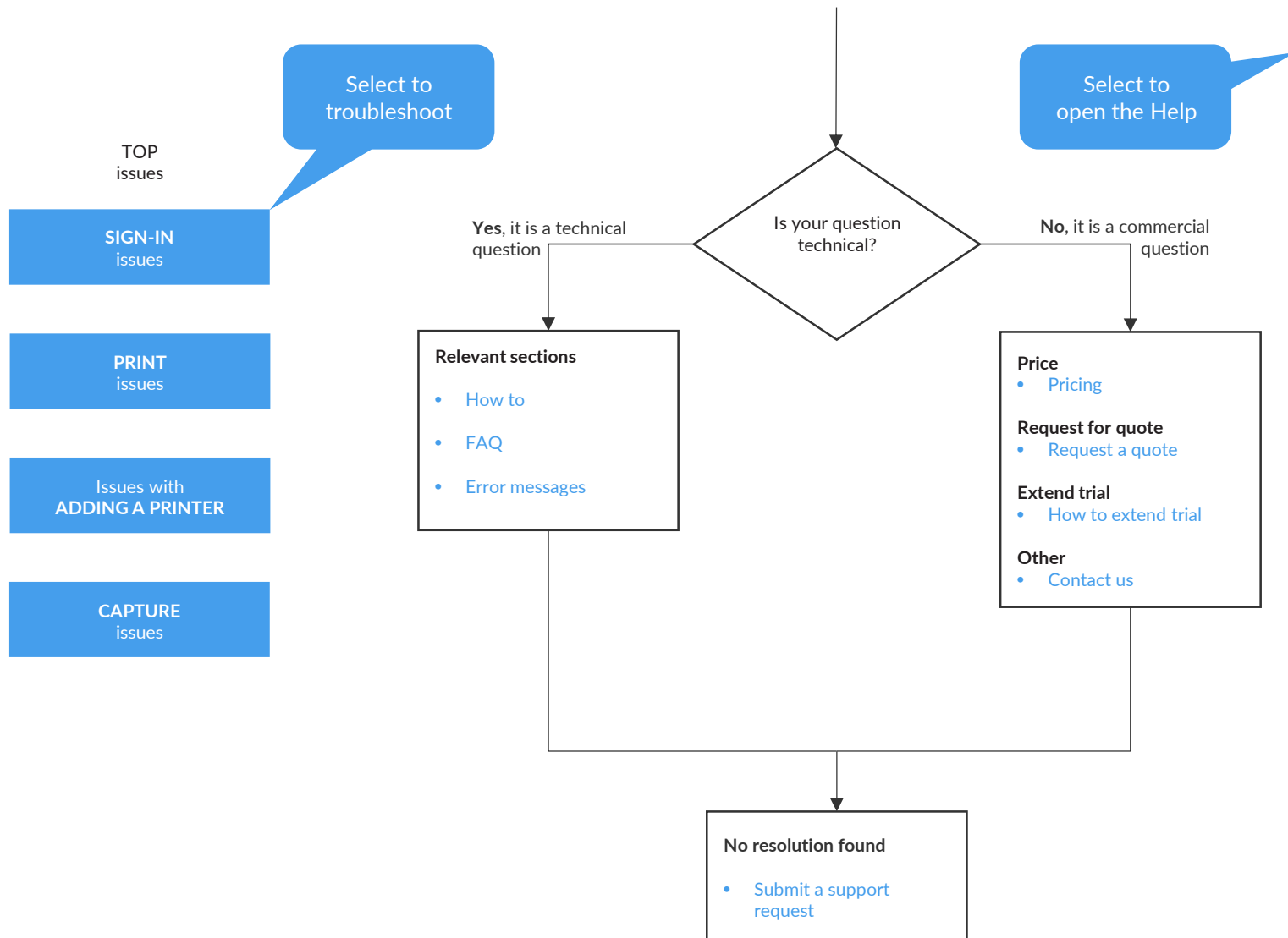


Printix Troubleshooter

TUNGSTEN
AUTOMATION

Printix



About Printix

Printix is a cloud-based, multi-tenant subscription service, specially designed and structured to provide a complete, centrally managed

print infrastructure

with [Printix Administrator](#). No on-premise servers or databases are required. Printix runs with the [Printix Client](#) software installed on users' computers (Windows and Mac).

Additional functionality

- Secure print
- Mobile print
- Capture and workflow
- Cloud storage
- Print from Chrome
- Universal Print by Microsoft
- Analytics and reports
- Hybrid Cloud Print Enabler
- Home office printing
- Delegated print management
- Cloud Print API

SIGN-IN issues

Yes, sign-in to Printix Client does not work

Is the issue only with **Printix Client**?

No

- Your sign-in was successful but does not meet the criteria to access this resource
- Not signed in after signing in to the Printix Client

Yes, sign-in to Printix Administrator does not work

Is the issue with **Printix Administrator**?

No

Open your browser in **Incognito** or **Incognito** mode and enter your Printix Home (acme) followed by /admin

Example:
<https://acme.printix.net/admin>

If you **Sign in with Email**, you may have forgotten your password.

- Reset password

The user does not have the **System manager** or **Site manager** role

- Permission denied

Yes, sign-in to Printix App does not work

Is the issue with **Printix App**?

No

Check if any security software is blocking communication to the [required URLs](#)

Yes, user is not signed in to Printix for Chromebook

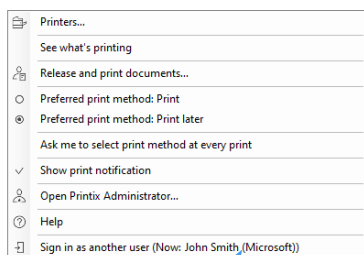
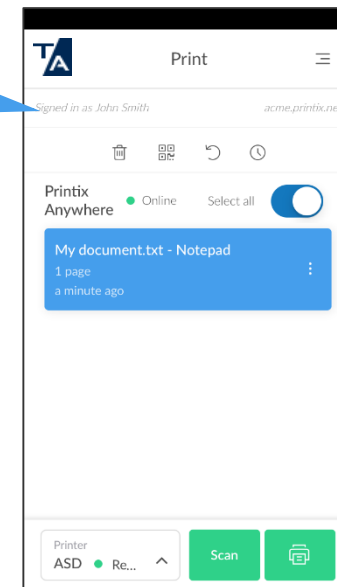
Is the issue with **Printix for Chromebook**?

- Sign in to the Chrome browser with your Google Workspace account

NO RESOLUTION FOUND

- Submit a support request

Printix App
See who is signed in



Printix Client
See who is signed in

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PRINT issues

Yes, it used to work and now it does not work

Has printing stopped working for many printers and users?

No, only a single user cannot print

If the printer network has changed (new or replaced router), it can break the printing functionality.

RESOLUTION: Add the new gateway to the printer network.

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

Yes, it is just a single printer

Is it a single printer the user cannot print to?

No, all printers on the user's computer do not work

Can it be that the print driver and printer are not compatible?

- [How to change print driver](#)

If other users can print to the printer using the same print queue (and print driver), try to remove the print queue on the computer and add it again

Perhaps there is a **policy** on this computer that prevents the submitted documents from being printed.

- [The submitted document does not get printed](#)

If printing happens [through the cloud](#), a Printix Client must be online on the printer's network.

NO RESOLUTION FOUND

- [Submit a support request](#)

GROUPS

If **Groups** are configured to give **Exclusive access** to print queues, a user who is not a member of the group sees a message, such as:

- *Print to BNM is not allowed.*

BASIC PRINTER CHECKS

- Is the printer online?
- Is the printer
 - Paused
 - Jammed
 - Out of paper
 - Having other issues

Ready

Warning

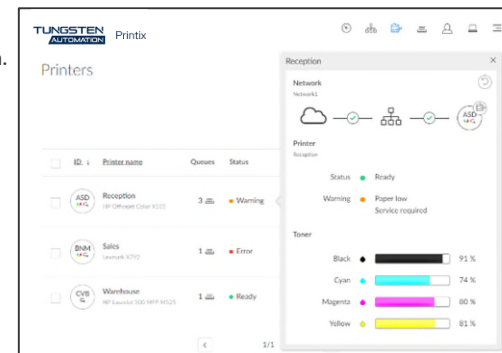
Error

Printer is **not monitored** or **not responding**

The status text is the last known status of the printer

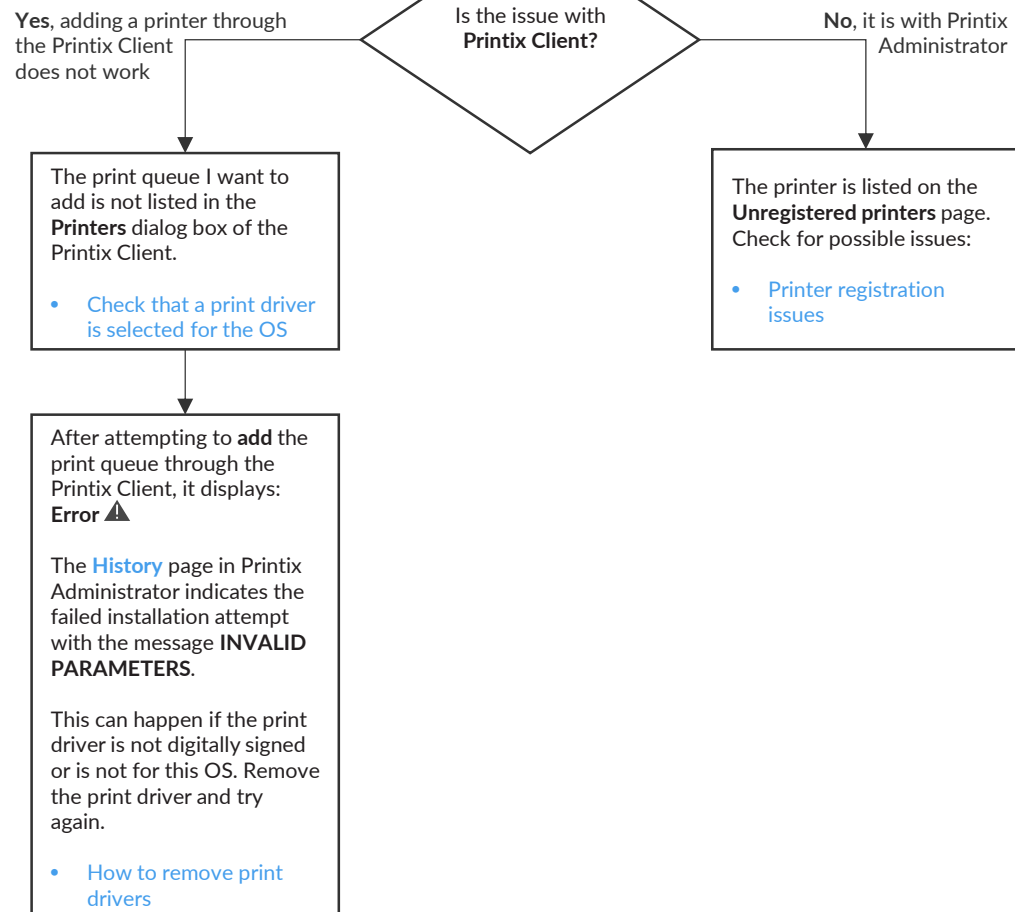
The **Status** of the printer can be checked as follows:

- In **Printix Administrator**:
1. Select the status icon.
 2. Select **Refresh** to collect the latest status from the printer.



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Issues with ADDING A PRINTER

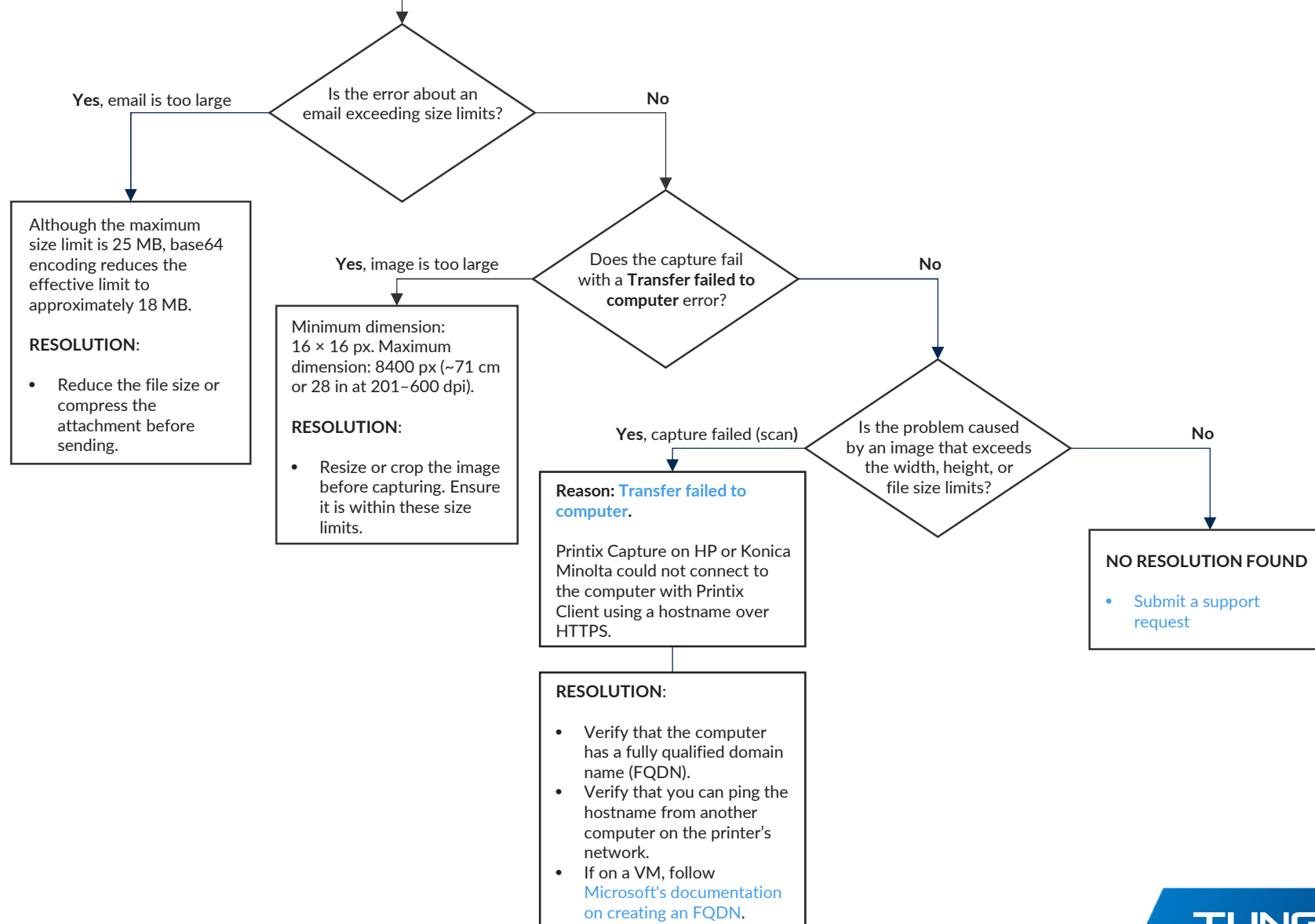


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GROUPS

If **Groups** are used to give [Exclusive access](#) to print queues, then a user who is not a member of the group will NOT see the print queue in Printix Client.

CAPTURE issues



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