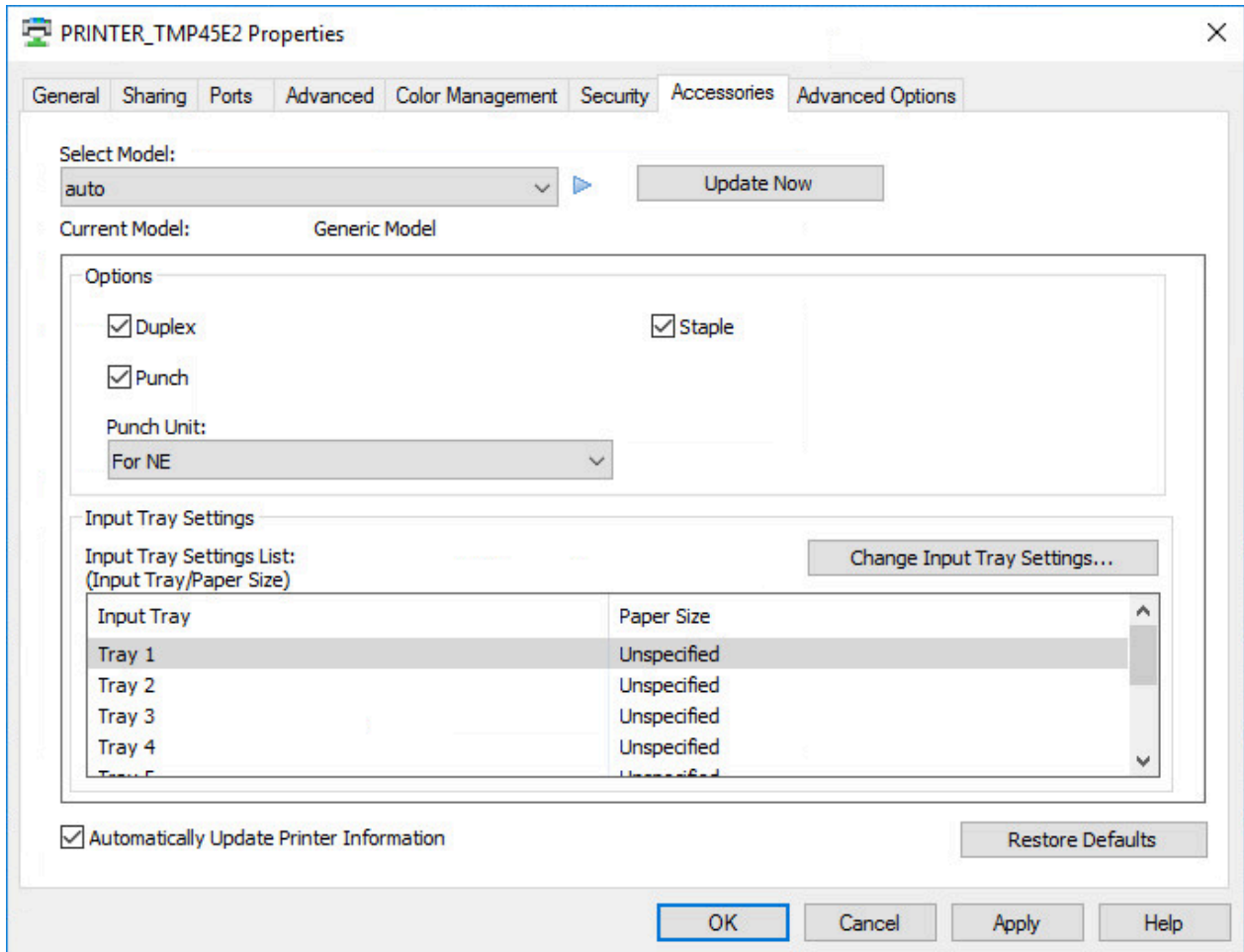


- If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.
- Instructions should also be applicable to supported printers from: Gestetner, Nashuatec, NRG, Infotec, Lanier, and Savin.

Language support:

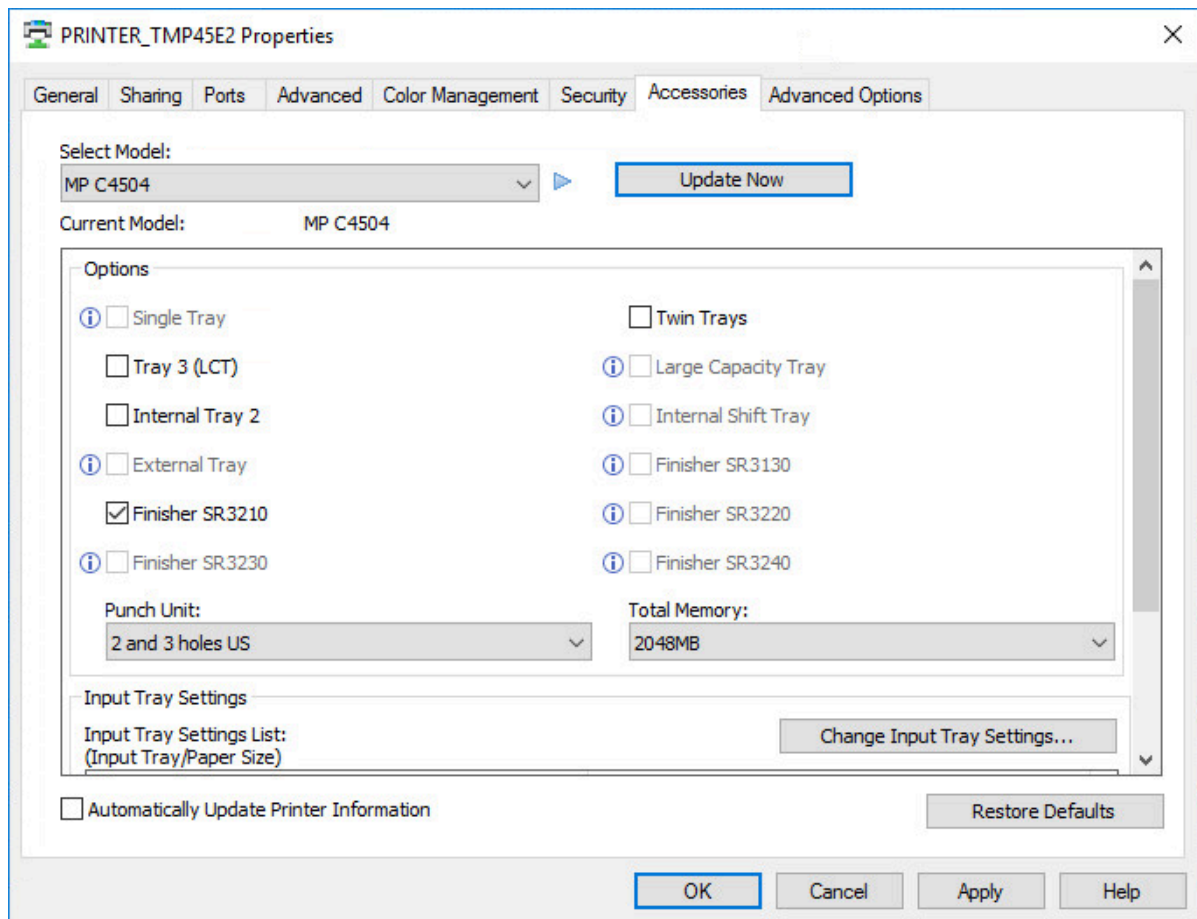
- All (+22) languages within the print driver.
Select a language on the **Advanced Options** tab in the **Printer properties** dialog box.

Configuration



In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Accessories** tab.
2. If **Select Model** is **auto**, then select the model.



3. Select **Update Now**. Select **Yes** to update the device information. If you cannot contact the printer, you can manually configure:
 - **Options** and the corresponding **Setting**
 - **Input Tray Settings**
4. Clear **Automatically update printer information**.
5. Select **Apply**.
6. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
7. Select **OK**.

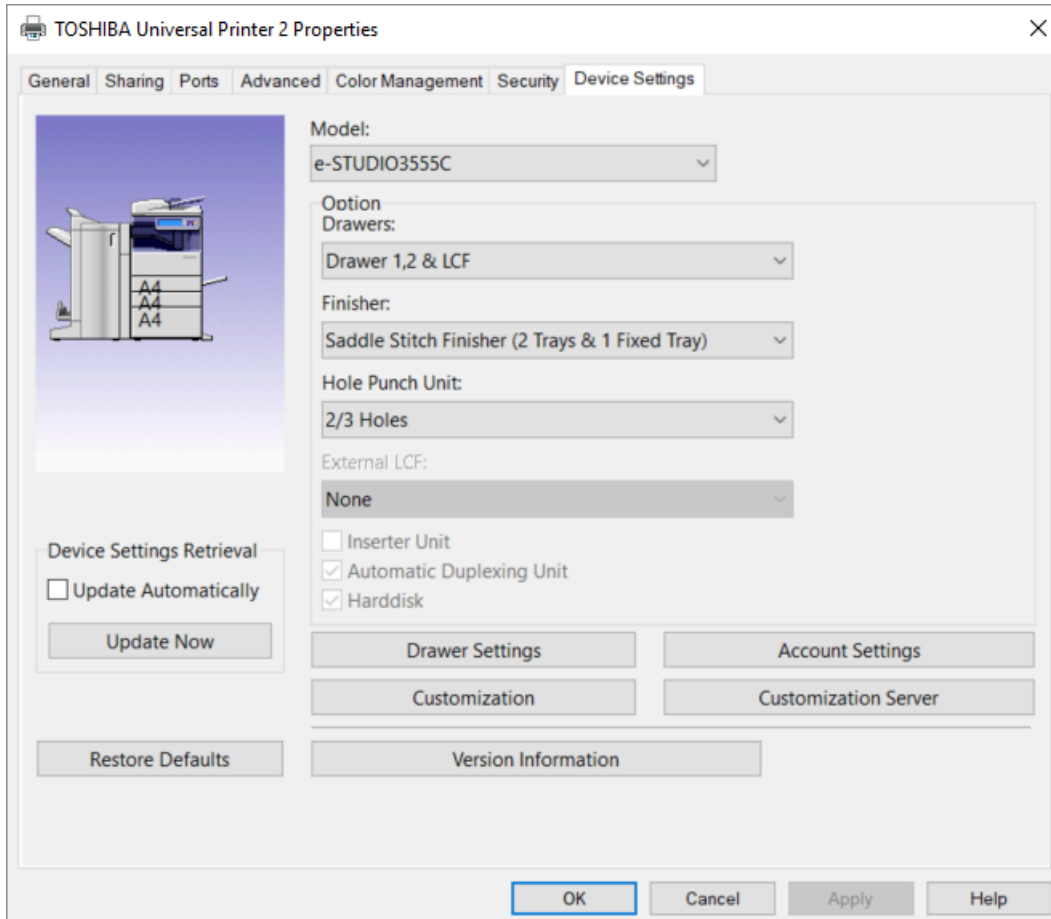
Toshiba universal print driver

The Toshiba universal print driver is available for:

- **PCL**
Print driver name: Toshiba Universal Printer 2
- **PostScript**
Print driver name: Toshiba Universal PS3

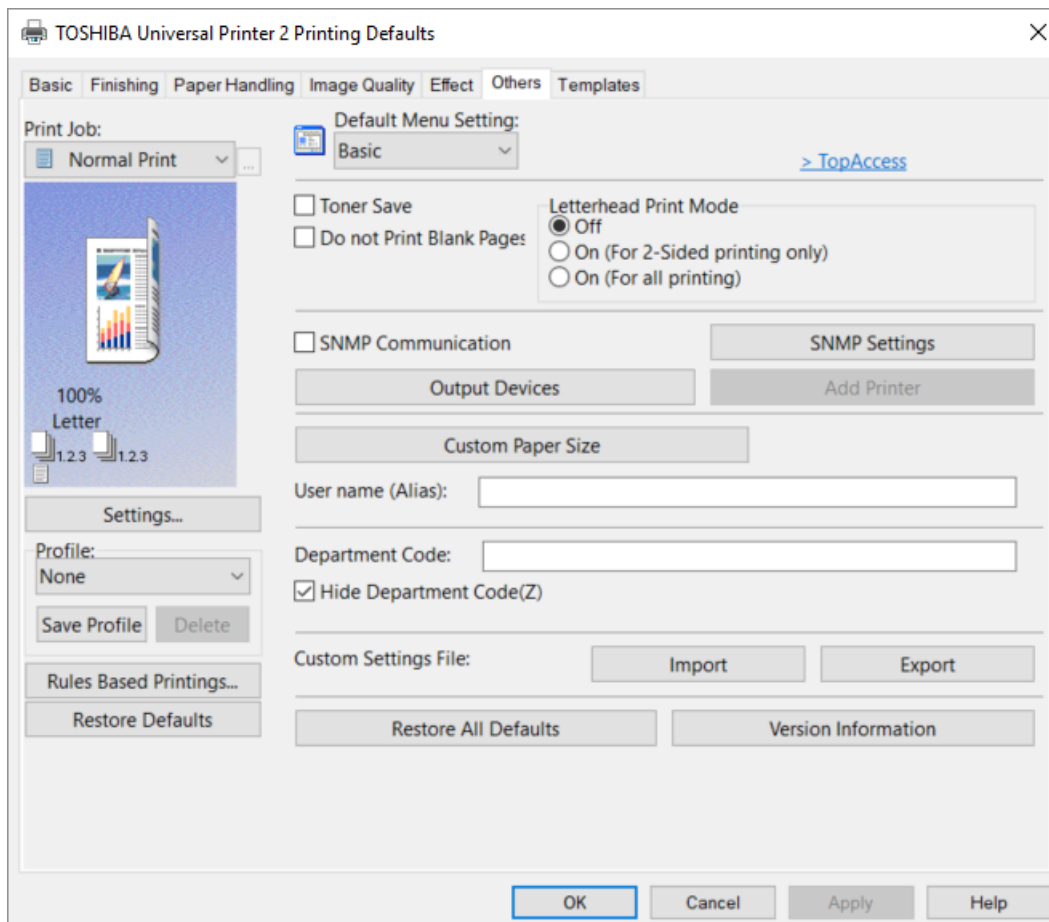
i If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Configuration



In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Device Settings** tab.
2. If **Model** is **Universal**, then select a model.
3. Select **Update Now** to update the printer information.
4. Select **Apply**.
5. On the **Device Settings** tab, clear **Update Automatically** and select **Apply**.
6. Open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.



7. Select the **Others** tab and clear **SNMP Communication**. Select **Apply**.
8. Select **OK**.

i Configuration of **Account Settings** in the print driver will ONLY work with print driver configurations that are [uploaded from a computer](#). This is because when you set up the **Account Settings** and enable **User Authentication** and perhaps select **Private Print Restriction** and **Hold Print Restriction**, the Toshiba print driver stores this information in Windows Registry and it uses the print queue name to generate the hash / encrypted value.

Xerox global print driver

The Xerox global print driver (X- GPD) is available for:

- **PCL 5**
Print driver name: Xerox Global Print Driver PCL 5
- **PCL 6**
Print driver name: Xerox Global Print Driver PCL 6
- **PostScript**

Print driver name: Xerox Global Print Driver PS

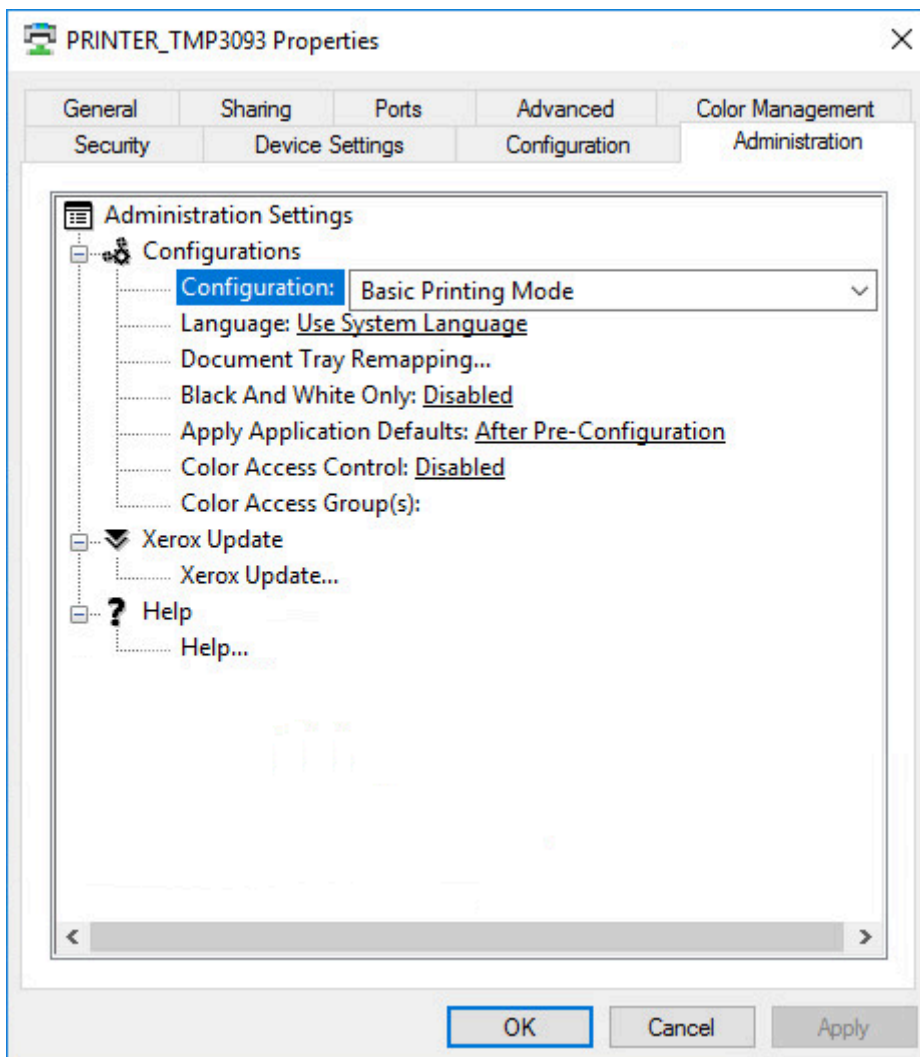
i If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

- All languages within the print driver.

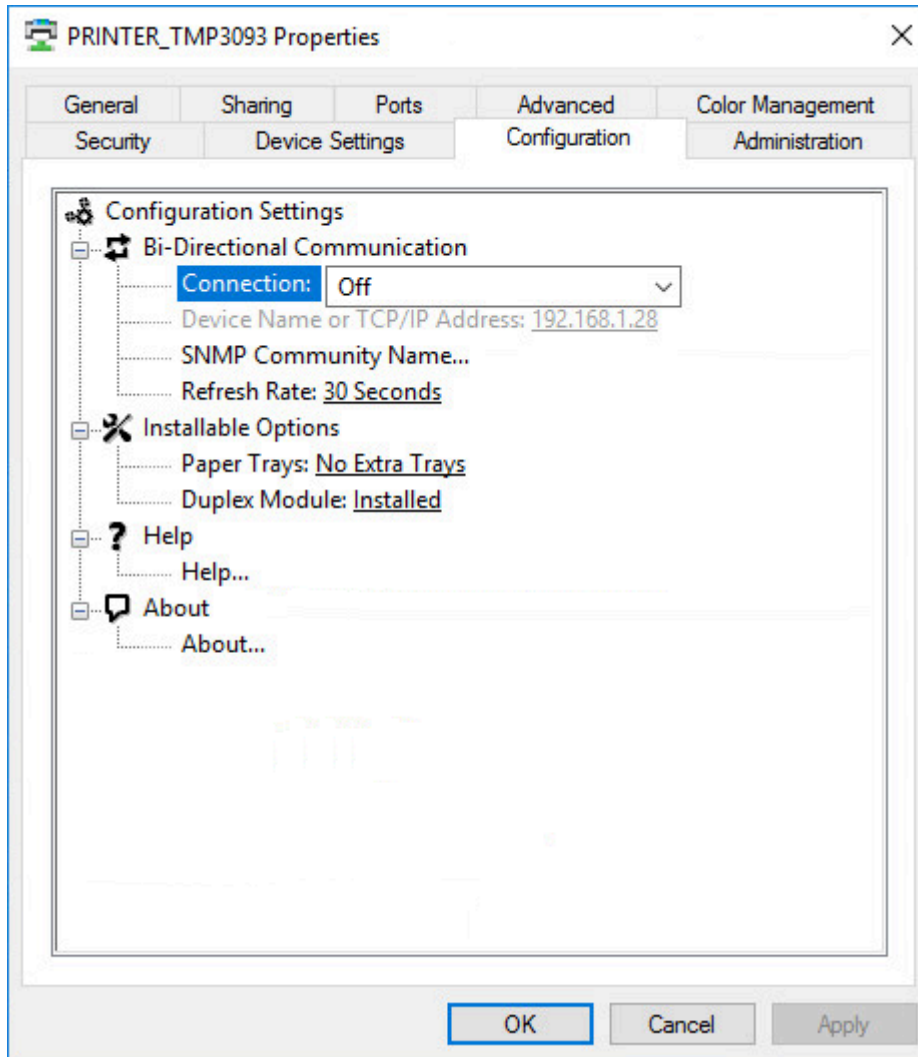
Select a language on the **Administration** tab in the **Printer properties** dialog box.

Configuration



In Printix Administrator, you can [add a new print driver configuration](#). The temporary printer's **Printer properties** dialog box will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog box, select the **Administration** tab.
2. Change **Configuration** from **Basic Printing Mode** to the model of your printer.
Example: Xerox Color C70
3. Select **Apply**.
4. In the **Printer properties** dialog box, select the **Configuration** tab.



5. Configure the **Installable Options**.
6. Change **Connection** to **Off**.
Otherwise, Windows may report: **Printer Status is not available at this time**.
7. Select **Apply**.
8. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
9. Optionally, open the **Administration** tab and change **Configuration** to another print mode.

10. Select **OK**.

Chapter 6

Printix Client

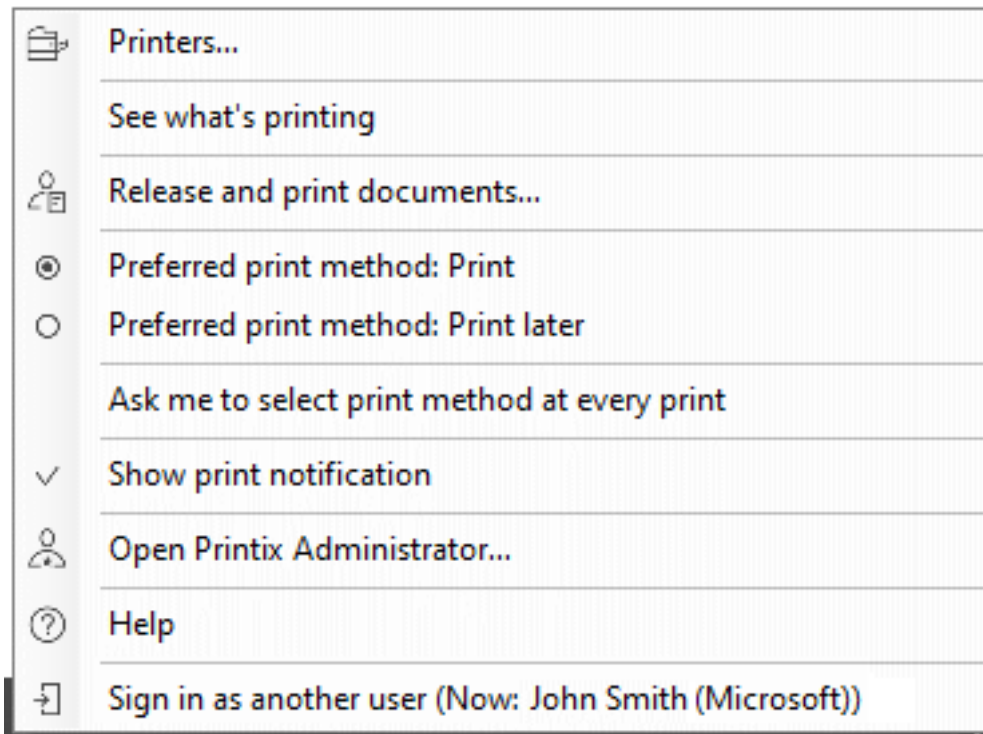
With the Printix Client, you can automate the creation of print queues and the installation of print drivers. The Printix Client runs on [Windows](#) and [Mac](#) computers.

No manual effort is required to maintain the Printix Client, because it silently updates itself to the latest certified version.

See also:

- [How to open the Printix Client](#)
- [How to sign in to Printix Client](#)
- [How to add printers](#)
- [Printix Client menu](#)

Client menu



Menu on Windows

Open the [Printix Client](#) to see the menu:

- **Printers**
[Add printer](#) and install print driver. Not available if [Allow users to add printers via Printix Client](#) is cleared. Administrators will always be able to select **Printers**.
- [See what's printing](#)
 Displays a list of the documents the Printix Client is printing.
- **Release and print documents**
 Opens the [Printix App](#) in a web browser. Not available if Print Later is disabled.
- **Preferred print method: Print**
 Prints your document directly to the selected printer. Not available if Print Later is disabled, if the user must print securely, or if the user must use Print Later by default.
- **Preferred print method: Print Later**
 Stores the printed document until you release the document (with Print Later or Print Anywhere) using your phone, tablet, or computer. Not available if Print Later is disabled, if the user must print securely, or if the user must use Print Later by default.
- **Ask me to select print method at every print**

Select this option to have the **Select print method** dialog box appear every time you print. Not available if Print Later is disabled or if the user must print securely.

- **Show print notification**

Select this option to display a print notification every time you print.

- **[Open Printix Administrator](#)**

Only available if you have an administrative role.

- **Help**






Open the User Help in a web browser.

- **Sign in**

Sign in is required the first time you use the Printix Client. If you are already signed in, your name is displayed.

Example: Sign in as another user (Now: John Smith (Microsoft))

How to see diagnostics

- A yellow dot is displayed on the Printix Client icon  when the Printix Client is on an unknown network.
- A red dot is displayed on the Printix Client icon  if connection failed to the Internet or the Printix Cloud.
- The yellow and red dots are both displayed on the Printix Client icon  if both problems occur at the same time.
- A red circle with a line is displayed on the Printix Client icon  when the Printix Client is unable to connect to the Printix Service on the computer.
- The Printix Client has a hidden **Diagnostics**  menu you can select to see:
 - **Tenant:** Your Printix Home (acme.printix.net) and your id (cbfce0b5-da2a-4cb6-b7f7-a04ee31cac90)
 - **Version:** Version of the Printix Client software
 - **Printers:** Number of Printix print queues and print queues in total

Access the hidden **Diagnostics** through the client menu:

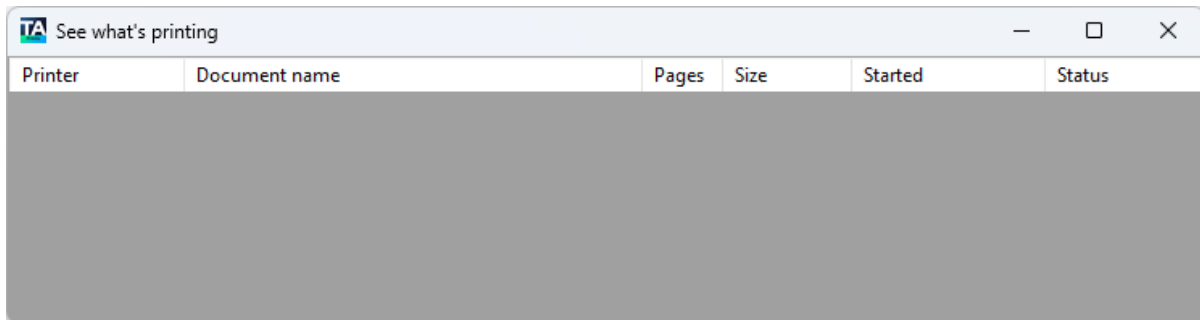
On Windows

1. Hold the **Ctrl** key while you open the client menu.
Help is toggled to **Diagnostics**.
2. Select **Diagnostics**.

On Mac

1. Open the client menu.
2. Press the **Option** key to toggle **Help**.
On a Windows keyboard, the **Alt** key corresponds to the **Option** key.
3. Select **Diagnostics**.

See what's printing



Printer	Document name	Pages	Size	Started	Status

To access this page:

1. Open the Printix Client menu.
2. Select **See what's printing**.

Documents are only visible for a short period of time, unless they are queued behind other documents or waiting for the printer to become available.

- **Printer**
Name of the printer.
- **Document name**
File name for the document.
- **Pages**
Number of pages in the document.
- **Size**
Size of the document.
- **Started**
The date and time the document was submitted.
- **Status**
Indicates the current state, such as:
 - **Waiting**
Waiting for the printer to become ready.
 - **Waiting to reserve printer**
Another Printix user is printing on this printer, and during this time, the printer is reserved. As soon as that user's documents are printed, the printer is no longer reserved. If no communication occurs, the printer reservation is automatically cleared after 5 minutes. By reserving the printer, other users' documents are not intermixed with your documents, which reduces the risk of mistakenly collecting other users' documents from the printer's output bin.
 - **Connecting**
Connecting to the printer.
 - **Printing**

The document is being transferred to the printer and printed.

- **Error**

An error has occurred.

- **Printer error**

An error has occurred on the printer. Check its status and resolve the error, typically by restarting the printer.

Managed print queues

Print queues managed by Printix (and thereby printed through Printix) have the following characteristics:

Windows

- Printer name can be changed (not recommended) and will typically include the three-letter printer ID.
- **Port** is an **Internet Port** and cannot be changed, and the **Security options** defaults to: **Use anonymous account**.
- Port examples:
 - <http://localhost:21339/ipp/ASD/2114d3f3-e5732...>
 - <https://localhost:21343/ipp/ASD/2114d3f3-e5732...>

Mac

- **Name** can be changed (not recommended) and will typically include the three-letter printer ID.
- **Device Name** is the three-letter printer ID followed by a colon (:) and a unique identifier for the print queue.
Example: ASD:2114d3f3-e5732...

Windows Registry settings overview

These Windows Registry settings are used by the Printix Client:


- [KioskMode](#)
- [DisableAutoUpgrade](#)
- [DisableHTTPPrinting](#)
- [DiscoverPrintersByHostname](#)
- [EnableHTTPPrint](#)
- [ForceAzurePrt](#)
- [ForceOfflineMode](#)
- [useGroupPermissions](#)
- [StartAsVDI](#)

KioskMode

- **Purpose:** Make [Printix Client run as kiosk](#).
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** KioskMode
- **Value type:** String
- **Value:**
 - Enter your [Kiosk ID](#).
Example: K08fLFIsWGHM9K0XBGjGKfrCFravIo01DmNwSBc9jo6YoKgd

DisableAutoUpgrade

- **Purpose:** Control if auto-upgrade of the Printix Client is enabled.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** DisableAutoUpgrade
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): Auto-upgrade of the Printix Client is enabled.
 - **1** (0×00000001): Auto-upgrade of the Printix Client is not enabled, but auto-upgrade of third-party components is enabled.
 - **2** (0×00000002): Auto-upgrade of the Printix Client or any third-party component is not enabled.

 While this setting has a value of **2**, the initial download of third-party components is also prevented.

- **Requirements:**
 - Printix Client version 2025.1.0.0 or higher.



- If this setting is not configured or its value is a negative number, auto-upgrade of the Printix Client is enabled.
- If the value of this setting is a positive number greater than 2, it has the same effect as it would have with value **2**.
- When this setting is changed, its new value takes effect in 1 hour, when the Printix Client looks for updates (the Printix Client looks for updates once per hour, and looks for third-party component updates only when it starts up). The best practice is to wait 1 hour or simply restart the Printix Service.

DisableHTTPPrinting

- **Purpose:** Control if communication locally for between the Windows Print Spooler (spoolsv.exe) and PrintixService.exe should be with HTTP (default) or secure with HTTPS.

- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** DisableHTTPPrinting
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): Local communication with HTTP ([TCP port 21339](#)) to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe).
 - **1** (0×00000001): Local secure communication with HTTPS ([TCP port 21343](#)) to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe).

i With a value of 1, Printix Client will, within 10 minutes, convert [Printix printers](#) to use TCP port 21343 instead of the previously used TCP port 21339. Printix printers will be converted back to use HTTP printing within 10 minutes after the registry has been changed back to 0 from 1.

- **Requirements:**
 - Printix Client version 1.3.1245 or higher, but lower than version 2.3.
Starting from version 2.3, HTTPS is used for printing by default. To enable HTTP printing, configure the [EnableHTTPPrint](#) setting.

i If Microsoft's Windows Registry DWORD value name [DisableHTTPPrinting](#) in HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Printers\ has a value of 1, it disables both HTTP and HTTPS printing for the Windows Print Spooler and thereby Printix printing altogether. It is not possible to use Printix printing on Windows if a group policy (GPO) disables HTTP printing.

DiscoverPrintersByHostname

- **Purpose:** Control if and how Discover printers requests are handled by the computer.
By default, the computer accepts the Discover printers requests and examines the list of installed print queues and network subnet information to broadcast for and ping printers, collect information through SNMP, and register the discovered printers in the Printix Cloud by IP address.
If Printix Home is configured to **discover printers by hostname**, you can use this Windows Registry setting to control which computer should accept Discover printers requests. The computer examines the list of installed print queues, uses the print queue's hostname to ping the referenced printers, collect information through SNMP, and register the printers in the Printix Cloud by hostname.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** DiscoverPrintersByHostname
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): If Printix Home is configured to discover printers by hostname, the computer ignores any Discover printers requests.
 - **1** (0×00000001): If Printix Home is configured to discover printers by hostname, the computer accepts any Discover printers requests.

- **Requirements:**
 - Printix Home is configured to discover printers by hostname. See also: [How to discover printers by hostname](#).
 - Printix Client version for Windows is 1.4.0.80 or higher, version for Mac is 1.4.0.53 or higher.

EnableHTTPPrint

This setting can also be configured on Mac computers. See [Mac local settings overview](#).

- **Purpose:** Configure whether HTTP or HTTPS is used for printing.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** EnableHTTPPrint
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): IPPS ports are used for printing (default behavior).
 - **1** (0x00000001): IPP ports are used for printing.
 - An HTTP listener is also opened on port 21339 (besides the existing HTTPS listener).
 - The Printix print queues are configured with IPP port, so the submitted print jobs arrive on the HTTP channel.

When this registry setting is changed, the changes take effect after 10 minutes, or if the Printix Service (or the computer) is restarted.

- **Requirements:**
 - Printix Client version 2.3 or higher. Starting from version 2.3, HTTPS is used for printing by default.

ForceAzurePrt

- **Purpose:** Make Printix Client believe the [computer supports SSO](#). Relevant if a group policy blocks Printix Client from running the **dsregcmd** command, which is used to determine if the computer supports SSO.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** ForceAzurePrt
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Computer is not Microsoft Entra joined and SSO (Single Sign-on) will not work.
 - **1** (0x00000001): Computer is Microsoft Entra joined and SSO (Single Sign-on) will work.

ForceOfflineMode

This setting can also be configured on Mac computers. See [Mac local settings overview](#).

- **Purpose:** Force Printix Client into offline mode. To force computers into offline mode, see the [knowledge base](#) for instructions. To see how Printix behaves in offline mode, see [What if the Internet connection is lost](#).
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\Policies\printix.net\Printix Client\
- **Value name:** ForceOfflineMode

- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Disable offline mode.
 - **1** (0x00000001): Enable offline mode.
- **Requirements:**
 - Printix Client version 1.3.1286 or higher.

useGroupPermissions

- **Purpose:** If users are signed in to the Printix Client, prevent them from selecting a print queue that they are not allowed to use.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** useGroupPermissions
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Users signed-in to the Printix Client can select all installed print queues. [Exclusive access](#) only prevents signed-in users from printing, and not from selecting the print queue.
 - **1** (0x00000001): Users signed-in to the Printix Client can only select print queues that are not blocked by **exclusive access**. This is done by setting the security privileges on the print queues accordingly. The groups **MUST** be in both **Active Directory** and **Microsoft Entra ID**.

StartAsVDI

- **Purpose:** Make [Printix Client work with a managed image](#), which is typically used in connection with: Azure Virtual Desktop, Citrix, Remote Desktop Services (RDS), and VMware Horizon VDI.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\
- **Value name:** StartAsVDI
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Printix Client will run as normal.
 - **1** (0x00000001): Printix Client will NOT update itself automatically. It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).
 - The path to the user's application folder is based on %APPDATA%.
 - **2** (0x00000002): [Printix Client will update itself automatically](#). It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).
 - The path to the user's application folder is based on %APPDATA%.
 - **999** (0x000003e7): Printix Client will NOT update itself automatically. It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).
 - The path to the user's application folder is based on %USERPROFILE% and then AppData \Roaming is appended.

i **StartAsVDI** only takes effect after a [restart of the Printix Service](#) and only takes effect for new profiles.

Mac local settings overview

A shell script is available to change some local settings of the Printix Client.

Use the `sudo /Applications/Printix\ Client.app/Contents/MacOS/ModifyPrintixRegistry.sh <SettingName> <Value>` script to modify the following Printix settings:

- [DisableAutoUpgrade](#)
- [EnableHTTPPrint](#)
- [EnableSecureMode](#)
- [ForceOfflineMode](#)

DisableAutoUpgrade

- **Purpose:** Control if auto-upgrade of the Printix Client is enabled.
- **Value name:** DisableAutoUpgrade
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Auto-upgrade of the Printix Client is enabled.
 - **1** (0x00000001): Auto-upgrade of the Printix Client is not enabled.
- **Requirements:**
 - Printix Client version 2025.1.0.0 or higher.



- If this setting is not configured or its value is not a positive number, auto-upgrade of the Printix Client is enabled.
- If the value of this setting is a positive number greater than 1, it has the same effect as it would have with value **1**.
- When this setting is changed, its new value takes effect in 1 hour, when the Printix Client looks for updates (the Printix Client looks for updates once per hour). The best practice is to wait 1 hour or simply restart the Printix Service.

Example:

To disable auto-upgrade:

```
sudo ModifyPrintixRegistry.sh DisableAutoUpgrade 1
```

EnableHTTPPrint

- **Purpose:** Configure whether HTTP or HTTPS is used for printing.

- **Value name:** EnableHTTPPrint
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): IPPS ports are used for printing (default behavior).
 - **1** (0×00000001): IPP ports are used for printing.
 - An HTTP listener is also opened on port 21339 (besides the existing HTTPS listener).
 - The Printix print queues are configured with IPP port, so the submitted print jobs arrive on the HTTP channel.

When this registry setting is changed, the changes take effect after 10 minutes, or if the Printix Service (or the computer) is restarted.

- **Requirements:**
 - Printix Client version 2.3 or higher.
 - The EnableSecureMode setting must have a value of 1.

Example:

To use HTTP for printing:

```
sudo ModifyPrintixRegistry.sh EnableHTTPPrint 1
```

EnableSecureMode

- **Purpose:** Control if communication with the Printix Service should be with HTTP (default) or secure with HTTPS.
- **Value name:** EnableSecureMode
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): IPP, HTTP, and port 21339 are used (default behavior).
 - **1** (0×00000001): IPPS, HTTPS, port 21343, and certificates are used.
- **Requirements:** Printix Client version 2.3 or higher.

ForceOfflineMode

- **Purpose:** Force Printix Client into offline mode. To force computers into offline mode, see the [knowledge base](#) for instructions. To see how Printix behaves in offline mode, see [What if the Internet connection is lost](#).
- **Value name:** ForceOfflineMode
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0×00000000): Disable offline mode.
 - **1** (0×00000001): Enable offline mode.
- **Requirements:**
 - Printix Client version 1.3.1286 or higher.

Example:

To force the Printix Client into offline mode:

```
sudo ModifyPrintixRegistry.sh ForceOfflineMode 1
```

How to enable use of HTTPS between Print Spooler and Printix Client

i Starting from Printix Client version 2.3, HTTPS is used for all communication on Windows by default. To change back to HTTP, configure the [EnableHTTPPrint](#) setting. To learn more about the respective settings on Mac, see [Mac local settings overview](#).

All Printix communication inside and outside the network is secured with encryption and the use of [HTTPS](#). Follow these steps to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe) with HTTPS ([TCP port 21343](#)). Requires Printix Client for Windows version 1.3.1245 or higher.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.
4. Add the DWORD value name [DisableHTTPPrinting](#) and give it the value 1.

Printix printers will within 10 minutes be converted to use HTTPS printing and have their [Port](#) changed from, for example: `http://localhost:21339/ipp/ASD/2114d3f3-e5732...` to `https://localhost:21343/ipp/ASD/2114d3f3-e5732...`

- i**
- With a value of 1, the Printix Client will, within 10 minutes, convert [Printix printers](#) to use TCP port 21343 instead of the previously used TCP port 21339. Printix printers will be converted back to use HTTP printing within 10 minutes after the registry has been changed back to 0 from 1.
 - If Microsoft's Windows Registry DWORD value name [DisableHTTPPrinting](#) in `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Printers\` has a value of 1, it disables both HTTP and HTTPS printing for the Windows Print Spooler and thereby Printix printing altogether. It is not possible to use Printix printing on Windows if a group policy (GPO) disables HTTP printing.

How to discover printers by hostname

By default, Printix discovers printers through the print queues installed on the computer and also broadcasts for printers based on network subnet information. By default, the discovered printers are registered in the Printix Cloud by their IP address instead of their hostname for the following reasons:

- Reverse Domain Name System (DNS) lookup is not always working.

- Because Printix also supports hostnames, you can open the [Printer properties](#) page at any time and modify the **Printer address** to be the printer's hostname instead of the IP address.

Discovering printers by hostname is relevant for organizations where printers do not have static IP addresses and their DNS is up-to-date with their printers' hostnames and IP addresses (achievable if their DHCP servers use DNS dynamic updates). The organization must have a process to add new print queues (referencing the printers by hostname) on Windows print servers first, before subsequently registering those print queues in the Printix Cloud when **Discover printers** is started on the relevant print server.

If your organization wants to discover printers by hostname only, perhaps because the printers' IP addresses are not static, submit a [support request](#) to have your Printix Home configured to discover printers by hostname.

Requirements

- Printix Home is configured to discover printers by hostname. See also: [How to enable discover printers by hostname](#).
- Printix Client version for Windows is 1.4.0.80 or higher, version for Mac is 1.4.0.53 or higher.
- Network must support ping of printers by hostname. This implies that the organization's Domain Name System (DNS) must be up-to-date with the printer's IP addresses and hostnames. Can be archived by having DHCP servers do DNS dynamic updates.
- The recommended way of registering new print queues (printers) in Printix is to have the new print queues added on a particular Windows computer (print server) and then subsequently start the **Discover printers** from that particular computer. The particular Windows computer must have [DiscoverPrintersByHostname](#) set to 1.
- The Printix Administrator offers a number of ways to discover printers, but going forward, it is recommended to only start **Discover printers** from the **Computer properties** page of the particular computers that have [DiscoverPrintersByHostname](#) set to 1.
 - **Discover printers** on the **Computer properties** page (recommended) only takes effect if the computer has [DiscoverPrintersByHostname](#) set to 1.
 - **Discover printers** on the **Printers** page only takes effect if the computer that receives the task has [DiscoverPrintersByHostname](#) set to 1.
 - **Discover printers** on the **Sites** page only takes effect if the computer that receives the task has [DiscoverPrintersByHostname](#) set to 1.
- An entry will be written in **History** whenever a **Discover printers** request is rejected. It looks as follows: Computer COMPIX is not configured to discover printers by hostname.

How to enable discovering printers by hostname


1. Submit a [support request](#) requesting to have your Printix Home configured to discover printers by hostname.
2. Create a semi-colon (;) separated CSV file with the printers' original address, network name, and new address.

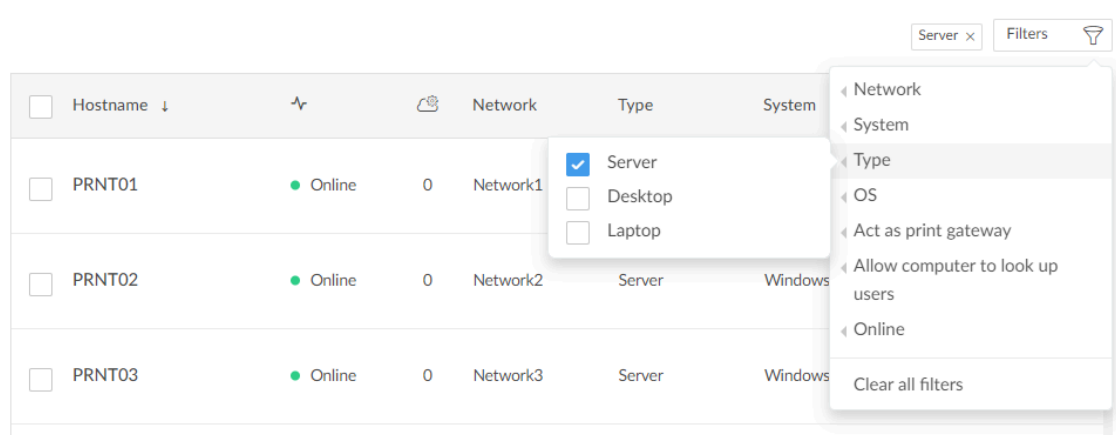
The CSV file must have the following format:

```
address; network; new_address
192.168.1.10; Network1; domain.name1.com
192.168.1.11; Network1; domain.name2.com
```

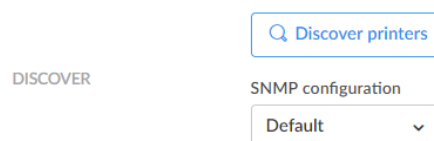
3. Change the printers' network address from IP address to hostname with Printix Configurator. See [How to change the network address of multiple printers with Printix Configurator](#).
4. When you have confirmation that changes have been made, you can proceed.
For each computer (typically a server) on which print queues are maintained and referenced by hostname, you must install the Printix Client and then add the Windows Registry setting [DiscoverPrintersByHostname](#):
5. Press **Windows+R**.
The **Run** dialog box appears.
6. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
7. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.
8. Add the DWORD value name [DiscoverPrintersByHostname](#), and give it the value 1.

Start discovery from a particular computer (print server)

1. Open the [Computers](#)  page.
2. Select the computer (print server) and select **Modify**.
Optionally, **Filter** on **Type** and select **Server**.



3. On the **Computer properties** page, scroll to the **Discover** section.
Optionally, select an [SNMP configuration](#).



4. Select [Discover printers](#).
5. Select **Confirm**.

How to change the network address of multiple printers with Printix Configurator

 This feature requires Printix Configurator version X or higher.

If you have already registered many printers and do not want to manually change their IP address to hostname on the [Printer properties](#) page, use Printix Configurator to update the printers:

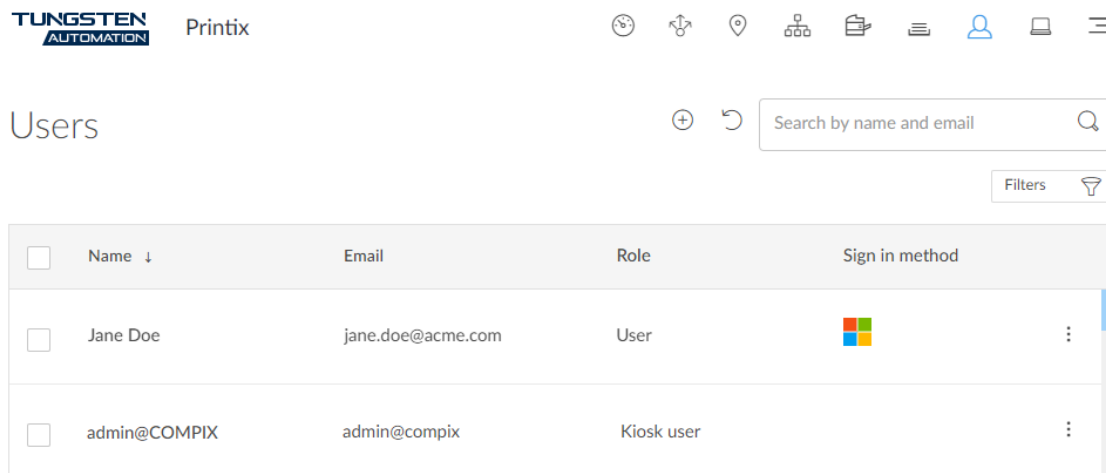
1. Open the [Printix Configurator](#).
2. Import printers from the Printix Cloud.
3. Import the updated address of the printers from a CSV file.
For this, you need to create a semi-colon (;) separated CSV file (see [how to format the CSV file](#)) with the printers' original address, network name, and new address. This will be used once to update the printers' IP address to their hostname.
4. Upload the updated printers to the Printix Cloud.

Printix Client as kiosk

Making Printix Client run as kiosk on a computer is relevant if multiple users need to operate and print from the computer without being signed in with a personal account.

Features

- **Sign-in** is not required.
- **Print** only. No **Print Later**. No **Secure print**.
- **Printix Anywhere** print queues are not installed, and if they are installed, they are deleted.
- Fewer menu items in the [Printix Client menu](#).
- When the computer is registered, a user is created.
 - This user is created only if the Printix Client as kiosk is [deployed with Microsoft Endpoint Manager](#).
 - **Role** is **Kiosk user** (cannot be changed).
 - **Name** of the user is generated as name@computer (Example: admin@COMPIX).

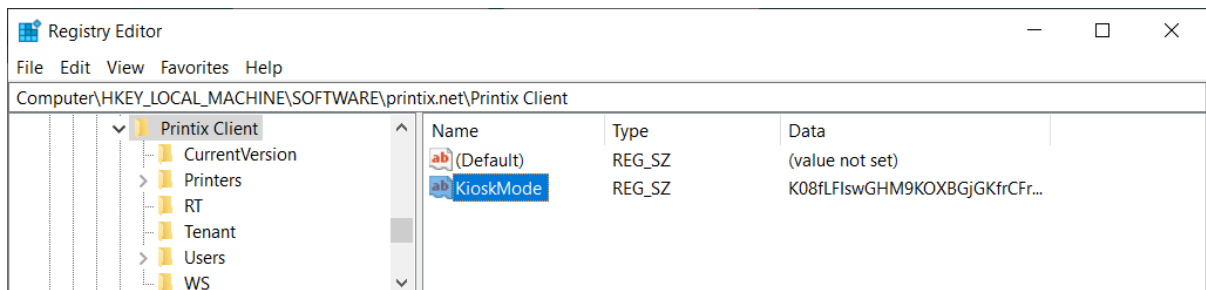


How to make Printix Client run as kiosk

This is relevant if you want to make an already installed Printix Client run as kiosk.

i This method does not create a **Kiosk user**.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.
4. Create the new string value named **KioskMode** and set the value to your [kiosk ID](#).
Example: `K08fLFIsWGhM9K0XBGjGKfrCFravIo01DmNwSBc9jo6YoKgD`
5. Restart the [Printix Service](#).



How to deploy Printix Client as kiosk with Microsoft Endpoint Manager

Follow the [normal steps](#), but in step 12, the Command line arguments need to include an extra :kiosk: value.


- Example: WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90:kiosk:K08fLFIsWG9M9K0XBGjGKfrCFravIo01DmNwSBc9jo6YoKgd

The :kiosk: value is your [kiosk ID](#). After deployment, the :kiosk: value is saved in the [Windows Registry](#).

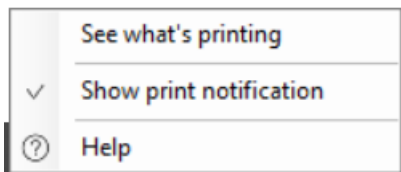
If you want to deploy and have [sign-in postponed until restart](#), then :oms is appended.

- Example: WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90:kiosk:K08fLFIsWG9M9K0XBGjGKfrCFravIo01DmNwSBc9jo6YoKgd:oms

How to get the kiosk ID

1. Open the [Software](#)  page.
2. Select **Kiosk ID**.
3. In **Name**, type a name for the kiosk ID.
The name is not linked to anything, so you can enter anything.
Example: acme
4. Select **I accept** and select **Submit** to create the kiosk ID.
5. Select the kiosk ID value to copy it to the clipboard.
Save the kiosk ID in a secure place, because you will need it to deploy the Printix Client as kiosk.

Printix Client menu



Menu on Windows

- [See what's printing](#)
Shows a list of the documents the Printix Client is printing.
- **Show print notification**
Select this to show the **Print notification** dialog box every time you print.
- **Help**
Opens the [Printix User Help](#) in a web browser.

Install the Printix Client

With the Printix Client, you can automate the creation of print queues and the installation of print drivers.

- [Install Printix Client for Windows](#)
- [Install Printix Client for Mac](#)

Install the Printix Client for Windows

These steps help you install the Printix Client on a single computer. To deploy the Printix Client on multiple computers, see [How to deploy Printix Client with Microsoft Endpoint Manager](#).

- [Download the installer file](#)
- [Install the Printix Client](#)
- [Sign in](#)

i Printix does NOT support [Windows protected print mode](#) (WPP), because it would prevent the Printix Client from:

- Printing
- Adding and modifying print queues

Download the installer file

On your Windows computer:

1. Open a web browser and enter the Printix Home URL for your organization followed by **/download**.
Example: `acme.printix.net/download`
2. Select **Download Printix Client**.

i Do not rename the installer file, because it prevents the Printix Client from working with your Printix Home.

Install the Printix Client

For the requirements of the Printix Client, see the [Technical Specifications](#) document for Printix.

Open and run the file you downloaded:


1. Double-click **CLIENT_{home}_{id}.EXE**.

i Microsoft Defender SmartScreen may prevent the installer from running. You can safely select [Run anyway](#) and proceed with the installation of the Printix Client.

If a User Account Control dialog box appears, select **Yes** when prompted to allow the Printix Client Setup program to make changes on this computer.

2. Change the setup language if required. Select **OK**.
The **Setup - Printix Client** wizard appears.
3. Select **Next**.
4. Select **Install**.
The installation is started.
5. After the installation is complete, select **Finish**.

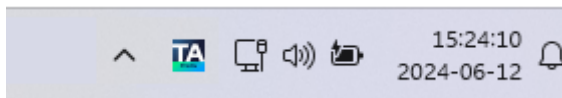
Sign in

 Sign-in to the Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers and works with the Pro, Enterprise, and Education editions. Microsoft does not support Microsoft Entra join on Windows Home editions.

[Sign in](#) to the Printix Client.

- Sign-in is required the first time you start the Printix Client.
- After signing in to the Printix Client, you can close the browser window.

You can [open the Printix Client](#)  from the notification area.



Uninstall the Printix Client

If the Printix Client updated itself at least once since its installation and you attempt to uninstall it, the `C:\ProgramData\Printix.net` folder may not be deleted. To avoid this issue, you have to manually update the Printix Client first.

1. [Download](#) and [install](#) the latest version of the Printix Client.
As a result, the uninstaller file becomes capable of completely uninstalling the Printix Client.
2. Uninstall the Printix Client from the Control Panel.

Install the Printix Client for Mac

- [Download the installer file](#)
- [Install the Printix Client](#)
- [Sign in](#)

Download the installer file

On your Mac computer:

1. Open a web browser and enter the Printix Home URL for your organization followed by **/download**.
Example: `acme.printix.net/download`
2. Select **Download Printix Client**.



- Do not rename the installer file, because it prevents the Printix Client from working with your Printix Home.
- On Mac computers, you may get the following message: **Printix Client.pkg can't be opened because Apple cannot check it for malicious software.** This appeared in versions before 2025.2. Starting with version 2025.2, the message no longer appears. For more information, see [FAQ – Printix Client for Mac will not install on macOS](#).
- Mac computers with Apple M2 require Printix Client for Mac version 1.3.1239 or higher. Submit a support request if you need a newer version.

Install the Printix Client

Open and run the file you downloaded:

1. Open the **Downloads** folder, which is typically available from the Dock at the bottom of the screen.
2. Double-click **CLIENT_{home}_{id}.DMG**.
After a few seconds, the Printix Client dialog box appears.
3. In the **Install Printix Client** dialog box, select **Continue**. If you are prompted to select a destination, select **Install for all users of this computer**, then select **Continue**.
4. Select **Install**.
5. Enter your password to allow installation. Select **Install Software**.
6. Select **Close** to finish installing the Printix Client.

Sign in

After the installation, the sign-in page appears in a web browser. See [How to sign in](#).

- Sign-in is required the first time you start the Printix Client.
- After signing in to the Printix Client, you can close the browser window.




It may take about a minute before the **Sign in** dialog box appears.

How and how often is Printix Client updated

Computers will silently update themselves to the latest approved version listed on the [Software](#) page. Upon regular intervals and at [restart](#), PrintixService.exe checks whether a newer version is available. If a newer version is available, the Printix Cloud may temporarily reject an update request (to spread the load), but the request will eventually be accepted. The Printix Cloud may reject update requests for up to 6 weeks. The update is downloaded from [software.printix.net](#) and is silently installed on top of the Printix Client. PrintixService.exe runs under the system account.

If you do not want to wait for the automated update, you can manually download and install the latest version of the Printix Client.

If you have submitted a [support request](#) that requires a new version of the Printix Client, we may first supply that version to you with a download link, so it can be installed on selected computers to verify the resolution to the issue. If you accept, we can proceed and make the Printix Client available to your Printix Home on the [Software](#) page where you can also see the version.

 When a new version of [Printix Client](#) is made available, new versions are typically also made available for [Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#) and [Printix Configurator](#).

See also:

- [How to see the version of Printix Client](#)
- [How to submit a support request](#)

How to configure proxy server connection

If the Printix Client on your computer can only communicate with the Internet through an http proxy, you can bypass connecting to the proxy server by following the instructions below.

You can use the `-p` command line parameter with the Printix Client service.

Run **PrintixService.exe -p** with administrator permissions to do the configuration properly.

- **-p <ProxyServerURL> [BypassProxyOnLocal] [ProxyAuthUserName] [ProxyAuthPassword] [ProxyAuthDomain] [BypassList=<BypassRuleList>]**
- Parameters:
 - **ProxyServerURL**: Specify the URL of the proxy server.
 - **BypassProxyOnLocal**: It is a boolean (1 or 0), it controls if local connections should bypass the proxy server.
 - **ProxyAuthUserName**: Custom username to use for the proxy server authentication.
 - **ProxyAuthPassword**: Custom password to use for the proxy server authentication.
 - **ProxyAuthDomain**: Custom domain name to use for the proxy server authentication.
 - **BypassRuleList**: A comma-separated list of regular expressions that describe the URLs that do not use the proxy server.
 - If ProxyAuthUserName and ProxyAuthPassword are not specified, the service account (Local System) is used for the proxy authentication (if needed).
- Usage:
 - **-p**: Enable or disable proxy server usage.
 - **-p <ProxyServerURL>**: Connect to the specified proxy server, using the built-in local system account credentials (if needed) for the authentication.
 - **-p <ProxyServerURL> 1**: Connect to the specified proxy server, using the built-in local system account credentials (if needed) for the authentication. Local traffic is not sent through the proxy server.
 - **-p <ProxyServerURL> 0 [ProxyAuthUserName] [ProxyAuthPassword]**: Connect to the specified proxy server, using the specified credentials (username and password) (if needed) for the authentication.

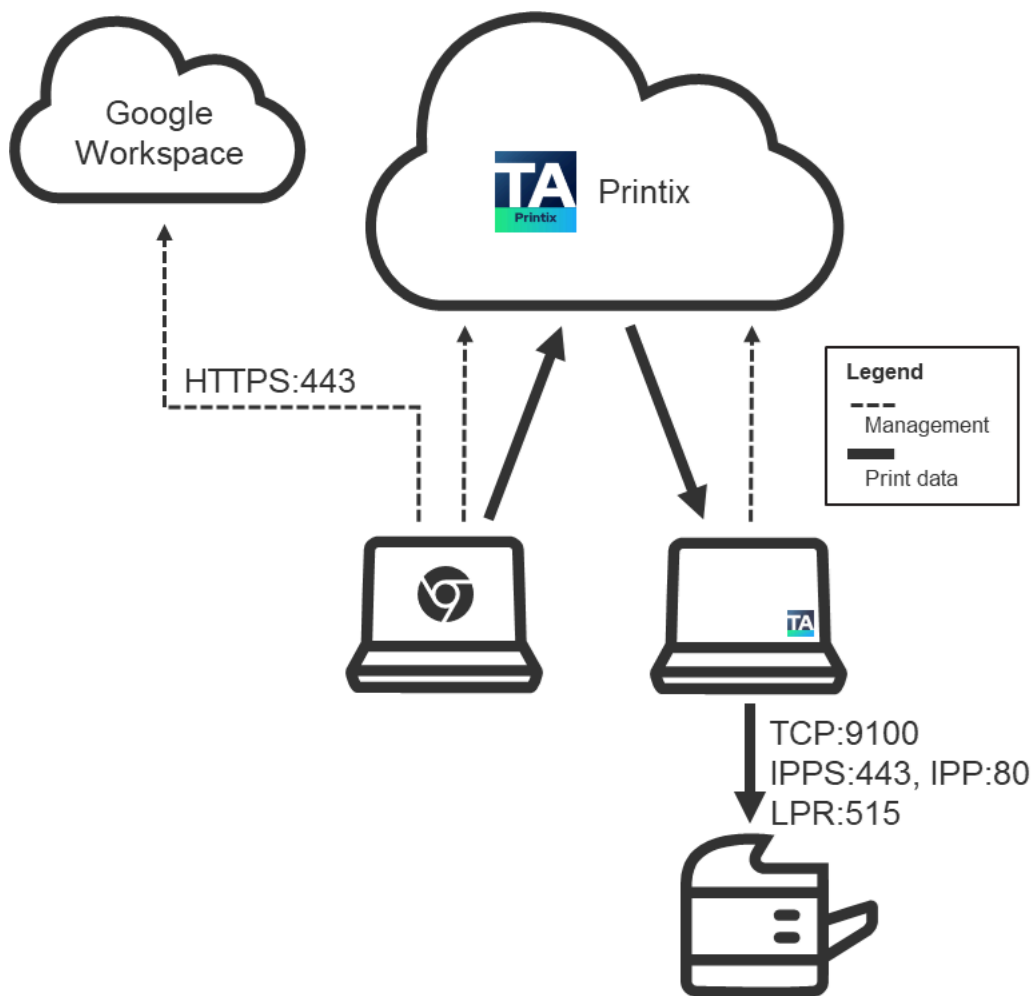
- **-p <ProxyServerURL> 1 [ProxyAuthUserName] [ProxyAuthPassword] [ProxyAuthDomain]:** Connect to the specified proxy server, using the specified credentials (domain, username, and password) (if needed) for the authentication. In addition, local traffic is not sent through the proxy server.
- **-p <ProxyServerURL> BypassList=.*\printix\.net,.*\google\.com:** Connect to the specified proxy server, using the built-in, local system account credentials (if needed) for the authentication. Accessing any URLs under **.printix.net** or **.google.com** bypasses the proxy.
- **-p <ProxyServerURL> 0 [ProxyAuthUserName] [ProxyAuthPassword] BypassList=.*\printix\.net,.*\google\.com:** Connect to the specified proxy server, using the specified credentials (username and password) (if needed) for the authentication. Accessing any URLs under **.printix.net** or **.google.com** bypasses the proxy.

When the proxy parameters are provided through the command line parameters, they are stored in registry (encrypted), and they take effect when the local Printix Service is restarted. They remain in effect until they are overridden with other command line parameters or until the Printix Client is uninstalled.

The proxy parameters are stored (encrypted) in the Windows registry or as Mac local settings.

Chapter 7

Printix Chromebook



Print to Printix-managed printers from Google Chrome.

- [Features](#)
- [Requirements](#)
- [Install Printix Chromebook](#)
- [How to deploy Printix Chromebook](#)

- [How to print from Chrome](#)
 - [Available print settings](#)
 - [Select print method](#)
- [Troubleshooting](#)

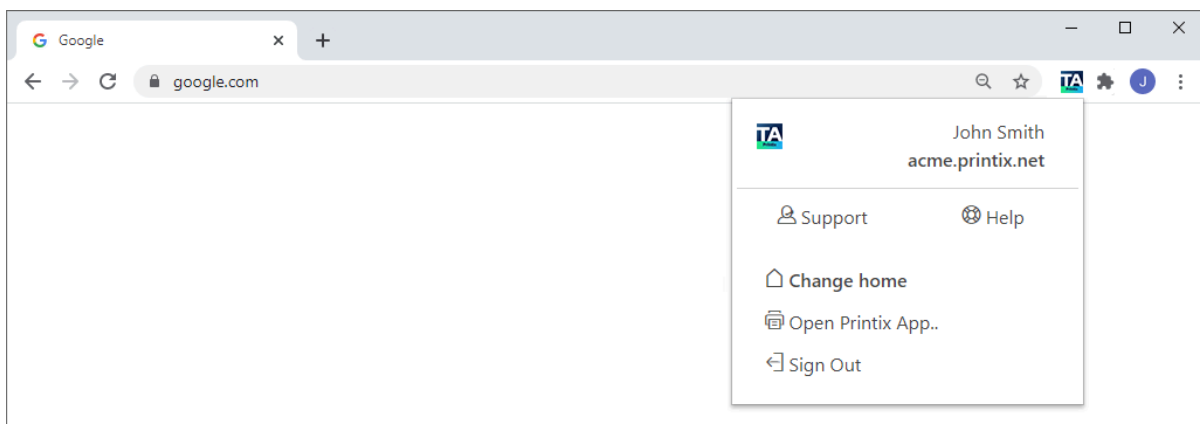
Features

Users can select Printix printers that are configured to print **Via the cloud (On all networks)**. The document is uploaded to the Printix Cloud and then forwarded to a Printix Client computer (Windows or Mac) on the printer's network. The document remains secure during the transfer over the Internet as the document itself and the communication are both encrypted.

- Gives users single sign-on (SSO) to Printix with their Google Workspace account or Microsoft account.
- [Enable Google groups](#) to give **Exclusive access** to print queues based on users' group membership.
- Manual effort is not required to maintain Printix Chromebook, because it silently updates itself to the latest approved version.

Requirements

- Subscription to **Printix Cloud Print Management Service** (printix.net).
- Gmail service with email domain that is part of Google Workspace.
- Any Internet-connected:
 - Chromebook running: Google Chrome version 63 or higher.
 - Computer (Windows, macOS, or Linux) with Chrome or Microsoft Edge browser.
- Signed in to the Printix extension.
- At least one Printix Client computer (Windows or Mac) is online on the printer's network.



Troubleshooting

- [You are not signed in](#)
- [Pick your Printix Home](#)
- [No printers are listed with the Printix logo](#)
- [Nothing is printed](#)
- [Text is missing on printout](#)
- [Why are some print settings not there](#)
- [How to get Printix Chromebook logs](#)

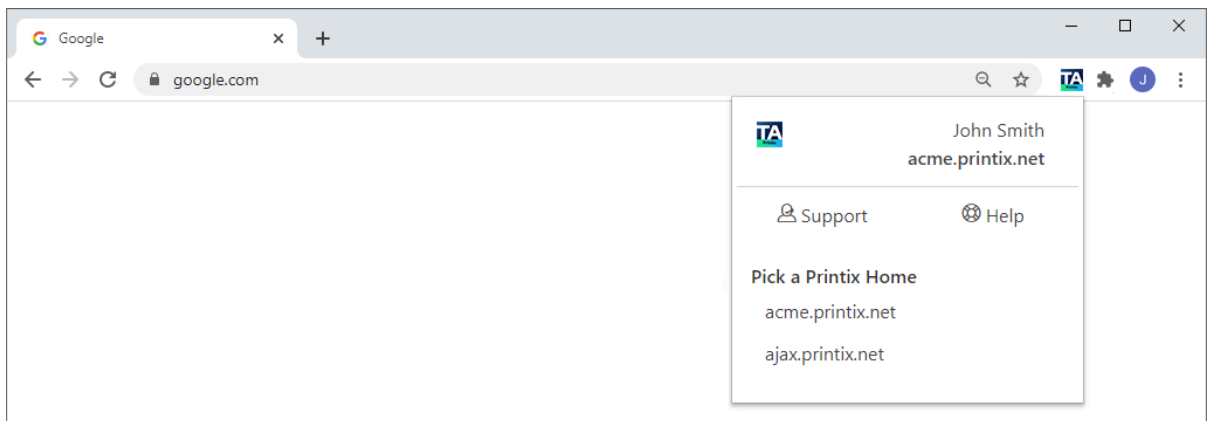
You are not signed in

You have selected the Printix icon in the Chrome browser, but you are not signed in.

- Resolution for user: Sign in to the Printix extension.
- Resolution for administrator: If you are still seeing this error even though you are signed in, check that you have a [Printix Home](#) (example: acme.printix.net), and check that [Google authentication](#) is enabled. Otherwise, submit a [support request](#).

Pick your Printix Home

You are prompted to **Pick a Printix Home** if Google Workspace is used by multiple Printix Homes. If you want to change to another Printix Home, select **Change home** .



No printers are listed with the Printix logo

- The printer is not listed with the Printix logo as expected.
Resolution: Open Printix Administrator and check the following:
 - The print queue has [Via the cloud](#) (**On all networks**) selected.
- The Printix extension is not installed.

Resolution: Install or deploy the Printix extension.

- You are not signed in to the Google Chrome browser.

Resolution: Sign in to the browser with your Google Workspace account. Check that [Google authentication](#) is enabled.

Nothing is printed

No computer with Printix Client is online on the printer's network.

Resolution: Make sure a computer with Printix Client is online on the same network as the printer. You can configure selected computers to [Act as print gateway](#).

Text is missing on printout

This typically happens when printing web pages with complex layouts.


Resolution: In the **Print** dialog box, select **Background graphics**.

Why are some print settings not there

See [Available print settings](#) and [How to control the default and available paper sizes](#).

Install Printix Chromebook

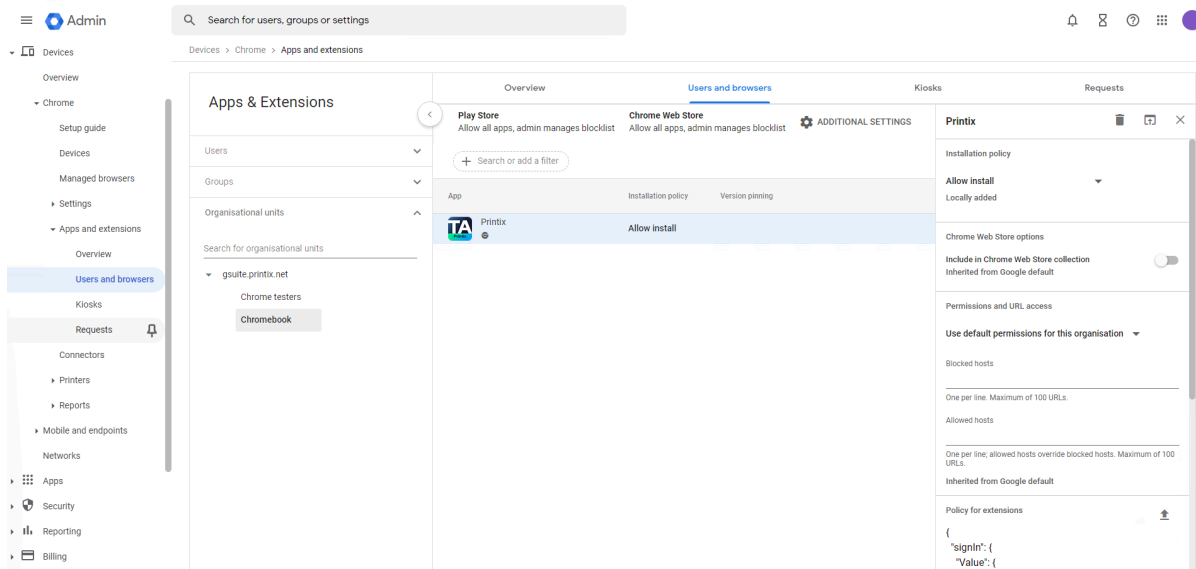
1. Open the [Chrome Web Store](#) and search for **Printix**.
2. Select **Add to Chrome**.
3. Select **Add extension**.
Printix has now been added.
4. To see a list of extensions, open Chrome and type **chrome://extensions**, then press **Enter**.

 Chromebooks are not listed in Printix Administrator, only computers running Printix Client.

See also:

- [How to deploy Printix Chromebook](#)
- [How to print from Chrome](#)

How to deploy Printix Chromebook



1. Sign in to the **Google Admin** console (admin.google.com) using your administrator account (does not end in @gmail.com).
2. On the left-hand menu, select **Devices** > **Chrome** > **Apps and extensions** > **Users and browsers**.
3. In the **Organizational units** section, select the organizational unit where you want to deploy Printix.
4. Optionally, if you want users to sign in with Windows, then in the right pane, scroll down to **Policy for extensions** and select **Upload from file** . Select the [configuration file](#) you created and select **Open**.
5. Select **Force installation**.
6. Select **Save**.

i Chromebooks are not listed in Printix Administrator, only computers running Printix Client.

Configuration file

If you want users to **Sign in with Windows**, a configuration file must be created and uploaded. If no configuration file is uploaded, users will still have single sign-on (SSO) to Printix with their Google Workspace account. The configuration file must be in JSON format and should be saved as a .txt file.

```
{
  "signIn": {
    "Value": {
      "tenant": "acme.printix.net",
      "tenantId": "cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90",
      "method": "both"
    }
  }
}
```

```
}
}
}
```

Values:

- **tenant**

The value **tenant** is your Printix Home. Example: acme.printix.net.

- **tenantId**

The value **tenantId** should be your Printix ID as shown on the [Software](#) page's MSI parameter section. Example: cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90.

- **method**

Configures the sign-in method. Values:

- **azure**

Users can sign in with their Microsoft work or school account. Requires that you [enable Microsoft Entra authentication](#).

- **azure SSO**

Select this if users' Microsoft work or school account is used for single sign-on (SSO) to users' Google Workspace account. Requires that you [enable Microsoft Entra authentication](#).

- **google**

Users can sign in with their Google Workspace account (not @gmail.com). Requires that you [enable Google authentication](#).

- **okta**

Users can sign in with their Okta account. Requires that you [enable Okta authentication](#).

- **onelogin**

Users can sign in with their OneLogin account. Requires that you [enable OneLogin authentication](#).

- **both**

Users can sign in with their Microsoft work or school account, Google Workspace account, or their Printix account. Requires that you [enable Microsoft Entra authentication](#) and [enable Google authentication](#).

How to control the default and available paper sizes

If you want Letter to be the default, write NA_LETTER first. Google Chrome does the sorting of the paper sizes.

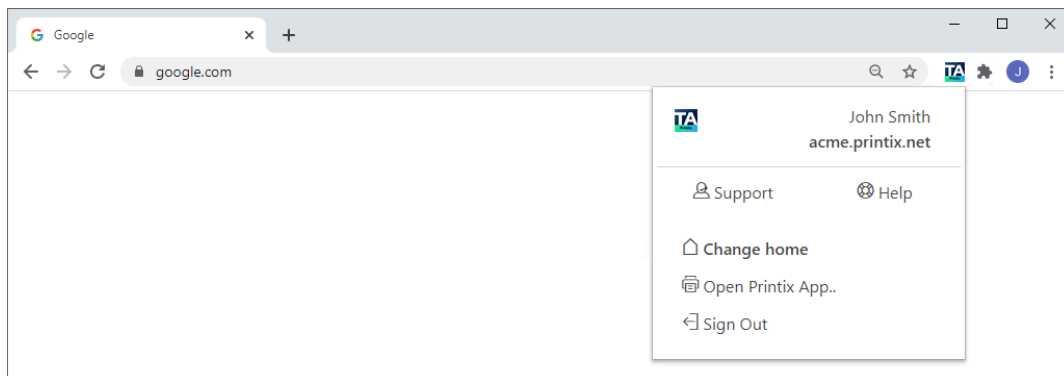
```
{
  "paperSizes": {
    "Value": ["NA_LETTER", "NA_LEGAL"]
  }
}
```


Paper size	Value
A3	ISO_A3
A4	ISO_A4

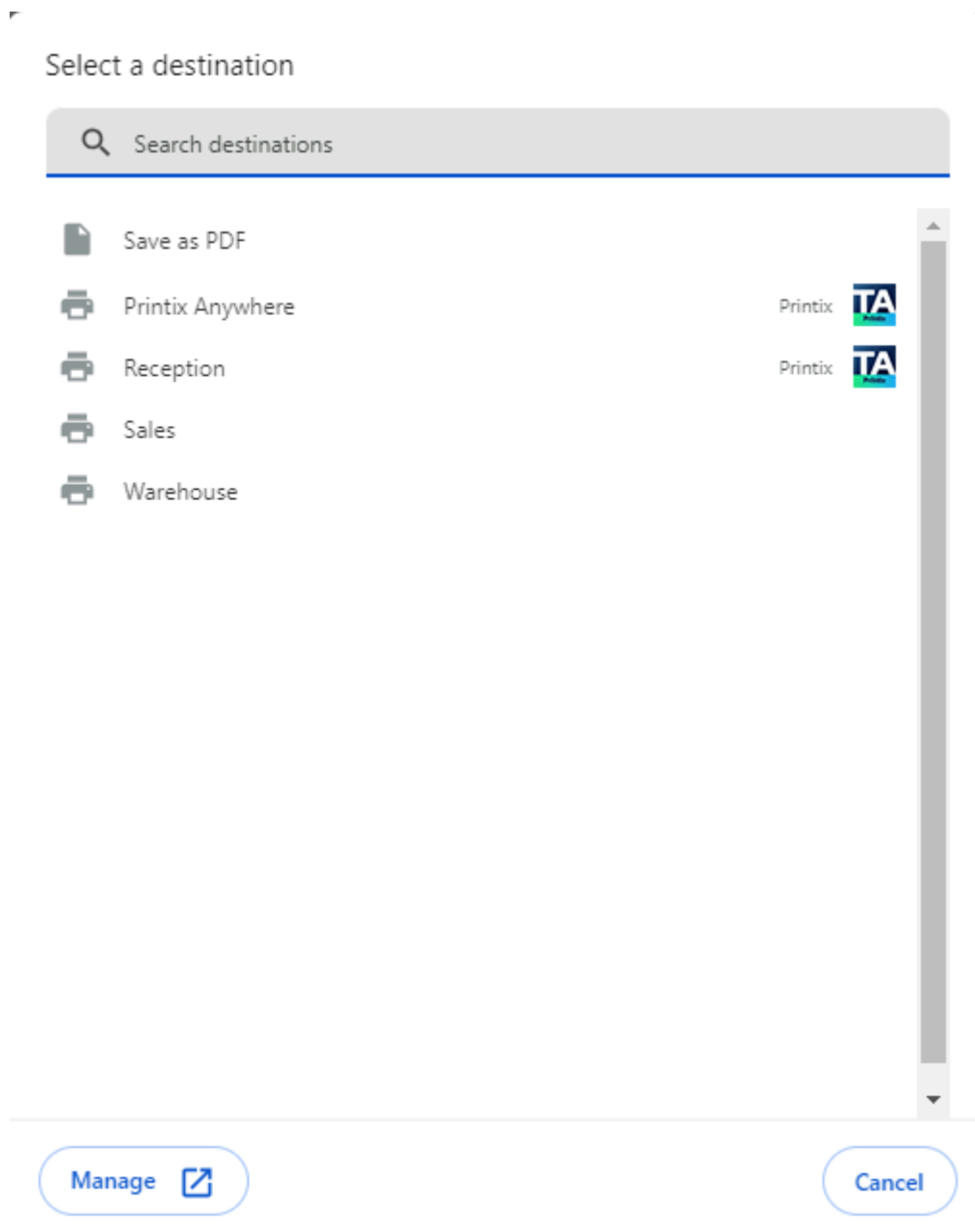
Paper size	Value
A5	ISO_A5
B4	ISO_B4
B5	ISO_B5
B4 (JIS)	JSI_B4
B5 (JIS)	JSI_B5
Executive	NA_EXECUTIVE
Legal	NA_LEGAL
Letter	NA_LETTER
Statement	NA_STATEMENT
Tabloid	NA_TABLOID

How to print from Chrome

1. Verify that the Printix extension for Google Chrome is installed.
2. Sign in to the Printix extension.



3. Open the item to print in the Google Chrome browser.
4. Select **Print** on the Chrome menu (or press **Ctrl+P**).
5. Select the current **Destination**, then select **See more**.
6. In the **Select a destination** dialog box, select a Printix printer as identified by the text Printix  on its right.



Print Anywhere documents printed from Chrome can, unless the printer's QR code or NFC tag is scanned, be released only to printers that have a print queue with **Via the cloud (On all networks)** selected.

7. Optionally, modify the [available settings](#) or set the [print method](#) to **Print** or **Print Later**.
8. Select **Print**.


Available settings

The available settings depend on the properties of the Printix printer:

- **Pages**
Always available.
- **Copies**
Always available.
- **Layout**
Available, unless the document is a PDF, or if the printer supports PDF printing and **Process PDF/XPS** is disabled.
- **Color**
Available, unless the printer does not support color, or if the printer supports PDF printing and **Process PDF/XPS** is disabled.


Select **More settings** to access the following settings:

- **Paper size**
Always available.
- **Pages per sheet**
Available, unless the printer does not support it.
- **Margins**
Available, unless the document is a PDF.
- **Scale**
Always available.
- **Options**
 - **Print on both sides**
Available, unless the printer does not support two-sided printing.
 - **Headers and footers**
Available, unless the document is a PDF.
 - **Background graphics**
Available, unless the document is a PDF.

 The Printix Client considers the user's choice of print settings: **Paper size**, **Color**, and **Two-sided**. The **Two-sided** print setting is not considered for Print Anywhere.

Select print method

You can select a print method from Google Chrome without opening the Printix Client menu.

 Not available for Print Anywhere. Not available if **Print Later** is disabled or if the user **Must print securely** or **Must Print Later by default**.

1. Select **More settings**, then select **Advanced settings**.


2. In the **Advanced settings** dialog box, select a print method:
 - **Print:** The document is printed immediately at the selected printer.
 - **Print Later:** [Printix App](#) must be used to release the document at the selected printer.
3. Select **Apply**.
4. Select **Print**.
5. If required, open the [Printix App](#) or [sign in at the printer](#) to release the document.

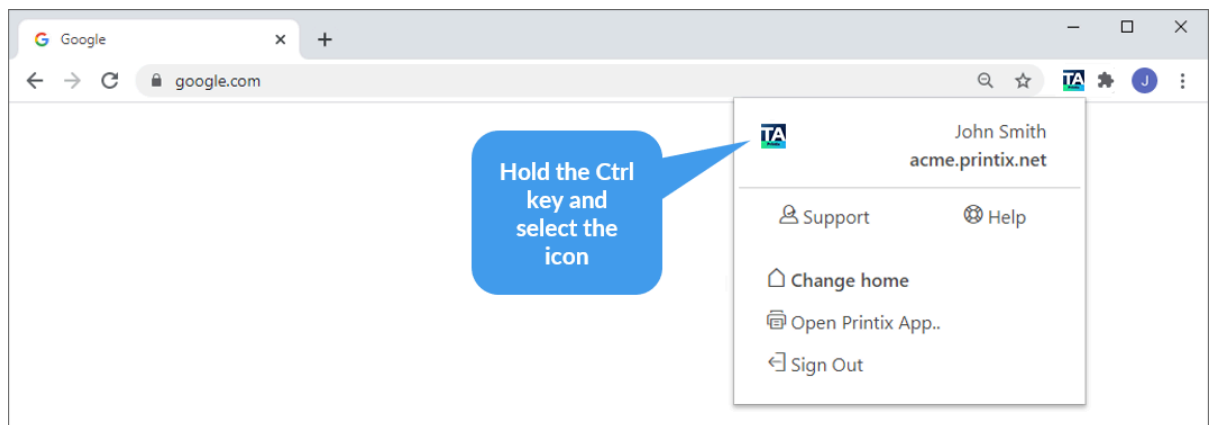
How to get Printix Chromebook logs

If advised to do so, follow these instructions and submit to support.

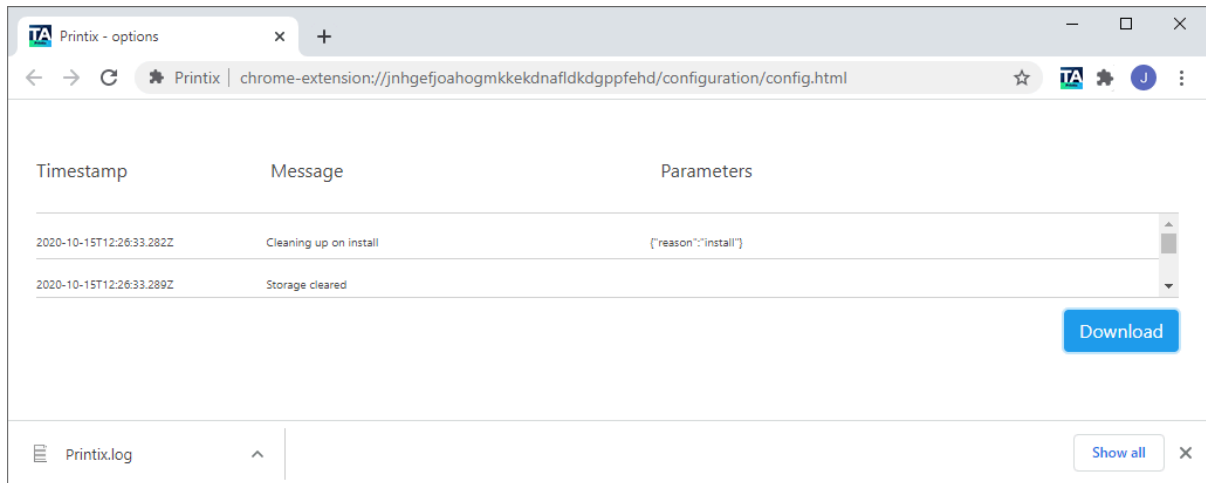
1. [Get the Printix.log file](#).
2. [Get the DevTools information](#).

Get the Printix.log file

1. Open the Printix extension in Chrome.
2. Hold the Ctrl key and select the Printix  icon.



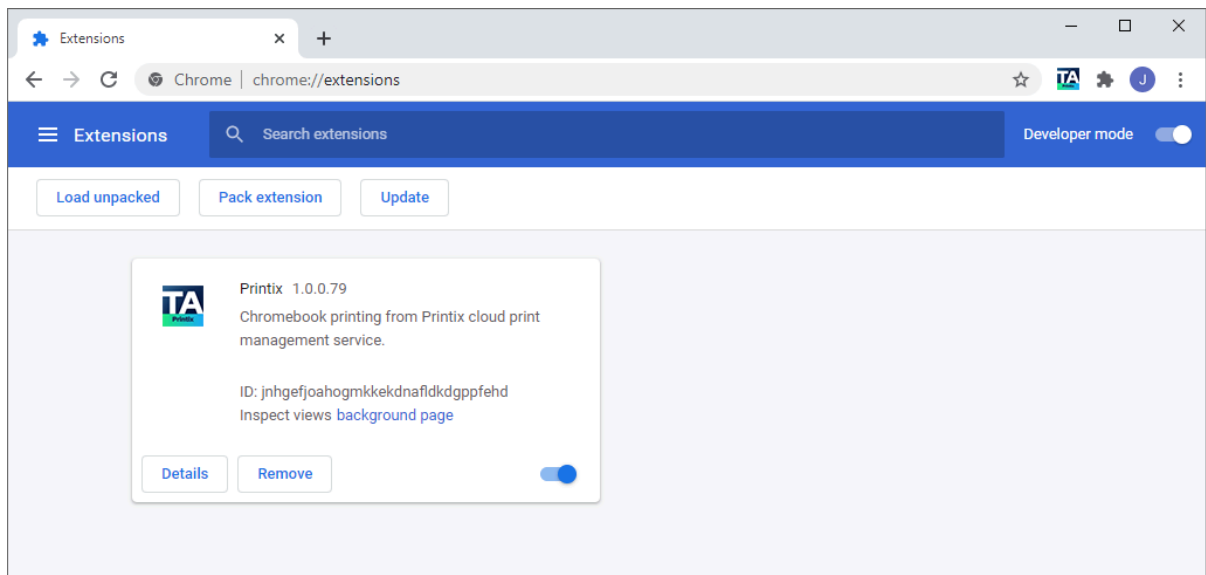
The **Printix - options** page appears.



3. Select **Download**.
4. Attach the Printix.log file to your [support request](#).

Get the DevTools information

1. Open Chrome, enter `chrome://extensions`, then press **Enter**.



2. Enable **Developer mode** in the top right corner.
3. In the **Printix** extension, select **background page**.
The **DevTools** dialog box appears.
4. Select the **Network** tab.
5. Print a document if this was the issue.
The communication can now be seen in the **DevTools** dialog box.

6. Select the **printjobs** item and make a readable screen shot of the content of the **Headers** and **Response** tabs.

Chapter 8

Printix App




The Printix App is used to release, print, and delete documents. The Printix App is available as a web app that runs in a web browser or as a mobile app:

- [Get Printix App for Android](#)
- [Get Printix App for iOS/iPadOS](#)

You can open the web app by selecting **Release and print documents** in the Printix Client menu or by entering {your Printix Home}.printix.net in a web browser.

Compared to the web app, the mobile app offers these advantages:

- Only sign in once.
- Integrated QR code scanning.
- Integrated NFC tag scanning.
- Printing to Printix-managed printers is enabled for [mobile print](#).
- Can be deployed with Microsoft Endpoint Manager.
 - [How to deploy Printix App for Android with Microsoft Endpoint Manager](#)
 - [How to deploy Printix App for iOS/iPadOS with Microsoft Endpoint Manager](#)

 For the best user experience, we recommend that you enable your own, secure [cloud storage](#) so users can release documents even when their computer is offline.

See the [Printix User Help](#) to read about:


- [Printing with Printix](#)
- [How to open Printix App](#)
- [How to release documents](#)
- [How to reprint documents](#)
- [How to delete documents](#)

Microsoft Entra Conditional Access

Follow the steps below if users get the message "Your sign-in was successful but does not meet the criteria to access this resource."

These steps are also helpful to control how authorized users access your cloud apps, including Printix.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. Under **Feature highlights**, select **Conditional Access**.
5. Select **Policy Snapshot** or **View all policies**.
6. Select the name of a policy.
Example: Exclude Printix
7. Under **Assignments** and **Target resources**, select the blue text.
Example: All cloud apps
8. Select the **Exclude** tab.
9. Under **Select excluded cloud apps**, select the blue text.
Example: None
10. Select **Printix** and select **Select**.
11. Under **Access controls** and **Grant**, select the blue text.
Example: 0 controls selected
12. Select the controls to be enforced, then select **Select**.
13. Select **Save**.

 To be listed as a cloud app, Printix must be [accepted for all users](#).

See also:

- [What is conditional access in Microsoft Entra ID?](#)


Chapter 9

Printix Go

Printix Go is an application that integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication, and more.

- [Features](#)
- [Requirements](#)
 - [Printix Go supported printers and MFPs](#)
 - [Brother](#)
 - [Canon](#)
 - [Epson](#)
 - [Fujifilm](#)
 - [HP](#)
 - [HP Workpath](#)
 - [Konica Minolta](#)
 - [Kyocera](#)
 - [Lexmark](#)
 - [Ricoh](#)
 - [Xerox](#)
 - [Card readers and cards](#)
- [Install Printix Go](#)
 - [Install Printix Capture](#)

Watch this video: [Printix Go Configuration | Printix Cloud Print Management](#).


 If you wish to use Printix Go, [submit a request](#) and the responsible sales manager at Printix will contact you shortly.

- [How to install Printix Go on multiple printers](#)
- [How to update Printix Go](#)
- [How to sign in with ID code at the printer](#)
- [How to sign in with card at the printer](#)
- [How to release documents at the printer](#)
- [How to capture at the printer](#)
- [How to sign out](#)
- [How to register card](#)
- [How to manage cards](#)

- [How to reset ID code or PIN code](#)
- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)
- [How to uninstall Printix Go](#)
- [How to uninstall Printix Go from multiple printers](#)
- [Printix Go issues](#)

Features

- Swipe your card to sign in at the printer to release documents.
- Control access to multifunction printer (MFP) functions: **Copy, Copy in color, Email, Scan, ...**
- Increase security with **PIN code** (4-digit) for two-factor authentication.
- Alternatively, sign in without card by entering **ID code** and **PIN code** on the printer's touchscreen control panel.
- Use existing or new [card readers](#).
- Self-service [card registration](#) and management.
- Multiple cards per user.
- [Install](#) from the [Printix Administrator](#).

 For best user experience, we recommend that you enable your own secure [cloud storage](#), so users can release documents even when their computer is offline.

Requirements

Supports selected printers with touchscreen control panel from:

- [Brother](#)
- [Canon](#)
- [Epson](#)
- [Fujifilm](#)
- [HP](#)
- [HP Workpath](#)
- [Konica Minolta](#)
- [Kyocera](#)
- [Lexmark](#)
- [Ricoh](#)
- [Xerox](#)



- Support for printer vendors is subject to demand. Contact [Product Support](#) to hear about support for other vendors.
- Printix Go on a printer can only be used with one Printix Home. If multiple companies need to use the same printer, another option could be to add [multiple Microsoft Entra directories](#) or [multiple Google domains](#).

Printix Go supported printers and MFPs

Printix Go is available for these vendors:

- [Brother](#)
- [Canon](#)
- [Epson](#)
- [Fujifilm](#)
- [HP](#)
- [HP Workpath](#)
- [Konica Minolta](#)
- [Kyocera](#)
- [Lexmark](#)
- [Ricoh](#)
- [Xerox](#)

Features

- Present card to sign in at the printer to release documents.
- Printix functions: **Print** (release documents). **Capture** (deliver scanned documents to your selected workflow destination).
- Control access to multifunction printer (MFP) functions: **Copy**, **Copy in color**, **Email**, **Scan**, and more.
- Increase security with **PIN code** (4-digit) for two-factor authentication.
- Alternatively, sign in without card by entering **ID code** and **PIN code** on the printer's touchscreen control panel.
- Use existing or new [card readers](#).
- Self-service [card registration](#) and management.

Vendor	Sign in with card	Register card	Print	Capture	Tracking	Access control	Printer's scan to email function	Remote control panel
Brother	Yes [1]	Code and QR code	Yes	Yes	-	All functions	No prefill	Yes

Vendor	Sign in with card	Register card	Print	Capture	Tracking	Access control	Printer's scan to email function	Remote control panel
Canon	Yes	Code and QR code	Yes	Yes	-	All functions [2]	From is prefilled	No
Epson	Yes	Code and QR code	Yes	-	-	Per function	From is prefilled	No
Fujifilm	Yes	Code and QR code	Yes	Yes	-	All functions	From is prefilled	No
HP	Yes [3]	Code and QR code	Yes	Yes	-	Per function	To and From is prefilled	Yes
HP Workpath	Yes [3]	Code and QR code	Yes	-	-	Per function	To and From is prefilled	Yes
Konica Minolta	Yes [4]	Code and QR code	Yes	Yes	-	All functions [5]	To and From is prefilled	Yes
Kyocera	Yes	Code and QR code	Yes	Yes	-	All functions [6]	From is prefilled	Yes
Lexmark	Yes [7]	Code and QR code	Yes	Yes	-	Per function	To and From is prefilled	Yes
Ricoh	Yes	Code and QR code	Yes	Yes	Yes	All functions [8]	To and From is prefilled	Yes
Xerox	Yes [9]	Code	Yes	Yes	-	Per function	No prefill	Yes

[1] [Brother](#): Card readers must be [enabled](#) on the printer's web page before installing Printix Go.

[2] [Canon](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[3] [HP](#) and [HP Workpath](#): Users cannot sign in with card while a native printer function, such as Copy, is in use.

[4] [Konica Minolta](#): Printers may require [installation of card reader driver](#).

[5] [Konica Minolta](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[6] [Kyocera](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[7] [Lexmark](#): Printix may have issues registering card readers if **Keyboard Emulation Reader Driver** is installed on the printer. Seen with Elatec (VID 0x09D8, PID 0x0410).

[8] [Ricoh](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[9] [Xerox](#): Xerox VersaLink requires [installation of the Xerox USB Card Reader](#).

Details about tracking

With tracking, the details of copied documents (such as paper size and page count) can be extracted to Printix Power BI. To set up tracking, see [How to include copy details in data extracts](#).

On Ricoh printers, documents can be copied with multiple applications, which can result in slight differences in the data tracking.

- **Copy:** The data is tracked immediately after the copy process is completed or stopped.
- **Copier (Classic) and Quick copy:** The data is tracked 30 seconds after the copy process is completed or stopped.

Even if the copy process is stopped or unexpectedly interrupted, the copy details are not lost.

Requirements

- Printer administrator password must be set and cannot be blank on the printer.
- Printer's DNS server must be configured.
- It is generally recommended to use the latest printer firmware version.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communicate to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

Vendor	Notes	Platform	Additional network ports	Printix Client presence
Brother	–	BSI (2022)	–	Install [1], Update, Uninstall
Canon	–	Java SE MEAP, NIR1	–	Install [2], Update [2], Uninstall [2], Printing [2]
Epson	–	EOP version 1.1	–	Install, Update, Uninstall, Sign in [3], Printing
Fujifilm	–	AIP version 7	–	Install, Update, Uninstall, Sign in, Printing
HP	–	OXPd, FutureSmart 4 or 5 firmware	SSL on TCP port 7627 – Printix Client to printer. HTTPS on TCP port 21343 – Printer (with Capture) to Printix Client	Install, Update, Uninstall, Sign in [4], Printing, Capture

Vendor	Notes	Platform	Additional network ports	Printix Client presence
HP Workpath	–	Workpath, FutureSmart 5.7 firmware	–	Install [5], Update, Uninstall, Sign in, Printing
Konica Minolta	[6]	OpenAPI 5.1 or higher	SSL on TCP port 50003 – Printix Client to printer. HTTPS on TCP port 21343 – Printer (with Capture) to Printix Client	Install, Update, Uninstall, Sign in [7], Printing, Capture
Kyocera	–	HyPAS Generation 2 or higher, Java VM 1.8 or higher and OSGi Release 4 or higher	–	Install [8], Update, Uninstall, Sign in, Printing, Capture
Lexmark	–	eSF version 6.0 or 7.0	–	Install [9], Update [9], Uninstall [9], Printing [10]
Ricoh	[11]	SOP Generation 2 or higher	HTTPS on TCP port 51443 – Printix Client to printer	Install [12a], Update [12a], Uninstall [12a], Sign in [12b], Printing, Capture
Xerox	[13]	EIP version 3.7 or higher	–	Install, Update, Uninstall, Sign in [14], Printing, Capture

[1] [Brother](#): Simultaneous sign-in profile verifications, installations, updates, and uninstallations can impact the performance of the affected computers. To lessen the impact, install the Printix Client on more computers on the network.

[2] [Canon](#): Computer with Printix Client must be online on the printer's network during installation, update, and uninstallation of Printix Go Canon, and also during printing.

[3] [Epson](#): Printer will say NO ACTIVE WS. If you sign in anyway, you will get a 401 error. If you present card, nothing happens.

[4] [HP](#): If you sign in, printer will say NO ACTIVE WS. If you sign in anyway, you will get a wrong auth context error. If you present card, nothing happens.

[5] [HP Workpath](#): First, install Printix Go through the [HP Command Center](#), then install Printix Go through the Printix Administrator to configure it to work with your Printix Home.

[6] [Konica Minolta](#): Can be used in Europe and US only. Contact [Product Support](#) if you need it in other regions and let us know the country (new solution key required from Konica Minolta). Important to [prepare the printer](#) in regards to SSL/TLS, Web browser, and OpenAPI.

[7] [Konica Minolta](#): Printer will say NO ACTIVE WS. If you sign in anyway, you will get a wrong auth context error. If you present card, screen blinks and returns to sign-in page.

[8] [Kyocera](#): First, install Printix Go through the [KYOCERA Net Viewer](#), then install Printix Go through the Printix Administrator to configure it to work with your Printix Home.

[9] [Lexmark](#): The Printix Client is not required for the [manual installation](#), [manual update](#), and [manual uninstallation](#) of Printix Go Lexmark.

[10] [Lexmark](#): Printer will say NO ACTIVE WS.

[11] [Ricoh](#): **SSL/TLS** must be enabled for **IPv4** on the printer and communication must be set to **Ciphertext/Cleartext**. For Ricoh SOP printers Generation 2, [web server password must be the default password](#).

[12a] [Ricoh](#): Computer with Printix Client for Windows must be online on the printer's network during installation, update, and uninstallation of Printix Go Ricoh. Printix Client for Mac does not support installation, update, and uninstallation of Printix Go Ricoh.

[12b] [Ricoh](#): Printer will say NO ACTIVE WS. If you present card, sign in works, but when you select **Print**, you are returned to the sign-in page.

[13] [Xerox](#): The [Sign in profile](#) must reference an SNMPv1 configuration where the **Set Community Name** specified in the selected SNMPv1 configuration MUST match the **Community Name Read/Write** [configured as part of SNMPv1/v2 on the printer](#).

[14] [Xerox](#): If you sign in, print will timeout and say Could not log in. If you present card, nothing happens.

See also:

- [Printix Go issues](#)

About the Internet endpoints device-api.printix.net and on-device-api.printix.net

Printix transitioned from using the Internet endpoint device-api.printix to on-device-api.printix.net.

Vendor	device-api.printix.net	on-device-api.printix.net
Brother	not used	used
Canon	not used	used
Epson	used now	–
Fujifilm	not used	used
HP	used now	required to use capture
HP Workpath	not used	used
Konica Minolta	used now	required to use capture
Kyocera	not used	used
Lexmark	not used [1]	used
Ricoh	used now	required to use capture
Xerox	used now	required to use capture

[1] If the Printix Go Lexmark version is 2025.1 or older, device-api.printix.net is still used.

Printix Go Brother supported printers and MFPs

Requirements

- We highly recommend using the latest firmware version.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
 - The Printix Client must be online on at least one Windows computer or server that has .NET Framework 4.8 installed. You can check your .NET version in the registry database under this path: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full.
 - The minimum required version of Printix Client is 2.3.0.211 on every computer on the network. At least one of them must run Windows.
- A Windows computer with Printix Client version 2.4.0.113 or higher must be online on the printer's network during the use of Printix Capture.
- In addition to the [required Internet endpoints](#), this endpoint must also be unblocked to allow Printix Go to communicate with Printix Cloud ([how to test](#)):
 - <https://on-device-api.printix.net>

Next steps

1. Verify that your printer is supported.
2. [Prepare Brother printer for Printix Go](#).
3. [Install Printix Go](#).

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

The list of supported printers is as follows:

- [Printers](#)
- [MFPs](#)
- [Supported card readers](#)

Printers

Printers and MFPs marked with a star have firmware that allows the use of a static IP setup (for example, if no DNS is available) for Printix Capture.

- HL-EX415DW *
- HL-J6000CDW, HL-J6000DW
- HL-J6010DW *

- HL-J6100DW
- HL-J7010CDW *
- HL-L6310DW
- HL-L6410DN, HL-L6412DW, HL-L6415DN, HL-L6415DW, HL-L6418DW *
- HL-L8360CDW, HL-L8360CDWT
- HL-L9310CDW
- HL-L9410CDN *
- HL-L9430CDN *
- HL-L9470CDN *

MFPs

- DCP-B7650DW *
- DCP-L5500DN, DCP-L5502DN
- DCP-L5510DN, DCP-L5510DW, DCP-L5512DN, DCP-L5518DN
- DCP-L5600DN, DCP-L5602DN
- DCP-L5610DN *
- DCP-L5650DN, DCP-L5652DN
- DCP-L5660DN, DCP-L5662DN *
- DCP-L6600DW
- DCP-L8410CDW
- MFC-8530DN
- MFC-8535DN
- MFC-8540DN
- MFC-J5945DW
- MFC-J5955DW *
- MFC-J6945DW, MFC-J6947DW
- MFC-J6955DW, MFC-J6957DW *
- MFC-J6997CDW, MFC-J6999CDW
- MFC-J7500CDW *
- MFC-J7600CDW *
- MFC-L2920DW, MFC-L2922DW *
- MFC-L2960DW *
- MFC-L2980DW *
- MFC-L5700DN, MFC-L5700DW, MFC-L5702DW
- MFC-L5710DN, MFC-L5710DW, MFC-L5715DN, MFC-L5715DW, MFC-L5717DW, MFC-L5718DN *
- MFC-L5728DW *
- MFC-L5750DW, MFC-L5755DW
- MFC-L5800DW, MFC-L5802DW
- MFC-L5850DW
- MFC-L5900DW, MFC-L5902DW

- MFC-L5912DW, MFC-L5915DW *
- MFC-L6700DW, MFC-L6702DW
- MFC-L6710DW *
- MFC-L6720DW *
- MFC-L6750DW
- MFC-L6800DW, MFC-L6800DW CONSIP, MFC-L6800DW CSP2
- MFC-L6810DW *
- MFC-L6820DW *
- MFC-L6900DW, MFC-L6900DWG, MFC-L6900DWX, MFC-L6902DW
- MFC-L6910DN, MFC-L6912DW, MFC-L6915DN, MFC-L6915DW *
- MFC-L6950DW
- MFC-L6970DW
- MFC-L8340CDW *
- MFC-L8390CDW, MFC-L8395CDW *
- MFC-L8610CDW
- MFC-L8690CDW
- MFC-L8900CDW
- MFC-L9570CDW, MFC-L9577CDW
- MFC-L9610CDN *
- MFC-L9630CDN *
- MFC-L9670CDN *

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.


Vendor	VID	PID	Protocol	Comment	Brother
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	Yes
Baltech	0×13AD	0×9CA5	Binary	Tungsten Equitrac (see part numbers)	No
Brother	-	-	-	Brother internal card reader	Yes
Elatec	0×09D8	0×0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No
Elatec	0×09D8	0×0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0×09D8	0×0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No

Vendor	VID	PID	Protocol	Comment	Brother
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	No
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	No
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	No
NTWare	0x171B	0x2001	Binary	RDR-80581agu-nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	No
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	Yes

Printix Go Canon supported printers and MFPs

Requirements

- As a general rule, Printix Go supports Canon MFPs with Java SE MEAP framework enabled and NIR1 support that are compatible with WSVGA (1024 x600) panel screen sizes.
- Printer's date and time must match the GMT time zone for print and capture to work. See [How to synchronize the time on a Canon printer](#).
- Printer administrator password must be set and cannot be blank.

 The administrator credentials change to admin/Printix after the installation of Printix Go.

- Printer's DNS server must be configured.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
 - The Printix Client must be online on at least one Windows computer or server that has .NET Framework 4.8 installed. You can check your .NET version in the registry database under this path: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full.
 - The minimum required version of Printix Client is 2025.1 on every computer on the network. At least one of them must run Windows.
- In addition to the [required Internet endpoints](#), this endpoint must also be unblocked to allow Printix Go to communicate with Printix Cloud ([how to test](#)):
 - <https://on-device-api.printix.net>
 - <https://mfp-device-capture.printix.net>

Next steps

1. Verify that your printer is supported.
2. [Obtain and apply a license file to your Canon printer.](#)
3. [Prepare Canon printer for Printix Go.](#)
4. [Install Printix Go.](#)

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperation with Printix Go.

The list of supported printers is as follows:

- [MFPs](#)
- [Supported card readers](#)

MFPs

- imageFORCE C7165
- imagePRESS C165
- imagePRESS C170
- imagePRESS C180
- imagePRESS C190
- imagePRESS C265
- imagePRESS C270
- imagePRESS V700
- imagePRESS V800
- imagePRESS V900

- imageRUNNER ADVANCE 4525 / 4525 III / 4535 / 4535 III / 4545 / 4545 III / 4551 / 4551 III
- imageRUNNER ADVANCE 525 / 525 III
- imageRUNNER ADVANCE 615 / 615 III
- imageRUNNER ADVANCE 6555 / 6555 III / 6560 III / 6565 / 6565 III / 6575 / 6575 III
- imageRUNNER ADVANCE 715 / 715 III
- imageRUNNER ADVANCE 8085 / 8095
- imageRUNNER ADVANCE 8505 / 8505 III / 8585 III / 8595 III
- imageRUNNER ADVANCE C255iF / C256 / C256 III
- imageRUNNER ADVANCE C3520 / C3520 III / C3525 / C3525 III / C3530 / C3530 III / C355if / C356 / C356 III
- imageRUNNER ADVANCE C475 III
- imageRUNNER ADVANCE C5535 III / C5540 III / C5550 III / C5560 III
- imageRUNNER ADVANCE C7565 III / C7570 III / C7580 III
- imageRUNNER ADVANCE DX 4725 / 4735 / 4745 / 4751 / 477
- imageRUNNER ADVANCE DX 4825 / 4835 / 4845
- imageRUNNER ADVANCE DX 4925 / 4935 / 4945
- imageRUNNER ADVANCE DX 527 / 529
- imageRUNNER ADVANCE DX 6000
- imageRUNNER ADVANCE DX 617 / 619
- imageRUNNER ADVANCE DX 6755 / 6760 / 6765 / 6780
- imageRUNNER ADVANCE DX 6855 / 6860 / 6870
- imageRUNNER ADVANCE DX 6980
- imageRUNNER ADVANCE DX 717 / 719
- imageRUNNER ADVANCE DX 8705 / 8786 / 8795
- imageRUNNER ADVANCE DX 8905 / 8986 / 8995
- imageRUNNER ADVANCE DX C257 / C259
- imageRUNNER ADVANCE DX C357 / C359
- imageRUNNER ADVANCE DX C3720 / C3725 / C3730
- imageRUNNER ADVANCE DX C3822 / C3826 / C3830 / C3835
- imageRUNNER ADVANCE DX C3922 / C3926 / C3930 / C3935
- imageRUNNER ADVANCE DX C478
- imageRUNNER ADVANCE DX C568
- imageRUNNER ADVANCE DX C5735 / C5740 / C5750 / C5760
- imageRUNNER ADVANCE DX C5840 / C5850 / C5860 / C5870
- imageRUNNER ADVANCE DX C7765 / C7770 / C7780

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Canon
Baltech	0x13AD	0x9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	No
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	Yes
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	No
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agunt	Yes
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes

Vendor	VID	PID	Protocol	Comment	Canon
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	Yes

Printix Go Epson supported MFPs

Requirements

- As a general rule, Printix Go supports Epson MFPs that are compatible with Epson Open Platform (EOP) version 1.1.
- **Open Platform** must be activated. This is done with a product key based on the printer's serial number.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communicate to the Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

i Printix Go installation (including update and uninstall) will cause the Epson printer's network interface to restart, leaving it disconnected from the network for about 1 minute.


Next steps

1. Verify that your printer is supported.
2. [How to prepare Epson printer for Printix Go.](#)
3. [Install Printix Go.](#)

i Upon entering a wrong **ID code** (and/or **PIN code**) during sign-in, the Epson printer will say: [Please try to reload the page or contact your administrator.](#)

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

 Printers are supported even if the actual model name as shown in Printix Administrator and as product name on printer's configuration and web (EWS) pages differ from below. If in doubt about the model name, search on the number in the name (Example: WF-C17590).

- [WorkForce Enterprise MFPs](#)
- [WorkForce Pro MFPs](#)
- [EcoTank Pro MFPs](#)
- [WorkForce SuperTank MFPs](#)
- [Supported card readers](#)

WorkForce Enterprise MFPs

- WorkForce Enterprise AM-C400
- WorkForce Enterprise AM-C550
- WorkForce Enterprise AM-C4000
- WorkForce Enterprise AM-C5000
- WorkForce Enterprise AM-C6000
- WorkForce Enterprise WF-C17590 Series
- WorkForce Enterprise WF-C20590 Series
- WorkForce Enterprise WF-C20600 Series
- WorkForce Enterprise WF-C20750 Series
- WorkForce Enterprise WF-C21000 Series
- WorkForce Enterprise WF-M20590 Series
- WorkForce Enterprise WF-M21000 Series

WorkForce Pro MFPs

- WorkForce Pro C5890
- WorkForce Pro EM-8100
- WorkForce Pro EM-C7100
- WorkForce Pro EM-C800R
- WorkForce Pro M5891
- WorkForce Pro M5899
- WorkForce Pro WF-6590 Series
- WorkForce Pro WF-8590 Series
- WorkForce Pro WF-C5790 Series
- WorkForce Pro WF-C579R Series

- WorkForce Pro WF-C5890 Series
- WorkForce Pro WF-C8690 Series
- WorkForce Pro WF-C869R Series
- WorkForce Pro WF-C878R Series
- WorkForce Pro WF-C879R Series
- WorkForce Pro WF-M5799 Series
- WorkForce Pro WF-R5690 Series

EcoTank Pro MFPs

- EcoTank Pro ET-16680 Series
- EcoTank Pro ET-M16680 Series
- EcoTank Pro L15180 Series
- EcoTank Pro M15180 Series

WorkForce SuperTank MFPs

- WorkForce ST-C8090

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Epson
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	Yes
Baltech	0×13AD	0×9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0×09D8	0×0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0×09D8	0×0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0×076B	0×5128	KBD	Fujifilm ICCR-B	No
HID	0×076B	0×5427	Custom report	HID OMNIKEY 5427G2	No

Vendor	VID	PID	Protocol	Comment	Epson
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agu-nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go Fujifilm supported printers and MFPs

Requirements

- As a general rule, Printix Go supports Fujifilm [printers](#) and [MFPs](#) that support the AIP 7 framework and embedded web browser 5.
 - Legacy Fuji Xerox [printers](#) and [MFPs](#) that can be updated to AIP 7 are also supported.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- HTTP port 8091 and HTTPS port 58501 must be open.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
 - The minimum required version of Printix Client is 2.2.0.12 on every computer on the network. At least one of them must run Windows.

- A Windows computer with Printix Client version 2.4.0.113 or higher must be online on the printer's network during the use of Printix Capture.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communicate with Printix Cloud ([how to test](#)):
 - <https://on-device-api.printix.net>
 - <https://api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>

Next steps

1. Verify that your printer is supported.
2. [Prepare your Fujifilm printer for Printix Go.](#)
3. [Install Printix Go.](#)

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

- [Supported Fujifilm printers](#)
- [Supported Fujifilm MFPs](#)
- [Supported Fuji Xerox printers](#)
- [Supported Fuji Xerox MFPs](#)
- [Supported card readers](#)

Supported Fujifilm printers

- Fujifilm ApeosPrint 4830
- Fujifilm ApeosPrint 5330
- Fujifilm ApeosPrint 6340
- Fujifilm ApeosPrint C3530
- Fujifilm ApeosPrint C4030
- Fujifilm ApeosPrint C5240, C5570

Supported Fujifilm MFPs

- Fujifilm Apeos 1860
- Fujifilm Apeos 2560
- Fujifilm Apeos 3060, 3560, 3570
- Fujifilm Apeos 4570, 4830
- Fujifilm Apeos 5330, 5570, 5580
- Fujifilm Apeos 6340, 6580
- Fujifilm Apeos 7580
- Fujifilm Apeos C2060, C2061, C2360, C2560, C2561, C2567, C2570, C2571

- Fujifilm Apeos C3060, C3061, C3067, C3070, C3071, C3530, C3567, C3570, C3571
- Fujifilm Apeos C4030, C4570, C4571
- Fujifilm Apeos C5240, C5570, C5571
- Fujifilm Apeos C6570, C6571, C6580
- Fujifilm Apeos C7070, C7071, C7580
- Fujifilm Apeos C8180
- Fujifilm ApeosPro C650
- Fujifilm ApeosPro C750
- Fujifilm Revoria Press E1100, E1110, E1125, E1136
- Fujifilm Revoria Press SC285

Supported Fuji Xerox printers

- Fuji Xerox ApeosPort Print C4570
- Fuji Xerox ApeosPort Print C5570

Supported Fuji Xerox MFPs

- Fuji Xerox ApeosPort - VI C2271
- Fuji Xerox ApeosPort - VI C3370
- Fuji Xerox ApeosPort - VI C4471
- Fuji Xerox ApeosPort - VI C5571
- Fuji Xerox ApeosPort - VI C6671
- Fuji Xerox ApeosPort - VI C7771
- Fuji Xerox ApeosPort - VII 4021
- Fuji Xerox ApeosPort - VII 5021, 5022
- Fuji Xerox ApeosPort - VII C2273
- Fuji Xerox ApeosPort - VII C3321, C3322, C3373
- Fuji Xerox ApeosPort - VII C4422, C4473
- Fuji Xerox ApeosPort - VII C5573, C5588
- Fuji Xerox ApeosPort - VII C6673, C6688
- Fuji Xerox ApeosPort - VII C7773, C7788
- Fuji Xerox ApeosPort - VII CP3322
- Fuji Xerox ApeosPort - VII CP4421, CP4422
- Fuji Xerox ApeosPort - VII P4022
- Fuji Xerox ApeosPort - VII P5021
- Fuji Xerox ApeosPort 1860
- Fuji Xerox ApeosPort 2560
- Fuji Xerox ApeosPort 3060, 3560, 3570
- Fuji Xerox ApeosPort 4570
- Fuji Xerox ApeosPort 5570
- Fuji Xerox ApeosPort C2060, C2360, C2560, C2570

- Fuji Xerox ApeosPort C3060, C3070, C3570
- Fuji Xerox ApeosPort C4570
- Fuji Xerox ApeosPort C5570
- Fuji Xerox ApeosPort C6570
- Fuji Xerox ApeosPort C7070

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Fujifilm
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0×13AD	0×9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0×09D8	0×0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No
Elatec	0×09D8	0×0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0×09D8	0×0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No
Elatec	0×09D8	0×0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0×076B	0×5128	KBD	Fujifilm ICCR-B	Yes
HID	0×076B	0×5427	Custom report	HID OMNIKEY 5427G2	No
HID	0×076B	0×5428	KBD	HID OMNIKEY 5427G2 (keyboard)	Yes
HP	0×03F0	0×0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0×0C27	0×3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0×1DA6	0×0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	No

Vendor	VID	PID	Protocol	Comment	Fujifilm
NTWare	0x171B	0x2001	Binary	RDR-80581agunt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	No
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go HP supported printers and MFPs

What is the difference between Printix Go HP Workpath and Printix Go HP?

[Printix Go HP Workpath](#) started in 2022 needs to be installed on the printer from HP Command Center, followed by a subsequent configuration to make it work with your Printix Home. The configuration is done from Printix Administrator by performing an installation of Printix Go. Printix Go HP started in 2020 uses HP's device layer in the Open Extensibility Platform (OXPd) and installation and configuration is handled solely within Printix Administrator.

Both HP platforms (Workpath and OXPd) are supported, but only one Printix Go must be installed on your HP printer. You can check the list of supported [card readers and cards](#).

Requirements

- As a general rule, Printix Go supports HP printers and MFPs that run FutureSmart 4 firmware (version 4.10.0.1 or later) or FutureSmart 5 firmware. Uses HP's device layer in their Open Extensibility Platform (OXPd).
- We highly recommend using the latest firmware version.
- HP documentation on: [HP Enterprise, HP Managed - Update the printer firmware](#).
- HP documentation on: [HP FutureSmart - Latest Firmware Versions](#).

i HP FutureSmart version 5.7.1.1 is reported to cause errors on HP LaserJet Managed and HP PageWide Managed MFPs. For these MFPs, ensure that you do not install this firmware.

- If your model is not on the list, visit HP Customer Support (support.hp.com), find your model, and expand the **Firmware** section. The Firmware is typically named: FutureSmart Bundle Version. If it is named differently, it is not running FutureSmart.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
- Printix Capture:
 - A Windows computer with Printix Client version 1.3.1253.0 or higher must be online on the printer's network during the use of Printix Capture.
 - The computer must have a fully qualified domain name (FQDN).
If the computer is running on a VM, see the Microsoft documentation: [Create a fully qualified domain name for a VM in the Azure portal](#).
 - It must be possible to [ping computers by hostname](#). This is a requirement because the printer/computer scan connection uses secure HTTPS communication, and to avoid having to renew certificates whenever the computer changes IP address it must be possible to reference the computer by hostname.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communication to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

Next steps

Even if an HP printer supports both HP platforms ([Workpath](#) and OXPd), only one Printix Go must be installed. If required, do an [uninstallation](#) first.

1. Verify that your printer is supported.
2. [Install Printix Go](#).

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

i Printers are supported even if the actual model name as shown in Printix Administrator and as product name on printer's configuration and web (EWS) pages, does not contain the terms **Enterprise** and **Managed**. Example: HP Color LaserJet MFP M577 is the model name reported by the printer, but in the list below and on hp.com, you will see HP Color LaserJet Enterprise MFP M577 and HP Color LaserJet Managed MFP M577. If in doubt, search for the number in the name (Example: M577).

- [MFPs](#)
 - [HP LaserJet Enterprise](#)
 - [HP LaserJet Managed](#)
 - [HP OfficeJet Enterprise and Managed](#)
 - [HP PageWide Enterprise and Managed](#)
- [Printers](#)
 - [HP LaserJet Enterprise](#)
 - [HP LaserJet Managed](#)
 - [HP OfficeJet Enterprise and Managed](#)
 - [HP PageWide Enterprise and Managed](#)
- [Supported card readers](#)

MFPs

HP LaserJet Enterprise

- HP Color LaserJet Enterprise MFP 5800
- HP Color LaserJet Enterprise MFP 6800
- HP Color LaserJet Enterprise MFP 6801
- HP LaserJet Enterprise MFP M430
- HP LaserJet Enterprise MFP M431
- HP Color LaserJet Enterprise MFP M480
- HP LaserJet Enterprise 500 MFP M525
- HP LaserJet Enterprise Flow MFP M525
- HP LaserJet Enterprise MFP M527
- HP LaserJet Enterprise MFP M528
- HP Color LaserJet Enterprise MFP M575
- HP Color LaserJet Enterprise MFP M575 Flow
- HP Color LaserJet Enterprise MFP M577
- HP Color LaserJet Enterprise MFP M578
- HP LaserJet Enterprise MFP M630
- HP LaserJet Enterprise MFP M631
- HP LaserJet Enterprise MFP M632
- HP LaserJet Enterprise MFP M633
- HP LaserJet Enterprise M680 MFP

- HP LaserJet Enterprise M681 MFP
- HP LaserJet Enterprise M682 MFP
- HP LaserJet Enterprise 700 MFP M725
- HP LaserJet Enterprise 700 Color MFP M775
- HP Color LaserJet Enterprise MFP M776
- HP LaserJet Enterprise Flow MFP M830
- HP Color LaserJet Enterprise Flow MFP M880
- HP Color LaserJet Enterprise MFP X57945
- HP Color LaserJet Enterprise MFP X58045
- HP Color LaserJet Enterprise MFP X67755
- HP Color LaserJet Enterprise MFP X67765

HP LaserJet Managed

- HP LaserJet Managed MFP E42540
- HP Color LaserJet Managed MFP E47528
- HP LaserJet Managed MFP E52545
- HP LaserJet Managed MFP E52645
- HP Color LaserJet Managed MFP E57540
- HP LaserJet Managed MFP E62555
- HP LaserJet Managed MFP E62565
- HP LaserJet Managed MFP E62575
- HP LaserJet Managed MFP E62655
- HP LaserJet Managed MFP E62665
- HP LaserJet Managed MFP E62675
- HP Color LaserJet Managed MFP E67550
- HP Color LaserJet Managed MFP E67560
- HP Color LaserJet Managed MFP E67650
- HP Color LaserJet Managed MFP E67660
- HP LaserJet Managed MFP E72425-E72430
- HP LaserJet Managed MFP E72525-E72535
- HP LaserJet Managed MFP E73025
- HP LaserJet Managed MFP E73030
- HP LaserJet Managed MFP E73035
- HP LaserJet Managed MFP E73130
- HP LaserJet Managed MFP E73140
- HP Color LaserJet Managed MFP E77422-E77428
- HP Color LaserJet Managed MFP E77822-E77830
- HP Color LaserJet Managed MFP E78223-E78228
- HP Color LaserJet Managed MFP E78323-E78330
- HP Color LaserJet Managed MFP E78523
- HP Color LaserJet Managed MFP E78528

- HP Color LaserJet Managed MFP E78625
- HP Color LaserJet Managed MFP E78630
- HP Color LaserJet Managed MFP E78635
- HP LaserJet Managed MFP E82540
- HP LaserJet Managed MFP E82550
- HP LaserJet Managed MFP E82560
- HP LaserJet Managed MFP E82650
- HP LaserJet Managed MFP E82660
- HP LaserJet Managed MFP E82670
- HP Color LaserJet Managed MFP E87640
- HP Color LaserJet Managed MFP E87650
- HP Color LaserJet Managed MFP E87660
- HP Color LaserJet Managed MFP E87740
- HP Color LaserJet Managed MFP E87750
- HP Color LaserJet Managed MFP E87760
- HP Color LaserJet Managed MFP E87770
- HP LaserJet Managed MFP M525
- HP LaserJet Managed Flow MFP M525
- HP LaserJet Managed MFP M527
- HP LaserJet Managed Flow MFP M527
- HP Color LaserJet Managed MFP M575
- HP Color LaserJet Managed Flow MFP M575
- HP Color LaserJet Managed MFP M577
- HP Color LaserJet Managed Flow MFP M577
- HP LaserJet Managed MFP M630
- HP LaserJet Managed Flow MFP M630
- HP Color LaserJet Managed MFP M680
- HP Color LaserJet Managed Flow MFP M680
- HP LaserJet Managed MFP M725
- HP Color LaserJet Managed MFP M775
- HP LaserJet Managed Flow MFP M830
- HP Color LaserJet Managed Flow MFP M880

HP OfficeJet Enterprise and Managed

- HP OfficeJet Enterprise Color MFP X585
- HP OfficeJet Managed Color MFP X585
- HP OfficeJet Managed Color Flow MFP X585

HP PageWide Enterprise and Managed

- HP PageWide Enterprise Color MFP 586
- HP PageWide Managed Color MFP E58650

- HP PageWide Enterprise Color MFP 780
- HP PageWide Enterprise Color MFP 785
- HP PageWide Managed Color MFP P77440
- HP PageWide Managed Color MFP E77650
- HP PageWide Managed Color MFP E77660
- HP PageWide Managed Color MFP P77940
- HP PageWide Managed Color MFP P77950
- HP PageWide Managed Color MFP P77960

Printers

HP LaserJet Enterprise

- HP Color LaserJet Enterprise 5700
- HP Color LaserJet Enterprise 6700, 6701
- HP LaserJet Enterprise M507
- HP Color LaserJet Enterprise M555
- HP LaserJet Enterprise M605
- HP Color LaserJet Enterprise M651
- HP Color LaserJet Enterprise M653
- HP LaserJet Enterprise M806
- HP Color LaserJet Enterprise M855
- HP Color LaserJet Enterprise M856

HP LaserJet Managed

- HP LaserJet Managed E50045
- HP LaserJet Managed E50145
- HP Color LaserJet Managed E55040
- HP LaserJet Managed E60055
- HP LaserJet Managed E60065
- HP LaserJet Managed E60075
- HP LaserJet Managed E60155
- HP LaserJet Managed E60165
- HP LaserJet Managed E60175
- HP Color LaserJet Managed E65050
- HP Color LaserJet Managed E65060
- HP Color LaserJet Managed E65150
- HP Color LaserJet Managed E65160
- HP Color LaserJet Managed E85055
- HP Color LaserJet Managed M651
- HP Color LaserJet Managed X55745
- HP Color LaserJet Managed X65445

- HP Color LaserJet Managed X65465

HP OfficeJet Enterprise and Managed

- HP OfficeJet Enterprise Color X555

HP PageWide Enterprise and Managed

- HP PageWide Enterprise Color 556
- HP PageWide Managed Color E55650
- HP PageWide Enterprise Color 755
- HP PageWide Enterprise Color 765
- HP PageWide Managed Color E75160
- HP PageWide Managed Color P75250

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	HP
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0×13AD	0×9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0×09D8	0×0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0×09D8	0×0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0×076B	0×5128	KBD	Fujifilm ICCR-B	No
HID	0×076B	0×5427	Custom report	HID OMNIKEY 5427G2	No
HID	0×076B	0×5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No

Vendor	VID	PID	Protocol	Comment	HP
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	Yes
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agu-nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go HP Workpath supported printers and MFPs

What is the difference between Printix Go HP Workpath and Printix Go HP?


Printix Go HP Workpath started in 2022 needs to be installed on the printer from **HP Command Center**, followed by a subsequent configuration to make it work with your Printix Home. The configuration is done from Printix Administrator by performing an installation of Printix Go. [Printix Go HP](#) started in 2020 uses HP's device layer in the Open Extensibility Platform (OXPd) and installation and configuration is handled solely within Printix Administrator.

Both HP platforms (Workpath and OXPd) are supported, but only one Printix Go must be installed on your HP printer. You can check the list of supported [card readers and cards](#).

Requirements

- As a general rule, Printix Go supports HP printers and MFPs that run FutureSmart 5.7 firmware or higher.
- We highly recommend using the latest firmware version.

- HP documentation on: [HP Enterprise, HP Managed - Update the printer firmware](#).
- HP documentation on: [HP FutureSmart - Latest Firmware Versions](#).

 HP FutureSmart version 5.7.1.1 is reported to cause errors on HP LaserJet Managed and HP PageWide Managed MFPs. For these MFPs, ensure that you do not install this firmware.

- To support HP Workpath, some MFPs require installation of additional 2GB DIMM memory. See the HP documentation on: [HP Workpath compatible devices](#).
- If your model is not on the list, then visit HP Customer Support (support.hp.com), find your model, and expand the **Firmware** section. The Firmware is typically named: FutureSmart Bundle Version. If it is named differently, it is not running FutureSmart.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client version 1.3.1190 or higher must be online on the printer's network during installation and use of Printix Go.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communication to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

Next steps

Even if an HP printer supports both HP platforms (Workpath and [OXPd](#)), only one Printix Go must be installed. If required, do an [uninstallation](#) first.

1. Verify that your printer is supported and has the [required amount of memory](#).
2. [Enable the HP Workpath platform on the printer](#).
3. [Install Printix Go HP Workpath from HP Command Center](#).
4. [Install Printix Go](#).

This will configure Printix Go to work with your Printix Home.

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

i Printers are supported even if the actual model name (as shown in Printix Administrator and as product name on printer's configuration and web (EWS) pages), does not contain the terms **Enterprise** and **Managed**. Example: HP LaserJet MFP M725 is the model name reported by the printer, but in the list below and on hp.com, you will see HP LaserJet Enterprise 700 MFP M725 and HP LaserJet Managed MFP M725. If in doubt, search on the number in the name (Example: M725).

- [HP LaserJet printers](#)
- [HP LaserJet A4 MFPs](#)
- [HP PageWide A4 MFPs](#)
- [HP LaserJet A3 MFPs](#)
- [HP PageWide A3 MFPs](#)
- [Supported card readers](#)

HP LaserJet printers

- HP Color LaserJet Enterprise 5700
- HP Color LaserJet Enterprise 6700
- HP Color LaserJet Enterprise 6701
- HP Color LaserJet Managed X55745
- HP Color LaserJet Managed X65445
- HP Color LaserJet Managed X65465

HP LaserJet A4 MFPs

- HP Color LaserJet Flow E57540
- HP Color LaserJet Flow E67560
- HP Color LaserJet Flow E67660
- HP Color LaserJet Flow MFP M577
- HP Color LaserJet Flow MFP M578
- HP Color LaserJet Flow MFP M681
- HP Color LaserJet Flow MFP M682
- HP Color LaserJet Flow MFP M776
- HP Color LaserJet MFP 5800
- HP Color LaserJet MFP 6800
- HP Color LaserJet MFP 6801
- HP Color LaserJet MFP E57540
- HP Color LaserJet MFP E67550
- HP Color LaserJet MFP E67650
- HP Color LaserJet MFP E78223
- HP Color LaserJet MFP E78228
- HP Color LaserJet MFP M577
- HP Color LaserJet MFP M578

- HP Color LaserJet MFP X57945
- HP Color LaserJet MFP X58045
- HP Color LaserJet MFP X67755
- HP Color LaserJet MFP X67765
- HP LaserJet MFP E62665
- HP LaserJet MFP E72425
- HP LaserJet MFP E72430
- HP LaserJet MFP M528
- HP LaserJet MFP M631
- HP LaserJet MFP M632
- HP LaserJet MFP M633
- HP LaserJet MFP M634
- HP LaserJet MFP M635
- HP LaserJet MFP M636

HP PageWide A4 MFPs

- HP PageWide Color Flow E58650
- HP PageWide Color Flow MFP 586
- HP PageWide Color MFP 586
- HP PageWide Color MFP E58650

HP LaserJet A3 MFPs

- HP Color LaserJet Flow E77822
- HP Color LaserJet Flow E77825
- HP Color LaserJet Flow E77830
- HP Color LaserJet Flow E78323
- HP Color LaserJet Flow E78325
- HP Color LaserJet Flow E78330
- HP Color LaserJet Flow E87640
- HP Color LaserJet Flow E87650
- HP Color LaserJet Flow E87660
- HP Color LaserJet Managed MFP E78625
- HP Color LaserJet Managed MFP E78630
- HP Color LaserJet Managed MFP E78635
- HP Color LaserJet Managed MFP E87740
- HP Color LaserJet Managed MFP E87750
- HP Color LaserJet Managed MFP E87760
- HP Color LaserJet Managed MFP E87770
- HP Color LaserJet MFP E77822
- HP Color LaserJet MFP E77825

- HP Color LaserJet MFP E77830
- HP Color LaserJet MFP E78323
- HP Color LaserJet MFP E78325
- HP Color LaserJet MFP E78330
- HP Color LaserJet MFP E87640
- HP Color LaserJet MFP E87650
- HP Color LaserJet MFP E87660
- HP Color LaserJet MFP M681
- HP Color LaserJet MFP M776
- HP LaserJet Flow MFP E52645
- HP LaserJet Flow MFP E62565
- HP LaserJet Flow MFP E62575
- HP LaserJet Flow MFP E62665
- HP LaserJet Flow MFP E62675
- HP LaserJet Flow MFP E72525
- HP LaserJet Flow MFP E72530
- HP LaserJet Flow MFP E72535
- HP LaserJet Flow MFP E82540
- HP LaserJet Flow MFP E82550
- HP LaserJet Flow MFP E82560
- HP LaserJet Flow MFP M528
- HP LaserJet Flow MFP M631
- HP LaserJet Flow MFP M632
- HP LaserJet Flow MFP M633
- HP LaserJet Flow MFP M634
- HP LaserJet Flow MFP M635
- HP LaserJet Flow MFP M636
- HP LaserJet Managed MFP E73130
- HP LaserJet Managed MFP E73135
- HP LaserJet Managed MFP E73140
- HP LaserJet Managed MFP E82650
- HP LaserJet Managed MFP E82660
- HP LaserJet Managed MFP E82670
- HP LaserJet MFP E52645
- HP LaserJet MFP E62555
- HP LaserJet MFP E62565
- HP LaserJet MFP E62655
- HP LaserJet MFP E72525
- HP LaserJet MFP E72530
- HP LaserJet MFP E72535
- HP LaserJet MFP E82540

- HP LaserJet MFP E82550
- HP LaserJet MFP E82560
- HP PageWide Color MFP 774
- HP PageWide Color MFP 779
- HP PageWide Color MFP P77940
- HP PageWide Color MFP P77950
- HP PageWide Color MFP P77960

HP PageWide A3 MFPs

- HP PageWide Color Flow E77650
- HP PageWide Color Flow E77660
- HP PageWide Color Flow MFP 785
- HP PageWide Color MFP 780
- HP PageWide Color MFP E77650
- HP PageWide Color MFP E77660

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	HP Workpath
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0×13AD	0×9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0×09D8	0×0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0×09D8	0×0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0×09D8	0×0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0×076B	0×5128	KBD	Fujifilm ICCR-B	No
HID	0×076B	0×5427	Custom report	HID OMNIKEY 5427G2	No

Vendor	VID	PID	Protocol	Comment	HP Workpath
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	Yes
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agu-nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go Konica Minolta supported printers and MFPs

Requirements

- As a general rule, Printix Go supports Konica Minolta printers and MFPs that support Konica Minolta OpenAPI 5.1 or later and are either generation 5 or generation 6 models.
 - Konica Minolta printers and MFPs are also supported when sold under the Develop and Olivetti brands in Europe.
- It is highly recommended to use one of the tested printer firmware versions that are listed below. If you run into issues, try updating the printer's firmware to the latest version.
- Printix Go Konica Minolta can be used in Europe and Americas only.** Contact [Product Support](#) if you need it in other regions and tell us the country name (new solution key required from Konica Minolta).
- [Use SSL/TLS](#) is enabled.
- [Web browser](#) is enabled and cookies are enabled for the web browser.

- **OpenAPI** is installed and configured for SSL on TCP port 50003.
- No other authentication app is configured.
 - If another authentication app is installed, Printix Go will attempt to uninstall it during installation. If an authentication app is installed, the "Verify sign in profile" results written in the History tab will include an entry such as this: Existing authentication app found.
- Printer's date and time must match the local time.
- Printer's certificate must not be expired.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
- Printix Capture:
 - A Windows computer with Printix Client version 1.3.1253.0 or higher must be online on the printer's network during the use of Printix Capture.
 - The computer must have a fully qualified domain name (FQDN).
If the computer is running on a VM, see the Microsoft documentation: [Create a fully qualified domain name for a VM in the Azure portal](#).
 - It must be possible to [ping computers by hostname](#). This is a requirement because the printer/computer scan connection uses secure HTTPS communication, and to avoid having to renew certificates whenever the computer changes IP address, it must be possible to reference the computer by hostname.
- In addition to the [required Internet endpoints](#) these must also be unblocked to allow Printix Go to communication to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

i Printix Go installation (including update and uninstall) and use of printer's touchscreen control panel (including sign in and print) is likely to fail and result in [error messages](#) if an administrator is signed in to the printer's web pages at the same time.

Next steps

1. Verify that your printer is supported.
2. [Prepare Konica Minolta printer for Printix Go](#).
3. [Install Printix Go](#).

DISCLAIMER

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i Printers are supported even if the actual model name as shown in Printix Administrator and as product name on printer's configuration and web (EWS) pages, does not contain the term **bizhub**. Example: KONICA MINOLTA C368 Series is the model name reported by the printer, but in the list below you will see bizhub C368. If in doubt, search on the number in the name (Example: C368).

- [Color MFPs](#)
- [Monochrome MFPs](#)
- [Color printers](#)
- [Monochrome printers](#)
- [Supported card readers](#)

Color MFPs

Color MFPs	ROM version	Function version
bizhub C287 / C227	GCC-Y0	4.2
bizhub C368 / C308 / C258	GCC-X4	4.2
bizhub C658 / C558 / C458	GCC-Y1	4.2
bizhub C659 / C759	GCC-Y1	4.2
bizhub C3351 / C3851	GCC-X4	4.2
bizhub C3851FS	GCC-X4	4.2
bizhub C360i / C300i / C250i	G00-M2	4.2
bizhub C450i	G00-M2	2.2
bizhub C650i / C550i	G00-M2	2.2
bizhub C750i	G00-M2	2.2
bizhub C3350i / C3320i	G00-M2	2.2
bizhub C4050i	G00-M2	2.2
bizhub C4000i / C3000i	G00-M2	2.2
bizhub C251i / C301i / C361i	G00-RB	2.3
bizhub C3321i / C3351i / C4051i	G00-RB	2.3
bizhub C4051i / C3351i	G00-RB	2.3
bizhub C451i / C551i / C651i	G00-RE	2.3
bizhub C751i	G00-RB	2.3

Monochrome MFPs

Monochrome MFPs	ROM version	Function version
bizhub 367 / 287 / 227	GCC-Y0	4.2
bizhub 308 / 368	GCC-X4	4.2

Monochrome MFPs	ROM version	Function version
bizhub 308e / 368e	GCF-Y1	4.2
bizhub 458 / 558	GCC-X4	4.2
bizhub 458e / 558e / 658e	GCC-Y1	4.2
bizhub 808 / 908	GCC-Y1	4.2
bizhub 4752 / 4052	GCC-X4	4.2
bizhub 360i / 300i	G00-M2	2.2
bizhub 450i	G00-M2	2.2
bizhub 650i / 550i	G00-M2	2.2
bizhub 750i	G00-M2	2.2
bizhub 4050i	G00-M2	2.2
bizhub 4700i / 4750i	G00-M2	2.2
bizhub 301i / 361i	G00-RB	2.3
bizhub 451i / 551i / 651i	G00-RE	2.3
bizhub 4751i / 4051i	G00-RB	2.3
bizhub 751i	G00-RB	2.3

Color printers

Color printers	ROM version	Function version
bizhub C3300i	G00-M2	2.2
bizhub C4000i	G00-M2	2.2
bizhub C3301i / C4001i	G00-RB	2.3

Monochrome printers

Monochrome printers	ROM version	Function version
bizhub 4701i	G00-RB	2.3

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Konica Minolta ³
Baltech	0×13AD	0×9CAA	KBD	Tungsten Equitrac (see part numbers)	Yes ⁴

³ Printers may require the [installation of a card reader driver](#).

⁴ Card reader driver is available on request from Konica Minolta Americas.

Vendor	VID	PID	Protocol	Comment	Konica Minolta ³
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	No
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	No
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	No
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	Yes
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	Yes
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	No
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	No
NTWare	0x171B	0x2001	Binary	RDR-80581agent	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	No

³ Printers may require the [installation of a card reader driver](#).

Vendor	VID	PID	Protocol	Comment	Konica Minolta ³
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go Kyocera supported MFPs

Requirements

- As a general rule, Printix Go supports Kyocera printers and MFPs that are compatible with Kyocera's software development platform HyPAS (Hybrid Platform for Advanced Solutions) generation 2 or higher and the WebKit browser.
 - Kyocera printers and MFPs are also supported when sold under the UTAH and Triumph-Adler brands.
- KYOCERA Net Viewer version 6.3 or higher MUST be used to install Printix Go.
- Card Authentication Kit must be installed on Kyocera MFPs to support card readers.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client version 1.3.1190 or higher must be online on the printer's network during installation and use of Printix Go.
- A Windows computer with Printix Client version 2.4.0.113 or higher must be online on the printer's network during the use of Printix Capture.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communicate with the Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

Next steps

1. Verify that your printer is supported.
2. [Prepare Kyocera printer for Printix Go](#).
This involves using KYOCERA Net Viewer to install Printix Go.
3. [Install Printix Go](#).
This configures Printix Go to work with your Printix Home.

³ Printers may require the [installation of a card reader driver](#).

DISCLAIMER

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- Kyocera printers and MFPs have different models when sold under the UTAH and Triumph-Adler brands.

- [Supported printers and MFPs](#)
- [Supported card readers](#)

Supported printers and MFPs

Kyocera	Triumph-Adler	UTAH	Minimum required firmware
ECOSYS MA3500cifix	P-C3567i MFP	P-C3567i MFP	-
ECOSYS MA3500cix	P-C3563i MFP	P-C3563i MFP	-
ECOSYS MA4000cifix	P-C4067i MFP	P-C4067i MFP	-
ECOSYS MA4000cix	P-C4063i MFP	P-C4063i MFP	-
ECOSYS MA4500ix	P-4532i MFP	P-4532i MFP	-
ECOSYS MA4500ifx	P-4539i MFP	P-4539i MFP	-
ECOSYS MA5500ifx	P-5539i MFP	P-5539i MFP	-
ECOSYS MA6000ifx	P-6039i MFP	P-6039i MFP	-
TASKalfa 2553ci	2507ci	2507ci	2.5.0010
TASKalfa 2554ci	2508ci	2508ci	-
TASKalfa 308ci	302ci	302ci	3.5.0040
TASKalfa 3253ci	3207ci	3207ci	2.5.0010
TASKalfa 3553ci	N/A	N/A	-
TASKalfa 3554ci	3508ci	3508ci	-
TASKalfa 358ci	352ci	352ci	-
TASKalfa 4003i	N/A	N/A	-
TASKalfa 4004i	N/A	N/A	-
TASKalfa 4053ci	4007ci	4007ci	2.5.0010
TASKalfa 4054ci	4008ci	4008ci	-
TASKalfa 408ci	402ci	402ci	2.4.0020
TASKalfa 5003i	5057i	5057i	2.5.0010

Kyocera	Triumph-Adler	UTAX	Minimum required firmware
TASKalfa 5004i	5058i	5058i	-
TASKalfa 5053ci	5007ci	5007ci	2.5.0010
TASKalfa 5054ci	5008ci	5008ci	-
TASKalfa 508ci	502ci	502ci	-
TASKalfa 6003i	6057i	6057i	2.5.0010
TASKalfa 6004i	6058i	6058i	-
TASKalfa 6053ci	6007ci	6007ci	2.5.0010
TASKalfa 6054ci	6008ci	6008ci	-
TASKalfa 7003i	7057i	7057i	-
TASKalfa 7004i	7058i	7058i	-
TASKalfa 7054ci	7008ci	7008ci	-
TASKalfa 7353ci	7307ci	7307ci	2.3.0080
TASKalfa 8003i	8057i	8057i	-
TASKalfa 8353ci	8307ci	8307ci	2.3.0080
TASKalfa 9003i	N/A	N/A	-
TASKalfa MA3500ci	358ci	358ci	-
TASKalfa MA4500ci	458ci	458ci	-
TASKalfa MZ3200i	3263i	3263i	-
TASKalfa MZ4000i	4063i	4063i	-
TASKalfa PA4500ci	P458ci	P458ci	-

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Kyocera
Baltech	0x13AD	0x9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	No
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No

Vendor	VID	PID	Protocol	Comment	Kyocera
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	No
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	No
NTWare	0x171B	0x2001	Binary	RDR-80581agun- nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

Printix Go Lexmark supported printers and MFPs

Requirements


- As a general rule, Printix Go supports Lexmark printers and MFPs that are compatible with Lexmark Embedded Solutions Framework (eSF) [version 6.x](#).
- Latest Lexmark printer firmware version.
 - See also: Lexmark documentation on [How to Check, Download, and Update with the Latest Lexmark Printer Firmware](#)
- Printer's date and time must match the local time.
- Printer [administrator password](#) must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client must be online on the printer's network during the installation of Printix Go and during printing.
- Printix Capture:
 - A hard disk drive (HDD) is required to:
 - Scan a large number of pages in one job.
The HDD must be encrypted. See [Encrypt the hard disk for capture](#).
 - Scan additional pages in the same job by using the [Continuous job build](#) function.
- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communication to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://mfp-device-capture.printix.net>

Next steps

1. Verify that your printer is supported.
2. [Prepare Lexmark printer for Printix Go](#).
3. [Install Printix Go](#).

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

 Printers are supported even if the actual model name as shown in Printix Administrator and as product name on printer's configuration and web (EWS) pages differ from below. Example: Lexmark CX622ade is the model name reported by the printer, but in the list below, you will see CX622. If in doubt, search for the number in the name (CX622).

- [MFPs](#)
- [Printers](#)
- [Supported card readers](#)

MFPs

- CX522
- CX532
- CX622, CX625
- CX635
- CX725
- CX730, CX735
- CX820, CX825
- CX833
- CX860
- CX920, CX921, CX922, CX923, CX924, CX927
- CX930, CX931, CX942, CX943, CX944
- CX950, CX951, CX961, CX962, CX963
- XC9525, XC9535
- MX432
- MX522
- MX532
- MX622
- MX632
- MX721, MX722
- MX822, MX826
- MX931
- MX953
- XC2235
- XC4140, XC4143
- XC4150, XC4153
- XC4240
- XC4342, XC4352
- XC6152
- XC8155

- XC8160
- XC8355
- XC9225, XC9235, XC9245, XC9255, XC9265
- XC9325, XC9335, XC9445, XC9455, XC9465
- XC9635
- XC9645
- XC9655
- XM1246
- XM3142
- XM3250
- XM3350
- XM5365, XM5370
- XM7355, XM7370
- XM9145, XM9155, XM9165
- XM9355, XM9370

Printers

- C2240
- C4150
- C4342, C4352
- C6160
- CS622
- CS632
- CS720, CS725, CS727, CS728
- CS730, CS735, CS737
- CS820, CS827
- CS921, CS923, CS927
- CS943
- CS963
- M3250
- M3350
- M5255, M5270
- MS622
- MS632
- MS822, MS826

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Lexmark ⁵
Baltech	0x13AD	0x9CAA	KBD	Tungsten Equitrac (see part numbers)	Yes
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	No
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	Yes
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	No
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agunt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	Yes

⁵ Printix may have issues registering card readers if "**Keyboard Emulation Reader Driver**" is installed on the printer. Seen with Elatec (VID 0x09D8, PID 0x0410).

Vendor	VID	PID	Protocol	Comment	Lexmark ⁵
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes ⁶
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	No

How to identify the eSF version

If the eSF version is 6 or higher:

1. [Open the printer's web page](#) and sign in as administrator.
2. Select **Apps**.
3. Select **App Framework Configuration**.
4. Look for **Embedded Solutions** and identify the **Version**.

How to identify an older eSF version

If the eSF version is earlier (not supported by Printix Go):

1. [Open the printer's web page](#) and sign in as administrator.
2. Select **Reports**.
3. Select **Device Settings** (Menu Settings).
4. Scroll down and look for **Embedded Solutions** and identify the **Framework** version.

Printix Go Ricoh supported printers and MFPs

- Installation on one printer at a time from the "Printer properties" page is supported. Installation on multiple printers from the Printix Go tab on the Settings page is not supported.
- If you intend to install on a Gestetner, Infotec, Lanier, NRG, or Savin branded printer, you should do a [Contact printer](#) from the **Printer properties** page prior to installation. Failing to do so on printers registered with Printix before October 2021 may result in "Verify sign in profile" failing even though the username and password are correct.

⁵ Printix may have issues registering card readers if "**Keyboard Emulation Reader Driver**" is installed on the printer. Seen with Elatec (VID 0x09D8, PID 0x0410).

⁶ Not all Lexmark printers support this card reader.

Requirements

- As a general rule, Printix Go supports Ricoh printers and MFPs that support Ricoh SOP (Smart Operating Platform) Generation 2 or higher. Ricoh printers and MFPs are also supported when sold under the Gestetner, Infotec, Lanier, NRG, and Savin brands.
 - We highly recommend using the latest firmware version.
 - On newer models, we recommend that you enable [Ricoch Always Current Technology](#) (ACT).
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- [SSL/TLS](#) must be enabled for **IPv4** on the printer and communication must be set to **Ciphertext/Cleartext**.
- [HTTP for Port 80 for IPv4](#) must be open.
- For Ricoh SOP printers Generation 2, [web server password must be the default password](#).
- Computer with Printix Client for Windows must be online on the printer's network during installation, update, and uninstallation of Printix Go.
- Computer with Printix Client must be online on the printer's network during the use of Printix Go.
- Printix Capture:
 - A Windows computer with Printix Client version 1.3.1253.0 or higher must be online on the printer's network during the use of Printix Capture.

 Printix Client for Mac does not support installation, update, and uninstallation of Printix Go Ricoh, and therefore, a computer with Printix Client for Windows must be online on the printer's network during installation, update, or uninstallation of Printix Go Ricoh.

- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communicate to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

Third-party application dependencies

- Adaptable Authentication API (AAA) 2.1.0 Ricoh SmartSDK
- RXOP 3.8.8
 - RXSP servlet 3.8.8 or 1.3 depending on printer configuration

Next steps

1. Verify that your printer is supported.
2. [Install Printix Go](#).
See also: [How to install Printix Go on a Ricoh printer without using the Printix Client](#)
3. Change the [inactivity timeout](#) of your printer to avoid errors.

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperation with Printix Go.



- The MFPs and printers marked with a star do not support [installation without the Printix Client](#).

- [MFPs](#)
- [Printers](#)
- [Supported card readers](#)

MFPs

- Ricoh IM 2500
- Ricoh IM 3000
- Ricoh IM 350 *
- Ricoh IM 3500
- Ricoh IM 370
- Ricoh IM 4000
- Ricoh IM 430 *
- Ricoh IM 460F
- Ricoh IM 5000
- Ricoh IM 550
- Ricoh IM 600
- Ricoh IM 6000
- Ricoh IM 7000
- Ricoh IM 8000
- Ricoh IM 9000

- Ricoh IM C2000
- Ricoh IM C2010
- Ricoh IM C2500
- Ricoh IM C2510
- Ricoh IM C300
- Ricoh IM C3000
- Ricoh IM C3010
- Ricoh IM C320F
- Ricoh IM C3500
- Ricoh IM C3510

- Ricoh IM C400
- Ricoh IM C4500
- Ricoh IM C4510
- Ricoh IM C530 *
- Ricoh IM C5500
- Ricoh IM C5510
- Ricoh IM C6000
- Ricoh IM C6010
- Ricoh IM C6500
- Ricoh IM C7010
- Ricoh IM C8000
- Ricoh IM CW2200 *
-
- Ricoh MP 2555 *
- Ricoh MP 305+ *
- Ricoh MP 3055 *
- Ricoh MP 3555 *
- Ricoh MP 402 *
- Ricoh MP 4055 *
- Ricoh MP 501 *
- Ricoh MP 5055 *
- Ricoh MP 601 *
- Ricoh MP 6055 *
- Ricoh MP 6503 *
- Ricoh MP 7503 *
- Ricoh MP 9003 *
-
- Ricoh MP C2004 *
- Ricoh MP C2504 *
- Ricoh MP C3004 *
- Ricoh MP C306 *
- Ricoh MP C307 *
- Ricoh MP C3504 *
- Ricoh MP C406Z *
- Ricoh MP C407 *
- Ricoh MP C4504 *
- Ricoh MP C501 *
- Ricoh MP C5504 *
- Ricoh MP C6004 *
- Ricoh MP C6503 *

- Ricoh MP C8003 *
- Ricoh Pro C5200 *
- Ricoh Pro C5210 *
- Ricoh Pro C5300 *
- Ricoh Pro C5310 *

Printers

- Ricoh IP C8500
- Ricoh IP C8510
- Ricoh SP 8400DN *
- Ricoh SP C840DN *
- Ricoh SP C842DN *

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Ricoh
Baltech	0x13AD	0x9CAA	KBD	Tungsten Equitrac (see part numbers)	No
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	No
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No

Vendor	VID	PID	Protocol	Comment	Ricoh
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agent	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU-MXS RDR-800R1xKU RDR-80541xKU-RSOP RDR-805R1xKU RDR-805R1xKU-G3	Yes

Printix Go Xerox supported printers and MFPs

Requirements

- As a general rule, Printix Go supports Xerox printers and MFPs that support Xerox EIP (Extensible Interface Platform) version 3.7 or higher.
 - We highly recommend to use the latest firmware version.**
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- Computer with Printix Client must be online on the printer's network during installation and use of Printix Go.
- The [Sign in profile](#) must reference an SNMPv1 configuration where the **Set Community Name** specified in the selected SNMPv1 configuration **MUST** match the **Community Name Read/Write configured as part of SNMPv1/v2 on the printer.**
- TLS 1.2 must be enabled and TLS 1.3 must be disabled on Xerox MFPs.

- In addition to the [required Internet endpoints](#), these must also be unblocked to allow Printix Go to communication to Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
 - <https://on-device-capture.printix.net>

SNMPv1/v2

Enable (Read) ☒ ☐

Write ☒ ☐

Community Names

Community Name Read Only

Community Name Read/Write

Default Trap Community Name

The Default Trap Community Name is the default community name for all traps that this printer generates. The Community Name specified for each address can override the Default Trap Community Name. The community name for one address cannot be the same as the trap community name specified for another address.

System Administrator Login ID

Next steps

1. Verify that your printer is supported.
2. If you use a Xerox AltaLink printer, [prepare the Xerox printer for Printix Go](#).
3. [Install Printix Go](#).

DISCLAIMER

We make all attempts to keep the product compatibility information current. However, we make no warranties, express or implied, with respect to printer vendor's products or the interoperability with Printix Go.

- [MFPs](#)
- [Printers](#)
- [Supported card readers](#)

MFPs

- Xerox AltaLink B8045 / B8055 / B8065 / B8075 / B8090
- Xerox AltaLink B8145 / B8155 / B8170
- Xerox AltaLink B8245 / B8255 / B8270
- Xerox AltaLink C8030 / C8035 / C8045 / C8055 / C8070
- Xerox AltaLink C8130 / C8135 / C8145 / C8155 / C8170
- Xerox AltaLink C8230 / C8235 / C8245 / C8255 / C8270
- Xerox PrimeLink C9265 / C9275 / C9281
- Xerox VersaLink B405
- Xerox VersaLink B415
- Xerox VersaLink B605
- Xerox VersaLink B615
- Xerox VersaLink B625
- Xerox VersaLink B7030 / B7035
- Xerox VersaLink B7125 / B7130 / B7135
- Xerox VersaLink C415
- Xerox VersaLink C505
- Xerox VersaLink C605
- Xerox VersaLink C625
- Xerox VersaLink C7000 / C7020 / C7025 / C7030
- Xerox VersaLink C7120 / C7125 / C7130

Printers

- Xerox B410*
- Xerox C410*
- Xerox VersaLink B400
- Xerox VersaLink B600
- Xerox VersaLink B620
- Xerox VersaLink C400
- Xerox VersaLink C500
- Xerox VersaLink C600
- Xerox VersaLink C620
- Xerox VersaLink C8000
- Xerox VersaLink C9000

i The Xerox B410 and C410 models use Printix Go Lexmark. To configure these printers, refer to online documentation about Lexmark Go.

Supported card readers

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Vendor	VID	PID	Protocol	Comment	Xerox ⁷
Baltech	0x13AD	0x9CAA	KBD	Tungsten Equitrac (see part numbers)	Yes
Baltech	0x13AD	0x9CA5	Binary	Tungsten Equitrac (see part numbers)	Yes (AltaLink models only)
Brother	-	-	-	Brother internal card reader	No
Elatec	0x09D8	0x0206	Binary	TWN3 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0310	KBD	TWN3 Mifare USB Keyboard emulating	Yes
Elatec	0x09D8	0x0406	Binary	TWN4 Mifare USB (Tungsten SafeCom)	No
Elatec	0x09D8	0x0410	KBD	TWN4 Mifare USB	Yes
Fujifilm	0x076B	0x5128	KBD	Fujifilm ICCR-B	No
HID	0x076B	0x5427	Custom report	HID OMNIKEY 5427G2	Yes
HID	0x076B	0x5428	KBD	HID OMNIKEY 5427G2 (keyboard)	No ⁸
HP	0x03F0	0x0045	MFP24	X3D03 HP USB Universal Card Reader	No
HP	0x0C27	0x3BFA	KBD	Y7C05 HIP2 Keystroke Reader	Yes

⁷ Xerox VersaLink requires the [installation of a Xerox USB Card Reader](#).


⁸ Has been reported as not working on Xerox VersaLink C7020 and C7025, but should work according to Xerox documentation (card reader.pdf version 4.3 from August 2021).

Vendor	VID	PID	Protocol	Comment	Xerox ⁷
Inepro	0x1DA6	0x0110	KBD	Inepro SCR708.I RFID Reader Inepro SPIDER RFID Reader	Yes
NTWare	0x171B	0x2001	Binary	RDR-80581agu- nt	No
rf IDEAS	0x0C27	0x0104	Binary	pcProx Card Reader (Tungsten SafeCom)	No
rf IDEAS	0x0C27	0x3BFA	KBD	pcProx Card Reader	Yes
rf IDEAS	0x0C27	0x3BFA	KBD	RDR-30MR1xKU- MXS RDR-800R1xKU RDR-80541xKU- RSOP RDR-805R1xKU RDR-805R1xKU- G3	No

Card readers and cards

Card readers are typically connected to the printer through USB. Selected printers (HP) may have a hardware integration pocket that makes it possible to mount a card reader inside the printer and be connected typically with a USB mini connector. Readers can be keyboard (KBD) emulating and non-keyboard emulating.

Baltech card reader part numbers

 The part number is shown on the card reader label (see examples).

Part number	Card reader description
Y591-E141-XXX	USB Card Reader – MiFare
Y591-E125-XXX	USB Card Reader – HID/Indala/EM Marin/Hitag
Y591-ELG2-XXX	USB Card Reader – Legic
Y591-EMUL-XXX	USB Card Reader – Multi-Card
Y591-ELGI-XXX	USB Card Reader – Ext iClass and Legic
Y591-EMSI-XXX	USB Card Reader – Multi-Card with iClass SEOS

⁷ Xerox VersaLink requires the [installation of a Xerox USB Card Reader](#).

Part number	Card reader description
Y591-MMUL-XXX	USB Micro Multi-Card Reader
Y591-MLGI-XXX	USB Micro iClass and Legic Card Reader
Y591-MMSI-XXX	USB Micro iClass SEOS Reader
Y591-MLG2-XXX	USB Micro Legic Card Reader
Y591-BMUL-XXX	USB Card Reader – Multi-Card BC
Y591-BMSI-XXX	USB Card Reader – Multi-Card with iClass SEOS BC



External Baltech card readers (Gen 2)



Internal Baltech card readers (Micro)

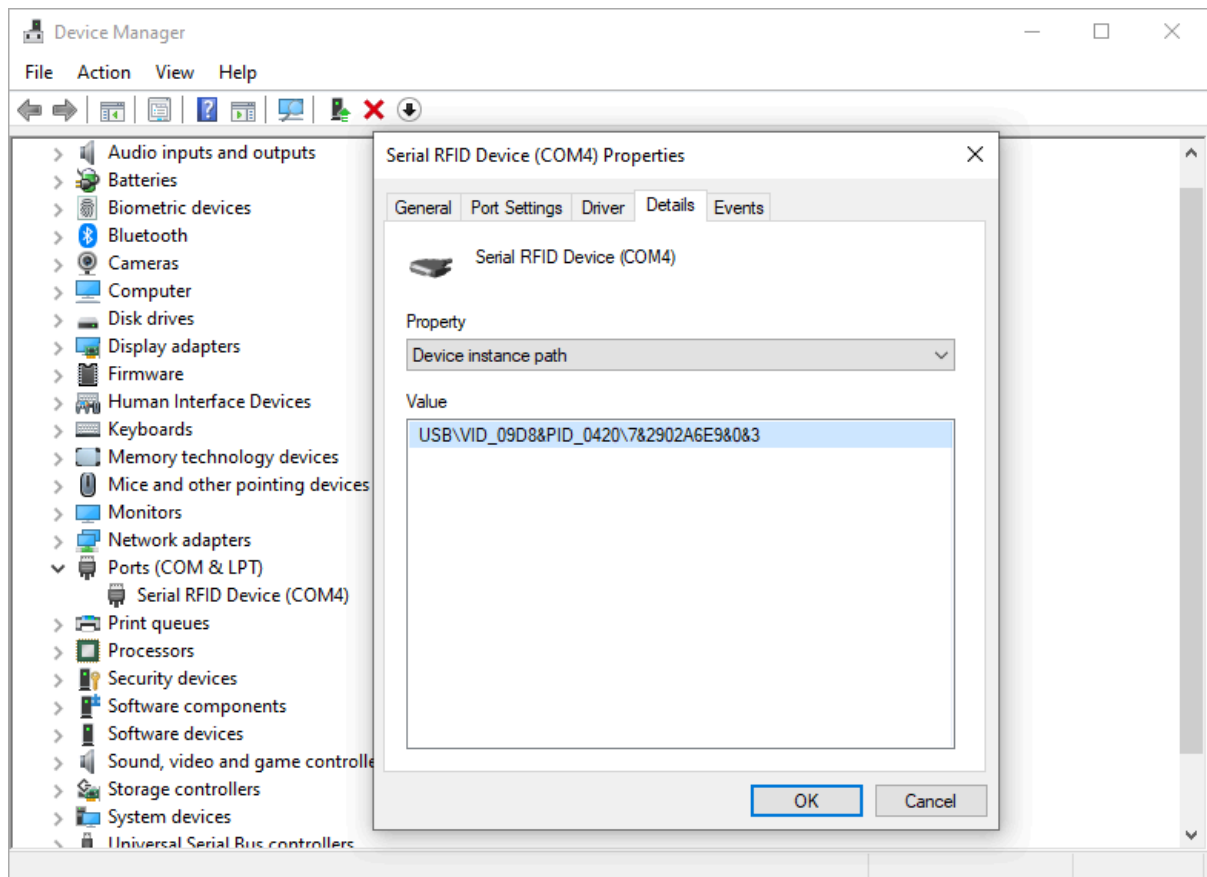
How to find the card reader's vendor ID and product ID

1. On your Windows computer, open the **Device Manager**.

2. Connect the card reader to the USB port.
3. Select **Human Interface Devices**.
Depending on the card reader, you may need to select **Ports (COM & LPT)** instead.
4. Double-click the device of interest to open **Properties**.

i Finding the card reader's VID/PID can be a bit tricky. Try to connect/disconnect it from the USB port and see which device disappears and reappears. Alternatively, check them all.

5. Select the **Details** tab.
6. In the **Property** list, select **Device instance path**.
The USB HID VID and PID are displayed.
Example: USB\VID_09D8&PID_0420



See also:

- [How to find the card reader IDs on Lexmark printers](#)

Types of card readers

- **Proximity card readers**

Contactless card readers that use Radio Frequency Identification (RFID) technology. Some readers support both low frequency (125kHz) and high frequency (13.56MHz) and multiple [protocols](#) within those frequencies, including popular ones, such as: Mifare, HID Prox, EM, Hitag, iClass, Indala, Legic, and many more. The user presents the card (keyfob or tag) by holding it near the reader so it can scan it.

i Printix does NOT sell card readers and cards. See the documentation provided by the supplier of your card reader.

Troubleshooting card readers

- [Card reader does not work with a printer](#)
- [Card reader does not work with a particular card](#)
- [Cannot sign in with card on a Ricoh printer](#)
- [Multiprotocol cards](#)
- [Present one card at a time](#)
- [Card needs to be registered again and again](#)
- [HP printer displays USB error](#)
- [Unsupported card reader does not display a message on an HP Workpath printer](#)

Card reader does not work with a printer

First, verify that the connected card reader has been registered:

1. Open the **Printer properties** page and look for the [Card reader](#) section.
If you see no entry, try to power cycle the printer.

If the printer does not support keyboard emulation and the reader does, then it will not work, and vice versa. To establish if the reader supports keyboard emulation, connect the reader to the USB port of a Windows computer.

1. Open **Notepad**.
2. Present the card to the reader.

The card number is written if the reader is setup for keyboard emulation. Otherwise, it will not write anything.

Card reader does not work with a particular card

If the reader works with some cards but not with others, there could be a number of reasons:

- The card is defect. A proximity card contains an antenna and if the card appears worn and perhaps bent, the antenna may have been damaged.
- The protocol needed to read the card has been disabled.
- The card is using a protocol that is not supported.

Cannot sign in with card on a Ricoh printer

While the Ricoh printer is in sleep mode, you cannot sign in to the printer with card.

If you touch the printer's screen, it wakes up from sleep mode, then you can sign in with card.

If you want users to be able to sign in with card even while the printer is in sleep mode, ask a Ricoh technician to activate the **Screen device always-connection Setting** on the printer.

Multiprotocol cards

If you suspect a card is a multiprotocol card, it is always good to present the card in two different ways to the reader:

- Move the card slowly towards the reader.
- Drop the card quickly and directly onto the top of the reader.

If, for example, the card supports both HID iClass and HID Prox, dropping the card quickly will (depending on the reader) result in two beeps and both card numbers being read. Presenting the card slowly will return only the HID Prox card number (as it has a better reading range).

Present one card at a time

If you are storing multiple proximity cards in a wallet and is placing the wallet on top of the card reader, it will vary which card is read. The same applies if you have multiple key fobs chained together. You should present only one card (or key fob) at a time.

Card needs to be registered again and again

If your card number is randomized, you will be prompted to register the card over and over even when you are at the same printer. This can for example be the case for HID iCLASS Seos cards.

Unsupported card reader does not display a message on an HP Workpath printer

When an unsupported card reader is plugged on to an HP Workpath printer, and a card is swiped, no error or any other message is displayed on the device or in the logs.

Proximity protocols

High frequency (13.56 MHz)

- **ISO14443A**
 - Mifare Classic
 - Mifare Mini
 - Mifare DESFIRE EV1
 - Mifare Plus S,X
 - Mifare Pro X
 - Mifare SmartMX
 - Mifare Ultralight
 - Mifare Ultralight C

- SLE44R35
- SLE66Rxx (my-d move)
- Legic Prime
- Legic Advant
- Pay Pass
- **ISO14443B**
 - Calypso
 - CEPAS
 - Moneo
 - Pico Pass
 - SRI512, SRT512
 - SRI4K, SRIX4K
- **ISO18092/ECMA-340**
 - Sony Felica
 - NFC Forum Tag 2-4
- **ISO15693**
 - EM4×33
 - EM4×35
 - HID iClass
 - ICODE SLI
 - M24LR16/64
 - MB89R118/119
 - Pico Pass
 - Tag-it
 - SRF55Vxx (my-d vicinity)

Low frequency (125 KHz)

- AWID
- Casi Rusco
- Cotag
- EM4100, 4102, 4200
- EM4150
- EM4305
- FDX-B
- G-Prox
- HID Prox
- Hitag 1, 2, S
- Indala
- IoProx
- Keri

- Miro
- Nexwatch
- Paxton Net2
- Pyramid
- Q5
- T5557
- T5567
- TITAN
- UNIQUE
- ZODIAC

Why card numbers are not imported

Sometimes we get the question: Can card numbers be imported?

Reasons why Printix does not offer import of card numbers:


- **Card reader compatibility**

Card readers can return card numbers in different formats. This is likely to depend on the card reader type and also how the card reader is configured. The returned format is likely to not match a potentially imported card number. So, importing is not sufficient, because some sort of card number conversion algorithm would also be required. If different card readers return different formats, multiple algorithms would potentially be required.

- **Use of other means of identification**

Instead of being restricted to only use the imported number from the supplied card, the users can use other types of cards to register themselves at the printer. So if the user have forgotten their work/school supplied card, they can just use another proximity card. Users can typically use proximity enabled credit/debit cards, cards used for public travel, club membership cards, and more.

With self-service, users can [register](#) and manage multiple cards.

 For security reasons, the registered card numbers (and PIN codes) are protected through salted hashing. Printix does not store the card numbers directly. When a card number is read, it is compared with the saved salted hashing value to verify if the card is known and establish who the card belongs to, and hence sign in the user at the printer.

Make a link on your Intranet

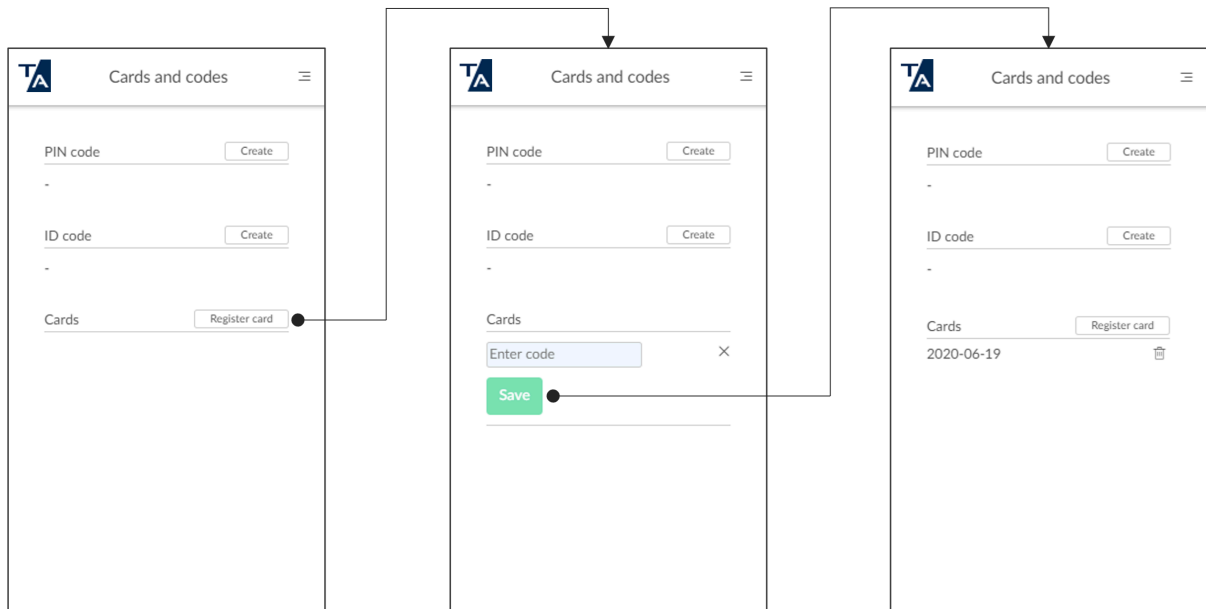
If your Intranet already features one or more pages with instructions on printing in your company, we recommend you to update these pages and include a link to the Printix App **Cards and codes** page.

The link to the **Cards and codes** page is the Printix Home of your company (acme) followed by this string:

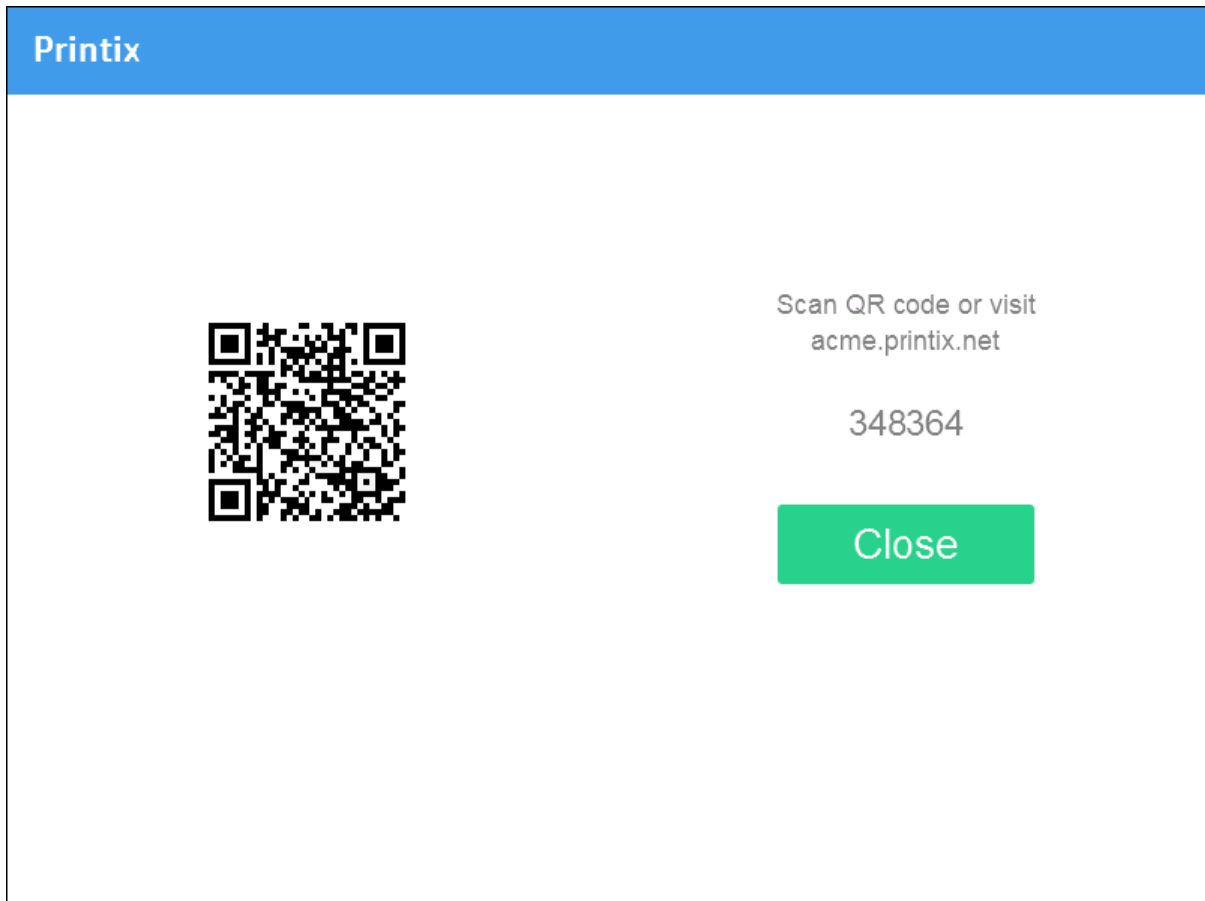
```
?registrationCode=FORGOT_CODE
```

Example: https://acme.printix.net?registrationCode=FORGOT_CODE

That way, users can select the link, sign in to the Printix App, and type the 6-digit [card registration code](#) they wrote down when they presented their card at the printer.



i The card registration code is valid for 1 hour.



Install Printix Go

TUNGSTEN Printix
AUTOMATION

Printer properties
ASD - Reception

Setup Print queues **Printix Go** Diagnostics History

Go configuration !

Name
-

Description
-

Sign in method
-

Email sender
-

Access control

- Copy: -
- Email: -
- Scan: -
- Fax: -
- Print from USB drive: -
- Scan to USB drive: -
- Everything else: -

Status:

Sign in profile !

Name
-

Username
-

Description
-

Created
-

Connection has been verified
-


Install

To install Printix Go, a **Sign in profile** and a **Go configuration** must be created and assigned. Also, it must be a [Printix Go supported printer](#).

1. Open **Printer properties** and select the **Printix Go** tab.
2. Select the **Gear** ⚙️ next to **Sign in profile** to open the Sign in profile menu.
3. Select **Create sign in profile**. If you have an existing sign in profile that can be used, then select **Assign sign in profile**.
 - In **Name**, type a descriptive name for the sign in profile.
 - On [Kyocera](#), you can enter any username and password, because sign-in credentials are created with KYOCERA Net Viewer. However, assigning a profile is necessary to install Printix Go on the printer.
 - In **Username**, type the username of an administrator account that can access the printer's web pages. The username cannot be blank.
 - In **Password**, type the password of an administrator account that can access the printer's web pages. The password cannot be blank.
 - In **Description**, type an optional description for the sign in profile.

- If you do not want to assign the created sign in profile now, clear **Assign to printer**.
- 4. Select **Save**.
- 5. Select **Verify sign in profile**.


The printer must be online.

 - On [Brother](#), ensure that nobody is using the printer during verification. Otherwise, the user's processes are cancelled.
- 6. Select the **Gear**  next to **Go configuration** to open the Go configuration menu.
- 7. Select **Create Go configuration**. If you have an existing Go configuration that can be used, then select **Assign Go configuration**.
 - In **Name**, type a descriptive name for the Go configuration.
 - In **Description**, type an optional description for the Go configuration.
 - In **Sign in method**, optionally, change it from **Select automatically** to the method you want.
 - In **Access control**, optionally, select the printer functions that will require sign-in.
 - On [Canon](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [HP](#), if you don't lock any functions and the HP printer's authentication agent is configured (see [How to control access to HP printer functions](#)), the printer's own access control settings override the Go configuration's settings. To avoid this, we recommend locking at least one function, such as **Everything else**.
 - On [Konica Minolta](#), all functions are considered locked as sign-in is required to use any function anyway.
 - On [Kyocera](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [Ricoh](#), users can [sign in as guest](#) to use functions not locked by access control.
 - In **Email sender**, optionally, type a default sender email address and this will be used as the sender rather than the email address of the signed-in user doing a scan to email.
 - If you do not want to assign the created Go configuration now, clear **Assign to printer**.
- 8. Select **Save**.
- 9. Select **Install** to install Printix Go on the printer.

It can take up to a minute before the Printix **Print** icon appears on the touchscreen control panel of the printer.

 - On [Brother](#), ensure that nobody is using the printer during installation. Otherwise, the user's processes are cancelled.
 - On [Canon](#), first, install the required Printix Go components [through the Canon printer's web page](#), then install Printix Go through Printix Administrator to configure it to work with your Printix Home.
 - On [Epson](#), the network interface restarts, leaving the printer disconnected from the network for about 1 minute.
 - On [Fujifilm](#), the printer restarts itself twice during installation.
 - On [HP](#), select **Reset** on the printer if the Printix **Print** icon does not appear.
 - On [HP Workpath](#), first, install Printix Go through the [HP Command Center](#), then install Printix Go through Printix Administrator to configure it to work with your Printix Home.
 - On [Kyocera](#), first, install Printix Go through the [KYOCERA Net Viewer](#), then install Printix Go through Printix Administrator to configure it to work with your Printix Home.

- On [Lexmark](#), you need to manually restart the printer after installation. Otherwise, you cannot use the Printix application on the printer.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the installation, update, or uninstallation of Printix Go Ricoh.
 - On [Ricoh](#), the **Status** changes to **Installing** as the installation takes 10–25 minutes (printer restarts 2 times). If the installation fails, the status will change to **Failed**. Otherwise, it will change to **Installed**. See also: [Printix Go troubleshooting - Ricoh](#).
 - On [Ricoh](#), the [inactivity timeout](#) must be changed after installation.
 - On [Xerox VersaLink](#), you need to manually restart the printer after installation. Otherwise, you will get the message **Could not log in**.
10. Optionally, refresh the page to verify that the **Status** changed from **Unknown** to **Installing** or **Installed**.
- It can take up to a minute for the update to finish, so only refresh the page after enough time passed.
- If the status becomes **Failed**, check if updating to the latest printer firmware version solves the problem.

 **Install** only becomes available after the printer has been assigned a **Go configuration** and a **Sign in profile** (verified as described in step 5).

See also:

- [Printix Go troubleshooting](#)

Sign in profile

Name

Descriptive name of the sign in profile.

Description

Optional description of the sign in profile.

Username

The [username](#) of an administrator account that can access the printer's web pages. The username cannot be blank.

Password

The [password](#) of an administrator account that can access the printer's web pages. The password cannot be blank.

SNMP configuration


On [Brother](#), the v1/v2 and v3 protocols are supported. An SNMP configuration must be selected in the sign-in profile and the specified parameters must match the parameters of the printer. The parameters of the printer can be found on the [Setup tab of the Printer properties](#) page.

On [Xerox](#), the **Set Community Name** specified in the selected SNMPv1 configuration MUST match that configured on the printer.

Printer administrator default username and password

Table with default username and password.

Vendor	Username	Password	Notes
Brother			A password MUST be set. Contact your Brother technician to get the default password.
Canon	admin	Printix	A username and password MUST be set. The administrator credentials change to admin/Printix after the installation of Printix Go.
Epson	-	-	No default, but a username and password MUST be set.
Fujifilm	x-admin	11111	A username and password MUST be set.
HP	-	-	No default, but a username and password MUST be set.
HP Workpath	-	-	No default, but a username and password MUST be set.
Konica Minolta			A username and password MUST be set. Contact your Konica Minolta technician to get the default username and password (model dependent).
Kyocera	-	-	A username and password MUST be set.
Lexmark	-	-	No default, but a username and password MUST be set.
Ricoh	-	-	No default, but a username and password MUST be set.
Xerox			A username and password MUST be set. Contact your Xerox technician to get the default username and password.

 For Ricoh SOP printers Generation 2, [web server password must be the default password](#).

Go configuration

- **Name**
Descriptive name of the configuration.
- **Description**
Optional description of the configuration.
- **Sign in method**
How will users sign in at the printer.
 - **Select automatically**
Maps to Card if a card reader is connected to the printer. Otherwise, it maps to ID code. Mapping changes within 10 seconds after the card reader is either connected or disconnected. If it does not change, a restart of the printer may be required.
See also: [Printix Go Konica Minolta card reader limitations](#)
 - **Card**
 - **ID code**
 - **Card or ID code**
- **Access control**
What printer functions will require sign-in.
 - **Copy**
 - On [Canon](#), all copy-related functions on the printer are locked if **Copy** is locked.
 - **Email**
 - On [Canon](#), if **Email** is unlocked, guests can use **Scan and Send** and specify the destination to be **E-Mail** or **File**.
 - On [Ricoh](#), the access control of **Email** always matches the settings for **Scan**. Changing the access control of **Email** has no effect.
 - **Scan**
 - On [Canon](#), all scan-related functions on the printer, except **Scan and Send**, are locked if **Scan** is locked. If **Scan** is locked but **Email** or **Fax** is unlocked, guests can use **Scan and Send** and specify the destination to be **E-Mail** (if **Email** is not locked), **I-Fax** (if **Fax** is not locked), or **File** (if any of **Email** and **Fax** is not locked).
 - On [Ricoh](#), if Scan is locked but Email and/or Scan to USB Drive are unlocked, guests cannot use the Email and Scan to USB Drive functions. Conversely, if Scan is unlocked but Email and Scan to USB Drive are locked, guests can use the Email and Scan to USB Drive functions.
 - **Fax**
 - On [Canon](#), if **Fax** is unlocked, guests can use **Scan and Send** and specify the destination to be **I-Fax** or **File**.
 - **Print from USB Drive**

Users can print from a flash memory or mass storage device.

- On [Ricoh](#), guests can use **Print from USB Drive** even if it is locked, so changing the access control of **Print from USB Drive** has no effect.

- **Scan to USB Drive**

Users can scan to a flash memory or mass storage device.

- On [Canon](#), **Scan** must be unlocked to use **Scan to USB Drive**.
- On [Ricoh](#), the access control of **Scan to USB Drive** always matches the settings for **Scan**. Changing the access control of **Scan to USB Drive** has no effect.

- **Everything else**

Select this if you want Printix Go to lock access to other functions (besides the above ones). Selecting this will also lock access to third-party applications. Submit a [support request](#) if you want Printix Go to control access to a particular application.

- On [Canon](#), if **Everything else** is locked, guests cannot use **Fax/I-Fax Inbox** and the printer's own **Print** function.
- On [Xerox](#), **Everything else** must be unlocked to use **Scan**.
 - On [Canon](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [Konica Minolta](#), all functions are considered locked as sign-in is required to use any function anyway.
 - On [Kyocera](#), users can [sign in as guest](#) to use functions not locked by access control.
 - On [Ricoh](#), users can [sign in as guest](#) to use functions not locked by access control.

- **Email sender**

Leave this blank and when using a printer's **Email** function, the From field will be prefilled with the email address of the signed-in user. However, this can cause some SMTP servers to reject the sending of the scanned documents. In this case, you can type a [default sender email address](#) in the **Email sender** field and this will be used as the sender rather than the email address of the signed-in user.

Printer default sender email address

Table with the corresponding parameter names typically holds the value for the default sender email address.


Vendor	Email sender	Notes
Brother	-	-
Canon	Default From	-
Epson	Sender's Email Address	-
Fujifilm	E-mail Address	-
HP	Default From	-
HP Workpath	Default From	-
Konica Minolta	Device Mail Address	Alternatively, Admin Email Address
Kyocera	Sender's Email Address	Alternatively, the address of a user specified on the printer's web page

Vendor	Email sender	Notes
Lexmark	Reply address	-
Ricoh	Administrator Email Address	-
Xerox	Device Email	-


How to install Printix Go on multiple printers





- [How to install Printix Go on multiple printers from the Printers page](#)
- [How to assign a Go configuration to multiple printers](#)
- [How to assign a sign in profile to multiple printers](#)

How to install Printix Go on multiple printers from the Printers page

1. Select **Printers** .
2. Select the eye icon in the table header and set the view mode to **Printix Go**.

Actions

Filters 

<input type="checkbox"/>	ID ↓	Printer name	Status	Installation	Vendor	Go version	
<input type="checkbox"/>		HP LaserJet 600 M603 HP LaserJet 600 M603	● Ready	Unknown 2022-05-09	HP	-	⋮
<input type="checkbox"/>		Lexmark CX725 Lexmark CX725	● Ready	Installed 2022-07-22	Lexmark	1.2.1.2	⋮
<input type="checkbox"/>		KONICA MINOLTA C368Series KONICA MINOLTA C368Series	● Ready	Failed 2022-06-28	Konica Minolta	1.3.0.0	⋮

Outdated Go version

3. Select the check box next to the printers you wish to install.
4. Select **Actions** above the table, then select **Install**.
 - On [Brother](#), ensure that nobody is using the printer during installation. Otherwise, the user's processes are cancelled.
 - On [Canon](#), first, install the required Printix Go components [through the Canon printer's web page](#), then install Printix Go through Printix Administrator to configure it to work with your Printix Home.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the installation of Printix Go Ricoh.
 - On [Ricoh](#), the installation takes 10–25 minutes (printer restarts 2 times).
5. Select **Install** again.
6. After 30 seconds passed, refresh the page and verify that the installation succeeded.
 - On [HP Workpath](#), right after this step, also [install](#) Printix Go through the HP Command Center.

- On [Kyocera](#), right after this step, also [install](#) Printix Go through the KYOCERA Net Viewer.

i If the printer does not behave as normal after the installation, restart the printer.

How to assign a Go configuration to multiple printers

1. Select **Menu** > **Settings**.
2. Select the **Printix Go** tab.
3. Select the name of a Go configuration (Example: **Copy is unlocked**) to open the **Go configuration** page.

The screenshot shows the Tungsten Printix Go configuration interface. The top navigation bar includes the Tungsten Automation logo, the word 'Printix', and several icons. The main heading is 'Go configuration' with the subtitle 'Copy is unlocked'. The interface is divided into two main sections: 'Info' on the left and 'Printers' on the right.

Info Section:

- Name:** Copy is unlocked
- Description:** Users can copy without sign in
- Sign in method:** Select automatically
- Access control:**
 - Copy: [icon]
 - Email: [lock icon]
 - Scan: [lock icon]
 - Fax: [lock icon]
 - Print from USB Drive: [lock icon]
 - Scan to USB Drive: [lock icon]
 - Everything else: [icon]
- Email sender:** -
- Update** button

Printers Section:

Search [input field]

ID	Model	Status	Name	Address	Installed
ASD	HP LaserJet Enterprise 500 MFP M525	● Ready	Reception	192.168.19.40	✓ [gear icon]
AZX	HP OfficeJet Enterprise Color MFP X585	● Ready	Mail room	192.168.19.14	✓ [gear icon] !

4. Select the gear icon in the top left cell to open the **Go configuration** menu.
5. Select **Assign to printers**.
The printers MUST have a [sign in profile](#).

Assign Copy is unlocked to printers

Vendors [Select...](#)

Networks

☒ Exclude printers with Printix Go installed

Selected printers: 0 Excluded printers: 0

☐ Install on printers **Assign**

6. Select **Vendors**, then select the printer vendor:

- [Brother](#)
- [Canon](#)
- [Epson](#)
- [Fujifilm](#)
- [HP](#)
- [HP Workpath](#)
- [Konica Minolta](#)
- [Kyocera](#)
- [Lexmark](#)
- [Ricoh](#)
- [Xerox](#)

i For Ricoh printers, consider making separate configurations, so in the future, when you want to [Update](#) the Printix Go Ricoh software, this can be done in stages, yet efficiently. This is because the Ricoh printer will restart once, and this takes 5–10 minutes, and during this period, the printer is unavailable to users.

7. Optionally, select **Networks** and then select the networks that includes the printers you wish to install Printix Go on.
8. Optionally, clear **Exclude printers with Printix Go installed**.
- The printers matching the filtered criteria will appear in the **Selected printers** list on the left.
 - Optionally, move printers to the **Excluded printers** list on the right.

9. If you want to not only assign the Printix Go configuration to the printers, but also install them, then select **Install on printers**.
10. Select **Assign**.
 - The assignment/installation is done in sequence. If it fails on one printer, it will just proceed to the next printer.
 - The screen will automatically update as assignment/installations are completed.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during install of Printix Go Ricoh.

How to assign a sign in profile to multiple printers

1. Select **Menu** > **Settings**.
2. Select the **Printix Go** tab.
3. Select the name of a sign in profile (Example: **Main office**) to open the **Sign in profile** page.

The screenshot shows the Tungsten Printix Administrator interface. At the top, there's a header with the Tungsten Automation logo and a navigation bar with various icons. Below the header, the page title is 'Sign in profile' with a subtitle 'Main office'. The main content area is divided into two panels. The left panel, titled 'Info', contains fields for 'Name' (Main office), 'Description' (Username and password for main office printers), and 'Created' (2 months ago), along with a 'Verify sign in profile' button. The right panel, titled 'Printers: 2', contains a table of printers assigned to this profile.

ID	Model	Status	Name	Address	Verified
ERT	HP LaserJet MFP M725	Ready	Reception	192.168.1.208	✓
FGH	HP Color LaserJet M651	Ready	CEO Office	192.168.1.104	—

4. Select **Sign in profile setup** to open the **Sign in profile** menu.
5. Select **Assign to printers**.

Main office

Vendors [Select...](#)

Networks

☒ Exclude printers with sign in profile

Selected printers: 0 Excluded printers: 0

Assign

6. Select **Vendors**, then select the printer vendor:
 - [Brother](#)
 - [Canon](#)
 - [Epson](#)
 - [Fujifilm](#)
 - [HP](#)
 - [HP Workpath](#)
 - [Konica Minolta](#)
 - [Kyocera](#)
 - [Lexmark](#)
 - [Ricoh](#)
 - [Xerox](#)
7. Optionally, select **Networks**, then select the networks that include the printers you wish to assign the sign in profile to.
8. Optionally, clear **Exclude printers with sign in profile**.
 - The printers matching the filtered criteria will appear in the **Selected printers** list on the left.
 - Optionally, move printers to the **Excluded printers** list on the right.
9. Select **Assign**.
 - The assignment is done in sequence. If it fails on one printer, it will just proceed to the next printer.
10. Optionally, select **Verify sign in profile**.
 - On [Brother](#), ensure that nobody is using the printer during verification. Otherwise, the user's processes are cancelled.

- The verification is done in sequence. If it fails on one printer, it will just proceed to the next printer.
 - Sign in profile username and password cannot be blank.
- The screen will automatically update as verifications are completed.

How to update Printix Go

The table below shows the effect of doing an Update for Printix Go.

- [Update printers from view mode on the printers page](#)

Printers with an outdated Go version are listed with their version number in orange.

- [Update a single printer](#)
- [Update multiple printers](#)

Vendor	Go version	Capture version	Go configuration	Go software	Side effect on printer
Brother	2025.2.0.0	2025.2.0.0	Updates	Updates	Brother printer's screen is updated within a few seconds.
Canon	2025.1.0.189	2025.2.0.142	Updates	n.a.	Canon printer's screen is updated within a few seconds.
Epson	2025.2.0.0	-	Updates	n.a.	Epson printer's screen is updated within a few seconds. Network interface restarts leaving it disconnected from the network for about 1 minute.
Fujifilm	2.5.0.2	2.4.0.5	Updates	n.a.	Fujifilm printer's screen is updated within a few seconds.
HP	2025.2.0.0	2025.2.0.0	Updates	n.a.	HP printer's screen is updated within a few seconds.

Vendor	Go version	Capture version	Go configuration	Go software	Side effect on printer
HP Workpath	2025.1.0.4	-	Updates	n.a.	HP printer's screen is updated within a few seconds.
Konica Minolta	2025.2.0.0	2025.2.0.0	Updates	n.a.	Konica Minolta printer's screen is updated within a few seconds.
Kyocera	2025.1.0.4	2025.1.0.4	Updates	n.a.	Kyocera printer's screen is updated within a few seconds.
Lexmark	2025.2.0.28	2025.2.0.45	Updates	n.a.	Lexmark printer's screen is updated within a few seconds.
Ricoh	2025.2.0.13	2025.2.0.36	Updates	Updates	Ricoh printer restarts twice (can take 10–25 minutes).
Xerox	2025.2.0.0	2025.2.0.0	Updates	n.a.	Xerox printer's screen is updated within a few seconds, but VersaLink printers need to be manually restarted (can take 2–3 minutes).

Update printers from view mode on the printers page

Actions

Filters

<input type="checkbox"/>	ID ↓	Printer name	Status	Installation	Vendor	Go version	
<input type="checkbox"/>	BNM	HP LaserJet 600 M603 HP LaserJet 600 M603	● Ready	Unknown 2022-05-09	HP	-	⋮
<input type="checkbox"/>	CVB	Lexmark CX725 Lexmark CX725	● Ready	Installed 2022-07-22	Lexmark	1.2.1.2	⋮
<input type="checkbox"/>	DFG	KONICA MINOLTA C368Series KONICA MINOLTA C368Series	● Ready	Failed 2022-06-28	Konica Minolta	1.3.0.0	⋮



- To update [Canon](#) printers, first, you need to [manually reinstall the Printix Go Canon components](#).
- To update [Kyocera](#) printers, instead of following the steps below, you need to follow the steps in [reinstall Printix Go Kyocera](#) in both the Printix Administrator and the **KYOCERA Net Viewer**.

1. Open the [Printers](#) page and select [View mode](#).

2. Select **Printix Go**.

3. Select **Confirm**.

4. Optionally, select printers.

Printers with an outdated Go version are listed with their version number in orange.

5. Select **Actions** in the upper left corner and select **Update**.

6. Select **Update**.

- On [Brother](#), ensure that nobody is using the printer during the update. Otherwise, the user's processes are cancelled.
- On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the uninstallation of Printix Go Ricoh.
- On [Ricoh](#), to update from version 0.4.10.0 to version 2.0.0.27 or higher, you MUST do an **Uninstall** and then an **Install**.

Update a single printer



- To update [Canon](#) printers, first, you need to [manually reinstall the Printix Go Canon components](#).
- To update [Kyocera](#) printers, instead of following the steps below, you need to [reinstall Printix Go Kyocera](#) in both the Printix Administrator and the **KYOCERA Net Viewer**.

1. Open [Printer properties](#) and select the **Printix Go** tab.
2. Select **Update**.
 - On [Brother](#), ensure that nobody is using the printer during the update. Otherwise, the user's processes are cancelled.

It can take up to a minute for the update to finish, but the update status does not change without refreshing the page.

- On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the uninstallation of Printix Go Ricoh.
- On [Ricoh](#), the installation takes 10–25 minutes.
- On [Ricoh](#), to update from version 0.4.10.0 to version 2.0.0.27 or higher, you **MUST** do an **Uninstall** and then an **Install**.

Update multiple printers



- To update [Canon](#) printers, first, you need to [manually reinstall the Printix Go Canon components](#).
- To update [Kyocera](#) printers, instead of following the steps below, you need to [reinstall Printix Go Kyocera](#) in both the Printix Administrator and the **KYOCERA Net Viewer**.

1. Select **Menu** > **Settings** .
2. Select the [Printix Go](#) tab.
3. Select Go configuration name (Example: **Copy is unlocked**) to open the **Go configuration** page.

Go configuration

Copy is unlocked

Info

Name

Copy is unlocked

Description

Users can copy without sign in

Sign in method

Select automatically

Access control

- Copy:
- Email:
- Scan:
- Fax:
- Print from USB Drive:
- Scan to USB Drive:
- Everything else:

Email sender

-

Update

Printers

Search

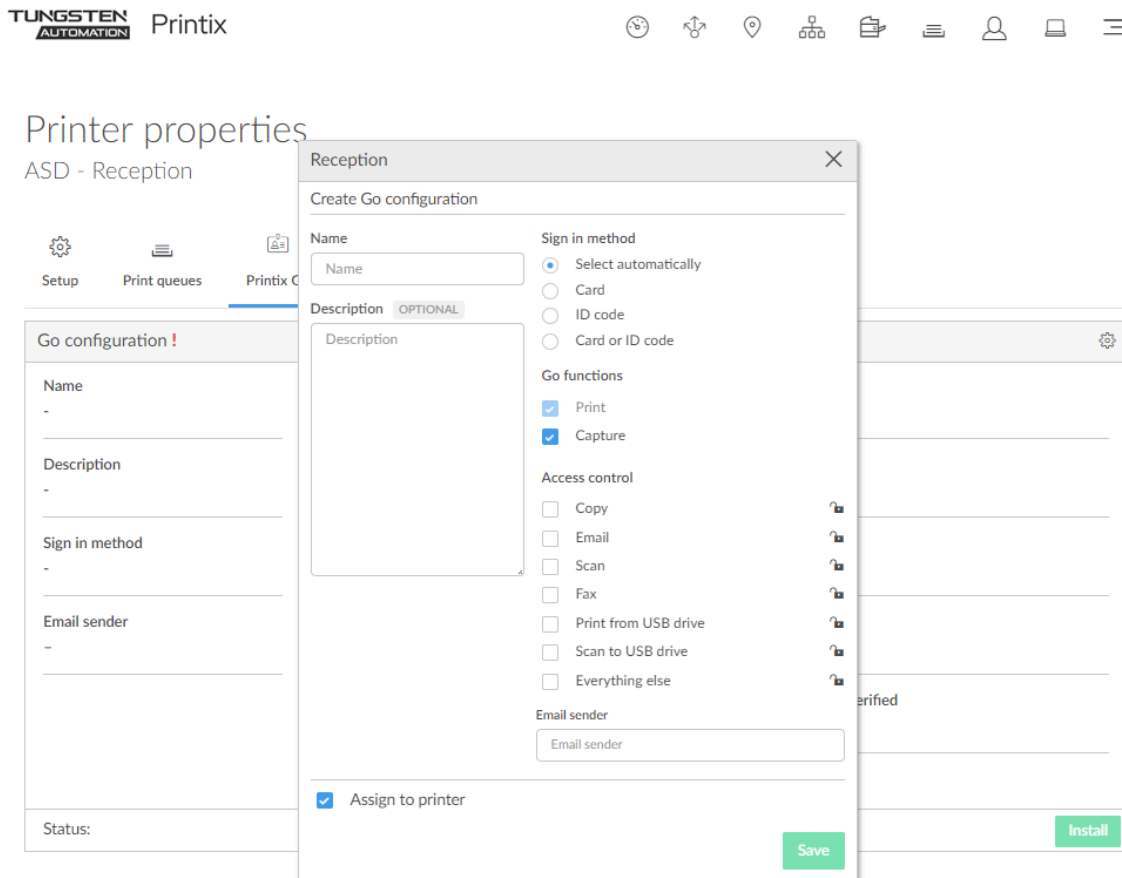
ID	Model	Status	Name	Address	Installed
ASD	HP LaserJet Enterprise 500 MFP M525	Ready	Reception	192.168.19.40	
AZX	HP OfficeJet Enterprise Color MFP X585	Ready	Mail room	192.168.19.14	

4. Select **Update**.

- On [Brother](#), ensure that nobody is using the printer during the update. Otherwise, the user's processes are cancelled.
- On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the uninstallation of Printix Go Ricoh.
- On [Ricoh](#), to update from version 0.4.10.0 to version 2.0.0.27 or higher, you **MUST** do an **Uninstall** and then an **Install**.

For Ricoh printers, consider making separate configurations, so in the future, when you want to update the Printix Go Ricoh software, this can be done in stages, yet efficiently. This is because the Ricoh printer will restart twice and this takes 10–25 minutes, and during this period, the printer is unavailable to users.

How to install Printix Capture



1. Select **Capture** in the **Go functions** settings in the Go configuration.
2. Select **Save**.
3. Proceed to [Install Printix Go](#).
 - If Printix Go is already installed, do an [Update](#) on the printer as this is required to make Printix Go on the printer reference the [Internet endpoint](#) <https://on-device-api.printix.net> instead of the legacy endpoint <https://device-api.printix.net>.
 - On [Canon](#), before installing Printix Capture, [install the required Printix Go components](#) through the Canon printer's web page, then install Printix Go through Printix Administrator to configure it to work with your Printix Home.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the installation, update, or uninstallation of Printix Go Ricoh.
 - On [Ricoh](#), to update from version 0.4.10.0 to version 2.0.0.27 or higher, you MUST do an **Uninstall** and then an **Install**.


See also:

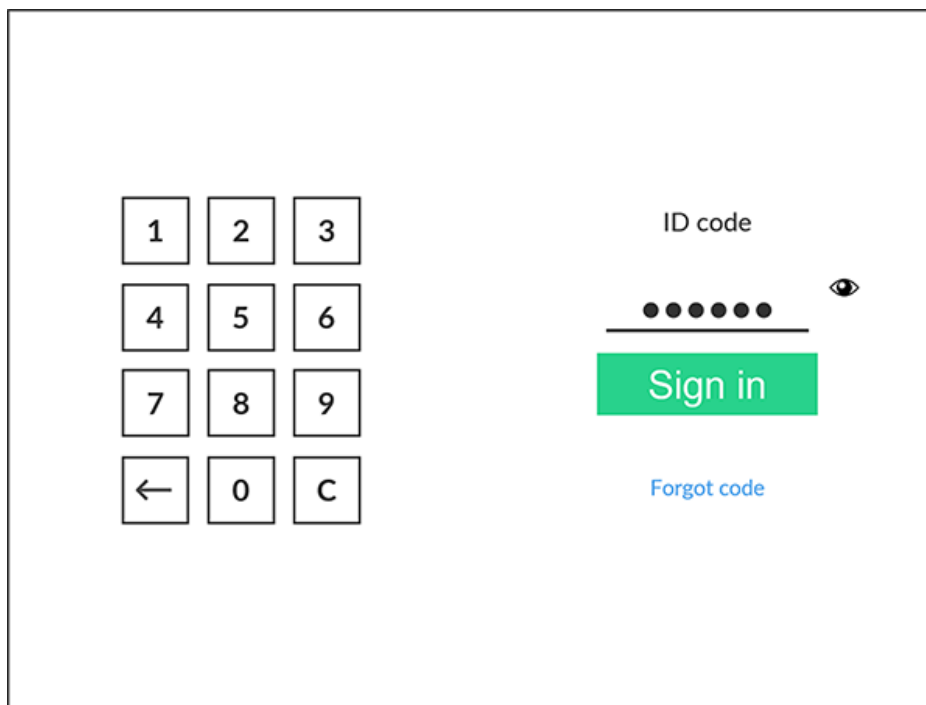
- [How to get started with capture and workflow](#)


How to sign in with an ID code at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

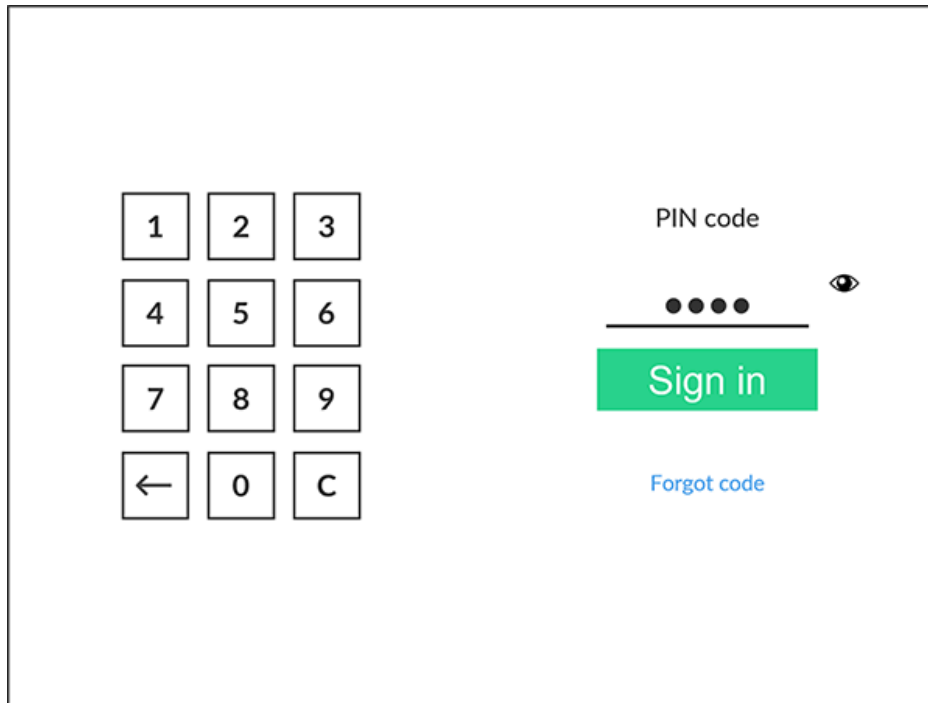
i If users are to enter only an ID code to sign in, you as an administrator must [submit a support request](#) so we can deactivate the setting **Require PIN code for sign in with ID code**. For security reasons, this policy applies to all users.

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your ID code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.

- If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.




See also:

- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)


How to sign in with card at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

1. Swipe your card at the card reader on the printer.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.



Present card

2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

1 2 3

4 5 6

7 8 9

← 0 C

PIN code

••••

Sign in

[Forgot code](#)

See also:

- [How to register card](#)
- [How to create and reset PIN code](#)

How to release documents at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

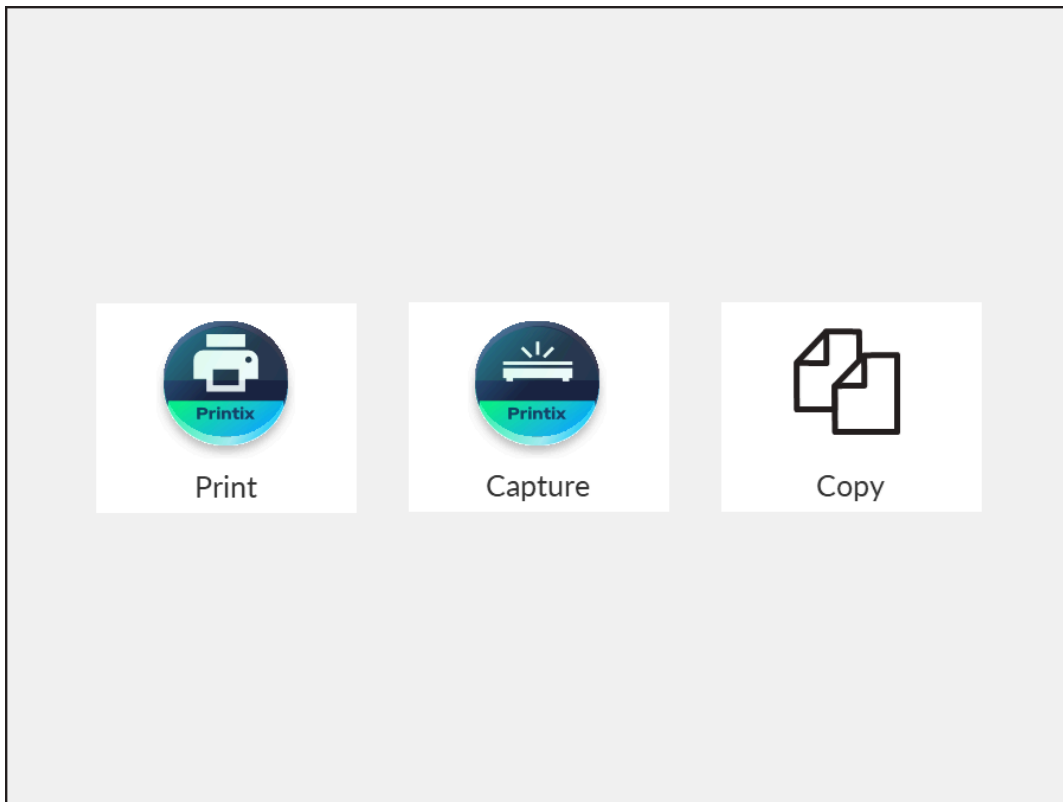
1. Sign in to the printer.



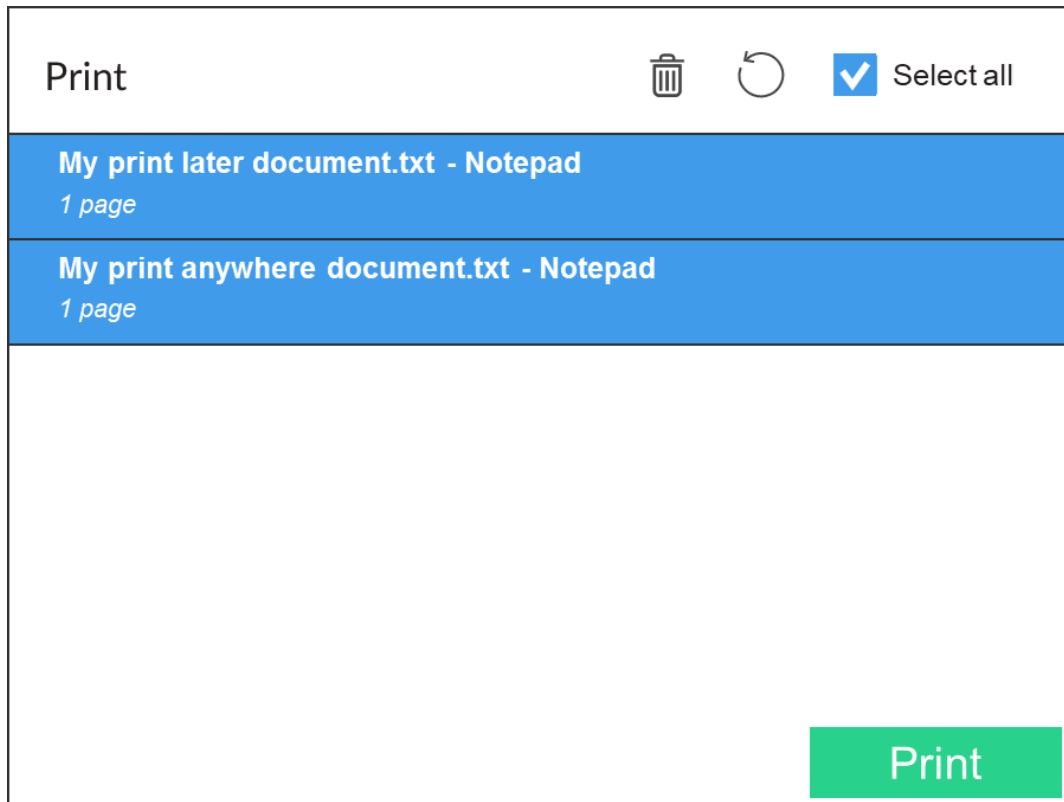
ID code

Present card or sign in with ID code

2. Select the Printix **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

How to capture at the printer

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

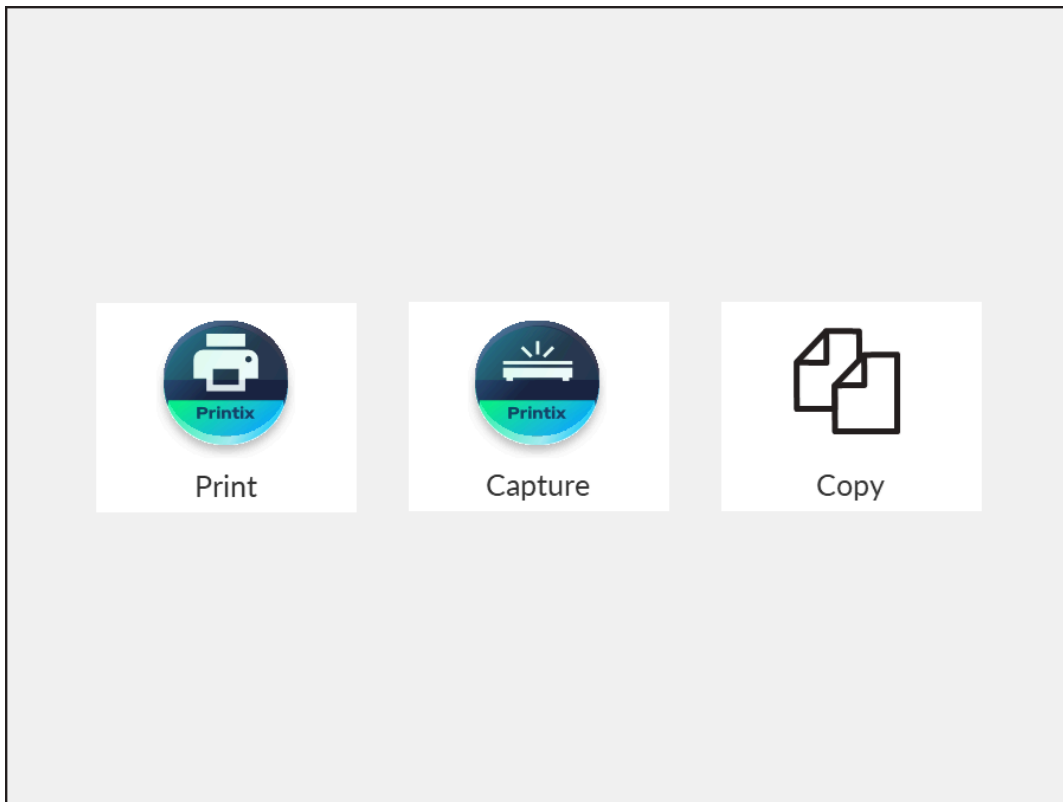
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.





- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

1. Sign in to the printer.
2. Select the Printix **Capture**  icon.



A list of capture workflows appears.




Capture 	
	Send to email
	Send to OneDrive
	Send to SharePoint

3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
- Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported, except on Brother, Fujifilm, and Xerox printers.

Send to SharePoint X	
	Orientation: Portrait Paper size: Select automatically Color: Grey Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: sendtosharepoint-2022-10-31
	Destination: https://acme.sharepoint.com/Documents/Scans
<div style="background-color: #00b050; color: white; padding: 10px 20px; display: inline-block;">Start</div>	

5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- On Ricoh, you cannot log out from the printer while the printer is scanning.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

How to sign out

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

You can sign out from the printer using these methods:

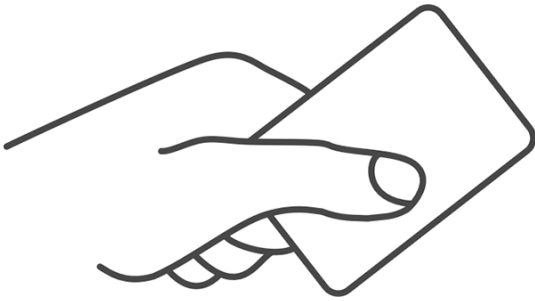
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

How to register a card

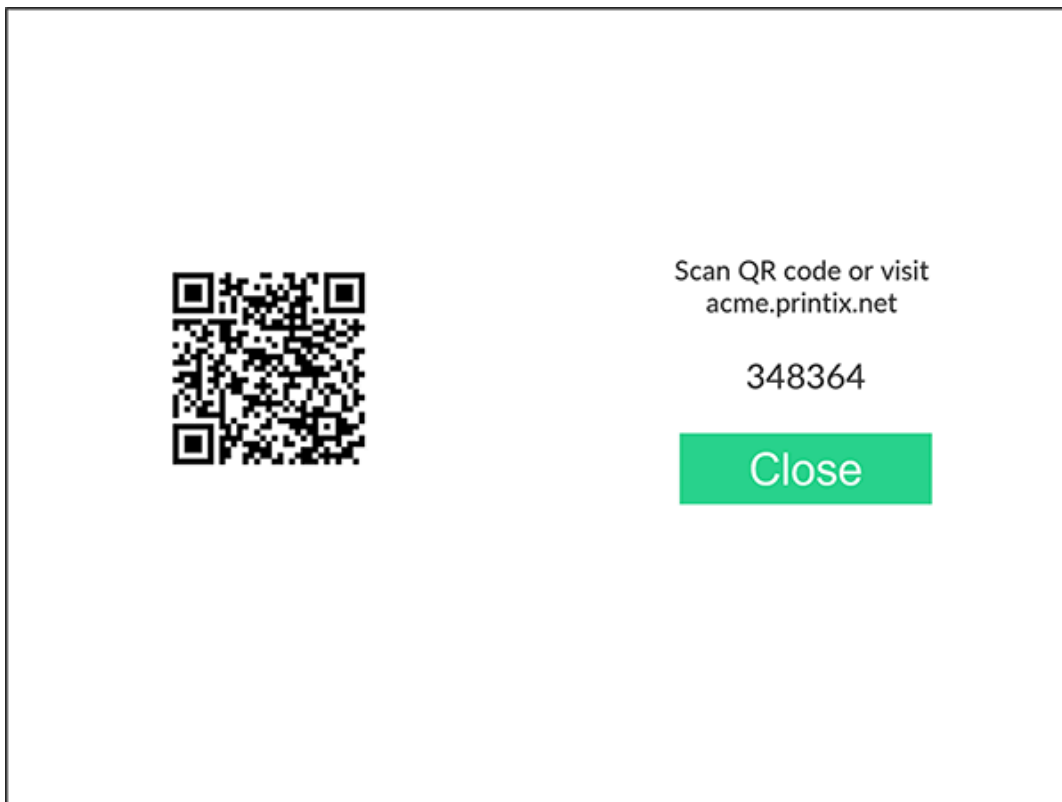
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

These are generic instructions. For vendor-specific instructions, see: [Brother](#), [Canon](#), [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), or [Xerox](#).

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card without a phone.](#)
 - Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Scan the QR code with the camera on your phone



1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

Scan the QR code with the Printix App on your phone

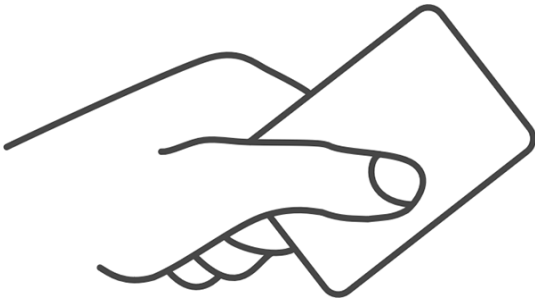
If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

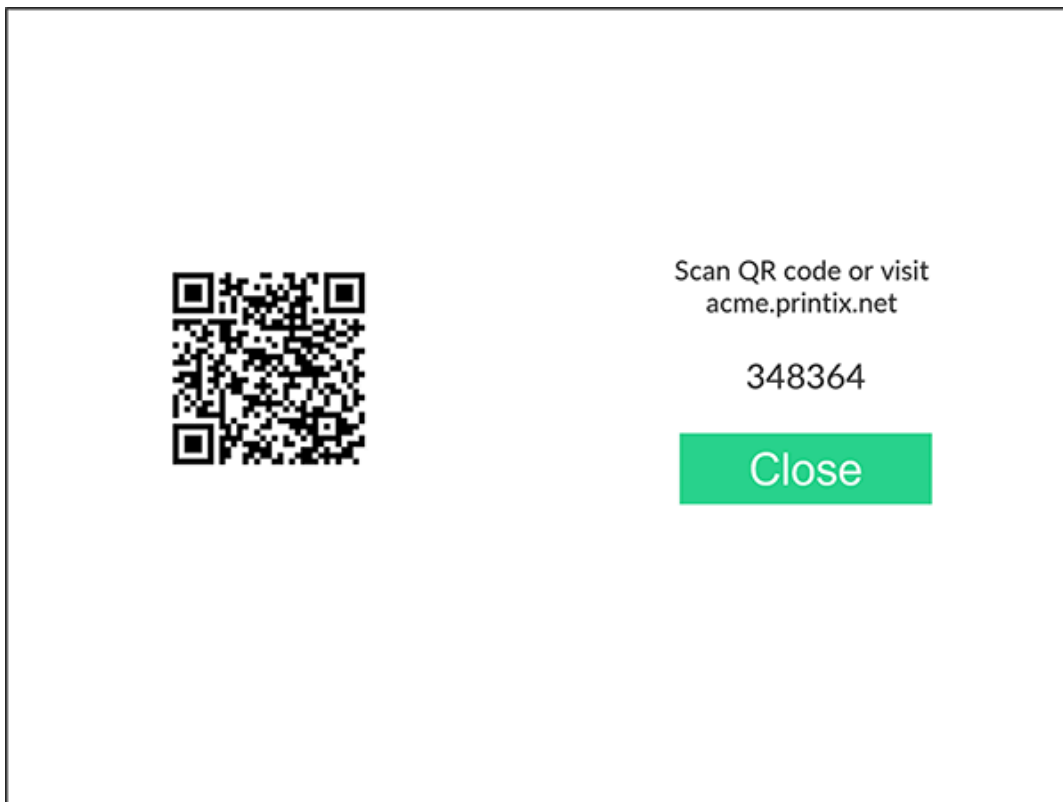
How to register a card without a phone

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



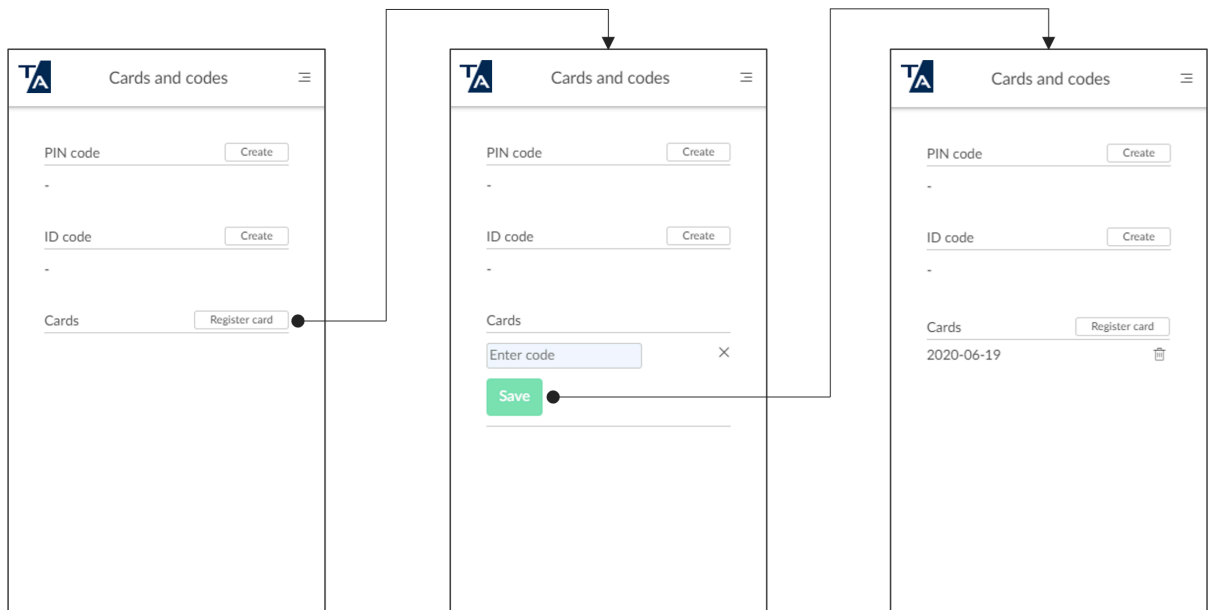
A 6-digit card registration code appears. The code is valid for 1 hour.




2. Make a note of the card registration code.

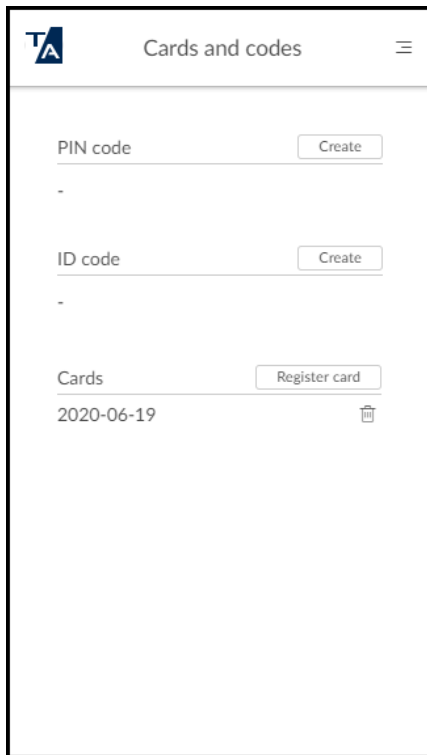
Enter card registration code on your computer

1. Open the [Printix App](#).
 - Alternatively, visit printix.net and select **Sign in**.
 - You are not required to use a phone, because you can also open the Printix App on your computer:
 - Open the Printix [Client menu](#) and select **Release and print documents**.
 - Open a web browser and enter the Printix Home URL for your work or school.
Example: `https://acme.printix.net`





2. Select **Menu**  > **Cards and codes**.
3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

How to manage cards



You can see a list of registered cards and delete cards you no longer use.

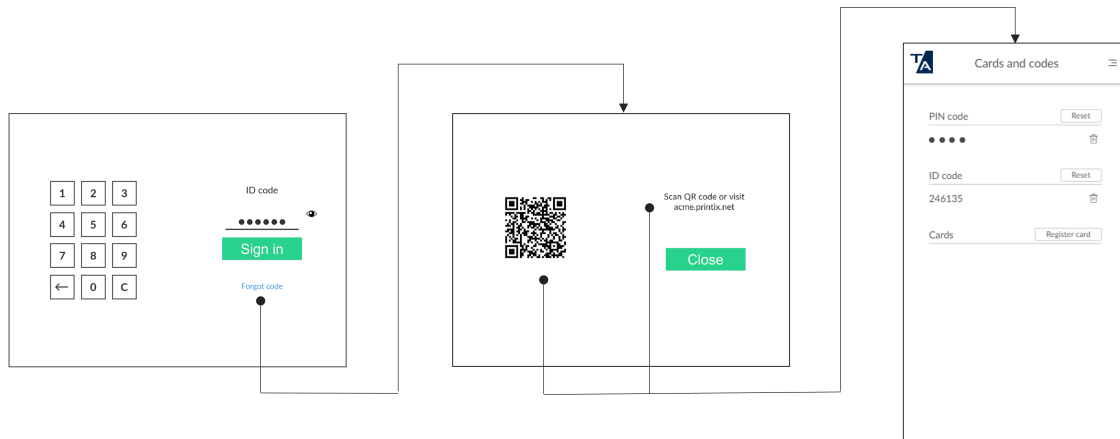
1. [Sign in](#) to the [Printix App](#).
2. Select **Menu**  > **Cards and codes**.
 - Select **Register card** to register a card.
 - Select **Delete**  next to a card to delete it.

See also:

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)

How to reset the ID code or PIN code

You can reset the ID code or PIN code from the **Cards and codes** menu in the [Printix App](#). The printer's sign-in screens that prompt for the ID code and PIN code also include a **Forgot code** button.



1. Select **Forgot code**.

A new screen appears with a QR code and the text: **Scan QR code or visit {acme.printix.net}**.

2. Use your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#).

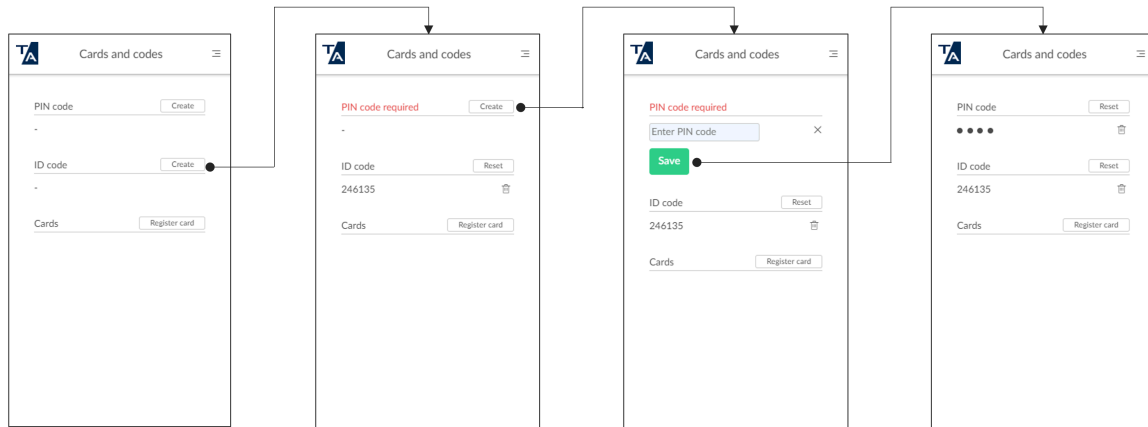
- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- If the Google application is installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

i The message **PIN code disabled** appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays **The new PIN code must be different from the previous one**.

See also:

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)

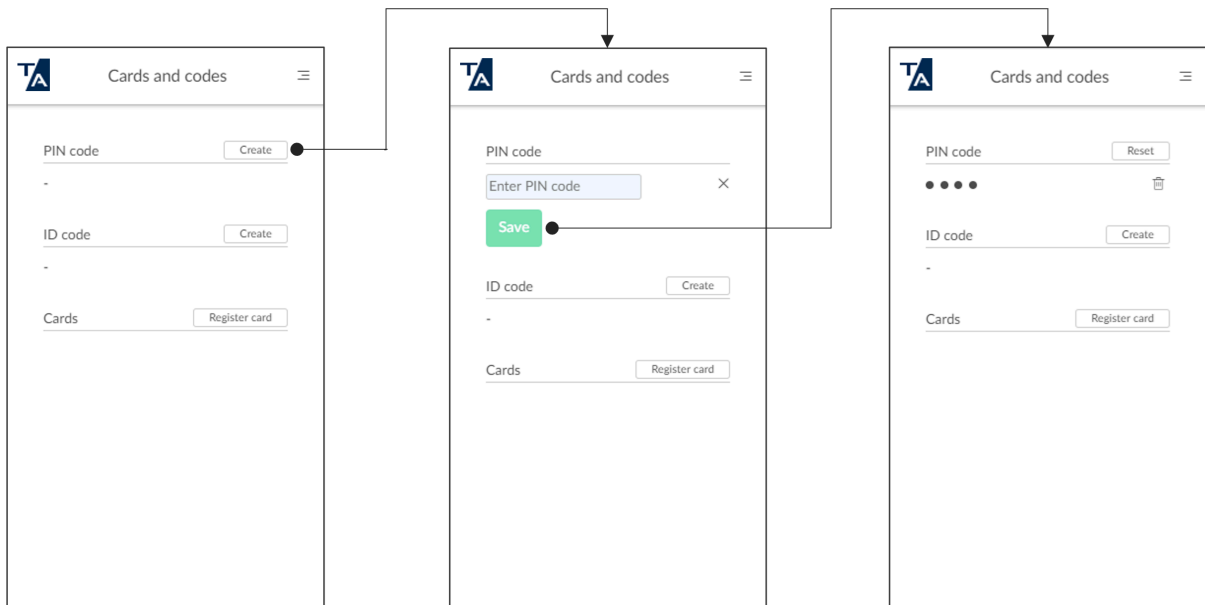
How to see and reset the ID code



Use the ID code to sign in at printers that have Printix Go installed.

1. [Sign in](#) to the [Printix App](#).
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Create** next to **ID code** to get an ID code.
4. If you see **PIN code required**, select **Create**, enter a new PIN code (4 digits), then select **Save**.
 - Select **Reset** next to **ID code** and enter a new ID code to replace the old one.
 - Select **Delete** 🗑 next to your ID code to delete it.

How to create and reset the PIN code



The PIN code is the same whether you sign in with an ID code or card.

1. [Sign in](#) to the [Printix App](#).
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Create** next to **PIN code**.
4. Enter a new PIN code (4 digits), then select **Save**.
 - Select **Reset** next to **PIN code** and enter a new PIN code to replace the old one.
 - Select **Delete** 🗑 next to your PIN code to delete it.

i The message **PIN code disabled** appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays **The new PIN code must be different from the previous one**.

How to uninstall Printix Go


TUNGSTEN AUTOMATION Printix

Printer properties
ASD - Reception

Setup Print queues **Printix Go** Diagnostics History

Go configuration	Sign in profile
<p>Name All locked</p> <p>Description All users must sign in to use any function</p> <p>Sign in method Select automatically</p> <p>Email sender -</p> <p><input type="button" value="Update"/></p>	<p>Name Main office</p> <p>Username Administrator</p> <p>Description -</p> <p>Created a month ago</p> <p>Connection has been verified an hour ago</p> <p><input type="button" value="Verify sign in profile"/></p>
<p>Go functions</p> <ul style="list-style-type: none"> Print Yes Capture <p>Access control</p> <ul style="list-style-type: none"> Copy: <input type="checkbox"/> Email: <input type="checkbox"/> Scan: <input type="checkbox"/> Fax: <input type="checkbox"/> Print from USB Drive: <input type="checkbox"/> Scan to USB Drive: <input type="checkbox"/> Everything else: <input type="checkbox"/> 	

Status: **INSTALLED** — 7 minutes ago

1. Select **Printers** .
2. Select the **Printer name** of the relevant printer to open the **Printer properties** page.
3. Select the **Printix Go** tab.
4. Select **Uninstall**. Optionally, after a minute passed, refresh the page and verify that the **Status** changed from **Installed** to **Uninstalled**.


Do not attempt to sign in to the printer before this step is complete. Otherwise, the printer may not function properly.

- On [Brother](#), ensure that nobody is using the printer during uninstallation. Otherwise, the user's processes are cancelled.
- On [HP Workpath](#), right after this step, also [uninstall](#) Printix Go through the HP Command Center.
- On [Kyocera](#), right after this step, also [uninstall](#) Printix Go through the KYOCERA Net Viewer.
- On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the uninstallation of Printix Go Ricoh.
- On Ricoh, the uninstallation takes 5–10 minutes.

- On [Xerox VersaLink](#), you need to manually restart the printer after uninstallation. Otherwise, you will get the message [Internal Server Error](#).

i If the printer does not behave as normal after the uninstallation, restart the printer.

How to uninstall Printix Go from multiple printers

1. Select **Printers** .
2. Select the eye icon in the table header and set the view mode to **Printix Go**.
3. Select the check box next to the printers you wish to uninstall.
4. Select **Actions** above the table, then select **Uninstall**.
 - On [Brother](#), ensure that nobody is using the printer during uninstallation. Otherwise, the user's processes are cancelled.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's network during the uninstallation of Printix Go Ricoh.
5. Select **Uninstall** again.
6. After 30 seconds passed, refresh the page and verify that the uninstallation succeeded.
 - On [HP Workpath](#), right after this step, also [uninstall](#) Printix Go through the HP Command Center.
 - On [Kyocera](#), right after this step, also [uninstall](#) Printix Go through the KYOCERA Net Viewer.
 - On [Ricoh](#), the uninstallation takes 5–10 minutes.

i If the printer does not behave as normal after the uninstallation, restart the printer.

Printix Go Brother - How to

How to sections for Brother:

- [How to use Printix Go on Brother printers](#)
- [How to remotely access control panel on Brother printers](#)

See also:

- [Printix Go troubleshooting](#)

How to prepare Brother printer for Printix Go

1. [Open the printer's web page](#).
2. Select the **Network** tab, then right under it, select the **Security** tab.
3. Select **CA Certificate** in the menu.
4. Ensure that the printer has maximum 8 **CA certificates** installed.

Printix Go will attempt to add two more certificates during installation. However, if the maximum number of certificates (10) is reached before the two certificates are added, the installation fails.

5. On the **Administrator** tab, select **Solutions Application Entry** in the menu.
6. Ensure that maximum 9 **menus** are not empty.

Printix Go will attempt to add one more menu during installation. However, if the maximum number of menus (10) is reached before the new menu can be added, the installation fails.



- The **Login** and **Logout** applications will be overridden during installation.
- An additional solution shortcut will be added during installation.

Enable card readers for Brother printer

Before the installation of Printix Go, ensure that all card readers are enabled.

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **Administrator** tab, select **External Card Reader** in the menu.
3. Ensure that no card readers are listed under **Card Reader Registration**.
4. If you made changes, select **Submit**.

How to use Printix Go on Brother printers

- [Sign in with an ID code at a Brother printer](#)
- [Sign in with card at a Brother printer](#)
- [Release documents at a Brother printer](#)
- [Capture at a Brother printer](#)
- [Sign out from a Brother printer](#)
- [Register card on a Brother printer](#)

See also:

- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Brother printer

1. When the printer's touchscreen control panel displays **Press OK to sign in** or **Present card or press OK**, select **OK**.
2. Select **ID code**.
 - If you do not know your ID code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

Printix

ID code

Guest

Forgot code

3. Enter your ID code (6 digits) on the touchscreen.

Enter ID code

×

<

>

1

2

3

4

5

6

7

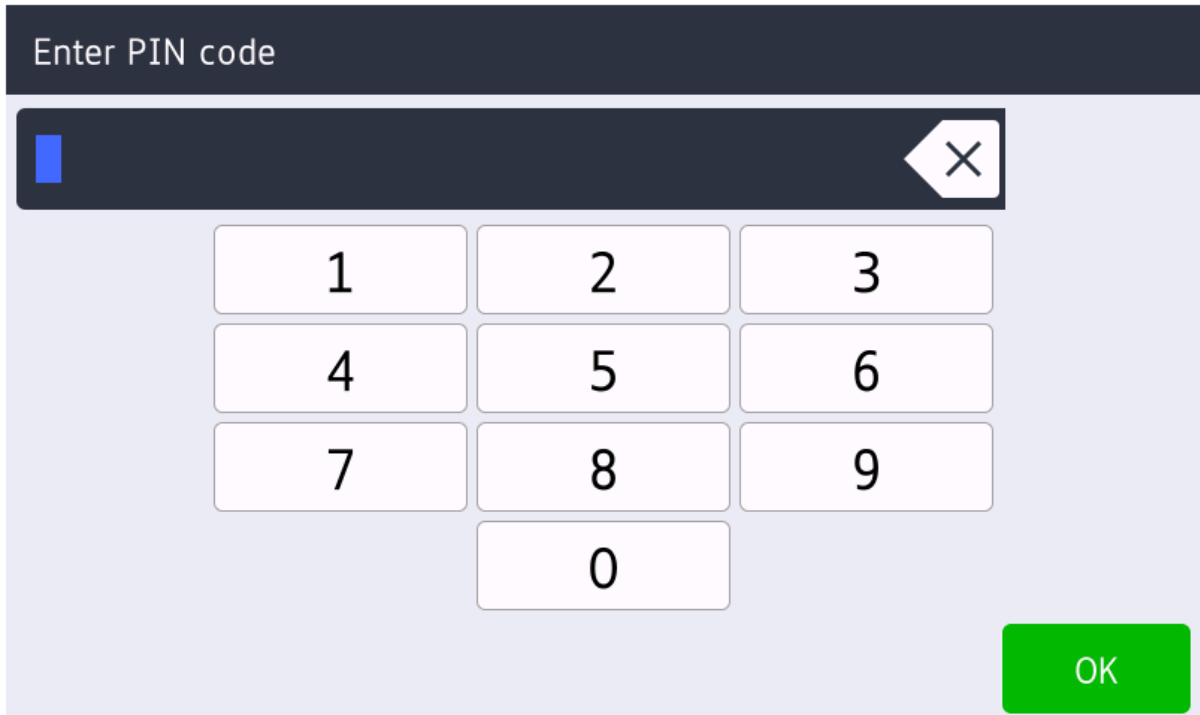
8

9

0

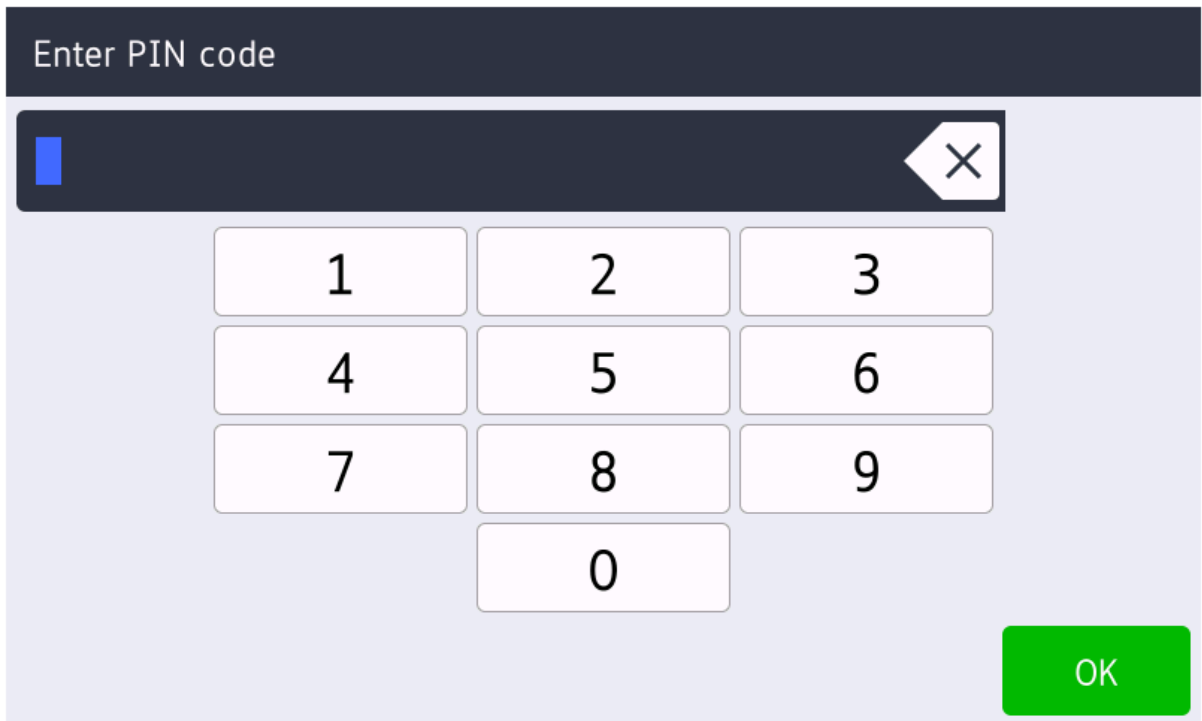
OK

4. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Return to the screen where you selected **ID code**, but instead of selecting **ID code**, select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.



Sign in with card at a Brother printer

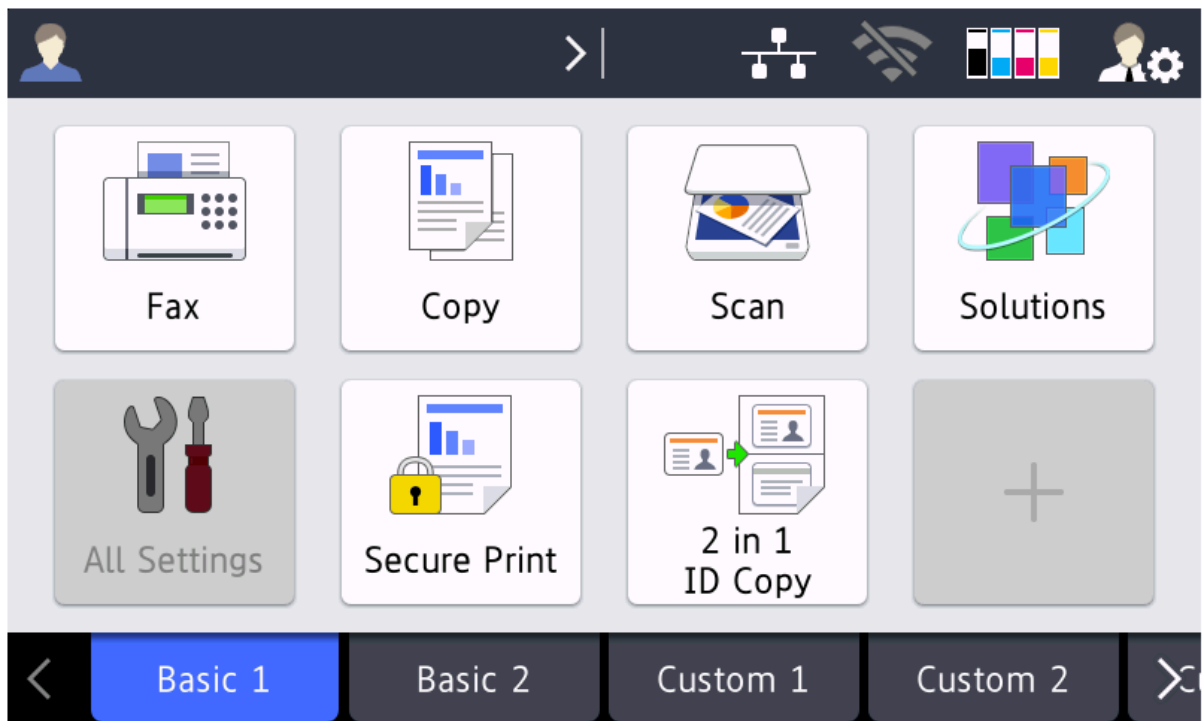
1. When the printer's touchscreen control panel displays **Present card or press OK**, swipe your card at the card reader on the printer.
2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Return to the screen where the control panel displays **Present card or press OK**, select **OK**, then select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.



A screenshot of a 'Enter PIN code' dialog box. The dialog has a dark blue header with the text 'Enter PIN code'. Below the header is a dark blue input field with a blue cursor on the left and a white arrow pointing left with an 'X' on the right. Below the input field is a numeric keypad with buttons for digits 1 through 9 and 0. The buttons are arranged in a 3x3 grid with the 0 button centered below the 7-9 row. In the bottom right corner of the dialog is a green button with the text 'OK'.

Release documents at a Brother printer

1. Sign in to the printer.
2. Select **Solutions**.



Depending on the configuration of the printer, the selectable options that appear on the **Solutions** screen may vary.

3. If one of the options you can select is **Print** (with no other words), select **Print**. If you do not see this option, skip this step.

The printer does not display the screen with the **Print** option if that would be the only option to select.

Solutions	
Capture	<input type="checkbox"/>
Print	<input type="checkbox"/>

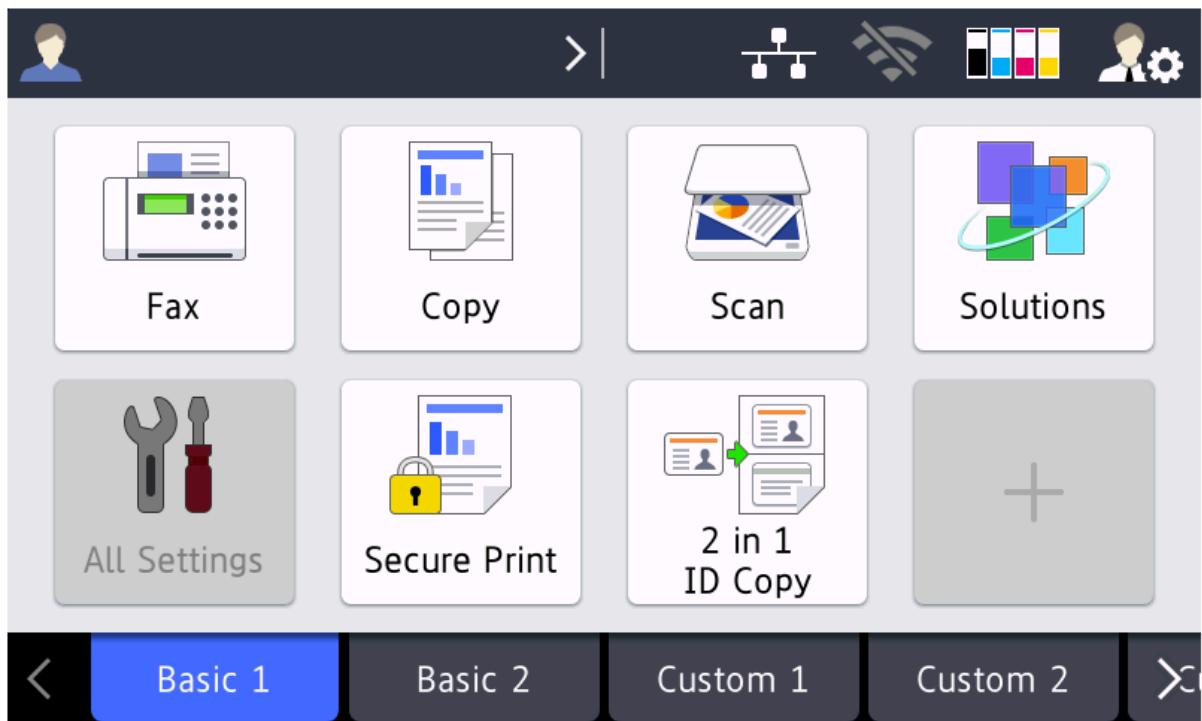
4. Select **Select to print** to only release specific documents, or select **Print all** to release all documents.
5. Select the documents to release, or select **Select all**.
The other documents are not visually marked with a check mark if you use **Select all**.

Print	Refresh
<input type="checkbox"/> Select all	
<input type="checkbox"/> My print later document.txt	
<input type="checkbox"/> My anywhere document.txt	
<div>OK</div>	

6. Select **OK** at the bottom of the screen.

Delete documents

1. Sign in to the printer.
2. Select **Solutions**.



Depending on the configuration of the printer, the selectable options that appear on the **Solutions** screen may vary.

3. If one of the options you can select is **Print** (with no other words), select **Print**. If you do not see this option, skip this step.

The printer does not display the screen with the **Print** option if that would be the only option to select.

Solutions	
Capture	
Print	

- 4. Select **Select to delete**.
- 5. Select the documents to delete, or select **Select all**.

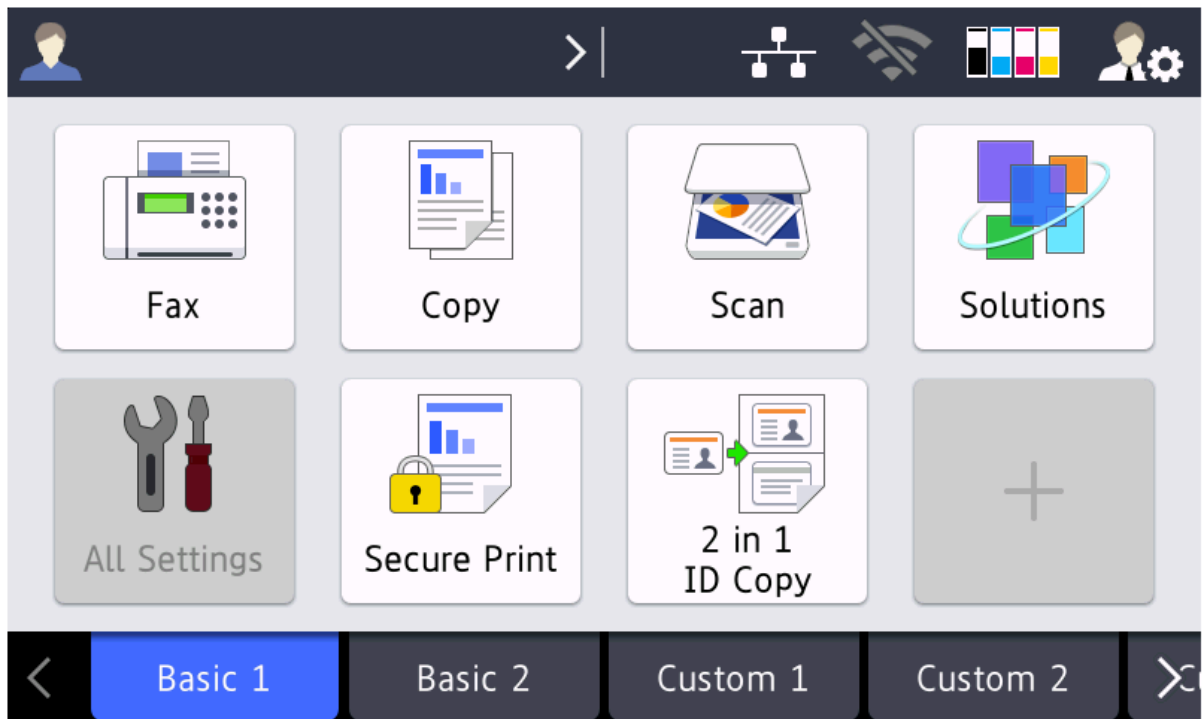
Delete	Refresh
<input type="checkbox"/> Select all	
<input type="checkbox"/> My print later document.txt	
<input type="checkbox"/> My anywhere document.txt	

OK

6. Select **OK** at the bottom of the screen.

Capture at a Brother printer

1. Sign in to the printer.
2. Select **Solutions**.



3. Select **Capture**.

If you do not see the **Capture** option, it is because the Go configuration is not configured for capture. See "Go functions" in [Go configuration](#).

Solutions	
Capture	
Print	

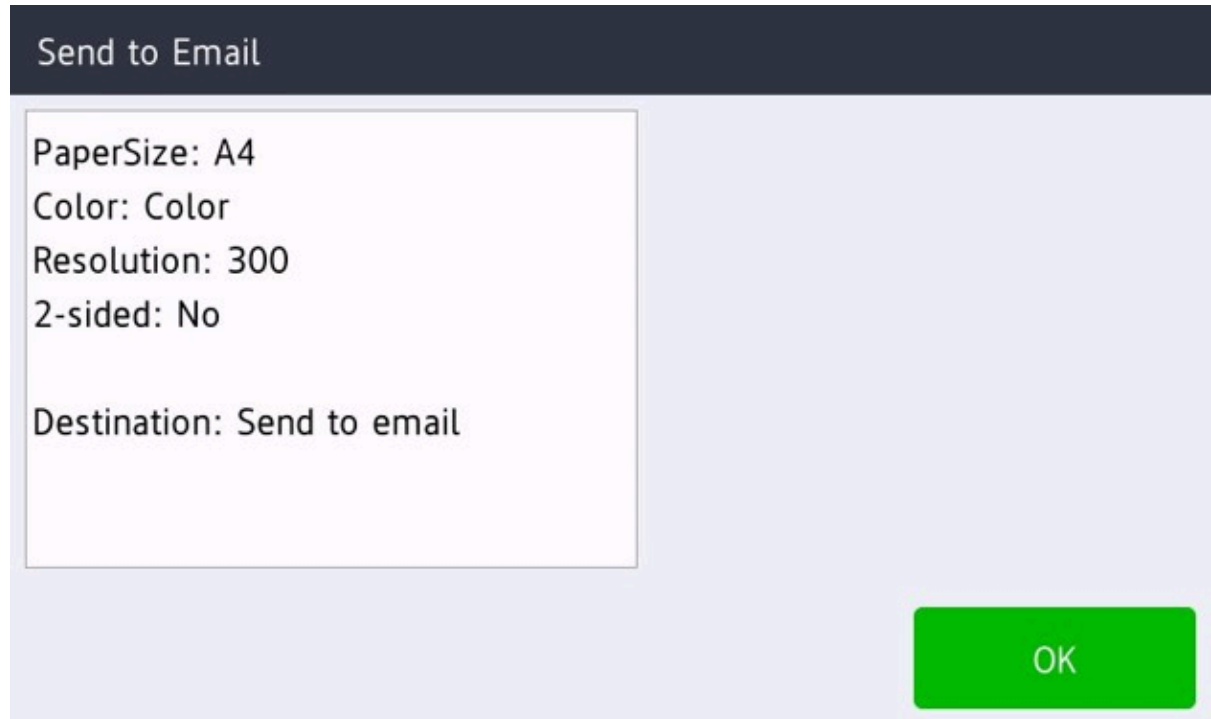
A list of capture workflows appears.

Workflows	
Send to Connector	
Send to Email	
Send to OneDrive	
Sent to SharePoint	

4. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

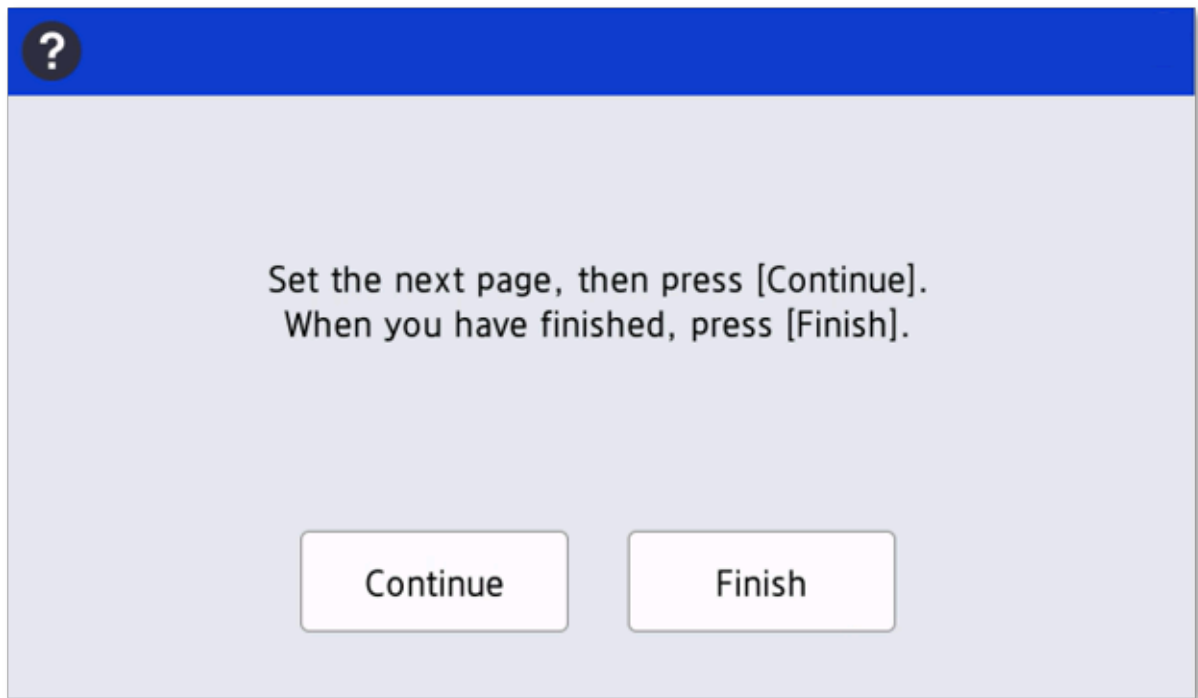
5. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.



6. Select **OK** to start scanning.
7. If you see the message **Set the next page, then press [Continue]**, you can continue to scan further pages.

This message is only displayed if you are using the printer's flatbed glass.

 - If you want to continue scanning, place the next page on the glass, then select **Continue**.
 - If you have no more pages to scan, select **Finish**.



Sign out from a Brother printer

You can sign out from the printer using these methods:

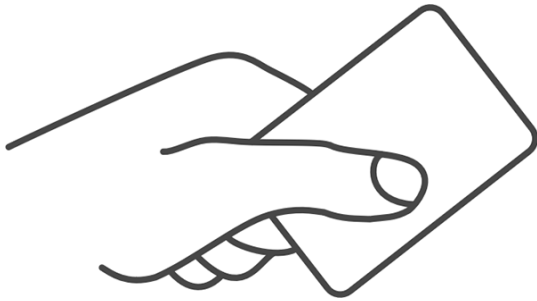
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select the signed-in user's name in the upper left corner.

 You cannot use a card to sign out from a Brother printer.

Register card on a Brother printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.




A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Card registration code

Scan QR code or visit
acme.printix.net

231457



OK

2. Register your card using one of the following methods:

- [Scan the QR code with the camera on your phone.](#)
- [Scan the QR code with the Printix App on your phone.](#)
- [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.

- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

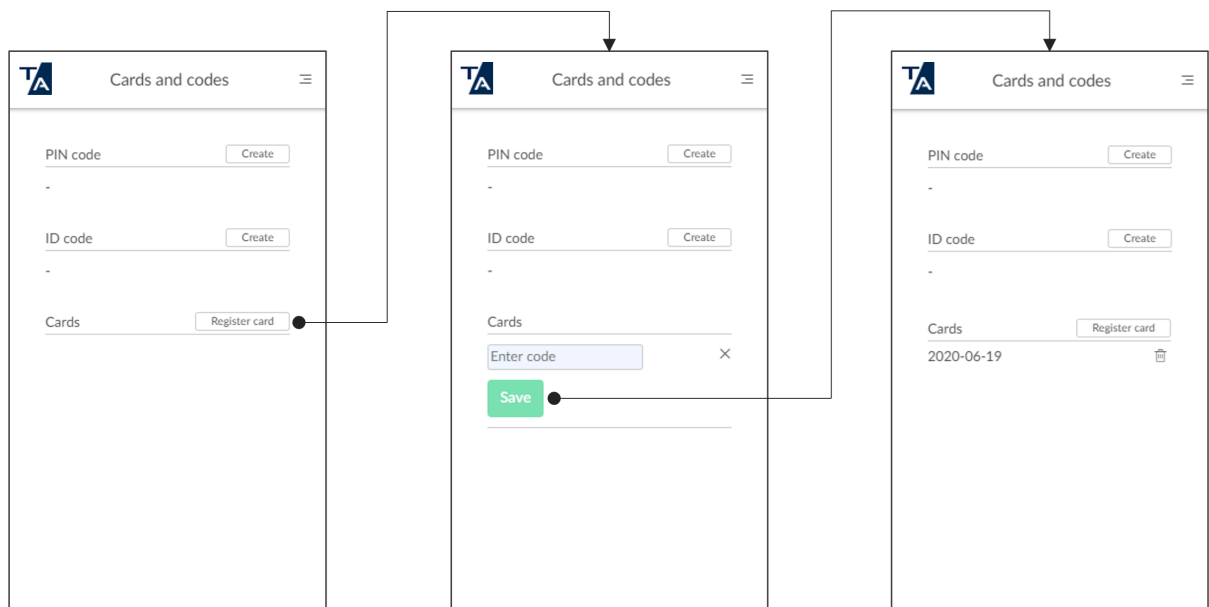
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. Open the Printix App.
2. Select **Menu** ≡ > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

How to remotely access control panel on Brother printers

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **Administrator** tab, select **Remote Panel** in the menu.

Printix Go Canon - How to

How to sections for Canon:


- [How to apply a Canon license](#)
- [How to prepare Canon printer for Printix Go](#)
- [How to synchronize the time on a Canon printer](#)
- [How to use Printix Go on Canon printers](#)
- [How to set inactivity timeout on Canon printers](#)
- [How to set up scan to email on Canon printers](#)
- [How to configure Canon printers to use IPP/IPPS protocol](#)
- [How to set up SSL/TLS communication on Canon printers](#)
- [How to sign in as administrator on Canon printers](#)
- [How to get logs from Canon printers](#)
- [How to register certificates for Canon printers](#)

See also:

- [Printix Go troubleshooting](#)


How to apply a Canon license

Canon licensing uses a new royalty-free licensing agreement between Tungsten Automation and Canon, as the Canon MEAP license used by Tungsten embedded applications is now a royalty-free A1 license.

 The Printix Go Canon Print, Printix Go Canon Capture, and Printix Go Canon Login apps require a separate license to apply for and install. Ensure the Canon printer is in production mode.

To obtain and apply your A1 LIC license file:

1. Open the LAN file that was included with the application JAR file and record the license access number.

 Tungsten is unable to provide the License Access Number (LAN) for the China region. When using this embedded client in the China region, the reseller or customer must contact Canon China for a LAN key. Each license number can be installed on up to ten devices. This LAN key may be chargeable dependent on the regional (Chinese) licensing model.


2. Record and add the serial number for each Canon MFP you want to license in a CSV format.
3. Navigate in a web browser to the Canon License Management System (<http://www.canon.com/meap>).
4. Enter the license access number and select **Next**.
5. Verify the information and select **Apply to Issue a License**.
6. Navigate to the CSV file on your local computer.
7. Complete the rest of the steps until a license (.lic) file is downloaded.

8. To finalize Canon licensing, see the instructions in [How to prepare Canon printer for Printix Go](#).

How to prepare Canon printer for Printix Go

Before installing Printix Go, the printer needs to be set up correctly.

Download the Canon ZIP file

1. Open the [Software](#)  page.
2. Scroll to the **Printix Go** section and select **Canon (ZIP)** to download it.
3. Unpack the downloaded ZIP file.
The unpacked folder contains other ZIP files.
4. Unpack the ZIP file that represents the region where you will use the Canon printer.
 - **CAUS:** Australia
 - **CCHN:** China
 - **CEL:** Europe, Middle East, Africa (EMEA)
 - **CKOR:** Korea
 - **CUSA:** Americas

The unpacked folder contains three JAR files (login, print, and capture), which you will need later for installation.

Configure the printer before installation

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, under **Management Settings**, select **License/Other**.
4. Select **ACCESS MANAGEMENT SYSTEM Settings**.
5. Ensure that **Use ACCESS MANAGEMENT SYSTEM** is selected.
6. Select **OK**.

Set the time on the printer

For print and capture to work on Canon printers, the printer's date and time must match the GMT time zone. Even a 10-second difference can cause errors.

For instructions, see [How to synchronize the time on a Canon printer](#).

Enable card readers for the printer

This section is only relevant if card readers are used.

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, select **External Interface**.
4. Select **USB Settings**.
5. Ensure that **Use MEAP Driver for USB Input Device** is selected.

6. Select **OK**.

Install the required components on a single Canon printer

These steps describe how to install the required applications on a single Canon printer.

To install these applications on multiple printers simultaneously, you can use the Canon imageWARE Enterprise Management Console instead. This console can be downloaded from the [European Canon Developer Portal](#) (registration is required). To use the console, refer to Canon's documentation about "Code-Signed MEAP Application Installation and Distribution Work Instructions," which can also be downloaded from the European Canon Developer Portal.

1. On the home page of the printer's web page, select **Service Management Service**.
If you were not on the home page, select the printer's model in the upper left corner (such as **imageRUNNER ADVANCE**) to return to the home page.
2. In the left-hand menu, select **Install MEAP Application**.
3. To install the **Print** application:
 - a. Next to **Application File Path**, select **Choose File**.
 - b. Browse to the JAR files you unpacked in [Download the Canon ZIP file](#), and select the JAR file that has **print** in its filename.
Example: device-canon-meap-print-dist.jar
 - c. Next to **License File Path**, select **Choose File**.
 - d. Select the license file you obtained in [How to apply a Canon license](#).
 - e. Select **Install and Start** as the operation.
 - f. Select **Install** in the upper right corner.
The installation of the first component is started.
After the installation is finished, if you select **MEAP Application Management** in the left-hand menu, you should see **Printix Go Print** in the list of applications. If you do, return to **Install MEAP Application** before you go to the next step.
4. To install the **Capture** application:
 - a. Next to **Application File Path**, select **Choose File**.
 - b. Browse to the JAR files you unpacked in [Download the Canon ZIP file](#), and select the JAR file that has **capture** in its filename.
Example: device-canon-meap-capture-dist.jar
 - c. Next to **License File Path**, select **Choose File**.
 - d. Select the license file you obtained in [How to apply a Canon license](#).
 - e. Select **Install and Start** as the operation.
 - f. Select **Install** in the upper right corner.
The installation of the second component is started.
After the installation is finished, if you select **MEAP Application Management** in the left-hand menu, you should see **Printix Go Capture** in the list of applications.
5. In the left-hand menu, select **Enhanced System Application Management**.


6. To install the **Login** application:

- a. Next to **Enhanced System Application File Path**, select **Choose File**.
- b. Browse to the JAR files you unpacked in [Download the Canon ZIP file](#), and select the JAR file that has **login** in its filename.
Example: device-canon-meap-login-dist.jar
- c. Next to **License File Path**, select **Choose File**.
- d. Select the license file you obtained in [How to apply a Canon license](#).
- e. Select **Install and Start or Enable** as the operation.
- f. Select **Install** in the lower right corner.

The installation of the third component is started.

After the installation is finished, you should see **Printix Go Login** in the list of applications.

Do not switch to another login application while **Printix Go Login** is installed. Otherwise, the previously installed **Printix Go Print** component will also be unable to properly operate.

 If you restart a Canon printer for the first time after installing the **Printix Go Login** application, the printer may take up to 10 minutes to restart.

Install Printix Go on a Canon printer

After the required components are installed, the next step is to install Printix Go on your printer.

- To install Printix Go on a single printer, see [Install Printix Go](#).
- To install Printix Go on multiple printers, see [How to install Printix Go on multiple printers](#).

How to uninstall Printix Go from a Canon printer

Printix Go must be uninstalled from both the Printix Administrator and the printer's web page.

1. Uninstall Printix Go from the Printix Administrator.
 - To uninstall Printix Go from a single printer, see [How to uninstall Printix Go](#).
 - To uninstall Printix Go from multiple printers, see [How to uninstall Printix Go from multiple printers](#).
2. [Open the printer's web page](#) and log in as administrator.
3. In the left-hand menu, select **Enhanced System Application Management**.
4. Select **Switch** next to a different login service (such as **User Authentication**).
5. Restart the printer.
Wait until the printer is restarted before moving on to the next step.
6. To uninstall the **Login** application:
 - a. Select **Printix Go Login**.
 - b. Under **License Information**, select **License Management**.
 - c. Under **Disable License File**, select **Disable**. If prompted, select **Yes**.
You are returned to the **License Management** page.

- d. Under **Download/Delete Disabled License File**, select **Delete**. If prompted, select **Yes**.
 - e. Select **Back**.
You are returned to the **Enhanced System Application Management** page.
 - f. Select **Uninstall** next to **Printix Go Login**.
The uninstallation of the first application is started.
After the uninstallation is finished, you should not see **Printix Go Login** in the list of applications.
7. In the left-hand menu, select **MEAP Application Management**.
8. To uninstall the **Print** application:
 - a. Select **Printix Go Print**.
 - b. Under **License Information**, select **License Management**.
 - c. Under **Disable License File**, select **Disable**. If prompted, select **Yes**.
You are returned to the **License Management** page.
 - d. Under **Download/Delete Disabled License File**, select **Delete**. If prompted, select **Yes**.
 - e. Select **Back**.
You are returned to the **MEAP Application Management** page.
 - f. Select **Uninstall** next to **Printix Go Print**.
The uninstallation of the second application is started.
After the uninstallation is finished, you should not see **Printix Go Print** in the list of applications.
9. To uninstall the **Capture** application:
 - a. Select **Printix Go Capture**.
 - b. Under **License Information**, select **License Management**.
 - c. Under **Disable License File**, select **Disable**. If prompted, select **Yes**.
You are returned to the **License Management** page.
 - d. Under **Download/Delete Disabled License File**, select **Delete**. If prompted, select **Yes**.
 - e. Select **Back**.
You are returned to the **MEAP Application Management** page.
 - f. Select **Uninstall** next to **Printix Go Capture**.
The uninstallation of the third application is started.
After the uninstallation is finished, you should not see **Printix Go Capture** in the list of applications.

How to update Printix Go Canon for a single printer

To update Printix Go on multiple printers simultaneously, you can use the Canon imageWARE Enterprise Management Console instead.

1. [Open the printer's web page](#) and log in as administrator.
2. In the left-hand menu, select **Enhanced System Application Management**.

3. Select **Switch** next to a different login service (such as **User Authentication**).
4. Restart the printer.
5. [Download and unpack the latest version of the Canon ZIP file](#).
6. Install the **Printix Go Login**, **Printix Go Print**, and **Printix Go Capture** applications [as described above](#).
Use the JAR files from the newly downloaded Canon ZIP file during the reinstallation.
7. Restart the printer again.
8. [Update Printix Go](#) through Printix Administrator.

How to synchronize the time on a Canon printer

For print and capture to work on Canon printers, the printer's date and time must match the GMT time zone. Even a 10-second difference can cause errors.

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, under **Preferences**, select **Timer/Energy Settings**.
4. Select **Date/Time Settings**.
5. For **Time Zone**, select the time zone for your area.
6. Optionally, configure the **Daylight Saving Time Settings**.
7. For **Date** and **Time**, enter the current time. While the current time is entered, quickly select **OK**.
Ensure that the entered minute value is still true when you select **OK**.
8. Restart the printer by holding the power button for a few seconds then pressing it again.


How to use Printix Go on Canon printers

- [Sign in with an ID code at a Canon printer](#)
- [Sign in with card at a Canon printer](#)
- [Release documents at a Canon printer](#)
- [Capture at a Canon printer](#)
- [Sign out from a Canon printer](#)
- [Register card on a Canon printer](#)
- [Sign in as guest on a Canon printer](#)
- [Sign in to a Canon printer in offline mode](#)

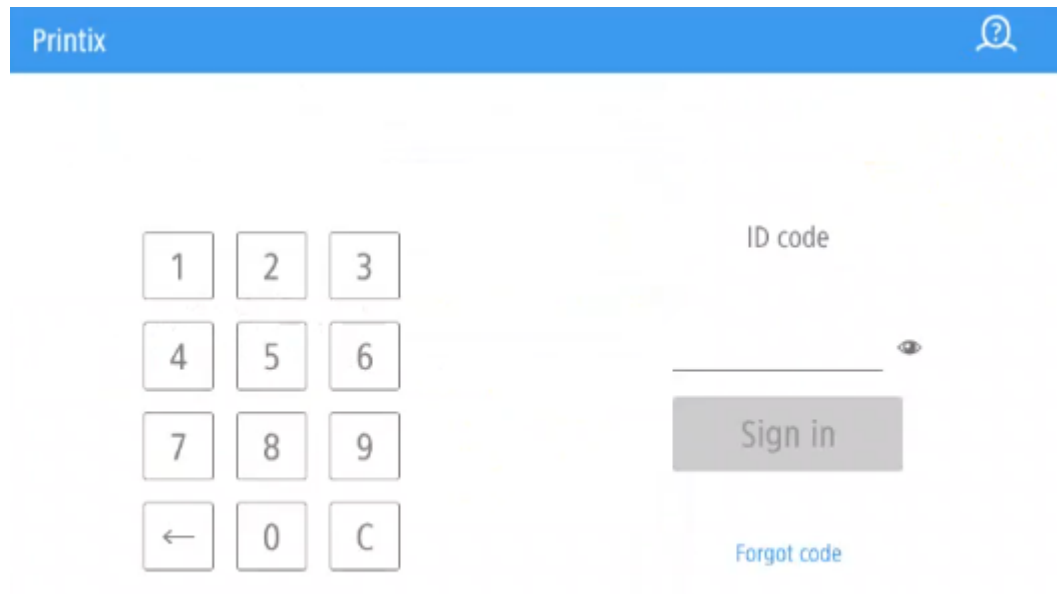
See also:


- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

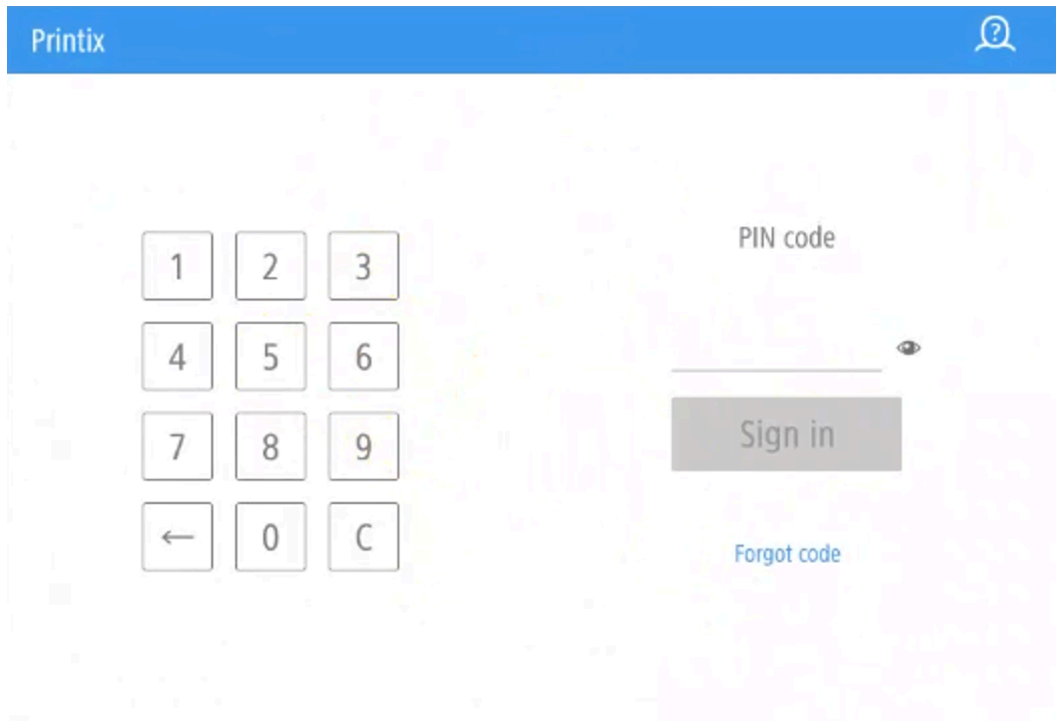
Sign in with an ID code at a Canon printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.

- If you do not know your ID code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.




Sign in with card at a Canon printer

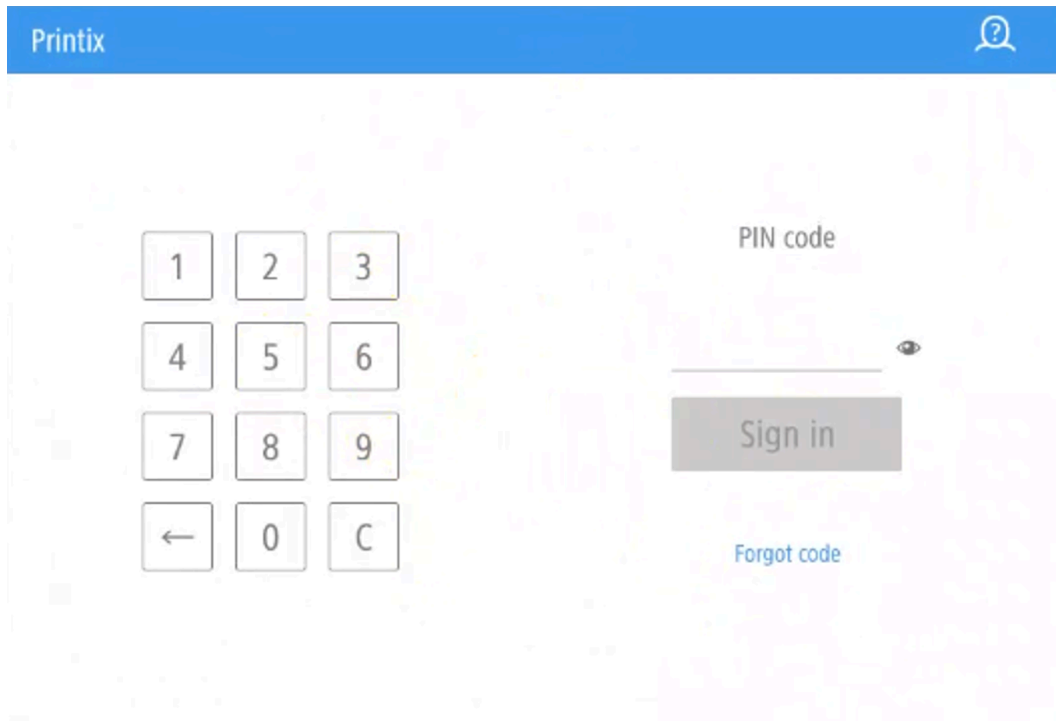
1. Swipe your card at the card reader on the printer.

Printix




Present card

2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

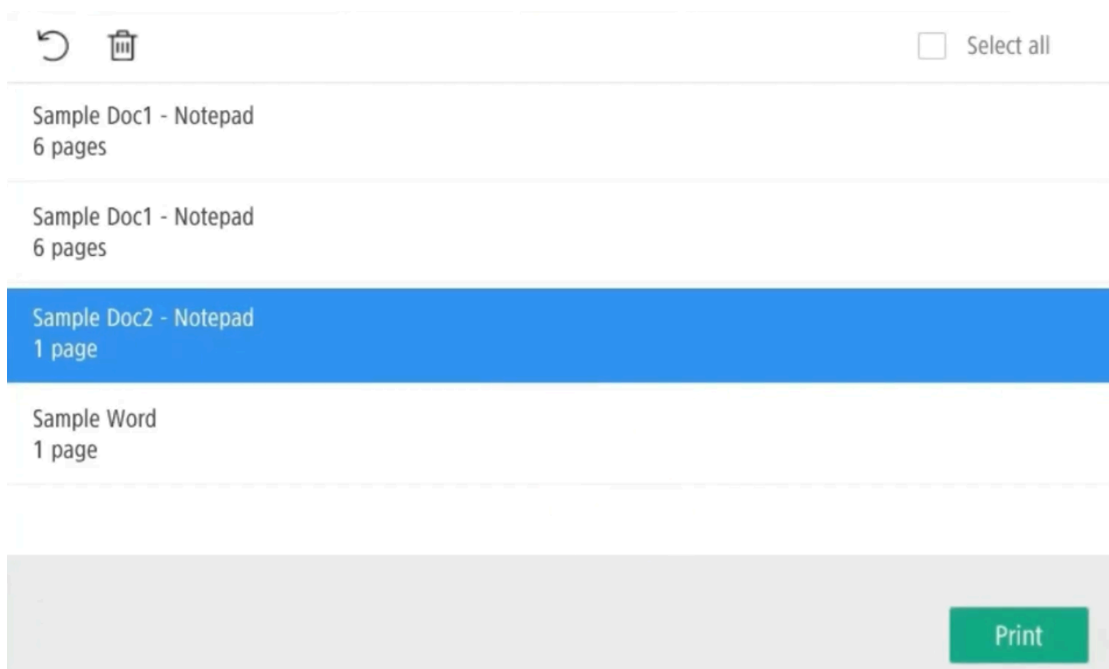


Release documents at a Canon printer

1. Sign in to the printer.
2. Select the **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner). To refresh the list of documents, select **Refresh** ↺.



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Canon printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

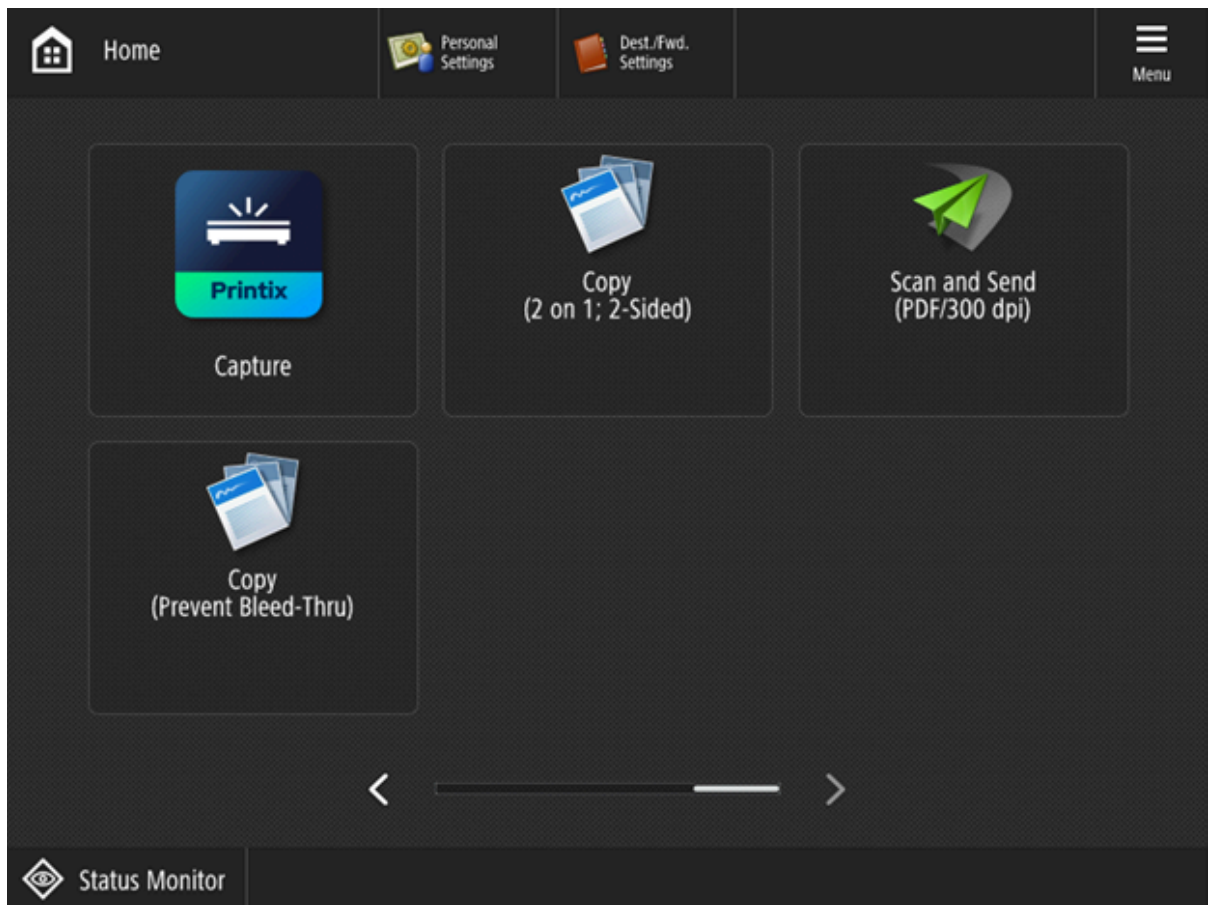
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

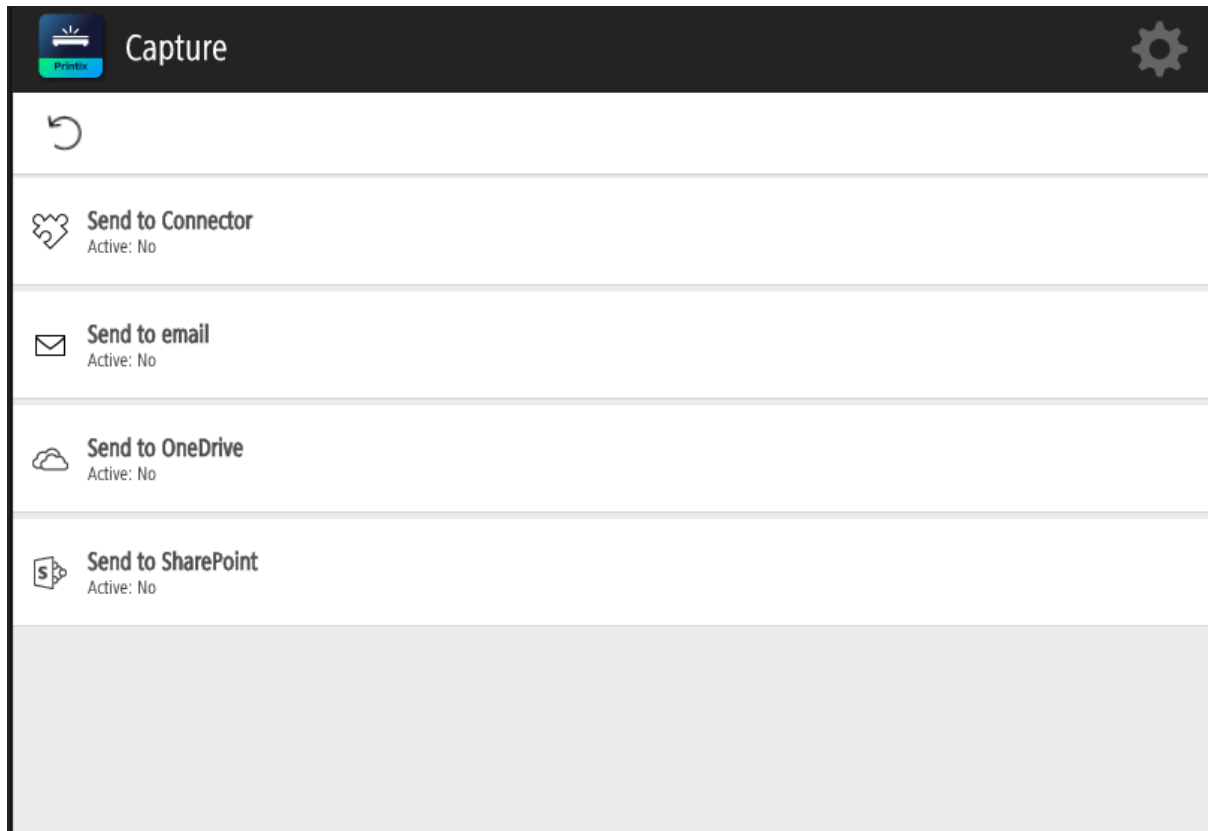
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.





1. Sign in to the printer.
2. Select the **Capture**  icon.






A list of capture workflows appears.




3. Select the appropriate workflow.
If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.

 Capture	 Personal Settings	 Dest./Fwd. Settings	 Menu
---	---	---	--

Send to email ✕

	Orientation: Select automatically Paper size: Select automatically Color: Color Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: send to email-2025-02-07_07-05-34
	To: john.smith@printix.net

Start

 Status Monitor

5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- While your document is being scanned, you can:
 - Go to the Home page without interrupting the scan, but you cannot start a new scan job until the current scan job is finished.
If the scan finishes while the Home page is displayed, the scanned pages are sent to the selected destination.
 - Sign out without interrupting the scan, but only you can sign in until it finishes.
If the scan finishes while you are signed out, the scanned pages are sent to the selected destination.

6. As soon as the document is scanned, you can scan more documents as part of the same scan job.

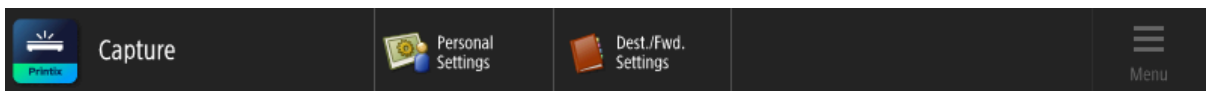
The additional documents can have different sizes, and they can be scanned from either the printer's flatbed glass or the automatic document feeder.

- Select **Scan more** to scan additional pages.
- Select **Cancel** to cancel the scan job.
- Select **Finish** to send the scanned pages to the selected destination.

The printer sends the scanned documents as a single job.



- If you do not select any option for 10 minutes, the scan job is automatically canceled, and no more pages can be added to the scan job.
- The file size of the processed pages determines how long it takes to deliver the pages to the selected destination. The file size can be affected by the page count, the scan settings, and the printer model.



Send to email

	Orientation: Select automatically
	Paper size: Select automatically
	Color: C
	Resolution: 2-sided
	File type: Medium
	Image quality: Medium
File name: send to email-2025-02-17_03-42-54	
To: john.smith@acme.com	

Scan pages 3
In progress

Scan more
Cancel
Finish



Sign out from a Canon printer

You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Log Out**.
 - The **Log Out** button is typically in the upper right corner, but its position can vary on Canon printers.

- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Canon printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.

A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Printix



Scan QR code or visit acme.printix.net

093321

Close

2. Register your card using one of the following methods:

- [Scan the QR code with the camera on your phone.](#)
- [Scan the QR code with the Printix App on your phone.](#)
- [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

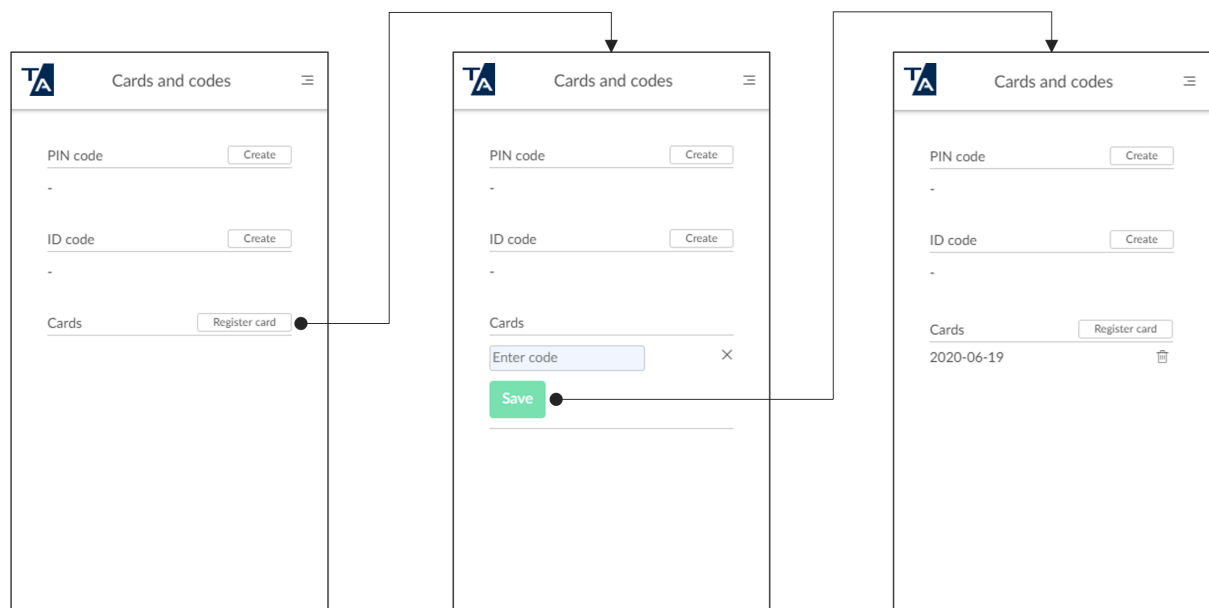
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

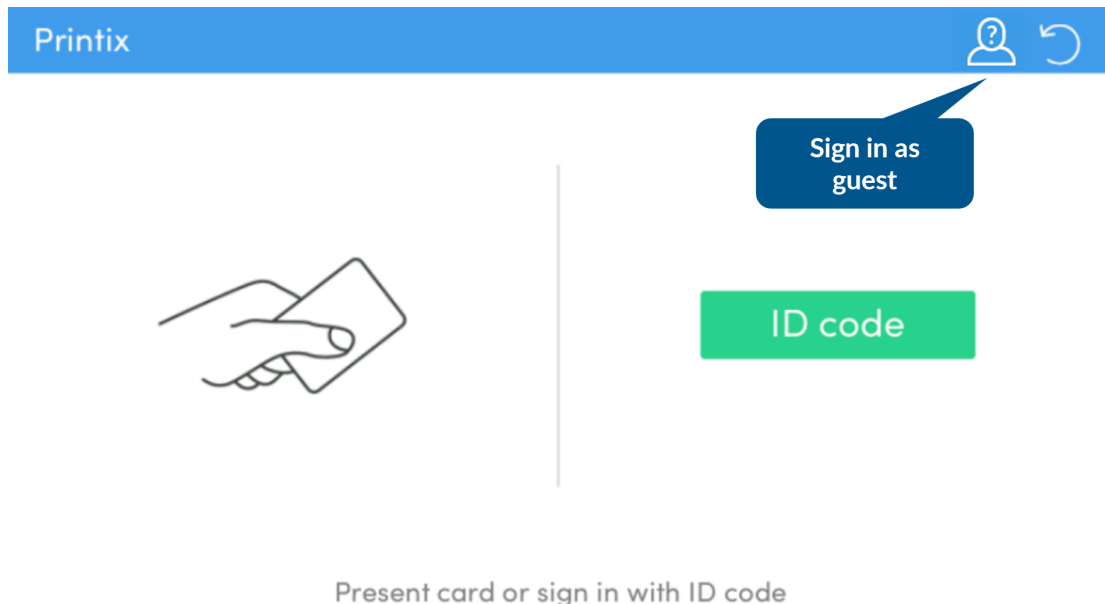
1. Open the Printix App.
2. Select **Menu** ≡ > **Cards and codes**.



3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Canon printer

1. On the sign-in page, select **Guest** ⓘ in the upper right of the printer's touchscreen control panel.



2. Select a function to use, such as **Copy** if that is available.
The accessible functions depend on the [Access control](#) settings in the Go configuration. Sign-in as guest is not available if all functions, including **Everything else**, are locked.

Sign in to a Canon printer in offline mode

If the Printix Client is offline but the Printix Cloud is online, it is still possible to sign in to the printer, but only the printer's default functions can be used.

How to set inactivity timeout on Canon printers

1. Sign in to the printer.
2. On the right bar, select **Settings/Registration**.
3. Select **Device Settings**.
4. Select **Preferences**.
5. Select **Timer/Energy Settings**.
6. Select **Auto Reset Time**.
7. Set the preferred inactivity timeout by pressing the **Up** and **Down** arrows.
If the timeout is set to 0, the timeout is off.
8. Select **OK**.

How to set inactivity timeout on a Canon printer's web page

1. [Open the printer's web page](#) and sign in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, under **Preferences**, select **Timer/Energy Settings**.
4. Select **Power Save Settings**.
5. In **Auto Reset Time**, select the preferred inactivity timeout.
6. Select **OK**.

How to set up scan to email on Canon printers


Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 10.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and log in as administrator.
7. Select **Settings/Registration**.
8. In the left-hand menu, under **Function Settings**, select **Send**.
9. Select **Network Settings - E-Mail/I-Fax Settings**.
10. Under **SMTP/POP Settings**:
 - Select **SMTP RX**.
 - In **SMTP Server**, type the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
 - In **E-Mail Address**, type the email address to be used as the default **From** address (default sender).
11. Under **Specify Port Number for SMTP TX/POP RX**:
 - Type the port in either **SMTP TX** or **POP RX**, depending on which is appropriate.
12. Under **Authentication/Encryption Settings**:
 - Select **Allow TLS (SMTP TX)**.
 - Select **Use SMTP Authentication (SMTP AUTH)**.
 - Type in the **User Name** and the **Password**, then repeat the password in the **Confirm** field.
13. To test the connection, select **Check SMTP Connection** at the top of the page.
14. Select **OK**.

How to configure Canon printers to use IPP/IPPS protocol

By default, Canon printers are unable to use the IPP and IPPS protocols. To enable these protocols:

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, under **Preferences**, select **Network Settings**.
4. Under **TCP/IP Settings**, select **IPP Print Settings**.
5. Select **Use IPP**.
This setting enables the IPP protocol.
6. Optionally, select the check box that enables the IPPS protocol.
This box is titled **Use SSL** or **Allow When Using TLS**.
7. Select **OK**.

 While IPP is enabled, you cannot release documents with Canon Universal Print.

How to set up SSL/TLS communication on Canon printers

To be able to install and uninstall Printix Go on Canon printers, SSL/TLS communication must be configured correctly.

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Login Device Web Admin**.
3. Navigate to **Settings/Registration**, then select **Preferences**.
4. Under **Network Settings**, select **TLS Settings**.
5. In **Specify Allowed Versions**, set **Maximum Version** to **TLS 1.3** and **Minimum Version** to **TLS 1.2**.
Printix Go uses the highest level of TLS that the device supports. If the device does not support TLS 1.3, the communication falls back to TLS 1.2.
6. Select **Apply** to save the changes.

How to sign in as administrator on Canon printers

Follow these steps to sign in as an administrator on Canon printers when Printix Go is installed.

1. On the sign-in page, touch the **Printix** text in the upper left corner of the printer's touchscreen.
A screen appears with two lines and a **Sign in** button.
2. Select the top line, enter a printer administrator name, then select **OK**.
3. Select the bottom line, enter the password that belongs to the administrator name, then select **OK**.
4. Select **Sign in**.

How to get logs from Canon printers

Before you can get logs from a Canon printer, ensure that the printer is correctly set up. See [How to prepare Canon printer for Printix Go](#).

1. [Open the printer's web page](#), but do not log in yet.
2. Select the check box next to **Update Device Log**.
3. In **Current Log Level**, select the desired log type.
If you select **None**, the logs are disabled.
4. Enter your administrator credentials, then select **Submit**.
5. Select **Service Management Service**.
6. In the left-hand menu, select **MEAP Application Log Management**.
7. Select **Download Application Logs**.

The log file (ZIP) can be downloaded to a preferred location on your computer. You can open the text file it contains to view the logs.

How to register certificates for Canon printers

If a Canon printer does not have its own certificates, you can manually register a new one.

Download a certificate

1. Open sign-in.printix.net in a web browser.
2. Select the **Lock** icon next to the URL in the address bar.
A menu appears.
3. Select **Connection is secure**.
4. If you see the option, select **Certificate is valid**.
You should see the text "This site has a valid certificate, issued by a trusted authority."
5. Select the **Show certificate** icon next to the text "Connection is secure."
The **Certificate Viewer** dialog box appears.
6. Select the **Details** tab.
7. Select **Export**.
The **Save As** dialog box appears.
8. Browse to a convenient location where the certificate will be saved.
9. In **File name**, type **.pem** or **.cer** at the end of the default name.
If the original name ended with **.crt**, delete **.crt** from the file name.
10. Change **Save as type** to **All files**.
11. Select **Save**.

Register the certificate on a Canon printer

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings/Registration**.
3. In the left-hand menu, under **Management Settings**, select **Device Management**.

4. Select **CA Certificate Settings**.
5. Select **Register CA Certificate**.
6. Select **Install**.
7. Select the certificate file you downloaded in [Download a certificate](#).
8. Select **Start Installation**.
The certificate is installed.
9. Return to the **Register CA Certificate** page.
10. Select the certificate you installed, then select **Register**.
11. Select **Apply Setting Changes**.

Printix Go Epson - How to

How to sections for Epson:

- [How to prepare Epson printer for Printix Go](#)
- [How to install card reader on Epson printers](#)
- [How to use Printix Go on Epson printers](#)
- [How to set up scan to email on Epson printers](#)


See also:

- [Printix Go troubleshooting](#)


How to prepare Epson printer for Printix Go

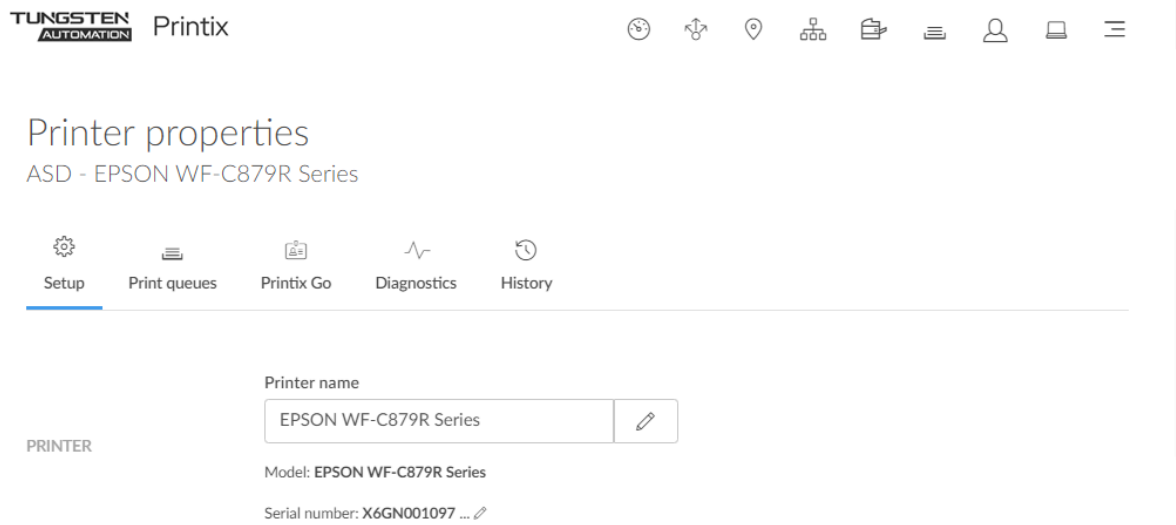
Before installing Printix Go, the printer needs to be set up correctly.

1. Activate Epson Open Platform.

 Printix Go installation (update and uninstallation too) causes the Epson printer's network interface to restart, leaving it disconnected from the network for about 1 minute.

To activate Epson Open Platform:

1. Obtain the serial number for the printer.
 - In Printix Administrator on the [Printer properties](#) page, you can see the **Serial number**, and you can select the  **Modify** icon to copy it to the clipboard.
 - Alternatively, you can find it on the back or on a sticker (bar code) on the bottom of the printer, or with the warranty supplied with the printer.



2. To obtain the product key, visit openplatform.epson.biz/license-op/inputInformation.html.
 - In **Serial number**, type the serial number you obtained.
Example: X6GN001097
 - In **Introduction destination information**, enter your answers.
3. Select **Next**.
4. Verify the information you have entered, then select **Issue**.
5. Select **Export CSV** to save the product keys to a file.
6. [Open the printer's web page](#).
7. Select the **Epson Open Platform** tab.
8. In **Enter product key**, paste the product key that was generated based on this printer's serial number.
9. Select **Next**.
10. Select **OK**.
11. Select the **Epson Open Platform** tab. Select **Product key**.
When **Authentication System** is displayed under the **Epson Open Platform Settings** menu, Epson Open Platform is activated.

How to install card reader on Epson printers

1. Locate the USB type-A port:
 - WorkForce Enterprise MFPs: Front Side
 - WorkForce Pro MFPs: Rear Side
 - EcoTank Pro MFPs: Front Side
2. Connect the card reader.

i If you connect a card reader to the wrong port, you get the message: **The connected device is not supported**. Check the printer manual or contact your Epson Local Support Team.



Card reader cable connected on Epson WF-C5790

i Disconnecting a card reader does not remove it from the [Printer properties](#) page.


How to use Printix Go on Epson printers

- [Sign in with an ID code at an Epson printer](#)
- [Sign in with card at an Epson printer](#)
- [Release documents at an Epson printer](#)
- [Sign out from an Epson printer](#)
- [Register card on an Epson printer](#)

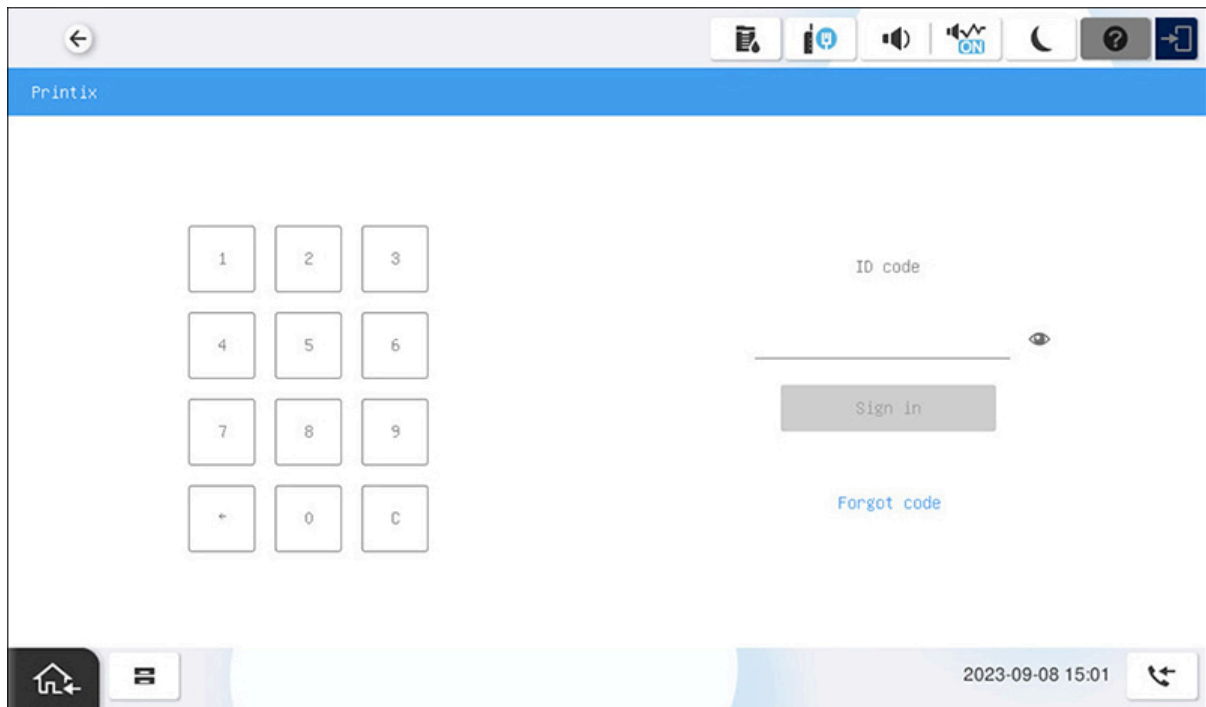
See also:


- [How to manage cards](#)
- [How to reset ID code or PIN code](#)
- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)

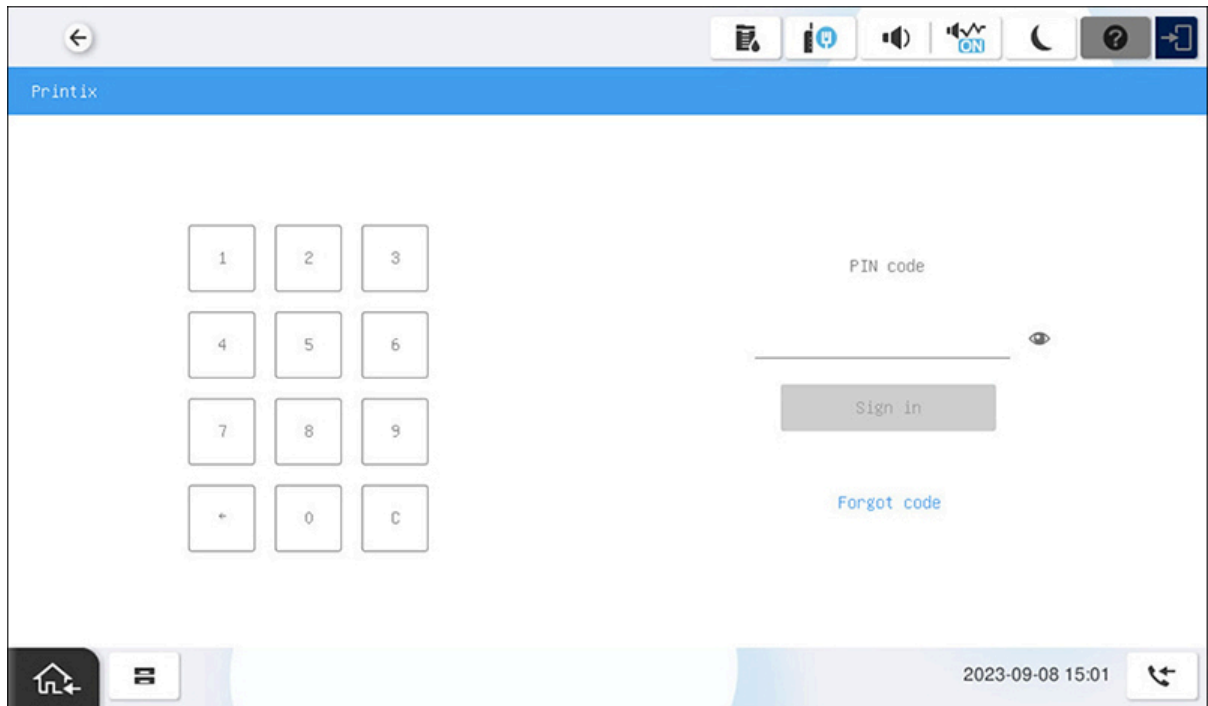
Sign in with an ID code at an Epson printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.

- If you do not know your ID code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

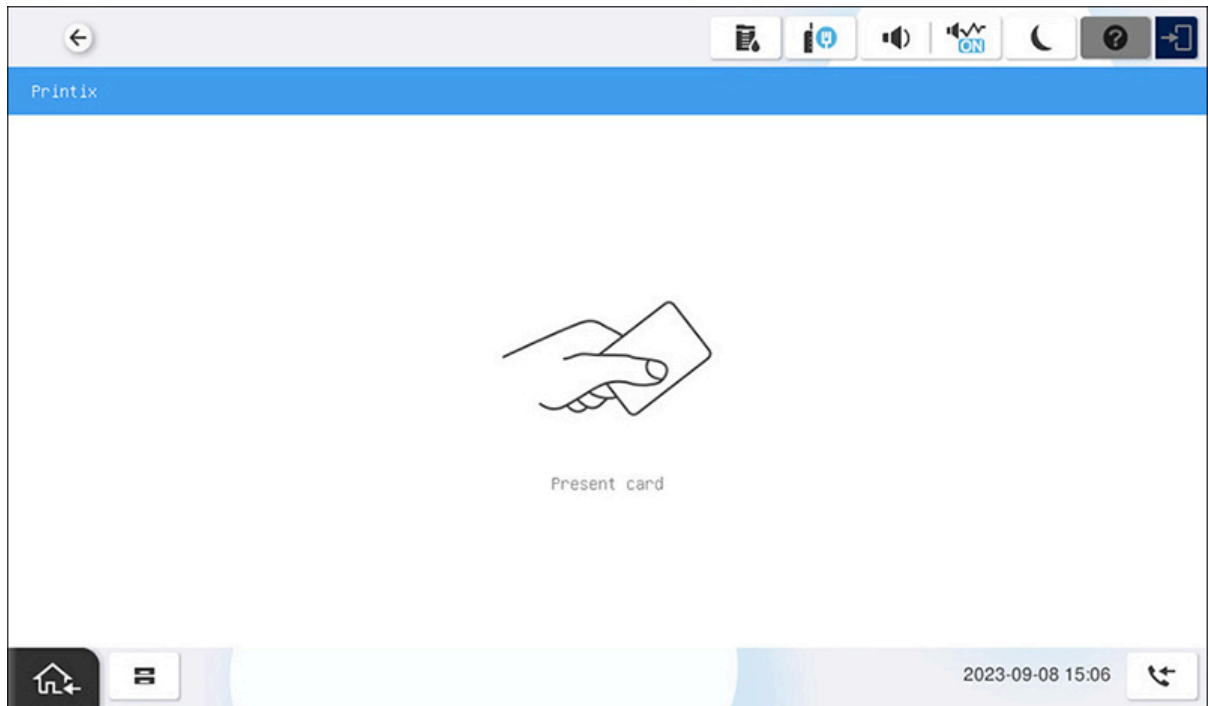



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

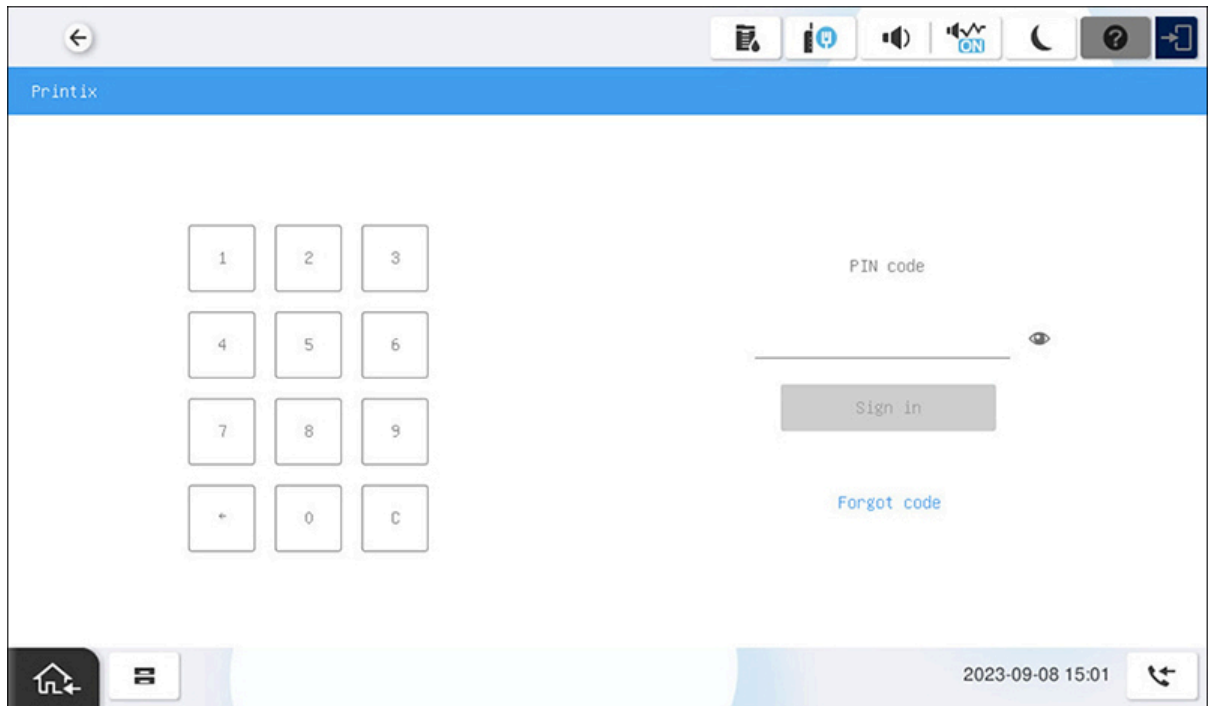


Sign in with card at an Epson printer

1. Swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.

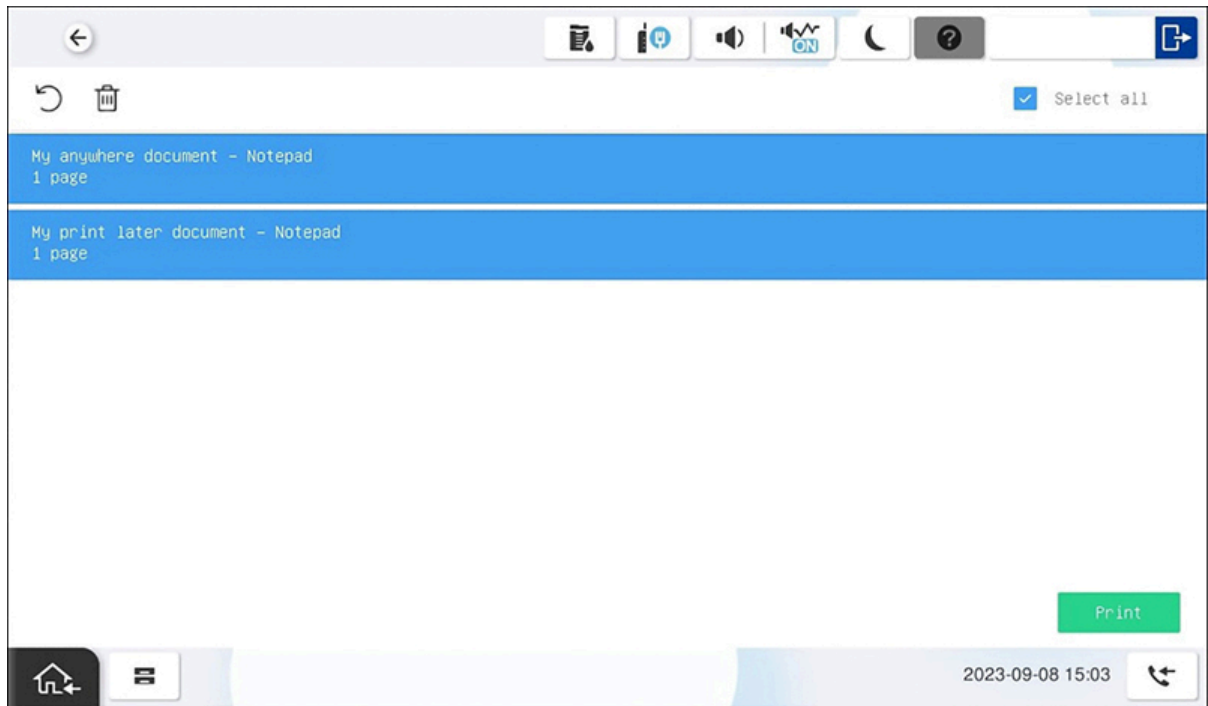


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.




Release documents at an Epson printer

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the **Home** icon on the printer.
3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Sign out from an Epson printer

You can sign out from the printer using these methods:

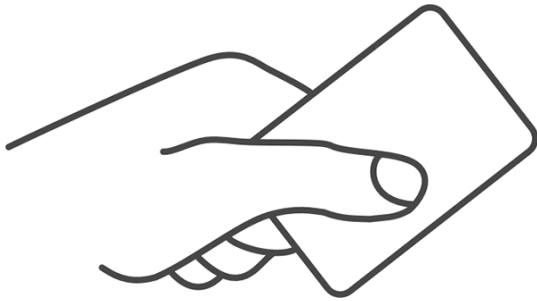
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on an Epson printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be

registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card without a phone.](#)

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

How to set up scan to email on Epson printers

After configured, you can sign in to the printer, select **Scan** and then the **Email** function.

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 9.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and select **Administrator Login**.
7. Select the **Network** tab.
8. In the menu under **Email Server**, select **Basic**.
9. On the **Email Server > Basic** page:
 - In **Authentication Method**, select **Off**.
 - In **Sender's Email Address**, type a sender email address.
 - In **SMTP Server Address**, type the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
 - In **SMTP Server Port Number**, leave the value at 25.
 - In **Secure Connection**, select **STARTTLS**.
 - In **Certificate Validation**, select **Enable**.

The screenshot shows the EPSON WF-C5790 Series Administrator interface. The top navigation bar includes tabs for Status, Print, Scan/Copy, Fax, Network (selected), Network Security, Product Security, Device Management, and Epson Open Platform. The left sidebar lists various settings categories: Basic, Wi-Fi, Wired LAN, Wi-Fi Direct, Email Server (selected), LDAP Server, Kerberos Settings, MS Network, Epson Connect Services, AirPrint Setup, and Google Cloud Print Services. The main content area is titled 'Email Server > Basic'. It contains a warning message: 'The certificate is required to use a secure function of the email server. Make settings on the following page. - CA Certificate - Root Certificate Update'. Below this are several configuration fields: Authentication Method (set to Off), Authenticated Account, Authenticated Password, Sender's Email Address (set to epson@acme.com), SMTP Server Address (set to acme-com.mail.protection.outlook.com), SMTP Server Port Number (set to 25), Secure Connection (set to STARTTLS), and Certificate Validation (set to Enable). A note states: 'It is recommended to enable the Certificate Validation. It will be connected without confirming the safety of the email server when the Certificate Validation is disabled.' At the bottom, there are fields for POP3 Server Address and POP3 Server Port Number, and an OK button.

10. Select **OK**.
After a few seconds, the message appears: **Setup complete**.
11. Select **Connection Test** and then **Start** to test the connection.
After a few seconds, the message appears: **Connection test was successful**.
12. Remember to select **Administrator Logout** and then select **OK** to exit the printer's web pages.



- Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).
- If your email did not arrive, remember to check your spam/junk mail folder. See also: [How to troubleshoot scan to email](#).

Email sender

When you are signed in with Printix, your email address is automatically prefilled in the From field. Some SMTP servers will reject sending the scanned documents if the email sender (From field) does not have a specific value. To work around this, you can specify the **Email sender** in the [Go configuration](#).

Printix Go Fujifilm - How to


How to sections for Fujifilm:

- [How to prepare Fujifilm printer for Printix Go](#)
- [How to use Printix Go on Fujifilm printers](#)
- [How to set inactivity timeout on Fujifilm printers](#)
- [How to set up scan to email on Fujifilm printers](#)

See also:

- [Printix Go troubleshooting](#)

How to prepare Fujifilm printer for Printix Go

1. Make sure no other application is installed on the printer that changes how users sign in to the printer.
Printix does not support having more than one type of authentication software.
2. Before adding the printer to Printix, find a network where every computer runs the [minimum required version](#) of the Printix Client.
3. Add the printer to the selected network.
 - a. Go to the [Printers](#) page, select the **Eye**  in the upper right corner of the table, then select **Printix Go**.
 - b. Find the printer and make sure that the detected vendor type is FUJIFILM. If the vendor type is UNKNOWN, the network has a workstation that runs an inappropriate version of the Printix Client.

Verify the version of Printix Go

1. [Open the printer's web page](#) as an administrator.
2. Select the **System** tab.
3. Select **Plug-in Settings**.
4. In the **Plug-in Name** list, select **Printix Go**, then select **Show**.
The **Information** tab appears, which contains the **Version**.

Configure Printix Go for the printer

1. While you are still in the **Information** tab, select the **Configuration** tab.
2. Configure the following settings as needed.

If you are satisfied with the default settings, you can leave the settings unchanged.

 - **Https port:** A custom port for communication between the printer and Printix Go.
 - **Swipe ignore interval:** This interval determines how many seconds must pass between using cards at the printer. Card swipes are not processed within the specified interval.
 - **Device log enabled:** Select this option to store the log files of the printer. The log files are only useful for troubleshooting purposes. Select **Download device log** to download the stored log files.

- **Http log enabled:** Ensure this option is cleared.
- 3. Select **Apply**.
- 4. If you changed the **Https port**:
 - a. Close the **Plug-in Settings** dialog box.
 - b. Select the **Network** tab.
 - c. Select **Protocols**.
 - d. Select **HTTP**.
 - e. Change the **Port Number (HTTPS)** value to match the **Https port** you configured in step [2](#).
 - f. Select **Save**.


How to use Printix Go on Fujifilm printers

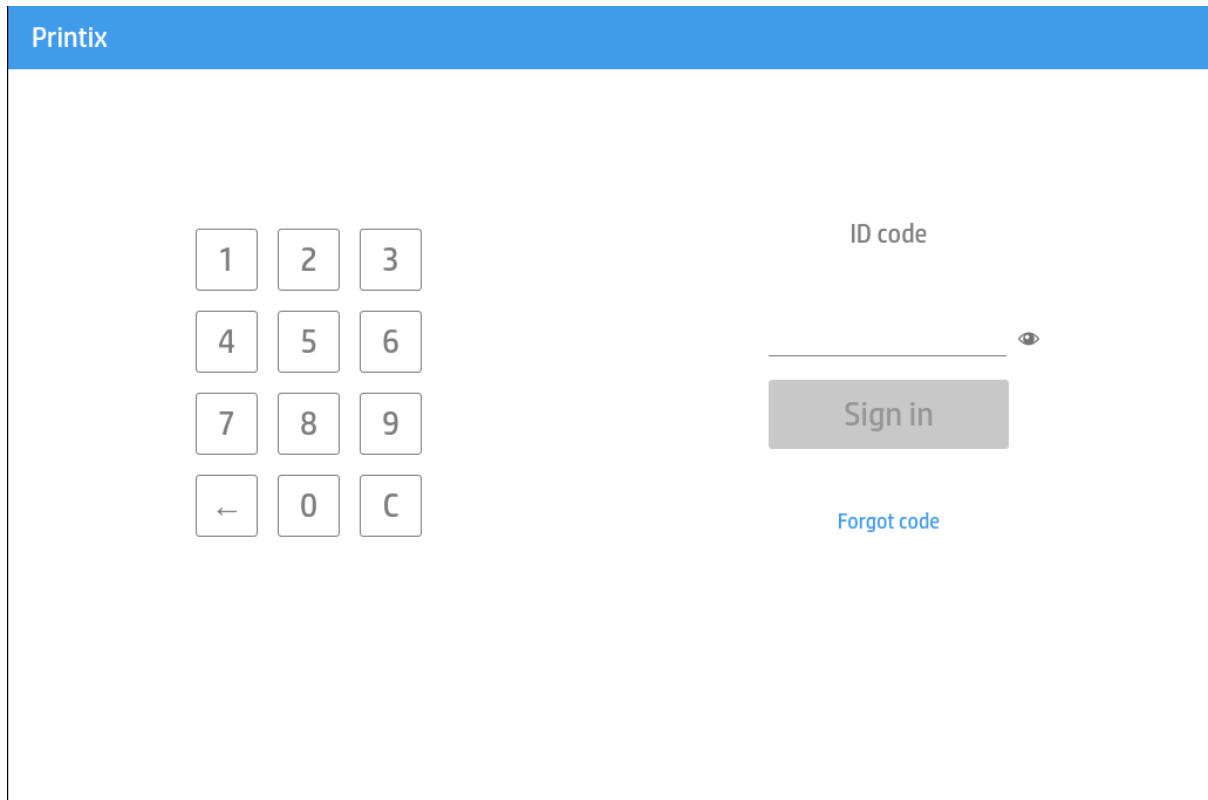
- [Sign in with an ID code at a Fujifilm printer](#)
- [Sign in with card at a Fujifilm printer](#)
- [Release documents at a Fujifilm printer](#)
- [Capture at a Fujifilm printer](#)
- [Sign out from a Fujifilm printer](#)
- [Register card on a Fujifilm printer](#)


See also:

- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Fujifilm printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your ID code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

The image shows a login interface for 'Printix'. At the top is a blue header with the word 'Printix' in white. Below the header, on the left, is a numeric keypad with buttons for digits 1-9, 0, and a back arrow. On the right, there is a label 'ID code' above a text input field. To the right of the input field is an eye icon. Below the input field is a grey 'Sign in' button. At the bottom right, there is a blue link that says 'Forgot code'.

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.
 - Depending on the printer's configuration, it may take two minutes for the printer to sign you in. See [Fujifilm printer is loading for too long when attempting to sign in with ID code](#).

Printix

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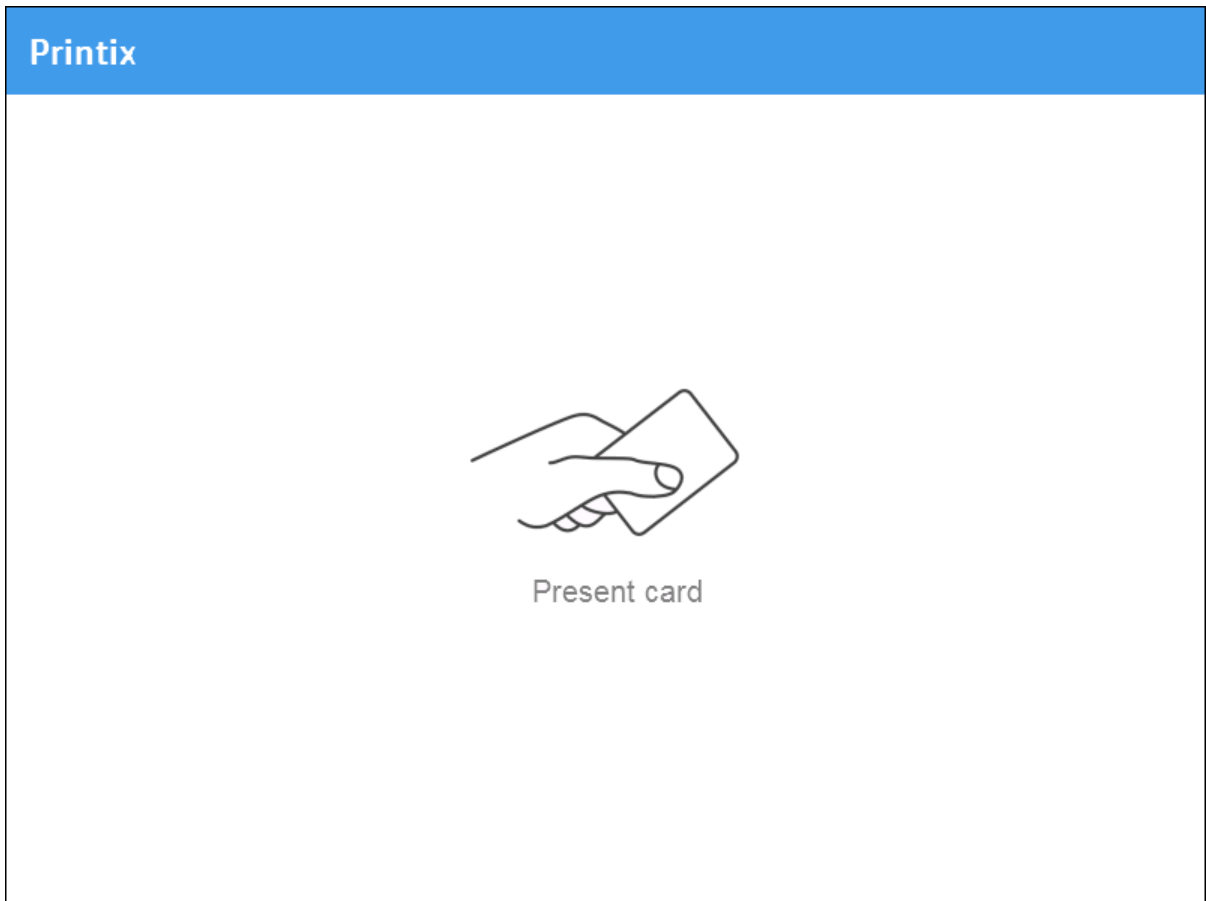
PIN code


Sign in

[Forgot code](#)

Sign in with card at a Fujifilm printer

1. Swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.



2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

Printix

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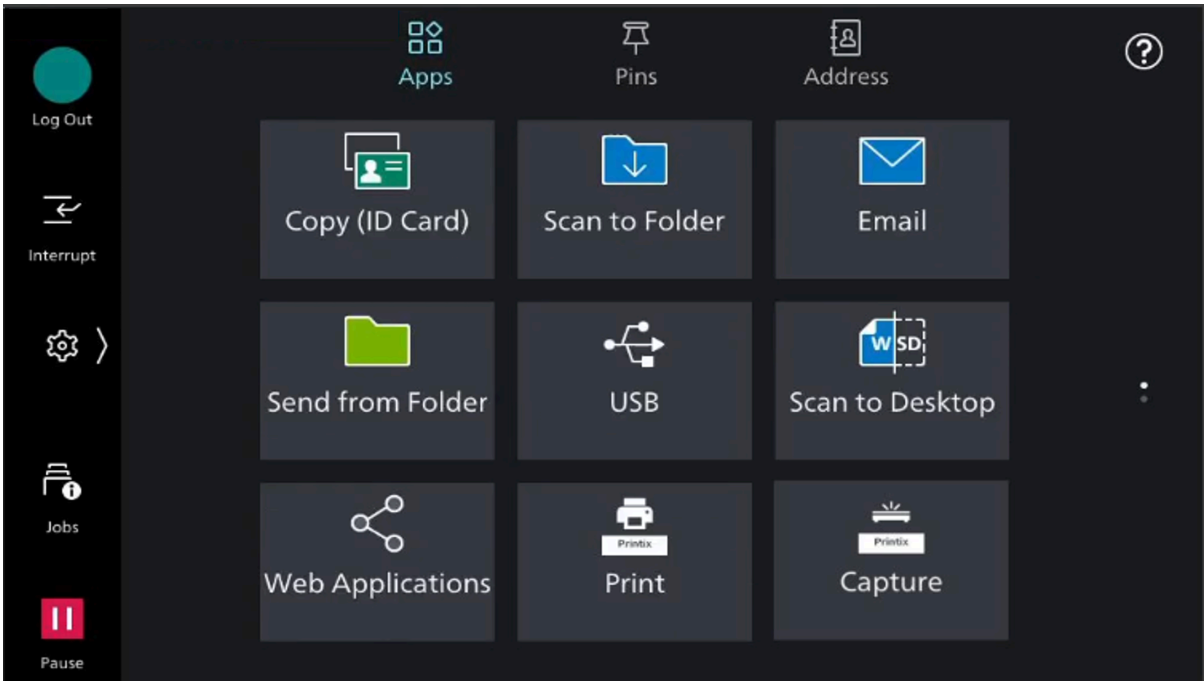
PIN code

Sign in

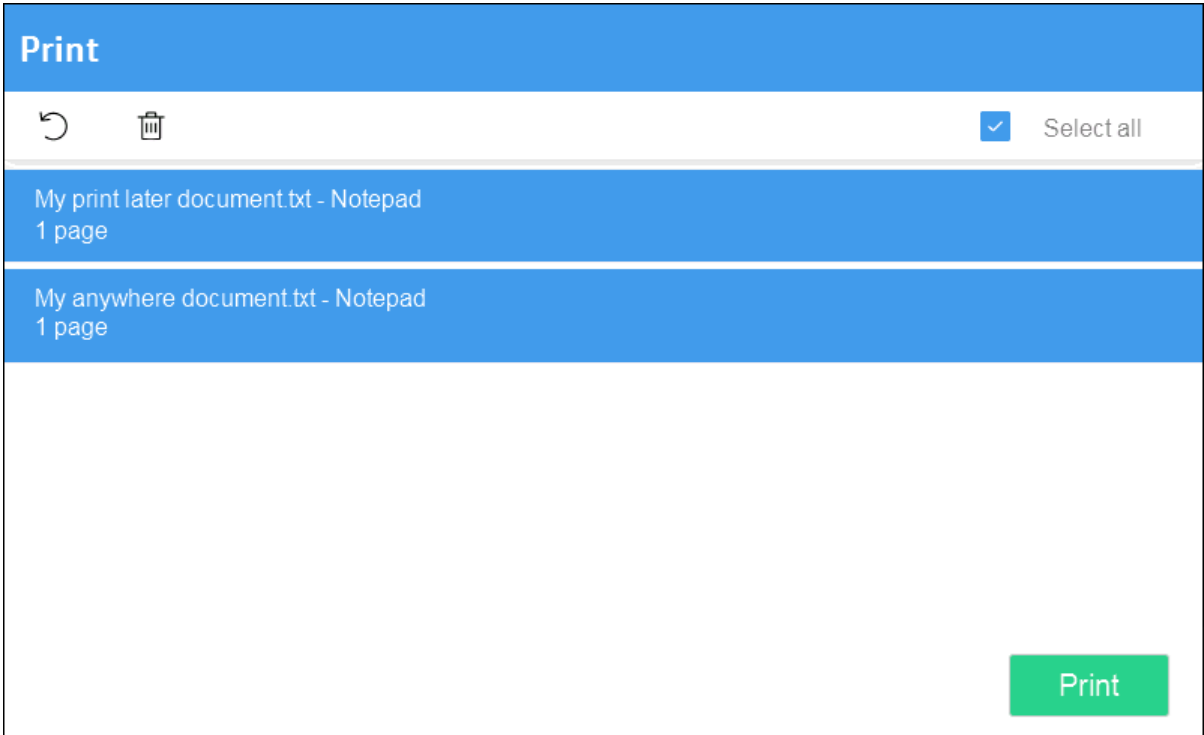
Forgot code

Release documents at a Fujifilm printer

1. Sign in to the printer.
2. Select the Printix **Print** icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Fujifilm printer

The capture process consists of three steps:

- **Scan and upload**

As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

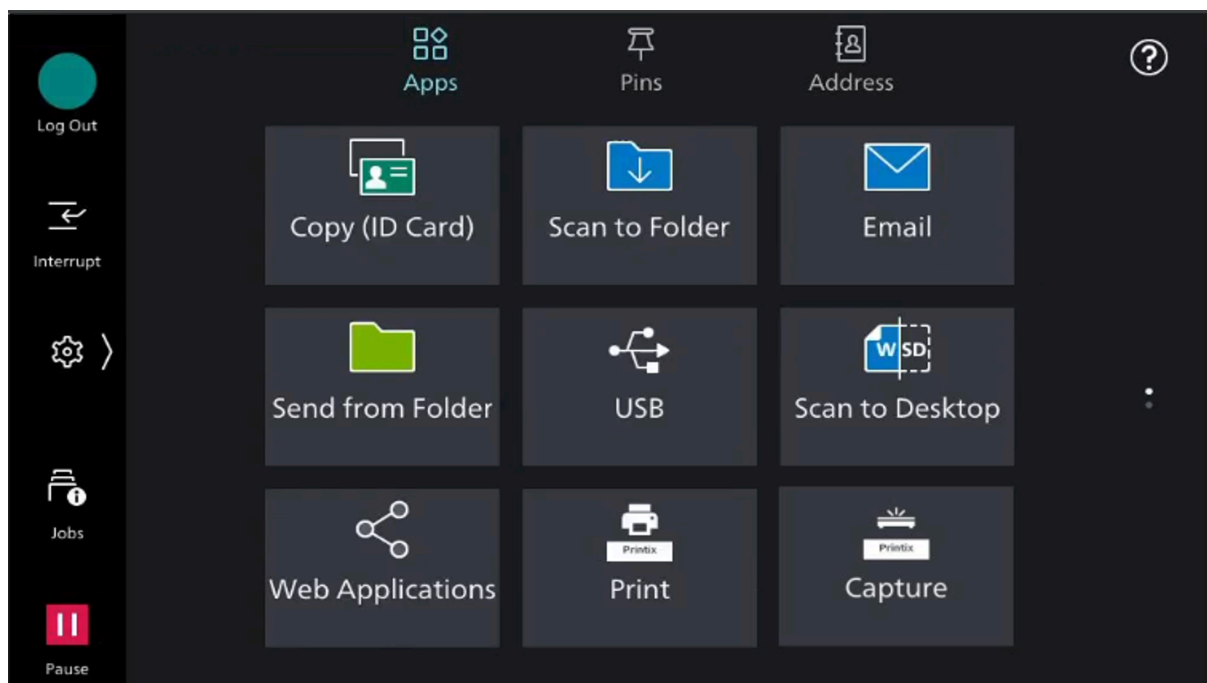
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

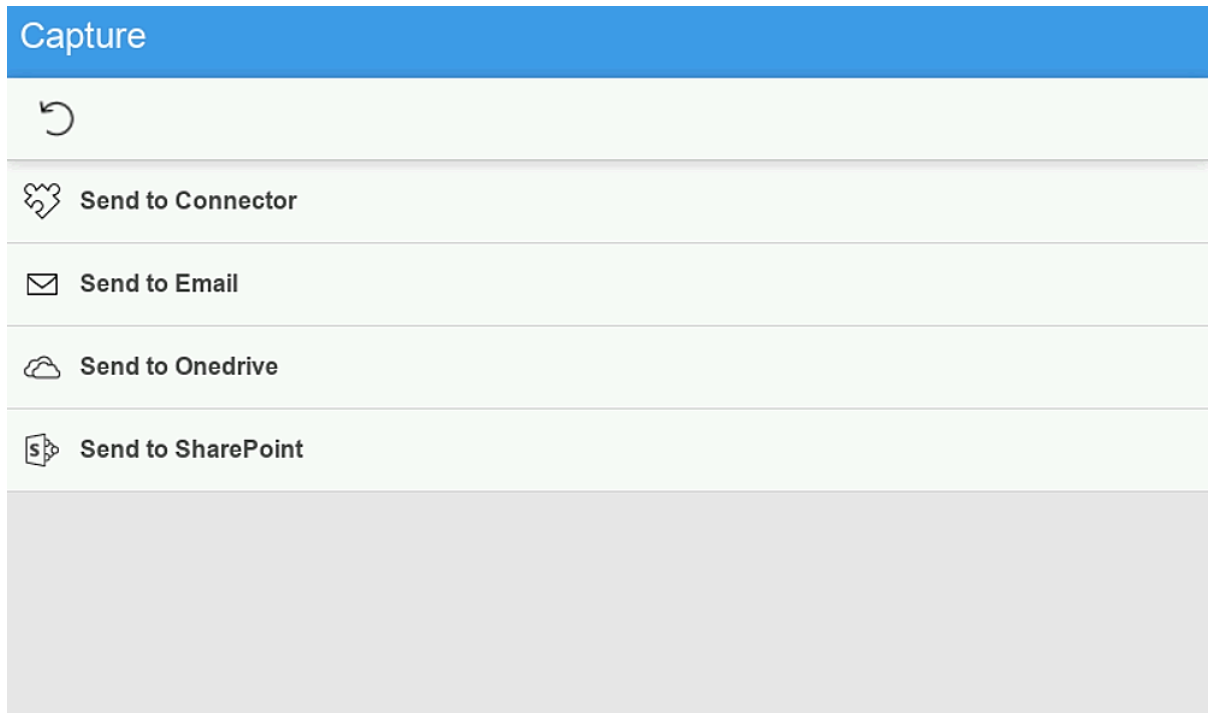
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

1. Sign in to the printer.
2. Select the Printix **Capture** icon.






A list of capture workflows appears.



3. Select the appropriate workflow.
If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.

Capture

Send to email ✕

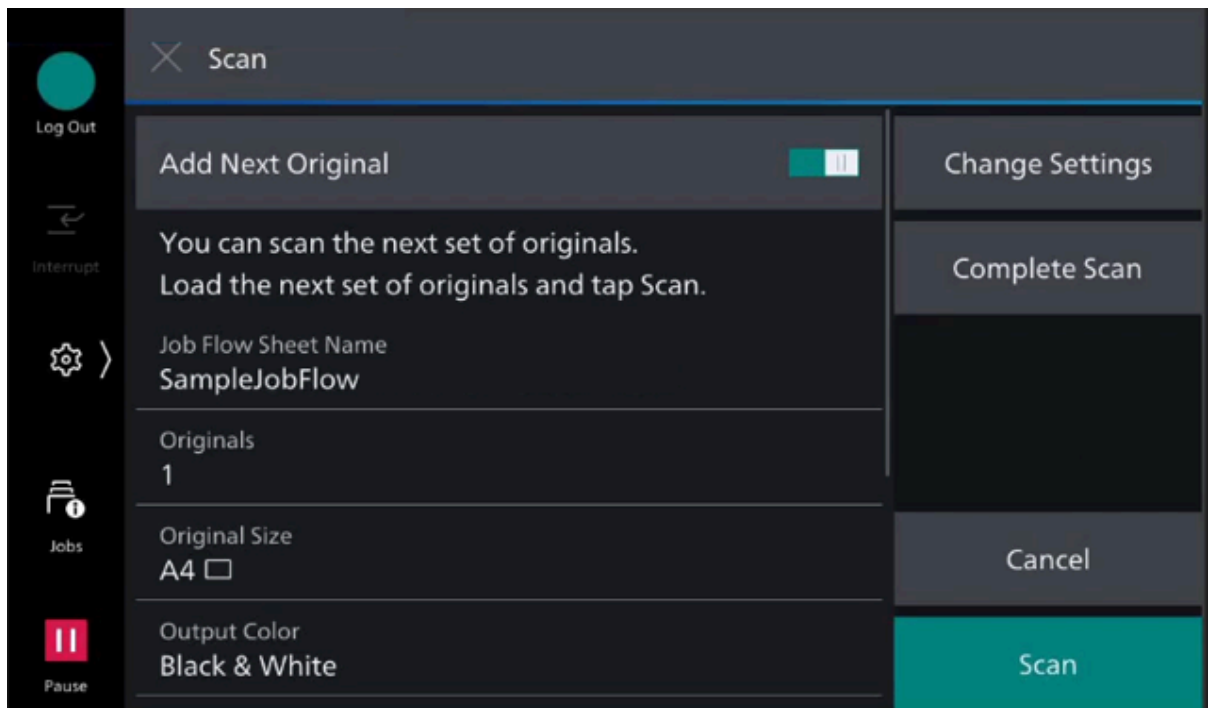
	Orientation: Select automatically Paper size: Select automatically Color: Color Resolution: 300 2-sided: No	<input type="text"/>
	File type: PDF 1.6 Image quality: Medium File name: sendtoemail-2023-01-24_09-06-58	
	To: john.smith@printix.net Cc: lars@printix.net	

Start

5. Select **Start** to start scanning.
 - If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
 - When you start scanning, a new screen appears with the message **You can scan the next set of originals.**
6. While your documents are being scanned, you can decide if you want to scan further pages.
 - If you want to continue scanning, wait for the printer to finish scanning, place the new documents in the printer, then select **Scan**.

Ensure that the **Add Next Original** setting is turned on.

Before you start scanning, you can change the scan settings by selecting **Change Settings**.
 - If you have no more pages to scan, turn off the **Add Next Original** setting if the printer is still scanning. If the printer has already finished scanning, select **Cancel**.



Sign out from a Fujifilm printer

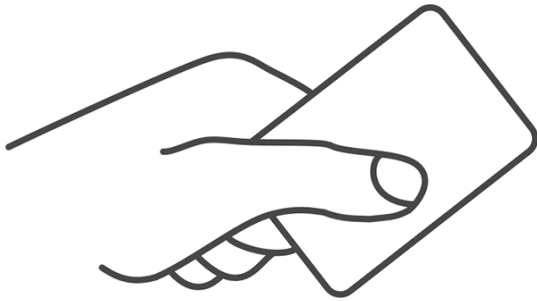
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Fujifilm printer

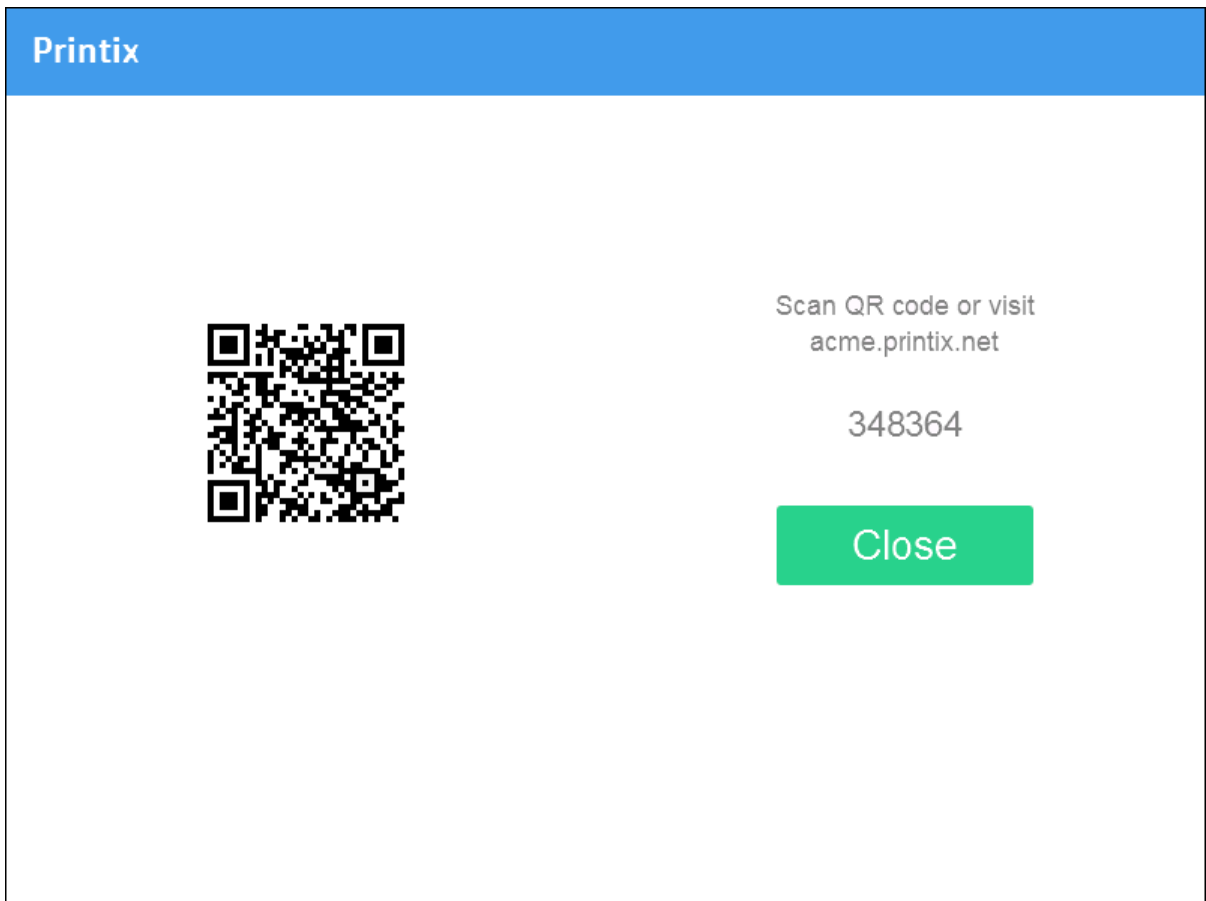
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card on your computer.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

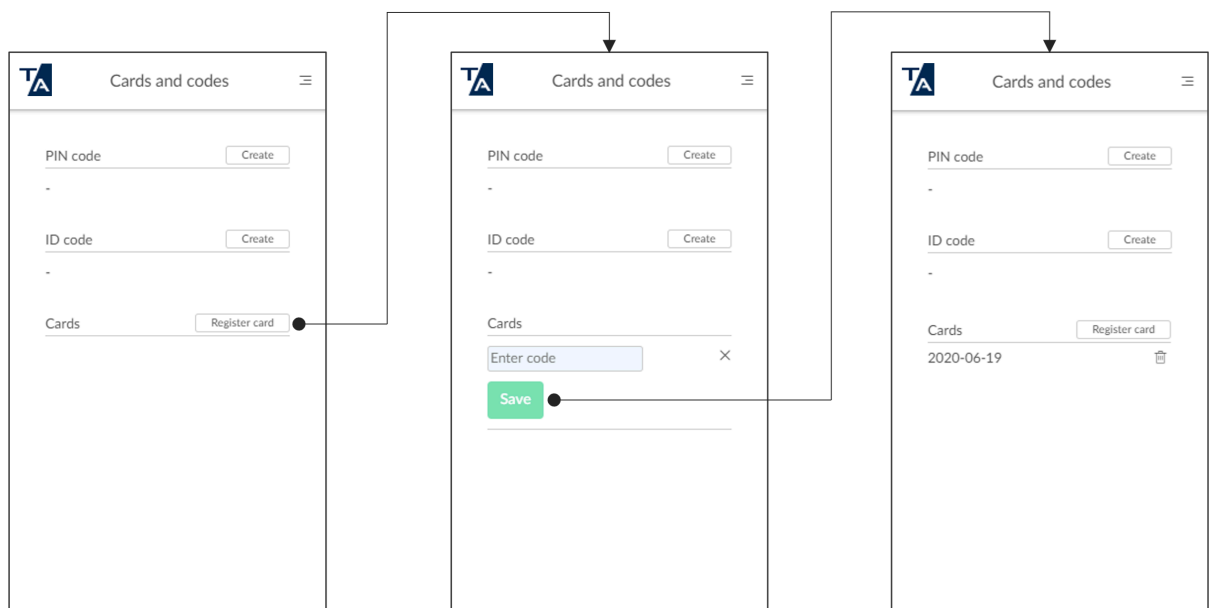
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Register the card on your computer

1. Open the Printix App.
2. Select **Menu** ≡ > **Cards and codes**.



3. Select **Register card**.

4. Enter the 6-digit card registration code you saw previously and select **Save**.

How to set inactivity timeout on Fujifilm printers

1. [Sign in to the printer's web page](#).
2. In the **System** menu, select **Timeouts**.
3. In **System timeout**, enter the number of seconds.

How to set up scan to email on Fujifilm printers

These steps are required to complete the setup of Scan to Email.

Enable email port for sender

1. Sign in to the printer as a system administrator.
2. Select **Tools**.
The **Tools** screen appears.
3. Select **System Settings**.
4. Select **Connectivity & Network Setup** from the **Group** menu.
5. Select **Port Settings** from the **Features** menu.
6. Use the **Up** or **Down** button to select the **Send E-mail** option, then select **Change Settings**.
7. Make sure **Port Status** is set to enabled. Alternatively, select **Port Status**, then select **Change Settings**.
8. Select **Enabled**.
9. Select **Save**.
10. Select **Close** twice to return to the **Tools** screen.

Set the printer's email address

1. On the **Tools** screen, select **Machine E-mail Address / Host Name** from the **Features** menu.
The **Machine E-mail Address / Host Name** screen appears.
2. Select **E-mail Address**, then select **Change Settings**.
3. Use the keyboard on the touchscreen to enter the email address.
4. Select **Save**.
5. Select **Close** to return to the **Tools** screen.

Set the email server

1. On the **Tools** screen, select **Outgoing / Incoming Email Settings** from the **Features** menu.
2. Select **SMTP Server Settings** from the **Group** menu.
3. Using the **Up** or **Down** button, scroll down to select **SMTP Server Name / IP Address**.
4. Select **Change Settings**.
5. Enter the **Server Name / IP Address** and the other SMTP server details.
6. If required, use the keyboard on the touchscreen to enter the **SMTP AUTH / SMTP Password**.
7. Select **Save**.

8. Select **Close** repeatedly to return to the home screen.

After a few seconds, the printer automatically restarts itself to update the new settings.

Printix Go HP - How to

How to sections for HP:

- [How to use Printix Go on HP printers](#)
- [How to control access to HP printer functions](#)
- [How to set inactivity timeout on HP printers](#)
- [How to set up scan settings on HP printers](#)
- [How to set up scan to email on HP printers](#)
- [How to remotely access control panel on HP printers](#)
- [How to reset to factory settings on HP printers](#)
- [How to install card reader on HP printers](#)
- [How to set up SSL/TLS communication on HP printers](#)
- [How to enable the HP Workpath platform](#)
- [How to install HP Workpath on printers through HP Command Center](#)
- [How to sign in as an administrator on HP Workpath printers](#)

See also:

- [Printix Go troubleshooting](#)


How to use Printix Go on HP printers

- [Sign in with an ID code at an HP printer](#)
- [Sign in with card at an HP printer](#)
- [Release documents at an HP printer](#)
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- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

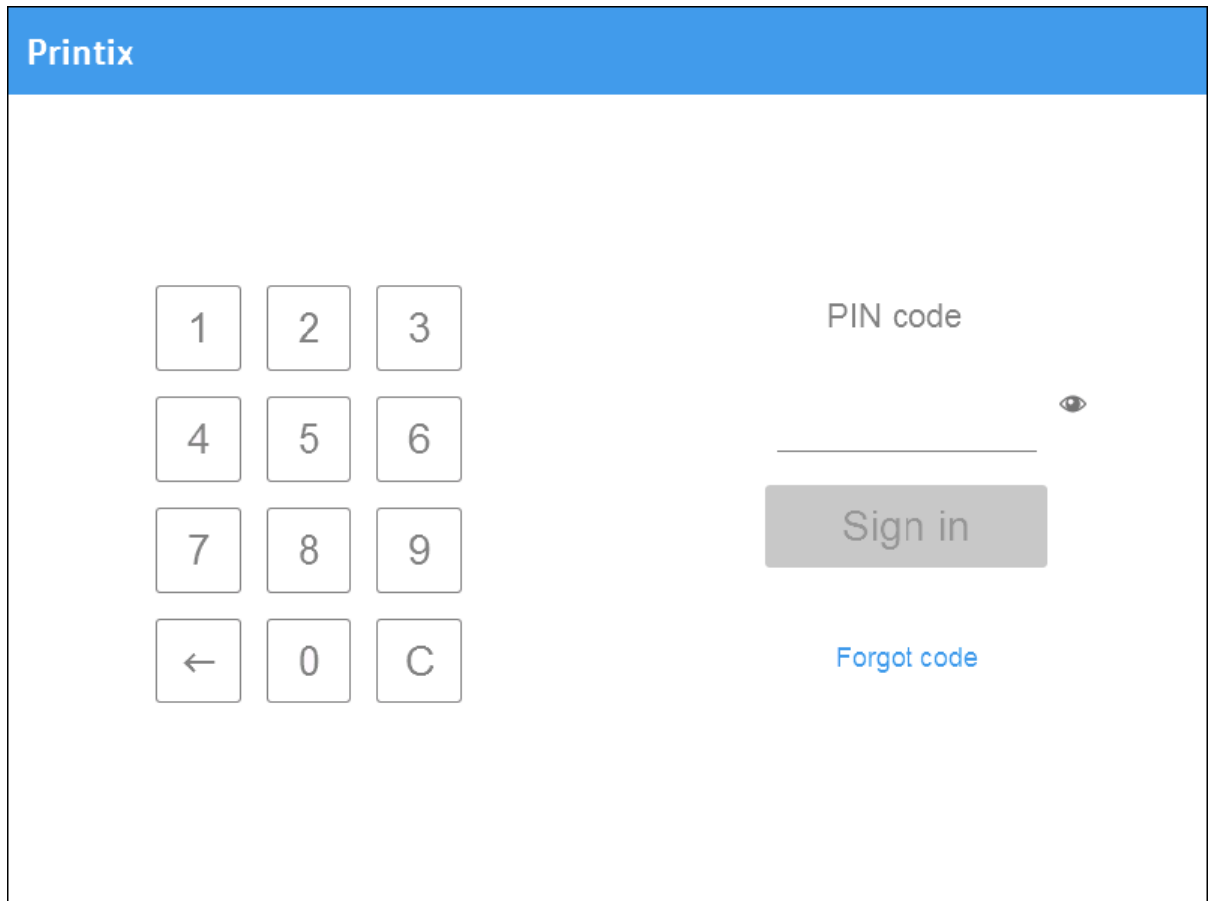
Sign in with an ID code at an HP printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.

- If you do not know your ID code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

The screenshot shows the Printix login interface. At the top is a blue header with the word "Printix". Below the header, on the left, is a numeric keypad with buttons for digits 1-9, 0, and a backspace arrow. On the right, there is a label "ID code" above a text input field. To the right of the input field is an eye icon. Below the input field is a grey "Sign in" button. At the bottom right, there is a blue link labeled "Forgot code".

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

The image shows a sign-in interface for Printix. At the top, there is a blue header bar with the word "Printix" in white. Below the header, the interface is divided into two main sections. On the left, there is a numeric keypad with buttons for digits 1 through 9, 0, a back arrow, and a "C" (clear) button. On the right, there is a "PIN code" label above a text input field. To the right of the input field is an eye icon for toggling visibility. Below the input field is a grey "Sign in" button. At the bottom right, there is a blue link that says "Forgot code".

Printix

1 2 3

4 5 6

7 8 9


← 0 C

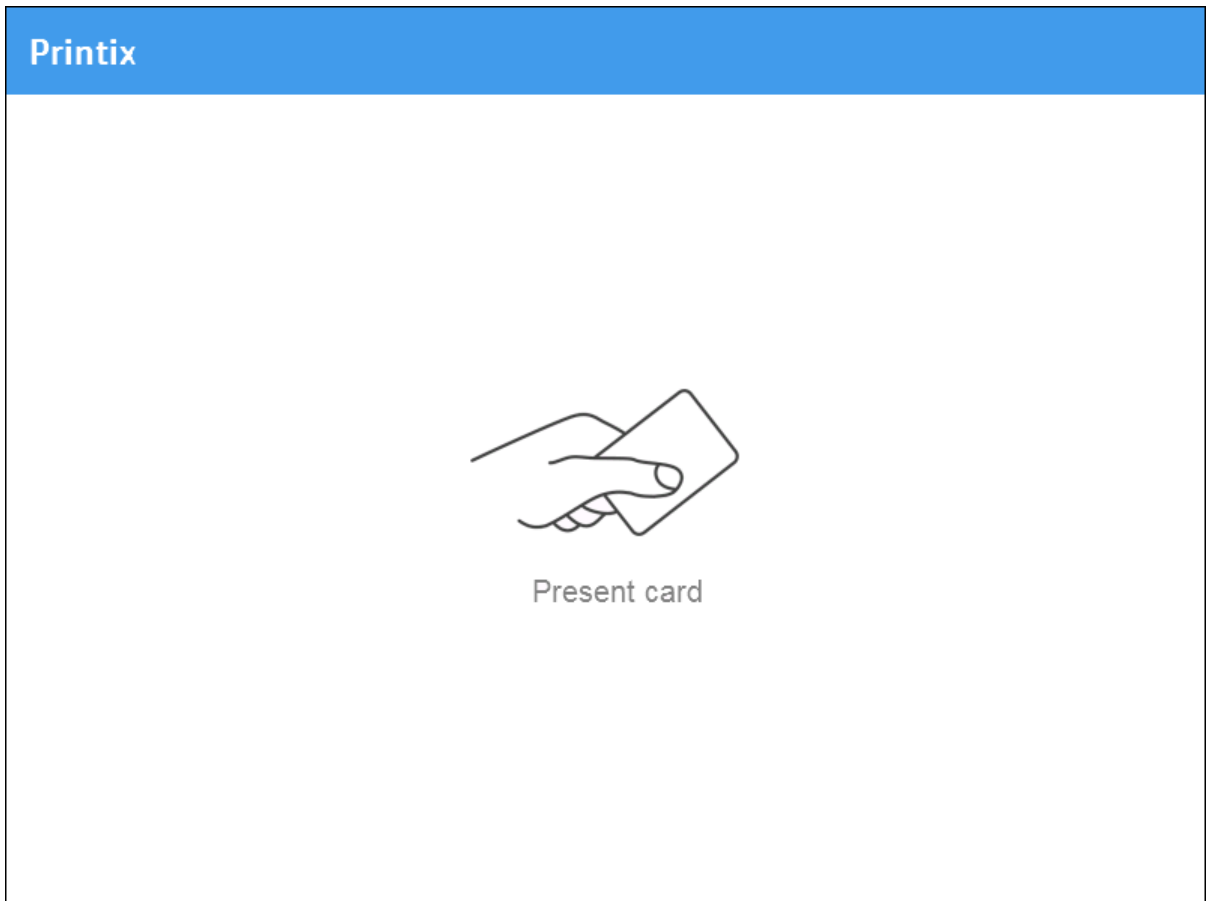
PIN code


Sign in

[Forgot code](#)

Sign in with card at an HP printer

1. Swipe your card at the card reader on the printer.
 - Before 60 seconds have elapsed, select the **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.



2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

Printix


1	2	3
4	5	6
7	8	9
←	0	C

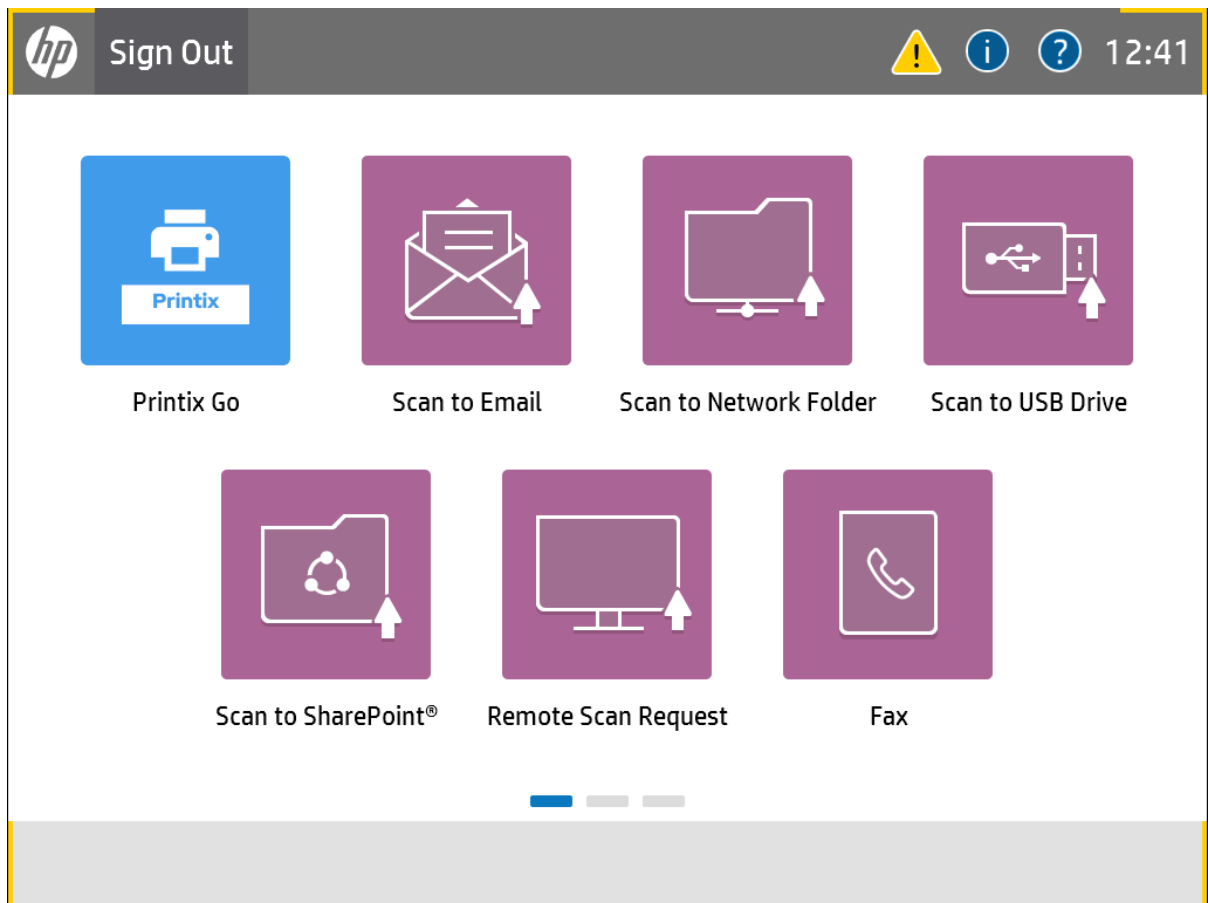
PIN code

Sign in

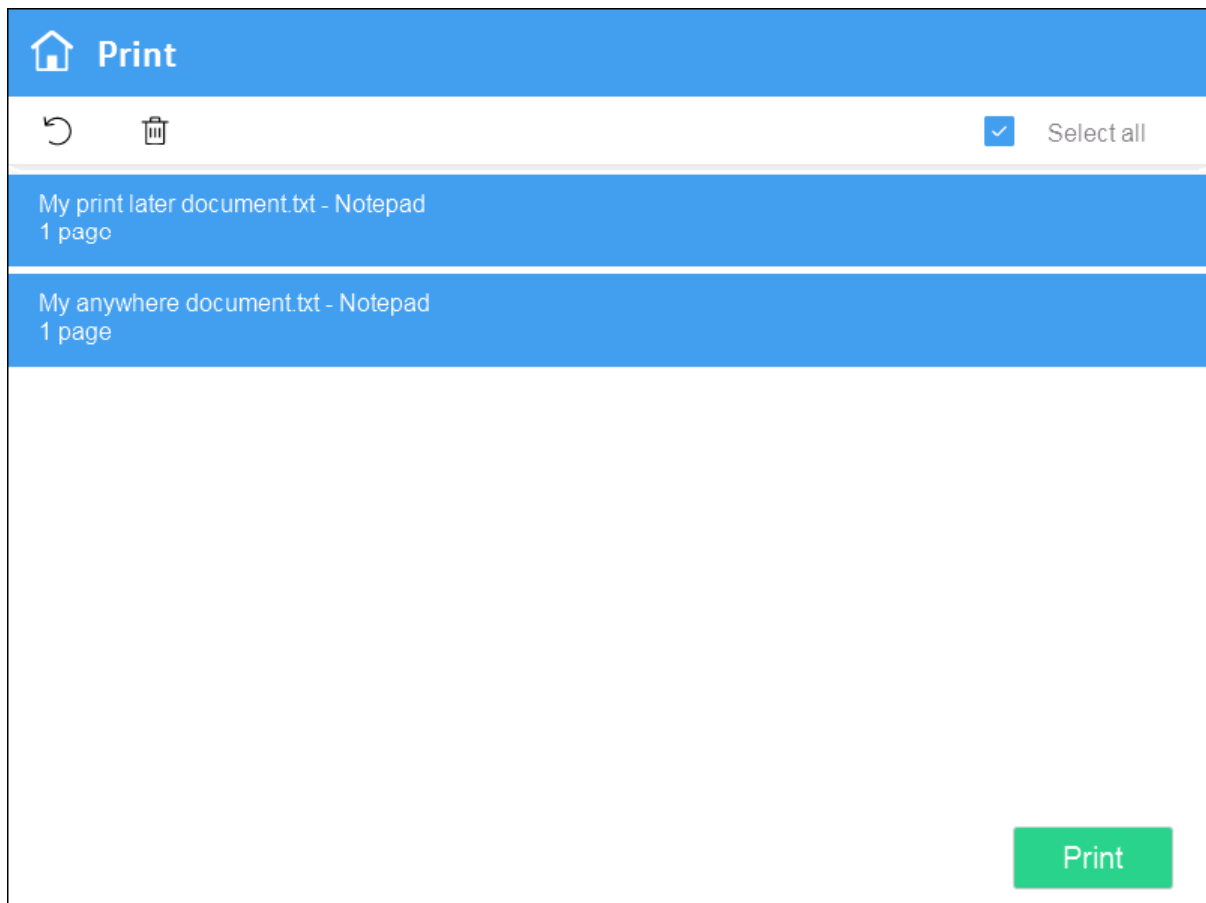
[Forgot code](#)

Release documents at an HP printer

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the **Print**  icon.
On HP Workpath printers, the icon is called **Printix Go**.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents


- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at an HP printer

The capture process consists of three steps:

- **Scan and upload**
As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.
- **Processing**
The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

1. Sign in to the printer.
2. Select the **Capture**  icon.



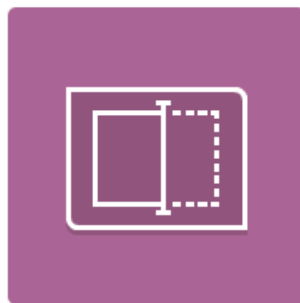
Print



Capture



Copy



Scan

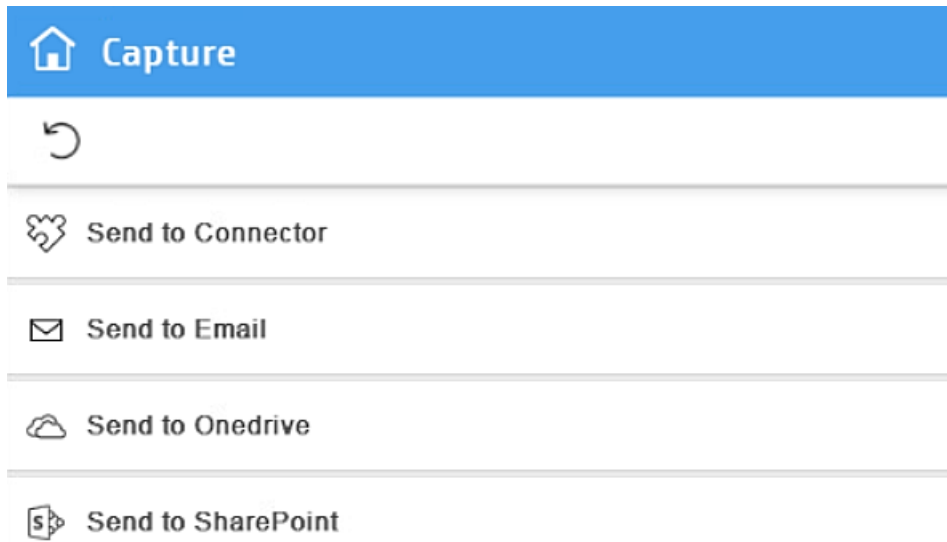


Print





Fax




A list of capture workflows appears.



3. Select the appropriate workflow.
If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported.


Capture

Send to email


	Orientation: Select automatically Paper size: Select automatically Color: Color Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: sendtoemail-2023-01-24_08-34-13
	To: john.smith@printix.net Cc: lars@printix.net

Start

5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out from an HP printer

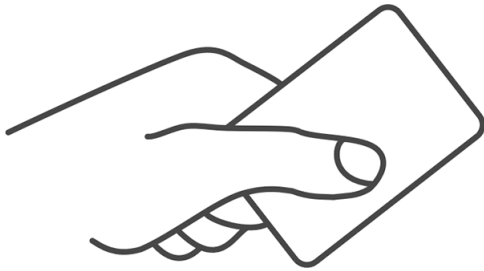
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

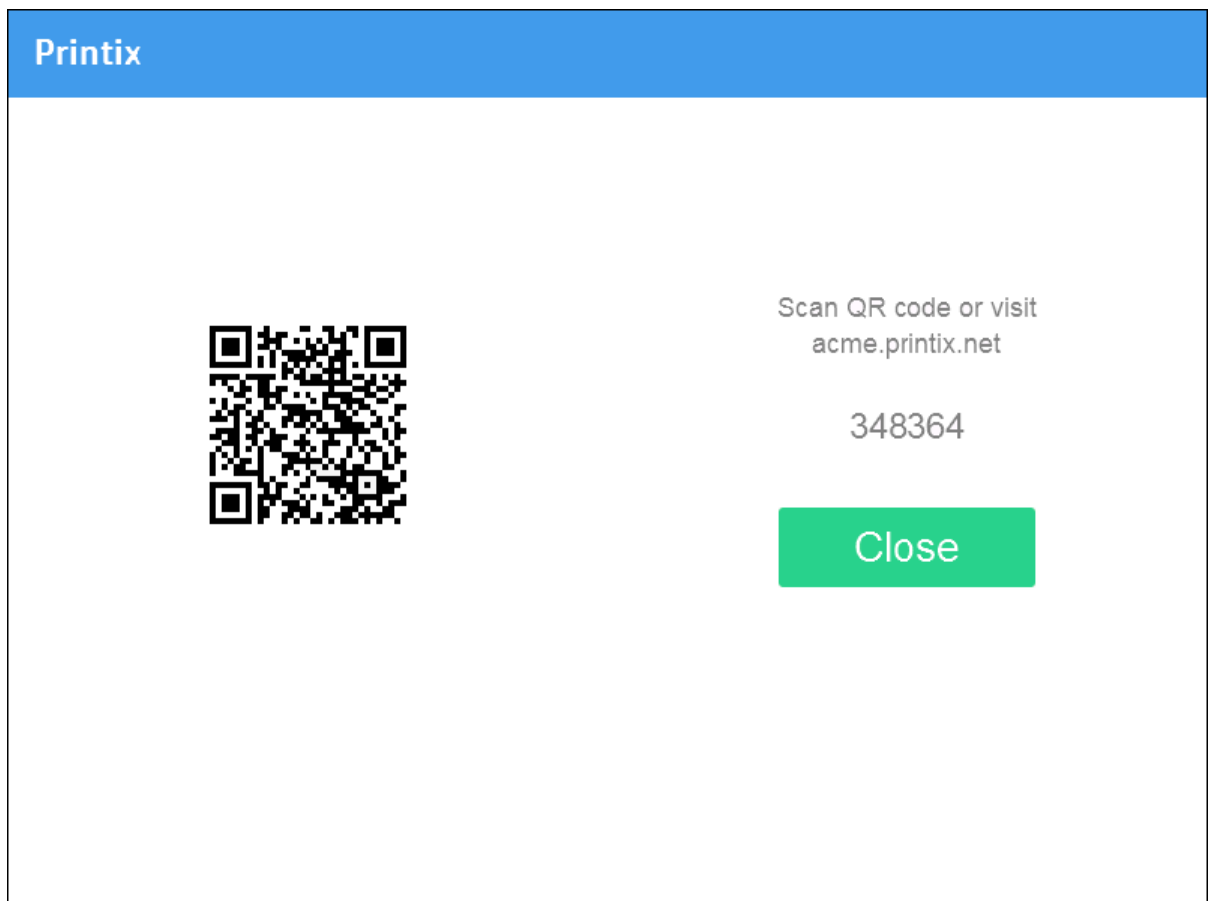
Register card on an HP printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)

- [Scan the QR code with the Printix App on your phone.](#)
- [Register the card without a phone.](#)

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

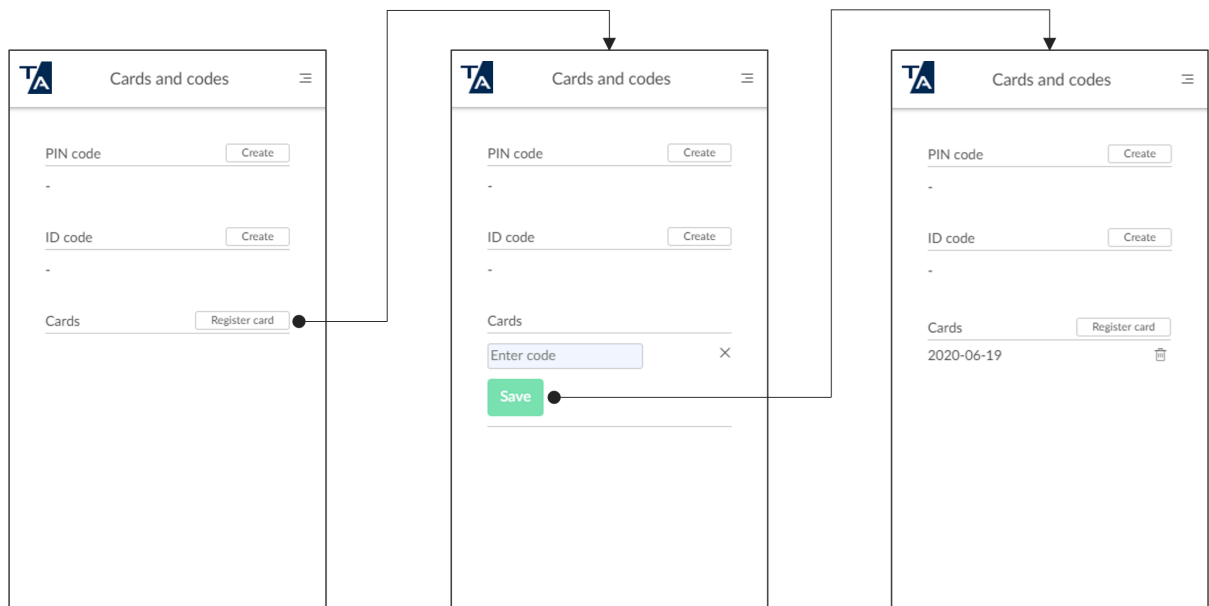
- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.



2. Select **Menu** ☰ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

How to control access to HP printer functions

The Go configuration of the printer can control which printer functions are inaccessible without signing in. You can also use the HP printer's own authorization agent to manage access to printer functions.

Prevent interference from the Go configuration

1. Open the [Printers](#) tab in Printix Administrator.
2. Find the HP printer to configure and select its name.
The **Printer properties** page appears.
3. Select the **Printix Go** tab.
4. Assign a [Go configuration](#) where none of the check boxes under **Access control** is selected.
On the **Printix Go** tab, this is indicated by the **Unlocked** symbol next to each function.
This step ensures that Printix does not interfere with the HP printer's authorization agent.
5. Depending on which button is visible, select [Install](#) or [Update](#).
 - If you perform an installation, the HP printer's authorization agent remains active.
 - If you perform an update, the Printix authorization agent is removed if it was active.

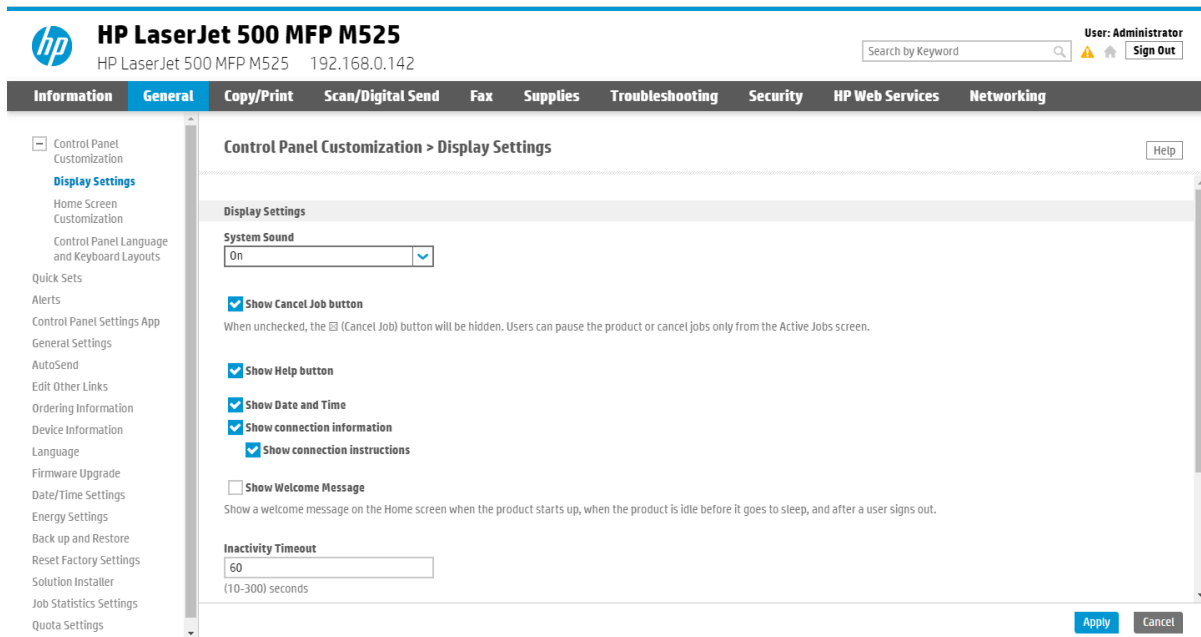
Configure access to the printer functions

1. [Open the printer's web page](#) and sign in as administrator.
2. Select the **Security** tab.
3. In the left-hand menu, select **Access Control**.
4. In the table under **Sign-In and Permission Policies**, configure which printer functions should be enabled for guests and users. Ensure that guests do not have access to Printix Print and Capture.
 - You are required only to configure the functions under the **Control Panel** table heading. The functions under the **EWS** heading control access to the printer's web page.
 - Administrators have access to all functions, and this cannot be changed.
 - A check mark indicates that a function is enabled. A disabled function is signaled by a lock for guests and a blank check box for users.
 - If you disable a function for users, it also becomes unavailable for guests.
5. In the **Sign-In Method** column, configure how people must sign in to use each function. For Printix Print and Capture, set the sign-in method to **Printix**.
You can change the default authentication method in the header of the table. When a printer function's authentication method is set to **Use Default**, it refers to the authentication method you configure here.
6. Optionally, select **Allow users to choose alternate sign-in methods at the product control panel**.

i While this setting is enabled, if a guest or user signs in to the printer with an authentication method that is not supported by a function, that function either appears as locked or it displays a blank screen when it is launched.

7. Select **Apply** at the bottom of the screen.

How to set inactivity timeout on HP printers



1. [Open the printer's web page](#) and sign in as administrator.
2. On the **General** tab, select **Display Settings** in the menu.
3. In **Inactivity Timeout**, enter the number of seconds.
The default is 60 seconds.
4. Select **Apply**.

How to set up scan settings on HP printers

Scan settings of Printix Capture workflows are independent from the printer. Users can select scan settings that might not be supported by the printer, which means that the printer might override the requested scan parameters to complete the workflow.

The Printix workflow settings cover only a subset of the scan features that the printer has. This implies that the printer simplifies some settings when they are applied. The most affected settings are the paper feeding options and also the orientation to some extent.

Printix queries the available scan capabilities from the printer. When a scan request is made, each scan setting (other than "Select automatically") is checked whether it is supported by the capabilities of the printer. When a scan setting is not supported, two things can happen:

- For the 2-sided and Orientation settings, the default settings are used.
- For other settings, the closest values are used that are higher than the requested ones.

Paper feeding options

The HP platform supports short edge feeding for all paper sizes, but on certain printer models, long edge feeding is only allowed for A4 and Letter size papers. To avoid losing data in the output image, short edge feeding is required.

Select automatically

Some printer models support setting the "Orientation" and "Paper size" to "Select automatically". If "Select automatically" is not supported, the default values are going to be used.

i Because "Select automatically" uses the default values, it can result in a partially scanned image.

How to set up scan to email on HP printers

Scan to Email

From
John Smith **i**

To
John Smith **i**

CC
i

BCC
i

Subject

File Name
[Untitled]

Message
Options

i Send

Touch to scan and preview.
Set options marked with the triangle before scanning.

After configured, you can sign in to the printer, select **Scan** and then the **Scan to Email** function. Your own email address is typically pre-filled in the To and From fields. That way, it is very easy to have the scanned documents send to your mailbox as attachments.

**Scan****Scan to Email**

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 9.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and sign in as administrator.
7. On the **Scan/Digital Send** tab, select **Email setup** in the menu.

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Email Setup > Default Job Options

This feature allows users to scan documents and send them as email attachments to one or more email addresses.

☐ Enable Scan to Email

Outgoing Email Servers (SMTP)

Click Add to configure a server *

Add... Edit... Remove... Move Up Move Down

Address and Message Field Control

Select the desired setting for each field and whether the field can be edited by the user at the control panel. If any selections require users to sign in, set the base application to require signing in by navigating to the Security tab.

Advanced Settings

Apply Cancel

8. In the section **Outgoing Email Servers (SMTP)**, select **Add**.

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

☒ I know my SMTP server address or host name: * acme-com.mail.protection.outlook.com

☐ Search the network for outgoing email servers.

Use this option if you have an outgoing email server inside your firewall. This will not find servers outside your local area network.

Previous Next Finish Cancel

9. Select **I know my SMTP server address or host name** and type the value you obtained in step 5.

Example: acme-com.mail.protection.outlook.com

10. Select **Next**.

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Set the basic information necessary to connect to the server.

Server Name * acme-com.mail.protection.outlook.com **Port Number *** 25

Host name or IP address Server port

Split emails if larger than (MB) * 0 (0-100.00)

The email will be split into multiple emails if larger than the specified size. If the value is 0 the email will not be split.

☒ Enable SMTP SSL/TLS Protocol

☐ Validate certificates for outgoing server connections

Previous Next Finish Cancel

11. In **Set the basic information necessary to connect to the server**, configure the following:
 - In **Port Number**, leave the value at 25.
 - In **Split emails if larger than (MB)**, leave the value at 0.
 - Select **Enable SMTP SSL /TLS Protocol** and then clear **Validate certificate for outgoing server connections**.
12. Select **Next**.

HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Server Authentication Requirements

☒ Server does not require authentication
☐ Server requires authentication

Previous Next Finish Cancel

13. Select **Server does not require authentication**.
14. Select **Next**.

HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Server Usage

Choose which functions will send email through this server. Configuring an SMTP server is one of multiple steps to enable these functions.

Use this server for:

☐ Email: Send scanned documents and job status notifications.
☒ Fax: send faxes when the fax send method is set to Internet Fax
☒ Automated Emails: device alerts sent to an administrator or archived faxes are examples of automated emails sent by this device.
☒ AutoSend: send device information to HP or other recipients

Previous Next Finish Cancel

15. In **Server Usage**, only select the functions you will use.
16. Select **Next**.

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
+ Scan to Network Folder
Scan to SharePoint®
+ Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Summary and Test

- ✓ SMTP address is acme-com.mail.protection.outlook.com
- ✓ SMTP SSL protocol is enabled
- ✓ Validating certificates for outgoing server connections is False
- ✓ Server uses port 25
- ✓ Server does not require authentication
- ✓ Server usage: Send Email, Internet Fax, Automated Emails, AutoSend

Send Test Email:
john.smith@acme.com Test

Previous Next Finish Cancel

17. In **Send Test Email**, type a company email address (such as: john.smith@acme.com) and select **Test**.

18. Select **Finish**.

i Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Search by Keyword

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
+ Scan to Network Folder
Scan to SharePoint®
+ Scan to USB Drive
Contacts
Email and Scan to Network
Folder Quick Setup Wizards
Digital Sending Software Setup

Email Setup > Default Job Options

This feature allows users to scan documents and send them as email attachments to one or more email addresses.

☒ **Enable Scan to Email**

Outgoing Email Servers (SMTP)

Server Name	Port Number	Server Usage
<input type="checkbox"/> acme-com.mail.protection.outlook.com	25	Send Email, Internet Fax, Automated Emails, AutoSend

Add... Edit... Remove... Move Up Move Down

Address and Message Field Control

Select the desired setting for each field and whether the field can be edited by the user at the control panel. If any selections require users to sign in, set the base application to require signing in by navigating to the Security tab.

From: User's address (sign-in required) ☐ User editable

Subject: ☒ User editable

Message: ☒ User editable

i If "User editable" is not checked, then the related permission settings will be unavailable on the Security > Access control page.

Advanced Settings Apply Cancel

i If your email did not arrive, remember to check your spam/junk mail folder. See also: [How to troubleshoot scan to email](#).

19. Select **Enable scan to Email**.
20. Proceed to configure if email fields should be pre-filled and editable. We recommend:
 - In **From**, select **User's address (sign-in required)** and clear **User editable**.
21. Select **Apply**.

How to remotely access control panel on HP printers

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **Information** tab, select **Remote Control-Panel** in the menu.
3. Select **Launch Private Remote Control-Panel**.

How to reset to factory settings on HP printers

The screenshot shows the HP LaserJet 500 MFP M525 web interface. The top header includes the HP logo, the printer model name, and the IP address 192.168.0.142. A search bar and a 'Sign Out' button are also visible. The main navigation bar has tabs for Information, General, Copy/Print, Scan/Digital Send, Fax, Supplies, Troubleshooting, Security, HP Web Services, and Networking. The left sidebar lists various settings categories, with 'Reset Factory Settings' highlighted. The main content area is titled 'Reset Factory Settings' and contains two sections: 'Reset Settings' and 'Reset Firmware'. The 'Reset Settings' section includes a description and a 'Reset' button. The 'Reset Firmware' section includes a description, a 'Reset' button, and a warning notice about losing critical data or settings, with a 'Back up and Restore' button.

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **General** tab, select **Reset Factory Settings** in the menu.
3. In the section **Reset Firmware**, select **Reset**.
4. Select **Reset** again.
The printer restarts.
5. Set the printer's date and time correctly.
After the reset, follow the instructions on the printer's touchscreen to set the date and time and other settings. You MUST set this correctly, otherwise, Printix Go will not work.

How to set HP printer password

The screenshot shows the HP LaserJet 500 MFP M525 web interface. The top navigation bar includes tabs for Information, General, Copy/Print, Scan/Digital Send, Fax, Supplies, Troubleshooting, Security (selected), HP Web Services, and Networking. The left sidebar lists various security settings under 'General Security', including Account Policy, Access Control, Protect Stored Data, Manage Remote Apps, Certificate Management, Email Domain Restriction, Web Service Security, and Self Test. The main content area is titled 'General Security' and contains two sections: 'Set the Local Administrator Password' and 'Set the Service Access Code'. The 'Set the Local Administrator Password' section includes a text box for 'User Name' (containing 'admin'), a 'New Password' field, and a 'Verify Password' field. The 'Set the Service Access Code' section includes a 'Service Access Code' field and a 'Verify Access Code' field. At the bottom right of the main content area are 'Apply' and 'Cancel' buttons.

1. [Open the printer's web page](#) (to set a password, because this is required for Printix Go installation).
2. On the **Security** tab:
 - In **New Password**, type the password.
 - In **Verify Password**, type the password.
3. Select **Apply**.

How to install card reader on HP printers

1. Locate an available USB Type-A port on the back of the printer or on the side of the printer's touchscreen control panel.
2. Connect the card reader to the USB Type-A port.
 - On the **Printer properties** page, **Card reader** reader should show **Vendor** and **Created** for the installed card reader. If it does not, a restart of the printer may be required.
 - If the **Sign in method** in the Printix Go configuration is **Select automatically**, it should map to **Card** if a card reader is connected to the printer. Otherwise, it maps to **ID code**. Mapping changes within 10 seconds after the card reader is either connected or disconnected. If it does not change, a restart of the printer may be required.
 - If Printix Go is not yet installed, the HP printer may say: [USB error](#).

Printer has a Hardware Integration Pocket

1. Locate the Hardware Integration Pocket (HIP) on the printer.
 - See also: HP documentation on: [Install the HP Proximity card reader, X3D03A](#)
2. Remove the HIP cover by using a thin, flat-blade screwdriver along either the short edge of the HIP cover to gently pry the cover off. Set the cover aside.
3. Locate the USB mini-A port.
4. Connect the card reader to the USB mini-A port.


How to set up SSL/TLS communication on HP printers

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **Networking** tab, select **Secure Communication** in the menu.
3. In **SSL/TLS Protocol**, set **Max TLS version** to **TLS 1.3**.
Printix Go uses the highest level of TLS that the device supports. If the device does not support TLS 1.3, the communication falls back to TLS 1.2.
4. Select **Apply**.

i TLS 1.3 is supported by Windows 11, Windows Server 2022, and Windows Server 2025. On older versions, you may see TLS 1.2 communication between the printer and the Printix Client even if TLS 1.3 is enabled.

How to enable the HP Workpath platform

1. [Open the printer's web page](#) and sign in as administrator.
2. On the **Security** tab, select **General Security** in the menu if it is not already selected.
3. In **HP Workpath platform**, select **Enable**.
4. Select **Restart**.
If you install HP Workpath on an HP OXPd printer, you also need to perform the following steps:
5. [Uninstall Printix Go](#) from Printix Administrator.
6. [Install Printix Go](#) again.

Without performing these steps, you might get the following error message when selecting the Printix **Print**  icon on the printer:

This item is restricted. Try using another account, or contact the system administrator or the person who set up the product.

How to install HP Workpath on printers through HP Command Center

Before working with HP Command Center, it is necessary to create an HP account by registering on the **HP Command Center** (hpcommandcenter.com).

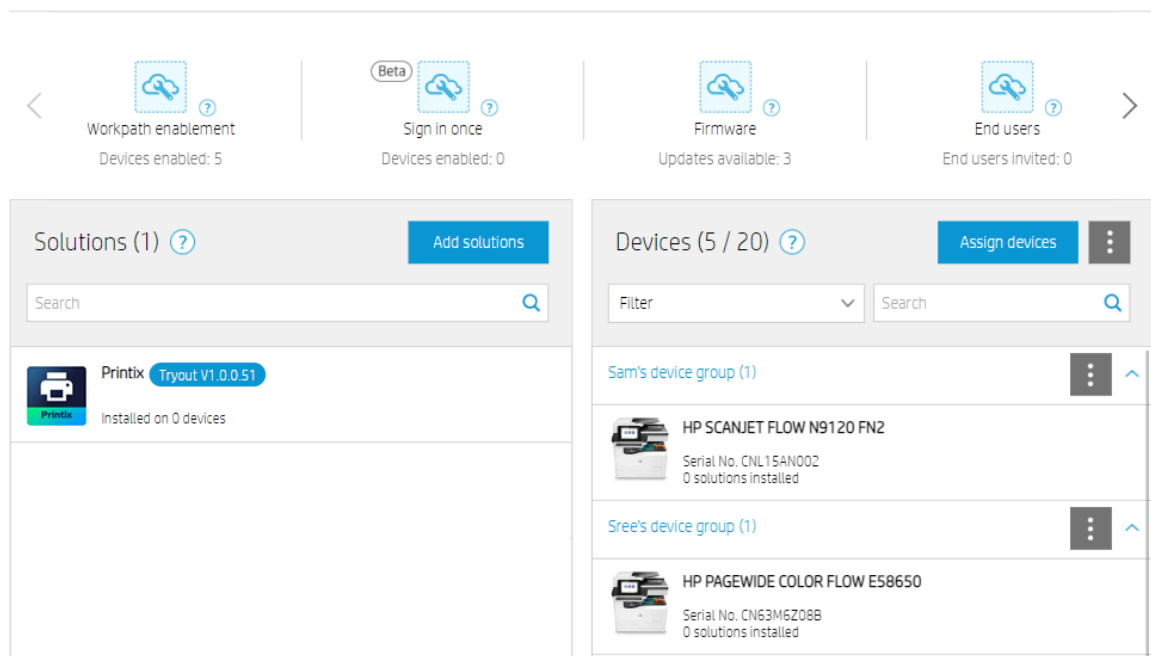
1. [Enable the HP Workpath platform on the printer](#).
2. Go to the printer and select the **HP Command Center** application.



HP Command Center

3. Select **Continue**.

4. When the printer prompts you to sign in, follow the on-screen instructions to sign in with your phone or computer.
5. When you get a message to **Continue on your device**, go back to the printer and wait until the screen refreshes.
6. Select **Demo Pool** for the **Account**, then select **Add**.
7. Select **Exit**.
The printer is added to HP Command Center.
8. Sign in to the HP Command Center (hpcommandcenter.com).
9. Select **Accounts** and select the **Demo Pool** where the printer was added in step 5.
10. In **Solutions**, select **Printix**, then select **Manage**.



11. Select **Install**.
12. Select the printers you wish to install, then select **Next** and **Install**.

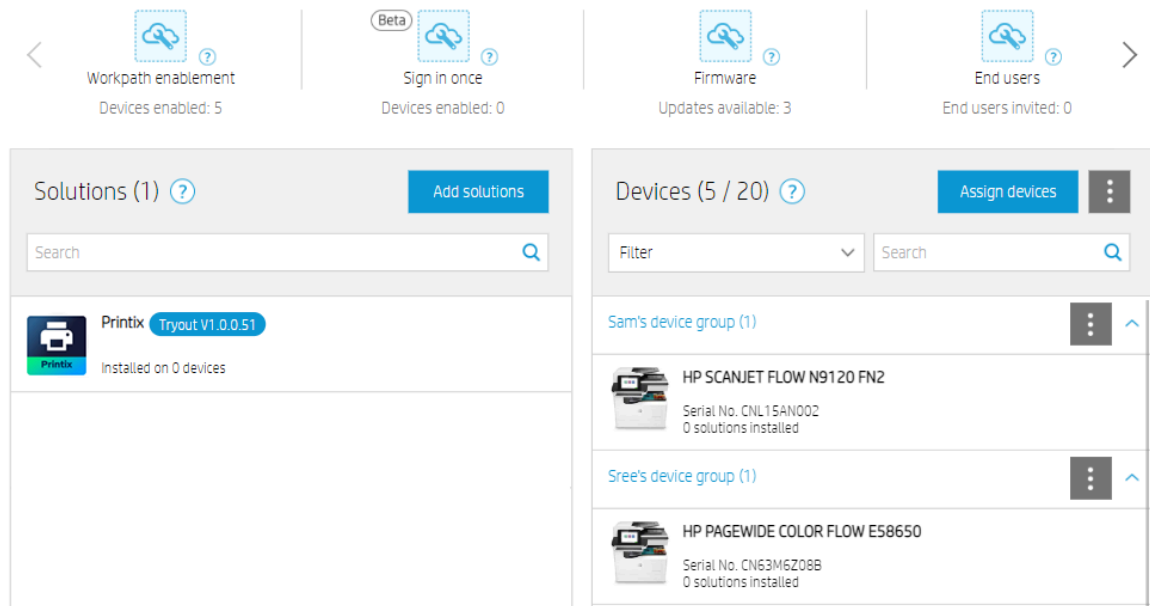
i If the **Status** of the printer you wish to install displays **Incompatible device**, wait a few minutes, refresh the page, and try again.

13. Return to the Demo Pool and verify the status of the installation.
Initially, the status of the installation will be **In process**. Refresh the page after a few minutes, and the status should change to **Succeeded**.
The printer is now installed in HP Command Center.
14. [Install Printix Go](#) to configure Printix Go to work with your Printix Home.

How to uninstall HP Workpath from a printer through HP Command Center

1. [Uninstall Printix Go](#) from your printer.

2. Sign in to the HP Command Center (hpcommandcenter.com).
3. Select **Accounts** and select the **Demo Pool** where the printer is.
4. In **Solutions**, select **Printix**, then select **Manage**.



5. Select **Uninstall**.
6. Select the printer you wish to uninstall, then select **Next** and **Uninstall**.
7. Return to the Demo Pool and verify the status of the uninstallation.
Initially, the status of the installation will be **In process**. Refresh the page after a few minutes, and the status should change to **Succeeded**.

How to sign in as an administrator on HP Workpath printers

When first signing in to an HP Workpath printer, no option is available to sign in as an administrator. To enable signing in to the printer as an administrator:

1. [Sign in to the printer's web page](#) as an administrator.
2. On the **Security** tab, select **Access Control** in the menu.
3. In **Enable and Configure Sign-in Methods**, select **Setup** next to the Printix sign-in method.
4. In **Accessory Sign-in Method Setup**, unselect **Enable Printix**, then select **OK**.
You return to the Access Control menu. We recommend to wait 1 minute before proceeding to the next step.
5. Go back to **Accessory Sign-in Method Setup**, select **Enable Printix**, then select **OK**.
After these steps are done, the printer's web page can be closed.
6. On the printer's sign-in screen, select **Administrator Access Code** for the **Access Type**.
7. Enter your access code, then select **Sign In**.

Printix Go Konica Minolta - How to

How to sections for Konica Minolta:

- [How to prepare Konica Minolta printer for Printix Go](#)
- [How to install card reader on Konica Minolta printers](#)
- [How to use Printix Go on Konica Minolta printers](#)
- [How to set up scan settings on Konica Minolta printers](#)
- [How to set up scan to email on Konica Minolta printers](#)
- [How to remotely access control panel on Konica Minolta printers](#)


See also:

- [Printix Go troubleshooting](#)

How to prepare Konica Minolta printer for Printix Go

Before installing Printix Go, the printer needs to be set up correctly. The printer needs to be powered on and off during this process:

1. [SSL setting](#)
2. [Enable web browser](#)
3. [OpenAPI setting](#)
4. [TCP socket setting](#)
5. [Verify access to printer](#)
6. Additional steps to use card reader:
 - May require update to the latest printer firmware version
 - [Installation of card reader driver](#)

 Printix Go installation (including update and uninstall) and use of printer's touchscreen control panel (including sign in and print) is likely to fail and result in [error messages](#) if an administrator is signed in to the printer's web pages at the same time.

SSL setting

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Security** in the main menu.
3. In **PKI Settings**, select **SSL Setting**.
4. On the **SSL Setting** page:
 - In **Mode using SSL/TLS**, select **Admin Mode and User Mode**.
 - In **Encryption Strength**, leave it at the default.
 - In **SSL/TLS Version Settings**, you can leave it at the default (all selected), but we recommend you clear versions older than **TLSv1.2**.
5. Select **OK**.
 - The web browser will change the URL to https:// and may ask you to log in again.

- The web browser may ask you to confirm an **invalid certificate**.

Enable web browser

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Network** in the main menu.
3. Select **Web Browser Setting**.
4. In **Web Browser Setting**, select **Web Browser Setting**.
5. On the **Web Browser Setting** page:
 - In **Web Browser**, select **Enable**.
6. Select **OK**.

OpenAPI setting

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Network** in the main menu.
3. In **OpenAPI**, select **OpenAPI Setting**.
4. On the **OpenAPI Setting** page:
 - In **Use SSL/TLS**, select **SSL Only**.
 - In **Port No. (SSL)**, type 50003.
 - In **Client Certificates**, select **Do not request**.
 - In **Validity Period**, select **Do Not Confirm**.
 - In **CN**, select **Do Not Confirm**.
 - In **Key Usage**, select **Do Not Confirm**.
 - In **Chain**, select **Do Not Confirm**.
 - In **Expiration Date Confirmation**, select **Do Not Confirm**.
5. Select **OK**.
6. Remember to select **Logout** and then select **OK** to exit the printer's web pages, because otherwise, the Printix Go installation (including update and uninstall) is likely to fail and result in [error messages](#).

TCP socket setting

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Network** in the main menu.
3. Select **TCP Socket Setting**.
4. Select **Use SSL/TLS**.
5. In **Port No. (SSL/TLS)**, type 59159.
6. Select **OK**.
7. Remember to select **Logout** and then select **OK** to exit the printer's web pages, because otherwise, the Printix Go installation (including update and uninstall) is likely to fail and result in [error messages](#).

i If the **TCP socket setting** is not configured correctly, the [History](#) may include entries such as **OpenAPI communication returned 'SSL' (FAIL)**.

Verify access to printer

1. [Open the printer's web page](#) and on the URL `/OpenAPI/DeviceDescription/`.
Example: `https://192.168.1.10/OpenAPI/DeviceDescription/`
2. You should see an XML file that includes the tag `<OpenApiVersion>`.

How to install card reader on Konica Minolta printers

A Konica Minolta field service engineer needs to be involved to enable the use of a card reader.


Connect the card reader directly to the external USB port located at the rear, next to the network port. It may be necessary to remove the right-rear cover to access the USB port. The below card readers are supported but require the installation of a driver.

Vendor	VID	PID	Comment	Card reader driver
HID	0x076B	0x5427	HID OMNIKEY 5427G2 (Also known as AU-205H GEN2)	HID Global, OMNIKEY 5427CK
HID	0x076B	0x5428	HID OMNIKEY 5427G2 in keyboard mode (Also known as AU-205H GEN2)	HID Global, OMNIKEY 5427CK

Limitations with card reader support

Existing installations with Printix Go Konica Minolta need to [update](#) to the released Printix Go Konica Minolta version 1.1.0.0 or higher. Limitations:

- It is not possible to detect if a card reader has been connected or disconnected. We have been unsuccessful at using OpenAPI functions for this. As a consequence:
 - The [Printer properties](#) page will not show that a card reader is connected.
 - The **Sign in method** in the printer's [Go configuration](#) should be set to either **Card** or **Card or ID code**. The method **Select automatically** will not detect the card reader.
 - The [History](#) tab on the "Print properties" page will, however, include an entry about the installed card reader driver right after a "Verify sign in profile" is performed.
Example: Card reader driver found: HID Global, OMNIKEY 5427CK 0000000000000000 1.4.0Lx (SUCCESS)
- It may be necessary to restart the printer whenever a card reader is connected or disconnected.
- To sign out, you should use the printer's **Access** button. The method of swiping a card at the printer's card reader to sign out is not recommended, because the flow cannot detect if the card belongs to perhaps an already signed-in user.
- To install a card reader driver, the help of a Konica Minolta technician is required. Your printer must be able to access service mode.

 If the Konica Minolta printer issues 4 beeps after powering on, it indicates that the connected card reader is not compatible with the installed card reader driver.

Enable/disable card reader

1. [Open the printer's web page](#) and log in as administrator.
2. Select **User Auth/Account Track** in the main menu.
3. Select **Authentication Card ID Number** and change **Authentication Card ID Number** from **Ignore** to **Notify** to enable the card reader.
 - To disable the card reader, change **Authentication Card ID Number** to **Ignore**.
4. Select **OK**.

Disable external keyboard

If a keyboard (KBD) emulating card reader is used (and the card reader driver is Unspecified, Keyboard Emulation Card Reader) and "External keyboard" is allowed, then if copy screen is open, the Copies field will get populated with card data if during this time, the card is presented to the card reader. To resolve this, disable external keyboard.

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Security** in the main menu.
3. Select **USB Connection Permission setting** and change **External Keyboard** from **Allow** to **Restrict**.
4. Select **OK**.


How to use Printix Go on Konica Minolta printers

- [Sign in with an ID code at a Konica Minolta printer](#)
- [Sign in with card at a Konica Minolta printer](#)
- [Release documents at a Konica Minolta printer](#)
- [Capture at a Konica Minolta printer](#)
- [Sign out from a Konica Minolta printer](#)
- [Register card on a Konica Minolta printer](#)
- [Sign in as guest on a Konica Minolta printer](#)

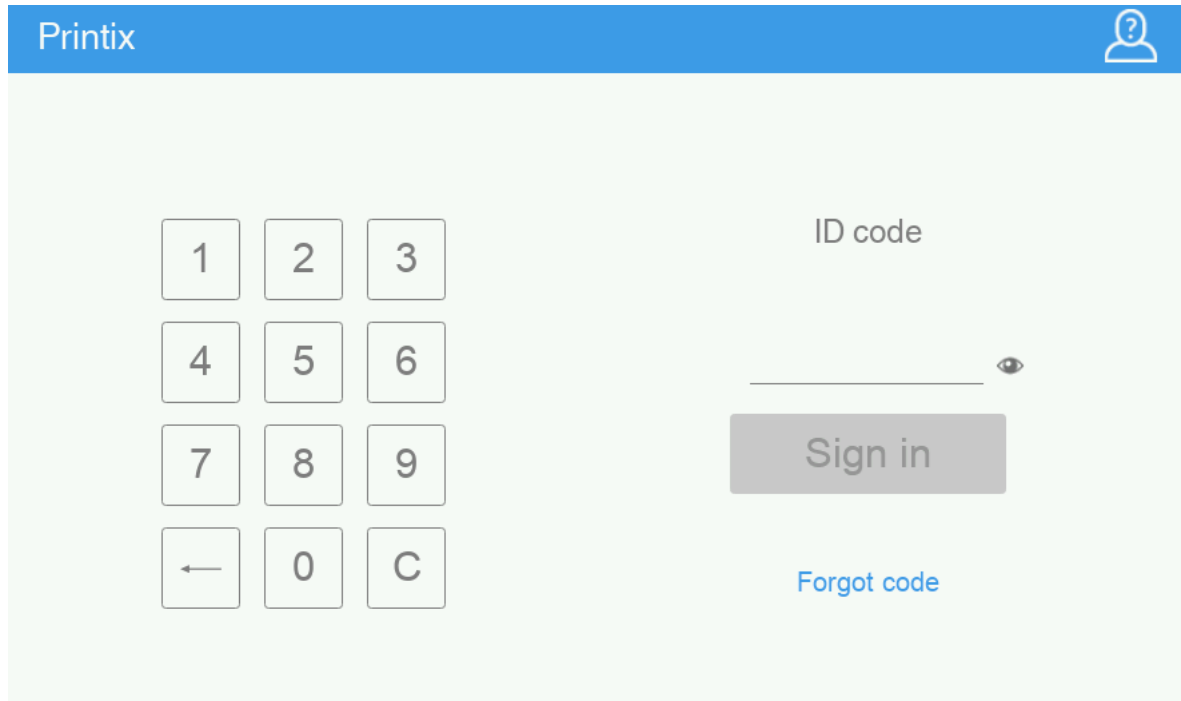
See also:


- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

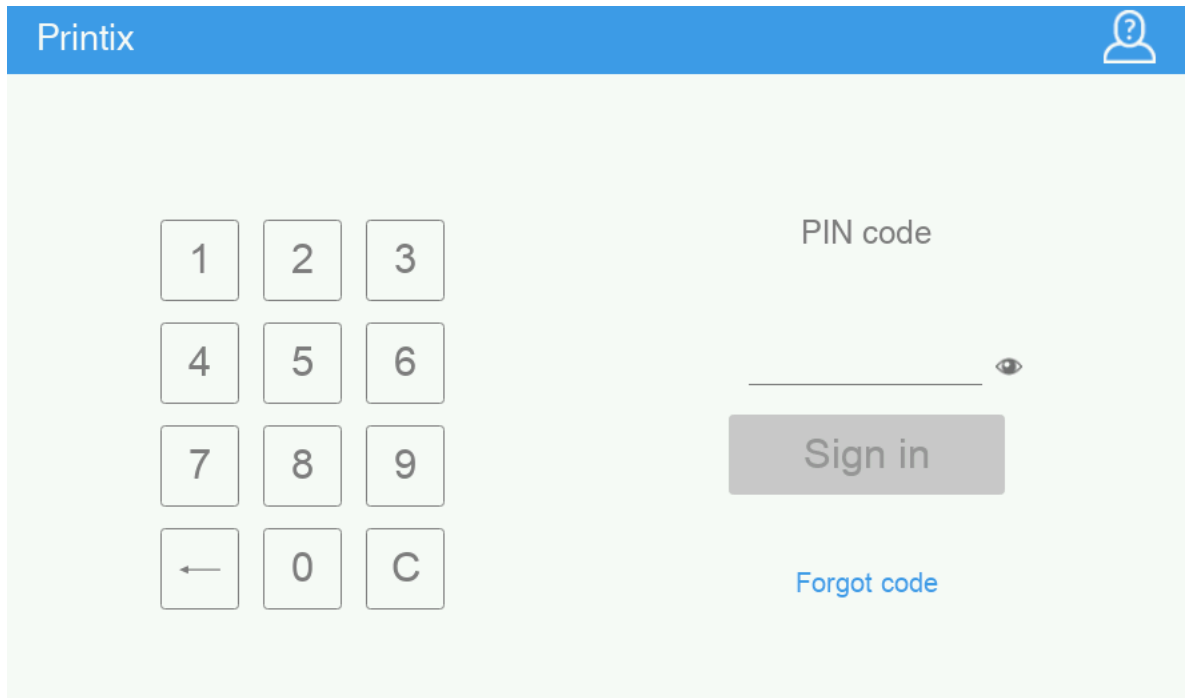
Sign in with an ID code at a Konica Minolta printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.


- If you do not know your ID code:
 - Select [Forget code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

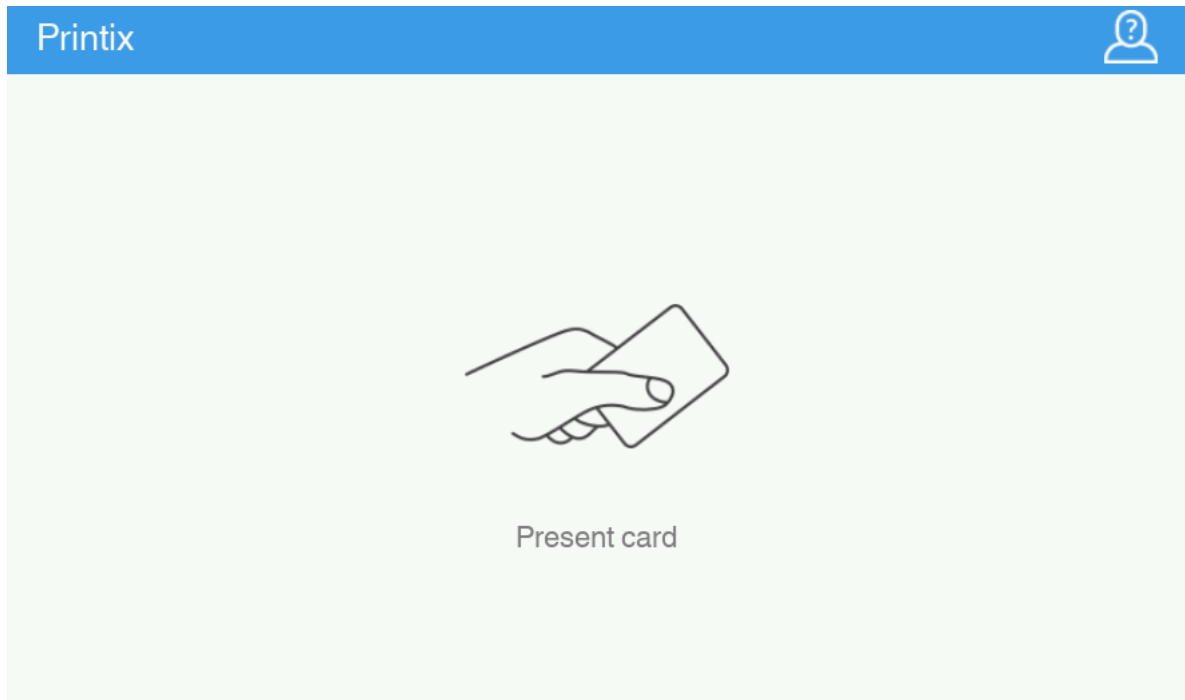
The image shows the Printix login interface. At the top is a blue header with the word "Printix" on the left and a user icon with a question mark on the right. The main area has a light green background. On the left is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a 'C' (clear) button. On the right, the text "ID code" is above a text input field. To the right of the input field is an eye icon. Below the input field is a grey "Sign in" button. At the bottom right is a blue link that says "Forgot code".


2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forget code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

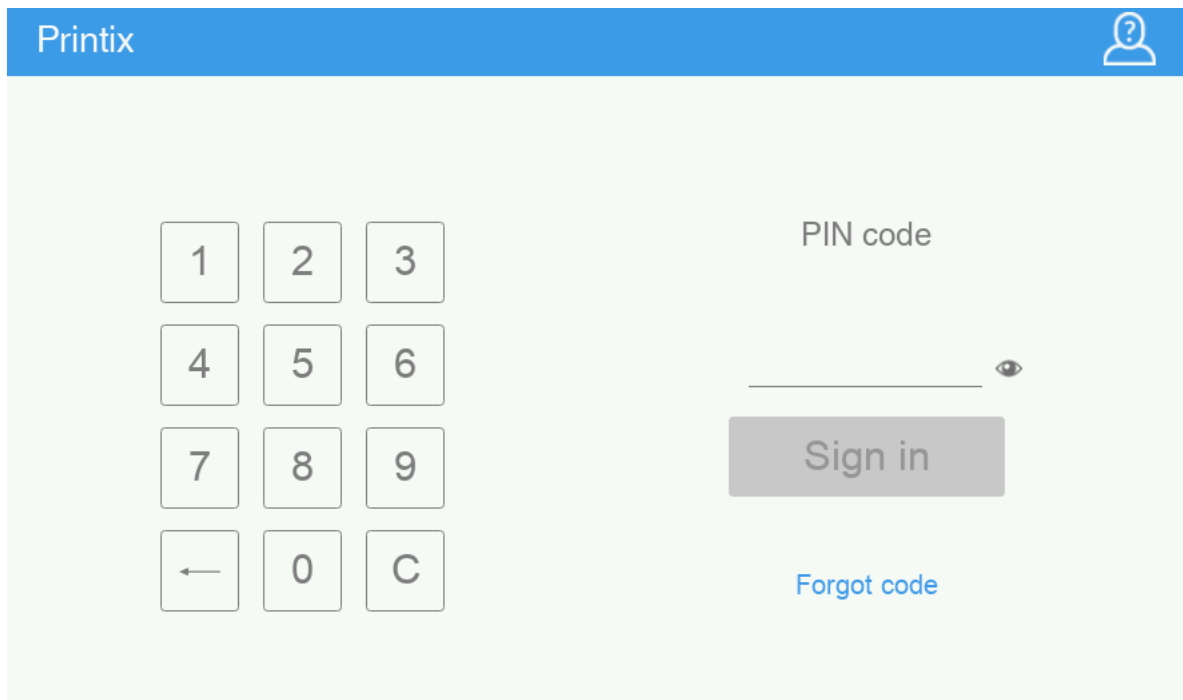
The image shows a login interface for 'Printix'. At the top is a blue header bar with the word 'Printix' on the left and a user icon with a question mark on the right. The main area has a light green background. On the left is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a 'C' (clear) button. On the right, the text 'PIN code' is above a horizontal input field. To the right of the input field is an eye icon for toggling visibility. Below the input field is a grey 'Sign in' button. At the bottom right is a blue link that says 'Forgot code'.

Sign in with card at a Konica Minolta printer

1. Swipe your card at the card reader on the printer.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.




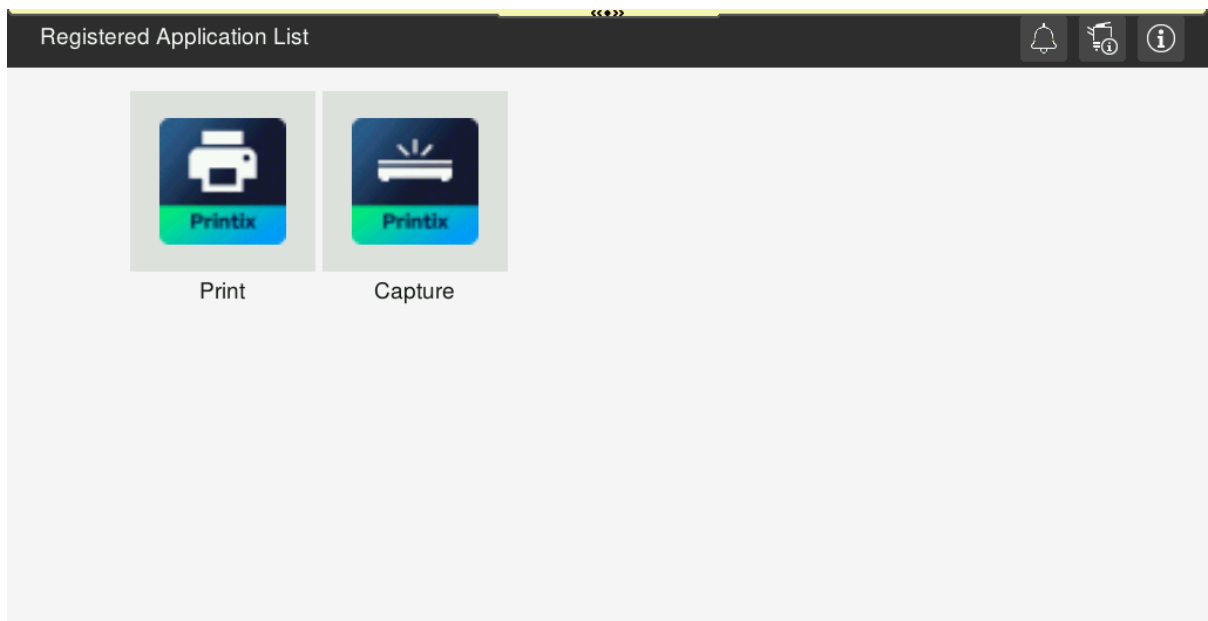
2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forget code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.



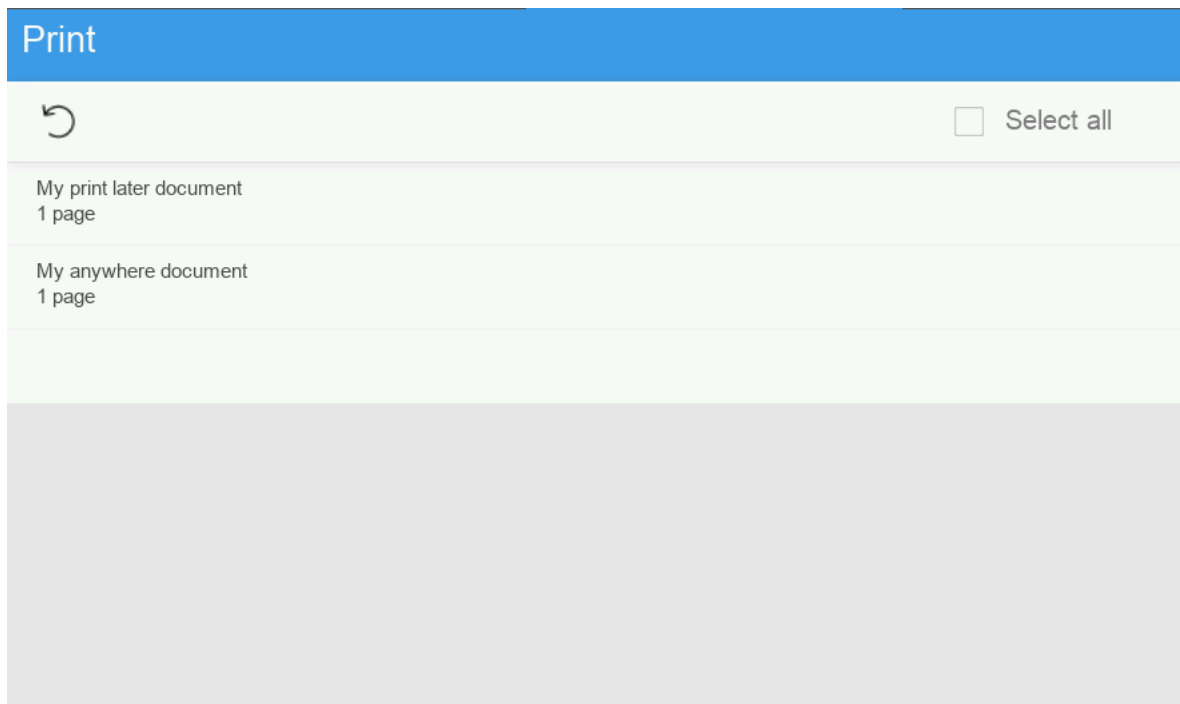
The image shows the Printix login interface. At the top is a blue header with the word "Printix" on the left and a user icon with a question mark on the right. Below the header is a light green background. On the left side, there is a numeric keypad with buttons for digits 1-9, 0, and a "C" button. To the right of the keypad, the text "PIN code" is displayed above a horizontal input line. To the right of the input line is an eye icon. Below the input line is a grey "Sign in" button. At the bottom right, there is a blue link that says "Forgot code".

Release documents at a Konica Minolta printer

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the Printix **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Konica Minolta printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

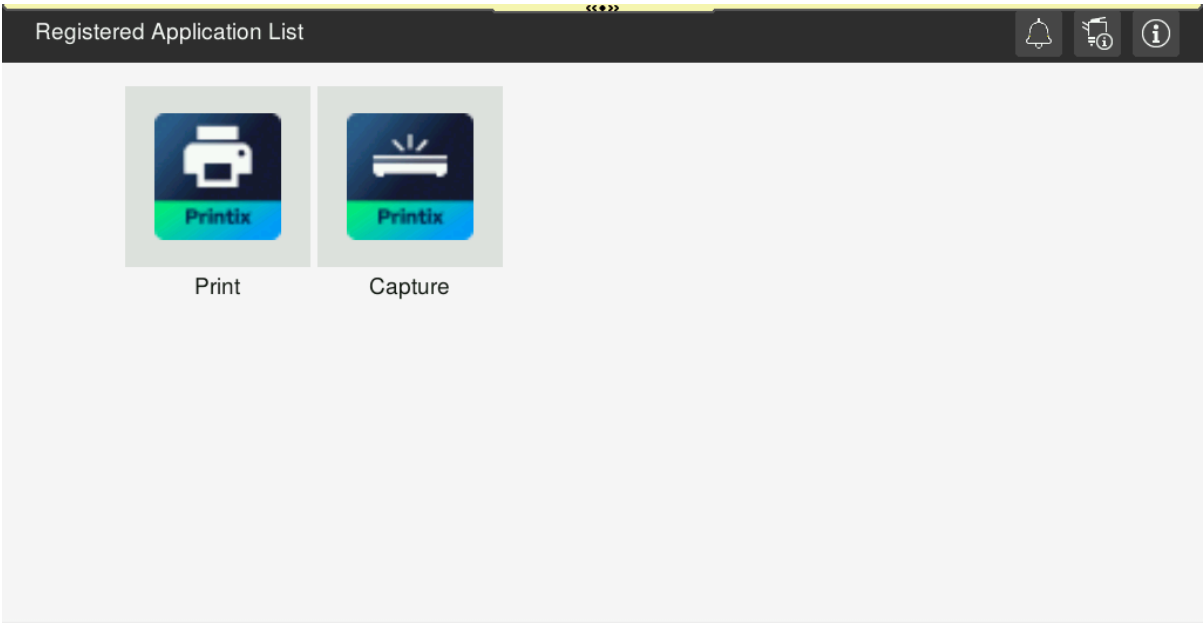
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

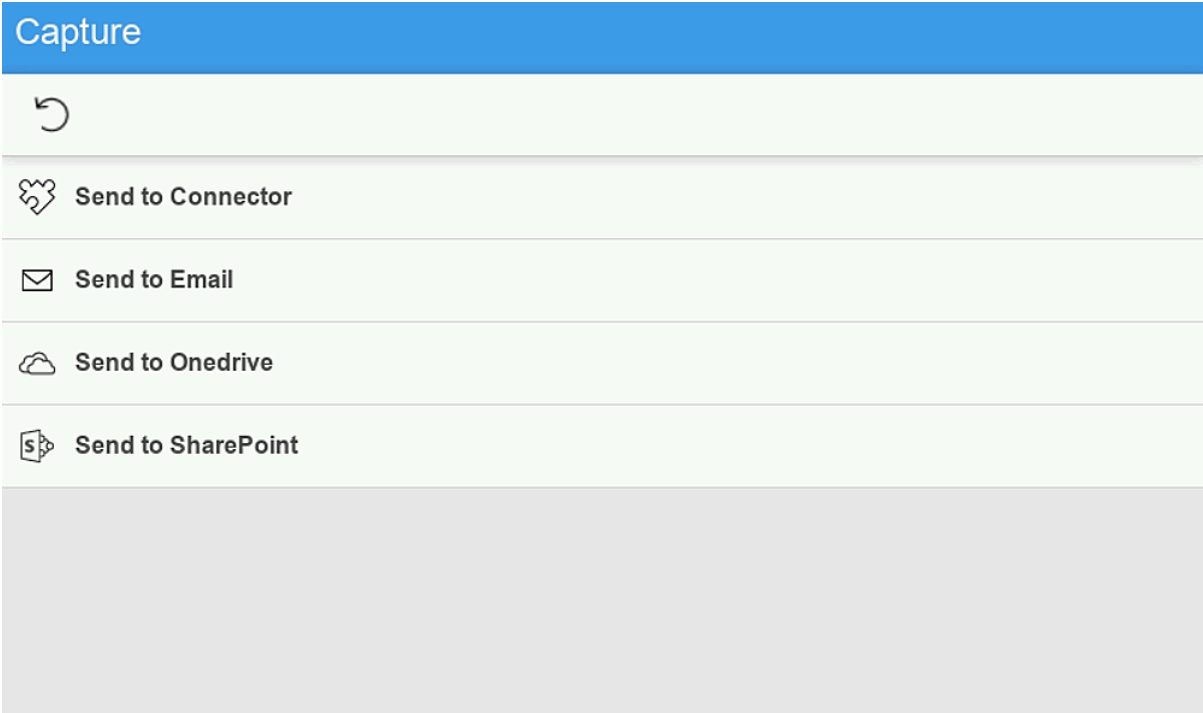
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

1. Sign in to the printer.
2. Select the Printix **Capture**  icon.



A list of capture workflows appears.



3. Select the appropriate workflow.
- If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
- Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported.

Capture	
Send to email ✕	
	Orientation: Select automatically Paper size: Select automatically Color: Color Resolution: 300 2-sided: No
	File type: PDF 1.6 Image quality: Medium File name: sendtoemail-2023-01-24_09-06-58
	To: john.smith@printix.net Cc: lars@printix.net
Start	

5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out from a Konica Minolta printer

You can sign out from the printer using these methods:

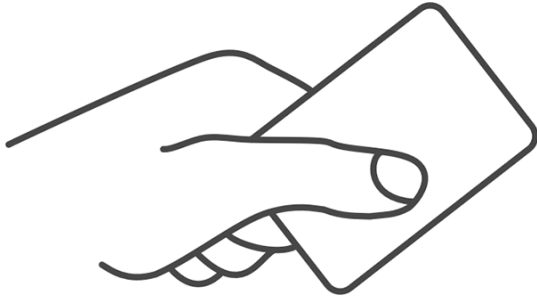
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select the printer's **Access** button.

Swiping your card at the printer's card reader to sign out is not recommended, because the printer cannot detect if the card belongs to an already signed-in user.

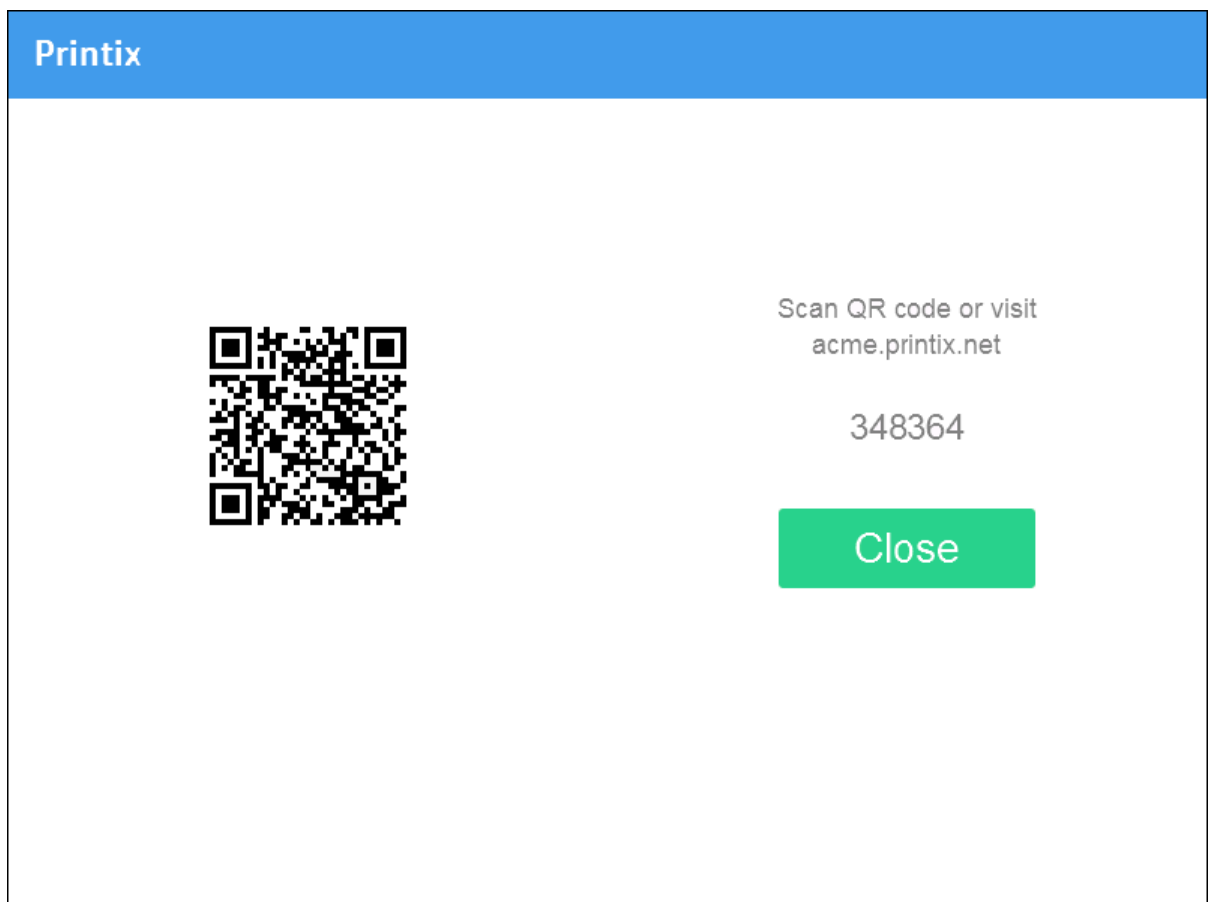
Register card on a Konica Minolta printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card without a phone](#) .

Scan the QR code with the camera on your phone



1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.


 - With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
 - With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

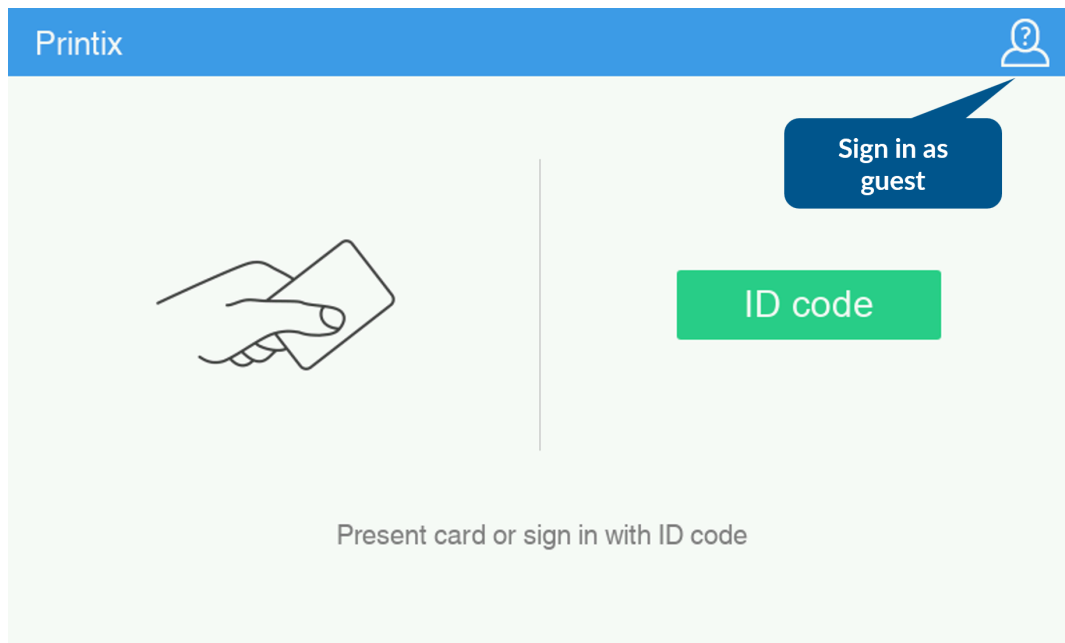
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Konica Minolta printer

1. On the sign-in page, select **Guest**  in the upper right of the printer's touchscreen control panel.



2. Select a function to use, such as **Copy** if that is available.

The accessible functions depend on the [Access control](#) settings in the Go configuration. Sign-in as guest is not available if all functions, including **Everything else**, are locked.

How to set up scan settings on Konica Minolta printers

Scan settings of Printix Capture workflows are independent from the printer. Users can select scan settings that might not be supported by the printer, which means that the printer might override the requested scan parameters to complete the workflow.

The Printix workflow settings cover only a subset of the scan features that the printer has. This implies that the printer simplifies some settings when they are applied. The most affected settings are the paper feeding options and also the orientation to some extent.

Printix queries the available scan capabilities from the printer. When a scan request is made, each scan setting (other than "Select automatically") is checked whether it is supported by the capabilities of the printer. When a scan setting is not supported, two things can happen:

- For the 2-sided and Orientation settings, the default settings are used.
- For other settings, the closest values are used that are higher than the requested ones.

Paper feeding options

The Konica Minolta platform supports short edge feeding for all paper sizes, but on certain low-end printer models, long edge feeding is only allowed for A4 and Letter size papers. To avoid losing data in the output image, short edge feeding is required.

i Images that are scanned from the glass may come out upside down. This behavior is model-specific. To avoid misoriented images, use the auto-rotate feature of the OCR engine.

Select automatically

If either "Orientation" or "Paper size" is set to "Select automatically", the printer automatically sets proper values for scanning.

How to set up scan to email on Konica Minolta printers

After configured, you can sign in to the printer, select the **Scan** or **Scan/Fax** function.

Use the below steps to setup scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

i Printix Go installation (including update and uninstall) and use of Printix Go on printer's touchscreen control panel (including sign in and print) is likely to fail and result in [error messages](#) if an administrator is signed in to the printer's web pages at the same time.

1. Open a new browser window and sign in to Microsoft 365 admin center (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 9.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and log in as administrator.
7. Select **Network** in the main menu.
8. In **E-mail Setting**, select **E-mail TX (SMTP)**.
9. On the **E-mail TX (SMTP)** page:
 - In **SMTP Server Address**, select **Please check to enter host name** and type the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
 - In **Port Number**, leave the value at 25.
 - In **Use SSL/TLS**, select **Start TLS**.
 - In **Port No.(SSL)**, set the value to 465 or 587.
 - In **POP before SMTP**, select **OFF**.
 - If **SMTP Authentication** is selected, clear it.

KONICA MINOLTA

Web Connection
Model Name: bizhub C368

Ready to Print

Administrator Logout

E-mail TX (SMTP)

☒ E-mail TX Setting

Scan to E-mail: ON

E-mail Notification: ON

Total Counter Notification: ON

SMTP Server Address: ☒ Please check to enter host name.
acme-com.mail.protection.outlook.com

Use SSL/TLS: Start TLS

Port Number: 25 (1-65535)

Port No. (SSL): 465 (1-65535)

Certificate Verification Level Settings: OK Cancel

Validity Period: Do Not Confirm

10. Select **OK**.

After a few seconds, the message appears: **Completed**.

11. Select **OK**.

12. Remember to select **Logout** and then select **OK** to exit the printer's web pages, because otherwise, use of printer's touchscreen control panel (including sign-in and print) is likely to fail and result in [error messages](#).



- Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).
- If your email did not arrive, remember to check your spam/junk mail folder. See also: [How to troubleshoot scan to email](#).

Me button and Email sender

The Konica Minolta Email function features a Me button. Select this to scan to yourself. As you are signed in with Printix, your email address is automatically prefilled in the To and From fields.

Some SMTP servers will reject sending the scanned documents if the email sender (From field) does not have a specific value. To work around this, you can specify the **Email sender** in the [Go configuration](#). However, this means the Me button will also have the To field configured with this email address, and therefore will not work as intended. In this case, you either have to select the

receiver from the printer's **Address book** or you have to enter the receiver email address on the printer's control panel.

Another possible work-around to get the Me button working is to:

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Security** in the main menu.
3. Select **Restrict User Access**.
4. In **Registering and changing addresses**, select **Allow**.
5. In **Changing the "from" address**, select **Admin. E-mail Address** to prohibit the change of "From" address and use the administrator's address.

How to remotely access control panel on Konica Minolta printers

Enable remote access on the printer

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Network** in the main menu.
3. In **Remote Panel Settings**, select **Remote Panel Server Settings**.
4. Change **Server Setting** from **NO** to **YES** to enable remote access to the control panel.
Make a note of the **Port No.(SSL)** (50443).
5. Select **OK**.

Remotely access the printer's control panel

Open a web browser and enter the printer's IP address (Example: <https://192.168.1.10>) followed by :50443/panel/top.html as in the following example:

<https://192.168.1.10:50443/panel/top.html>

Printix Go Kyocera - How to

How to sections for Kyocera:


- [How to prepare Kyocera printer for Printix Go](#)
- [How to use Printix Go on Kyocera printers](#)
- [How to change the language of a Kyocera printer](#)
- [How to set inactivity timeout on Kyocera printers](#)
- [How to set up scan settings on Kyocera printers](#)
- [How to set up scan to email on Kyocera printers](#)
- [How to sign in as administrator on Kyocera printers](#)
- [How to remotely access control panel on Kyocera printers](#)
- [How to set up SSL/TLS communication on Kyocera printers](#)

See also:

- [Printix Go troubleshooting](#)

How to prepare Kyocera printer for Printix Go

Download the Kyocera ZIP file

1. Open the [Software](#)  page.
2. Scroll to the **Printix Go** section and select **Kyocera (ZIP)** to download it.
3. Unpack the downloaded ZIP file.

The unpacked folder contains two package files, which you will need later for installation.

Install Printix Go Kyocera with KYOCERA Net Viewer

Printix Go Kyocera is installed with the Kyocera application **KYOCERA Net Viewer** obtained from the Kyocera website. We recommend to always use the latest version of the KYOCERA Net Viewer.

1. Make sure the printer is powered on and ready.
2. Run the KYOCERA Net Viewer.
3. Use the **Add devices wizard** to add the necessary printers. To open the wizard, in the **Device** menu, select **Discovery** and then **Add devices**.
4. Follow the **Add devices wizard**.

In **Communication Settings**, the following must be configured:

- Select the check box for **TLS**.
- Set a **Login User Name** and a **Password**.

5. Select the printers where Printix Go Kyocera is to be installed.
6. In the **Device** menu, select **Applications**.
7. Select **Install New**, browse to the package files that you saved in step [3](#), then select the file with **PrintixGoPrint** in its name.
8. Optionally, if you want to use capture functionality, select **Install New** again, browse to the same package files, then select the file with **PrintixGoCapture** in its name.
9. **Activate** both applications without a license key.
10. [Install Printix Go](#) to configure Printix Go to work with your Printix Home.

How to uninstall Printix Go from a Kyocera printer

Printix Go must be uninstalled from both the Printix Administrator and the KYOCERA Net Viewer.

1. [Uninstall Printix Go from the Printix Administrator](#).
2. Run the KYOCERA Net Viewer.
3. In the **Device** menu, select **Applications**.
4. **Uninstall** the Printix Go print and capture applications.

You only need to uninstall capture if you installed it in step [8](#).

How to update Printix Go Kyocera

1. Uninstall Printix Go [as described above](#).
Printix Go is uninstalled from both the Printix Administrator and the KYOCERA Net Viewer.
2. [Download the latest version of the Kyocera ZIP file](#).

3. Reinstall Printix Go in both the KYOCERA Net Viewer and in Printix Administrator [as described above](#).

Use the newly downloaded Kyocera ZIP file for the installation in the KYOCERA Net Viewer.


How to use Printix Go on Kyocera printers

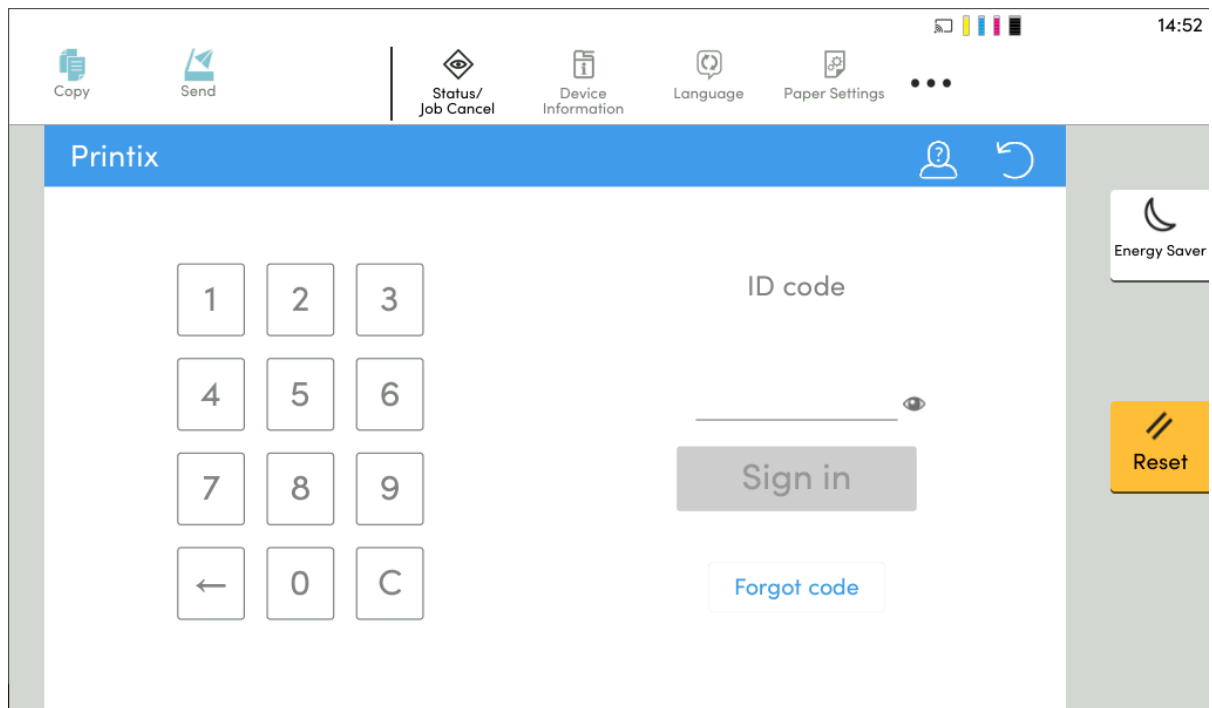
- [Sign in with an ID code at a Kyocera printer](#)
- [Sign in with card at a Kyocera printer](#)
- [Release documents at a Kyocera printer](#)
- [Capture at a Kyocera printer](#)
- [Sign out from a Kyocera printer](#)
- [Register card on a Kyocera printer](#)
- [Sign in as guest on a Kyocera printer](#)


See also:

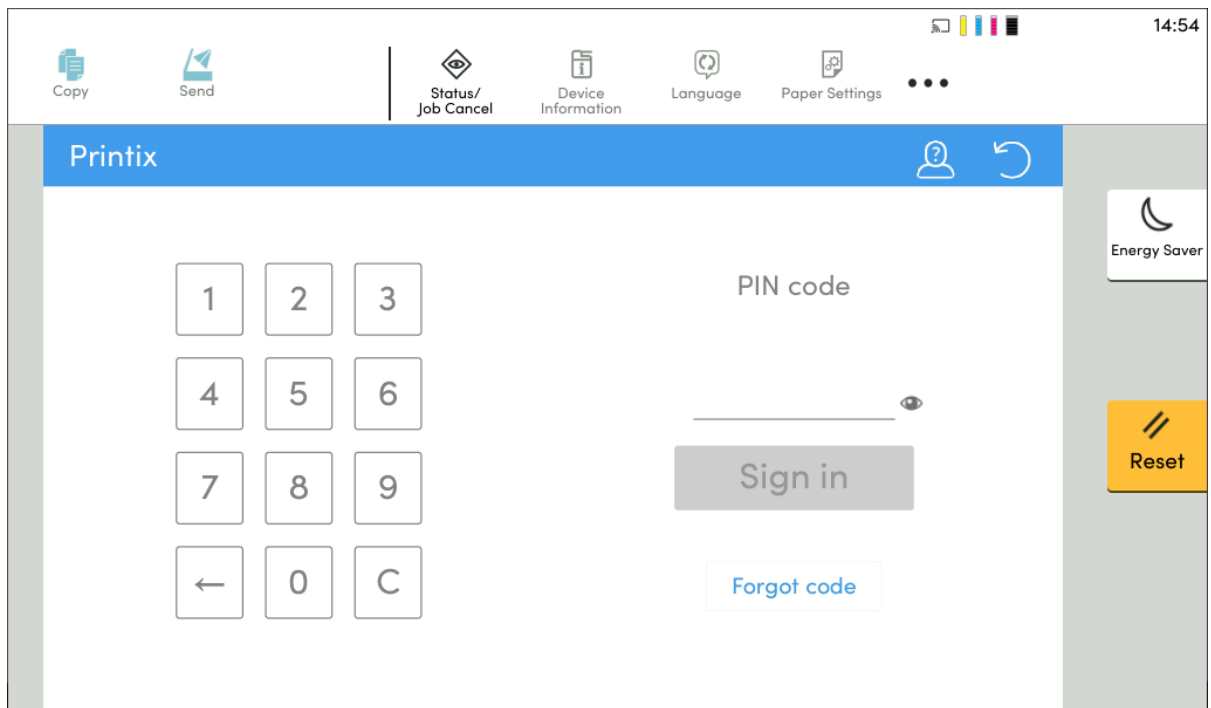
- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Kyocera printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your ID code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

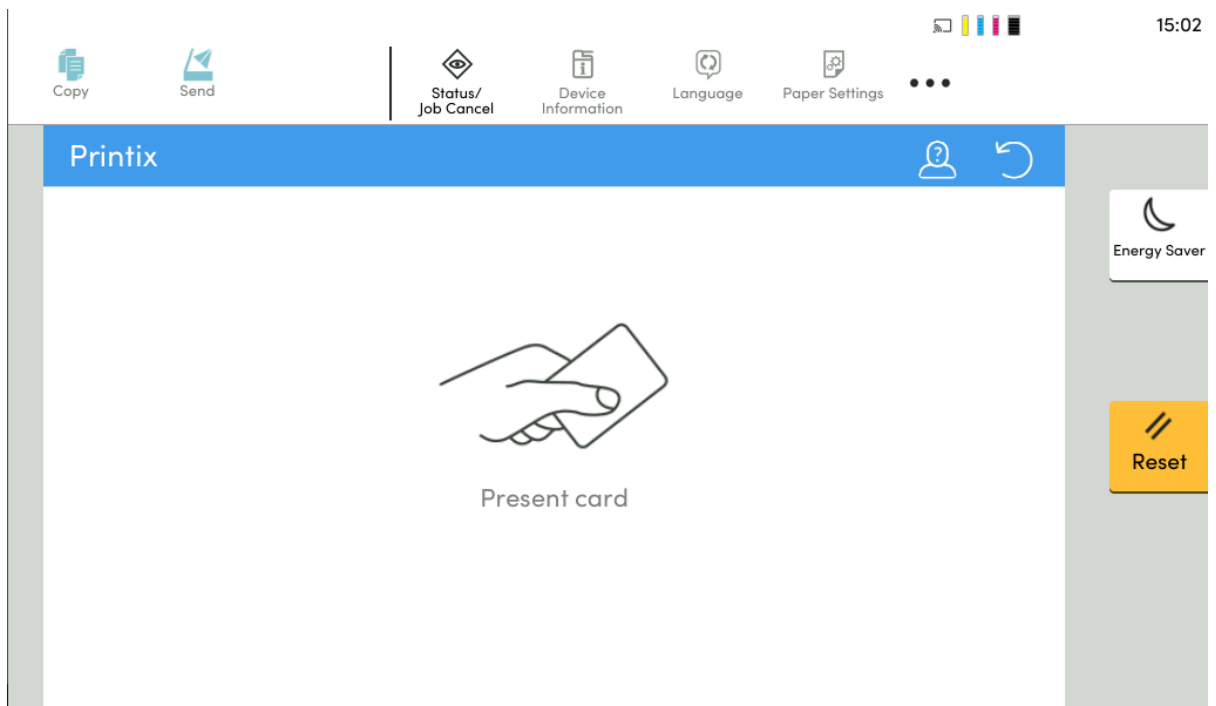



2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **[Forgot code](#)** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

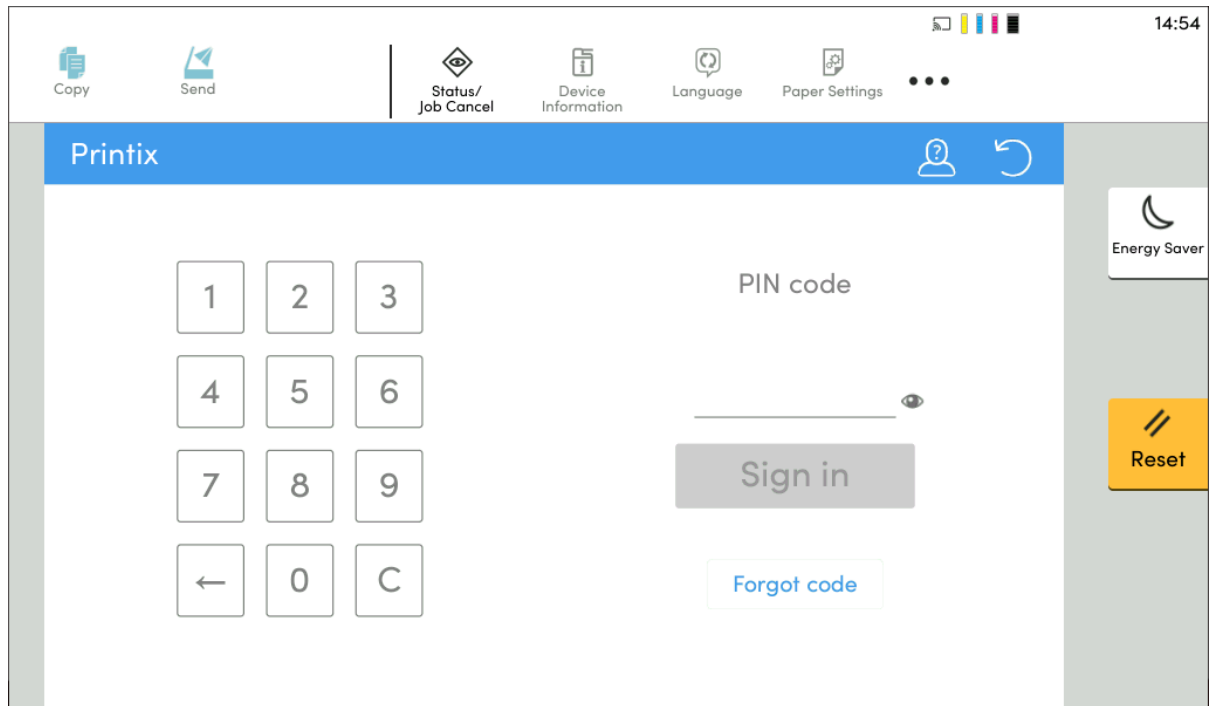


Sign in with card at a Kyocera printer


1. Swipe your card at the card reader on the printer.

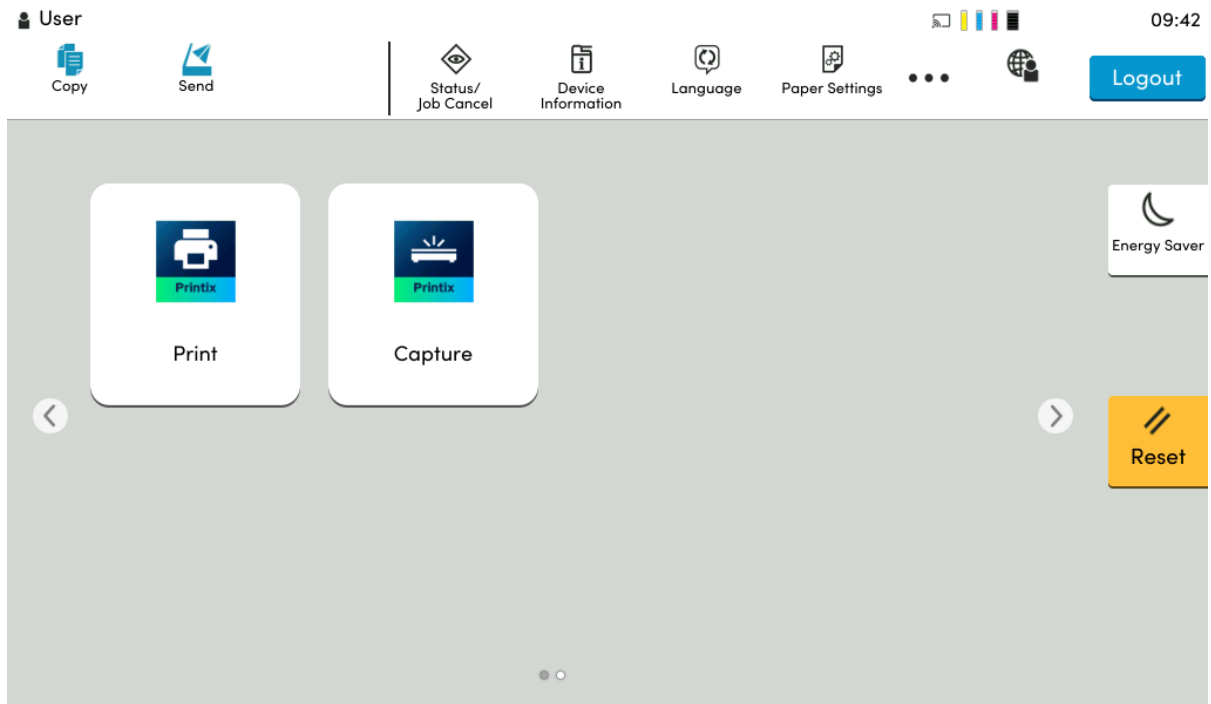


2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

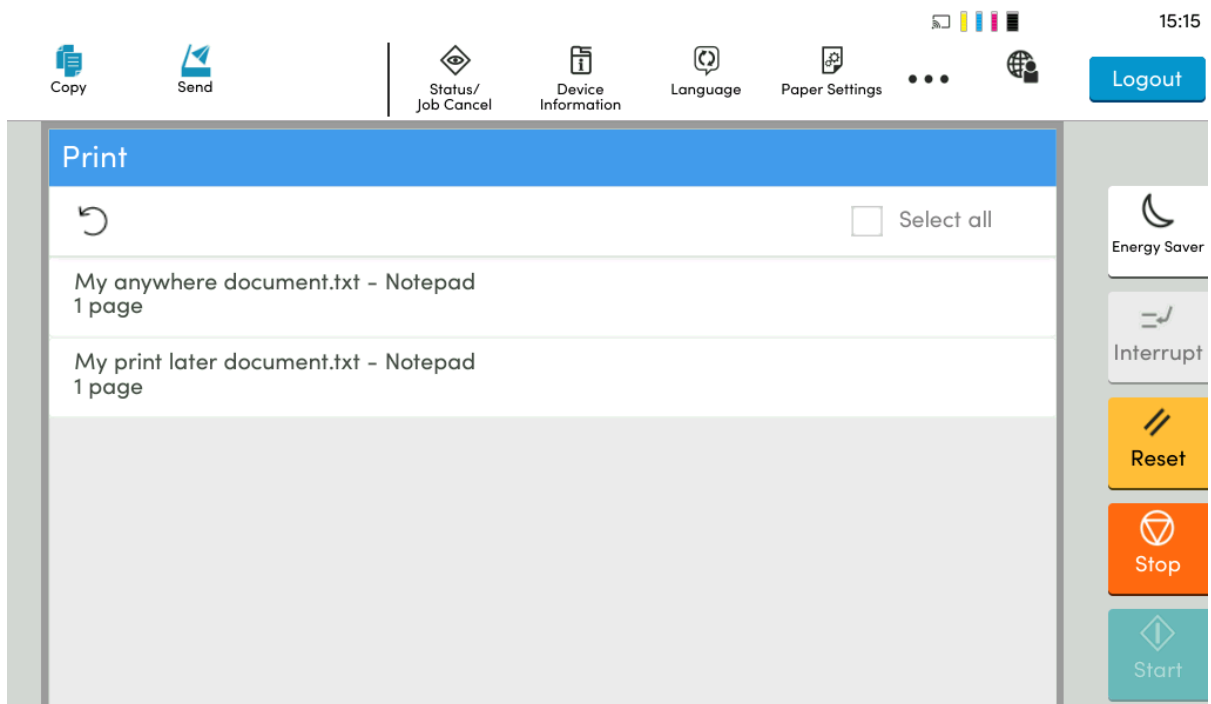


Release documents at a Kyocera printer

1. Sign in to the printer.
2. Select the Printix **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Kyocera printer

The capture process consists of three steps:

- **Scan and upload**


As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

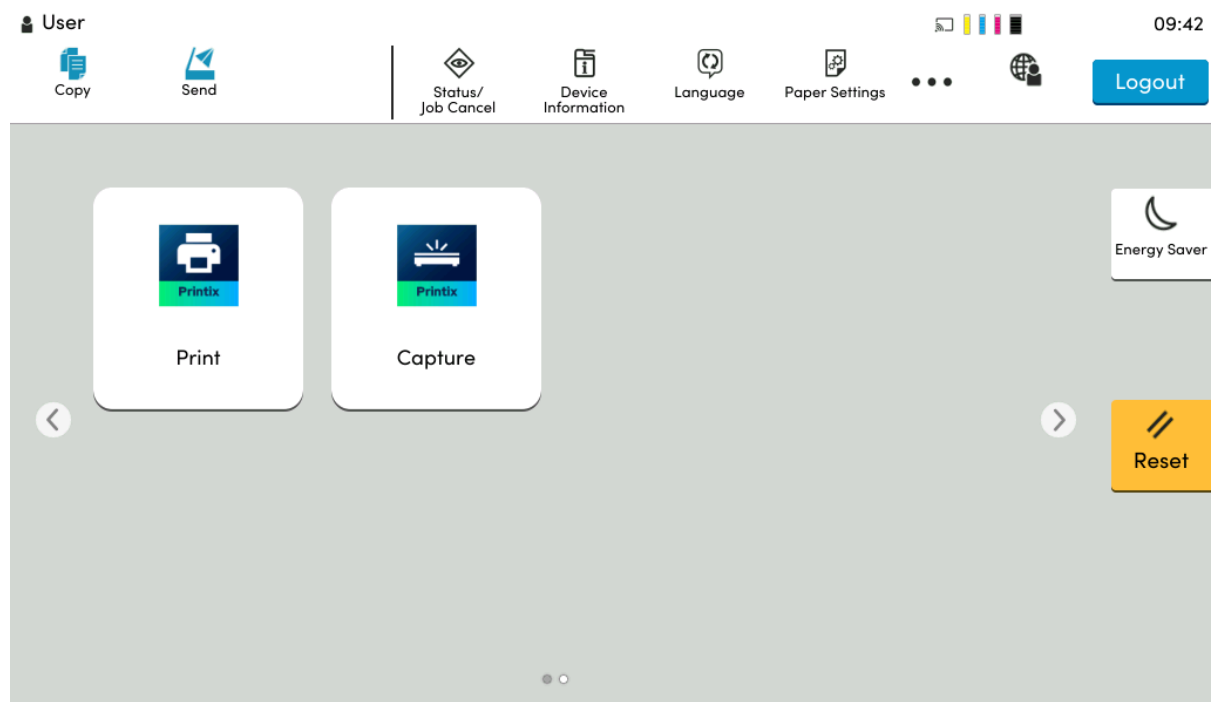
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

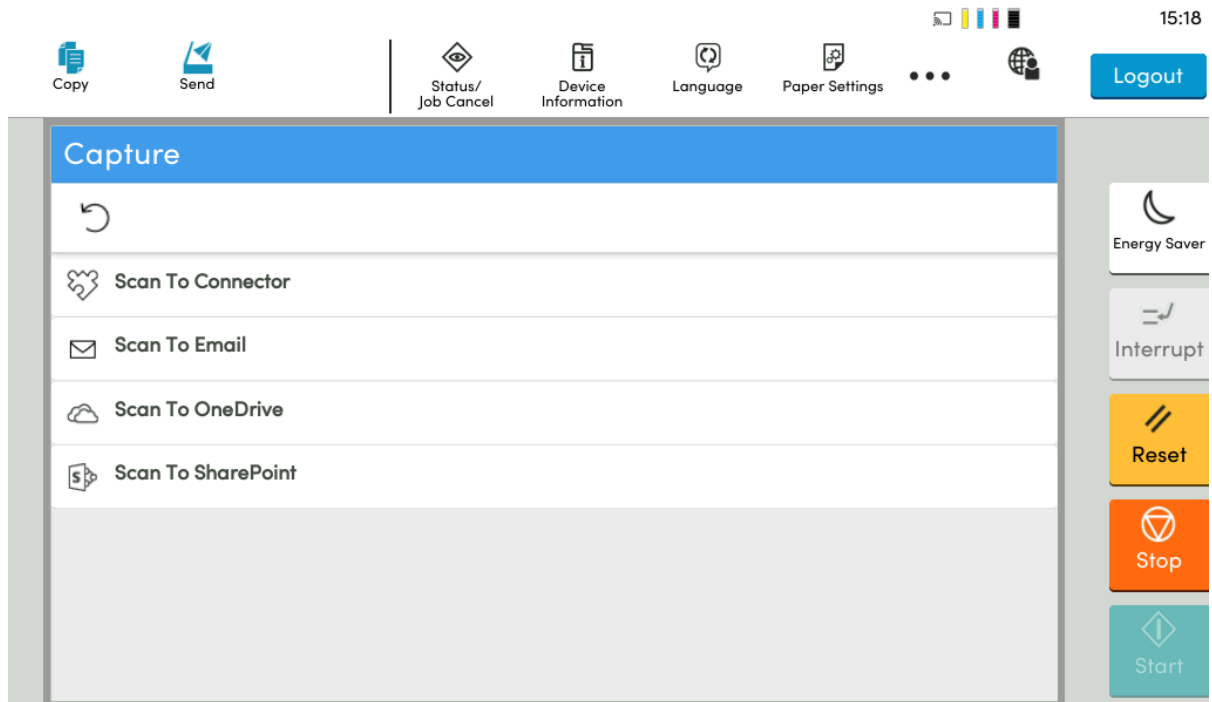
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

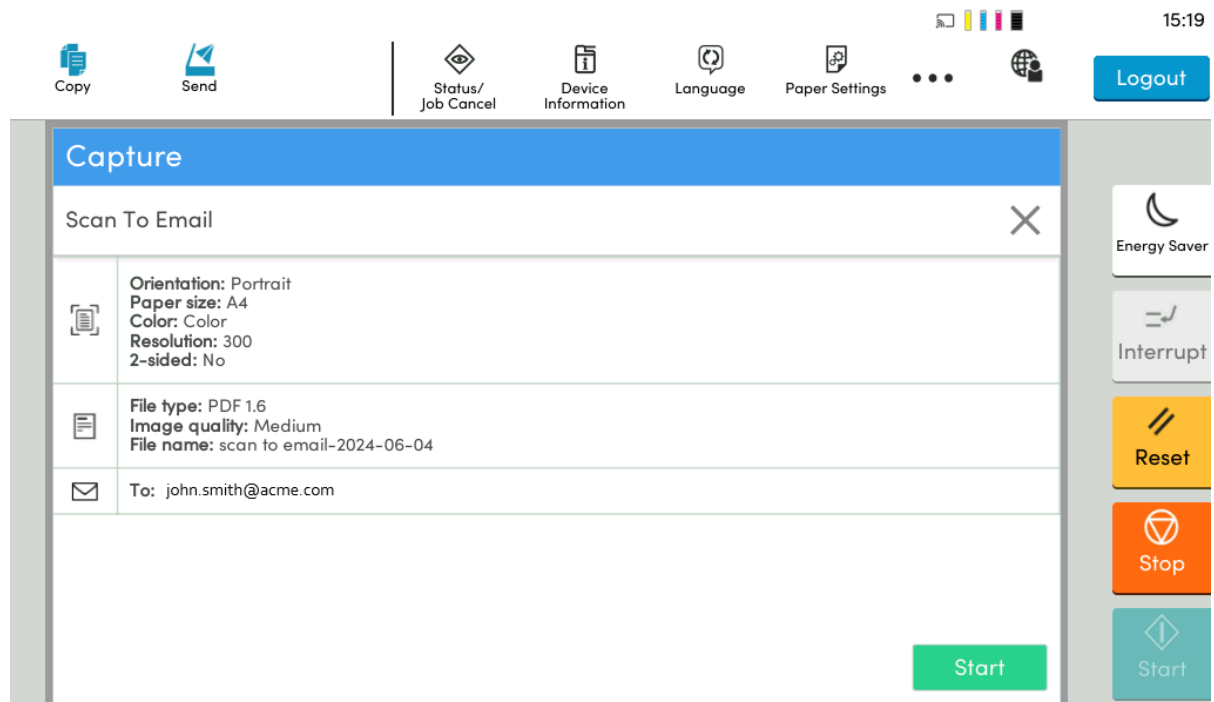
1. Sign in to the printer.
2. Select the Printix **Capture**  icon.



A list of capture workflows appears.



3. Select the appropriate workflow.
If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported.



5. Select **Start** to start scanning.

- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.
- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.

Sign out from a Kyocera printer

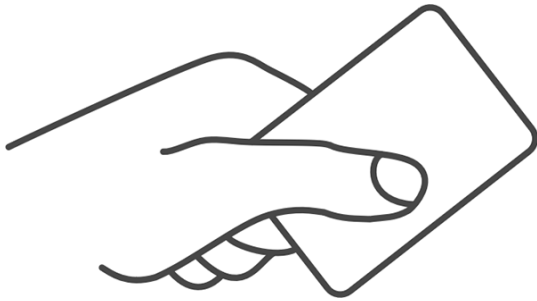
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

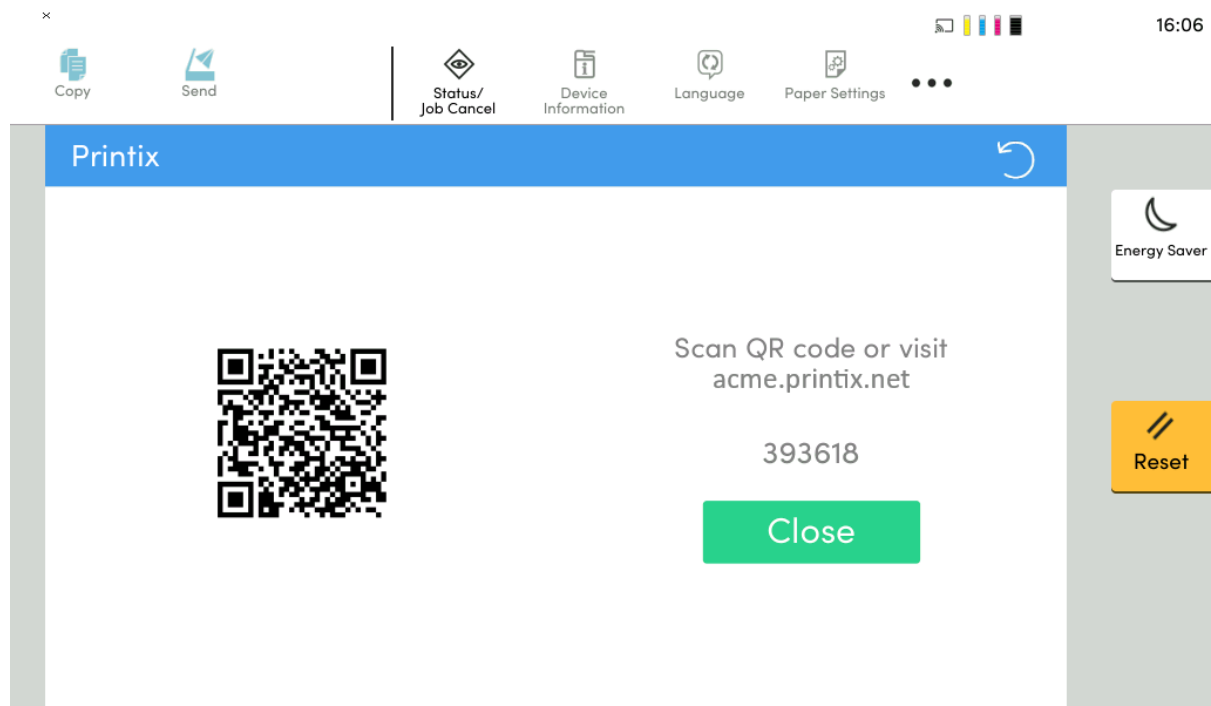
Register card on a Kyocera printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



2. Register your card using one of the following methods:

- [Scan the QR code with the camera on your phone.](#)
- [Scan the QR code with the Printix App on your phone.](#)
- [Register the card without a phone.](#)

Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.

Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.

- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.

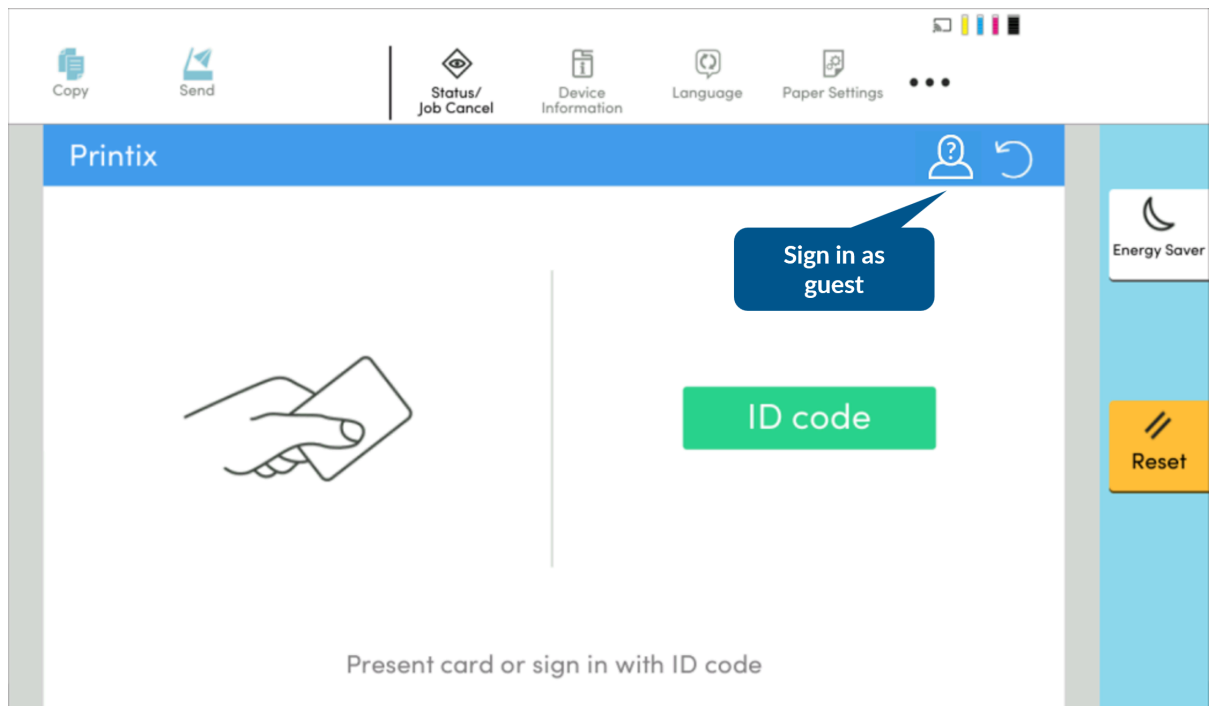
Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu** ≡ > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** 📷, then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Kyocera printer

1. On the sign-in page, select **Guest** 👤 in the upper right of the printer's touchscreen control panel.



2. Select a function to use, such as **Copy** if that is available.


The accessible functions depend on the [Access control](#) settings in the Go configuration. Sign-in as guest is not available if all functions, including **Everything else**, are locked.

How to change the language of a Kyocera printer

1. [Sign in to the printer's web page](#) as an administrator.
2. Select **Device Settings** and **System** in the menu.
3. In **General**, set the preferred **Language**, then select **Submit**.
The language does not change immediately in two scenarios:
 - If a user is not signed in to the printer, select the refresh icon ↺ on the printer to update the language.
 - While a user is releasing documents from the printer, go back to the home screen to update the language.

How to set inactivity timeout on Kyocera printers

1. [Open the printer's web page](#) and log in as an administrator.
2. In **Device Settings**, select **Energy Saver/Timer**.
3. In **Panel Reset Timer** under **Timer Settings**, enter the number of seconds.
The default is 90 seconds.
4. Select **Submit**.

 During card registration on Kyocera printers, the printer screen does not reset even after a timeout occurs, which can be a security issue.

How to set up scan settings on Kyocera printers

Scan settings of Printix Capture workflows are independent from the printer. Users can select scan settings that might not be supported by the printer, which means that the printer might override the requested scan parameters to complete the workflow.

The Printix workflow settings cover only a subset of the scan features that the printer has. This implies that the printer simplifies some settings when they are applied. The most affected settings are the paper feeding options and also the orientation to some extent.

Printix queries the available scan capabilities from the printer. When a scan request is made, each scan setting (other than Select automatically) is checked whether it is supported by the capabilities of the printer. When a scan setting is not supported, the following things can happen:

- For Orientation, Portrait is used if Auto is not supported, and if Portrait or Landscape is not supported, the other setting is used.
- For Paper size, the closest supported paper width is used from the same oriented paper sizes.
- For Color, Grey is used if Color is not supported, and Black and white is used if Grey is not supported.
- For Resolution, the closest value is used. If two values are the closest, the higher value is used.
- For Duplex, if **2-sided** is not supported, **1-sided** is used.

Paper feeding options

If you scan a two-sided document, add the paper to the Automatic Document Feeder (ADF). If you scan a one-sided document, put the paper on the glass.

Select automatically

If either Orientation or Paper size is set to Auto, the printer automatically sets proper values for scanning.

How to set up scan to email on Kyocera printers

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 8.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and log in as administrator.
7. In the **Function Settings** menu, select **E-mail**.
8. In **SMTP**, make the following changes:
 - In **SMTP Server Name**, enter the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
 - In **SMTP Port Number**, leave the value at 25.
 - In **Authentication Protocol**, select **Off**.
9. Under **E-mail Send Settings** for **SMTP Authentication and Sender Address**, select one of the following:
 - **Use Device Setting:** The printer fills in the **From** address with the address you enter in **Sender Address**.
 - **Use Login User Information:** The printer fills in the **From** address with the address of the signed-in user.
10. Select **Submit**.
11. In **SMTP**, select **Test** to test your connection.
12. After the test is finished, select **OK**.



- Emails might be sent to the recipients' junk mail folder. If your email did not arrive, remember to check the spam/junk mail folder. See also: [How to troubleshoot scan to email](#).
- To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).

How to sign in as administrator on Kyocera printers

Follow these steps to sign in as an administrator on Kyocera printers when Printix Go is installed.

1. On the sign-in page, touch the **Printix** text in the upper left corner of the printer's touchscreen. A screen appears with two lines and a **Sign in** button.
2. Enter a printer administrator username on the upper line, then enter the password that belongs to the username on the lower line.
3. Select **Sign in**.

How to remotely access control panel on Kyocera printers

1. [Open the printer's web page](#) and log in as administrator.
2. In the **Network Settings** menu, select **Protocol**.
3. Make sure **Enhanced VNC (RFB) over SSL** is turned on.
4. Download and install [VNC Viewer](#) from the Internet.
5. In VNC Viewer, select the **File** menu and then **New connection**.
6. In **VNC Server**, enter the IP address or the hostname of the Kyocera printer you wish to access. If you enter the IP address, also enter the port of the printer: {IP.address}:{port}.
7. Select **OK**.
The printer appears in VNC Viewer.
8. Double-click the printer you wish to remotely access.

How to set up SSL/TLS communication on Kyocera printers

To be able to install and uninstall Printix Go on Kyocera printers, SSL/TLS communication must be configured correctly.

These steps are safety requirements. Printers without a correctly configured SSL/TLS communication are not supported.

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Security Settings**, and then **Network Security**.
 - In **SSL**, **On** should be selected by default.
 - In **TLS Version** for both **Serverside Settings** and **Clientside Settings**, make sure **TLS1.2** and **TLS1.3** are selected.

Printix Go uses the highest level of TLS that the device supports. If the device does not support TLS 1.3, the communication falls back to TLS 1.2.

3. Select **OK**.

Printix Go Lexmark - How to

How to sections for Lexmark:

- [How to prepare Lexmark printer for Printix Go](#)
- [How to use Printix Go on Lexmark printers](#)
- [How to set inactivity timeout on Lexmark printers](#)
- [How to set up scan to email on Lexmark printers](#)
- [How to remotely access control panel on Lexmark printers](#)
- [How to reset to factory settings on Lexmark printers](#)
- [How to find the card reader IDs on Lexmark printers](#)
- [How to get logs from Lexmark printers](#)
- [How to import certificates for proxy servers](#)

See also:

- [Printix Go troubleshooting](#)

How to prepare Lexmark printer for Printix Go

Create a local admin account on the printer

1. [Open the printer's web page](#) and sign in as administrator.
2. On the menu, select **Settings**.
3. Select **Security**.
4. Select **Login Methods**.
5. In the **Local Accounts** section, select **Add User**.
6. Select **User Name/Password**.
7. In the **Edit User Name/Password Account** dialog box, enter the user information.
8. In **Permissions Groups**, select **Admin**.
 - It is the same account you need to reference in the [Sign in profile](#).
 - If another permission group is used than **Admin**, you must ensure that **Access Controls** as a minimum has **Security Menu** selected under **Administrative Menus** and **Import / Export All Settings** selected under **Device Management**.
9. Select **Save**.

Enable HTTPS through the printer's web page


1. [Open the printer's web page](#) and sign in as administrator.
2. On the menu, select **Settings**.
3. Select **Network/Ports**.

4. Select **HTTP/FTP Settings**.
5. Select **Enable HTTPS**.
6. Select **Save**.

Encrypt the hard disk for capture

For security reasons, the printer's hard disk drive (HDD) must be encrypted, or else Printix Capture will not use it.

1. [Open the printer's web page](#) and sign in as administrator.
2. On the menu, select **Settings**.
3. Select **Security**.
4. Select **Encryption**.


 On some printers, it is called **Disk Encryption**.

If **Internal Storage** is the only storage type, the printer does not have an HDD.

5. If you see text about encryption being disabled, select **Start encryption**.
6. Select **Save**.

How to manually install Printix Go Lexmark

- The printer must already be added to Printix. See [How to add printers](#).
- In the [Printer properties](#), the printer's serial number must not be empty.
- Ensure that the Lexmark printer is not in use while you perform any of these steps.
- For bulk deployments, download the [Lexmark Device Deployment Utility \(DDU\)](#) tool.

 The instructions for bulk deployments were tested with DDU version 2.14.1.

Manually register Printix Go Lexmark

The registration of Printix Go Lexmark has the following steps:



1. [Download Printix Go Lexmark files](#)
2. [Create Sign in profile and Go configuration](#)
3. [Obtain Client ID, Client Secret, and Tenant ID](#)
4. [Install the Print and Capture applications](#)
5. [Register the Print and Capture applications](#)
6. [Change the security settings](#)

Download Printix Go Lexmark files


1. Open the [Software](#) page.
2. Scroll to the **Printix Go** section at the bottom and select **Lexmark Go (FLS)** and **Lexmark Capture (FLS)** to download each file.

Download the files to a convenient location on your computer.

Create Sign in profile and Go configuration


1. Open **Printer properties** and select the **Printix Go** tab.
2. Select **Sign in profile setup**  to open the **Sign in profile** menu.
3. Select **Create sign in profile**. If you have an existing sign in profile that can be used, select **Assign sign in profile** instead.
 - In **Name**, type a descriptive name for the sign in profile.
 - In **Username**, type the username of an administrator account that can access the printer's web pages. The username cannot be blank.
 - In **Password**, type the password of an administrator account that can access the printer's web pages. The password cannot be blank.
 - In **Description**, type an optional description for the sign in profile.
4. Select **Save**.
5. Select **Verify sign in profile**.
The printer must be online.
6. Select **Go configuration setup**  to open the **Go configuration** menu.
7. Select **Create Go configuration**. If you have an existing Go configuration that can be used, select **Assign Go configuration** instead.
 - In **Name**, type a descriptive name for the Go configuration.
 - In **Description**, type an optional description for the Go configuration.
 - In **Sign in method**, optionally, change it from **Select automatically** to the method you want.
 - In **Access control**, optionally, check the printer functions that require sign-in.
 - In **Email sender**, optionally, type a default sender email address, and this will be used as the sender rather than the email address of the signed-in user doing a scan to email.
8. Select **Save**.

Obtain Client ID, Client Secret, and Tenant ID

 If you already have an application with **Go registration** as the application type, you can obtain the Client ID and Tenant ID from there. However, to use an existing application, you must remember its Client Secret that was only obtainable during creation.

1. Open the **Applications** page.
2. Select **Create application**.
The **Create application** dialog box appears.
3. In **Application name**, enter the name of the application.
4. For **Type**, select **Go registration**.
5. Select **I accept**.
With this prompt, you accept that one application is billed as one user.
6. Select **Create**.
The dialog box is not closed, and instead, further options appear in it.
7. Copy the **Client ID**, **Client Secret**, and **Tenant ID** to a convenient location.

These values will be needed in [Register the Print and Capture applications](#).

 The client secret is only displayed here, and it cannot be retrieved later.

8. Select **Close**.

Install the Print and Capture applications

1. [Sign in to the printer's web page](#) as an administrator.
2. On the menu, select **Apps**.
3. Under **Installed Apps**, select **Install an app**.
A dialog box appears.
4. Select **Browse**.
5. Select the **Lexmark Go (FLS)** file you downloaded in [Download Printix Go Lexmark files](#).
6. Select **Install**.
The Lexmark Print application is installed.
7. Optionally, to also install the Lexmark Capture application:
 - a. Select **Install an app** again.
 - b. Select **Browse**.
 - c. Select the **Lexmark Capture (FLS)** file you downloaded in [Download Printix Go Lexmark files](#).
 - d. Select **Install**.

The Lexmark Capture application is installed.

Register the Print and Capture applications

After the Lexmark Print and Lexmark Capture applications are installed, they must be registered.

To perform these steps, start from the same page on the printer's web page where you finished the installation.

Perform these steps twice: Once for Print, and once for Capture.

1. Under **Installed Apps**, select **Print** (Tungsten Printix Go) or **Capture** (Tungsten Printix Capture).
2. Select **Configure**.
3. Enter the following details:
 - **Enter tenant url:** Enter your Printix Home URL.
Example: `https://acme.printix.net`
 - **Enter tenant id:** Paste the Tenant ID you copied in [Obtain Client ID, Client Secret, and Tenant ID](#).
 - **Enter client id:** Paste the Client ID you copied in [Obtain Client ID, Client Secret, and Tenant ID](#).
 - **Enter client secret:** Paste the Client Secret you copied in [Obtain Client ID, Client Secret, and Tenant ID](#).
4. Select **Enable manual registration**.

5. Select **Apply**.



Change the security settings

To perform these steps, remain signed in to the printer's web page.

1. On the menu, select **Settings > Security**.
2. Under **Login Methods**, select **Manage Permissions**.
3. Expand the **Apps** category by selecting the **Plus** mark next to it.
4. Clear **esf.PrintixGoLexmark.Printix**, and if you see it, also clear **esf.PrintixCaptureLexmark.Printix**.
5. Select **Save**.
6. Return to the **Settings > Security** page.
7. Under **Local Accounts**, select **Change** next to **Default Browser Login**.
A dialog box appears.
8. Set **Control Panel** to **Printix**.
9. Select **Save**.

Manually uninstall Printix Go Lexmark

The manual uninstallation does not de-register Printix Go Lexmark. De-registration is explained in more detail in [Manually de-register Printix Go Lexmark](#).


1. [Sign in to the printer's web page](#) as an administrator.
2. On the menu, select **Apps**.
3. Select the **Print**  application.
4. Select **Uninstall**.
5. If the **Capture**  application is installed, select **Uninstall** for that too.

Manually de-register Printix Go Lexmark

The de-registration of Printix Go Lexmark has the following steps:

1. [Replace the application](#)
2. [De-register the Print and Capture applications](#)

Replace the application

 If you already have a second application with **Go registration** as the application type, you can obtain the Client ID and Tenant ID from there. However, you must remember its Client Secret that was only obtainable during creation.

1. Open the [Applications](#) page.
2. Select **Create application**.
The **Create application** dialog box appears.
3. In **Application name**, enter the name of the application.
4. For **Type**, select **Go registration**.

5. Select **I accept**.

With this prompt, you accept that one application is billed as one user.


6. Select **Create**.

The dialog box is not closed, and instead, further options appear in it.

7. Copy the **Client ID**, **Client Secret**, and **Tenant ID** to a convenient location.

Ensure that these values are not mixed together with the values for installation.

These values will be needed in [De-register the Print and Capture applications](#).

 The client secret is only displayed here, and it cannot be retrieved later.

8. Select **Close**.

De-register the Print and Capture applications

1. [Sign in to the printer's web page](#) as an administrator.
 2. On the menu, select **Apps**.
 3. Under **Installed Apps**, select **Print** (Tungsten Printix Go).
 4. Select **Configure**.
 5. Enter the following details:
 - **Enter tenant url:** Enter your Printix Home URL.
Example: <https://acme.printix.net>
 - **Enter tenant id:** Paste the Tenant ID you copied in [Replace the application](#).
 - **Enter client id:** Paste the Client ID you copied in [Replace the application](#).
 - **Enter client secret:** Paste the Client Secret you copied in [Replace the application](#).
 6. Select **Enable manual de-registration**.
 7. Select **Apply**.
- The Print and Capture applications are both de-registered.

Manually change the configuration of a Lexmark printer

1. [Manually uninstall Printix Go Lexmark](#).
2. [Install the Print and Capture applications](#).

Manually register Printix Go Lexmark on multiple printers

The registration of Printix Go Lexmark has the following steps on multiple printers:

1. [Export a configuration](#).
2. [Continue registration with the Lexmark DDU tool](#).

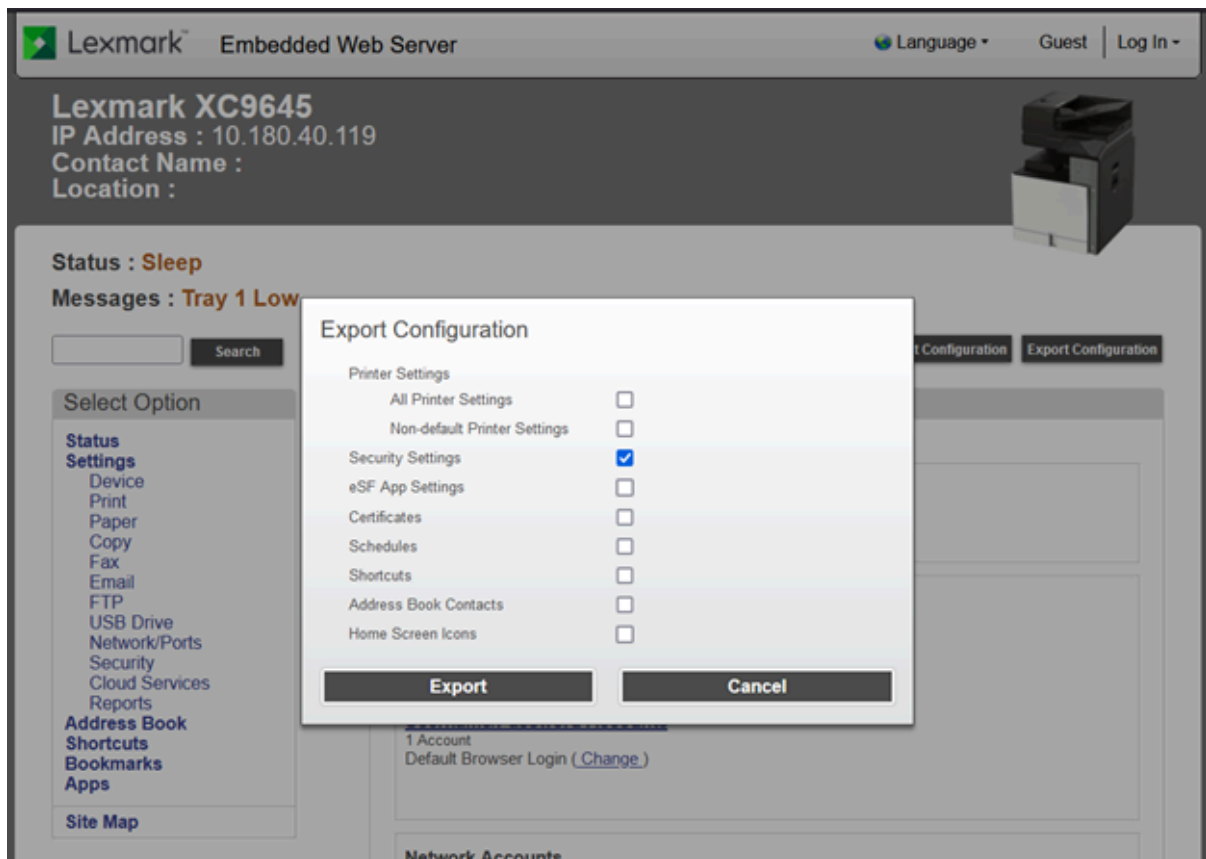
Export a configuration

1. [Download the Printix Go Lexmark files](#).
2. [Obtain Client ID, Client Secret, and Tenant ID](#).
3. [Sign in to the printer's web page](#) as an administrator.
4. On the menu, select **Apps**.

5. [Register the Print and Capture applications.](#)
After selecting **Apply**, stay on the page.
6. Select **Export** to download the settings as a UCF file.

If the printer is still handling the registration from the previous step, the export process takes longer.

7. Open the downloaded UCF file in a text editor.
8. Add a new line to the end:
esf.PrintixGoLexmark.settings.clientSecret "{client secret}"
Replace the {client secret} variable with the Client Secret you obtained in step [2](#).
9. Save and close the file.
10. [Change the security settings.](#)
11. Return to the **Settings > Security** page.
12. Select **Export Configuration > Custom**.
13. Ensure that **Security Settings** is selected.



14. Select **Export.**

Continue registration with the Lexmark DDU tool

1. Start the Lexmark DDU tool:
Open the folder where you downloaded the Lexmark DDU tool.
Read the instructions in the docs folder about how to start the Lexmark DDU tool.
2. Select **Add New**.
3. Select **Add Firmware of Flash file(*.fls)**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
4. Select **Add Settings Files(.ucf) > Settings File**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
5. Select **Add Configuration Files(.zip)**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
6. Select **Edit Device List** in the bottom left corner.

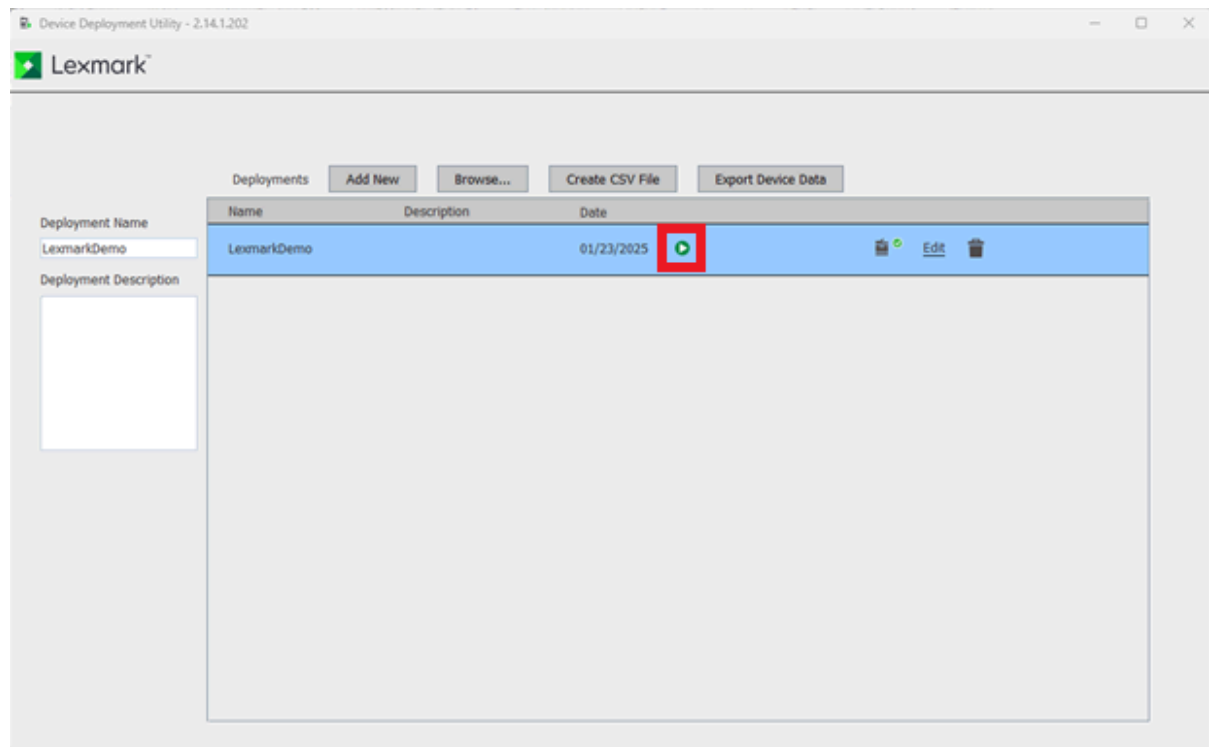
Read the instructions in the docs folder about what to do on the appearing dialog box. Ensure that **Add a device** is selected.

Select **OK** when you are done.

7. Select **Save**.

You return to the page with the list of deployments.

8. Select the **Play** button next to a deployment's name to start the deployment.



Manually change the configuration on multiple Lexmark printers

1. [Export a configuration](#).
2. Start the Lexmark DDU tool:
Open the folder where you downloaded the Lexmark DDU tool.
Read the instructions in the docs folder about how to start the Lexmark DDU tool.
3. Select **Add New**.
4. Select **Add Task > Uninstall Application**.
The **Provide application details** dialog box appears.
5. For **Application Id/Name**, type **PrintixGoLexmark**, then select **OK**.
6. If the Capture application is installed, select **Add Task > Uninstall Application** again.
For **Application Id/Name**, type **PrintixCaptureLexmark**, then select **OK**.
7. Select **Add Firmware of Flash file(*.fls)**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.

8. Select **Add Settings Files(.ucf) > Settings File**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
9. Select **Add Configuration Files(.zip)**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
10. Select **Edit Device List** in the bottom left corner.
Read the instructions in the docs folder about what to do on the appearing dialog box. Ensure that **Add a device** is selected.
Select **OK** when you are done.
11. Select **Save**.
You return to the page with the list of deployments.
12. Select the **Play** button next to a deployment's name to start the deployment.

Manually de-register Printix Go Lexmark from multiple printers

The de-registration of Printix Go Lexmark has the following steps on multiple printers:

1. [Export a configuration](#).
2. [Continue de-registration with the Lexmark DDU tool](#).

Export a configuration

1. [Manually de-register Printix Go Lexmark](#) on a single printer.
After selecting **Apply**, stay on the page.
2. Select **Export** to download the settings as a UCF file.
If the printer is still handling the registration from the previous step, the export process takes longer.
3. Open the downloaded UCF file in a text editor.
4. Add a new line to the end:
esf.PrintixGoLexmark.settings.clientSecret "{client secret}"
Replace the {client secret} variable with the Client Secret you obtained in [Replace the application](#).
5. Save and close the file.

Continue de-registration with the Lexmark DDU tool

1. Start the Lexmark DDU tool:
Open the folder where you downloaded the Lexmark DDU tool.
Read the instructions in the docs folder about how to start the Lexmark DDU tool.
2. Select **Add New**.
3. Select **Add Settings Files(.ucf) > Settings File**.
Read the instructions in the docs folder about what to do on the appearing dialog box.
Select **OK** when you are done.
4. Select **Add Task**, then select **Add Delay** or **Reboot device**.

If you select **Add Delay**, set the delay time to **5000** ms, then select **OK**.

You can set a custom delay time, but consider that the delay time should be enough for the printer to call the server and de-register Printix Go Lexmark.

5. Select **Add Task > Uninstall Application**.

The **Provide application details** dialog box appears.

6. For **Application Id/Name**, type **PrintixGoLexmark**, then select **OK**.

7. If the Capture application is installed, select **Add Task > Uninstall Application** again.

For **Application Id/Name**, type **PrintixCaptureLexmark**, then select **OK**.

8. Select **Add Configuration Files(.zip)**.

Read the instructions in the docs folder about what to do on the appearing dialog box.

Select **OK** when you are done.

9. Select **Edit Device List** in the bottom left corner.

Read the instructions in the docs folder about what to do on the appearing dialog box. Ensure that **Add a device** is selected.

Select **OK** when you are done.

10. Select **Save**.

You return to the page with the list of deployments.

11. Select the **Play** button next to a deployment's name to start the deployment.

Troubleshooting

To troubleshoot errors that are not listed here, read the instructions in the docs folder about the possible solutions.

Error codes related to registration and changing the version

Error code	Error name	Error description
400	VALIDATION_FAILED	The input parameters (UCF settings) are wrong.
400	INVALID_VERSION_FORMAT	The application version does not meet the system requirements (UCF settings).
401	INVALID_TOKEN	The Client ID or Client Secret is wrong for the Go registration application.
409	SIGNIN_PROFILE_MISSING	The Sign in profile is not configured.
409	ON_DEVICE_CONFIG_MISSING	The printer is not configured.
409	CAPTURE_CONFIG_MISSING	The printer is not configured for Capture.
409	CAPTURE_NOT_SUPPORTED	The printer cannot use Capture functionality during installation.
422	PRINTER_NOT_FOUND	The system cannot find a printer with the provided serial number. The serial number was not configured or the printer was not added to Printix.
500	INTERNAL_SERVER_ERROR	Unknown reason. Submit a support request to investigate the cause.

Error codes related to de-registration

Error code	Error name	Error description
401	INVALID_TOKEN	The Client ID or Client Secret is wrong for the Go registration application.
422	PRINTER_NOT_FOUND	The system cannot find a printer with the provided serial number. The serial number was not configured or the printer was not added to Printix.
500	INTERNAL_SERVER_ERROR	Unknown reason. Submit a support request to investigate the cause.


How to use Printix Go on Lexmark printers

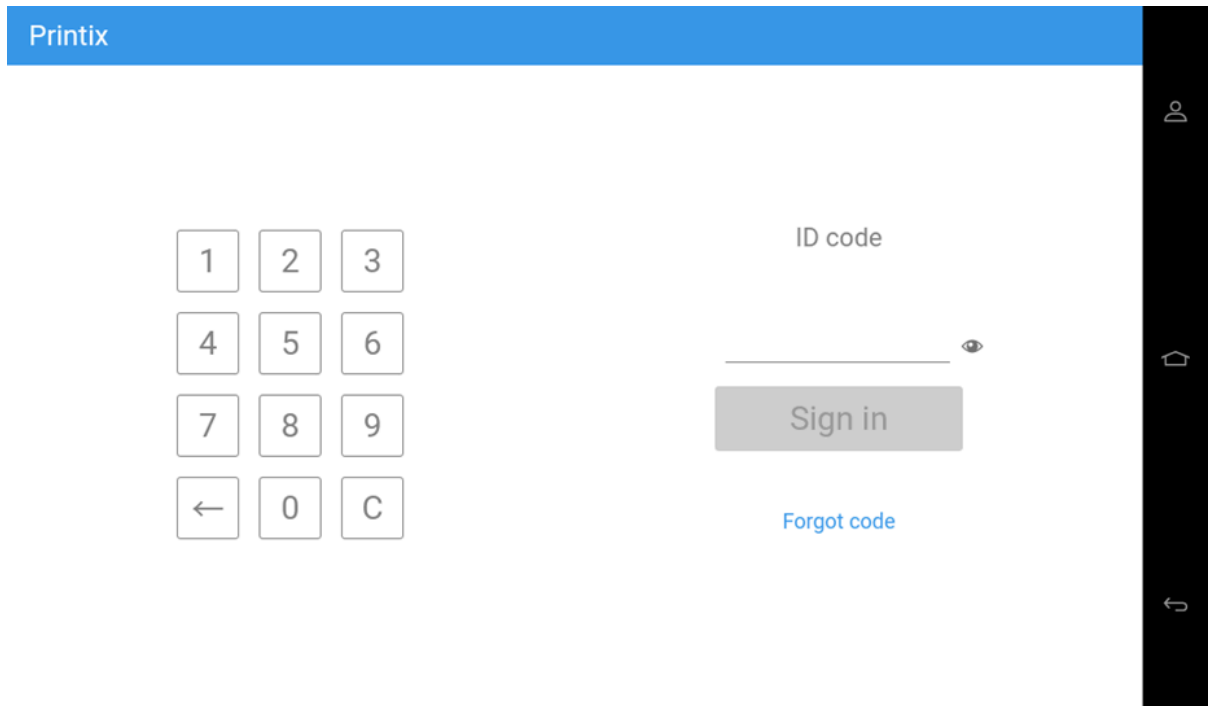
- [Sign in with an ID code at a Lexmark printer](#)
- [Sign in with card at a Lexmark printer](#)
- [Release documents at a Lexmark printer](#)
- [Capture at a Lexmark printer](#)
- [Sign out from a Lexmark printer](#)
- [Register card on a Lexmark printer](#)


See also:

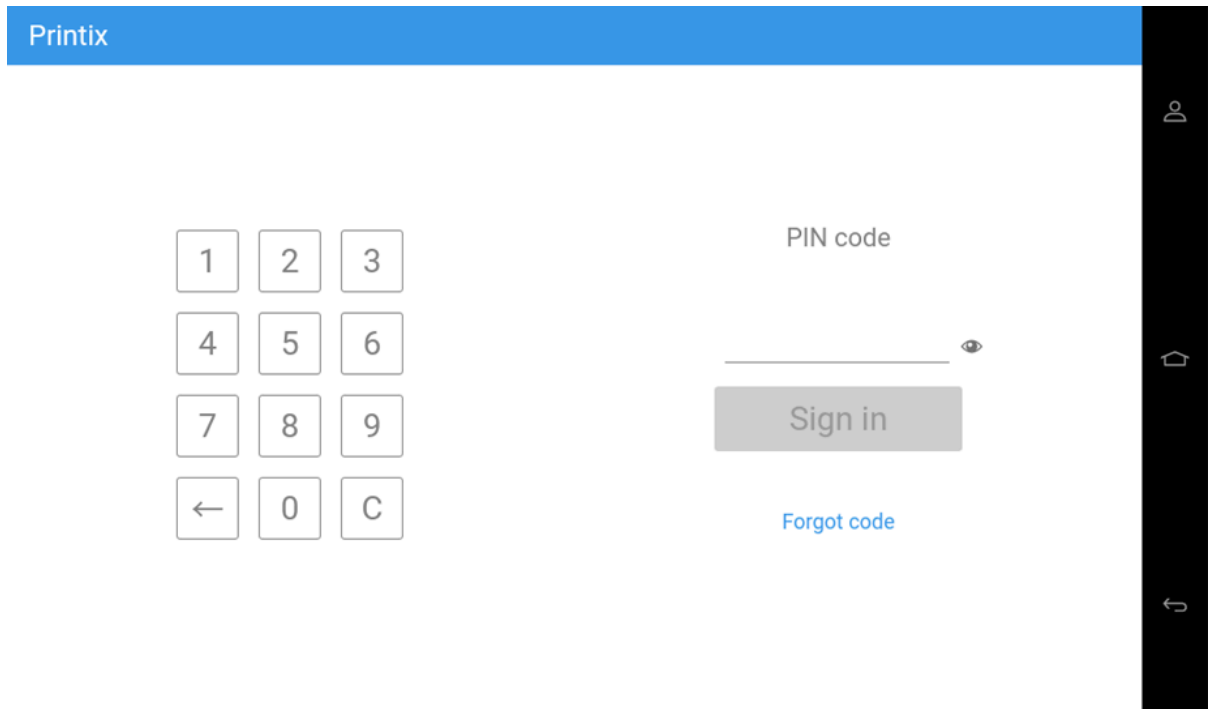
- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Lexmark printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your ID code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.


The image shows a login interface for Printix. At the top left, there is a blue header bar with the word "Printix" in white. On the right side, there is a vertical black navigation bar with four white icons: a person icon, a house icon, a document icon, and a back arrow icon. The main area of the screen is white. On the left, there is a numeric keypad with buttons for digits 1 through 9, 0, and a back arrow. To the right of the keypad, the text "ID code" is displayed above a horizontal input field. To the right of the input field is an eye icon. Below the input field is a grey button labeled "Sign in". Below the "Sign in" button is a blue link labeled "Forgot code".

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.



The image shows a login interface for Printix. At the top left, there is a blue header bar with the word "Printix" in white. On the right side, there is a vertical black sidebar containing four white icons: a person icon, a house icon, a printer icon, and a back arrow icon. The main area of the screen is white. On the left, there is a numeric keypad with buttons for digits 1-9, 0, and a "C" button. To the right of the keypad, the text "PIN code" is displayed above a horizontal input field. Below the input field is a grey "Sign in" button. Underneath the button, the text "Forgot code" is displayed in blue. A small eye icon is located to the right of the input field, indicating a toggle for password visibility.


Sign in with card at a Lexmark printer

1. Swipe your card at the card reader on the printer.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.

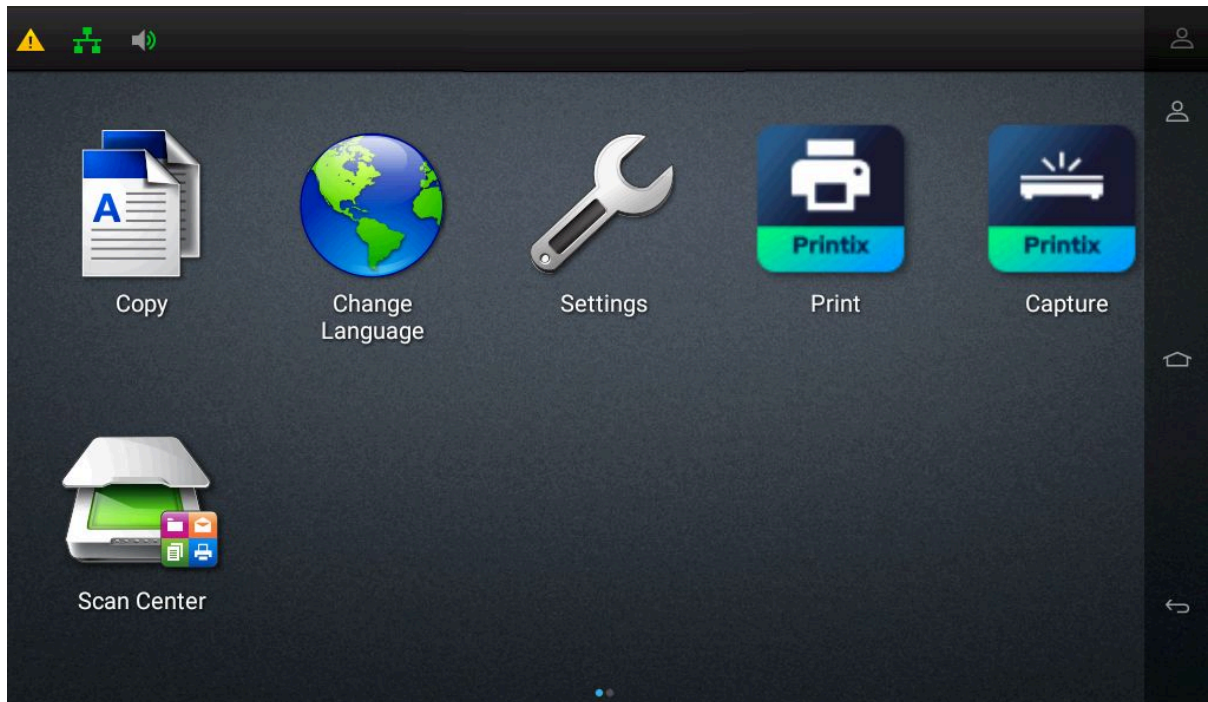
Printix



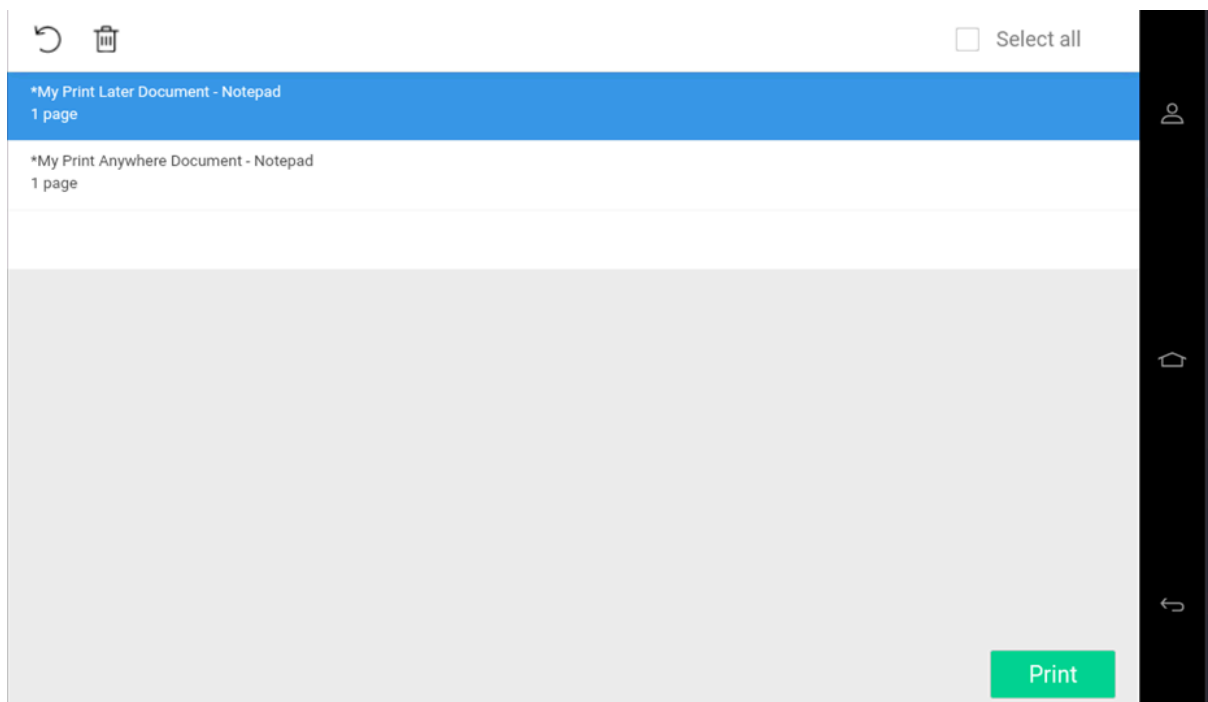
Present card

2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

1. Sign in to the printer.
2. Before 60 seconds have elapsed, select the Print **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

Capture at a Lexmark printer

The capture process consists of three steps:

- **Scan and upload**

If the printer's HDD is encrypted, as soon as the document is scanned, you are returned to the list of workflows, while the upload, processing, and delivery continue in the background.


If the printer does not have an HDD or the HDD is not encrypted, as soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

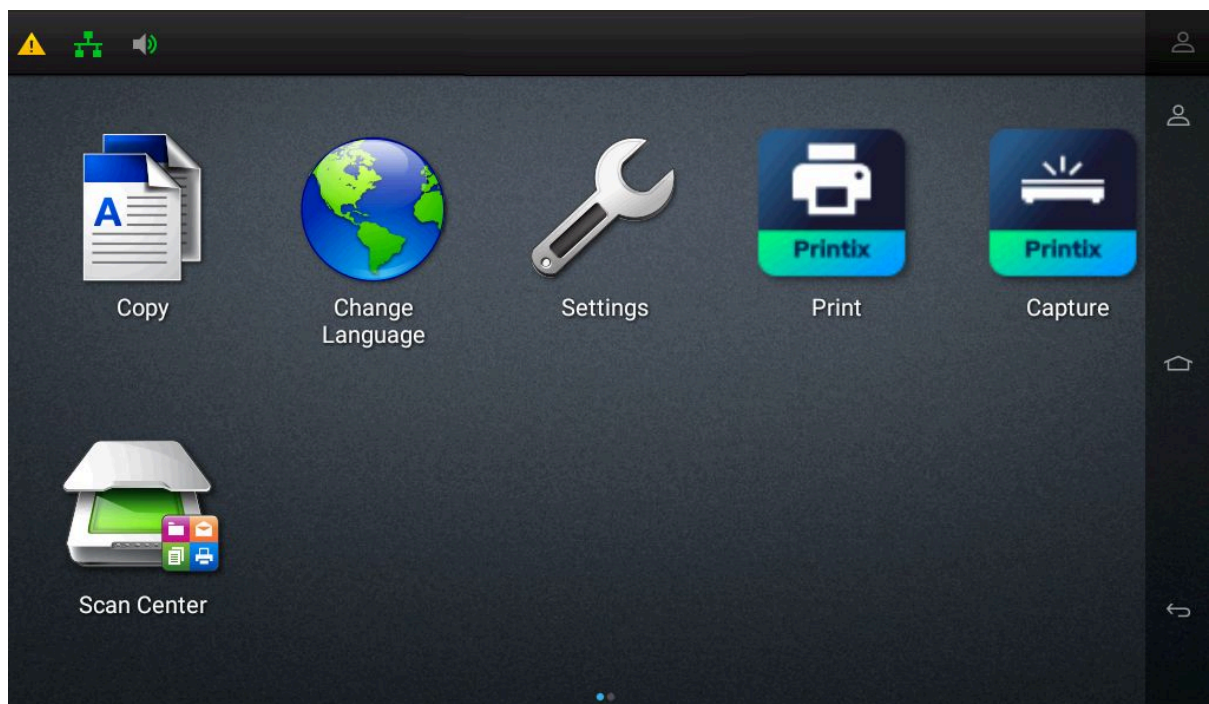
- **Processing**

The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.

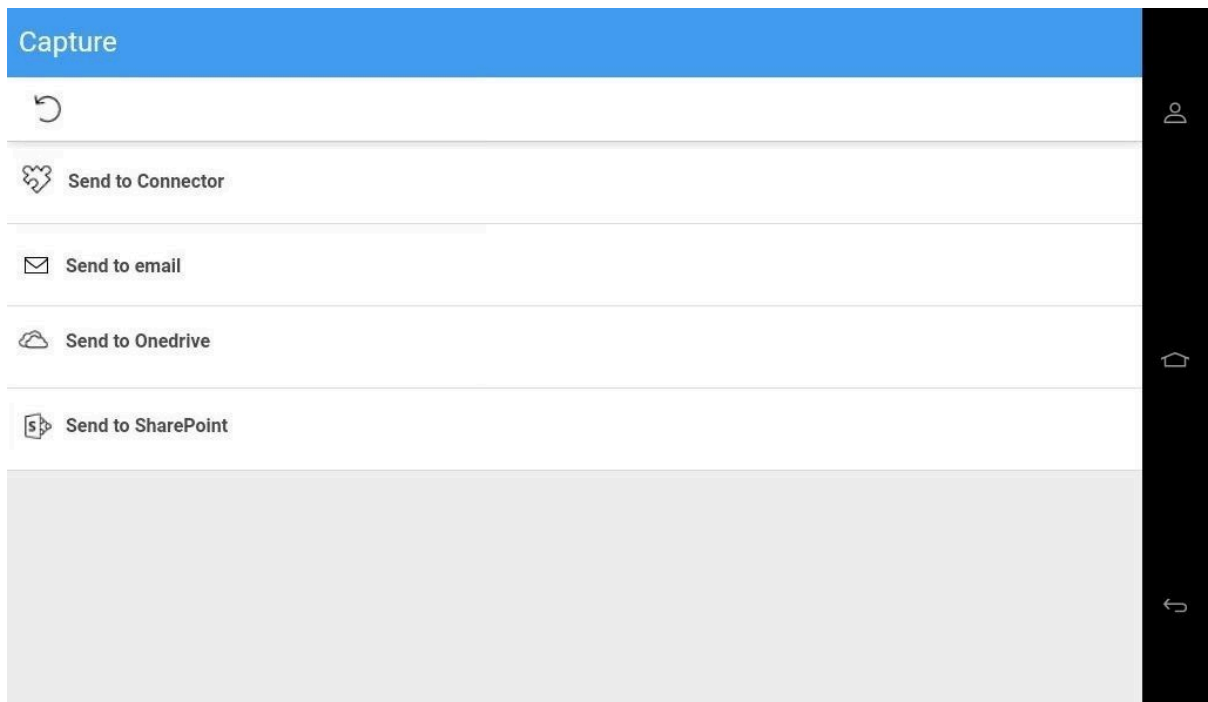
- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.

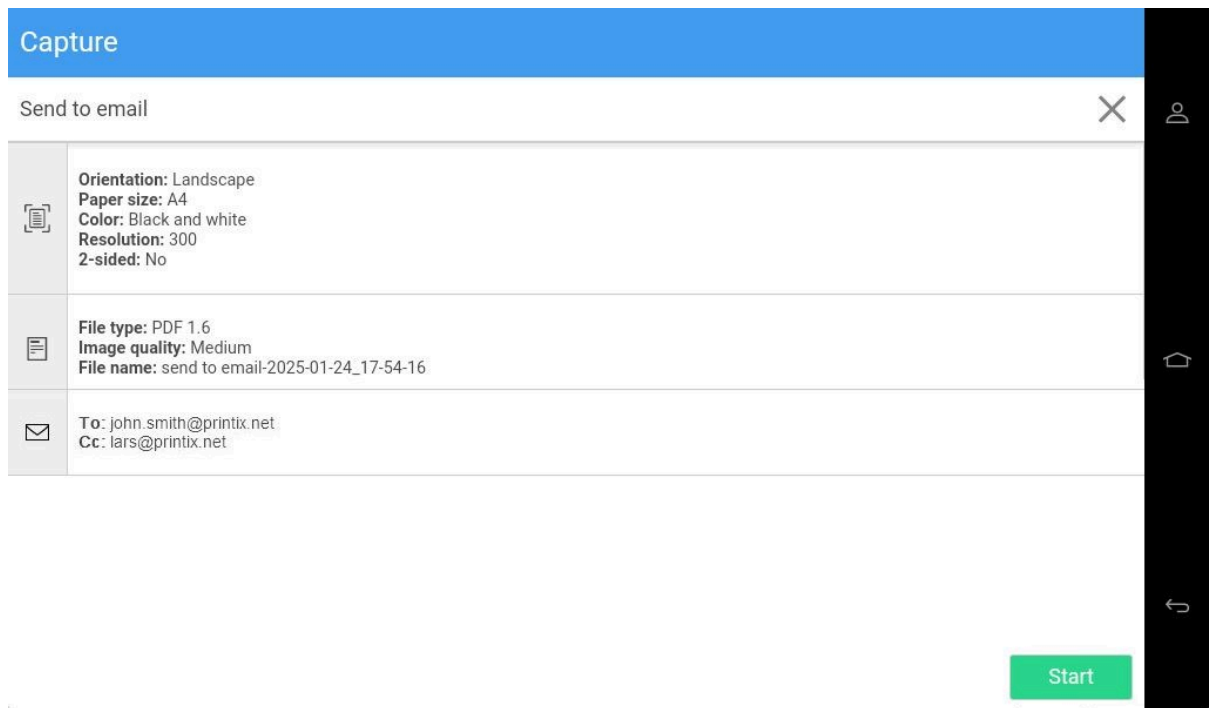
1. Sign in to the printer.
2. Select the **Capture**  icon.



A list of capture workflows appears.



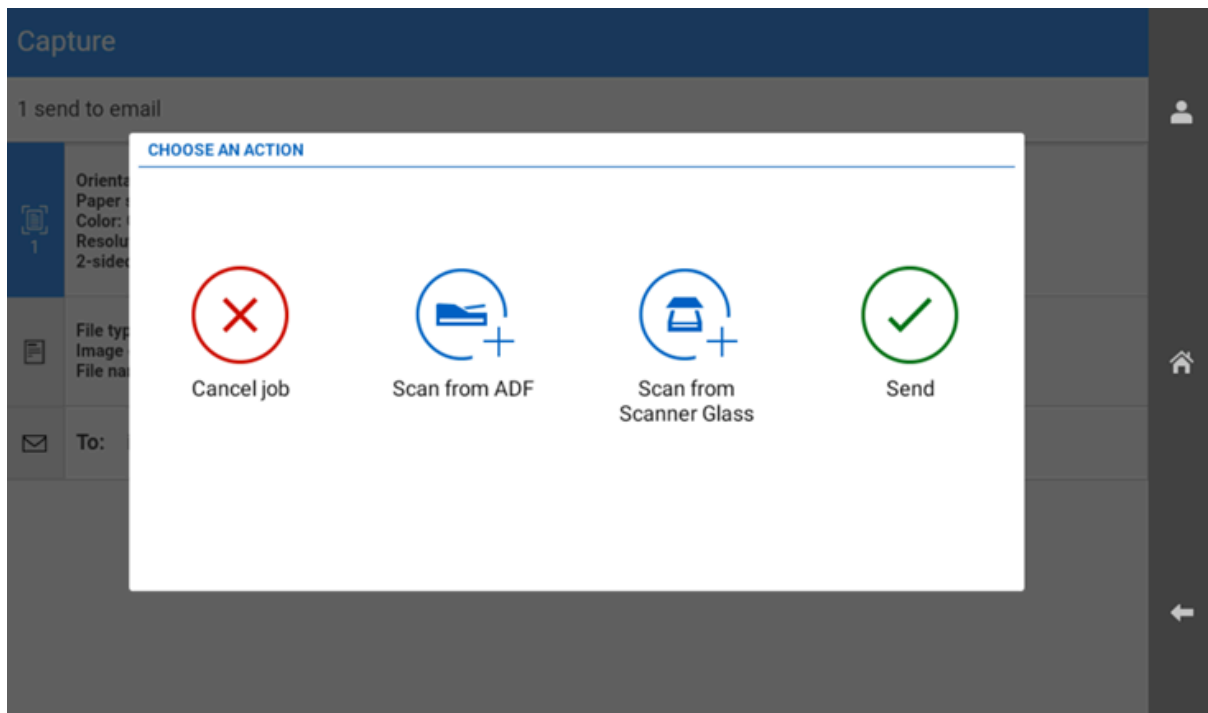
3. Select the appropriate workflow.
If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.




5. Select **Start** to start scanning.
 - If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
 - After you select **Start**, a dialog box appears with multiple options.
6. Select an option from the printer's touchscreen.

i The displayed options can vary depending on the printer's configuration, but they are similar to the ones listed here.

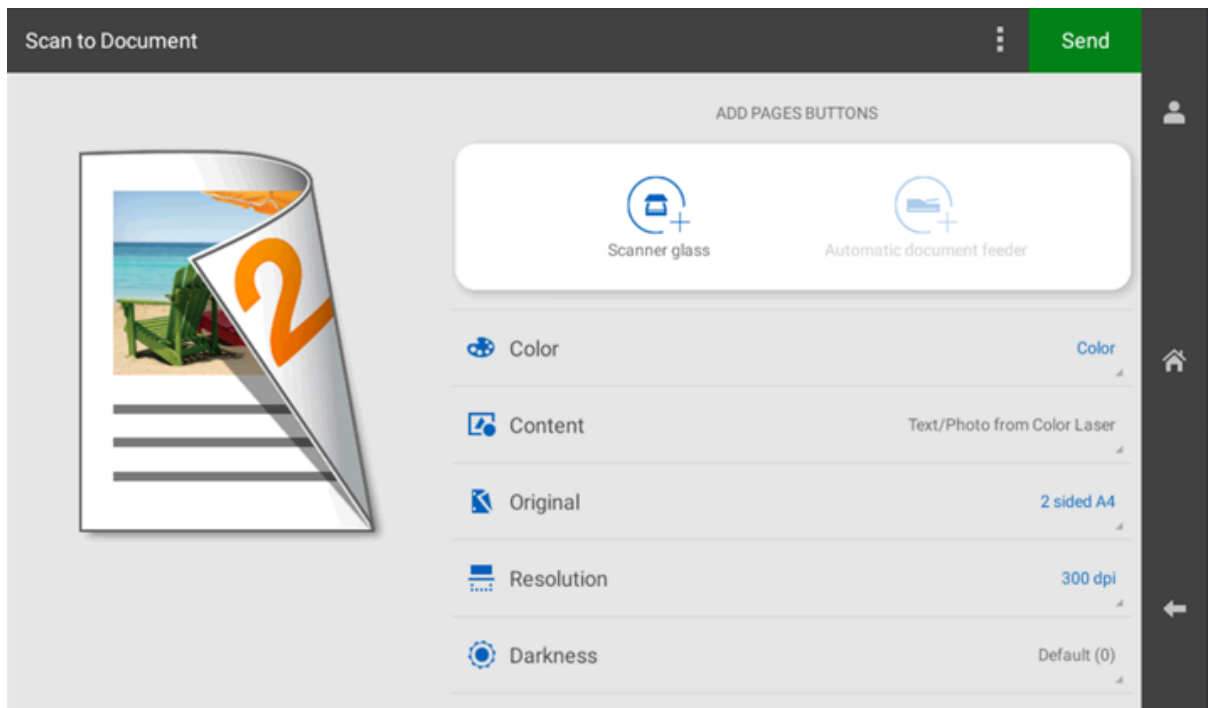
- **Scan from Scanner Glass** or **Scan from flatbed**: Scan pages from the flatbed glass.
- **Scan from Automatic Document Feeder (ADF)**: Scan pages from the ADF.
- **Finish job without further scanning** or **Send**: Finish the scan job.
- **Cancel job**: Cancel the scan job.



 The following options may not appear depending on the printer's configuration. See "Continuous job build" in [Printer scan settings](#).

If you continue scanning, a new dialog box appears. In the appearing dialog box, you can add additional pages to the scan job.

Before each additional scan, you can change the scan settings, such as **Color** and **Resolution**.



Sign out from a Lexmark printer

You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.

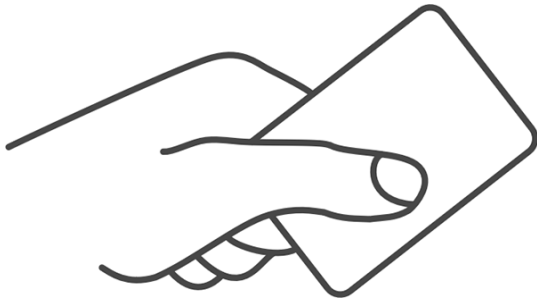
i You are not signed out if a scan job fails and you don't confirm the error message. You must either resolve the error or sign out manually. See [User remains signed in after receiving an error message on a Lexmark printer.](#)

- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

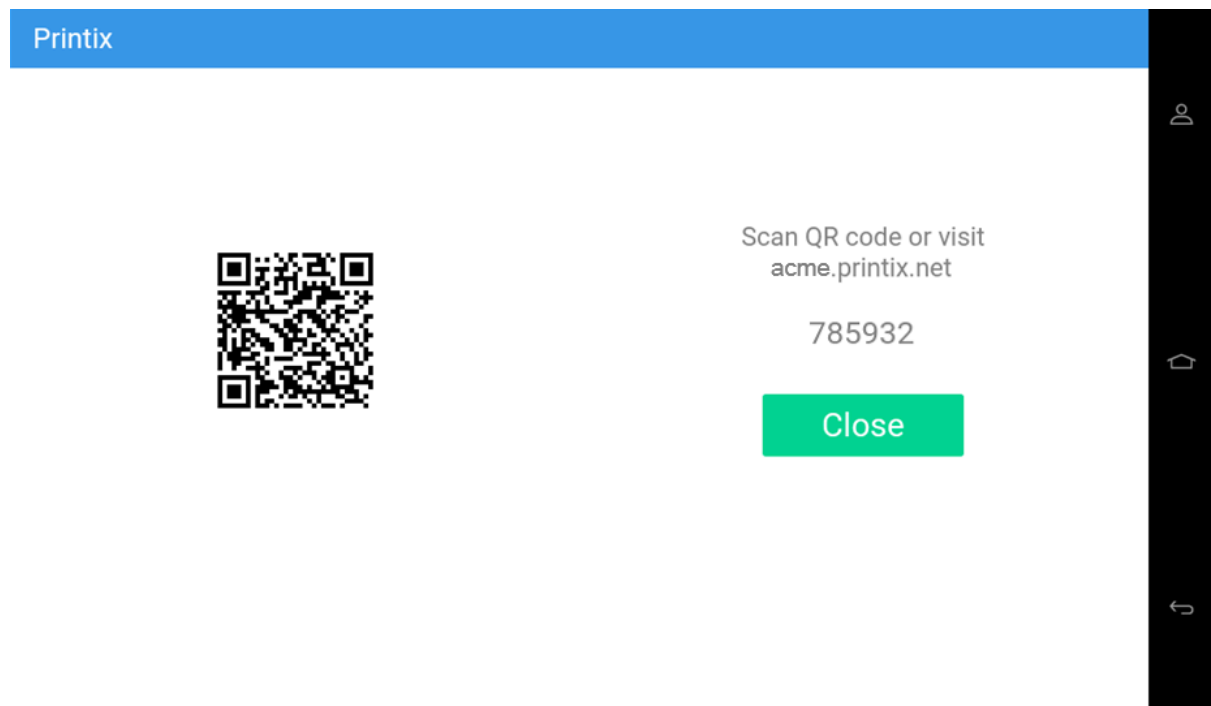
Register card on a Lexmark printer

You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:

- [Scan the QR code with the camera on your phone.](#)
- [Scan the QR code with the Printix App on your phone.](#)
- [Register the card without a phone.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.



Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.

- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
 - If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.
2. Select **Close**.

Scan the QR code with the Printix App on your phone

If you are using the Printix App on your phone or tablet, you can:

1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

How to set inactivity timeout on Lexmark printers

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Settings**.
3. Select **Device**.
4. Change **Screen Timeout** to the number of seconds you want the timeout to be. The default is 60 seconds.
5. Select **Save**.

How to set up scan to email on Lexmark printers

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 9.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and log in as administrator.
7. On the menu, select **Settings**.
8. Select **E-mail**.

9. Select **E-mail Setup**.

- In **Primary SMTP Gateway**, type the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
- In **Primary SMTP Gateway Port**, leave the value at 25.
- In **Use SSL/TLS**, select **Negotiate**.
- In **SMTP Authentication**, select **No authentication required**.
- In **User-Initiated Email**, select **User Session E-mail address and Password**.

Status : Ready

Settings > E-mail

Import Configuration Export Configuration

Select Option

- Status
- Settings
 - Device
 - Print
 - Paper
 - Copy
 - Fax
 - E-mail
 - FTP
 - USB Drive
 - Network/Ports
 - Security
 - Reports
- Address Book
- Shortcuts
- Bookmarks
- Apps

Site Map

E-mail

E-mail Setup

Primary SMTP Gateway Required.

Primary SMTP Gateway Port Range: 1-65535. Default = 25.

Secondary SMTP Gateway

Secondary SMTP Gateway Port Range: 1-65535. Default = 25.

SMTP Timeout Range: 5-30 seconds

Reply Address

Always use SMTP default Reply Address ☐

Use SSL/TLS **Negotiate** ▼

Require Trusted Certificate ☐

SMTP Server Authentication **No authentication required** ▼

Device-Initiated E-mail **None** ▼ E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail **Use Session E-mail address and Password** ▼

Use Active Directory Device Credentials ☐

Device Userid

Device Password

Kerberos 5 REALM Required for some Authentication Types.

NTLM Domain Required for NTLM Authentication.

Disable "SMTP server not set up" error ☐

Save **Reset**

E-mail Defaults
 Web Link Setup
 Customize Settings List

10. Select **Save**.



- Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).
- If your email did not arrive, check your spam/junk mail folder. See also: [How to troubleshoot scan to email](#).

How to sign in as administrator on Lexmark printers



This functionality requires Printix Go Lexmark version 2.0.0.5.

Follow these steps to sign in as an administrator on Lexmark printers when Printix Go is installed.

1. On the sign-in page, touch the Printix bar on top of the printer's touchscreen five times. The printer's login page appears.
2. Select the drop-down menu and change the **LOGIN METHOD** from **Printix** to **User Name/Password**.
3. Enter **User Name** on the touchscreen.
4. Enter **Password** on the touchscreen.
5. Select **Log In** to log in as an administrator.

How to remotely access control panel on Lexmark printers


1. [Open the printer's web page](#) and log in as administrator.
2. In the **Settings** menu, select **Device**.
3. Select **Remote Operator Panel**.
4. In **Launch Remote Operator Panel**, select **Launch**.

How to reset to factory settings on Lexmark printers

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Settings**.
3. Select **Device**.
4. Select **Restore Factory Defaults**.
5. Select **Restore all settings**.
6. Select **Start**.
This will restart the printer, restore all printer settings, fax settings, network settings, and app settings to their factory default configurations, and remove all non-standard apps.
7. Select **Start**.
The printer will restart.
8. Set date and time.

How to find the card reader IDs on Lexmark printers

1. Connect the card reader to the USB port on the Lexmark printer.
2. [Open the printer's web page](#) by entering the printer's address followed by /se.
Example: 192.168.1.10/se
3. Select **Embedded Solutions**.
4. Select **USB Information** to see the below information about the card reader:
 - **Name**
 - **Vendor ID**
 - **Product ID**
 - **Serial number**


 Printix may have issues registering card readers if **Keyboard Emulation Reader Driver** is installed on the printer. Seen with Elatec (VID 0x09D8, PID 0x0410).

How to get logs from Lexmark printers

1. [Open the printer's web page](#) by entering the printer's address followed by /se.
Example: 192.168.1.10/se
2. Select **Embedded Solutions**.
3. Select **Set Logging level**, then **Yes**, and then **Submit**.
4. Select **Go back to main menu** to return to the **Embedded Solutions** page.
5. Select **Clear Log File**, then **Yes**, and then **Submit**.
6. Attempt to reproduce the issue.
7. On the **Embedded Solutions** page, select **Log File**.
The log will be shown in the web browser, it can be copied to a .txt file and then saved/sent.

How to import certificates for proxy servers

By default, Lexmark printers use a default set of certificates to validate trusted certificates when communicating with Printix Cloud. However, you can override the configuration of a Printix Go Lexmark printer to use a different set of certificates.

 The printer must have the latest version of Printix Go installed. Otherwise, the option to select a certificate is not available.

Import certificate for printing

1. [Open the printer's web page](#) and log in as administrator.
2. In the left-hand menu, select **Apps**.
3. Select **Print** (Tungsten Printix Go).
The screen is scrolled to the appropriate location.
4. Select **Configure**.

5. Select **Choose File** next to **Certificate**, then select a .PEM file for the proxy.
6. Select **Apply**.

You can select **View Current Value** to verify the selected certificate.

Import certificate for capture

1. [Open the printer's web page](#) and log in as administrator.
2. In the left-hand menu, select **Apps**.
3. Select **Capture** (Tungsten Printix Go).
The screen is scrolled to the appropriate location.
4. Select **Configure**.
5. Select **Choose File** next to **Certificate**, then select a .PEM file for the proxy.
6. Select **Apply**.

You can select **View Current Value** to verify the selected certificate.

Configure a proxy server

1. [Open the printer's web page](#) and log in as administrator.
2. In the left-hand menu, select **Network/Ports** under **Settings**.
3. Scroll down and expand **HTTP/FTP Settings**.
4. In **HTTP Proxy IP Address**, enter the proxy hostname.
5. In **HTTP Default IP Port**, enter the port number.
6. Select **Save**.
7. In the left-hand menu, select **Apps**.
8. Scroll down and expand **App Framework Configuration**.
9. Select **Use printer's proxy settings**.
10. Under **Proxy Credentials**, enter the **Proxy Username** and the **Proxy Password** (if they exist).
11. Select **Save**.

Printix Go Ricoh - How to

How to sections for Ricoh:

- [How to install Printix Go on a Ricoh printer without using the Printix Client](#)
- [How to install card reader on Ricoh printers](#)
- [How to use Printix Go on Ricoh printers](#)
- [How to set inactivity timeout on Ricoh printers](#)
- [How to set up scan settings on Ricoh printers](#)
- [How to set up scan to email on Ricoh printers](#)
- [How to set up SSL/TLS communication on Ricoh printers](#)
- [How to sign in as machine administrator on Ricoh printers](#)
- [How to remotely access control panel on Ricoh printers](#)
- [How to get logs from Ricoh printers](#)

See also:

- [How to use Single Sign-On with Ricoh Adaptable Authentication API](#)
- [Printix Go troubleshooting](#)

How to install Printix Go on a Ricoh printer without using the Printix Client

Printix Go Ricoh can be used to release documents from the cloud without the required presence of a computer running Printix Client.

Ricoh printers in clientless mode must be added using **manual registration** or added with Printix Configurator. This is because the **Discover printers** function cannot be used. Once added, proceed to install Printix Go Ricoh using the supplied command line tool Printix Go Ricoh Installer for Windows. This will also set the required SP modes on the printer. Alternatively, a Ricoh technician can set the documented SP modes on the printer, install the supplied Printix Go Ricoh files via the printer's web page, and then restart the printer.

Requirements


- In your [cloud storage settings](#), hover over the numbers in the **Document sources** column, and ensure that you have cloud storages that list Print Anywhere and Print Later.
- Ricoh printers and MFPs that support Ricoh SOP (Smart Operating Platform) Generation 2.5 or later. Ricoh printers and MFPs are also supported when sold under the Gestetner, Infotec, Lanier, NRG, and Savin brands.
 - We highly recommend to use the latest firmware version.
- Printer's date and time must match the local time.
- Printer administrator password must be set and cannot be blank.
- Printer's DNS server must be configured.
- **SSL/TLS** must be enabled for **IPv4** on the printer and communication must be set to **Ciphertext/Cleartext**.
- [HTTP for Port 80 for IPv4](#) must be open.
- Printix Go Ricoh version 2.1.3.17 or higher.
- Printix Go Ricoh Installer for Windows version 2.1.3.17 or higher.
- In addition to the [required internet endpoints](#), these must also be unblocked to allow Printix Go to communicate with the Printix Cloud ([how to test](#)):
 - <https://device-api.printix.net>
 - <https://on-device-api.printix.net>
 - <https://on-device-printer-sign-in.printix.net>
 - <https://on-device-printer-release-documents.printix.net>
- If [Universal Print by Microsoft](#) is used:
 - Universal Print subscription, which is assigned to your account.
 - Printer administrator or global administrator role in Microsoft Entra ID.
 - [Configure a printer in Microsoft Entra ID to print documents as PDF](#).

Third-party application dependencies

- Adaptable Authentication API (AAA) 2.1.0 Ricoh SmartSDK
- RXOP 3.8.9
 - RXSP servlet 3.8.8 or 1.3 depending on printer configuration

Limitations

- [Generation 2 or older printers and MFPs](#) do not support installation without the Printix Client.
- The "Verify sign in profile" button in Printix Administrator does not work without Printix Client.
- Changes to sign-in method, email sender, and access control parameters do not take effect without [reinstalling Printix Go](#).
- [Direct printing](#) and [reprinting](#) are not supported.
- If the user actively signs out of the printer while printing documents (by pressing **Sign out** or by presenting a card to the printer), only those documents are printed that the printer already started printing. (While documents are being printed, the user cannot be signed out passively due to a timeout or inactivity.) When the user signs in again, the unprinted documents are still in the print queue, so they can be printed again.
- [Capture](#) is not supported.
- It is not possible to release documents through the Printix Cloud Print API.
- Printer status, toner levels, and meter readings are not reported.
- Registration parameters must be entered manually to [contact the printer](#).
- Release of documents is not supported for [Printix App](#) on your phone, tablet, or computer.
- Printix Go Ricoh Installer is not available for macOS (use a Windows computer instead).
- Documents that are printed without using the Printix Client are not listed on the "Recents" and "History-Print" pages of the Printix App.

 The printed document must be in PDF, PCL, or PostScript format. Refined Printing Command Stream (RPCS) is not supported.

Next steps

- Verify that your printer is supported.
- [Prepare Printix Go Ricoh files for installation](#).
This involves downloading and extracting files and modifying the DALP file.
- [Create a designated network](#).
- [Manual registration of printer](#).
- [Create Sign in profile and Go configuration](#).
- Install Printix Go. Select one of the below methods:
 - [Using Printix Go Ricoh Installer for Windows](#) running on a Windows computer on the designated network.
 - [Via the printer's web page](#). Requires a Ricoh technician to set the documented SP modes on the printer, install the supplied Printix Go Ricoh files via the printer's web page, and then restart the printer.
- [Configure a printer in Microsoft Entra ID to print documents as PDF](#).

See also:


- [Troubleshooting](#)

Prepare Printix Go Ricoh files for installation

- [Obtain Client ID, Client Secret, and Tenant ID](#)
- [Download Printix Go Ricoh file](#)
- [Modify the Printix Go Ricoh DALP file](#)

Obtain Client ID, Client Secret, and Tenant ID

1. Open the [Applications](#) page.
2. Select **Create application**.
The **Create application** dialog box appears.
3. In **Application name**, enter the name of the application.
Example: GoCloud
The name you enter will appear as a user on the **Users** page and with the role **Cloud Print API user**. Deleting this user revokes the matching **Client ID / Client Secret** pair, which means the [DALP file](#) can no longer be used for installation.
4. For **Type**, select **Go registration**.
5. Select **I accept**.
With this prompt, you accept that one application is billed as one user.
6. Select **Create**.
The dialog box is not closed, and instead, further options appear in it.
7. Copy the **Client ID**, **Client Secret**, and **Tenant ID** to a convenient location.
These values will be needed in [Modify the Printix Go Ricoh DALP file](#).

 The client secret is only displayed here, and it cannot be retrieved later.

8. Select **Close**.

Download Printix Go Ricoh file

1. Open the [Software](#) page.
2. Scroll to the **Printix Go** section at the bottom and select **Ricoh (ZIP)** to download it.
3. Extract all files from the ZIP file to a convenient location on your computer.

Modify the Printix Go Ricoh DALP file

1. Open the DALP file with a text editor, such as Notepad.
2. In the app-extension section at the bottom, add additional tags and enter values relevant to your Printix Home.
3. Add **EnableRegistration** and give it the value **true**.
4. Add **ClientID** and paste the value you obtained in step [#unique_1129/unique_1129_Connect_42_copydata](#).
Example: 236b1f58-adab-4888-ba05-acfc9a804523
5. Add **ClientSecret** and paste the value you obtained in step [#unique_1129/unique_1129_Connect_42_copydata](#).

Example: gR6tGBiQnaHiOEEXL6di4CLc8dOZALnLb4FhAOxip3D1nD47

6. Add **TenantId** and paste the value you obtained in step [#unique_1129/unique_1129_Connect_42_copydata](#).

Example: cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90

7. Add **TenantUrl** and paste its value.

Example: https://acme.printix.net

8. **Save** the modified DALP file.

9. Create a new ZIP file that includes the modified DALP file and the original APK file and give it another name.



You can include the text "modified" at the end of the name.

Example: printix-go-ricoh-2.1.3.17-modified.zip

Example of a modified DALP file:

```
<?xml version="1.0" encoding="utf-8"?>
<dalp spec="3.0" version="1.0" href="printix-go-ricoh.dalp">
  <product-id>1667825665</product-id>
  <information>
    <title>Printix Go</title>
    <vendor>Tungsten Automation</vendor>
    <application-ver>201.3.21</application-ver>
  </information>
  <information locale="en_US">
    <title>Printix Go</title>
    <vendor>Tungsten Automation</vendor>
    <application-ver>201.3.21</application-ver>
    <description type="outline">Tungsten Printix Go app</description>
    <e-mail>support.printix@tungstenautomation.com</e-mail>
  </information>
  <resources>
    <apk href="./printix-go-ricoh.apk"/>
  </resources>
  <apk_app_info>
    <need_reboot>false</need_reboot>
    <need_activate>false</need_activate>
  </apk_app_info>
  <dalpfile-save save="true"/>
  <app-extension>
    <ClientVersion>2.1.3.21</ClientVersion>
    <EnableRegistration>true</EnableRegistration>
    <ClientID>236b1f58-adab-4888-ba05-acfc9a804523</ClientID>
    <ClientSecret>gR6tGBiQnaHiOEEXL6di4CLc8dOZALnLb4FhAOxip3D1nD47</ClientSecret>
    <TenantId>cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90</TenantId>
    <TenantUrl>https://acme.printix.net</TenantUrl>
  </app-extension>
</dalp>
```

Create a designated network




1. Open the [Networks](#) page.
2. Select **Add network** .
3. In the **Create new network** dialog box, enter a **Network name**.
Example: No Printix Client Network
4. Select **OK**.
5. Select **Network name** or select  and **Modify** to open [Network properties](#).

6. Select **Add gateway**.
7. In the **Add gateway** dialog box:
 - Enter **IP address**.
Example: 0.0.0.0
 - Enter **MAC**.
Example: 000000000000

i If you need to create multiple networks, you can continue to give them IP address 0.0.0.0, but you need to give a different MAC.
Example: No Printix Client Network 1, IP address: 0.0.0.0, MAC: 000000000001

All printers you add to the designated network must be added with the methods described in this topic.


Manual registration of printer

1. Open the [Printers](#) page.
2. Select **Add printer** .
3. In **Network**, select the **Modify**  icon to select the network (such as "No Printix Client Network") where the printer is. Select **Select network**.
4. In **Printer address**, enter the IP address (such as 192.168.1.9) or hostname of the printer.
5. Select **Add**.
The added printer appears on the **Unregistered printers** page with the expected issue: **No Printix Client acts as proxy on this network**.
6. Select **Unregistered printers** on the [Printers](#) page.
7. Select  and **Manual registration** for the recently added printer that failed to register.
Alternatively, select the printer and select **Diagnose** at the bottom of the screen, then select **Manual registration**.
8. In the **Manual registration** dialog box:
 - Enter **Name**.
Example: RICOH IM C3000
 - Select **Vendor**.
Example: Ricoh
Alternatively, select **Enter vendor name** in the menu and enter the name of the vendor.
 - Enter **Model**.
Example: RICOH IM C3000
On Ricoh, the Model name is listed on the printer's **Device Info** web page.
 - Select **Network**.
Example: No Printix Client Network
 - Enter **IP address**.
Example: 192.168.1.9
This is also the IP address/hostname that must be specified to `PrintixGoRicohInstaller.exe -i <machine-address>`.


- Enter **MAC address**.
Example: 0011E5040E34 or 00:11:E5:04:0E:34
On Ricoh, the Mac address is listed on the printer's **Interface Settings** web page.
 - Enter **Serial number**.
Example: 3101R411098
On Ricoh, the serial number known as the **Machine ID** and is listed on the printer's **Device Info** web page.
 - Optionally, enter **Location**.
Example: Room A2, Shipping
 - If relevant, select **Page description language**:
 - **PCL5**: Printer Command Language level 5.
 - **POSTSCRIPT**: PostScript Level 1, PostScript Level 2 and PostScript 3.
 - **PCLXL**: Printer Command Language level 6.
 - **PDF**: Portable Document Format.
 - **XPS**: Open XML Paper Specification.
 - **UFR II**: Ultra Fast Rendering 2, a proprietary language of Canon.
 - If relevant, select **Color supported**
 - If relevant, select **2-sided supported**
9. Select **Save**.
- If needed, you can subsequently make changes on the [Printer properties](#) page and the **Features** button.

 The printer always appears with status  **Ready** because the status of the printer is not available.

Create Sign in profile and Go configuration

1. Open **Printer properties** and select the [Printix Go](#) tab.
2. Select **Sign in profile setup**  to open the **Sign in profile** menu.
3. Select **Create sign in profile**. If you have an existing sign in profile that can be used, select **Assign sign in profile** instead.
 - In **Name**, type a descriptive name for the sign in profile.
 - In **Username**, type the username of an administrator account that can access the printer's web pages. The username cannot be blank.
This is also the username that must be specified to PrintixGoRicoInstaller.exe -u <admin-user>.
 - In **Password**, type the password of an administrator account that can access the printer's web pages. The password cannot be blank.
This is also the password that must be specified to PrintixGoRicoInstaller.exe -p <admin-password>.
 - In **Description**, type an optional description for the sign in profile.
4. Select **Save**.

It is not possible to **Verify sign in profile**, because the printer is on a network without Printix Client.

5. Select **Go configuration setup**  to open the **Go configuration** menu.
6. Select **Create Go configuration**. If you have an existing Go configuration that can be used, select **Assign Go configuration** instead.
 - In **Name**, type a descriptive name for the Go configuration.
 - In **Description**, type an optional description for the Go configuration.
 - In **Sign in method**, optionally, change it from **Select automatically** to the method you want.
 - In **Go functions**, ensure that **Capture** is cleared.
 - In **Access control**, optionally, check the printer functions that require sign-in.
 - On **Ricoh**, users can [sign in as guest](#) to use functions not locked by **Access control**.
 - In **Email sender**, optionally, type a default sender email address, and this will be used as the sender rather than the email address of the signed-in user doing a scan to email.
7. Select **Save**.

Install Printix Go using Printix Go Ricoh installer for Windows

- [Download Printix Go Ricoh installer for Windows](#)
- [Install Printix Go using the Printix Go Ricoh installer](#)

See also:

- [Update Printix Go using the Printix Go Ricoh installer](#)
- [Uninstall Printix Go using the Printix Go Ricoh installer](#)

Download Printix Go Ricoh installer for Windows

1. Open the [Software](#) page.
2. Scroll to the **Printix Go** section at the bottom and select **Ricoh Installer (ZIP)** to download it.
3. Extract all files from the ZIP file to a convenient location on your computer.

Install Printix Go using the Printix Go Ricoh installer

1. Select the **Start** icon and click in the **Search** box.
2. Type **cmd** into the search box.
3. Right-click **Command Prompt** in the search window and select **Run as administrator**.
4. Change directory to the folder with the extracted PrintixGoRicoInstaller.
The installation path needs to be to the ZIP file with the [modified DALP file](#).
5. Run the command:

```
PrintixGoRicoInstaller.exe -i <printer-address> -u <admin-username> -p <admin-password> -m installall -f <printix-go-ricoh-x.x.x.x.zip>
```

Example: Example of output from the command:

Example of output from the command:

```
Deploy Printix App Printix Go(1.0.0)!
Deploy Printix App Printix Go(1.0.0) successful!
```

- The Printix **Print** icon automatically appears on the printer's touchscreen.

- A status page with configuration status is displayed during the configuration. It is closed upon a successful configuration, and the sign-in page is loaded.
- Shortly after the printer is automatically restarted, the printer's history is modified as follows: **Finished install (SUCCESS)**.

Update Printix Go using the Printix Go Ricoh installer

This command cannot be used to update Printix Go on printers that have Printix Capture installed. If you run the following command to update Printix Go on a printer connected to the Printix Client, the printer loses its connection to the Printix Client.

1. Run the command:

```
PrintixGoRicoInstaller.exe -i <printer-address> -u <admin-username> -p <admin-password> -m reinstallapp -f <printix-go-ricoh-x.x.x.x.zip>
```

Example:

```
PrintixGoRicoInstaller.exe -i 192.168.1.9 -u admin -p 123test -m reinstallapp -f D:\printix-go-ricoh-2.1.3.17-modified.zip
```

Uninstall Printix Go using the Printix Go Ricoh installer

1. Run the command:

```
PrintixGoRicoInstaller.exe -i <printer-address> -u <admin-username> -p <admin-password> -m uninstall
```

Example: PrintixGoRicoInstaller.exe -i 192.168.1.9 -u admin -p 123test -m uninstall

2. After the uninstallation is complete, open **Printer properties** and select the [Printix Go](#) tab, then select **Uninstall**.

The printer's history is modified as follows: **Finished uninstall (SUCCESS)**.

Install Printix Go via the printer's web page

- [Ricoh technician to set the documented SP modes on the printer](#)
- [Restart the printer via the printer's web page](#)
- [Manually install Printix Go via the printer's web page](#)
- [Reinstall Printix Go after updating sign-in method, sender address, or access control parameters](#)

Ricoh technician to set the documented SP modes on the printer

Change SP modes

1. Select **SP Direct**.
SP Direct changes color to black.
2. Press **5401230** on the keypad, then press **#** on the keypad.
SP Direct changes color to white.
3. Press **0** on the keypad. Press **#** to confirm changes.
The 0 changes to a 1.
4. Select **SP Direct**.
SP Direct changes color to black.
5. Press **5490001** on the keypad, then press **#** on the keypad.

SP Direct changes color to white.

6. Press **1** on the keypad. Press **#** to confirm changes.
The 0 changes to a 1.
7. Select **SP Direct**.
SP Direct changes color to black.
8. Press **542041** on the keypad, then press **#** on the keypad.
SP Direct changes color to white.
9. Press **1** on the keypad. Press **#** to confirm changes.
The 0 changes to a 1.

Set administrator authentication mode

1. Sign in to the printer as an administrator.
2. Open the **Settings**.
It may not be on the first page of the printer.
3. Select **System Settings**.
4. In the left pane, select **Settings for Administrator**.
5. Scroll down and select **Authentication/Charge**.
6. Select **Administrator Authentication/User Authentication/App Auth**.
7. Select **Administrator Authentication Management**.
8. Under **User Management**, set **Administrator Authentication** to **On**.
9. Under **Machine Management**, set **Administrator Authentication** to **On**.
10. Select **OK** to save.

Set address book


1. Sign in to the printer as an administrator.
2. Open the **Settings**.
It may not be on the first page of the printer.
3. Select **Address Book**.
4. Select **Management**.
5. Scroll down and select **Auto Delete User in Address Book**.
6. Set it to **On**.
7. Select **OK** to save.

Set user authentication mode

1. Sign in to the printer as an administrator.
2. Open the **Settings**.
It may not be on the first page of the printer.
3. Select **System Settings**.
4. In the left pane, select **Settings for Administrator**.
5. Scroll down and select **Authentication/Charge**.
6. Select **Administrator Authentication/User Authentication/App Auth**.

7. Select **User Authentication Management**.
8. Set **User Authentication Management** to **Custom Authentication**.
9. Select **OK** to save.

Restart the printer via the printer's web page

 It is better to physically power the printer off and on.

1. [Sign in to the printer's web page](#) as an administrator.
2. On the menu, select **Device Management** > **Reset the Machine**.
3. Select **OK**.

Manually install Printix Go via the printer's web page

1. [Sign in to the printer's web page](#) as an administrator.
2. On the menu, select **Device Management** > **Configuration**.
3. Under **Extended Feature Settings**, select **Install**.
4. Select **Local File**.
5. Select **Choose File**.
6. Select the ZIP file with the [modified DALP file](#).
Example: printix-go-ricoh-2.1.3.17-modified.zip
7. Select **Display Extended Feature List**.
After a few seconds, you are presented with options to install.
8. Select **Printix Go**.
9. Select **Install**.
10. Select **OK** to confirm.

Reinstall Printix Go after updating sign-in method, sender address, or access control parameters

If you only want to update the sign-in method, sender address, or access control parameters in Printix Administrator, you can use this method to reinstall Printix Go without needing to set your SP modes again.

1. [Uninstall Printix Go](#) from the printer using Printix Administrator.
2. Make your changes to the sign-in method, sender address, or access control parameters in Printix Administrator.
Do not select **Install** in Printix Administrator after you made your changes. Printix Go is reinstalled in a different location.
3. [Manually install Printix Go](#) via the printer's web page.
4. [Restart the printer](#) via the printer's web page.
The printer is configured with your latest updates while it is restarted.

Configure a printer in Microsoft Entra ID to print documents as PDF

This is relevant if [Universal Print by Microsoft](#) is also used. The user may otherwise receive an error message during printing if the printer is not configured in Microsoft Entra ID.

1. Open a browser window and sign in to **Microsoft Azure** (portal.azure.com), using your work account credentials.
You must have the global administrator role in Microsoft Entra ID.
2. In the portal menu, select **All Services**.
3. In the **Management and governance** category, select **Universal Print**.
4. In the left pane, select **Document conversion**.
5. Verify that **Document conversion** is set to **Enabled**.
6. In the left pane, select **Printers**.
7. Select the printer to configure.
8. In the left pane, select **Properties**.
9. Select the **Printer defaults** tab.
10. Change the **Content type** to **application/pdf**.
11. Select **Save**.

Troubleshooting

- [After restarting the printer, the printer's control panel displays an error code next to the printer's status](#)
- [Capture fails with the error: Invalid Print Secret or Permission denied](#)
- [The printer does not start printing or suddenly stops printing without displaying an error message](#)
- [The printer says documents are being printed, but nothing is printed, and no error message is displayed](#)

After restarting the printer, the printer's control panel displays an error code next to the printer's status

Changes made to the printer's configuration only take effect after restarting the printer. During the restart, if a change cannot properly take effect, an error code appears next to the printer's status.

In the following examples, the status of the printer is **Configuration aborted** or **Configuration successful with warnings**.

Example:

- **Status: Configuration aborted in Step: Register the device with Printix. Error Code: RGRS**
- **Status: Configuration finished successfully with warnings. Code: WHSMT. Press Login to continue**

Resolution: See the table below for the solutions of each error code.

Alternatively, if the configuration finished with warnings, you can ignore the warnings and press **Login** to continue.

If you see an error code that is not listed, try restarting your printer. If that does not solve the problem, collect the error logs and contact support.

Error code	Error description	Resolution
BTAU	Authorization failed. Client ID or Client Secret is incorrect. It is possible that you used the wrong Tenant ID or you altered the values obtained in step #unique_1129/unique_1129_Connect_42_copydata .	Verify that you used the exact values obtained in step #unique_1129/unique_1129_Connect_42_copydata . If you find a mistake, restart the process with the correct values. Otherwise, generate a new Client ID , Client Secret , and Tenant ID .
DV1	DALP file validation error. Client ID or Client Secret is not in the correct format.	Fix the Client ID or Client Secret to have the correct format.
DV4	DALP file validation error. Tenant ID is blank.	Use the Tenant ID obtained in step #unique_1129/unique_1129_Connect_42_copydata .
DV5	DALP file validation error. The Tenant ID is not a valid UUID.	Use a valid Tenant ID . You can obtain a new ID in step #unique_1129/unique_1129_Connect_42_copydata .
DV6	DALP file validation error. The Tenant URL does not comply with the URL format. It may have a typo.	Verify that the URL does not have a typo.
FIWS	Failed to write configuration settings to the device.	Restart the printer. If the problem persists, collect the error logs and contact support.
LKM	Unable to lock the printer, because the printer is busy.	Restart the printer. If that does not solve the problem, uninstall Printix Go from the printer and install it again. If the printer cannot be restarted, contact Ricoh support. If the printer can be restarted but the problem persists, contact support.

Error code	Error description	Resolution
MT	An HTTP request to the server or printer failed or timed out after repeating the designated number of tries.	<p>Make a note of the step where the configuration is aborted. The aborted step is next to the error code.</p> <p>If the aborted step was one of the following, the problem is with the Printix Cloud:</p> <ul style="list-style-type: none"> • Register device with Printix • Get authentication token • Notify Printix Cloud <p>If you see any other step, the problem is with the printer.</p> <p>In either case, uninstall Printix Go, restart the printer, then install Printix Go again.</p>
RGIP	<p>The printer was registered with invalid parameters.</p> <ul style="list-style-type: none"> • Cannot find a printer matching the serial number. • Invalid or no Sign in profile. • Invalid or no Go configuration. 	<p>Verify that you registered the printer with the serial number that is seen on the printer. Ensure that valid Sign in profile and Go configuration are assigned to the printer.</p>
SNPI	Unable to get the serial number of the printer.	Restart the printer. If the problem persists, contact support. If we are unable to help, contact Ricoh support.
WHS AU	The home screen icon cannot be placed, because the printer cannot read the password from the server, or the password is incorrect.	Manually register the printer again and verify that the username and password in the Sign in profile are correct. If the problem persists, contact support.
WHS MT	The home screen icon cannot be placed, because the server is busy.	<p>Try the following steps:</p> <ol style="list-style-type: none"> 1. Restart the printer. 2. Uninstall Printix Go. 3. Restart the printer again. 4. Install Printix Go again. <p>If the problem persists, collect the error logs and contact support. If we are unable to help, contact Ricoh support.</p>

Capture fails with the error: Invalid Print Secret or Permission denied

Capture is not supported. Attempting to use Capture results in the **Invalid Print Secret** error message being displayed.

If Capture was installed, the Capture icon persists on the printer even after uninstalling the Go configuration. When attempting to select the persisting Capture icon after uninstalling it, a **Permission denied** error message is displayed.

Because the icon cannot be removed, the only workaround is to not select it.

The printer does not start printing or suddenly stops printing without displaying an error message

When attempting to print without the Printix Client, error messages are not displayed if the paper runs out or is jammed.

Resolution: Press **Check Status** on the bottom of the screen to see the possible errors and fix the errors accordingly.

The printer says documents are being printed, but nothing is printed, and no error message is displayed

This issue occurs if the printer's network cable is disconnected.

Resolution 1: Ensure that the printer's network cable is firmly connected, and check that the LED by the printer's cable socket is on.

Resolution 2: You can configure the printer to display an error message even if the printer is not connected:

1. Sign in to the printer as an administrator.
2. Open the **Settings**.
It may not be on the first page of the printer.
3. Select **System Settings**.
4. In the left pane, select **Network/Interface**.
5. Set **Unconnected Network Instruction Screen** to **Display**.

How to install card reader on Ricoh printers

Connect the card reader

1. Remove the bracket on the right side of the printer's touchscreen control panel.
2. Locate the USB mini-B port.
3. Connect the card reader to the USB mini-B port.
4. Mount the bracket again.
5. If Printix Go is already installed, select **Update** on the [Printix Go](#) tab for it to become aware of the card reader. The same applies if the card reader is replaced with another type. Otherwise, [Install Printix Go](#).
 - On the **Printer properties** page, [Card reader](#) should show **Vendor** and **Created** for the installed card reader. If it does not, a restart of the printer may be required.
 - If **Sign in method** in the Printix Go configuration is **Select automatically**, then it should map to **Card** if a card reader is connected to the printer. Otherwise, it maps to **ID code**. Mapping changes within 10 seconds after the card reader is either connected or disconnection. If it does not change, a restart of the printer may be required.



- The USB type-A port on the left side of the printer's touchscreen control panel is reserved for the use of USB drives (memory sticks).
- The USB type-A port on the rear of the printer cannot be used, even though it may have worked with a previously installed Pull printing solution, such as PaperCut. The card reader itself is likely to work with Printix Go but you need a converter cable and then connect it to the USB mini-B port as shown in the images.



Card reader cable connected on Ricoh IM C3000



2. [Manually configure card reader settings.](#)

Manually configure card reader

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Device Management**, and then **Configuration**.
3. In the **Device Settings** section, select **Program/Change USB Device List**.
4. Enter [Vendor ID](#) and [Product ID](#) of the card reader into that list.
5. Select **OK**.

RICOH IM C3000 Web Image Monitor

Home

Program/Change USB Device List Refresh ?

OK Cancel

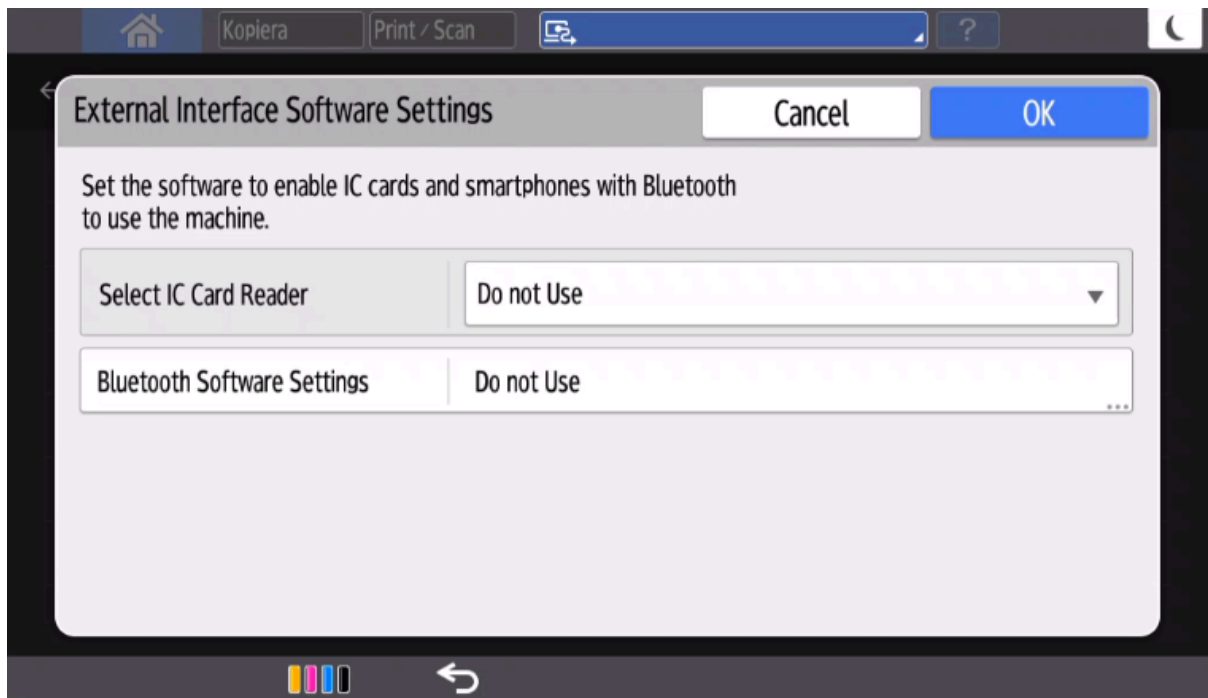
If settings are changed while the device is connected, reconnect the device or restart the machine to apply the setting changes.
Enter hexadecimal numbers (0 - 9, a - f, A - F) with a maximum of 4 digits for each ID.

Device No.	Vendor ID	Product ID
Device 1	09D8	0206
Device 2	1DA6	0110
Device 3		
Device 4		
Device 5		
Device 6		
Device 7		
Device 8		
Device 9		
Device 10		

OK Cancel

Manually configure card reader settings

1. Select **User Tools**.
2. Select **System Settings**.
Depending on the model:
 - Select **Screen Device Settings Information**.
 - Select **Network Interface**.
3. Select **External Interface Software Settings**.

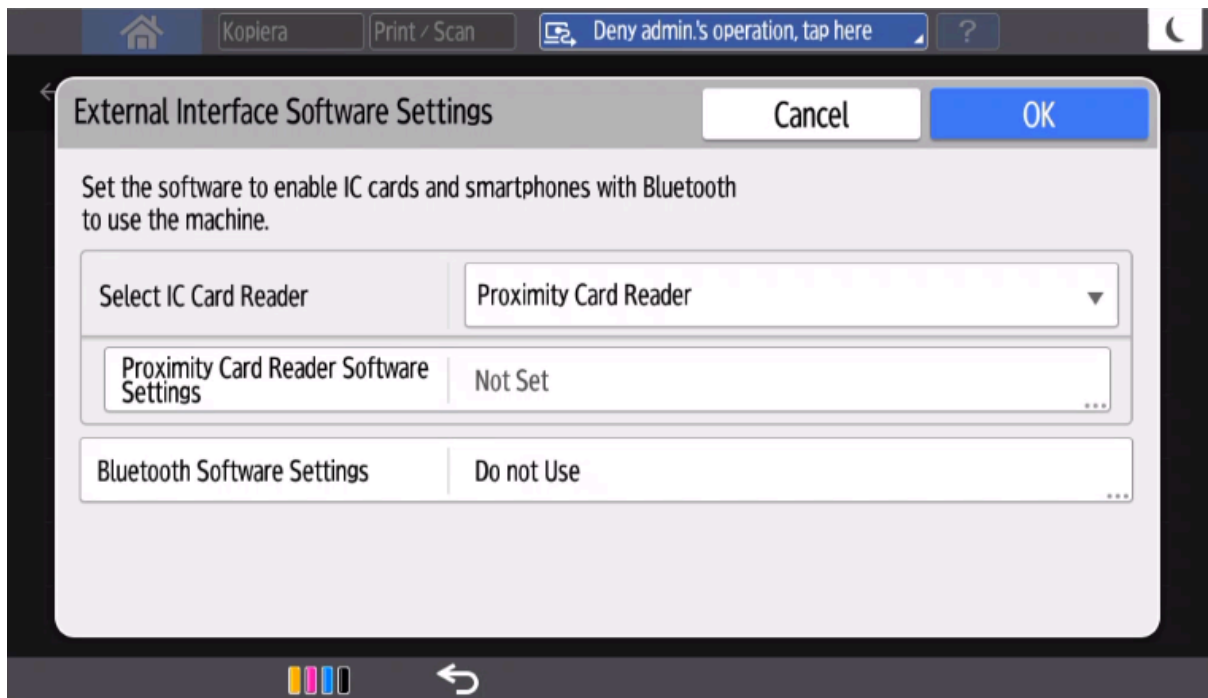


4. In **Select IC Card Reader**, select **Proximity Card Reader**.

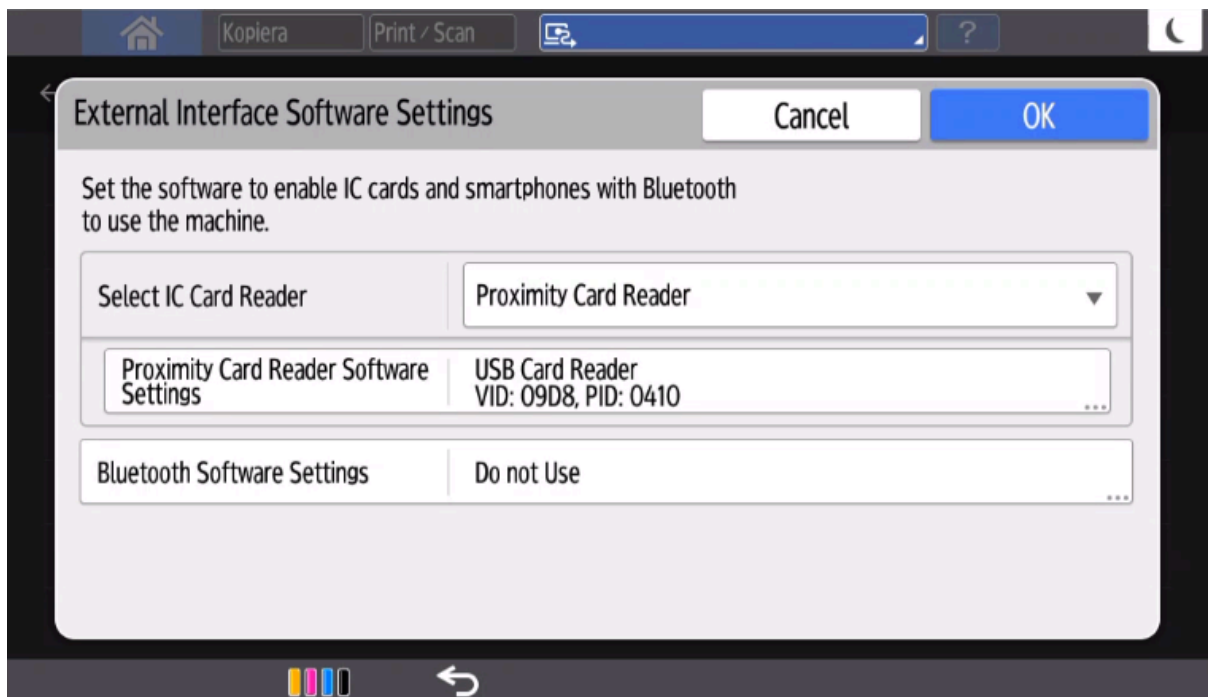
i For the following card reader, ensure that **Do not Use** is selected instead:

Vendor	VID	PID	Protocol
Baltech	0×13AD	0×9CA5	Binary

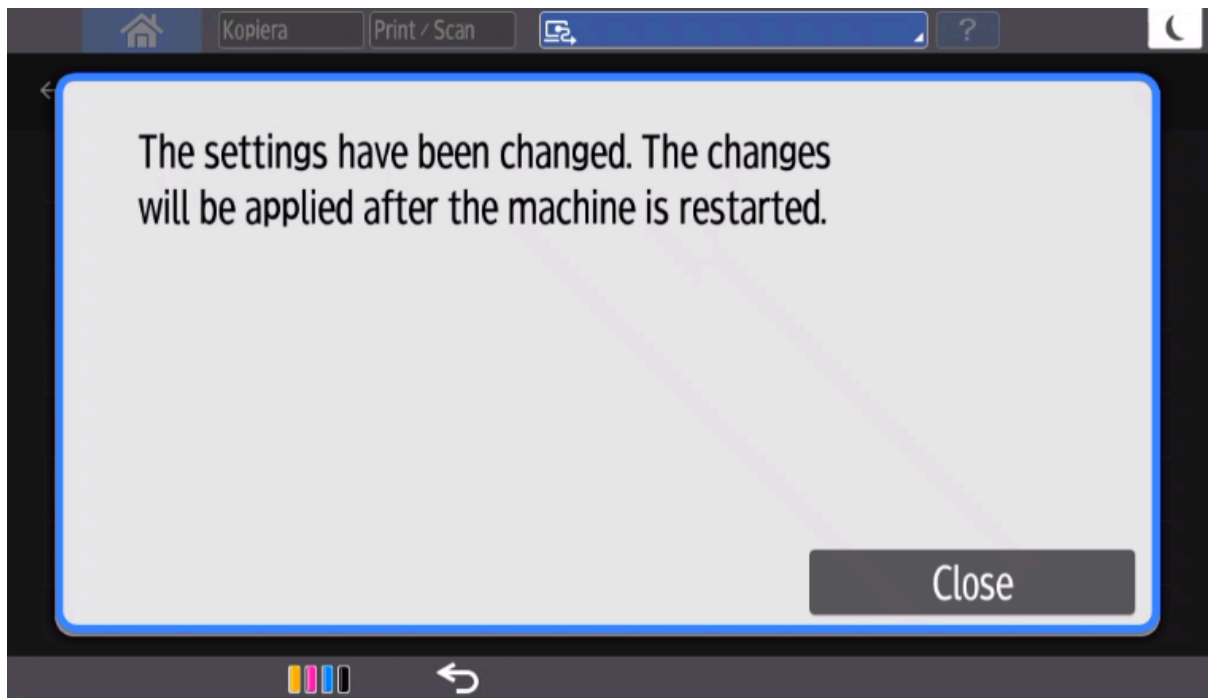
5. In **Bluetooth Software Settings**, ensure that **Do not Use** is selected.
6. Connect the card reader if it is not already connected.
7. Select **Proximity Card Reader Software Settings**.



8. The panel should show information about the card reader (Vendor ID and Product ID).



9. Select **OK**.
10. Manually power off and power on the printer.




How to use Printix Go on Ricoh printers

- [Sign in with an ID code at a Ricoh printer](#)
- [Sign in with card at a Ricoh printer](#)
- [Release documents at a Ricoh printer](#)
- [Capture at a Ricoh printer](#)
- [Sign out from a Ricoh printer](#)
- [Register card on a Ricoh printer](#)
- [Sign in as guest on a Ricoh printer](#)

See also:


- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Ricoh printer

1. Enter your ID code (6 digits) on the touchscreen.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your ID code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your ID code.

- If an error message displays **Login failed**, select **Login** in the upper right corner, then try again.

The screenshot shows the login interface of the Tungsten Printix system. At the top, a dark navigation bar includes a 'System Home' button, a search icon, a help icon, a 'Login' button, and a user profile icon. The main content area is light gray and features a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a clear 'C' button. To the right of the keypad is an 'ID code' input field with an eye icon for toggling visibility. Below the input field is a 'Sign in' button and a 'Forgot code' link. The bottom of the screen has a dark bar with 'Check Status', a date and time display (Jun. 04 2024 06:58 PM), navigation icons (back, home, settings), a stop icon, and a 'Stop' button.

2. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **[Forgot code](#)** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

System Home

Search

?

Login

?

PIN code

1 2 3

4 5 6

7 8 9

← 0 C

Sign in

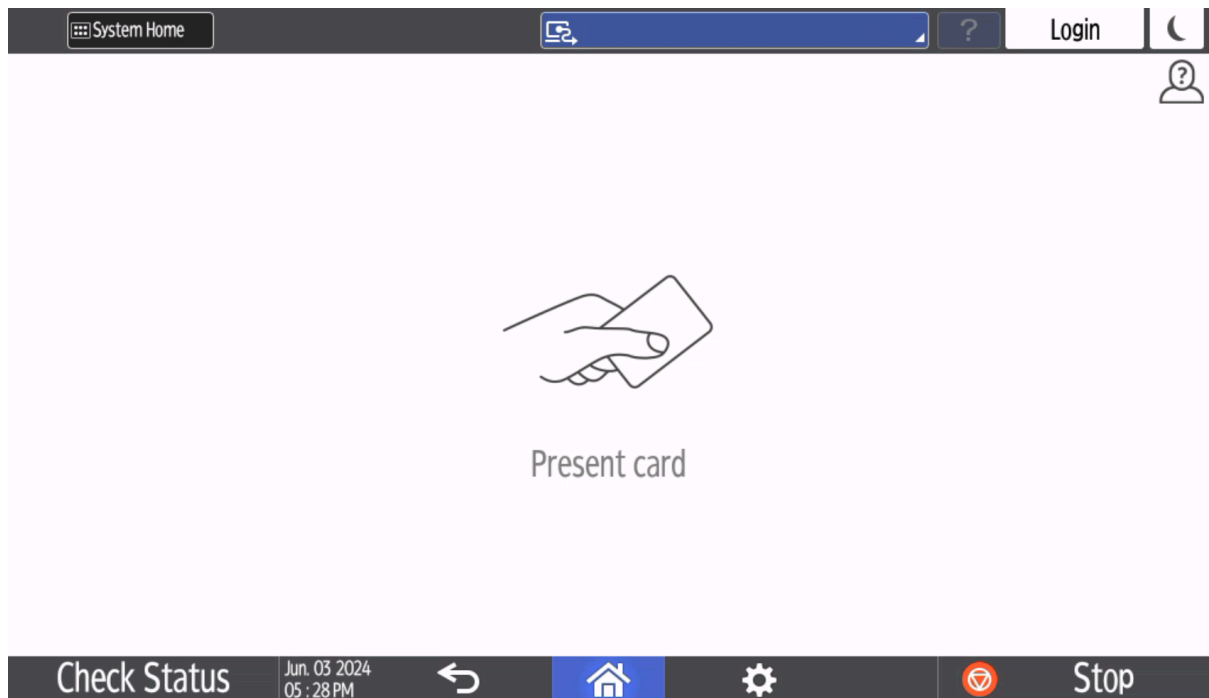
[Forgot code](#)


Check Status Jun. 04 2024 07:01 PM

⏪ 🏠 ⚙️ 📶 Stop

Sign in with card at a Ricoh printer

1. If the printer is in sleep mode, wake up the printer by touching its screen. Otherwise, you cannot sign in with card.
2. Swipe your card at the card reader on the printer.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.
 - If another user was signed in, swiping your card started to sign out that user. Wait until the sign-out process is completed, then swipe your card again.



3. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - Select the **Eye**  to see the digits entered.
 - If you do not know your PIN code:
 - Select **Forgot code** to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in the [Printix App](#), or browse to the URL provided to reset your PIN code.

System Home

Search

?

Login

?

PIN code

1 2 3

4 5 6

7 8 9

← 0 C


Sign in

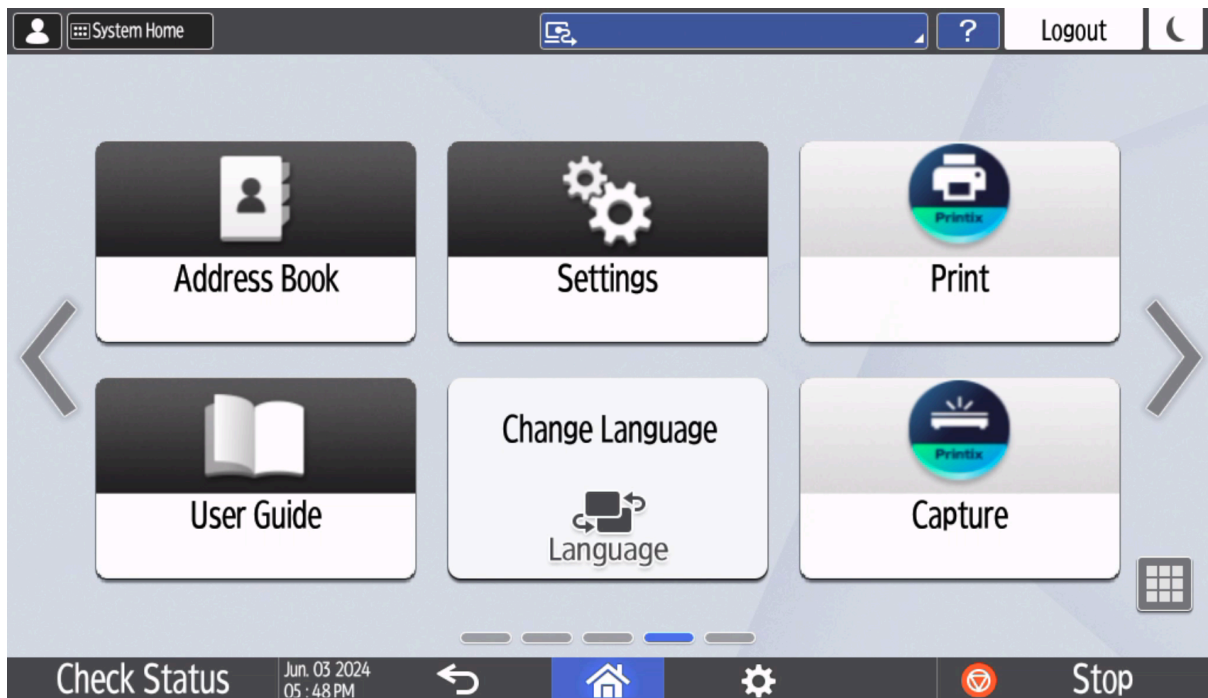
[Forgot code](#)

Check Status Jun. 04 2024 07:01 PM

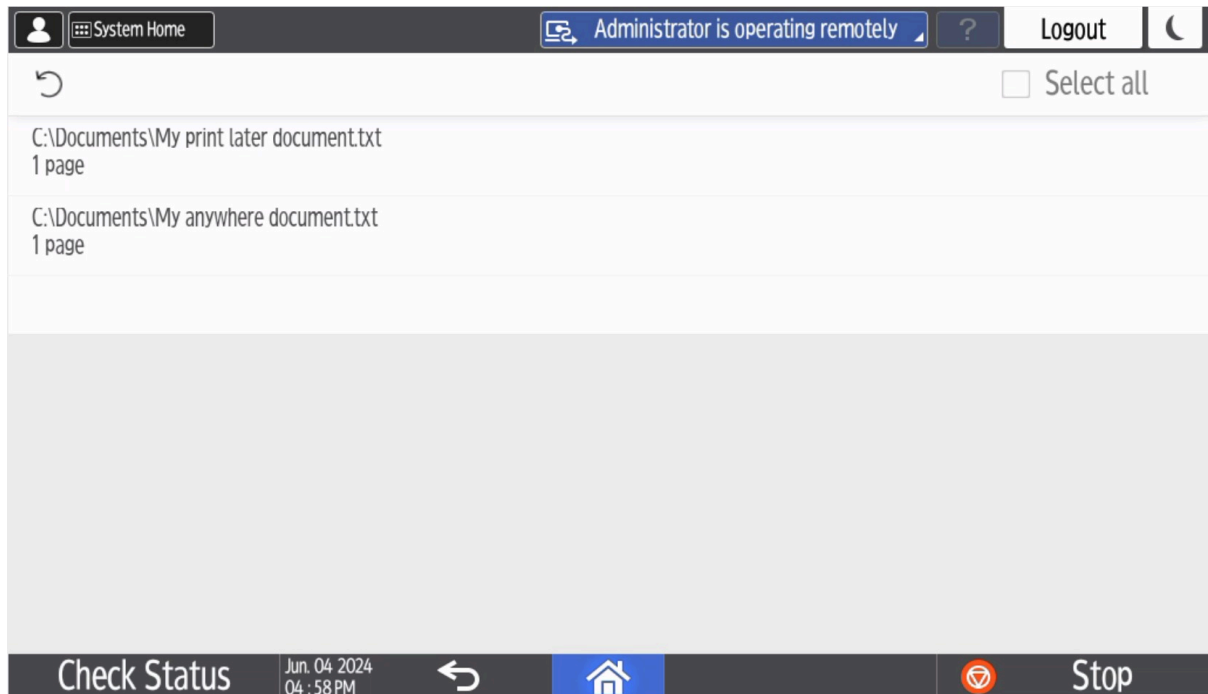
⏪ 🏠 ⚙️ 🔄 Stop

Release documents at a Ricoh printer

1. Sign in to the printer.
2. Select the Printix **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).




4. Select **Print** at the bottom of the screen.

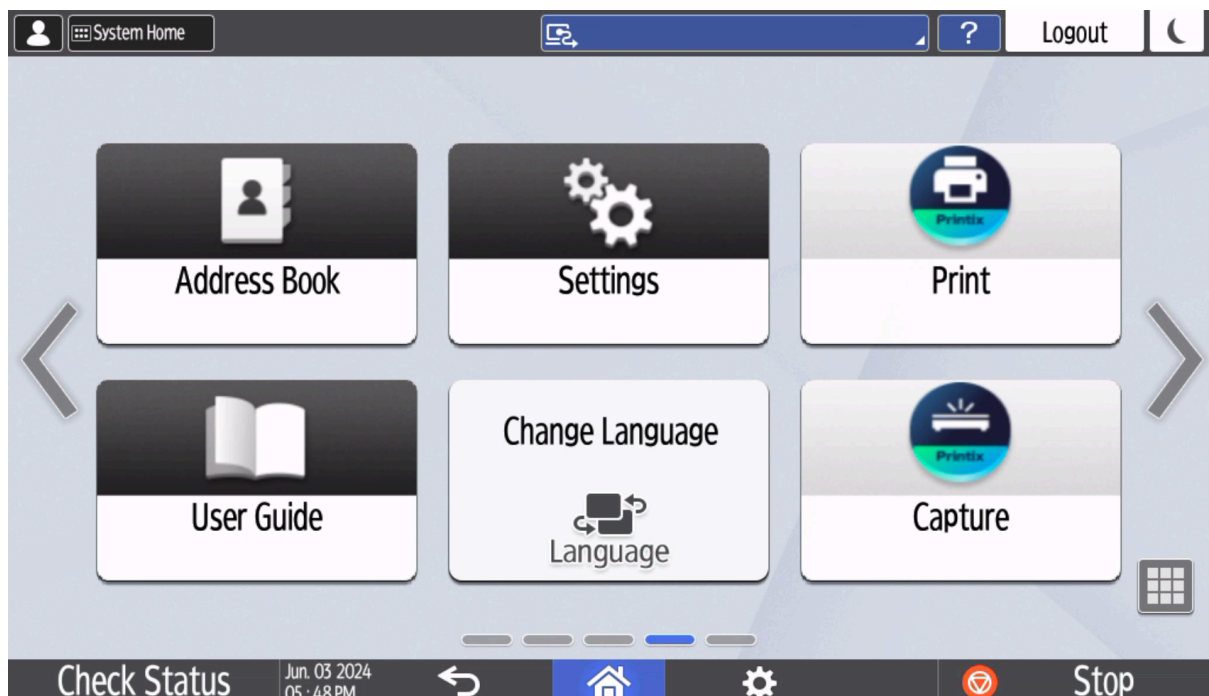
Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

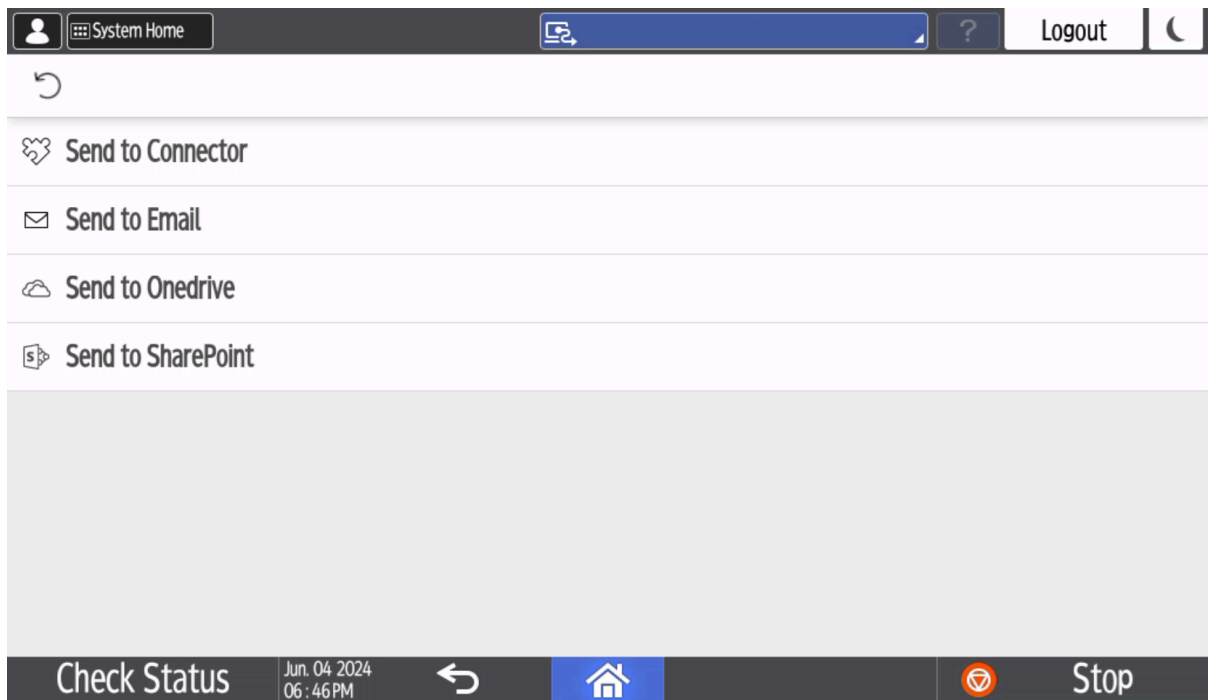
Capture at a Ricoh printer

The capture process consists of three steps:

- **Scan and upload**
As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.
 - **Processing**
The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.
 - **Delivery**
The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.
1. Sign in to the printer.
 2. Select the Printix **Capture**  icon.



A list of capture workflows appears.

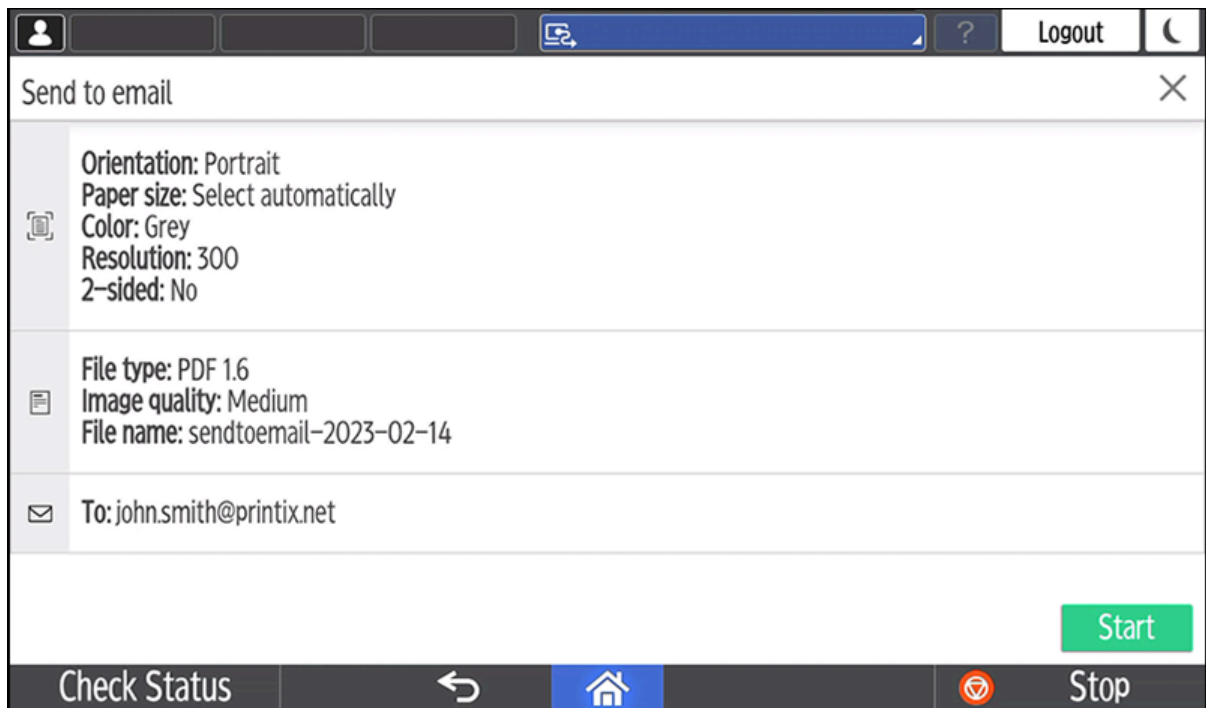


3. Select the appropriate workflow.

If you are signed in with the **System manager** role, the **Active** information (**Yes** or **No**) is displayed.

4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page documents in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
- Place one-page documents on the printer's flatbed glass.
Scanning multiple pages from the flatbed glass is not supported.



5. Select **Start** to start scanning.

- If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
- You cannot log out from the printer while the printer is scanning.
- As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.

Sign out from a Ricoh printer

You can sign out from the printer using these methods:

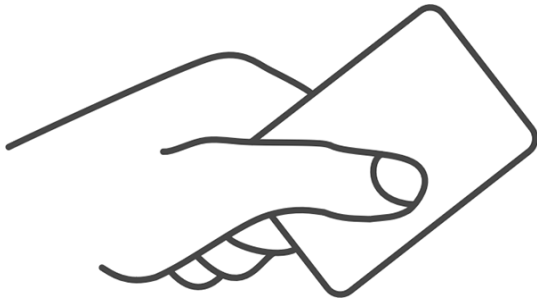
- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Ricoh printer

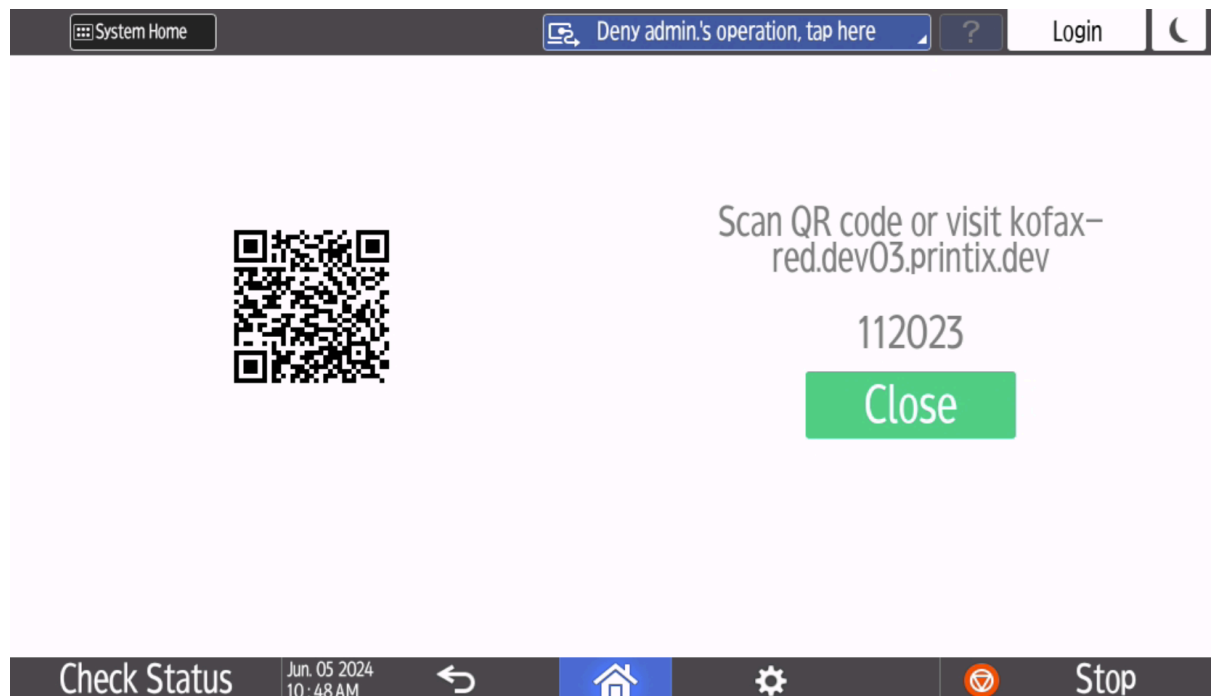
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be

registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



A 6-digit card registration code appears. The code is valid for 1 hour.



Make a note of the 6-digit card registration code and enter it later in the web Printix App on your computer.

2. Register your card using one of the following methods:
 - [Scan the QR code with the camera on your phone.](#)
 - [Scan the QR code with the Printix App on your phone.](#)
 - [Register the card without a phone.](#)

Scan the QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code displayed on the printer's touchscreen.



Scanning the QR code opens the web [Printix App](#) in your browser and registers the card. You may be prompted to sign in to the web Printix App.

- With iOS/iPadOS 11 or higher, you can use the camera to scan the QR code.
- With the Google application installed on your Android phone or tablet, you can perform a Google screen search to scan the QR code.
- If your QR scanner app (not part of Printix) prompts you to open the link in a browser, select that option.

2. Select **Close**.



Scan the QR code with the Printix App on your phone


If you are using the Printix App on your phone or tablet, you can:

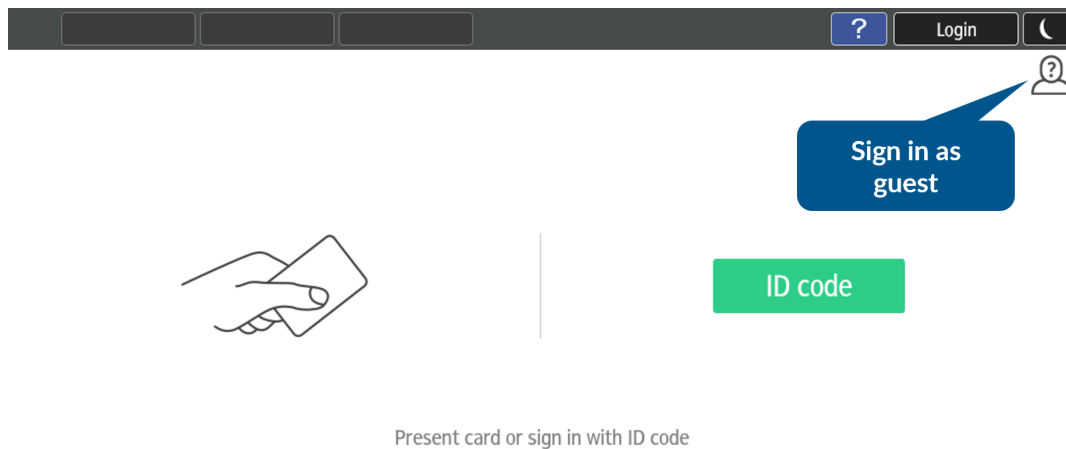
1. Open the [Printix App](#) for Android or iOS/iPadOS.
2. Select **Menu**  > **Cards and codes**.
3. Select **Register card**.
4. Select **Scan** , then point the camera to the QR code displayed on the printer's touchscreen. Alternatively, you can enter the 6-digit card registration code you saw previously and select **Save**.

Sign in as guest on a Ricoh printer

This option requires Printix Go Ricoh version 2.0.0.27 or higher.

 The "Access control" settings in the [Go configuration](#) MUST have at least one function unlocked  for sign-in as guest to be available. If all functions are locked, the button to sign in as guest does not appear.

1. On the sign-in page, select **Guest**  in the upper right of the printer's touchscreen control panel.



2. Select a function to use, such as **Copy** if that is available.

How to set inactivity timeout on Ricoh printers

After installing Printix Go on a Ricoh printer, the inactivity timeout must be changed to avoid errors.

1. [Open the printer's web page](#) and sign in as administrator.
2. Select **Device Management** > **Configuration**.
3. Select **Timer**.
4. If **Auto Logout Timer** is enabled, make note of its number of seconds.
The default is 180 seconds.
5. In **Sleep Mode Timer**, enter the desired number of minutes.
If **Auto Logout Timer** is enabled, ensure that the time entered in **Sleep Mode Timer** is longer than the time entered in **Auto Logout Timer**.

i **Sleep Mode Timer** uses minutes and **Auto Logout Timer** uses seconds to indicate time.

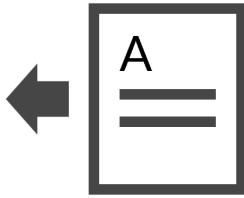
6. Select **OK**.

How to set up scan settings on Ricoh printers

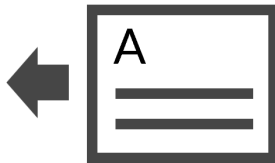
When creating a [capture workflow](#) in Printix Administrator, the "Orientation" and "Paper size" settings have the following constraints on Ricoh printers:

The Orientation setting must match the feeding direction of the paper.

- If you scan a portrait document, set the orientation to **Portrait**, and add the paper to the Automatic Document Feeder (ADF) with its long edge first.



- If you scan a landscape document, set the orientation to **Landscape**, and add the paper to the ADF with its short edge first.



If these instructions are not followed, content will be missing in the output image.

i If the Orientation is set to "Select automatically", Ricoh printers do not detect the actual orientation of the document, so they use the default Portrait setting. Do not use "Select automatically" on Ricoh printers if you want to scan a landscape document.

If the "Paper size" setting of your Ricoh printer supports Auto Detect, the printer can automatically select a combination of orientation and paper size that adjusts to the feeding direction of the paper and does not result in content loss on the output image.

Ricoh printers do not support ISO B4 and Statement paper sizes. If this paper size is selected in Printix, the Ricoh printer will attempt to use Auto Detect.

Using Auto Detect is the only way to scan an unsupported paper size. If your Ricoh printer does not support Auto Detect but you try to use it anyway, your printer sets the "Paper size" to Letter (8.5 × 11 inches) if the printer is in North America or A4 (8.3 × 11.7 inches) if the printer is anywhere else in the world.

To know whether your printer supports Auto Detect, see your Ricoh printer's documentation.

How to set up scan to email on Ricoh printers

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in

Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.
Example: acme.com
5. Write down the MX record **POINTS TO ADDRESS** value.
You need the MX record in step 11.
Example: acme-com.mail.protection.outlook.com
6. [Open the printer's web page](#) and log in as administrator.
7. On the menu, select **Device Management** and then **Configuration**.
8. In the **Scanner** section, select **General Settings**.
9. For **Login User Address Priority**, select **On**.
10. Select **OK**.
You return to the **Configuration** page.
11. In the **Device Settings** section, select **E-mail**.
 - In **Administrator Email Address**, optionally, type the email address to be used as the default **From** address.
 - In **Auto Specify Sender Name**, select **On** and the signed-in user's email address is set as the **From** address (sender). Select **Off** and the **Administrator Email Address** will be set as the **From** address (default sender).
 - In **SMTP Server Name**, type the value you obtained in step 5.
Example: acme-com.mail.protection.outlook.com
 - In **SMTP Port No**, leave the value at 25.
 - In **SMTP Authentication**, select **Off**.
12. Select **OK**.



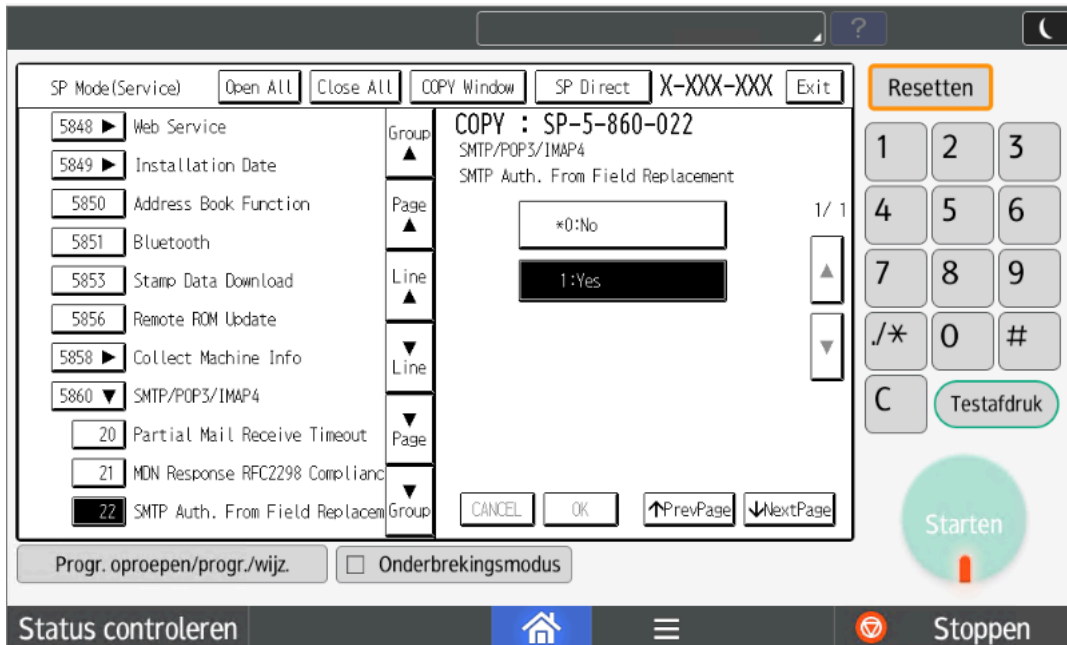
- Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. See the Microsoft documentation: [Step-by-step instructions for direct send](#).
- If your email did not arrive, remember to check your spam/junk mail folder. See also: [How to troubleshoot scan to email](#).

Prefill From

As you are signed in with Printix, your email address is not automatically prefilled in the From field.

Some SMTP servers will reject sending the scanned documents if the email sender (From field) does not have a specific value, that is, the Administrator Email Address that can be specified in

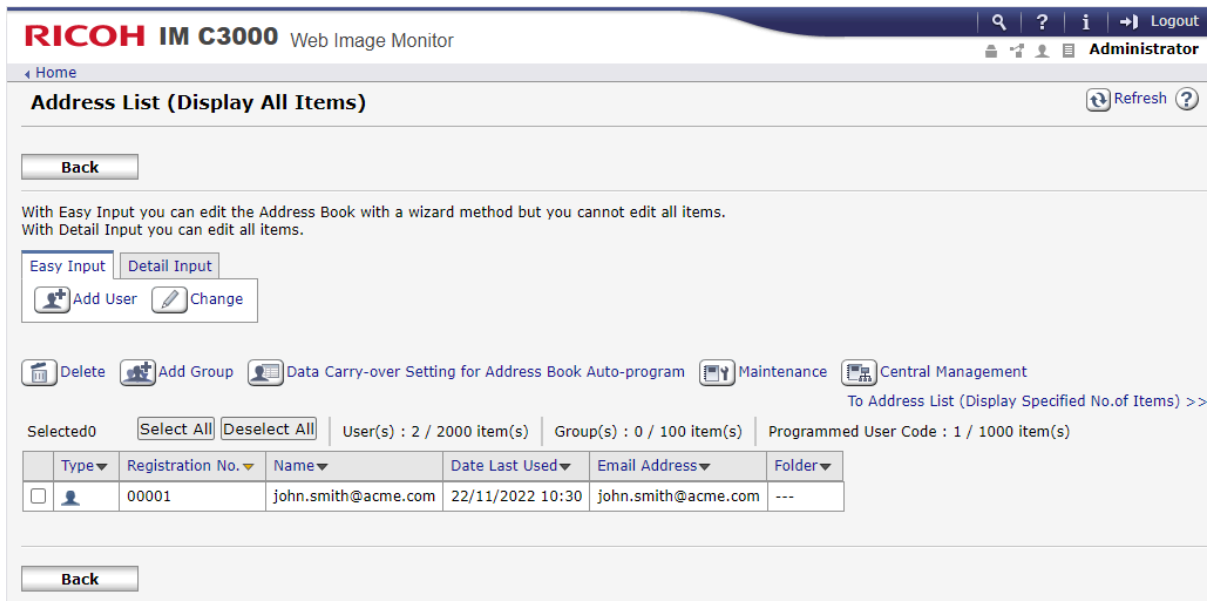
step 8 above. Also, the Ricoh printer must be brought into Service Program Mode to change the SP 5-860-022 (SMTP Auth From Field Replacement) to 1.



i The instructions and code required to bring a printer into SP mode depend on the model. You may need to contact your Ricoh technician.

Address book

With Printix Go Ricoh version 2.0.0.27 or higher, signed-in users are identified by their email address (such as john.smith@acme.com) instead of their name (such as John Smith). First time a user signs in after an update from an earlier Printix Go version, such as 0.4.10.0, a new entry is created in the Ricoh printer's address book and the columns Name and Email Address will both show the user's email address. Any previous address book entry of the user (by name) is no longer used and can be deleted by the administrator. Ricoh truncates the name to between 15 and 20 characters depending on the platform limitations.



How to set up SSL/TLS communication on Ricoh printers

To be able to install and uninstall on Ricoh printers, SSL/TLS communication must be configured correctly.

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Device Management**, and then **Configuration**.
3. In the **Security** section, select **Network Security**.
 - In **HTTP** for **Port 80**, select **Open**.
 - In **SSL/TLS** for **IPv4**, select **Active**.
 - In **Permit SSL/TLS Communication**, select **Ciphertext/Cleartext**.
 - In **SSL/TLS Version** for **TLS1.2**, select **Active**.
4. Select **OK**.
In addition to the above on Ricoh SOP printers Generation 2, **TLS1.2(SSL Server)** must also be enabled.
5. [Open the printer's web page](#) and log in as administrator.
6. On the menu, select **Device Management**, and then **Configuration**.
7. In the **Extended Feature Settings** section, select **Administrator Tools**.
8. In the **Select Available Functions** section for **TLS1.2(SSL Server)**, select **Active**.
9. Select **Apply**.

How to set the web server password on Ricoh printers

To be able to install and uninstall on Ricoh SOP Generation 2 printers, the web server password must be the default (ricoh).


i If you know printers that do not have SDK /J installed, you can avoid needing the web server password on those printers.

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Device Management**, and then **Configuration**.
3. In the **Extended Feature Settings** section, select **Administrator Tools**.
4. In the **Web Service Settings** section:
 - In **Remote Installation Password**, select **Change** and change the **Password** back to the default, which is: ricoh.
5. Select **Apply**.

How to sign in as machine administrator on Ricoh printers

Follow these steps to sign in as an administrator on Ricoh printers when Printix Go is installed.

On the sign-in page, touch the upper left corner of the printer's touchscreen five times.

An icon  will briefly appear.

This takes you to the printer's home page where you can access **Settings for Administrator**.

Accessing the **Settings** requires you to log in as an administrator. See your printer's operating instructions about accessing **Settings for Administrator**.

How to remotely access control panel on Ricoh printers

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Device Management**, and then **Remote Panel Operation**.

How to get logs from Ricoh printers

Ricoh printers

1. [Open the printer's web page](#) and log in as administrator.
2. In the address, delete what comes after the printer's IP address and insert:
`/web/entry/df/websys/direct/getSysInfo.cgi`
Example: `https://192.168.1.10/web/entry/df/websys/direct/getSysInfo.cgi`
3. Set **Number of days** to 1 (the same day you experienced issue with the installation or use of Printix Go).
4. Select **Calculate** (might take a few minutes).
5. Select **Start** to obtain a tar file (MachineInfo_xxx.tar).
6. Make the tar file available to us through a link. If it is smaller than 6 MB, you can attach it to your support request.

Ricoh SOP printers Generation 2

1. [Open the printer's web page](#) and log in as administrator.
2. In the address, delete what comes after the printer's IP address and insert:

/web/entry/df/websys/direct/getSysInfo.cgi

Example: https://192.168.1.10/web/entry/df/websys/direct/getSysInfo.cgi

3. Set **Number of days** to 1 (the same day you experienced issue with the installation or use of Printix Go).
4. Select **Download** (might take a few minutes) to obtain a tar file (MachineInfo_xxx.tar).
5. Make the tar file available to us through a link. If it is smaller than 6 MB, you can attach it to your support request.

Printix Go Xerox - How to

How to sections for Xerox:

- [How to use Printix Go on Xerox printers](#)
- [How to configure SNMPv1/v2 on Xerox printers](#)
- [How to install card reader on Xerox printers](#)
- [How to set inactivity timeout on Xerox printers](#)
- [How to set up scan to email on Xerox printers](#)
- [How to sign in as machine administrator on Xerox printers](#)
- [How to remotely access control panel on Xerox printers](#)

See also:

- [Printix Go troubleshooting](#)

How to prepare Xerox printer for Printix Go

i These preparations are only necessary for the following printers and MFPs: AltaLink models and EC8036/EC8056 models.

1. [Open the printer's web page](#) and log in as admin.
2. Select the **Properties** tab.
3. On the menu, select **Login/ Permissions/ Accounting**, then select **Login Methods**.
4. Make sure **Xerox Secure Access** is configured.

How to use Printix Go on Xerox printers

- [Sign in with an ID code at a Xerox printer](#)
- [Sign in with card at a Xerox printer](#)
- [Release documents at a Xerox printer](#)
- [Capture at a Xerox printer](#)
- [Sign out from a Xerox printer](#)
- [Register card on a Xerox printer](#)

See also:

- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

Sign in with an ID code at a Xerox printer

i The authentication on Xerox AltaLink printers has a different visual design than on other Xerox printers, but they have the same functions.

1. Select the **Keyboard** icon in the top right corner.



2. Enter your ID code (6 digits) on the touchscreen.
 - If you do not know your ID code:
 - Open the **Cards and codes** menu in the [Printix App](#).

The image shows a 'Enter ID code' dialog box. It features a title bar with a close button (X), the title 'Enter ID code', a checkmark button, and an information button (i). Below the title bar is a text input field labeled 'ID code'. At the bottom is a numeric keypad with buttons for digits 1-9, *, 0, #, a back arrow with an X, and a large 'Enter' button.

3. Enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Open the **Cards and codes** menu in the [Printix App](#).

Enter PIN code

PIN code

1 2 3


4 5 6

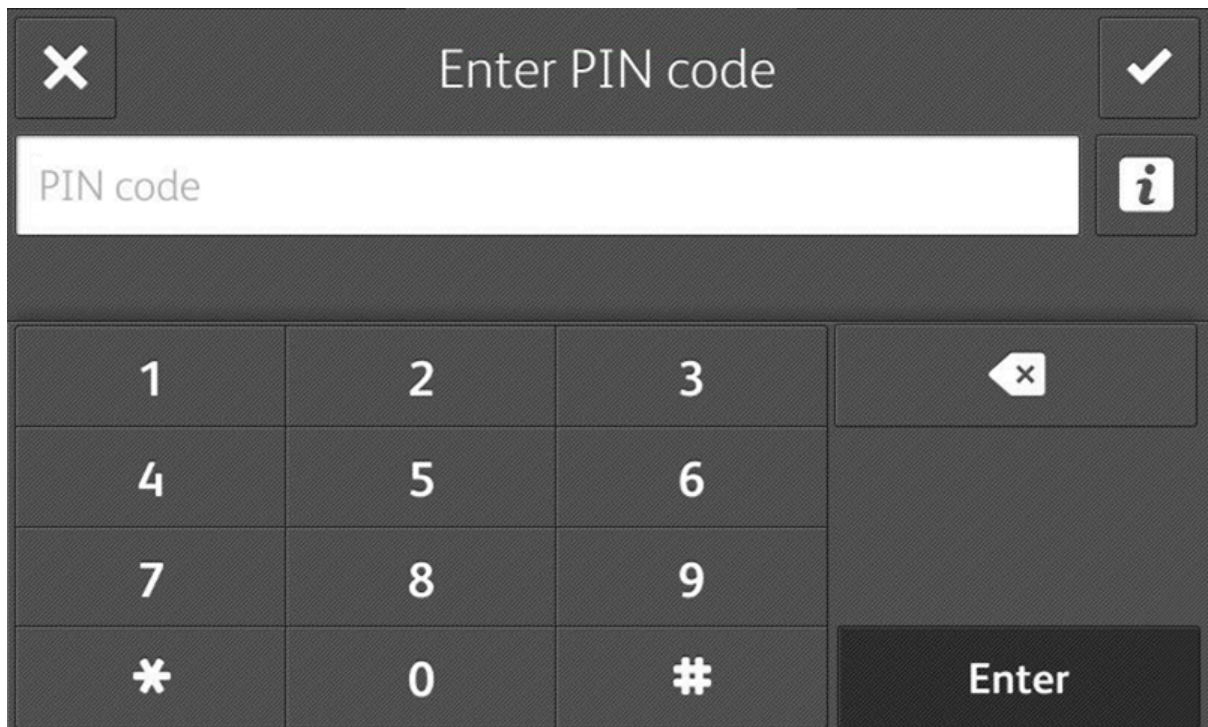
7 8 9

* 0 #

Enter


Sign in with card at a Xerox printer

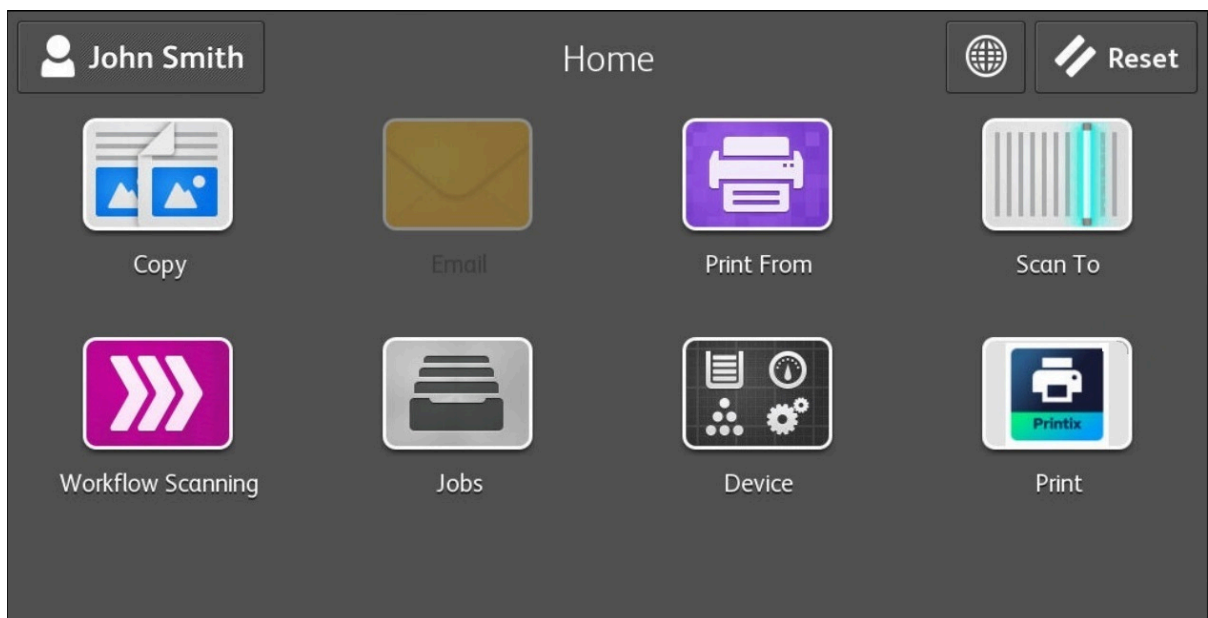
1. Swipe your card at the card reader on the printer.
 - Before 90 seconds have elapsed, select the Printix **Print**  icon.
 - A computer with Printix Client must be online on the printer's network. Otherwise, nothing happens when the card is swiped.
2. If prompted, enter your PIN code (4 digits) on the touchscreen.
 - The PIN code is the same whether you sign in with an ID code or card.
 - If you do not know your PIN code:
 - Open the **Cards and codes** menu in the [Printix App](#).



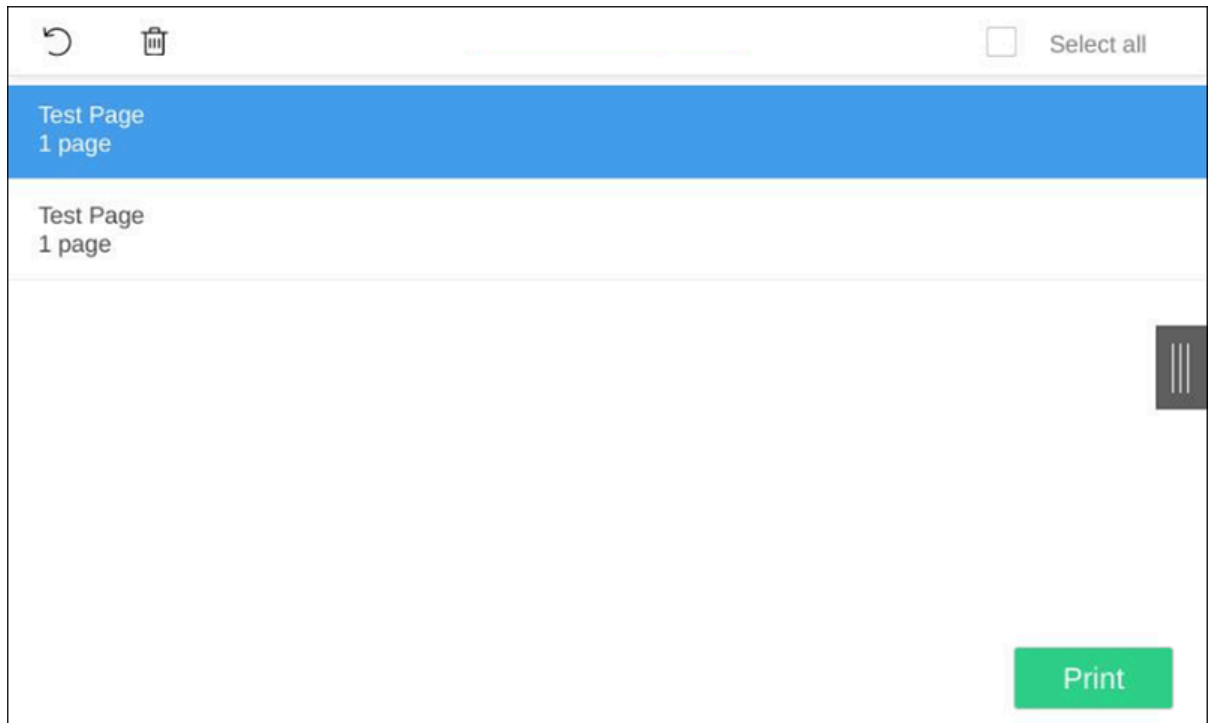
The image shows a dark-themed interface for entering a PIN code. At the top, there is a title bar with a close button (X) on the left, the text "Enter PIN code" in the center, and a checkmark button on the right. Below the title bar is a white input field labeled "PIN code" on the left and an information icon (i) on the right. Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, *, and #. There is also a backspace button with a left arrow and an X, and a large "Enter" button at the bottom right.

Release documents at a Xerox printer

1. Sign in to the printer.
2. Before 90 seconds have elapsed, select the Printix **Print**  icon.




3. Select the documents to release, or select **Select all** (the check box in the top right corner).




4. Select **Print** at the bottom of the screen.

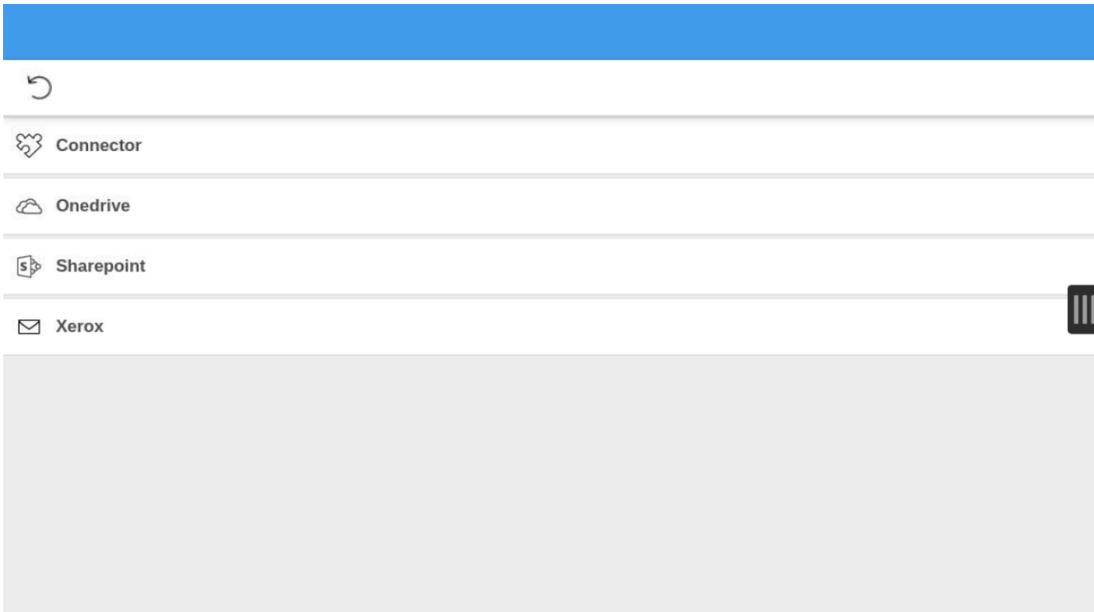
Delete documents

- Select the documents to delete and select **Delete** .
- Documents are automatically deleted if you do not print them within a specified period (default is 24 hours).

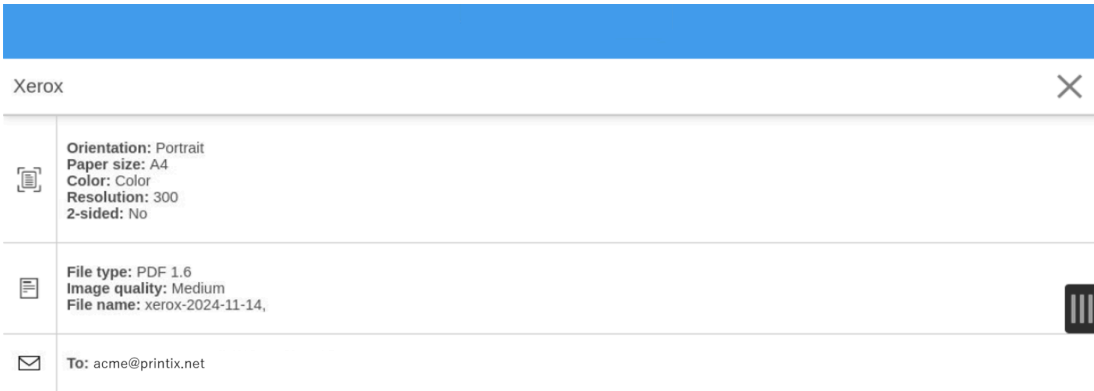
Capture at a Xerox printer

The capture process consists of three steps:

- **Scan and upload**
As soon as the document is scanned and uploaded, you are returned to the list of workflows, while the processing and delivery continue in the background.
- **Processing**
The scanned document is processed by Optical Character Recognition (OCR) and a searchable PDF or Microsoft Word file is created.
- **Delivery**
The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a Connector destination.
 1. Sign in to the printer.
 2. Select the **Capture**  icon.
A list of capture workflows appears.



3. Select the appropriate workflow.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page documents in the Automatic Document Feeder (ADF). Ensure pages are in the correct order.
 - Place one-page documents on the printer's flatbed glass.



5. Select **Start** to start scanning.
 - If you do not want to start the scan, select **X** to cancel and return to the list of workflows.
6. If you see the option to add a new page, you can continue to scan further pages.

This option is only displayed if you are using the printer's flatbed glass on certain VersaLink printers.

- If you have no more pages to scan, select **Done**.
- If you want to continue scanning, place the next page on the glass, then select **Add Page**.
- If you do not want to finish scanning the rest of the pages, select **Cancel Job**.

Sign out from a Xerox printer

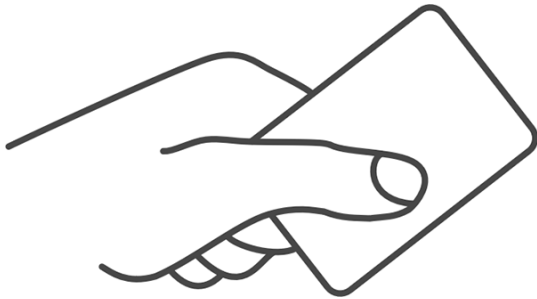
You can sign out from the printer using these methods:

- Automatic sign-out if no activity.
 - If the printer does not register key presses or touchscreen activity for 90 seconds, you are signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To access the printer's Home screen, select the **Home** button.
- Swipe your card at the card reader on the printer.
 - If you were already signed in, you are signed out. If another user was signed in, that user is signed out and you must swipe your card again to sign in.

Register card on a Xerox printer

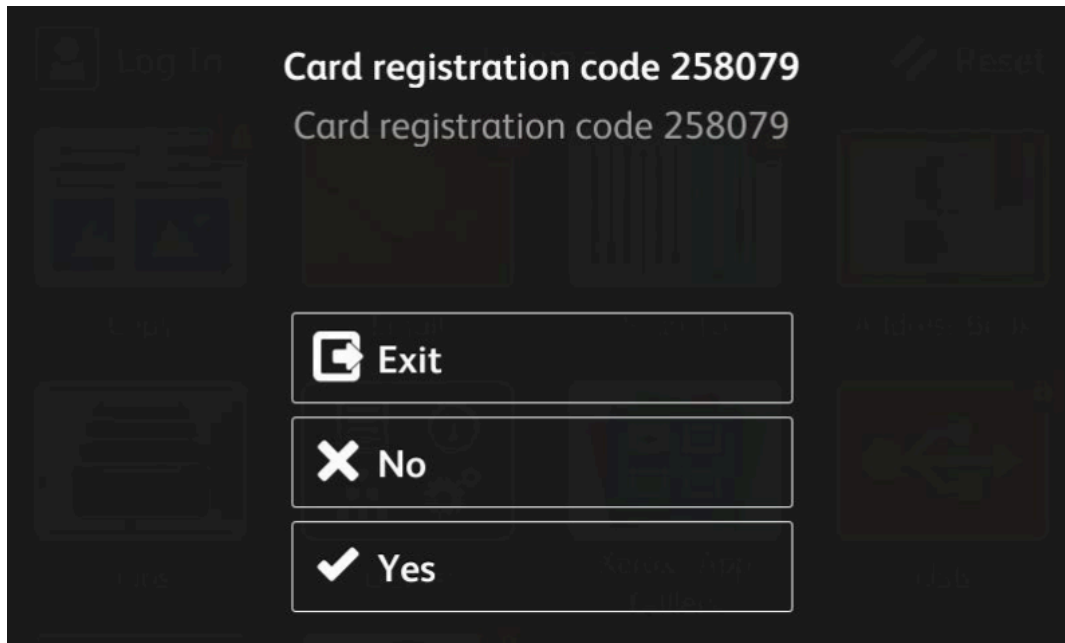
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card can be registered with different formats (card numbers). In this situation, you can register the same card with each type of card reader.

1. Swipe the card at the card reader on the printer.



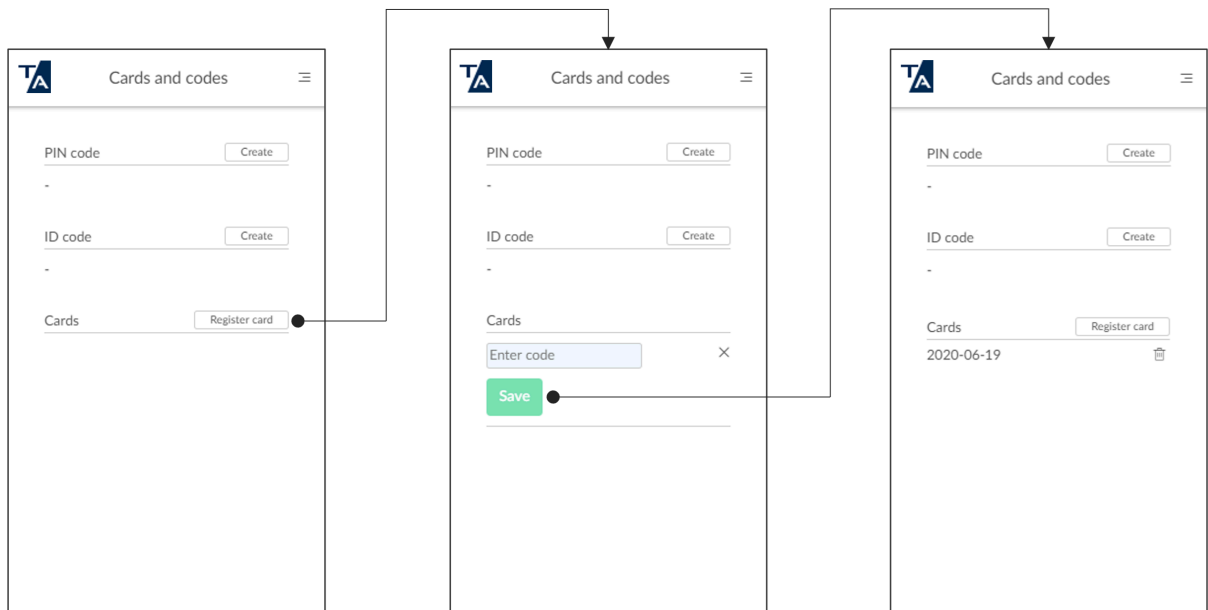
A 6-digit card registration code appears. The code is valid for 1 hour.

2. Make a note of the 6-digit card registration code and select **Home** to close the screen.
Alternatively, you can close the screen by:
 - Selecting **Exit** and then **Cancel**.
 - Selecting **No/Yes** and then **OK**.



Enter card registration code in the Printix App

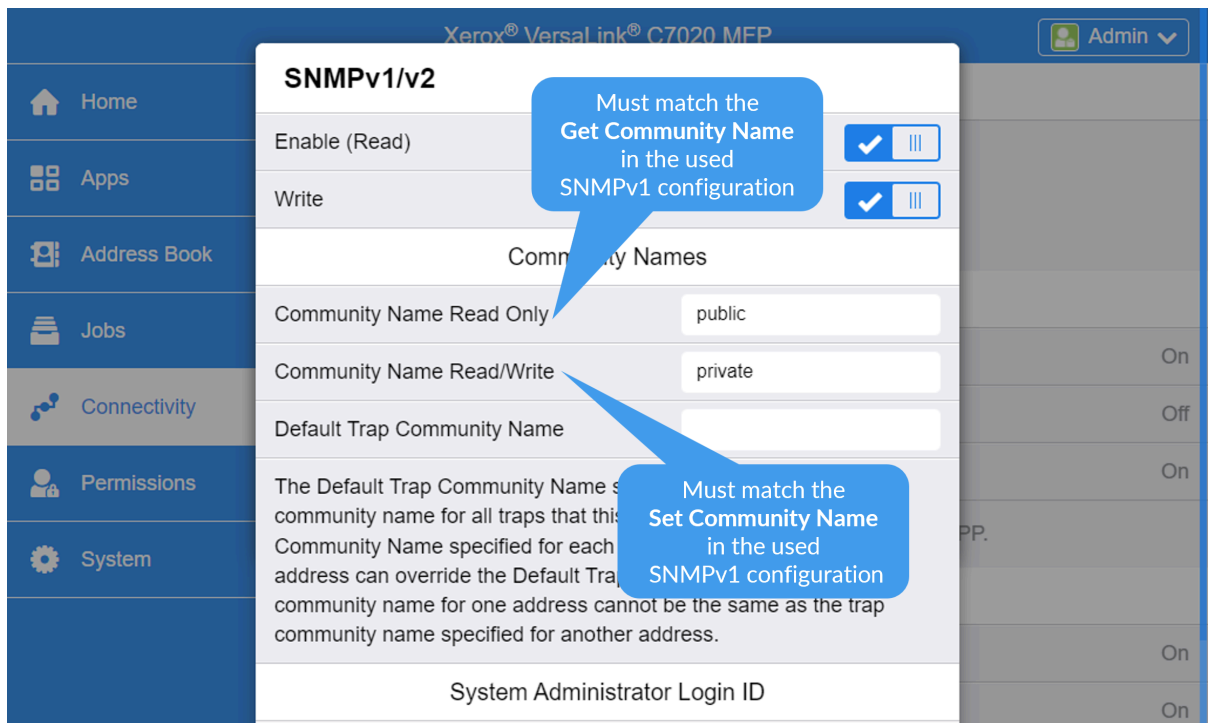
1. Open the [Printix App](#).
 - Alternatively, visit printix.net and select **Sign in**.
 - You are not required to use a phone, because you can also open the [Printix App on your computer](#):
 - Open the Printix [Client menu](#) and select **Release and print documents**.
 - Open a web browser and enter the Printix Home URL for your work or school.
Example: `https://acme.printix.net`



2. Select **Menu** > **Cards and codes**.
3. Select **Register card**.
4. Enter the 6-digit card registration code you saw previously and select **Save**.

How to configure SNMPv1/v2 on Xerox printers

1. [Open the printer's web page](#) and log in as admin.
2. On the menu, select **System**.
3. Select **Connectivity**.
4. In the **Protocols** section, select **SNMP**.
5. Select **SNMPv1/v2**.
6. In the **Community Names** section:
 - In **Community Name Read/Write**, type set community name (private).



7. Select **OK**.
8. Select **OK** again.

How to install card reader on Xerox printers

Activate card reader plug-in on VersaLink printers

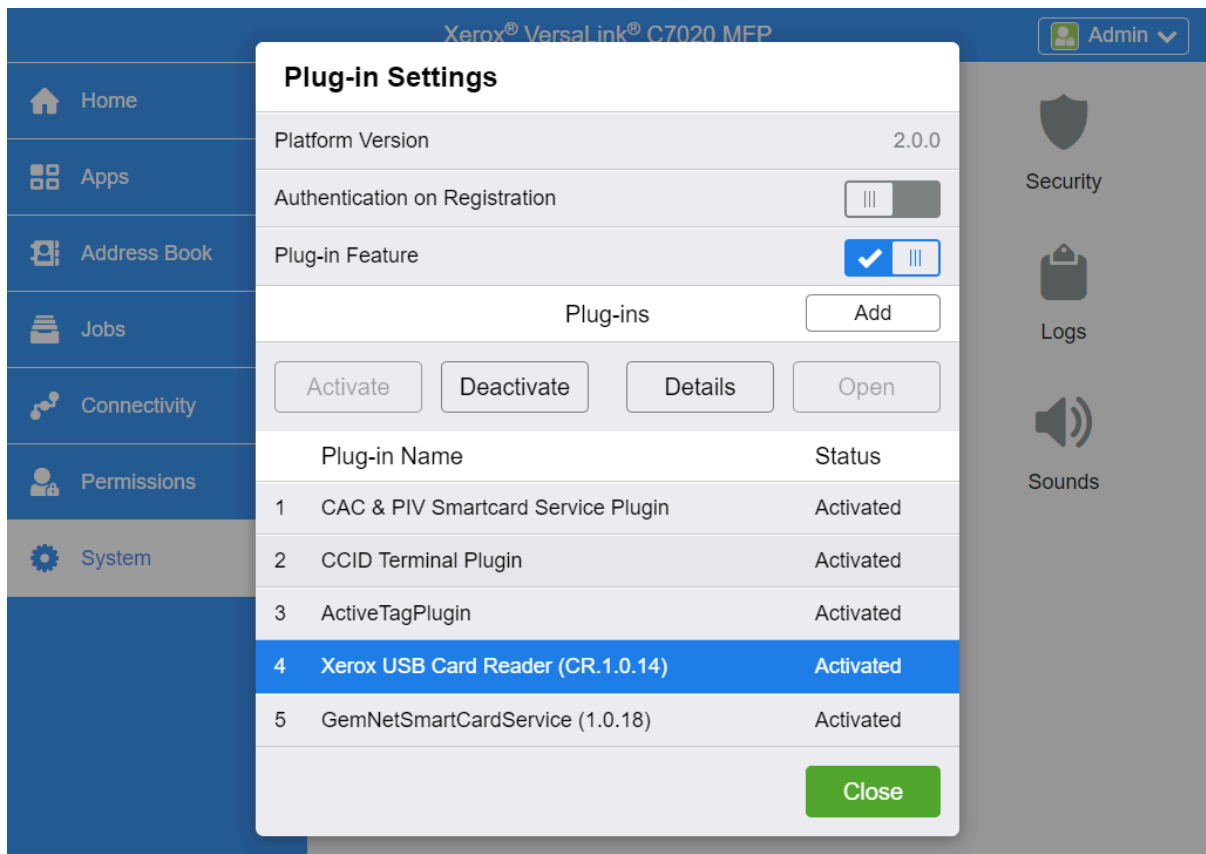
You need to install the Xerox USB Card Reader plug-in as follows:

Download the USB Card Reader plug-in

1. Visit support.xerox.com.
2. Search for the model of your printer.
Example: VersaLink C7020
3. Open the **Drivers & Downloads** tab.
4. Select the result that links to a web page with **downloads** in its title.
Example: VersaLink C7020/C7025/C7030 Multifunction Printer
5. Scroll to the **Firmware** section.
It is the last section on the web page, all the way at the bottom.
6. Locate **Card Reader Plug-ins** (current version is 12).
7. Select **I agree to the Terms and Conditions**.
8. Select **Download**.
9. Extract all files from the zip file to a convenient location on your computer.

Install the USB Card Reader plug-in

1. [Open the printer's web page](#) and log in as admin.
2. On the menu, select **System**.
3. Select **Plug-In Settings**.
The **Plug-In Settings** dialog box appears.
4. Next to **Plug-ins**, select **Add**.
5. Browse to the location of the Xerox USB Card Reader .jar file you previously extracted from the .zip file.
Example: Xerox_USB_Card Reader_v3.0.11_sig.jar
6. Select **OK**.
7. Connect the card reader.
8. Select **Close**.
9. Restart the printer to activate the plug-in.
10. When the system is back online, return to the **Plug-In Settings** dialog box and ensure that the USB Card Reader plug-in is **Activated**.



Limitations with card reader support

It is not possible to detect if a card reader has been connected or disconnected. We have been unsuccessful at using the EIP functions for this. As a consequence:

- The [Printer properties](#) page will not show that a card reader is connected.
- The **Sign in method** in the printer's [Go configuration](#) should be set to either **Card** or **Card or ID code**. The method "Select automatically" will not detect card reader.

Connect the card reader

Images are from a Xerox VersaLink C7020. Instructions may differ for other models.

1. Locate the Hardware Integration Pocket (HIP) on the printer (typically to the left of the touchscreen control panel).
2. Raise the touchscreen control panel to its upright position.
3. Remove the HIP cover by pressing the tap. Set the cover aside.



4. Locate the USB Type-A port.
5. Connect the card reader to the USB Type-A port.



How to set inactivity timeout on Xerox printers

1. [Open the printer's web page](#) and log in as admin.
2. On the menu, select **System**.
3. Select **Timeouts**.
4. In the **Reset Device Control Panel** section:
 - In **System Timeout**, type the number of seconds (the default is 90 seconds).
5. Select **OK**.

How to set up scan to email on Xerox printers

Use the below steps to set up scan to email so users can scan and send emails to your company's Microsoft 365 or Office 365 mailboxes. The steps are in accordance with option 2, as described in Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#).

1. Open a new browser window and sign in to **Microsoft 365 admin center** (admin.microsoft.com).
2. On the navigation menu, select **Show all**.
3. Select **Settings** and then **Domains**.
4. On the **DNS records** tab, select your domain.

Example: acme.com

5. Write down the MX record **POINTS TO ADDRESS** value.

You need the MX record in step 9.

Example: acme-com.mail.protection.outlook.com

6. [Open the printer's web page](#) and log in as admin.
7. On the menu, select **Connectivity**, and then **SMTP**.
8. In the **Device Email** section:
 - In **Enter email address**, type the email address to be used as the default **From** address.
9. In the **SMTP Server** section, select **Server Address**.
 - In **Server Address**, type the value you obtained in step 5 and select **OK**.
Example: acme-com.mail.protection.outlook.com
 - In **Outgoing SMTP Port Number**, leave the value at 25.
10. In the **Connection Security** section:
 - Select **STARTTLS**.
11. In the **Outgoing SMTP Authentication** section:
 - Select **SMTP Authentication** and select **Off**.
12. Select **OK**.

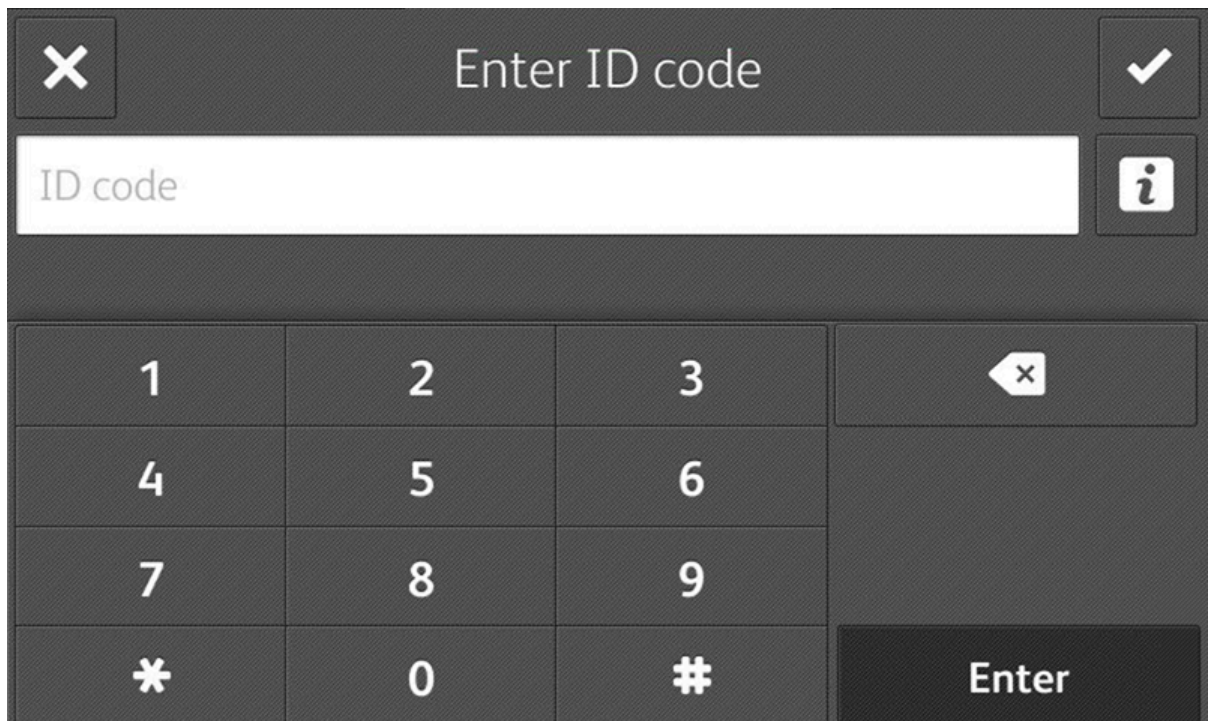
How to sign in as machine administrator on Xerox printers

Follow these steps to sign in as machine administrator on Xerox printers when Printix Go is installed. You will be asked to enter the same [username](#) and [password](#) that you used in the Printix Go sign in profile.

1. Select the keyboard icon in the top right corner.



2. Enter **ID code** four zeros (0000) on the touchscreen.



3. Enter [Username](#) on the touchscreen.

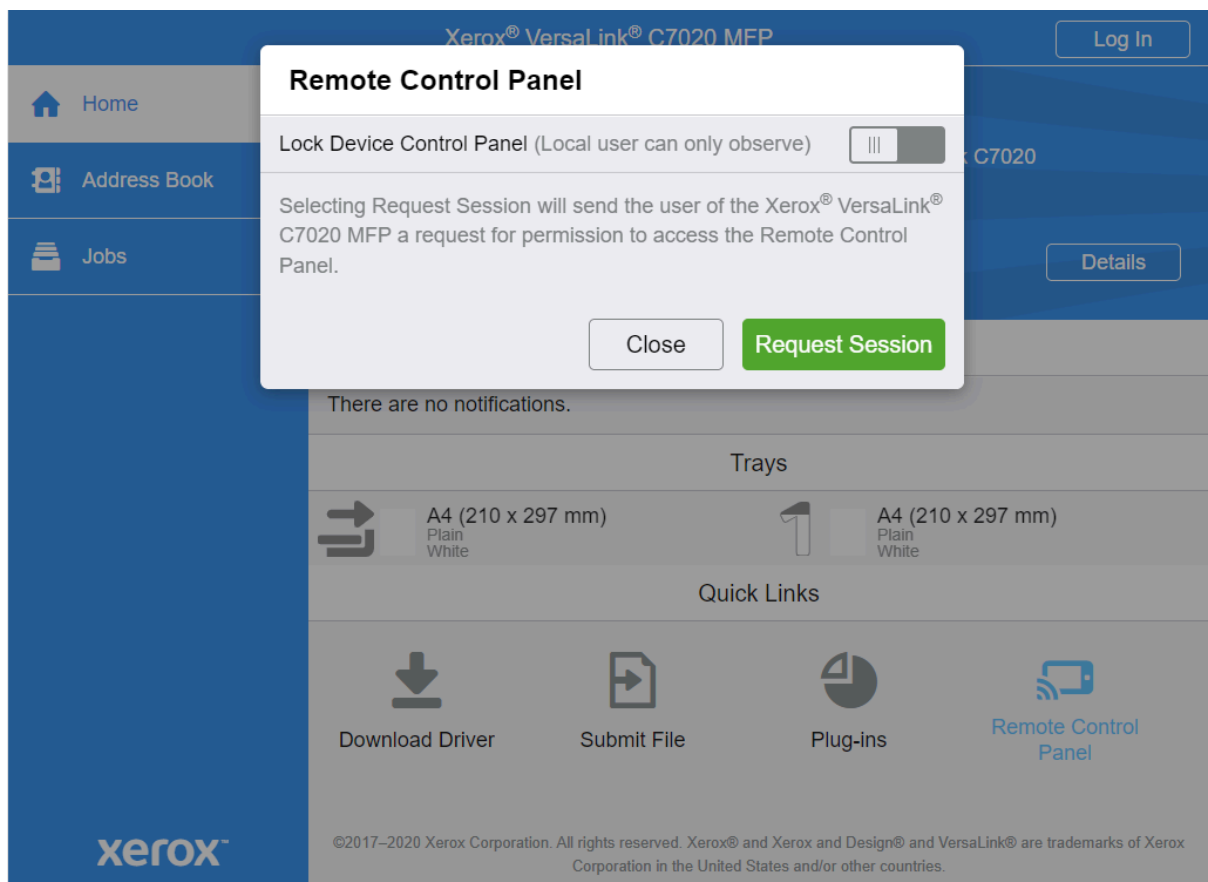
This must match what you configured in the Printix Go sign in profile.

4. Enter **Password** on the touchscreen.

This must match what you configured in the Printix Go sign in profile.

How to remotely access control panel on Xerox printers

1. [Open the printer's web page.](#)
2. Select **Remote Control Panel**.
3. Select **Request Session**.



Chapter 10

Printix Redirector (Printix Hybrid Cloud Print Enabler)

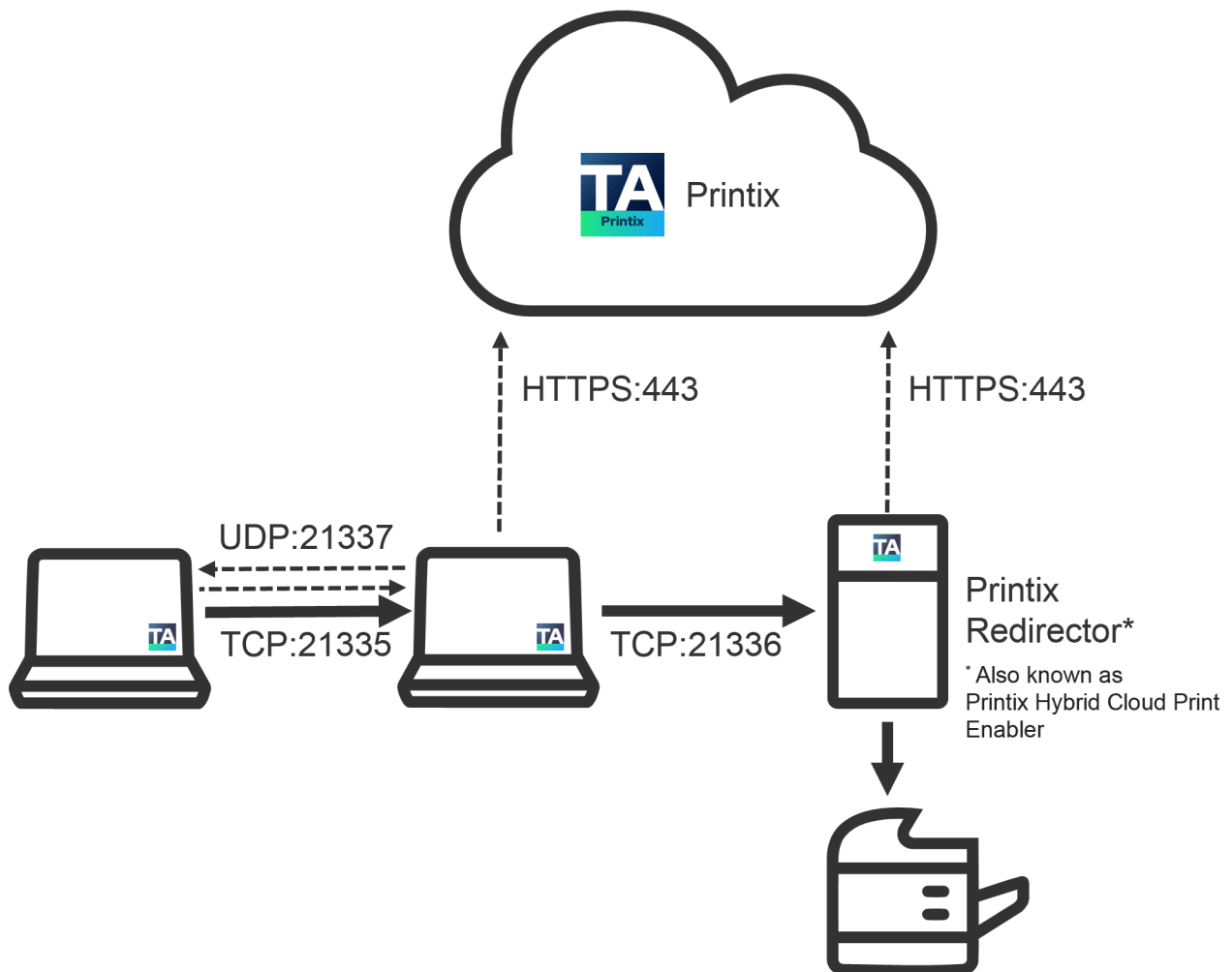
Printix Redirector is used to:

- [Enable hybrid cloud printing](#)

Printing to existing, on-premises, so-called Follow/Pull print queues from Tungsten ControlSuite, PaperCut, SafeCom, Equitrac, PrinterLogic, and similar printing solutions.

- [Enable USB printing](#)

Printing to locally attached USB printer.



Printix Redirector ports

- Manual effort is not required to maintain the Printix Redirector, because it silently updates itself to the latest approved version.
- Runs as a service under the local system account on a Windows computer.
- TCP port 21336 is used to transfer print data from the computers running Printix Client to the Windows computer running Printix Redirector.



Internet endpoints that must be unblocked

Use of a web proxy and/or SSL inspection may prevent Printix Redirector from working. The syntax for adding exceptions varies depending on the software you use. See your security software documentation to determine the syntax for specifying a domain and subdomains.

See also:

- [Network ports](#)

Download


1. In Printix Administrator, select  **Menu** > [Software](#) .
2. Select **Printix Redirector** to download it.

 Do NOT rename the file, because it prevents it from working with your Printix Home.

Install

On a Windows computer, open and run the downloaded file:

1. Double-click **REDIRECTOR_{home}_{id}.EXE** to start the installation.
2. If a **User Account Control** dialog box prompts you to allow the Printix Client Setup program to make changes on this computer, select **Yes**.
3. Change the setup language if required. Select **OK**.
The **Setup - Printix Redirector** wizard appears.
4. Select **Next**.
5. Select **Install**.
The installation is started.
6. After the installation is completed, select **Finish**.
Printix Redirector runs as a service under the local system account.

- 
- For the requirements of Printix Redirector, see the [Printix Technical Specifications](#).
 - If you are using an earlier version of Printix Redirector than 2.2.0.56, it will only automatically update itself if the Printix Client is also installed on the computer.

Ensure a v3 print driver is used

The print driver used by the print queue must be a v3 print driver. If a v4 print driver is used, printing through Printix Redirector will not work.

If you are at the printer, you can print a test page and check that the **Driver type** is **Type 3**:

1. Open **Device and Printers**.
2. Right-click the printer and select **Printer properties**.
3. Select **Print Test Page**.

- On the printed page, look in the section: **PRINT DRIVER PROPERTIES** and check that the **Driver type** is **Type 3 - User Mode**.

Alternatively, look in the **Windows Registry**:

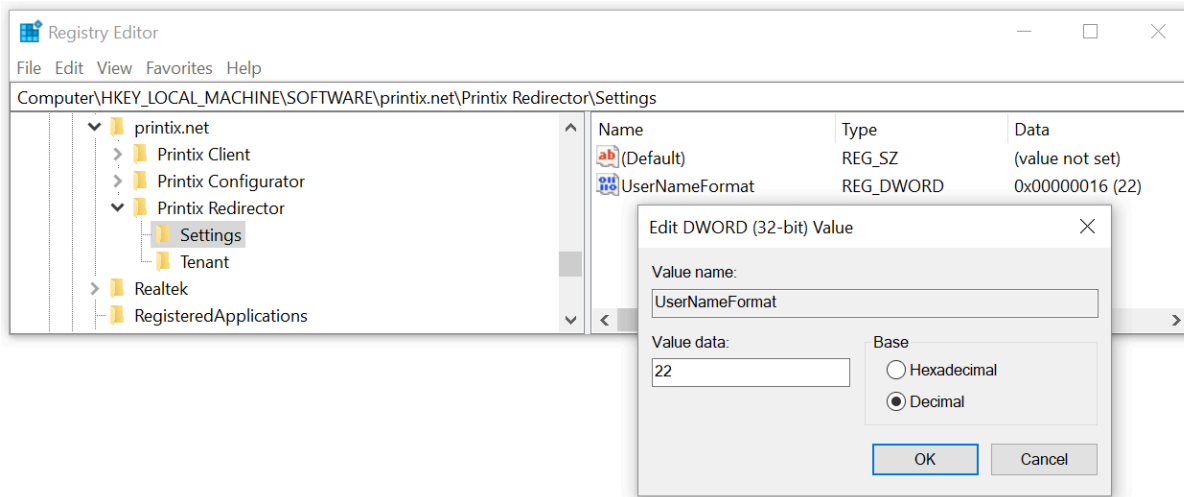
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows64\Drivers

- The **Version-3** folder lists the v3 print drivers.
- The **Version-4** folder lists the v4 print drivers.

- Open **Device and Printers**.
- Right-click the printer and select **Printer properties**.
- Open the **Advanced** tab and check that the **Driver** is one of those listed in the **Version-3** folder in the Windows Registry.

Controlling the format of the username

If you are printing to a Follow/Pull print queue from another print management system, and this system does not recognize the user, it could be because the format of the reported username is different.



- Press **Windows+R**.
The **Run** dialog box appears.
- Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
- Browse to HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Redirector\Settings.

The value **UserNameFormat** can have these **Decimal** values (hex values in parenthesis):

- **0** (0×00000000): Username is not modified (this is the default). Use the Printix username of the user signed into Printix Client, Example: john@acme.com. If this is empty, then use the name of the user signed into the computer (john).
- **1** (0×00000001): Remove the domain part (@acme.com) from the Printix username and only return the first part (john).
- **11** (0×0000000b): Replace the @ in the domain name of the Printix username with a dot. (john.acme.com)
- **22** (0×00000016): Use the name (SAMAccountName) of the user signed into the computer and ignore the Printix username.

Feedback from customers indicate that the following values of **UserNameFormat** are working with the below third-party solutions. If you have feedback, contact [Product Support](#).

- **Equitrac**: 0
- **PaperCut**: 1
- **Streamline NX**: 22

A change in the **UserNameFormat** value takes effect immediately, so it is not necessary to restart the Printix Redirector service.

You can consult the Printix Redirector log file to troubleshoot this.

For each document printed, there will be an entry such as the following:

```
Redirector: UserNameFormat: 11
Redirector: Print job being transferred to PullPrint by [john, john@acme.com, john.acme.com]
```

- Print queue: PullPrint
- The name of the user signed in to the computer where the document was submitted: john
- The Active Directory username of the user signed in to the Printix Client where the document was submitted: john@acme.com
- The text set on the print job as being the submitting user: john@acme.com
 - If **UserNameFormat** has a decimal value of 1 (0×00000001), it would be: john
 - If **UserNameFormat** has a decimal value of 11 (0×0000000b), it would be: john.acme.com
 - If **UserNameFormat** has a decimal value of 22 (0×00000016), it would be: john

Printix Redirector log files

Log files are stored on the computer.

- Printix Redirector.{number}.log

There will be a maximum of 6 log files with a size of 1 MB each. The log file without a number is the current one. Previous versions are numbered 1–5 with 5 being the oldest.

The logs are stored in this folder:

- C:\ProgramData\printix.net\Printix Redirector\Logs

i ProgramData is a **Hidden folder**, and may not appear in File Explorer when you open Local disk (C:). Type: C:\ProgramData to access it.



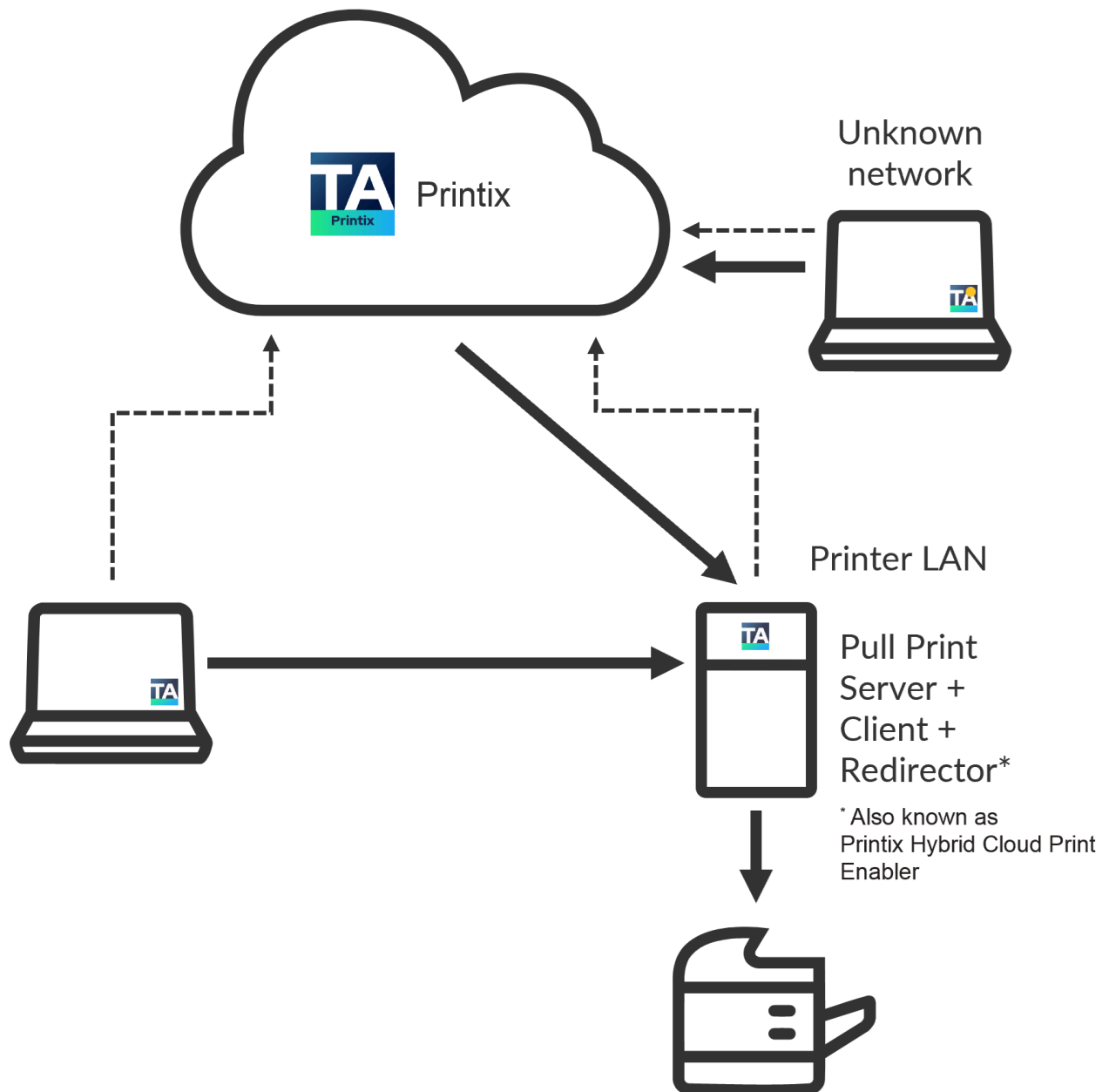
How to see which print queues and ports are installed

In the Printix Redirector log file, after a restart, you will find information about what Windows print queues are installed on the computer and what ports they are using. Search for **getAllQueuesWin**.

In the example below, the print queue ZDesigner LP 2844 is connected to a USB port.



```
getAllQueuesWin: Found 6 installed queues
Service, found queue: OneNote (Desktop), port: nul:
Service, found queue: ZDesigner LP 2844, port: USB001
Service, found queue: ZDesigner ZD410-300dpi ZPL, port: 192.168.1.104
Service, found queue: Printix Anywhere, port: http://localhost:21339/ipp/000/50f0f9d9-6d25-455f-9028-7cd609dfc4c6
Service, found queue: Reception, port: http://localhost:21339/ipp/ASD/f20db995-0811-49c4-ad14-9e26234959eb
Service, found queue: Microsoft XPS Document Writer, port: PORTPROMPT:
```

Enable hybrid cloud printing



If you have an existing on-premise third-party Follow/Pull printing solution, you can still benefit from Printix. Users can continue to use the on-premise print solution to sign in, release documents, and so on. With Printix, you can automatically install the Follow/Pull print queues on the users'

Windows or Mac computer. Optionally, you can allow users to submit documents from home and while traveling.

1. Install [Printix Client](#) and [Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#) on the (server or desktop) computer that has the Follow/Pull print queue installed.
 - [Ensure a v3 print driver is used](#)
2. In Printix Administrator, open the [Printers](#)  page.
3. Select **Add** .
4. Select the **Network** of the computer that has the Printix Redirector and print queue installed.
5. In **Printer address**, type: \\{servername}\\{printqueueename}
 - The {servername} should be that of the server running Printix Redirector.
Example: myserver
 - The {printqueueename} should be the **Printer name** of the Follow/Pull print queue.
Example: PullPrint
6. Select **Add**.
 - If the printer does not appear in Printix Administrator, look for it on the [Unregistered printers](#) page of the virtual printer.
 - By default, the print name is set to the name of the driver used by the Follow/Pull print queue.
 - The default print queue is set to the name of the driver used by the Follow/Pull print queue.
If no print queue exists, [create a print queue](#).
7. In Printix Administrator, open the [Print queue properties](#) page of the virtual printer.
8. Clear **Active** until you are done testing the print queue.
9. Select [Exempt from secure print](#).
Settings that would otherwise have the user release the documents in Printix are ignored, and instead, the user will only have to release the document in Tungsten ControlSuite or their third-party Follow/Pull printing solutions.
10. Optionally, for each system:
 - [Change the print driver](#) to a [universal print driver](#).
 - [Add a new print driver configuration](#).

Test printing

1. On your computer, use the Printix Client to add the printer.
In Printix Client, the administrators see a star ★ after the printer ID if the print queue is not active.
Example: ASD ★ Reception
2. Print a document to the added printer.
3. Verify that the document ends up in the third-party printing solution and you can release the document with the methods offered by the particular print management system.
 - This fails if the [format of the username](#) is not recognized.
4. For the Printix Client running on the Pull Print Server, you can open **Computer properties** and select [Act as print gateway](#), so documents printed via the cloud are sent to the Pull Print Server rather than through another computer on the network.

Make the printer available to everyone

1. In Printix Administrator, open the [Print queue properties](#) page of the virtual printer.
2. Select **Active**, so all users can use the print queue.
3. Optionally, select **Add print queue automatically**.
4. Optionally, select [Via the cloud](#) to allow users to print to the Follow/Pull print queue even though they are not on the same [network](#).

Troubleshooting

- [The added printer remains unregistered](#)
- [Wrong format for network printer address \(ip address or hostname\)](#)
- [Wrong format for virtual printer address \(\\servername\printqueuename\)](#)

The added printer remains unregistered

The printer name is probably wrong. You can consult the Printix Redirector log file to see the printer names and copy the right one from the log file.

Resolution:

1. Restart the Printix Redirector service.
A list of the print queues is written at the top of the log file after a restart.
2. Open the log file: C:\ProgramData\printix.net\Printix Redirector\Logs\PrintixRedirector.log.
3. In the log file, search for `getAllQueuesWin`.
For each print queue, there will be an entry such as this:
`Service, found queue: {printqueuename}, port: {port}`
4. Identify the correct {printqueuename} and use that.

See also: [How to see which print queues and ports are installed](#).

Wrong format for network printer address (ip address or hostname)

This message appears if you try to modify the **Printer address** of a printer that was initially registered by IP address or hostname and thereby as a network printer.

Resolution:

- To add a virtual printer, you must add a new printer, and from the very beginning, give it a **Printer address** in the format `\\{servername}\{printqueuename}`.

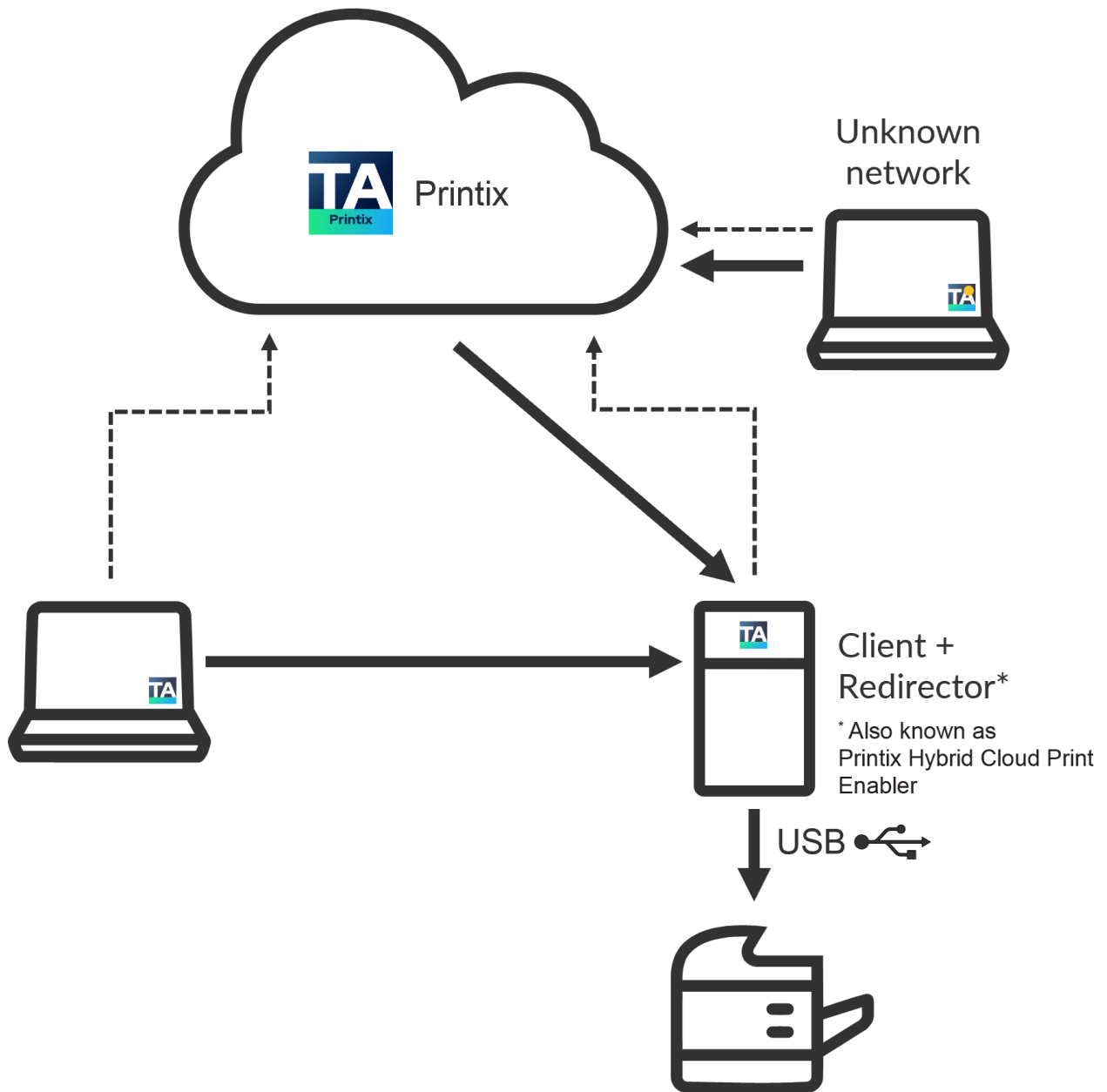
Wrong format for virtual printer address (\\servername\printqueuename)

This message appears if you try to modify the **Printer address** of a printer that was initially registered by `\\{servername}\{printqueuename}` and thereby as a virtual printer.

Resolution:



- To add a network printer, you must add a new printer, and from the very beginning, give it a **Printer address** in the form of an IP address or hostname.

Enable USB printing



Use Printix Redirector (Printix Hybrid Cloud Print Enabler) to enable printing to a locally attached USB printer.

i Printing to the USB printer only works when the connected computer is online.

1. Install [Printix Client](#) and [Printix Redirector](#) on the (desktop) computer that has the locally attached USB printer.
 - [Ensure a v3 print driver is used.](#)
2. In Printix Administrator, open the [Printers](#)  page.
3. Select **Add** .
4. Select the **Network** of the computer that has the USB printer attached and Printix Redirector installed.
5. In **Printer address**, type: `\\{computername}\{printqueue}`.
 - The {computername} should be that of the computer running Printix Redirector.
Example: mycomputer
 - The {printqueue} should be the **Printer name** of the USB print queue. Do NOT use a possible **Share name**.
 - See also: [How to see which print queues and ports are installed.](#)
6. Select **Add**.
 - If the printer does not appear in Printix Administrator, look for it on the [Unregistered printers](#) page.
 - By default, the print name is set to the name of the driver used by the USB print queue.
 - The default print queue is set to the name of the driver used by the USB print queue. If no print queue exists, [create a print queue](#).
7. Optionally, select [Via the cloud](#) to allow users to print to the USB printer even though they are not on the [network](#) same as the printer.

Windows Registry settings overview


These Windows Registry settings are used by the Printix Redirector:

- [DisableAutoUpgrade](#)
- [UserNameFormat](#)

DisableAutoUpgrade

- **Purpose:** Control if auto-upgrade of the Printix Redirector is enabled.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Redirector\
- **Value name:** DisableAutoUpgrade
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Auto-upgrade of the Printix Redirector is enabled.
 - **1** (0x00000001): Auto-upgrade of the Printix Redirector is not enabled, but auto-upgrade of third-party components is enabled.

- **2** (0x00000002): Auto-upgrade of the Printix Redirector or any third-party component is not enabled.

 While this setting has a value of **2**, the initial download of third-party components is also prevented.

- **Requirements:**
 - Printix Redirector version 2025.1.0.0 or higher.



- If this setting is not configured or its value is a negative number, auto-upgrade of the Printix Redirector is enabled.
- If the value of this setting is a positive number greater than 2, it has the same effect as it would have with value **2**.
- When this setting is changed, its new value takes effect in 1 hour, when the Printix Redirector looks for updates (the Printix Redirector looks for updates once per hour, and looks for third-party component updates only when it starts up). The best practice is to wait 1 hour or open services.msc and restart the Printix Redirector.

UserNameFormat

- **Purpose:** Control the format of the username in Printix Redirector.
- **Printix Windows Registry:** HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Redirector\Settings
- **Value name:** UserNameFormat
- **Value type:** DWORD
- **Value** – Decimal values (hex value in parenthesis):
 - **0** (0x00000000): Username is not modified (this is the default). Use the Printix username of the user signed into Printix Redirector, such as: john@acme.com. If this is empty, then use the name of the user signed into the computer (john).
 - **1** (0x00000001): Remove the domain part (@acme.com) from the Printix username and only return the first part (john).
 - **11** (0x0000000b): Replace the @ in the domain name of the Printix username with a dot. (john.acme.com)
 - **22** (0x00000016): Use the name (SAMAccountName) of the user signed into the computer and ignore the Printix username.

Feedback from customers indicate that the following values of **UserNameFormat** are working with the below third-party solutions. If you have feedback, contact [Product Support](#).

- **Equitrac:** 0
- **PaperCut:** 1
- **Streamline NX:** 22

A change in the **UserNameFormat** value takes effect immediately, so it is not necessary to restart the Printix Redirector service.

Chapter 11

Printix Configurator

Printix Configurator for Windows can be used to initially configure Printix for customers with multiple locations (networks) and already deployed printers. It can then also be used to add print queues to computers. Printix Configurator will offer to update itself to the latest approved version.

For the requirements of the Printix Configurator, see the [Printix Technical Specifications](#).

- [Download](#)
- [Sign in](#)
- [Configuration and log files](#)

Download

1. In Printix Administrator, select **Menu** ≡ > [Software](#) ⓘ.
2. Select **Printix Configurator** to download it.

Sign in

1. To start the Printix Configurator, right-click the EXE file and select **Run as administrator**. The Printix Configurator and a browser page appear.
2. Sign in through the browser page.
You must have the [System manager](#) role.
3. If prompted, select a Printix Home.

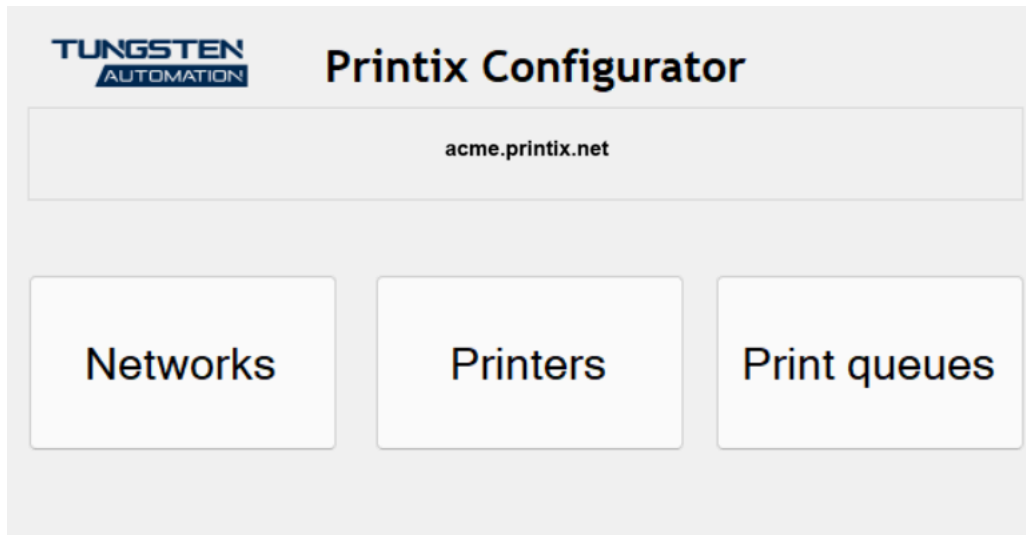
Example: acme.printix.net

To change language, select **Menu** ≡ > **Language**.



- If the message **You can close this window** does not appear in the browser or the Printix Configurator still displays **Login in progress**, the sign-in was not successful. In these cases, select **Connect** in the Printix Configurator and sign in again.
- If you cannot see the name of your Printix Home (acme.printix.net), it could be because you are not properly signed in, or because you are using Printix Configurator 1.3.890 or lower, and multiple Printix Configurator processes are running. Use the **Task Manager** to end the task, then restart the Printix Configurator.

After signing in to Printix Configurator, you can close the browser window.



4. In Printix Configurator:

- Select **Networks** to [add networks](#).
- Select **Printers** to [add printers](#).
- Select **Print queues** to [add print queues to computers](#).

Configuration and log files

Configuration files and logs are stored on the computer in the ProgramData folder.

i ProgramData is a **hidden folder**, and may not appear in File Explorer when you open Local disk (C:). You can access it by entering `C:\ProgramData` in the address bar.

Configuration files

Configuration files are stored on the computer in this folder:

- `C:\ProgramData\printix.net\Printix Configurator\Configuration`

There will be up to 3 configuration files per Printix Home you have been configuring. The {id} is the Printix ID (tenant ID).

- `PrintixConfigurator_{id}.dta`
- `CSVNetworkMapping_{id}.dta`
- `CSVPrinterMapping_{id}.dta`

Log files

The logs are stored in this folder:

- `C:\ProgramData\printix.net\Printix Configurator\Logs`

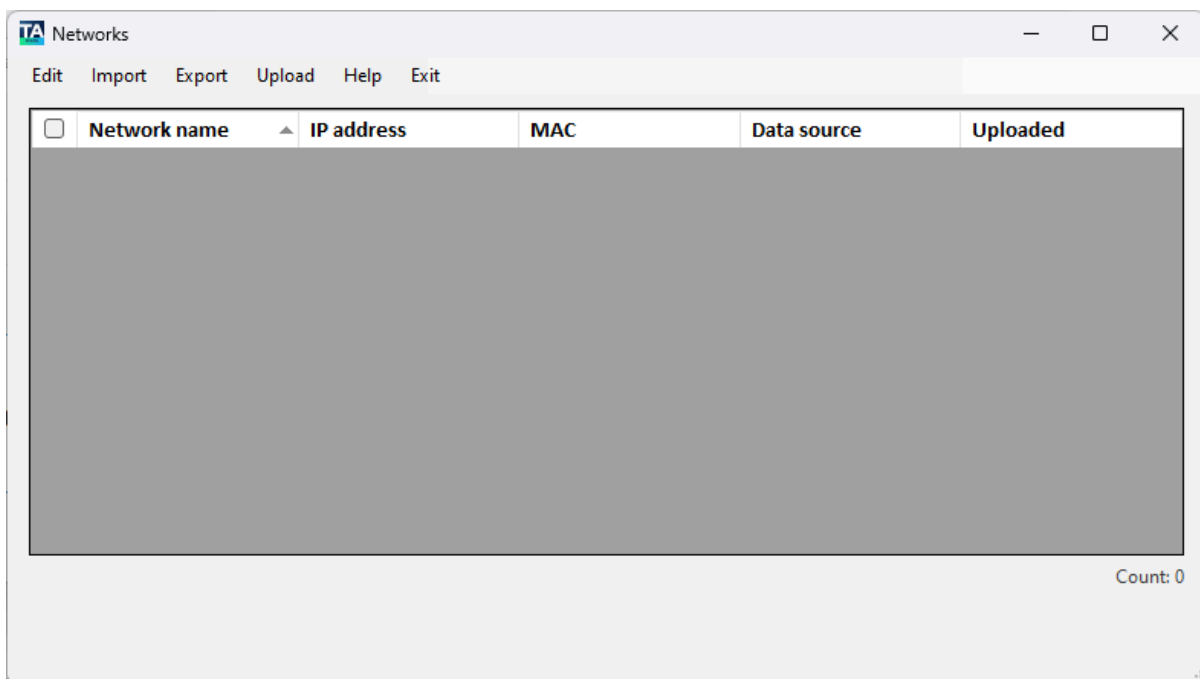
There will be a maximum of 6 log files with a size of 1 MB each. The log file without a number is the current one. Previous versions are numbered 1–5 with 5 being the oldest.

- PrintixConfigurator_{user}_{number}.log

Add networks with Printix Configurator

Select Networks in the Printix Configurator to configure networks.

It is best to have the networks in place before printers, because then you can choose networks for the printers.



The list contains gateways (IP and MAC address pairs) assigned to networks.

A network can have multiple gateways.

Renaming a network is not possible.

If an IP or a MAC address is updated, that means to add a new gateway to the assigned network (instead of updating the original gateway).

- In Edit, you can manually add and manage networks.
- In Import, you can import existing networks from the Printix Cloud or a CSV file.
- In Export, you can export the list of networks to a CSV file.
- In Upload, you can upload the networks to the Printix Cloud.
- Select Help to see a short explanation about the list of networks.
- Select Exit to close the Networks dialog box and return to the Printix Configurator main window.

Network data

- Network name
Example: Amsterdam
- IP address
Example: 192.168.1.1
- MAC
Example: 54a050e55bc0 or 54:a0:50:e5:5b:c0
- Data source
Example: Server
- Uploaded
Example: Yes

The Data source column displays Manual if the data was manually added (**Edit > Add network**), CSV if Import from CSV file was used, and Server if Import from Printix Server was used.

Any invalid component of a network is highlighted in red. You can select Show only invalid items to only display networks with validation errors.

Example of validation errors:

- Missing information.
- Multiple networks have the same MAC address.

You can edit a single network by:

- Clicking a network, then selecting **Edit > Edit network**
If only one network has a check mark, that network is edited regardless of which network was clicked.
- Double-clicking anywhere in the network's row

Set up CSV mappings for networks

The CSV file **MUST** be semi-colon (;) separated. Column headers are optional. Do not put spaces before or after a semi-colon.

- If the file contains headers, select CSV file contains headers, and for each Field name, select the corresponding CSV header name.
- If the file has no headers, clear CSV file contains headers, and for each Field name, select a corresponding Column number.

Select Auto-fill to automatically populate the table. After an auto-fill, make sure the correct information is filled in.

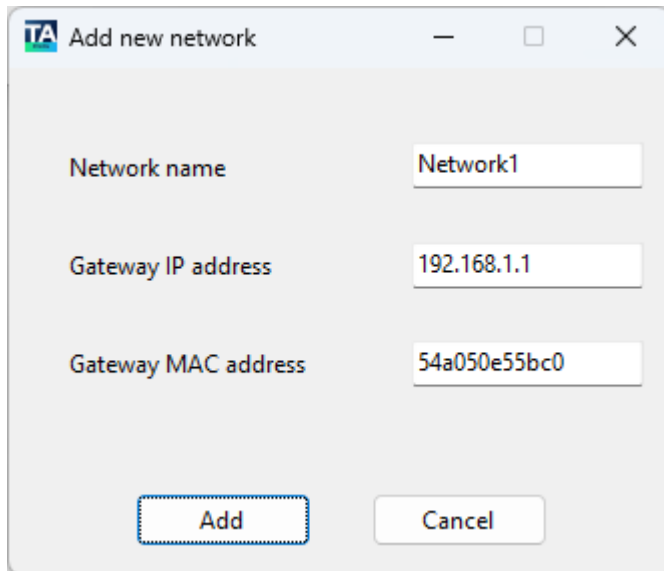
Field name	CSV header name
Network name	name
IP address	ip
MAC	mac

Upload networks

After the file content is validated, you can upload the networks to the Printix Cloud.

Add a gateway to an existing network

1. [Sign in](#) to [Printix Configurator](#).
You must have the **System manager** role.
2. Select **Networks** to configure networks.
3. Select **Edit > Add network**. You can also create a CSV file.
The CSV file MUST be semi-colon (;) separated. Do not put spaces before or after a semi-colon.



The screenshot shows a dialog box titled "Add new network" with a close button (X) in the top right corner. It contains three labeled text input fields: "Network name" (containing "Network1"), "Gateway IP address" (containing "192.168.1.1"), and "Gateway MAC address" (containing "54a050e55bc0"). At the bottom, there are two buttons: "Add" (which is highlighted with a dashed blue border) and "Cancel".

4. In the **Add new network** dialog box:
 - Enter the **Network name**. This must match the name of the network you want to add the gateway to.
Example: Network1
 - Enter the **Gateway IP address**.
Example: 192.168.1.1
 - Enter the **Gateway MAC address**.
Example: 54a050e55bc0 or *
Entering the asterisk/star symbol (*) as a wildcard for the MAC address is useful if you use network gateways (Fortinet) that, after a power cycle, change the MAC address but keep the IP address.
5. Select **Add**.
6. Select **Upload > Upload to Printix Server**.
7. Open the Printix Administrator to verify that the gateway has been added to the network.

Network name ↓	Gateways	Convert print queues
Network1	IP: 192.168.1.1 MAC: 54a050e55bc0 IP: 192.168.2.1 MAC: *	Yes Global setting
Network2	IP: 192.168.0.1 MAC: ec086b5b393e	No

Add printers with Printix Configurator


Select Printers in the Printix Configurator to configure printers. To add a label printer with a USB, see [Add a label printer with a USB](#).

- In Edit, you can manually add and manage printers.
- In Import, you can import existing printers from the Printix Cloud or a CSV file, or you can update only the network address of already listed printers using a CSV file.
- In Export, you can export the list of printers to a CSV file.
- In Upload, you can upload the printers to the Printix Cloud.
- Select Exit to close the Printers dialog box and return to the Printix Configurator main window.

Printer data

- Printer name
Example: Reception
- Vendor
Example: HP
- Model
Example: HP Officejet Color X555
- Address

- Example: 192.168.1.94
- Network
Example: Amsterdam
- MAC
Example: F0921C637CA2 or F0:92:1C:63:7C:A2
- Serial number
Example: CN3993Y073
- Page description language (PDL)
Example: [PCL5,POSTSCRIPT,PDF]
- Color
Example: True
- Duplex
Example: False
- Data source
Example: Server
- Uploaded
Example: Yes

 It is assumed printers are using the default [SNMP configuration](#).

The Data source column displays Manual if the data was manually added (**Edit > Add printer**), CSV if Import from CSV file was used, and Server if Import from Printix Server was used.

Any invalid component of a printer is highlighted in red. You can select Show only invalid items to only display printers with validation errors.

Example of validation errors:

- Missing information.
- Multiple printers have the same MAC address.

You can edit a single printer by:

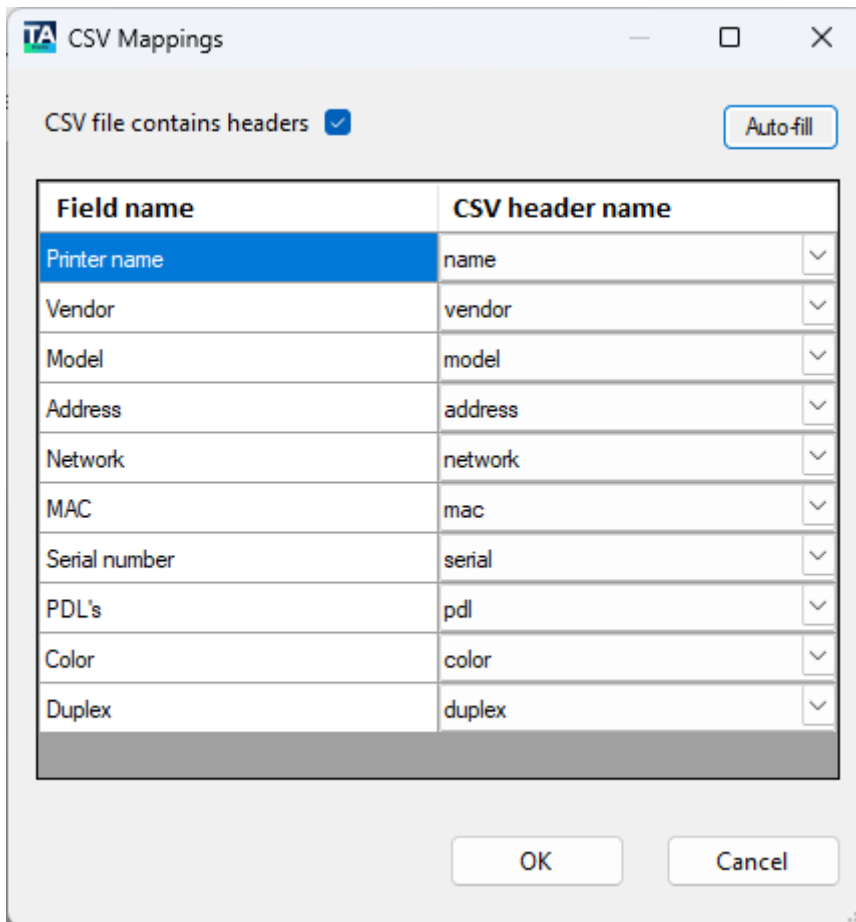
- Clicking a printer, then selecting **Edit > Edit printer**
If only one printer has a check mark, that printer is edited regardless of which printer was clicked.
- Double-clicking anywhere in the printer's row

Set up CSV mappings for printers

The CSV file MUST be semi-colon (;) separated. Column headers are optional.

- If the file contains headers, select CSV file contains headers, and for each Field name, select the corresponding CSV header name.
- If the file has no headers, clear CSV file contains headers, and for each Field name, select a corresponding Column number.

Select Auto-fill to automatically populate the table. After an auto-fill, make sure the correct information is filled in.



CSV Mappings

CSV file contains headers ☒ Auto-fill

Field name	CSV header name
Printer name	name
Vendor	vendor
Model	model
Address	address
Network	network
MAC	mac
Serial number	serial
PDL's	pdl
Color	color
Duplex	duplex

OK Cancel

Upload printers

After the file content is validated, you can upload the printers to the Printix Cloud.

Add a label printer with a USB

The below process can be used to add a label printer that is connected with USB to, for example, a D-Link print server. In case the D-Link print server is using the LPR protocol, the **print queue name** used to reach the specific USB port on the D-Link print server.

i You can also use the process below to add printers that do not support [SNMP](#). However, the printer will always appear with an [unmonitored](#) status because the status of the printer is not available.

1. [Sign in](#) to [Printix Configurator](#).
You must have the **System manager** role.

Steps 2–4 are necessary, so you can select the printer's **Network** in step [8](#).

2. Select **Networks** to configure networks.
3. Select **Import > Import from Printix Server**.
4. Select **Yes**.
5. Select **Exit**.
6. Select **Printers** to configure printers.
7. Select **Edit > Add printer**. You can also create a CSV file.

The CSV file MUST be semi-colon (;) separated. Do not put spaces before or after a semi-colon.

See an example of a [printer CSV file](#).

The screenshot shows a dialog box titled "Add new printer" with the following fields and options:

- Printer name: Label printer
- Vendor: DYMO
- Model: LabelPrinter 450
- Address: 192.168.1.9
- Network: Network1 (dropdown menu)
- MAC address: 0011E5040E34
- Serial number: CN3993Y073
- Page description language: PCL5 ☐, POSTSCRIPT ☐, PCLXL ☐, PDF ☐, XPS ☐
- Color supported: ☐
- Duplex supported: ☐
- Buttons: Add, Cancel

8. In the **Add new Printer** dialog box:

- Enter **Printer name**.
Example: Label printer
- Enter **Vendor**.

- Example: DYMO
- Enter **Model**.
Example: LabelWriter 450
 - Enter network **Address**.
 - **RAW mode via TCP port 9100** (default)
Example: 192.168.1.9
 - **IPPS via TCP port 443**
Example: 192.168.1.9 \$\$ipps
 - **LPR via TCP port 515**
Example: 192.168.1.9 \$\$lpr:dlk-1D6FA3-U1
 - Select **Network**.
Example: Network1
 - Enter **MAC address**.
Example: 0011E5040E34
 - Optionally, enter **Serial number**.
Example: CN3993Y073
 - If relevant, select a **Page description language**:
 - **PCL5**: Printer Command Language level 5.
 - **POSTSCRIPT**: PostScript Level 1, PostScript Level 2 and PostScript 3.
 - **PCLXL**: Printer Command Language level 6.
 - **PDF**: Portable Document Format.
 - **XPS**: Open XML Paper Specification.
 - **UFRII**: Ultra Fast Rendering 2, a proprietary language of Canon.
 - If relevant, select **Color supported**.
 - If relevant, select **Duplex supported**.
9. Select **Add**.
10. Select **Upload > Upload to Printix Server**.
11. Open Printix Administrator to verify that the printer has been registered.
We recommend you to check that a print queue is also created and that the selected print drivers are the ones you want to use.

Add print queues to computers with Printix Configurator

Use a CSV file with computers and print queues to add print queues to computers. Only if Printix Administrator has a matching hostname of a computer and a matching print queue name, will the computer have the print queue added. Uppercase and lowercase letters are treated the same. The adding of the print queue is done as a task. If a computer is offline, it picks up on the tasks after it comes online.

See also:

- [How to automatically add and remove print queues](#)

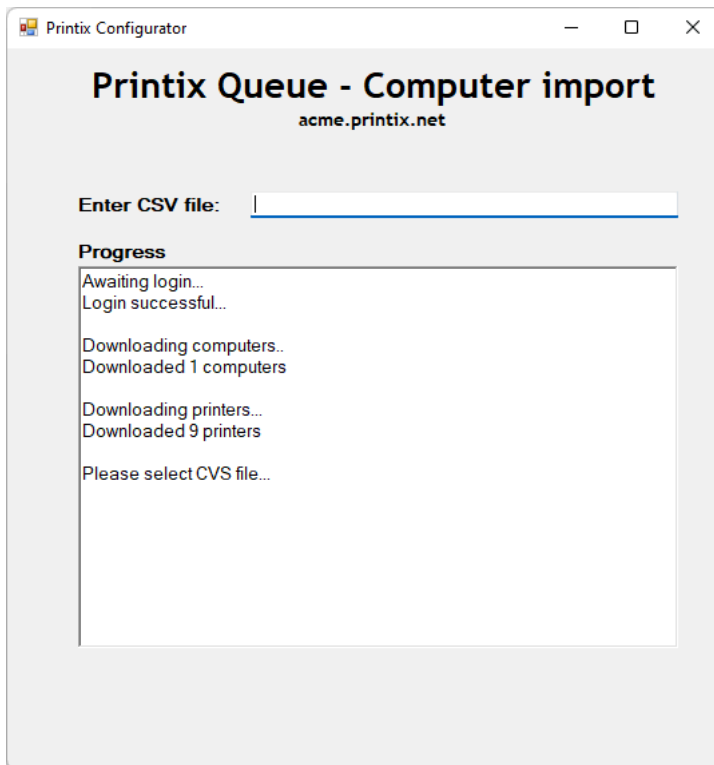
Requirements

- The CSV file MUST be semi-colon (;) separated.
- Column headers are not allowed.
- Do not have spaces before or after a semi-colon.
Example:
 - computer1;queueA;queueB;
 - computer2;queueA;queueB;queueC;
 - computer3;queueC;
- Hostnames of the computers must be unique within your Printix Home.
- Print queue names must be unique within your Printix Home.
- [A print driver must be selected](#) for the print queue for the relevant systems (Windows, macOS, ...).
- Print queue is added regardless whether it is [Active](#).

Start Printix Configurator

1. [Sign in to Printix Configurator](#).
2. Select **Print queues**.

Import CSV file



1. In **Enter CSV file**, select the field and browse to the CSV file you wish to use. Alternatively, you can paste the path to the CSV file.
 - Example content for the template file: Compix;Reception;Reception Staple.
 - Uppercase and lowercase letters are treated the same.
2. Select **Open**.
3. Select **Exit**.

For troubleshooting, you can check the [Printix Configurator log files](#). Output from a successful configuration is written as follows:

```
Read X computers from CSV file
Validating configuration...
Start applying configuration...
Done applying configuration
```

i A delay of up to 30 minutes may occur before the result of the import is fully reflected in Printix Administrator. If a computer is offline, it will pick up on the tasks after it comes online.

If a print queue does not install, check the [History](#) on the computer for any hints on perhaps issues with the print driver and then try to change the print driver.

Chapter 12

Product Support

On the [Printix - Quick Links](#) page, you can contact Technical Support to help with your Printix issues.

In the Quick Links, select **Contacting Support**, then follow the instructions on the newly opened page.


If you cannot open a support ticket through Printix Administrator, see the **Alternate method to open a technical support case for Printix** section near the bottom of the page.

Chapter 13

How to

This topic contains easy-to-follow step-by-step procedures that are grouped by the following categories:

- [Sign in](#)
- [Printers, print queues, and print drivers](#)
- [Users](#)
- [Deployment](#)
- [Networks and sites](#)
- [Groups](#)
- [Printix Go](#)
- [Capture and workflow](#)
- [Cloud storage](#)
- [Analytics and reports](#)
- [Troubleshooting](#)

 If you have any questions or feedback, contact us or submit a [support request](#) and we will get back to you.

Sign in

- [How to sign in](#)
- [How to reset your password](#)
- [How to add or change credit card](#)
- [How to change who receives subscription emails](#)
- [How to cancel subscription](#)
- [How to move your subscription to a Printix partner](#)
- [How to change the language](#)
- [How to open Printix Administrator](#)
- [How to open the Printix Client](#)

Printers, print queues, and print drivers

- [How to open the printer's web page](#)

- [How to add printers](#)
- [How to test if a printer can be reached](#)
- [How to give a printer a static IP address](#)
- [How to discover printers](#)
- [How to add an SNMPv1 configuration](#)
- [How to add an SNMPv3 configuration](#)
- [How to add an EFI Fiery printer](#)
- [How to create print queues](#)
- [How to activate a print queue](#)
- [How to automatically add and remove print queues](#)
- [How to add a print queue to computers](#)
- [How to test conversion of print queues on a single computer](#)
- [How to change the print driver](#)
- [How to add a print driver](#)
- [How to see uploaded print drivers](#)
- [How to work with print driver configurations](#)
- [How to add a new print driver configuration on Mac](#)
- [How to configure multiple print queues](#)
- [How to update print queues on computers](#)
- [How to create Printix Anywhere print queue](#)
- [How to configure Printix Anywhere print queue to use universal print driver](#)
- [How to search for printers](#)
- [How to use view mode on the Printers page](#)
- [How to print printer ID sign](#)
- [How to scan QR codes](#)
- [How to scan NFC tag](#)
- [How to register printer with NFC tag](#)
- [How to set the default printer](#)
- [How to print from home office](#)
- [How to print 2-sided by default](#)
- [How to print in black by default](#)
- [How to control if Print Anywhere documents should come out in color or black](#)
- [How to increase secure printing](#)
- [How to enable secure print](#)
- [How to enable Print Later](#)
- [How to enable Print Anywhere](#)
- [How to enable processing of PDF documents](#)
- [How to enable mobile print](#)

- [How to add secure print to Universal Print](#)
- [How to use Single Sign-On with Ricoh Adaptable Authentication API](#)
- [How to use Single Sign-On with Tungsten AutoStore](#)
- [How to use Single Sign-On with Tungsten TotalAgility](#)
- [How to print from Tungsten Output Manager](#)
- [How to replace a printer](#)
- [How to remove printers](#)
- [How to remove print drivers](#)
- [How to install print drivers that are not signed by Microsoft](#)

Users

- [How to add users](#)
- [How to enable Microsoft Entra authentication](#)
- [How to enable Google authentication](#)
- [How to enable Okta authentication](#)
- [How to enable OneLogin authentication](#)
- [How to enable self-registration](#)
- [How to remove sign in with email](#)
- [How to add guest users to Microsoft Entra ID](#)
- [How to add multiple Microsoft Entra directories](#)
- [How to switch Microsoft Entra directory](#)
- [How to change the role of a user](#)
- [How to search for users](#)

Deployment

- [How to set up and use Printix from US data center](#)
- [How to deploy Printix Client](#)
- [How to deploy Printix Client with Microsoft Endpoint Manager](#)
- [How to deploy Printix Client for Mac with Microsoft Endpoint Manager](#)
- [How to deploy Printix Client for Mac with Jamf Pro](#)
- [How to deploy Printix Client for Mac with Addigy](#)
- [How to include Printix Client in a managed image](#)
- [How to deploy Printix App for Android with Microsoft Endpoint Manager](#)
- [How to deploy Printix App for iOS/iPadOS with Microsoft Endpoint Manager](#)
- [How to search for computers](#)

Networks and sites

- [How to work with sites](#)
- [How to add a site manager group to a folder or site](#)
- [How to remove a site manager group from a site](#)
- [How to add a network](#)
- [How to modify network name](#)
- [How to add an unknown network to a network](#)
- [How to add a gateway to a network](#)
- [How to delete a gateway from a network](#)
- [How to merge networks](#)
- [How to enable printing via the cloud](#)

Groups

- [How to work with groups](#)
- [How to enable Microsoft Entra groups](#)
- [How to enable Google groups](#)
- [How to add groups to a print queue](#)
- [How to add print queues to a group](#)

Printix Go

- [Install Printix Go](#)
- [How to install Printix Go on multiple printers](#)
- [How to update Printix Go](#)
- [How to install Printix Capture](#)
- [How to sign in with an ID code at the printer](#)
- [How to sign in with card at the printer](#)
- [How to release documents at the printer](#)
- [How to capture at the printer](#)
- [How to sign out](#)
- [How to register a card](#)
- [How to register a card without a phone](#)
- [How to manage cards](#)
- [How to reset the ID code or PIN code](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)

- [How to delegate printing](#)
- [How to uninstall Printix Go](#)
- [How to uninstall Printix Go from multiple printers](#)
- [How to test communication to Printix Cloud from the printer](#)
- [How to troubleshoot scan to email](#)
- [How to prepare Epson printer for Printix Go](#)
- [How to install card reader on Epson printers](#)
- [How to use Printix Go on Epson printers](#)
- [How to set up scan to email on Epson printers](#)
- [How to use Printix Go on HP printers](#)
- [How to set inactivity timeout on HP printers](#)
- [How to set up scan settings on HP printers](#)
- [How to set up scan to email on HP printers](#)
- [How to remotely access control panel on HP printers](#)
- [How to reset to factory settings on HP printers](#)
- [How to install card reader on HP printers](#)
- [How to set up SSL/TLS communication on HP printers](#)
- [How to enable the HP Workpath platform](#)
- [How to install HP Workpath on printers through HP Command Center](#)
- [How to sign in as an administrator on HP Workpath printers](#)
- [How to prepare Konica Minolta printer for Printix Go](#)
- [How to install card reader on Konica Minolta printers](#)
- [How to use Printix Go on Konica Minolta printers](#)
- [How to set up scan settings on Konica Minolta printers](#)
- [How to set up scan to email on Konica Minolta printers](#)
- [How to remotely access control panel on Konica Minolta printers](#)
- [How to prepare Kyocera printer for Printix Go](#)
- [How to use Printix Go on Kyocera printers](#)
- [How to change the language of a Kyocera printer](#)
- [How to set inactivity timeout on Kyocera printers](#)
- [How to set up scan to email on Kyocera printers](#)
- [How to remotely access control panel on Kyocera printers](#)
- [How to set up SSL/TLS communication on Kyocera printers](#)
- [How to prepare Lexmark printer for Printix Go](#)
- [How to use Printix Go on Lexmark printers](#)
- [How to set inactivity timeout on Lexmark printers](#)
- [How to set up scan to email on Lexmark printers](#)
- [How to remotely access control panel on Lexmark printers](#)
- [How to reset to factory settings on Lexmark printers](#)

- [How to find the card reader IDs on Lexmark printers](#)
- [How to get logs from Lexmark printers](#)
- [How to use Printix Go on Ricoh printers](#)
- [How to set up scan settings on Ricoh printers](#)
- [How to set up scan to email on Ricoh printers](#)
- [How to install card reader on Ricoh printers](#)
- [How to set up SSL/TLS communication on Ricoh printers](#)
- [How to set the web server password on Ricoh printers](#)
- [How to sign in as machine administrator on Ricoh printers](#)
- [How to remotely access control panel on Ricoh printers](#)
- [How to get logs from Ricoh printers](#)
- [How to prepare Xerox printer for Printix Go](#)
- [How to use Printix Go on Xerox printers](#)
- [How to configure SNMPv1/v2 on Xerox printers](#)
- [How to install card reader on Xerox printers](#)
- [How to set up scan to email on Xerox printers](#)
- [How to set inactivity timeout on Xerox printers](#)
- [How to sign in as machine administrator on Xerox printers](#)
- [How to remotely access control panel on Xerox printers](#)

Capture and workflow

- [How to get started with capture and workflow](#)
- [How to get started with Capture Connector API](#)
- [How to create a workflow for Connector](#)
- [How to create a workflow for email](#)
- [How to create a workflow for Microsoft OneDrive](#)
- [How to create a workflow for Microsoft SharePoint Online](#)
- [How to activate a workflow](#)
- [How to make a workflow available to selected groups](#)
- [How to grant access to Microsoft OneDrive](#)
- [How to grant access to Microsoft SharePoint Online](#)
- [How to install Printix Capture](#)
- [How to capture at the printer](#)
- [How to capture with Android phone and tablet](#)
- [How to capture with iPhone and iPad](#)

Cloud storage

- [How to add Azure Blob Storage](#)
- [How to set up Azure Blob Storage CORS](#)
- [How to add Google Cloud Storage](#)

Analytics and reports

- [How to set up analytics](#)
- [How to set up Power BI](#)
- [How to publish to Power BI on the web](#)
- [How to interact with the Printix Power BI report](#)

Troubleshooting

- [Troubleshooting](#)
- [How to see what happened](#)
- [How to stop and start Printix Service](#)
- [How to see the version of Printix Client](#)
- [How to start the Print Spooler](#)
- [How to uninstall the Printix Client](#)
- [How to submit a support request](#)
- [How to do a network trace](#)
- [How to get Printix App logs](#)
- [How to get Windows logs](#)
- [How to get Mac logs](#)
- [How to get Printix Client logs](#)

How to sign in

Sign in with Microsoft

If you see [Sign in with Microsoft](#), select it to sign in with your Microsoft work or school account.

- The user is automatically registered the first time the user signs in with Microsoft to Printix.
- Single sign-on (SSO) to Printix with users' Microsoft account.

- Automatic sign-in to Printix Client on Microsoft Entra joined Windows 10 and Windows 11 computers.
 - Works with Windows editions: Pro, Enterprise, and Education. Microsoft does not support Microsoft Entra join on Windows Home editions.
- Automatic sign-in to Printix Client on Microsoft Entra joined Windows Servers. See the supported Windows Server versions in the [Tungsten Printix Technical Specifications](#).

Sign in with Google

If you see [Sign in with Google](#), select it to sign in with your Google Workspace account (not @gmail.com).

- The user is automatically registered the first time the user signs in with Google to Printix.
- Single sign-on (SSO) to Printix with users' Google Workspace account.

Sign in with OIDC

If you see [Sign in with OIDC](#), select it to sign in with your OIDC account.

- The user is automatically registered the first time the user signs in with OIDC to Printix.
- Single sign-on (SSO) to Printix with users' OIDC account.

i On the [Printix App](#) for Android and iOS/iPadOS, to sign in with OIDC, select [Alternate sign in](#), enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method that is enabled, such as OIDC.

Sign in with Okta

If you see [Sign in with Okta](#), select it to sign in with your Okta account.

- The user is automatically registered the first time the user signs in with Okta to Printix.
- Single sign-on (SSO) to Printix with users' Okta account.

i On the [Printix App](#) for Android and iOS/iPadOS, to sign in with Okta, select [Alternate sign in](#), enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method that is enabled, such as Okta.

Sign in with OneLogin

If you see [Sign in with OneLogin](#), select it to sign in with your OneLogin account.

- The user is automatically registered the first time the user signs in with OneLogin to Printix.
- Single sign-on (SSO) to Printix with users' OneLogin account.

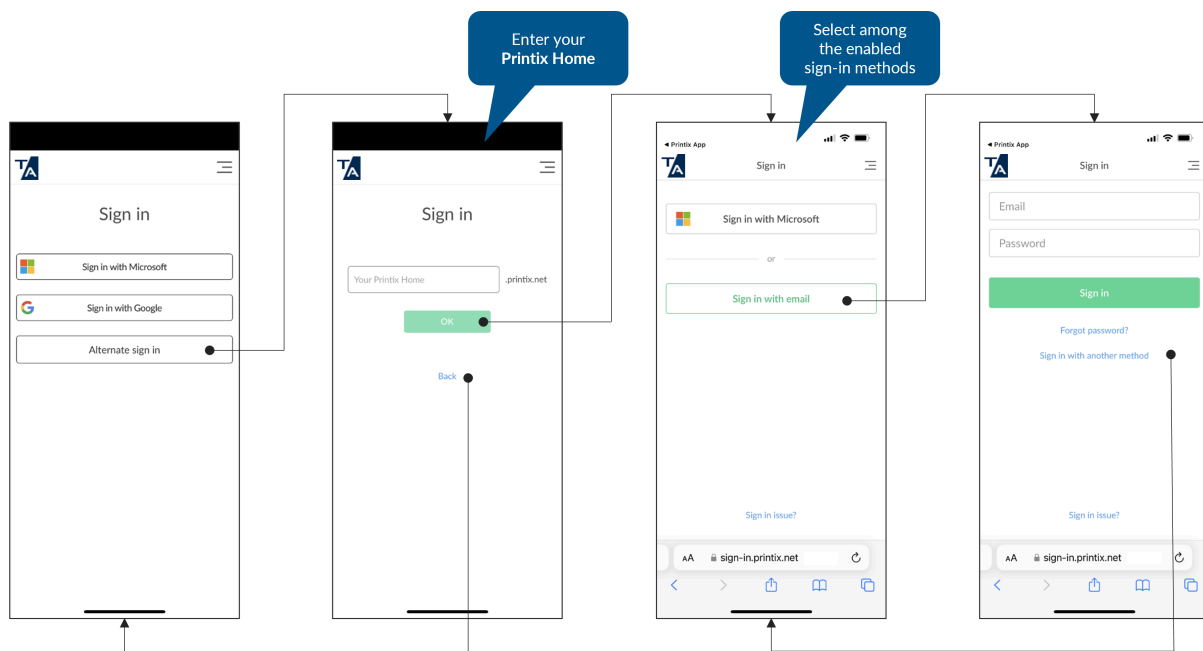
i On the [Printix App](#) for Android and iOS/iPadOS, to sign in with OneLogin, select [Alternate sign in](#), enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method that is enabled, such as OneLogin.

Sign in with email

If you [registered](#) with your email address, select **Sign in with email** and enter your email address as the username. If **Active Directory authentication** is enabled, you can sign in with your network username and password.

i On the [Printix App](#) for Android and iOS/iPadOS, to sign in with email, select [Alternate sign in](#), enter your Printix Home (such as acme.printix.net), then select **OK**. Then, you can select a sign-in method that is enabled, such as email (Printix account).

Alternate sign in



i If you have signed into the Printix App with your work or school account, but you are signed into the Printix Client with a different email address, you are not able to release the documents you printed, because they belong to your other account. To avoid confusion, use only one sign-in method.

- If you have issues while signing in to the Printix Client, see [Sign-in issues](#).
- After successful sign-in to Printix Client, you can close the browser window.

New user

New users can be registered as follows:

- [Automatic registration](#)

Requires one of these methods to be enabled:

- [Microsoft Entra authentication](#)
User must have a Microsoft account.
- [Google authentication](#)
User must have a Google Workspace account.
- [Active Directory authentication](#)
User must have a network username and password.
- [Self-registration](#)
User must have a work email address. [Self-registration](#) must be enabled.
- [Invitation](#)
User must have an email address. Have a System manager, or another user with an administrative role, add the user.

How to reset your password

If you forget your network password, contact your administrator or use the following procedure to reset it.

To change your password, or if you have forgotten your password:

1. On the sign-in page, select **Forgot password**.
This option is not supported for the Printix App for Android and iOS/iPadOS.
2. On the **Reset password** page, enter the email address used when you registered.
3. Select **Send**.
An email is sent to you. If you do not see the email within a few minutes, check your spam/junk mail folder.
4. Open the email with the subject **Reset password instructions** and select **Reset password**.
If you ignore the email, your password is not changed.
5. On the **Reset password** page, enter your new password.
6. Select **Reset**.

How to add or change credit card



The screenshot shows the Tungsten Printix Administrator interface. At the top, there's a header with the Tungsten Automation logo, the word "Printix", a "Start subscription" button, and a navigation bar with icons for clock, share, location, organization, printer, list, user, laptop, and a menu icon. Below the header, the "Subscription" section is active, with sub-tabs for Billing, Transactions, History, and Legal documents. The "Billing information" tab is selected, showing fields for Legal company name (Acme Company), Finance email (john.smith@acme.com), Finance contact name (John Smith), Country code (DK), VAT number, and Billing address (Hoekaer 20, Herlev, DK-2730). A "Save" button is at the bottom right of this section. The "Credit card" section is also visible, featuring a "Note!" box that says "Please enter and save billing information first", a card number field (MM / YY CVC), a checkbox for authorization, and a green "Start subscription" button.

How to add credit card

1. Open [Printix Administrator](#).
2. Select **Menu** > [Subscription](#).
3. Select **Add credit card**.
4. Fill in the details:
 - **Card number**
The number of the card.

- **MM / YY**
The expiration month (MM) and year (YY) of the card.
 - **CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.
5. Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#)**.
 6. Select **Save**.

How to change credit card

1. Open [Printix Administrator](#) .
2. Select **Menu**  > [Subscription](#) .
3. Select **Change credit card**.
4. Fill in the details:
 - **Card number**
The number of the card.
 - **MM / YY**
The expiration month (MM) and year (YY) of the card.
 - **CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.
5. Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#)**.
6. Select **Save**.

How to change who receives subscription emails

TUNGSTEN AUTOMATION **Printix** [Start subscription](#)

Subscription

Billing Transactions History Legal documents

Billing information

Legal company name or organization name
Acme Company

Finance email
john.smith@acme.com

Finance contact name
John Smith

Country code
DK

VAT number (Canada: GST, US: TAX ID)
...

Billing address
Hoekaer 20
Herlev
DK-2730
...
...

[Save](#)

Credit card

Note!
Please enter and save billing information first

Card number MM / YY CVC

☐ I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix

[Start subscription](#)

Invoices and payment information are by default sent to the email address of the first registered user. However, in **Finance email**, you can change this.

1. Open [Printix Administrator](#).
2. Select **Menu** ≡ > [Subscription](#).
3. Enter a **Finance email**.
4. Select **Save**.

How to cancel subscription

You can cancel at any time. Cancellation is effective at the end of your current subscription period.

- **For monthly subscription**

Cancellation is effective at the end of the month for which you have paid. Use the form on the Printix Administrator [Support](#) page to [submit a support request](#) informing us that you want to cancel your subscription. Cancellation is effective at the end of the month for which you have paid.

- **For annual subscription**

Cancellation is effective at the end of the year for which you have paid. Contact finance.printix@tungstenautomation.com.

How to move your subscription to a Printix partner

If your subscription is directly with Printix, you can [submit a support request](#) from within Printix Administrator requesting that you wish your subscription to be changed from direct to a Printix partner. Specify which partner you wish to change to.

The same goes if you wish to change from one Printix partner to another Printix partner. Specify which partner you wish to change to.

How to change the language


The default language is based on the language of your browser and computer OS.

If you change the language in the Printix App or in Printix Administrator, the selected language is stored in your profile.

The selected language is stored as browser data for these pages:

- Sign-in page
- Download page

Change the language for Printix App and Printix Administrator

1. Select **Menu**  **> Language**.
2. Select the language to use.
 - If you are signed in, your choice of language is stored as part of your profile.
 - Otherwise, it is stored as browser data.

Change the language for Printix Client

Language is inherited from the computer OS. If the OS language is not among the supported languages, it uses the language saved as part of the user's profile in Printix. If no language is saved in the user's profile, English is used. To change the language in your profile, you need to sign in to the Printix App or Printix Administrator and change the language there.

How to open Printix Administrator

You can open the Printix Administrator in multiple ways on your computer, tablet, and phone.

- Visit printix.net and select **Sign in**. If you have the system manager role, you can select Printix Administrator to open this.

You are prompted to select a Printix Home if you:

- Sign in with Microsoft, and Microsoft Entra ID is used with multiple Printix Homes.
- Sign in with Google, and Google Workspace is used with multiple Printix Homes.
- Sign in with email, and your account is registered with multiple Printix Homes.



Pick a Printix Home

A screenshot of a web interface showing a "Pick a Printix Home" dialog box. The dialog box has a light gray border and contains the text "acme.printix.net" at the top. Below this text are two buttons: "Printix Administrator" and "Printix App", both with green borders and green text.

- On your computer, open the [Printix Client menu](#) and select **Open Printix Administrator**.
- Select the Printix Administrator link in the email with the subject Get started with Printix.
- Open a web browser and enter the Printix Home of your work or school (acme) followed by / admin.

Example: <https://acme.printix.net/admin>

Do not put www in front of the address, because your browser will report the page as not private, untrusted, or as having problems with the security certificate.

- Bookmark Printix Administrator in your web browser.


Add to Home screen

Add Printix Administrator to the Home screen on your phone or tablet:

Android

1. On the Chrome for Android browser, select **Menu**.
2. Select **Add to homescreen**.

iOS/iPadOS

1. On the Safari browser's toolbar, select the **Share** icon .
On iPhone and iPod Touch, the bar is at the bottom. On iPad, the bar is at the top.
2. Select the **Add to Home Screen** icon in the **Share** menu.

How to open the Printix Client

- [Open the Printix Client on Windows](#)
- [Open the Printix Client on Mac](#)

Windows

1. Locate the task bar.

You may need to select the arrow next to the notification area.



2. Select the **Printix**  icon.

If it does not appear, [install the Printix Client](#).

The [Printix Client menu](#) appears.

- If you are already signed in, your name appears next to **Sign in as another user**. Otherwise, select [Sign in](#).
- If you have issues while signing in to the Printix Client, see [Sign-in issues](#).

Mac

On the menu bar, select the **Printix**  icon.

If it does not appear, [install the Printix Client](#).

The [Printix Client menu](#) appears.

- If you are already signed in, your name appears next to **Sign in as another user**. Otherwise, select [Sign in](#).
- If you have issues while signing in to the Printix Client, see [Sign-in issues](#).

How to open the printer's web page


Printers that have a direct network connection often include a built-in web server that lets you manage the printer from any browser on the network.










1. Open a web browser and enter the printer's IP address (such as 192.168.1.10) or hostname in the address bar.
2. After the printer's web page has loaded, you typically need to locate and select **Sign in** or **Login** and then enter the printer's administrator username and password.

See the documentation that came with your printer to determine the default administrator username and password.

How to add printers

Add printers in Printix Administrator




Add printer

NETWORK


Network



SNMP

SNMP configuration

Default







Name	Default
Version	V1
Get Community Name	public

ADDRESS

Printer address

Add

- If you add the printer by IP address, make sure to give it a [static IP address](#).



- If the added printer does not appear after a few seconds, look for it on the [Unregistered printers](#) page.
1. Open the [Printers](#)  page.
 2. Select **Add printer** .
 3. In **Network**, select the **Modify**  icon, then select the network where the printer is. Select **Select network**.
Site managers can only select networks belonging to managed sites.
 4. In **SNMP configuration**, optionally, select the **Modify**  icon, then select the SNMP configuration that matches the printer. Select **Select SNMP configuration**.
You can only select global SNMP configurations and SNMP configurations assigned to the selected network. If you select a network that does not contain all SNMP profiles of the selected SNMP configuration, the **SNMP configuration** field is set to the default SNMP configuration.
 5. In **Printer address**, enter the IP address (such as 192.168.2.10) or hostname of the printer.
 6. Select **Add**.
 7. Optionally, open the [Print queue properties](#) page to perhaps:
 - Change the **Print queue name**.
 - Select **Add print queue automatically**.

To create additional print queues for the printer, open the **Printer properties** page, select the [Print queues](#) tab, and select [Create print queue](#).

See also:



- [How to give a printer a static IP address](#)
- [How to discover printers](#)
- [How to activate a print queue](#)

Add printers in Printix Client

- [Add printers on Windows](#) 
- [Add printers on Mac](#) 

Add printers in Printix Client for Windows



1. Select the arrow next to the notification area on the task bar.
2. Select the Printix Client icon .
The [Printix Client menu](#) appears.
3. Select **Printers**.
4. Select the printers you wish to install.
 - If you see too many printers to choose from, you can do a Search .
 - The search is not case-sensitive.

- Administrators can always use all print queues. A star ★ appears after the printer ID if the print queue is not [active](#).

Example: ASD ★ Reception.

5. Select **Add**.

After installation, the printers are listed as either **Installed** ✓ or with **Error** ▲ (installation failed).

6. Select **Finish**.

The print driver is downloaded to this installation folder:

- C:\Windows\System32\DriverStore\FileRepository

Add printers in Printix Client for Mac

1. On the menu bar, select the Printix Client icon .

The [Printix Client menu](#) appears.

2. Select **Printers**.

3. Select the printers you wish to install.

- If you see too many printers to choose from, you can do a Search 🔍.
- The search is not case-sensitive.
- Administrators can always use all print queues. A star ★ appears after the printer ID if the print queue is not [active](#).

Example: ASD ★ Reception.

4. Select **Add**.

After installation, the printers are listed as either **Installed** ✓ or with **Error** ▲ (installation failed).

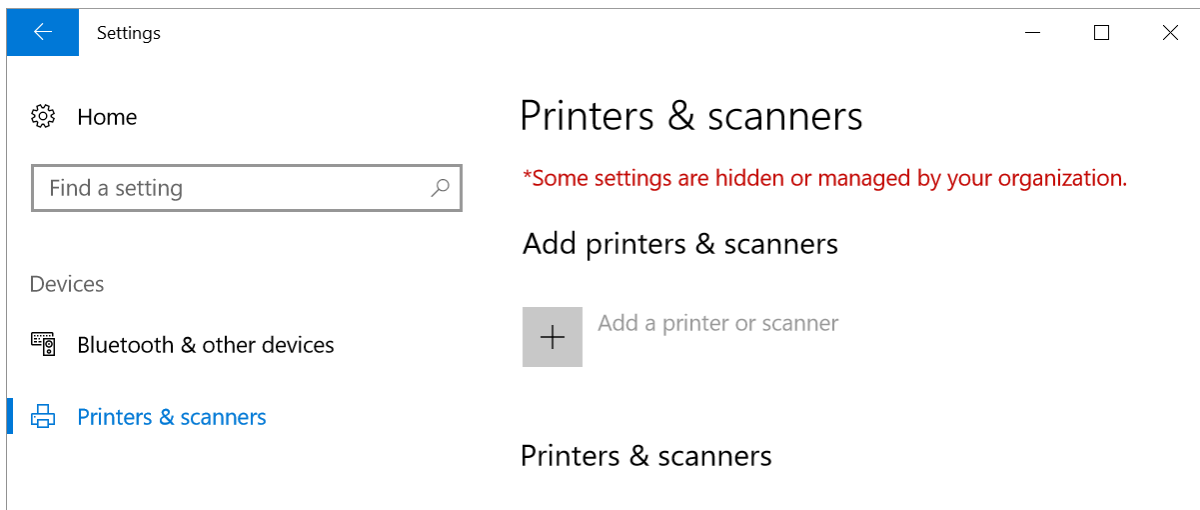
5. Select **Finish**.

How to ensure users only print to printers through Printix

On Windows, you can make a group policy and deploy the PowerShell script to users' computers. Printix Client will still be able to add printers, because it is running under the local system account.

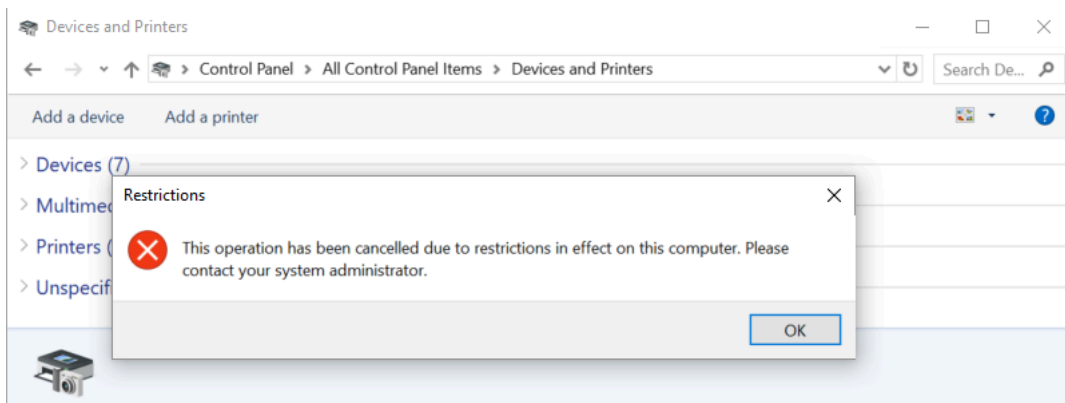
Printers & scanners

Users will not be able to select "Add a printer or scanner" in "Printers & scanners." A note will say: "Some settings are hidden or managed by your organization."



Devices and printers

If users select "Add a printer" in "Devices and printers", they will get a "Restrictions" dialog box saying: "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator."



PowerShell script


```
$RegKey = "HKCU:\Software\Microsoft\Windows\CurrentVersion\Policies"
If (Test-Path ($RegKey + "\Explorer"))
{
$RegKey = "HKCU:\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer"
##Enabled
New-ItemProperty -path $RegKey -name NoAddPrinter -value 1 -PropertyType DWord -Force
}
else
{
New-Item -path $RegKey -name Explorer
$RegKey = "HKCU:\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer"
##Enabled
New-ItemProperty -path $RegKey -name NoAddPrinter -value 1 -PropertyType DWord
```


```
}
```

How to test if a printer can be reached

Use one of the below methods to verify if a printer can be reached by a computer (responds to the ping request). Make sure the printer is powered on and connected to the network.

Ping printer from Computer properties page

1. Open the [Computer properties](#) page.
2. Select **Ping IP address**.
3. Select the **Printer**  icon to select one of the printers on the network or paste the IP address from the clipboard.

On the **Printer properties** page, **Printers** page, and **Unregistered printers** page, you can copy the printer's IP address to the clipboard by hovering on the address, then select the appearing **Copy IP address**  icon.

Ping printer from Windows computer

Open a Command prompt and type: `ping {192.168.1.10}`
{192.168.1.10} is the printer IP address.

Ping printer from Mac computer

Open a Terminal and type: `ping {192.168.1.10}`
{192.168.1.10} is the printer IP address.

How to give a printer a static IP address

If a printer's IP address is not static, the IP address may eventually be changed by your DHCP server. The IP address may change after the printer has been to sleep, been powered off, or disconnected from the network. How quickly it happens depends on the lease time set in the DHCP server.

If the printer's IP address changes, all print queues that point to the network printer will stop working and show the printer as offline.

The above is a universal challenge with network connected printers referenced by IP address. Best practice is to either 1) Reserve the printer's IP address in your DHCP server, or 2) If your network can resolve the printer's hostname, then enter the hostname, and not the IP address, when you add the printer.

Configure your DHCP server to reserve the IP address based on the printer's:

- **MAC address**

Example and different formats:

F0921C637CA2

F0:92:1C:63:7C:A2

F0-92-1C-63-7C-A2

The MAC and IP address appear on the printer's network configuration page. The MAC address is also known as the Physical address or the Hardware address. See the printer manual on how to print its configuration pages. On some printers, you can determine the IP address from its control panel menus.

When you reserve the printer's IP address in the DHCP server, you can choose to give the printer another IP address. If you do so, remember to: 1) Restart the printer so it gets the new IP address. 2) Update the **Printer address** in Printix Administrator on the [Setup](#) ⚙️ tab on the **Printer properties** page.

- **Large organization**

Probably a person or a team is responsible for the DHCP servers. Contact that person or team, and provide the printer's MAC address so an IP address can be reserved for the printer.

- **Small organization**

Your DHCP server is probably running inside your router equipment. You can access the web interface of most routers through: 192.168.1.1

See the router manual on how to reserve an IP address. Alternatively, try to search the Internet for instructions, because these will vary. Search for: [Static IP address](#) and the router's mark and model.

How to discover printers

Use "Discover printers" to add printers you suspect were not found during the initial discovery. The result is securely and silently transferred to the Printix Cloud without any required interaction.

To discover printers by hostname instead, see [How to discover printers by hostname](#).

1. Open the [Printers](#) 📄 page.
2. Select **Discover printers**.
3. Under **Network**, select a network.
Site managers can only select networks belonging to managed sites.
4. Optionally, under [SNMP configuration](#) ⚙️, select an SNMP configuration.


You can only select global SNMP configurations and SNMP configurations assigned to the selected network. If you select a network that does not contain all SNMP profiles of the selected SNMP configuration, the **SNMP configuration** field is set to the default SNMP configuration.

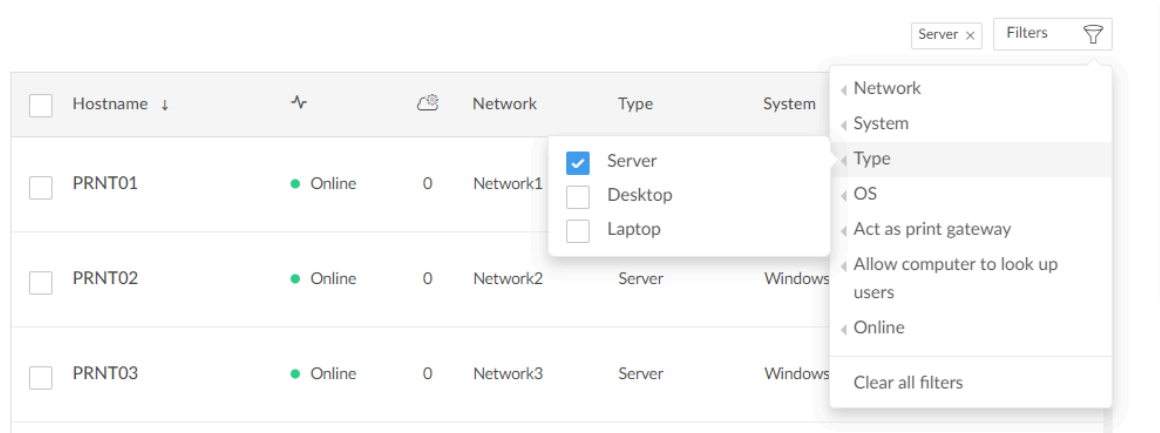
5. Select **Discover printers**.

Discovered printers:

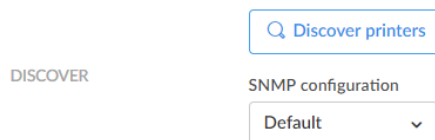
- After a few moments, select **Refresh** ↺ on the [Printers](#) 📄 page.
- If no new printers appear, look for them on the [Unregistered printers](#) page. Otherwise, it may be that the printers are perhaps already registered, or they are on another network subnet.

To start discovery from a particular computer (print server)

1. Open the [Computers](#)  page.
2. Select the computer (print server) and select **Modify**.
Optionally, select **Filters** > **Type** > **Server** to find it.



3. On the **Computer properties** page, scroll to the **Discover** section.
Optionally, select an [SNMP configuration](#).
You can only select global SNMP configurations and SNMP configurations assigned to any of the computer's networks.



4. Select [Discover printers](#).
5. Select **Confirm**.

Discover printers on another network subnet

Use Printix Administrator to add one of the printers on the other network subnet, then repeat the discovery.

1. Obtain the address of one of the printers on the other network subnet.
2. Add that printer in Printix Administrator.
3. Start the discovery again.

See also:

- [How to add printers](#)
- [How to activate a print queue](#)

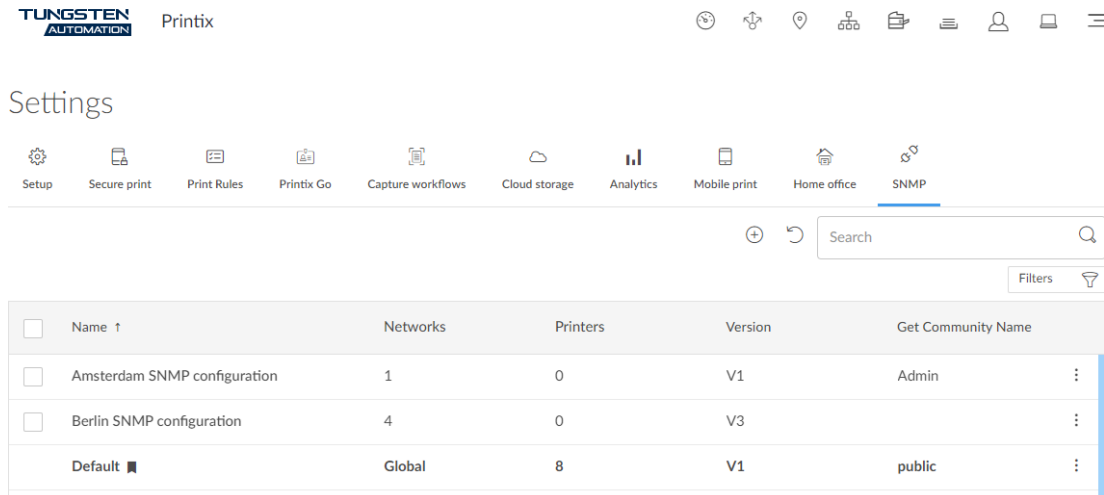
How to add an SNMPv1 configuration

The screenshot shows the Tungsten Printix Administrator interface. The top navigation bar includes the logo and various icons. The 'Settings' section is active, and the 'SNMP' tab is selected. Below the tabs, there is a search bar and a 'Filters' button. The main content area displays a table of SNMP configurations.

<input type="checkbox"/> Name ↑	Networks	Printers	Version	Get Community Name
<input type="checkbox"/> Amsterdam SNMP configuration	1	0	V1	Admin
<input type="checkbox"/> Berlin SNMP configuration	4	0	V3	
<input type="checkbox"/> Default	Global	8	V1	public

1. Select **Menu** ≡ > **Settings**.
2. Select the **SNMP** tab.
3. Select **Plus** ⊕ to start adding a new SNMP configuration.
4. Select **Version 1**.
5. In **Configuration name**, enter a name for the configuration.
6. In **Get Community Name**, enter the community name exactly as it is on the printers.
7. In **Set Community Name**, enter the community name exactly as it is on the printers.
8. In **Networks**:
 - If the configuration should be assigned to all networks, set it to **Global**.
 - If the configuration should be assigned to specific networks only, select **Select**, then select the appropriate networks.
9. Select **Save**.

How to add an SNMPv3 configuration



1. Select **Menu** **Settings**.
2. Select the **SNMP** tab.
3. Select **Plus** to start adding a new SNMP configuration.
4. Select **Version 3**.
5. In **Configuration name**, enter a name for the configuration.
6. In **Username**, enter the SNMP username exactly as it is on the printers.
7. Select a **Security level** for communication:
 - **No authentication and no privacy**
 - **Authentication and no privacy**
 - **Authentication and privacy**
8. If required, select an **Authentication protocol**, and in **Authentication key**, enter the key.
9. If required, select a **Privacy protocol**, and in **Privacy key**, enter the key.
10. In **Context name**, enter the context name as it is on the printers.
11. In **Networks**:
 - If the configuration should be assigned to all networks, set it to **Global**.
 - If the configuration should be assigned to specific networks only, select **Select**, then select the appropriate networks.
12. Select **Save**.

Printer vendor's SNMPv3 context names

For most printer vendors, the context name can be left blank. For HP, it must be Jetdirect.

Vendor	Context name
Brother	user-defined

Vendor	Context name
Dell	
Epson	EPSON
Fuji Xerox	
HP	Jetdirect
Konica Minolta	user-defined
Kyocera	
Lanier	GWNCS
Lexmark	
Ricoh	GWNCS
Samsung	
Sharp	mfpdirect
Toshiba	MFP
Xerox	

How to add an EFI Fiery printer





If a printer is using an EFI Fiery Controller, also known as a Raster Image Processor (RIP), you should follow these instructions to get the printer added in Printix Administrator.

Before you begin, obtain the following information:

- **IP address of the Fiery Controller**

Printix may not recognize it as a printer, so it will not appear after a "Discover printers."

Add the EFI Fiery printer

1. Open a web browser and enter the IP address of the Fiery Controller and sign in.
2. Select the **Configure** tab.
3. Select **Network** and then **SNMP**.
 - If required, add an [SNMP configuration](#) in Printix Administrator that corresponds to the Fiery Controller's SNMP settings.
4. In Printix Administrator, open the [Printers](#)  page.
5. Select **Add printer** .
6. In **Network**, select the **Modify**  icon to select the network where the Fiery Controller is. Select **Select network**.
7. In **SNMP configuration** optionally, select the **Modify**  icon to select the SNMP configuration you perhaps added in step 3. Select **Select SNMP configuration**.
8. In **Printer address**, enter the IP address (example: 192.168.1.10) or hostname of the Fiery Controller.
9. Select **Add**.

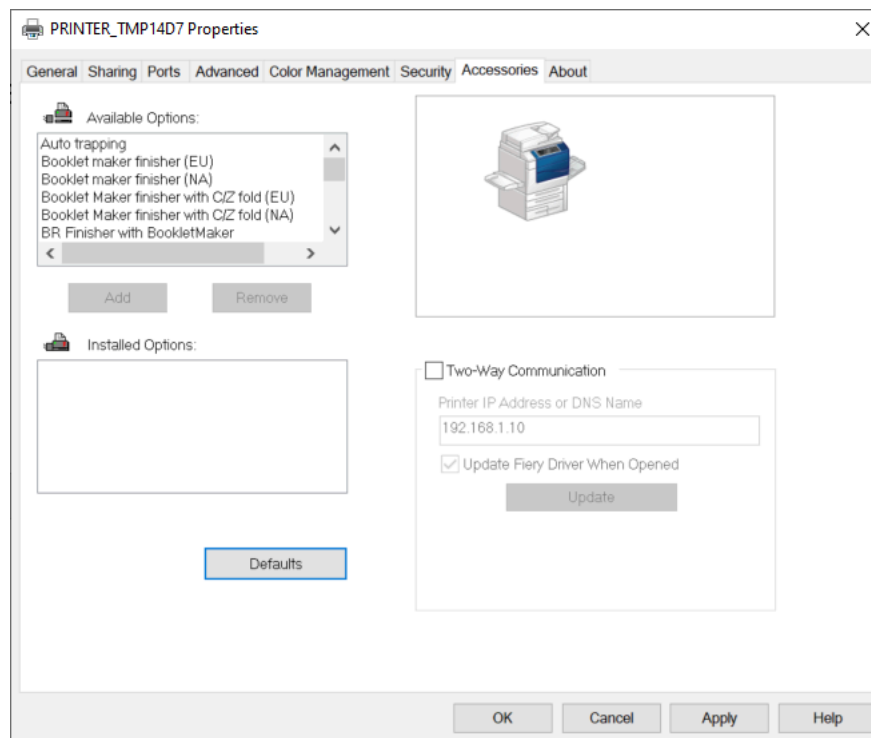
Configure the print queue

Configure the print queue for the Fiery Controller so it:

- Uses the print driver for the printer with the Fiery Controller.
 - If required, [add the print driver](#) to your Printix driver store.
 - The model name of the registered printer may indicate a Fiery Controller is in use.
Example: Xerox Color C70 with Xerox EXC70 Fiery Integrated Controller

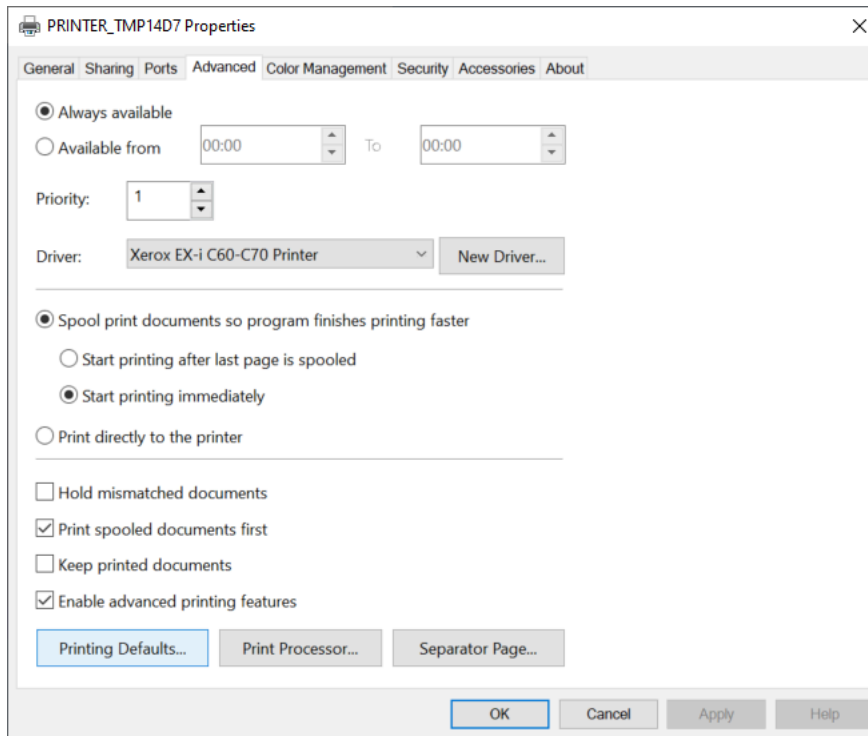
1. In Printix Administrator, proceed to [How to configure print driver configuration on a Windows computer](#).

The temporary printer's **Printer properties** dialog box opens automatically.





2. Select the **Accessories** tab.
3. Select **Two-Way Communication**, and in **Print IP Address or DNS Name**, enter the IP address of the Fiery Controller.
Example: 192.168.1.10
4. Select **Update**.
5. After all **Installed Options** are registered correctly, clear **Two-Way Communication**, because this is not supported when the printer is managed by Printix.
6. Select **Apply**.
7. Optionally, open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.

i The print driver configuration stores the Printing Defaults. It does NOT store Printing Preferences.



8. Select **OK**.

How to create print queues

1. On the **Printer properties** page, select the [Print queues](#)  tab.
2. Select **Create print queue** .

Create print queue

×

Enter print queue name

A print queue name cannot contain the characters '\' and ','

☒ Active

Cancel

Confirm

3. In the **Create print queue** dialog box, enter a print queue name.

- Cannot contain the characters "\" and ",".
- Must be unique for the printer. Uppercase and lowercase letters are treated the same.
- The print queue name is what users will see on their computer and in [Printix Client](#). If, for example, two active print queues exist, you should name them so users will not only know the physical printer, but also be able to determine the difference in purpose of the print queues.

Example:


- The printer named Reception has two queues with the print queue names: Reception and Reception Staple.
- Reception is for general purpose and the one most frequently used of the two print queues.
- Reception Staple has a [print driver configuration](#) that will staple sheets together by default.

4. Optionally, clear **Active** to allow administrators (you) to test printing before allowing users to add the print queue.

5. Select **Confirm**.

- All print queues are created with the IPPS port. Existing print queues are converted to IPPS port, including any print queues that are converted to Printix print queues.
- See also:
 - [How to create Printix Anywhere print queue](#)

How to activate a print queue

1. Open the [Print queue properties](#)  page.
2. Select **Active**.
3. Select **Save**.

It is recommended to [mount the printer ID sign](#) at the printer, so it is easy for users to identify the printer.

Clearing **Active** will not remove the print queue from computers where it is already installed. To remove a print queue from computers, delete the print queue.

Print queues that are not active can only be used by you as an administrator:

- You can select the printer in [Printix App](#).
- You can add the printer in Printix Client.
- The three-letter printer ID has a star ★ at the end in Printix Client.

Example: ASD ★ Reception

How to automatically add and remove print queues

TUNGSTEN Printix **ADMINISTRATION**

Print queue properties

Print queue name	ID	Power	Download	Trash	Cloud	Settings	Mobile	Group	Share	Print
× Reception	ASD	✓	-	-	-	-	-	-	-	-
× Sales	BNM	✓	-	-	Cloud	-	-	-	-	-

SETTINGS

☒ Active

☐ Add print queue automatically

☐ Remove print queue automatically

☒ Via the cloud

☐ On all networks

☐ On selected networks only

☐ Process PDF/XPS

☐ Enable mobile print

☐ Publish with Universal Print


OPTIONS

☐ Print 2-sided by default

☐ Print in black by default

Save

- On the [Print queues](#) page, select individual print queues and select **Modify**.
- Select **Add print queue automatically** to add the selected print queues automatically on users' computers running Printix Client.
Only available if the print queue is [Active](#).
 - Print queue is added automatically when the computer is on the same network as the printer [network](#) or if [Via the cloud](#) is selected for the print queue.
 - Print queue is not added automatically while a computer is on an [unknown network](#).
 - Print queue can also be added automatically based on [users' and computers' group membership](#).
- Optionally, select **Remove print queue automatically** to remove the print queues automatically when the computer connects to another registered [network](#).
Not available if [Via the cloud](#) is selected.

-  The print queue is not removed if all the following conditions apply:
- The user is signed in to the Printix Client.
 - The user is a member of [the print queue's group](#).
 - On the "**Groups**" tab, "**Add print queue automatically**" is selected.

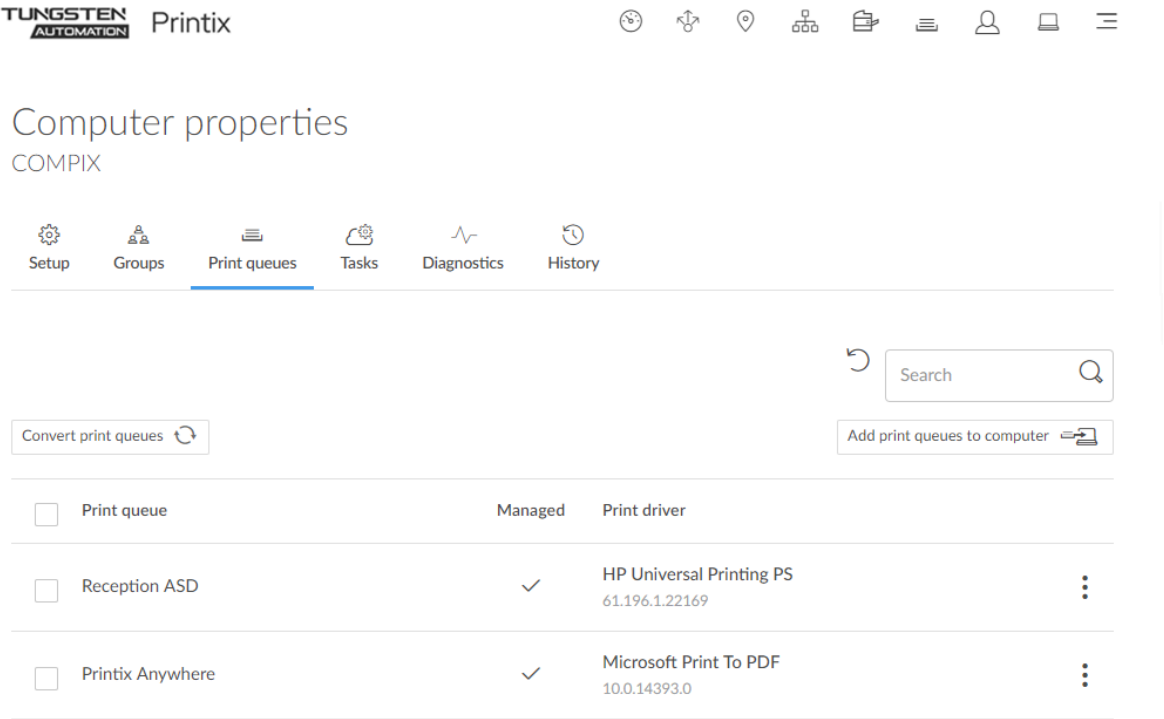
4. Select **Save**.

- It may take a few minutes before the print queue is added (driver may need to be downloaded).
- If the computer is offline, it will add the print queue when it comes online.

See also:

- [How to add print queues to computer](#)
- [How to add a print queue to computers](#)
- [Add print queues to computers with Printix Configurator](#)
- [How to work with print driver configurations](#)
- [Add printer issues](#)

How to add print queues to computer



1. On the **Computer properties** page, select the [Print queues](#)  tab.
2. Select **Add print queues to computer**.

The screenshot shows a window titled "Add print queues to computer" with a close button (X) in the top right corner. At the top, there are tabs for "Network1 x", "Filters", and "Search". Below the tabs, there are two main panels. The left panel is a table with two columns: "Print queue name" and "ID". It contains three rows: "Reception Stapler" with ID "ASD" and a "SELECTED" button, "Sales" with ID "BNM" and a right arrow, and "Sales Stapler" with ID "BNM ★" and a right arrow. The right panel is titled "Add print queues to computer: 1/3" and shows a left arrow, "Reception Stapler", and "ASD". Between the panels are two circular arrows, one pointing right and one pointing left. At the bottom, there are navigation arrows, a "1/1" indicator, and a green "Add" button.

Print queue name	ID
Reception Stapler	ASD
Sales	BNM →
Sales Stapler	BNM ★ →

Navigation: < 1/1 > Add

3. Select the print queues to select the print queues to be added on the computer.
A star ★ appears after the printer ID if the print queue is not active.
4. Select **Add**.

Print queues are added after the computer is on a known network.

Search

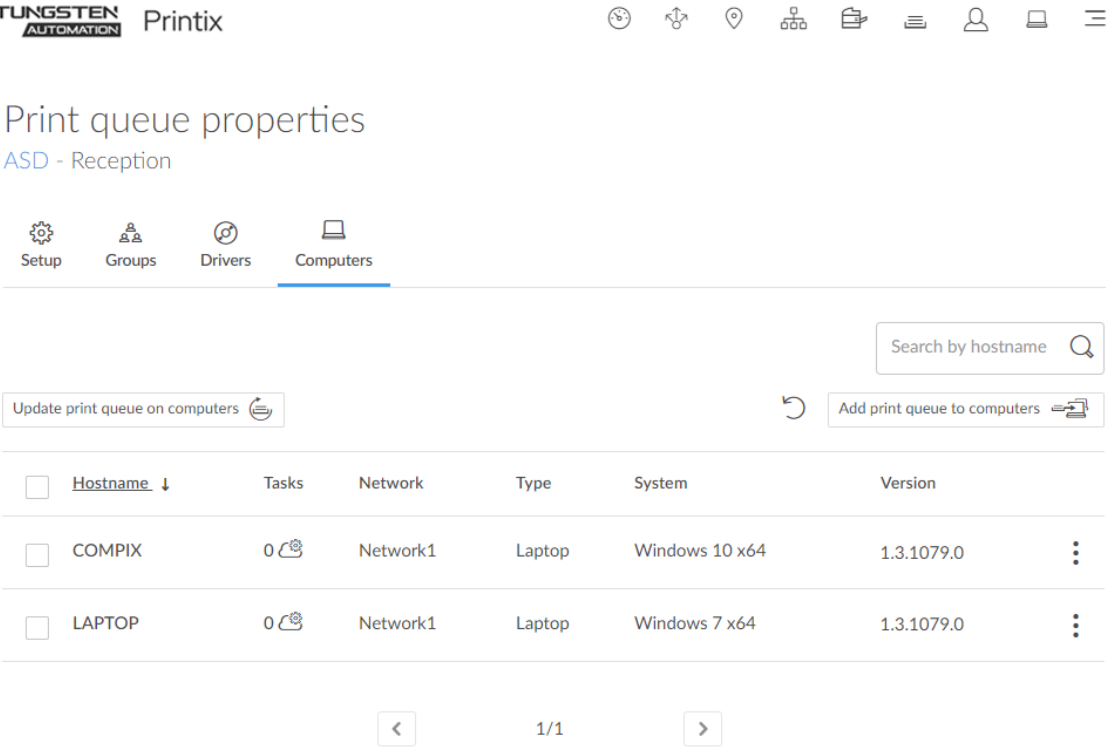
1. Select **Search** .
2. Enter print queue name or printer ID.
The search is not case-sensitive.

Filters

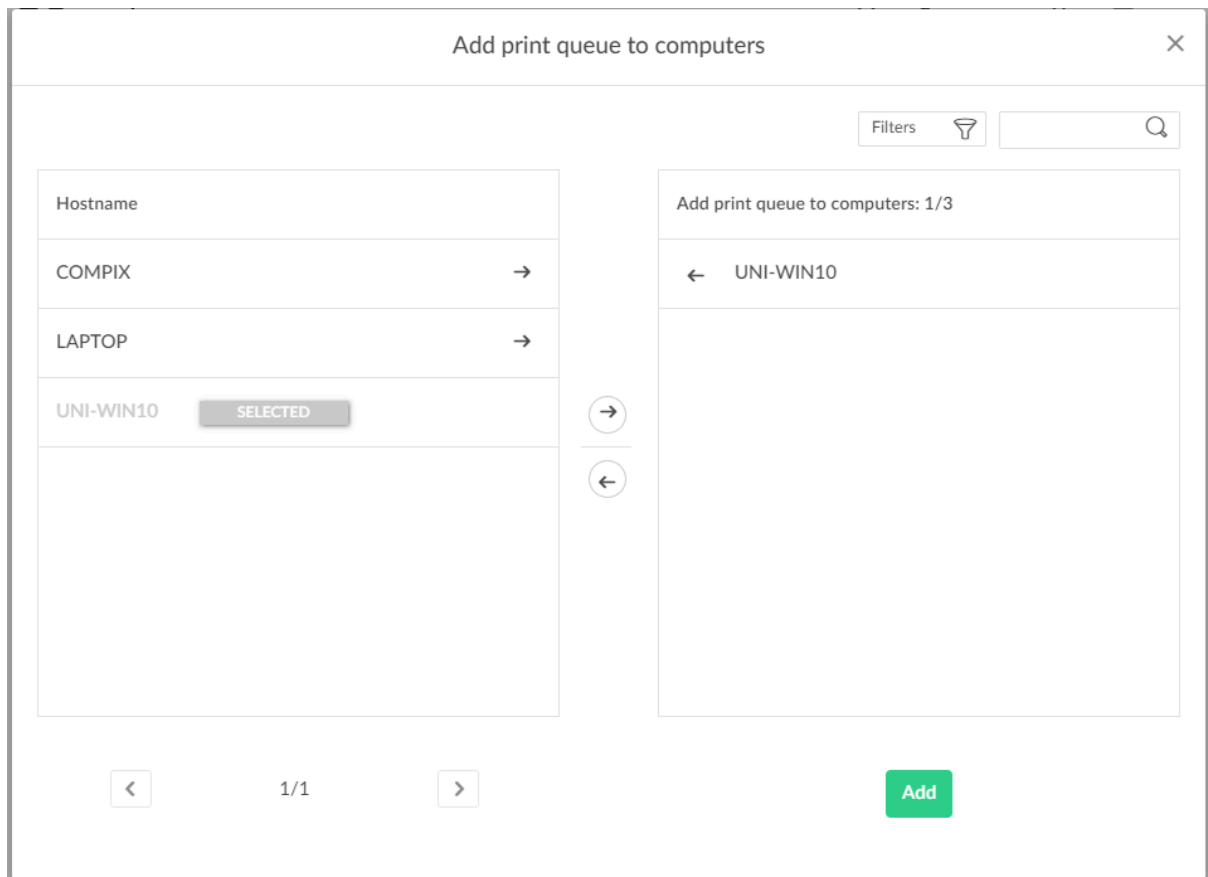
Select **Filters**.

- Select **Network** to filter by this. The same network as the computer is selected by default.
- Select **Active** to filter by this.
- Select **Add print queue automatically** to filter by this.
- Select **Remove print queue automatically** to filter by this.


- ## How to add a print queue to computers




1. On the **Print queue properties** page, select the **Computers**  tab.
2. Select **Add print queue to computers**.



3. Select the computers to have the print queue added to these computers.
4. Select **Add**.

 Print queues are added after the computer is on a known network.

Search

1. Select **Search** .
2. Enter part of the computer's hostname.
The search is not case-sensitive.

Filters

Select **Filters**.

- Select **Network** to filter by this.
- Select **Type** to filter by this.
 - **Desktop**
 - **Laptop**
 - **Server**

- Select **System** to filter by Windows and macOS editions.
- Select **OS** to filter by Windows and macOS.

How to test conversion of print queues on a single computer

Before you enable this on a larger scale, you can test conversion of print queues on a single computer. At conversion, the port settings are modified to use an [Internet port](#) and allow printing through Printix.

- Network printers are converted if they are set up with a **Standard TCP/IP Port** or **WSD Port**.
- Shared network printers are converted.

Example: Reception on PrintServer becomes Reception ASD, ASD Reception, or Reception depending on the choice of [print queue naming](#).

See also: [Why is the shared print queue not converted right away?](#)

- Locally connected printers (USB) are not converted.
- No printers are converted on servers.

TUNGSTEN Printix
AUTOMATION

Computer properties
COMPIX

Setup Groups **Print queues** Tasks Diagnostics History

Convert print queues ↻

Add print queues to computer ➕

<input type="checkbox"/> Print queue	Managed	Print driver
<input type="checkbox"/> Reception ASD	✓	HP Universal Printing PS 61.196.1.22169
<input type="checkbox"/> Printix Anywhere	✓	Microsoft Print To PDF 10.0.14393.0

1. On the **Computer properties** page, select the [Print queues](#) tab.
2. Select **Convert print queues**.

i A delay of up to 30 minutes may occur before the result of the **Convert print queues** task is fully reflected in Printix Administrator. If the computer is offline, it will pick up on the tasks after it comes online.

Why is the shared print queue not converted right away?

These conditions must be met before the shared print queue is converted:


- The name of the print queue (Reception) must match.
Example: Reception on PrintServer
- The computer must be on the same network as the printer, or the print queue has "Via the cloud" selected.

If a shared print queue has been added since Printix Client was started, it will not be converted until the computer is restarted or the user signs out of the computer and signs in to the computer again.

Restart the computer.

Alternatively, follow these steps:

On your Windows computer:


1. Open the **Task Manager**.
2. Select the **Details** tab.
3. Select **PrintixClient.exe** and select **End task**. Select **End process**.
4. Select **Start** . In the **Search** box, type: Printix. Select **Printix Client** in the list that appears.





On your Mac computer:

1. Select the search icon in the top right corner.
2. Type: terminal, and select **Enter**.
3. In the **Terminal** window, type the relevant command:
 - Stop Printix Client UI with the unload command by typing:
`launchctl unload /Library/LaunchAgents/net.Printix.UI.plist`
 - Start Printix Client UI with the load command by typing:
`launchctl load /Library/LaunchAgents/net.Printix.UI.plist`

How to change the print driver

If you are not satisfied with the default choice of print driver, you can change it. If you want to use a print driver that is not in the Printix driver store, you can [add the print driver](#) yourself by making a printer use it on the Windows or macOS edition in question.

1. On the **Print queue properties** page, select the **Drivers**  tab.
2. Identify the **System**.
Example: Windows 10 x64


3. Select  and **Change print driver** .
4. On the **Print drivers** page, **Search**  for print driver.
The search is not case-sensitive.
 - Select **Back** to return to the **Print queue properties** page.
 - Select **Refresh**  to refresh the list.
 - Select **Load more** at the bottom of the page to see more drivers.
 - If the print driver is uploaded, the date and time of the upload is shown below the print driver name.


TUNGSTEN AUTOMATION **Printix**

Print drivers


ASD - Reception

PCL5 PCLXL POSTSCRIPT PDF

☒ Show only uploaded print drivers 

Filters 

Name	Version	Comment	Language
<input type="checkbox"/> HP Universal Printing PCL 6 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language
<input type="checkbox"/> HP Universal Printing PS (v6.6.0) 2018/07/17 - 11:37:10	61.215.1.23029		English
<input type="checkbox"/> HP Universal Printing PS 2018/07/17 - 11:37:10	61.215.1.23029		English
<input type="checkbox"/> HP Universal Printing PCL 6 (v6.6.0) 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language

Windows 10 x64 


Default print driver

Name
HP Universal Printing PCL 6


Version
61.215.1.23029

Language
Unknown language

< Back

 If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name. This is particularly important when working with [universal print drivers](#).

5. Select the print driver.
 - It may take up to 10 minutes before an [uploaded print driver](#) is available on the [Print drivers](#) page.

- If the print driver does not match the printer's page description language (PCL, PCLXL, POSTSCRIPT), you will either not get any print at all or lots of pages with weird looking characters.
 - If you cannot find a print driver listed for a specific model, check to see if it is included as part of a series of printers. For example, a printer with the model number 603 might use the print driver for the **600** or **600 Series**.
 - If multiple matching print drivers exist and their name includes for example PCL 6 or PostScript, then cross-check with the printer's supported formats (page description language) listed on the Printix [Print drivers](#) page, for example: POSTSCRIPT, PCLXL (same as PCL 6).
 - If the print driver has two editions, one with a version number, then always select the print driver that includes a version number.
 - Host-based printers (typically cheaper printers) has built-in support for Windows Graphical Device Interface (GDI) and rely on the Windows computer to rasterize the pages into dots (bitmaps).
6. Select **Change print driver**. The print driver selection will be locked .
 7. Optionally, print a test page to make sure the print driver works properly with the printer.

How to tell if your Windows is 64-bit or 32-bit


1. Open the **File Explorer**.
2. Right-click **This PC** and select **Properties**.
3. Look at **System type** to see if you are running a 64-bit Operating System or a 32-bit Operating System.

How to print a test page


Windows

1. Open **Device and Printers**.
2. Right-click printer and select **Printer properties**.
3. Select **Print Test Page**.

Mac

1. Select **Apple menu**  > **System Settings**, then select **Printers & Scanners**.
2. Select the printer and select **Print Queue**.
3. On the menu bar, select the **Printer** menu and select **Print Test Page**.

Mac (macOS version 12 or lower)

1. Select **Apple menu**  > **System Preferences**, then select **Printers & Scanners**.
2. Select the printer and select **Open Print Queue**.
3. On the menu bar, select the **Printer** menu and select **Print Test Page**.

Build your Printix driver store

During the [implementation phase](#), you will build your Printix driver store, as you:

- **Install Printix Client on existing Windows print servers**

After installation of Printix Client on the server, Printix Client will upload print drivers. Print drivers that are installed but not used by a print queue, are not uploaded. Print queues are not converted on servers. Only x64 print drivers are uploaded from the print server. If you need x32 print drivers, these would need to be uploaded from a computer running the corresponding Windows 32-bit Operating System.

- **Deploy Printix Client**


As Printix Client is deployed on computers that run Windows 32-bit Operating System and macOS, Printix Client will upload these print drivers. Print drivers that are installed but not used by a print queue are not uploaded.



See also:

- [How to add a print driver](#)
- [How to work with print driver configurations](#)
- [Print drivers](#)
- [Universal print drivers](#)

How to add a print driver

Install a TCP/IP print queue that uses the print driver you want to add to Printix. After adding the print queue, Printix Client will automatically upload the new print driver to your [Printix driver store](#), as soon as the Printix Service is restarted either manually or by restarting the computer.

 Printix Client will look at the installed print queues and their print drivers. It will NOT look at print drivers that are not in use.

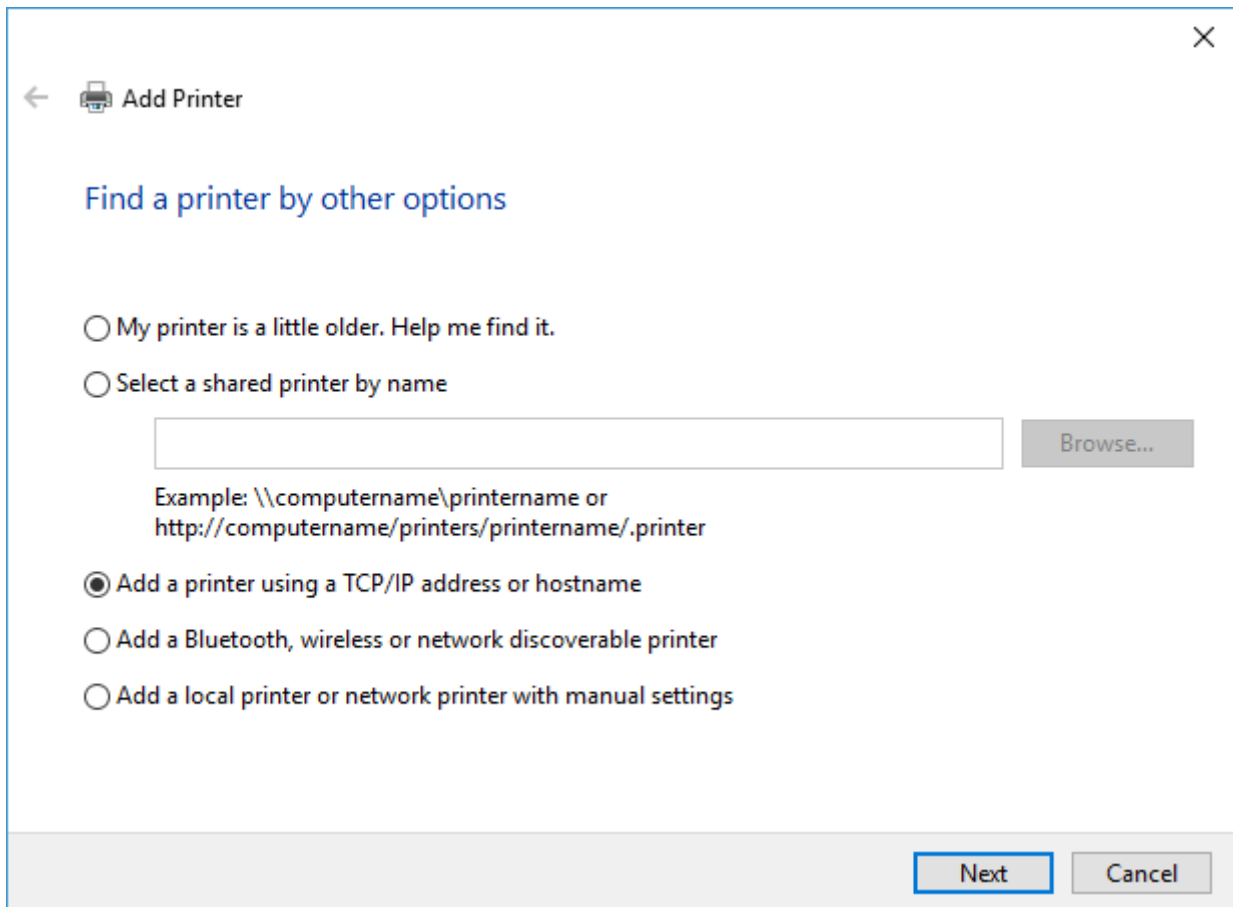
1. On your Windows computer, either insert the print driver CD or download the print driver from the printer vendor's web site.
2. Install the printer using the CD and/or:
 - [Add a printer on Windows](#) 
 - [Add a printer on Mac](#) 
3. Optionally, use [Print test page](#) to verify that the print driver works and is compatible with the printer.
4. [Stop and start the Printix Service](#).

If a new print driver is found it will be uploaded to your driver store.

- It may take up to 10 minutes before the uploaded print driver is available on the [Print drivers](#) page.
- You should repeat the above steps for the additional Windows and/or Mac editions used in your organization.

- If a particular printer has no dedicated print driver, an appropriate Universal print driver may be used.


Add a printer on Windows




1. Open **Devices and Printers** in Windows.
2. Select **Add a printer**.
3. Select **The printer that I want isn't listed**.
4. Select **Add a printer using a TCP/IP address or hostname**. Select **Next**.
5. As **Device type**, select **TCP/IP Device**.
6. Clear **Query the printer and automatically select the driver to use**.
7. Enter **Hostname or IP address** of the printer.
The print driver will still be uploaded if you enter an address that does not point to the printer, but you will not be able to print a test page to verify the print driver works with the printer.
8. Select **Next**.
9. Select **Have Disk**.
10. **Browse** to the folder where you installed/unpacked the print driver and browse through the folders until you locate an .inf file.

11. Select **Open**.
12. Select **OK**.
13. Select the printer. Select **Next**.
14. If asked, select **Replace the current driver**. Select **Next**.
15. Select **Next** to start the installation of the printer.
16. Select **Do not share this printer**. Select **Next**.
17. Select **Finish**.
18. [Stop and start the Printix Service](#).

Add a printer on Mac

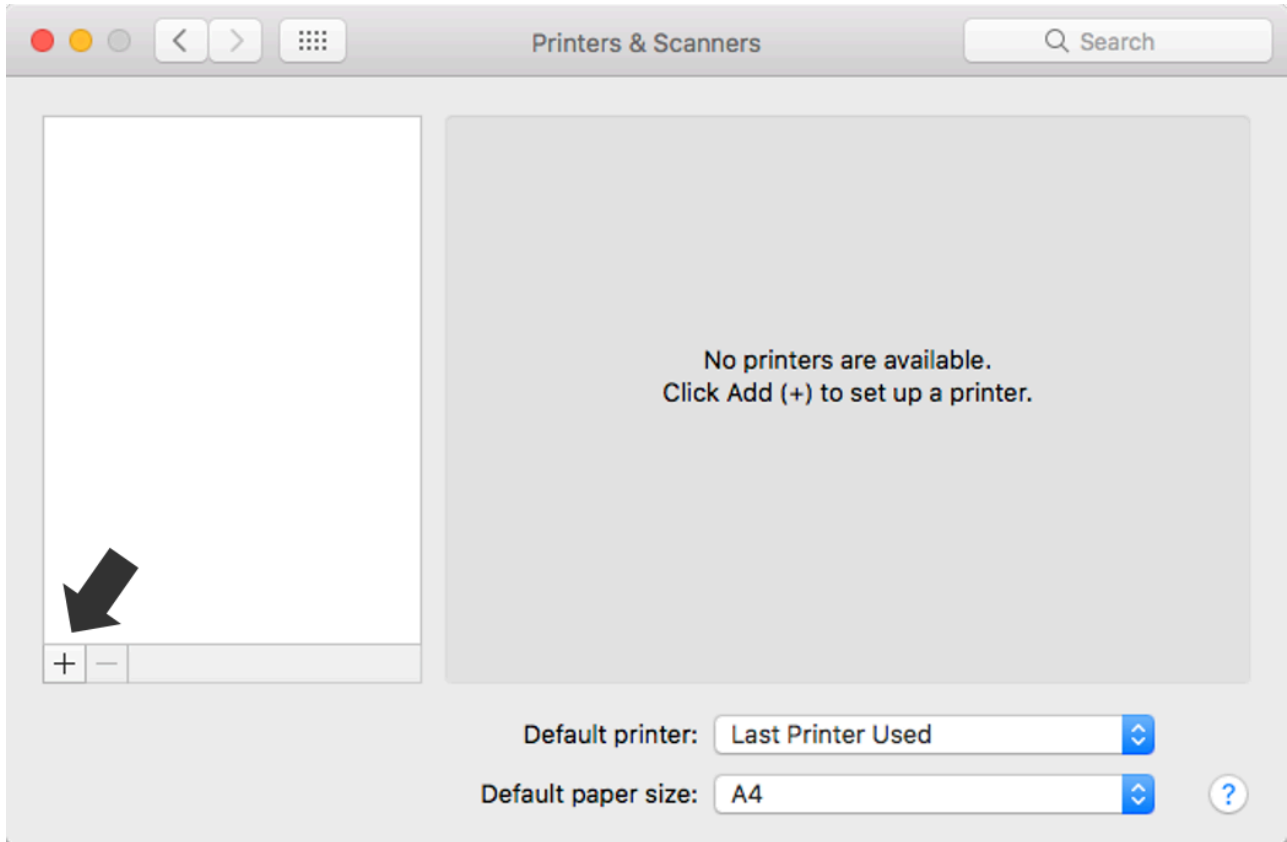
1. Select **Apple menu**  > **System Settings**, then select **Printers & Scanners**.
2. Select **Add Printer** and select **Scanner or Fax**.
3. Select the **IP** (globe icon) tab.
4. In **Address**, enter the IP address of the printer.


The print driver will still be uploaded if you enter an address that does not point to the printer, but you will not be able print a test page to verify the print driver works with the printer.


 On rare occasions, the upload of print driver may not happen due to unfortunate timing of events if **Convert print queues** is selected. To work around this problem, just enter an IP address that does not point to the printer (such as 1.2.3.4).

5. In **Protocol**, select **Internet Printing Protocol - IPP**.
6. In **Use**, select **Select Software** to open the **Printer Software** dialog box.
7. Select the print driver and select **OK**.
8. Select **Add** to add the printer with the selected print driver.
9. [Stop and start the Printix Service](#).


Add a printer on macOS version 12 or lower



1. Select **Apple menu**  > **System Preferences**, then select **Printers & Scanners**.
2. Select **Add (+)** and select **Add Printer or Scanner**.
3. Select the **IP** tab.
4. In **Address**, enter the IP address of the printer.
The print driver will still be uploaded if you enter an address that does not point to the printer, but you will not be able print a test page to verify the print driver works with the printer.

 On rare occasions, the upload of print driver may not happen due to unfortunate timing of events if **Convert print queues** is selected. To work around this problem, just enter an IP address that does not point to the printer (such as 1.2.3.4).

5. In **Protocol**, select **Internet Printing Protocol - IPP**.
6. In **Use**, select **Select Software** to open the **Printer Software** dialog box.
7. Select the print driver and select **OK**.
8. Select **Add** to add the printer with the selected print driver.
9. [Stop and start the Printix Service](#).

 With Printix Client for Mac version 1.3.1002 (2021-02-08), the packaging of print driver files was modified to properly handle the use of symbolic links (soft links). Relatively few print drivers use symbolic links. Use of an incompletely packaged print driver for printing could result in the message: **Stopped - 'Filter' failed**. If you experience this, check the date of the [uploaded print driver](#) and change to the newest, that is, the one that was uploaded after updating to Printix Client for Mac version 1.3.1002 or higher.

How to add a Fujifilm print driver

Fujifilm printers do not have a default printer. Print drivers must be manually added to Fujifilm print queues.

1. Install the printer and a correct [print driver](#) on the computer.
2. [Add the printer](#) to Printix.
3. [Assign the correct print driver](#) to the print queue in Printix Administrator.

How to see uploaded print drivers

TUNGSTEN Printix
AUTOMATION

Print drivers
ASD - Reception

PCL5 PCLXL POSTSCRIPT PDF

☒ Show only uploaded print drivers

Filters

Name	Version	Comment	Language	
<input type="checkbox"/> HP Universal Printing PCL 6 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language	⋮
<input type="checkbox"/> HP Universal Printing PS (v6.6.0) 2018/07/17 - 11:37:10	61.215.1.23029		English	⋮
<input type="checkbox"/> HP Universal Printing PS 2018/07/17 - 11:37:10	61.215.1.23029		English	⋮
<input type="checkbox"/> HP Universal Printing PCL 6 (v6.6.0) 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language	⋮

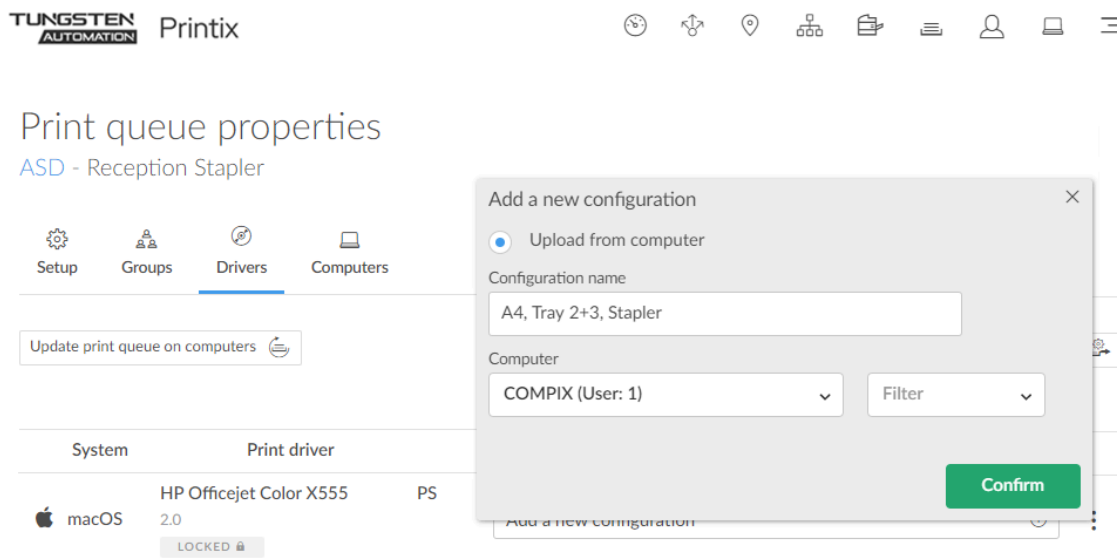
Windows 10 x64
Default print driver
Name
HP Universal Printing PCL 6
Version
61.215.1.23029
Language
Unknown language
< Back

1. On the [Printer queue properties](#) page, select the [Drivers](#) tab.
2. Identify the **System**.
Example: Windows 10 x64
3. Select and **Change print driver** .
4. Select **Show only uploaded print drivers** to list print drivers that have been uploaded and added to your Printix driver store.
 - **Search** for print driver. The search is not case-sensitive.
 - Select **Load more** at the bottom of the page to see more drivers.
 - Select **Refresh** to refresh the list.
 - Select and **Modify** to select the **Language** the print driver is using (Example: Español) and write an optional **Comment**. **Unknown language** is shown if the language has not been confirmed. Select **Other language** if the language is not among the 18 languages, then write the language as a **Comment**. [Universal print drivers](#) often support multiple languages. Print drivers in the Printix driver store that were published before this functionality was introduced (May 2017) may be shown as **Unknown language**, but in most cases, the driver will be in English.



- If possible, ALWAYS select the print driver name that includes a version number. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name. This is particularly important when working with [universal print drivers](#).
- With Printix Client for Mac version 1.3.1002, the packaging of print driver files was modified to properly handle the use of symbolic links (soft links). Relatively few print drivers use symbolic links. Use of an incompletely packaged print driver for printing could result in the message: **Stopped - 'Filter' failed**. If you experience this, check the date of the uploaded print driver and change to the newest, that is, the one that was uploaded after updating to Printix Client for Mac version 1.3.1002 or later.

How to work with print driver configurations



Instead of using the print driver's factory default settings, you can add your own print driver configuration. When the printer is added on the user's computer, the configuration is added as well. That way, the user does not have to make these configuration changes. If you are satisfied with the print driver's factory defaults, you do not need to make a print driver configuration.

Watch this video: [Printix Tutorial Series Part 5 - Working with print driver configurations](#).



The print driver configuration stores the Printing Defaults. It does NOT store Printing Preferences.

Print driver configuration consists of:

- **Device Settings**

Specifies the availability of **Installable Options** (such as Paper trays, Duplexer, Staple, Hole punch, and Output bins), and for example, **Form to tray Assignment**. If the print driver is a Universal print driver, you may have to select a **Configuration** tab and perhaps also set the **Printer model**.

- **Printing defaults**

Open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults. Printing defaults include Advanced Document Settings (such as Print 2-sided, and Print in black), and for example, Finishing Options.

See also:

- [How to add a new print driver configuration](#)
- [How to rename a print driver configuration](#)
- [How to modify a print driver configuration](#)
- [How to delete a print driver configuration](#)
- [How to configure Printix Anywhere print queue to use universal print driver](#)
- [Universal print drivers](#)

How to add a new print driver configuration

Windows

Print driver configurations can be made using these methods:

- **Configure on computer**: The print driver configuration is interactively configured on a computer in the Windows "Printer properties" dialog box of a temporarily added Windows printer.
 - The computer must be online and **MUST** be on the same network as the printer.
 - The print driver configuration is made interactively in the Windows "Printer properties" dialog box.
 - You and only you (same user as in Printix Administrator) must be signed in to Printix Client on the computer.
- **Upload from computer**: The print driver configuration is uploaded from the selected Windows computer.
 - The computer must be online and the print queue **MUST** be installed on the computer already.
 - The print driver configuration is made in advance in the Windows "Printer properties" dialog box.







- We do not recommend use of Windows class drivers. Class drivers are not uploaded to the Printix driver store, because they are supposedly distributed with Windows, but availability may vary depending on the version of Windows. We recommend use of the printer vendor supplied print drivers and [universal print drivers](#), because these offer advanced features and better control compared to class drivers.
- Use the [Upload from computer](#) method if you want to configure print driver provided document release (aka. **Private print, Hold print, PIN print, ...**) or other account based features. The print drivers encrypt these sensitive settings based on the print queue name. Encryption is used with [universal print drivers](#) from: [Konica Minolta](#) and [Toshiba](#).

Mac

- [Upload from computer](#): Print driver configuration is uploaded from the selected macOS computer.
 - The computer must be online and the print queue **MUST** be installed on the computer already.
 - The print driver configuration is made in advance with [CUPS](#).

How to configure print driver configuration on a Windows computer


1. Open the [Print queue properties](#)  page.
2. Select the [Drivers](#)  tab.
3. Identify the **System**.
Example: Windows 10 x64
4. Select **Add a new configuration** .


 For best user experience, open Printix Administrator on the same computer you want to make the print driver configuration on.

Print queue properties

ASD - Reception Stapler

Setup Groups Drivers Computers

Update print queue on computers 

System	Print driver
 Windows 10 x64	HP Universal Printing PS 61.230.1.24296

Add a new configuration


☒ Configure on computer
☐ Upload from computer

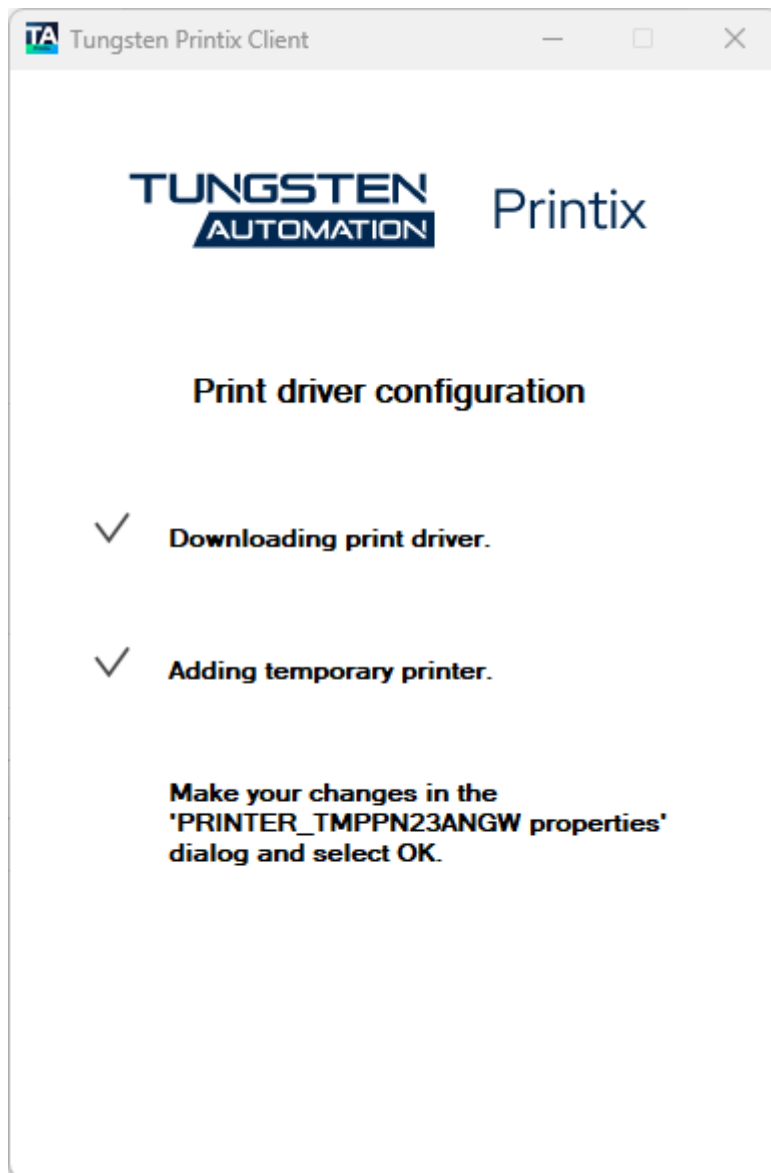
Configuration name
Computer

Confirm

5. In the **Add a new print driver configuration** dialog box:
 - Select **Configure on computer** to make the configuration in a temporary printer's properties dialog.

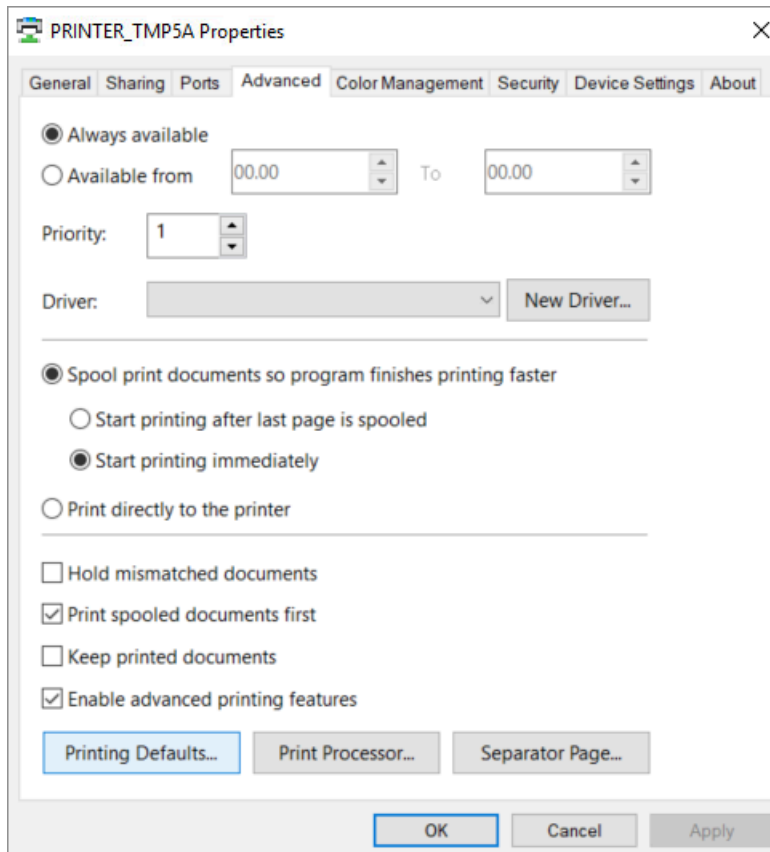
- Enter **Configuration name**.
Example: A4, Tray 2+3, Stapler
 - Select the **Computer** you want to use to make the configuration. You and only you must be signed in to the computer.
 - You cannot select computers where [other users are also signed in](#).
Example: COMPIX (Users: 2)
 - If the **Select computer** list is empty, it is because you are not signed in to the Printix Client on a computer that matches the **System** (Windows 10 x64).
 - For best user experience, open Printix Administrator on the same computer you want to modify the print driver configuration on.
 - If you are remotely signing in to the computer, we recommend that you also open Printix Administrator on the computer.
6. Select **Confirm**.
7. On the computer Printix Client, open the **Print driver configuration** dialog box to show the progress:
- **Downloading print driver**
This may take several minutes depending on the size of the print driver and the speed of your Internet connection.
 - **Adding temporary printer**

 If the **Print driver configuration** dialog box closes unexpectedly, it could be because the print driver did not install in a timely manner. Wait a few minutes to allow the print driver to be installed and then try again. Inform [Product Support](#) if it still fails.



8. Make your changes in the **PRINTER_TMPxxxx properties** dialog box.
Make sure to make your changes within 10 minutes, because the dialog box is closed automatically.
 - Your view of the dialog box may be blocked by other windows. Press Alt+Tab to switch between windows.
9. Open the **Device Settings** tab to configure **Installable Options** and **Form to Tray Assignment**.
 - See the section [Print drivers](#) for detailed instructions.
10. Open the **Advanced** tab and select **Printing Defaults** to configure per-printer defaults.
 - See the section [Print drivers](#) for detailed instructions.

i The print driver configuration stores the Printing Defaults. It does NOT store Printing Preferences.



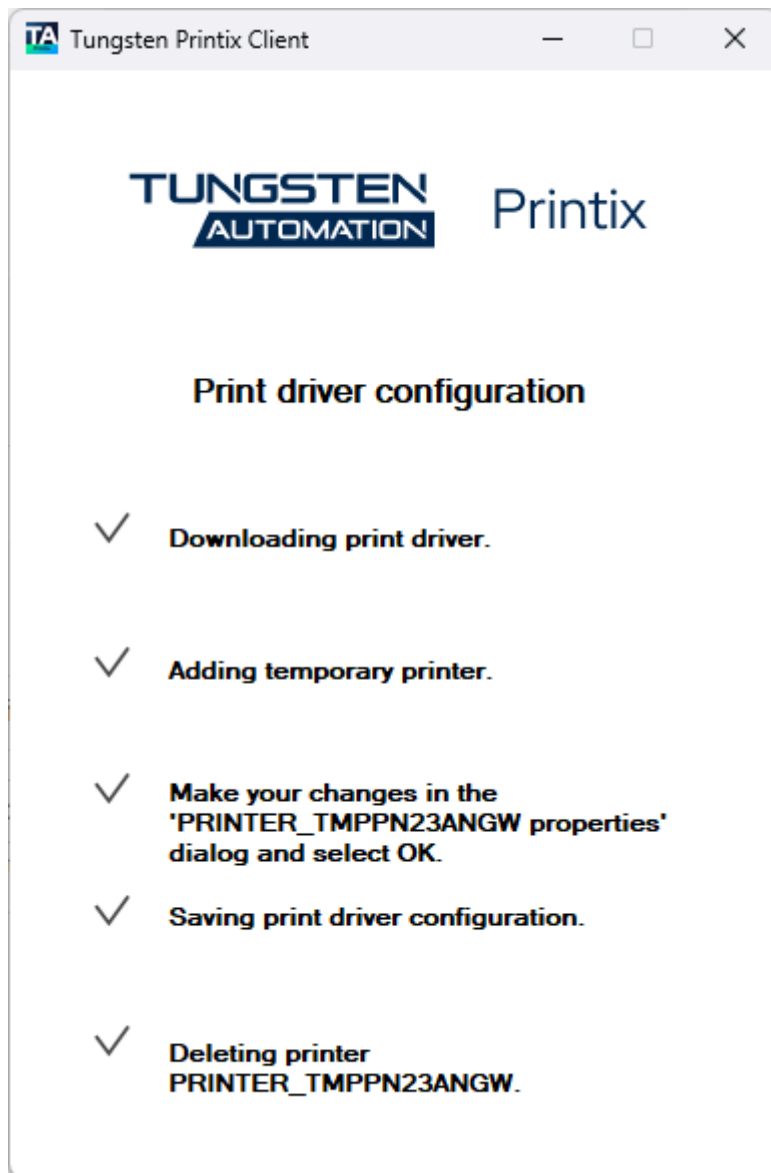
11. Select **OK**.


- **Saving print driver configuration**

The print driver configuration is uploaded to the Printix Cloud.

- **Deleting printer PRINTER_TMPxxxx**




The temporary printer is removed from the computer.



12. In Printix Administrator:
 - The print driver configuration is selected.
 - The print driver selection is locked .
13. Use [Update print queues](#) to make the changes take effect on computers where the print queue is already installed.

How to upload print driver configuration from a Windows computer

i The print driver configuration stores the Printing Defaults. It does NOT store Printing Preferences.


1. Open the [Print queue properties](#)  page.
2. Select the [Drivers](#)  tab.
3. Identify the **System**.
Example: Windows 10 x64
4. Select **Add a new configuration** .

Print queue properties

ASD - Reception Stapler

Setup Groups Drivers Computers

Update print queue on computers 


System	Print driver
 Windows 10 x64	HP Universal Printing PS 61.230.1.24296

Add a new configuration

☐ Configure on computer
☒ Upload from computer

Configuration name


Computer

5. In the **Add a new print driver configuration** dialog box:
 - Select **Upload from computer**.
 - Enter **Configuration name**.
Example: A4, Tray 2+3, Stapler
 - Select an online **Computer** you want to upload the configuration from.
 - The print queue MUST be installed on the computer already.
 - Optionally, select **Filter** to filter on the type of computer (**Desktop**, **Laptop**, and **Server**).
6. Select **Confirm**.
The print driver configuration is uploaded to the Printix Cloud.
7. In Printix Administrator:
 - The print driver configuration is selected.
 - The print driver selection is locked .
8. Use [Update print queues](#) to make the changes take effect on computers where the print queue is already installed.



How to rename a print driver configuration


1. On the **Print queue properties** page, select the [Drivers](#)  tab.
2. Identify the **System**.

Example: Windows 10 x64



3. Select the **Modify**  icon.
4. Edit the **Configuration name**.
5. Select **Save**.

How to modify a print driver configuration

1. On the **Print queue properties** page, select the **Drivers**  tab.
2. Identify the **System**.
Example: Windows 10 x64
3. Select the **Setup**  icon.
4. In the **Modify print driver configuration** dialog box, follow the same steps as in [How to add a new print driver configuration](#).

 The print driver configuration stores the Printing Defaults. It does NOT store Printing Preferences.

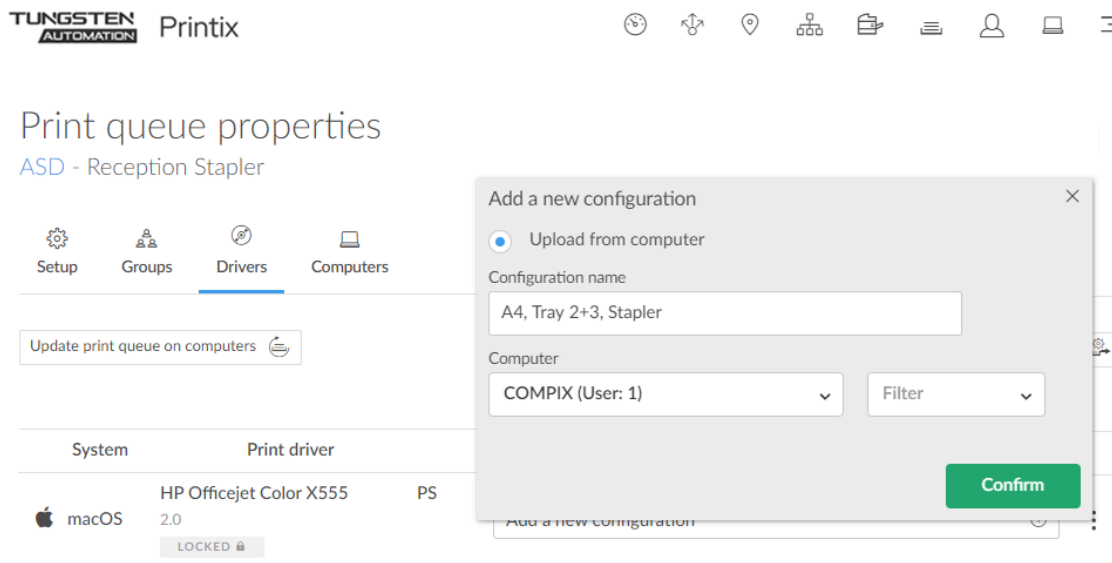
How to delete a print driver configuration

1. On the **Print queue properties** page, select the **Drivers**  tab.
2. Identify the **System**.
Example: Windows 10 x64
3. Select the **Delete**  icon.
4. Select **Yes** to delete the configuration.

How to add a new print driver configuration on Mac

Instead of using the print driver's factory default settings, you can add your own print driver configuration. When the printer is added on the user's computer, the configuration is added as well. That way, the user does not have to make these configuration changes. If you are satisfied with the print driver's factory defaults, you do not need to make a print driver configuration.

How to upload print driver configuration from a macOS computer



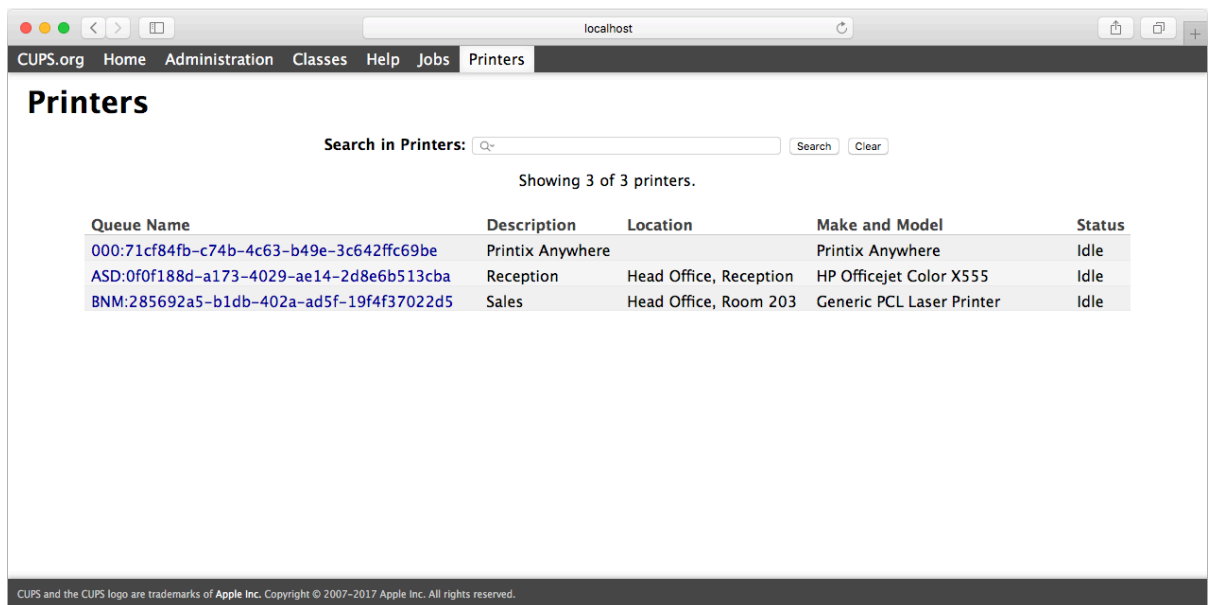
1. Open the [Print queue properties](#) page.
2. Select the [Drivers](#) tab.
3. Identify **macOS** as the **System**.
4. Select **Add a new configuration** .

You can [make the print driver configuration with CUPS](#).
5. In the **Add a new print driver configuration** dialog box:
 - Enter **Configuration name**.
Example: A4, Tray 2+3, Stapler
 - Select an online **Computer** you want to upload the configuration from.
 - The print queue **MUST** be installed on the computer already.
 - Optionally, select **Filter** to filter on the type of computer (**Desktop**, **Laptop**, and **Server**).
6. Select **Confirm**.
The print driver configuration is uploaded to Printix Cloud.
7. In Printix Administrator:
 - The print driver configuration is selected.
 - The print driver selection is locked .
8. Use [Update print queues](#) to make the changes take effect on computers where the print queue is already installed.

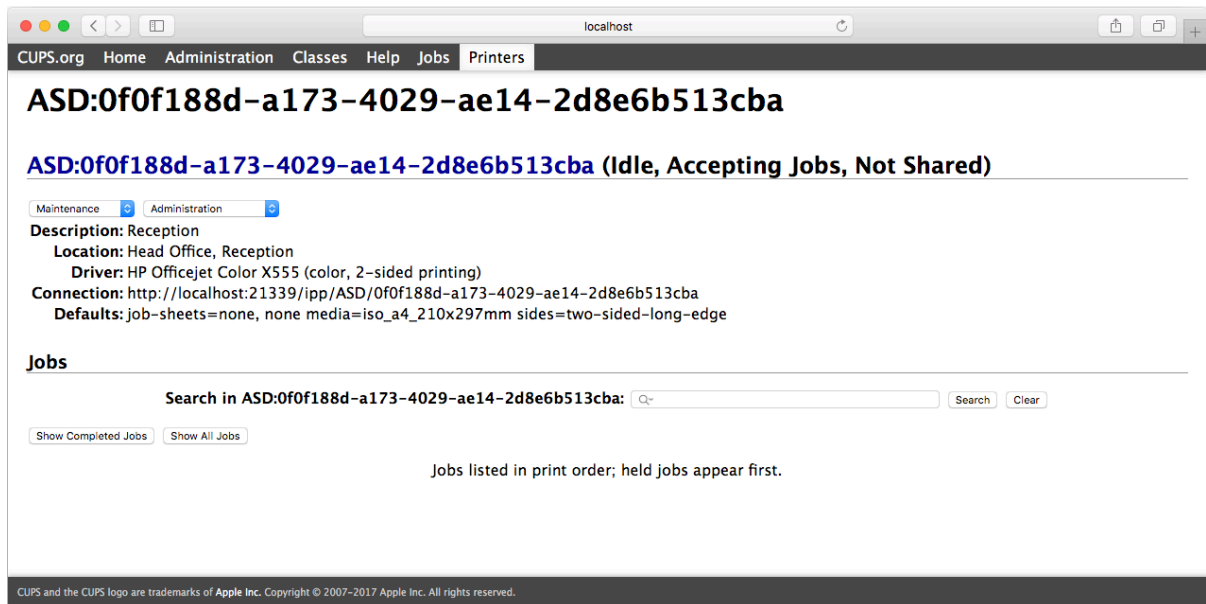
Make the print driver configuration with CUPS

On your **Mac** computer with the Printix printer installed:

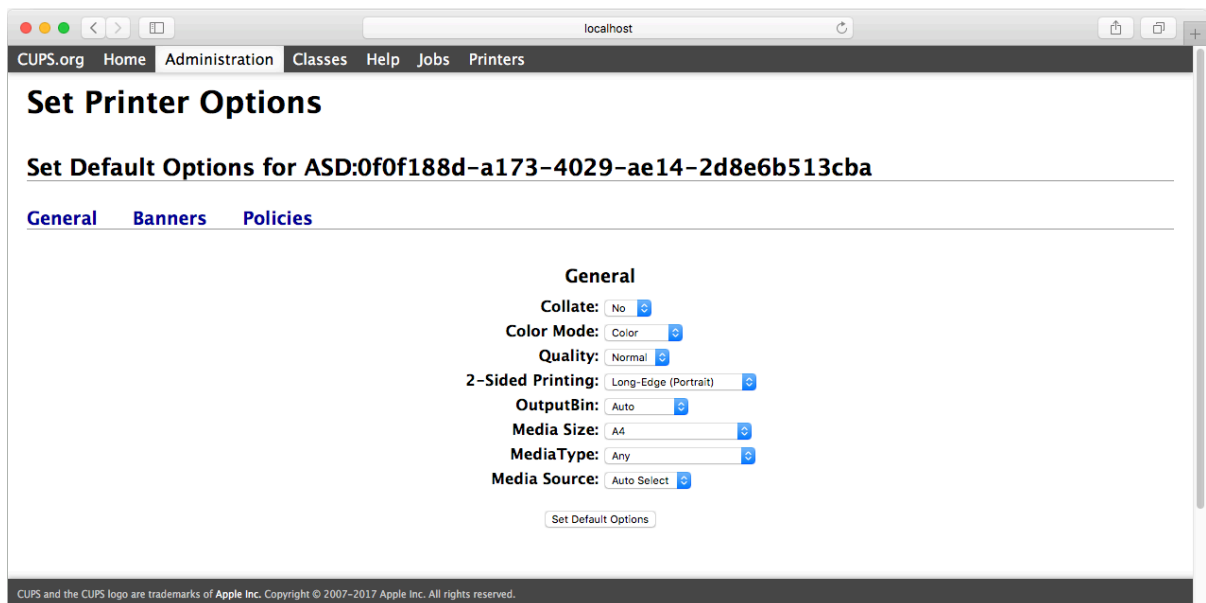
1. Open a web browser and type:
<http://localhost:631/printers/>
2. The web interface of the macOS printing system (CUPS) opens on the **Printers** page.
If you see the message **Web Interface is Disabled**, [enable the CUPS web interface](#).



3. Select the Printix printer you want to configure.
Example: ASD Reception



4. Change **Administration** to **Set Default Options**.
5. The **Set Printer Options** page opens.
 - On the **General** tab, make your changes to the printing defaults.
 - Select **Set Default Options**.



6. Depending on the print driver, you may see additional tabs, such as **Options Installed**.
 - If relevant, make your changes to the options installed.
 - Select **Set Default Options**.

Enable the CUPS web interface

On your **Mac** computer:

1. Select the search icon in the top right corner.
2. Type **terminal**, then press **Enter**.
3. In the **Terminal** window, type:

```
cupscctl WebInterface=yes
```

How to configure multiple print queues

TUNGSTEN Printix

Print queue properties
ASD - Reception

Setup Groups **Drivers** Computers

Update print queue on computers

Distribute print queue configuration


☐ Show all

System	Print driver	Configuration
Windows 10 x64	HP Universal Printing PS 61.196.1.22169 LOCKED	Reception Last modified: a few seconds ago
Windows 7 x64	HP Universal Printing PS 61.196.1.22169	Add a new configuration
macOS	HP Officejet Color X555 19.13	Add a new configuration

If you have a lot of printers of the same model and need to make the same configuration change on all of them, you can save time with **Distribute print queue configuration**. The destination print queues will be set up with same print drivers and print driver configurations as selected for the originating print queue.


If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows cannot differentiate between versions of the print driver unless the version is reflected in the print driver name. This is particularly important when working with [universal print drivers](#).


Watch this video: [Printix Tutorial Series Part 6 - Distributing print driver configurations](#)


1. On the **Print queue properties** page, select the **Drivers**  tab.
2. Select **Distribute print queue configuration**.

X

Distribute print queue configuration

Filters 

Search 

Print queue name	ID
Printix Anywhere	 →
Reception Stapler	ASD →
Sales	BNM →
Sales Stapler	BNM →

→

←

Distribute print queue configuration: 1/4


← Sales
BNM

<


1/1

>


Distribute

 Only if the print driver is **Locked** will this also become the print driver in the destination print queue. Otherwise, the destination print queue will be set to **Automatic selection of print driver**, in which case, Printix will select a print driver based on the printer model.

3. Select the print queues to receive the print queue configuration.
A star ★ appears next to the printer ID if the print queue is not active.
4. Select **Distribute**.

 To have already installed print queues adopt the new configuration, see [How to update print queues on computers](#).

Search

1. Select **Search** .
2. Enter print queue name or printer ID.

The search is not case-sensitive.

Filters



Select **Filters**.

- Select **Network** to filter by this. The same network as the computer is selected by default.
- Select **Active** to filter by this.
- Select **Add print queue automatically** to filter by this.
- Select **Remove print queue automatically** to filter by this.
- Select **Via the cloud** to filter by this.
- Select **Print 2-sided by default** to filter by this.
- Select **Print in black by default** to filter by this.



How to update print queues on computers

If you have changed print driver or made [print driver configuration](#) changes, you must use **Update print queue** to have these changes take effect on already installed print queues. The print queue on the destination computer will be removed and then added again with new print driver and/or print driver configuration.

Update print queue on a computer

1. On the **Computer properties** page, select the [Print queues](#)  tab.
2. To update a print queue, select  and **Update print queue**.
3. Select **Confirm**.

Update print queues on multiple computers

1. On the **Print queue properties** page, select one of these tabs:
 - [Drivers](#) 
 - [Computers](#) 
2. Select **Update print queue on computers**.

The button is only available if at least one computer has the print queue installed.
3. Select **Confirm**.

How to create Printix Anywhere print queue

TUNGSTEN AUTOMATION Printix

Settings

Setup Secure print Printix Go Cloud storage Analytics Mobile print Home office SNMP

Enable secure print ☒

<input checked="" type="checkbox"/> Enable print later Document can be released to the printer it was printed to.	<input checked="" type="checkbox"/> Enable print anywhere Documents can be released to any printer.
Print securely <input type="radio"/> All users must print securely <input checked="" type="radio"/> Selected groups must print securely ⚙️	<input checked="" type="checkbox"/> Print Anywhere ⚙️ (Print queues 1)
Print later by default <input type="radio"/> All users must print later by default <input checked="" type="radio"/> Selected groups must print later by default ⚙️	Secure print levels Minimum secure print level <input checked="" type="radio"/> 0 - None <input type="radio"/> 1 - Must scan QR code ⚙️ <input type="radio"/> 2 - Must scan NFC tag ⚙️ <input type="radio"/> 3 - Must sign in at printer ⚙️
<input checked="" type="checkbox"/> Allow direct print if offline	
Printix Go <input type="checkbox"/> Require PIN code for sign in with card <input checked="" type="checkbox"/> Require PIN code for sign in with ID code <input type="checkbox"/> Users who must print securely, will only need to do this for printers with Printix Go.	

1. On the **Settings** page, select the **Secure print** tab.
 2. Ensure that **Enable Print Anywhere** is selected.
 3. Select **Setup** to open the **Print Anywhere** menu.
 4. Select **Create print queue** to create a Print Anywhere print queue.
 5. In the **Create print queue** dialog box, enter **Print queue name**.
 - Cannot contain the characters "\" and ",".
 - Must be unique for the printer. Uppercase and lowercase letters are treated the same.
 6. Optionally, clear **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
 7. Select **Save**.
- All print queues are created with the IPPS port. Existing print queues are converted to IPPS port, including any print queues that are converted to Printix print queues.
 - See also:
 - [How to configure Printix Anywhere print queue to use universal print driver](#)

How to configure Printix Anywhere print queue to use universal print driver

If you have a homogeneous printer fleet, you can choose to change the print driver for the Printix Anywhere print queue to a universal print driver that supports your registered printers. By default, the Printix Anywhere print queue sends data to the printer as PDF without control of finishing options and number of copies (always 1). Changing it to use a universal print driver is required to configure the "Device settings" and "Printing defaults" and set the "Number of copies."

Prerequisites

- **Printer fleet is homogeneous**
Printers are preferably from the same printer vendor, possibly also limited to a few printer models.
- **Universal print driver**
Choose your preferred printer vendor's [universal print driver](#). The print driver's format (page description language, for example: PostScript or PCL) **MUST** be supported by all printers. Otherwise, users will either not get any print at all or lots of pages with weird looking characters.



Configuration of universal print driver

1. Identify the universal print driver you want to use.
2. Identify a registered printer you want to use to make the print driver configuration.
 - The computer you use must be able to connect to the printer.
 - To achieve maximum control with finishing options, select a printer that has the most **Installable options** (such as Paper trays, Duplexer, Staple, Hole punch, and Output bins). If the user has selected hole punch and releases the document to a printer that does not support hole punch, the document is printed anyway (without holes).
3. Create a print queue for the identified printer without making it active. Name it for example: **Anywhere setup**.
4. For each system:
 - [Change print driver](#) to the universal print driver.
 - [Add a new print driver configuration](#).
5. When done, use [Distribute print queue configuration](#) to apply the **Anywhere setup** print queue configuration to the Printix Anywhere print queue.
6. Use [Update print queues](#) to make the changes take effect on computers where the Printix Anywhere print queue is already installed.

How to search for printers

Use **Search**  to find printers.

Search for printers in Printix Administrator

1. Open the [Printers](#)  page.
2. Select **Search** .
Enter printer ID, name, location, or address.
The search is not case-sensitive.

Search for printers in Printix Client

1. Open the [Printix Client](#) menu.
2. Select **Printers**.
3. Select **Search for printer**.
4. Enter printer ID, name, or location.
The search is not case-sensitive.

How to use view mode on the Printers page

The screenshot shows the Tungsten Printix interface. At the top, there's a header with the logo and navigation icons. Below it, the 'Printers' section has a 'Discover printers' button and a search bar. A table lists several printers. A 'View mode' dialog is open over the table, showing a list of columns to select and radio buttons for different view modes. The 'Default' view mode is selected.

ID	Printer name	Queues	Status	Network	Address	Created
BNM	HP LaserJet 600 M603 HP LaserJet 600 M603	4				
ERT	HP LaserJet MFP M725 HP LaserJet MFP M725	2				
IOP	HP Officejet Colot HP Officejet Color X555	1				
MKL	HP LaserJet 500 MFP M525 HP LaserJet 500 MFP M525	1	● Ready	Printix 1	192.168.1.88	2021
PLK	HP Color LaserJet M651 HP Color LaserJet M651	3	● Ready	Printix 1	192.168.1.104	2021

Select **View mode** to control what printer information should be shown. The "ID" and "Printer name" columns are always shown.

- **Default:** An overview of printers, their status, and location. Columns:
 - Queues, Status, Network, Address, Created, and Location.
- **Connection:** Useful if you are using SNMP settings and different protocols. Columns:
 - Status, Network, Address, MAC address, SNMP configuration, and Protocol.
- **Printix Go:** Useful for managing Printix Go on your printers. Columns:
 - Status, Installation, Vendor, Go version, Go configuration, and Sign in profile.
- **Customized:** Create your own customized view mode with the printer information you select.


How to use the Printix Go view

1. Select **View mode**.
2. Select **Printix Go**.


3. Select **Confirm**.
4. Optionally, select printers.
5. Select **Actions** in the upper left corner and select between:
 - **Install**
 - **Update** (printers with an outdated Go version are listed with their version number in orange)
 - **Uninstall**

A new dialog box appears.


6. If you selected **Install**, you can also **Assign Go configuration** and **Assign sign in profile**. Make your selections.
7. Select the action to be performed (**Install**, **Update**, or **Uninstall**).

 You can install, update, and uninstall 20 printers at a time, but we recommend to restrict it to 5 for the time being. This is to prevent the browser from clogging up and becoming unresponsive while the requests are being fulfilled. We are currently working on a task-based feedback data-flow that removes the current limitation.

How to create a customized view

1. Select  **View mode**.
2. Select **Customized**.
3. Build you view mode by dragging items from the **Options** list to the **Selected** list.
Available **Options**:
 - **Card readers**
The card readers connected to the printer. Hover over the text to see the Vendor ID (**VID**) and Product ID (**PID**) of the [card reader](#).
 - **Created**
The date the printer was registered.
 - **Go configuration**
The name of the Printix Go configuration.
 - **Go version**
The version of the Printix Go software.
 - **IP address**
The printer's hostname or IP address.
 - **Location**
The location of the printer.
 - **MAC address**
The hardware address of the printer.
 - **NFC tag**
If the [printer has been registered with an NFC tag](#).
 - **Network**
The name of the [network](#) the printer is on.

- **Protocol**
The protocols (**IPP**, **IPPS**, **LPR**, **RAW**) supported by the printer.
- **Queues**
The number of print queues.
- **SNMP**
The name of the SNMP configuration.
- **Serial number**
The serial number of the printer.
- **Sign in profile**
The name of the Printix Go sign in profile.
- **Status**
The status of the printer.
- **Toner**
Toner levels in percentage.

 Not all printers can report toner levels. See "Printer requirements" in the *Printix Technical Specifications*.

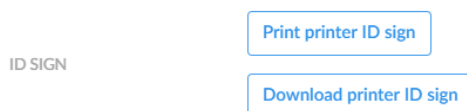
- **Vendor**
The name of the printer vendor.


4. Select **Confirm**.

How to print printer ID sign

The printer ID sign makes it easy to identify the physical printer. By scanning the QR code, you can open the [Printix App](#) and select the printer in one go. The name of all Printix printers is automatically extended with a unique, three-letter ID, also known as the [printer ID](#).

If you want [customized printer ID signs](#) and/or print on adhesive labels, then use **Download printer ID sign**. The CSV file can be used with, for example, [Microsoft Word](#) to design and control what information you want on the ID sign. Insert, for example, help desk contact information and your company logo.

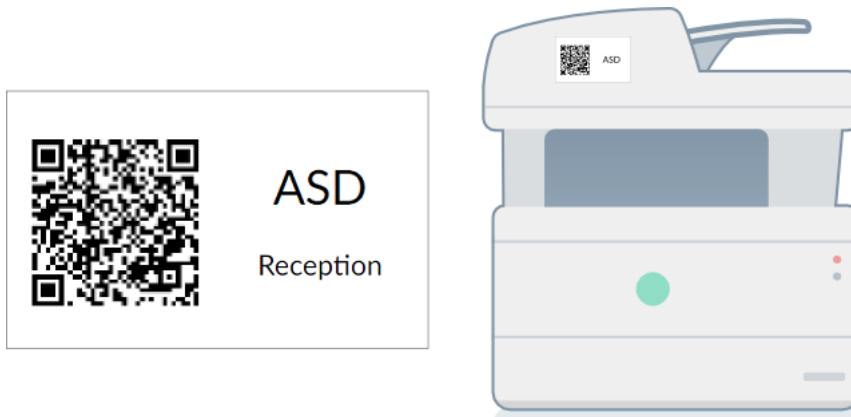


1. Open the [Printers](#)  page.
2. Select one or more printers and select **Modify**.
3. Select **Print printer ID sign**. Use the browser to print the page with the printer ID signs.
If you selected multiple printers, you can select **Download printer ID sign** to make [customized printer ID signs](#).

See also:

- [How to scan QR codes](#)


Mounting the printer ID sign



Printer ID sign mounted on printer

- If you printed on adhesive labels, mount the label on the printer itself or on a surface at the printer.
- Otherwise, use a scissor to cut out the slip with the three-letter ID and QR code. Use adhesive or double-adhesive tape to mount the ID sign on the printer.
- If you have adhesive pockets to hold business cards (90mm x 50mm) or credit cards (85mm x 55mm), you can mount these and put the ID sign inside.

Customized printer ID signs

1. Open the [Printers](#)  page.
2. Select multiple printers and select **Modify**.
3. Select **Download printer ID sign** to download the CSV file: signIds.csv.

The first row contains the column headings and the subsequent lines (one per printer) contain the data:

- **url**: The content URL for the QR code (<https://acme.printix.net/qrRedirect/printers/ASD>)
- **signId**: The three-letter printer ID (ASD, BNM, ...)
- **name**: The printer name (Reception)
- **modelName**: The printer model (HP Officejet Color X555)
- **location**: The location (Head Office, Reception)

Microsoft Word

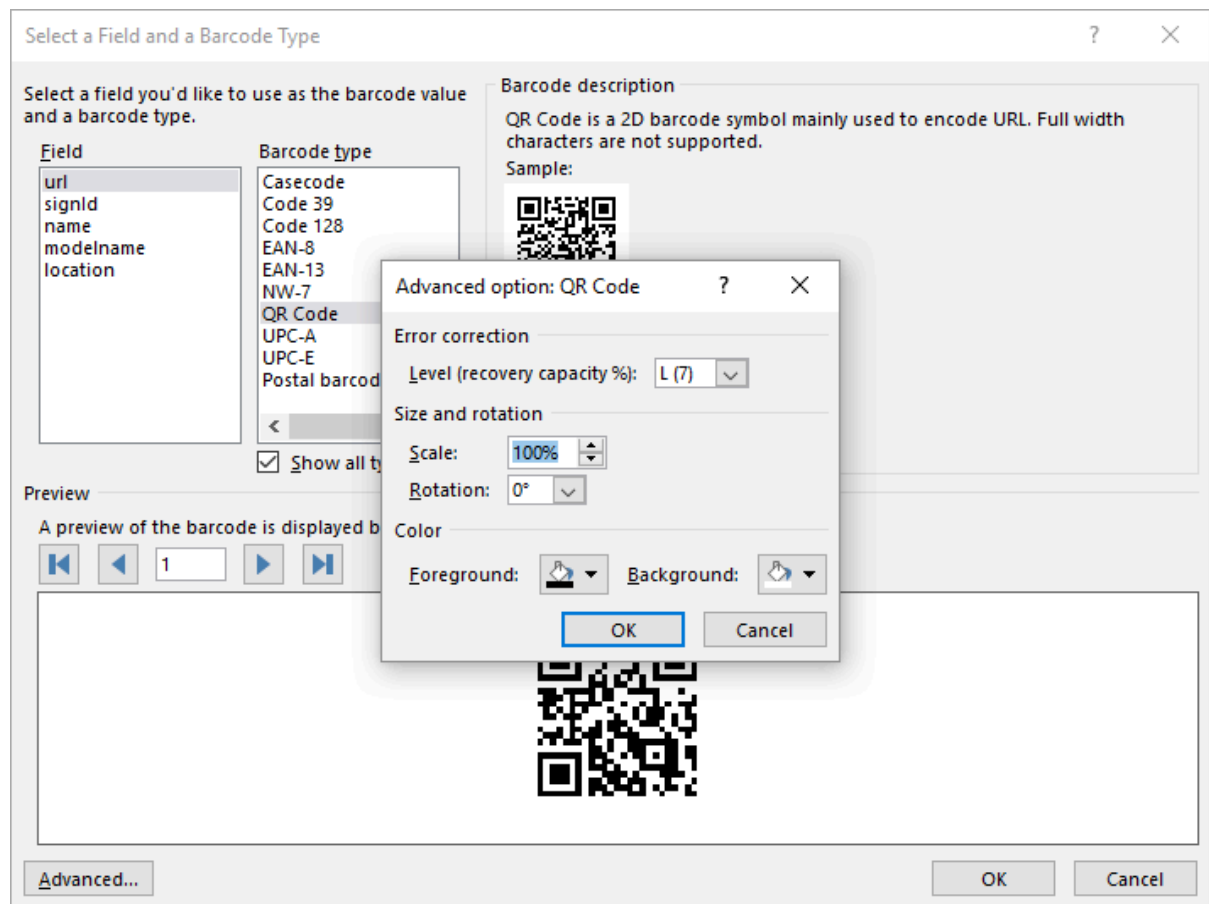
Use Microsoft Word to design a customized printer ID sign and print on adhesive labels.

1. Open Microsoft Word and start a new document.
2. Select **Mailings**.

3. Select **Start Mail Merge** and select **Labels**.
4. Select your **Label Options** and select **OK**.
5. Select **Select Recipients** and select **Use an Existing List**.
6. **Browse** to and select the downloaded signIds.csv file. Select **Open**.
7. Select **Insert Merge Field** to insert, for example, **signID** and **name**.

To insert the QR code, press Ctrl+F9 and insert: MERGEBARCODE url QR \h 1 \q L

If you want to change the size of the QR code image, right-click the field code, select **Edit barcode** and then select **Advanced** at the bottom of the screen.



8. Select **Preview Results**.
9. **Save** the document, so you can use it to reprint labels or make new ones.
10. **Print** the labels.

Bulk QR Code Generator

To get the QR codes as PNG files:

1. Open your browser and go to qrexplora.com/generate.

QRExplore.com

Bulk QR Code Generator

[Bulk QR Code Generator](#) | [Bespoke Work](#) | [FAQs](#) | [Your Account](#)

This page allows you to generate up to 100 QR codes (more with an unlock code), and gives you the option of downloading all of them in a .zip file. The QR codes will be named after their content or you can provide a filename by using the 'Treat as CSV' option below.

lots of codes generated today.

QR Code(s)

Enter each QR code on a new line (or separated by one of the supported characters below):

```
"https://acme.printix.net/qrRedirect/printers/ASD",ASD
"https://acme.printix.net/qrRedirect/printers/BNM",BNM
```

Generate Codes

Error correction level

Higher value makes a bigger, more robust code

Low

Pixels per block

1 will make a tiny code, 5 normal, 10 large

5

Border in number of blocks

Minimum of 2 recommended

2

Add code data to image ☐

Show the URL below the QR code

Treat as CSV ☒

E.g. "qrdata,qrfilename"

Add filename to image ☐

Show the filename below the QR code

Font size

When data or filename are added to image

Small

Rotate the code(s)

No

Invert code colour ☐

Select an output format

PNG

Separator character

Character between codes

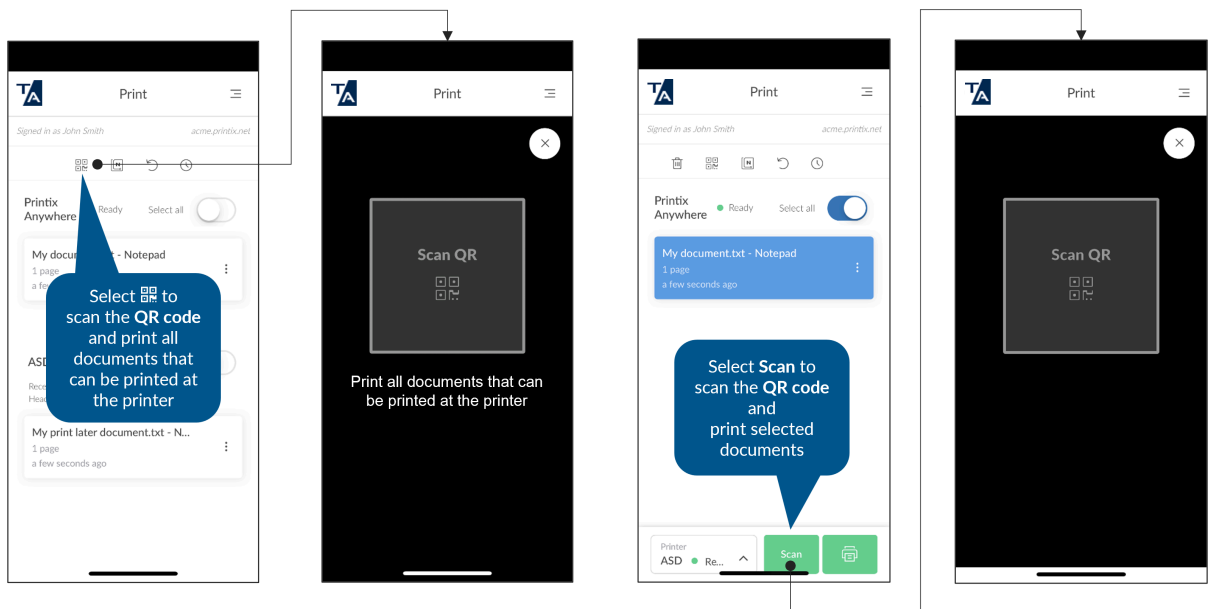
newline


2. Select **Treat as CSV**.
3. Insert the printers' **url** and **signId** values from the downloaded signIds.csv file.
4. Optionally, change **Pixels per block** from the default 5, which would result in a 165 × 165 image, to, for example, 3 (99 × 99) or 2 (66 × 66).
A value of 20 will give an image of 660 × 660.
5. Select **Generate Codes**.
6. Select **Download .zip file**.


How to scan QR codes



Printix App for Android and iOS/iPadOS



1. Open the Printix App on your phone or tablet.
2. To print all matching documents (Print Anywhere and Print Later), select the QR code  icon at the top of the page.

To print selected documents (Print Anywhere or Print Later), you can **A)** Select the QR code  icon at the top of the page or, **B)** Select **Scan** at the bottom of the page.

- **Android** 

If asked, select **Allow** to allow the Printix App to take pictures and record video.

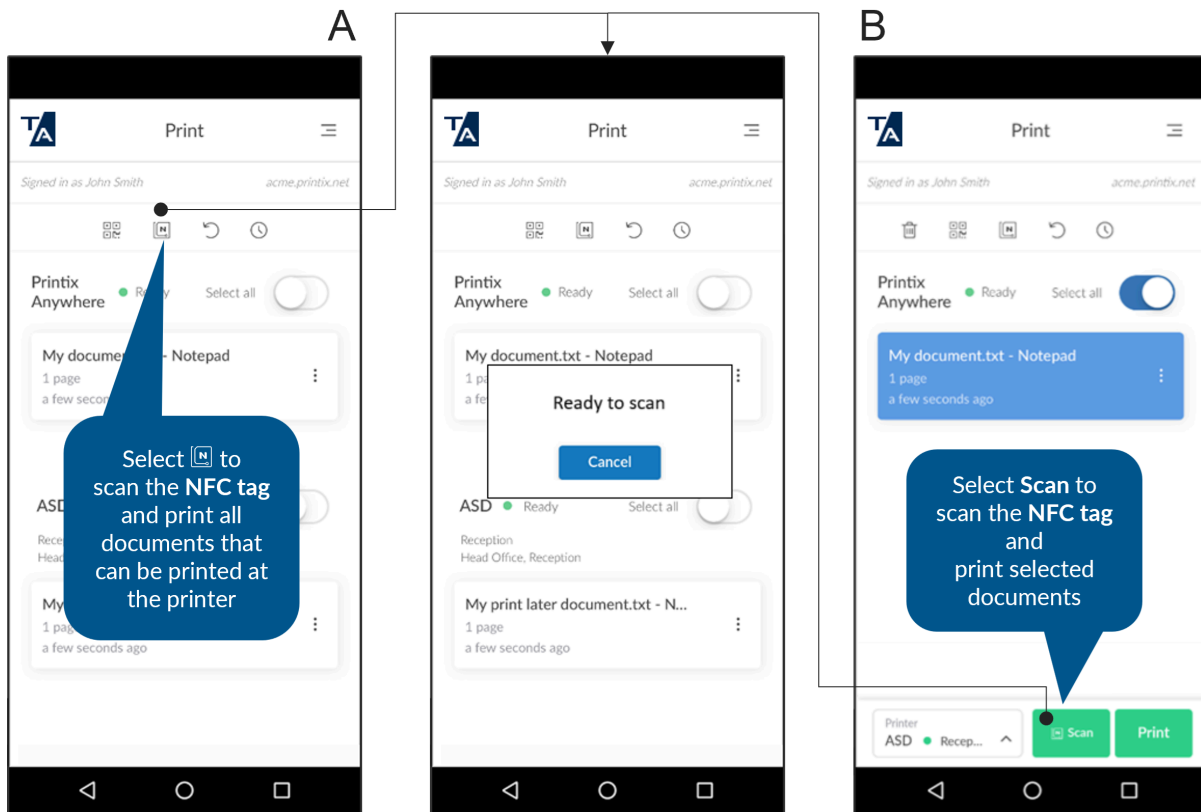
- **iOS/iPadOS** 

- If asked, select **OK** to allow the Printix App to access the camera to scan QR codes.
3. Use the camera to scan the QR code on the printer ID sign.
 - The message **Invalid QR code** will appear if the QR code does not reference a printer.
 - The message **Document is not for this printer** will appear if the scanned QR code does not match the selected Print Later documents. Select **Close**.
 4. If multiple print queues exist for this printer, you may be prompted to select one. You are not prompted if only one of these print queues is marked as favorite (★).
Selected documents will start to print.

Printix App

1. Use the camera to scan the QR code on the [printer ID sign](#).
 - With iOS/iPadOS 11 or higher, you can use the camera app to scan the QR code.
 - With Google App installed on your Android phone or tablet, you can activate **Google Screen search** to scan the QR code.
 - If your **QR Scanner App** (not part of Printix) offers you to open the link in a browser, then choose this.
2. [Sign in](#) to the [Printix App](#).
3. Select the Print Anywhere document.
 - If multiple print queues exist for this printer, the print queue is automatically selected among these print queues.
4. Select **Print**.
Selected documents will start to print.

How to scan NFC tag



1. Open the Printix App on your phone or tablet.
 - **Android** Most Android phones support NFC.
 - **iOS** Apple iPhone 7 and above with iOS 11 or higher can be used to scan NFC tag.
2. To print all matching documents (Print Anywhere and Print Later), select the NFC tag icon at the top of the page.
 To print selected documents (Print Anywhere or Print Later) you can **A)** Select the NFC tag icon at the top of the page or, **B)** Select **Scan** at the bottom of the page.
3. Phone shows: **Ready to scan**.
 Hold the phone close to the NFC tag to scan this.
 - For optimal scanning, the distance to the NFC tag should be less than 4 cm.
 - The phone's NFC detection area depends on the mark and model, and is typically on the backside near the top of the phone.
 - The message **Invalid NFC tag** will appear if the NFC tag is not registered with a printer.

- The message **Document is not for this printer** will appear if the scanned NFC tag does not match the selected Print Later documents. Select **Close**.
- 4. If multiple print queues exist for this printer, you may be prompted to select one. You are not prompted if only one of these print queues is marked as favorite (★). Documents will start to print.

Why does Android phone show: New tag collected?

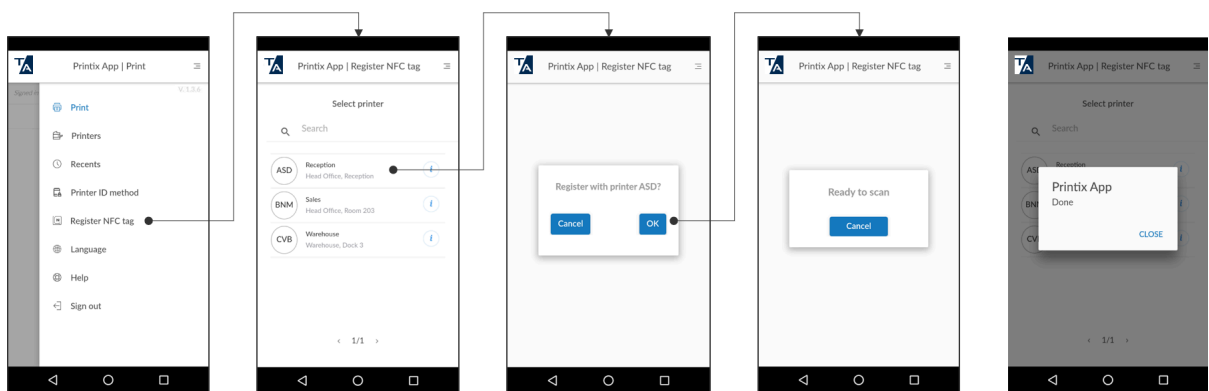
The message "New tag collected" may appear if an Android 🤖 phone is held near an NFC tag without the Printix App Scan button or NFC tag ⓘ icon first being selected. Ignore the message by selecting **Back** and proceed to select **Scan** or the NFC tag ⓘ icon.

How to control available printer ID methods

1. Open the Printix App on your phone or tablet.
2. Select **Menu** ☰ in the top right corner.
3. Select **Printer ID method**.
4. Select the methods you want to be available:
 - **QR code** ⓘ
 - **NFC tag** ⓘ

Not available if the phone is not NFC-enabled.
5. Select **OK**.

How to register printer with NFC tag



1. Open the Printix App on your Android phone.
You **MUST** have the system manager role.
 - **Android** 🤖
Most Android phones support NFC.
 - **iOS** 🍏

Apple iPhone 7 and newer with iOS 13 or higher can register NFC tags with Printix App version 2.1.6 or higher.

2. Select **Menu** ☰ in the top right corner.
3. Select **Register NFC tag** ⓘ.
4. Select the printer to register with the NFC tag.
5. Select **OK**.
6. Phone shows: **Ready to scan**
Hold the phone close to the NFC tag to scan this.
 - For optimal scanning, the distance to the NFC tag should be less than 4 cm.
 - The phone's NFC detection area depends on the make and model and is typically on the backside near the top of the phone.
 - After registration, the NFC tag is locked and cannot be written to again.
 - When the NFC tag is registered, the NFC tag's UID is written to the NFC tag as an NFC Data Exchange Format (NDEF) message so iPhones can read the UID.
 - The message **Already registered with printer ASD** will appear if the NFC tag is already registered with a printer.
7. Phone shows: **Done**. Select **Close**.
8. Mount the NFC tag on the printer.
Adhesive NFC stickers are the best for this purpose.
Watch this video: [Printix - Secure Printing using NFC stickers](#)

How to unregister NFC tag

1. In Printix Administrator, open the [Printer properties](#) page.
2. To unregister, select **Delete NFC tag**.
3. Select **Yes**.

What NFC tags should I use?

The NFC tag should be empty and not locked, so it can be programmed by the Printix App. Printix App has been tested with NFC tags in the form of stickers with these NFC chips:

- NXP NTAG213
- NXP NTAG215
- NXP NTAG216

Printix does not sell NFC tags. Adhesive NFC stickers are priced at around 0.25 - 0.50 € / USD. You can buy these on the Internet.

- shopnfc.com
- zipnfc.com

i If your printer is equipped with built-in NFC chip, it is most likely locked by the printer vendor and programmed to instruct you to download an App made by the printer vendor, and therefore cannot be used to register the printer with Printix.

Troubleshooting

Phone stays in "Ready to scan" when I try to register NFC tag

Test if the Android phone can scan the NFC tag while the Printix App is closed. If the phone does not show the message "New tag collected", then it could be because the phone is not NFC enabled.

Test if this is also the case after you have restarted the phone.

Printix App shows error message

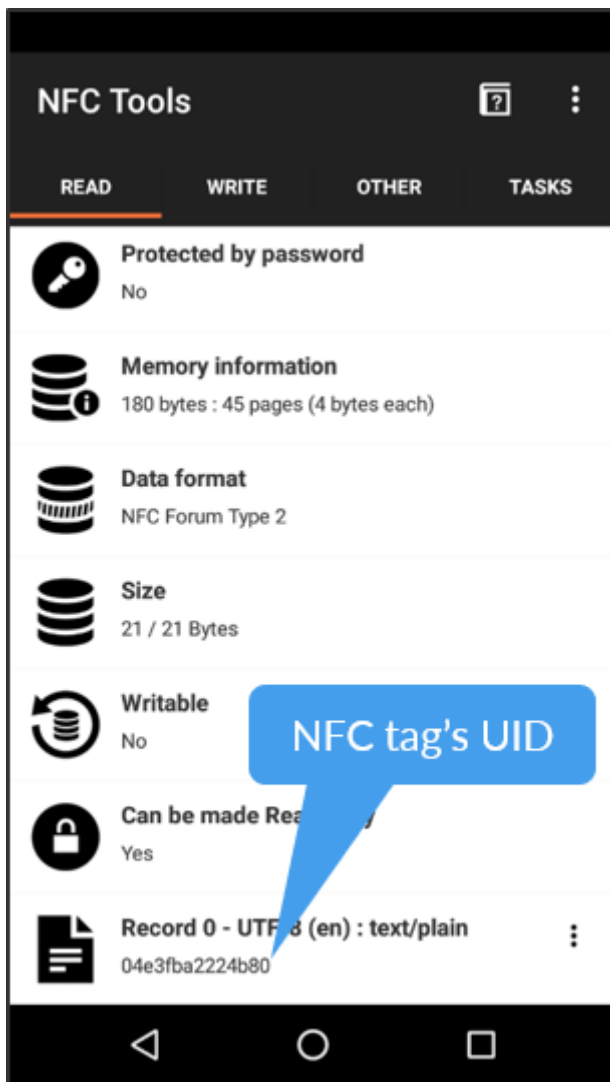
If the NFC tag is not compatible with Printix, you may see one of these messages:

- Tag does not have an id, and cannot be registered
- Write tag, error:
- Register tag to server, error:

Contact [Product Support](#) with additional details.

What is written on the NFC tag

If you have issue with an NFC tag, you can install the third-party App [NFC tools](#) and use it to read the data that is written to the NFC tag. If the tag is locked, then Writable is No.



How to set the default printer

With Printix, you can set the default printer as follows:


- [Set default printer for the members of a group](#)
- [Remotely set default printer on a selected computer](#)

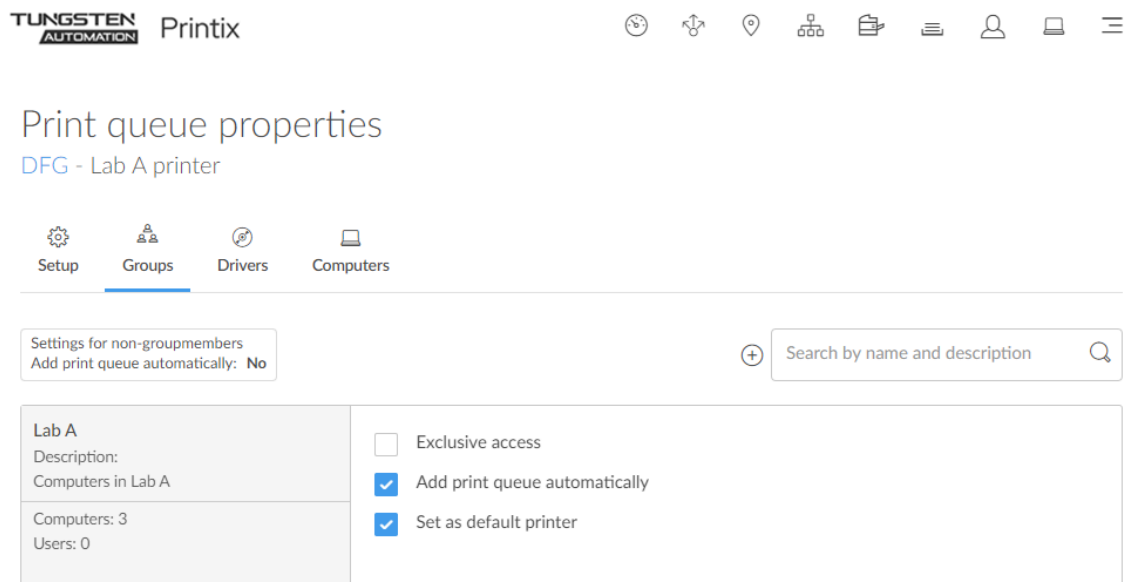
See also:

- [How a user can set default printer on Windows](#)
- [How a user can set default printer on Mac](#)

Set default printer for the members of a group

This is useful if you have, for example, a laboratory or classroom with a group of computers and you want to set a default printer for those computers.

1. Open the [Print queue properties](#) page.
2. Select the **Groups**  tab.
Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.
3. For the group in question:
 - Select **Exclusive access** if you want to give the users in the group exclusive access to the print queue. Does not apply to computers in the group.
 - Select **Add print queue automatically** if you want the print queue to be added automatically to the computer if the computer is a member of the group, when a user in that group signs in.
 - Select **Set as default printer** if you want the print queue to become the default printer for the users and computers in the group.





The screenshot shows the Tungsten Printix Administrator interface. At the top, there's a header with the Tungsten Automation logo and the word 'Printix'. Below the header, there's a navigation bar with icons for various functions. The main content area is titled 'Print queue properties' and 'DFG - Lab A printer'. Below this, there's a tabbed interface with 'Setup', 'Groups', 'Drivers', and 'Computers'. The 'Groups' tab is selected. In the 'Groups' tab, there's a section for 'Settings for non-groupmembers' with 'Add print queue automatically: No'. To the right of this is a search bar labeled 'Search by name and description'. Below the search bar, there's a table with two columns. The first column lists groups, and the second column shows settings for each group.

Group	Settings
Lab A Description: Computers in Lab A Computers: 3 Users: 0	<input type="checkbox"/> Exclusive access <input checked="" type="checkbox"/> Add print queue automatically <input checked="" type="checkbox"/> Set as default printer

i If **Set as default printer** is selected for multiple print queues, it is random which one is set as default. The Printix Client overrides the user's selection of default printer every time the Printix Service is started and or receives updates to its list of printers and their configuration.

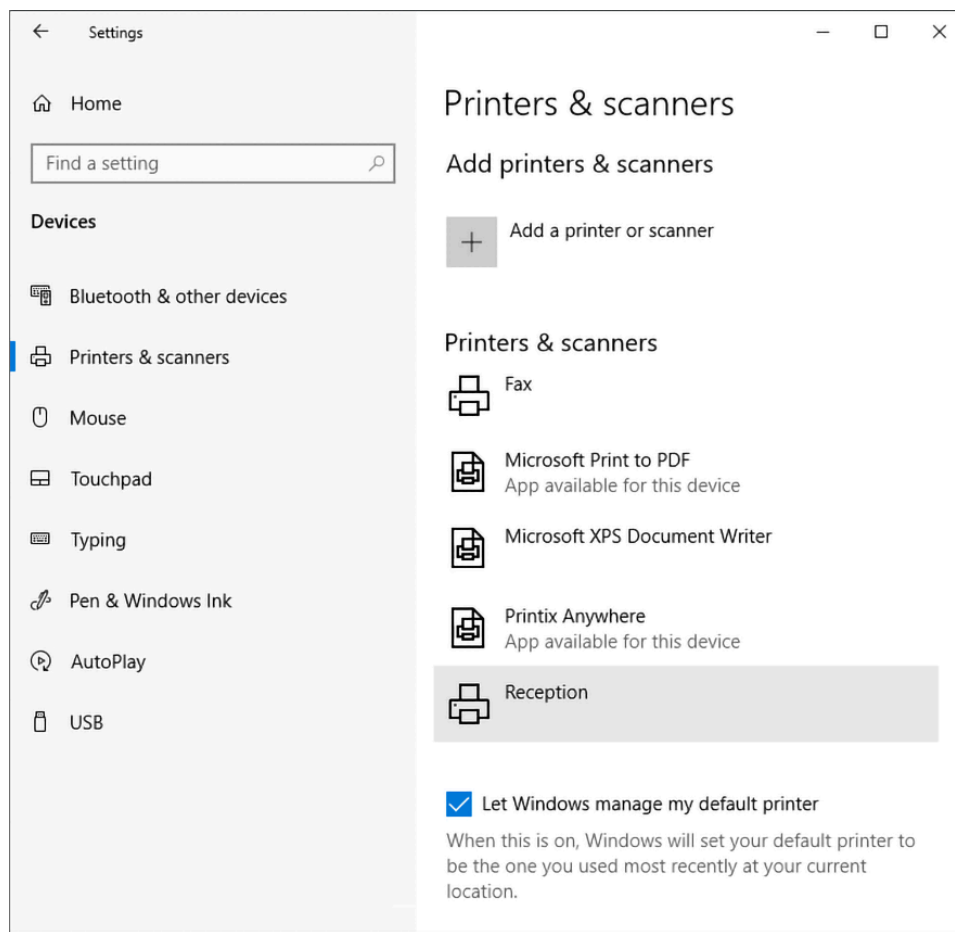
Remotely set default printer on a selected computer

This is done just once, and the user can subsequently change the default printer on the computer.

1. On the **Computer properties** page, select the **Print queues**  tab.
2. To set a print queue as default, select  and **Set as default printer**.
3. Select **Confirm**.
 - The default print queue will be set once for all users signed in on the computer.
 - The task is pending for 72 hours.
 - The default print queue is set for: Printix Anywhere print queues, print queues that have [Via the cloud](#) selected, and print queues pointing to a printer that is on the same network as the computer. The command has no effect if the computer is not on the same network as the printer. The command is not available if the print queue is not managed by Printix.

How a user can set default printer on Windows

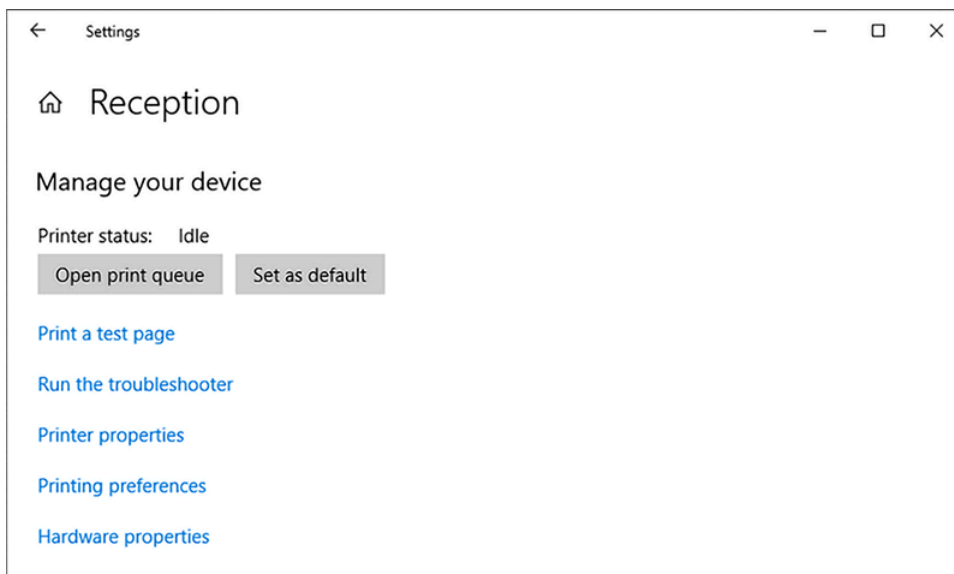
By default, Windows will manage the default printer.



If you set the default printer with Printix, Windows will stop managing the default printer on the computer in question, that is, "Let Windows manage my default printer" becomes cleared in the "Printers & scanners" dialog box.

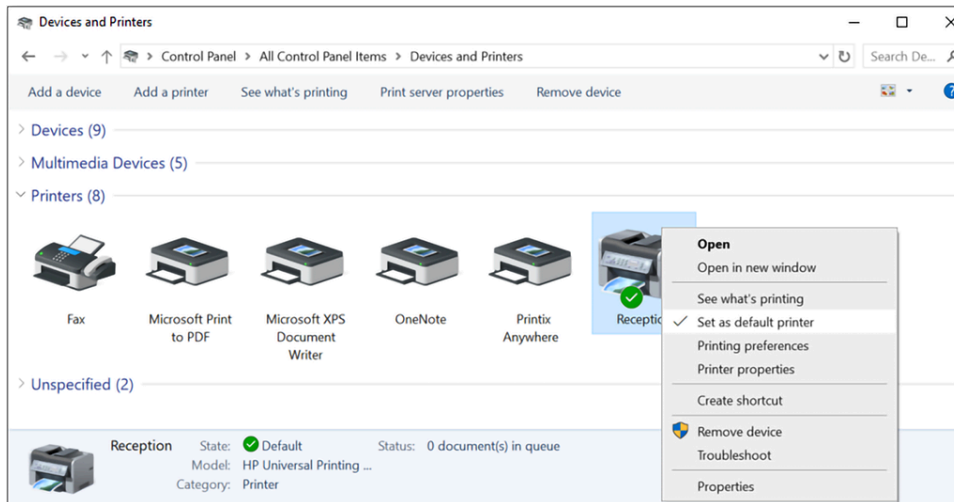
- When Windows is not managing default printers, the user can set the default printer manually.
- Alternatively, set it from the Control panel.
- The check box "Let Windows manage my default printer" can also be set from the Windows Registry.

Set manually



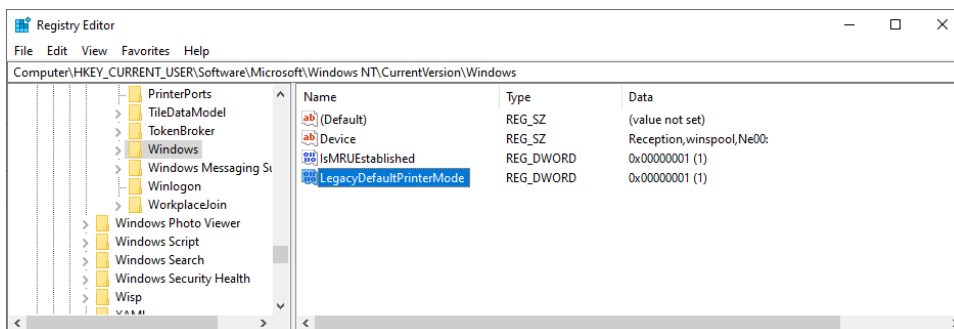
1. Press **Windows+I**.
The **Settings** window appears.
2. Select **Devices** (or **Bluetooth & devices** on Windows 11).
3. Select **Printers & scanners**.
4. Select the printer and select **Manage**.
5. Select **Set as default**.

Set from the Control panel




1. Open the **Control Panel** and select **Devices and Printers**.
2. Right-click the printer and select **Set as default printer**.

Set from the Windows Registry




1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Windows`.
4. The value named **LegacyDefaultPrinterMode** can have these values:
 - **0** - Let Windows manage my default printer is selected.
 - **1** - Let Windows manage my default printer is cleared.

How a user can set default printer on Mac

1. Select **Apple menu**  > **System Settings**, then select **Printers & Scanners**.
2. Select the menu labeled **Default Printer** and select the preferred printer.
If you select **Last Printer Used**, the computer remembers the printer you used last at your current network location.

How a user can set default printer on macOS version 12 or lower

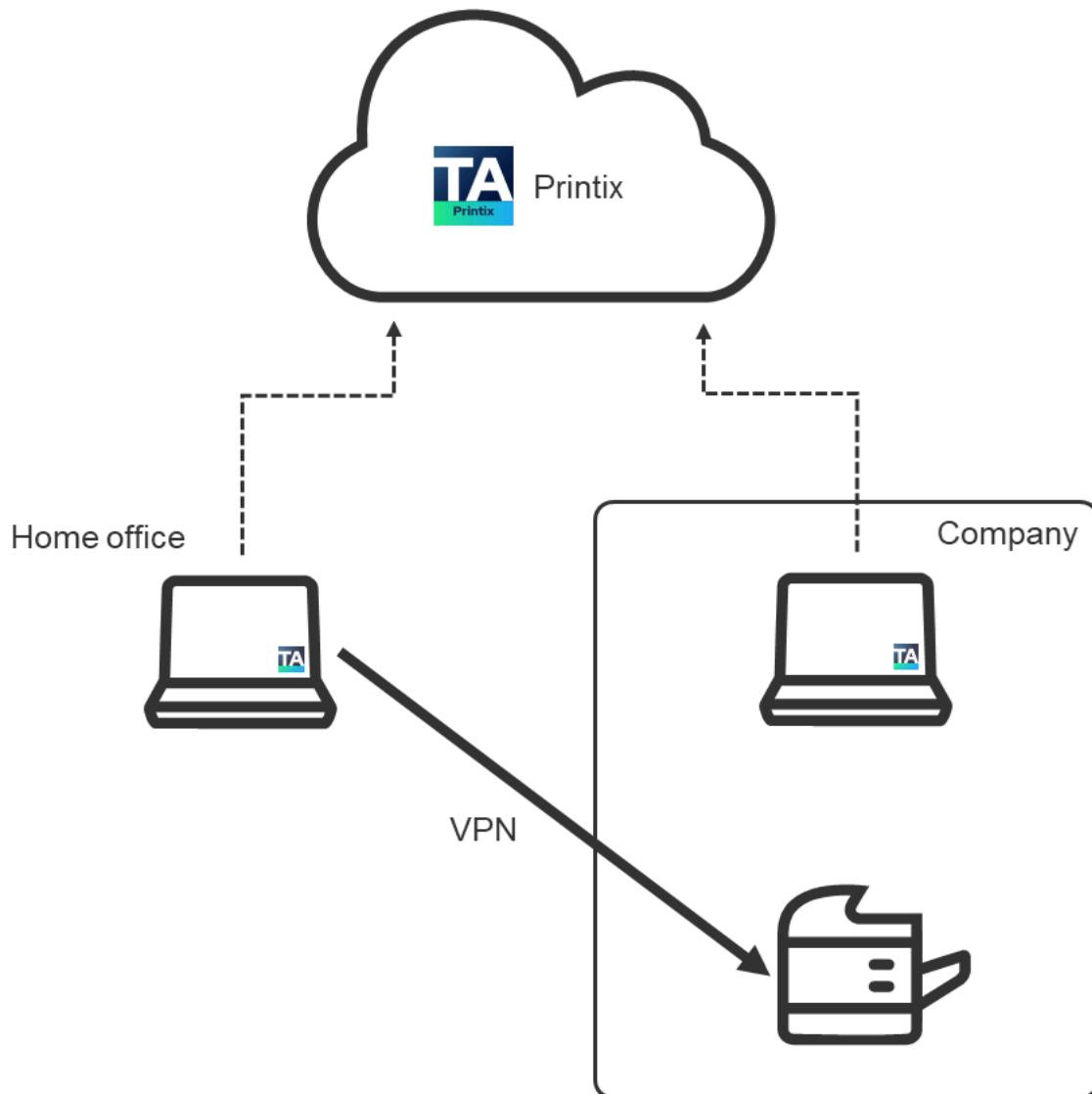
1. Select **Apple menu**  > **System Preferences**, then select **Printers & Scanners**.
2. Select the menu labeled **Default Printer** and select the preferred printer.
If you select **Last printer used**, the computer remembers the printer you used last at your current network location.


How to print from home office

Printix offers these methods to print from home.

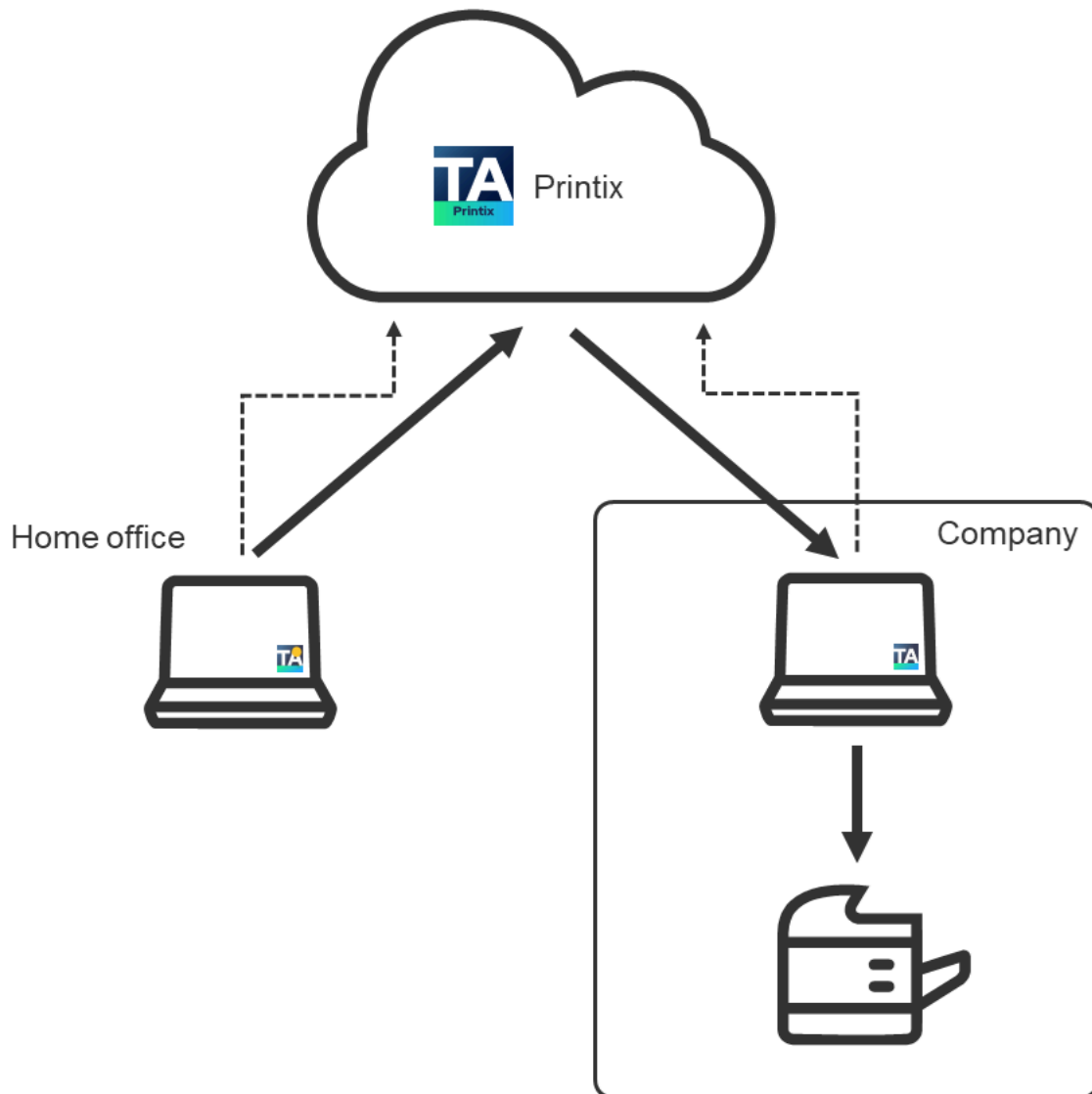
- [Via VPN connection](#)
- [Via the cloud](#)
- Home office network
 - [Print to home office printer](#)
 - [Print to company printer](#)


Via VPN connection



- If the VPN connection lets the **home office** computer reach the printer on the **company** network, the user can print directly to it.
- The home office computer will appear as being on an unknown network, and a yellow dot is overlaid on the Printix Client icon .

Via the cloud

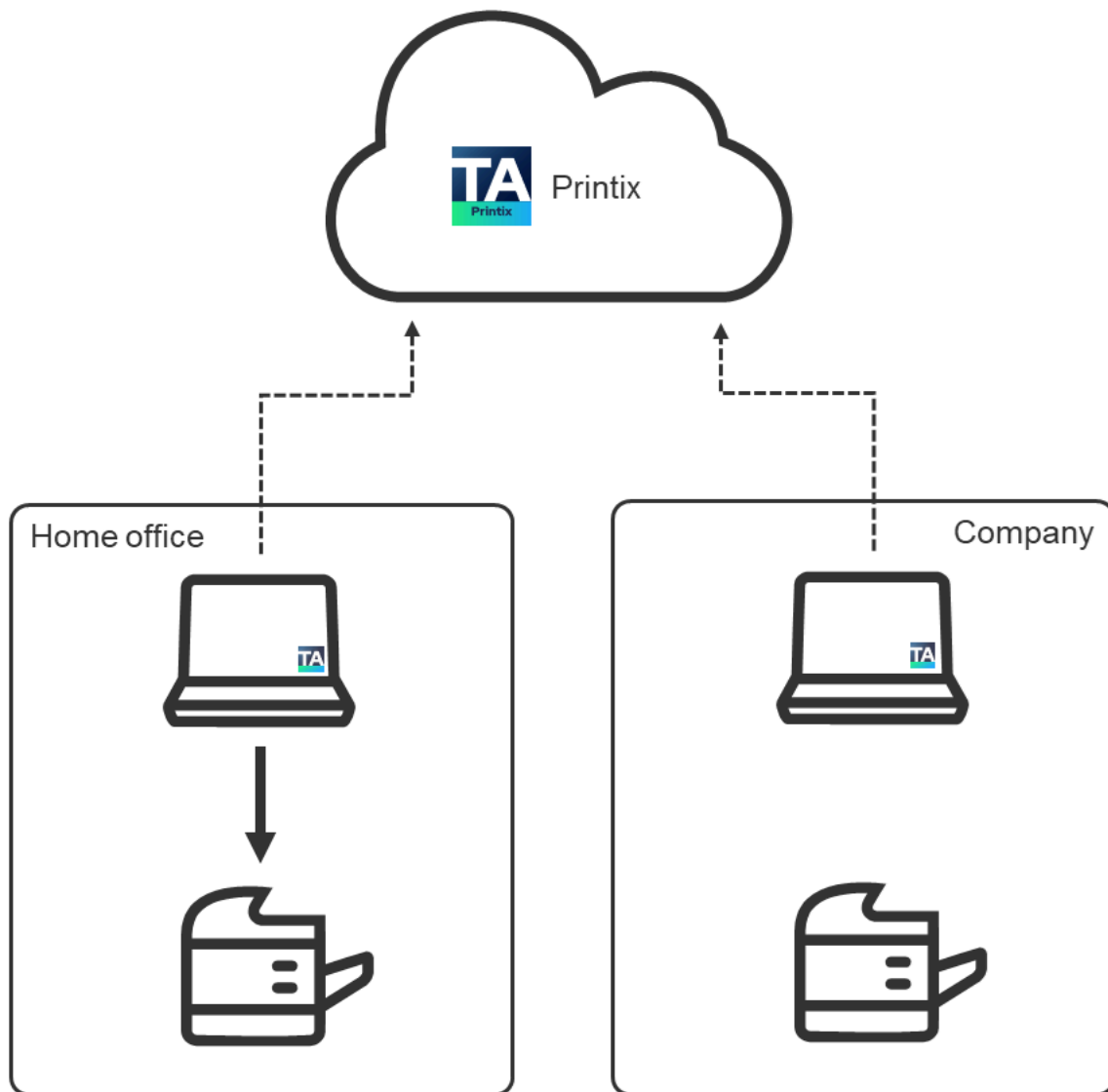


- If the print queue has [Via the cloud](#) selected and a computer is online on the **company** network, the user can print directly and release documents to the printer at work.
- The home office computer will appear as being on an unknown network, and a yellow dot is overlaid on the Printix Client icon .

Home office network

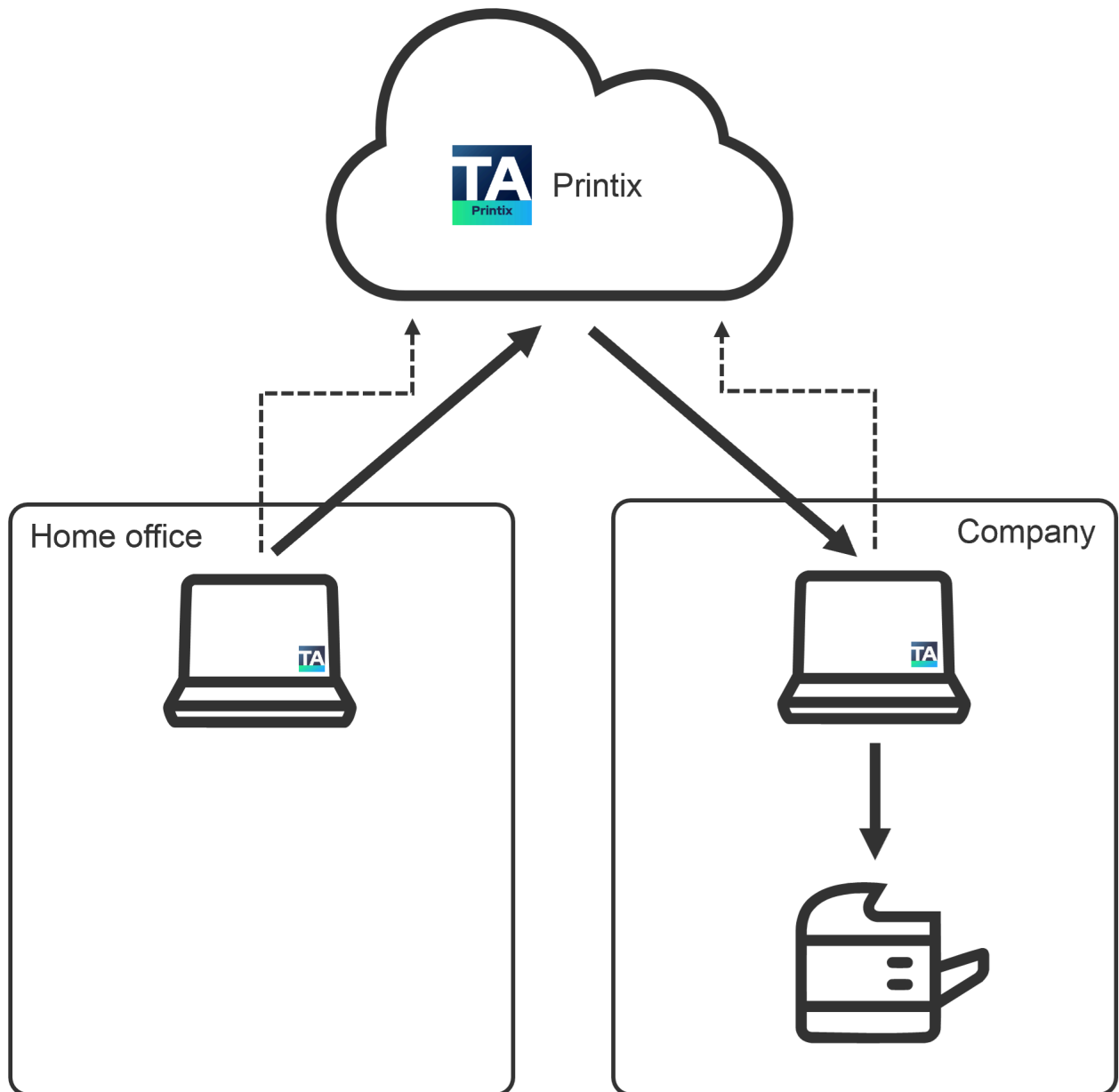
- [Print to home office printer](#)
- [Print to company printer](#)

Print to home office printer



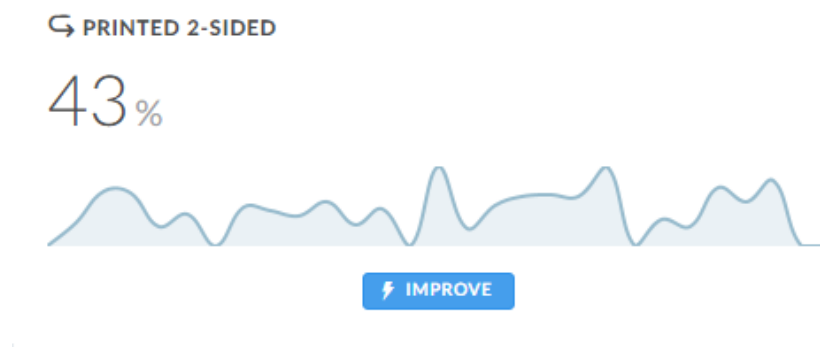
- Discover and register home printers with the [Home office printing](#) feature.
- Print to the Printix-managed home office printer.
 - Data is collected showing what was printed on the printer at home.
 - Data can be used to reimburse the employee for printing.
- The home office computer will appear as being on the **home office** network.

Print to company printer



- If the print queue has [Via the cloud](#) selected and a computer is online on the **company** network, the user can print directly and release documents to the printer on the company network.
- The home office computer will appear as being on the **home office** network.

How to print 2-sided by default



The [Dashboard](#) shows the percentage of pages **Printed 2-sided** for the selected period. 2-sided printing is also known as: Duplex, Double-sided, and Front-and-back. The numbers are based on meter readings Printix Client collects from the printers registered in Printix.

You can improve cost savings by making the print driver print 2-sided by default. Has effect only if the printer supports automatic printing on both sides. Users can still print on one side only, but will have to ask for this at each print.

OPTIONS

☐ Print in black by default

☒ Print 2-sided by default

1. Open the [Print queue properties](#) page.
2. Select **Print 2-sided by default**.
3. Select **Save**.



- **"Print 2-sided by default"** does NOT have effect on Print Anywhere, because the document is in PDF.
- If a Print Anywhere document is released to a print queue that has **"Process PDF/XPS"** and **"Print 2-sided by default"** selected, then the driver will be prompted to print on both sides.

DISCLAIMER

- We cannot guarantee "Print 2-sided by default" will work for all print drivers and all print vendors, because it partially depends on the used print driver.
- If it does not work, you can try to achieve this with [print driver configuration](#).

How to print in black by default



The [Dashboard](#) shows the percentage of pages **Printed in black** for the selected period. The numbers are based on meter readings Printix Client collects from the printers registered in Printix.

You can improve cost savings by making the print driver print in black by default. Has effect only if the printer support color. Users can still print in color, but will have to ask for this at each print.

OPTIONS

☒ Print in black by default

☐ Print 2-sided by default

1. Open the [Print queue properties](#) page.
2. Select **Print in black by default**.
3. Select **Save**.

DISCLAIMER

- We cannot guarantee "Print in black by default" will work for all print drivers and all print vendors, because it partially depends on the used print driver.
- If it does not work, you can try to achieve this with [print driver configuration](#).

How to control if Print Anywhere documents should come out in color or black

When you submit a document to the Printix Anywhere printer, your document is always kept for later release through your phone, tablet, or computer.

- On Windows, the document is sent as PDF and processed using the **Microsoft Print to PDF** print driver.
- On Mac, the document is sent as PostScript using the **Generic PostScript Printer** print driver.

The **Microsoft Print to PDF** print driver supports selection of paper size and orientation, but it does not support color control. The resulting PDF file will in most cases be in color. However, the application you use to print may offer color control, and if so, this will take effect as normal. Here are some examples:

- **Microsoft Word**
Offers no color control. Resulting PDF is always in color.
- **Microsoft PowerPoint**
Offers you to select between: "Color", "Grayscale", and "Pure Black and White."
- **Microsoft Edge Browser**
Offers you to select between: "Color" and "Black and White."
- **Chrome Browser**
Offers you to select between: "Color" and "Black and White."
- **Adobe Acrobat Reader**
Offers you to check: "Print in grayscale (black and white)."

After a color document has been saved as a grayscale PDF or a black and white PDF, it cannot be converted back to color. However, other ways also exist to get, for example, a Microsoft Word color document out in black and white:

- Release the document on a printer that does not support color.
- For a color printer, make a print queue that has a [print driver configuration](#) that prints in black by default. If the printer supports PDF printing, then make sure that **Process PDF/XPS** is selected, so the PDF document is processed using a matching print driver and its print driver configuration.

If you define both a black and a color print queue, that is, multiple print queues exist for this printer, [Printix App](#) prompts you to select one. You will not be asked if only one of these print queues is marked as "favorite" (★). If you are using [Printix Go](#) and releasing the document from the printer's touchscreen control panel, then it will just select one of the print queues without asking.

Printix Client will, when required the first time, automatically download, and use the latest version of the PostScript to PDF conversion component (PS2PDF.dll). The component install in the folder:

- C:\Program Files\printix.net\Printix Client\ps


See also:

- [How to work with print driver configurations](#)
- [How to configure Printix Anywhere print queue to use universal print driver](#)
- [How to create Printix Anywhere print queue](#)

How to increase secure printing



The [Dashboard](#) shows the percentage of pages for the selected period that have been released or reprinted from the [Printix App](#) by users from their phone, tablet, or computer.

You can improve document security and cost savings by increasing the percentage of documents which are released through phone. On the [Secure print](#)  tab, you can configure who "Must print securely" and who "Must Print Later by default." These settings can be set for all users or selected users in a group.

Use the communication channels available (Email, Intranet, ...) to inform users about the possibility to release and reprint documents from their phone. In your communication, you can reference these sections in the [Printix User Help](#):

- [Printing with Printix](#)
- [How to open Printix App](#)
- [How to release documents at the printer](#)
- [How to reprint documents](#)

Benefits

- **Reduced printing saves on paper and toner**

By not printing documents that never get collected anyway, your company saves money on paper, toner, maintenance, and electricity.

- **Avoid stressful print and sprint**

Wait until you have arrived at the printer, then release the documents through your phone. That way, you prevent others from collecting your confidential and sensitive documents.

- **Make fewer visits to the printer**

Submit documents for printing, but postpone the actual collection of the documents until it suits you to release them.

- **Delete documents you regret printing**

From your computer, tablet or phone you can easily delete documents you did not need anyway. Without Printix, such documents would go straight from the printer's output bin to the wastepaper basket without having been used.

- **Reprint recent documents**

Because documents can be restored until 12 hours after they are marked for deletion, you can reprint documents straight from your phone. No need to walk back to your computer and print the document all over again.

How to enable secure print

TUNGSTEN AUTOMATION Printix

Settings

Setup Secure print Printix Go Cloud storage Analytics Mobile print Home office SNMP

Enable secure print ☒

<input checked="" type="checkbox"/> Enable print later Document can be released to the printer it was printed to.	<input checked="" type="checkbox"/> Enable print anywhere Documents can be released to any printer.
Print securely <input type="radio"/> All users must print securely <input checked="" type="radio"/> Selected groups must print securely ⚙️	<input checked="" type="checkbox"/> Print Anywhere ⚙️ (Print queues 1)
Print later by default <input type="radio"/> All users must print later by default <input checked="" type="radio"/> Selected groups must print later by default ⚙️	Secure print levels Minimum secure print level <input checked="" type="radio"/> 0 - None <input type="radio"/> 1 - Must scan QR code ⚙️ <input type="radio"/> 2 - Must scan NFC tag ⚙️ <input type="radio"/> 3 - Must sign in at printer ⚙️
<input checked="" type="checkbox"/> Allow direct print if offline	
Printix Go <input type="checkbox"/> Require PIN code for sign in with card <input checked="" type="checkbox"/> Require PIN code for sign in with ID code <input type="checkbox"/> Users who must print securely, will only need to do this for printers with Printix Go.	

The ideal method if you need to print confidential documents.

1. Select **Menu** > **Settings** ⚙️ .
2. Select the **Secure print** tab.
3. For this to have an effect, you should proceed to select one or both of the below options:

- **Enable Print Later**

The ideal method if you need to print confidential documents with finishing options and want to ensure your documents print exactly as intended.

- **Enable Print Anywhere**

With Printix Anywhere, users can roam between printers and collect their document at the printer they choose. When you submit a document to Printix Anywhere, your document is always kept until you release it.

How to enable Print Later

TUNGSTEN Printix

Settings

Setup Secure print Printix Go Cloud storage Analytics Mobile print Home office SNMP

Enable secure print ☒

☐ Enable print later
Document can be released to the printer it was printed to.

☐ Enable print anywhere
Documents can be released to any printer.

Print securely

☐ All users must print securely

☒ Selected groups must print securely

Print later by default

☐ All users must print later by default

☒ Selected groups must print later by default

☒ Allow direct print if offline

Printix Go

Printix Go

Integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication and more. If you wish to use [Printix Go](#) then please [Request access](#) and you will be contacted shortly.

- [Request access](#)

Watch video: [Printix Go](#)

Print Anywhere

Secure print levels

Minimum secure print level

☒ 0 - None

☐ 1 - Must scan QR code



☐ 2 - Must scan NFC tag

☐ 3 - Must sign in at printer

The ideal method if you need to print confidential documents with finishing options and want to ensure your documents print exactly as intended. The document can only be released at the selected printer.

1. Select **Menu** > **Settings** .
2. Select the **Secure print** tab.
3. Select **Enable secure print**.
4. Select **Enable Print Later**.
 - **All users must print securely**
Select this so all users must release their documents and cannot print directly.
 - Can also be set for users in a [groups](#).
 - **Selected groups must print securely**



Select this to select the groups whose users must print securely.

- Select **Setup**  to open the **Groups**  menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.
 - Select **Remove groups** to remove groups.
- **All users must Print Later by default**

Select this if all users should have Print Later as the preferred print method.

 - If a user wants to submit a document directly to a printer, the user must deselect Print Later at every print.
 - Can also be set for users in a [groups](#).
- **Selected groups must Print Later by default**

Select this to select the groups who's users will have Print Later as the preferred print method.

 - Select **Setup**  to open the **Groups**  menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.
 - Select **Remove groups** to remove groups.

The Printix Client automatically adapts to the configuration changes within a few moments. Using Print Later is described in the [Printix User Help](#).

How to enable Print Anywhere

TUNGSTEN AUTOMATION Printix

Settings

Setup Secure print Printix Go Cloud storage Analytics Mobile print Home office SNMP


Enable secure print ☒

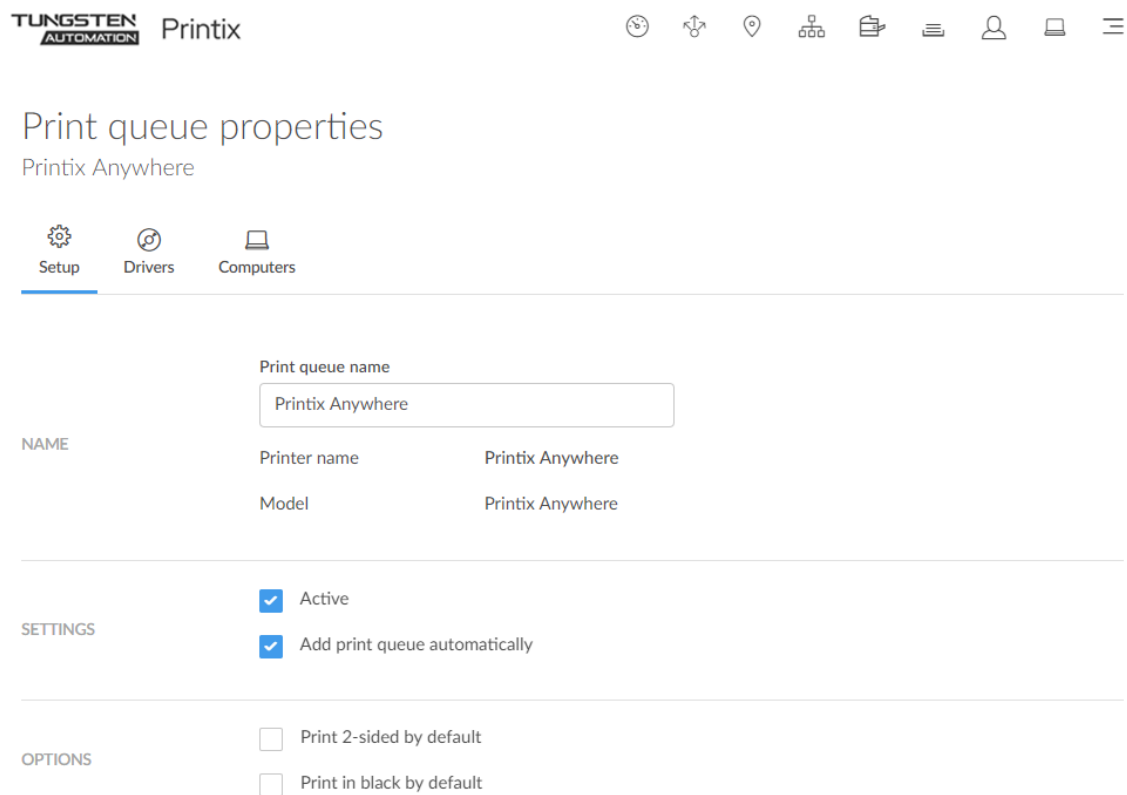
<input checked="" type="checkbox"/> Enable print later Document can be released to the printer it was printed to.	<input checked="" type="checkbox"/> Enable print anywhere Documents can be released to any printer.
Print securely <input type="radio"/> All users must print securely <input checked="" type="radio"/> Selected groups must print securely ⚙️	<input checked="" type="checkbox"/> Print Anywhere ⚙️ (Print queues 1)
Print later by default <input type="radio"/> All users must print later by default <input checked="" type="radio"/> Selected groups must print later by default ⚙️	Secure print levels Minimum secure print level <input checked="" type="radio"/> 0 - None <input type="radio"/> 1 - Must scan QR code ⚙️ <input type="radio"/> 2 - Must scan NFC tag ⚙️ <input type="radio"/> 3 - Must sign in at printer ⚙️
<input checked="" type="checkbox"/> Allow direct print if offline	
Printix Go <input type="checkbox"/> Require PIN code for sign in with card <input checked="" type="checkbox"/> Require PIN code for sign in with ID code <input type="checkbox"/> Users who must print securely, will only need to do this for printers with Printix Go.	

The ideal method if you need to print confidential documents with finishing options and want to ensure your documents print exactly as intended. The document can only be released at the selected printer.

1. Select **Menu** ≡ > **Settings** ⚙️ .
2. Select the **Secure print** 🖨️ tab.
3. Select **Enable secure print**.
4. Select **Enable Print Anywhere**.
 - Document can be released to any Printix (ASD, BNM, ...) printer.
 - Document is sent as PDF, except if the printer does not support PDF printing or **Process PDF/XPS** is selected. In this case, the PDF document is processed using a matching print driver.
5. Select **Setup** ⚙️ and then **Create print queue** to create a Print Anywhere print queue.
6. In the **Create print queue** dialog box, enter **Print queue name**.

Example: Printix Anywhere


- Cannot contain the characters "\" and ",".
 - Must be unique for the printer. Uppercase and lowercase letters are treated the same.
7. Optionally, clear **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
 8. Select **Save**.
 - If you want to add print queue automatically, then select **Setup**  and then **Print queues** and then select **Print queue name** (Printix Anywhere) to open the **Print queue properties** page and select **Add print queue automatically** and select **Save**.



The screenshot shows the 'Print queue properties' page for 'Printix Anywhere'. The page has a top navigation bar with the 'TUNGSTEN AUTOMATION Printix' logo and a set of icons. Below the navigation bar, the page title 'Print queue properties' is followed by 'Printix Anywhere'. There are three tabs: 'Setup' (selected), 'Drivers', and 'Computers'. The 'Setup' tab contains three sections: 'NAME', 'SETTINGS', and 'OPTIONS'. The 'NAME' section has a 'Print queue name' field with the value 'Printix Anywhere', and 'Printer name' and 'Model' fields, both with the value 'Printix Anywhere'. The 'SETTINGS' section has two checkboxes: 'Active' (checked) and 'Add print queue automatically' (checked). The 'OPTIONS' section has two checkboxes: 'Print 2-sided by default' (unchecked) and 'Print in black by default' (unchecked).

Using Print Anywhere is described in the: [Printix User Help](#)

How to create an additional Print Anywhere print queue

1. Select **Setup**  and then **Create print queue** to create an additional Print Anywhere print queue.
2. In the **Create print queue** dialog box, enter **Print queue name**.
 - Cannot contain the characters "\" and ",".
 - Must be unique for the printer. Uppercase and lowercase letters are treated the same.
3. Optionally, clear **Active** to allow administrators (you) to test printing before allowing users to add the print queue.

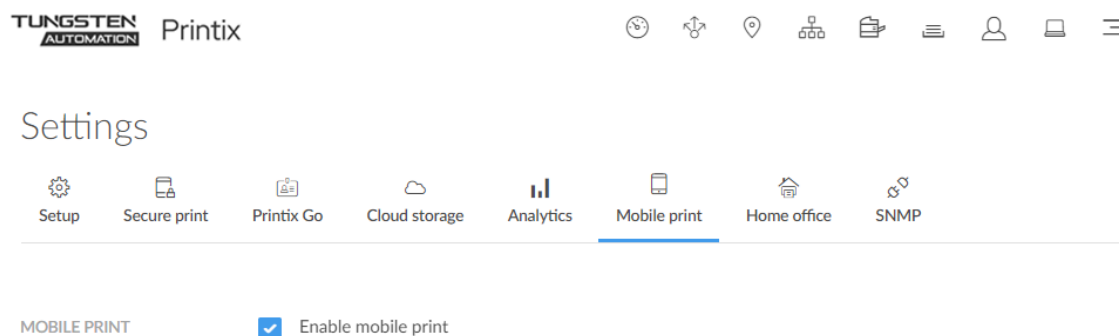
4. Select **Save**.

How to enable processing of PDF documents

Typically, if the destination printer supports PDF, documents printed through [Printix Chromebook](#), printed from phone or tablet ([Mobile print](#)) and Print Anywhere documents, are sent as PDF data to the printer. Select **Process PDF/XPS** to force the PDF data to be processed according to the print queue's print driver configuration and thereby finishing options. This will typically mean that the PDF print data is converted into for example PostScript or PCL in accordance with the print driver's page description language (PDL).

1. Open the [Print queue properties](#) page.
2. Select **Process PDF/XPS**.
3. Select **Save**.
 - Printing will take longer, compared to sending the PDF or XPS document directly to the printer, because the document needs to be processed a second time and also the document is likely to increase in size, which will also slow the printing.
 - If you are using groups to grant exclusive access to print queues that have **Process PDF/XPS** selected, or print queues that reference a printer that does not support PDF or XPS printing, then we advise that you appoint one or more computers to **Act as print gateway** and ensure the users signed in to Printix Client on those computers are also a member of those same groups. Otherwise, the document will not be printed.

How to enable mobile print



1. Check the [requirements](#).
2. [Enable mobile print](#).

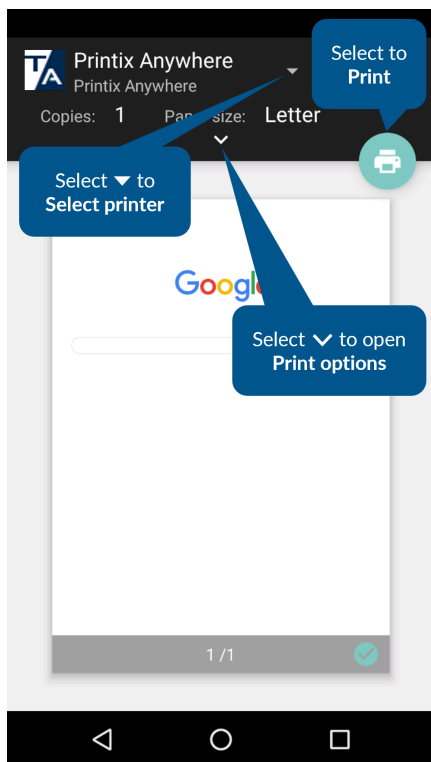
See also:

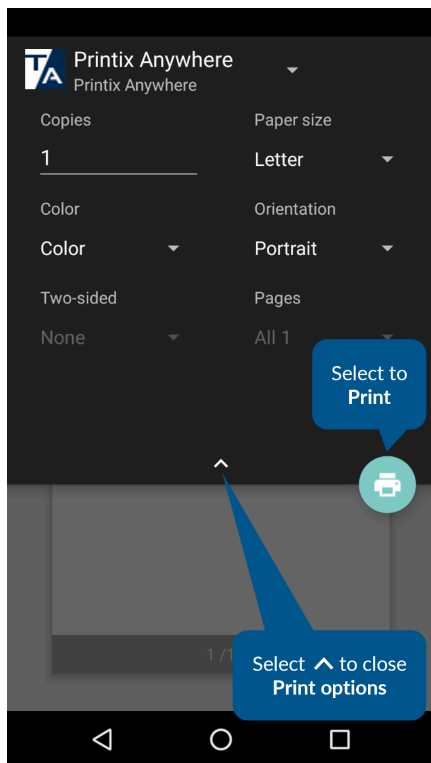
- [How to print from Android phone and tablet](#)

- [How to print from iPhone and iPad](#)
- [How to get your AirPrint password](#)
- [Troubleshooting](#)

How to print from Android phone and tablet

1. On your Android phone or tablet, open the app you want to print from.
 - To find the print option, select the **Menu** icon at the upper-right corner.
 - If you cannot find the print option, read the app's documentation.
2. Select **Print**.
 - Select the down arrow to the right of the currently selected printer (Save as PDF) and choose your Printix printer. Select the printer.
 - Optionally, choose the number of copies and other print options.
 - If this is the first time you are printing to this printer, a **Use Printix App?** dialog box may appear. Select **OK**.






3. Select the **Print** icon to print.

Document is printed. The document will be pending you releasing it from the Printix App if:

- You print to a Printix Anywhere printer. Print Anywhere documents can be released only to printers that have a print queue with **Via the cloud** selected.
- You are subject to **Must print securely** or **Must Print Later by default**.

How to print from iPhone and iPad

1. On your iPhone or iPad, open the app you want to print from.

- To find the print option, select the app's **Share**  icon or select **More**
- If you cannot find the print option, read the app's documentation. Not all apps support AirPrint.

2. Select **Print** .

- Select **Select printer** and choose a Printix printer.
- Optionally, choose the number of copies and other print options.
- If this is the first time you are printing to this printer, it will appear locked and a **Password required for {printer}** dialog box will appear. To unlock the printer, you need to enter your [AirPrint password](#) which you can get from the installed Printix App for iOS.

[illegible]

3. Select **Print** in the upper-right corner.

Document is printed.

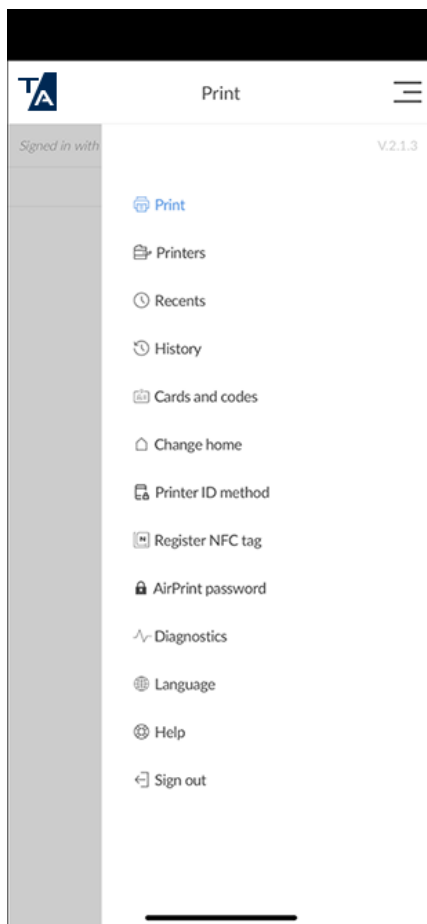
The document will be pending you releasing it from the Printix App if:

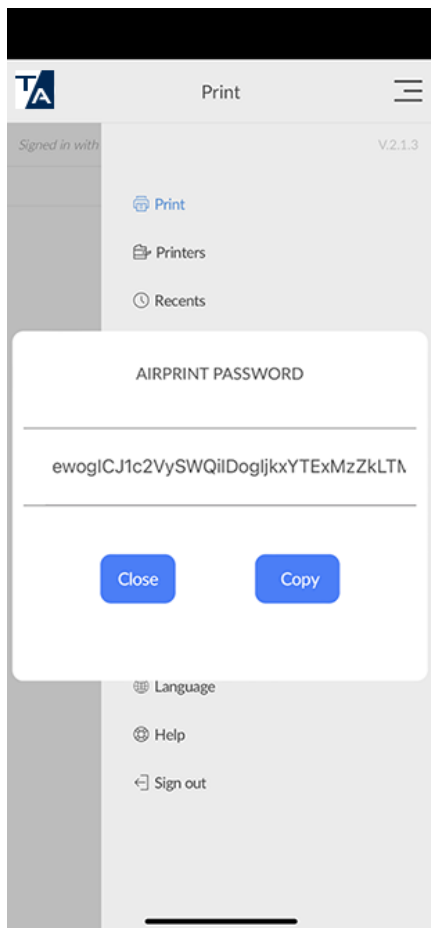
- You print to a Printix Anywhere printer. Print Anywhere documents can be released only to printers that have a print queue with **Via the cloud** selected.
- You are subject to **Must print securely** or **Must Print Later by default**.

How to get your AirPrint password

1. On your iPhone or iPad, open the Printix App for iOS.
2. Select **Menu** ☰ in the top right corner.
3. Select **AirPrint password** 🔒.

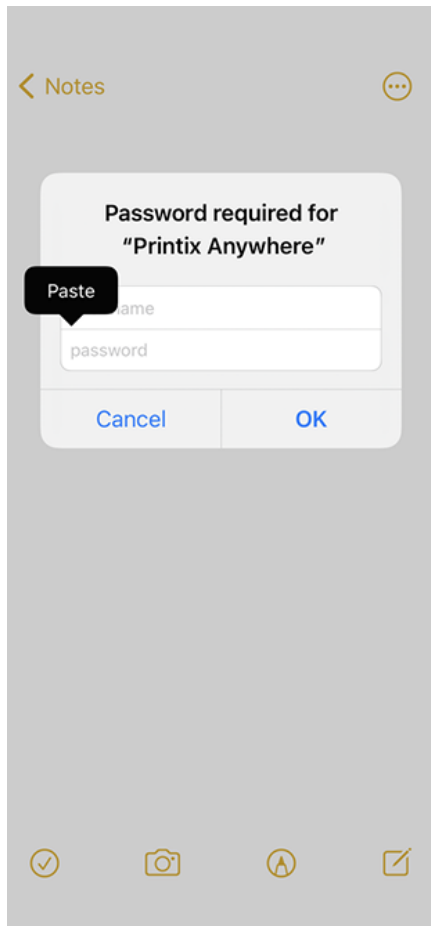
If you cannot find this menu item, close and reopen the Printix App.





4. Copy the password to the clipboard.
5. Switch back to the **Password required for {printer}** dialog box.
 - Select **Home** twice. Swipe left or right to find the app. Select the app.
 - iPhone X: Swipe up from the bottom to the middle of your screen and hold until you see the App Switcher. Swipe left or right to find the app. Select the app.
6. Paste the password into the **Password** field.
 - Select and hold the **Password** field until the text magnifies.
 - When it shows up, you can remove your finger and select **Paste**.
 - Enter a **Username**, which can be any string (Example: noname).

i If you leave the **Username** empty on an iPad, the **Password required for {printer}** dialog box will appear every time you print to the printer.



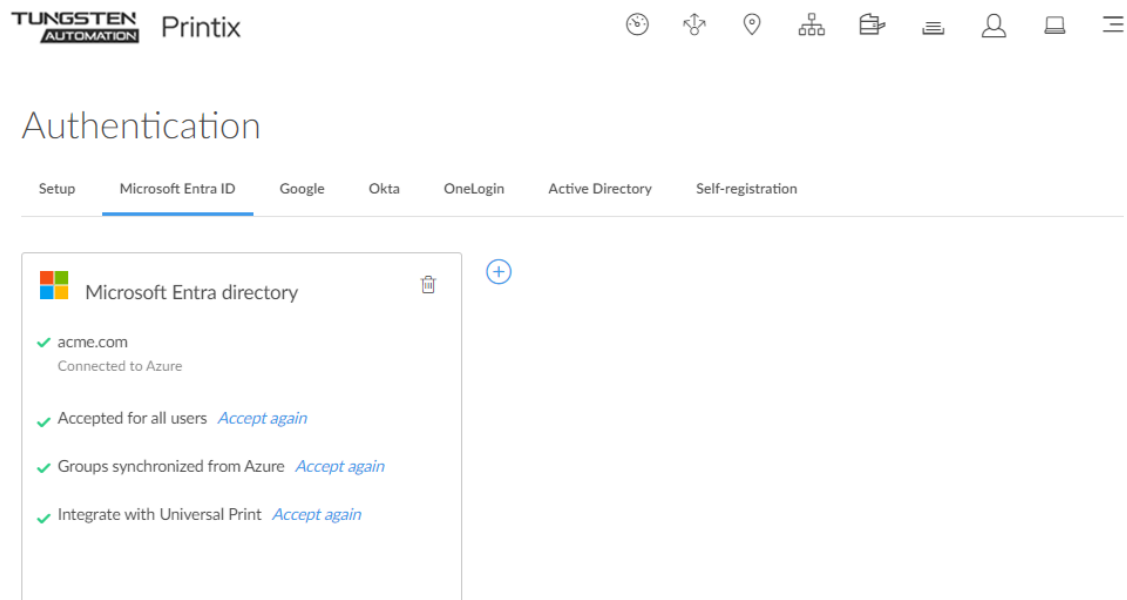
7. Select **OK**.

i You only have to do this once per AirPrint printer. The AirPrint password is personal, but is the same for all AirPrint printers.

How to add secure print to Universal Print

Publish and share the Printix Anywhere print queue so you can print securely with Universal Print and Printix.

1. In Printix Administrator on the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. If **Integrate with Universal Print** shows **Accept again**, then integration is already accepted. Otherwise, select **Accept** and proceed to sign in and [accept integration with Universal Print](#).



3. In Printix Administrator, open the [Print queue properties](#) page of the Printix Anywhere print queue.

The screenshot shows the Tungsten Printix Administrator interface. At the top, there is a header with the 'TUNGSTEN AUTOMATION Printix' logo on the left and a series of icons (clock, up/down arrows, location pin, printer, document, user, laptop, and a hamburger menu) on the right. Below the header, the main content area is titled 'Print queue properties' with the subtitle 'Printix Anywhere'. A navigation bar contains four tabs: 'Setup' (selected), 'Groups', 'Drivers', and 'Computers'. The 'Setup' tab is active, showing the 'NAME' section with a 'Print queue name' field containing 'Printix Anywhere' and a 'Model' field also containing 'Printix Anywhere'. Below this is the 'SETTINGS' section with four checkboxes: 'Active' (checked), 'Add print queue automatically' (unchecked), 'Enable mobile print' (checked), and 'Publish with Universal Print' (checked). At the bottom is the 'OPTIONS' section with two checkboxes: 'Print 2-sided by default' (unchecked) and 'Print in black by default' (unchecked).

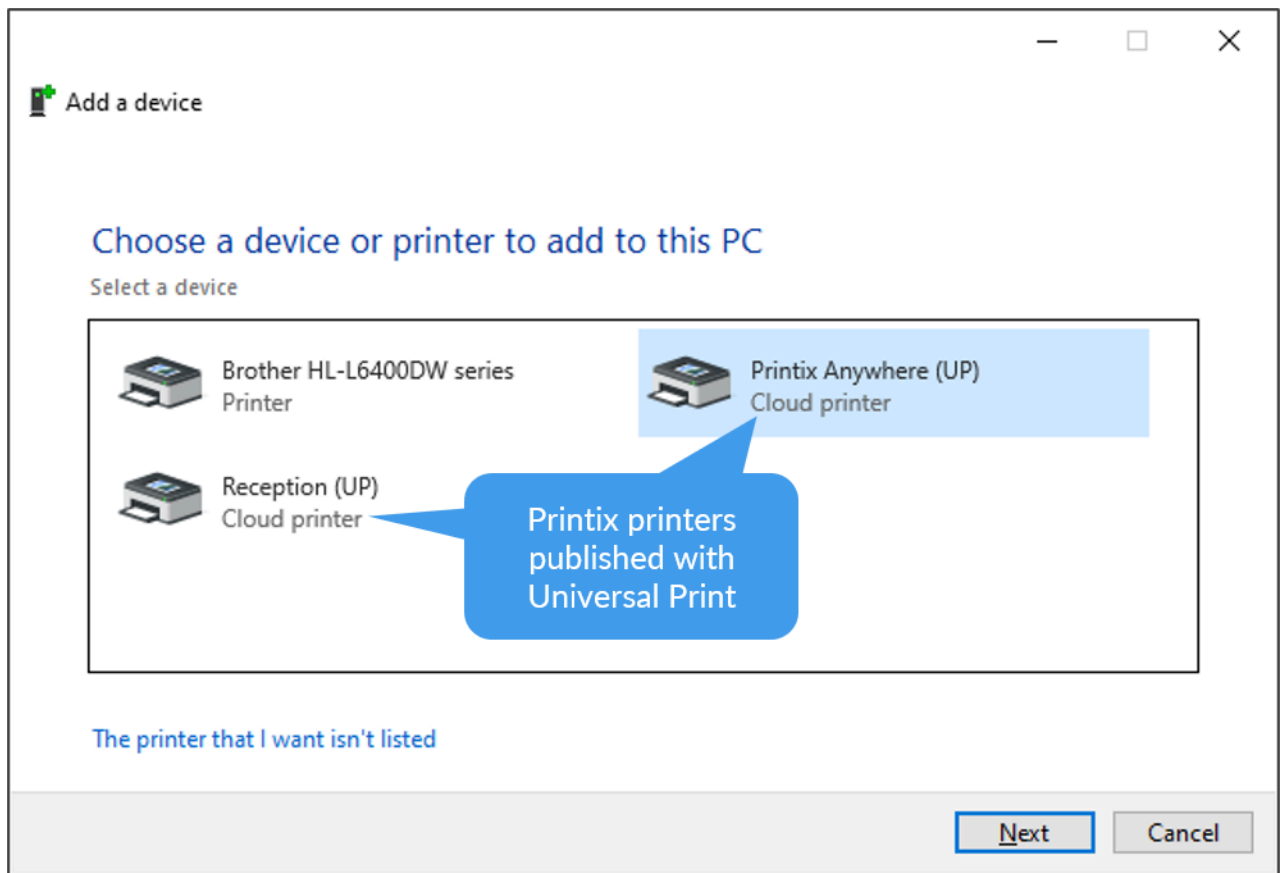
4. Select **Publish with Universal Print**.

5. Select **Save**.

- Allow 1–2 minutes before the Printix Anywhere (UP) print queue is created as a printer share in Universal Print.

6. Use [Microsoft Endpoint Manager](#) (Intune) to deploy the Printix Anywhere (UP) print queue to computers, or have users add it themselves.

In the Windows **Add printer** dialog box, any Universal Print printer appears as a Cloud printer.

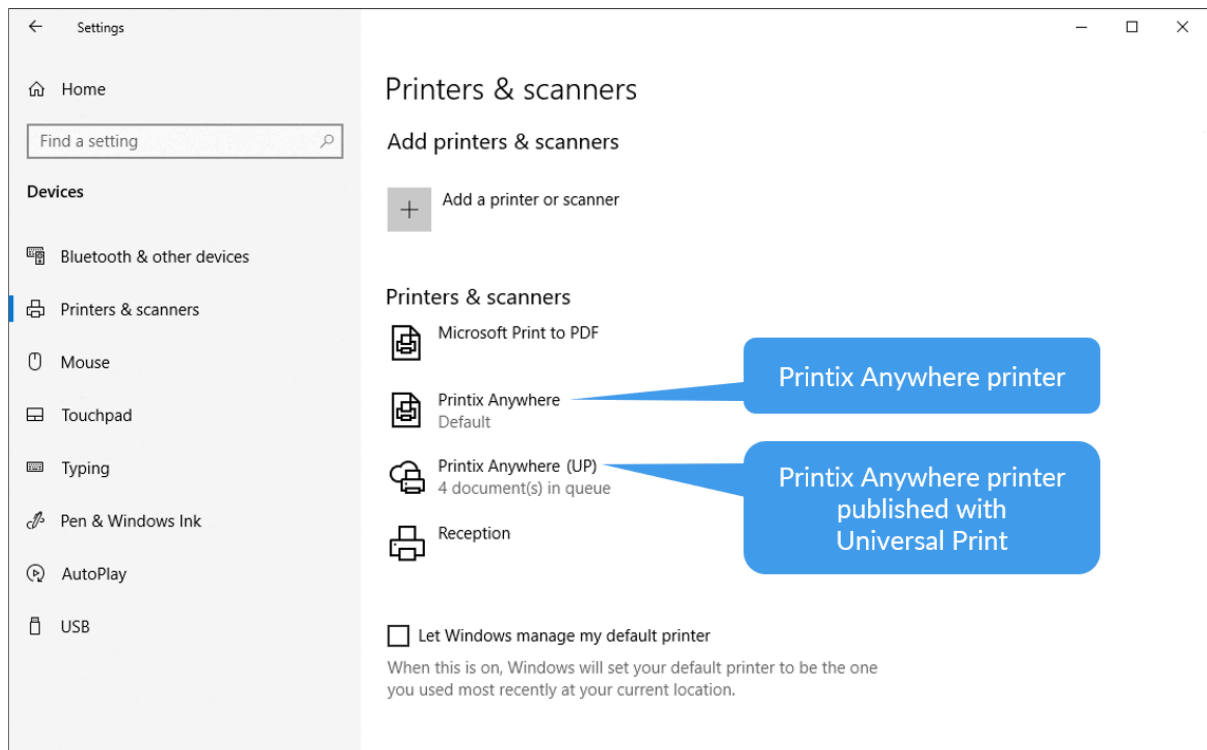


7. You can subsequently release the document to any Printix-managed printer.

The printer must have a print queue that has [Via the cloud](#) selected.

- Wait until you are at the printer, then use the [Printix App](#) on your mobile device to release your documents. The Printix App is available as a mobile app for phones and tablets, or as a web app that runs in a web browser on your phone, tablet, and computer.
- If [Printix Go](#) is installed on the printer, you can sign in with card or ID code and release documents from the touchscreen control panel of the printer.

In the Windows **Printers & scanners** dialog box, the Universal Print printers appear with a distinct cloud icon.



How to use Single Sign-On with Ricoh Adaptable Authentication API

The Ricoh Adaptable Authentication API (AAA) makes it possible for third-party applications to use Single Sign-On (SSO), as long as they support Ricoh AAA. With AAA, login and logout notifications appear in these third-party applications when the Printix user logs in and out of the printer.

To use SSO with Printix, third-party applications must be able to copy the user information that AAA provides within the login notification. AAA provides the following user information:

Field	Description
Identity	The identity of the user in domain\username format
Display name	Full name of the user
Email	Email address of the user

AAA does not provide passwords to third-party applications.

How to use Single Sign-On with Tungsten AutoStore

Printix can co-exist with AutoStore on the same printer and allow Single Sign-On (SSO) with certain vendors.

While you are logged in to Printix Go on a printer, AutoStore uses your login details to automatically log you in to AutoStore. If your user data exists in AutoStore, SSO will be successful. When you log out of Printix Go, you are also logged out of AutoStore. The device reset timer will log you out of both Printix Go and AutoStore at a pre-determined interval.


AutoStore issues

- [The authentication method on an HP printer is affected by the installation order of Printix Go and AutoStore](#)
- [Single Sign-On with AutoStore fails on an HP Workpath printer](#)
- [Unauthorized users can use Single Sign-On with AutoStore on a Kyocera printer](#)

The authentication method on an HP printer is affected by the installation order of Printix Go and AutoStore

If Printix Go and Tungsten AutoStore are both installed on a HP printer, the authentication method of the Tungsten Unified Client is different depending on whether Printix Go or AutoStore was installed first.

- If AutoStore was installed later than Printix Go, AutoStore authentication is used.
- If Printix Go was installed later than AutoStore, Printix authentication is used.
In this case, the Tungsten Unified Client application is locked.

 This behavior does not occur on HP Workpath printers.

Single Sign-On with AutoStore fails on an HP Workpath printer

While using the Tungsten Unified Client on an HP Workpath printer, if you select Home during identification, the identification process is not canceled. After this, if a user attempts to use SSO with AutoStore, the SSO fails.

Resolution: Cancel the identification process first, then open the Tungsten Unified Client again. After this, the SSO should be successful.

Unauthorized users can use Single Sign-On with AutoStore on a Kyocera printer

If the authentication is set to Windows in AutoStore, unauthorized users can successfully use SSO. The system does not verify whether the user belongs to the LDAP or the domain. The user is logged directly into AutoStore, similarly to how it would be if the authentication was set to None.

How to use Single Sign-On with Tungsten TotalAgility

Printix can co-exist with Tungsten TotalAgility on the same printer and allow Single Sign-On (SSO) with certain vendors.

While you are logged in to Printix Go on a printer, TotalAgility uses your login details to automatically log you in to TotalAgility. If your user data exists in TotalAgility, SSO will be successful. When you log out of Printix Go, you are also logged out of TotalAgility. The device reset timer will log you out of both Printix Go and TotalAgility at a pre-determined interval.

Vendor-specific information

- [Canon](#)
- [HP Workpath](#)
- [Kyocera](#)
- [Ricoh](#)

Canon

To use SSO with TotalAgility on a Canon printer, the name of the user should match the Printix user's email address (without the domain) during TotalAgility resource creation.

For example, if the Printix user's email address is john.smith@example.com, the TotalAgility username should be "john.smith".

When editing the username on the TotalAgility server, make sure the user is associated to the **Device Users** group on the **Membership** tab.

HP Workpath

To use SSO with TotalAgility on an HP Workpath printer, the name of the user should follow the "domain\username" format during TotalAgility resource creation. If the domain name has multiple levels, use only the first level.

For example, if the domain is acme.com, users should only have "acme" as the domain name. However, if the domain is qa.example.com, users should only have "qa" as the domain.

When editing the username on the TotalAgility server, make sure the user is associated to the **Device Users** group on the **Membership** tab.

Kyocera

To use SSO with TotalAgility on a Kyocera printer, the name of the user should follow the "full.domain\username" format during TotalAgility resource creation.

For example, if the domain name is qa.example.com, the full domain name is "qa.example.com".

When editing the username on the TotalAgility server, make sure the user is associated to the **Device Users** group on the **Membership** tab.

Ricoh

To use SSO with TotalAgility on a Ricoh printer, the name of the user should match the Printix user's email address during TotalAgility resource creation.

For example, if the Printix user's email address is john.smith@example.com, the TotalAgility username should be "john.smith@example.com".

When editing the username on the TotalAgility server, make sure the user is associated to the **Device Users** group on the **Membership** tab.

How to use Single Sign-On with eCopy ShareScan

Printix can co-exist with eCopy ShareScan on the same printer and allow Single Sign-On (SSO) with certain vendors.

While you are logged in to Printix Go on a printer, eCopy ShareScan uses your login details to automatically log you in to eCopy ShareScan. If your user data exists in eCopy ShareScan, SSO will be successful. When you log out of Printix Go, you are also logged out of eCopy ShareScan. The device reset timer will log you out of both Printix Go and eCopy ShareScan at a pre-determined interval.

To use SSO with eCopy ShareScan:

1. Open the **eCopy ShareScan Administration Console**.
2. In the **Configure Services** pane, select the **Services** tab.
3. On this tab, select **Session Logon**.
The **Session Logon** pane appears. To learn more about this pane, see [the related eCopy ShareScan documentation](#).
4. Set **Session logon mode** to **Bypass session logon (no authentication)**.
5. Configure the rest of the **Session Logon** pane based on the eCopy ShareScan server that is joined to your domain.
Example: If you set the domain to tungstenautomation.com on the session logon screen, your eCopy ShareScan server needs to be joined to the tungstenautomation.com domain.
6. After you made your changes, select **Save**.
7. In the **Configure Services** pane, select the **Devices** tab.
8. Make sure that **Quick Connect** and **Scan to File** have check marks.
If you cannot place a check mark next to any of these items, you cannot use SSO.
9. In the **Settings** pane, put a check mark next to **Session Logon**, then put another check mark next to **User Configuration**.
10. Select **Save**.






How to print from Tungsten Output Manager

i It is recommended to have the Printix Client installed on the same OM servers that host the IPP destination, because this simplifies the architecture and avoids complexity.

On the computer that has the [Printix-managed print queue](#) installed:

1. Right-click the print queue and select **Printer properties**.
2. Select the **Ports** tab.
3. Select **Configure Port** and copy the port value.
Example: `http://localhost:21339/ipp/ASD/2114d3f3-e5732...`
In Printix Administrator:
4. Open the **Computer properties** page of the computer that has the print queue installed.
5. Select [Allow computer to look up users](#).
In Tungsten Output Manager:
6. Create a [Destination](#).
7. Select **IPP** as **Type**.
8. In the **Server list**, select the computer where the Printix-managed print queue is installed.
9. Paste the port value you copied in step 3.
You may have to replace localhost with the computer name.

How to replace a printer

CONNECTION	MAC	F0921C637CA2
	Printer address	192.168.1.10 
	Network	Network1 
	SNMP configuration	Default 
	Protocol	RAW : 9100 
REGISTRATION	Features	
	Contact printer 	

i It is best practice to do this outside office hours, especially if the replacement printer is a different model or from another printer vendor, because you may want to change print drivers and or update print queues (steps 6–8).

1. Unbox and connect the replacement printer.
2. In Printix Administrator, open the [Printer properties](#) page.
3. Change **Printer address** and/or **Network** to that replacement printer.
If the printer address is to be the same as the old printer, make sure the old printer is powered off, and if/when you power the old printer on again, you should ensure that it gets a different IP address (to avoid conflict). If you intend to use the old printer with Printix, perhaps on a different network, then you can use **Add printer** to register it with Printix.
4. If required, change the SNMP configuration to match that of the replacement printer.
5. Select **Contact printer** to read the properties of the replacement printer, including:
 - **MAC address:** The hardware address of the printer.
 - **Model:** The model name of the printer.
 - **Serial number:** The serial number of the printer.
 - **Protocol:** The protocols (**IPP**, **IPPS**, **LPR**, **RAW**) supported by the printer. Ensure the protocols are also enabled on the printer.
 - **Features:**
 - **Page description language** (**PCL5**, **POSTSCRIPT**, **PCLXL**, **PDF**, ...)
 - **Color supported**
 - **2-sided supported**

If the replacement printer is a different model or from another printer vendor, proceed to:
6. If required, change the **Protocol**.
The default is **RAW** on port 9100.
7. [Change print driver](#).
8. If required, make new [print driver configurations](#).
9. Use [Update print queues](#) to make the changes take effect on computers where the print queue is already installed.

How to remove printers

If you no longer use a printer, you can delete it from your list of printers.

Windows

1. Open the Control Panel and select **Devices and Printers**.
2. Select the printer and select **Remove device**.

Mac

1. Select **Apple menu** > **System Settings** > **Printers & Scanners**.

2. Select the printer and select **Remove Printer**.

Mac (macOS version 12 or lower)

1. Select **Apple menu > System Preferences > Printers & Scanners**.
2. Select the printer and select **Delete**.

How to remove print drivers

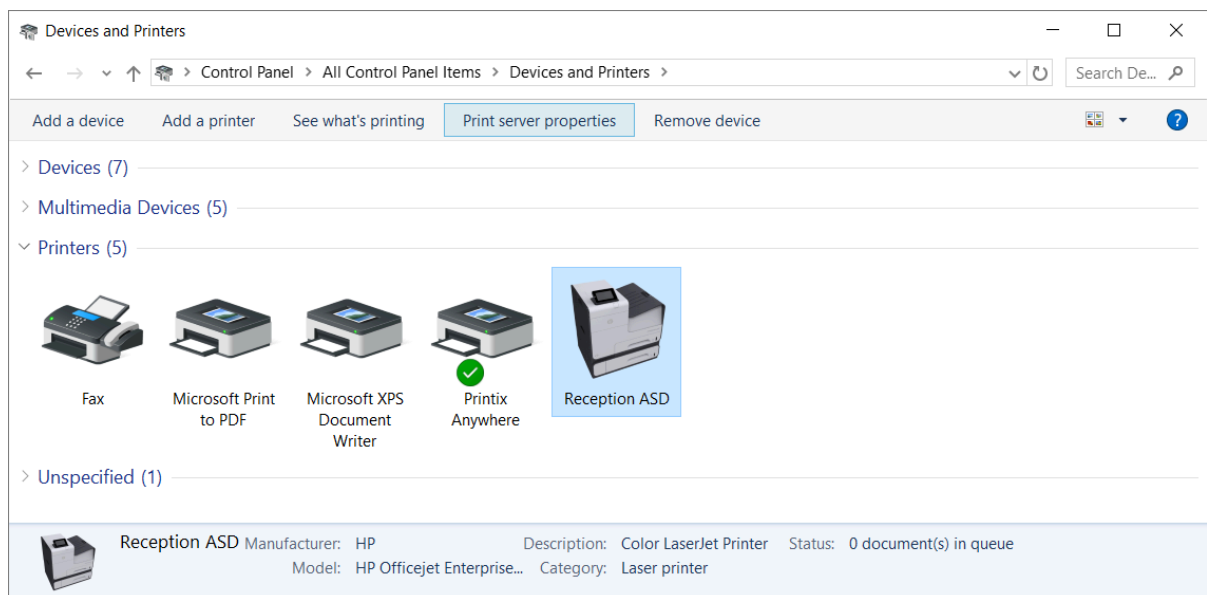
If the Printix Client has issues adding a print queue on a Windows computer, it may be that a previously installed version of the print driver has an issue. If advised, perform the below steps, then try to add the print queue again.

Delete the Printix driver cache

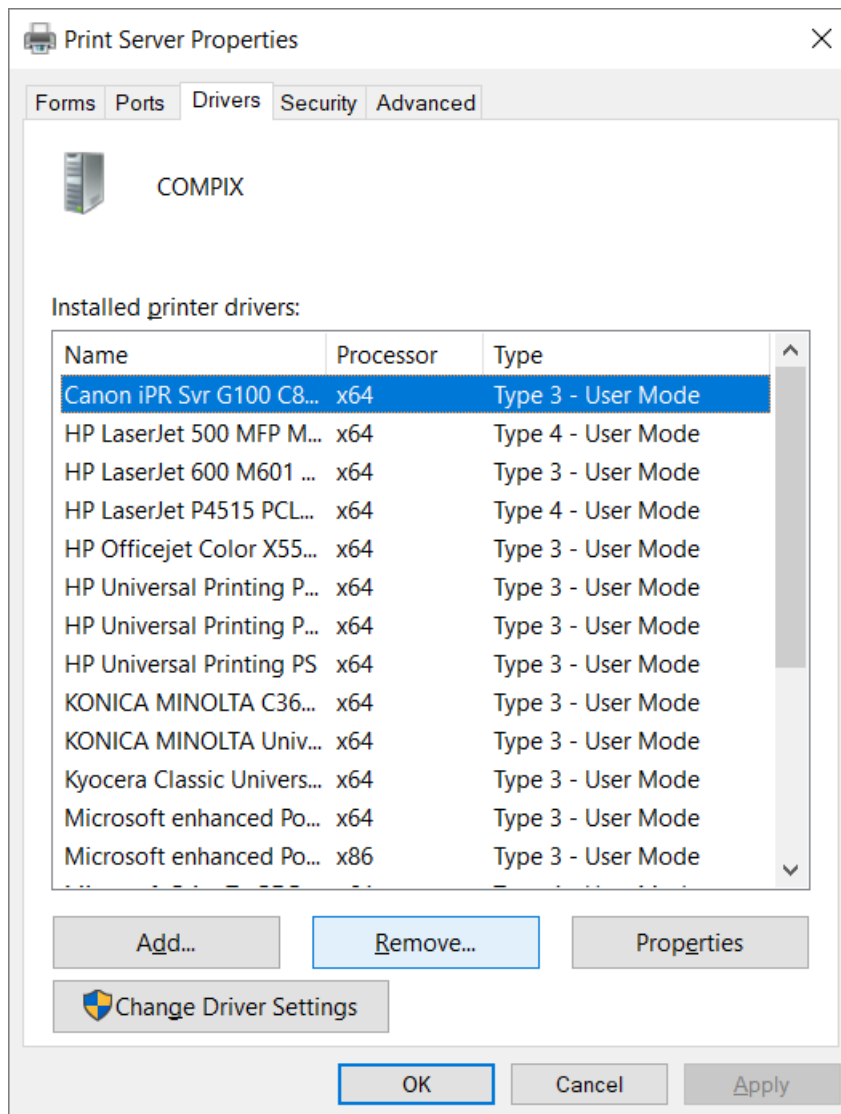
Delete the folder: `C:\Windows\Temp\Printix-drivercache`

Remove driver and driver package

1. Open **Devices and Printers**.
2. Select a printer.
3. Select **Print server properties**.



4. In the **Print Server Properties** dialog box, select the **Drivers** tab.
5. Select the print drivers you want to remove.
These would be the print drivers that do not install.
6. Select **Remove**.



7. In the **Remove Driver And Package** dialog box, select **Remove driver and driver package**.
8. Select **OK**.
9. Select **Yes** to confirm that you want to delete the selected print driver package.
10. Restart the computer.
11. Try to [Add the printer](#) again through the **Printers** menu in the Printix Client.

How to install print drivers that are not signed by Microsoft

Printix Client is not able to install an unsigned print driver until the Authenticode signature has been installed. Follow the instructions below to install the Authenticode signature on each computer, or add it to a group policy.

Extract the certificate

1. Locate the security catalog file (*.cat).
It can be found in the folder with the rest of the print driver files.
2. Right-click the .cat file and select **Open**.
3. In the **Security Catalog** dialog on the **General** tab, select **View Signature** at the bottom.
4. In the **Digital Signature Details** dialog on the **General** tab, select **View Certificate**.
5. In the **Certificate** dialog, select the **Details** tab. Select **Copy to file** at the bottom.
6. In the **Certificate Export Wizard**, select **Next**.
7. In **Export file format**, leave the choice to the default selected. Select **Next**.
8. In **File to export**, provide a location and file name for the certificate. Select **Next**.
9. Select **Finish**.
10. Select **OK**.

Import the certificate

- [Add certificate to a computer](#)
- [Add certificate to domain group policy](#)

Printix should now be able to install the print drivers silently without security prompts blocking the installation, and the [computer failing to install printer driver: -2,147,467,259](#).

Add certificate to a computer

1. Browse to the location of the extracted print driver files.
2. Open the .cat file in the driver installation files folder.
3. In the **Security Catalog** dialog on the **General** tab, select **View Signature** at the bottom.
4. In the **Digital Signature Details** dialog on the **General** tab, select **View Certificate**.
5. In the **Certificate** dialog on the **General** tab, select **Install Certificate** at the bottom.
6. In the **Certificate Import Wizard**, select **Local Machine**. Select **Next**.
7. Select **Place all certificates in the following store** and select **Browse**.
8. In the **Select Certificate Store** dialog, select **Show physical stores**.
9. Scroll to the top and select **Trusted Root Certification Authorities**.
10. Select **Next**.
11. Select **Finish**.

Add certificate to domain group policy

1. On a Windows server, open the Group Policy Management Console.
2. Locate and right-click the domain group policy, then select **Edit**.
3. Select **Computer Configuration > Policy > Windows Settings > Security Settings > Public Key Policies**.
4. Right-click **Trusted Publishers** and select **Import**.

Step through the import wizard, provide the location and name of the certificate when asked, then **Finish** the wizard. Other than the .cat file, no other settings should be changed.

How to add users

Users can be added and registered as follows:

- **[Automatic registration](#)**

For users to be registered automatically requires one of these methods:

- **[Microsoft Entra authentication](#)**

User must have a Microsoft work or school account. [Microsoft Entra guest users](#), also known as Microsoft Entra business-to-business (B2B) collaboration users, are also supported.

- **[Google authentication](#)**

User must have a Google Workspace account.

- **[OIDC authentication](#)**

User must have an OIDC account.

- **[Okta authentication](#)**

User must have an Okta account.

- **[OneLogin authentication](#)**

User must have a OneLogin account.

- **[Active Directory authentication](#)**

User must have a network username and password.

- **[Guest registration with API](#)**

User must have an email address and be registered with the [Printix Cloud Print API](#).

- **[Self-registration](#)**

User must have a work email address. [Self-registration](#) must be enabled.

- **[Invitation](#)**

User must have an email address.

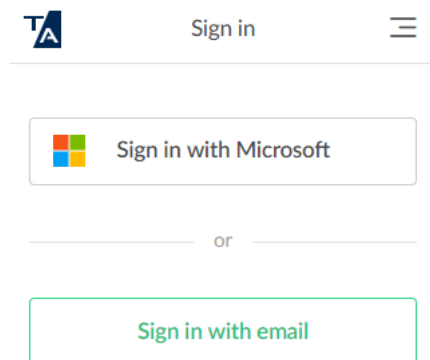


- If you are using Okta for signing in to Microsoft Entra ID (Office 365), you can enable the integration with [Microsoft Entra ID](#), which will handle the delegation to Okta without Printix having to know about Okta. You can also enable integration with [Google Workspace](#).
- We can integrate with additional cloud-based Identity Providers (IdP) and Directory-As-A-Services (DAAS). Contact [Product Support](#) regarding your business case for this. Technically, the integration is preferred to occur with OpenID Connect 1.0 (OIDC).

Automatic registration

Microsoft Entra authentication

If [Microsoft Entra authentication](#) is enabled, users are automatically registered the first time they sign in with their Microsoft work or school account.

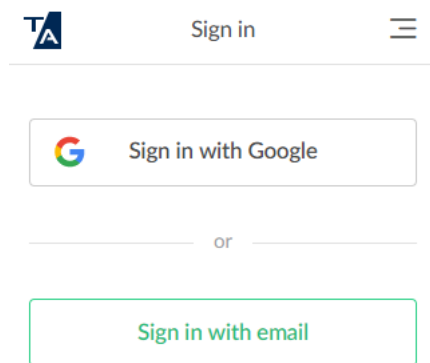


User performs these steps:

1. On the sign-in page, select **Sign in with Microsoft**.
If you were already signed in to the browser with your work or school account, you are signed in automatically.
2. On the Microsoft sign-in page:
 - Enter your work or school account.
 - Enter your password.
3. Select **Sign in**.
4. If prompted, select **Accept** to grant permissions to Printix.
You are not prompted if Printix has been [accepted for all users](#).
The user is automatically registered.
If you registered with your email address, select **Sign in with email** and enter your email address and password.

Google authentication

If [Google authentication](#) is enabled, users are automatically registered the first time they sign in with their Google Workspace account.



User performs these steps:

1. On the sign-in page, select **Sign in with Google**.
If you were already signed in to the browser with your work or school account, you are signed in automatically.
2. On the Google sign-in page:
 - Enter your work or school account.
 - Enter your password.
3. Select **Sign in**.
The user is automatically registered.
If you registered with your email address, select **Sign in with email** and enter your email address and password.

OIDC authentication

If [OIDC authentication](#) is enabled, users are automatically registered the first time they sign in with their OIDC account.



Printix



Sign in
Printix

Sign in with OIDC

acme.com

ajax.com

or

Sign in with email

User performs these steps:

1. Select **Sign in with OIDC**.

If you were already signed in to the browser with your OIDC account, you are signed in automatically.

2. On the OIDC sign-in page:

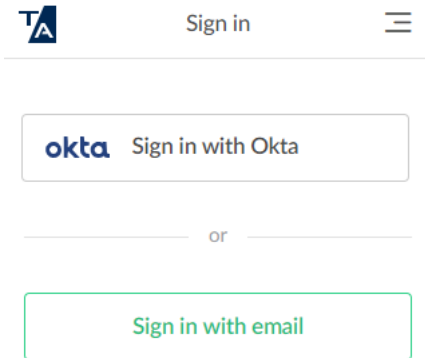
- Enter your account name.
- Enter **Password**.

3. Select **Sign in**.

The user is automatically registered.

Okta authentication

If [Okta authentication](#) is enabled, users are automatically registered the first time they sign in with their Okta account.



User performs these steps:

1. Select **Sign in with Okta**.

If you were already signed in to the browser with your Okta account, you are signed in automatically.

2. On the Okta sign-in page:

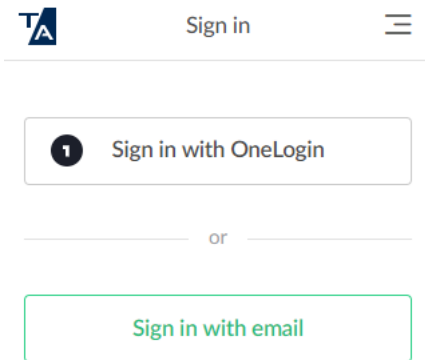
- Enter your account name.
- Enter **Password**.

3. Select **Sign in**.

The user is automatically registered.

OneLogin authentication

If [OneLogin authentication](#) is enabled, users are automatically registered the first time they sign in with their OneLogin account.



User performs these steps:

1. Select **Sign in with OneLogin.**

If you were already signed in to the browser with your OneLogin account, you are signed in automatically.

2. On the OneLogin sign-in page:

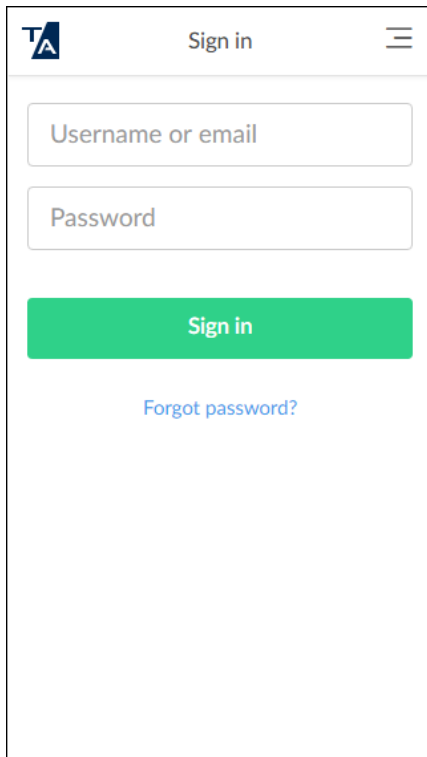
- Enter your account name.
- Enter **Password**.

3. Select **Sign in.**

The user is automatically registered.

Active Directory authentication

If [Active Directory authentication](#) is enabled, users are automatically registered the first time they sign in with their network username and password.

The image shows a mobile application interface for signing in. At the top, there is a header bar with a logo on the left, the text "Sign in" in the center, and a menu icon on the right. Below the header, there are two input fields: the first is labeled "Username or email" and the second is labeled "Password". Below these fields is a large green button with the text "Sign in" in white. Underneath the button is a link that says "Forgot password?" in blue text.

User performs these steps:

1. On the sign-in page:
 - Enter **Username**.
 - Enter **Password**.
2. Select **Sign in**.

The user is automatically registered and receives the email with the subject: **Get started with Printix**.

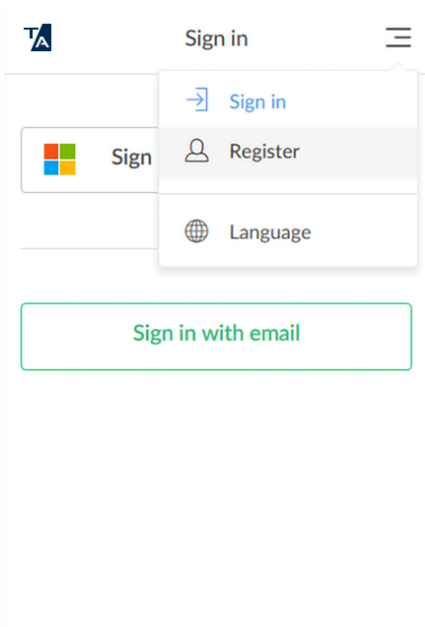
Guest registration with API


You can use the [Printix Cloud Print API](#) to automatically register guest users. Guest users can be automatically deleted after a specific period of time. The user must not already be registered.

Self-registration

If [self-registration](#) is enabled, users can register themselves by their work email address.

User performs these steps:



1. Open a web browser and enter the Printix Home (acme.printix.net).
2. On the sign-in page, select **Menu** ≡ in the top right corner.
3. Select **Register** .
 - Self-registration is also possible from the Printix Client sign-in page.

4. On the **Register** page:
 - Enter **Email**.
5. Select **Register**.

The user receives an email with the subject **Welcome to Printix**.

6. Open the email and select **Get started**.

If the email does not arrive within a few minutes, check the spam/junk mail folder.



After successful registration, the user receives an email with the subject **Get started with Printix** and is prompted to download the Printix Client.

Invitation


Users with an email address can be invited by administrators.

Add user from Printix Administrator

Administrator performs these steps:

1. Open the [Printix Administrator](#).
2. Open the [Users](#)  page.
3. Select **Add user** .
4. If required, change the **Role** of the user.
5. Enter the user's email address.
6. Select **Add**.

The user receives an email with the subject **Welcome to Printix**.

- If the email does not arrive within a few minutes, ask the user to check the spam/junk mail folder.
- On the **Users** page, the invited user is listed at the top of the page with a ? until registration is completed.
- The invitation is valid for 72 hours.
- Select  and **Info** to see when the invitation expires.

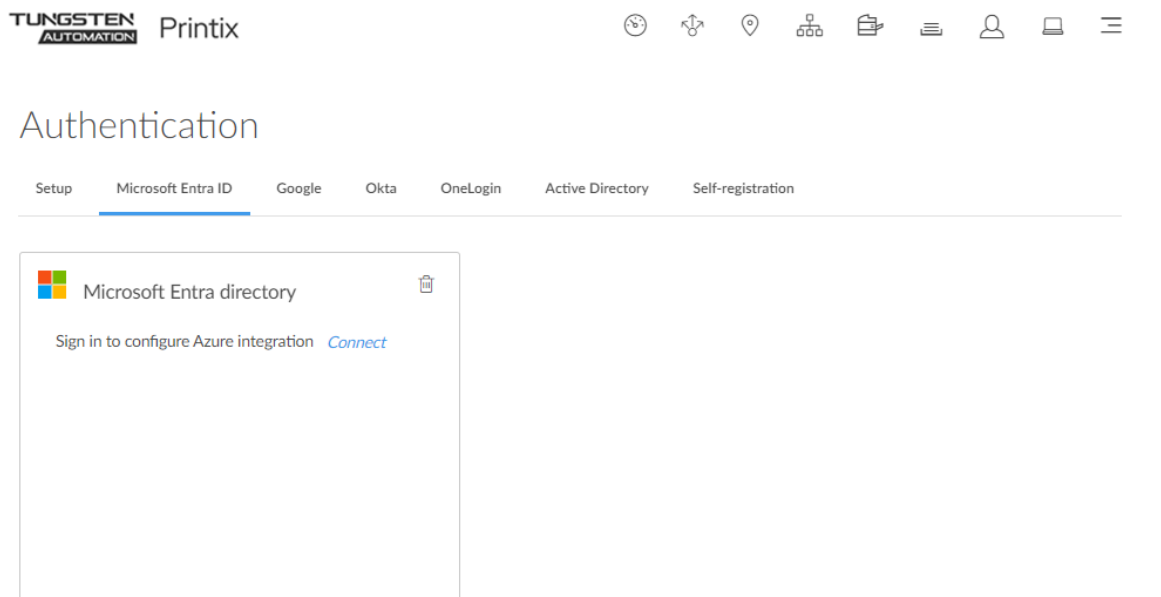
The invited user must do the following depending on the invitation method:

- If the invited user has a Microsoft work or school account, the user performs these steps:
 1. Read the email with the subject **Welcome to Printix** and select the link to **Download Printix Client**.
 2. In the Printix Client, select [Sign in with Microsoft](#).
- If the invited user has a Google Workspace account, the user performs these steps:
 1. Read the email with the subject **Welcome to Printix** and select the link to **Download Printix Client**.
 2. In the Printix Client, select [Sign in with Google](#).
- If the invited user has an Okta account, the user performs these steps:
 1. Read the email with the subject **Welcome to Printix** and select the link to **Download Printix Client**.
 2. In the Printix Client, select [Sign in with Okta](#).

- If the invited user has a OneLogin account, the user performs these steps:
 1. Read the email with the subject **Welcome to Printix** and select the link to **Download Printix Client**.
 2. In the Printix Client, select [Sign in with OneLogin](#).
- Other invited users perform these steps:
 1. Read the email with the subject **Welcome to Printix** and select **Get started** to register.
 2. After a successful registration, the user is prompted to **Download Printix Client**. If the role is system manager, the user is prompted to sign in to Printix Administrator.
 - The user also receives the email with the subject **Get started with Printix** with links to the Printix Client and the Printix App.

How to enable Microsoft Entra authentication

Enable this to allow users to sign in with their Microsoft work or school account and get single sign-on (SSO) to Printix. You just need a user account in Microsoft Entra ID to configure Microsoft Entra integration.



1. On the **Authentication** page, select the [Microsoft Entra ID](#) tab.
2. Select **Connect**.
3. On the Microsoft sign-in page:
 - Enter your work or school account.
 - Enter your password.
4. Select **Sign in**.

5. If prompted, select **Accept** to grant permissions to Printix.

This is necessary for Printix to configure Microsoft Entra integration.

i It is a known issue that Microsoft prompts you for permission to **Maintain access to data you have given it access to** even though Printix does not require offline access. You can read more about this issue [here](#). For the sign-in process, Printix does not request (or get) a refresh token, only an access token, which is ignored. The only token actually used for signing in is the ID token, which contains user information (username and email). Printix stores this token, then checks the token signature to verify the token was granted by Microsoft Entra ID.

In Microsoft Azure, this adds the enterprise application **Printix**.

- If you see the check box **Consent on behalf of your organization**, it is because you have the global administrator role in Microsoft Entra ID, and Printix has not yet been [accepted for all users](#). Select **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else is prompted.

This app would like to:

- ✓ Sign in and read user profile
- ✓ Access user's data anytime
- ☒ Consent on behalf of your organization

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Cancel

Accept

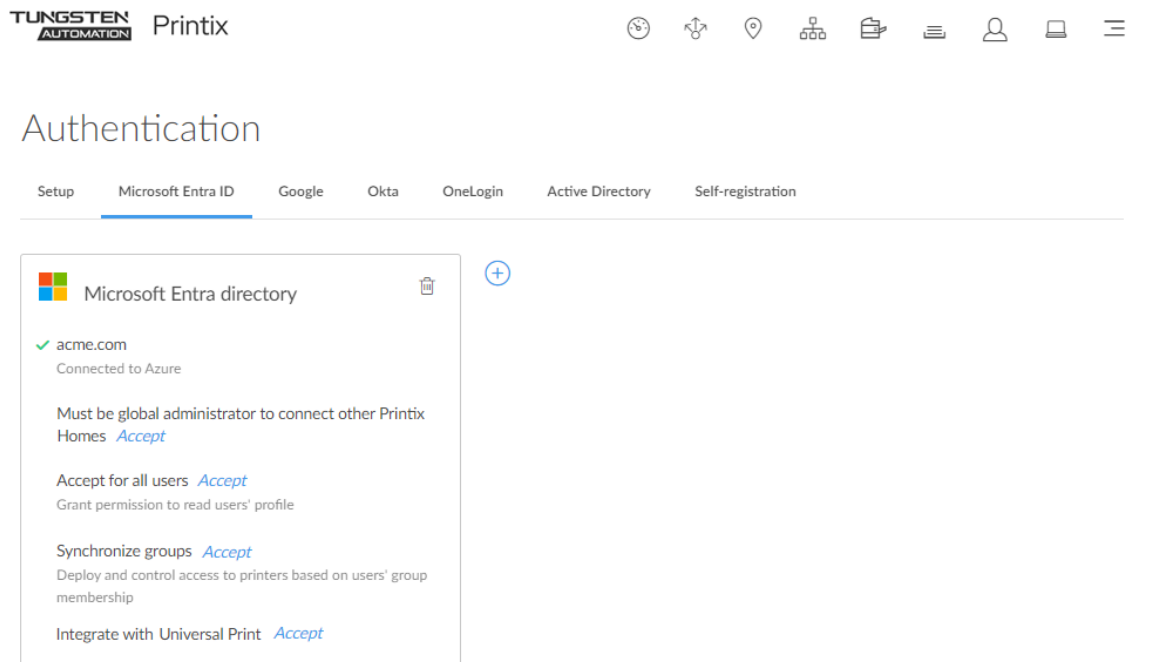
6. Select **OK** if the connection to Microsoft Entra ID was successful.

From now on, the sign-in page displays [Sign in with Microsoft](#).

See also:

- [How to deploy Printix Client with Microsoft Endpoint Manager](#)
- [How to deploy Printix Client](#)
- [How to enable Microsoft Entra groups](#)
- [How to revoke the acceptance of Printix](#)
- [How to find out if the computer supports SSO](#)
- [How to add multiple directories](#)
- [How to remove sign in with email](#)
- [Troubleshooting sign-in](#)

How to accept Printix for all users



1. Select **Accept** next to **Accept for all users** to grant permission to read users' profiles without prompting the individual in your organization.
You must have the global administrator role in Microsoft Entra ID to do this.
2. On the Microsoft sign-in page:
 - Enter your work or school account. You must have the global administrator role in Microsoft Entra ID to grant permission to read users' profiles.
 - Enter your password.
3. Select **Sign in**.
4. If prompted, select **Accept** to grant permissions to Printix.
Noone else is prompted.
Subsequent deletion or modification of the used global administrator account in Microsoft Entra ID does not affect the already consented permissions.
If Printix is successfully accepted for all users, you see the message **Accepted for all users**.
5. Optionally, [remove the Sign in with email option](#).

How to revoke the acceptance of Printix

1. Open a new browser window and sign in to Microsoft Azure (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.

4. In the left pane, select **Enterprise applications**.
5. Select the **Printix** application.
You can use the search bar to quickly find this option.
6. In the left pane, select **Properties**.
7. Select **Delete**.

How to find out if the computer supports SSO

Open a command prompt as administrator and run the command: `dsregcmd /status`

1. Select the **Start** icon and select in the **Search** box.
2. Type `cmd` into the search box.
3. Right-click **Command Prompt** in the search window and select **Run as administrator**.
4. Type: `dsregcmd /status`
5. Scroll to the **SSO State** section and look for:
 - AzureAdPrt: TRUE

If the **AzureAdPrt** value is FALSE, the computer is not Microsoft Entra joined and SSO (single sign-on) will not work.


If a group policy blocks Printix Client from running the `dsregcmd` command, you can modify Windows Registry to inform Printix Client that SSO is supported.










How to modify the Windows Registry to support SSO

1. Press **Windows+R**.
The **Run** dialog box appears.
 2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
 3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.
 4. Add the DWORD value named **ForceAzurePrt** and give it the value 1 (0x00000001).
In the [PrintixClient log file](#) (PrintixClient- user . number .log), you can also search for the text:
 - Azure: Token available = True
- SSO (single sign-on) will not work if you see:
- Azure: Token available = False

How to add multiple directories



Select **Add**  to add another Microsoft Entra directory.

 Printix



Authentication

Setup Microsoft Entra ID Google Okta OneLogin Active Directory Self-registration

 Microsoft Entra directory 



✓ acme.com
Connected to Azure

Must be global administrator to connect other Printix Homes [Accept](#)

✓ Accepted for all users [Accept again](#)

✓ Groups synchronized from Azure [Accept again](#)

Integrate with Universal Print [Accept](#)

 Microsoft Entra directory 


✓ ajax.com
Connected to Azure


Must be global administrator to connect other Printix Homes [Accept](#)


Accept for all users [Accept](#)
Grant permission to read users' profile


Synchronize groups [Accept](#)
Deploy and control access to printers based on users' group membership

Integrate with Universal Print [Accept](#)




 If more than one Microsoft Entra directories exist, sign-in to the Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 and 11 computers. The user must select a directory (acme.com or ajax.com) and then sign in, but only the first time.

 Printix



Sign in Printix Client

 Sign in with Microsoft

acme.com

ajax.com

or

Sign in with email

Troubleshooting sign-in

- [Sign-in page does not show: Sign in with Microsoft](#)
- [Permission denied](#)
- [Not authorized. You do not have permission to use Printix Administrator](#)
- [Microsoft Entra authentication has been disabled and is now enabled again, and I want to accept Printix for all users again](#)
- [You can't access this application. Printix needs permission to access resources in your organization that only an admin can grant](#)

Sign-in page does not show: Sign in with Microsoft

Microsoft Entra authentication is not enabled.

Resolution: You may have forgotten to select **Save** after you connected to Microsoft Entra ID. If it still does not show, refresh the browser (Ctrl+F5).

Permission denied

After you select **Accept for all users** and **Sign in**, you get **Permission denied**.

Resolution: You must sign in with a global administrator role in Microsoft Entra ID after you select **Accept for all users**.

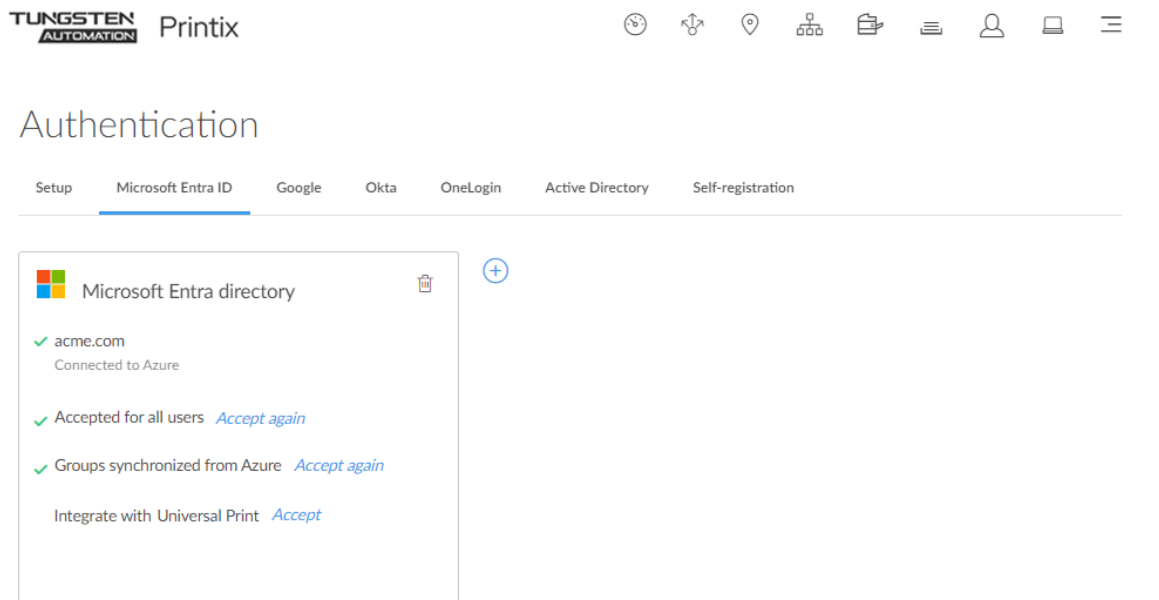
Not authorized. You do not have permission to use Printix Administrator

The first time you sign in with Microsoft, a new user is automatically created for you. This new user is not authorized to sign in to Printix Administrator.

Resolution: Sign in with email to Printix Administrator, and [change the role](#) of the newly created user to system manager. From now on, you can sign in with your work or school account.

Microsoft Entra authentication has been disabled and is now enabled again, and I want to accept Printix for all users again

If you disable Microsoft Entra authentication and want to withdraw the acceptance of Printix, you must do this from within Microsoft Entra ID. If you have withdrawn the acceptance of Printix and now want to accept Printix again, select **Accept again**.



You can't access this application. Printix needs permission to access resources in your organization that only an admin can grant

After attempting to sign in with Microsoft, you are told you cannot access Printix.

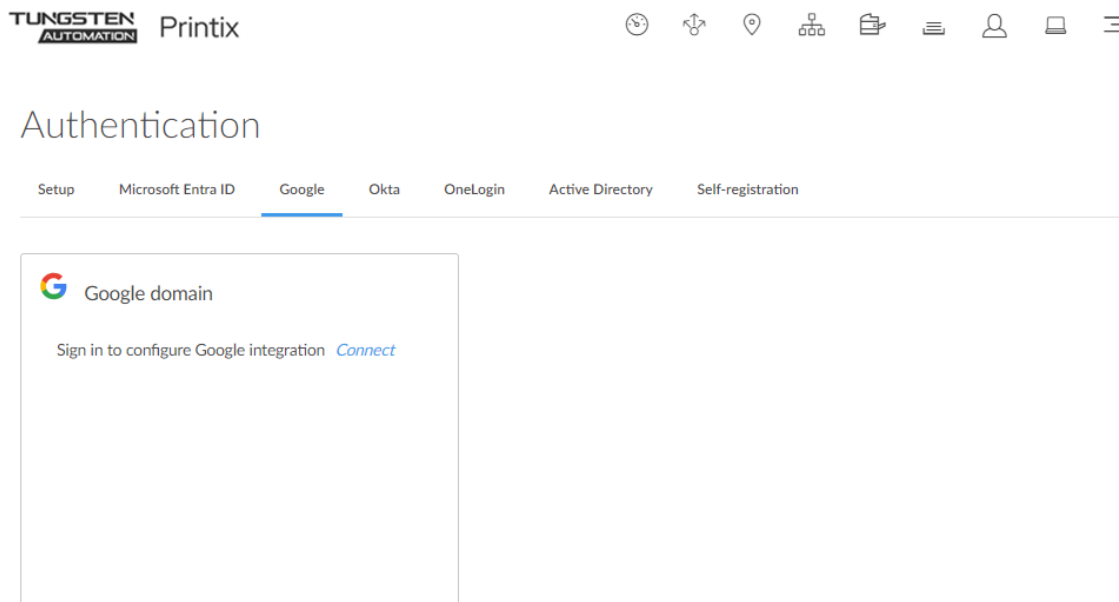
Resolution: Follow the steps below to allow users to consent to apps accessing company data on their behalf. You must have the global administrator role in Microsoft Entra ID to make this change. Printix will read the users' basic profile (display name and email address).


1. Sign in to portal.azure.com.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. In the left pane, select **Enterprise applications**.
5. In the left pane, select **Consent and permissions**.
6. Set **User consent for applications** to **Allow user consent for apps** or **Allow user consent for apps from verified publishers, for selected permissions (Recommended)**.
7. Select **Save**.

It may take up to 15 minutes before the change takes effect.

How to enable Google authentication

Enable this to allow users to sign in with their Google Workspace account to Printix.




1. On the **Authentication**  page, select the [Google](#) tab.
2. Select **Enable Google authentication**.
3. Select **Connect**.
4. On the **Sign in with Google** page, sign in using your Google Workspace account (does not end in @gmail.com).
 - Enter your account.
 - Enter **Password**.


From now on, the sign-in page will show **Sign in with Google**.










See also:

- [Printix Chromebook](#)
- [How to enable Google groups](#)
- [How to remove sign in with email](#)

How to add multiple domains



Select **Add**  to add another Google domain.

 **Printix**





Authentication

Setup Microsoft Entra ID **Google** Okta OneLogin Active Directory Self-registration

 **Google domain** 


✓ acme.com
Connected to Google


Synchronize groups [Accept](#)
Deploy and control access to printers based on users' group membership


 **Google domain** 


✓ ajax.com
Connected to Google

✓ Groups synchronized from Google [Accept again](#)




 If more than one Google domains exist, the user must select a domain (acme.com or ajax.com) and then sign in, but only the first time.

 **Printix**



Sign in Printix Client

 **Sign in with Google**

acme.com


ajax.com

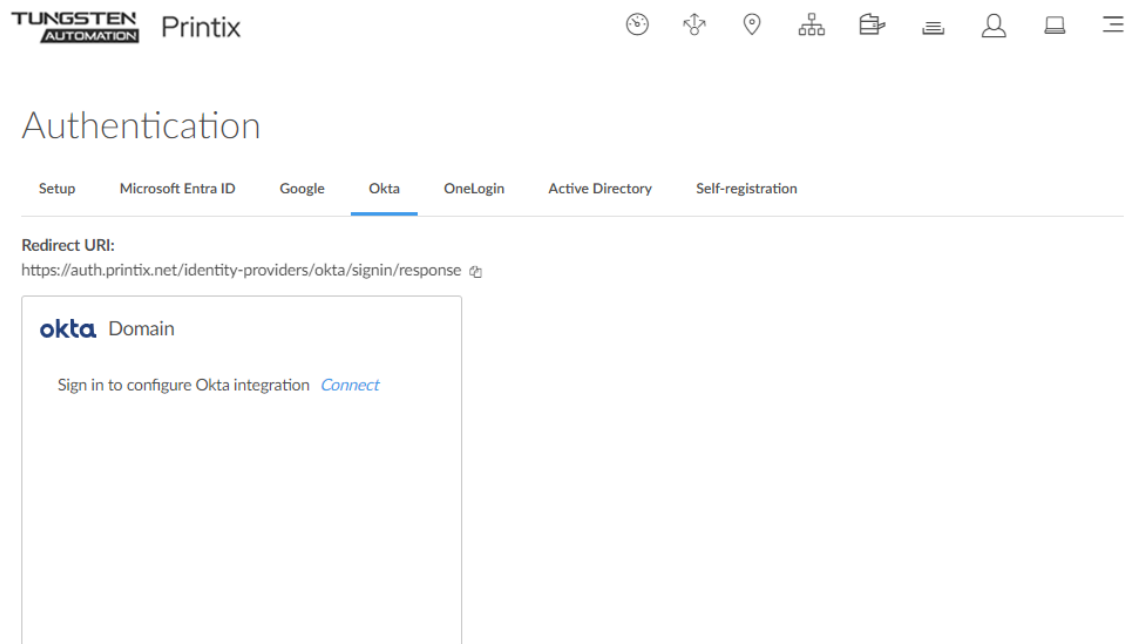
or

Sign in with email

How to enable Okta authentication

Before enabling Okta authentication, it is necessary to configure Okta.

1. Open a new browser window and sign in to Okta Console (okta.com) using your Okta administrator account credentials.
2. In the Okta Console, select **Admin**.
3. In the Okta Admin console, select **Applications**, and then **Applications**.
4. Select **App Application**.
5. Select **Create New App**.
6. In the **Create a New Application Integration** dialog box:
 - In **Platform**, select **Web**.
 - In **Sign in method**, select **OpenID Connect**.
7. Select **Create**.
The **Create OpenID Connect Application** pane appears.
8. In **Application name**, type: Printix
9. In **Application logo**, select **Browse files**.
 - We recommend this PNG (420 × 120):
 - <https://assets.printix.net/img/logo/logo420x120.png>
10. In **Login redirect URIs**, select + **Add URI**.
 - Paste the **Redirect URI** value you can copy to the clipboard on the **Okta** tab on the **Authentication**  page in Printix Administrator. Alternatively, type: `https://auth.printix.net/identity-providers/okta/signin/response`
11. Leave **Logout redirect URIs** empty (it is not used). Select **Save**.
12. On the **General** tab in the **Client Credentials** section:
 - Copy the **Client ID**. You need to paste it in step 19.
 - Copy the **Client Secret**. You need to paste it in step 20.
13. On the **General** tab in the **General Settings | APPLICATION** section:
 - Ensure **Authorization Code** is selected.
14. On the **General** tab in the **General Settings | USER CONSENT** section:
 - Optionally, clear **Require consent**.
 - In **Terms of Service URI**, optionally, type: `https://printix.net/terms`
 - In **Policy URI**, optionally, type: `https://printix.net/privacy`
 - In **Logo URI**, optionally, type: `https://assets.printix.net/img/logo/logo420x120.png`
15. Select **Save**.
Now that **Okta is configured**, the following steps describe how to **enable Okta authentication**.

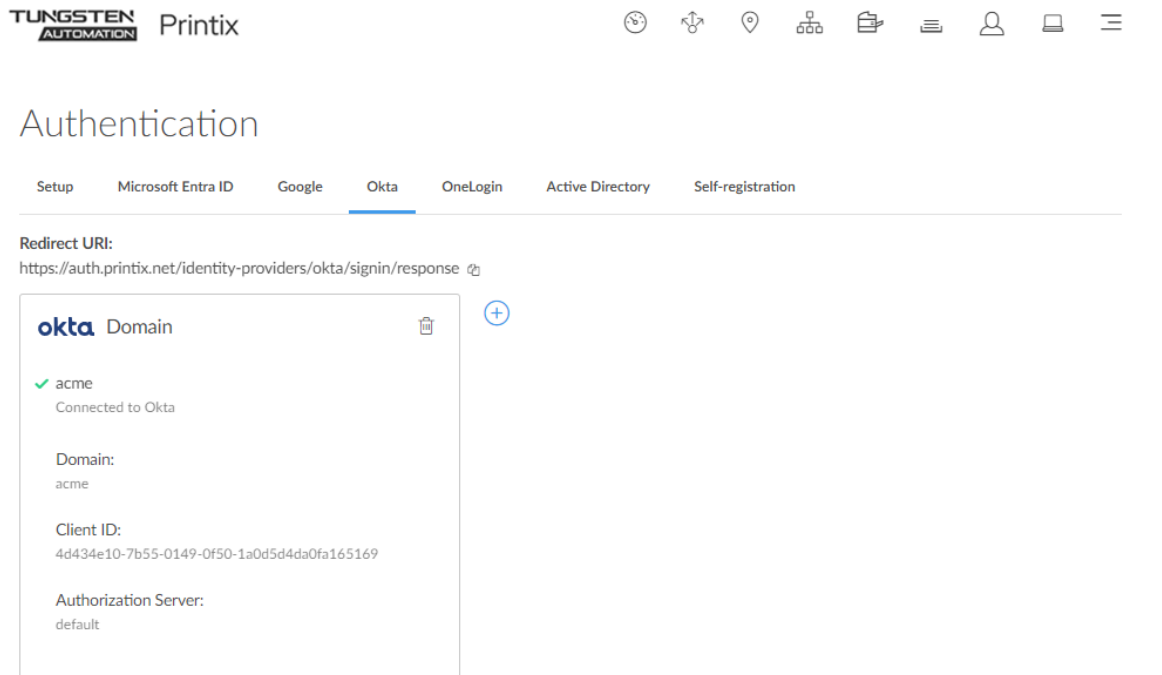


16. In Printix Administrator on the **Authentication**  page, select the [Okta](#) tab.
17. Select **Connect**.

The screenshot shows the Tungsten Printix Administrator interface. At the top, the logo "TUNGSTEN AUTOMATION Printix" is on the left, and a series of icons (clock, up/down arrows, location pin, hierarchy, printer, list, user, laptop, menu) are on the right. Below the logo, the word "Authentication" is displayed. A horizontal menu contains links: "Setup", "Microsoft Entra ID", "Google", "Okta" (which is underlined), "OneLogin", "Active Directory", and "Self-registration". Below this menu, the "Redirect URI:" is shown as "https://auth.printix.net/identity-providers/okta/signin/response" with a small external link icon. A box labeled "okta Domain" contains the text "Sign in to configure Okta integration" and a blue "Connect" link. Overlaid on this is a modal window titled "okta Connect" with a close button (X). The modal contains four input fields: "Domain" (with a red asterisk), "Client ID" (with a red asterisk), "Client Secret" (with a red asterisk), and "Authorization Server". Each of the first three fields has "Domain", "Client ID", and "Client Secret" respectively as placeholder text. The "Authorization Server" field has "Authorization Server" as placeholder text. A green "Connect" button is at the bottom right of the modal.

18. In **Domain**, enter your Okta domain (acme.okta.com).
19. In **Client ID**, paste the value you copied in step 12.
20. In **Client Secret**, paste the value you copied in step 12.
21. If Okta, for your organization, is set up with an **Authorization Server**, then enter the value, otherwise, leave it empty (default).
22. Select **Connect**.

How to add multiple domains





Select **Add** (+) to add another Okta domain.

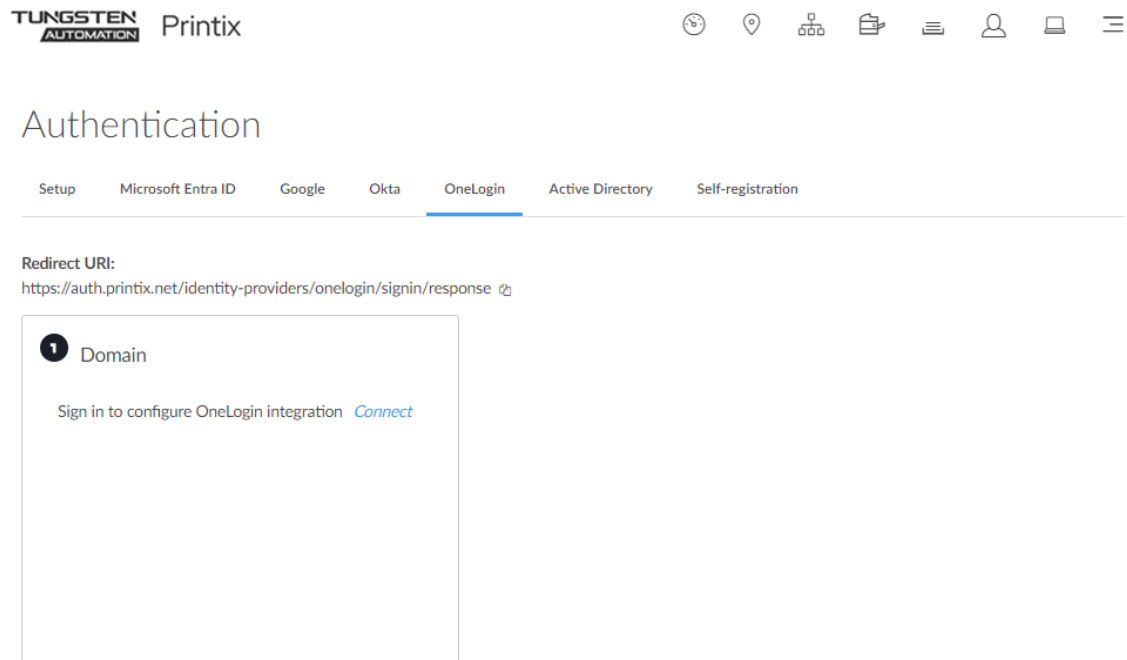
How to enable OneLogin authentication

Before enabling OneLogin authentication, it is necessary to configure OneLogin. If you already configured OneLogin, you can skip to step [16](#).

1. Open a new browser window and sign in to the OneLogin portal (onelogin.com) using your OneLogin administrator account credentials.
2. In the OneLogin portal, select **Administration**.
3. In the OneLogin Administration panel, select **Applications**.
4. Select **Add App**.
5. In **Search**, type OIDC and select the **OpenId Connect app**.
6. In **Display name**, type: Printix.
7. Upload icons:
 - For **Rectangular icon**, we recommend this SVG: <https://assets.printix.net/img/logo/logo-simple.svg>
 - For **Square icon**, we recommend this SVG: <https://assets.printix.net/img/logo/px-logo-circle.svg>

8. In **Description**, optionally, type: Printix Cloud Print Management Service
9. Select **Save**.
10. On the menu, select **Configuration**.
In **Redirect URI**, paste the **Redirect URI** value you can copy to the clipboard on the [OneLogin](#) tab on the **Authentication**  page in Printix Administrator.
Alternatively, type: `https://auth.printix.net/identity-providers/onelogin/signin/response`
11. Select **Save**.
12. On the menu, select **SSO**.
13. Copy the **Client ID**.
You need to paste it in step [19](#).
14. Select **Show client secret** and copy the **Client Secret**.
You need to paste it in step [20](#).
You can leave the remaining settings at the defaults.
15. If you face any **sign-in issues** with OneLogin:
 - a. Log in to the OneLogin portal as an administrator.
 - b. Go to **Users > Users > Applications**.
 - c. In the **Applications** table, select the application you configured.
 - d. Select **Save**.

Now that **OneLogin is configured**, the following steps describe how to **enable OneLogin authentication**.
16. In Printix Administrator on the **Authentication**  page, select the [OneLogin](#) tab.



17. Select Connect.

The screenshot shows the Tungsten Printix Administration console. The top navigation bar includes the Tungsten Automation logo, the word 'Printix', and several icons. Below the navigation bar is a section titled 'Authentication' with a sub-menu containing 'Setup', 'Microsoft Entra ID', 'Google', 'Okta', 'OneLogin' (which is selected and underlined), 'Active Directory', and 'Self-registration'. The main content area shows the 'Redirect URI' as 'https://auth.printix.net/identity-providers/onelogin/signin/response'. A modal window titled '1 Connect' is open, displaying a form with three fields: 'Domain' (with a red asterisk), 'Client ID' (with a red asterisk), and 'Client Secret' (with a red asterisk). The 'Domain' field contains 'Domain' followed by '.onelogin.com'. The 'Client ID' field contains 'Client ID'. The 'Client Secret' field contains 'Client Secret'. A green 'Connect' button is located at the bottom right of the modal.

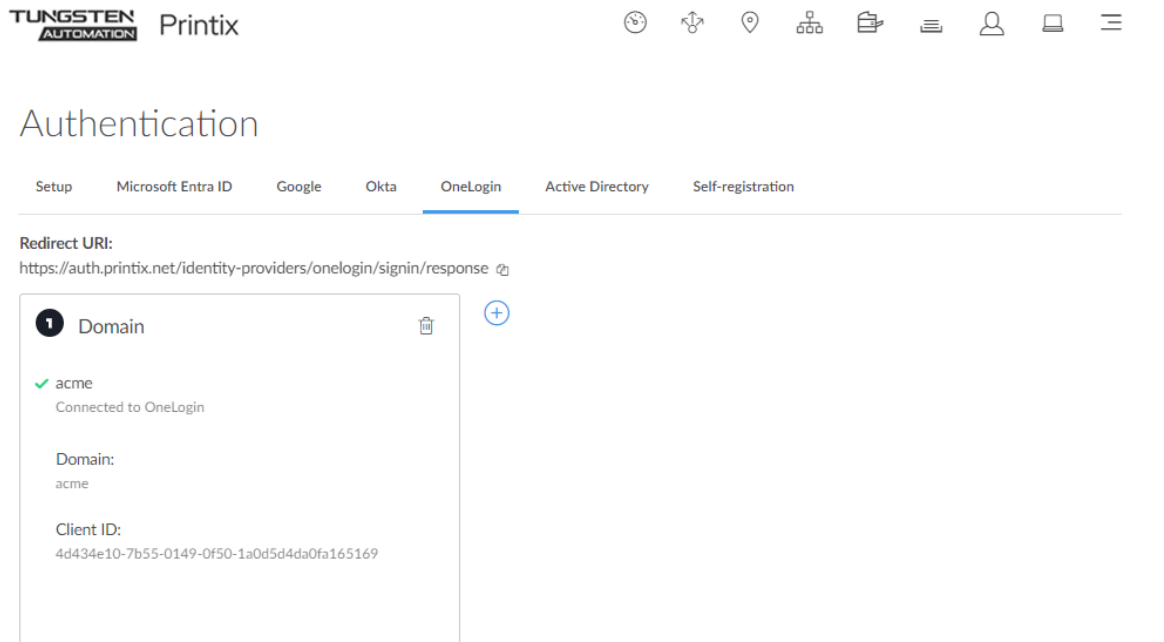
18. In **Domain**, enter your OneLogin domain (acme.onelogin.com).

19. In **Client ID**, paste the value you copied in step [13](#).

20. In **Client Secret**, paste the value you copied in step [14](#).

21. Select **Connect**.



How to add multiple domains



Select **Add** (+) to add another OneLogin domain.

How to enable Active Directory authentication

Enable this to allow users to sign in with their network username and password. You just need a user account in Active Directory to configure this.

1. On the **Authentication**  page, select the **Active Directory** tab.
2. Select **Enable Active Directory authentication**.
3. In the **Settings** section:
 - In **Default domain**, enter the default domain, so users belonging to the domain can sign in with username. Users not belonging to the domain would have to sign in with domainname\username.
 - In **Active Directory server address**, enter the address of your Active Directory (AD) server.
 - In **Active Directory server port**, enter 636 for secure LDAPS (default). If you clear **Enable secure LDAPS**, you should enter 389 (default for LDAP).
 - In **Network**, select the **Modify**  icon to select the network where the Active Directory server is.
4. Enter your network **Username** and **Password** (not saved).
5. Select **Test and save**.

If the test is successful, you will see the message **Settings tested OK**. Otherwise, correct the settings and repeat the test. If settings are wrong, users cannot sign in with their network username and password.

See also:

- [How to deploy Printix Client](#)

Troubleshooting sign-in

- [Not authorized. You do not have permission to use Printix Administrator](#)
- [No connection to Active Directory server](#)

Not authorized. You do not have permission to use Printix Administrator

The first time you sign in with Active Directory, a new user is automatically created for you. This new user is not authorized to sign in to Printix Administrator.

Resolution: Sign in with email to Printix Administrator, and [change the role](#) of the newly created user to system manager. From now on, you can sign in with your network username and password.

No connection to Active Directory server


A computer with Printix Client must be online on the same network as the on-premise Active Directory server, otherwise, authentication is not possible and you will see the message: [No connection to Active Directory server](#).

Resolution: Make sure the selected network is the right one and a computer with Printix Client is permanently running on that network.

How to enable self-registration

The screenshot shows the Tungsten Printix Administrator interface. At the top, there is a navigation bar with the Tungsten Printix logo and several icons. Below the navigation bar, the main heading is "Authentication". Underneath, there is a horizontal menu with tabs for "Setup", "Microsoft Entra ID", "Google", "OIDC", "Okta", "OneLogin", "Active Directory", and "Self-registration". The "Self-registration" tab is currently selected and highlighted with a blue underline. Below the tabs, there are two main sections: "SETTINGS" and "DOMAIN". In the "SETTINGS" section, there are three checkboxes: "Sign in with email" (checked), "Enable self-registration" (checked), and "Hide domains on self-registration page" (unchecked). In the "DOMAIN" section, there are two input fields for email domains: "kofax.com" and "tungstenautomation.com", each with a trash icon to its right. Below these fields is a button labeled "Add email domain". At the bottom of the page, there is a green "Save" button.

Enable this to allow users to self-register using their work email address.

1. On the **Authentication**  page, select the **Self-registration** tab.
2. Select **Enable self-registration**.
3. Select **Save** in the **Settings** section.
4. Select **Add email domain?** to enter additional email domains.
Do NOT add email domains, such as gmail.com, outlook.com, yahoo.com, or similar email service domains, because this removes control over who can sign in.
5. Select **Save** in the **Domain** section.


See also:


- [How to add users; Self-registration](#)
- [How to add users; Invitation](#)

How to remove sign in with email

The screenshot shows the 'Authentication' settings page in the Tungsten Printix Administrator. The 'Self-registration' tab is selected. Under the 'SETTINGS' section, the 'Sign in with email' checkbox is checked. Below it, 'Enable self-registration' is also checked, and 'Hide domains on self-registration page' is unchecked. In the 'DOMAIN' section, two domains are listed: 'kofax.com' and 'tungstenautomation.com', each with a trash icon to its right. Below the domains is a button labeled 'Add email domain'. At the bottom of the page is a green 'Save' button.

This will remove the "Sign in with email" option from Printix Administrator, Printix Client, Printix Configurator, and the Printix App web app. The "Sign in with email" option is always available on the Printix App for Android and iOS/iPadOS and when signing in from printix.net.

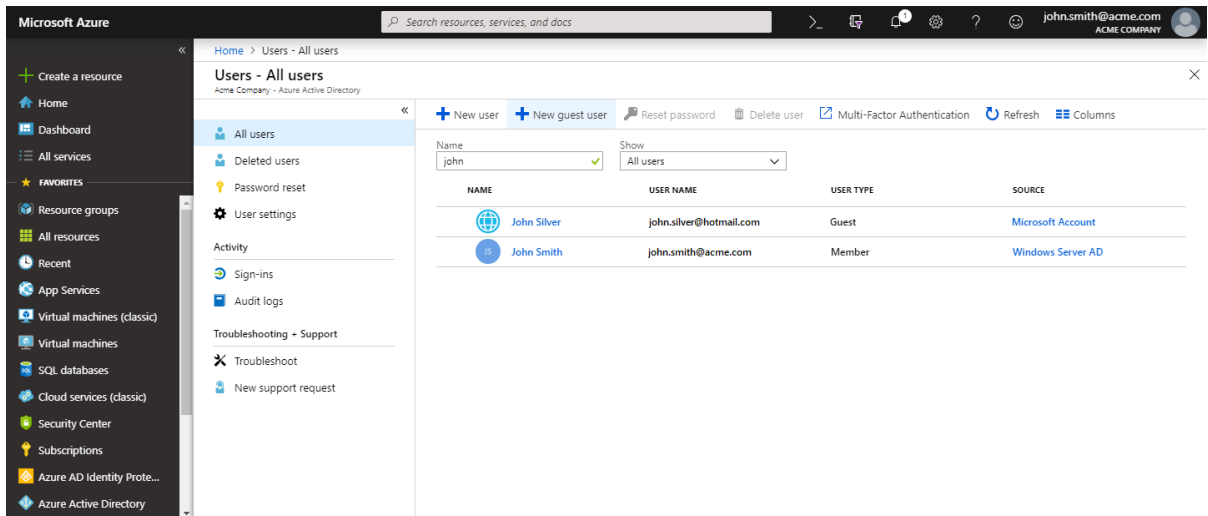
1. On the **Authentication**  page, select the **Self-registration** tab.
2. Clear **Sign in with email**.
3. Select **Save**.

 If you need to sign in with email to Printix Administrator, you can sign in from printix.net.

Do NOT remove the **Sign in with email** option if you have selected:

- [Enable self-registration](#)
- [Enable Active Directory authentication](#)

How to add guest users to Microsoft Entra ID



Printix supports guest printing, that is, you can allow a guest, that is, a user that is not a member of your organization, to print through Printix, including the use of secure print and mobile print.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. In the left pane, select **Users**.
5. Select **New guest user**.
6. Enter **Email address**.
7. Select **Invite**.
 - If you **Delete** a guest user (John Silver) in Microsoft Entra ID, the user is also deleted in Printix.
 - If you **Block sign in** for a guest user in Microsoft Entra ID, the user is signed out from Printix and will not be able to sign in until the user's account is unblocked in Microsoft Entra ID.



See also:

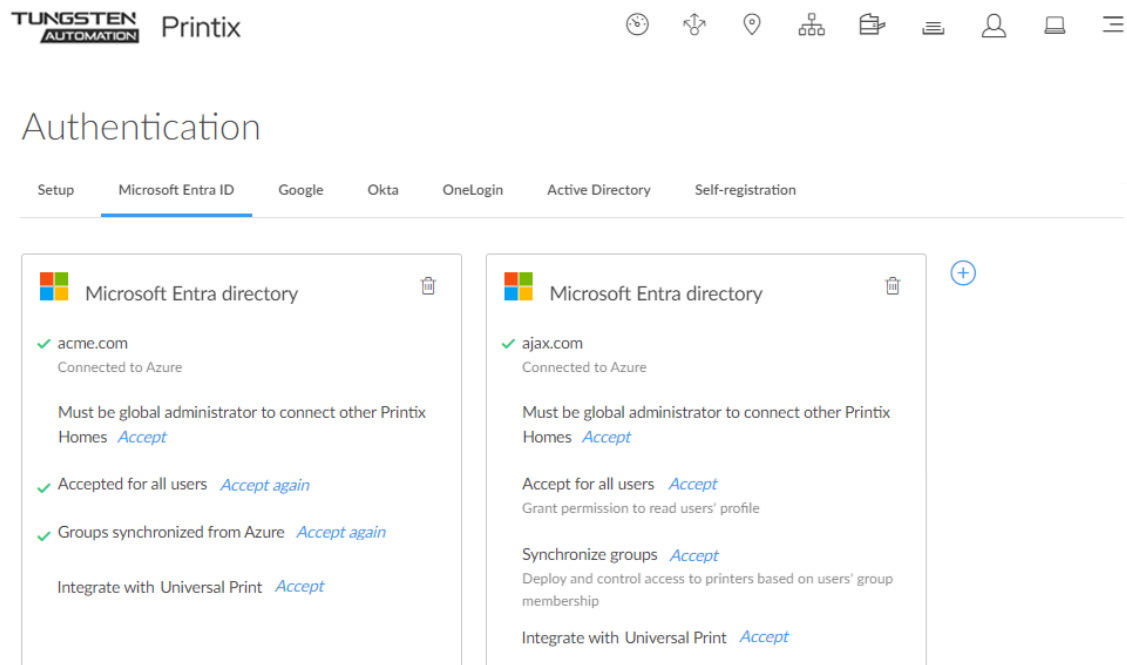
- Microsoft documentation on: [Microsoft Entra business-to-business \(B2B\) collaboration user](#)

How to add multiple Microsoft Entra directories

This is useful for separate companies, sharing office space and printers, because they can use the one and same Printix Home and only need to set up and manage printers and print queues once.


Furthermore, Microsoft Entra users' Department is recorded and can be used to post process data for subsequent departmental/company billing.

1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. Select **Add**  to add another Microsoft Entra directory.



- If more than one Microsoft Entra directories exist, then sign-in to Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 computers. The user must select a directory (acme.com or ajax.com) and then sign in, but only the first time.
- [Universal Print](#) is supported for one, but not multiple Microsoft Entra directories.

Sign in Printix Client

 Sign in with Microsoft





or

How to switch Microsoft Entra directory

You have an existing Microsoft Entra directory that is added to Printix, and now want to switch to a new Microsoft Entra directory.

See also: Microsoft documentation: [Change your organization connection to another Microsoft Entra ID](#)



i It is best practice to do this outside office hours. Users must sign in to Printix Client and Printix App again. Any pending documents from users are lost. The group-related setup that was made with the previous Microsoft Entra ID is broken and needs to be set up again.

- Ensure you are a member of the old Microsoft Entra directory and the new Microsoft Entra ID.
 - You must have the global administrator role in the new Microsoft Entra ID to:
 - [Accept for all users](#)
 - [Enable Microsoft Entra groups](#)
 - When you switch Microsoft Entra ID, the use of [groups](#) in the old Microsoft Entra ID breaks in Printix. You will have to set up the use of groups with the new Microsoft Entra directory (step 6).
1. On the **Authentication**  page, select the **Microsoft Entra ID** tab.
 2. Select **Add**  to add the new Microsoft Entra directory.
 3. Ensure that you can **Sign in with Microsoft** (your account in the new Microsoft Entra ID) and have the system manager role in Printix Administrator.
 4. On the **Authentication**  page on the **Microsoft Entra ID** tab, select **Delete**  to delete the old Microsoft Entra directory.

5. Users must sign in to Printix Client and Printix App again.
Future improvement (TFS 149792/PP-6583) is pending and will expire the sign in of the old Microsoft Entra directory users and thereby force a sign out/sign in.
6. In Printix Administrator, set up the use of [groups](#) with the new Microsoft Entra directory.
Future improvement (TFS 149793/PP-6584) is pending and will automate the removal of the old Microsoft Entra groups.

How to change the role of a user



As a [system manager](#), you can change the role of all other users except guest users.

1. Open the [Users](#)  page.
2. Select the user and select **Modify**.
3. On the [Setup](#)  tab, select the role and select **Save**.
An email is sent to the user when the role is changed.



 The user will have to sign in after a change of role.

How to search for users


Use **Search**  to find users.

1. Open the [Users](#)  page.
2. Select **Search** .
3. Enter part of the user's name or email.

The search is not case-sensitive.

- Select a user's **Name** or select  and **Modify** to open the [User properties](#).
- Select  and **Info** to see information about the user:
 - **Sign in method** lists the user's sign-in methods.
 - **Computers** lists the computers the user is signed in to.
 - **Groups** lists the groups the user is a member of.

Info

Name	Jane Doe
Role	User
Email	jane.doe@acme.com
Sign in method	
Computers	COMPIX
Groups	

Close

How to set up and use Printix from US data center

i If you want to start a new Printix Home that is hosted in the US instead of the [European data center](#) (EUDC), contact your Tungsten Automation sales representative. By default, all Printix Homes are hosted in the EUDC, and it is not possible to migrate Printix Homes to another data center. Your configuration data, printed documents, and captured documents reside in one data center used by your Printix Home, which cannot be shared between data centers.

- [US data center details](#)
- [Internet endpoints that must be unblocked](#)
- [How to deploy if your Printix Home is not in the EU data center](#)
 - [Deploy Printix Client](#)
 - [Deploy Printix Chromebook](#)
- [How to sign in if your Printix Home is not in the EU data center](#)
 - [Sign in to Printix Administrator](#)
 - [Sign in to Printix App in a browser](#)
 - [Sign in to Printix App for Android and iOS/iPadOS](#)
 - [Sign in to Printix Client](#)

- [Sign in to Printix Chromebook](#)
- [Sign in to Printix Go](#)
- [Sign in to Printix Redirector \(Printix Hybrid Cloud Print Enabler\)](#)
- [Sign in to Printix Configurator](#)
- [How to use Printix Cloud Print API if your Printix Home is not in the EU data center](#)

US data center details


- Hosted in US (select customers)
Example: ajax.us.printix.net
 - Secure Microsoft Azure Data Center in the US [Central US]
 - Secure Amazon Web Services Data Center in the US [US East (N Virginia) us-east-1]

Internet endpoints that must be unblocked

If you use a web proxy or SSL inspection, it may prevent sign-in to the Printix Client. Add the printix.net domain and subdomains as exceptions to ensure traffic is not blocked.

The syntax for adding exceptions varies depending on the software you use. Refer to your security software's documentation to determine the syntax for specifying the domain and subdomains. Here are a few common examples of wildcard syntax:

- *.printix.net
- .printix.net

 Unblocking (or whitelisting) must be based on URLs rather than IP address information, as the latter is subject to change.

The specific internet endpoints that must be unblocked are listed below.

Required

These internet endpoints must always be unblocked:

- https://assets.printix.net
- https://api.us.printix.net
- https://auth.us.printix.net and https://auth.printix.net [1]
- https://sign-in.us.printix.net and https://sign-in.printix.net [1]
- https://drivers.printix.net
- https://software.printix.net
- wss://websocket.proxyendpoint.us.printix.net

[1] Required because if the Printix Home is unknown, the initial attempt to sign is made to the [EU data center](#), and if that fails, users must select **Alternate sign in** and enter their Printix Home.

Additionally required if documents go through the cloud

These internet endpoints must also be unblocked if documents go [through the cloud](#):

- If you do not add your own cloud storage and just use the Printix cloud storage:
 - <https://prodenv2printjobs.blob.core.windows.net>
- If you add your own [Azure Blob Storage](#), you need to include the URL referencing the account name (such as *printixcloudstorage*):
 - <https://printixcloudstorage.blob.core.windows.net>
- If you add your own [Google Cloud Storage](#), you need to include the URL referencing the bucket name (such as *printix-cloud-storage*):
 - <https://storage.cloud.google.com/printix-cloud-storage>

Additionally required if you use Printix Go

These internet endpoints must also be unblocked if you use [Printix Go](#):

- <https://device-api.us.printix.net>
- <https://on-device-api.us.printix.net>
- <https://on-device-printer-sign-in.us.printix.net>
- <https://on-device-printer-release-documents.us.printix.net>

These internet endpoints must also be unblocked if you use Printix Go with Printix Capture:

- <https://on-device-capture.us.printix.net>
- <https://mfp-device-capture.us.printix.net>

Additionally required if you enable mobile print (Apple AirPrint)

These internet endpoints must also be unblocked if you enable [mobile print](#) (Apple AirPrint):

- <https://airprint.us.printix.net>

How to deploy if your Printix Home is not in the EU data center

Deploy Printix Client

- **Printix Client for Windows**

- If deployed with [Microsoft Endpoint Manager](#), the **MSI Arguments** must include `:dc:` followed by the data center (us).

Example: `WRAPPED_ARGUMENTS=/id:d0655f77-553d-4544-b8c1-157111df6f4f:dc:us`

- If the downloaded Printix Client installation file (*.EXE or *.MSI) has been renamed to, for example, `CLIENT.MSI` instead of `CLIENT_{ajax.us.printix.net}_{d0655f77-553d-4544-b8c1-157111df6f4f}.MSI`, the Printix Client will not recognize the Printix Home. Users must select [Alternate sign in](#) during sign-in.

- **Printix Client for Mac**

- If deployed with [Microsoft Endpoint Manager](#), [Jamf Pro](#), [Addigy](#), or some other tool, the Printix Home is unknown to the Printix Client and users must select [Alternate sign in](#) during sign-in.

- If the downloaded Printix Client installation file (*.DMG) has been renamed, the Printix Home is unknown to the Printix Client and users must select [Alternate sign in](#) during sign-in.

Deploy Printix Chromebook

Printix Chromebook can only be used if it has been deployed and the **dataCenter** value in the [configuration file](#) is set to **us**. The **tenant** value should also be set to the Printix Home, extended with the two letters of the data center (such as ajax.us.printix.net).

```
{
  "signIn": {
    "Value": {
      "tenant": "ajax.us.printix.net",
      "tenantId": "d0655f77-553d-4544-b8c1-157111df6f4f",
      "method": "both",
      "dataCenter": "us"
    }
  }
}
```

How to sign in if your Printix Home is not in the EU data center



- When you are prompted to enter your Printix Home, include the data center.
Example: ajax.us.printix.net
- The **Sign In** function on the printix.net web site does not work for Printix Homes hosted on the US data center.

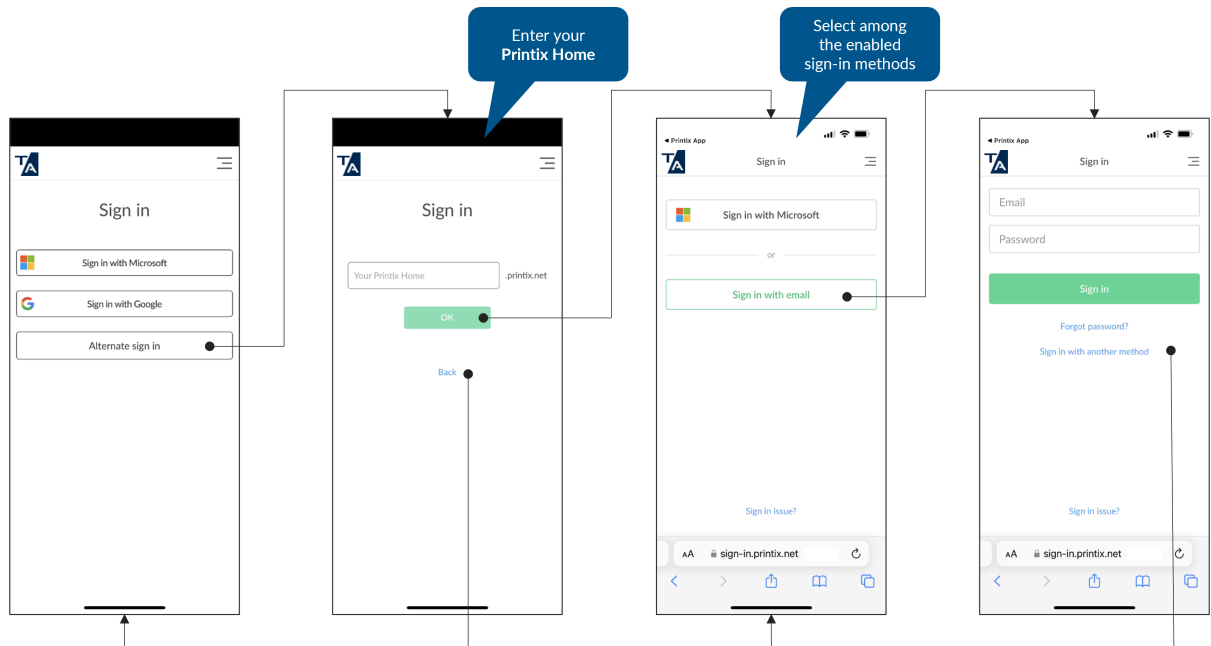
Sign in to Printix Administrator

1. Open a web browser and enter the Printix Home of your work or school (ajax) followed by **/admin**.
Example: https://ajax.us.printix.net/admin
The data center (us) must be included.
Do not put www in front of the address, because your browser will report the page as not private, untrusted, or as having problems with the security certificate.
2. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

Sign in to Printix App in a browser

1. Open a web browser and enter the Printix Home of your work or school (ajax).
Example: https://ajax.us.printix.net
The data center (us) must be included.
Do not put www in front of the address, because your browser will report the page as not private, untrusted, or as having problems with the security certificate.
2. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

Sign in to Printix App for Android and iOS/iPadOS



1. Select **Alternate sign in**.
2. Enter your Printix Home including the data center.
Example: <https://ajax.us.printix.net>
The data center (us) must be included.
3. Select **OK**.
4. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

Sign in to Printix Client

If the Printix Home is known, select the appropriate [sign-in method](#) that is enabled for your Printix Home. If the Printix Home is unknown, users must follow these steps during the installation of the Printix Client (unless one of the exceptions below apply).

Exceptions where the Printix Home is unknown but the steps below do not apply:

- The downloaded Printix Client installation file (*.EXE, *.MSI, or *.DMG) has been renamed to, for example, CLIENT.MSI instead of *CLIENT_{ajax.us.printix.net}_{d0655f77-553d-4544-b8c1-157111df6f4f}.MSI*.
- WRAPPED_ARGUMENTS was not specified or it was incorrect for the deployment of **Printix Client for Windows** with [Microsoft Endpoint Manager](#).
- **Printix Client for Mac** is being deployed with [Microsoft Endpoint Manager](#), [Jamf Pro](#), [Addigy](#), or some other tool.

1. Select **Alternate sign in**.
2. Enter your Printix Home including the data center.
Example: <https://ajax.us.printix.net>

The data center (us) must be included.

3. Select **OK**.
4. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

Sign in to Printix Chromebook

You can [sign in](#) only if Printix Chromebook has been [deployed using a configuration file](#).

Sign in to Printix Go

No special instructions apply, because the Printix Home was configured when Printix Go was installed on the printer.

See also:

- [How to sign in with an ID code at the printer](#)
- [How to sign in with card at the printer](#)

Sign in to Printix Redirector (Printix Hybrid Cloud Print Enabler)

If the Printix Home is known, select the appropriate [sign-in method](#) that is enabled for your Printix Home. If the Printix Home is unknown, users must follow these steps during the installation of the Printix Redirector (unless one of the exceptions below apply).

Exceptions where the Printix Home is unknown but the steps below do not apply:

- The downloaded Printix Redirector installation file (*.EXE) has been renamed to, for example, REDIRECTOR.EXE instead of *REDIRECTOR_{ajax.us.printix.net}_{d0655f77-553d-4544-b8c1-157111df6f4f}.EXE*.

1. Select **Alternate sign in**.
2. Enter your Printix Home including the data center.
Example: https://ajax.us.printix.net
The data center (us) must be included.
3. Select **OK**.
4. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

Sign in to Printix Configurator

1. Select **Alternate sign in**.
You must have the **System manager** role.
2. Enter your Printix Home including the data center.
Example: https://ajax.us.printix.net
The data center (us) must be included.
3. Select **OK**.
4. Select the appropriate [sign-in method](#) that is enabled for your Printix Home.

How to use Printix Cloud Print API if your Printix Home is not in the EU data center

The API is intended for use by applications that want to push documents in printer-native or PDF format into a Printix print queue. The API documentation is available at <https://printix.github.io/>. When coding against a Printix Home in the US data center:

- [OAuth token requests](#) must be made against <https://auth.us.printix.net>.
- [API requests](#) must be made against <https://api.us.printix.net>.

How to deploy Printix Client

After you have added the first users, you should consider using the below methods to deploy Printix Client and get users to print with and use Printix.

- [Let users download Printix Client and register themselves](#)
- [Deploy Printix Client automatically with Microsoft Endpoint Manager](#)
- [Deploy Printix Client for Mac with Microsoft Endpoint Manager](#)
- [Deploy Printix Client automatically with Group Policies](#)
- [Deploy Printix Client and have sign-in postponed until restart](#)
- [Deploy Printix Client for Mac](#)
- [Manually install Printix Client remotely](#)

Let users download Printix Client and register themselves

The Printix Download page is the Printix Home of your company (acme) followed by /download.



Example: <https://acme.printix.net/download>

- **Make a group email to users**

Use organization's email system to write and send an email to the group of relevant recipients, perhaps all users in the organization. In the email, you can include links to the Printix Download page, User Manual, and/or relevant Intranet pages.

- **Make a link on your Intranet**

Perhaps your Intranet already features one or more pages with instructions on how to locate and install printers in your company. You can update these pages and include the link to the Printix Download page and User Manual.

If you have [enabled self-registration](#), you can also provide users with a link to the Printix Download page. After the completed installation of Printix Client, the user has to select **Menu**  **> Register** , and then enter work email address, and follow the steps in the email to register.

Deploy Printix Client automatically with Microsoft Endpoint Manager


You can automatically deploy Printix Client with Microsoft Endpoint Manager. If you also [enable Microsoft Entra authentication](#), users are automatically registered the first time they sign in with their Microsoft work or school account.


See also: [How to deploy Printix Client with Microsoft Endpoint Manager](#)

Deploy Printix Client automatically with Group Policies

You can automatically deploy Printix Client with Group Policies in Active Directory. If you also [enable Active Directory authentication](#), users are automatically registered the first time they sign in with their network username and password.

Download the Printix Client Microsoft Installer (MSI) package:

1. Open the [Software](#)  page.
2. Select **Printix Client (MSI)**.
3. After download, move the MSI file to a shared folder that is available to all users.

 Do NOT rename the file, because it will prevent it from working with your Printix Home. Some deployment tools, such as Cisco Meraki, requires the file extension to be renamed, so the extension is in lowercase (.msi).

To install it silently, use the `msiexec` command and run it as administrator, that is, under the local system account.

- `msiexec /i CLIENT_{home}_{id}.MSI /quiet`

After installation, the Printix ID is saved in [Windows Registry](#).

Deploy Printix Client and have sign-in postponed until restart

Use the `/oms` (On Machine Start) argument to deploy Printix Client without starting the user interface (`PrintixClient.exe`). Only the Printix Service (`PrintixService.exe`) is started.


- `msiexec /i CLIENT_{home}_{id}.MSI /quiet WRAPPED_ARGUMENTS=/oms`

The computer with Printix Client will only be registered and listed in Printix Administrator after a user has signed in. Start the user interface (`PrintixClient.exe`) to get the user to sign in.

This method can be used to install Printix Client as part of an automated process (such as Windows Autopilot) that completely configures a new computer before this is delivered to the user. This way, sign in is postponed until the user starts to use the computer.

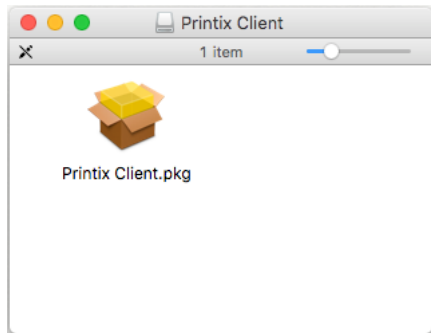
Deploy Printix Client for Mac

How to deploy the embedded Printix Client.pkg file:

1. Open the [Software](#)  page.
2. Select **Printix Client**.
3. Open **Downloads**, for example from the Dock at the bottom of the screen.

4. Double-click **CLIENT_{home}_{id}.DMG**.

After a few seconds, the **Printix Client** dialog box appears.



5. Copy the cardboard box icon (Printix Client.pkg) to a temporary location.
6. Extend the name of the copied package file to have a similar name as the DMG file (Printix Client_{home}_{id}.pkg).
7. Use whatever tool you have to deploy the package file.
The macOS bundle identifiers are:
 - Printix Client bundle ID: net.printix.UI
 - Printix Service bundle ID: net.printix.MacService

See also:

- [How to deploy Printix Client for Mac with Microsoft Endpoint Manager](#)
- [How to deploy Printix Client for Mac with Jamf Pro](#)
- [How to deploy Printix Client for Mac with Addigy](#)

Manually install Printix Client remotely

If you can remotely sign in to a computer as administrator, you can also install Printix Client. If any users are signed in, you should ask them to sign out first. Otherwise, these signed in users cannot print to Printix printers until they sign out of the computer and sign in again. You can sign out these users, but they may lose unsaved data. If you restart the computer after Printix Client is installed, it will also sign out the users from the computer.

How to sign out users from a Windows computer

1. Sign in to the computer as administrator.
2. Open the Task Manager.
3. Select the **Users** tab.
4. Select the user and select **Sign out**.

How to sign out users from a Mac computer

1. Sign in to the computer as administrator.
2. Select the search icon in the top right corner or press **Command+Space**.
3. In **Spotlight Search**, type: activity monitor, and press Enter.


4. In **Activity Monitor**, use the search box in the upper right corner and type: loginwindow.
5. Double-click the login window process of the user to be signed out and select **Quit**.
6. Select **Force Quit**. You may be prompted to enter your **Password**.

How to deploy Printix Client with Microsoft Endpoint Manager

You can automatically deploy Printix Client with Microsoft Endpoint Manager. If you also [enable Microsoft Entra authentication](#), users are automatically registered the first time they sign in to Printix Client with their Microsoft work or school account. [Can I use Microsoft Intune for Education?](#)



- For the requirements of the Printix Client, see the [Technical Specifications](#) document for Printix.
- Sign-in to the Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers and works with the Pro, Enterprise, and Education editions. Microsoft does not support Microsoft Entra join on Windows Home editions.

The Printix Client Microsoft Installer (MSI) package and MSI arguments are available on the [Software](#)  page.

Software

WINDOWS	Printix Client 1.3.1254.0	Printix Client (MSI) 1.3.1254.0
	Printix Redirector 1.3.1254.0	<div>MSI arguments</div> <div>Sign in after installation</div> <div> WRAPPED_ARGUMENTS="/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90 </div> <div>Sign in postponed until restart</div> <div> WRAPPED_ARGUMENTS="/id:9b5b5251-a1a3-461b-b7cf-0dcd0e4fdadd:oms </div>
	Printix Configurator 1.3.1254.0	
	Kiosk ID	
MAC	Printix Client 1.3.1253.0	
CHROME WEB STORE	Printix Chromebook	
APPLE APP STORE	Printix App	
GOOGLE PLAY STORE	Printix App	
PRINTIX CLOUD PRINT API	Printix Cloud Print API	
PRINTIX GO	Kyocera (PKG) 1.0.0.164	

- **MSI arguments**

Select the relevant one to copy it to the clipboard.

- **Sign in after installation**


Sign-in will occur right after Printix Client is installed. This is the default behavior.

- **Sign in postponed until restart**

Deploy Printix Client without starting the user interface (PrintixClient.exe). This method can be used to install Printix Client as part of an automated process (such as Windows Autopilot) that completely configures a new computer before this is delivered to the user. This way, sign in is postponed until the user starts to use the computer. Only the Printix Service

(PrintixService.exe) is started. The computer with Printix Client will only be registered and listed in Printix Administrator after a user has signed in.

 If users have issues while signing in to the Printix Client after deployment, see [Sign-in issues](#).

1. As a prerequisite, make sure that the target computers meet the requirements described in the **Printix Client for Windows** section of the [Technical Specifications](#) document.
2. Open the [Software](#)  page.
3. Select **Printix Client (MSI)**.
This downloads the Microsoft Installer (MSI) package.
Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI
4. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com) using your work account credentials.
5. In the Microsoft Endpoint Manager admin center, select **Apps**.
6. On the **Apps | Overview** blade, under **By platform**, select **Windows**.
7. On the **Windows | Windows apps** blade, select **Add**.
8. In the **Select app type** pane, under the **Other** app types, select **Line-of-business app**.
9. Select **Select** to select **App package file**.
10. In the **Add app** pane, select **Select app package file**.
11. In the **App package file** pane, select the browse button, then select the CLIENT_{home}_{id}.MSI file you downloaded in step 3.
Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI
The app details will be displayed.
12. Select **OK** in the **App package file** pane to add Printix Client.

The screenshot shows the Microsoft Endpoint Manager admin center interface. The left sidebar contains navigation links: Home, Dashboard, All services, FAVORITES, Devices, Apps, Endpoint security, Reports, Users, Groups, Tenant administration, and Troubleshooting + support. The main content area is titled 'Add App' and 'Windows MSI line-of-business app'. It has three tabs: 'App information' (selected), 'Assignments', and 'Review + create'. The 'App information' tab contains the following fields and options:

- Select file ***: CLIENT_[acme.printix.net]_[cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90].MSI
- Name ***: Printix Client
- Description ***: Printix Client
- Edit Description**: (link)
- Publisher ***: Printix
- App install context**: User (selected), Device
- Ignore app version**: Yes (selected), No
- Command-line arguments**: WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90
- Category**: Productivity
- Show this as a featured app in the Company Portal**: Yes, No (selected)
- Information URL**: https://printix.net
- Privacy URL**: https://printix.net/privacy
- Developer**: Printix
- Owner**: Printix
- Notes**: (empty text area)
- Logo**: Select image

At the bottom of the form are 'Previous' and 'Next' buttons.

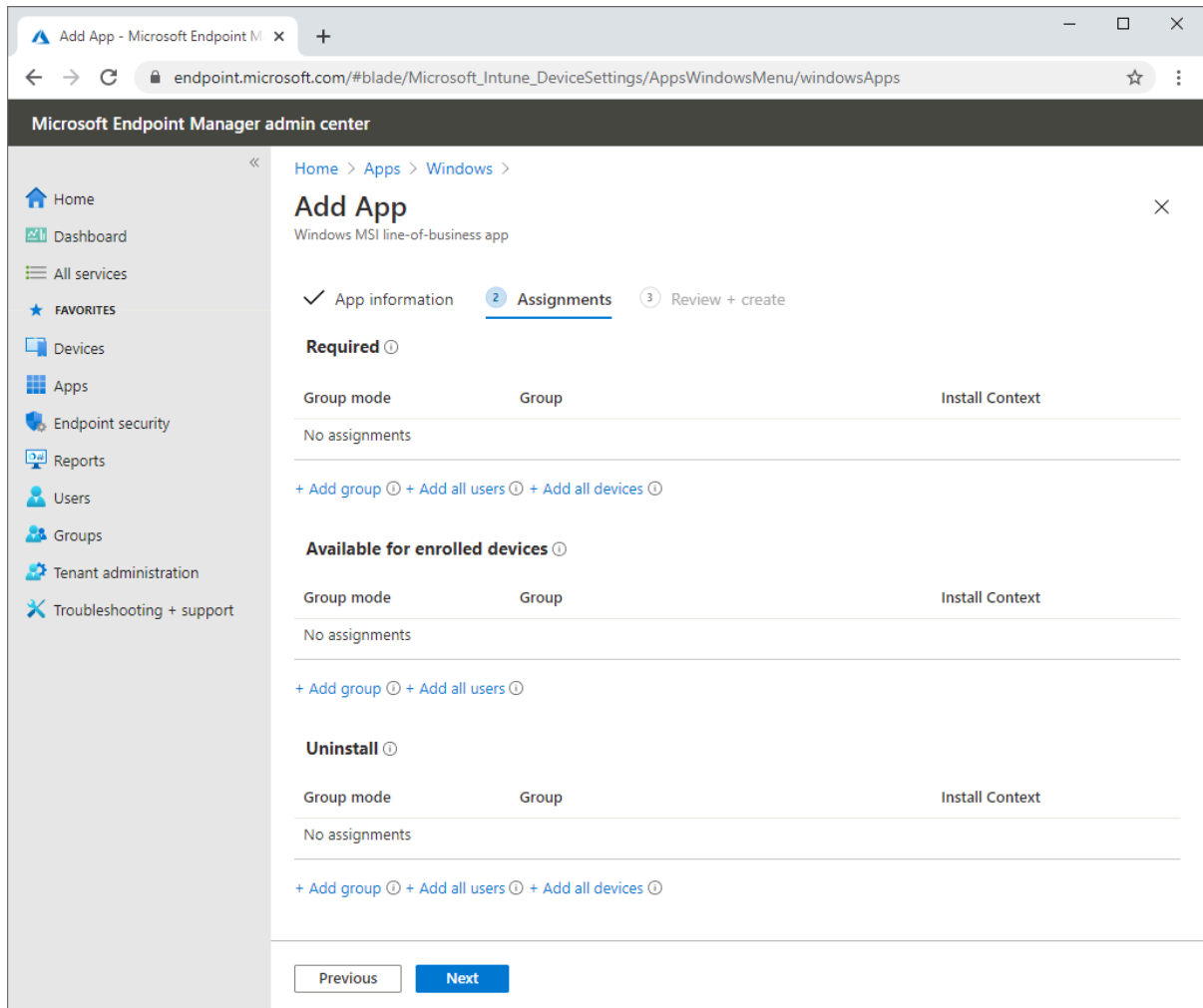
13. On the **App information page:**

- In **Name**, optionally, edit the text: Printix Client.
- In **Description**, optionally, edit the text: Printix Client.
- In **Publisher**, type: Printix.
- **App install context** is set to **Device context** and cannot be changed.
- For **Ignore app version**, select **Yes** as the Printix Client automatically updates to the latest version.

- In **Command line arguments**, paste the MSI arguments you copied to the clipboard on the **Software** page.
Example: WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90
 - The /id value is your Printix ID as show in the name of the MSI file you downloaded in step [3](#).
 - After deployment, the /id value is saved in the [Windows Registry](#).
 - If you want to deploy and have [sign-in postponed until restart](#), :oms is appended.
Example: WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90:oms
- In **Category**, select **Productivity**.
- For **Show this as a featured app in the Company Portal**, select **No**.
- In **Information URL**, optionally, type: https://printix.net
- In **Privacy URL**, optionally, type: https://printix.net/privacy
- In **Developer**, optionally, type: Printix
- In **Owner**, optionally, type: Printix
- In **Notes**, optionally, type any notes you want to associate with this app.
- Optional **Logo**. Select **Select image** to select for example an image with the Printix logo.

14. Select **Next**.

15. Select the **Required** or **Available for enrolled devices**.



16. Select **Next** to display the **Review + create** page.
17. Review the values and settings you entered.
18. When you are done, select **Create** to add Printix Client to Intune.

i If the Printix Client does not deploy and your Microsoft Entra tenant's MDM authority is unknown, check the Microsoft documentation: [Set MDM authority to Intune](#).

Can I use Intune for Education?

Intune for Education (part of Microsoft Education, Windows 10 (version 1703 or higher)) is a simple but powerful solution for managing policies, apps and settings for your classroom devices. As a subscriber to Microsoft Intune for Education you have also access to Microsoft Endpoint Manager.


To deploy Printix Client to classroom devices you need to open **Microsoft Endpoint Manager** (not **Intune for Education**) and follow the above instructions. This is because Intune for Education does not allow you to specify **Command line arguments**.

Where to find the Printix ID in Windows Registry?

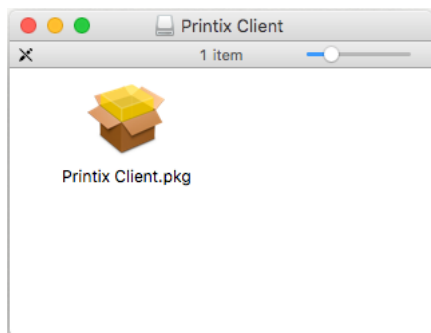
1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\Tenant`.
4. The value **TenantId** should be your Printix ID as shown in the name of the MSI file you downloaded in step 3.
Example: `cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90`
The value **TenantName** is typically your Printix Home (`acme.printix.net`), however, it may say Printix Auto Name when installation is through MSI/Microsoft Endpoint Manager.

How to deploy Printix Client for Mac with Microsoft Endpoint Manager

You can automatically deploy Printix Client for Mac with Microsoft Endpoint Manager.

1. Open the [Software](#)  page.
2. Select **Printix Client** to download it.
3. Open **Downloads**, for example from the Dock at the bottom of the screen.
4. Double-click **CLIENT_{home}_{id}.DMG**.

After a few seconds, the **Printix Client** dialog box appears.



5. Copy the cardboard box icon (Printix Client.pkg) to a temporary location.
6. Extend the name of the copied package file to have a similar name as the DMG file (Printix Client_{home}_{id}.pkg).
7. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com) using your work account credentials.
8. In the Microsoft Endpoint Manager admin center, select **Apps**.
9. On the **Apps | Overview** blade, under **By platform**, select **macOS**.
10. On the **macOS | macOS apps** blade, select **Add**.

11. In the **Select app type** pane, under the **Other** app types, select **Line-of-business app**.
12. Select **Select** to select **App package file**.
13. In the **Add app** pane, select **Select app package file**.
14. In the **App package file** pane, select the browse button. Then, select the package file you renamed in step 6 (Printix Client_{home}_{id}.pkg).
The app details will be displayed.
15. Select **OK** in the **App package file** pane to add Printix Client.

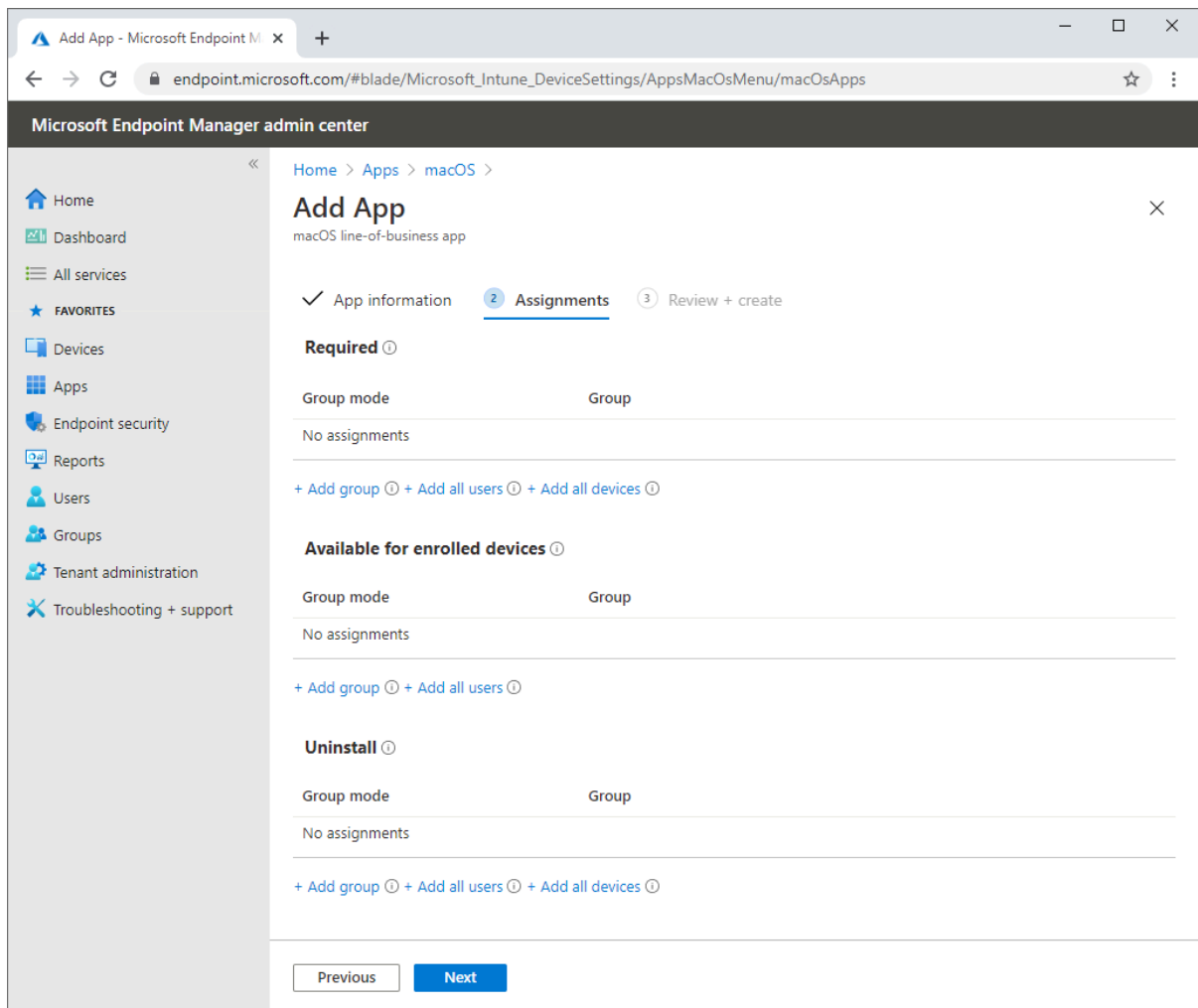
The screenshot shows the 'Add App' page in the Microsoft Endpoint Manager admin center. The breadcrumb navigation is 'Home > Apps > macOS >'. The page title is 'Add App' with a subtitle 'macOS line-of-business app'. There are three tabs: '1 App information', '2 Assignments', and '3 Review + create'. The 'App information' tab is active, showing the following fields:

- Select file ***: Printix Client.pkg
- Name ***: Printix Client.pkg
- Description ***: Printix Client.pkg (1.3.1235)
- Publisher ***: Printix
- Minimum operating system ***: macOS Sierra 10.12
- Ignore app version**: Yes (selected), No
- Install as managed**: Yes, No (selected)
- Category**: Productivity
- Show this as a featured app in the Company Portal**: Yes, No (selected)
- Information URL**: https://printix.net
- Privacy URL**: https://printix.net/privacy
- Developer**: Printix
- Owner**: Printix
- Notes**: (empty text area)
- Logo**: Select image

At the bottom of the page, there are 'Previous' and 'Next' buttons.

16. On the **App information** page:
 - In **Name**, optionally, edit the text: Printix Client_{home}_{id}.pkg.

- In **Description**, optionally, edit the text: Printix Client_{home}_{id}.pkg (1.3.1235).
 - In **Publisher**, type: Printix.
 - In **Minimum operating system**, select **macOS Sierra 10.12**.
 - In **Install as managed**, select **No**.
 - For **Ignore app version**, select **Yes** as the Printix Client automatically updates to the latest version.
 - In **Category**, select **Productivity**.
 - For **Show this as a featured app in the Company Portal**, select **No**.
 - In **Information URL**, optionally, type: <https://printix.net>
 - In **Privacy URL**, optionally, type: <https://printix.net/privacy>
 - In **Developer**, optionally, type: Printix
 - In **Owner**, optionally, type: Printix
 - In **Notes**, optionally, type any notes you want to associate with this app.
 - Optional **Logo**. Select **Select image** to select for example an image with the Printix logo.
17. Select **Next**.
 18. Select the **Required** or **Available for enrolled devices**.



19. Select **Next** to display the **Review + create** page.
20. Review the values and settings you entered.
21. When you are done, select **Create** to add Printix Client to Intune.


Troubleshooting

i Up to 8 hours after installation, the Microsoft Company Portal may still show the Printix Client.pkg as Downloading even though the download and installation is complete. This is because Microsoft relies on an 8-hour synchronization interval. If you sync the Mac computer from Microsoft Endpoint Manager, the Company Portal will update and show the correct state (Installed).

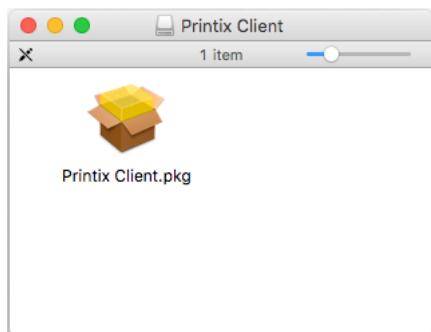
How to deploy Printix Client for Mac with Jamf Pro

You can automatically deploy Printix Client for Mac with Jamf Pro.

i These instructions apply to Jamf Pro version 10.25. It may be different in other versions, but the principle is the same.

1. Open the [Software](#)  page.
2. Select **Printix Client** to download it.
3. Open **Downloads**, for example from the Dock at the bottom of the screen.
4. Double-click **CLIENT_{home}_{id}.DMG**.

After a few seconds, the **Printix Client** dialog box appears.



5. Copy the cardboard box icon (Printix Client.pkg) to a temporary location.
6. Extend the name of the copied package file to have a similar name as the DMG file (Printix Client_{home}_{id}.pkg).
7. Open a new browser window and sign in to Jamf Pro.
8. In Jamf Pro, select **Computers**.
9. On the **Computers** page, select **Management Settings**. Under **Computer Management**, select **Packages**.
10. Select **New** to add a new package.
11. Under **Filename**, select **Upload**, then select the package file you renamed in step [6](#) (Printix Client_{home}_{id}.pkg).

Settings : Computer Management > Packages

← **New Package**

General Options Limitations

Display Name Display name for the package

Printix Client.pkg

Category Category to add the package to

None

Filename Filename of the package on the distribution point (e.g. "MyPackage.dmg")

Change File Printix Client.pkg

Manifest File

Upload Manifest File

Info Information to display to the administrator when the package is deployed or uninstalled

Notes Notes to display about the package (e.g. who built it and when it was built)

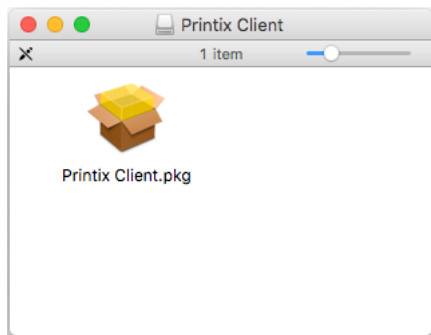
Cancel Save

12. Navigate to **Computers, Policies** and select **New** to add a new policy.
13. In the **Options** tab, specify the following settings:
 - In **Display name**, type: Printix Client_{home}_{id}.
 - In **Trigger**, select **Recurring Check-in**.
 - In **Execution frequency**, select **Once per computer**.
14. Select **Packages** and select **Configure**.
15. Find the newly added Printix Client_{home}_{id}.pkg file and select **Add** to add it to the policy.
16. On the **Scope** tab, set the appropriate inclusions and exclusions.
17. Select **Save**.

How to deploy Printix Client for Mac with Addigy

1. Open the [Software](#)  page.

2. Select **Printix Client** for MAC to download it.
Take note of the version number of the downloaded file, because it will be needed later.
3. Open **Downloads**, for example, from the Dock at the bottom of the screen.
4. Double-click **CLIENT_{home}_{id}.DMG**.
After a few seconds, the **Printix Client** dialog box appears.



5. Copy the cardboard box icon (Printix Client.pkg) to a temporary location.
6. Extend the name of the copied package file to have a similar name as the DMG file (Printix Client_{home}_{id}.pkg).
7. Log in to your Addigy environment and select **Catalog**, and then **Software**.
8. On the **Smart Software** tab, select **New**.
9. Enter a **Software name** and the **Version** you copied in step [2](#).
10. For the **Installation Files**, upload and select the package file you renamed in step [6](#).
Follow the instructions on the file selection screens until you return to the **Installation Files**.
The file is selected if green text displays **Apps found**.
11. **Save** the changes.
12. Go to **Policies** and add a preferred policy from the catalog.
13. Select **Deploy**.

How to include Printix Client in a managed image

To make Printix Client work with a managed image, you need to modify the Windows Registry before you create the managed image.

1. Install the Printix Client, so it becomes part of the new managed image.
A managed image is typically used in connection with:
 - Azure Virtual Desktop
 - Citrix
 - Remote Desktop Services (RDS)
 - VMware Horizon VDI
2. [Produce an image without the trace of previously registered computers](#).
 - Must include user's Printix settings in the Application Data roaming profile with Windows Registry setting **StartAsVDI** (step 8 below).

- Optionally, control access to print queues with Windows Registry setting **useGroupPermissions** (step 9 below).
3. Before you start to use the new image, delete the computer in Printix Administrator. After a short time, the computers will register and appear in Printix Administrator.

Produce an image without the trace of previously registered computers (WSid)

If an image is produced after a user has signed in, and subsequently installed on another computer, then there will be an unwanted condition where these computers will have the same WSId. This will result in the computers fighting for connection and they will try to update the same computer properties in the Printix Cloud. To resolve the issue you need follow the steps below to make an image, where no computer (WSid) has been registered.

1. Open the Task Manager.
2. Select the **Details** tab.
3. Select **PrintixClient.exe** and select **End task**. Select **End process**.
4. Select **PrintixService.exe** and select **End task**. Select **End process**.
5. In the Registry Editor, browse to: `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`
6. Delete the Printix Client folders:
 - \RT
 - \WS
7. Verify that these folders are still there:
 - \CurrentVersion
 - \Printers
 - \Tenant
 - \Users
8. In the Printix Client folder, add the DWORD value name **StartAsVDI**.
The **StartAsVDI** can take on these decimal values (hex value in parenthesis):
 - **0** (0x00000000)
This is the default. [Printix Client will update itself automatically](#).
 - **1** (0x00000001)
Printix Client will NOT update itself automatically. It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).
 - The path to the users application folder is based on %APPDATA%.
 - **2** (0x00000002)
[Printix Client will update itself automatically](#). It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).
 - The path to the users application folder is based on %APPDATA%.
 - **999** (0x000003e7)

Printix Client will NOT update itself automatically. It will read and write the user's Printix settings, including access tokens, in the user's [Application Data folder](#).

- The path to the user's application folder is based on %USERPROFILE% and then AppData \Roaming is appended.

9. In the Printix Client folder, add the DWORD value name **useGroupPermissions**.

It can take on these decimal values (hex value in parenthesis):

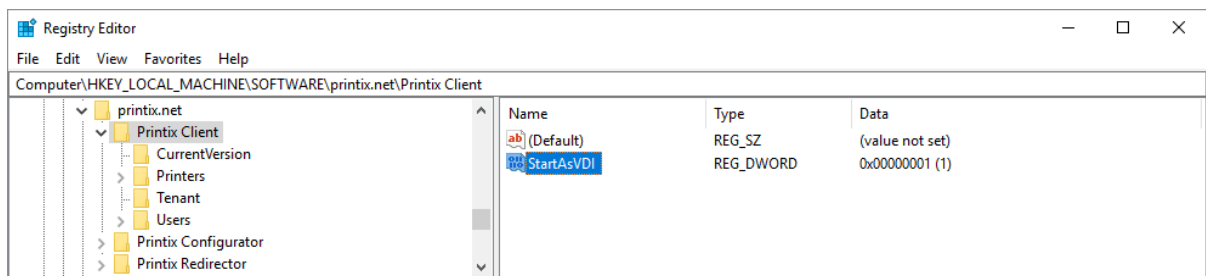
- **0** (0x00000000)

This is the default. Printix Client will make all installed print queues available to the signed-in user.

- **1** (0x00000001)

Printix Client will look at the users' group membership and only make print queues with [Exclusive access](#) available to the signed-in user. This is done by setting the security privileges on the print queues accordingly. The groups MUST be in both **Active Directory** and **Microsoft Entra ID**.

10. Produce the image.



How to see the value of APPDATA

Open a command prompt and type: `echo %APPDATA%`

- Typically, this will give the result:

`C:\Users\{username}\AppData\Roaming`

Example: `C:\Users\John\AppData\Roaming`

- If the AppData folder is redirected, this will give the result:

`\\{servername}\{folder}Redirect$\{username}\Application Data`

Example: `\\myserver.acme.com\myfolderRedirect$\John\Application Data`

The below is the example of the Printix-relevant path and subfolders that must be included in the roaming profile.

- `%APPDATA%\printix`

Example: `\\myserver.acme.com\myfolderRedirect$\John\Application Data\printix`

How to deploy Printix App for Android with Microsoft Endpoint Manager

1. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com) using your work account credentials.
2. In the Microsoft Endpoint Manager admin center, select **Apps**.
3. On the **Apps | Overview** blade, under **By platform**, select **Android**.
4. On the **Android | Android apps** blade, select **Add**.
5. In the **Select app type** pane, under the **Store app** app types, select **Android store app**.
6. In the **Add app** pane, select **Search the App store**.
7. In search, type: Printix App
8. Select Printix App and select **Select**.

Microsoft Endpoint Manager admin center

Home > Apps > Android >

Add App

Android store app

1 App information 2 Assignments 3 Review + create

Name *

Description *

Publisher *

Appstore URL *

Minimum operating system *

Category

Show this as a featured app in the Company Portal ☒ Yes ☐ No

Information URL

Privacy URL

Developer

Owner

Notes

Logo

Previous Next

9. On the **App information** page:

- In **Name**, type: Printix App
- In **Description**, optionally, type: Use the Printix App to release documents on Printix-managed printers.
- In **Publisher**, type: Printix
- In **Appstore URL**, type: `https://play.google.com/store/apps/details?id=net.printix.printixapp`
- In **Minimum operating system**, select **Android 6.0 (Marshmallow)**.
- In **Category**, select **Productivity**.
- For **Show this as a featured app in the Company Portal**, select **Yes**.
- In **Information URL**, optionally, type: `https://printix.net`
- In **Privacy URL**, optionally, type: `https://printix.net/privacy`
- In **Developer**, optionally, type: Printix

- In **Owner**, optionally, type: Printix
- In **Notes**, optionally, type any notes you want to associate with this app.
- Optional **Logo**. Select **Select image** to select, for example, an image with the Printix logo.

10. Select **Next**.

11. Select the **Required** or **Available for enrolled devices**.

The screenshot shows the 'Add App' page in the Microsoft Endpoint Manager admin center. The breadcrumb trail is 'Home > Apps > Android >'. The page title is 'Add App' with the subtitle 'Android store app'. There are three tabs: 'App information' (checked), 'Assignments' (selected), and 'Review + create'. The 'Assignments' tab shows three sections: 'Required', 'Available for enrolled devices', and 'Available with or without enrollment'. Each section has a 'Group mode' dropdown set to 'Group' and a 'No assignments' status. Below each section are links to '+ Add group', '+ Add all users', and '+ Add all devices'. At the bottom, there are 'Previous' and 'Next' buttons.

12. Select **Next** to display the **Review + create** page.

13. Review the values and settings you entered.

14. When you are done, select **Create** to add Printix App to Microsoft Endpoint Manager.

How to deploy Printix App for iOS/iPadOS with Microsoft Endpoint Manager

1. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com) using your work account credentials.

2. On the left-hand menu, select **Apps**.
3. Under **By platform**, select **iOS/iPadOS**.
4. Select **Add**.
5. In the **Select app type** pane, under the **Store app** app types, select **iOS store app**.
6. In the **Add app** pane, select **Search the App store**.
7. In search, type **Printix App**.
8. Select Printix App and select **Select**.

Microsoft Endpoint Manager admin center

Home > Apps > iOS/iPadOS >

Add App

iOS store app

✓ App information ② Assignments ③ Review + create

Select app * ① [Search the App Store](#)

Name * ①

Description * ①

Publisher * ①

Appstore URL

Minimum operating system * ①

Applicable device type * ①

Category ①

Show this as a featured app in the Company Portal ① ☒ Yes ☐ No

Information URL ①


Privacy URL ①

Developer ①

Owner ①

Notes ①

Logo ① [Select image](#)



[Previous](#) [Next](#)

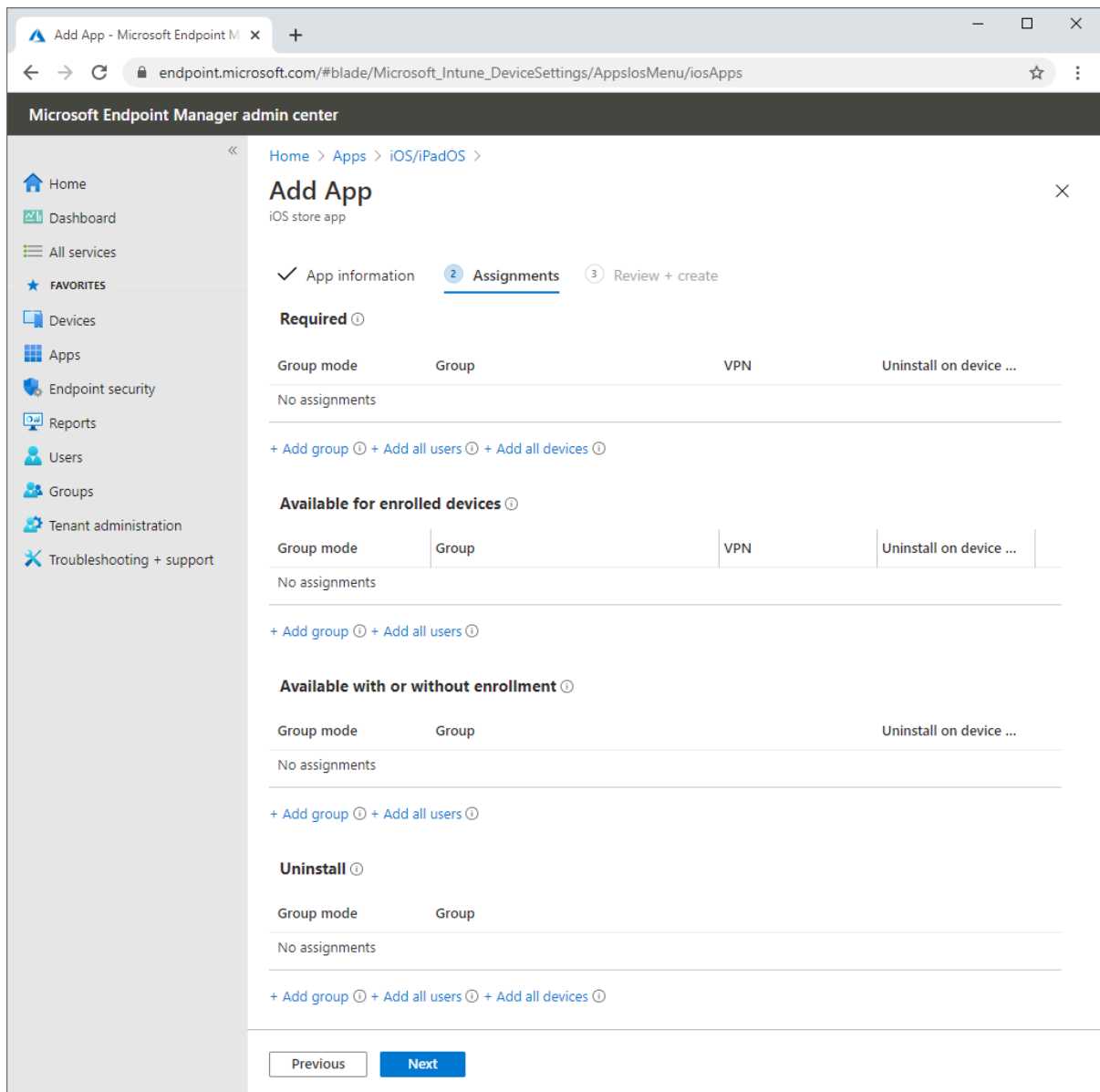
9. On the **App information** page:

- In **Name**, optionally, edit the text: Printix App
- In **Description**, optionally, edit the text: Use the Printix App to release documents on Printix-managed printers.
- In **Publisher**, leave it at: **Printix**.

- In **Appstore URL**, leave it at: <https://apps.apple.com/us/app/printix-app/id1391512097?uo=4>
- In **Minimum operating system**, select **iOS 11.0**.
- In **Applicable device type**, leave it at: **2 selected** (iPad, iPhone, and iPod).
- In **Category**, select **Productivity**.
- For **Show this as a featured app in the Company Portal**, select **Yes**.
- In **Information URL**, optionally, type: <https://printix.net>
- In **Privacy URL**, optionally, type: <https://printix.net/privacy>
- In **Developer**, optionally, type: Printix
- In **Owner**, optionally, type: Printix
- In **Notes**, optionally, type any notes you want to associate with this app.
- Optional **Logo**. Leave it at the Printix logo.


10. Select **Next**.

11. Select the **Required** or **Available for enrolled devices**.



12. Select **Next** to display the **Review + create** page.
13. Review the values and settings you entered.
14. When you are done, select **Create** to add Printix App to Microsoft Endpoint Manager.

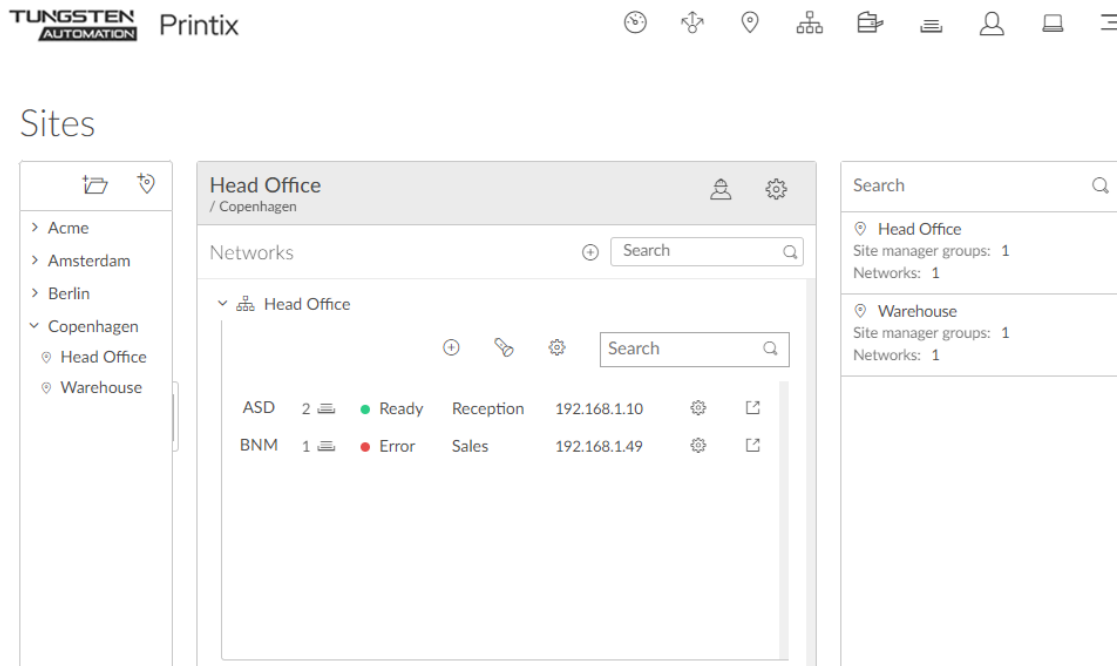
How to search for computers

Use Search  to find computers.

1. Open the [Computers](#)  page.
2. Select **Search** .

3. Enter part of the computer's hostname or IP address.
The search is not case-sensitive.

How to work with sites




By optionally creating [Sites](#) , you can:

- **Delegate management tasks to the IT personnel at the local site**
Administrators with the role [site manager](#) can manage printers and printing in Printix Administrator without having excess privileges to change global settings and printing at other sites.
- **Visualize the print infrastructure**
In Printix Administrator, browse sites to see the organization of printers and print queues.

See also:


- [What actions can a site manager perform](#)
- [How to add a printer to a site](#)
- [How to delete a printer](#)

 **System manager** role is required to add, modify, and delete sites and networks and manage site manager groups.

- [How to create a site](#)

- [How to move a site](#)
- [How to delete a site](#)
- [How to add a network to a site](#)
- [How to remove a network from a site](#)
- [How to add a site manager group to a folder or site](#)
- [How to remove a site manager group from a site](#)

What actions can a site manager perform

A [site manager](#)  can perform these actions:

Printers

- **Discover printers** on networks belonging to managed sites.
- **Add printer** on networks belonging to managed sites.
- **Modify printer** on networks belonging to managed sites.
- **Delete printer** on networks belonging to managed sites.
- **Delete** unregistered printers.
- [Register NFC tag](#) for printers belonging to managed sites.
- **Delete NFC tag** from printers belonging to managed sites.

Print queues


- **Add print queue** to printers belonging to managed sites.
- **Modify print queue** of printers belonging to managed sites.
- **Delete print queue** of printers belonging to managed sites.
- [Distribute print queue configuration](#) from any print queue belonging to managed sites.
- **Add print queues** on computers belonging to managed sites.
- **Update print queues** on computers belonging to managed sites.
- [Convert print queues](#) on computers belonging to managed sites.
- [Set printer as default](#) **for a print queue** on a computer belonging to managed sites.

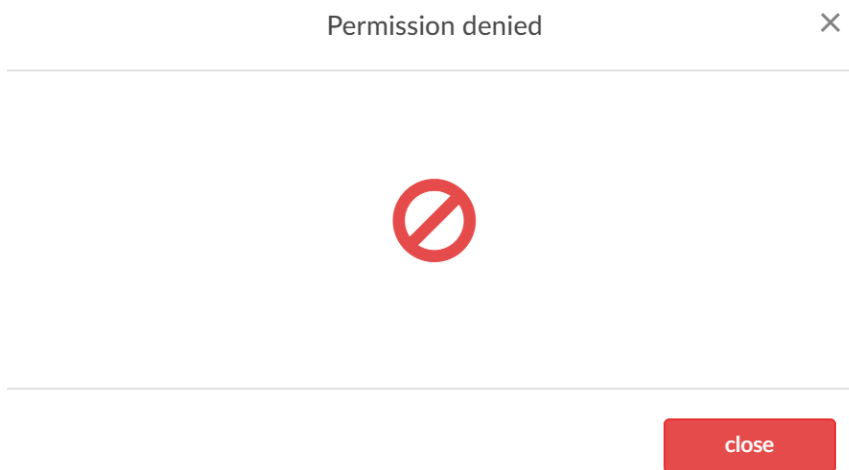
History

- See history for printers belonging to managed sites.

Groups

- **Add group** to print queues belonging to managed sites.
- **Remove group** from print queues belonging to managed sites.

 A "Permission denied" dialog box will appear if a site manager performs an unauthorized action.



How to add a printer to a site

1. Open the [Sites](#) page.
2. Select the site.
3. In the center pane, select a network name to open the network.
 - Select **Add printer** to add a printer.
 - Select **Discover printers** to add printers.

Printers will belong to the site of their network.

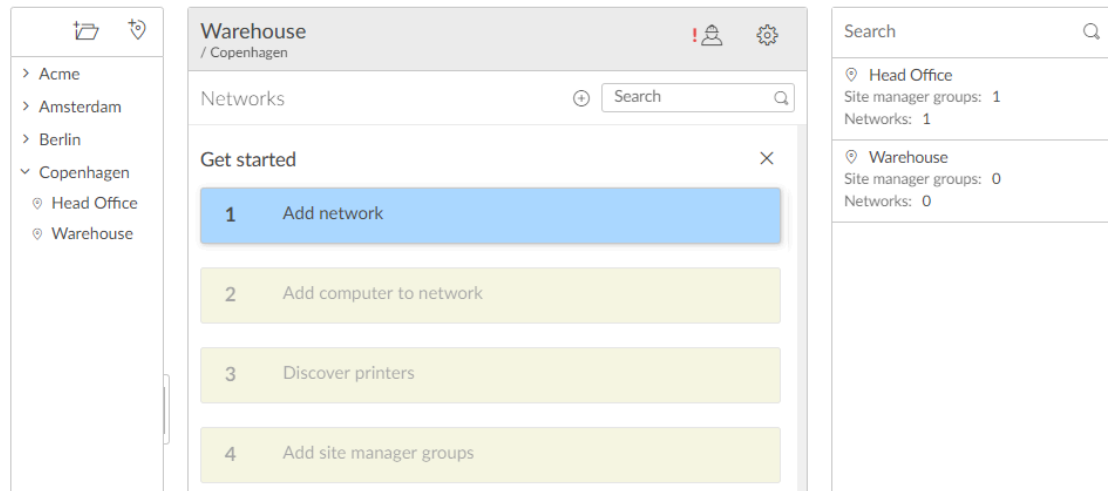
How to delete a printer

1. Open the [Sites](#) page.
2. Select the site.
3. In the center pane, select a network name to open the network.
4. Select **Printer setup** to open the **Printer** menu.
5. Select **Delete** to delete printer.

When you delete a printer, the corresponding Printix print queues on users' computers will also be deleted by the Printix Client.

How to create a site

1. Open the [Sites](#) page.
2. Select **Create site** .
3. In the **Create site** dialog box, enter **Site name**.
4. Select **OK**.



5. Select the new site and complete the **Get started** wizard:

- a. **Add network.**
- b. **Add computer to network.**
- c. **Discover printers.**
- d. **Add site manager groups.**

How to move a site

1. Open the [Sites](#) page.
2. In the left pane (tree structure), select the site you want to move and drag and drop it to the new position.

How to delete a site

1. Open the [Sites](#) page.
2. Select the site.
3. In the center pane, select **Site setup** to open the **Site** menu and select **Delete site**.
Sites that are assigned to at least one cloud storage cannot be deleted. If you attempt to delete one, the error message **This site cannot be deleted as it is referenced from one or more cloud storages** is displayed.

How to add a network to a site

1. Open the [Sites](#) page.
2. Select the site.
3. In the center pane, select **Add network** .
If it is a new network, select **Create new network** and name it. Otherwise, select **Add networks**. Alternatively, right-click the site and select **Add networks**, or select **Site setup** to open the **Site** menu and select **Add networks**.

4. Select the networks to be added to the site.
 - Select **Search** 🔍 to search by network name.
The search is not case-sensitive.
5. Select **Save**.

How to remove a network from a site

1. Open the [Sites](#) 📍 page.
2. Select the site.
3. In the center pane, select **Site setup** ⚙️ to open the **Site** menu and select **Networks**.
Alternatively, right-click the site and select **Networks**.
4. For the network to be removed, select **More** ⋮ and **Remove** to remove the network.

How to add a site manager group to a folder or site






1. Ensure you have enabled groups ([Microsoft Entra](#) or [Google](#)).
2. Open the [Sites](#) 📍 page.
3. Select the folder or site.
4. In the center pane, select **Setup** ⚙️ to open the **Folder** 📍 menu and select **Add site manager groups**.
Alternatively, right-click the folder or site and select **Add site manager groups**.

5. Select **Search** 🔍 to search by group name.
The search is not case-sensitive.
6. Select the groups to add whose users will have the **site manager** role.
7. Select **Save**.

See also:

- [How to work with sites](#)

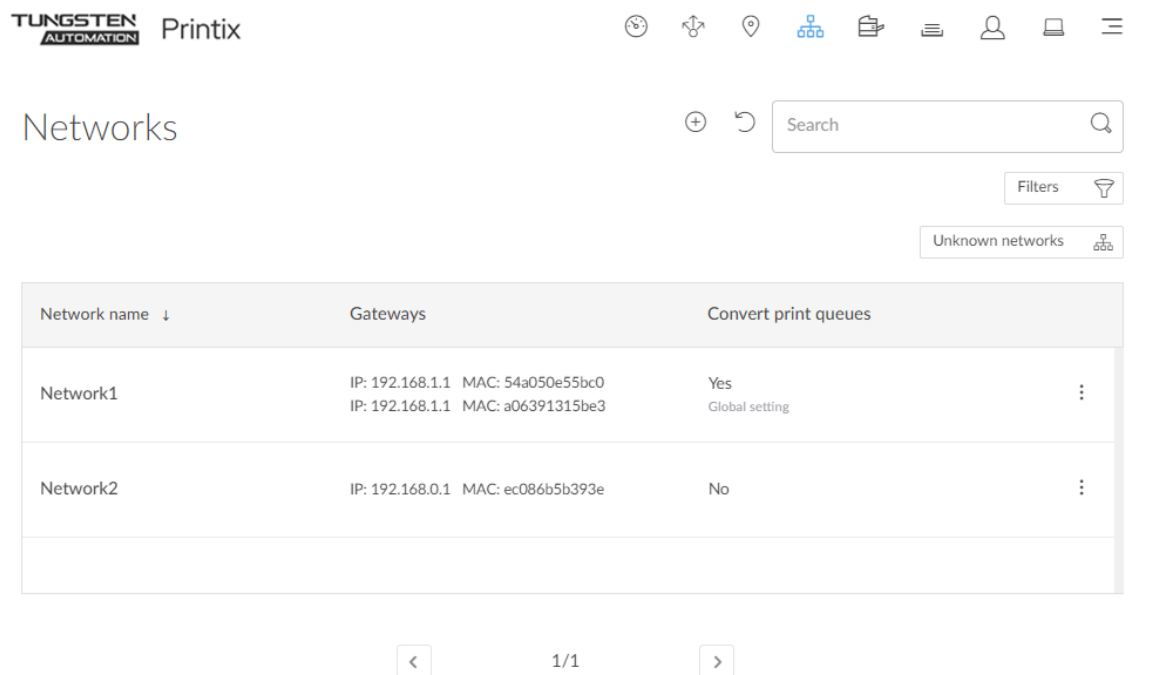
How to remove a site manager group from a site

1. Open the [Sites](#)  page.
2. Select the site.
3. In the center pane, select **Site setup**  to open the **Site**  menu and select **Site manager groups**.
Alternatively, right-click the site and select **Site manager groups**.
4. Select **More**  and **Remove**  to remove the group.
Alternatively, remove the user from the group ([Microsoft Entra](#) or [Google](#)).

See also:

- [How to work with sites](#)



How to add a network



The screenshot shows the Tungsten Printix interface for managing networks. The header includes the Tungsten Automation logo and the word 'Printix'. The main heading is 'Networks'. Below the heading is a search bar and a 'Filters' button. There is also a 'Unknown networks' section with a plus icon. The main content is a table with the following data:

Network name ↓	Gateways	Convert print queues
Network1	IP: 192.168.1.1 MAC: 54a050e55bc0 IP: 192.168.1.1 MAC: a06391315be3	Yes Global setting
Network2	IP: 192.168.0.1 MAC: ec086b5b393e	No

At the bottom of the table, there are navigation arrows and a page indicator '1/1'.

1. Open the [Networks](#)  page.
2. Select **Add network** .
3. In the **Create new network** dialog box, enter **Network name**.
4. Select **OK**.
Next, you need to select the gateway (and thereby the computers) that should be part of the network.

5. Select **Unknown networks**.

If no computers are associated with unknown networks, it will say: **No computers on unknown networks**.

The screenshot shows the 'Unknown networks' page in the Tungsten Printix Administrator interface. The page has a header with the Tungsten Automation logo and 'Printix' text. Below the header is a search bar and a navigation menu. The main content area is titled 'Unknown networks' and contains a table with two columns: 'Gateways' and 'Computers'.

Gateways	Computers
IP: 192.168.1.1 MAC: a06391315be3	13
IP: 192.168.0.1 MAC: 289efc09e07f	7
IP: 172.16.6.1 MAC: 706e6d5f9e91	5

Callouts in the image indicate the following actions:

- 'Select to Add to network' points to the first gateway row.
- 'Select ? to open Help' points to the help icon in the first gateway row.
- 'Select to see the Computers on the gateway' points to the computer count in the first gateway row.

i The gateway with the most computers is at the top, and is probably the one you want to add to the network.


6. Select the gateway (identified by **IP** and **MAC** address).
7. On the [Gateway properties](#) page, select the newly added network.
8. Select **Save**.

How to add a network/gateway from the computer properties page

This alternative method is useful if many unknown networks exist.

- The method assumes you know of a computer that is on the network you want to add.
 1. If you know the name of the computer, go to step 5. Otherwise, [Search](#) for the user whose computer is on the unknown network.
 2. Enter part of the user's name or email.
The search is not case-sensitive.
 3. Select **Info** to see information about the user.

Info

Name	Jane Doe
Role	User
Email	jane.doe@acme.com
Sign in method	
Computers	COMPIX
Groups	

Close

4. Select the Computer (COMPIX) link to open the **Computer properties** page.

TUNGSTEN Printix
AUTOMATION

Computer properties
COMPIX

Setup Groups Print queues Tasks Diagnostics History

INFO

Version	1.3.1079.0	Address	compix 192.168.1.11 fe80::892:1a20:5ed2:621b%12
SSID	acmewifi	External IP	2.104.124.196
System	Windows 10 x64	Type	Laptop
Status	● Online		

Test network Ping IP address

Adapters

Gateway IP	Gateway MAC	Network
192.168.1.1	a06391315be3	Unknown network

Select network Create new network

Virtual adapters ⚙️

5. On the **Computer properties** page, you can, for the gateway you want to add, either:
- Select **Select network** to add the gateway to an existing network.
 - Select network. Optionally, enter part of the network name to Search for it. Select **Select network**.
 - Select **Create new network** to create a new network with this gateway.
 - Enter **Network name** and select **Create new network**.

i A computer with multiple network interfaces (Wi-Fi and LAN) will be listed with a gateway for each of these.

How to manually add a gateway


If you know the IP and the MAC address of the gateway, you can either:










- Use [Add gateway](#) on the **Network properties** page.
- Use [Printix Configurator to add the gateway](#) to an existing network.


How to modify network name







1. Open the [Networks](#)  page.
2. Select the network.
3. Select **Modify**.
4. On the [Network properties](#) page, edit the **Network name**.
5. Select **Save**.

How to add an unknown network to a network


Printix

Unknown networks 

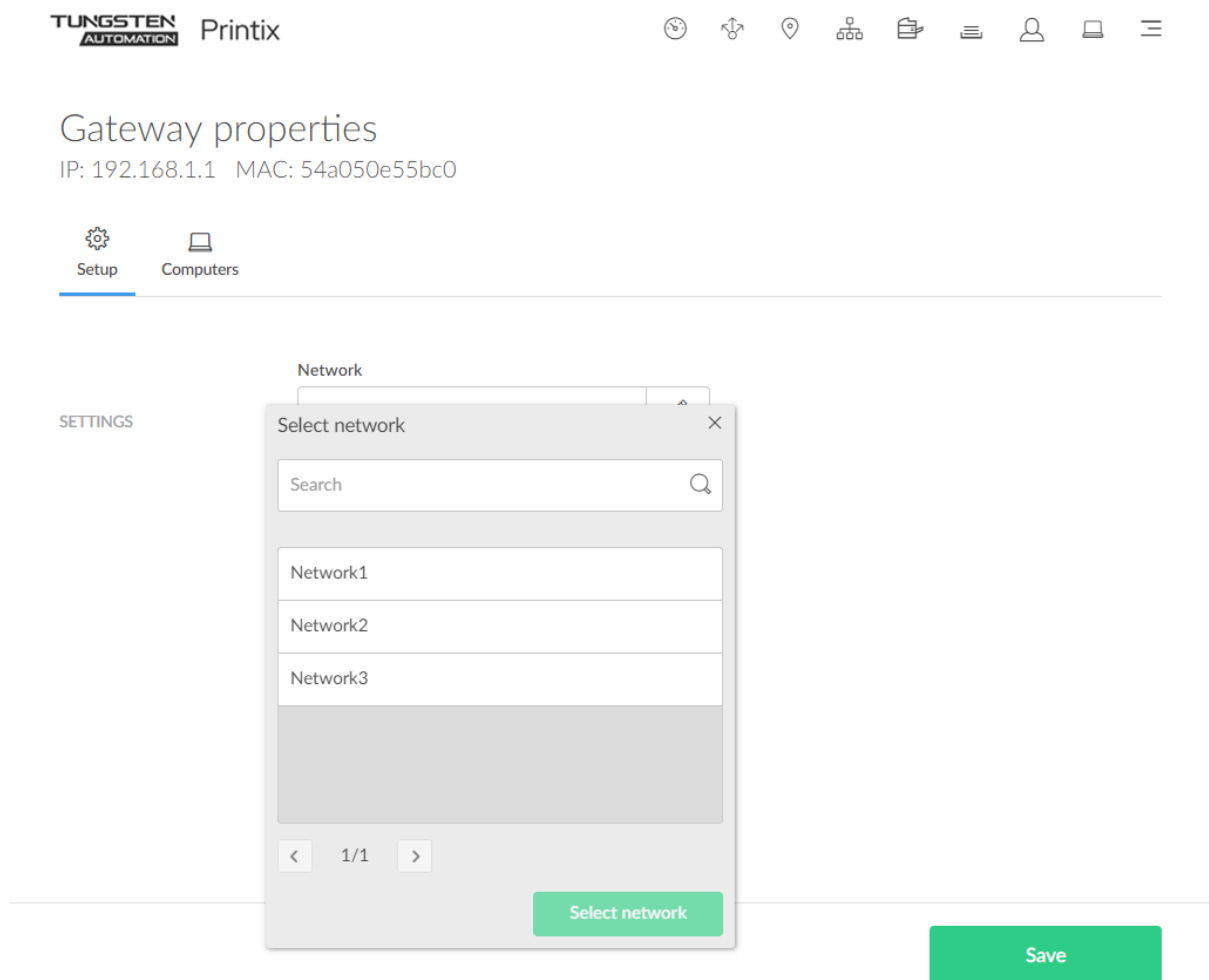
Gateways	Computers
IP: 192.168.1.1 MAC: a06391315be3	13  
IP: 192.168.0.1 MAC: 289efc09e07f	7  
IP: 172.16.6.1 MAC: 706e6d5f9e91	5  


1. Open the [Networks](#)  page.



2. Select **Unknown networks**.

- If no computers are associated with unknown networks, it will say: **No computers on unknown networks**.
- If many unknown networks exist, you can [add a gateway from the computer properties page](#).
- Alternatively, select [Add gateway](#) on the **Network properties** page.

3. Select the gateway (identified by IP and MAC address) to open the [Gateway properties](#) page.




4. In **Network**, select the **Modify**  icon to select network.
5. Select network. Optionally, enter part of the network name to Search for it. Select **Select network**.
6. Select **Save**.



 You can select the [Computers](#)  tab to see the computers that are using this gateway.

How to add a gateway to a network

Alternatively to the below method, you can choose to [add a gateway from the computer properties page](#).


1. Open the [Networks](#)  page.
2. Select the network.
3. Select **Modify**.
4. On the [Network properties](#) page, identify the **Gateways** section.
5. Select **Add gateway**.
6. In the **Add gateway** dialog:
 - Enter **IP address**.
Example: 192.168.1.1
 - Enter **MAC**.
Example: 54a050e55bc0, 54:a0:50:e5:5b:c0, or *
Entering the asterisk/star symbol (*) as a wildcard for the MAC address is useful if you use network gateways (Fortinet) that after a power cycle changes the MAC address but keeps the IP address.
7. Select **Save**.




How to delete a gateway from a network

1. Open the [Networks](#)  page.
2. Select the network.
3. Select **Modify**.
4. On the [Network properties](#) page, identify the **Gateways** section.
5. Select the **Delete**  icon.
6. Select **Confirm**.

How to merge networks

If two networks (**Network1** and **Network2**) are logically the same, that is computers on the network **Network1** can connect to computers on the network **Network2**, and vice versa, then you should merge the networks:

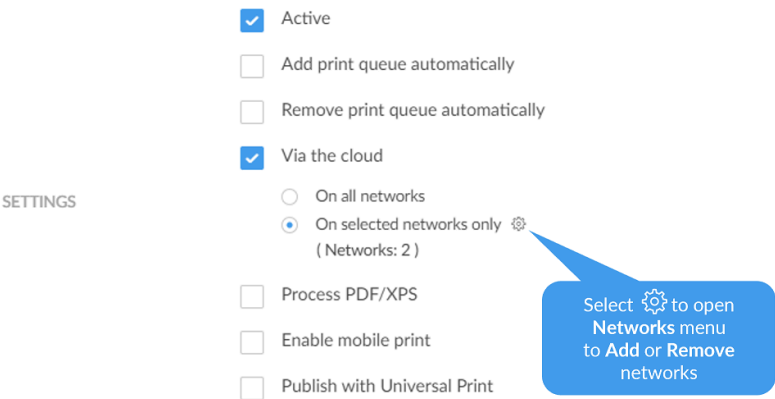
1. Delete the gateway from the network **Network2**.
 - a. Open the [Networks](#)  page.
 - b. Select the network Network2.
 - c. Select **Modify**.
 - d. On the [Network properties](#) page, identify the **Gateways** section.

- e. Select the **Delete**  icon.
Make a note of the IP and MAC, because this is the same gateway you need to select in step 14.
 - f. Select **Confirm**.
2. Add the gateway to the network **Network1**.
 - a. Open the [Networks](#)  page.
 - b. Select **Unknown networks**.
If no computers are associated with unknown networks, it will say: **No computers on unknown networks**.
 - c. Select the gateway (identified by IP and MAC address).
 - d. On the [Gateway properties](#) page, select the network **Network1**.
 - e. Select **Save**.
3. Delete the network **Network2**.
 - a. Open the [Networks](#)  page.
 - b. Select the network **Network2** and select **Delete**.
 - c. Select **Move printers to another network**.
 - d. Select network **Network1**. Select **OK** to move the printers to network **Network1** and delete the network **Network2**.
 - If you clear **Move printers to another network**, all printers on the network will also be deleted.

How to enable printing via the cloud

Typically, for printing to function, a user's computer must be on the same company network as the printer. By enabling printing via the cloud, users can print to this printer while they are on another company network.

1. Open the [Print queue properties](#) page.
2. Select **Via the cloud**.
 - Can only be modified if you have the role: System manager.



3. By default, **On all networks** is selected and the print queue will be available via the cloud to all computers on all networks, including computers on unknown networks. Select **On selected networks only** if the print queue is to be available via the cloud on the selected networks only. In a [zero trust networks](#) environment, use this to make the site's printers (on their own printer network) available to only the computers on the site's computer network.
4. Select **Save**.

<input type="checkbox"/> Print queue name ↓	ID												
<input type="checkbox"/> Print queue	ASD	1	0	✓	-	-	-	-	-	-	-	-	-
<input type="checkbox"/> Print queue via the cloud on all networks	ASD			✓	-	-	-	-	-	-	-	-	-
<input type="checkbox"/> Print queue via the cloud on selected networks	ASD	1	0	✓	-	-	-	-	-	-	-	-	-

Via the cloud No

Via the cloud On all networks

Via the cloud On selected networks only

See also: [Networks](#)

Users whose computer is on an unknown network, perhaps while they are working at home or traveling, can print directly to the printer. A user who attempts to release a document while the computer is on an unknown network will see the message: "Unable to perform action while Printix Client is on an unknown network."

Modify Via the cloud for multiple print queues

TUNGSTEN Printix
AUTOMATION

Print queue properties

Print queue name	ID	Power	Download	Trash	Cloud	Settings	Mobile	Share	Print
× Reception	ASD	✓	-	-	-	-	-	-	-
× Sales	BNM	✓	-	-	Networks	-	-	-	-

Networks

Networks

Networks	Search	Selected: 1
<input checked="" type="checkbox"/> Network1		× Network3
<input type="checkbox"/> Network2		
<input type="checkbox"/> Network3		
<input type="checkbox"/> Network4		

Save

SETTINGS

☐ Enable mobile print

If you are modifying multiple print queues, the following rules apply:



- If you select **Via the cloud**, all selected print queues will have **Via the cloud** selected and **On all networks** selected.
- If you clear **Via the cloud**, all selected print queues will have **Via the cloud** cleared.
- If you select **On all networks**, all selected print queues that have **Via the cloud** selected will have **On all networks** selected.
- If you select **On selected networks only**, all selected print queues that have **Via the cloud** selected will have **On selected networks only** selected.
- If you select **Networks setup** ⚙️ to open **Networks** 🖨️ menu, all selected print queues will have the selected networks when you select **Save**.
 - **Add to network:** In the left pane, select network (all networks are shown).
 - **Remove from network:** In the right pane, select **X** to remove (only networks where the selected print queues are added are shown).
- A print queue is always available on the network of the corresponding printer.

How it works

Printing is achieved through Printix Cloud and a Printix Client computer on the printer's network. At least one of the Printix Client computers on the printer's network should have permanent network access. The document remains secure during the transfer over the Internet as the document itself and the communication are both encrypted.

If the release printer support PDF printing, the document is sent to the printer. If the release printer does not support PDF printing, then, if needed, a print queue is added automatically, so the document can be processed using a matching print driver. Adding the print queue on the computer may take 1-5 minutes depending on the print driver. During this time, the Printix App will show the state "Working on it", before transitioning to "Printing" and then "Printed". The print queue is kept after printing, so it does not have to be added again when subsequent Print Anywhere documents are released to this printer.

How to check if the printer supports PDF

1. Open the [Printers](#)  page.
2. Select  and **Info** to see information about the printer.
3. On the **Printer Info** page, the **Feature** section shows **PDF** if PDF printing is supported.

How to work with groups

Groups can be used to control access to printers and deploy printers based on users' and computers' group membership.

- [About groups](#)
- [Exclusive access examples](#)
 - [Hide print queues from users](#)
- [How to enable Microsoft Entra groups](#)
- [How to enable Google groups](#)
- [How to add groups to a print queue](#)
- [How to add print queues to a group](#)
- [How to make a workflow available to selected groups](#)
- [Groups page](#)
- [Group properties](#)
 - [Settings, secure print tab](#)
 - [Settings, Printix Go tab](#)
 - [Settings, Capture workflows tab](#)
- [Group properties, Print queues tab](#)
 - [Print queue properties, Groups tab](#)
- [Group properties, Users tab](#)
 - [User properties, Groups tab](#)

- [Group properties, Computers tab](#)
- [Computer properties, Groups tab](#)

About groups



- Printix will only synchronize users/group membership for users that are registered in Printix and for groups after these groups are used within Printix, that is, if users are a member of a group that: A) Is used with [Print queues](#), B) Is used with [Secure print](#), that is (Must print securely groups, Print Later by default groups, or Secure print level groups), C) Is used with [Home office](#), D) Is used with [Capture workflows](#), or E) Is used with [site manager](#) roles.
- [Why does a group have no or missing users?](#)
- Nested groups are not supported.

- **Microsoft Entra groups**

- Users' membership of groups is maintained in **Microsoft Azure** (portal.azure.com)
- Computers that are [registered with Microsoft Entra ID](#) can have their membership of (device) groups maintained in **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com) or **Microsoft Azure**. See also: Microsoft documentation on: [Add groups to organize users and devices](#)
 - Computer groups are used only in connection with [Home office](#) and print queue properties [Add print queue automatically](#) and [Set as default printer](#).
 - Groups are synchronized automatically at approximately 20 minute intervals. Only changes are synchronized.
 - Nested groups are not supported.
 - [Enable dynamic memberships](#) to manage memberships through the rules you specify.
 - See the [Microsoft Entra ID documentation](#).

- **Google groups**

- Users' membership of groups is maintained in your **Google Admin console** (admin.google.com).
- Groups are synchronized automatically at approximately 20 minute intervals. Only changes are synchronized.
- Nested groups are not supported.
- Computer groups are not supported.
- See the [Google Workspace Administrator Help](#).

- **Print queues**

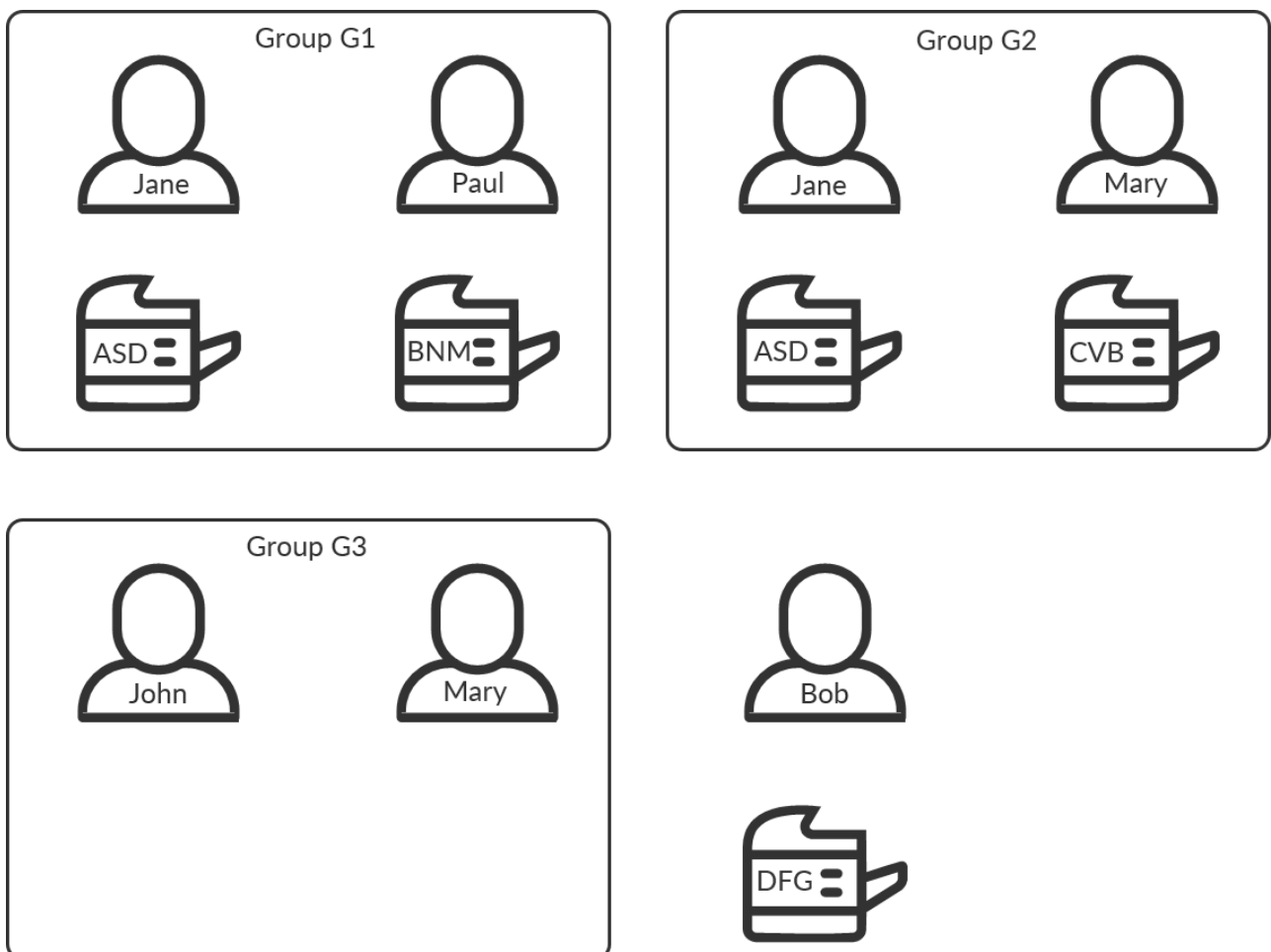
- Print queue/group membership is maintained in Printix Administrator by adding groups to print queues.
- A print queue that has Exclusive access selected for one or more groups can be accessed ONLY by the users in any of those groups.
- A print queue that does not have Exclusive access selected for any group can be accessed by all users.

- Printing to a print queue without access will result in a message such as: Print to BNM is not allowed.
- A print queue that has Add print queue automatically will be added automatically to the computer when a user in any of those groups signs in.
- A print queue that has Set as default printer selected will become the default printer for the users and computers in the group.
- A print queue can be [Exempt from secure print](#).

Access to print queues is obviously also subjected to restrictions imposed by [networks](#).

Exclusive access examples

Shows how access to print queues within a network can be controlled for five users, four print queues (ASD, BNM, CVB, and DFG) and three groups (G1, G2 and G3).



- **Jane** (member of the groups G1 and G2) is allowed to use print queue: ASD, BNM, CVB, and DFG.
- **Paul** (member of the group G1) is allowed to use print queue: ASD, BNM, and DFG.
- **Mary** (member of the groups G2 and G3) is allowed to use print queue: ASD, CVB, and DFG.

If Mary attempts to print to the BNM print queue, she will see the message: Print to BNM is not allowed.

- **John** (member of the group G3) can use print queue: DFG.
- **Bob** (not a member of any group) can use print queue: DFG.

	ASD	BNM	CVB	DFG
Jane	+	+	+	+
Paul	+	+	–	+
Mary	+	–	+	+
John	–	–	–	+
Bob	–	–	–	+

Hide print queues from users

Printix Client can be configured with `useGroupPermissions` to set security privileges on print queues. Exclusive access groups on print queues will now limit the security privileges accordingly, and only users being members of the Exclusive access groups will be able to see and print to the restricted print queues. Otherwise, all installed print queues is made available to the signed-in user.

1. Press **Windows+R**.

The **Run** dialog box appears.

2. Type **regedit**, then select **OK**.

Select **Yes** if prompted.

The **Registry Editor** appears.

3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\`.

4. In the Printix Client folder, add the DWORD value name **useGroupPermissions**.

It can take on these decimal values (hex value in parenthesis):

- **0** (0x00000000)

This is the default. Printix Client will make all installed print queues available to the signed-in user.

- **1** (0x00000001)

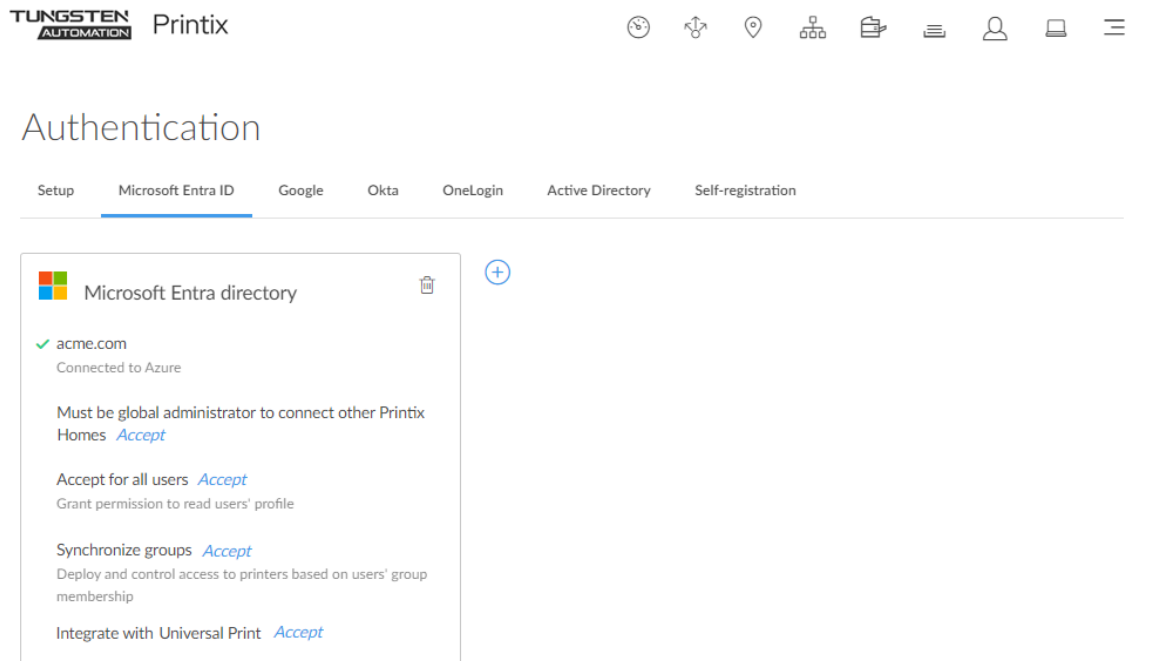
Printix Client will look at the users' group membership and only make print queues with **Exclusive access** available to the signed-in user.

The groups **MUST** be in both Active Directory and Microsoft Entra ID.

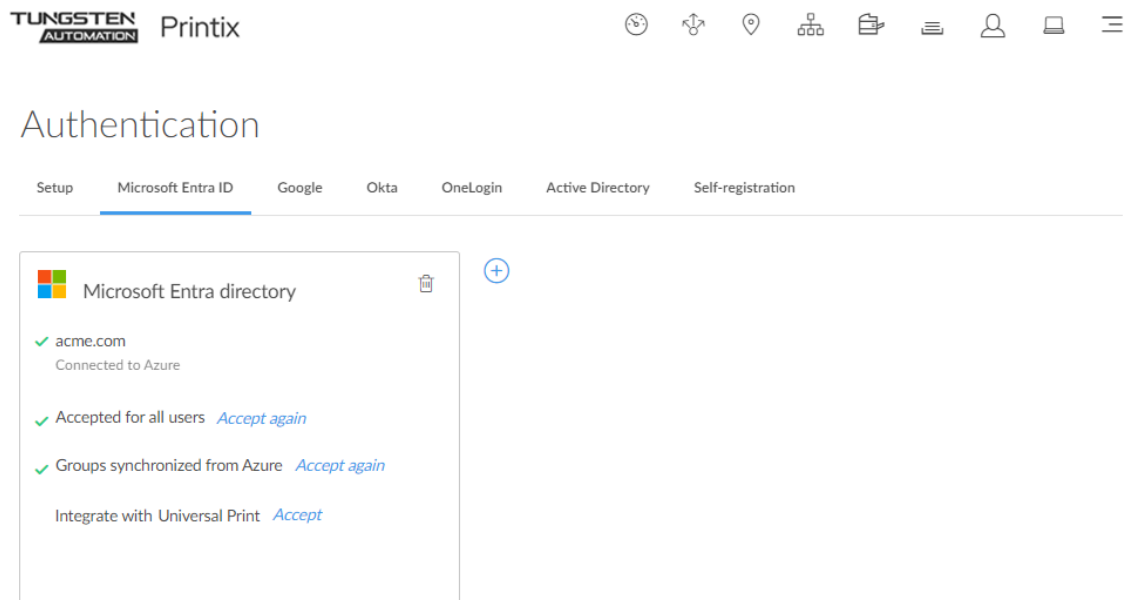
How to enable Microsoft Entra groups

If you have enabled [Microsoft Entra authentication](#), you can use Microsoft Entra groups to deploy and control access to printers and to control access to capture workflows based on users' group membership. You must have the global administrator role in Microsoft Entra ID to synchronize groups.

i Nested groups are not supported.



1. On the **Authentication** page, select the [Microsoft Entra ID](#) tab.
2. Select **Accept** next to **Synchronize groups**.
3. On the Microsoft sign-in page:
 - Enter your administrator account. You must have the global administrator role in Microsoft Entra ID to synchronize groups.
 - Enter **Password**.
4. Select **Sign in**.
5. When Printix prompts you to grant permissions, select **Accept**.
This step is necessary to synchronize groups.
If the groups are successfully synchronized, you see the message **Groups synchronized from Azure**. If you select **Accept** again, a full synchronization is started (can take time!). In Microsoft Azure, this adds the enterprise application printix-cloud-sync.



Troubleshooting

- [Could not verify group synchronization](#)
- [The Groups page does not load any groups](#)
- [Groups do not seem to synchronize any more](#)
- [Why does a group have no or missing users?](#)

Could not verify group synchronization

The account you used to sign in with did not have the global administrator role in Microsoft Entra ID.

Resolution: On the Microsoft sign-in page, sign in with an account that has the global administrator role.

The Groups page does not load any groups

Only groups added to print queues will appear.

Resolution: [Add groups to a print queue](#).

Groups do not seem to synchronize any more

This can happen if the **printix-cloud-sync** application has been deleted. The application is responsible for synchronizing groups from Microsoft Entra ID.

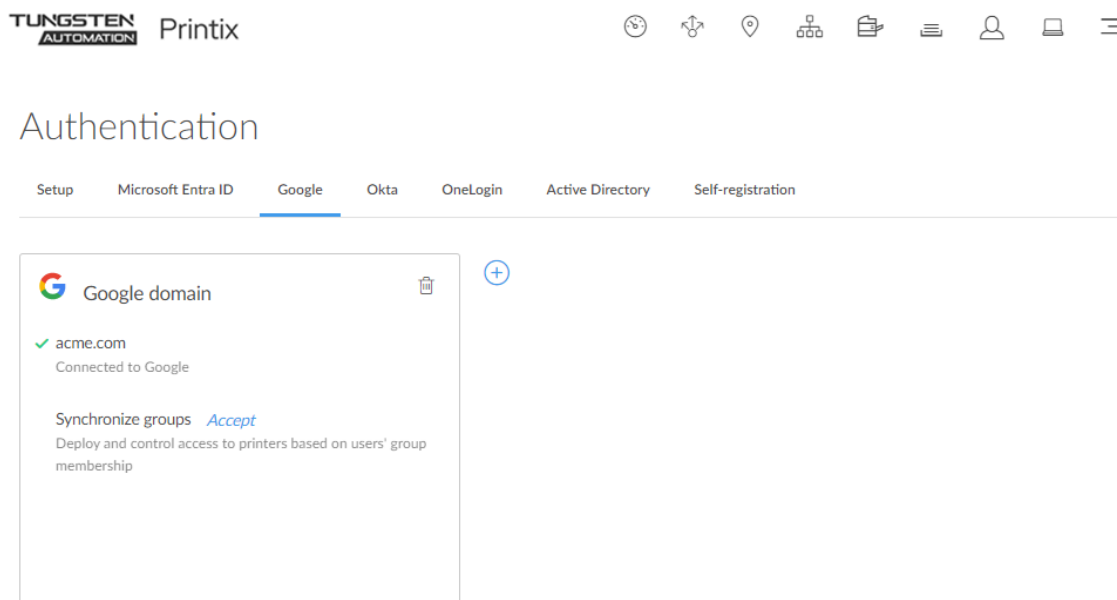
Resolution: On the **Authentication** page, select the [Microsoft Entra ID](#) tab. Select the **Accept again** link to have **Groups synchronized from Azure** again.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. In the left pane, select **Enterprise applications**.
5. Search for **printix**.
6. Verify that **Printix** and **printix-cloud-sync** are in the results.

How to enable Google groups

If you have enabled [Google authentication](#), you can use Google groups to deploy and control access to printers based on users' group membership. You must have a Google Workspace administrator account.

i Nested groups are not supported. Computer groups are not supported.



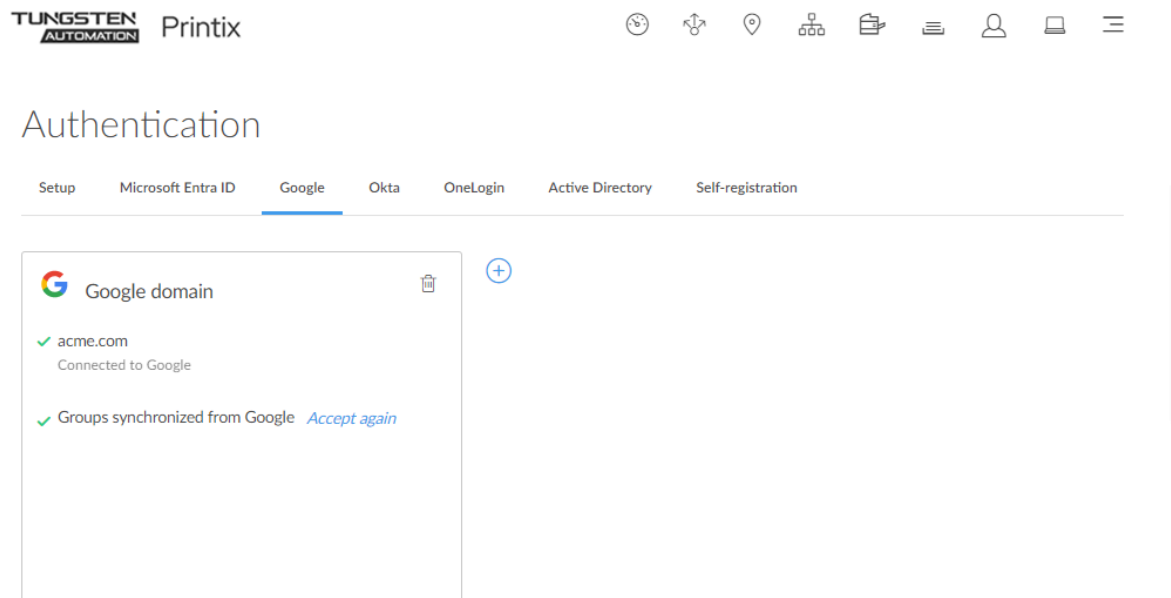
1. On the **Authentication** page, select the [Google](#) tab.
2. For **Synchronize groups**, select **Accept**.
3. On the **Sign in with Google** page, sign in using your Google Workspace administrator account (john.smith@acme.com):
 - Enter your administrator account.
 - Enter **Password**.

4. Select **Next**.

5. When Printix prompts you to allow viewing groups on your domain, select **Allow**.

This step is necessary to synchronize groups.

If your groups are successfully synchronized, you see the message **Groups synchronized from Google**. If you select **Accept** again, a full synchronization is started (can take time!).



Troubleshooting

- [Could not verify group synchronization](#)
- [The Groups page does not load any groups](#)

Could not verify group synchronization

The account you used to sign in with was not a Google Workspace administrator account.

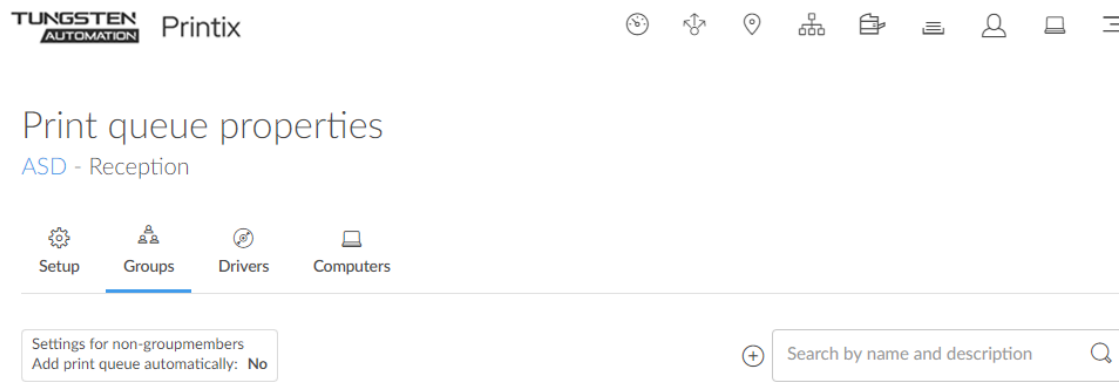
Resolution: On the Sign in with Google page, sign in using your Google Workspace administrator account.



The Groups page does not load any groups

Only groups added to print queues will appear.

Resolution: [How to add groups to a print queue](#).

How to add groups to a print queue



1. Open the [Print queue properties](#) page.
2. Select the **Groups**  tab.
Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.
3. Select **Add groups**  to add groups.

4. Select **Show all** to show all groups, including those that have not been added to a print queue. Depending on your organization, you may see a large number of groups, perhaps even 1000s.
 - Clear **Show all** to show only groups that have been added to print queues.
 - Select **Search** to search by group name. The search is not case-sensitive.

If the group cannot be found, select **Show all** and select **Resynchronize groups** (dialog box will close) and repeat the **Search**.

5. Select the groups to be added to the print queue.

6. Select **Continue**.

- Select **Back** to go back to change the selection of groups.
- Select **Exclusive access** if you want to give the group members exclusive access to the print queue.
- Select **Add print queue automatically** if you want the print queue to be added automatically to the computers in the group. Users in the group will have the print queue added to the computer when they sign in.
- Select **Set as default printer** if you want the print queue to become the default printer for the users and computers in the group.



- If **Set as default printer** is selected for multiple print queues, it will be random which one will be set as default. Printix Client will override the user's selection of default printer every time the Printix Service is started and or it receives updates to its list of printers and their configuration.
- If **Exclusive access** is selected for one group, then if you select **Add print queue automatically** for any other groups, those groups should also have **Exclusive access** selected.

Back

Add groups

×

Groups : 1

Department A

×

Settings

Exclusive access ☒

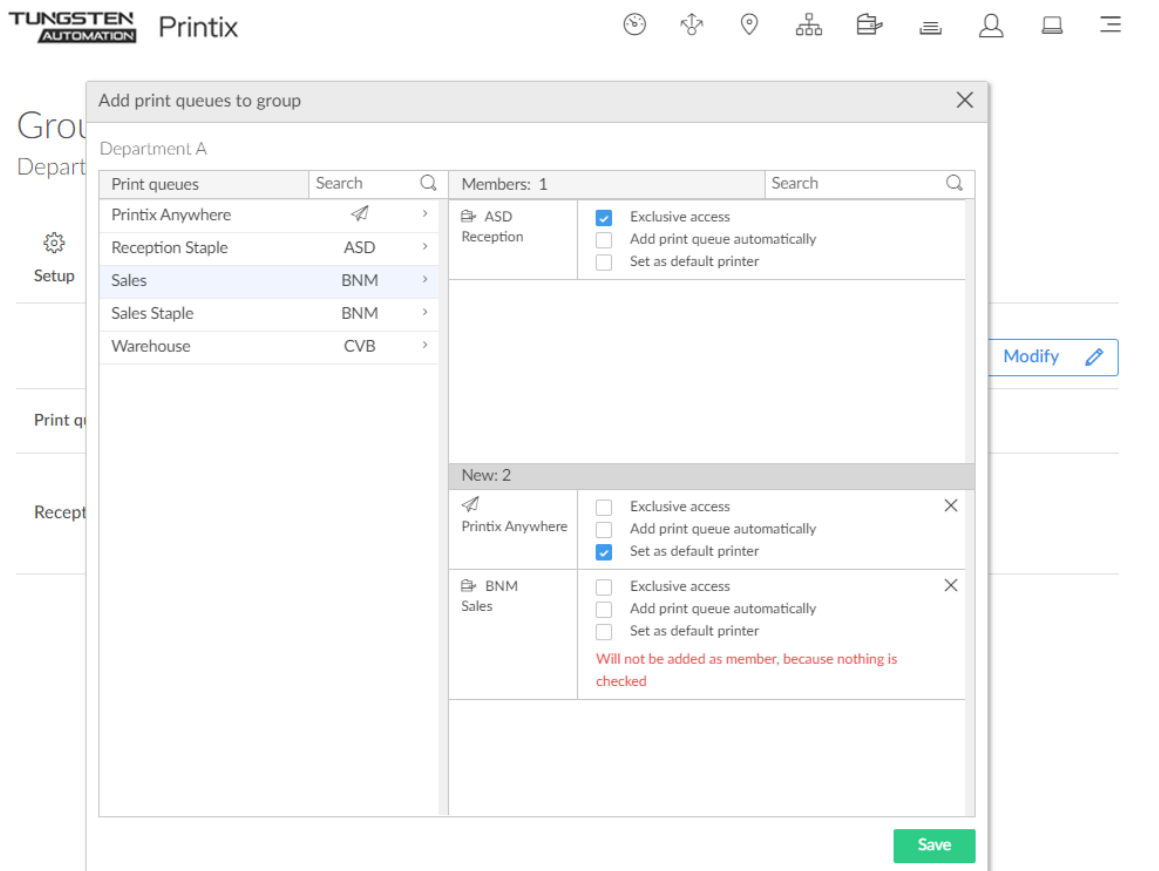
Add print queue automatically ☒



Set as default printer ☐

Confirm

7. Select **Confirm**.

How to add print queues to a group



1. Open the [Group properties](#) page.
Only available if groups ([Microsoft Entra](#) or [Google](#)) are enabled.
2. Select the **Print queues**  tab.
3. Select **Modify** .
4. Select the print queues to be added to the group.
For each print queue, select the relevant options:
 - Select [Exclusive access](#) if you want to give the group members exclusive access to the print queue.
 - Select **Add print queue automatically** if you want the print queue to be added automatically to the computers in the group. Users in the group will have the print queue added to the computer when they sign in.
 - Select **Set as default printer** if you want the print queue to become the default printer for the users and computers in the group.
 - Only one print queue in the group can have this selected.

- If **Set as default printer** is selected for multiple print queues, it will be random which one will be set as default. Printix Client will override the user's selection of default printer every time the Printix Service is started and or it receives updates to its list of printers and their configuration.
5. Select **Save**.
- Print queues with no options selected will not be members of the group.

How to delegate printing

Sometimes, you may want another person to collect your printed documents, but the printer only accepts cards that belong to you. To work around this:

[Register a card](#) that you will only use for delegate printing.

Whenever you print a document, you can give this card to your assistant who can then collect your documents from the printer.

How to get started with capture and workflow

We recommend that you, as the system manager, go through the below steps so you and your users can get started with capture and workflow.

1. Check the [requirements](#).
2. Evaluate from which sources ([printer](#) and/or [mobile](#)) your users need to capture data from.
 - Optionally, select **Act as capture gateway** if you prefer Printix Client on a particular Windows computer on the printer's network to handle scanned documents and deliver these to the selected [workflow](#) destination. Otherwise, the Printix Cloud automatically selects an online Printix Client on the printer's network if none of the preferred computers are online.
3. Decide the kinds of [workflows you need to create](#) and [to whom should workflows be available](#).
 - Verify that the workflow works as expected.
 - [Activate the workflow](#).

Requirements for capture at the printer

- Computer with Printix Client version 1.3.1253.0 or higher for Windows must be online on the printer's network during the use of Printix Capture.
- It must be possible to [ping computers by hostname](#). This is a requirement for HP and Konica Minolta because the printer/computer scan connection uses secure HTTPS communication, and to avoid having to renew certificates whenever the computer changes IP address it must be possible to reference the computer by hostname.
- Printer must support [Capture](#) (see below).
 - [Install Printix Capture on the printer](#).

Vendor	Go version	Capture
Brother	2025.2.0.0 Capture version 2025.2.0.0	Yes
Canon	2025.1.0.189 Capture version 2025.2.0.142 Login app version 2025.2.0.133	Yes
Epson	2025.2.0.0	No
Fujifilm	2.5.0.2 Capture version 2.4.0.5	Yes
HP	2025.2.0.0 Capture version 2025.2.0.0	Yes
HP Workpath	2025.1.0.4	No
Konica Minolta	2025.2.0.0 Capture version 2025.2.0.0	Yes
Kyocera	2025.1.0.4 Capture version 2025.1.0.4	Yes
Lexmark	2025.2.0.28 Capture version 2025.2.0.45	Yes
Ricoh	2025.2.0.13 Capture version 2025.2.0.36 Installer version 2025.2.0.13	Yes
Xerox	2025.2.0.0 Capture version 2025.2.0.0	Yes

Requirements for capture with mobile


- Users need to update their Printix App version.

Platform	Version	Capture
Apple iOS/iPadOS	3.0.1	Yes
Google Android	3.0.1	Yes

Checklist

- [Want to capture at the printer?](#)
- [Want to capture with mobile?](#)
- [What workflows do you want to create?](#)
- [To whom should workflows be available?](#)





Want to capture at the printer?

- Install [Printix Capture](#)  so users can sign in at the printer with ID code or card to capture documents: [Yes | No]
- Check [requirements](#).

Want to capture with mobile?

- Users want to use [Printix App](#) on their phone to [capture](#) and deliver images to their selected workflow destination: [Yes | No]
- Check [requirements](#).

What workflows do you want to create?

- **Email**  as workflow destination: [Yes | No]
 - You can configure the [subject](#) of the email to not be empty by default.
 - [How to create a workflow for email](#).
- **Microsoft OneDrive**  as workflow destination: [Yes | No]
 - You must have the global administrator role in Microsoft Entra ID to [grant access to Microsoft OneDrive](#).
 - You must use [Microsoft Entra groups](#) if you have any users whose email addresses are different from their User Principal Names (UPNs).
 - [How to create a workflow for Microsoft OneDrive](#).
- **Microsoft SharePoint Online**  as workflow destination: [Yes | No]
 - You must have the global administrator role in Microsoft Entra ID to [grant access to Microsoft SharePoint Online](#).
 - [How to create a workflow for Microsoft SharePoint Online](#).
- **Connector**  as workflow destination: [Yes | No]
 - [How to create a workflow for Connector](#).

To whom should workflows be available?

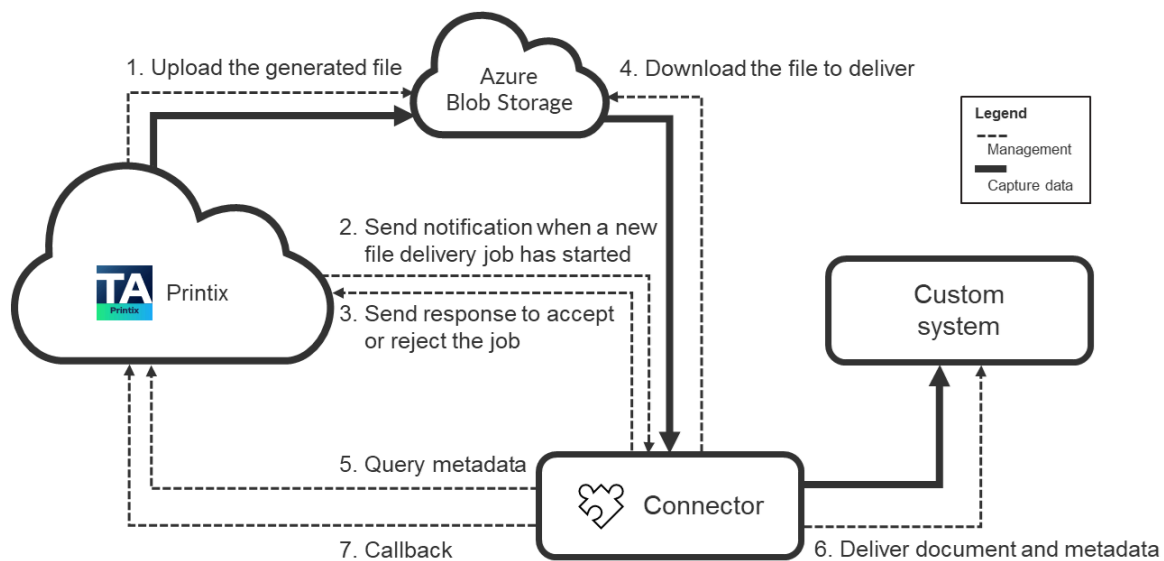
- Want to make workflow available to selected groups: [Yes | No]
 - You must have the global administrator role in Microsoft Entra ID to [enable Microsoft Entra groups](#).
 - You must have a Google Workspace administrator account to [enable Google groups](#).
 - [How to make a workflow available to selected groups](#).
- If no group is selected, the [activated workflow](#) becomes available to all users.
 - Workflows that are not active can only be used by you as an administrator.

How to get started with Capture Connector API

The Printix Capture Connector API allows integration of third-party systems with Printix Capture by delegating the responsibility of document processing and delivery to custom systems.

For this, the **Connector** destination profile has been introduced. Using this, Printix can send an HTTP request to notify a custom service that new document should be processed and delivered. This notification contains information about the file to process.

The following figure shows how Printix and the connector communicate with each other to deliver documents to custom systems.



When a connector destination profile is assigned to a capture workflow, Printix first generates the output document with the desired file format (such as pdf or docx), then uploads this new file to the configured Azure Blob Storage and sends an HTTP POST notification to the connector indicating that a new file needs to be processed.

At this point, the connector must respond to Printix with an HTTP 2xx status code if it is willing to process the file delivery job. If the connector returns this status code, Printix acknowledges that the connector took over the file delivery job and waits for a callback request of the file delivery (see [FileDeliveryJobReady event](#)).

In the meantime, the connector can optionally query capture workflow metadata from Printix (see [Querying metadata](#)).

After the processing is completed, the connector must send a callback request to Printix (see [Callback after processing](#)). In this request, the connector can indicate whether the processing was completed successfully or with errors. Based on this callback, Printix can release all resources related to the file delivery. If the connector does not send the callback request, Printix automatically

closes the capture workflow with **Timeout error** and releases the resources associated with the file delivery job. The timeout period can be configured for the capture workflows which have assigned connector destination profile. The timeout value is 10 minutes by default and can be increased up to two hours.

Connector prerequisites

Two-way communication happens between Printix and the connector through HTTPS/HTTP.

Because of this, the connector must be hosted on a web server so that it can receive notification requests from Printix. The actual URL where the notification requests are sent can be configured in the Printix Administrator through the Connector URL parameter of connector destination profiles.

If the connector hosting web server is publicly available, Printix can send this notification request without any problems.

However, if the web server is available only in a specific private network, further configuration needs to be made:

- At least one computer that is connected to the private network must run the Printix Client desktop application. This functions as a gateway between the Printix Cloud and the connector hosted on the private network.
- Additionally, the proper network must be selected for the connector destination profile in Printix Administrator.

To ensure the authenticity of incoming requests, the Connector API relies on one of the following things, depending on the shared secret type of the related destination connector profile:

- **HMAC signatures based on the shared secret key**

For this to work, both Printix and the connectors must implement the same signature calculation algorithm. Currently, two algorithms are supported: HMAC SHA-256 and HMAC SHA-512. The actual algorithm used for the signature calculation depends on the shared secret type of the related destination connector profile (HMAC SHA-256 or HMAC SHA-512). Connectors need to implement only one of the supported signature calculation algorithms.

- **The shared secret key itself without any signatures**

For this to work, both Printix and the connectors must send the shared secret key in the requests, and the shared secret type must be configured as Connector Token in the related destination connector profile at Printix side.

The shared secret keys with the correct type can be generated as part of the connector destination profile configuration. The generated secrets must be copied to the connector's configuration by an administrator.

The connector's developer and administrators must ensure that the shared secret keys are always kept secure.

Request verification using shared secret based HMAC signatures

An HTTP message is considered signed if it contains ALL the following custom HTTP headers:

- X-Printix-Request-Id
- X-Printix-Timestamp

- X-Printix-Signature

When a request arrives to the connector, the X-Printix-Signature custom HTTP header contains the signature. This signature value is calculated using the previously exchanged shared secret key and some details of the HTTP request. If the signature calculated by the connector for the incoming HTTP request matches the signature in the X-Printix-Signature header, the request is considered valid, and must be processed. Otherwise, the HTTP request is invalid, and the connector must not process it.

Signatures are calculated from the following input:

- **SecretKey:** This is a Base-64 encoded random byte array. For the HMAC SHA-256 algorithm, the array contains 32 bytes (256 bit). For the HMAC SHA-512 algorithm, the array contains 64 bytes (512 bit). The connector must use the same Base-64 encoded value that is specified for the connector destination profile with HMAC SHA-256 or HMAC SHA-512 shared secret type in Printix Administrator. The secret key value must be managed and stored securely, should not be written to the log without redacting.
- **Request ID:** The request sender must generate a new UUID for every request. This can be used for logging and to find the related activity on both the connector and the Printix side.
- **Timestamp:** The request sender must get the current time in Unix Epoch format. This value represents the number of seconds passed since January 1st, 1970, at 00:00:00 UTC.
- The HTTP method verb and the request URI path without the host name, port, and schema.
- The full request body.

In case of the HMAC SHA-256 algorithm, the signature can be calculated like this:

```
StringToSign = RequestId + "." + Timestamp + "." + Method + "." + RequestPath + "." +
  RequestBody
Signature = Base64 ( HMAC SHA-256( SecretKey, UTF-8-Encoding-Of( StringToSign ) ) )
```

In case of the HMAC SHA-512 algorithm, the signature can be calculated like this:

```
StringToSign = RequestId + "." + Timestamp + "." + Method + "." + RequestPath + "." +
  RequestBody
Signature = Base64 ( HMAC SHA-512( SecretKey, UTF-8-Encoding-Of( StringToSign ) ) )
```

- **RequestId** is the value of the X-Printix-Request-Id HTTP header.
Example: b09a9408-90fd-4eb0-b7d8-e88f3ec53e73
- **Timestamp** is the value of the X-Printix-Timestamp HTTP header.
Example: 1700257249
- **Method** is the lowercase HTTP verb of the request.
Example: post
- **RequestPath** is the path and query parameters of the request URI. To get this value, the request schema (https), the hostname, and the port must be removed from the request URI.
Example: If the request URI is <https://host.domain.com:5001/networkshare?profile=a&options=1>, the related **RequestPath** value is this:
/networkshare?profile=a&options=1
- **RequestBody** is the raw request body as string.


- **SecretKey** is the shared secret key copied from Printix Administrator and stored in the connector's configuration securely.

Request senders must:

- Set the X-Printix-Request-Id header to the generated **RequestId** value that was used during the signature calculation.
- Set the X-Printix- Timestamp header to the **Timestamp** value that was used during the signature calculation.
- Set the X-Printix-Signature header from the calculated **Signature**.

Request verifiers must:

- Calculate the signature using the above-described algorithm.
- If the calculated signature matches with the value received in the X-Printix-Signature header, the message can be considered valid.
- Otherwise, the message must be rejected.

 On some platforms, querying the URI of the currently received request is not possible. To allow integration with such platforms, Printix additionally sends the **RequestPath** value used for signature calculation in the X-Printix-Request-Path header. Using the value of this header for signature calculation should be avoided if the current request URI can be queried from the connector hosting platform.

When the connector sends a request to Printix, it must not add the X-Printix-Request-Path header in the request. This header is sent only by Printix for connectors that have no access to the current request URI.

Example for HMAC SHA-256

Input

Parameter	Value
Secret	PMB3y4so+7XCXC4CavP+WjUhBAjQI +f5T2o4Ma1vRc4=
RequestId	0c442a21-4cc9-4516-90a1-c94218111db9
Timestamp	1707229621
Method	POST
RequestPath	/destination-connector/tenants/ef3aa41d- ab85-44e6-bf83-fbfb527a0bb/fileDeliveries/ c23e3a87-6897-468f-82b7-88fef0a07e5e/finish- dispatch
RequestBody	{}

Parameter	Value
StringToSign	0c442a21-4cc9-4516-90a1-c94218111db9.1707229621.post./destination-connector/tenants/ef3aa41d-ab85-44e6-bf83-fbfb527a0bb/fileDeliveries/c23e3a87-6897-468f-82b7-88fef0a07e5e/finish-dispatch.{}

Result

Header name	Value
X-Printix-Request-ID	0c442a21-4cc9-4516-90a1-c94218111db9
X-Printix-Timestamp	1707229621
X-Printix-Signature	52dY+cmDL2qEcRwbEK96oOVxPfs6dnym5Zq3+8OAOkA=

Example for HMAC SHA-512**Input**

Parameter	Value
Secret	ulZYM3hEopynzCPrNBkCsHTPC116+dRaL+6QczTzam/UNX8Ojd8Sk0E/BtcyartTvft7FFMCK11Rf5Q0Q99sng==
RequestId	13044d14-6eb2-4d74-80ce-451faef78708
Timestamp	1707229979
Method	POST
RequestPath	/destination-connector/tenants/ef3aa41d-ab85-44e6-bf83-fbfb527a0bb/fileDeliveries/c23e3a87-6897-468f-82b7-88fef0a07e5e/finish-dispatch
RequestBody	{"errorMessage": "File delivery error occurred."}
StringToSign	13044d14-6eb2-4d74-80ce-451faef78708.1707229979.post./destination-connector/tenants/ef3aa41d-ab85-44e6-bf83-fbfb527a0bb/fileDeliveries/c23e3a87-6897-468f-82b7-88fef0a07e5e/finish-dispatch.{ "errorMessage": "File delivery error occurred." }

Result

Header name	Value
X-Printix-Request-ID	13044d14-6eb2-4d74-80ce-451faef78708
X-Printix-Timestamp	1707229979

Header name	Value
X-Printix-Signature	WofSX0Urk9×7KQVHdIsqCog6xojS +aOQ4QgTaaqZCUsqFXZJdfy0SFxyti6bAjUdDHLnWhESIC1/ D7zMX+1pfw==

Request verification using a shared secret with the Connector Token type

When a request arrives to the connector, the X-Printix-Token custom HTTP header contains the shared secret key. If the shared secret key stored by the connector matches the value in the X-Printix-Token header, the request is considered valid and must be processed. Otherwise, the HTTP request is invalid and the connector must not process it.

The shared secret key is a Base-64 encoded random byte array. The connector must use the same Base-64 encoded value that is specified for the connector destination profile with the Connector Token type in Printix Administrator. The secret key value must be managed and stored securely, should not be written to the log without redacting.

Request senders must:

- Set the X-Printix-Token header to the Base-64 encoded shared secret key copied from Printix Administrator.

Request verifiers must:

- Get the value received in the X-Printix-Token header of the request.
- If the value matches with the shared secret key stored by the verifier, the message can be considered valid.
- Otherwise, the message must be rejected.

Example

Printix request headers when using a shared secret with the Connector Token type

Header name	Value
X-Printix-Request-ID	0c442a21-4cc9-4516-90a1-c13428222ac7
X-Printix-Timestamp	1739923200
X-Printix-Token	Abe6HO5Z/FaKfznisosnIJYCbQDMoSZsYGQ +LUL2jDe752rTKSfAR9Dn/CWe2d05PPn/ yV7O53O0vJJHddTGgw==

Zero-downtime key rotation

Shared secret keys can ensure the authenticity of HTTP requests. However, to keep this mechanism secure in the longer term, it is recommended to periodically replace the secret keys with new ones.

Ideally, the secret key change should be performed on both the Printix and the connector side at the same time. However, this task cannot be achieved simultaneously resulting in some system downtime. In this downtime period, the connector and Printix cannot communicate with each other, causing processing failure for the active FileDeliveryJobs.

In some systems, this downtime period may not be acceptable. Therefore, Printix supports a mechanism for zero-downtime key rotation. However, to take advantage of this feature, the connector must support this as well.

Zero-downtime key rotation when using shared secret based HMAC signatures

To support zero-downtime key rotation when using shared secret based HMAC signatures, both Printix and the connector must allow defining multiple secret keys for the connector profile. In this case, the sender must calculate the request's signature using ALL secret keys and then place the comma-separated list of calculated signatures to the X-Printix-Signature header. After this, the recipient must also calculate signatures for the incoming request using ALL configured secret keys. After this, the request should be considered valid if any of the calculated signatures is present in the list of signatures received in the X-Printix-Signature header.

To allow zero-downtime key rotation, the following steps must be performed:

1. Modify the connector destination profile in Printix Administrator and add a new secret key of type HMAC SHA-256 or HMAC SHA-512 to the profile.
2. Copy this new secret to the connector's configuration as well. Make sure that the old secret key is not yet removed.
3. Remove the old secret key from the connector destination profile.
4. Remove the old secret key from the connector's configuration.

To support zero-downtime key rotation:

- The connector should be able to store multiple secret keys in its configuration.
- The connector should always calculate the signatures using all secret keys. The calculated secret keys must be concatenated using comma characters, and this comma-separated list of signatures should be set to the X-Printix-Signature header as usual.
- The signature verification must be modified a bit. The message should be considered valid if ANY of the comma-separated signatures received in the X-Printix-Signature header matches ANY of the calculated signatures.

What makes this algorithm functional is that at the time when the old secret key is removed from one side, both parties already have the new shared secret key that they can use for communication. So, from this point on, the old secret key can be removed from the other side as well.

Zero-downtime key rotation when using a shared secret with the Connector Token type

To support zero-downtime key rotation when using a shared secret with the Connector Token type, both Printix and the connector must allow defining multiple secret keys for the connector profile. In this case, the sender must place the comma-separated list of ALL secret keys to the X-Printix-Token header. After this, the recipient must verify the secret keys in the X-Printix-Token header of the incoming request. After this, the request should be considered valid if any of the shared secrets stored by the recipient is present in the list of shared secrets received in the X-Printix-Token header.

To allow zero-downtime key rotation, the following steps must be performed:

1. Modify the connector destination profile in Printix Administrator and add a new secret key with the Connector Token key to the profile.
2. Copy this new secret to the connector's configuration as well. Make sure that the old secret key is not yet removed.
3. Remove the old secret key from the connector destination profile.
4. Remove the old secret key from the connector's configuration.

To support zero-downtime key rotation:

- The connector should be able to store multiple secret keys in its configuration.
- The connector must concatenate all secret keys using comma characters, and this comma-separated list of secret keys should be set to the X-Printix-Token header as usual.
- The verification must be modified a bit. The message should be considered valid if ANY of the comma-separated secret keys received in the X-Printix-Token header matches ANY of the secret keys stored in the configuration.

What makes this algorithm functional is that at the time when the old secret key is removed from one side, both parties already have the new shared secret key that they can use for communication. So, from this point on, the old secret key can be removed from the other side as well.


FileDeliveryJobReady event

After Printix generated a new document from the scanned pages, it notifies the connector that a new document is ready to be processed. For this, an HTTP POST request is sent to the URL configured for the connector destination profile.

In the request body of this HTTP POST request, Printix sends the following JSON object:

```
{
  "eventType": "string",
  "jobId": "string",
  "fileName": "string",
  "callbackUrl": "string",
  "documentUrl": "string",
  "metadataUrl": "string"
}
```

- **eventType:** This indicates the type of event about which Printix sent the notification. For now, this will always be **FileDeliveryJobReady**. However, in the future, Printix may send notifications about other events as well, that is why this property has been introduced.
- **jobId:** An UUID representing the unique identifier of the file delivery job. This can be useful for logging.
- **filename:** The name of the file to be created at the connector's target including its extension.

 If a file with this name already exists at the target, it is the connector's responsibility to manage this file name collision.

- **callbackUrl:** The URL where the connector should send an HTTP POST request once the processing of the FileDeliveryJob is done. For more details, see [Callback after processing](#).

- **documentUrl:** The URL from where the connector can download the binaries of the file to deliver. Currently, this is an Azure Blob Storage SAS token URL.
- **metadataUrl:** The URL from where the connector can query metadata for the job. For more details, see [Querying metadata](#).

When the connector receives this notification from Printix, it first needs to verify if the request is valid based on the request's signature or the shared secret, as described above.

If the request is invalid, an HTTP 401 (Unauthorized) response must be sent and the job must be rejected. If the request is valid, the connector can still decide based on custom business logic whether it accepts or rejects the job.

If the job is accepted, an HTTP 2xx response should be sent, and the job should be added to the connector's internal processing queue for later processing. This is needed because the actual processing can take several minutes but Printix expects the response for the notification message to arrive in a few seconds. If the job is rejected, an HTTP 4xx or 5xx error status code should be sent with some details about the reason for the rejection in the response body.

Example

Request (when using shared secret based HMAC signatures):

```
POST /networkshare/123e4567-e89b-42d3-a456-556642440000 HTTP/1.1
Host: connector.domain.com:5000
X-Printix-Request-Id: 18d7611c-1323-4197-9de4-7a599153d228
X-Printix-Timestamp: 1704289680
X-Printix-Signature: CU/U2Z0M1+QjU7gQBn5NS8qszhJuH5PBhYjs4zEBThs=
Content-Type: application/json
Content-Length: 927
{
  "eventType": "FileDeliveryJobReady",
  "jobId": "3db15c16-9165-4e86-bf00-daaafadad05f8",
  "fileName": "Test Document.pdf",
  "callbackUrl": "https://api.printix.net/destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/finish-dispatch",
  "documentUrl": "https://ptx.blob.core.windows.net/00000000-0000-0000-0000-000000000000/scans/f8071deb-ef5e-4c18-94ea-ced453e6dc76/activities/7f1191d2-c59e-408d-ae0e-8a2ce4e97fea/ff17bdf9-4fbc-4eb6-86b9-455315143250?sig=a3bn77r0rqpHhneKhM%2BszZ7DP6ivbbl6dlQCkuZxi3Y%3D&st=2024-02-02T13%3A10%3A04Z&se=2024-02-02T14%3A25%3A04Z&sv=2019-02-02&rscd=attachment%3B%20filename%3D%22Test%20Document-2024-02-02.pdf%22&sp=r&sr=b",
  "metadataUrl": "https://api.printix.net/destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/metadata?query="
}
```

Request (when using a shared secret with the Connector Token type):

```
POST /networkshare/123e4567-e89b-42d3-a456-556642440000 HTTP/1.1
Host: connector.domain.com:5000
X-Printix-Request-Id: 18d7611c-1323-4197-9de4-7a599153d228
X-Printix-Timestamp: 1704289680
X-Printix-Token: Abe6HO5Z/FaKfznisosnIJYCbQDMoSzSsYGQ+LUL2jDe752rTKsfAR9Dn/CWe2d05PPn/yV7O5300vJJHddTGgw==
Content-Type: application/json
Content-Length: 927
{
  "eventType": "FileDeliveryJobReady",
  "jobId": "3db15c16-9165-4e86-bf00-daaafadad05f8",
```

```

    "fileName": "Test Document.pdf",
    "callbackUrl": "https://api.printix.net/destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/finish-dispatch",
    "documentUrl": "https://ptx.blob.core.windows.net/00000000-0000-0000-0000-000000000000/scans/f8071deb-ef5e-4c18-94ea-ced453e6dc76/activities/7f1191d2-c59e-408d-ae0e-8a2ce4e97fea/ff17bdf9-4fbc-4eb6-86b9-455315143250?sig=a3bn77r0rqpHhneKhM%2BszZ7DP6ivbbl6dlQCkuZxi3Y%3D&st=2024-02-02T13%3A10%3A04Z&se=2024-02-02T14%3A25%3A04Z&sv=2019-02-02&rscd=attachment%3B%20filename%3D%22Test%20Document-2024-02-02.pdf%22&sp=r&sr=b",
    "metadataUrl": "https://api.printix.net/destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/metadata?query="
  }

```

Response:

```

HTTP/1.1 200 OK
Content-Length: 0

```

Querying metadata

Connectors can optionally query metadata related to the capture workflow of the file delivery job. For this, an HTTP GET request should be sent to the "metadataUrl" received in the request body of FileDeliveryJobEvent. The comma-separated list of requested metadata names must be added to the end of the string received in the "metadataUrl" property.

When using shared secret based HMAC signatures, the request must include valid signatures, including the X-Printix-Request-Id, X-Printix-Timestamp, and X-Printix-Signature headers. Alternatively, when using a shared secret with the Connector Token type, the X-Printix-Token header of the request must contain valid shared secrets. By default, the response data is formatted as a JSON array (list). To receive the metadata in JSON object format, include the **format** request query parameter with the value **object** in the metadataURL (format=object).

The list of available metadata names:

- **deviceId**: This refers to the 3-letter unique identifier of the device.
- **deviceLocation**: The name of the location where the device is.
- **deviceModelName**: The full name of the device model.
- **username**: The display name of the user who logged in at the device.
- **userEmail**: The email address of the user who logged in at the device.
- **workflowName**: The display name of the capture workflow to which the file delivery job belongs to.
- **workflowStartTime**: The capture workflow's start date and time in UTC. The value is formatted according to ISO 8601.

Example 1: Using shared secret based HMAC signatures and getting metadata in JSON array (list) format

Request:

```

GET /destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/
fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/metadata?
query=deviceId,deviceLocation,deviceModelName,userName,userEmail,workflowName,workflowStartTime
HTTP/1.1
Host: api.printix.net

```

```
X-Printix-Timestamp: 1707203941
X-Printix-Request-Id: 79889b6e-0a94-4e3d-8582-003ed1ecf1b3
X-Printix-Signature: 2fRd5QgSDzznJlMAsK99jhiPpzQPE2/nSVs9Oe7dAl4=
```

Response:

```
{
  "metadata": [
    {
      "name": "deviceId",
      "value": "ASD"
    },
    {
      "name": "deviceLocation",
      "value": "New York Office"
    },
    {
      "name": "deviceModelName",
      "value": "HP Color LaserJet MFP E87740"
    },
    {
      "name": "userEmail",
      "value": "john.doe@company.com"
    },
    {
      "name": "userName",
      "value": "John Doe"
    },
    {
      "name": "workflowName",
      "value": "Send to Connector"
    },
    {
      "name": "workflowStartTime",
      "value": "2023-12-15T16:10:02.818Z"
    }
  ]
}
```

Example 2: Using a shared secret with the Connector Token type and getting metadata in JSON object format**Request:**

```
GET /destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/
fileDeliveries/3db15c16-9165-4e86-bf00-daaafadad05f8/metadata?
query=deviceId,deviceLocation,deviceModelName,userName,userEmail,workflowName,workflowStartTime&format=JSON
HTTP/1.1
Host: api.printix.net
X-Printix-Timestamp: 1707203941
X-Printix-Request-Id: 79889b6e-0a94-4e3d-8582-003ed1ecf1b3
X-Printix-Token: Abe6H05Z/FaKfznisosnIJYCbQDMoSZsYGQ+LUL2jDe752rTKSfAR9Dn/CWe2d05PPn/yV7O5300vJJHddTGw==
```

Response:

```
{
  "deviceId": "ASD",
  "deviceLocation": "New York Office",
  "deviceModelName": "HP Color LaserJet MFP E87740",
  "userEmail": "john.doe@company.com",
  "userName": "John Doe",
  "workflowName": "Send to Connector",
  "workflowStartTime": "2023-12-15T16:10:02.818Z"
}
```

```
}
```

Callback after processing


The actual processing of the FileDeliveryJob can mean anything from simply storing the file in an external system or even performing per page image processing, OCR, form recognition, and so on.

After the processing is done, the connector MUST send an HTTP POST request to the "callbackUrl" received in the request body of FileDeliveryJobReady event. When using shared secret based HMAC signatures, the request must have valid signatures, including the X-Printix-Request-Id, X-Printix-Timestamp, and X-Printix-Signature headers. Alternatively, when using a shared secret with the Connector Token type, the X-Printix-Token header of the request must contain valid shared secrets.

Additionally, connectors must send a JSON object in the request body with the following structure:

```
{
  "errorMessage": "string"
}
```

- **errorMessage:** A message that describes details about the error in case of failed processing. If this property is null, empty string or not present in the JSON, Printix assumes that the processing has been completed successfully.

 The maximum length of the error message is 1000 characters.

Example

Request (when using shared secret based HMAC signatures):

```
POST /destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/
fileDeliveries/3db15c16-9165-4e86-bf00-daafadad05f8/finish-dispatch HTTP/1.1
Host: api.printix.net
X-Printix-Request-Id: b6e140de-99b0-4c29-8e17-68d6d15a0601
X-Printix-Timestamp: 1707147441
X-Printix-Signature: b373/37u+UWrW47VVCpYcRWnzzUIIn/sbquiMWGyUHc=
Content-Type: application/json
Content-Length: 28
{
  "errorMessage": null
}
```

Request (when using a shared secret with the Connector Token type):




```
POST /destination-connector/tenants/762c733c-ff00-49aa-b350-50b59cae9366/
fileDeliveries/3db15c16-9165-4e86-bf00-daafadad05f8/finish-dispatch HTTP/1.1
Host: api.printix.net
X-Printix-Request-Id: b6e140de-99b0-4c29-8e17-68d6d15a0601
X-Printix-Timestamp: 1707147441
X-Printix-Token: Abe6HO5Z/FaKfznisosnIJYCbQDMoSZsYGQ+LUL2jDe752rTKSfAR9Dn/CWe2d05PPn/
yV7O53O0vJJHddTGgw==
Content-Type: application/json
Content-Length: 28
{
  "errorMessage": null
}
```

Response:

```
HTTP/1.1 200 OK
```

```
X-Printix-Request-ID: b6035c41-928e-4a74-be94-732f88d1a623  
Content-Length: 0
```

How to create a workflow for email

1. Select [Menu](#)  > **Settings** .
2. Select the [Capture workflows](#)  tab.
3. Select **Create workflow**.

Create workflow

SETTINGS

Workflow name

My workflow

☐ Active

☒ All users can use this workflow

☐ Selected groups can use this workflow

SOURCE

☒ Printer

☐ Mobile

Orientation

Portrait

Color

Grey

☐ 2-sided

Paper size

Select automatically

Resolution

300

☐ Continuous job build

DESTINATION

Destination profiles

Email

Send to user email

☒ To

CC: BCC:

To:

{user_email},

Subject:

Enter subject

My workflow-2025-02-19.pdf

{workflow_name}-{yyyy_mm_dd}

Variable

Date

{printer_id}

{mm_dd_yyyy}

{printer_location}

{mm_dd_yyyy_time}

{printer_name}

{dd_mm_yyyy}

{user_name}

{dd_mm_yyyy_time}

{workflow_name}

{yyyy_mm_dd}

{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

OUTPUT DOCUMENT

File type

PDF - Searchable

Image quality

Medium

PDF compatibility

PDF 1.6

Optimize OCR process for: ⓘ

☒ High accuracy

☐ Medium accuracy and speed

☐ High speed

Select language

Language for OCR use

English

IMAGE PROCESSING

☐ Delete blank pages

☐ Deskew

☐ Crop

Rotation

Rotate automatically

Cancel

Create

876

4. In the **Settings** section:

- In **Workflow name**, enter the name of the workflow.
- In **Active**, leave this cleared for now.
- Leave **All users can use this workflow** selected for now.
- When you have verified that the workflow works as expected, you can:
 - [Activate the workflow](#)
 - [Make the workflow available to selected groups](#).

5. In the **Source** section:

- Select **Printer** for scanning of pages on printers with Printix Go and Printix Capture.
 - Make your selection for the printer scan settings: **Orientation**, **Paper size**, **Color**, **Resolution**, and **2-sided**.
- Select **Mobile** for a phone or tablet with the Printix App version 3.0.1 or higher installed.

6. In the **Destination** section:

- Leave **Destination profiles** on **Email**.
- In **Send to user email**, leave it on **To** if the user is to receive the email, as represented by the [variable](#) {user_email}. Select **CC** or **BCC** if you would rather have the user be on copy or blind copy.
- In **To**, there must be at least one email recipient. Use comma to separate multiple email recipients.
- Optionally, select **CC**. Leave it empty or enter one or more email recipients.
- Optionally, select **BCC**. Leave it empty or enter one or more email recipients.
- In **Subject**, enter an optional subject. It is possible to select and paste [variables](#), such as {workflow_name}.
- In **File name**, enter the file name. It is possible to select and paste [variables](#), such as {workflow_name}.
- Date and time are in UTC (Coordinated Universal Time).

DESTINATION

Destination profiles

Email

Send to user email

✉ To

CC: BCC:

To:

{user_email}

Subject:

Enter subject

📎 workflow_name-2023-01-13.pdf

{workflow_name}-{yyyy_mm_dd}

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)




i To make sure that people outside your organization do not receive unwanted emails, email recipients must either be registered users in your Printix Home, or have an enabled authentication method (such as Microsoft Entra ID, Google, OIDC) and an email address with the domain of your organization (such as @acme.com). Self-registered users do not count as having an enabled authentication method.
If the same email recipient is listed multiple times, the user receives multiple emails.

7. In the **Output document** section, select a **File type**:
 - Select **PDF - Searchable** to generate the output document in a searchable PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select **Select language**, then select the languages for OCR use.
 - Select **PDF - Image only** to generate the output document in an image-only PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - Select **Microsoft Word** to generate the output document in DOCX format.
 - In **Image quality**, select the image quality.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select one or more languages.
8. In the **Image processing** section:

If **Source** is **Mobile**, image processing is controlled on the mobile.

 - In **Delete blank pages**, optionally, select this to have blank pages deleted.
 - In **Rotation**, select a rotation. The rotation is performed before any OCR.
 - In **Deskew**, optionally, select this to have captured images deskewed automatically.
 - In **Crop**, optionally, to have captured images cropped automatically.
9. Select **Create**.
10. Verify that the workflow works as expected.
11. [Activate the workflow](#).
12. Optionally, [make the workflow available to selected groups](#).

How to create a workflow for Microsoft OneDrive

1. Select **Menu**  > **Settings** .
2. Select the **Capture workflows**  tab.
3. Select **Create workflow**.

Create workflow

SETTINGS

SOURCE

Workflow name
✓ My workflow

☐ Active

☒ All users can use this workflow
☐ Selected groups can use this workflow

☒ Printer
☐ Mobile

Orientation
Portrait

Color
Grey

☐ 2-sided

Paper size
Select automatically

Resolution
300

☐ Continuous job build


DESTINATION

Destination profiles
Email

Send to user email
☒ To

CC: BCC:

To: {user_email},
Subject: Enter subject

 My workflow-2025-02-19.pdf
{workflow_name}-{yyyy_mm_dd}

Variable	Date
{printer_id}	{mm_dd_YYYY}
{printer_location}	{mm_dd_YYYY_time}
{printer_name}	{dd_mm_YYYY}
{user_name}	{dd_mm_YYYY_time}
{workflow_name}	{YYYY_mm_dd}
	{YYYY_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

OUTPUT DOCUMENT

IMAGE PROCESSING

File type
PDF - Searchable

Image quality
Medium

PDF compatibility
PDF 1.6

Optimize OCR process for: ⓘ
☒ High accuracy
☐ Medium accuracy and speed
☐ High speed

Select language
Language for OCR use
English

☐ Delete blank pages
☐ Deskew
☐ Crop

Rotation
Rotate automatically

Cancel

Create

4. In the **Settings** section:

- In **Workflow name**, enter the name of the workflow.
- In **Active**, leave this cleared for now.
- Leave **All users can use this workflow** selected for now.
- When you have verified that the workflow works as expected, you can:
 - [Activate the workflow](#)
 - [Make the workflow available to selected groups.](#)

5. In the **Source** section:

- Select **Printer** for scanning of pages on printers with Printix Go and Printix Capture.
 - Make your selection for the printer scan settings: **Orientation**, **Paper size**, **Color**, **Resolution**, and **2-sided**.
- Select **Mobile** for a phone or tablet with the Printix App version 3.0.1 or higher installed.

6. In the **Destination** section:

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **Destination profiles**, select **Microsoft OneDrive**.
- In **Select destination profile**, select among existing OneDrive destination profiles.
- Select **Create destination profile** to create a new destination profile.
 - [How to create a destination profile for Microsoft OneDrive](#)
 - [How to grant access to Microsoft OneDrive](#)

DESTINATION

Destination profiles
Microsoft OneDrive

Change destination profile

Destination profile
Acme Inspection Reports

//
/{workflow_name}/

send to onedrive-2023-01-13.pdf
{workflow_name}-{yyyy_mm_dd}

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **Folder**, enter an optional folder. It is possible to select and paste [variables](#), such as {workflow_name}.
Root is the user's **My files** in OneDrive.
 - In **File name**, enter the file name. It is possible to select and paste [variables](#), such as {workflow_name}.
 - Date and time are in UTC (Coordinated Universal Time).
7. In the **Output document** section, select a **File type**:
- Select **PDF - Searchable** to generate the output document in a searchable PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select **Select language**, then select the languages for OCR use.
 - Select **PDF - Image only** to generate the output document in an image-only PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - Select **Microsoft Word** to generate the output document in DOCX format.
 - In **Image quality**, select the image quality.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select one or more languages.
8. In the **Image processing** section:
- If **Source** is **Mobile**, image processing is controlled on the mobile.
- In **Delete blank pages**, optionally, select this to have blank pages deleted.
 - In **Rotation**, select a rotation. The rotation is performed before any OCR.
 - In **Deskew**, optionally, select this to have captured images deskewed automatically.
 - In **Crop**, optionally, to have captured images cropped automatically.
9. Select **Create**.

10. Verify that the workflow works as expected.
11. [Activate the workflow.](#)
12. Optionally, [make the workflow available to selected groups.](#)

How to create a destination profile for Microsoft OneDrive

1. Select **Create destination profile.**
2. Select **Destination.**
If only one is available, it is selected automatically. Otherwise, select one.
3. Select **Sign in method** (a Microsoft Entra directory configured on the **Authentication** page).
If only one is available, it is selected automatically. Otherwise, select one.
4. Grant access to the selected destination by selecting [Grant access to Microsoft OneDrive.](#)
5. On the Microsoft sign-in page:
 - Enter your administrator account.
You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft OneDrive.
 - Enter **Password.**
6. Select **Sign in.**
7. Printix will ask you for permission to:
 - Sign in and read user profile.
 - Read and write files in all site collections.
8. Select **Accept.**

Create destination profile

Azure AD Domain acme.com

Azure AD Domain mycompany.com

Microsoft OneDrive

Name*


Name

Must be specified.

Cancel

Create

9. Fill in the form.
- In **Name**, enter a name for the destination profile.

 The destination profile must be named differently than any existing Microsoft OneDrive destination profile.

Create destination profile

SharePoint

Azure AD Domain acme.com

Azure AD Domain mycompany.com

Microsoft OneDrive

Name*

Acme Inspections Report

Cancel Create

10. Select **Create**.



- A Microsoft OneDrive destination profile can be used only with users from the same Microsoft Entra directory that was selected in Step 1 when configuring the destination profile. Otherwise, the capture workflow configured with a OneDrive destination profile will fail.
- If you do NOT use [Microsoft Entra groups](#), the User Principal Name MUST be the same as the user's email address. Otherwise, the capture workflow configured with a OneDrive destination profile will fail.

How to create a workflow for Microsoft SharePoint Online

1. Select [Menu](#) ☰ > [Settings](#) ⚙️.
2. Select the [Capture workflows](#) 📄 tab.
3. Select **Create workflow**.

Create workflow

SETTINGS

SOURCE

Workflow name

My workflow

Active

All users can use this workflow

Selected groups can use this workflow

Printer

Mobile

Orientation

Portrait

Paper size

Select automatically

Color

Grey

Resolution

300

2-sided

Continuous job build

DESTINATION

Destination profiles

Email

Send to user email

To

CC: BCC:

To:

{user_email},

Subject:

Enter subject

My workflow-2025-02-19.pdf

{workflow_name}-{yyyy_mm_dd}

Variable

Date

{printer_id}

{mm_dd_yyyy}

{printer_location}

{mm_dd_yyyy_time}

{printer_name}

{dd_mm_yyyy}

{user_name}

{dd_mm_yyyy_time}

{workflow_name}

{yyyy_mm_dd}

{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

OUTPUT DOCUMENT

IMAGE PROCESSING

File type

PDF - Searchable

Image quality

Medium

PDF compatibility

PDF 1.6

Optimize OCR process for:

High accuracy

Medium accuracy and speed

High speed

Select language

Language for OCR use

English

Delete blank pages

Deskew

Crop

Rotation

Rotate automatically

Cancel

Create

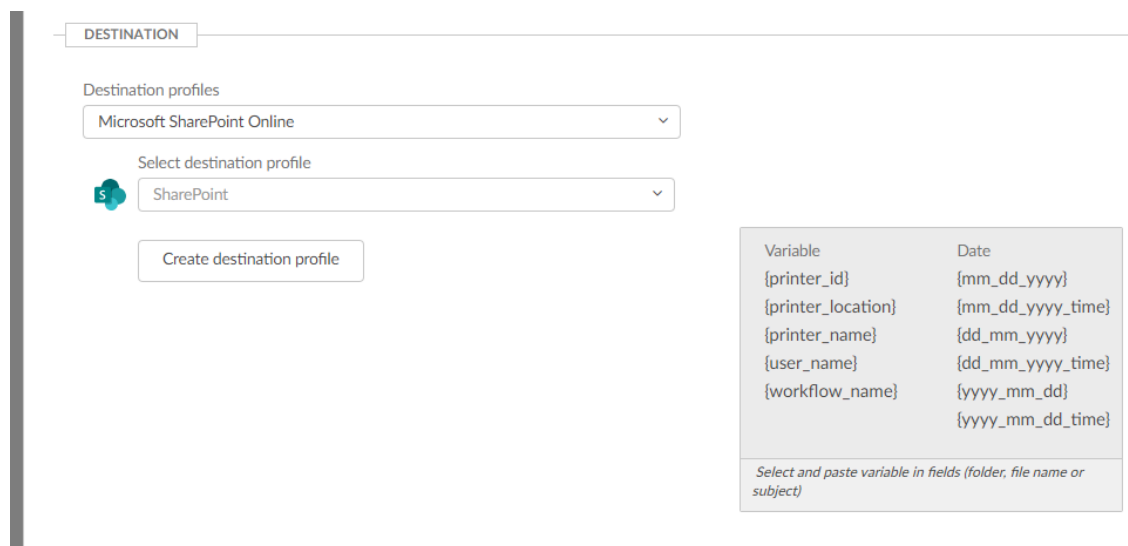
4. In the **Settings** section:

- In **Workflow name**, enter the name of the workflow.
- In **Active**, leave this cleared for now.
- Leave **All users can use this workflow** selected for now.
- When you have verified that the workflow works as expected, you can:
 - [Activate the workflow.](#)
 - [Make the workflow available to selected groups.](#)

5. In the **Source** section:

- Select **Printer** for scanning of pages on printers with Printix Go and Printix Capture.
 - Make your selection for the printer scan settings: **Orientation**, **Paper size**, **Color**, **Resolution**, and **2-sided**.
- Select **Mobile** for a phone or tablet with the Printix App version 3.0.1 or higher installed.

6. In the **Destination** section:



DESTINATION

Destination profiles

Microsoft SharePoint Online

Select destination profile

SharePoint

Create destination profile

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **Destination profiles**, select **Microsoft SharePoint Online**.
- In **Select destination profile**, select among existing SharePoint Online destination profiles.
- Select **Create destination profile** to create a new destination profile.
 - [How to create a workflow for Microsoft SharePoint Online](#)
 - [How to grant access to Microsoft SharePoint Online](#)

DESTINATION

Destination profiles
Microsoft SharePoint Online

Change destination profile

Destination profile
Acme Projects

- Projects site
- Documents

//

/ {workflow_name} /

send to sharepoint-2023-01-13.pdf

{workflow_name}-{yyyy_mm_dd}

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **Folder**, enter an optional folder. It is possible to select and paste [variables](#), such as {workflow_name}.

Folder will be created as a subfolder to the Folder defined in the Destination profile.

- In **File name**, enter a file name. It is possible to select and paste [variables](#), such as {workflow_name}.

- Date and time are in UTC (Coordinated Universal Time).

7. In the **Output document section, select a **File type**:**

- Select **PDF - Searchable** to generate the output document in a searchable PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select **Select language**, then select the languages for OCR use.
- Select **PDF - Image only** to generate the output document in an image-only PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
- Select **Microsoft Word** to generate the output document in DOCX format.
 - In **Image quality**, select the image quality.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select one or more languages.

8. In the **Image processing section:**

If **Source** is **Mobile**, image processing is controlled on the mobile.

- In **Delete blank pages**, optionally, select this to have blank pages deleted.
- In **Rotation**, select the rotation. The rotation is performed before any OCR.
- In **Deskew**, optionally, select this to have captured images deskewed automatically.
- In **Crop**, optionally, to have captured images cropped automatically.

9. Select **Create**.
10. Verify that the workflow works as expected.
11. [Activate the workflow](#).
12. Optionally, [make the workflow available to selected groups](#).

How to create a destination profile for Microsoft SharePoint Online

1. Select **Create destination profile**.
2. Select **Destination**.
If only one is available, it is selected automatically. Otherwise, select one.
3. Select **Sign in method** (a Microsoft Entra directory configured on the **Authentication** page).
If only one is available, it is selected automatically. Otherwise, select one.
4. Grant access to the selected destination by selecting [Grant access to Microsoft SharePoint Online](#).
5. On the Microsoft sign-in page:
 - Enter your administrator account.
You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft SharePoint Online.
 - Enter **Password**.
6. Select **Sign in**.
7. Printix will ask you for permission to:
 - Sign in and read user profile.
 - Read and write items in all site collections.
8. Select **Accept**.

The screenshot shows a 'Create destination profile' window. On the left, there are three selection boxes: the first is selected and shows the SharePoint icon and 'Azure AD Domain acme.com'; the second shows the Azure icon and 'Azure AD Domain mycompany.com'; the third is empty. On the right, under the heading 'Microsoft SharePoint Online', there are four fields: 'Name*' with a text input containing 'Name'; 'Site*' with a dropdown menu showing 'Search'; 'Document library*' with a dropdown menu showing 'Search'; and 'Folder' with a dropdown menu showing 'Search'. At the bottom, there are 'Cancel' and 'Create' buttons.

9. Fill in the form.

- In **Name**, enter a name for the destination profile.
- In **Site**, select site.
- In **Document library**, select document library.
- In **Folder**, select folder. There might not be any folders. Folders can also be specified when you create a [workflow for SharePoint](#).

i The destination profile must be named differently than any existing Microsoft SharePoint Online destination profile.

The screenshot shows a 'Create destination profile' dialog box. On the left, there are three icons: a SharePoint icon, a cloud icon, and a heart icon. The SharePoint icon is selected, and its details are shown on the right. The details include the name 'Acme Projects', the site 'Projects site', the document library 'Documents', and the folder 'Projects'. A URL is also displayed: <https://acme.sharepoint.com/Shared%20Documents/Projects>. At the bottom, there are 'Cancel' and 'Create' buttons.

10. Select **Create**.

How to create a workflow for Connector

1. Select **Menu** > **Settings** .
2. Select the **Capture workflows** tab.
3. Select **Create workflow**.
4. In the **Settings** section:
 - In **Workflow name**, enter the name of the workflow.
 - In **Active**, leave this unchecked for now.
 - Leave **All users can use this workflow** checked for now.
 - When you have verified that the workflow works as expected, you can:
 - [Activate the workflow](#).
 - [Make the workflow available to selected groups](#).

5. In the **Source** section:

- Select **Printer** to scan pages with a printer using Printix Go and Printix Capture.
 - Make your selection for the printer scan settings: **Orientation**, **Paper size**, **Color**, **Resolution**, and **2-sided**.
- Select **Mobile** to scan pages with a phone or tablet using Printix App version 3.0.1 or higher on Android or iOS/iPadOS.

6. In the **Destination** section:

DESTINATION

Destination profiles

Connector

Select destination profile

Connector

Create destination profile

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **Destination profiles**, select **Connector**.
- In **Select destination profile**, select among existing connector destination profiles.
- Select **Create destination profile** to create a new destination profile.
 - [How to create a destination profile for Connector](#)

Destination profiles

Connector

Change destination profile

Destination profile

Acme Inspection Reports

{WORKFLOW_NAME}-{YYYY_MM_DD}

Timeout (in minutes)

10

Variable	Date
{printer_id}	{mm_dd_yyyy}
{printer_location}	{mm_dd_yyyy_time}
{printer_name}	{dd_mm_yyyy}
{user_name}	{dd_mm_yyyy_time}
{workflow_name}	{yyyy_mm_dd}
	{yyyy_mm_dd_time}

Select and paste variable in fields (folder, file name or subject)

- In **File name**, enter the file name.
It is possible to select and paste [variables](#), such as **{workflow_name}**.
 - Date and time are in UTC (Coordinated Universal Time).

- In **Timeout (in minutes)**, specify the maximum amount of time a workflow can wait for the connector to process the capture job and notify Printix of the result before it is automatically closed with a failed state. Must be between 10 and 120 minutes (2 hours). The default is 10 minutes.

This setting is useful to prevent a workflow from indefinitely waiting for a response.

7. In the **Output document** section, select a **File type**:

- Select **PDF - Searchable** to generate the output document in a searchable PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select **Select language**, then select the languages for OCR use.
- Select **PDF - Image only** to generate the output document in an image-only PDF format.
 - In **Image quality**, select the image quality.
 - In **PDF compatibility**, select the PDF compatibility.
- Select **Microsoft Word** to generate the output document in DOCX format.
 - In **Image quality**, select the image quality.
 - In **Optimize OCR process for**, select your preference for accuracy and speed.
 - In **Language for OCR use**, select one or more languages.

8. In the **Image processing** section:

If **Source** is **Mobile**, the image processing is controlled on your phone or tablet.

- Optionally, select **Delete blank pages** to have blank pages deleted.
- In **Rotation**, select the rotation. The rotation is performed before any OCR.
- Optionally, select **Deskew** to have captured images deskewed automatically.
- Optionally, select **Crop** to have captured images cropped automatically.

9. Select **Create**.

The workflow is created.

10. Verify that the workflow works as expected.

11. [Activate the workflow](#).

12. Optionally, [make the workflow available to selected groups](#).

How to create a destination profile for Connector


1. Select **Create destination profile**.


2. Select **Connector** as the destination.

If only one destination is available, it is selected automatically.

3. Fill in the form.

- In **Name**, enter a name for the destination profile.


 The destination profile must be named differently than any existing connector destination profile.

- In **Connector URL**, enter the URL of the connector to which Printix has to send the notification of the new documents for the connector to process and deliver them when the workflow selected by the user on the device is configured with this destination profile.
- In **Network**, optionally, select the **Modify**  icon, then select a network where the connector is hosted. Leave it blank if the connector is hosted on a public URL.
- In **Shared secrets**, select **Create secret**, select the secret type (HMAC SHA-256, HMAC SHA-512, or Connector Token), then select the green check mark to create a new shared secret.




If you want to use a shared secret that was previously copied from a destination profile of a different connector, select **Create secret**, select the correct secret type (HMAC SHA-256, HMAC SHA-512, or Connector Token) for the copied shared secret, replace the generated value by pasting the copied value from clipboard, then select the green check mark.

4. Copy the shared secret value.

The shared secret value is used again later at the connector side.

 You can only copy the shared secret at this point. After you leave this page, you are not able to retrieve it. If you leave this page without copying the shared secret, you must repeat the corresponding steps above and create a new connector destination and shared secret.

Create destination profile

Connector


Name*


Acme Inspection Reports

Connector URL*

https://printixconnectorserver.capturecorporation.com/NetworkShareConnector?type=2

Network







Security

Shared secrets*

HMAC SHA-256

J2TTW8LL5iJ199ogDDxxLOfq5EL0FkzPtNq/kXh22U=





Create secret




Be sure to make a note of the newly created shared secrets, because you will not see them again after saving the destination profile!

Cancel

Create

5. Select **Create**.





How to activate a workflow

1. Select **Menu**  > **Settings** .
2. Select the **Capture workflows**  tab.
3. Select the **Workflow name** to open the [Workflow properties](#) page.
4. Select **Active**.
5. Select **Save**.

Workflows that are not active can only be used by you as an administrator:

- You can select the workflow in [Printix Capture](#).


How to make a workflow available to selected groups

1. Select **Menu**  > **Settings** .
2. Select the **Capture workflows**  tab.
3. Select the **Workflow name** to open the [Workflow properties](#) page.
4. Select **Selected groups can use this workflow**.
5. Select **Add group** to open the **Select groups** dialog box.
 - Select **Search** . The search is not case-sensitive.
 - Select the groups.
6. Select **Select**.
 - Select **X** to remove a group.
7. Select **Save**.

Workflows are visible to users in the groups and you as an administrator.


How to grant access to Microsoft OneDrive

You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft OneDrive.

1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. For **Grant access to OneDrive**, select **Accept**.
3. On the Microsoft sign-in page:
 - Enter your administrator account. You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft OneDrive.
 - Enter **Password**.
4. Select **Sign in**.
5. Printix will ask you for permission to:
 - Sign in and read user profile.
 - Read and write files in all site collections.
6. Select **Accept**.

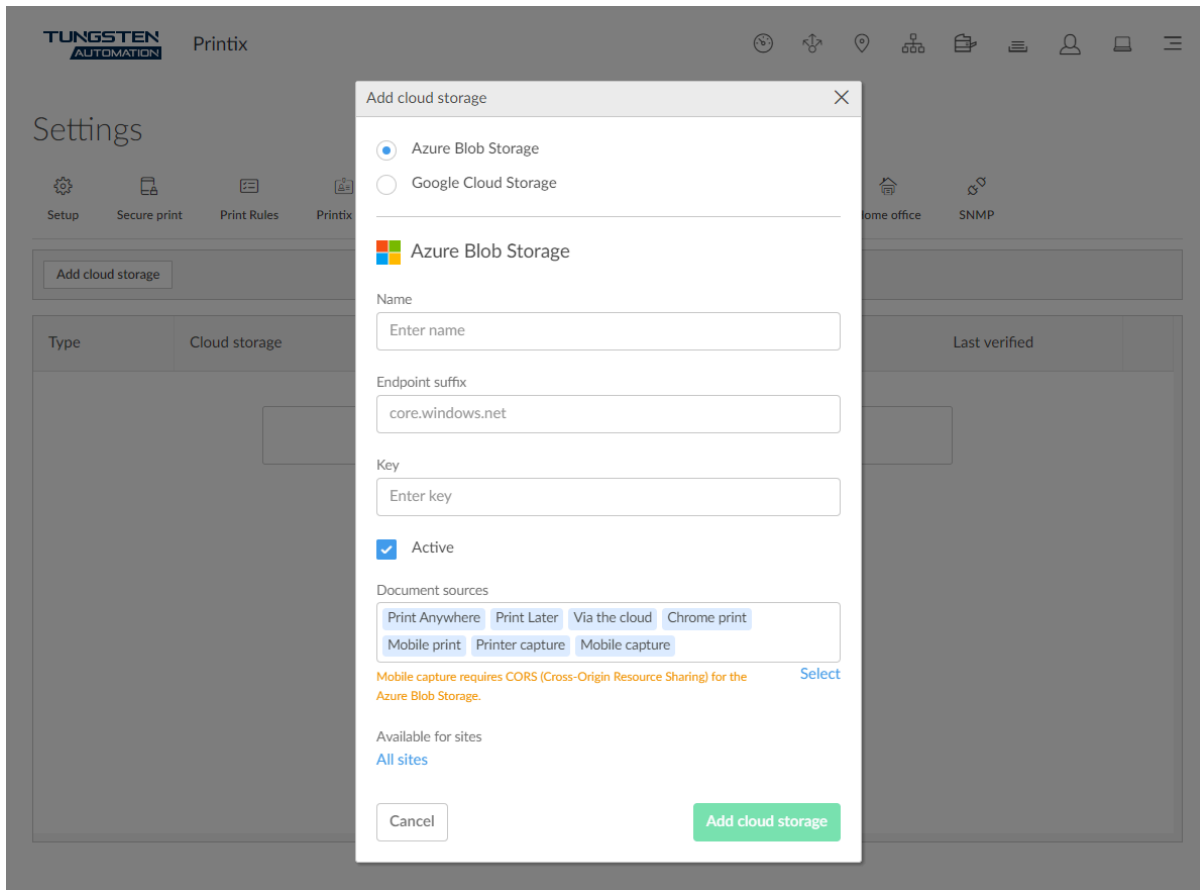
How to grant access to Microsoft SharePoint Online

You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft SharePoint Online.

1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. For **Grant access to SharePoint**, select **Accept**.
3. On the Microsoft sign-in page:
 - Enter your administrator account. You must have the global administrator role in Microsoft Entra ID to grant access to Microsoft SharePoint Online.
 - Enter **Password**.
4. Select **Sign in**.
5. Printix will ask you for permission to:
 - Sign in and read user profile.
 - Read and write items in all site collections.
6. Select **Accept**.

How to add Azure Blob Storage

Enable storage of pending documents in your secure cloud storage. That way, the user's computer does not need to be online to release Print Later and Print Anywhere documents. However, a Printix Client still needs to be online on the printer's network to release the documents.



Create storage account

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Storage** category, select **Storage accounts**.
4. Select **Create**.
5. On the **Basics** tab:
 - In the **Project details** section:
 - In **Subscription**, select the type of subscription.
 - In **Resource group**, select a resource group or select **Create new**.
 - In the **Instance details** section:
 - In **Storage account name**, enter the name of the storage account.
Example: printixcloudstorage
 - In **Region**, select the data center closest to you.
Example: (US) East US
 - In **Performance**, leave it at **Standard** (default).

- In **Redundancy**, select **Locally-redundant storage (LRS)** to get the lowest-cost option.
6. Select the **Advanced** tab or select **Next: Advanced**.
 7. On the **Advanced** tab:
 - In the **Security** section:
 - Leave **Require secure transfer for REST API operations** selected.
 - Clear **Allow enabling anonymous access on individual containers**.
 - Leave **Enable storage account key access** selected.
 - Leave **Default to Azure Active Directory authorization in the Azure portal** cleared.
 - In **Minimum TLS version**, leave it on **Version 1.2**.
 - In **Permitted scope for copy operations**, select the scope or leave it on the default **From any storage account**.
 - In the **Hierarchical Namespace** section:
 - Leave **Enable hierarchical namespace** cleared.
 - In the **Access protocols** section:
 - Leave **Enable SFTP** cleared.
 - Leave **Enable network file system v3** cleared.
 - In the **Blob storage** section:
 - Leave **Allow cross-tenant replication** cleared.
 - In **Access tier**, select **Hot**.
 - In the **Azure Files** section:
 - Leave **Enable large file shares** cleared.
 8. Select the **Networking** tab or select **Next: Networking**.
 9. On the **Networking** tab:
 - In the **Network connectivity** section:
 - In **Network access**, select **Enable public access from all networks** or **Enable public access from selected virtual networks and IP addresses**. Both the Printix Cloud and computers with Printix Client (even when on a public network) must be allowed to access the blob storage.
 - In the **Network routing** section:
 - In **Routing preference**, select **Microsoft network routing**.
 10. Select the **Data protection** tab or select **Next: Data protection**.
 11. On the **Data protection** tab:
 - In the **Recovery** section:
 - Leave **Enable point-in-time restore for containers** cleared.
 - Clear **Enable soft delete for blobs**.
 - Clear **Enable soft delete for containers**.
 - Clear **Enable soft delete for file shares**.
 - In the **Tracking** section:
 - Leave **Enable versioning for blobs** cleared.
 - Leave **Enable blob change feed** cleared.

- In the **Access control** section:
 - Leave **Enable version-level immutability support** cleared.
- 12. Select the **Encryption** tab or select **Next: Encryption**.
- 13. On the **Encryption** tab:
 - In **Encryption type**, select **Microsoft-managed keys (MMK)**.
 - In **Enable support for customer-managed keys**, leave the selection on **All service types (blobs, files, tables, and queues)**.
 - Leave **Enable infrastructure encryption** cleared.
- 14. Select the **Tags** tab or select **Next: Tags**.
- 15. On the **Tags** tab:
 - Optionally, create tags for the resource.
- 16. Select the **Review** tab or select **Next: Review**.
- 17. On the **Review** tab:
 - Review the settings.
- 18. Select **Create**.
It may take a couple of minutes to create the account.

Configure access to cloud storage

If you selected Enable public access from selected virtual networks and IP addresses in step 9 of creating the storage account, perform the following steps to configure Printix to access your cloud storage.

i The Azure Blob Storage can not be in the same Microsoft Azure data center as your Printix Home. The reason is that Microsoft does not use the public IP addresses for communication between Printix and the Azure Blob Storage when they are in the same data center.

1. In the **Microsoft Azure** portal menu, select **All Services**.
2. In the **Storage** category, select **Storage accounts**.
3. Select the storage account you created.
Example: printixcloudstorage
4. In the **Firewall** section, in **Address range**:
 - Enter the following IP addresses according to your data center where your Printix Home resides:
 - Printix in EU Data Center, Netherlands (West Europe):
 - 51.124.91.26
 - 52.142.203.47
 - 52.142.207.220
 - Printix in US Data Center (Central US):
 - 52.185.109.30
 - 40.122.197.215
 - 40.77.18.128

- Enter the static outbound IP of those networks where Printix Client, Printix App for iOS/iPadOS, Printix App for Android, and Printix Chromebook reside.

i When a user prints or runs a capture workflow (using the Printix Client, the Printix App, or Printix Chromebook) from an unknown network (at home or while traveling), and if [documents go via the user's own cloud storage](#):

- The user must connect via VPN to the **Corporate** network, and the own cloud storage must be reached via this VPN connection.
- The static outbound IP of this network must be allowed on the firewall of the own cloud storage.




Otherwise, the printing or the capture workflow fails.

5. Select **Save** to save your modifications.

Get the key

1. In the **Microsoft Azure** portal menu, select **All Services**.
2. In the **Storage** category, select **Storage accounts**.
3. Select the storage account you created.
Example: printixcloudstorage
4. In the left pane, select **Access keys** to see the access keys for the selected storage account.
You can use the search bar to quickly find this option.
5. Select **Show** next to the **Key** value of **key1**, then select **Copy to clipboard**.
You need to paste this value in step [7](#) when adding the Azure Blob Storage.
6. In **Endpoint suffix**, specify the storage account endpoint suffix or leave it blank if you use the default core.windows.net value.

Add Azure Blob Storage

1. Select **Menu**  > **Settings** .
2. Select the **Cloud storage**  tab.
3. Select **Add cloud storage**.
4. Select **Azure Blob Storage**.
5. In **Name**, enter the storage account name you entered in step [5](#) of creating the storage account.
Example: printixcloudstorage
6. In **Endpoint suffix**, specify the same endpoint suffix you used in step [6](#) of getting the key.
7. In **Key**, paste the **key1** value you copied in step [5](#) of getting the key.
8. If you do not want the cloud storage to be immediately usable, clear the **Active** check box, which is selected by default.
9. Optionally, modify the **Document sources** field, which lists the sources where documents can come from.

The following document sources are available: Print Anywhere, Print Later, Via the cloud, Chrome print, Mobile print, Printer capture, Mobile capture.

i Mobile capture requires an Azure Blob Storage that has [CORS \(Cross-origin Resource Sharing\)](#) enabled.

- To modify the listed sources:
 - a. Select **Select** under the field.
The **Select document sources** dialog box appears.
The **Available** column lists the sources that are not used. The **Selected** column lists the sources that are used.
 - b. Select document sources in the **Available** column that you want to add.
 - c. Select document sources in the **Selected** column that you want to remove.
 - d. When you are satisfied with the selection, select **Done**.
 - To only remove a document source, you can also hover the cursor over it, then select the **X** that appears next to it.
- 10. Under **Available for sites**, select the sites where the cloud storage should be available.**
- By default, the cloud storage is available on **all sites**.
 - If the cloud storage should only be available on specific sites:
 - a. Select **All sites** (or **n site(s)** if you want to change already selected sites).
The **Select sites** dialog box appears.
The **Available** column lists the sites that can be selected. The **Selected** column lists the selected sites.
 - b. Find and select the sites in the **Available** column that you want to add.
 - c. Select sites in the **Selected** column that you want to remove.
 - d. When you are satisfied with the selection, select **Done**.
 - If the cloud storage is only available on selected sites but you want it to be available on all sites, select **n site(s)**, then remove all sites from the **Selected** column. After that, select **Done**.
- 11. Select **Add cloud storage**.**
- 12. Optionally, check the type of pending documents you want to store.**

i If you use a web proxy and/or SSL inspection, you must [unblock the URL](#) referencing the storage account:

`https://{storage_account_name}.blob.{endpoint suffix}`

Example: `https://printixcloudstorage.blob.core.windows.net`

See also:

- [How documents are transferred through cloud storages](#)

Permissions needed to access Azure Blob Storage

Printix uses access keys for Azure Blob Storage to generate Shared Access Signatures (SAS) signed read, write, and delete links for the Azure Blob Storage. At regular intervals, Printix Cloud uploads a

4-byte file to test connection to the Azure Blob Storage (links for write, read, delete). If the test fails, it is displayed in Printix Administrator.

- **Allowed services**

Checked **Blob**, Checked **File**, Checked **Queue**, Checked **Table**.

- **Allowed resource types**

Unchecked **Service**, Unchecked **Container**, Unchecked **Object**.

- **Allowed permissions**

Checked **Read**, Checked **Write**, Checked **Delete**, Checked **List**, Checked **Add**, Checked **Create**, Checked **Update**, Checked **Process**, Checked **Immutable storage**, Checked **Permanent delete**.

- **Blob versioning permissions**

Checked **Enable deletion of versions**.

- **Allowed blob index permissions**

Checked **Read/write**, Checked **Filter**.

How to set up Azure Blob Storage CORS

Capture with mobile requires properly configured Cross-origin Resource Sharing (CORS) rules to be set up for the used Azure Blob Storage.

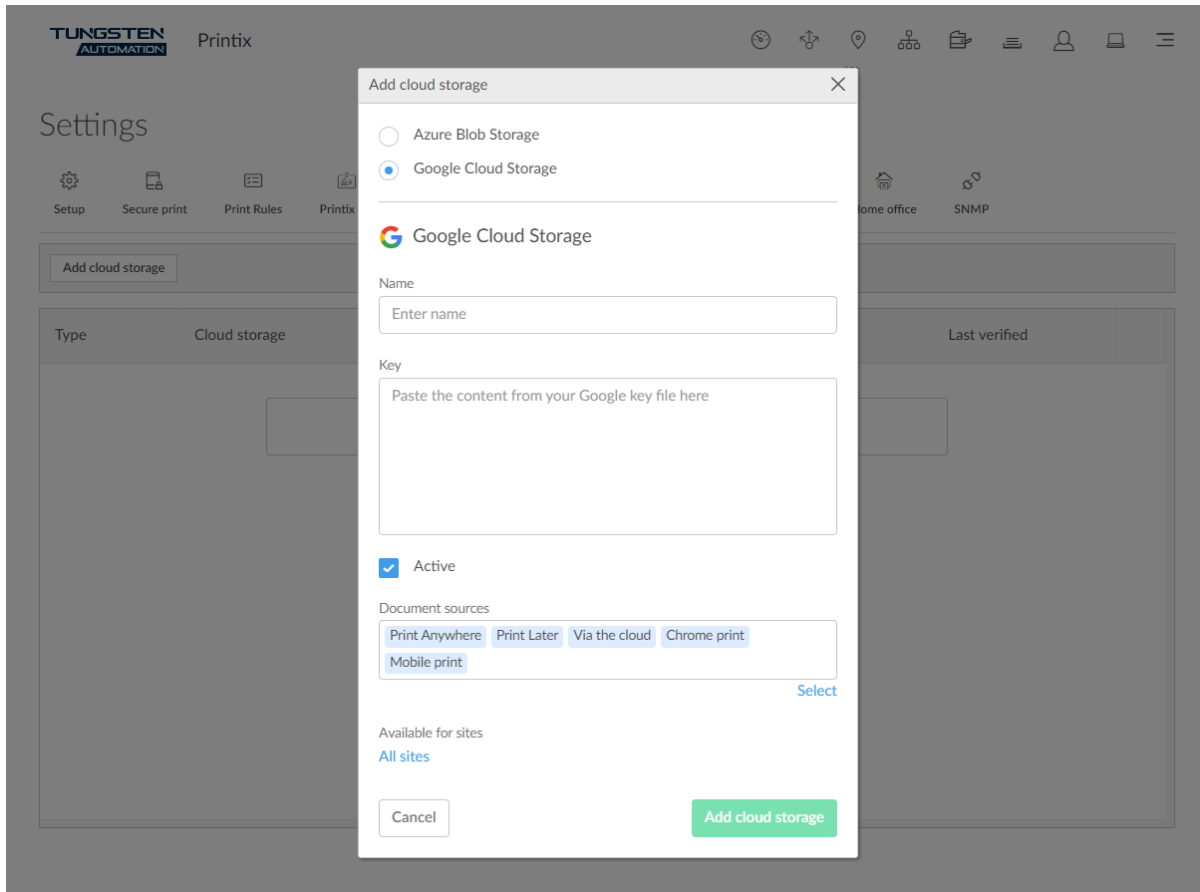
1. In Microsoft Azure, select **All Services**, scroll to **Storage**, and select **Storage accounts**.
2. Select the storage account you [created](#).
Example: printixcloudstorage
3. On the storage account blade, select **CORS**.
4. On the **Blob service** tab:
 - In **Allowed origins**, leave the wildcard character (asterix) to allow all domains.
 - In **Allowed methods**, select the following: **GET**, **POST**, **OPTIONS**, and **PUT**.
 - In **Allowed headers**, select **x-ms-blob-type,content-type**.
 - In **Exposed headers**, select **x-ms-blob-type**.
 - In **Max age**, enter 0 (in seconds).
5. Select **Save**.

Blob service

Allowed origins	Allowed methods	Allowed headers	Exposed headers	Max age
* ✓	4 selected <input type="checkbox"/> DELETE <input checked="" type="checkbox"/> GET <input type="checkbox"/> HEAD <input type="checkbox"/> MERGE <input checked="" type="checkbox"/> POST <input checked="" type="checkbox"/> OPTIONS <input checked="" type="checkbox"/> PUT <input type="checkbox"/> PATCH	x-ms-blob-type,content-type ✓	x-ms-blob-type ✓	0 ✓
				0

How to add Google Cloud Storage

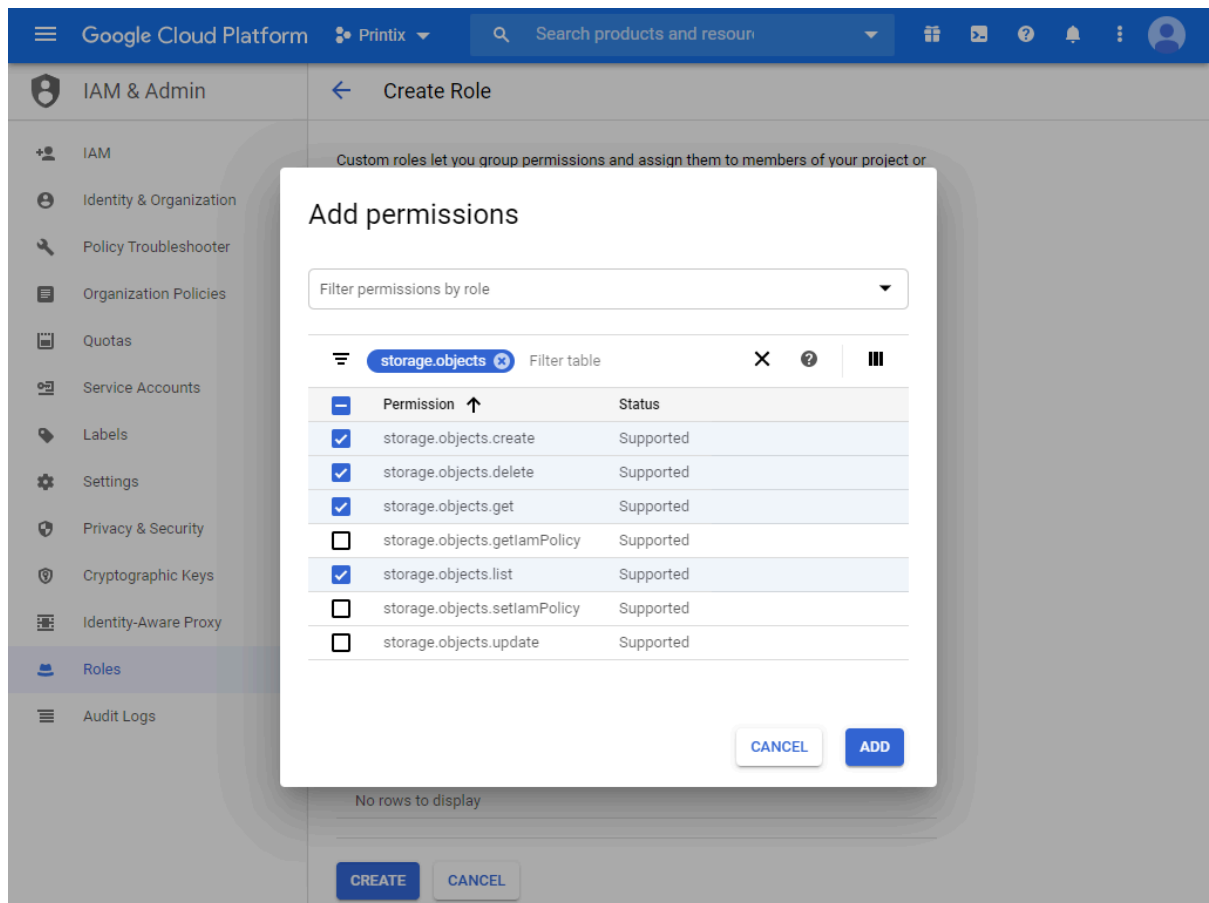
Enable storage of pending documents in your secure cloud storage. That way, the user's computer does not need to be online to release Print Later and Print Anywhere documents. However, a Printix Client still needs to be online on the printer's network to release the documents.



Create a role

1. Open a new browser window and sign in to Google Cloud Platform (console.cloud.google.com) using your work account credentials.
2. In Google Cloud Platform, select the **Navigation menu** and select **IAM & admin**, and then **Roles**.
3. On the **Roles** blade, select **Create role**.
4. In **Create role**:
 - In **Title**, enter the name of the role.
Example: printix storage
 - In **Role launch stage**, select **General availability**.

5. Select **Add permissions**.



6. In **Filter**, type `storage.objects` and press Enter.

7. Select the **Permissions**:

- `storage.objects.create`
- `storage.objects.delete`
- `storage.objects.get`
- `storage.objects.list`

8. Select **Add**.

9. Select **Create**.

Create a service account

1. In Google Cloud Platform, select the **Navigation menu** and select **IAM & admin**, and then **Service accounts**.
2. On the **Service accounts** blade, select **Create service account**.
3. In **Service account details**:
 - In **Service account name**, enter the name of the service account.
Example: `printix`

- Optionally, in **Service account description**, enter a description for the service account.
Example: printix cloud storage service account
- 4. Select **Create and continue**.
- 5. In **Grant this service account access to project**:
 - In **Role**, select the role you created in step [4](#) of creating a role (printix storage).
- 6. Select **Continue**.
- 7. In **Grant users access to this service account**:
 - Enter **Service account users role**.
 - Enter **Service account admins role**.
- 8. Select **Done**.
- 9. Create a key as follows:
 - a. Click on the created service account.
 - b. Select the **Keys** tab.
 - c. Select **Create new key** in the **Add key** list.
 - d. Select **JSON**.
 - e. Select **Create**.




The private key is saved to your computer and you need to paste the content of it later in step [6](#) of adding the Google Cloud Storage.
- 10. Select **Done**.

Create a storage bucket

1. In Google Cloud Platform, in the **Navigation menu**, select **Cloud Storage**.
2. On the **Browser** blade, select **Buckets**.
3. Select **Create**.
4. Enter your bucket information and select **Continue** to complete each step:
 - Specify a **Name**, subject to the bucket name requirements. Enter, for example: printix-cloud-storage. You need to enter the name in step [5](#) of adding the Google Cloud Storage.
 - As **Default storage class** for the bucket, select **Standard**. Next, select a **Location** where the bucket data will be permanently stored.
 - Leave **Access control model** at **Set object-level and bucket-level permissions**.
 - Optionally, in **Advanced settings**, you can add bucket labels, set a retention policy, and choose an encryption method. Leave **Encryption** at **Google managed keys**.
5. Select **Create**.
6. In the **Bucket details** pane, select **Permissions**.
7. Select **Add members**.
 - In **New members**, add the service account you created in step [3](#) of creating a service account.
Example: printix
 - Select roles. Scroll to **Storage** and then select **Storage Object Creator**.
 - Select **Add another role**. Scroll to **Storage** and then select **Storage Object Viewer**.

- Select **Save**.

Add Google Cloud Storage

1. In Printix Administrator, select **Menu**  > **Settings** .
2. Select the **Cloud storage**  tab.
3. Select **Add cloud storage**.
4. Select **Google Cloud Storage**.
5. In **Name**, enter the bucket name you entered in step [4](#) of creating a storage bucket.
Example: printix-cloud-storage
6. In **Key**, paste the content from your Google **JSON Key File** created in step [7](#) of creating a service account.
7. If you do not want the cloud storage to be immediately usable, clear the **Active** check box, which is selected by default.
8. Optionally, modify the **Document sources** field, which lists the sources where documents can come from.
The following document sources are available: Print Anywhere, Print Later, Via the cloud, Chrome print, Mobile print.
 - To modify the listed sources:
 - a. Select **Select** under the field.
The **Select document sources** dialog box appears.
The **Available** column lists the sources that are currently not active. The **Selected** column lists the sources that are active.
 - b. Select document sources in the **Available** column that you want to add.
 - c. Select document sources in the **Selected** column that you want to remove.
 - d. When you are satisfied with the selection, select **Done**.
 - To only remove a document source, you can also hover the cursor over it, then select the **X** that appears next to it.
9. Under **Available for sites**, select the sites where the cloud storage should be available.
 - By default, the cloud storage is available on **all sites**.
 - If the cloud storage should only be available on specific sites:
 - a. Select **All sites** (or **n site(s)** if you want to change already selected sites).
The **Select sites** dialog box appears.
The **Available** column lists the sites that can be selected. The **Selected** column lists the selected sites.
 - b. Find and select the sites in the **Available** column that you want to add.
 - c. Select sites in the **Selected** column that you want to remove.
 - d. When you are satisfied with the selection, select **Done**.
 - If the cloud storage is only available on selected sites but you want it to be available on all sites, select **n site(s)**, then remove all sites from the **Selected** column. After that, select **Done**.
10. Select **Add cloud storage**.

11. Optionally, check type of pending documents you want to store.

i If you use a web proxy and/or SSL inspection, you need to [unblock the URL](#) referencing the bucket name (For example: printix-cloud-storage): <https://storage.cloud.google.com/printix-cloud-storage>

See also:

- [How documents are transferred through cloud storages](#)

How to set up analytics

Set up analytics to get insights into your Printix-managed print environment.

This is how you set it up:

- Extract data collected by Printix into a SQL database.
The database can either be:
 - A [Printix database](#) in the Printix Cloud.
 - An [own database](#) (Azure SQL).
- View and analyze the data with:
 - [Printix Power BI solution](#)
 - A tool of your own

See also:

- [How to extract data to Printix database](#)
- [How to extract data to own database](#)
- [How to set up Power BI](#)
- [How to interact with the Printix Power BI report](#)
- [How to include scan details in data extracts](#)
- [How to include copy details in data extracts](#)

i Try this interactive [Power BI demo report](#).

How to set up Power BI

You can use Microsoft Power BI Desktop with the Printix Power BI solution to get insights about your print usage, printers, print queues, and much more.

1. [Install Power BI Desktop](#).
2. [Download the Power BI template](#).
3. [Connect to your Printix extracted data](#).
 - [Printix database](#)
 - [Own database](#)

See also:

- [How to interact with the Printix Power BI report](#)
- [How to publish to Power BI on the web](#)

DISCLAIMER

- The Power BI report is for one Printix Home only and can not be used to present data from multiple Printix Homes.
- Printix, or any contributor to these reports is not responsible and therefore not liable for any damage caused by usage of these reports.
- These reports are purely indicative.
- Values in, for example, the Cost report may vary and show different amounts and volumes than stated on invoices issued by your print provider.

Install Power BI Desktop

1. Visit powerbi.microsoft.com.
2. Download and install Power BI Desktop (it is free) on a Windows computer.

Download the Power BI template

1. In Printix Administrator, select [Menu](#) ≡ > **Software**.
2. Scroll to the **Power BI** section and select **Power BI Template (PBIT)**.
The Power BI template is downloaded to a folder you specify.

Connect to your Printix extracted data

- [Printix database](#)
- [Own database](#)

Printix database

1. Open **Power BI Desktop**.
2. On the **File** menu select **Open**, and browse to the folder where you downloaded the Power BI template.
3. Select **Power BI template files (.pbit)** as the file type.
4. Select the file PowerBI/Printix.pbit and select **Open**.

Printix

V 1.4.0

Sheets Per Tree ⓘ

Cost Per Mono Sheet ⓘ

Cost Per Color Sheet ⓘ

Cost Per Sheet ⓘ

Display Currency ⓘ

Enter or select a value

Load Cancel

5. Enter your values and select currency. Select **Load**.

- **Sheets per tree**

Recommended value: 8333. Enter the number of sheets produced from a tree. Used in the report: Tree-O-Meter.

- **Cost per mono sheet**

Enter the cost per mono impression (BW). Suggested value (in US dollar): 0.0134.

- **Cost per color sheet**

Enter the cost per color impression (Color). Suggested value (in US dollar): 0.0336.

- **Cost per sheet**

Enter the cost per sheet printed (Paper). Suggested value (in US dollar): 0.0067.

- **Display currency**

Select the currency.

Example: US Dollar

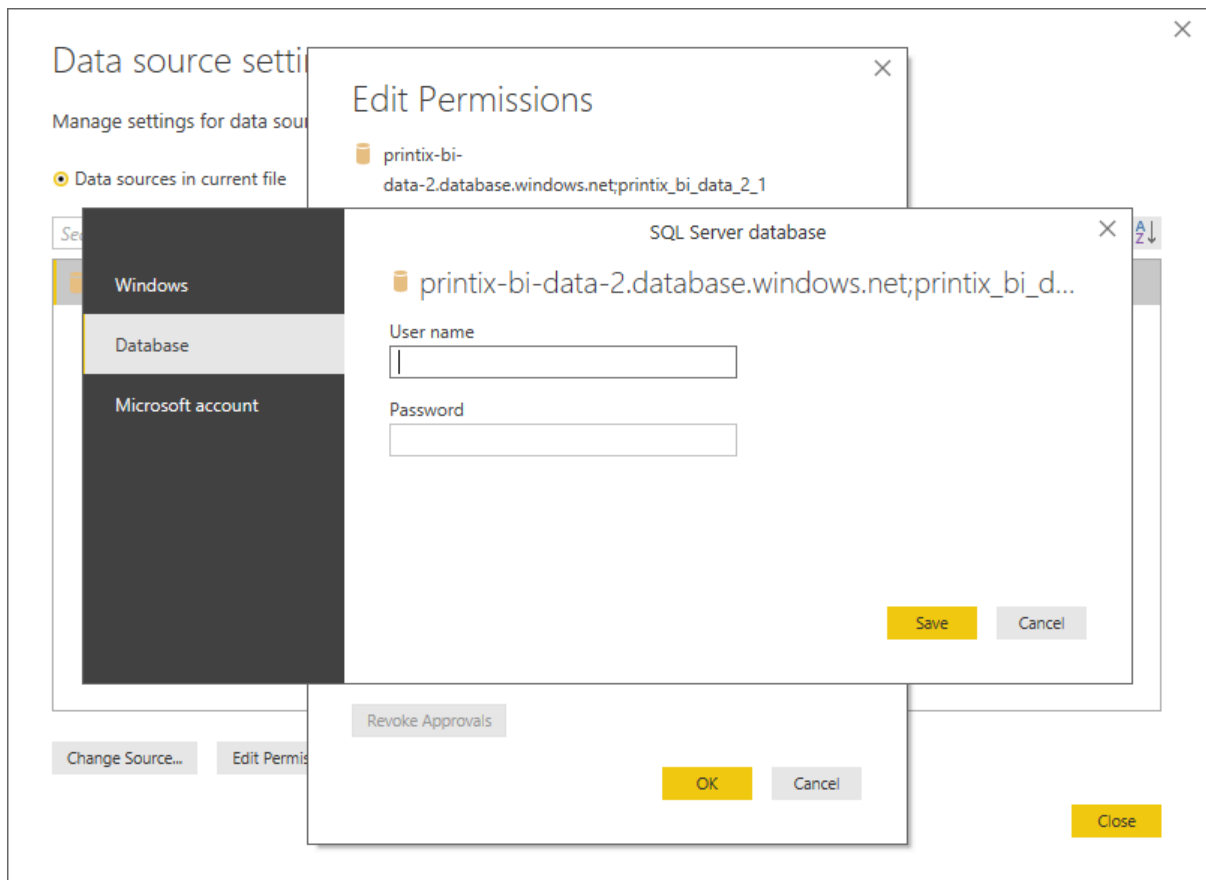
i Familiarize yourself with [how the cost calculation is done](#). You can subsequently change the currency and cost values in Power BI Desktop by selecting **Edit queries** and then **Edit parameters**.

6. On the **File** menu, select **Options and settings**, and then select **Data source settings**.

7. In **Data source settings**, select **Edit permissions** to open the **Edit permissions** dialog box.

8. Select **Database** and select **Credentials** select **Edit**.

- Copy **Username** from the [Analytics](#) tab and paste it into **User name**.
- Copy **Password** from the [Analytics](#) tab and paste it into **Password**.



9. Select **Save**.
10. Select **OK**.
11. Select **Close**.
12. Select **Refresh** on the ribbon menu to get the latest data from the Printix SQL database.

Own database

1. Open **Power BI Desktop**.
2. On the **File** menu, select **Open**, and browse to the folder where you extracted the Power BI files.
3. Select **Power BI template files (.pbix)** as the file type.
4. Select the file PowerBI/Printix.pbix and select **Open**.
5. Enter your values and select currency. Select **Load**.
6. On the **File** menu, select **Options and settings**, then select **Data source settings**.
7. In **Data source settings**, select **Change source** to open the **SQL Server database** dialog box.
 - Copy the **Database server address** from the [Analytics](#) tab and paste it into **Server**.
 - Copy the **Database name** from the [Analytics](#) tab and paste it into **Database**.
8. Select **OK**.

9. In **Data source settings**, select **Edit permissions** to open the **Edit permissions** dialog box.
10. Select **Database**, and under **Credentials**, select **Edit**.
 - Copy the **Username** from the [Analytics](#) tab and paste it into **User name**.
 - Copy the **Password** from the [Analytics](#) tab and paste it into **Password**.
11. Select **Save**.
12. Select **OK**.
13. Select **Close**.
14. Select **Refresh** on the ribbon menu to get the latest data from your own SQL database.

How to use the Printix Power BI solution template

The Printix Power BI solution template is designed to give you insights into your print usage, and contains visualizations of data regarding users, workstation, printers, print queues, and much more.

This solution contains multiple key components:

- A Power BI solution template.
- A set of PowerPoint design templates and icons, which you can download from [here](#).

The most simple usage of this Power BI template consists of opening it and analyzing your Printix data in Power BI Desktop on your own computer. Furthermore, you can publish it to your organization's online Power BI service to share the report with other users (or even guests), embed visuals into your application, and more.

A demo of a Printix solution template can be viewed [here](#).

Read more about what you can find in the report [here](#).

To start using the Printix Power BI solution:

1. [Set up Printix analytics](#).
2. [Set up Power BI](#).
3. Optionally, [publish the report to Power BI](#).

To publish the Power BI report, you need a Power BI Pro license.

i When you change the **Display Currency** parameter, you must manually refresh the whole report. Only selecting **Apply** in the report is not enough.

How the cost calculation is done

Although it is not possible to accurately calculate the total cost of the printer environment, we can estimate the cost based on what is being printed through Printix.

To allow anyone to define their own cost for different variables, you must provide some input the first time you set up the report:

Sheets Per Tree

Number of sheets created from a single tree

Cost Per Mono Sheet

Cost per page when printed in black and white

Cost Per Color Sheet

Cost per page when printed with colors

Cost Per Sheet

Cost per sheet printed

Display Currency

Currency displayed in all cost-related columns

Based on the actually printed documents (Jobs table), we calculate the cost the following way:

- Sheet cost
 - This takes into consideration if the document is duplex, and multiplies the sum of pages with the cost per sheet.
- Cost per page, printed in black and white
 - If the document is printed in black and white, it multiplies the number of pages with the toner cost (black and white).
- Cost per page, printed in color
 - If the document is printed in color, it multiplies the number of pages with the toner cost (color).
- Total cost
 - Sums all of the previously mentioned calculations to display the total cost per job.


```
Code: SWITCH( TRUE (); jobs[duplex] = TRUE(); ROUNDUP(jobs[page_count] /
2;0 ) * sum('Cost Per Sheet'[Cost Per Sheet]); jobs[duplex] = FALSE();
(jobs[page_count] * SUM('Cost Per Sheet'[Cost Per Sheet]) ) + 0)
```

```
Code: SWITCH( TRUE (); jobs[color] = TRUE(); 0 ; jobs[color] = FALSE();
(jobs[page_count] * SUM('Cost Per Mono Sheet'[Cost Per Mono Sheet]) ) + 0)
```

```
Code: SWITCH( TRUE (); jobs[color] = TRUE(); 0 ; jobs[color] = FALSE();
(jobs[page_count] * SUM('Cost Per Mono Sheet'[Cost Per Mono Sheet]) ) + 0)
```

```
Code: Total_Cost = jobs[Sheet_Cost] + jobs[Toner_Cost_BW] +
jobs[Toner_Cost_Color]
```

All 4 of these calculations have another column with the same name but with **(Currency formatted)** appended to them. These columns consider the formatting of the selected **Display Currency** and change the sum to be more user-friendly. These columns are used for all the graphics.

 Merging the calculation and the formatting into a single measure can cause severe performance issues with larger data sets, so it should be avoided.

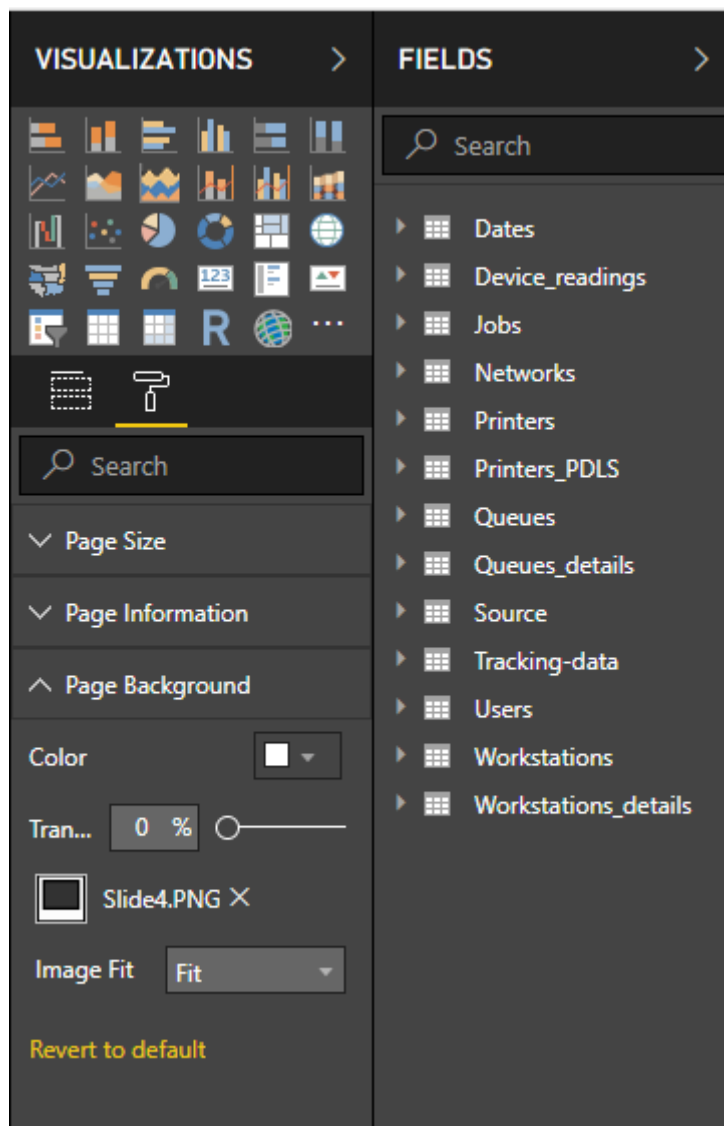
Editing the Power BI template

You can freely alter the Power BI template as needed for your organization.

Changing the Power BI design

The Power BI design is created in PowerPoint and can easily be edited. You can find the design under the PowerPoint folder. The design is mostly built using Storyboards.

When you alter the design in PowerPoint and export the slides as PNG, you can set them as background images in Power BI. This is done from the **Visualizations** view. Remember to set the **Image Fit** setting to **Fit**. The images from PowerPoint are saved under the Images\PowerPoint directory.



Changing the Power BI theme

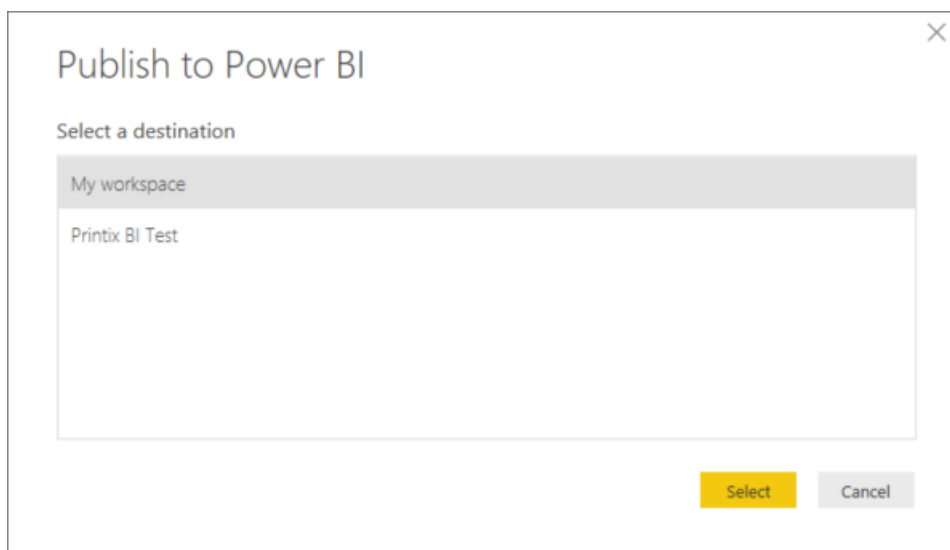
The theme for the report is branded with the same style as <https://printix.net>. You can create your own themes by following [Microsoft's official guide](#).

The included theme is a great start for a customized template and is found under the Themes folder.

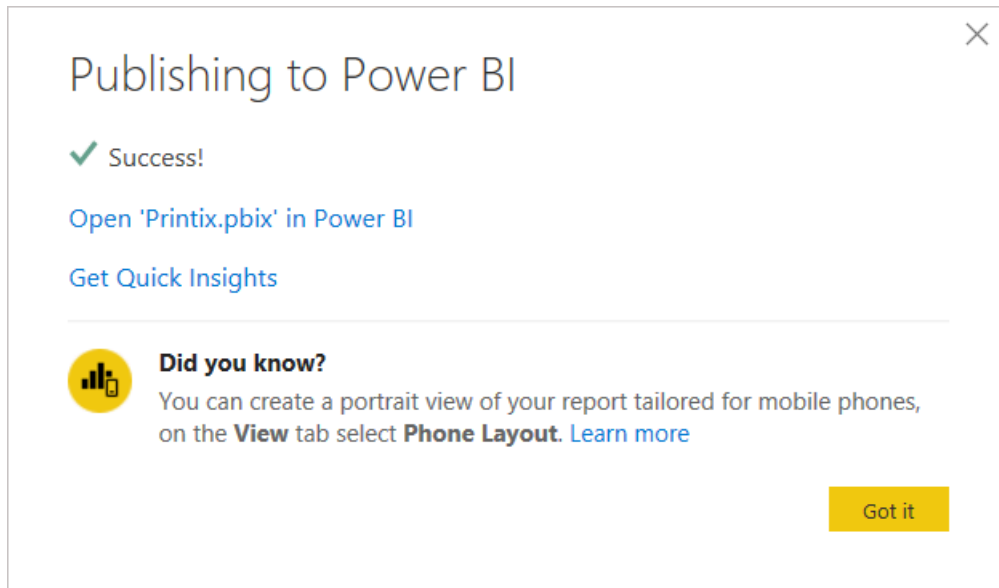
How to publish to Power BI on the web



If your organization is using Power BI service, you can Publish reports to the Power BI service and set up a Scheduled refresh.

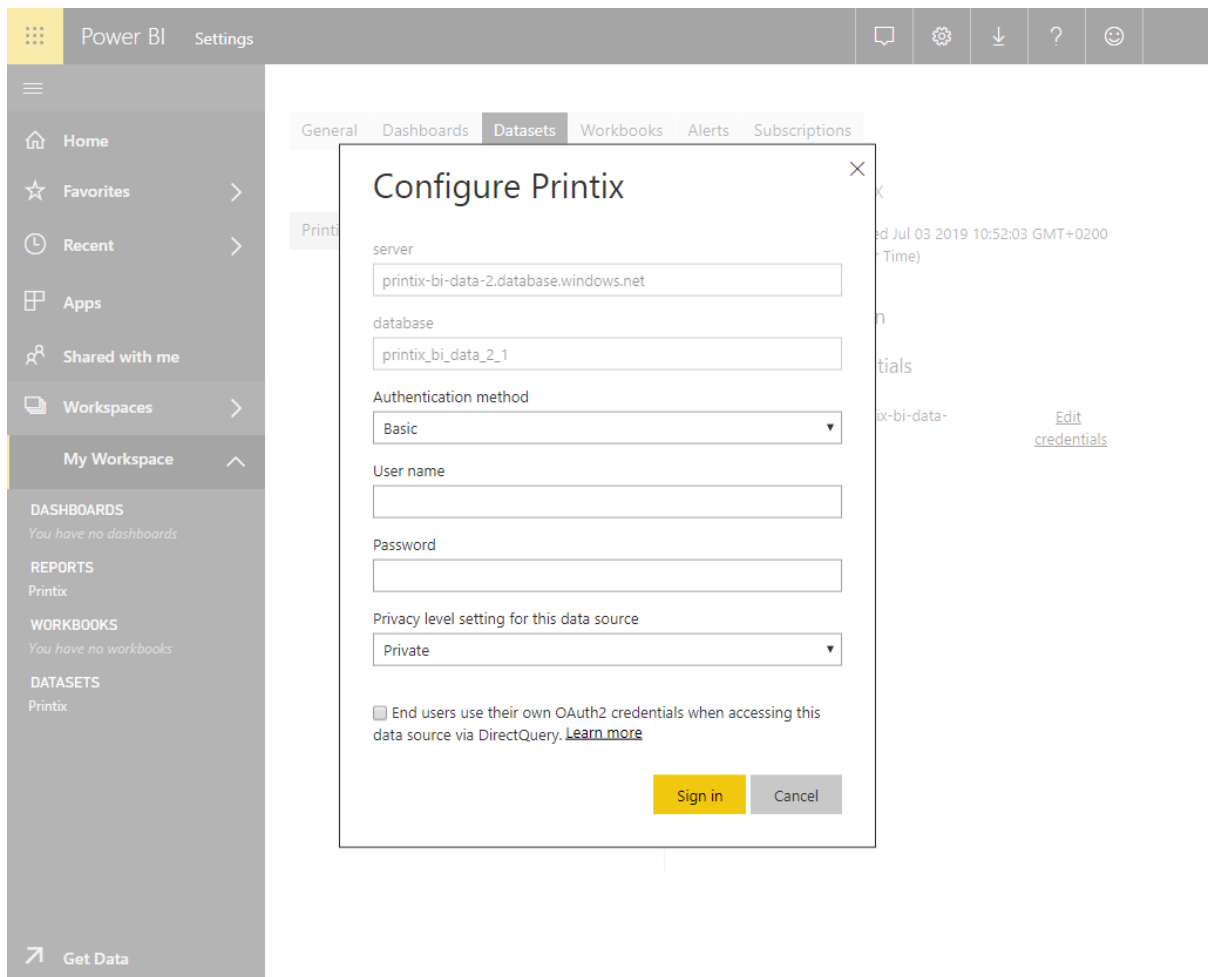
1. Open **Power BI Desktop**.
2. On the **File** menu, select **Publish**, then select **Publish to Power BI**.
3. Select **Save**.
4. In the **Publish to Power BI** dialog box, select a destination and select **Select**.



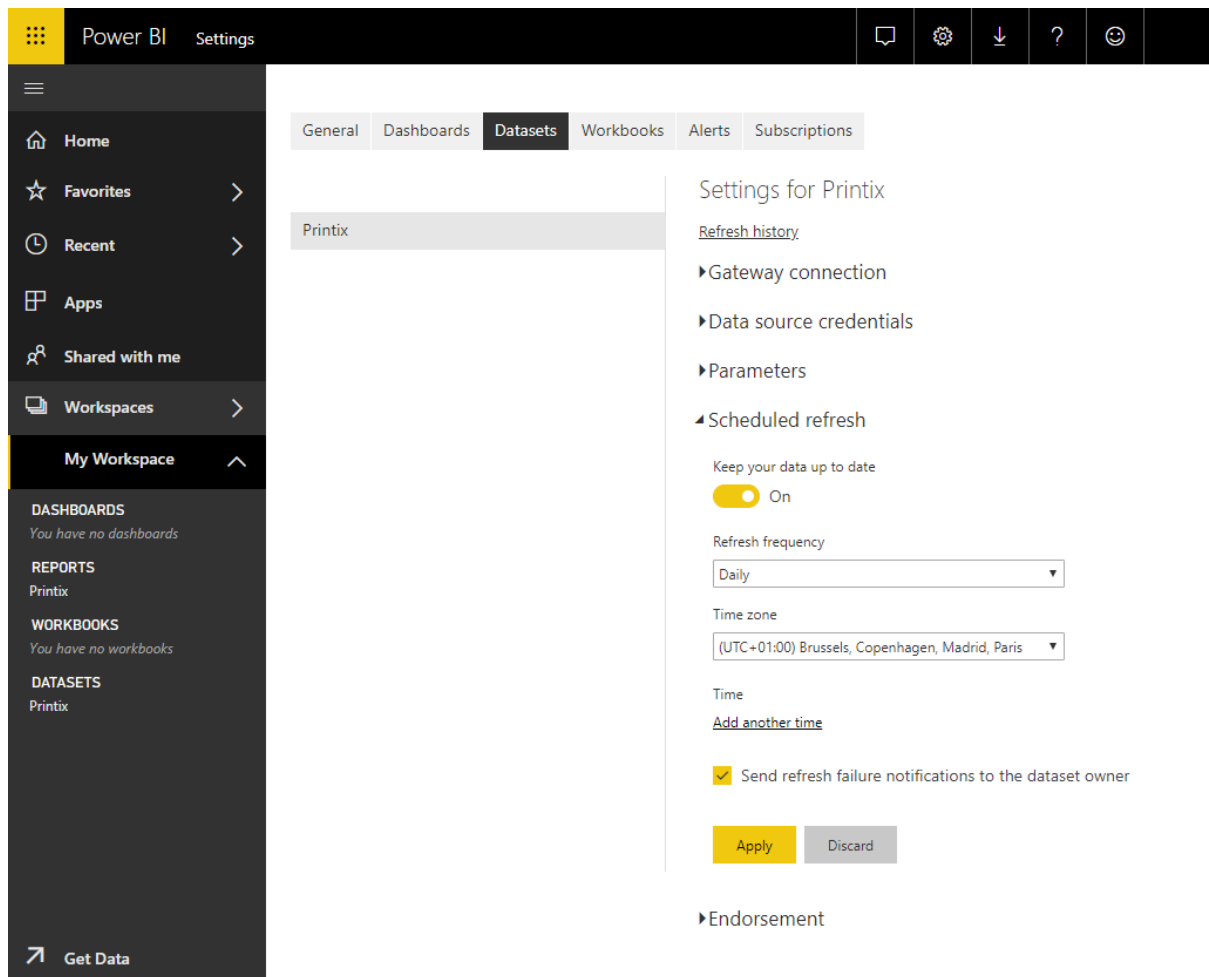
5. Select the link **Open 'Printix.pbix' in Power BI** to open Power BI on the web. Select **Got it**.



6. On the Power BI web page, navigate to the **Dataset** Printix.
7. Select **Data source credentials**, select **Edit permissions** to open the **Configure** dialog box.
8. In **Authentication method**, select **Basic** and then:
 - Copy **Username** from the [Analytics](#)  tab and paste it into **User name**.
 - Copy **Password** from the [Analytics](#)  tab and paste it into **Password**.



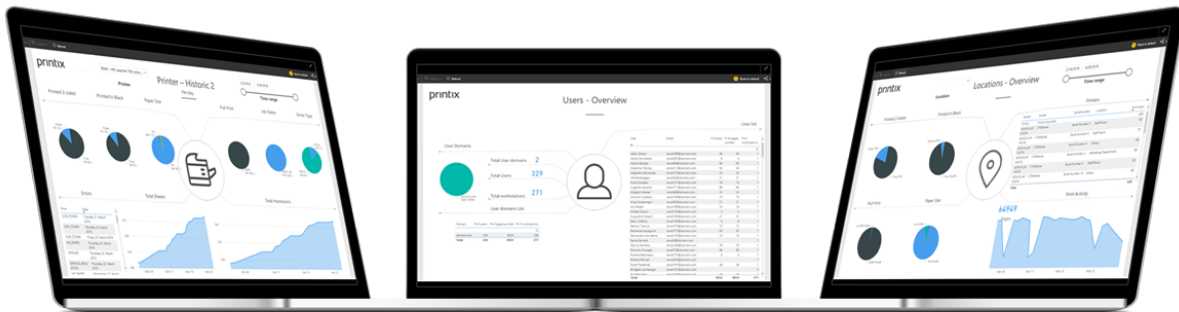
9. Select **Sign in**.
10. Select **Scheduled refresh**.
11. Enable **Keep your data up to date** and set the **Refresh frequency** to **Daily**.
The refresh should NOT happen more often than the number of times per day data is extracted from Printix.
12. Select **Apply**.



How to interact with the Printix Power BI report

After you have [set up analytics](#), the Printix Power BI report provides a multi-perspective view into your Printix-managed print environment.

i Try this interactive [Power BI demo report](#).



The report has the following pages (or tabs):

1. **About the report**
2. **Overview**
3. **Printers - Overview**
4. **Printer - History**
5. **Printers - Service Status**
6. **Job - History**
7. **Print Rules - Overview**
8. **Locations - Overview**
9. **Users - Overview**
10. **User - Print Details**
11. **User - Scan Details**
12. **User - Copy Details**
13. **Workstations - Overview**
14. **Workstations - Details**
15. **Tree-O-Meter**
16. **Cost**
17. **Service Desk**

i The report uses Coordinated Universal Time (UTC) to display hours. The displayed time may differ from the time zone of your printer.

Popular analysis

- [How to see who prints the most](#)
- [How to see print costs](#)
- [How to see when a user printed](#)

- [How to see who printed on a specific printer](#)

How to see who prints the most

Open page **Users - Overview**.

How to see print costs

1. Set up your own cost the first time you [set up the report](#).
2. Familiarize yourself with [how the cost calculation is done](#).
3. Open page **Cost**.

How to see when a user printed

1. Open page **Job - History**.
2. Select **User**.

How to see who printed on a specific printer

1. Open page **Job - History**.
2. Select **Printer**.

How to see what happened

Select **Menu** ≡ > [History](#) ⌚.

Printer

See what was printed on the printer and what changes were made to the printer.

1. Open the [Printers](#) 🖨️ page.
2. Select the printer and select **Modify**.
3. Select the [History](#) ⌚ tab.

User

See what the user did and what changes were made to the user.



1. Open the [Users](#) 👤 page.
2. Select the user and select **Modify**.
3. Select the [History](#) ⌚ tab.

Computer

See what was printed and what changes were made to Printix Client on the computer.


1. Open the [Computers](#) 💻 page.
2. Select the computer and select **Modify**.
3. Select the [History](#) ⌚ tab.

How to stop and start Printix Service

- [On Windows](#) 
- [On Mac](#) 

How to stop and start Printix Service on Windows

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type: `services.msc`, and select **OK**.
3. Right-click **Printix Service**.
4. Depending on what you want to do, select **Stop** or **Start**.

 On Windows, Printix Client (PrintixClient.exe) will restart the Printix Service (PrintixService.exe) automatically as soon as it finds the service has stopped. So, if you want to stop it, without having it start automatically, you should first open the **Task Manager**, and on the **Processes** tab, right-click the **Printix Client** process and then select **End task**. Starting Printix Client (PrintixClient.exe) will automatically start the Printix Service.

From the command line as administrator:

- Stop the Printix Service with the stop command by typing:
`net stop PrintixService`
- Start the Printix Service with the start command by typing:
`net start PrintixService`

How to stop and start Printix Service on Mac

1. In **Spotlight Search**, type: `activity monitor`, and select **Enter**.
2. In **Activity Monitor**, use the search box in the upper right corner and type: `Printix Service`
3. If you see a Printix Service process, then double-click it, select **Quit**, and then **Force Quit**.
4. While the service restarts, the Printix Client window appears with a spinner. After a few minutes the Printix Client icon on menu bar should work again.

Do the following steps from the command line as administrator:

5. Select the search icon in the top right corner.
6. Type: `terminal`, and select **Enter**.
7. In the **Terminal** window, type the relevant command:
Printix Service:
 - Stop Printix Service with the unload command by typing:
`sudo launchctl unload /Library/LaunchDaemons/net.printix.Service.plist`
 - Start Printix Service with the load command by typing:
`sudo launchctl load /Library/LaunchDaemons/net.printix.Service.plist`

Printix Client user interface:

- Stop Printix Client UI with the unload command by typing:

- launchctl unload /Library/LaunchAgents/net.Printix.UI.plist
- Start Printix Client UI with the load command by typing:
launchctl load /Library/LaunchAgents/net.Printix.UI.plist

How to see the version of Printix Client

- [On a Windows computer](#)
- [On a Mac computer](#)

On a Windows computer

1. Hold the **Ctrl** key while you open the [client menu](#).
Help is toggled to **Diagnostics**.
2. Select **Diagnostics**.
 - **Version** is that of the currently installed Printix Client.

Alternatively, you can open a command prompt and type:

```
wmic datafile where name="C:\\Program Files\\printix.net\\Printix Client\\  
\\PrintixClient.exe" get Version /value
```


On a Mac computer

1. Open the [client menu](#).
2. Press the **Option** key to toggle **Help** to **Diagnostics**.
On a Windows keyboard, the Alt key corresponds to the Option key.
3. Select **Diagnostics**.
 - **Version** is that of the currently installed Printix Client.

In Printix Administrator

Open [Printix Administrator](#).

- The [Software](#) page lists the version of the Printix Client.
- On the [Computers](#) page, the **Version** column shows the version.

If you select [Search](#)  to search for the computer, the **Version** is also shown on the [Computer properties](#) page.

Version of a file

- [Windows](#)
- [Mac](#)

Windows

1. Right-click the EXE or MSI file and select **Properties**.

2. Select the **Details** tab.
 - The version will show as **Product version**, **File version**, or as part of the **Title**.

Mac

1. Open **Applications**.
2. Right-click **Printix Client** and select **Get info**.
 - The version will show as **Version**.

The version is not shown for DMG and PKG files.

How to start the Print Spooler

- [Windows](#)
- [Mac](#)

Windows

If you cannot find any printers on your computer, it could be because the Print Spooler is unresponsive, possibly because of a print driver. Follow these steps to start the Print Spooler again.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type: `services.msc`, and select **OK**.
3. Right-click **Spooler**.
4. Select **Start**.
From the command line as administrator:
 - Start Print Spooler service with the start command by typing:
`net start spooler`


Mac

From the command line as administrator:


1. Select the search icon in the top right corner.
2. Type: `terminal`, and select Enter.
3. In the Terminal window, type the relevant command:
 - Stop the printing system CUPS with the stop command by typing:
`sudo launchctl stop org.cups.cupsd`
 - Start the printing system CUPS with the start command by typing:
`sudo launchctl start org.cups.cupsd`

Reset the printing system

i Resetting the system deletes all printers on the Mac. Only use this option if all other troubleshooting options failed.

1. Select **Apple menu**  > **System Settings**, then select **Printers & Scanners**.
2. Select the Control ^ key and select in the left side printer list and select **Reset Printing System**.
3. Select **Reset** to confirm you want to delete all printers.
4. Enter administrator Password when requested.

Reset the printing system on macOS version 12 or lower

1. Select **Apple menu**  > **System Preferences**, then select **Printers & Scanners**.
2. Select the Control ^ key and select in the left side printer list and select **Reset printing system**.
3. Select **Reset** to confirm you want to delete all printers.
4. Enter administrator Password when requested.

How to uninstall the Printix Client

- [Windows](#)
- [Mac](#)

Windows

1. Open the Control Panel and select **Programs and Features**.
2. Select **Printix Client** and select **Uninstall**.
If the Printix Client was originally installed with an older version (2.4.0.X or earlier) of Microsoft Installer (MSI), the Printix Client may be listed twice. Select the Printix Client without a Printix logo (smallest size).
3. You are prompted to confirm the uninstallation. Select **Yes**.
The uninstallation is complete.
4. Select **OK**.
Alternatively, you can run unins000.exe in the Printix Client installation folder.

i If your organization has used, for example, Microsoft Endpoint Manager to deploy Printix Client as a required application, then Printix Client will be installed again.

Mac

1. Open the Printix Client menu.
2. Press the **Option** key to toggle **Sign in** to **Uninstall**.
On a Windows keyboard, press the Alt key instead of the Option key.

3. Select **Uninstall**.

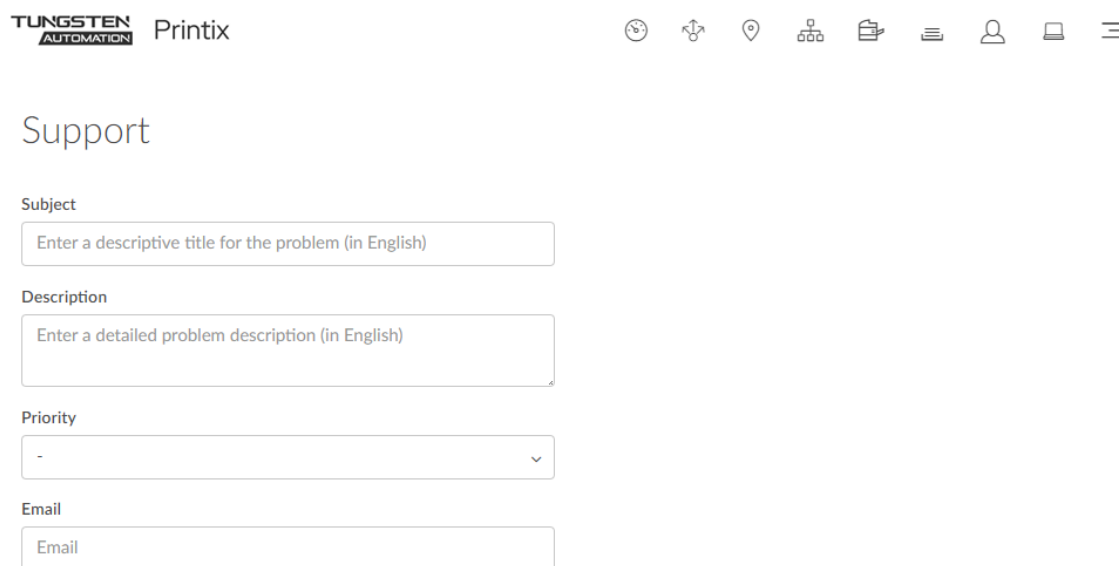
If the uninstallation does not work, it could be because you are not signed in. Select **Sign in** and then select **Uninstall** again. Alternatively, you can run the script:

```
sh /Users/Shared/.Printix.net/Service/uninstallMac.sh
```

On macOS 10.15 or older, you should use:

```
sudo /Users/Shared/.Printix.net/Service/uninstallMac.sh
```

How to submit a support request



The screenshot shows the Tungsten Printix Support form. At the top, the Tungsten Automation logo and 'Printix' text are on the left, and a navigation bar with icons for clock, share, location, network, printer, list, user, laptop, and menu is on the right. The main heading is 'Support'. Below it are four input fields: 'Subject' with a placeholder 'Enter a descriptive title for the problem (in English)', 'Description' with a placeholder 'Enter a detailed problem description (in English)', 'Priority' with a dropdown menu showing a hyphen, and 'Email' with a placeholder 'Email'.

Before you submit a support request, we recommend you to check if your problem is already listed in [Troubleshooting](#).

See also:

- [Product Support](#)

1. Open the [Support](#)  page.

2. Fill out the form.

To help us investigate and reproduce the issue, include as much detail as possible, such as:

- The name of the involved user, computer, printer, and print queue.
- Can the issue be reproduced, or does it happen randomly?
- When did the issue occur?

3. As **Priority**, optionally, select **Urgent**, **High**, **Normal** (default), or **Low**.

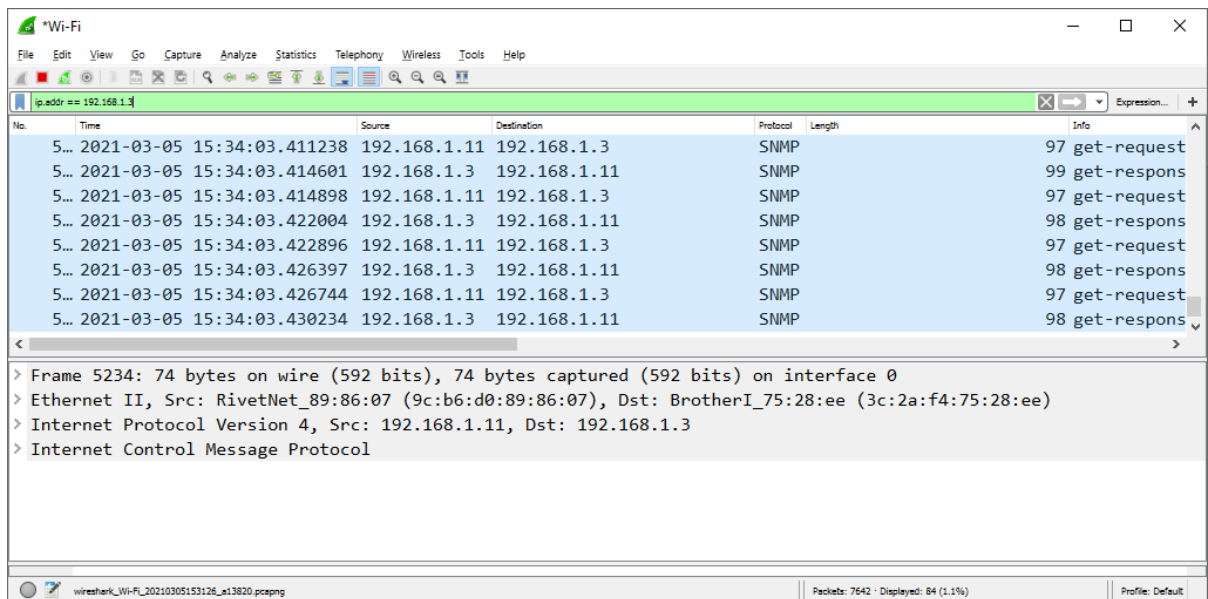
4. Select **Send**.

Use the form on the **Support** page for a quicker response. If you cannot access Printix Administrator, go to the [Printix - Quick Links](#) page, then see the **Alternate method to open a technical support case for Printix** section near the bottom of the page.

How to do a network trace

Advanced troubleshooting may involve our support asking for network trace of the communication between the computer printing and the printer. The instructions below is for use with software **Wireshark**.

1. Download and install Wireshark on the computer.
 - Wireshark can be downloaded from [wireshark.org](https://www.wireshark.org).
 - The software should be installed on the computer that prints, and the computer should be on the same network as the printer.
2. Start Wireshark and select the network interfaces.
3. As capture filter, enter: `ip.addr == 192.168.1.3`, where 192.168.1.3 should be the IP address of the printer.



4. Open the **Capture** menu and select **Start**.
5. Print the document.
Wait until the document has printed (or when the printer stops receiving data).
6. Open the **Capture** menu and select **Stop**.
7. Open the **File** menu, select **Save as** and save the trace.

i If the file is larger than 7 MB, you should provide a link to the file rather than attach it to your Printix support request.

How to get Printix App logs

This is relevant if you have been advised to get the logs and submit them to support.

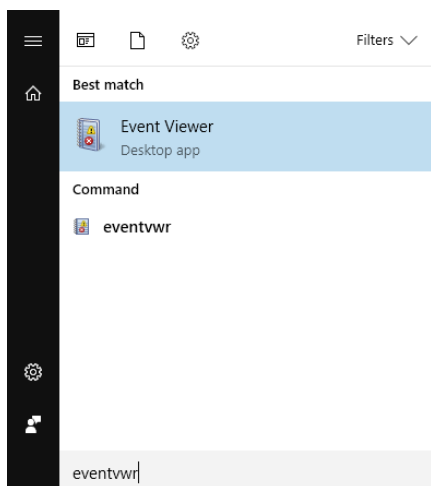
1. Open the Printix App.
2. Select **Menu** ≡ > **Diagnostics** ↘.
3. Select **Email logs**.
4. In the email application, enter the email address supplied by your support representative handling your submitted support request.
 - If you enter your own email address, you can subsequently save and then attach the logs to your existing support request.
5. Select **Send**.

How to get Windows logs

In connection with advanced troubleshooting, you may be advised to access and supply the below logs from Windows.

- [Windows System logs](#)
- [Windows Application logs](#)
- [Windows PrintService logs](#)
- [Printix Client logs](#)
- [Create dump file of PrintixService.exe](#)

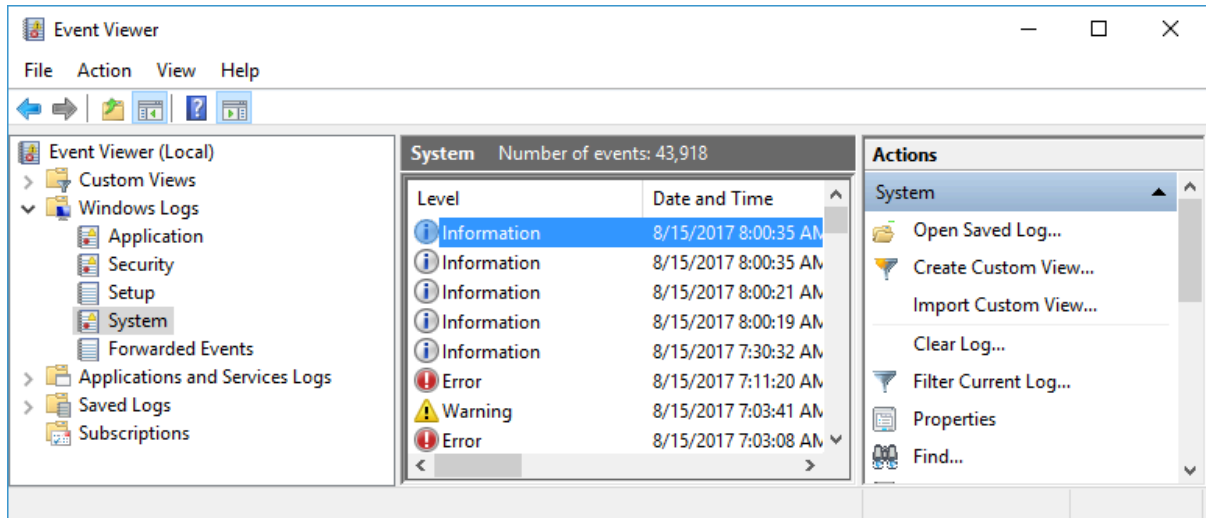
How to get the Windows System log



1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type: eventvwr, and select **OK**.

3. In **Event Viewer**, browse to:

Windows Logs\System



4. Select **Filter Current Log**.

5. In **Logged**, change **Any time** to **Last 7 days**.

6. Select **OK** to close the **Filter Current Log** dialog box.

7. Select the **Action** menu and select **Save Filtered Log As**.

8. Name the file.

Example: computername-system.evtx

How to get the Windows Application log

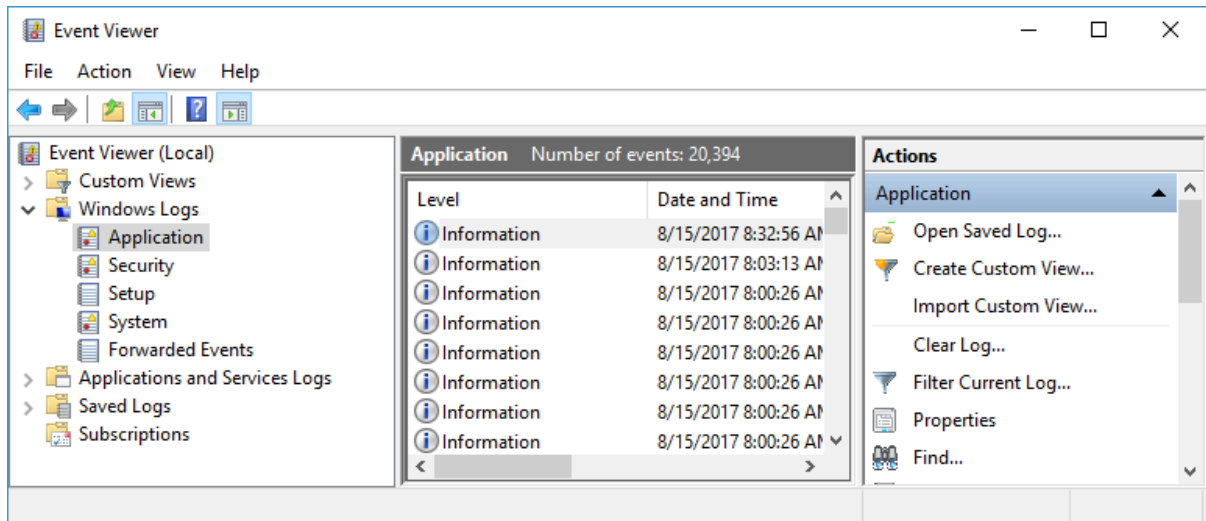
1. Press **Windows+R**.

The **Run** dialog box appears.

2. Type: eventvwr, and select **OK**.

3. In **Event Viewer**, browse to:

Windows Logs\Application



4. Select **Filter Current Log**.
5. In **Logged**, change **Any time** to **Last 7 days**.
6. Select **OK** to close the **Filter Current Log** dialog box.
7. Select the **Action** menu and select **Save Filtered Log As**.
8. Name the file.
Example: computername-application.evtx

How to see Printix Service events

1. In **Event Viewer**, browse to:
Windows Logs\Application
2. If you want, you can select **Filter Current Log**, and as **Event sources**, select:
 - **PrintixService** to filter for these events:
 - "Service stopped successfully". The **Event level** is **Information**.
 - "Service started successfully". The **Event level** is **Information**.
 - **PrintixClient** to filter for these events:
 - "Printix Service Unavailable". The **Event level** is **Warning**.

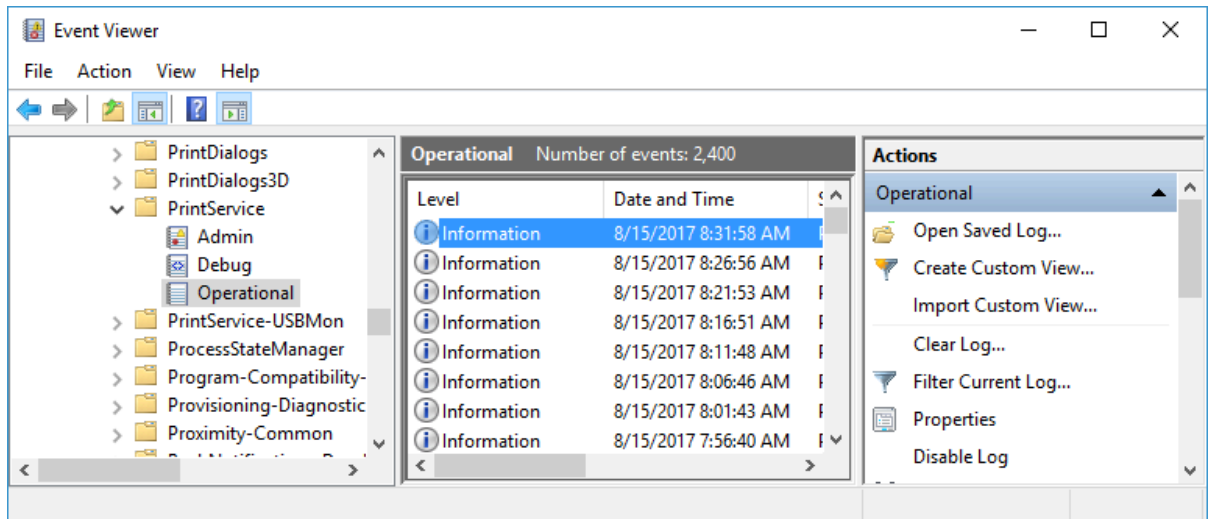
How to get the Windows PrintService logs

It is typically the Operational log that is needed for troubleshooting. If logging is disabled, you will first have to Enable log and then reproduce the issue.

How to Enable log for the Windows PrintService

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type: eventvwr, and select **OK**.

i You can open the Operational log directly by typing: `eventvwr /c:Microsoft-Windows-PrintService/Operational`.



3. In **Event Viewer**, browse to:
Applications and Services Logs\Microsoft\Windows\PrintService
4. Depending on your system, you may see:
 - **Admin**
 - **Debug**
 - **Operational**
5. Right-click each of the above and select **Enable log**.
6. Right-click each of the above and select **Clear log**.
7. Print to the Printix printer.
8. Check that the Event Viewer logs contain Events.

How to save Operational logs for the Windows PrintService

1. In **Event Viewer**, browse to:
Applications and Services Logs\Microsoft\Windows\PrintService
2. In **Logged**, change **Any time** to **Last 7 days**.
3. Select **OK** to close the **Filter Current Log** dialog box.
4. Select the **Action** menu and select **Save Filtered Log As**.
5. Name the file.
Example: `computername-operational.evtx`

How to create dump file of PrintixService.exe

1. Open the Task Manager.
2. Select the **Services** tab.

3. Right-click **PrintixService.exe** and select **Go to details**.
4. Right-click **PrintixService.exe** and select **Create dump file**.
A PrintixService.DMP is created.

How to get Mac logs

In connection with advanced troubleshooting, you may be advised to access and supply logs from Mac.

- [How to get logs from the macOS printing system CUPS](#)
- [How to enable and disable debug of the macOS printing system CUPS](#)

How to get logs from the macOS printing system CUPS

The logs are stored in this folder:

- `/var/log/cups/error_log`

Keyboard shortcut to open **Finder** and go to the folder:

1. Press Shift+Command+G.
2. In **Go to the folder**, enter `/Users/Shared/.Printix.net`
3. Select **Go**.

How to enable and disable debug of the macOS printing system CUPS

From the command line as administrator:

1. Select the search icon in the top right corner.
2. Type: terminal, and press Enter.
3. In the Terminal window, type the relevant command:
 - Enable CUPS debugging with the cupsctl command by typing:
`cupsctl -debug-logging`
 - Disable CUPS debugging with the cupsctl command by typing:
`cupsctl -no-debug-logging`
4. Stop the printing system CUPS with the stop command by typing:
`sudo launchctl stop org.cups.cupsd`
5. Start the printing system CUPS with the start command by typing:
`sudo launchctl start org.cups.cupsd`

How to get Printix Client logs

If advised to do so, you should ZIP the content of the Logs folder and submit to support.

Log files are stored on the computer.

- `PrintixClient-{user}.{number}.log`

- PrintixService.{number}.log

There will be a maximum of 2×6 log files with a size of 1 MB each. The log file without a number is the current one. Previous versions are numbered 1–5 with 5 being the oldest.

- [Location of logs on Windows](#)
- [Location of logs on macOS](#)

Location of logs on Windows

The logs are stored in this folder:

- C:\ProgramData\printix.net\Printix Client\Logs

i ProgramData is a Hidden folder and may not appear in File Explorer when you open Local disk (C:).



1. Open File Explorer.
2. Type: C:\ProgramData to access the hidden folder.
3. Browse to C:\ProgramData\printix.net\Printix Client\Logs.

Install logs

If the issue relates to the installation of Printix Client, include the Setup Log file. The Setup Log file name includes the date (2017-12-31) and a number (001).

- Example: Setup Log 2017-12-31 #001.txt

If you installed the MSI file, there will also be a MSI Log file. The MSI log file name includes a random number (28897).

- Example: MSI28897.LOG

The Setup Log file and MSI Log file are stored in the folder pointed to by the TEMP variable.

Open a command prompt and type: `echo %TEMP%`

The result is probably one of these two:

- C:\Windows\Temp
- C:\Users\{username}\AppData\Local\Temp

If you do not find the files there, look in C:\Windows\Temp.

Uninstall logs

When you uninstall Printix Client, it creates a PrintixRestore.log file stored in the folder pointed to by the TEMP variable.

Open a command prompt and type: `echo TEMP%`

The result is probably one of these two:


- `C:\Windows\Temp`
- `C:\Users\{username}\AppData\Local\Temp`

If you do not find the file there, look in `C:\Windows\Temp`.

Location of logs on macOS

The logs are stored in this folder:

- `/Users/Shared/.Printix.net/Logs`

 `.Printix.net` is a Hidden folder and will not appear in Finder.

Keyboard shortcut to open Finder and go to the folder:

1. Press **Shift+Command+G**.
2. In **Go to the folder**, enter `/Users/Shared/.Printix.net`
3. Select **Go**.

Install logs

If the issue relates to the installation of Printix Client, include the `install.log` file, which is stored in the folder:


- `/var/log`

Chapter 14

FAQ

This topic contains answers to the following frequently asked questions:

- [Why subscribe to Printix?](#)
- [What is Printix Anywhere?](#)
- [How secure is Printix printing?](#)
- [What if the Internet connection is lost?](#)
- [Why are printers named ASD, BNM?](#)
- [Why are there additional print queues?](#)
- [Are documents printed in the order they were submitted?](#)
- [I started a trial at home, but why does it not work at my company?](#)
- [What happens when I install the Printix Client?](#)
- [What happens if users uninstall the Printix Client?](#)
- [Why does a group have no or missing users?](#)
- [Can I use label printers?](#)

 If you have any questions or feedback, contact us or submit a [support request](#) and we will get back to you.

Why subscribe to Printix?

If you subscribe to the [Printix Cloud Print Management Service](#), you can remove print servers, improve efficiency, and reduce costs. Plus, you also get flexible, secure, and mobile printing.

- **Automated print infrastructure**
Automate print driver and queue management and eliminate the need for a print server. Unlimited scaling at no extra cost. The Printix software automatically updates itself to the latest approved version.
- **Print when and where you want**
Print Anywhere makes it possible to roam between printers and release the document at the printer you choose.
- **Prevent others from collecting your documents at the printer**

Wait until you arrive at the printer, then release the documents using your phone. That way, you prevent others from collecting your confidential and sensitive documents.

- **Make fewer visits to the printer**

Submit documents to a print queue, but postpone the printing and collection of the documents until it suits you to release them.

- **Delete unwanted documents from the print queue**

You can use your phone, tablet, or computer to delete unwanted documents from the print queue before they are printed. Without **Print Later**, such documents would go straight from the printer's output bin to the wastepaper basket.

- **Reprint documents**

You can reprint documents until 12 hours after they are marked for deletion. You can reprint documents straight from your phone without having to return to your computer to reprint them.

Printix also creates a win-win situation for your organization and the environment:

- **Reduced printing saves on paper and toner**

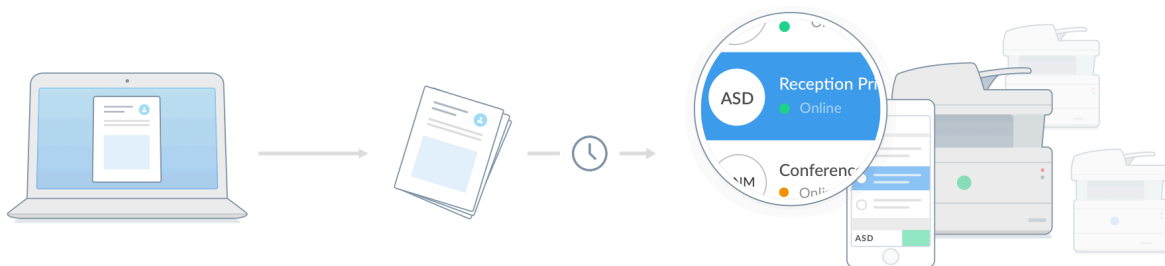
By minimizing the number of printed documents, your organization saves money on paper, toner, maintenance, and electricity.

- **Environmental benefits**

Fewer trees are cut down to produce paper, thus reducing the carbon footprint and water usage.

What is Printix Anywhere?

Print Anywhere makes it possible to roam between printers and collect your document at any Printix printer.



- When you select Printix Anywhere as your printer, your document is always kept until you release it using your phone, tablet, computer, or at the printer.
- Document is sent as PDF, unless the printer does not support PDF printing or [Process PDF/XPS](#) is selected. In this case, the PDF document is processed using a matching print driver.

If you do not care about finishing options, Printix Anywhere could very well turn out to be the only printer you need on your computer. Number of copies is not supported (only 1 copy is printed).

How secure is Printix printing?


Printing with Printix is at least as secure as traditional network printing.



All Printix communication inside and outside the network is secured with encryption and the use of HTTPS (SSL/TLS).

Secure printing: Wait until you have arrived at the printer, then release the documents using your phone. No more stressful print and sprint.

- Documents are encrypted and stored until they expire and/or get deleted.
- Documents do not need to leave your network.

What if the Internet connection is lost?

When the Printix Client loses connection to the Internet, a yellow dot is displayed on the Printix Client icon , indicating the Printix Client is in the state Connection failed.

When the connection fails, a red dot is displayed on the Printix Client icon  instead. The yellow dot can also appear next to the red dot  if additionally, your Printix Client is also on an unknown network.

Without an Internet connection, you are temporarily unable to:

- Sign in to Printix Administrator.
- Configure Printix and manage printers with Printix Administrator.
- Access online documentation.
- Users cannot print [Via the cloud](#), [Mobile print](#), and [Chrome print](#).

See also: [How documents are transferred through cloud storages](#)

As long as users remain signed in and keep their computer powered on, they can:

- **Print** directly to printers on the network.
To print in offline mode, the following condition must be fulfilled:
 - The Printix Client and the target printer must be on the same network.
- Use **Print Anywhere**, but they cannot release any documents.
 - The Printix Client displays the message Printix is currently offline. Your document {file name} can be released when Printix is online again.
 - Starting from Printix Client version 1.3.1286.0, if the setting [Allow direct print if offline](#) is selected, the Printix Client displays the message **Printix is currently offline. You cannot release your document from Printix Anywhere until Printix is online again. Consider printing your document now by selecting a different printer**, and it prompts you to select a printer. Printers are listed only if they are on the same network as your computer, AND if you have previously released documents to them.

If users select **Printix Anywhere**, their document can only be released when the Internet connection is restored. Alternatively, they can print their document immediately at another printer that is listed.

- Use **Print Later**, but they cannot release any documents.
 - If the setting [Allow direct print if offline](#) is selected, the Printix Client displays the message **Printix is currently offline. If you select Print Later, you can only release your document when Printix is online again**, and it prompts you to print now or use Print Later.
If you still decide to use **Print Later**, your document can only be released when the Internet connection is restored. Alternatively, you can **Print** the document immediately at the printer you originally selected.
 - If the setting [Allow direct print if offline](#) is not selected, the Printix Client displays the message **Printix is currently offline. Your document {file name} can be released when Printix is online again**, and it does not prompt you to make a choice.

If the Printix Client is offline and the printer is also unreachable (for example, it is offline or on another network), the print fails, then the Printix Client displays the message **Document {file name} deleted. Your document cannot be printed, because Printix Client is offline and cannot reach the target printer ({printer name})**.

When the Internet connection is restored, all functionality is working again and users can:

- **Release documents**
Including any Print Anywhere and Print Later documents users submitted while the Internet connection was lost.
- **Reprint documents**
Including any documents users submitted with direct print while the Internet connection was lost.

Why are printers named ASD, BNM?

The name of all Printix printers is automatically extended with a unique, three-letter ID, also known as the printer ID. This ID makes it efficient to search for printers and easy to identify the printers.

- **Searching** for a printer is efficient.
 - If Printix manages 26 or fewer printers, you need to only enter the first letter when searching for a printer.
 - The search is not case-sensitive.
- **Identifying** the printer is made easy.
 - The printer ID sign mounted on the physical printer includes the printer ID.
 - Print queues are named so they include the printer ID.

How many printers can be supported?

Up to 2200 printers can be assigned with three-letter IDs. If more printers are added, the software automatically uses four-letter IDs.

Keyboard sequence

The sequence of letters for the first 78 printer IDs are grouped together on the keyboard to optimize searching for printers by their ID.

Printer ID examples:

- Reception ASD
- Sales BNM


Keyboard sequence for printers ASD and BNM












Why are there additional print queues?


You have set up print queues, and made them **Active**, so users can add these through the Printix Client. You have then deployed Printix Client on more computers, and suddenly new print queues start to be listed in Printix Administrator.


For example, when you look at the ASD printer, it has four print queues. You know of the first two print queues (**Reception** and **Reception Stapler**), they are **Active**, and they are installed on respectively 149 and 11 computers. However, you do not know of the other two print queues and wonder why they are listed.






















Print queues







<input type="checkbox"/> <u>Print queue name</u> ↑	ID	Computers	Active	Add print queue automatically	Via the cloud	Process PDF	Options
<input type="checkbox"/> Reception	ASD	149 	✓				
<input type="checkbox"/> Reception Stapler	ASD	11 	✓				
<input type="checkbox"/> Reception (HP Officejet Color X555)	ASD	3 					
<input type="checkbox"/> HP Officejet Color X555 PCL 6	ASD	1 					

You do not know of the two print queues:

- **Reception (HP Officejet Color X555)**
- **HP Officejet Color X555 PCL 6**

No reason to panic. Printix is trying to put you, the administrator, in the driver seat with full transparency of what printers, print queues, and print drivers are in use and allow you to centrally manage the print infrastructure in a way that is not even possible with traditional, on-premise print servers.

On each computer, Printix Client registers any print queue it finds that points to a Printix-managed printer, and reports this to the Printix Cloud, so it can be shown in Printix Administrator. These additionally found print queues are not marked as active, and therefore users will not be able to add these through the Printix Client.

Reception (HP Officejet Color X555) is installed on 3 computers. The print queue was initially set up to use a WSD port. Examples of print queue name formats:

- hostname (model name)
Example HP: Reception (HP Officejet Color X555)
- model name (hostname)
Example Lexmark: Lexmark X792 (ET0021B719COP)
- hostname
Example Lexmark: ET0021B719COP
- model name

Example Ricoh: RICOH Aficio SP C420DN

HP Officejet Color X555 PCL 6 is installed on 1 computer. The print queue was initially set up to use a standard TCP/IP port. The print queue is the name of the print driver:

- print driver name

Example: HP Officejet Color X555 PCL 6

Copy 1, Copy 2, ... may appear at the end of the print queue name. This is appended by Windows to handle when a user has added a print queue with a name that was already in use on the computer.

- printer name (Copy N)

Example: HP Officejet Color X555 PCL 6 (Copy 1)


How to get rid of the additional print queues

You can choose to ignore these print queues. You can **Filter** with **Active: No**. You can also choose to **Delete** the print queues from the computers where they are installed and then eventually delete them from the list in Printix Administrator. To find out which computer added the print queue, open the corresponding printer's **Printer properties** page, and select the [History](#) tab. There, you will see an entry, such as the following example:

- Print queue Reception added for printer ASD by COMPIX

Remember that as soon as someone creates an own print queue that points to a Printix-registered printer, Printix Client picks up on this and registers the print queue in the Printix Cloud. If **Convert print queues** is selected, Printix Client converts the print queue and it appears as managed.

I started a trial at home, but why does it not work at my company?

If you started the Printix trial at home, your computer (laptop) was put on **Network1** (the first network). When you bring your laptop to work, it will appear as on an **Unknown** network. When the computer is on an **Unknown** network, a yellow dot is shown on the Printix Client icon .

- [Add a new network](#).
- After a few minutes, select the [Diagnostics](#) tab on the **Computer properties** page and verify that **Proxy** is **Yes**.
- If it does not start to act as proxy, it could be that your company is using [Web proxy and SSL encryption](#) and this is preventing communication between the Printix Client and Printix Cloud.

If none of the above resolves the problem within 5 minutes, [report the problem to our support](#) so we can help you.

Are documents printed in the order they were submitted?

Whether documents are printed in the order they were submitted/released depends on how you are printing through Printix.

Documents printed directly to the printer

When you select **Print** in the application, the application starts to process the document, then sends it to the print queue, where data is processed by the print driver, and when done, Printix Client will send the data to the printer, which, in turn, will print the document. The time used for processing varies depending on the document, the application, the print driver, and the computer. This implies that if a second document is submitted shortly after the first document, it can actually overtake the first document and be printed first.

Documents released to the printer

Secure-printed documents (Print Anywhere and Print Later) can be released from within the [Printix App](#) or [Printix Go](#).

When you release documents, the documents are sent to the printer in the order that is specified in your [Secure print settings](#) (newest first or oldest first). The time stamp of the document is the time recorded when the document is registered by Printix.


On the **Print** page in Printix App and Printix Go, the documents are in the same order as they will be printed.

However, a few exceptions exist where the order may not necessarily be maintained.

Exceptions:

- If the released documents are not stored in the cloud and need to be sent between networks (via the cloud).
- If the released documents are not stored in the cloud but are on different computers. This is not very likely, unless the user is using multiple computers.

You can avoid the above exceptions if you enable storage of pending documents in your secure [Cloud storage](#) by selecting the Print Anywhere and Print Later document sources.

 If you do not have good Internet bandwidth, you may not want to enable cloud storage.

What happens when I install the Printix Client?

The first time you install the Printix Client prepares your setup and attempts to discover your printers and securely transfer necessary information to the Printix Cloud and thereby save you time. It installs the Printix Anywhere printer, converts print queues, and extends their name with a three-letter printer ID to make it easy to search for and identify printers.

- Original: Reception
- Printix: Reception ASD

What happens if users uninstall the Printix Client?

If users uninstall the Printix Client, their Printix printers are converted to normal network printers.

The name is stripped of the three-letter ID.

- Printix: Reception ASD
- After: Reception

If the stripped name is not unique, the text **Copy** is appended to the original name.

Why does a group have no or missing users?

Printix will only synchronize users/group membership for users when BOTH of the below two conditions are met:

- The user is registered in Printix.
- The group in question is used within Printix.

On the [Groups](#) page, you can filter groups as follows:

- Only groups used with Printix
- Only groups not used with Printix
- All available groups

[Groups](#) that are used with Printix:

- Group is used with [print queues](#).
- Group is used to manage [secure print](#), that is:
 - **Must print securely** groups.
 - **Print Later by default** groups.
 - **Secure print level** groups.
- Group is used to manage the availability of [workflows](#).
- Group is used to manage [site managers](#).

If a user is missing from a group that is otherwise used in Printix, it is probably because that user is not yet registered.

A delay may occur before users appear as members.

- Groups are synchronized automatically at approximately 20 minute intervals. Only the changes are synchronized.

Can I use label printers?

We have many customers using label printers with Printix. To help you with the setup of your label printer, we have collected this information for you.

Label printers that are network-connected and have full SNMP support are easy to set up. However, some label printers have no or only a very limited implementation of SNMP, and some label printers are not networked but locally attached to a computer's USB port. Also, toner levels may not be supported for the label printers (see "Printer requirements" in the *Printix Technical Specifications*).

SNMP support

If the printer does not support SNMP, it will appear as an [unregistered printer](#), and from there, they can be [added manually](#). You can use [SnmpWalk](#) to test that SNMP communication is working. You can use the [Printix Configurator](#) to add the printer if it does not support SNMP.

If the printer has a limited implementation of SNMP, it may have been registered, but information about the printer model name might be missing or be too generic, so it may not have been possible for Printix to automatically select a print driver. It might also be that the required print driver is not part of the driver store, and you first have to add the print driver.

- [How to change the print driver](#)
- [How to add a print driver](#)

USB connected

If the printer is locally attached to a computer's USB port, you can use Printix Redirector (Printix Hybrid Cloud Print Enabler) to add it.

- [Enable USB printing](#)

Printing

After the printer is registered, you can print to the Printix-managed print queue. The [Printix Cloud Print API](#) can also be used by applications that wish to push print jobs in printer-native or PDF format to label printers. You can access the API documentation at printix.github.io.

Chapter 15

Troubleshooting

To troubleshoot an issue, we recommend that you explore the sections below. If you cannot find a resolution, [submit a support request](#).


Top issues

- [Sign-in issues](#)
- [Print issues](#)
- [Add printer issues](#)
- [Printix Go issues](#)

Relevant sections

- [How to](#)
- [FAQ](#)
- [Error messages](#)

History

- [Look at history](#) 
See what happened when, and who did what.

Product support

- [Use Product Support](#)
Changelog, videos, FAQ.

Sign-in issues

To resolve common issues, see the [Printix Troubleshooter PDF](#) for instructions.

- [I cannot sign in to Printix Administrator](#)

- [Your sign-in was successful but does not meet the criteria to access this resource](#)
- [Sign-in to Printix App does not allow username and password to be entered](#)
- [Not signed in after signing in to the Printix Client](#)
- [Loops back to Sign in page](#)
- [Sign-in is not automatic first time on Microsoft Entra joined computer](#)
- [Sign in page shows: Website not found](#)
- [Printix Client icon does not appear](#)

See also:

- [How does the Printix Client find the web proxy?](#)


I cannot sign in to Printix Administrator

You are not able to sign in to Printix Administrator.

Resolution: Open your browser in **Incognito** or **In private** mode and enter the Printix Home (acme) followed by /admin.

Example: <https://acme.printix.net/admin>

- You will get [Permission denied](#) if you do not have the **System manager** or **Site manager** role.
- If you **Sign in with Email**, you may have forgotten your password.
 - [How to reset your password](#)

 If you are no longer able to sign in to Printix Administrator, you may have to [clear browsing data](#).

Your sign-in was successful but does not meet the criteria to access this resource

Your organization have set Conditional access in Microsoft Entra ID and this access policy may have applied on the group or user.

Resolution: Follow the instructions in [Microsoft Entra Conditional Access](#).


Sign-in to Printix App does not allow username and password to be entered




In Printix App, you are not able to enter username and password after you select **Sign in with Microsoft** or **Sign in with Google**.

During sign-in, Printix App will need to open a browser to complete the sign in process. If your phone or tablet is subject to Mobile Device Management (MDM), with conditional access, your phone and tablet will, according to the set conditions, block use of a regular browser, and thereby, also block the sign-in process.

Resolution: On the phone or tablet, install a protected Intune browser (Microsoft Edge) so the sign-in process will work.

Not signed in after signing in to the Printix Client

After signing in to the Printix Client and closing the browser window (as instructed), the Printix Client menu still does not display you as signed in and a yellow dot is shown on the Printix Client icon  indicating the Printix Client is in the state **Connection failed**.

 When connection to the Printix Client fails, a red dot is displayed on the Printix Client icon  instead. The yellow dot can also appear next to the red dot  if additionally, your Printix Client is also on an unknown network.

One possible reason is when a previous Printix Client was uninstalled, the files were not removed from `C:\ProgramData\printix.net\Printix Client\Configuration`.

Resolution: Uninstall the Printix Client, remove the old ProgramData files manually, then install the client again.

Another reason could be that the Printix Client is reading some legacy/invalid proxy settings. By default, the Printix Client uses the proxy settings of the signed-in user. To do that, it copies the proxy settings of the user to the LSA user (`HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections`). That way, the Printix Service component can use the LSA user's proxy settings to communicate with the Printix Cloud even when no user is signed in. You can use the ["-p" command-line parameter](#) to configure the Printix Service component to use a custom HTTP proxy setting for its communication. While the Printix Service component uses this custom proxy setting, the Printix Client stops copying the proxy settings of the signed-in user to the LSA user.

You can open the [PrintixService.log file](#) and search for: `DefaultConnectionSettings:S-1-5`. You should see an entry for each user that is known on the computer. The information is written to the log file every 15 minutes.

You can open the [PrintixService.log file](#) and search for: `ServerComm: running with proxy`. You should see the address of the web proxy it is using.

Example: `proxy1: http://172.23.100.13:8080/`.

Resolution: First, try to follow the steps below to delete settings from LSA user in the Windows Registry.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections`.
4. Delete the two entries called **DefaultConnectionSettings** and **SavedLegacySettings**.
5. Browse to `HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings`.
6. Delete all entries here.

7. Restart the computer.
8. Sign in to Printix Client again.

If the issue persists, you may have to delete the **DefaultConnectionSettings** and **SavedLegacySettings** for each user setting.

Loops back to Sign in page

- [Printix Client does not know its Printix Home](#)
- [Is a web proxy and/or SSL inspection used?](#)
- [I do not recognize the used web proxy](#)
- [Is FIPS \(Federal Information Processing Standards\) enabled on the computer?](#)

Printix Client does not know its Printix Home

When this is the case, the [Printix ID in Windows Registry](#) is not set. This can happen if:

- The Printix Client installation file was renamed before installation.
- The Printix Client MSI file was deployed through, for example, [Microsoft Endpoint Manager](#), but in **command line arguments**, `/id` was not set correctly.

Resolution: Do NOT rename the file before installation. Type the **Command line arguments** correctly, for example: `WRAPPED_ARGUMENTS=/id:cbfce0b5-da2a-4cb6-b7f7-a04ee31cac90`. Replace the `/id` value with your Printix ID as shown in the name of the MSI file.

Is a web proxy and/or SSL inspection used?

In this case, the [PrintixService.log file](#) will contain the text: `SrvComm Exception: Status: ProxyAuthenticationRequired`.

Resolution: You MUST add the `printix.net` domain and subdomains as exceptions so traffic is not blocked. See also: [Internet endpoints that must be unblocked](#).

I do not recognize the used web proxy

In this case, the [PrintixService.log file](#) contains text such as: `ServerComm: running with proxy1: http://172.23.100.13:8080/ and Unable to connect to the remote server`.

Resolution: See [How does the Printix Client find the web proxy?](#)

Is FIPS (Federal Information Processing Standards) enabled on the computer?

Enabling **FIPS** disallows the use of the MD5 hashing algorithm, which is used by the Printix Client to make some entries in the Windows Registry "tamper-resistant."

Resolution: Disable FIPS.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.

Select **Yes** if prompted.

The **Registry Editor** appears.

3. Browse to `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy`.
4. Change the value **Enabled** to 0.
5. If present, also change the value **MDMEnabled** to 0.
6. Restart the computer.

PowerShell script

```
Set-ItemProperty -Path "HKLM:\SYSTEM\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy"  
-Name "MDMEnabled" -Value 0
```

Sign-in is not automatic first time on Microsoft Entra joined computer

Sign-in to the Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers and works with the Pro, Enterprise, and Education editions. Microsoft does not support Microsoft Entra join on Windows Home editions. However, if you have not accepted Printix for all users, users will be prompted to accept this the first time they sign in.

Resolution: Verify that Printix is [accepted for all users](#), so the automatic sign-in to the Printix Client works on Microsoft Entra joined Windows 10 and 11 computers.

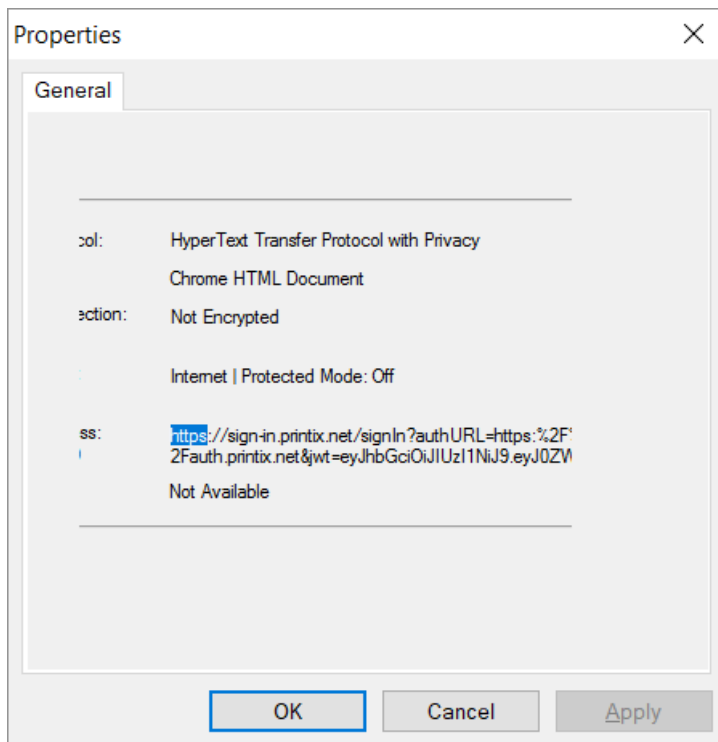
- If more than one [Microsoft Entra directories](#) exist, sign-in to the Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 and 11 computers. The user must select a directory (acme.com or ajax.com) and then sign in, but only the first time.
- If you have either renamed the Printix Client installation file, or are installing through Microsoft Endpoint Manager and have not specified the [Command line arguments](#), this also breaks the SSO, because the sign-in occurs through `sign-in.printix.net/tenanthub`.

See also:

- [How to find out if the computer supports SSO](#)
- Microsoft documentation about [Microsoft Entra joined computers](#)

Sign in page shows: Website not found

Follow the suggestions shown on the page. If this does not help, [submit a support request](#) where you describe the issue and supply the information obtained by following these steps:




1. Right-click the page and select **Properties**.
2. Double-click on the text: **https**.
3. Copy the entire text to the clipboard by pressing **Ctrl+A** and then **Ctrl+C**.
4. Paste **Ctrl+V** the content into the support request.

The copied content will look similar to the following:

```
https://sign-in.printix.net/signIn?authURL=https:%2F%2Fauth.printix.net&jwt=eyJhbGciOiJIUzI1NiJ9.eyJ0ZWM5JRCI6ImNkYjdkNGI5LWViM2UtNDE1Ni05MWU3LTE2
```

Printix Client icon does not appear

The Printix Client icon  does not appear. The [PrintixClient-{user}-{number}.log](#) file includes the following message:

```
System.NotSupportedException: The requested security protocol is not supported.
   at System.Net.ServicePointManager.ValidateSecurityProtocol(SecurityProtocolType value)
   at WindowsUI.PixWindowsClient.StartGUIWorkers()
   at WindowsUI.Program.Main(String[] args)
```

Resolution: Enable TLS 1.2.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.

3. Browse to `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.2\Client`.
4. Add the DWORD value name **DisabledByDefault** with a value of 0.
5. Restart the computer.

Print issues

To resolve common issues, see the [Printix Troubleshooter PDF](#) for instructions.

- [When I want to release a document, it says: Document is unavailable](#)
- [When I release a document, it says: Working on it](#)
- [The submitted document does not appear in Printix App](#)
- [Printix App displays Document release is not possible at the moment due to system error](#)
- [Printix App displays Internal error](#)
- [The submitted document does not get printed](#)
- [Data light on the printer flashes, but nothing is printed](#)
- [Document is empty](#)

See also:

- [How to add an unknown network to a network](#)
- [How to change the print driver](#)
- [Exclusive access examples](#)

When I want to release a document, the Printix App displays "Document is unavailable"

In the Printix App, you may notice the following scenario:

- One or more selected documents are labeled: **Document is unavailable**.
- After selecting all documents, an **Unavailable documents** dialog box appears with the question: **Deselect unavailable documents?**

The preceding behavior is expected and happens because the Printix App checks if printing is possible based on the availability of the selected printer and documents. The Printix App considers whether the selected documents are stored in the cloud or on a computer. If the document is stored on a computer that is not reachable from the selected printer, then the document is labeled: **Document is unavailable**. If **Select all** is used to select documents (including unavailable ones), the **Unavailable documents** dialog box appears and you can select **OK** to deselect the unavailable documents.

Resolution: Deselect the unavailable documents.

When I release a document, the Printix App displays "Working on it"

If you are releasing a Print Anywhere document to a printer you did not use before, it may require your computer to first add the printer. This may take 1–5 minutes depending on the print driver. During this time, the Printix App displays the state **Working on it** before transitioning to **Printing**

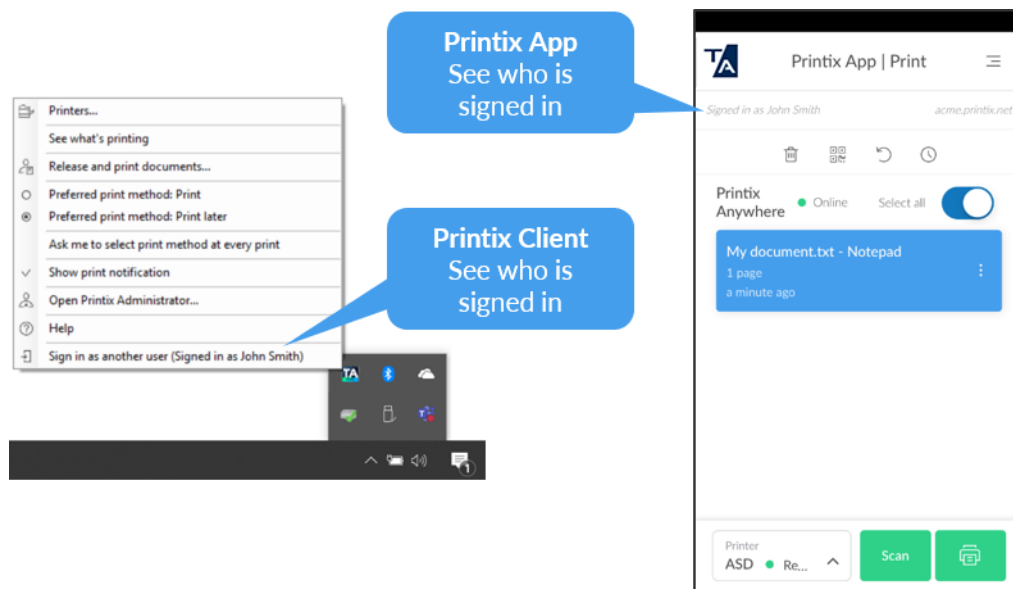
and then **Printed**. The printer is kept after printing, so it does not have to be added again when you release subsequent Print Anywhere documents.

Resolution: Wait for the print queue to be created.

The submitted document does not appear in Printix App

In Printix Client and Printix App, look at who is listed as **Signed in as** and verify that it is the same user.

Resolution: Sign in as the same user in Printix Client and Printix App.



Printix App displays "Document release is not possible at the moment due to system error"

An issue occurred with the Printix Cloud and therefore, it is not possible to release documents from the Printix App. You can check the Announcements section on the Printix website and look for any ongoing system errors.

Resolution: Try again when the system error is fixed.

Printix App displays "Internal error"

An internal error occurred in the Printix App. Select the message to see the details. If the issue continues, take a screen shot and submit a support request.

Resolution: Stop and restart the Printix App.

The submitted document does not get printed

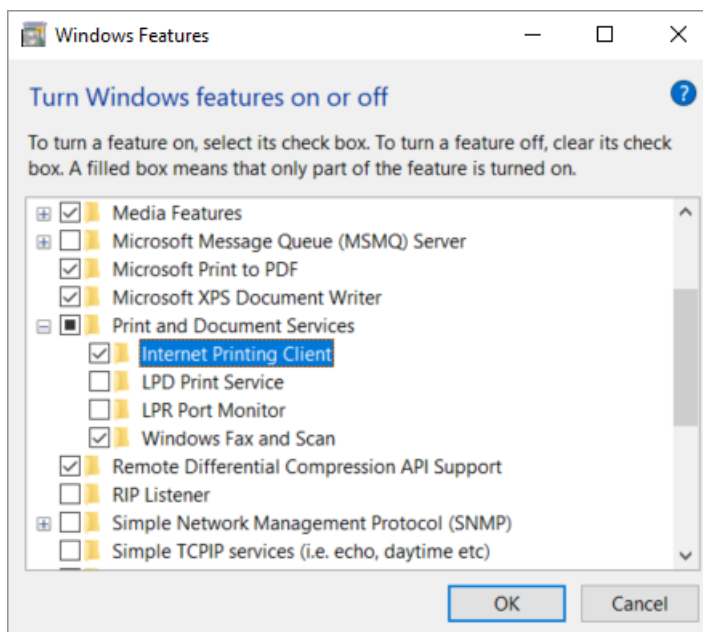
This can happen if a policy is on the computer that:

- Prevents the Windows feature **Internet Printing Client** from being turned on.
- Prevents direct printing.

Look in the [Windows PrintService logs](#) to see if a policy (GPO) or [Windows Registry setting](#) prevents direct printing. If required, [submit support request](#) if you need assistance. Include the Windows PrintService log from the failed print attempt.

Enable Internet Printing Client

1. Open the **Control Panel** and select **Programs and Features**.
2. Select **Turn Windows features on or off**.



The **Windows Features** dialog box appears.

3. Scroll to and expand **Print and Document Services**.
4. Select **Internet Printing Client**.
5. Select **OK**.
6. Restart the computer.

Windows Registry setting DisableHTTPPrinting prevents printing with Printix

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.

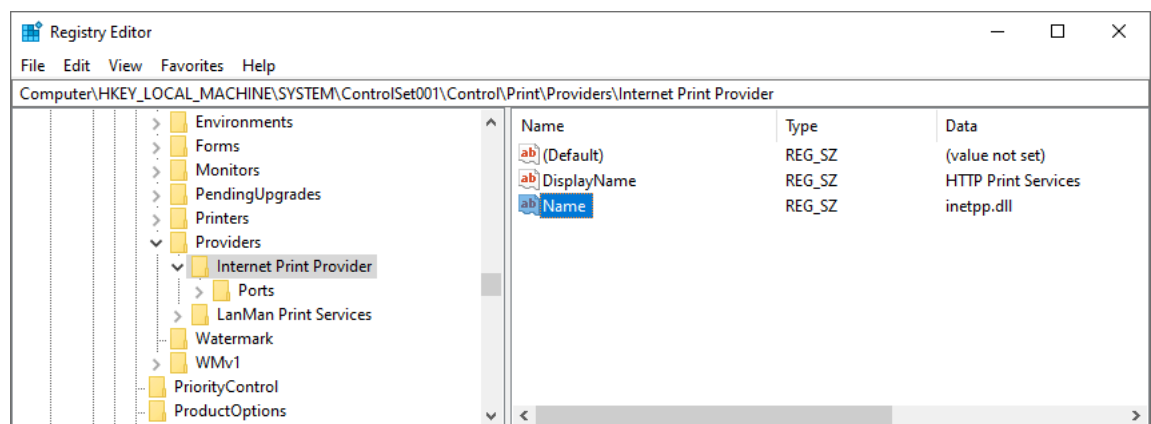
Select **Yes** if prompted.

The **Registry Editor** appears.

3. Browse to `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Printers\`.
4. If a DWORD value name **DisableHTTPPrinting** has a value of 1, it prevents printing with Printix.

Check that Internet Print Provider is set to inetpp.dll

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to `HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Control\Print\Providers\Internet Print Provider`.



4. Check that **Name** is **inetpp.dll**.

See also:

- [FAQ: Printing has stopped working after Windows Defender update](#)

Data light on the printer flashes, but nothing is printed

This can happen if you are trying to release a Print Anywhere document to a printer that has been registered as supporting PDF, but in reality, it does not support PDF printing. This has been reported for some Konica Minolta printers, such as KONICA MINOLTA C652 Series.

Resolution: Contact [Product Support](#) if you have this issue, so we can register the printer as not supporting PDF print.

Test if the printer supports PDF

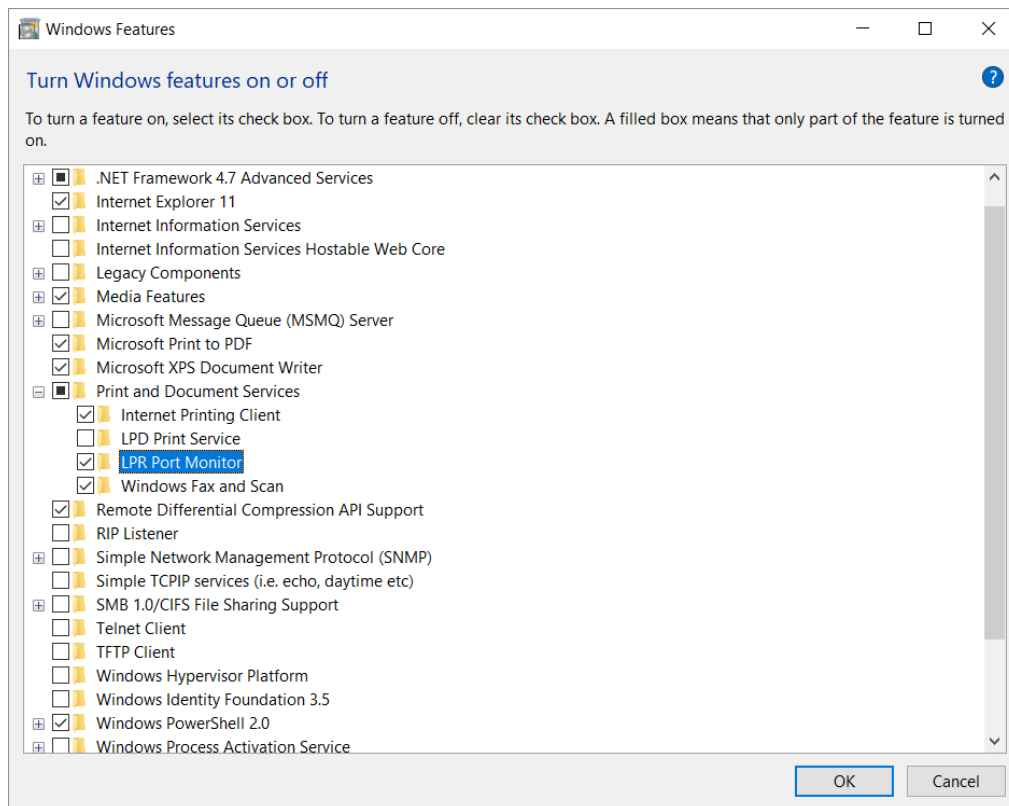
You can use the `lpr` command to test if the printer supports PDF printing. To send the document `C:\test.pdf` to the printer with the IP address 192.16.8.1.11, open a command prompt and type:

```
lpr -S 192.16.8.1.11 -Pl "C:\test.pdf"
```

The **LPR Port Monitor** feature must be enabled:

1. Open the **Control Panel** and select **Programs and Features**.
2. Select **Turn Windows feature on or off**.

The **Windows Features** dialog box appears.



3. Scroll to and expand **Print and Document Services**.
4. Select **LPR Port Monitor**.
5. Select **OK**.

Document is empty

Some print drivers can make print jobs that contain 0 bytes. If you look in the [Windows PrintService](#) event logs, you will also see a message that displays that the print job contains 0 bytes.

On the computer in question:

1. [Remove the print queue](#) that uses the print driver.
2. [Remove the print driver and driver packages](#).
3. [Restart the Print Spooler](#).
4. Add the print queue again and try to print.

Add printer issues

To resolve common issues, see the [Printix Troubleshooter PDF](#) for instructions.

- [Check that a print driver is selected for the OS](#)
- [Firewall blocks download of print driver](#)
- [Device setup in progress](#)
- [Computer failed to install print driver: -2,147,467,259](#)

See also:

- [Can I use label printers?](#)
- [How to remove print drivers](#)
- [Exclusive access examples](#)

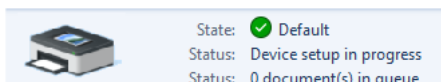
Firewall blocks download of print driver

If the Printix Client has issues adding a print queue on a Windows computer, it may be that a firewall has prevented the download of the print driver from the Printix driver store (<https://drivers.printix.net/>). The print driver is downloaded as a ZIP file into the folder: `C:\Windows\Temp\Printix-drivercache`.

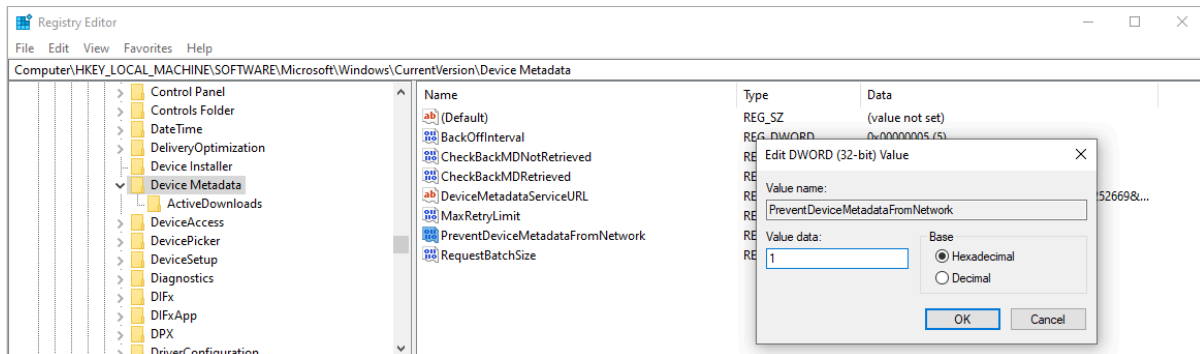
Resolution: Set up your firewall to not have any size restrictions on the ZIP files it can download from <https://drivers.printix.net/> and/or set it up to not scan files downloaded from the Printix driver store.

Device setup in progress

On Windows, when you open the **Control Panel** and **Devices and Printers**, your newly added printer is shown as installed, but the status is stuck in: **Device setup in progress**. You may also notice that the printer is listed under **Unspecified devices**. Despite this, the printer can be selected from applications and printed to.



This may happen if Windows has issues downloading the correct icon for the printer. Issue has been reported for Windows 10, version 1903.

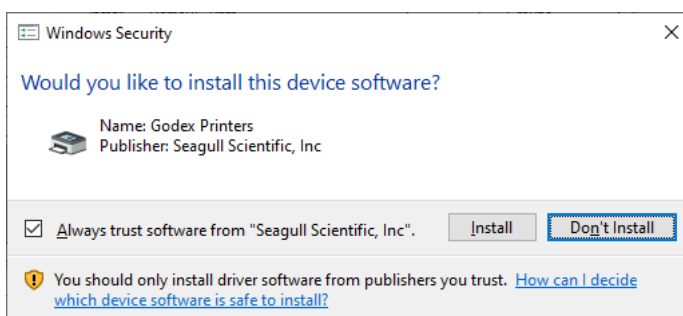


Resolution: If restarting the computer does not solve the issue, disable automatic download of custom icons available for your printers.

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type **regedit**, then select **OK**.
Select **Yes** if prompted.
The **Registry Editor** appears.
3. Browse to **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Device Metadata**.
4. Change the value **PreventDeviceMetadataFromNetwork** from 0 to 1.
5. Restart the computer.

Computer failed to install print driver: -2,147,467,259

For Printix Client to be able to add a printer to a computer, the print driver **MUST** be Authenticode signed by Microsoft, or the print driver **MUST** be installed on the computer in advance, or you can install the [print driver's certificate](#).



If you manually install an unsigned print driver, it will present the **Windows Security** dialog box asking **Would you like to install this device software**. To proceed with the installation, you **MUST** select **Always trust software from XXX** and then select **Install**.

When the Printix Client fails to install an unsigned print driver, the **History** will include:

- Computer COMPIX failed to install print driver XXX for print queue XXX (printer ASD): -2,147,467,259

So, you have three options:

- You [change the print driver](#) to one that is signed by Microsoft.
- You install the unsigned print driver in advance.
- You can [install the print driver's certificate](#).

Printix Go issues

- [Printix Go troubleshooting](#)
- [How to test communication to Printix Cloud from the printer](#)
- [How to troubleshoot scan to email](#)

Printix Go troubleshooting

Categories:

- **[General](#)**
 - [Verify sign in profile failed](#)
 - [Sign in to printer failed](#)
 - [No Printix Client acts as proxy on this network](#)
 - [Changed Go configuration does not take effect](#)
 - [Printix Go installation status is Failed](#)
 - [Troubleshooting card readers](#)
 - [How to test communication to Printix Cloud from the printer](#)
 - [How to troubleshoot scan to email](#)
- **[Brother](#)**
 - [Brother printer displays Error: 80015](#)
 - [Cannot sign in to a Brother printer, the printer is restarted instead](#)
 - [Brother printer displays an error message after scanning](#)
- **[Canon](#)**
 - [Canon printer does not start scanning and it displays Capture failed \(Scan\). Reason: Scan failed](#)
 - [Canon printer has a paper jam or the feeder cover is open](#)
 - [Unsupported scan settings](#)
 - [Users receive Capture workflow failure notifications by email](#)
 - [When Printix Capture is opened on a Canon printer, the printer displays Go configuration not found](#)
- **[Epson](#)**
 - [Epson printer displays \(Error: 204\) Please try to reload the page or contact your administrator](#)
- **[Fujifilm](#)**
 - [Fujifilm printer says: Unknown vendor is detected](#)

- [Fujifilm printer only offers ID code as sign-in method, even though a card reader is installed](#)
- [Installation of Printix Go Fujifilm fails](#)
- [Fujifilm printer is unable to release Print and Print Later documents](#)
- [Fujifilm printer displays: Someone already logged in](#)
- [Fujifilm printer stops responding after attempting to print or capture](#)
- [Fujifilm printer does not finish scanning the document after signing out](#)
- [Cannot start scanning documents on a Fujifilm printer](#)
- [Fujifilm printer is loading for too long when attempting to sign in with ID code](#)
- [Printer functions are not available for guests on a Fujifilm printer, even though they should be accessible](#)
- [Guest users can open the Printix Go Print and Capture functions on a Fujifilm printer even though they should not be able](#)
- [Fujifilm printer is unable to print, and it displays Fault or Error \(021-212\)](#)
- [Cannot sign in to a Fujifilm or Fuji Xerox printer, and it displays xcpsvr internal error](#)
- **HP**
 - [HP Access Control web page settings discrepancy](#)
 - [HP printer displays The item is restricted](#)
 - [HP printer displays Sign-in failed. The default sign-in method \(Printix\) is currently unavailable](#)
 - [HP printer displays USB error](#)
 - [Printing a large document fails and takes hours to recover if an HP Workpath printer loses connection to the Printix Client](#)
 - [Native scan does not appear to be locked for guests, even though the Go configuration restricts it on HP Workpath printers](#)
 - [HP printer displays WRONG_AUTHENTICATION_STATE](#)
 - [Printix Capture fails to complete on an HP printer](#)
 - [HP printer displays a blank screen when attempting to use Print or Capture](#)
- **Konica Minolta**
 - [Konica Minolta printer displays Error: 500](#)
 - [Konica Minolta printer will not install](#)
 - [Konica Minolta printer displays Certificate security credentials could not be verified](#)
 - [Printix Capture fails to complete on a Konica Minolta printer](#)
- **Kyocera**
 - [Guest users can access third-party functions on a Kyocera printer](#)
 - [A printer alert appears when you want to use a Kyocera printer](#)
 - [Home button does not respond while signing in to a Kyocera printer](#)
 - [Printing a large document fails and takes hours to recover if a Kyocera printer loses connection to the Printix Client](#)
 - [Installation of Printix Go fails and KYOCERA Net Viewer displays Device status error - Add toner](#)
 - [KYOCERA Net Viewer says: User does not exist \(or it says: The application is not yet configured\)](#)
 - [Unable to exit the capture application on a Kyocera printer](#)
 - [Scanning fails on a Kyocera printer and it displays Printer is busy](#)

- **Lexmark**

- [Lexmark printer displays Error: WRONG_AUTHENTICATION_STATE](#)
- [Card reader not registered on Lexmark printer](#)
- [Printer functions are locked on a Lexmark printer, even though Printix Go is uninstalled](#)
- [Installation or update failed](#)
- [Scanning a large number of pages fails on a Lexmark printer](#)
- [User remains signed in after receiving an error message on a Lexmark printer](#)
- [Unable to use Continuous job build on a Lexmark printer](#)
- [Scanning fails on a Lexmark printer if the scanned document exceeds 999 pages](#)
- [Printing when the Printix Client is offline on a Lexmark printer results in NO ACTIVE WS error](#)
- [The Printix Go and Printix Capture applications do not appear on a Lexmark printer](#)
- [Unable to wake hibernated Lexmark printers with card](#)

- **Ricoh**

- [Ricoh printer displays Whitelabel Error Page](#)
- [Ricoh printer displays Webpage not available](#)
- [Installation status is Failed](#)
- [Installation status is Installed, but nothing seems to be installed](#)
- [Uninstallation status is failed](#)
- [Documents do not print when released at the Ricoh printer](#)
- [Printing a large document fails and takes hours to recover if a Ricoh printer loses connection to the Printix Client](#)
- [Capture is not uninstalled from Ricoh printer](#)
- [Ricoh printer cannot get through the loading screen when attempting to log in](#)
- [History tab in Printix Administrator shows wrong step if Printix Go Ricoh installation fails](#)
- [Scan to email does not auto populate the To field with the user's name on a Ricoh printer](#)
- [Guest users can access functions they are not supposed to on a Ricoh printer](#)
- [The version number for Printix Go Ricoh is different on the printer's web page](#)
- [Printix Go cannot register a Ricoh printer](#)
- [The Printix Capture icon disappears from a Ricoh printer](#)
- [The Ricoh printer's Scan function cannot be used](#)
- [Failure occurs after installing or uninstalling Printix Go Ricoh](#)
- [Ricoh printer cannot finish copying and it displays Please wait](#)
- [Ricoh printer does not start printing and it displays Please limit the selection to X documents, N were selected](#)

- **Xerox**

- [Xerox printer displays Could not log in](#)
- [After uninstalling Printix Go, Xerox VersaLink printer displays Internal Server Error](#)
- [Xerox card reader does not recognize card](#)
- [Printix Go cannot be updated or uninstalled and Xerox printer displays Internal Error](#)

General

Verify sign in profile failed

The username and password specified in the sign in profile does not match that of the printer. Or no password has been set on the printer.

Resolution: Set password on the printer and make sure it matches the sign in profile.

Sign in to printer failed

The username and password specified in the sign in profile does not match that of the printer. Or no password has been set on the printer.

Resolution: Set password on the printer and make sure it matches the sign in profile.

No Printix Client acts as proxy on this network

This network has no Printix Client to facilitate the communication from the Printix Cloud to the printer.

Resolution: Bring a computer with Printix Client online on the printer's network.

Changed Go configuration does not take effect

If you change or modify a Go configuration, it will not take effect on the printer until you apply the changes to the printer.

Resolution: To apply the changes you must **Update** the Go configuration on the printer.

Printix Go installation status is Failed

On the **Printix Go** tab on the **Printer properties** page, the installation **Status** is **Failed**.

Resolution: Update the printer firmware to the latest version and try again.

- See also: HP documentation on: [HP Enterprise, HP Managed - Update the printer firmware](#)

Brother

- [Brother printer displays Error: 80015](#)
- [Cannot sign in to a Brother printer, the printer is restarted instead](#)
- [Brother printer displays an error message after scanning](#)

Brother printer displays "Error: 80015"

The sign-in profile does not match the SNMP configuration of the Brother printer.

Resolution: Change your sign-in profile for Printix Go Brother. An SNMP configuration must be selected in the sign-in profile and the specified parameters must match the parameters of the printer. The parameters of the printer can be found on the [Setup tab of the Printer properties](#) page.

Cannot sign in to a Brother printer, the printer is restarted instead

This issue can happen on Brother MFC-J5945DW printers. If you want to sign in to the printer but you have a username that consists of more than 15 characters, the printer is restarted instead of signing you in.

Username cannot be changed, so this issue has no possible resolution yet.

Brother printer displays an error message after scanning

After scanning a document on a Brother printer, the printer may display an error message that does not disappear, and you may be prevented from scanning further documents. This can occur if you have a username that consists of more than 16 characters.

Resolution: Restart the printer and sign in again. Usernames cannot be changed, so this issue may happen again in the future.

Canon

- [Canon printer does not start scanning and it displays Capture failed \(Scan\). Reason: Scan failed](#)
- [Canon printer has a paper jam or the feeder cover is open](#)
- [Unsupported scan settings](#)
- [Users receive Capture workflow failure notifications by email](#)
- [When Printix Capture is opened on a Canon printer, the printer displays Go configuration not found](#)

Canon printer does not start scanning and it displays "Capture failed (Scan). Reason: Scan failed"

When using a Canon printer with **Paper size** set to **Select automatically**, the scan may fail under any of the following conditions:

- No paper is placed on the flatbed glass or in the automatic document feeder (ADF).
- The document is incorrectly placed on the flatbed glass, and no paper is placed in the ADF, preventing the printer from detecting the paper size.

As a result, the scan fails with the error message: "Capture failed (Scan). Reason: Scan failed". No email is sent to the user.

Resolution 1: If no paper is detected, place paper on the flatbed glass or load it into the ADF.

Resolution 2: If using the flatbed glass, align the document correctly before pressing **Start**.

Canon printer has a paper jam or the feeder cover is open

When a paper jam occurs or the feeder cover is opened during scanning, the Canon printer displays a warning message about the issue.

Resolution: Clear the paper jam or close the feeder cover. After resolving the issue, press **Start** on the Canon printer to resume scanning. Pages scanned before the jam do not need to be scanned again.

Unsupported scan settings

This issue occurs when the scan settings in a workflow are incompatible with the capabilities of the Canon printer, such as unsupported paper size, resolution, or orientation settings.

Resolution: Adjust the workflow settings to match the supported scan configurations of the printer. For example, the Canon 3530i printer does not support scanning paper sizes such as A3, A6, B4, Ledger, or Legal when the orientation is set to Select Automatically. Change the orientation to Landscape to scan these sizes successfully.


Users receive Capture workflow failure notifications by email

If a scan issue occurs, such as a network disconnection or a printer reboot, causing the capture workflow to fail, users receive an error notification through email approximately one hour after the failure event.

- If the network disconnects during scanning, all pages are successfully scanned, but the email states: "Capture failed (Scan). Reason: Timeout".
- If the network disconnects before scanning starts, no pages are scanned, and the email states: "Capture failed (Scan). Reason: Timeout".
- If the printer is restarted during scanning, users receive a notification stating either "Capture failed (Scan). Reason: Scan cancelled" or "Capture failed (Scan). Reason: Timeout".

Resolution: Verify network connectivity and printer status, then restart the scan.

When Printix Capture is opened on a Canon printer, the printer displays "Go configuration not found"

When you attempt to use Printix Capture on a Canon printer, the Printix Capture  logo is displayed with the error message: "Go configuration not found". This issue occurs if the Login application is outdated on a Canon printer.

Resolution: Follow the steps in [How to update Printix Go Canon for a single printer](#) to ensure that the Canon printer uses a correct version of the Login application.

Epson

- [Epson printer displays \(Error: 204\) Please try to reload the page or contact your administrator](#)

Epson printer displays "(Error: 204) Please try to reload the page or contact your administrator"

The ID code (and/or PIN code) you entered in **Sign in** is wrong. This is also the case if you used a card to sign in, and then entered a wrong PIN code.

Resolution: Sign in with the correct ID code (and PIN code). The codes can be seen in Printix App on the [Cards and codes](#) page.

Fujifilm

- [Fujifilm printer says: Unknown vendor is detected](#)
- [Fujifilm printer only offers ID code as sign-in method, even though a card reader is installed](#)

- [Installation of Printix Go Fujifilm fails](#)
- [Fujifilm printer is unable to release Print and Print Later documents](#)
- [Fujifilm printer displays: Someone already logged in](#)
- [Fujifilm printer stops responding after attempting to print or capture](#)
- [Fujifilm printer does not finish scanning the document after signing out](#)
- [Cannot start scanning documents on a Fujifilm printer](#)
- [Fujifilm printer is loading for too long when attempting to sign in with ID code](#)
- [Printer functions are not available for guests on a Fujifilm printer, even though they should be accessible](#)
- [Guest users can open the Printix Go Print and Capture functions on a Fujifilm printer even though they should not be able](#)
- [Fujifilm printer is unable to print, and it displays Fault or Error \(021-212\)](#)
- [Cannot sign in to a Fujifilm or Fuji Xerox printer, and it displays xcpsvr internal error](#)

Fujifilm printer says: Unknown vendor is detected

This occurs if computers on the printer's network do not have the [minimum required version of the Printix Client](#). In this case, the Printix Client is unable to collect the vendor information of the printer, preventing the installation of Printix Go.

Resolution: Ensure that computers on the network use the latest version of the Printix Client.

Fujifilm printer only offers ID code as sign-in method, even though a card reader is installed

This can occur if the sign-in method of the Go configuration is set to Select automatically.

Resolution 1: If users must only sign in with card, update the sign-in method of the [Go configuration](#) to Card instead of Select automatically.

Resolution 2: If users can also sign in with ID code:

1. Restart the printer.

If the printer is in Power Saver mode, you can wake up the printer instead of restarting it.

2. Sign in to the printer with ID code once.

When the user signs in to the same printer next time, the user will be able to sign in with card.

Installation of Printix Go Fujifilm fails

- Background tasks running on the printer might prevent successful installation if the printer is not in Power Saver mode when the installation is started.

Resolution:

1. While the printer is on, press the **Power** button and select **Enter Power Saver** on it.

The printer enters Power Saver mode.

2. Start the installation again.

- The Tungsten Unified Client Plugin might prevent successful installation.

Resolution: Uninstall the plugin. For instructions, refer to the documentation about the Tungsten Unified Client.

Fujifilm printer is unable to release Print and Print Later documents

You must perform these steps on each computer.

1. In the print queue properties of Printix Administrator, on the **Drivers** tab, ensure that you are using a Fujifilm (FF) print driver.
2. On your Windows control panel, open the printer properties.
3. Select the **Configuration** tab and open **Accounting**.
4. For **Accounting system**, select **None**, then confirm and save the settings.

Fujifilm printer displays: Someone already logged in

While you are on the Home screen of a Fujifilm printer, the printer may forcefully log you out from the printer. If you attempt to sign in, the printer displays **Someone already logged in**.

This can happen if the card reader was disconnected from the printer.

You can verify that you were logged out by looking at the icon that represents the signed-in user (in the upper left corner of the printer's touchscreen).

- While a user is signed in, the icon displays the user's logo (typically the user's initials), and the displayed text below it is **Log Out**.
- While the user is not signed in, the icon displays a person with a padlock, and the displayed text below it is **Log In**.

Resolution: Ensure that the card reader is connected to the printer. Do not attempt to print or capture before you can do that.

If you attempted to use a printer function and the printer stopped responding, see [Fujifilm printer stops responding after attempting to print or capture](#).

Fujifilm printer stops responding after attempting to print or capture

After selecting the Print or Capture application on a Fujifilm printer, the printer stops responding and you are not able to return to the Home screen. This can happen if the card reader was disconnected from the printer.

This issue is a continuation of a [previous issue](#).

Resolution: Ensure that the card reader is connected to the printer.

Fujifilm printer does not finish scanning the document after signing out

After you start a capture workflow on a Fujifilm printer, the touchscreen displays the **Add Next Original** setting. If you sign out while this setting is on, the capture process becomes paused. Until you sign in and turn off the setting, other capture processes cannot be started by any user.

Resolution:

1. Sign in to the printer.
2. Select the application you used to scan.
3. Turn off the **Add Next Original** setting.
If this setting is turned off, you can sign out.

Cannot start scanning documents on a Fujifilm printer

When attempting to capture a document on a Fujifilm printer, a screen appears that displays **Add Next Original**, and you cannot interact with any of the capture-related buttons. This can happen if the previous user signed out without turning off the **Add Next Original** setting.

Resolution 1:

1. Sign in to the printer with an administrator account.
2. Open the capture application.
3. When the screen displays **Add Next Original**, select **Cancel**.

Resolution 2: Using the [History](#) page in Printix Administrator, identify the user who did not turn off the **Add Next Original** setting, then ask the user to sign in to the printer and turn it off. After that, the user can sign out.

Fujifilm printer is loading for too long when attempting to sign in with ID code

After entering your ID code and PIN code on a Printix Go Fujifilm printer, it may take two minutes for the printer to sign you in. This can happen if the printer is configured to accept sign-in attempts with both card and ID code without having a card reader connected to the printer.

Resolution 1: Wait up to two minutes and the printer will sign you in.

Resolution 2: Connect a card reader to the printer and sign in again. The load time becomes much shorter.

Resolution 3: If you don't want to connect a card reader to the printer but you want to shorten the load time:

1. In Printix Administrator, open the [Printers](#) page.
2. Select the Fujifilm printer's name from the list to open the [Printer properties](#) page.
3. Select the **Printix Go** tab.
4. [Assign a Go configuration](#) to the printer that fulfills the following requirement: **Sign in method** is set to **ID code**.

If you don't have an existing Go configuration that fulfills this requirement, create and assign a new Go configuration.

5. Select **Update**.
6. [Open the printer's web page](#) and sign in as administrator.
7. Select the **Permissions** tab.
8. Select **Authentication and Accounting**.
9. Select **Advanced Settings**.
The **Advanced Settings** dialog box appears.
10. Turn off the **Use of IC Card** setting, then select **Save**.

Printer functions are not available for guests on a Fujifilm printer, even though they should be accessible

If **Scan to USB drive** is locked in the access control settings of the Go configuration, the **Scan**, **Scan to Folder**, and **Scan to Desktop** functions are also locked for guests.

Guest users can open the Printix Go Print and Capture functions on a Fujifilm printer even though they should not be able

Guest users can access the Printix Go Print and Capture functions that are locked in the [Access control](#) section of the Go configuration. However, they cannot see and capture/release documents.

Fujifilm printer is unable to print, and it displays "Fault or Error (021-212)"

Fujifilm printers may not operate properly if their card reader settings are incorrect.

Example: If a Fujifilm printer is configured to use a card reader but it does not have a card reader connected, it is unable to print.

Resolution 1: Connect a card reader to the printer, then try printing again.

Resolution 2: If you don't want to connect a card reader to the printer:

1. In Printix Administrator, open the [Printers](#) page.
2. Select the Fujifilm printer's name from the list to open the [Printer properties](#) page.
3. Select the **Printix Go** tab.
4. [Assign a Go configuration](#) to the printer that fulfills the following requirement: **Sign in method** is set to **ID code**.

If you don't have an existing Go configuration that fulfills this requirement, create and assign a new Go configuration.

5. Select **Update**.
6. [Open the printer's web page](#) and sign in as administrator.
7. Select the **Permissions** tab.
8. Select **Authentication and Accounting**.
9. Select **Advanced Settings**.
The **Advanced Settings** dialog box appears.
10. Turn off the **Use of IC Card** setting, then select **Save**.

Cannot sign in to a Fujifilm or Fuji Xerox printer, and it displays "xcpsvr internal error"

If you want to sign in to the printer but you have a username that consists of more than 30 characters, the printer displays an error message (**xcpsvr internal error**). If your username is not specified, the printer identifies your email address as your username.

Resolution: Sign in without specifying your username and use an email address that has 30 or less characters. User names cannot be changed, so this is the only resolution.

HP

- [HP Access Control web page settings discrepancy](#)
- [HP printer displays The item is restricted](#)
- [HP printer displays Sign-in failed. The default sign-in method \(Printix\) is currently unavailable](#)
- [HP printer displays USB error](#)
- [Printing a large document fails and takes hours to recover if an HP Workpath printer loses connection to the Printix Client](#)
- [Native scan does not appear to be locked for guests, even though the Go configuration restricts it on HP Workpath printers](#)
- [HP printer displays WRONG_AUTHENTICATION_STATE](#)
- [Printix Capture fails to complete on an HP printer](#)
- [HP printer displays a blank screen when attempting to use Print or Capture](#)

HP Access Control web page settings discrepancy

If you sign in to the HP printer's web page, select **Security** and then select **Access Control**, you will see the text:

- Some security settings on this page are unavailable because they are managed by Printix Go.

This means that the settings shown on the HP printer's web page are not necessarily reflecting what is being applied by the Printix Go configuration. The printer's touchscreen control panel should reflect what has been configured with Printix Go.

HP LaserJet 500 MFP M525
HP LaserJet 500 MFP M525 192.168.0.142

User: Administrator Sign Out

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting **Security** HP Web Services Networking

General Security
Account Policy
Access Control
Protect Stored Data
Manage Remote Apps
Certificate Management
Email Domain Restriction
Web Service Security
Self Test

Access Control Help

Some security settings on this page are unavailable because they are managed by Printix Go.

Enable and Configure Sign-In Methods

Enabled sign-in methods can be used to sign in at the product. If relating product permissions to network users or groups, make sure to use a sign-in method that matches what people usually use to sign in at a computer.

Status	Sign-In Method	Description
	Local Device	Local accounts have access codes between 4 and 8 digits long. Accounts are stored on product hard disk.
Setup	LDAP	Authenticate using an LDAP directory server. A User Name and Password will be requested.
Setup	Windows	Windows Domain, User Name, and Password will be requested.
Setup	Printix	This is an accessory sign-in method that has been installed.

HP printer displays "The item is restricted"

On the HP printer, when you try to sign in, you get the error message The item is restricted. Try using another account, or contact the system administrator or the person who set up the product.

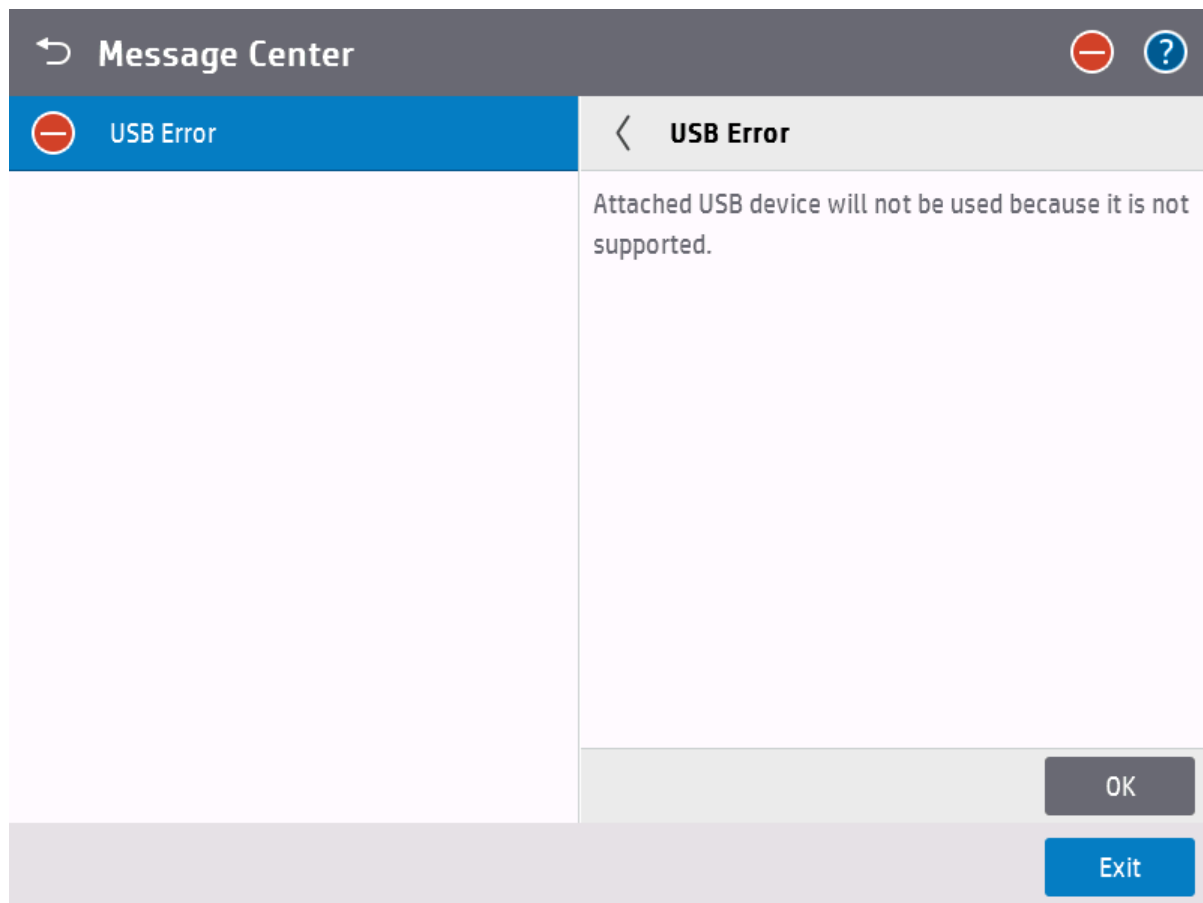
Resolution: See [How to get Application ID from a Printix Go HP printer](#) and then submit a [support request](#).

HP printer displays "Sign-in failed. The default sign-in method (Printix) is currently unavailable"

On the HP printer, when you select an application, you get the error message The default sign-in method (Printix) is currently unavailable. Choose an alternate method and sign in again. This can be caused by the printer's date, time and time zone not being set correctly. It is particularly important to set this correctly of a reset to factory settings. If the date and time is off the certificates does not work. Another possibility is that the printer's default gateway is not set correctly and therefore blocks communication to the Printix Client/Printix Cloud.

Resolution: Set the correct date and check that the default gateway is correct.

HP printer displays "USB error"



The printer will report **USB error** if:

- An otherwise supported card reader is connected to the HP printer before Printix Go is installed.
- An unsupported card reader is connected to the HP printer even after Printix Go is installed. Try to get the [card reader's vendor ID and product ID](#).

Printing a large document fails and takes hours to recover if an HP Workpath printer loses connection to the Printix Client

If the Printix Client loses connection to the Internet while printing a large document on an HP Workpath printer and you restore the network connection while the printer is still attempting to print, the document takes hours to recover from "Printing" state, and it eventually fails. If you print less than 10 pages, you only need to wait a few minutes instead of hours. The document that failed to print is highlighted in orange color.

Native scan does not appear to be locked for guests, even though the Go configuration restricts it on HP Workpath printers

If **Scan** is restricted by the Go configuration on HP Workpath printers, the native **Scan** button on the printer does not appear locked to guests. However, when a guest tries to use the scan function, all scan functions are locked.

HP printer displays "WRONG_AUTHENTICATION_STATE"

If the printer displays **WRONG_AUTHENTICATION_STATE**, it might be because the **Print** or **Capture** application was selected to be the Home screen of the printer. These options are not supported.

Resolution: Change the **Home Screen App** to **HP**:

1. [Open the printer's web page](#) and **Login** as administrator.
2. On the **General** tab, go to **Control Panel Customization > Home Screen Customization**.
3. In **Home Screen App**, select **HP**.

Printix Capture fails to complete on an HP printer

During the capture process, a computer on the printer's network is randomly assigned to temporarily store the captured file. If you see the error message "Capture failed (Scan). Reason: Unexpected error encountered when starting scan on printer" on a HP printer, it might be because the assigned computer has a name that contains invalid characters.

Resolution: Change the name of computers on the printer's network to only contain ASCII characters. If you only want to change the name of the computer that caused the problem, contact Printix Support to help find it.

HP printer displays a blank screen when attempting to use Print or Capture

The printer has been configured to deny access from those who do not use Printix authentication (see [Configure access to the printer functions](#)).

Resolution: Sign in to the printer with **Printix** selected as the authentication method. Print and Capture should operate as normal.

Konica Minolta

- [Konica Minolta printer displays Error: 500](#)
- [Konica Minolta printer will not install](#)
- [Konica Minolta printer displays Certificate security credentials could not be verified](#)

- [Printix Capture fails to complete on a Konica Minolta printer](#)

Konica Minolta printer displays "Error: 500"

On the Konica Minolta printer when you **Sign in**, you get the message 500 Internal Server Error. Printix Administrator may show the message: Cannot be done while someone is also signed in on the printer's web page.

Resolution: This will happen if an administrator is signed in to the printer's web page at the same time. Wait until the administrator is signed out and try again after another 60 seconds (the printer's inactivity timeout).

Konica Minolta printer will not install

This can happen if the [prerequisites](#) are not met. To help you troubleshoot further, open the **Printer properties** page, select **Verify sign in profile**, then open the **History** tab and look for items that could have failed.

Examples:

- WebBrowser should be enabled
- OpenAPI enabled
- OpenAPI 'SSL only' enabled
- OpenAPI SSL port is 50003
- OpenAPI 'Setup v5.1' available

If the [TCP Socket Setting](#) is not configured correctly, the [History](#) may include entries such as: OpenAPI communication returned 'SSL' (FAIL) and OpenAPI communication returned 'Error:Already'.

Konica Minolta printer displays "Certificate security credentials could not be verified"

Resolution: In the Web Browser Settings, allow the printer to connect to the contents.

1. [Open the printer's web page](#) and **Login** as administrator.
2. Select **System Settings** in the main menu.
3. Select **Web Browser Setting**.
4. Select **SSL Certificate Verification error settings**.
5. For **OpenAPI - IWS Application**, select **Connect to the contents**.

Printix Capture fails to complete on a Konica Minolta printer

During the capture process, a computer on the printer's network is randomly assigned to temporarily store the captured file. If you see the error message "Capture failed (Scan). Reason: Unexpected error encountered when starting scan on printer" on a Konica Minolta printer, it might be because the assigned computer has a name that contains invalid characters.

Resolution: Change the name of computers on the printer's network to only contain ASCII characters. If you only want to change the name of the computer that caused the problem, contact Printix Support to help find it.

Kyocera

- [Guest users can access third-party functions on a Kyocera printer](#)
- [A printer alert appears when you want to use a Kyocera printer](#)
- [Home button does not respond while signing in to a Kyocera printer](#)
- [Printing a large document fails and takes hours to recover if a Kyocera printer loses connection to the Printix Client](#)
- [Installation of Printix Go fails and KYOCERA Net Viewer displays Device status error - Add toner](#)
- [KYOCERA Net Viewer says: User does not exist \(or it says: The application is not yet configured\)](#)
- [Unable to exit the capture application on a Kyocera printer](#)
- [Scanning fails on a Kyocera printer and it displays Printer is busy](#)

Guest users can access third-party functions on a Kyocera printer

In Printix Administrator, if only **Everything else** is selected in the **Access control** settings in the **Go configuration**, guests can use third-party functions on a Kyocera printer.

A printer alert appears when you want to use a Kyocera printer

If you sign in to a Kyocera printer and use a printer function (for example, print or copy) while the printer has any printer alerts (for example, Tray Empty, Toner Out, or Paper Jam), the printer alerts appear instead of the preferred function. While seeing the alerts, nothing happens when you select **Logout**.

Resolution: Resolve the printer alerts before using any of the printer functions.

Home button does not respond while signing in to a Kyocera printer

While signing in to a Kyocera printer, selecting the **Home** button has no effect. The sign-in process is not cancelled and the Home screen is not displayed until completing the sign-in process. This scenario applies to all screens during sign-in, including the screen for forgotten codes.

Printing a large document fails and takes hours to recover if a Kyocera printer loses connection to the Printix Client

If the Printix Client loses connection to the Internet while printing a large document on a Kyocera printer and you restore the network connection while the printer is still attempting to print, the document takes hours to recover from "Printing" state, and it eventually fails. If you print less than 10 pages, you only need to wait a few minutes instead of hours. The document that failed to print is highlighted in orange color.

Installation of Printix Go fails and KYOCERA Net Viewer displays "Device status error - Add toner"

If no toners are available in a Kyocera printer while installing Printix Go with KYOCERA Net Viewer, the installation fails, and the following reason is given: **Device status error (Add toner)**.

Resolution: Add toners to the Kyocera printer before installing Printix Go on it.

KYOCERA Net Viewer says: User does not exist (or it says: The application is not yet configured)

The KYOCERA Net Viewer displays the message User does not exist until Printix Go is properly installed. On newer versions, the message The application is not yet configured is displayed instead.

Resolution: Continue the [installation of Printix Go](#).

Unable to exit the capture application on a Kyocera printer

This issue can occur if you previously exited and re-entered the capture application in quick succession on a Kyocera printer. You are not able to exit the application again, and you are also unable to sign out from the printer. However, you are able to use the capture application properly.

Resolution: Press **Reset** on the printer.

Scanning fails on a Kyocera printer and it displays "Printer is busy"

This issue can occur if the network cable is unplugged from a Kyocera printer while a scan is in progress. The scan fails and the printer displays "Printer is busy."

After this issue occurs, further scan attempts also result in a "Printer is busy" message even if the network cable is plugged back in.

Resolution:

1. [Uninstall Printix Go](#) in Printix Administrator.
It is not necessary to uninstall Printix Go in the KYOCERA Net Viewer.
2. [Delete the printer](#) from Printix Administrator.
3. [Add back the printer](#).
4. [Install Printix Go](#) in Printix Administrator.
After performing these steps, scanning should work again. Ensure that the network cable is not unplugged while scanning.

Lexmark

- [Lexmark printer displays Error: WRONG_AUTHENTICATION_STATE](#)
- [Card reader not registered on Lexmark printer](#)
- [Printer functions are locked on a Lexmark printer, even though Printix Go is uninstalled](#)
- [Installation or update failed](#)
- [Scanning a large number of pages fails on a Lexmark printer](#)
- [User remains signed in after receiving an error message on a Lexmark printer](#)
- [Unable to use Continuous job build on a Lexmark printer](#)
- [Scanning fails on a Lexmark printer if the scanned document exceeds 999 pages](#)
- [Printing when the Printix Client is offline on a Lexmark printer results in NO ACTIVE WS error](#)
- [The Printix Go and Printix Capture applications do not appear on a Lexmark printer](#)
- [Unable to wake hibernated Lexmark printers with card](#)

Lexmark printer displays "Error: WRONG_AUTHENTICATION_STATE"

This can happen if access control has not been configured on the Lexmark printer.

Resolution: Configure [access control](#) on the Lexmark printer.

Card reader not registered on Lexmark printer

The connected card reader has not been registered and does not appear on the **Printer properties** page.

Resolution: Keep the card reader connected and restart the printer. Alternatively, you can just restart the Printix Print app:

1. [Open the printer's web page](#) and **Log in** as administrator.
2. On the menu, select **Apps**.
3. Select **Print**.
4. Select **Stop** and **OK** to stop Printix Print.
5. Select **Start** and **OK** to restart Printix Print.
6. Verify that the card reader is now registered on the **Printer properties** page.

Printer functions are locked on a Lexmark printer, even though Printix Go is uninstalled

Some printer functions request a username and a password to be used, even though Printix Go is uninstalled. This occurs if access control was previously configured using Printix.

Resolution: Install Printix Go with a Go configuration that does not lock any printer functions, then optionally, uninstall Printix Go again.

Installation or update failed

While installing or updating the Printix Go Lexmark configuration, if you press Install/Update more than once on a tenant, you might receive the following error message: "The printer was not at the ready state. It may have an active intervention or somebody else may be in the process of flashing or printing."

Resolution: Do not press Install/Update until the first installation or update is complete. If you receive the error, wait for 10 minutes or reboot the device then try again.

Scanning a large number of pages fails on a Lexmark printer

Scanning a large number of pages in the same job can fail if the Lexmark printer does not have a hard disk drive (HDD) or if its HDD is not encrypted.

Resolution 1: Scan less pages in each job.

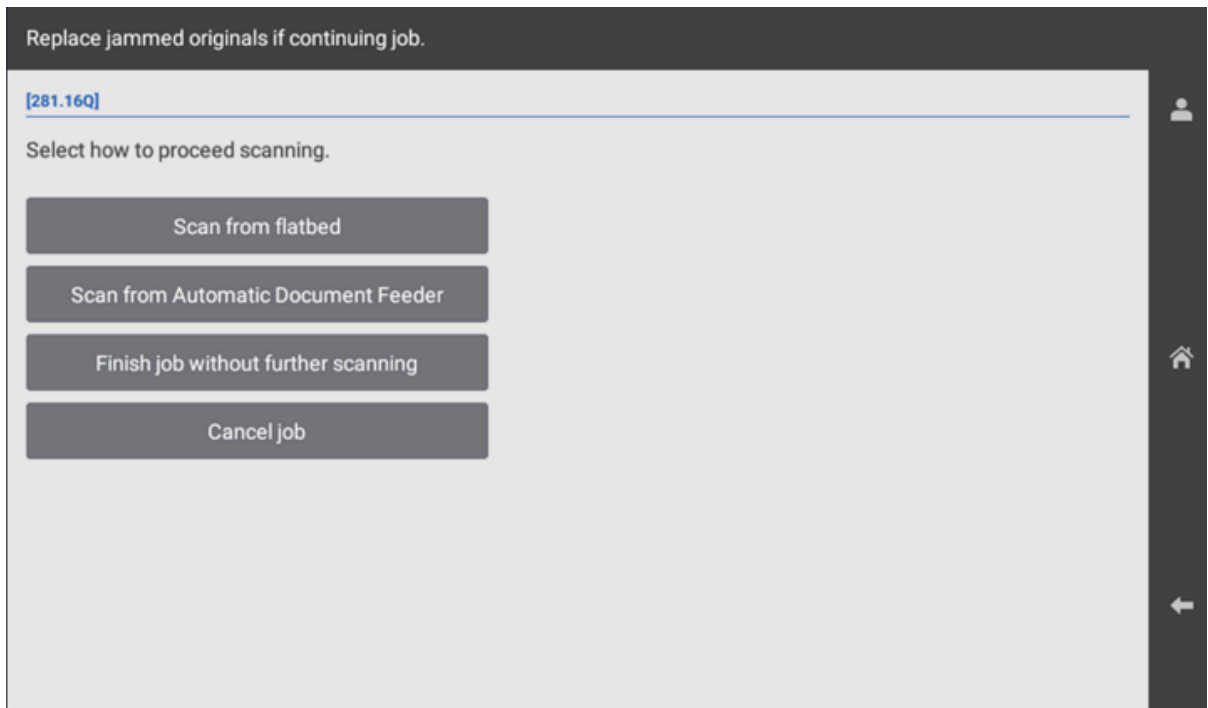
Resolution 2: Follow the steps described in [How to prepare Lexmark printer for Printix Go](#) to learn whether the printer has an HDD and whether it is encrypted.

- If the printer does not have an HDD, add an HDD to the printer.
- If the printer has an HDD but it is not encrypted, follow the instructions to encrypt it.

User remains signed in after receiving an error message on a Lexmark printer

If the user receives an error message while a Lexmark printer is performing an operation (such as scanning or copying), the user cannot be automatically signed out. As a result, other users cannot sign in with their own accounts, but they can access the first user's session and perform unwanted operations.

The error message is displayed at the top of the screen.



Example: Error message about paper jam

Resolution: Resolve the error or cancel the current job, then sign out.

Unable to use Continuous job build on a Lexmark printer

The [Continuous job build](#) setting is on, but the extra options do not appear during capture on a Lexmark printer. This can happen if the Lexmark printer does not have a hard disk drive.

Resolution: Add a hard disk drive to the printer.

Scanning fails on a Lexmark printer if the scanned document exceeds 999 pages

When scanning a document with more than 999 pages on a Lexmark printer, the scan job is automatically canceled, and the following message appears:

Scanned document is too long. If possible, scan the document in several parts, or use another printer.

Resolution 1: Scan fewer than 1000 pages per job.

Resolution 2: Use a different printer that supports scanning more than 999 pages.

Printing when the Printix Client is offline on a Lexmark printer results in "NO ACTIVE WS" error

When attempting to print from a Lexmark printer while the Printix Client is offline or not installed, you may encounter a "NO ACTIVE WS" error.

Printing requires an active workstation with the Printix Client installed.

Resolution:

1. Install the Printix Client on at least one computer on the network.
2. Verify that the computer with the Printix Client is powered on and connected to the network.


The Printix Go and Printix Capture applications do not appear on a Lexmark printer

This can happen if the printer's configuration was manually changed while Printix Go or Printix Capture was being used.

Resolution: Restart the printer.

Unable to wake hibernated Lexmark printers with card

Users are unable to wake Lexmark printers with card while the printers are hibernated.

 Hibernation and sleep mode are different.

Resolution: Restart the printer.

To disable hibernation and prevent this issue from happening in the future:

1. [Open the printer's web page](#) and log in as administrator.
2. Select **Settings**.
The **Settings** page appears, and the **Device** menu is open by default.
3. Select **Power Management > Timeouts**.
4. Set **Hibernate Timeout** to **Disabled**.
5. Set **Hibernate Timeout on Connection** to **Do Not Hibernate**.
The changes are automatically saved.

Ricoh

- [Ricoh printer displays Whitelabel Error Page](#)
- [Ricoh printer displays Webpage not available](#)
- [Installation status is Failed](#)

- [Installation status is Installed, but nothing seems to be installed](#)
- [Uninstallation status is failed](#)
- [Documents do not print when released at the Ricoh printer](#)
- [Printing a large document fails and takes hours to recover if a Ricoh printer loses connection to the Printix Client](#)
- [Capture is not uninstalled from Ricoh printer](#)
- [Ricoh printer cannot get through the loading screen when attempting to log in](#)
- [History tab in Printix Administrator shows wrong step if Printix Go Ricoh installation fails](#)
- [Scan to email does not auto populate the To field with the user's name on a Ricoh printer](#)
- [Guest users can access functions they are not supposed to on a Ricoh printer](#)
- [The version number for Printix Go Ricoh is different on the printer's web page](#)
- [Printix cannot register a Ricoh printer](#)
- [The Printix Capture icon disappears from a Ricoh printer](#)
- [The Ricoh printer's Scan function cannot be used](#)
- [Failure occurs after installing or uninstalling Printix Go Ricoh](#)
- [Ricoh printer cannot finish copying and it displays Please wait](#)
- [Ricoh printer does not start printing and it displays Please limit the selection to X documents, N were selected](#)

Ricoh printer displays "Whitelabel Error Page"

This can happen if the installation of Printix Go has not completed or if Printix Go has been uninstalled.

Resolution: On the printer's touchscreen, select **Logout** to close the message. The Printix Go sign in screen should appear if Printix Go has been installed.

Ricoh printer displays "Webpage not available"

Happens after a printer restart (installation) because the printer tries to load the web page before it has established its network connection.

Resolution: On the printer's touchscreen, select **Login** to refresh the page and close the message. The Printix Go sign in screen should appear if Printix Go has been installed.


Printix Go on the printer has not yet been configured.

Resolution: Open the **Printer properties** of the printer, select the [Printix Go](#) tab, and select **Install** or **Update**.

Communication is blocked to Printix Cloud URLs (device-api.printix.net and/or api.printix.net).

Resolution: [Test communication to Printix Cloud](#) and unblock URLs.

Installation status is Failed

i If the Ricoh printer has some kind of error/warning, such as waiting for paper to be loaded, it can also prevent successful installation. Ensure the printer is idle (**Status** icon is  green in Printix Administrator), then try again.

On [Rico](#), the **Status** changes to **Installing** as the installation takes 10–25 minutes (printer restarts 2 times). If the installation fails, the status changes to **Failed**. To help you troubleshoot further, open the **History** tab on the **Printer properties** page and look for items that could have failed.

Printix Go programmatically preconfigures the following:

- ACCESS_CONTROL__SDK_CERTIFICATION_DEVICE: "1"
- ADMINISTRATOR_AUTHENTICATION_MANAGEMENT__MACHINE_ADMINISTRATOR_AUTHENTICATION_SETTING: "1"
- ADMINISTRATOR_AUTHENTICATION_MANAGEMENT__USER_ADMINISTRATOR_AUTHENTICATION_SETTING: "1"
- USER_AUTHENTICATION_MANAGEMENT: "4"
- MF_KEYCARD_JOB_PERMIT_SETTING: "1"
- ACCESS_CONTROL__DETAIL_OPTION: "0"
- ACCOUNTING_COUNTER: "1"
- OPTIONAL_COUNTER_TYPE__DEFAULT_OPTIONAL_COUNTER_TYPE: "0"
- OPTIONAL_COUNTER_TYPE__EXTERNAL_OPTIONAL_COUNTER_TYPE: "0"
- PRINTER_JOB_AUTHENTICATION_LEVEL: "0"
- AUTO_DELETE_USER_IN_ADDRESS_BOOK: "1"
- TRACK_PERMISSION: "0"
- STOP_PRINT_SETTING: "0"
- MACHINE_ACTION_WHEN_LIMIT_REACHED: "0"
- USER_AUTHENTICATION__PRINTER: "1"
- USER_AUTHENTICATION__COPY: "0"
- USER_AUTHENTICATION__FAX: "0"
- USER_AUTHENTICATION__SCANNER: "0"

Installation fails:

- HTTP communication on port 80 is not open.
Resolution: [Set up the SSL/TLS communication correctly.](#)

Installation fails with: unable to find valid certification path to requested target (FAIL):

- SSL/TLS communication is not set up correctly.
Resolution: [Set up the SSL/TLS communication correctly.](#)

Installation can fail in Step HOMESCREEN if:

- The default password (ricoh) for the web server has been changed. This scenario applies to Ricoh SOP printers Generation 2.
Resolution: [Set the web server password to the default.](#)

A Windows 10 x64 or 11 computer (Server, Desktop, or Laptop) must be online on the printer's network.

Installation status is Installed, but nothing seems to be installed

On [Ricoh](#), the **Status** changes to **Installing** as the installation does take 10–25 minutes (printer restarts 2 times). To help you troubleshoot further, open the **History** tab on the **Printer properties** page. If **History** does not contain steps such as **Step INSTALL**, it is an indication that it did not succeed, or at least the status was not communicated back to the Printix Cloud.

Resolution: Do an **Uninstall** (wait 5–10 minutes) and then try to install again. If it still fails, check that the printer is running the latest firmware version, and if not, then update the firmware (may take ½ hour to an hour).

Uninstallation status is failed

On [Ricoh](#), the **Status** changes to **Uninstalling** as the uninstallation takes 5–10 minutes (printer restarts 1 time). If the uninstallation fails, the status changes to **Failed**. To help you troubleshoot further, open the **History** tab on the **Printer properties** page and look for items that could have failed.

Documents do not print when released at the Ricoh printer

Printer Job Authentication is not **Simple (All)** on the printer's web page.

Resolution: Select **Device management > Configuration > Device Settings > User Authentication Management**, and for **Printer Job Authentication**, select **Simple (All)**.

Printing a large document fails and takes hours to recover if a Ricoh printer loses connection to the Printix Client

If the Printix Client loses connection to the Internet while printing a large document on a Ricoh printer and you restore the network connection while the printer is still attempting to print, the document takes hours to recover from **Printing** state, and it eventually fails. If you print less than 10 pages, you only need to wait a few minutes instead of hours. The document that failed to print is highlighted in orange color.

Capture is not uninstalled from Ricoh printer

The capture application appears on a Ricoh printer, even though the printer is not configured to have capture functionality. In this case, the application does not work properly.

This can happen if Printix Go was uninstalled from a Ricoh printer that had capture functionality enabled, or if the Go configuration was overwritten to only have print functionality enabled.

Resolution 1:

1. [Open the printer's web page](#) and log in as administrator.
2. On the menu, select **Device Management**, and then **Configuration**.
3. In the **Extended Feature Settings** section, select **Uninstall**.
4. Browse through the list and select **Printix Capture** and select **Uninstall**.

Resolution 2:

1. Temporarily, assign a [Go configuration](#) with capture functionality to the Ricoh printer.
2. [Uninstall Printix Go](#) from Printix Administrator.
3. Assign a new Go configuration to the printer without capture functionality.
4. [Install Printix Go](#) again.

Ricoh printer cannot get through the loading screen when attempting to log in

When attempting to log in to a Ricoh printer, you cannot proceed to card or ID code authentication, because the printer cannot get through the loading screen. This can happen for multiple reasons:

Reason 1: The printer was previously assigned to a network with no active computers, and later, the Go configuration was updated. This problem can persist even after changing to a network with at least one active computer.

Resolution 1:

1. Connect the printer to a network with at least one active computer.
2. Make sure a Go configuration is assigned to the printer.
3. [Install Printix Go](#).
4. Make sure the printer's [Auto Logout Timer](#) is less than the [Sleep Mode Timer](#).

Reason 2: After a printer restart (installation), the printer tries to load the web page before it has established a network connection.

Resolution 2: On the printer's touchscreen, select Login to refresh the page and close the message. The Printix Go sign-in screen should appear if Printix Go has been installed.

History tab in Printix Administrator shows wrong step if Printix Go Ricoh installation fails

This can happen in multiple scenarios. For example, Printix Go Ricoh installation fails if all Printix Client computers on the printer's network are offline. In this case, the [History](#) displays that installation failed in step 2, even though it never even advanced beyond step 1.

Scan to email does not auto populate the To field with the user's name on a Ricoh printer

When using the printer's scan to email function on a Ricoh printer, the **To** field is not auto populated with the logged in user's name.

Resolution: Setup scan to email according to [this topic](#). If the problem persists, check your printer manual whether the setting **Login User Address Priority** is supported. Contact Ricoh support if the details are not found in the manual.

Guest users can access functions they are not supposed to on a Ricoh printer

Guest users can access functions that are locked in the [Access control](#) section of the Go configuration.

Resolution:

1. [Open the printer's web page](#) and log in as administrator.
2. In the **Device Management** menu, select **Address Book**.
3. Select the check box of the printix_guest user.
4. Select the **Detail Input** tab, then select **Change**.
5. In **Authentication Information** and under **Available Functions**, make sure none of the check boxes are selected.
6. Save the changes.
If the issue is still not fixed, try the following steps too:
7. On the **Change User** page under the **Protection** section, select **Change** next to **Access Privilege**.
8. Under **Public** and **All Users**, make sure none of the check boxes are selected.
9. Select **OK**.

The version number for Printix Go Ricoh is different on the printer's web page

When uninstalling a Printix component from a Ricoh printer's web page (for example, Printix Capture), you might see a version number that is different from what is mentioned in Printix Administrator.

For example, you might see version 2.0.0.X in Printix Administrator but version 2.0.X on the printer's web page.

Printix cannot register a Ricoh printer

If a Ricoh printer has no IPP settings, Printix cannot automatically add it to the list of printers. The printer is then listed as an unregistered printer.

Resolution: [Register the printer manually](#).

The Printix Capture icon disappears from a Ricoh printer

Within four seconds after signing in to a Ricoh printer, the **Printix Capture** icon disappears from the printer's touchscreen control panel. Without the icon, capture functions cannot be accessed on the printer.

Resolution:

1. Sign in to the printer as an administrator.
2. Open the **Settings**.
It may not be on the first page of the printer.
3. Select **System Settings**.
4. In the left pane, select **Settings for Administrator**.
5. Scroll down and select **Authentication/Charge**.
6. Select **Administrator Authentication/User Authentication/App Auth**.
7. Select **User's Own Customization**.
8. Set **User's Own Customization** to **Prohibit**.

The Ricoh printer's Scan function cannot be used

On some Ricoh printers, the installation of Printix Go changes the configuration of the printer, and the printer's Scan function cannot be used as a result.

Resolution:

1. [Open the printer's web page](#) and sign in as administrator.
2. In the **Device Management** menu, select **Configuration**.
3. In the **Scanner** section, select **General Settings**.
4. Change the **Print & Delete Scanner Journal** setting to one of the following:
 - **Print and Delete All**
 - **Do not Print: Delete Oldest**
5. Select **OK**.

Failure occurs after installing or uninstalling Printix Go Ricoh

A failure might occur if you perform certain operations too quickly after installing or uninstalling Printix Go Ricoh.

Resolution: Some Ricoh devices, such as IM 460F or IM 370F, require more time after completing an installation or uninstallation.

- After installation, wait 20 minutes before performing another installation or update.
- After uninstallation, wait 20 minutes before performing another installation.

Ricoh printer cannot finish copying and it displays "Please wait"

If the user attempts to sign out from a Printix Go Ricoh printer while copying with the Copier (Classic) app, the user is not logged out, the printer displays "Please wait," and the user cannot perform any task. This event can happen in the following scenarios:

- The Ricoh printer had a paper jam when the user pressed the **Logout** button.

Resolution: Fix the paper jam first, then sign out from the printer. If this does not resolve the issue, restart the printer.

- **Interrupt mode** was active when the user pressed the **Logout** button.

Resolution: Wait until the printer finishes copying, then restart the printer.

To avoid this problem in the future, make sure that **Interrupt mode** is not selected, wait until the printer finishes copying, and only sign out after that.

Ricoh printer does not start printing and it displays "Please limit the selection to X documents, N were selected"

Ricoh printers can print a limited number of documents at a time. If that limit is exceeded, the printer does not start printing and it displays "Please limit the selection to X documents, N were selected." In this message, X refers to the document limit and N refers to the number of selected documents.

Resolution: Print X or less documents at a time.

Xerox

- [Xerox printer displays Could not log in](#)
- [After uninstalling Printix Go, Xerox VersaLink printer displays Internal Server Error](#)
- [Xerox card reader does not recognize card](#)
- [Printix Go cannot be updated or uninstalled and Xerox printer displays Internal Error](#)

Xerox printer displays "Could not log in"

This can happen if the printer was not restarted after the installation or update of Printix Go.

Resolution: Restart the printer.

After uninstalling Printix Go, Xerox VersaLink printer displays "Internal Server Error"

This can happen if the printer was not restarted after the uninstallation of Printix Go.


Resolution: Restart the printer.

Xerox card reader does not recognize card

This can happen if the printer was not restarted after the installation or update of Printix Go.

Resolution 1: Restart the printer.

Resolution 2: If restarting the printer did not solve the problem:

1. [Open the printer's web page](#) and sign in as administrator.
2. Select the **Properties** tab.
3. In the left-hand menu, expand **Login/ Permissions/ Accounting**, then select **Login Methods**.
4. Select the option to **Edit**  the **Xerox Secure Access Setup** setting.
5. If you are remotely accessing the Xerox printer, select **Manually Override Settings**.
6. Under the **Embedded** option, select **Enabled**.
7. Select **Save**.

Printix Go cannot be updated or uninstalled and Xerox printer displays "Internal Error"

When you try to log in to a Xerox printer, you get the internal error message Unable to proceed. Try again. If the problem persists, contact your local System Administrator. Furthermore, sometimes if you select **Update** or **Uninstall** on the **Printix Go** tab in Printix Administrator, an internal server error appears and the update or uninstallation fails.

These can happen if **Print** is set as the default wakeup screen.

Resolution for AltaLink printers:

1. In **Properties**, select **General Setup**.
2. In **Entry Screen Defaults**, set the default wakeup screen to be anything other than **Print**.

Resolution for VersaLink printers:

1. Select **Apps**.
2. In **Preferences**, set the wakeup screen to be anything other than **Print**.

How to test communication to Printix Cloud from the printer

Printix Go on the printer needs to be able to communicate to the Printix Cloud Internet endpoints:

- <https://device-api.printix.net>
- <https://api.printix.net>
- <https://on-device-printer-sign-in.printix.net>
- <https://on-device-printer-release-documents.printix.net>

You need to open the web browser on the printer. If the printer does not have web browser, try to access the Internet endpoints from a computer on the printer's network. See the printer's documentation on how to open the web browser. If Printix Go is already installed and sign in is required to access any function, including the web browser, you may need to [Uninstall Printix Go](#) from the printer to perform the tests. To perform the tests on Ricoh printers, you can [sign in as machine administrator](#) and then open the web browser.

1. On the printer's touchscreen, open the web browser.
 - In the browser, type: <https://device-api.printix.net/ws/ok>
If communication works, you should see a padlock next to the address and a page showing **ok**.
 - In the browser, type: <https://on-device-api.printix.net/ws/ok>
If communication works, you should see a padlock next to the address and a page showing **ok**.
 - In the browser, type: <https://api.printix.net>
If communication works, you should see a padlock next to the address and a page showing two brackets **{}**.
 - In the browser, type: <https://on-device-printer-sign-in.printix.net>
If communication works, you should see a padlock next to the address and a page showing a red circle with an exclamation mark.
 - In the browser, type: <https://on-device-printer-release-documents.printix.net>
If communication works, you should see a padlock next to the address and a page showing a red circle with an exclamation mark.
2. If communication fails, you need to have your network administrator unblock/whitelist the Internet endpoints ([complete list of Internet endpoints](#)).

See also:

- [About the Internet endpoints device-api.printix.net and on-device-api.printix.net](#)

How to troubleshoot scan to email

Use Telnet from the command line to troubleshoot scan to email.

Install Telnet Client

These instructions apply to Windows 10 and 11.

1. Open the **Control Panel** and select **Programs and Features**.
2. Select **Turn Windows Features on or off**.
3. Scroll down the list and select **Telnet Client**.
4. Select **OK**.

Send email from the command line via Telnet

Connect to the SMTP server:

1. Open a **Command prompt**.
2. To connect to the SMTP server (example: acme-com.mail.protection.outlook.com) on port 25, type:

```
telnet acme-com.mail.protection.outlook.com 25
```

Replace `acme-com.mail.protection.outlook.com` with your SMTP server address.
Should respond with its welcome banner.

Send the HELO command:

Some mail servers will accept the HELO on its own, others will require you to also provide a host or domain name along with it.

1. To send the HELO command, type:

```
helo acme.com
```

Replace `acme.com` with your email domain.
Should respond with Hello.

Use the MAIL FROM command:

1. Use the MAIL FROM command to specify the sender. Type:

```
mail from: john@acme.com
```

Replace `john@acme.com` with a valid email address.
Should respond with Sender OK.

Use the RCPT TO command:

1. Use the RCPT TO command to specify the receiver. Type:

```
rcpt to: jane@acme.com
```

Replace `jane@acme.com` with a valid email address.
Should respond with Recipient OK.

Use the DATA command to send data:

1. Use the DATA command to send data. Type:

```
data
```

If you just want to send a blank message, type a period (.) and press Enter. Otherwise, you can set a subject line for the message if you want. Use SUBJECT and then type your subject line, and press enter.

Should respond with Start mail input; end with ..

2. Use SUBJECT and end message with period.

`subject: this is a test.`

Should respond with Queued mail for delivery.

Chapter 16

Error messages

In this topic, you can read about possible error causes and solutions.

- [An error occurred](#)
- [Connecting to service](#)
- [Email already exists](#)
- [Email domain is not allowed](#)
- [Email invite has already been used or is expired](#)
- [Email is too large](#)
- [Fetching data](#)
- [Found no printers compatible with your computer](#)
- [ID provider not found](#)
- [ID provider does not match](#)
- [Image is too large](#)
- [Item does not exist](#)
- [Missing print driver](#)
- [Missing printer information](#)
- [No Printix Client acts as proxy on this network](#)
- [No connection to Active Directory server](#)
- [No connection to Microsoft Entra server](#)
- [No printer port selected on Windows](#)
- [No printers to add](#)
- [Not responding](#)
- [Permission denied](#)
- [Print issues](#)
- [Printer already exists](#)
- [Sign in issues](#)
- [Wrong ID code](#)
- [Wrong PIN code](#)
- [Tenant already exists](#)
- [Tenant does not exist](#)

- [This is not a printer](#)
- [Timeout](#)
- [Unable to perform action while Printix Client is on an unknown network](#)
- [Unknown model name](#)
- [Unknown reason](#)
- [User already exists](#)
- [User does not exist](#)
- [Username or password is wrong](#)

No Printix Client acts as proxy on this network

This network has no Printix Client to facilitate the communication from the Printix Cloud to your [network](#).

Resolution:

- Start Printix Client on your computer.
- Install Printix Client on at least one computer that is powered on at all times.
- If your company has multiple sites and/or [separate network](#) exist, a Printix Client should be running on each network.
- If you get this message despite computers being online on the network, it could be that one or more of the gateways of this network are wrong. Talk to you network administrator. To troubleshoot, you can try to [delete that gateway](#) from the network, and then select **Unknown networks** and open the **Gateway properties** page and select the **Computers** tab to check which computers are using the gateway (probably none, if it was a wrong gateway). Otherwise, [add the gateway to the network](#) again, and try the next one.

See also:

- [I started a trial at home, but why does it not work at my company?](#)

If none of the above resolves the problem within 5 minutes, [report the problem to our support](#), so we can help you.

Unable to perform action while Printix Client is on an unknown network

You have selected **Discover printers** on the [Computer properties](#) page, but the computer is unable to perform this, because it is currently on an unknown network.

Resolution: **Discover printers** from the **Printers** page.

Connecting to service

The Printix Client is trying to connect to the Printix Service on the computer. The message typically appears for a few seconds, followed by the message: [Fetching data](#). However, if the message is displayed for several minutes, it could be because:

- [Blocked by Antivirus product](#)
- [Printix Client for Mac reports: Connecting to service](#)
- [Printix Client for Mac reports: The Printix Client could not be started](#)
- [Printix Service is stopped](#)

Blocked by Antivirus product

Antivirus products are constantly having their definitions updated, and this may lead to an incorrect classification of the Printix Client software as malware.

Resolution: See your Antivirus product documentation on how to **make exclusions** for the Printix Client. Typically, you need to do this for:

- **Folder:** C:\Program Files\printix.net\Printix Client*
- **File:** C:\Program Files\printix.net\Printix Client\PrintixClient.exe
- **File:** C:\Program Files\printix.net\Printix Client\PrintixService.exe
- **Processes:** C:\Program Files\printix.net\Printix Client\PrintixClient.exe
- **Processes:** C:\Program Files\printix.net\Printix Client\PrintixService.exe

If an Antivirus product has quarantined the PrintixService.exe and/or removed it, you may have to install the Printix Client again. You can download both the EXE and MSI from the [Software](#) page.

Antivirus software might also mistakenly set alerts for:

- **File:** C:\Program Files\printix.net\Printix Client\PrintixServiceTask.xml

This XML file is used for situations where the PrintixClient.exe finds that the Printix Service is not running, and then it can use this to start the Printix Service with the command: `net start PrintixService`.

It is expected behavior for PrintixClient.exe to use SNMP and do a network discovery. Also, it uses the commands:

- `netsh wlan show interfaces`
- `arp -a`

Printix Client for Mac reports: Connecting to service

If you have run, for example, CleanMyMac or a similar product, this may have broken the Printix Client installation on the Mac.

Resolution: In **Activity Monitor**, find **Printix Service** and **Force Quit** it, then install the Printix Client again.

Another reason can be if **localhost** is not configured on the computer.

1. Select the search icon in the top right corner.
2. Type: terminal, and press **Enter**.
3. In the **Terminal** window, type: ping localhost.

Resolution: If you get no response from ping, then open **Finder**.

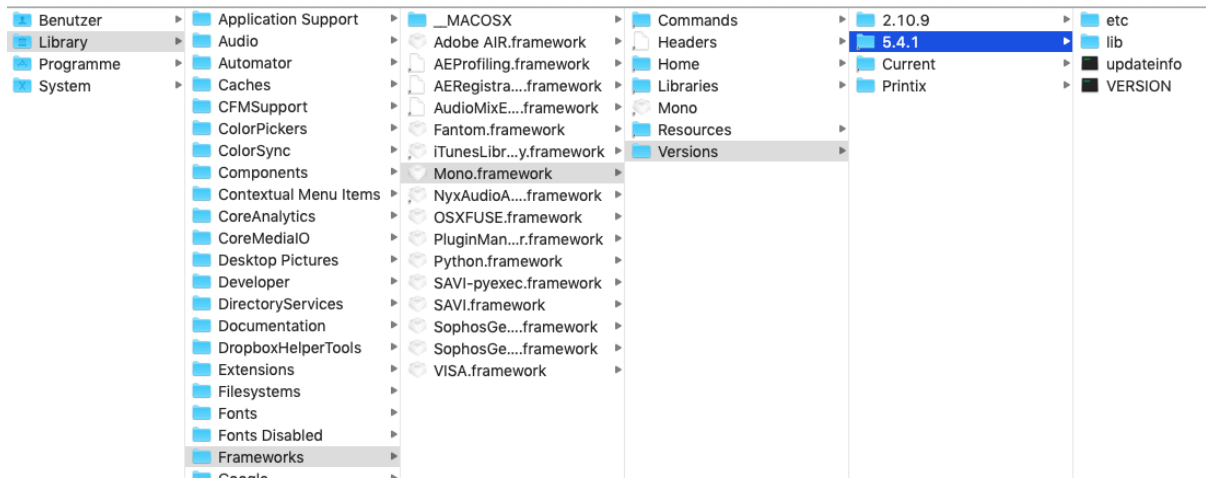
1. Select the search icon in the top right corner.
2. Type: finder, and press **Enter**.
3. In **Go to the folder**, enter `/private/etc/hosts`.
4. Select **Go**.
5. Select and drag the hosts file and drop it on the desktop.
You can freely edit the file on the desktop.
6. Open the hosts file in, for example, **TextEdit**, and add the line: 127.0.0.1 localhost.
7. Save the file.
8. Select and drag the edited hosts file and drop it on the `/private/etc` folder in **Finder**.

Printix Client for Mac reports: The Printix Client could not be started

This can occur if an earlier version than 5.4.1 of Mono is installed on the Mac. Printix Client will, during startup, generate a certificate that is used for internal (within the computer itself) communication. On Mac computers, this is done using the Mono framework. The Mono framework is a C# emulating framework where you can execute C# (.Net) code on a Mac or Linux computer. The PrintixService.log will typically include the error message: Input data cannot be coded as a valid certificate.

Check if an older version of Mono is installed. Use the keyboard shortcut to open **Finder** and go to the folder:

1. Press **Shift+Command** ⌘+G.
2. In **Go to the folder**, enter `/Library/Frameworks/Mono.framework/Versions`.
3. Select **Go**.



If an older version (2.10.9) is installed, use the below commands to remove it:

4. Select the search icon in the top right corner.
5. Type: terminal, and press **Enter**.
6. To uninstall the Printix Client, type:



```
sudo /Users/Shared/.Printix.net/Service/uninstallMac.sh
```
7. To navigate to `/Library/Frameworks/Mono.framework/Versions`, type:


```
cd /Library/Frameworks/Mono.framework/Versions
```
8. To remove the Current folder, type:


```
sudo rm Current
```
9. To link the 5.4.1 version to Current, type:


```
sudo ln Current /Library/Frameworks/Mono.framework/Versions/5.4.1
```
10. Reinstall the Printix Client, and verify that it is working.

Printix Service is stopped

i When the Printix Client is unable to connect to the Printix Service on the computer, a red circle with a line will be displayed on the Printix Client icon .

Resolution: [Start the Printix Service](#) or restart the computer. You may also want to check if another process is using the ports 21338 and 21339. [Submit a support request](#) if it keeps happening. Include the name of the computer and the approximate time, when this happened. If possible, also supply the following from the computer that seems to be stuck in **Connecting to service**:

- [Windows logs](#)
- [Printix Client logs](#)

How to check what ports are in use on Windows

1. Open a command prompt and type: `netstat -ab -p TCP`.
2. In the output, look for ports 21338 and 21339.

3. Look for the name of the process that uses the ports. If the process is **System** or **4**, restart the computer.

How to check what ports are in use on Mac

1. Select the search icon in the top right corner.
2. Type: `Network Utility`, and press **Enter**.
3. Select the **Port Scan** tab.
4. In **IP address**, type: `127.0.0.1`.
5. Select **Scan**.
6. Look for the name of the process that uses the ports.

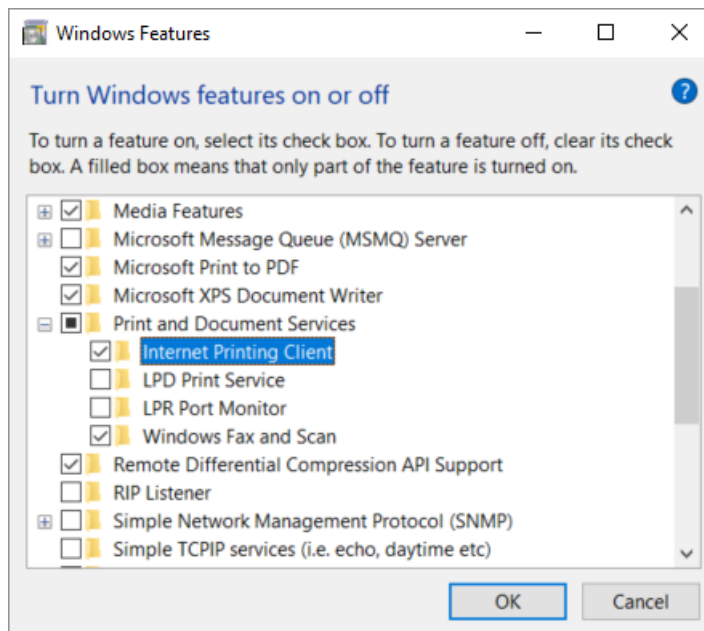
No printer port selected on Windows

On a Windows computer, when you open the **Printer properties** dialog box and select the **Ports** tab, the Printix printer does not have a selected **Internet port**.

Resolution: Enable **Internet Printing Client** on the computer.

When Printix Client is installed, it should automatically enable **Internet Printing Client** on the computer. However, there might be a policy on the computer that prevents this Windows feature from being turned on.

1. Open the **Control Panel** and select **Programs and Features**.
2. Select **Turn Windows feature on or off**.



3. In the **Windows Features** dialog, scroll to and expand **Print and Document Services**.
4. Select **Internet Printing Client**.


5. Select **OK**.
6. Restart the computer.

An error occurred

An unknown error occurred.

Resolution: Try again. If the problem persists, report the problem with as much detail as possible.

Item does not exist

- The printer, user, or computer you are modifying has meanwhile been deleted, perhaps by another user with administrative rights.
Resolution: The list with the item, for example, the list of printers, is automatically refreshed. After the refresh, the item you were working on should be gone from the list. To find out more about the deleted item, use [History](#) .
- Attempting to access the Printix Download page (Example: <https://acme.printix.net/download>), but the tenant name (acme) does not exist or is misspelled.
Resolution: Enter the correct download address in the web browser.


User already exists

User is already added.

Resolution: Do not add the user again.

User does not exist

The user does not exist. The user may have been deleted.

Resolution: Refresh the list of users. After the refresh, the user you were working on should be gone from the list. To find out more about the deleted user, use [History](#) .

User name or password is wrong

Sign-in reports: **Username or password is wrong.**

Resolution: Enter your correct username and password. If you registered with your email address, enter your email address as the username.

- See also: [How to reset your password](#)

Email already exists

The email is already in use.

Resolution: Use another email.

Email domain is not allowed

You are trying to [self-register](#), but your email is not allowed.

Resolution: Contact an administrator and ask to be [invited](#).

Email invitation has already been used or is expired

The link in the email can only be used once for activation, and it must happen within 72 hours.

- You signed up and got your Printix Home, but you did not download, install, and sign in to the Printix Client on a Windows or Mac computer, and now you have tried to resume the setup by selecting the **Get started** link in the email with the subject **Welcome to Printix**.

Resolution: Open the email with the subject **Get started with Printix**, then resume and complete the setup. Use a Windows or Mac computer to complete the steps described in [Getting started](#).

- You have already registered by selecting **Get started** in the email with the subject **Welcome to Printix**, but you did not download the Printix Client.

Resolution: Open the email with the subject **Get started with Printix**, then use a Windows or Mac computer to complete the steps described in [Install Printix Client](#).

- More than 72 hours passed before you selected **Get started** in the email with the subject **Welcome to Printix**.

Resolution: Contact the sender and ask for a new [invitation email](#).

No connection to Active Directory server

You cannot sign in with your network username and password.

Resolution for user: Contact your administrator.

Resolution for administrator:

- Select [Active Directory authentication](#) settings.
- A computer with Printix Client must be online on **Network1**, otherwise, the on-premise Active Directory server cannot be contacted for authentication.
- If it does not work with secure LDAPS, it could be a result of certificate errors.

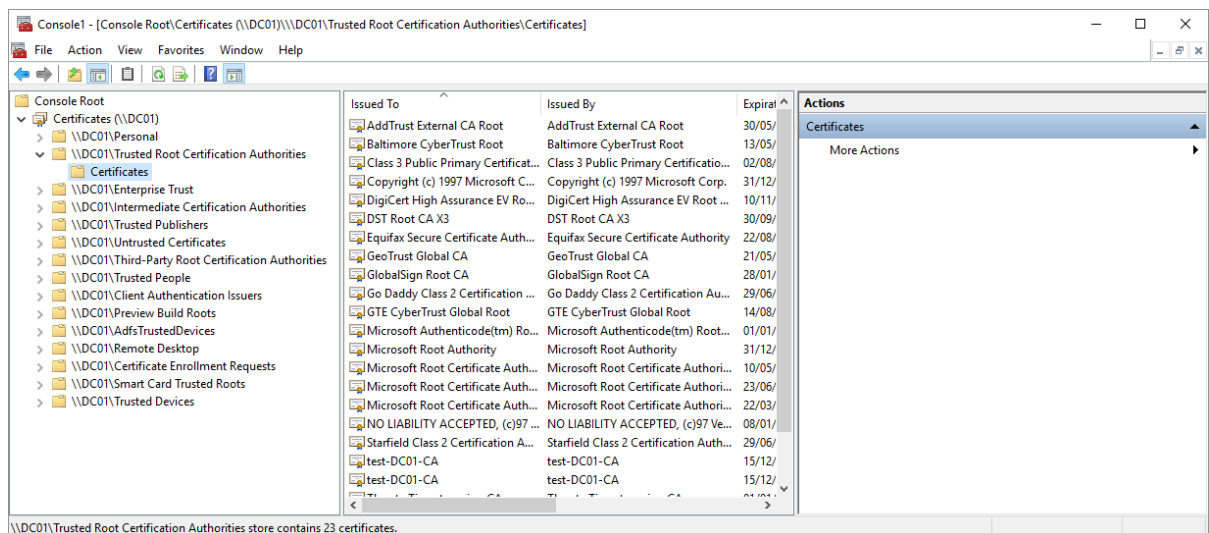
Secure LDAPS certificate errors

- [Verify certificates and the certificate chain](#)
- [Import certificate to the local machine certificate store](#)
- [Microsoft certificate error codes](#)

Verify certificates and the certificate chain

Follow the instructions below to verify the certificates on the Active Directory server (Domain Controller):

1. Press **Windows+R**.
The **Run** dialog box appears.
2. Type: mmc, and select **OK** to open the **Microsoft Management Console**.
3. On the **File** menu, select **Add/Remove Snap-in**.
4. In the **Add or Remove Snap-ins** dialog box, select **Certificates** and select **Add**.
5. In the **Certificates snap-in** dialog box, select **Computer account** and select **Next**.
6. In the **Select computer** dialog box, select **Another computer**, and select **Browse**.
7. In **Enter the object name to select**, type the hostname of the Domain Controller (such as DC01). Select **Check Names**.
8. Select **OK**.
9. Select **Finish**.
10. Select **OK**.



11. The **Microsoft Management Console** now includes the **Certificates** snap-in for the Domain Controller (DC01).
12. Expand **Trusted Root Certification Authorities** to see a list of the certificates.
13. **Open** each certificate. Select the **Certification Path** tab, and select the **Certificate status**.

14. Verify that the certificates in the certificate path are stored accordingly in:

- **Trusted Root Certification Authorities**
- **Intermediate Certification Authorities**

Import certificate to the local machine certificate store

As the Printix Service (PrintixService.exe) runs under the local system account, the certificate used for Secure LDAPs connection, must be in the **Local machine certificate store** on the users' computers. If any of the certificates in the certification path are only stored in the **Current user certification store**, then Active Directory authentication will not work.

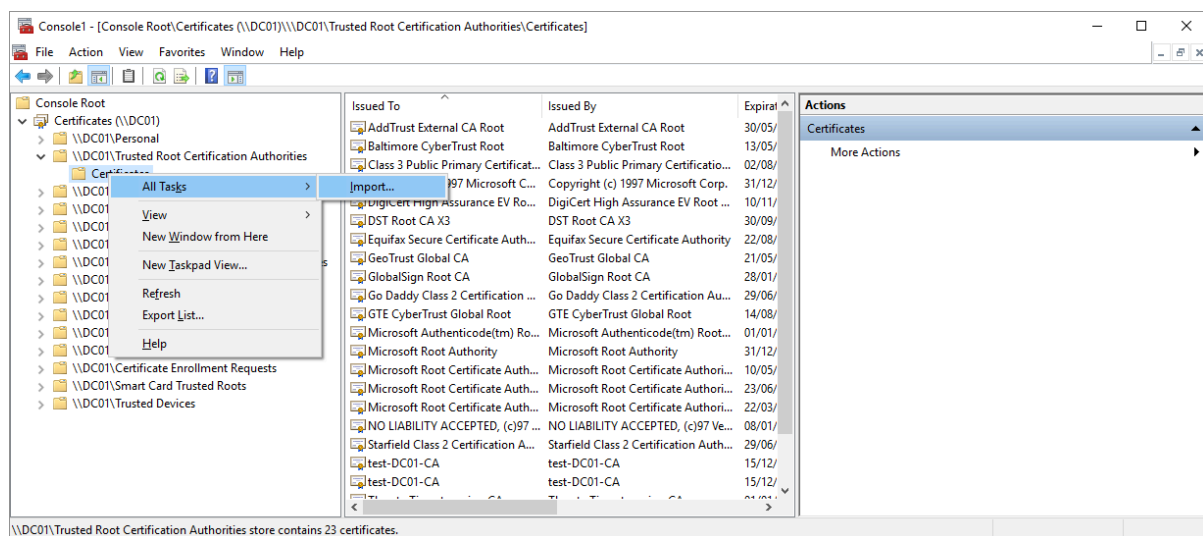
- **Local machine certificate store**

This type of certificate store is local to the computer and is global to all users on the computer. This certificate store is located in the registry under the HKEY_LOCAL_MACHINE root.

- **Current user certificate store**

This type of certificate store is local to a user account on the computer. This certificate store is located in the registry under the HKEY_CURRENT_USER root.

To resolve this, the certificate file must be installed on each computer:



i The steps below are the same if you use **certmgr.msc** instead of mmc. To update multiple computers, consider using command line utility, Microsoft Certificate Manager Tool ([certmgr.exe](#)).

1. Right-click **Trusted Root Certification Authorities**, select **All Tasks** and select **Import**. The **Certificate Import Wizard** appears.
2. Select **Next**.
3. **Browse** to and select the folder with the certificate file.
4. Select **X.509 Certificate** (.cer or .crt) and select **All files**.
5. Select the certificate file and select **Open**.
6. Select **Next**.

7. Select **Browse**.
8. In the **Select Certificate Store**, select **Show physical stores**.
9. Scroll to the top and select **Trusted Root Certification Authorities**.
10. Select **Local Computer**, select **OK**.
11. Select **Next**.
12. Select **Finish**.

Microsoft certificate error codes

- **CertEXPIRED** = 0x800B0101
- **CertVALIDITYPERIODNESTING** = 0x800B0102
- **CertROLE** = 0x800B0103
- **CertPATHLENCONST** = 0x800B0104
- **CertCRITICAL** = 0x800B0105
- **CertPURPOSE** = 0x800B0106
- **CertISSUERCHAINING** = 0x800B0107
- **CertMALFORMED** = 0x800B0108
- **CertUNTRUSTEDROOT** = 0x800B0109
- **CertCHAINING** = 0x800B010A
The certificate chain up to the Root Certification Authority (CA) is not found or invalid.
- **CertREVOKED** = 0x800B010C
- **CertUNTRUSTEDTESTROOT** = 0x800B010D
- **CertREVOCATION_FAILURE** = 0x800B010E
- **CertCN_NO_MATCH** = 0x800B010F
The certificate does not contain the name of the host we are trying to connect to.
- **CertWRONG_USAGE** = 0x800B0110
- **CertUNTRUSTEDCA** = 0x800B0112

No connection to Microsoft Entra ID

You cannot sign in with your Microsoft work or school account.

Resolution for user: Contact your administrator.

Resolution for administrator: Check [Microsoft Entra authentication](#) settings.

ID provider not found

- You tried to sign in with an account that is not configured to work with this Printix Home.
- You selected **Sign in with Google**, but instead of using your work account, you used your private gmail account.

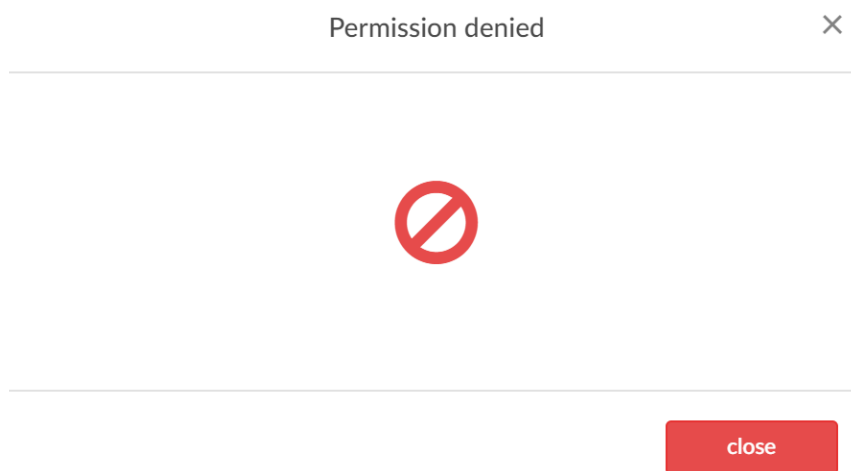
Resolution: Sign in with the correct account. If this also fails, contact your administrator.

ID provider does not match

- You tried to sign in with an account that is not configured to work with this Printix Home.
- You selected **Sign in with Google**, but instead of using your work account, you used your private gmail account.

Resolution: Sign in with the correct account. If this also fails, contact your administrator.

Permission denied



- You are trying to sign in to Printix Administrator, but your role does not allow this.
Resolution: Do not attempt to sign in to Printix Administrator. Alternatively, contact your administrator and ask to have your role changed.
- You are a [site manager](#) and you are trying to change a setting you are not allowed to change.
Resolution: Do not attempt to change the setting.
- You are trying to save changes in Printix Administrator, but your Printix account has expired.
Resolution: Add a credit card on the [Subscription](#) page. Alternatively, contact us or submit a [support request](#) and we will get back to you.

Wrong ID code

You attempted to sign in at the printer ([Printix Go](#)), but you entered the wrong ID code.

Resolution: Try again, but this time, select the **Eye**  to see the digits entered and verify that they are the correct digits.

See also:

- [How to sign in with an ID code at the printer](#)
- [How to see and reset the ID code](#)

Wrong PIN code

You attempted to sign in at the printer ([Printix Go](#)), but you entered the wrong PIN code.

Resolution: Try again, but this time, select the **Eye**  to see the digits entered and verify that they are the correct digits.

Other PIN code messages:

- **PIN code disabled**

This message appears after three consecutive, failed sign-in attempts. In this case, you must open the Printix App, reset the PIN code, and enter a new and different value. Otherwise, the Printix App displays The new PIN code must be different from the previous one.

- **Wrong PIN code. Remaining attempts: X**

This message appears when the wrong PIN code is entered.

- **You need to create a PIN code**


This message appears if a PIN code is required but not yet created by the user. You must open the Printix App and create a PIN code.

See also:

- [How to sign in with an ID code at the printer](#)
- [How to sign in with card at the printer](#)
- [How to see and reset the ID code](#)
- [How to create and reset the PIN code](#)


No printers to add

Printix Client reports: **No printers to add.**

- Resolution for user: Your computer may be on an unknown network (the Printix Client icon has a yellow dot ). Try adding a printer when you are back on a known network. Alternatively, contact your administrator.
- Resolution for administrator: [Add printer](#) in Printix Administrator.

Found no printers compatible with your computer

No printers are listed in the Printix Client.

- Resolution for user: If a yellow dot is shown on the Printix Client icon , it could be that your computer is on an unknown network, probably because you are at home or traveling. Try again at work. Otherwise, contact your administrator.

- Resolution for administrator: No printer driver is selected for the Windows/Mac edition. See [How to change the print driver](#).

Printer already exists

The printer you are trying to add is already known by Printix.

Resolution: If you fail to add the printer, delete the printer from the [Unregistered printers](#) page and then add it again.

Printer registration issues

For troubleshooting, see:

- [Discover printers does not find printer](#)
- [No Printix Client acts as proxy on this network](#)
- [Not responding](#)
- [This is not a printer](#)
- [Missing printer information](#)
- [Missing print driver](#)
- [Fetching data](#)
- [Unknown model name](#)
- [Unknown reason](#)
- [Timeout](#)

See also: [Unregistered printers](#)

Discover printers does not find printer

- A **Discover printers** does not add the printer as expected.
Resolution: Confirm the following requirements.
 - Ensure that the printer is powered on.
 - Ensure that the printer is connected to the network.
 - If the printer is on a different subnet than the computer doing the discovery, add a printer from that subnet manually, then do a discovery to find additional printers on that subnet.
 - Ensure that the printer address is the IP address (such as 192.168.2.10) or hostname of the printer.
- The **Discover printers** process takes a very long time.
 - If you run **Discover printers** on a print server, the process may take several minutes depending on the number of printers and subnets.

Resolution: Be patient.

- The **Discover printers** process seems to time out.
 - During the **Discover printers** process, the Printix Client uses [ping](#) and [SNMP](#) to verify the connection to the printer and retrieve information about the printer and its properties. If networks are switched with certain security features enabled, this could result in the computer being temporarily disconnected from the network. This condition may last for several minutes, and during this time you would not be able to get **Diagnostics** from the computer. You can use [SnmpWalk](#) to test that SNMP communication is working.

Resolution: Contact your network administrator.

Not responding

The printer is not responding.

Resolution: Confirm the following requirements.

- Ensure that the printer is powered on.
- Ensure that the printer is connected to the network.
- Ensure that the printer address is the IP address (such as 192.168.2.10) or hostname of the printer.

See also: [How to give a printer a static IP address](#)

This is not a printer

The entered address does not point to a printer.

Resolution: Correct the address so it points to the printer.

Missing printer information

Unable to get any information from the printer.

Resolution: Confirm the following requirements, then try again.

- Ensure that [SNMP](#) is not disabled on the printer.
- Ensure that the communication is not blocked by a firewall.

We recommend to restart the printer after having made changes to its SNMP configuration. You can use [SnmpWalk](#) to test that SNMP communication is working.

For SNMP communication to work, [UDP port 161](#) must be open. Consult your printer's documentation to find out where SNMP is configured on your printer's web page. If the printer does not support SNMP, you can use [Manual registration](#) on the **Unregistered printers** page.

Missing print driver

No print driver is selected.

Resolution: [Add the print driver](#) to the Printix driver store.

Fetching data

- Trying to fetch data from the printer, or the Printix Client is trying to contact the Printix Cloud.
- Verify that you can reach the printer, that is, you can ping the printer from a computer with Printix Client on the printer's network.

Resolution: Wait until data has been fetched. Submit a support request if the issue persists.

- An unregistered printer displays the message "Fetching data." This is an expected issue with [HP Gemstone 2 printers](#).

Resolution: [Add the printer manually in Printix Administrator](#).

Unknown model name

Unable to get the model name from the printer.

Resolution: Confirm the following requirements, then try again.

- Ensure that [SNMP](#) is not disabled on the printer.
- Ensure that the communication is not blocked by a firewall.

We recommend to restart the printer after having made changes to its SNMP configuration. You can use [SnmpWalk](#) to test that SNMP communication is working.

Unknown reason

An unknown reason.

Resolution: Try again. If the problem persist, report the problem.

Timeout

A timeout occurred.

Resolution: Try again.

Capture issues

- [Email is too large](#)
- [Image is too large](#)
- [Capture failed \(Scan\). Reason: Transfer failed to computer](#)

Email is too large

The attachment to the email is too large. The hard size limit is 25 MB, but as the data is base64-encoded, the file size limit is closer to 18 MB.

Image is too large

For capture, the minimum width or height for an image file is 16 by 16 pixels; the maximum is 8400 pixels (71 cm or 28 inches at the resolution 201 to 600 dpi).

Capture failed (Scan). Reason: Transfer failed to computer

You have been trying to use Printix Capture on [HP](#) or [Konica Minolta](#), but the printer is unable to reach the computer with Printix Client by hostname. This is a requirement, because the printer/computer scan connection uses secure HTTPS communication, and to avoid having to renew certificates whenever the computer changes IP address, it must be possible to reference the computer by hostname.

- Computer must have a fully qualified domain name (FQDN).

If the computer is running on a VM, see the Microsoft documentation: [Create a fully qualified domain name for a VM in the Azure portal](#).

Ping Windows computer by hostname

Use the below command from another computer on the printer's network to verify that you can ping the computer by hostname, that is, the computer that was responsible for the transfer.

1. Open a **Command prompt** and type: `ping {COMPIX.acme.com}`
{COMPIX.acme.com} is the computer's fully qualified domain name.

Tenant already exists

You are signing up for Printix, but the text you entered in [your Printix Home](#) is already in use by another tenant.

Resolution: Change the value and try again.

Tenant does not exist

The web address you are entering is not the Printix Home of your company (acme).

- Example: `https://acme.printix.net`

Resolution: Correct the web address.

Do not put `www` in front of the address, because your browser will report the page as not private, untrusted, or as having problems with the security certificate.