



# Tungsten Printix Technical Specifications

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**TUNGSTEN**  
**AUTOMATION**

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# Introduction

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

# Product requirements

## Web-based administrative and user interfaces

Specification	Description
<b>Browser</b>	<ul style="list-style-type: none"><li>• Google Chrome 121 or higher</li><li>• Microsoft Edge 122 or higher</li><li>• Mozilla Firefox 122 or higher</li><li>• Apple Safari 15 or higher<ul style="list-style-type: none"><li>• Private mode is not supported.</li></ul></li></ul>
<b>Supported languages</b>	<ul style="list-style-type: none"><li>• Arabic</li><li>• Chinese (Simple)</li><li>• Chinese (Traditional)</li><li>• Danish</li><li>• Dutch</li><li>• English</li><li>• Finnish</li><li>• French</li><li>• German</li><li>• Hebrew</li><li>• Italian</li><li>• Japanese</li><li>• Korean</li><li>• Norwegian</li><li>• Polish</li><li>• Portuguese</li><li>• Romanian</li><li>• Spanish</li><li>• Swedish</li></ul>

## Printix Client for Mac

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>• macOS 14 Sonoma</li> <li>• macOS 13 Ventura</li> <li>• macOS 12 Monterey</li> </ul> <p>No longer supported in this release:</p> <ul style="list-style-type: none"> <li>• macOS 11 Big Sur</li> <li>• macOS 10.15 Catalina</li> <li>• macOS 10.14 Mojave (64-bit)</li> <li>• macOS 10.13 High Sierra (64-bit)</li> <li>• macOS 10.12 Sierra (64-bit)</li> </ul> <div style="background-color: #e0f2f1; padding: 10px; border: 1px solid #ccc;"> <p><b>i</b> On Mac computers, you may get the message: "Printix Client.pkg can't be opened because Apple cannot check it for malicious software." See <a href="#">Printix Client for Mac will not install on macOS</a>.</p> </div>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>• The Printix Client supports Mac computers with Apple M series chips (M1, M2, ...) if the <a href="#">Rosetta</a> software from Apple is installed.</li> <li>• TLS 1.2</li> </ul>
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> </ul>

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

## Printix Client for Windows

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>Windows 11</li> <li>Windows 10 (64-bit)</li> </ul>
<b>Server operating systems</b>	<ul style="list-style-type: none"> <li>Windows Server 2022</li> <li>Windows Server 2019</li> <li>Windows Server 2016</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>Internet Printing Client must be enabled.</li> </ul> <p><b>i</b> The Printix Client attempts to enable the Internet Printing Client during installation, unless it is prevented by a policy. To manually enable it, see <a href="#">Enable Internet Printing Client</a> in the <i>Printix Administrator Help</i>.</p> <ul style="list-style-type: none"> <li>Printix Client requires <a href="#">.NET Desktop Runtime 6</a>.</li> <li>TLS 1.2</li> </ul> <p><b>i</b> On Windows computers where TLS 1.2 is disabled, the Printix Client does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>.</p>
<b>Supported languages</b>	<ul style="list-style-type: none"> <li>Arabic</li> <li>Chinese (Simple)</li> <li>Chinese (Traditional)</li> <li>Danish</li> <li>Dutch</li> <li>English</li> <li>Finnish</li> <li>French</li> </ul>

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

## Printix Redirector (Printix Hybrid Cloud Print Enabler)

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>• Windows 11</li> <li>• Windows 10 (64-bit)</li> </ul>
<b>Server operating systems</b>	<ul style="list-style-type: none"> <li>• Windows Server 2022</li> <li>• Windows Server 2019</li> <li>• Windows Server 2016</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>• Printix Redirector requires <a href="#">.NET Desktop Runtime 6</a>.</li> <li>• TLS 1.2</li> </ul> <p><b>i</b> On Windows computers where TLS 1.2 is disabled, the Printix Redirector does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>.</p>



## Printix Configurator

Specification	Description
<b>Client operating systems</b>	<ul style="list-style-type: none"> <li>Windows 11</li> <li>Windows 10 (64-bit)</li> </ul>
<b>Server operating systems</b>	<ul style="list-style-type: none"> <li>Windows Server 2022</li> <li>Windows Server 2019</li> <li>Windows Server 2016</li> </ul> <p><b>i</b> Windows Server Core is NOT supported, but you can migrate Windows Server Core printers to Printix. See <a href="#">How to migrate Windows Server Core</a> in the <i>Printix Administrator Help</i>.</p>
<b>Browser</b>	A supported browser must be installed and set as the default on the computer.
<b>Required third-party technologies</b>	<ul style="list-style-type: none"> <li>Printix Configurator requires <a href="#">.NET Desktop Runtime 6</a>.</li> <li>TLS 1.2</li> </ul> <p><b>i</b> On Windows computers where TLS 1.2 is disabled, the Printix Configurator does not work. In this case, see the <a href="#">instructions</a> in the <i>Printix Administrator Help</i>.</p>
<b>Supported languages</b>	English

## Mobile application (Printix App)

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

## Printix Chromebook

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

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

## Printix Go

Specification	Description
<b>Hardware</b>	<p>Printix Go is available for selected printer models from the printer vendors below.</p> <ul style="list-style-type: none"> <li>• Brother</li> <li>• Epson</li> <li>• Fujifilm</li> <li>• HP</li> <li>• HP Workpath</li> <li>• Konica Minolta</li> <li>• Kyocera</li> <li>• Lexmark</li> <li>• Ricoh</li> <li>• Xerox</li> </ul>

Specification	Description
<b>Supported languages</b>	<p data-bbox="878 359 1446 436"><b>i</b> Some Printix Go applications may not support some of these languages.</p> <ul data-bbox="857 470 1117 1150" style="list-style-type: none"> <li>• Arabic</li> <li>• Chinese (Simple)</li> <li>• Chinese (Traditional)</li> <li>• Danish</li> <li>• Dutch</li> <li>• English</li> <li>• Finnish</li> <li>• French</li> <li>• German</li> <li>• Hebrew</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese</li> <li>• Romanian</li> <li>• Spanish</li> <li>• Swedish</li> </ul>

## Printer requirements

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

Specification	Description
<b>Network</b>	<p data-bbox="857 1430 1341 1459">Network connected with a static IP address</p> <p data-bbox="857 1470 1040 1499">Communication:</p> <ul data-bbox="857 1507 1463 1661" style="list-style-type: none"> <li>• SNMP v1 and v3 <ul data-bbox="885 1541 1463 1598" style="list-style-type: none"> <li>• Printers that do not support SNMP can be added manually.</li> </ul> </li> <li>• Raw (port 9100), IPPS (port 443, 631), IPP (80, 631), or LPR (port 515)</li> </ul>

Specification	Description
<b>Page counting</b>	PCL5, PLC6, PDF, PostScript, Canon UFR II, and Epson (ESC/PAGE and ESC/P-R) <ul style="list-style-type: none"><li>• Pages are not counted for printers that rely on the computer to process the page.</li></ul>
<b>Additional notes</b>	<ul style="list-style-type: none"><li>• Toner levels are not reported on the following printers:<ul style="list-style-type: none"><li>• Datamax printers</li><li>• Godex label printers</li><li>• HP Deskjet 3830 series printers</li><li>• TSC label printers</li><li>• Zebra label printers</li></ul></li><li>• USB printers can be tracked with Printix Redirector (Printix Hybrid Cloud Print Enabler).</li></ul>