



printix

BY TUNGSTEN AUTOMATION

Administrator Manual

Printix Administrator Manual

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printix.net

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1. Introduction

We take management out of print management. This manual is intended for administrators.

Popular topics

- [How it 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](#)



[Select cover to open as PDF](#)

✿ How to have your web browser [translate Printix manuals](#).

User manual

- [Printix User Manual](#)
Describes how to use Printix flexible, secure and mobile printing.

Implementation manual

- [Printix Implementation Manual](#)
Describes how to implement Printix.

What is new?

Please visit [Product Support](#) to see the latest:

- [Changelog](#).
- If visible, select the **News**  icon in Printix Administrator.

About this manual

This manual is intended for administrators and is organized as follows:

1. [Introduction](#)
Introduces [features](#), [components](#), and lists the [requirements](#).
2. [Getting started](#)
Helps and guides you to a successful Printix implementation and experience.
3. [Printix Administrator](#)
Describes the menus and pages of the administrative web interface.
4. [Roles](#)
Describes the roles and what functions they allow.
5. [Print drivers](#)
Working with print drivers and the Printix driver store.
6. [Printix Client](#)
Describes the menus and dialogs of Printix Client and how to install it.
7. [Printix Chromebook](#)
Describes the installation and use of Printix Chromebook.
8. [Printix App](#)
How to release and print documents from the Printix App.
9. [Printix Go](#)
How to enable sign in with card or ID code on printers to offer secure print release, copy control and more.
10. [Printix Redirector](#)
How to use it to enable printing to a print queue on a Windows computer, enable third-party pull printing, and enable USB printing.
11. [Printix Configurator](#)
Initially configure Printix for customers with multiple locations (networks) and a large number of already deployed printers.
12. [Product Support](#)
How to make use of our support portal.
13. [How to](#)
Easy-to-follow step-by-step procedures for managing printers, users, and computers.
14. [FAQ](#)
Contains answers to some of the questions frequently asked by administrators.
15. [Troubleshooting](#)
Easy-to-follow step-by-step procedures to troubleshoot issues.
16. [Error messages](#)
Read about possible error cause and solution.

Diagrams

- [How it works](#)
- [Authentication flows](#)

- [Network ports and protocols](#)
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- [Groups](#)
- [Printix Chromebook](#)
- [Printix Redirector ports](#)

1.1. Welcome

We are very pleased you have chosen to use our **Printix Cloud Print Management Service**. It is built to work for you and grow with you. We hope you will enjoy the Printix experience.

Friendly regards

The Printix team



1.2. About Printix

We believe in listening to you and keeping things simple. We want to take printing from rocket science to automated and easy. Printix was founded in Denmark in 2014 by a group of experienced print management software entrepreneurs and IT developers. Our mission is to rethink the market for print management by offering the first cloud-based print management SaaS platform, meeting customers rising demand for flexible and scalable solutions. In August 2021, [Tungsten Automation](#) (Formerly Kofax), a leading supplier of Intelligent Automation software for digital workflow transformation, acquired Printix.

Our common ground is a passion for print and capture, a good humor, a friendly approach to life in general and a strong belief that things can and will get much better. We use an agile approach to product and service development. We explore and utilize the opportunities that new technology offers. To get the job done we apply: focus, common sense and execution.

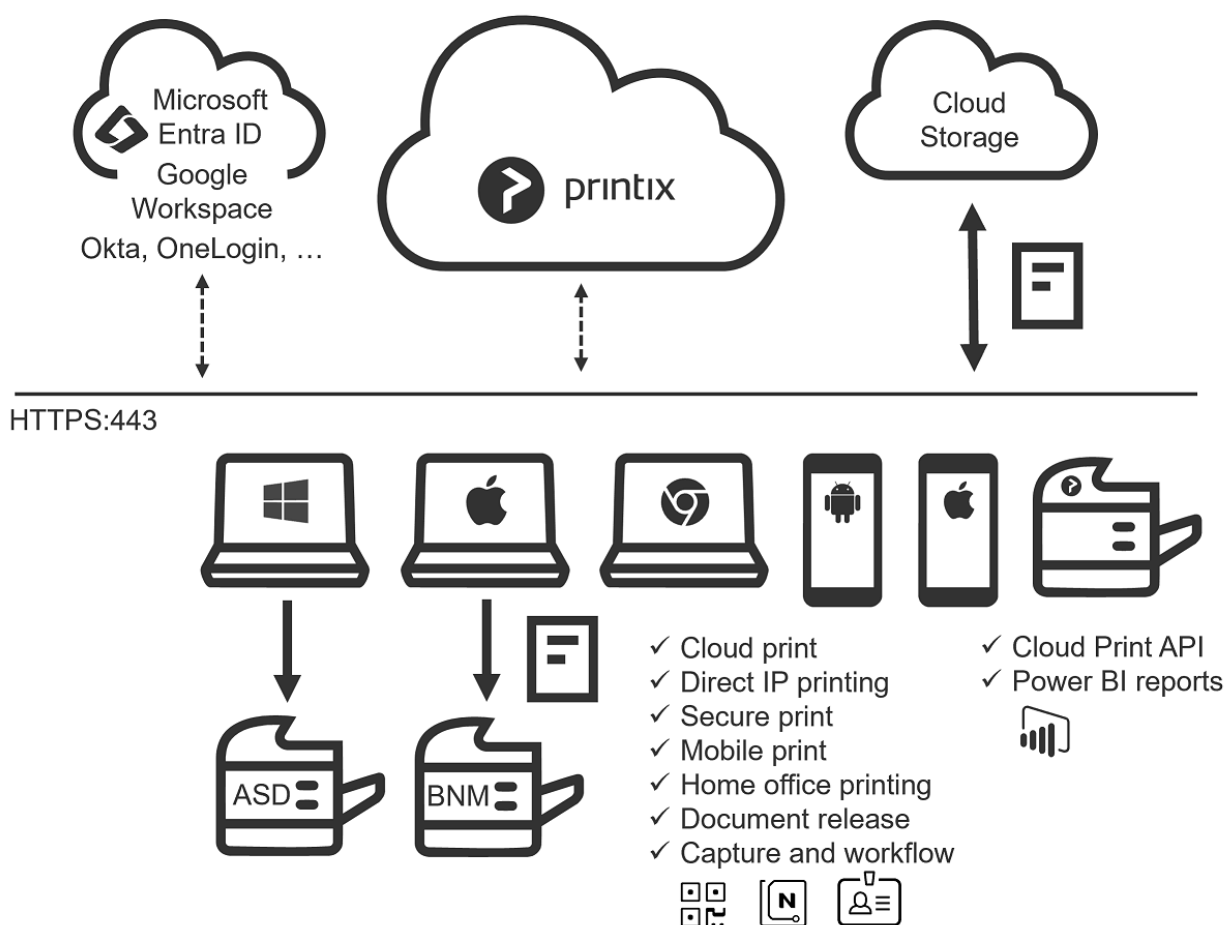


1.3. Features










Printix Cloud Print Management Service

Make printing part of your cloud-first strategy. Say goodbye to print servers and hello to 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 is 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. Printix is built to work for you and grow with you.



- Serverless print infrastructure.
- Central print queue and print driver management with [driver store](#) in the cloud.
- [Microsoft integration](#) and [Google integration](#).
- Authentication with identity providers: [Okta](#) and [OneLogin](#).
- [Central web-based management](#).
- [Delegated print management](#).
- [Secure print](#) and [mobile print](#).
- [Home office printing](#).
- [Capture and workflow](#).
- [Analytics and reports](#).

- [Cloud Print API](#).
- Supports **Windows** , **Mac**  and **Chrome OS** 
 - Print from phones and tablets, **Android**  and **iOS/iPadOS** 
 - Print from **Linux**  computers via Chrome browser.
 - Release documents from phones, tablets, and computers' web browser.
 - Use phone to scan printer's [QR code](#)  or [NFC tag](#) 
 - [Sign in at the printer](#)  to release documents and access multifunction printer (MFP) functions like Copy, Email, Scan, ...
- Supports [Azure Virtual Desktop](#), [Citrix and RDS](#).
- Supports [zero trust networks](#).
- Integrates with [Universal Print by Microsoft](#).

Serverless print infrastructure

Our powerful technology can handle multiple sites and separate networks. You do not have to concern yourself with print server scalability, capacity planning and VPN. There is no manual effort involved in maintaining [Printix Client](#), as it will [silently update 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. Printix Client can convert existing print queues.

Driver store

Printix maintains a global driver store with Windows and macOS print drivers. When you start to use Printix Client, it will automatically upload print drivers and put them in your Printix driver store. If there is no dedicated print driver for a particular printer, then an appropriate Universal print driver may be used.

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 via 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 role as [Site manager](#).

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. No need for users 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

Allows you to print confidential documents. Just wait until you are at the printer and then use [Printix App](#) on your phone to release your documents. Printix App is available as a native 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, then 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 perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to. The document is processed using the matching print driver. Document is kept until you decide to release the document. The document can be released to the printer it was printed to.

- **Print anywhere**

The Printix Anywhere print queue allows users to roam between printers and collect the document at the printer they choose. When you submit a document to a Printix Anywhere print queue, your document is always kept until you decide to release it. Document is sent as PDF, except if the printer does not support PDF printing or [Process PDF/XPS](#) is checked. 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 selected users via group membership.

- [Print later by default](#)

- Make print later the preferred print method.
 - Can be set for all users or selected users via group membership.

- [Secure print levels](#)

- Control that users are actually 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 [Sign in at the printer](#)  (level 3).
 - A minimum secure print level can be set for all users. By default (level 0), users can select the printer in Printix App on their phone, tablet, or computer.
 - A higher secure print level can be set for selected users via group membership.

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

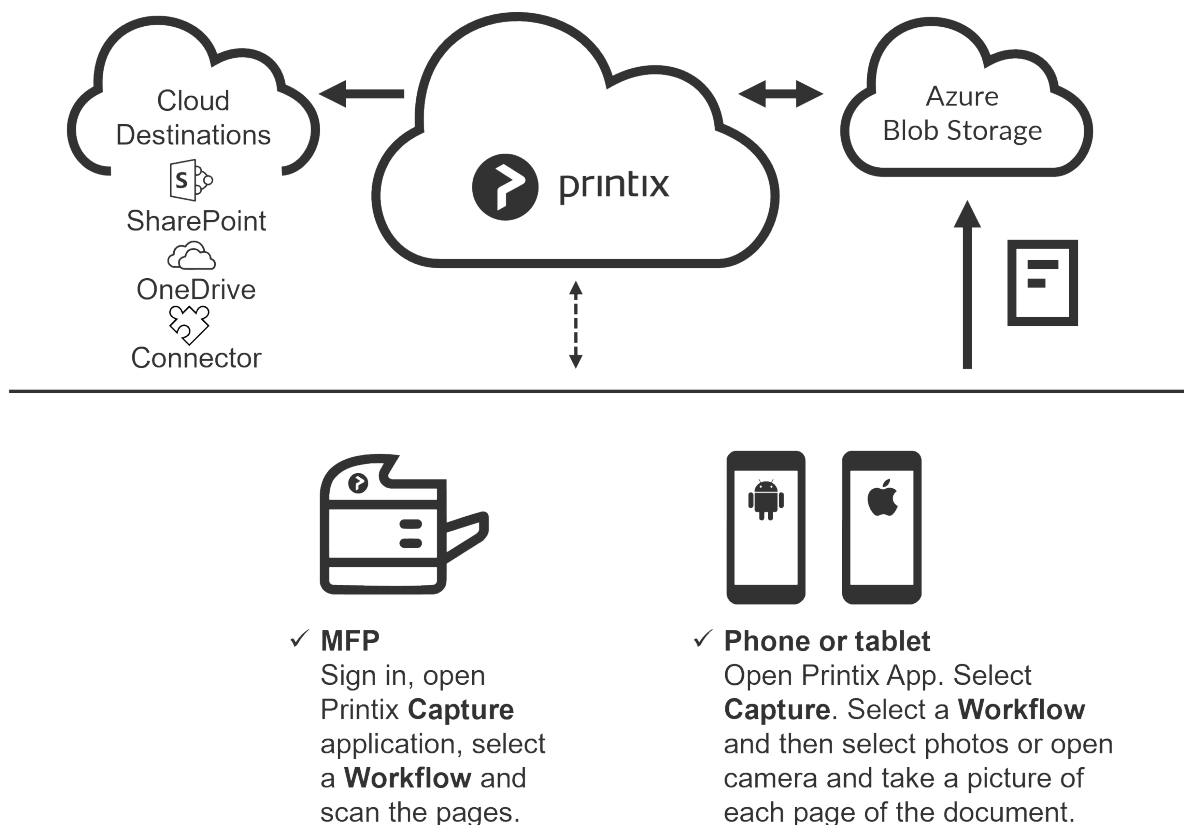
Print from phones and tablets, Android and iOS/iPadOS, to Printix managed printers enabled for [mobile print](#).

Home office printing





Enable employees to print on [home office](#) printers when working from home on their company laptop. This gives the employee the flexibility to review, make notations and proofread documents on paper rather than in pixels 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 selected multifunction printers (MFPs) with [Printix Go](#), you can enable and use **Printix Capture** to deliver scanned documents to your selected workflow destination. Alternatively, use [Printix App](#) on your phone to **Capture** and deliver images to your selected workflow destination. Kofax 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** 
- **Microsoft SharePoint Online** 

Use Printix Administrator to [create workflows](#). A workflow can be made available for all users or selected users via group membership. A Workflow is configured as a **Source**, a **Destination**, **File name**, and settings for **Scan**, **File type** (PDF, Microsoft Word), **Language for OCR use**, and **Image processing**. **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 **Via the cloud** or as **Mobile print** from phones and tablets will also go via your cloud storage.

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



Captured documents cannot be stored in Google cloud storage. We recommend 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 do [quest](#) user administration. You can access the API documentation at printix.github.io.

Product Support

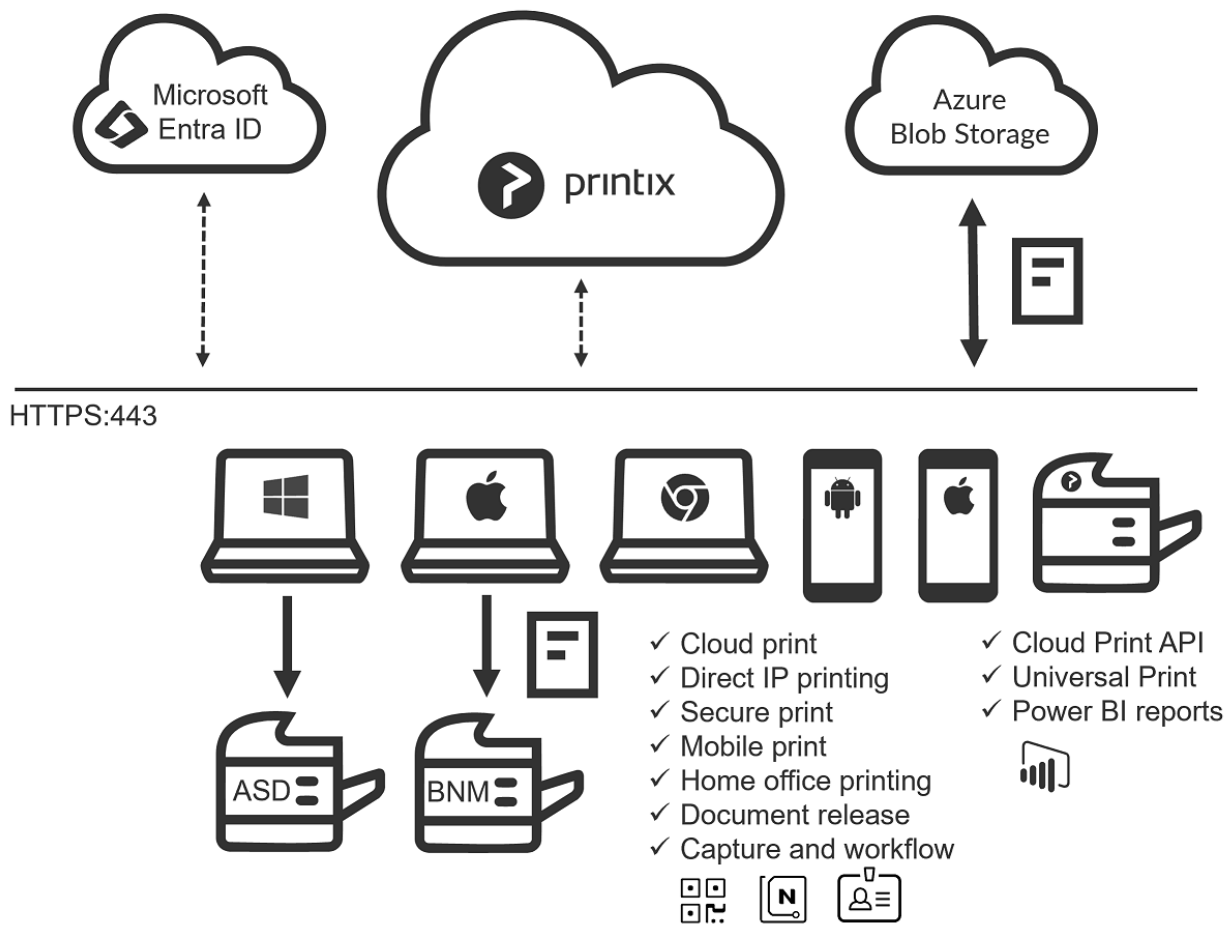
Price include support. Visit [Product Support](#) to find our Manuals, Videos, FAQ, and Changelog.

Additional information

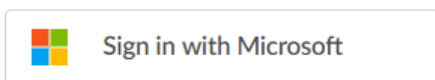
- [Pricing](#)
- [Terms of Service](#) (eula, end-user license agreement)
- [Privacy Policy](#)

- [Data Processing Agreement](#)

1.3.1. Microsoft integration



Sign in with Microsoft



- **Automatic registration** of the user happens the first time the user **Sign in with Microsoft** to Printix.
- **Single sign-on** (SSO) to Printix with users' 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 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, provided [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 will not be able to sign in until the user's account is unblocked in Microsoft Entra ID.
- Administrator can [Accept Printix for all users](#).
- 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 Server 2016, 2019, and 2022.

Microsoft Entra enterprise applications and permissions

The Microsoft integration involves the adding of these Microsoft Entra enterprise applications. Do NOT change the permissions of these applications as it may break functionality.

- **Printix.** Required to enable [Microsoft Entra authentication](#) (Sign in with Microsoft).
Permissions required:
 - 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 Microsoft Entra groups](#) and the synchronization of these.
Permissions required:
 - 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](#).
Permissions required:
 - 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 OnePoint](#).
Permissions required:
 - 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](#).
Permissions required:
 - 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 Printix Client until restart. This method can be used to install Printix Client as part of an automated process (like **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 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 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** checked, can be accessed ONLY by the users in any of those groups. This is based only on users' group membership, and not on computers' group membership.
 - A print queue that has **Add print queue automatically** checked, 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** checked, will become the default printer for the users and computers in the group.

Eliminate print server

- Serverless print infrastructure.
- With [Printix Administrator](#) you can configure Printix and centrally manage your printers from a web browser. You can have print queues automatically added on users' computers.
- Printix maintains a global **Driver store** with Windows and macOS print drivers. When you start to use Printix Client, it will automatically upload print drivers and put 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](#).
- Microsoft Dynamics 365 Business Central.
Setup 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](#).

Secure print

- Allows you to print confidential documents. Just wait until you are at the printer and then use Printix App on your phone to release your documents.
- [Printix App](#) is available as a native 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, then 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 do [guest](#) user administration. 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 **Via the cloud** or as **Mobile print** from phones and tablets (Android and iOS/iPadOS), will also go via 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



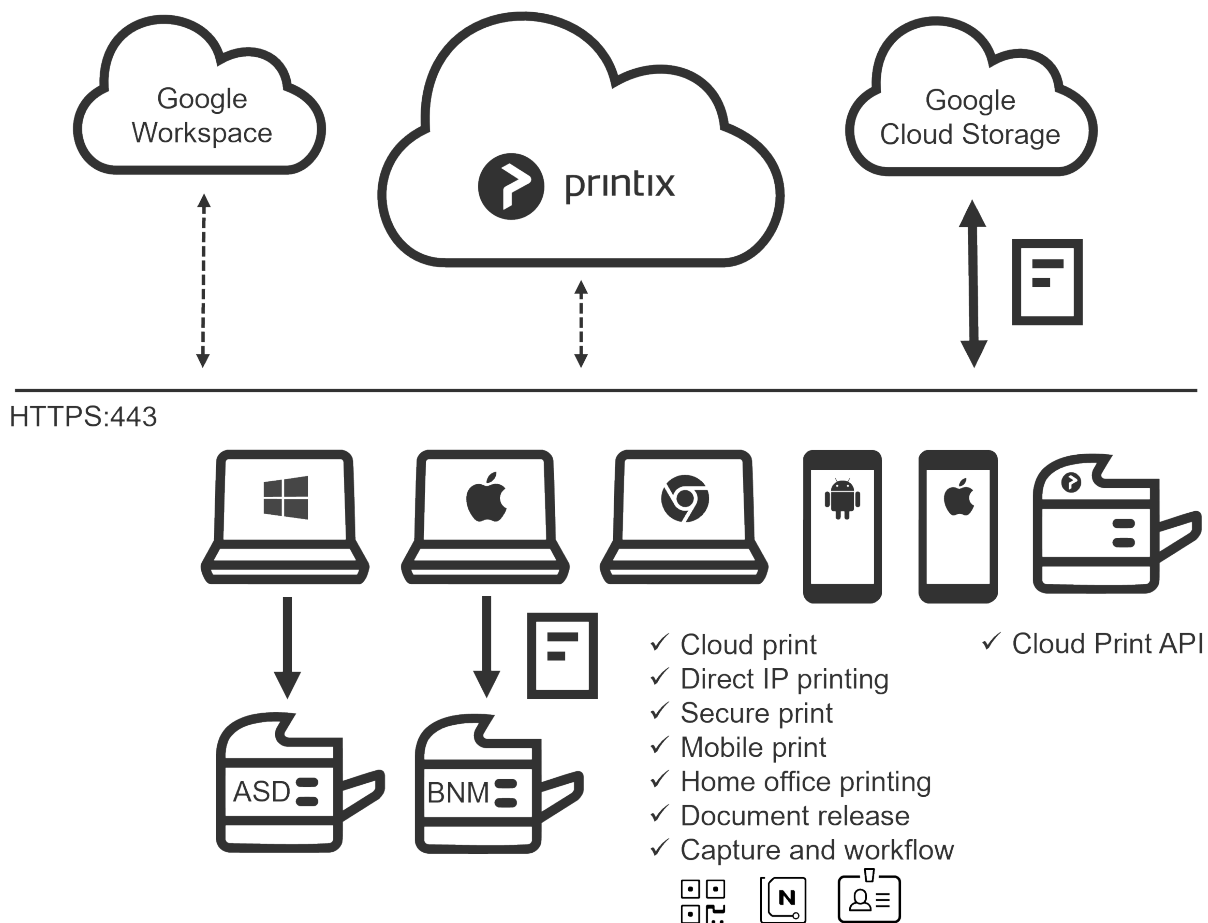
1. Visit and Sign in to appssource.microsoft.com.
2. In the search box, enter *Printix*.
3. In the results pane, select **Printix Cloud Print Management** and select **Free trial**.
4. If you agree to the terms, select **Continue** and you will be taken to Printix to complete the setup.
5. You will be asked to **Sign in** with your work account. Accounts like (yourname)@(company).microsoftonline.com should only be used if this is also an email account. If asked, select **Accept** to grant Printix permission to:
 - Access your data anytime.
 - View your basic profile.
 - If you see the check box **Consent on behalf of your organization**, it is because you have the role as global admin in Microsoft Entra ID and Printix has not yet been [accepted for all users](#). Check **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.
6. Complete the steps presented by the [Setup assistant](#).

Sign up via Microsoft Azure Marketplace

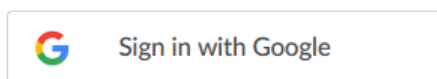


1. Visit and Sign in to azuremarketplace.microsoft.com.
2. In the search box, enter *Printix*.
3. In the results pane, select **Printix Cloud Print Management** and select **Free trial**.
4. If you agree to the terms, select **Continue** and you will be taken to Printix to complete the setup.
5. You will be asked to **Sign in** with your work account. Accounts like (yourname)@(company).microsoftonline.com should only be used if this is also an email account. If asked, select **Accept** to grant Printix permission to:
 - Access your data anytime.
 - View your basic profile.
 - If you see the check box **Consent on behalf of your organization**, it is because you have the role as global admin in Microsoft Entra ID and Printix has not yet been [accepted for all users](#). Check **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.
6. Complete the steps presented by the [Setup assistant](#).

1.3.2. Google integration



Sign in with Google



- **Automatic registration** of the user happens the first time the user **Sign in with Google** to Printix.
- **Single sign-on (SSO)** to Printix with users' 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 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, provided [Google groups](#) is enabled.
- If you **Suspend** a user in Google Workspace, the user is signed out from Printix and will not be able to sign in until the user's account is not suspended in Google Workspace.

Deploy with MSI file

- Deploy [Printix Client](#) with any tool that supports MSI.
 - Optionally postpone sign in to 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 this is delivered to the user. This way, sign in is postponed until the user starts to use the computer.

Printix Chromebook

- [Printix Chromebook](#) allows you to print to Printix managed printers from Chromebooks and computers with Google Chrome.
- [Deploy](#) via 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** checked, can be accessed ONLY by the users in any of those groups.
 - A print queue that has **Add print queue automatically** checked, 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** checked, will become the default printer for the users in the group.

✿ If you need support for computer Google group membership, then please [contact us](#).

Eliminate print server

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

Secure print

- Allows you to print confidential documents. Just wait until you are at the printer and then use Printix App on your phone to release your documents.
- [Printix App](#) is available as a native 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, then 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 do [guest](#) user administration. 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 **Via the cloud**, from Chromebooks, or as **Mobile print** from phones and tablets (Android and iOS/iPadOS), will also go via your [cloud storage](#).

Google Cloud Partner

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



Chrome Enterprise
Recommended

1.4. How it works

Your **Printix Cloud Print Management Service** is established by deploying [Printix Client](#), our small piece of software, on your computers ([Windows](#) and [Mac](#)).

Print driver management

Any printer discovered in your network is presented to you in our web interface [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 is built to only work with your Printix Home and users are required to [sign in](#) before use.

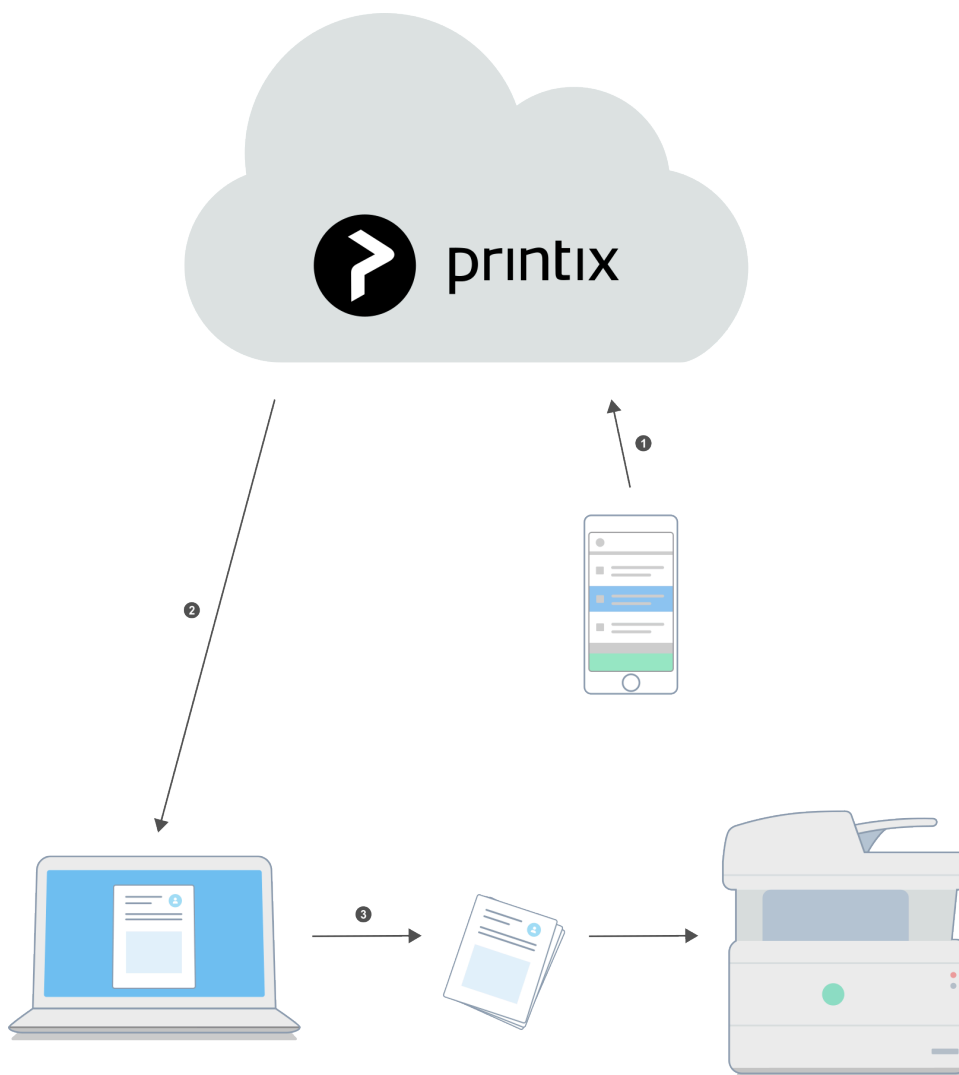
Print-ready convenience

- [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 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 [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 the document is as follows:

1. Printix App sends a release-document request to the Printix Cloud.
The user's record of pending documents is consulted to determine where the document is stored.

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

Capture and workflow

On selected multifunction printers (MFPs) with [Printix Go](#), you can enable and use **Printix Capture** to deliver scanned documents to your selected workflow destination. Alternatively, use [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. Kofax 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](#).

1.5. Security and data protection

In order to allow you to manage your printers and offer 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 Automation has ISO/IEC 27001 certification, the internationally recognized standard for information security management systems (ISMS).



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

White paper: [Meeting Data Security and Compliance Requirements Using a Smart Cloud Print Infrastructure](#) (PDF, 12 pages)

Guide: [Printix Security and Privacy Guide](#) (PDF, 11 pages)

- [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](#)
 - [Microsoft Entra ID](#), [Google Workspace](#), [Chromebook](#)



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, Hostname, Type (Laptop, Desktop, Server), System (Windows, 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 (As for passwords, please see [Authentication](#) below)
 - Email
 - Role (User / System manager)
 - Department (Microsoft Entra ID only, and can be used to post process data for subsequent departmental billing)
 - [Groups](#) (Only the group membership relevant to Printix functionality is 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. Here document names are kept as part of job history for 90 days to allow troubleshooting by Printix. 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 (typically 1 day and maximum 7 days).
- Enabling [Cloud storage](#) will for the duration of the pending documents, store the document name and the name of the user as part of the document's metadata.
- Set up of [Analytics](#) with an own Azure SQL database will also populate users' name and email into this. Document names are only populated if **Include document name in data extract** is checked.

	Default setup	Custom setup
Printix Cloud	+ User name and email + Document name (90 days) + Document files , transit only, no storage (see <i>Note 1</i>)	+ User name and email + Document name (90 days) – Document files , no transit, no storage
Cloud storage 	N/A	+ User name (max 7 days) + Document name (max 7 days) + Document files (max 7 days)
Analytics  Own SQL database	N/A	+ User name and email + Document name (Optional)

Note 1: Mobile printed and Chrome printed documents to be released (anywhere and later) are stored in the Printix Cloud.

Data centers

Printix is hosted in the EU.

- 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>
- 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](#)
 - <https://drivers.printix.net>
 - [Software packages](#)
 - <https://software.printix.net>
 - Web servers for Printix Administrator and Printix App.
Example: *acme.printix.net*. Alias for:
 - <https://app.printix.net>
 - Web servers for sign in
 - <https://sign-in.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 printing via the cloud. See also: [Which documents go via the cloud?](#)
- Documents that go via an 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.
- 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 compared to traditional network printing.
- With **Secure print (Print later and Print anywhere)**, you have the option to wait until you have arrived at the printer, and only then release the documents via your phone. No more stressful “print and sprint” to prevent others from collecting your documents from the output bin of the printer.
- With [Printix Go](#), you can sign in at the printer with your **card** or **ID code** and release documents. Increase security with **PIN code** (4-digit) for two-factor authentication.
 - **PIN code disabled** is shown after three consecutive failed sign in attempts. User must open Printix App and [Reset PIN code](#) and choose a new and different value, otherwise Printix

App will show **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](#) and also while they are stored.
- 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 via 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) as the defined time-to-live.

Printix Client

- The user interface of [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 printer installation.
- Both applications write [log files](#).
- Printix Client will [silently update 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 will read the users' basic profile (display name and email address).
- With [Google authentication](#) enabled, users' passwords are handled entirely by Google.
 - Printix will read the users' basic profile (display name and email address).
- With [Okta authentication](#) enabled, users' passwords are handled entirely by Okta.
 - Printix will read the users' basic profile (display name and email address).
- With [OneLogin authentication](#) enabled, users' passwords are handled entirely by OneLogin.
 - Printix will read the users' basic profile (display name and email address).
- With [Active Directory authentication](#) enabled, users' passwords are not stored by Printix, but can be transferred securely via 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 a password themselves. Their email address is required for this to work.

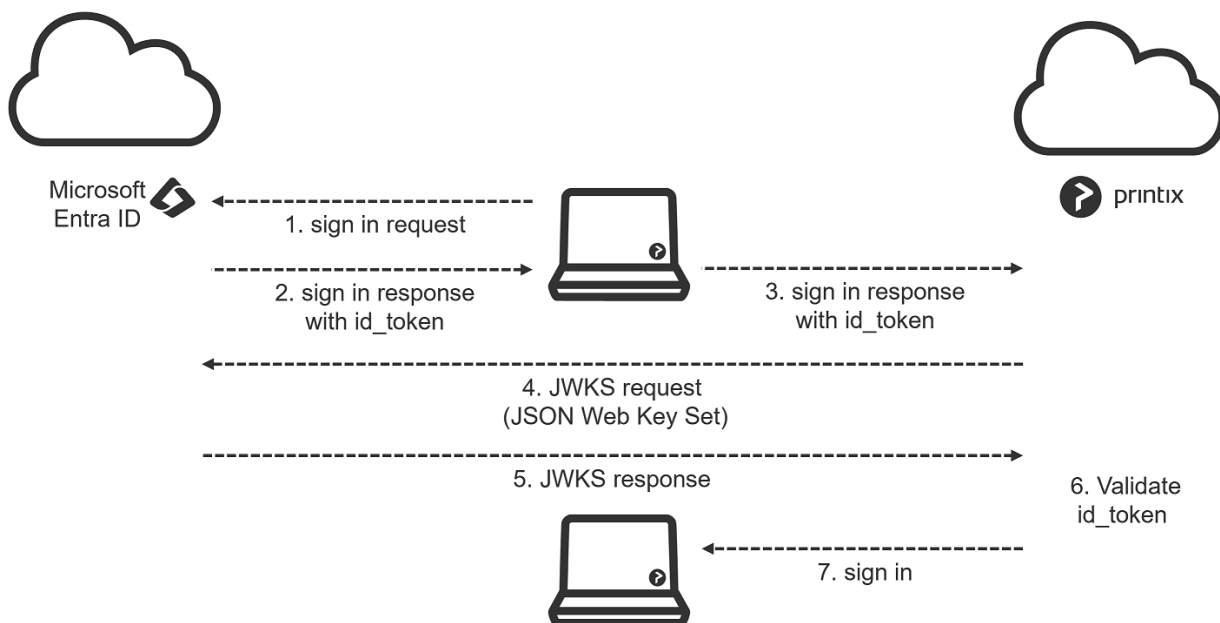
Passwords must be minimum 6 characters in length and contain uppercase letters, lowercase letters, and digits.

- For [sign in at the printer](#) scenarios, the registered card numbers and PIN codes are protected through salted hashing. ID codes are written as plain text.

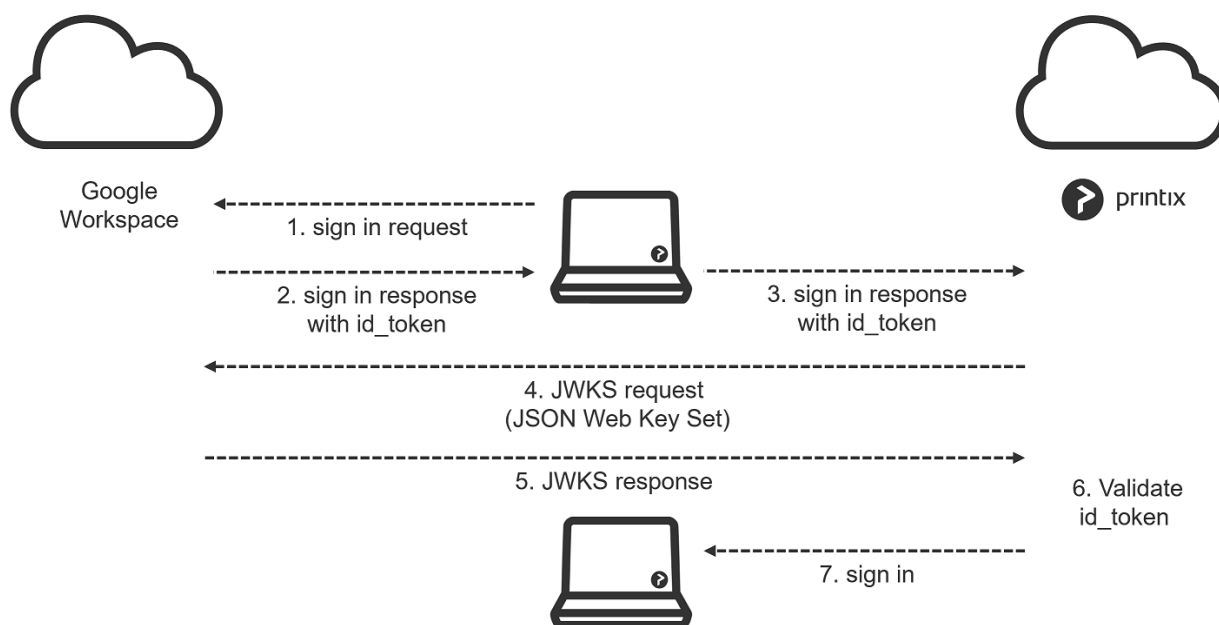
Authentication flows

- [Microsoft Entra ID](#)
- [Google Workspace](#)
- [Chromebook](#)

Microsoft Entra ID

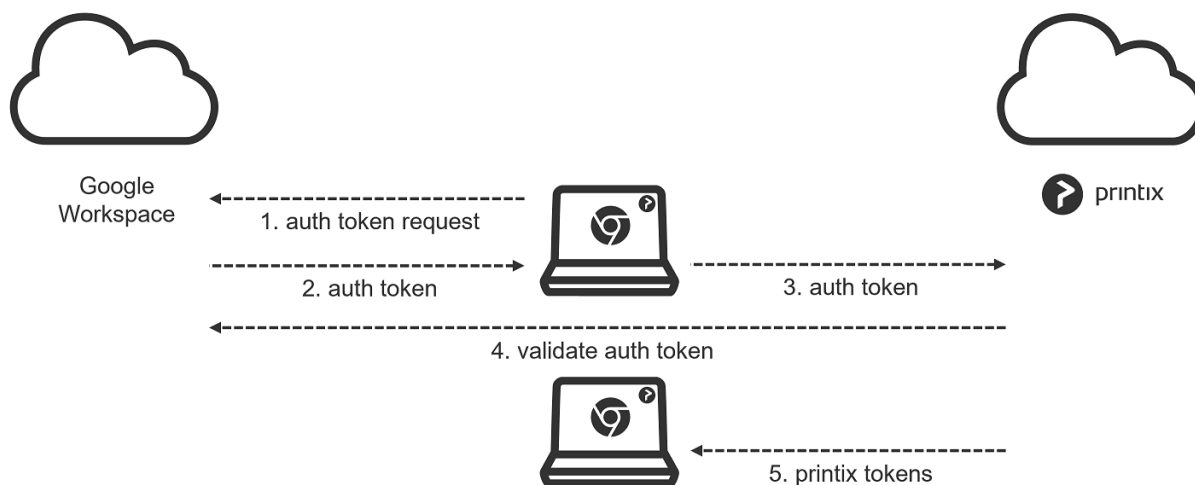


Google Workspace



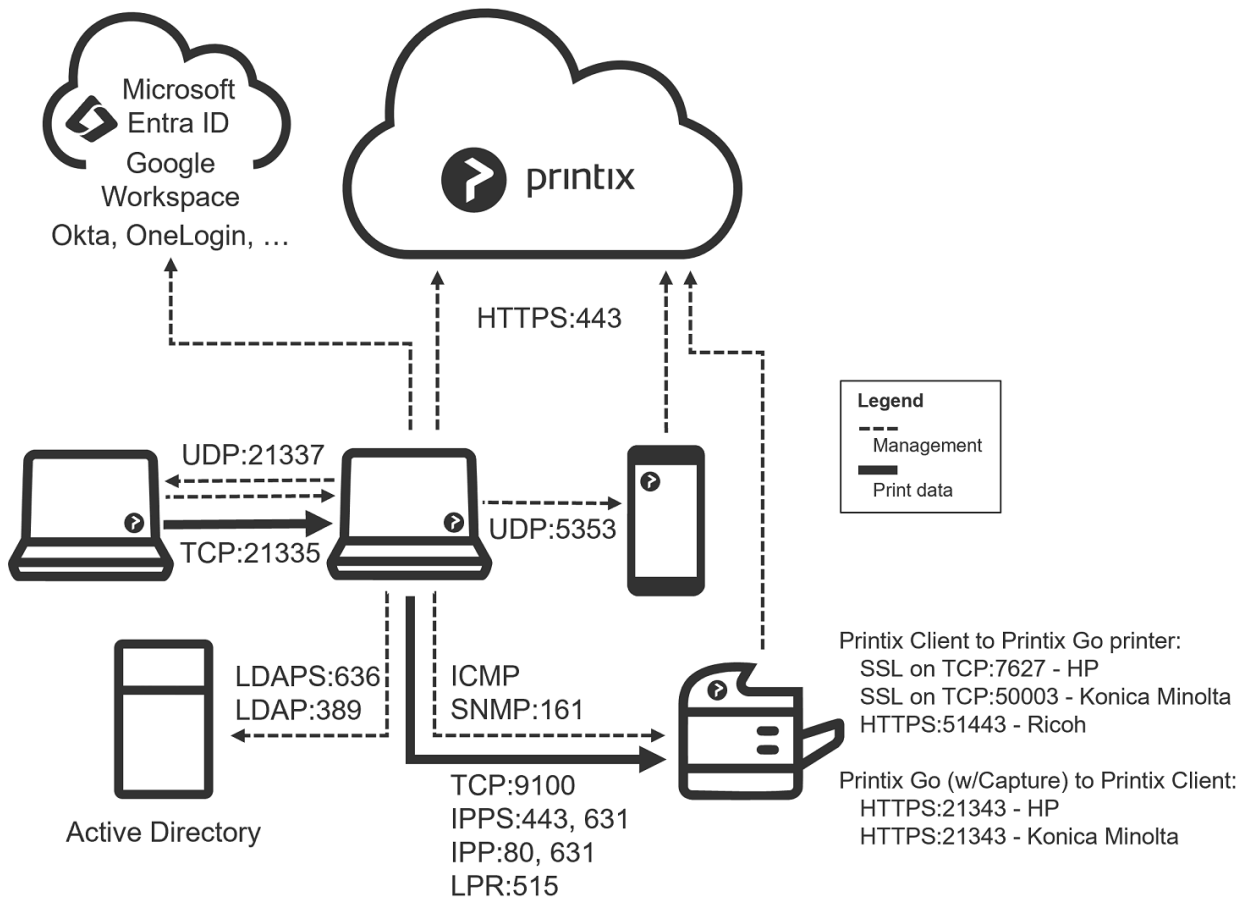
Authentication flow Google (HTTPS:443)

Chromebook



Authentication flow Chromebook (HTTPS:443)

1.6. 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 and 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, OneLogin and others.

These ports must be open within the network:

- **SNMP on UDP port 161**

Access and collect information from printers via [SNMP](#). Both SNMPv1 and SNMPv3 is supported. ICMP message requests and replies must be allowed on the local network, as 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:

- [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. This is only used if a computer is used for [bridging two known networks](#).

- **TCP port 21336**

Secure communication to [Printix Redirector](#) on a Windows Server.

- **UDP port 21337**

Printix Discovery Protocol 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 via the Bonjour networking protocol (Multicast DNS).

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

- **TCP port 21338**

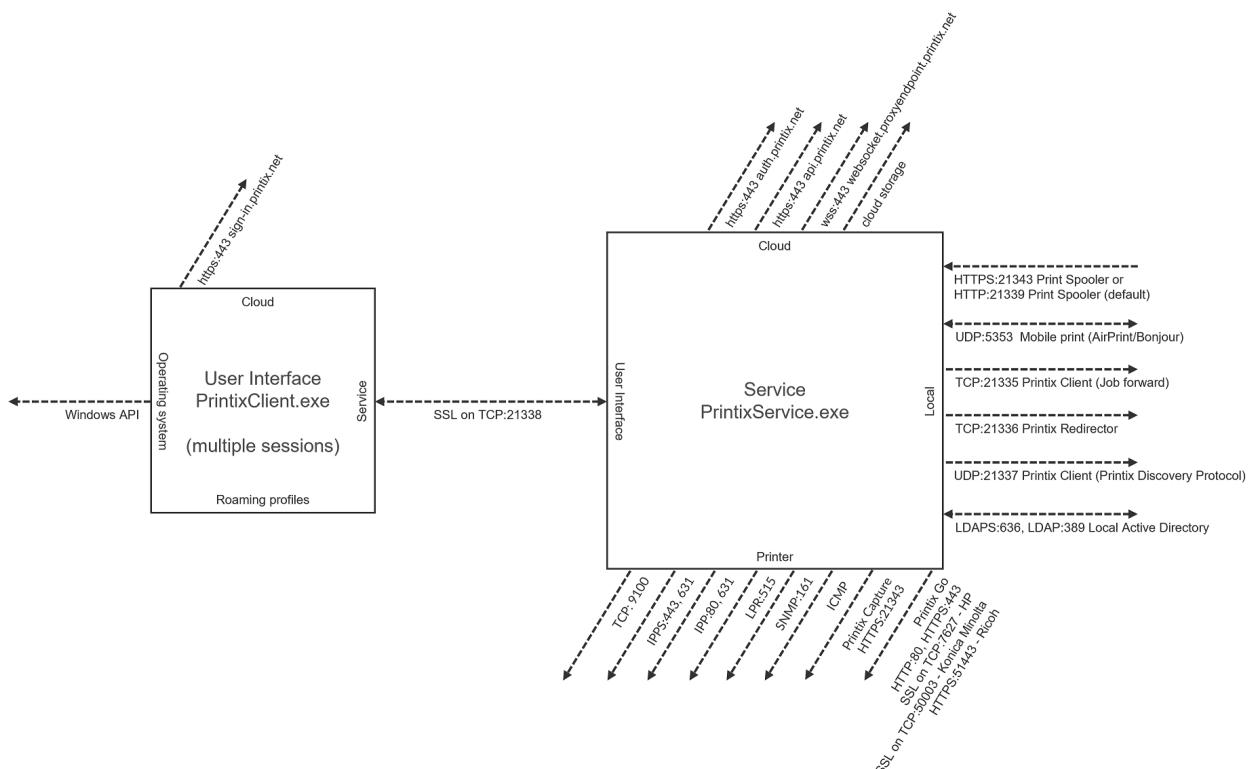
Secure communication locally on the computer between the two processes: PrintixClient.exe and PrintixService.exe.

- **TCP port 21339**

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



If [Printix Go](#) is in use these ports must also be open within the network:

- **TCP port 7627**

SOAP communication from Printix Client to [Printix Go](#) on [HP](#) printers.

- **TCP port 21343**

Secure communication via HTTPS from the Printix Go printers with [Capture](#) to Printix Client.

Applies to: [HP](#) and [Konica Minolta](#) printers. Does not apply to: [Ricoh](#) printers.

- **TCP port 50003**

SOAP communication from Printix Client to [Printix Go](#) on [Konica Minolta](#) printers.

- **TCP port 51443**

Secure communication via HTTPS from Printix Client for Windows to [Printix Go](#) on [Ricoh](#) printers.

The communication happens during the installation, update, and uninstallation of Printix Go and is performed by the Printix Go Ricoh Installer (silently invoked by Printix Client).


If [Active Directory authentication](#) is enabled one of these ports must also be open within the network:

- **Secure LDAPS on TCP 636**

Authentication of users via secure LDAPS.

- **LDAP on TCP port 389**

Authentication of users via LDAP.

Windows  Printix Client automatically configures the required ports in the local Windows Firewall. It does so by running the provided file: open_firewall.cmd

Internet endpoints that must be unblocked

Use of a web proxy and/or SSL inspection may for example prevent **Sign in** to 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. Please refer to your security software documentation to determine the syntax for specifying a domain and subdomains. These are some common examples of **wildcard syntax**:

- *.printix.net
- .printix.net



We are unable to provide IP address information that we can 100% say will never change and therefore unblocking (whitelisting) must be by URLs.

The specific internet endpoints that must be unblocked:

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 via the cloud

These internet endpoints MUST also be unblocked if documents go [via the cloud](#):

- If you do not add an own cloud storage, but just use the Printix offered cloud storage:
 - <https://prodenv2printjobs.blob.core.windows.net>
 - If you add an own [Azure Blob Storage](#) you need to include the URL referencing the account name (For example: *printixcloudstorage*):
 - <https://printixcloudstorage.blob.core.windows.net>
 - If you add an own [Google Cloud Storage](#) you need to include the URL referencing the bucket name (For example: *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>
- <https://on-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 Printix Client find the web proxy?

Printix Client consists of two components:

- The user interface of 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.

Printix Client use a Windows function WinHttpGetProxyForUrl (implements WPAD) to get the proxy settings from the PAC file. It also looks at the proxy settings configured for the user. If it finds a suitable set of proxy settings for the user, it remembers them in the registry under the LSA user (HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections).

How to determine if SSL Inspection is used

1. Open web browser and enter the URL.
2. Select the padlock icon to the left of the address
3. If the certificate is intermediate, SSL inspection is used.

Troubleshooting

- [I have a web proxy and sign in to Printix Client does not work](#)
- [I have a web proxy and my printer will not install](#)
- [I do not recognize the used web proxy](#)
- [I have disabled the web proxy, but the computer still does not act as proxy](#)
- [Print via the cloud does not work](#)

I have a web proxy and sign in to Printix Client does not work

- Sign in with Microsoft, Google or email in Printix Client just returns to Sign in.
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 my printer will not install

- Print drivers can not 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](#) will contain the text like this: *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/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 like: *Proxy: Error event, Exception: proxy error*

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

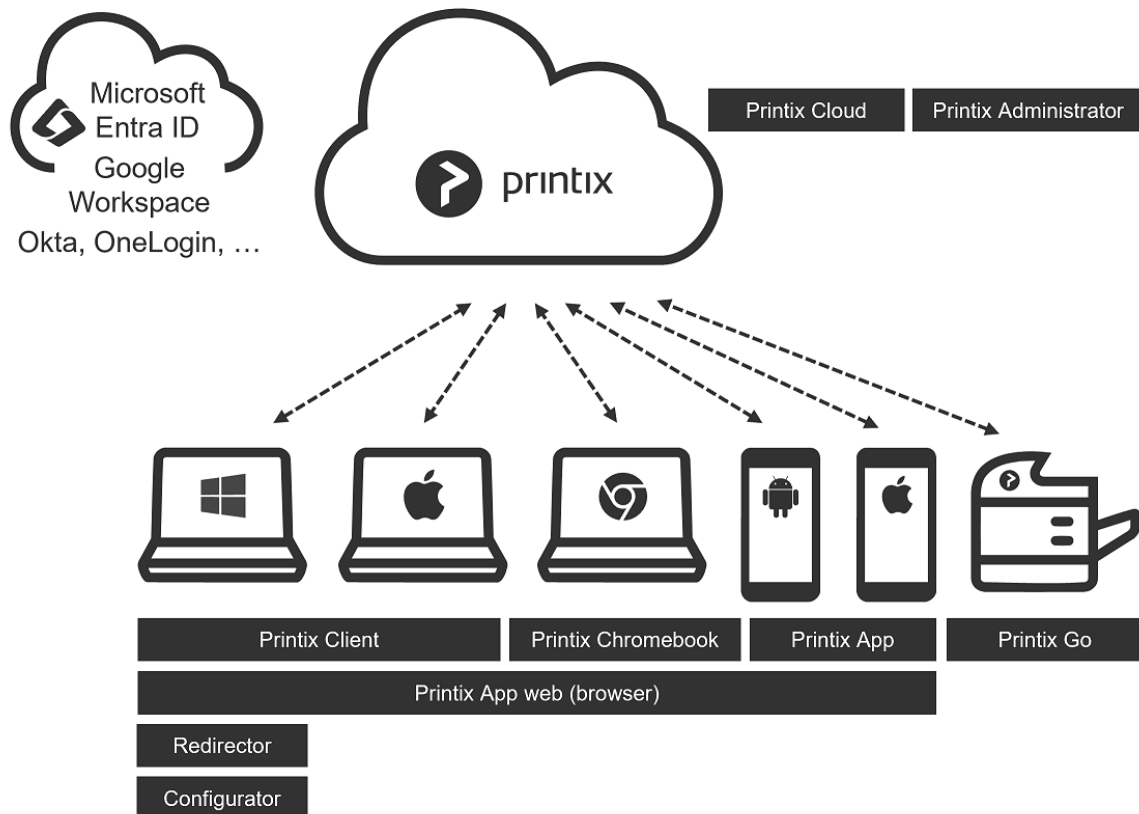
1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections
4. Delete the two entries called **DefaultConnectionSettings** and **SavedLegacySettings**.
5. Restart the computer.
6. **Sign in** to Printix Client again.

Print via the cloud does not work

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



RESOLUTION: Unblock the required internet endpoints to allow printing [via the cloud](#).

1.7. Components




Printix Cloud Print Management Service is made up of these components:

- [Printix Cloud](#)
Handles authorization, configuration data and most of the business logic. Communicates securely with the other components via [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
- [Printix App](#)

Release, print and delete documents. Runs as a native app on Android  and iOS/iPadOS  phones and tablets, and as 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](#)
Enable printing to a print queue on a Windows computer, enable third-party pull printing, and enable USB printing.
- [Printix Configurator](#)
Initially configure Printix with multiple locations (networks) and already deployed printers.
- [Printix Power BI report](#)
Analytics and provides multi-perspective view into your Printix managed print environment.
- [Printix 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 do [guest](#) user administration. You can access the API documentation at printix.github.io.

1.8. Supported languages

User interfaces are available in these 19 **Languages** 

- English / English [A,U]
- Dansk / Danish
- Deutsch / German
- Español / Spanish
- Français / French
- Italiano / Italian
- Nederlands / Dutch
- Norsk / Norwegian
- Polski / Polish
- Português / Portuguese
- Română / Romanian
- Suomi / Finnish
- Svenska / Swedish
- العربية / Arabic [T]
- 中文 / Chinese (Simple)
- 汉语 / Chinese (Traditional)
- עברית / Hebrew [T]
- 日本語 / Japanese
- 한국의 / Korean

[A] Administrator Manual is available in this language.

[U] User Manual is available in this language.

[T] Texts are written right-to-left, but layout of menus and controls is the same as for English (left-to-right).

How to have your web browser [translate Printix manuals](#).

- The product might not be localized at every release. If a release is not localized, some of the new content in the software for that release might be displayed in English while other content is displayed in the selected language.
- On printers, Printix Go is only available in a language if that language is also supported by the printer.

Languages for OCR use

These languages can be selected for Optical Character Recognition as part of [capture workflows](#).

Afrikaans, Albanian, **Arabic**, Aymara, Basque, Bemba, Blackfoot, Breton, Bugotu, Bulgarian, Byelorussian, Catalan, **Chinese Simplified**, **Chinese traditional**, Chuana, Corsican, Croatian, Czech, **Danish**, **Dutch**, **English**, Esperanto, Faroese, Fijian, **Finnish**, **French**, Gaelic irish, Gaelic scottish, Galician, Ganda, **German**, Greek, **Hebrew**, Hungarian, Icelandic, Ido, Indonesian, Interlingua, **Italian**, **Japanese**, Kikuyu, Kongo, **Korean**, Latin, Latvian, Lithuanian, Luba, Macedonian, Malagasy, Malay, Mayan, Moldavian, **Norwegian**, Nyanja, Occidental, Ojibway, Papiamento, Pidgin, **Polish**, **Portuguese**, Provencal, **Romanian**, Romany, Ruanda, Rundi, Russian, Sami lule, Sami northern, Sami southern, Samoan, Sardinian, Serbian cyrillic, Serbian latin, Shona, Slovak, Slovenian, Somali, Sotho, **Spanish**, Swahili, Swazi, **Swedish**, Tagalog, Tahitian, Thai, Tongan, Turkish, Ukrainian, Vietnamese, Visayan, Welsh, Wolof, Xhosa, Zulu.

1.9. Requirements

The requirements are grouped as follows:

- [Web browser requirements](#)
- [Printer requirements](#)
 - [Printix Go supported printers and MFPs](#)
- [Windows requirements](#)
- [Mac requirements](#)
- [Chrome requirements](#)
- [Android requirements](#)
- [iOS/iPadOS requirements](#)

1.9.1. Web browser requirements

Printix software is designed to work on all newer web browsers on your phone, tablet and computer.

- Google Chrome 4 or later.
- Microsoft Edge 88 or later.
- Mozilla Firefox 3.6 or later.
- Apple Safari 4 or later.
 - Private mode is not supported.

1.9.2. Printer requirements

The product is designed to work with any printer that meet these requirements:

- Network connected with a [static IP address](#).
- [SNMP](#) is enabled on the printer. Both SNMPv1 and SNMPv3 is supported.
 - Printers that does not support SNMP can be [added manually](#).
- Printer supports the RAW (port 9100), IPPS (port 443, 631), IPP (port 80, 631), or LPR (port 515) printing protocol. Use of [other port numbers](#) is also supported.
- Page counting works for PCL5, PCL6, PDF, PostScript, Canon UFR II, and Epson (ESC/PAGE and ESC/P-R).
 - There is no page counting for printers that rely on the computer to process (rasterize) the pages. These printers are also known as GDI or host-based printers.
- Locally attached [USB printers](#) on Windows computers are supported with Printix Redirector.
 - With [Home office](#), Printix Client for Windows, supports locally attached USB printers on home office networks (Printix Redirector is not required).

For printing to function the computer must be able to reach the printer on the network.

See also:

- [Printix Go supported printers and MFPs](#)

DISCLAIMER

[Toner](#) levels are NOT reported for these printers:

- Brother printers.
- Datamax printers.
- Godex label printers.
- HP DeskJet 3830 series printers.
- TSC label printers.
- Zebra label printers.

1.9.3. Windows requirements

Any Internet connected **Windows**  computer capable of running:

- [Windows 11](#)

- [Windows 10](#)
- Windows 8.1 ([End of support 2023-01-10](#))
- Windows 8 ([End of support 2023-01-10](#))
- Windows 7 ([Microsoft ended support 2020-01-14](#))
- Windows Server 2022 ([End of support 2031-10-14](#))
- Windows Server 2019 ([End of support 2029-01-09](#))
- Windows Server 2016 ([End of support 2027-01-12](#))
- Windows Server 2012 R2 ([End of support 2023-10-10](#))
- Windows Server 2012 ([End of support 2023-10-10](#))
- Windows Server 2008 R2 ([Microsoft ended support 2020-01-14](#))



Windows Server Core option is NOT supported, but you can still [migrate printers to Printix](#).

Requirements:

- A supported web browser must be installed and set as default on the computer.
- Internet Printing Client must be enabled. Printix Client will attempt to enable this during installation, but this may be [prevented by a policy](#).
- Printix Client requires .NET Framework.
 - Printix Client will use newer .NET Framework versions if installed (4.8).
 - Minimum version 4.5 for Printix Client version 1.3.813 or later.
 - Minimum version 3.5 SP1 for Printix Client version 1.3.710 or earlier.
- TLS 1.2.



Windows 11 and Windows Server 2022 comes with .NET Framework 4.8. Windows 10, Windows Server 2016, and Windows Server 2019 comes with .NET Framework 4.6 or later in which TLS 1.2 is enabled by default. For computers with older Windows versions that have not been updated to .NET Framework 4.6 or later, it may be necessary to [enable TLS 1.2](#).

See also: Microsoft documentation on: [.NET Framework versions and dependencies](#).


How to find out the Windows edition, version and OS build number

1. Select **Windows logo**  key + I to open **Settings**.
2. Select **System**.
3. Scroll to the bottom and select **About**.
4. In the section **Windows specification** you will find:
 - **Edition**. Example: *Windows 11 Pro*
 - **Version**. Example: *21H2*
 - **OS build**. Example: *22000.258*

How to migrate Windows Server Core

Windows Server Core option is NOT supported, but you can migrate printers setup on a Windows Server Core to Printix via a temporary Windows Server.

On the Windows Server Core computer:

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *printmanagement.msc*, and select **OK**.
3. In **Print Management** open the **Action** menu and select **Export printers to a file...**

On the temporary print server:

4. Install **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 Printix Client on the print server and [Discover printers](#).

1.9.4. Mac requirements

Any Internet connected **Mac**  computer capable of running:

- macOS 14 Sonoma
- macOS 13 Ventura
- macOS 12 Monterey
- macOS 11 Big Sur
- macOS 10.15 Catalina
- macOS 10.14 Mojave
- macOS 10.13 High Sierra
- macOS 10.12 Sierra

✿ On Mac computers running macOS 10.15.1 or later you may get the message: *"Printix Client.pkg" can't be opened because Apple cannot check it for malicious software.* Please see: [FAQ – Printix Client for Mac will not install on macOS](#).

✿ Mac computers with Apple M1, M1 Pro, M1 Max, M1 Ultra, M2, M2 Pro, M2 Max, M3, M3 Pro and M3 Max are supported by Printix Client provided the software [Rosetta](#) from Apple is installed.

✿ Mac computers with Apple M2 requires Printix Client for Mac version 1.3.1239 or later.

Requirements:

- A supported web browser must be installed and set as default on the computer.
- TLS 1.2.

1.9.5. Chrome requirements

[Printix Chromebook](#) can run on these Internet connected devices:

- Chromebook running: Google Chrome version 63 or later.
- Computer (Windows, macOS or Linux) with Chrome browser.

1.9.6. Android requirements

[Printix App](#) for Android requires:

- Android version 9 or later.

1.9.7. iOS/iPadOS requirements

[Printix App](#) for iOS/iPadOS requires:

- iOS/iPadOS version 14 or later.
- Apple iPhone 8 (introduced September 2017) or newer.

See also:

- Apple documentation on: [Supported iPhone models with iOS 14.](#)
- Apple documentation on: [Supported iPad models with iPadOS 14.](#)

2. Getting started

Start your free trial today

Sign up quickly and easily. No credit card needed.


Work email *

Full name *

Phone number

Company name *

Number of employees *

Country * 

I am starting this trial as a:

☒ End customer

☐ Service provider

Subdomain *

.printix.net

By submitting this form you agree to the [Printix Terms of Service](#) and [Privacy Policy](#).

Start trial

1. Visit printix.net and select **Free trial**.
2. Enter **Work email**.
3. Enter **Full name**.
4. Optionally enter **Phone number**.
5. Enter **Company name**.
6. Select **Country**.
7. Optionally change **I am starting this trial as** to **Service provider** if this is the case.
8. Enter **Subdomain**. Because the text is used in your Printix web address (your Printix Home), you can use only: A-z,0-9,-
9. Select **Start trial**.
You will get **Domain reserved** if the Printix Home is already in use. Change it and select **Start trial** again.

An email is sent to you.

10. Read the email: "*Welcome to Printix*" and select **Get started**.
If you do not see the email within a few minutes then check your spam/junk mail folder. The link in the email can only be used once for activation and this must happen within 72 hour.

11. Complete the steps presented by the [Setup assistant](#).

Setup assistant

The screenshot shows the Printix Setup Assistant web interface. At the top, there is a navigation bar with the Printix logo, a 'Get started' button, and several icons for navigation. The main heading is 'Setup assistant'. On the left, a sidebar titled 'Get started' lists four steps: 1. Enter password, 2. Download Printix Client, 3. Install, and 4. Discover printers. The main content area displays the first step, '1. Enter password', with a text input field and a green 'Save' button. Below the input field, there are three bullet points: 'Minimum 6 characters in length', 'Uppercase and lowercase letters', and 'Digits'. The second step, '2. Download Printix Client', shows a button with a download icon and the text 'Printix Client'. The third step, '3. Install Printix Client and sign in', features an illustration of a laptop with an 'Install' button on its screen. The fourth step, '4. Discover printers on your network', includes a diagram of a laptop connected to three printers and a button with a plug icon and the text 'Discover printers'.



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

1. Enter password.

Password is required for future sign in and for sign in to Printix Client. Select **Save**.

- **Password** must be minimum 6 characters in length and contain uppercase letters, lowercase letters, and digits.
- This step is left out if you have used an existing Printix account.

2. Download Printix Client

Printix Client software has to be installed on a [Windows](#)  or [Mac](#)  computer.


3. Install Printix Client and sign in

Install on your computer in *a couple of minutes*.

- **Open** and run the downloaded file and complete the Printix Client installation on your computer.
- Enter your **Email** and **Password** to **Sign in** to Printix Client.
 - If you do not remember the password, then select [Forgot password](#).
 - If you were not asked to sign in, then sign in via the [Printix Client menu](#).
 - If you have issues with **Sign in** to Printix Client, then please read: [Sign in issues](#).

4. Discover printers on your network

Select **Discover printers** and wait *a couple of minutes* while Printix Client discovers your printers. Select **Close**.

- Printix Client will attempt to discover your printers and [securely](#) transfer necessary information to the Printix Cloud.
 - If we did not find any printers you should 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 will appear on the [Unregistered printers](#) page.
- The [Printix Anywhere printer](#) is installed.
- Print queues are converted and their name is enhanced with a three-letter printer ID to make it easy to search for and identify printers.

printix Setup sign in method

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 will, in turn, be presented with these other buttons:

- Select **Setup sign in method** to open the new [Setup](#) tab on the **Authentication** page from here you can easily add and enable sign in methods, for example: **Sign in with Microsoft** or **Sign in with Google**.

Setup sign in method

- Select **Implementation** to open the [Implementation assistant](#) which simplifies and reduces the steps needed to implement Printix.

Implementation

- 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, as customers onboarded via our partners are billed through the distributor/partner in question.

Subscription

✿ If you need your trial period extended, then please [contact us](#).


Start printing

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


- Open the item you want to print. Select **Print** on the **File** menu.
- You will notice that nothing has changed, except for the three letters (ASD, BNM, ...) at the end of the printer name, which indicates that these printers are now managed by Printix. And apart from the Printix Anywhere printer, you have the exact same printers available to you as you did before the installation.
- Identify a Printix printer, select it, select **Print**.

Optional customizations

- **Subscription email receiver**

During the 1-month trial email reminders are sent when 15, 5 and 1 day remains. These emails are by default sent to the email address of the user (you) who signed up for Printix Cloud Print Management Service. On the [Subscription](#)  page you can [change who receives subscription emails](#) and future invoices. You can [Add 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 may want to 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 Printix Cloud Print Management Service.

- **Accept Printix for all users**

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

2.1. Next steps

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

- [Start a trial on a computer](#)
Install and evaluate on a computer through hands-on experience.
- [Migrate print server to Printix Cloud](#)

Copy the existing print infrastructure to the cloud.

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

How to 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.



If you started a trial at home, and now it does not work at your company, then read this [FAQ](#)

2.1.1. Start a trial on a computer

- [Step 1: Install](#)
- [Step 2: Start printing](#)



Requirements:

- You should be connected to the network you want to use Printix on, for example the network at the office.
- Your computer must have access to at least one [printer](#) on the network and with at least one print queue installed, to experience the various printing features. If you intend to install on a fresh virtual machine you should add a printer first, so it can become managed by Printix.

Step 1: Install



If you need to resume the install, then **Sign in** from [printix.net](#) or use the links in the email: *"Get started with Printix ..."*

- **Download Printix Client.** Open and run the downloaded file to install on your [Windows](#)  or [Mac](#)  computer.
- **Sign in** to Printix Client. This is automatic if your Windows computer is Microsoft Entra joined.
 - If you see **Sign in with Microsoft**, select this and sign in with your work account.
 - If you see **Sign in with Google**, select this 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 asked to sign in, then sign in via the [Printix Client menu](#).
 - If you have issues with **Sign in** to Printix Client, then please read: [Sign in issues](#).

Step 2: Start printing

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

- Open the item you want to print. Select **Print** on the **File** menu.
- You will notice that nothing has changed, except for the three letters (ASD, BNM, ...) at the end of the printer name, which indicates that these printers are now managed by Printix. And apart from the Printix Anywhere printer, you have the exact same printers available to you as you did before the installation.
- Identify a Printix printer, select it, select **Print**.

Optionally [try the print methods](#) and consider [adding 2-3 users](#).

2.1.2. Migrate multiple sites to Printix Cloud

Migrating multiple sites, like branch offices and campuses.

- [Step 1: Add site](#)
- [Step 2: Deploy Printix Client to computers](#)

Prerequisites:

- Printix is already deployed at the first site.

Step 1: Add site

Install Printix Client on a computer at the site you want to add.

- If you can remotely sign in to the computer as administrator, then you can also install Printix Client. **Sign in** to Printix Client.
- Alternatively use [Add user](#) to 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*

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

- Use [Add network](#) and give the network a descriptive name.
- Use **Add to network** to 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**.

If there are additional sites, then install on these also, to make the copy of the print infrastructure.

Step 2: Deploy Printix Client to computers

- Use your preferred method to [deploy](#) 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](#).

2.1.3. Build a new site with Printix Cloud

This describes a “green field” scenario, where you want to have Printix installed and configured before users move into the new office/site. Follow the steps below to build your print infrastructure.

- [Step 1: Install](#)
- [Step 2: Set up print queues](#)
- [Step 3: Deploy Printix Client to computers](#)

Requirements:

- You should be connected to the network at the new site.
- [Printers](#) are powered on and on the network.
- Make 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, for example Windows.

- [Printers](#) are discovered and registered in the Printix Cloud.

Step 2: Set up print queues

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

- Optionally rename printers and print queues.
- Refine the print queue setup by [adding print drivers](#) and make [print driver configurations](#) to configure **Installable Options** (such as Paper trays, Duplexer, Staple, Hole punch, and Output bins), and for example **Form to tray Assignment**.
- For each of the additional Windows/macOS editions to be used in the organization, for example Windows 7 x64, install Printix Client and [add print drivers](#) and make [print driver configurations](#).
- Test that printing via 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](#) 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](#).

2.1.4. Migrate print server to Printix Cloud

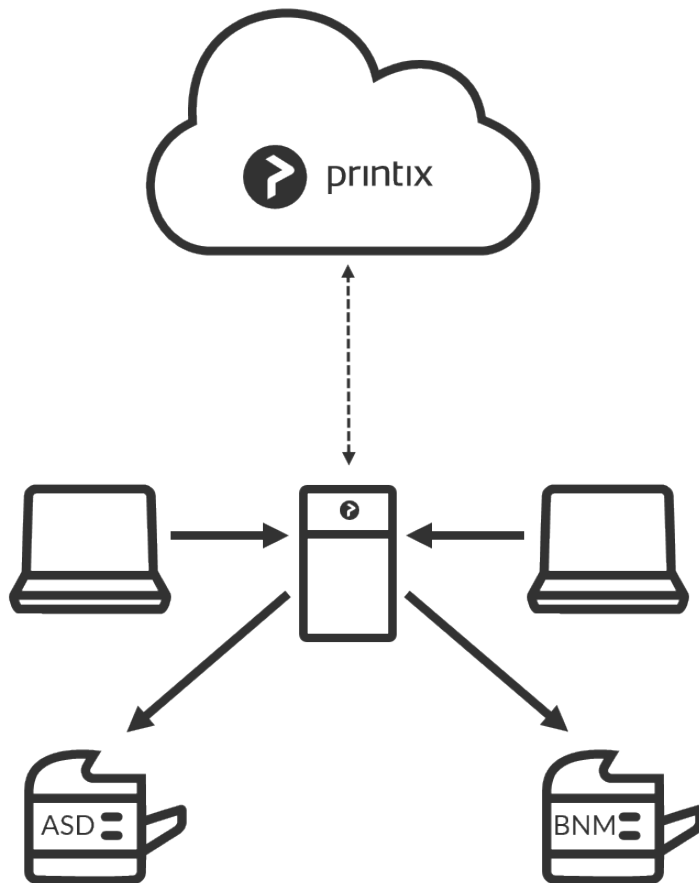
- [Step 1: Install Printix Client on the print server](#)

- [Step 2: Deploy Printix Client to computers](#)
- [Step 3: Remove print server](#)

Requirements:

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

Step 1: Install 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. Rest assured, 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 workaround this you may want to download it on another computer (without installing) and then copy it to the print server, so you can run it from there.
- If you have issues with **Sign in** to Printix Client, then please read: [Sign in issues](#).

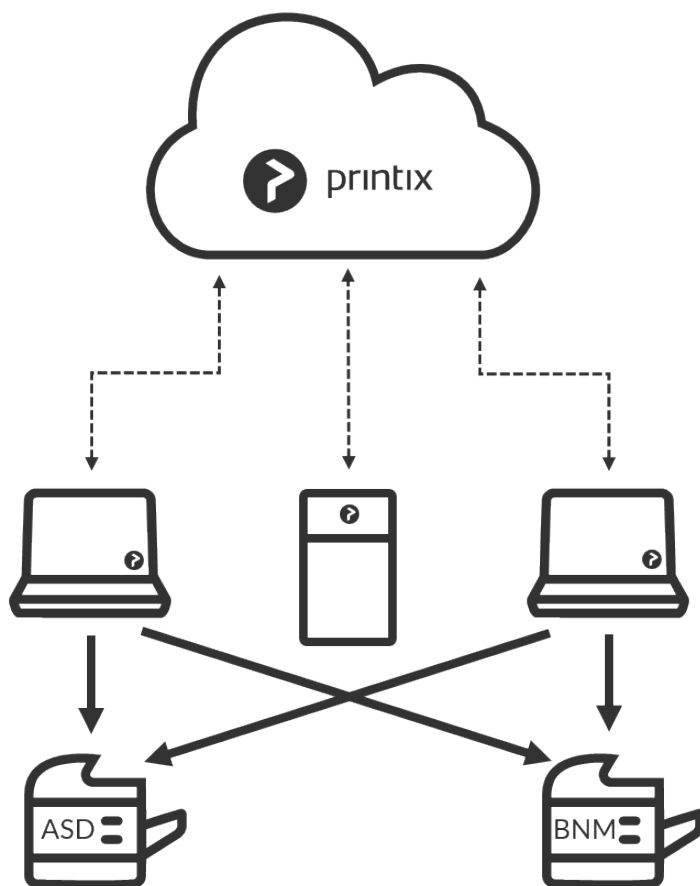
During the discovery process, we automatically detect and register printers, print queues and drivers in the Printix Cloud. At the same time, a **Network1** is created with the gateway of the print server's network adapter.

If there are additional print servers, install 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**.

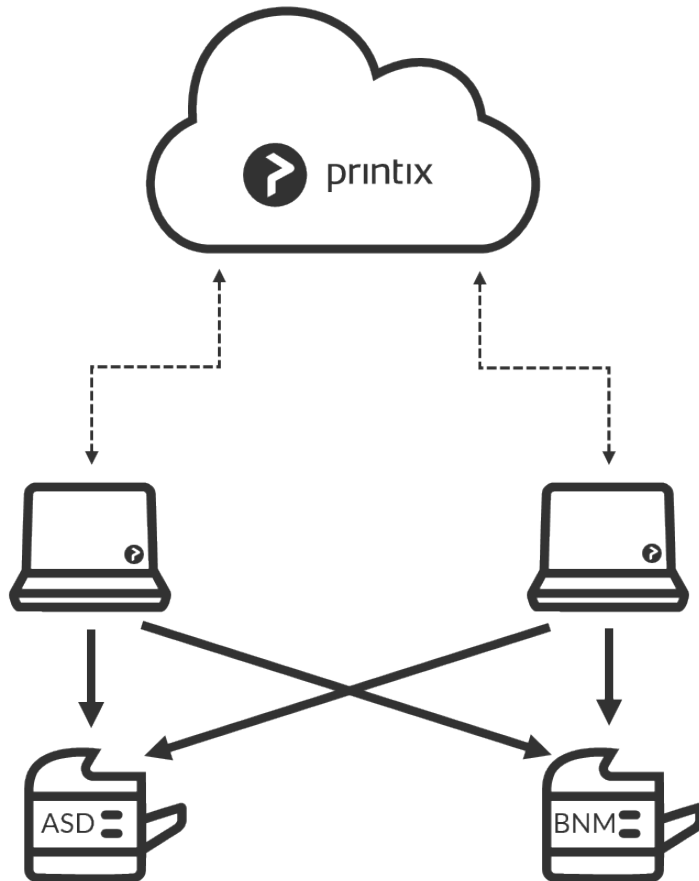
- If not all of your printers are listed on the **Printers** page, then add the missing printers.
- Optionally rename printers and print queues.

Step 2: Deploy Printix Client to computers



- Use your preferred method to [deploy](#) Printix Client, such as [Microsoft Endpoint Manager](#).
 - If users **Sign in with Microsoft** you should [Accept Printix for all users](#).

Step 3: Remove print server



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

Take the server offline. Unplug the network cable and leave it that way for a week or so: if nobody cries it's 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 enhanced with a three-letter printer ID to make it easy to search for and identify printers. From an IT management perspective, however, cloud deployment means less ongoing management since infrastructure is now managed from the cloud.

2.2. Understanding networks

Consider a company with two sites (Amsterdam and Berlin) with separate networks. There is no routing 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 what printers are available to users. A user at the Amsterdam site will only be presented to printers on this 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 unknown network
 - [Bridging two known networks](#)
 - Cloud storage
 - Printer availability

How to work with networks

The screenshot shows the 'Unknown networks' page in the Printix Administrator. The page has a top navigation bar with the Printix logo and several icons. Below the header, there's a search bar and a table with two columns: 'Gateways' and 'Computers'. The table lists three gateway entries. Each entry shows the IP and MAC address for the gateway and the number of computers connected to it. Blue callout boxes provide instructions: 'Select to Add to network' points to the first gateway, 'Select ? to open Help' points to the help icon in the top right, and 'Select to see the Computers on the gateway' points to the computer icon next to the number of 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

- [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](#)

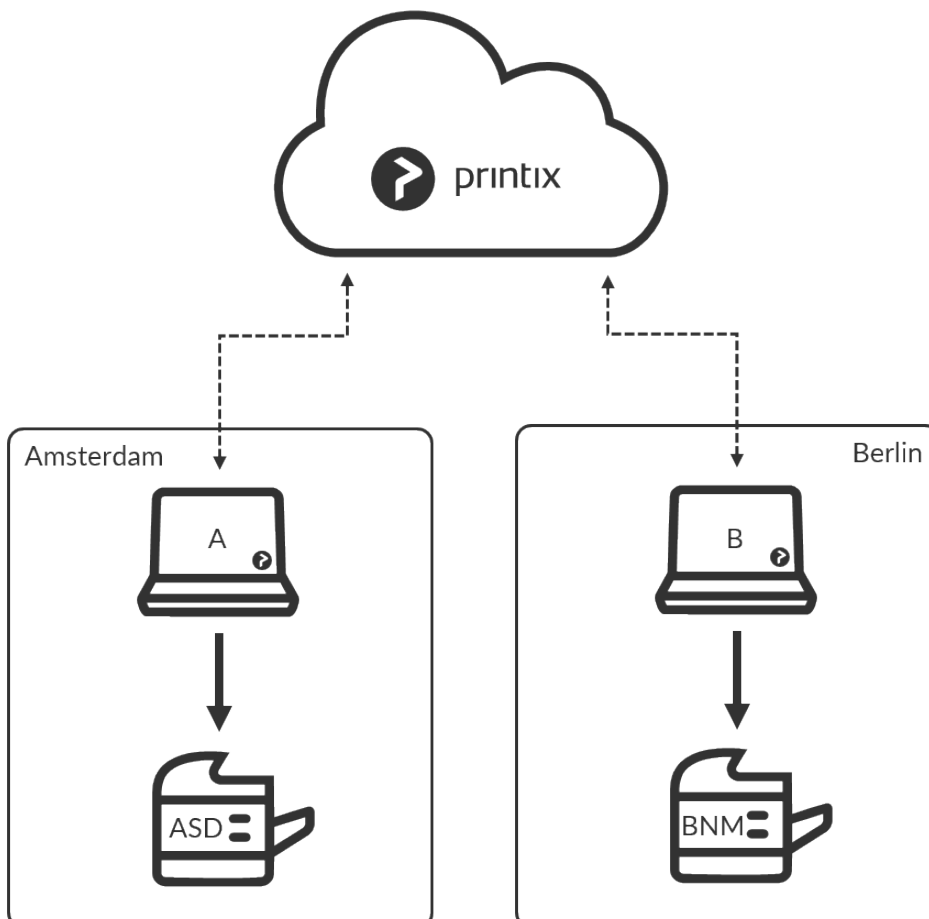
About networks

- 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 will appear as being on an **Unknown** network and a yellow dot is shown on the Printix Client icon 🟡
- A computer (laptop and hybrid tablet like the Microsoft Surface 3 or later) will appear as being on an **Unknown** network when it is powered-on outside a named network, for example, at home or during travel.
- A printer is automatically added to the network you select when you use:
 - [Discover printers](#) or
 - [Add a network 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



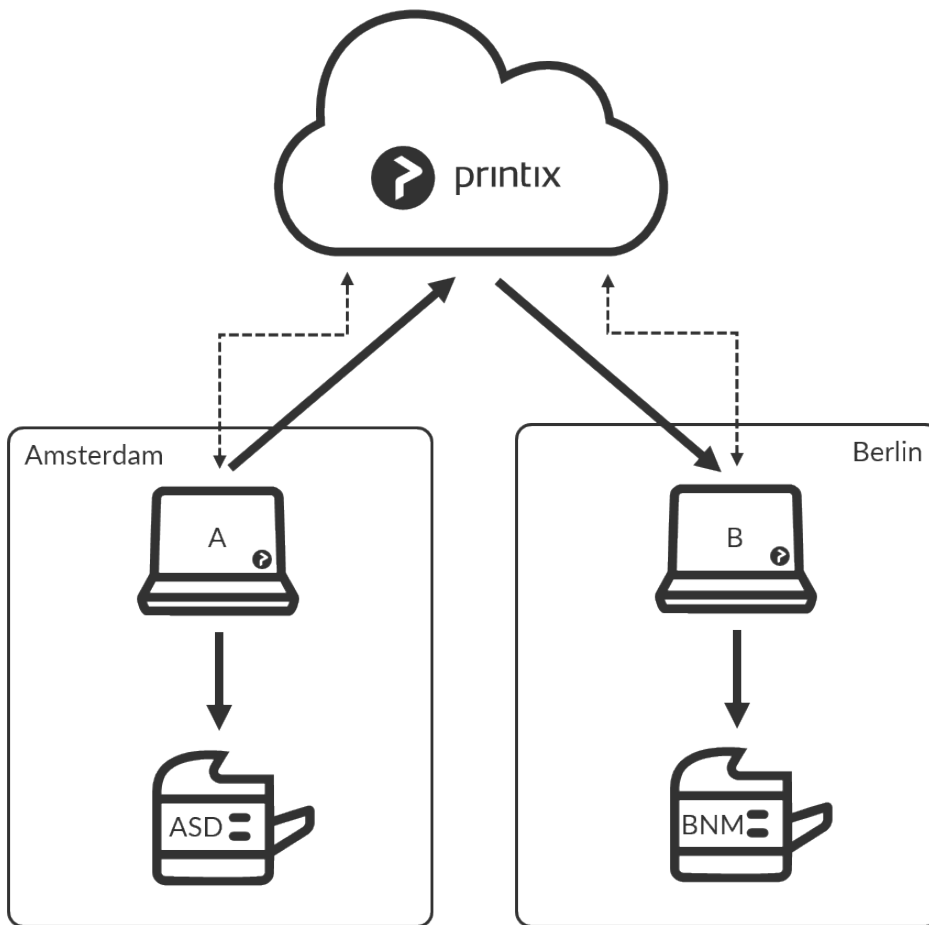
1. As you first deploy Printix Client in Amsterdam on computer A and discover printer ASD, these will be recorded as being on the network named: **Network1**.
2. You can [modify the network name](#) to change it from Network1 to Amsterdam.
3. When you deploy Printix Client in Berlin on computer B, it will appear 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 relevant **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. Use [Discover printers](#), select the Berlin network to add the printer BNM.
 - An employee who brings a laptop from Amsterdam to Berlin will not have to change anything, as the laptop will automatically be reassigned to the Berlin network.
 - Any of the print queues on the Berlin network, which has [Add print queue automatically](#) checked, are added automatically on the employee's computer.
 - Existing printers, including those added in Amsterdam, will appear as offline on the computer.
 - When the employee travels back, the laptop is automatically reassigned to the Amsterdam network. If any of the Berlin print queues, which has [Remove print queue automatically](#) checked, are removed automatically from the employee's computer.
 - During travel and at the employee's home, the laptop will appear as being on an **Unknown** network.

Print between networks

Printing is achieved via 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.

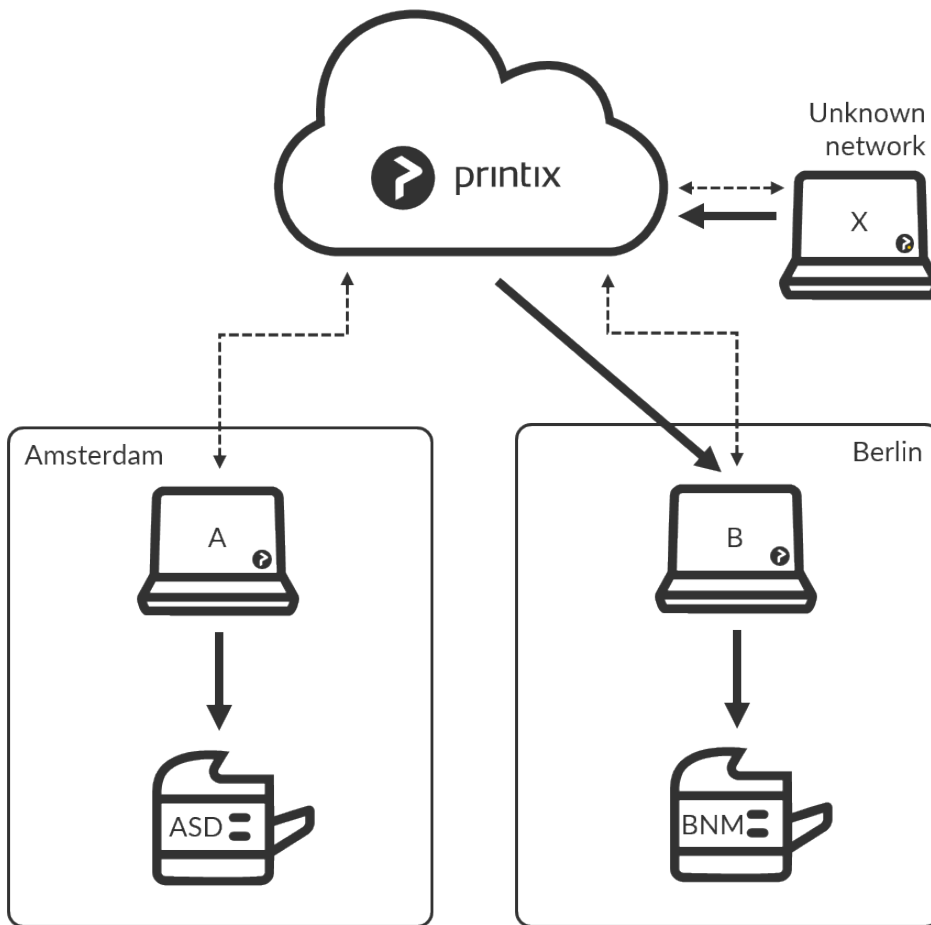
- [Enable printing via the cloud](#) for printer BNM in Berlin.

User printing while on company network



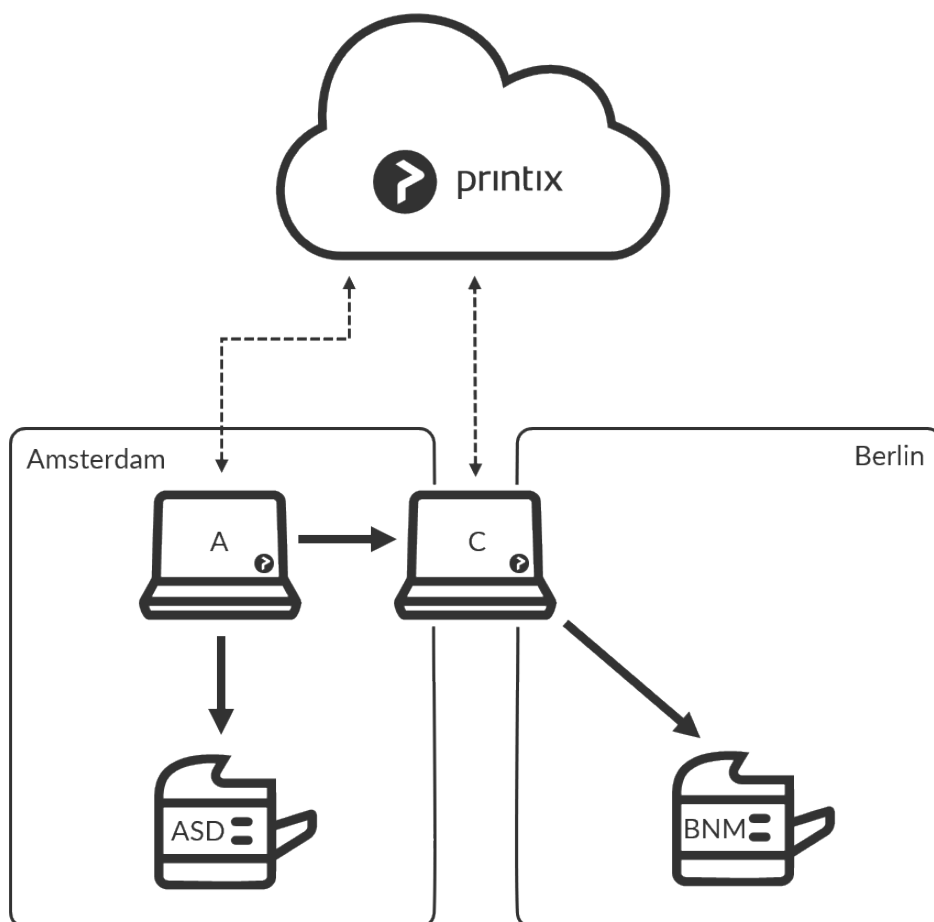
- The user on computer A in Amsterdam can now add the BNM printer and print to this even though it is in Berlin.

User printing while on unknown network



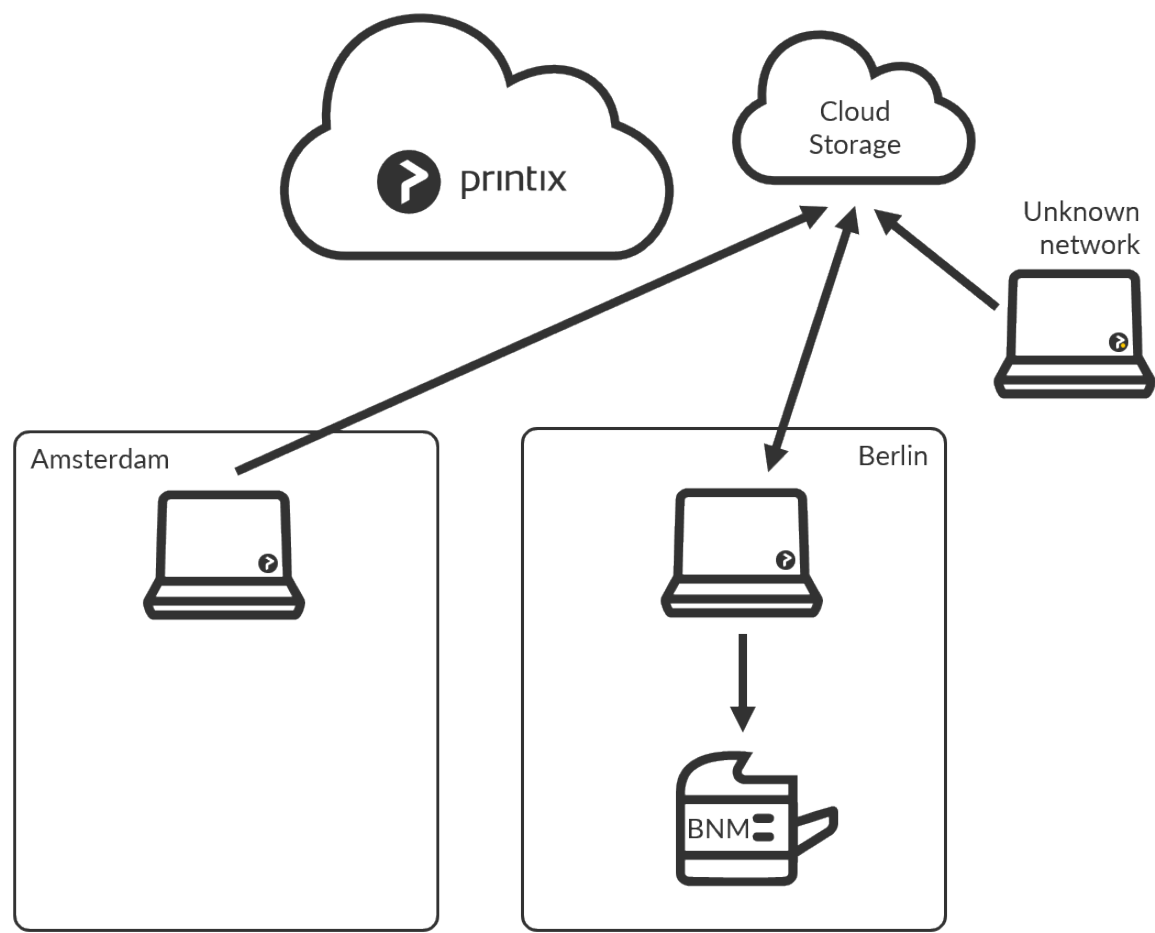
- A user working on computer X at home or while travelling, can print directly and release documents to the printer BNM.

Bridging two known networks



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

Cloud storage



If you [Add cloud storage](#), documents printed [Via the cloud](#) will go via 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](#)
- [Which documents go via the cloud?](#)

Printer availability

Based on the network, Printix Client filters the list of printers you can add. If in Amsterdam, you will see printers on the Amsterdam network. Regardless of the network, the list will always include:

- Printix Anywhere printer(s).
- Printers with [Via the cloud](#) checked.

	ASD	BNM	Anywhere
Computer A (Amsterdam)	+	+	+


Computer B (Berlin)	–	+	+
Computer C (Both networks)	+	+	+
Computer X (Unknown network)	–	+1	+2

+1 While the computer is on an **Unknown** network, it is possible to print directly and release print later documents to the printer BNM.

+2 While the computer is on an **Unknown** network, it is possible to release print anywhere documents to the printer BNM.

2.2.1. 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 will appear as being on an **Unknown** network and a yellow dot is shown on the Printix Client icon 
- A computer (laptop and hybrid tablet like the Microsoft Surface 3 or later) will appear 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](#)

2.2.2. Teach Printix about networks

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

1. Make the recommended: [Implementation setup](#).
2. Install Printix Client on computers.
 - Use your preferred method to [deploy](#) Printix Client, such as [Microsoft Endpoint Manager](#),
 - If you can remotely sign in to the computer as administrator, then you can also install Printix Client. **Sign in** to Printix Client.
 - Alternatively, use [Add user](#)  to 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*

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 use [Discover printers](#) to add printers on that network.
 - Optionally, rename printers and print queues.
4. When you are ready to introduce users to [Printing with Printix](#), enable the features you disabled in step 1 ([Implementation setup](#)).

✿ 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.

2.3. Enable BYOD

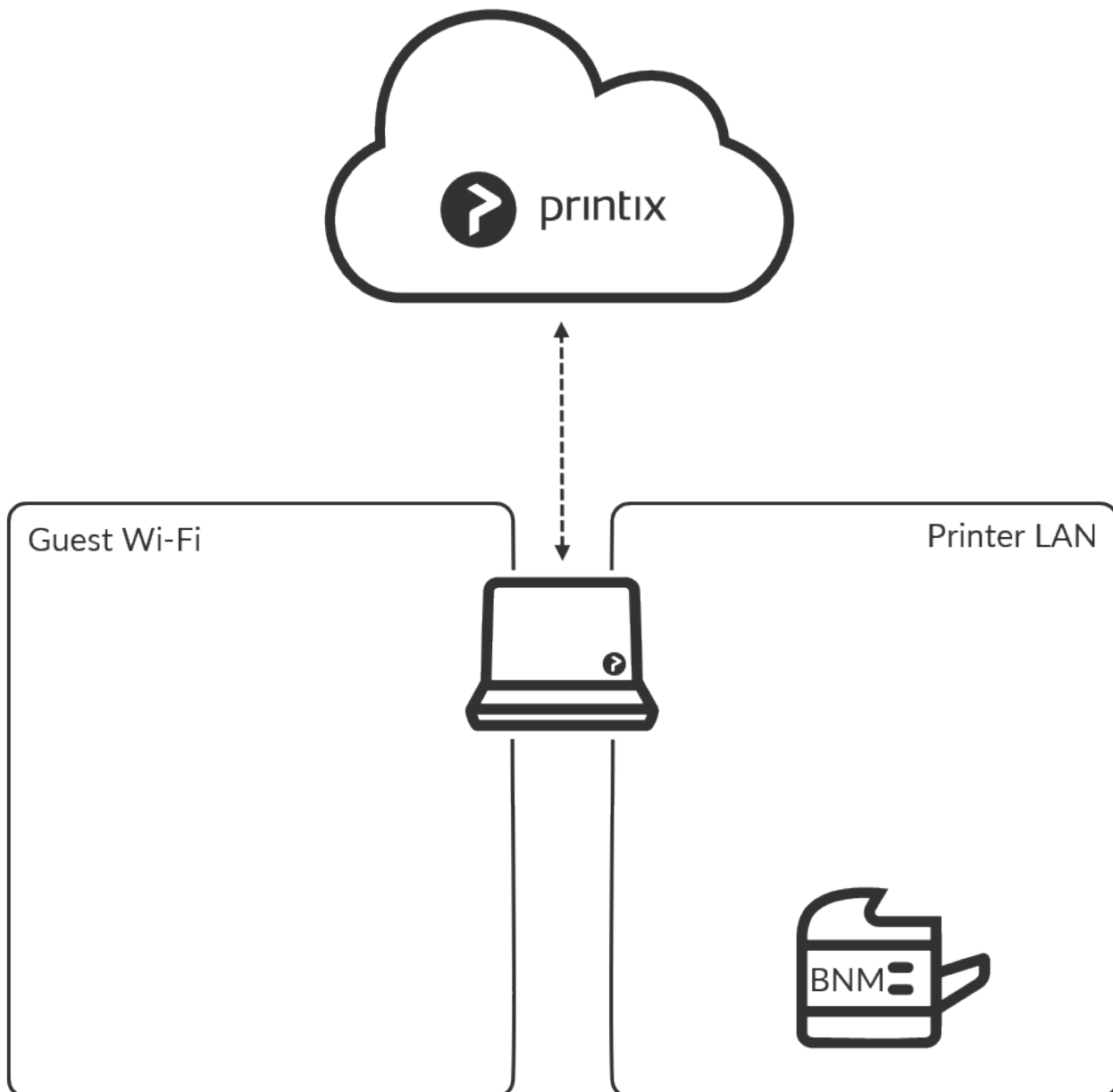
How to enable BYOD (Bring Your Own Device), so users can print from their own laptop.

If you use Microsoft Entra ID, you can add a [New guest user](#) in Microsoft Entra ID. Guests can also be added by email [Invitation](#). If your guests are subcontractors from the same company, you may want to add the subcontractor company's email domain as you [Enable self-registration](#).

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

Requirements

- User has an email address.
- User has brought an own computer (BYOD).
- Printix Client can be installed on the user's [Windows](#) or [Mac](#) computer.
- A company computer with Printix Client that is powered on at all times and has two network interfaces (Wi-Fi and LAN).



Administrator preparation

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

User registration

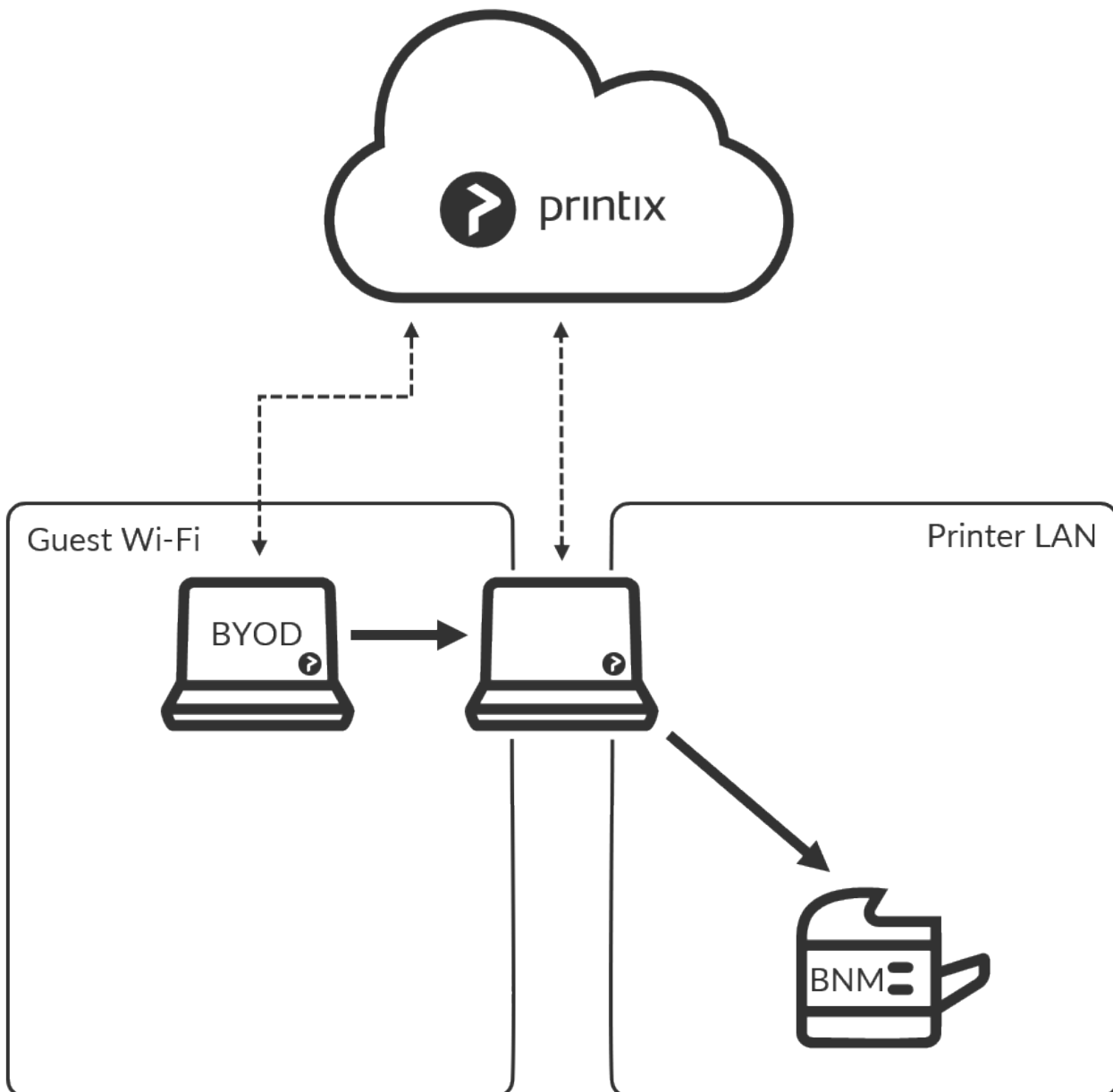
1. Read the email *"Welcome to Printix..."* and selects the link to **Download Printix Client**.
2. After successful registration the user also receives the email: *"Get started with Printix ..."* with links

to Printix Client and Printix App.

- The Printix Anywhere printer is automatically added on the user's computer when this is on the company network.
- The user can use Printix Client to [add printer](#) BNM once the computer is on the company network.

User printing while on company network

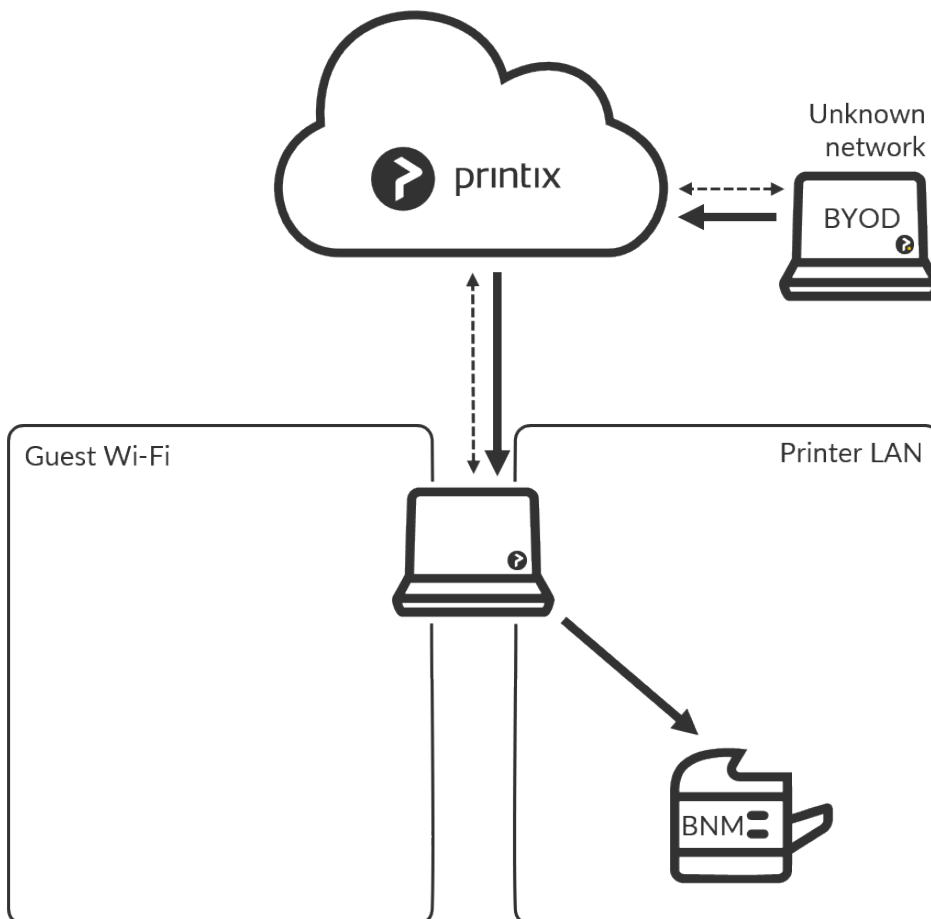
- The user can print to the Printix Anywhere printer and subsequently open [Printix App](#) and release the documents to the printer BNM. The user's computer must be online and on the company network (Guest Wi-Fi or Printer LAN) to release the document.
- If the user has used Printix Client to [add printer](#)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



User printing while on unknown network

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

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



See also:

- [How to release documents](#)

2.4. Implementation guide

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

- [Implementation phases](#)

Evaluation, Proof of Concept, Implementation, and Go live

- Printix Implementation Manual
- Infrastructure implementation

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

An assigned expert will assist with the technical setup associated with Printix software.

✿ If you need your trial period extended, then please [contact us](#). 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](#). Check that the required [ports and internet endpoints](#) are accessible.

2. Proof of Concept

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

- [Select implementation setup](#)

3. Implementation

- Deploy 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 members of your team.

Printix Implementation Manual

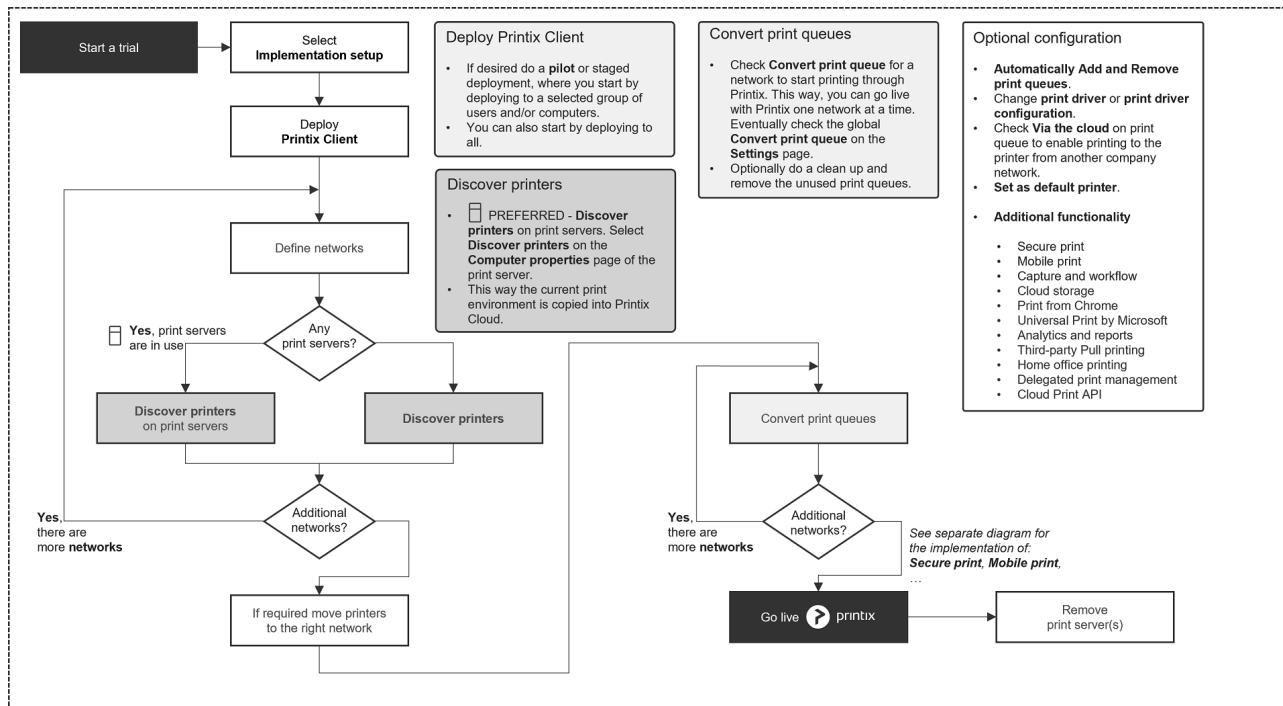
- [Printix Implementation Manual](#)

Describes how to implement Printix.

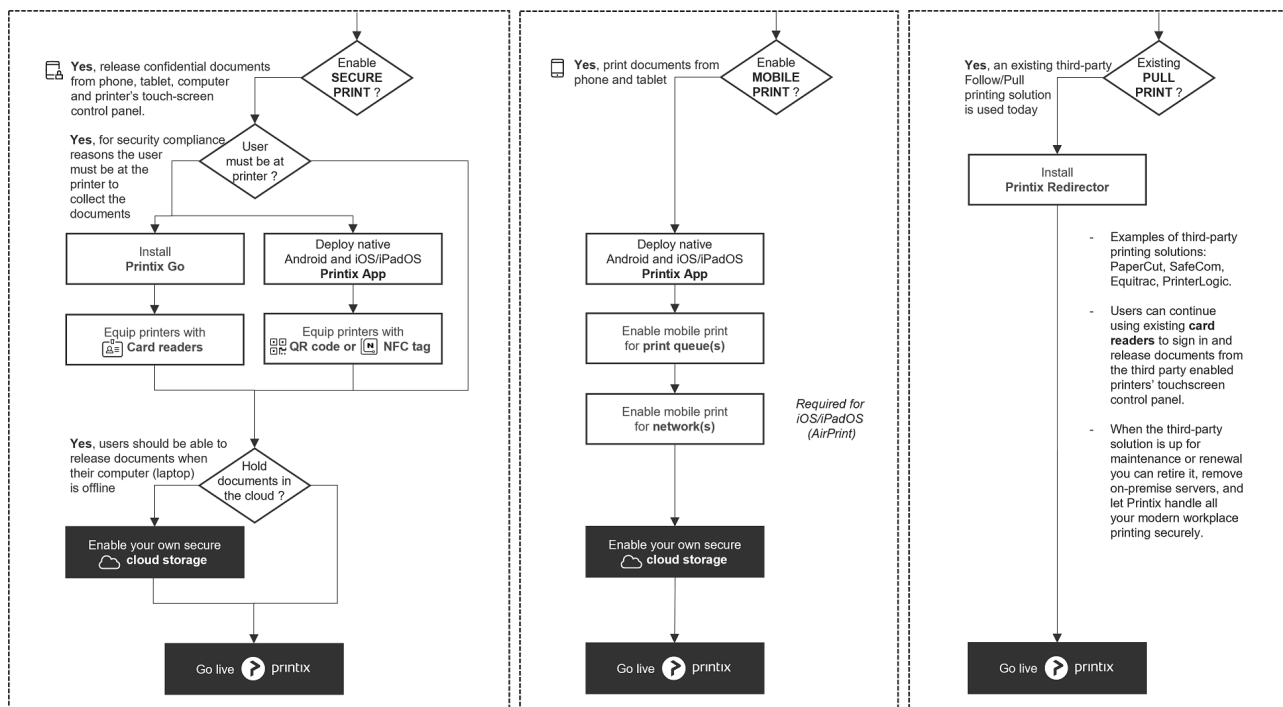


[Select cover to open as PDF](#)

Infrastructure implementation



Additional functionality implementation



Implementation setup

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

- On the **Settings**  page:

- **Enable print later** is unchecked.
- **Allow users to add printers via Printix Client** is unchecked.
- **Print queue naming** is set to **Printer name without printer ID**.
- **Create default print queue** is unchecked.
- **Convert print queues** is unchecked.

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

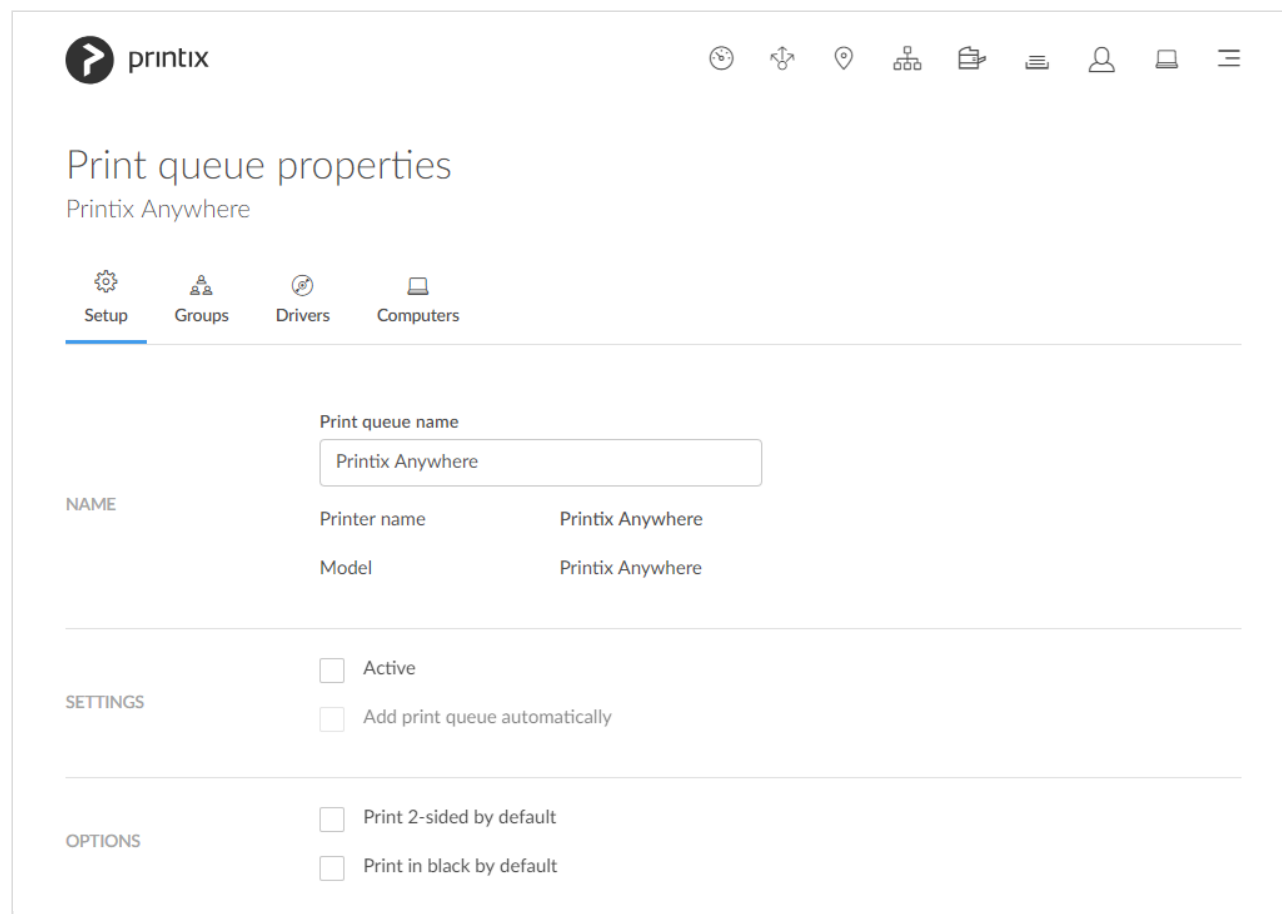
EMAIL MESSAGES

Signature

John Smith
john.smith@acme.com

2. On the Printix Anywhere  printer's [Print queue properties](#) page:

- **Add print queue automatically** is unchecked.
- **Active** is unchecked.



The screenshot shows the 'Print queue properties' page in the Printix Administrator. The page has a top navigation bar with the Printix logo and several icons. Below the navigation bar, there are four tabs: 'Setup', 'Groups', 'Drivers', and 'Computers'. The 'Setup' tab is selected. The main content area is divided into three sections: 'NAME', 'SETTINGS', and 'OPTIONS'. The 'NAME' section contains a 'Print queue name' field with the value 'Printix Anywhere', and two rows of information: 'Printer name' and 'Model', both with the value 'Printix Anywhere'. The 'SETTINGS' section contains two checkboxes: 'Active' and 'Add print queue automatically'. The 'OPTIONS' section contains two checkboxes: 'Print 2-sided by default' and 'Print in black by default'.

Print queue properties
Printix Anywhere

Setup Groups Drivers Computers

NAME

Print queue name
Printix Anywhere

Printer name Printix Anywhere

Model Printix Anywhere

SETTINGS

☐ Active

☐ Add print queue automatically

OPTIONS

☐ Print 2-sided by default

☐ Print in black by default

Implementation pack

Our [Printix Implementation Pack](#) is designed for customers who want:

- Priority Implementation Support up to 2 hours and
- 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 will assist with the technical setup associated with Printix software.

2.4.1. Organization with multiple sites want to eliminate print servers

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.

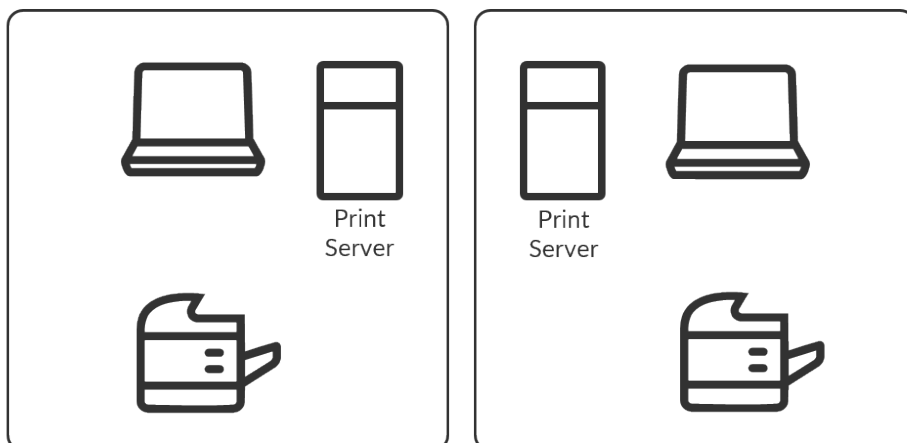
- [Step 1: Create a new Printix Home](#)
- [Step 2: Install Printix Client on the first print server](#)
- [Step 3: Install Printix Client on print server at remote site](#)
- [Step 4: Add sites without print server](#)
- [Step 5: Deploy to computers](#)

- [Step 6: Remove 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, so a supported web browser (Microsoft Edge) is installed, as this is required for Printix to work.

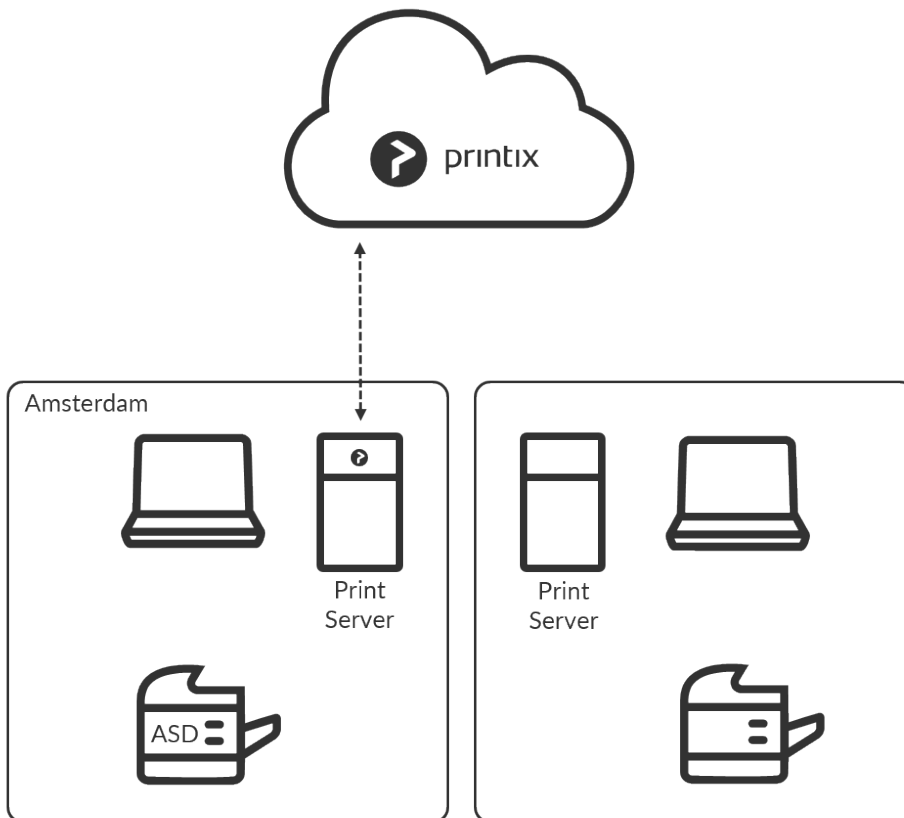
Step 1: Create a new Printix Home



Action

1. [Create a new Printix Home.](#)

Step 2: Install Printix Client on the first print server



Action

2. Install Printix Client on the print server.
 - The Microsoft **Edge** web browser **Security settings** may obstruct the download of the Printix Client software. To workaround this you may want to download it on another computer (without installing) and then copy it to the print server, so you can run it from there.
 - If you have issues with **Sign in** to Printix Client, then please read: [Sign in issues](#).

✿ Printix never converts print queues on Windows Servers. Printing via the shared print queues on the print server continues to work and no computer restart is 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.
- Printers get 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 via 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, then you should [merge the networks](#).

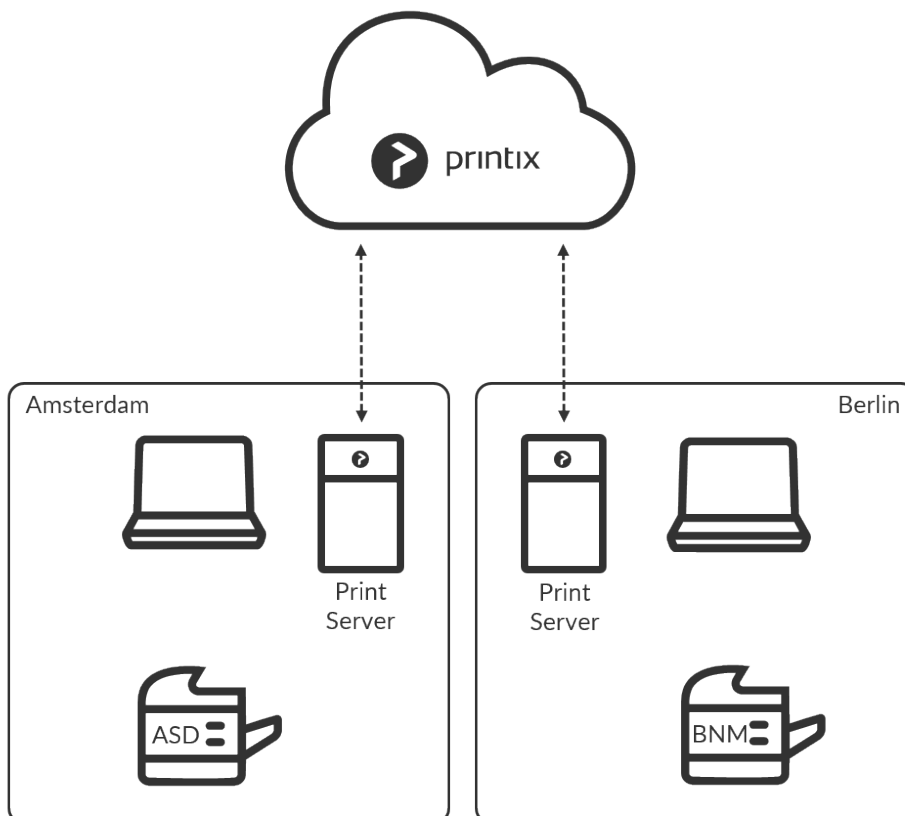
Action

3. Optionally [Modify](#) the network name **Network1** to a descriptive name (*Amsterdam*).
4. If there are additional print servers on this site, then install on these also, to make the copy of the print infrastructure as complete as possible.
Open the [Computer properties](#) page of the print server and select **Discover printers**.

See also:

- [Networks](#)

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



Action

5. Install Printix Client on the print server.
6. 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.

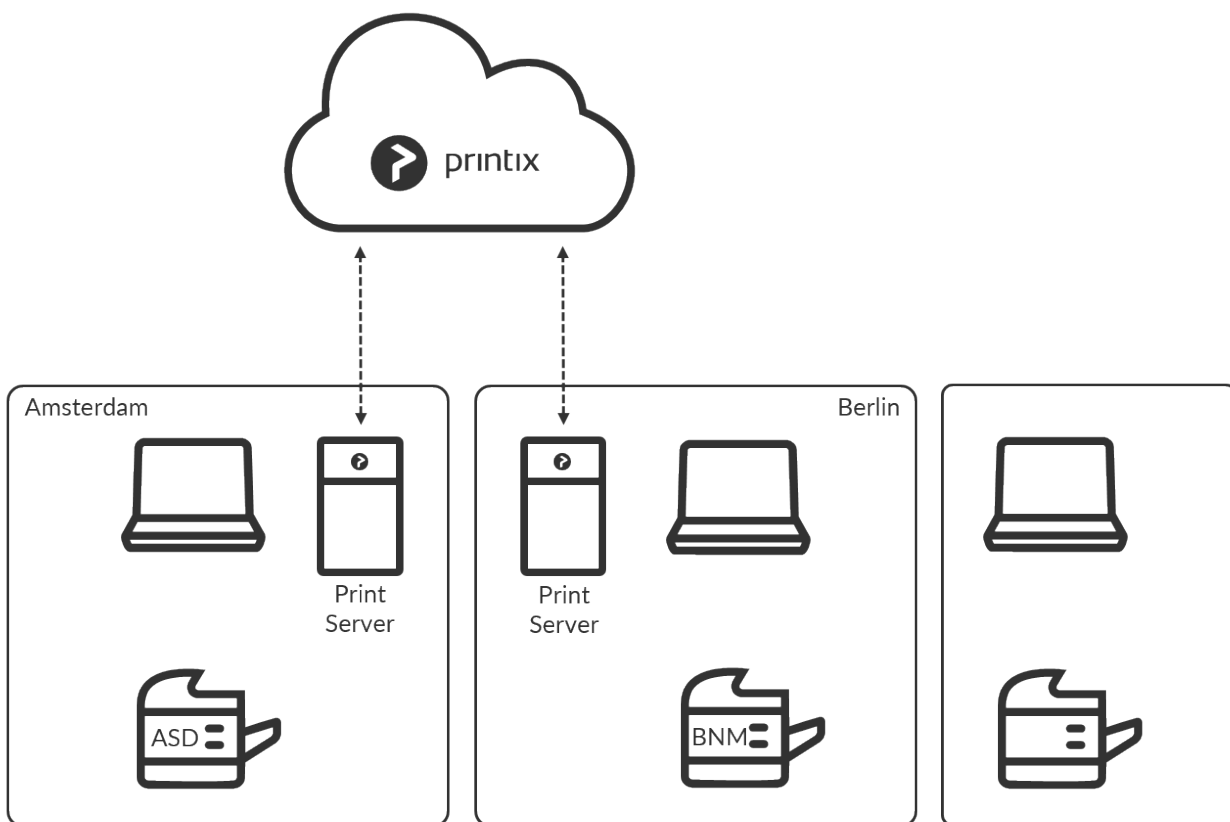
- Print drivers are registered for each print queue on the print server.
- Signed and unique print drivers are uploaded to your Printix driver store.
- If printers were found via for example two network adapters (LAN and Wi-Fi), then an additional **NetworkN+1** is created with the gateway of the other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

Action

7. Optionally [Modify](#) the network name to a descriptive name (*Berlin*).
8. If there are additional print servers on this site, then install on these also, to make the copy of the print infrastructure as complete as possible.

Open the [Computer properties](#) page of the print server and select **Discover printers**.

Step 4: Add sites without print server

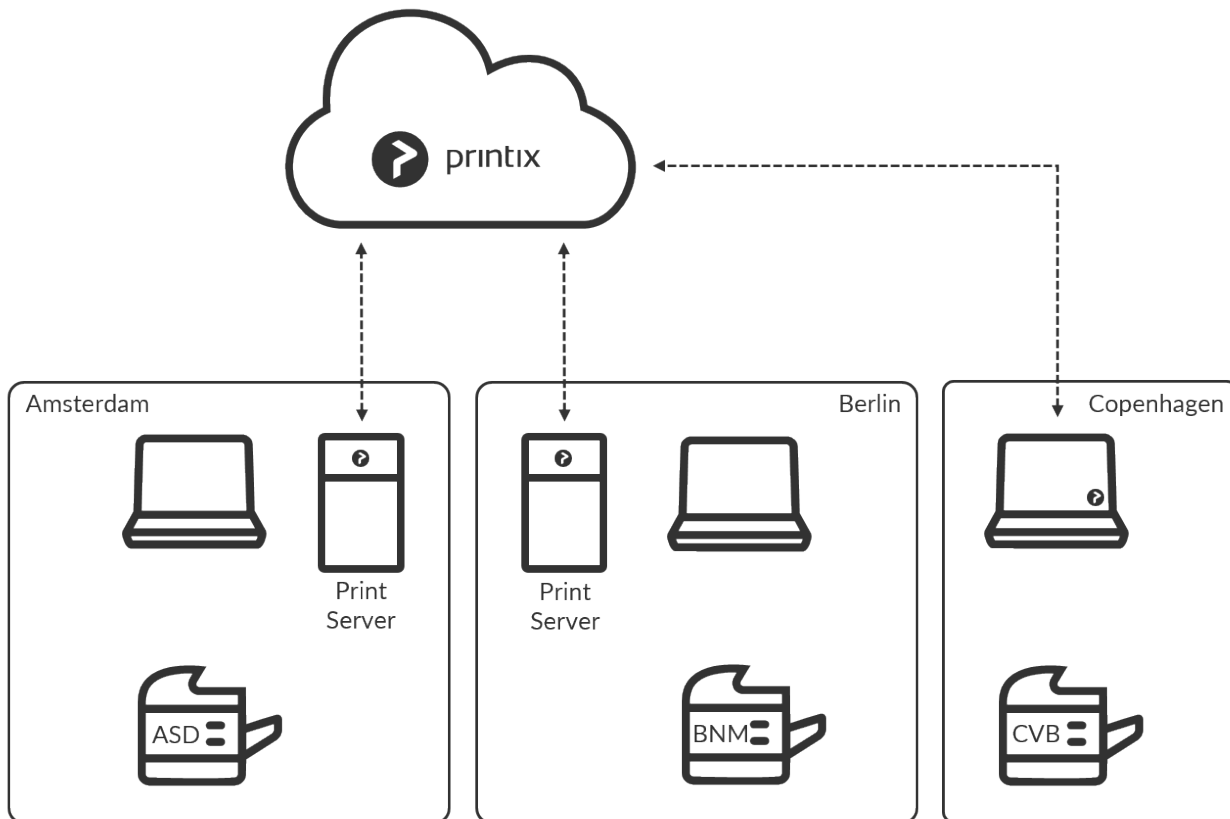


Action

9. Install Printix Client on a computer at the site you want to add.
 - If you can remotely sign in to the computer as administrator, then you can also install Printix Client. **Sign in** to Printix Client.
 - Alternatively use [Add user](#) to 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*

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.



Action

10. Use [Add network](#) and give the network a descriptive name (*Copenhagen*).
11. Use [Add to network](#) to add the gateway (LAN and/or Wi-Fi) of the computer to the network.
12. Use [Discover printers](#) and select the newly added network (*Copenhagen*).

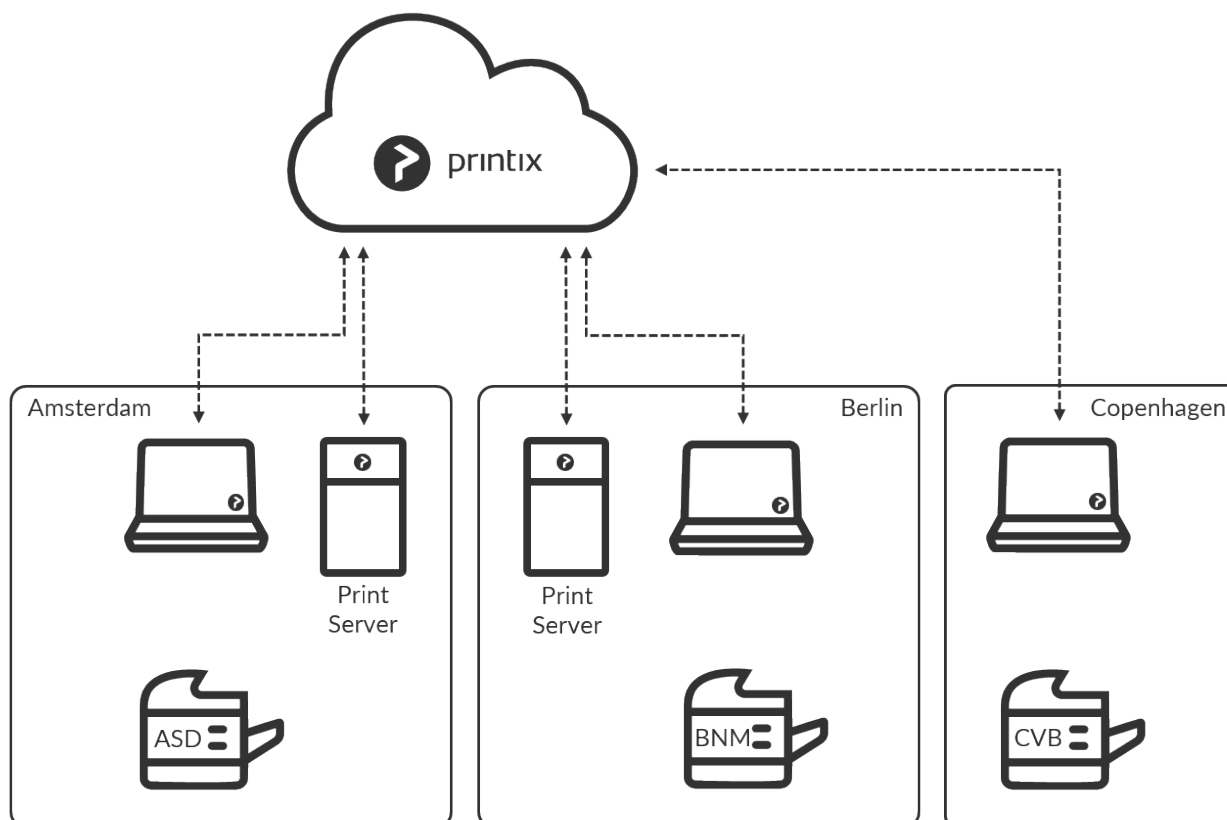
What happens

- The user's computer appears on the [Computers](#) page as being on the network: *Copenhagen*.
- [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.

Action

13. If there are additional sites, then install on these also, to make the copy of the print infrastructure.

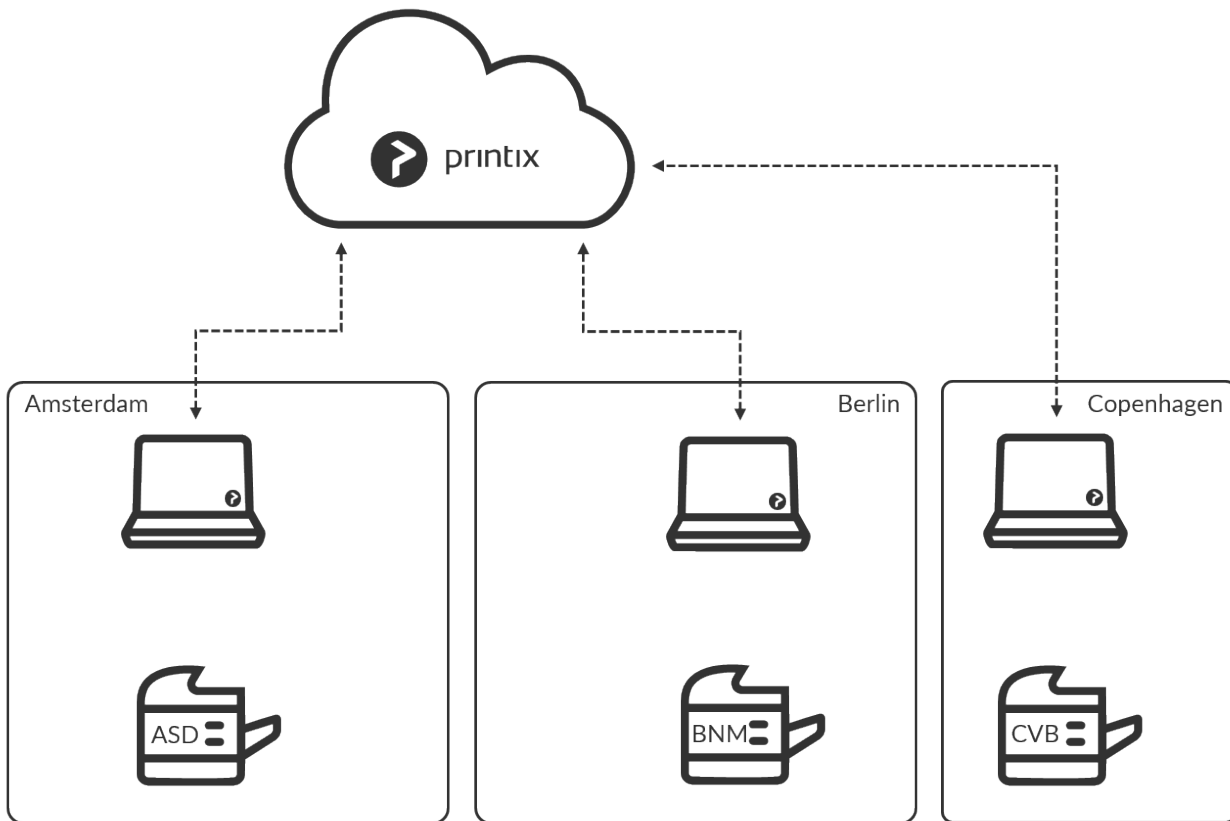
Step 5: Deploy to computers



Action

14. If not all of your printers are listed on the **Printers** page, then add the missing printers.
15. Optionally rename printers and print queues.
16. Use your preferred method to [deploy](#) Printix Client, such as [Microsoft Endpoint Manager](#), and get users to print with and use Printix.
 - If users **Sign in with Microsoft** you may want to [Accept Printix for all users](#).

Step 6: Remove print servers



Action

17. Verify that the print servers' shared print queues can be paused without users complaining.
18. Verify the server does not have additional roles, such as Domain Controller, File Server, etc.
19. Decommission the print servers.

Impact

- Removes print server.
- 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 update itself to the latest approved version.

Additional features

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

2.5. Citrix and RDS

Printix printing is also possible if you use Citrix or Remote Desktop Services (RDS).


1. Install Printix Client on the Citrix Servers and install Printix Client on at least one computer at each site/location.
 - Please refer to [Citrix and RDS Profile Management](#) on how to include 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, then please refer to [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 check [Via the cloud](#).
4. Each user running a terminal session (Citrix session) will **Sign in** to Printix Client and see all the printers for the site/location.

Alternatively, if you are using “fat” clients:

1. Install Printix Client on each client.
2. All the local printers will be mapped into the Citrix terminal session.

Citrix and RDS Profile Management

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

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Client\
4. Add the DWORD value name **StartAsVDI** and give it the value that match your environment.
The **StartAsVDI** can take on these **Decimal** values (hex value in parenthesis):
 - **0** (0×00000000)
This is the default. [Printix Client will update itself automatically](#).
 - **1** (0×00000001)
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** (0×00000002)
[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** (0×000003e7)
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.

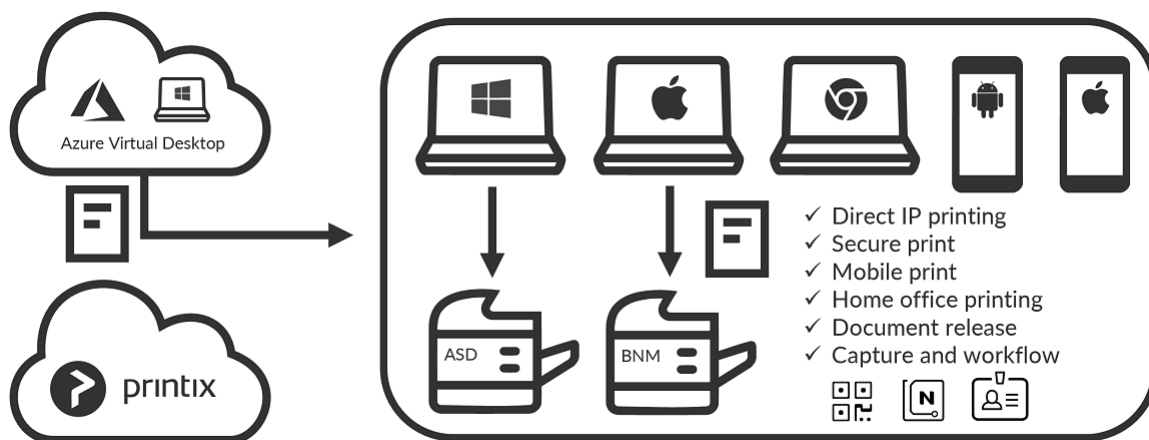
✳ **StartAsVDI** only takes effect after a [restart of the Printix Service](#) and only takes effect for new profiles.

2.6. Azure Virtual Desktop

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

Requirements

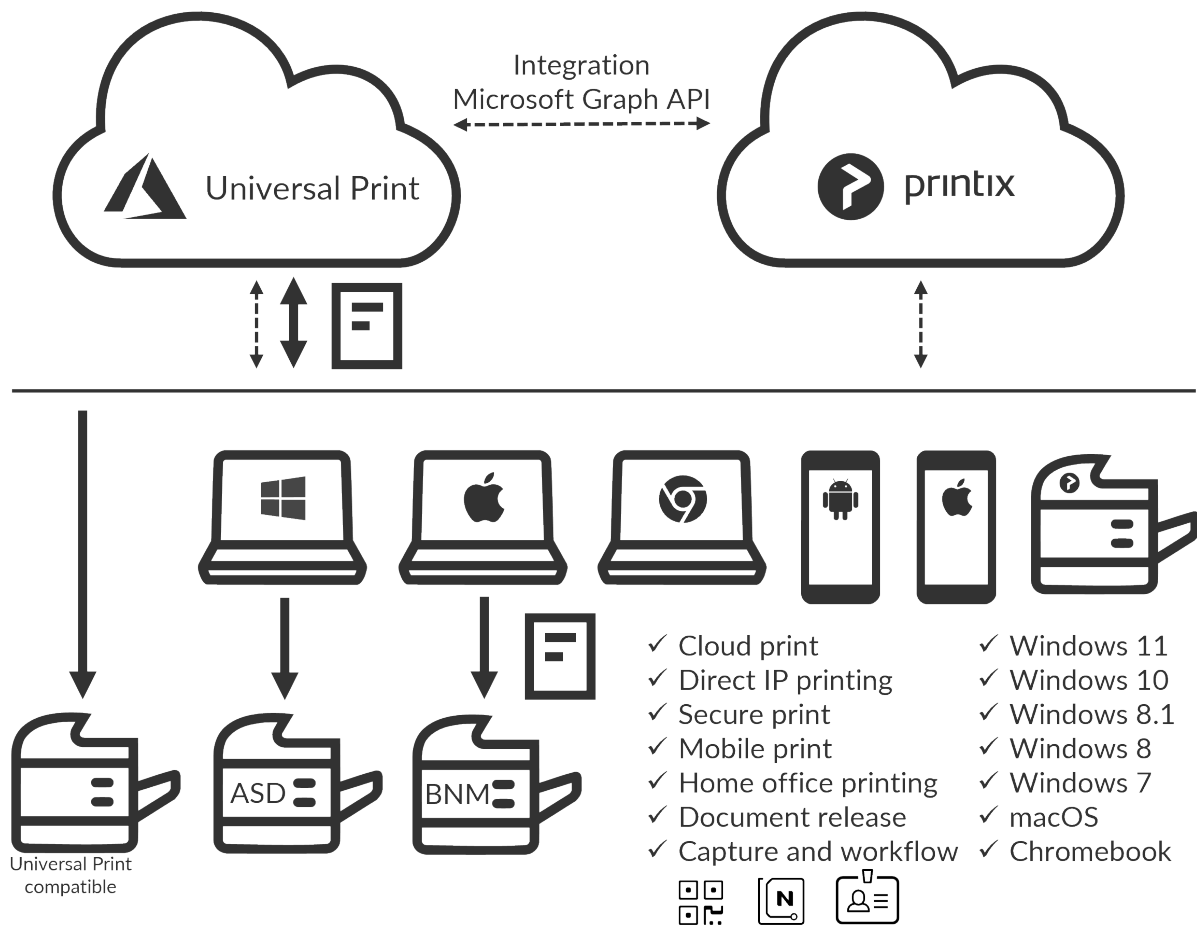
- Printix Client must be installed on the Azure Virtual Desktop computer.
- You must [enable printing via the cloud](#) for the printers to be used by the Azure Virtual Desktop computers.
- There must be at least one computer online with Printix Client installed on the printer's network. Alternatively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

2.7. 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](#)



<https://www.youtube.com/embed/msGI0zC6GQ?rel=0>

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 will need to 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 later and is either:
 - [Microsoft Entra joined](#),
 - [Microsoft Entra registered](#), or
 - [Microsoft Entra hybrid joined](#)

Limitations





- There is support 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** checked 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 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 phones and tablets, Android and iOS/iPadOS, to Printix managed printers
- Microsoft Dynamics 365 Business Central
Setup 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 to allow full integration with Universal Print. Please see Microsoft for further assistance on this where needed.

Additionally Printix provides:

- Wide operating system support:
 - [Windows](#) 
 - Windows 11, 10, 8.1, 8, and 7.
 - [Mac](#) 
 - [Chrome OS](#) 
 - [Linux](#) 
 - Print from computers via Chrome browser.
- Direct IP printing – Keep documents local and print when there is no Internet connection.
- Central print queue and print driver management with [driver store](#) in the cloud.
- [Delegated print management](#).
- [Analytics and reports](#) (Microsoft Power BI).

Secure print

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

- **Printix Anywhere printer** 
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 to any Printix managed printer. The printer must have a print queue that has [Via the cloud](#) checked.
 - Wait until you are at the printer and then use [Printix App](#) on your phone to release your documents. Printix App is available as a native 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, then 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 checked 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 the particular printer.
 - Wait until you are at the printer and then use [Printix App](#) on your phone to release your documents. Printix App is available as a native 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, then 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](#).

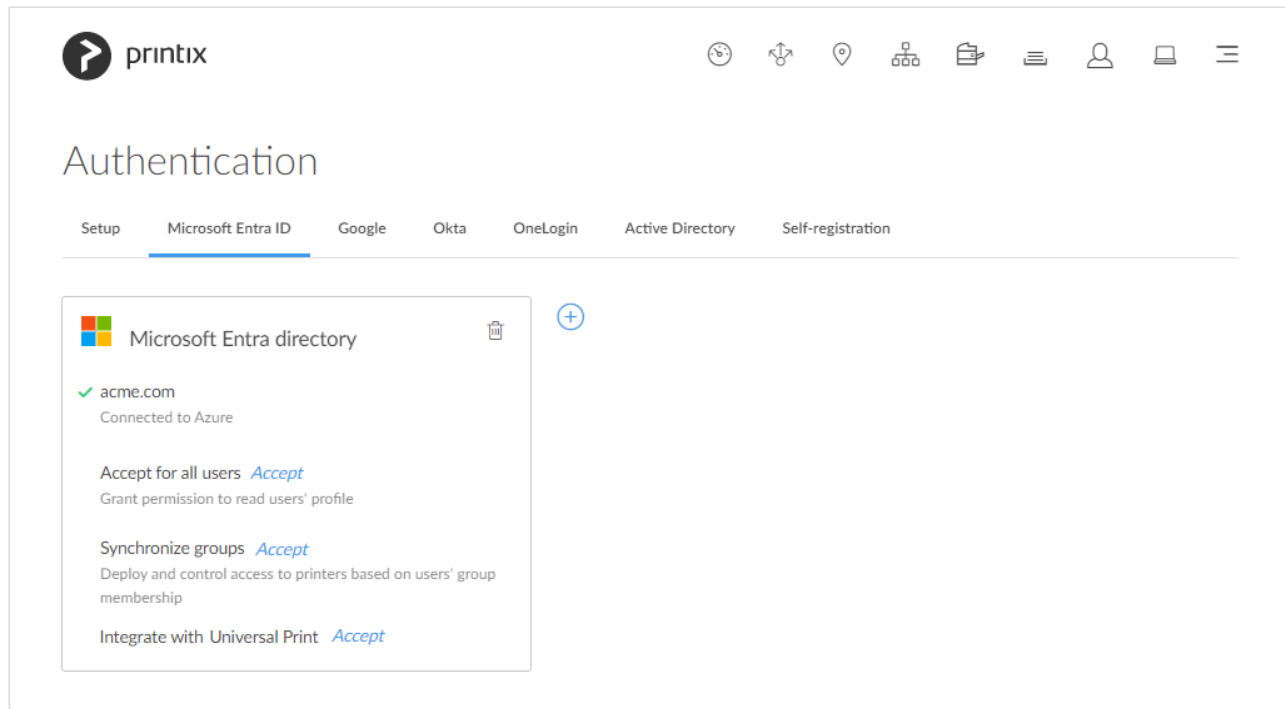
How to assign the Universal Print license to a user

1. Sign in to Microsoft Azure 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-hand menu, select **Users**.
5. Search and select a user.
6. Select  **Edit properties**.
7. On the **Settings** tab, check the **Account enabled** check boxes.
8. For the **Usage location**, select the country of the user, then save the changes.
You return to the selected user's overview page.
9. In the left-hand menu, select **Licenses**.
10. Select **+ Assignments**.
11. Check the **Universal Print** check box and select **Save**.


How to integrate with Universal Print

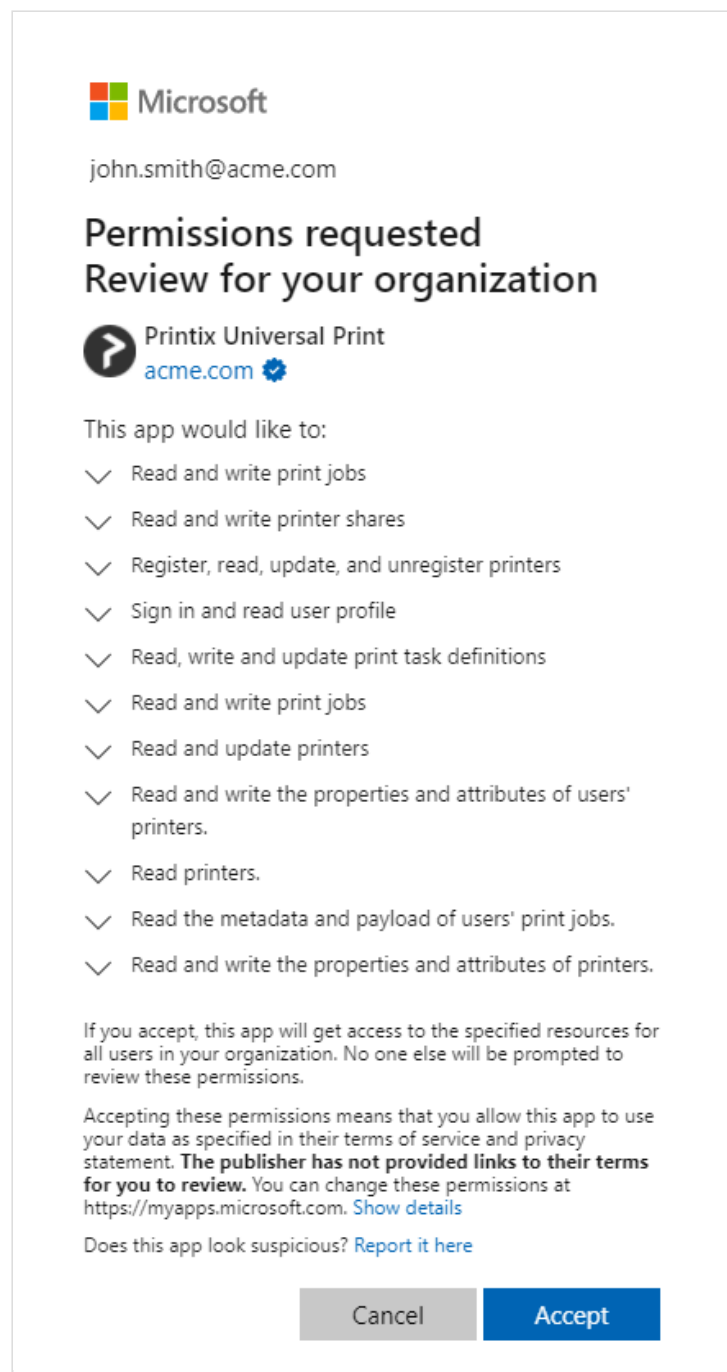
1. [Accept integration with Universal Print](#)
2. [Publish print queues with Universal Print](#)
 - [Print queue naming](#)
 - [How to see Printix printers in Universal Print](#)
 - [How to see print jobs in Universal Print](#)

Accept integration with Universal Print



This has to be done only once and by the global admin in Microsoft Entra ID.

1. In Printix Administrator on the **Authentication**  page, select the [Microsoft Entra ID](#) tab. One directory only is supported.
2. For now, it is a requirement that [Synchronize groups](#) must also 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 role as **Printer Administrator** to manage all aspects of printers in Universal Print.
 - Enter **Password**.
5. Select **Sign in**.
6. Printix will ask you for permission to:
 - Read and write print jobs.
 - Read and write printer shares.
 - Register, read, update, and unregister printers.
 - Sign in and read user profile.
 - Read, write and update print task definitions.
 - Read and update printers.
 - Read and write the properties and attributes of users' printers.
 - Read printers.
 - Read the metadata and payload of users' print jobs.
 - Read and write the properties and attributes of printers.



7. Select **Accept** to grant these permissions.

In Microsoft Azure, this will add the enterprise application **Printix Universal Print**.

Publish print queues with Universal Print

printix

Print queue properties
Printix Anywhere

Setup Groups Drivers Computers

NAME

Print queue name
Printix Anywhere

Model
Printix Anywhere

SETTINGS

☒ Active

☒ Add print queue automatically

☐ Enable mobile print

☒ Publish with Universal Print

OPTIONS

☐ Print 2-sided by default

☐ Print in black by default

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

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

8. In Printix Administrator open the [Print queue properties](#) page.
 - It is possible to modify the properties of multiple print queues.
9. Check **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.
10. Select **Save**.
 - Allow 1-2 minutes before the corresponding printer is added and 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)*

Print queue naming

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

PRINT QUEUE NAMING

☒ Printer ID after printer name

☐ Printer ID before printer name

☐ Printer name without printer ID

☐ Hide printer ID in Printix Client

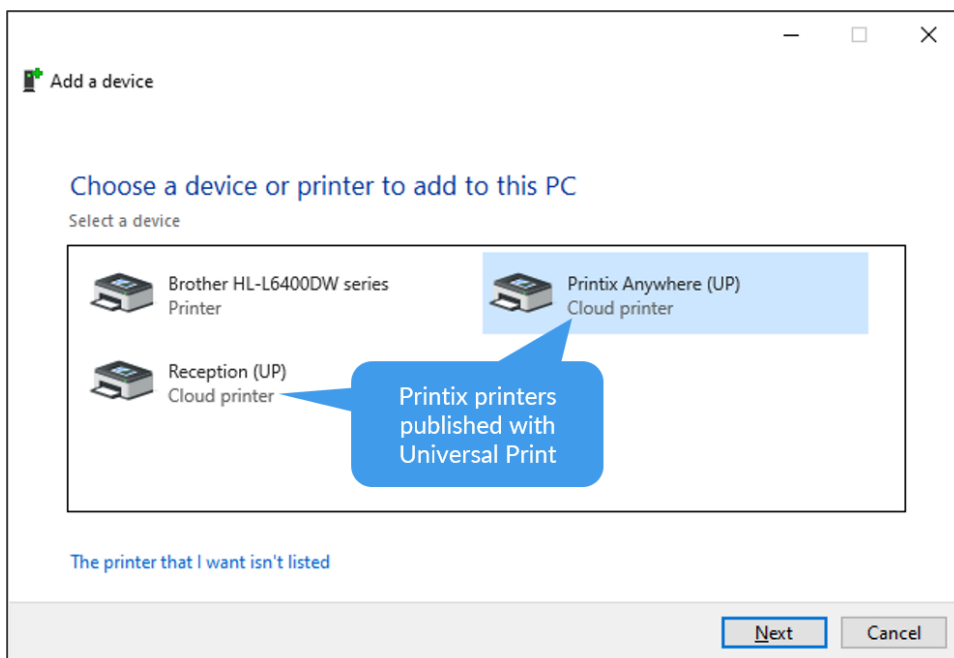
Native Printix managed print queue:

- Name can not be changed but is managed from Printix Administrator. Examples: *Reception ASD*, *ASD Reception*, and *Reception*.
- **Port** is an **Internet Port**. Example: *http://localhost:21339/ipp/ASD/2114d3f3-e5732...*

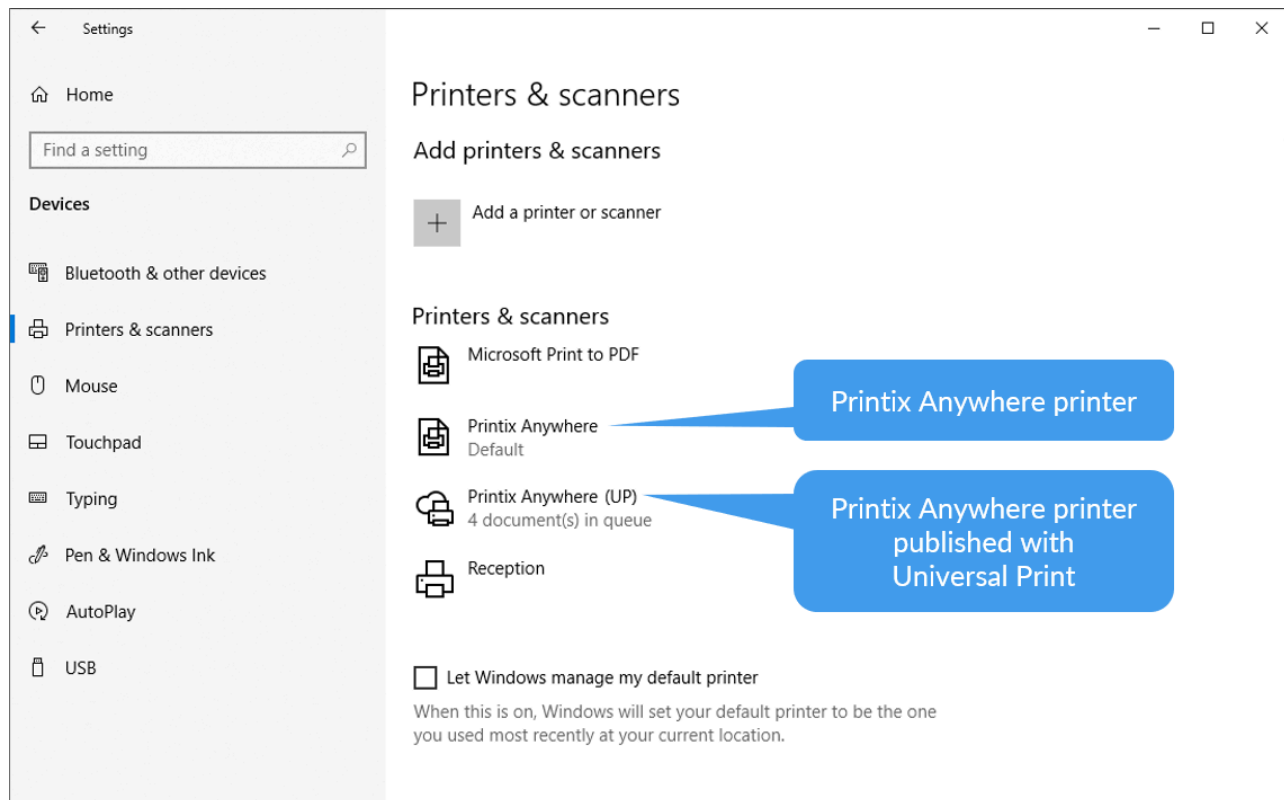
Printix print queue published with Universal Print:

- Name can not be changed once it is published. It will contain (UP), which is short for Universal Print. Examples: *Printix Anywhere (UP)*, and *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 printer** dialog any Universal Print printer appears as a **Cloud printer**.



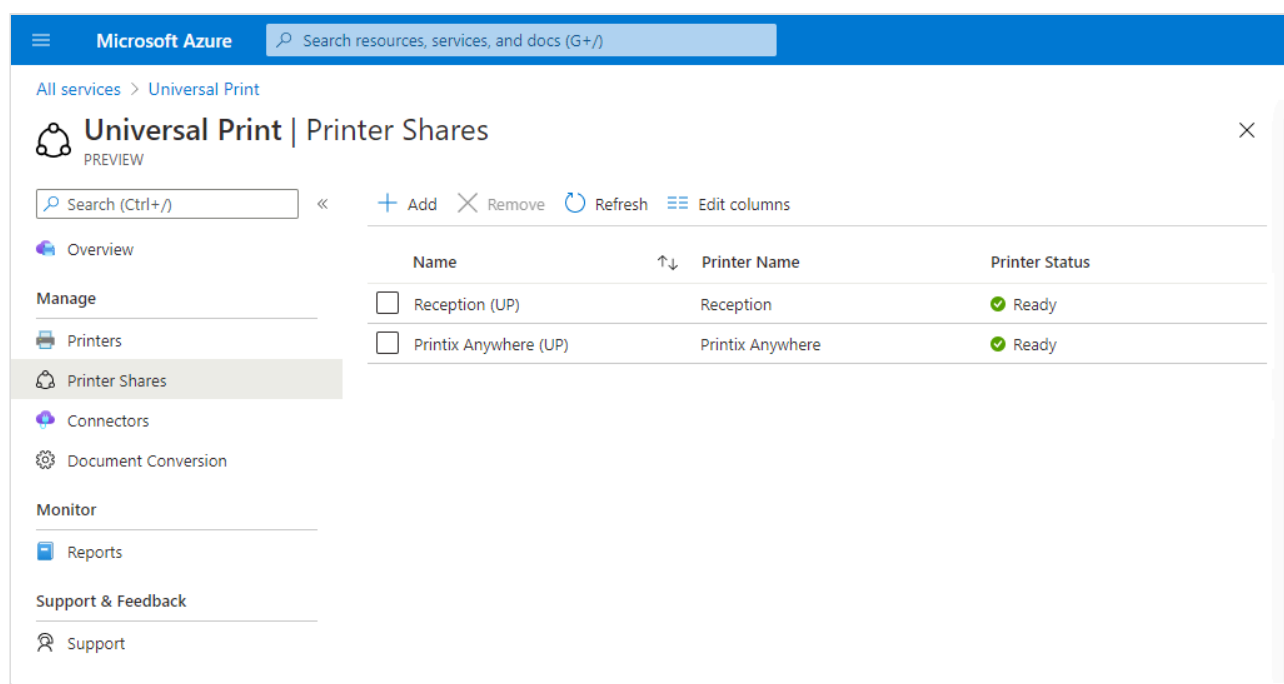
In the Windows **Printers & Scanners** dialog the Universal Print printers appears with a distinct cloud icon.



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. On the left pane, select **Printer Shares**.



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

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

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

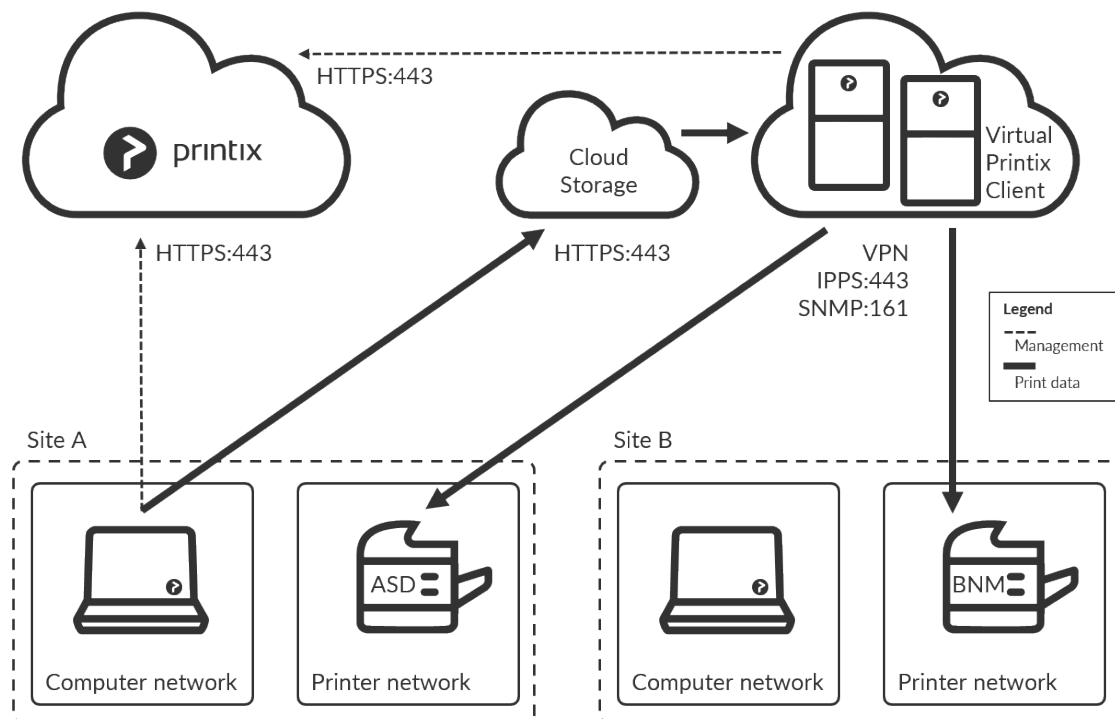
✿ Due to limitation in Microsoft Graph API it is not possible to change status from **Canceled** to **Completed**. Pending update to Microsoft Graph API.

How to revoke the integration with Universal Print

1. Uncheck **Publish with Universal Print** for all the print queues that has 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. On the left pane, select **Enterprise applications**.
6. From the list, select **Printix Universal Print**.
7. On the left pane, select **Properties**.
8. Select **Delete**.

2.8. 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 it is required that printers and computers are 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, check [Via the cloud](#) and select **On selected networks only** and select the Site A computer network.

* 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](#)

Printix Client is installed on the computer and the computer can route (via VPN) to the printers on the printers' network(s). By adding the computer to the printers' network Printix can print on those printers, even though there is no physical computer 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

The screenshot shows the 'Computer properties' page for a device named 'COMPIX'. The interface includes a top navigation bar with the Printix logo and various icons. Below the title, there are tabs for 'Setup', 'Groups', 'Print queues', 'Tasks', 'Diagnostics', and 'History'. The 'Setup' tab is active.

The page is divided into three main sections: INFO, NETWORK, and SETTINGS.

INFO Section:

- Version:** 99.99.55478.8
- Address:** compix, 192.168.1.113
- SSID:** -
- External IP:** 80.98.12.108
- System:** Windows 10 x64
- Type:** Desktop
- Status:** Offline (with a 'Test connection' button)

NETWORK Section:

- Buttons: 'Test network', 'Ping network address'
- Adapters:**


Gateway IP	Gateway MAC	Network
192.168.1.1	704f57164938	Network1
- Virtual adapters:** (with a gear icon for settings)

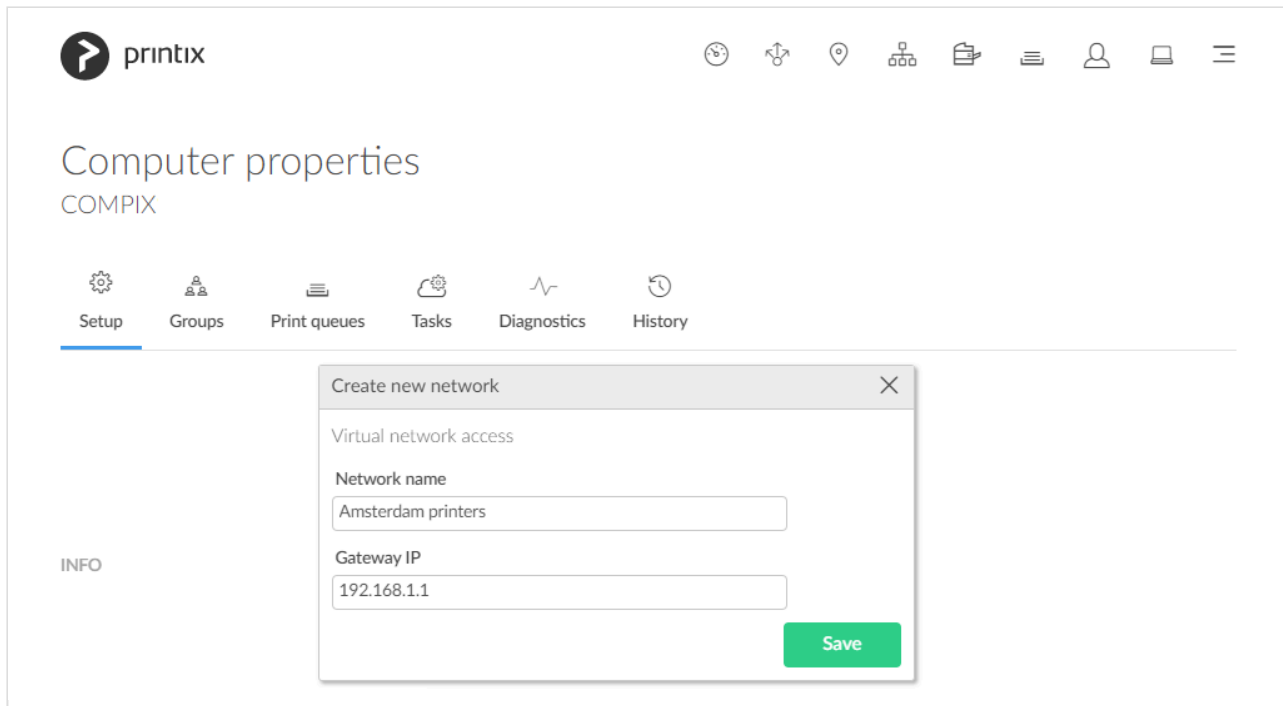
SETTINGS Section:

- ☐ Act as capture gateway
- ☐ Act as print gateway
- ☐ Allow computer to look up users

DISCOVER Section:

- Button: 'Discover printers' (with a magnifying glass icon)
- SNMP configuration:** Default (with a dropdown arrow)

1. Identify a computer with a network interface that can route (via VPN) to all the relevant subnets (VLANs) with printers.
2. Open [Computer properties](#).
3. In the **Network** section select **Virtual adapters setup**  to open the **Virtual network access** menu.
4. Select **Create new network**.



5. Enter **Network name** (Example: *Amsterdam printers*).
6. Enter default **Gateway IP** (Example: *192.168.1.1*) for the printer network. 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 will find the **Gateway IP**.
 - At the printer use the touchscreen control panel. Look for **Network** information where you may find the **Gateway IP**.
 - Most printers allows you to **Print network configuration**. Please refer to the printer's documentation.
7. Select **Save**.

NETWORK	Adapters		
	Gateway IP	Gateway MAC	Network
	192.168.1.1	a06391315be3	Network1
	Virtual adapters		
	Gateway IP	Gateway MAC	Network
	192.168.1.1	7c2eba3e2151	Amsterdam printers

How to add an additional virtual Printix Client to a network

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

1. Open [Computer properties](#).
2. In the **Network** section select **Virtual adapters setup** to open the **Virtual network access**



menu.


3. Select **Add to network** and then select the network (Example: *Amsterdam printers*).
4. Select **Save**.

✿ Once 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

1. Open [Computer properties](#).

NETWORK	Adapters		
	Gateway IP	Gateway MAC	Network
	192.168.1.1	a06391315be3	Network1
	Virtual adapters 		
	Gateway IP	Gateway MAC	Network
	192.168.1.1	7c2eba3e2151	Amsterdam printers 

2. Identify the virtual adapter gateway (Example: *Amsterdam printers*).
3. Select the **Remove**  icon.
4. Check **I accept** and select **Confirm**.
5. The gateway remains listed on the [Network properties](#) page.

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

See also:

- [How to delete a gateway from a network](#).

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 is supported. ICMP message requests and replies must be allowed on the local network, as 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](#)

2.9. 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, no 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.

Interested? Please reach out to your Tungsten Automation Sales Team.

See also:

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

2.10. Printing with Printix

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

1. On your computer, open the item you want to print.
2. Select **Print** on the **File** menu.
3. Identify a Printix printer, select it, and select **Print**.
 - I do not see my printer – [How do I add the printer?](#)

See also:

- [How to print from Android phone and tablet.](#)
- [How to print from iPhone and iPad.](#)
- I am using Printix Chromebook – [How to print from Chrome.](#)

Printix printers

- **ASD, BNM, ...**

A three-letter [printer ID](#) is part of the printer's name. Example: *Reception ASD*. If you do not see your printer with a three-letter ID, then use Printix Client to [add the printer](#).

- You can **Print** directly (as usual), or.
- You can choose to **Print later** and subsequently release the document at the particular

printer via your phone.

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

- **Printix Anywhere printer** 

A print queue named Printix Anywhere on your computer.

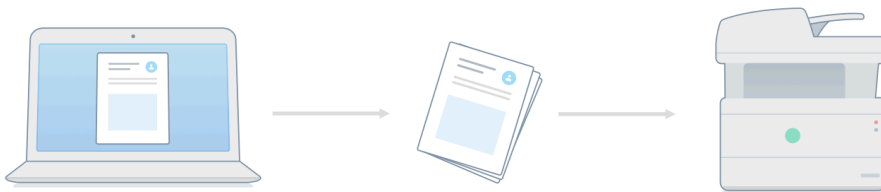
- Print to the Printix Anywhere print queue and subsequently release the document at any Printix (ASD, BNM, ...) printer via your phone.

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

Print methods

- [Print](#)
- [Print later](#)
- [Print anywhere](#)
- [Reprint from your phone](#)

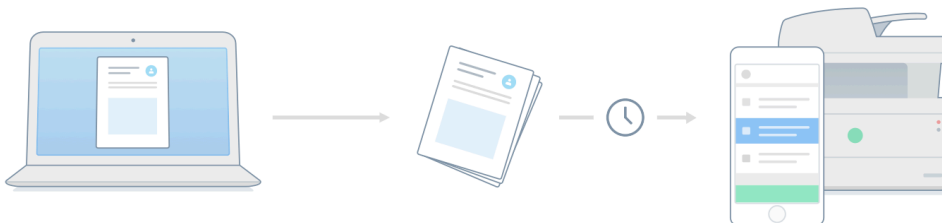
Print



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, for example.

Print later

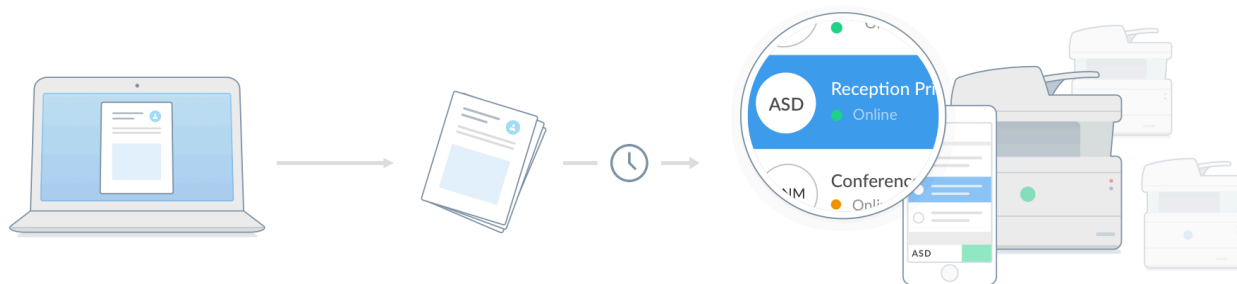


The perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to.

- The document can be released to the printer it was printed to.
- The document is processed using the matching print driver, with full control of finishing options, for example.

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

Print anywhere

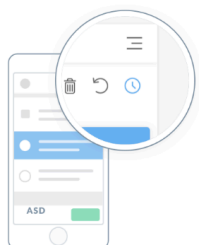


When you submit a document to the Printix Anywhere print queue, you can roam between printers and release the document at the printer you choose.

- The document can be released to the printer (ASD, BNM, ...) you choose.
- 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 Manual](#).

Reprint

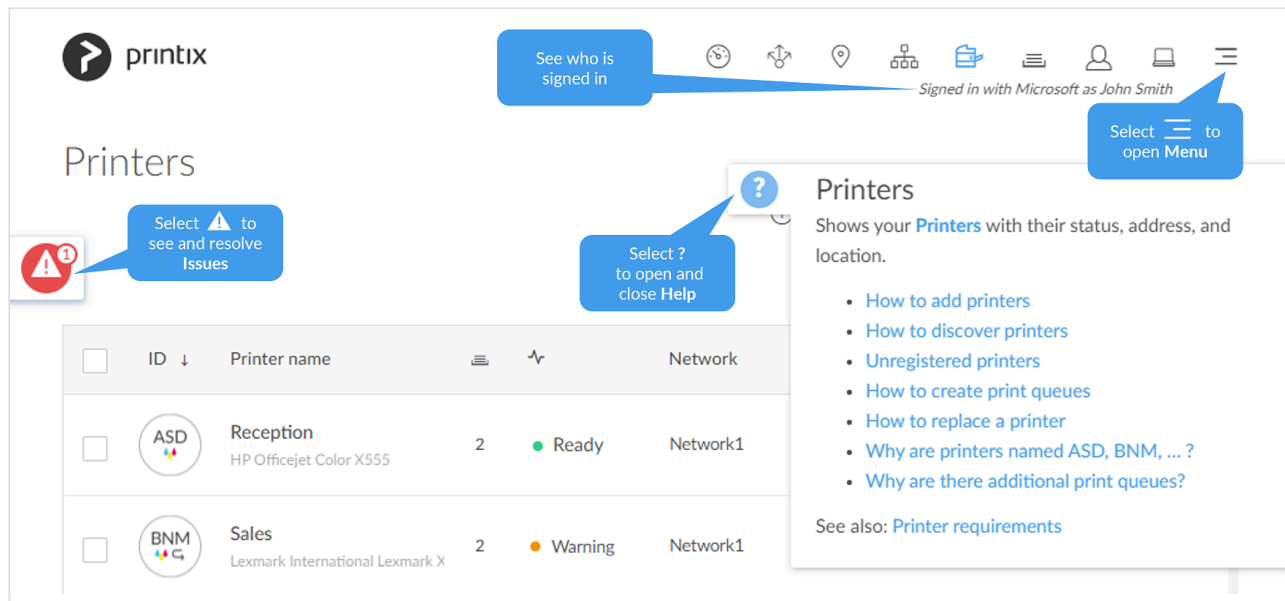


From your phone, you can reprint those of your documents that were deleted or printed within the previous 12 hours.

- 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 Manual](#).

3. Printix Administrator




- Printix Administrator is used to configure Printix and manage your printers.
- Only administrators can [Sign in](#) to Printix Administrator.
 - Administrators are users with the [Role](#): **System manager** or **Site manager**.






Help

1. Select the **Help**  icon to open context sensitive help. Selecting a link in the help dialog will open the relevant section in the online *Printix Administrator Manual*.

News

1. If visible, select the **News**  icon to see a short news description.
2. Select **Learn more** to open the latest [Changelog](#).

Issues

1. If visible, select the **Issues**  icon.
The icon shows the number of types of issues that need to be resolved.
2. Select the type of issue to see more and resolve issues. **Issue types**:
 - [Cloud storage](#) 
 - [Group synchronization](#) 
 - [Payment](#) 
 - [Data extract](#) 

Menu
















The screenshot shows the Printix web interface. At the top left is the 'printix' logo. To its right is a row of icons: a clock, a USB symbol, a location pin, a network diagram, a printer, a list, a user, a laptop, and a hamburger menu icon. The 'Printers' page title is visible. Below the title is a search bar with a '+' icon, a refresh icon, and a 'Search' button. A table lists three printers:




ID	Printer name			Network	Address	C
ASD	Reception HP Officejet Color X555	2	Ready	Network1	192.168.1.10	2
BNM	Sales Lexmark International Lexmark X	2	Warning	Network1	192.168.1.49	2
CVB	Warehouse HP LaserJet 500 MFP M525	1	Error	Network1	192.168.1.89	2

The hamburger menu is expanded, showing the following options:

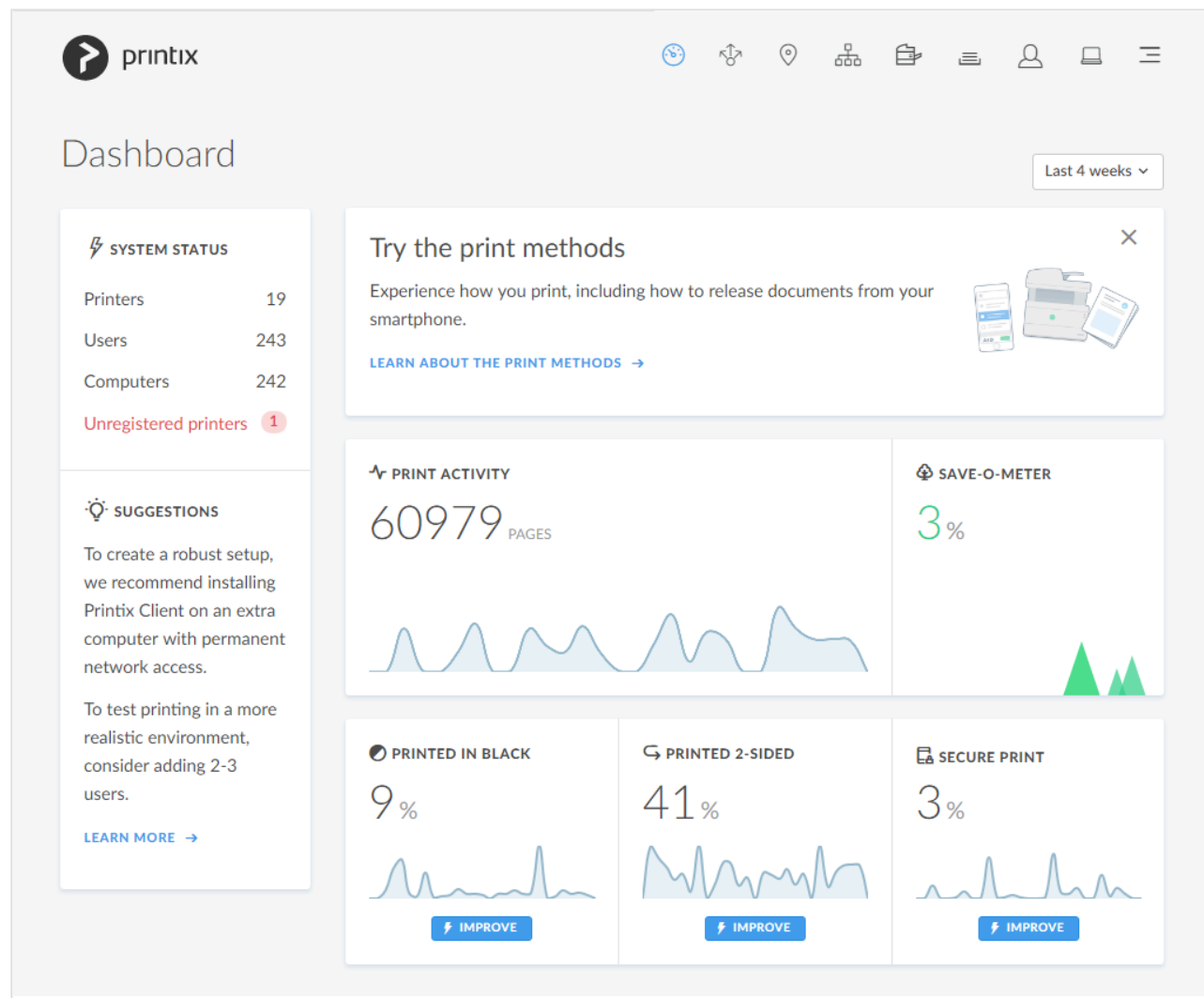
- Dashboard
- Implementation assistant
- Sites
- Networks
- Printers**
- Print queues
- Users
- Computers
- Groups
- History
- Authentication
- Subscription
- Settings
- Software
- Support
- Manual
- Language
- Sign out


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](#) 

3.1. Dashboard



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.

- [Implementation assistant](#)

Suggestions

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

- [Read 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.

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.

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.

Secure print

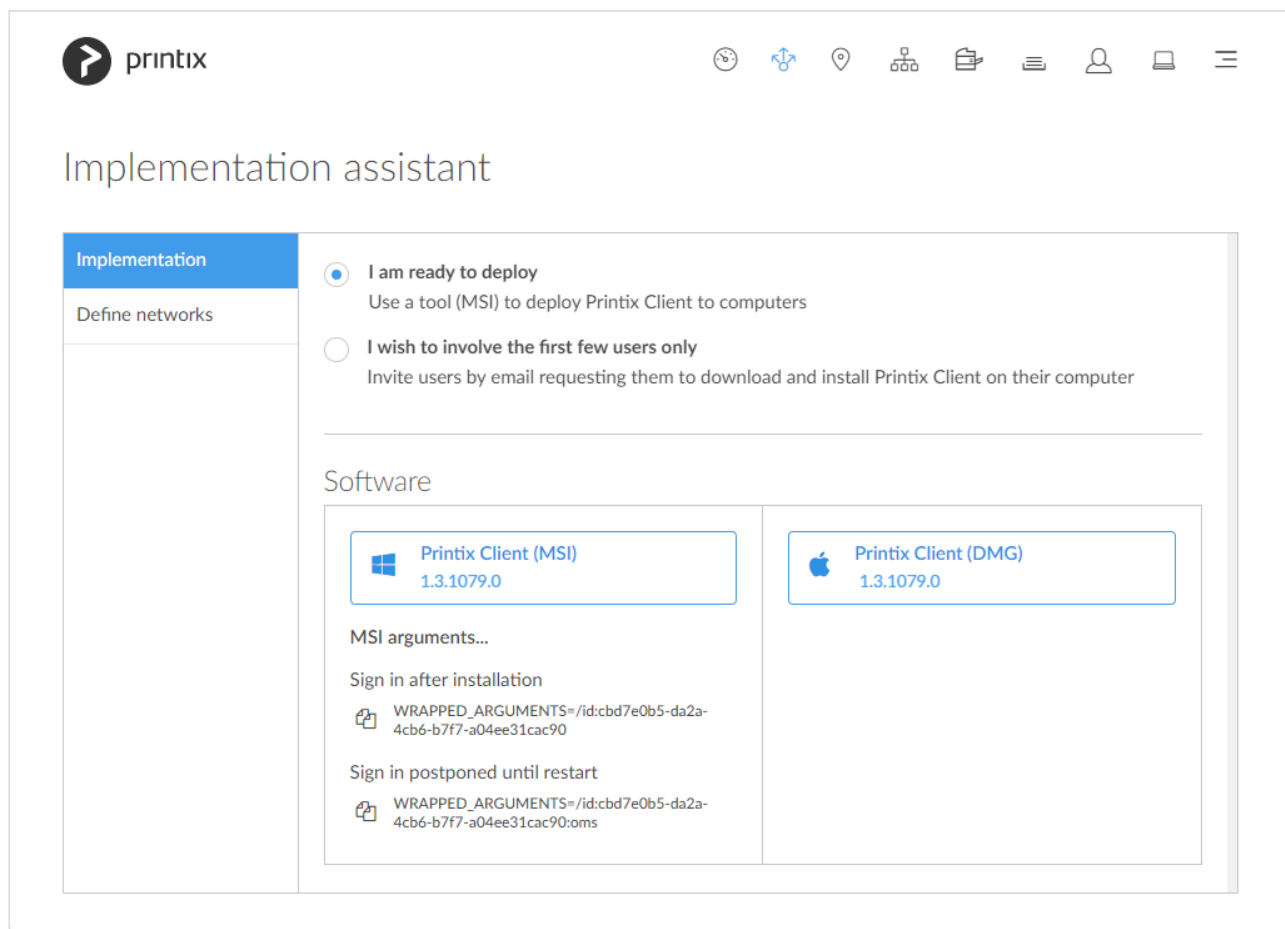
Shows the percentage of pages for the selected period that have been released or reprinted from the [Printix App](#) by users. [Improve](#) this by making users aware of print later and print anywhere.

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. According to data from the Conservatree organization (www.conservatree.org/learn/EnviroIssues/TreeStats.shtml) retrieved January 2017:

- 1 tree makes 16.67 reams of copy paper or 8,333.3 sheets.
- 1 ream (500 sheets) uses 6% of a tree.

3.2. Implementation assistant













To get here:

1. Select [Menu](#) , **Implementation assistant** 

Implementation

- **I am ready to deploy**
 - Use a tool (MSI) to [install Printix Client](#) on 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.

 printix




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

The screenshot shows the 'Implementation assistant' window in the Printix Administrator. The left sidebar has two tabs: 'Implementation' and 'Define networks', with 'Define networks' being the active tab. The main content area is divided into three sections:

- Select gateway:** Contains three radio buttons: 'I know the computer' (selected), 'I know the gateway', and 'Add gateway'. Below them is a 'Select computer' dropdown menu.
- Register gateway with network:** Contains two radio buttons: 'Create new network' (selected) and 'Add gateway to network'. Below them is an 'Enter network name' text input field. At the bottom of this section are two checkboxes: 'Convert print queues' and 'Add network to a site'.
- Gateway properties:** A box containing fields for 'IP: -', 'MAC: -', 'Computer: -', and 'SSID: -'.
- Network properties:** A box containing fields for 'Network name: -' and 'Convert print queues: No'.
- Define network:** A large green button at the bottom right of the main content area.

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

See also:

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

Select gateway

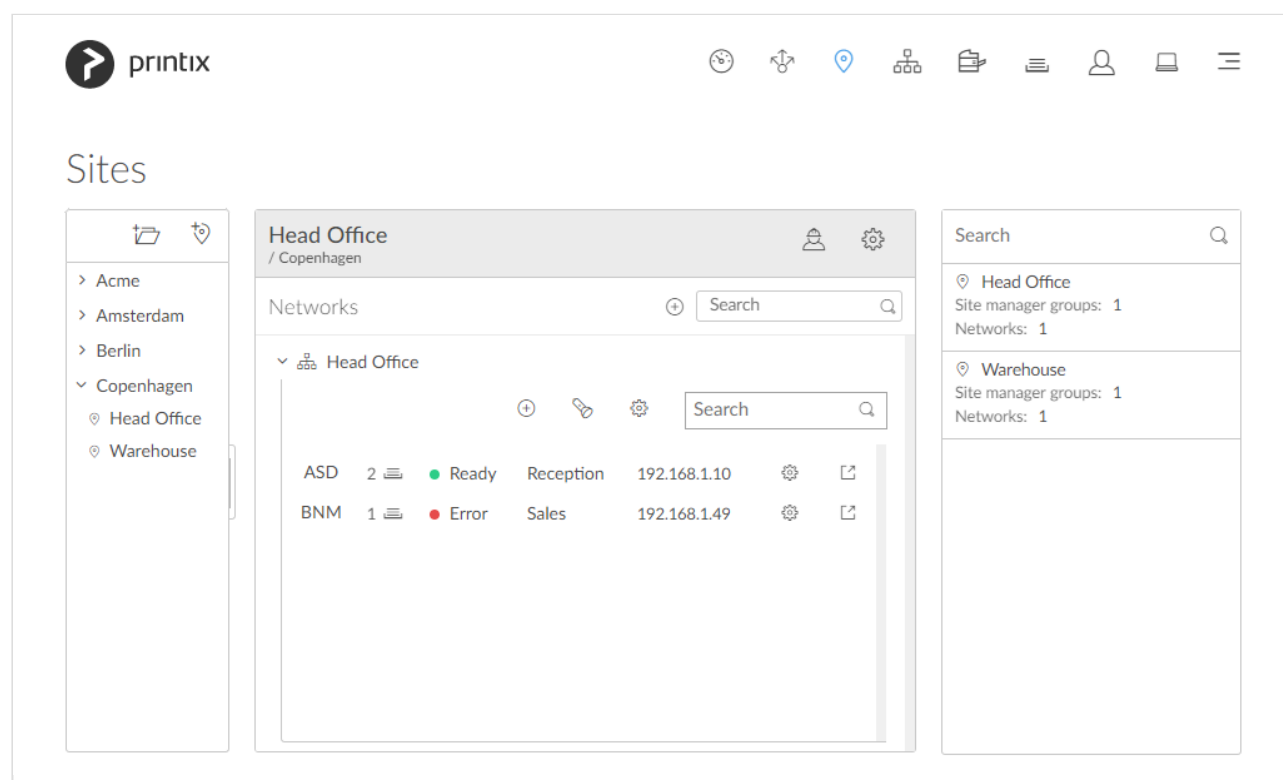
1. Select how you want to select the gateway.
 - **I know the computer**
 - Select or search list of computers with Printix Client connected to unregistered gateways.
 - **Select computer.**
 - **I know the gateway**
 - Select or search list of unregistered gateways. You can search on the gateway IP address or MAC address.
 - **Select gateway.**
 - **Add gateway**
 - Enter 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

2. 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 change **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**.
3. Select **Define network**.


3.3. Sites




To get here:

1. Select [Menu](#) , **Sites** 

About sites

Sites  allows you to delegate the management of printers and print queues to the IT personnel at the

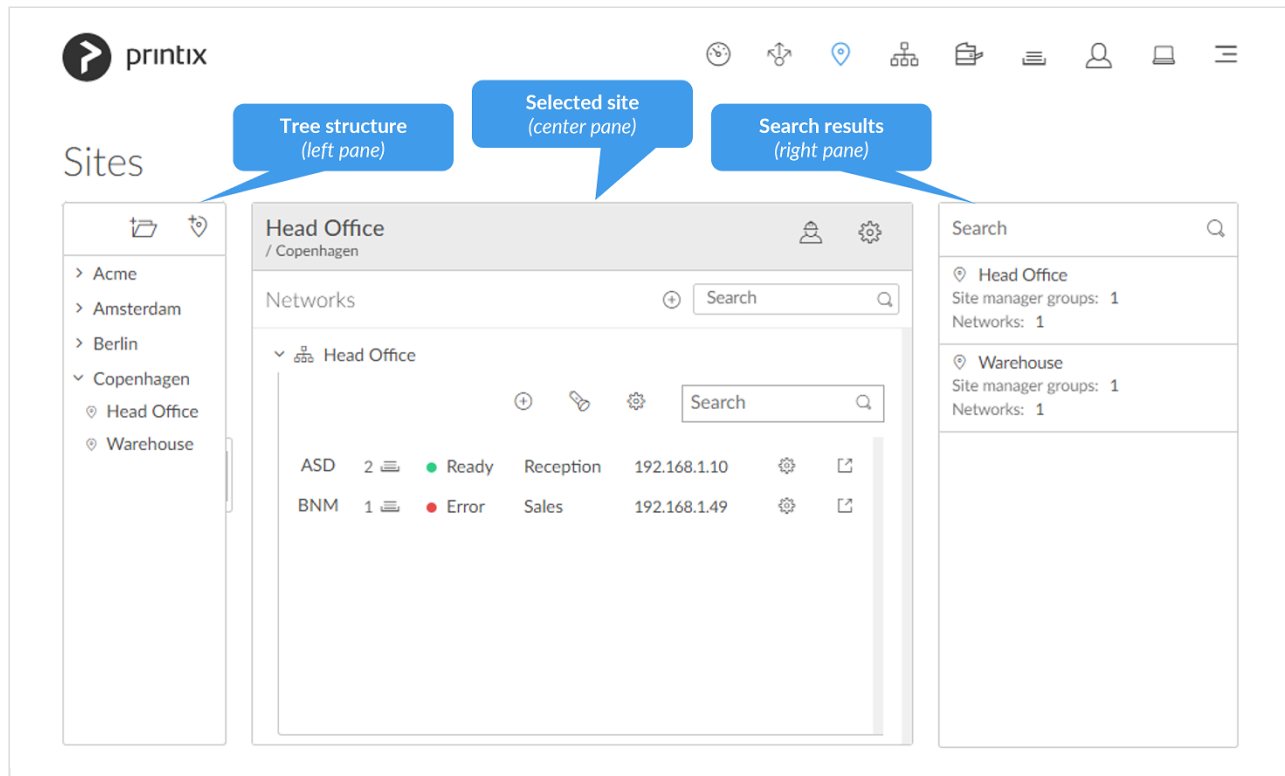
local site. With the role as **Site manager**  they can do their job without having excess permissions to change global settings and printing at other sites.

- **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 will get the role as **Site manager** for the site(s) the group is [added](#) to in 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, like: Region, Country, 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)

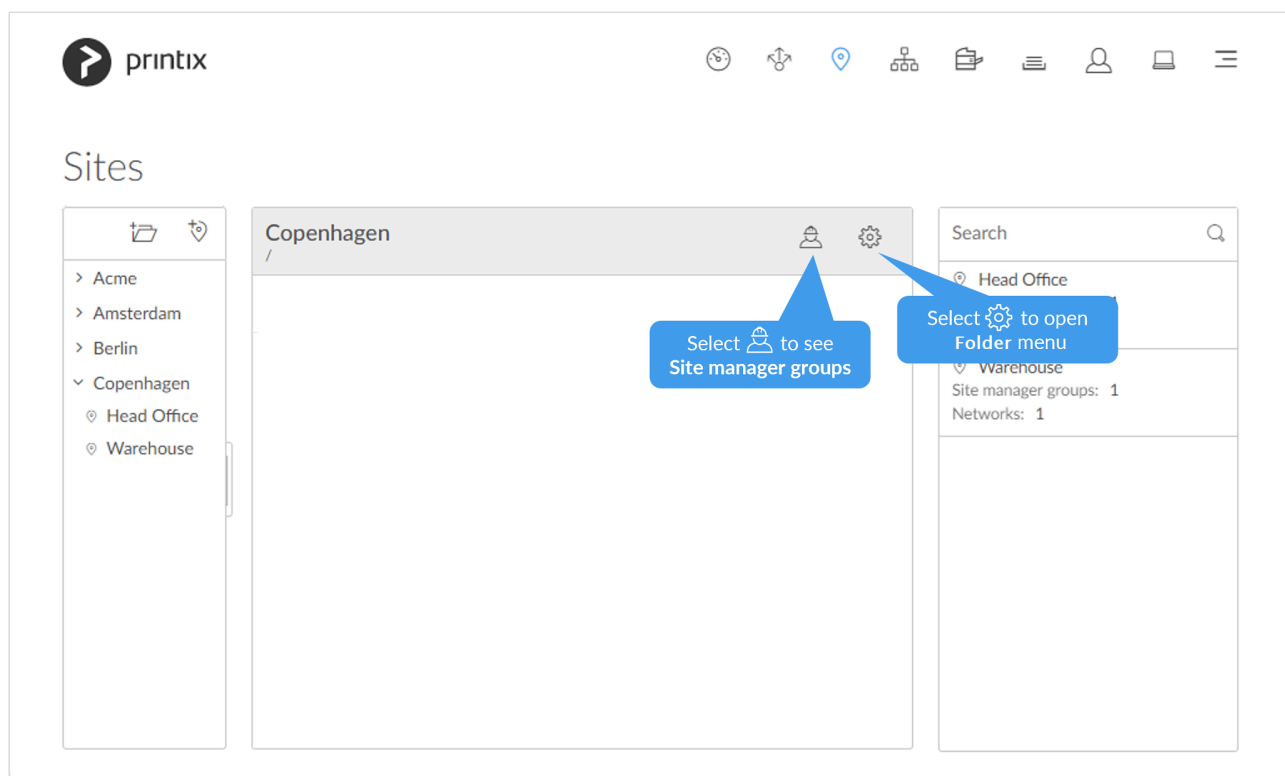
Folders and sites that are directly managed by the site manager are displayed in bold.




- 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 **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.
- 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.

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

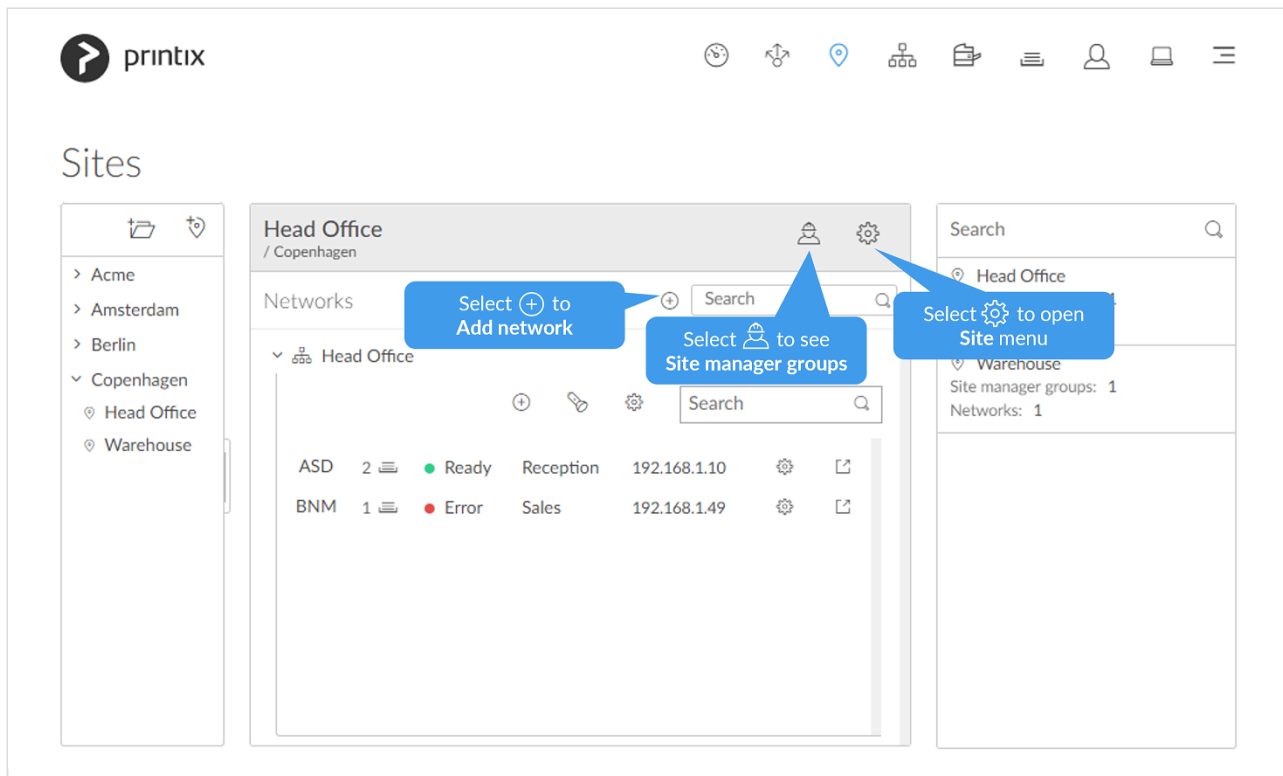
assigned for the selected folder.

- Select **Folder setup**  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 **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.

Selected site (center pane)






Information about the selected site, including networks and printers.

Site information






The screenshot shows the Printix interface with the 'Sites' section. The 'Head Office' site is selected. The 'Networks' table displays the following data:

Network Name	Count	Status	Location	IP Address	Actions
ASD	2	Ready	Reception	192.168.1.10	[Settings] [Link]
BNM	1	Error	Sales	192.168.1.49	[Settings] [Link]

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

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

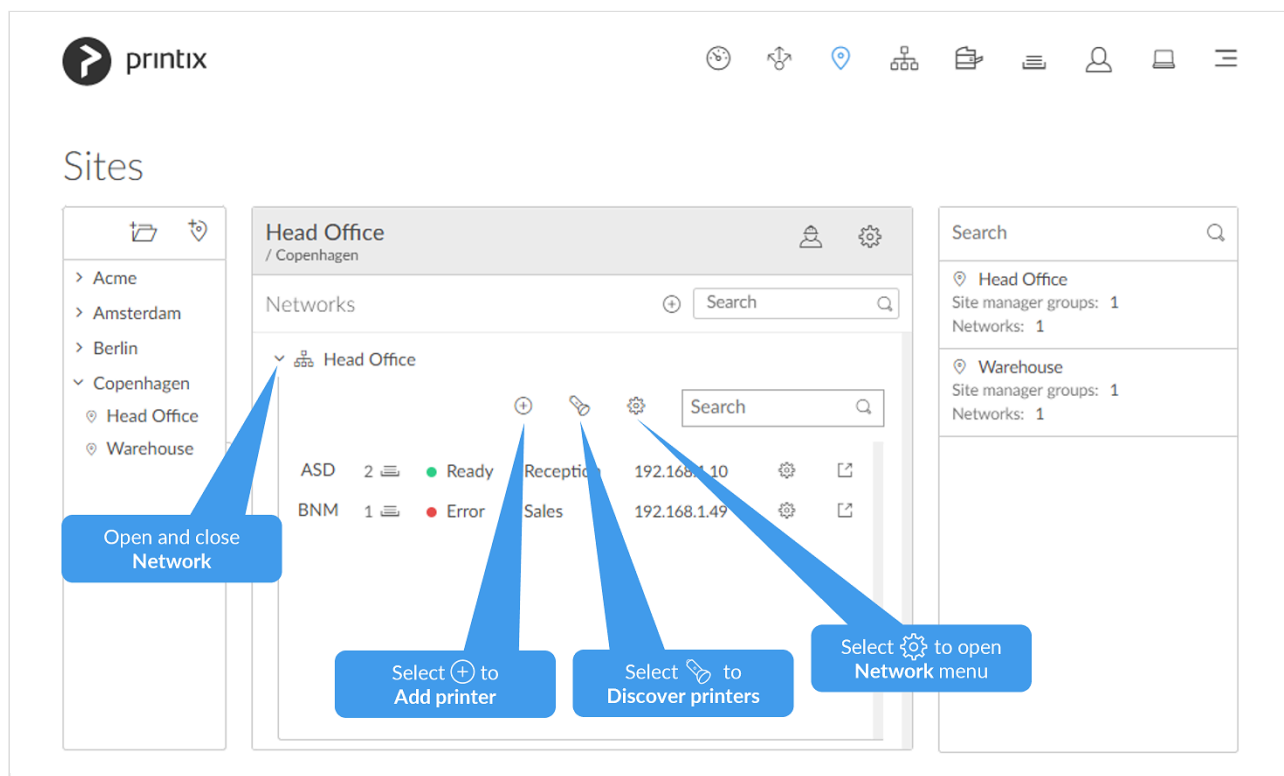
- Select **Site setup**  to open the **Site**  menu:
 - Select **Site name** to rename the site.
 - Select **Site manager groups** to see and remove the associated **Site manager groups**.
 - Select **Networks** to see and remove networks associated to the site.
 - Select **Add site manager groups** to add **Site manager groups**.
 - Select **Add networks** to add networks.
 - Select **Delete site** to delete site.
- Select **Search**  to search for networks on the site.

Get started


The 4-step [Get started](#) wizard will guide 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

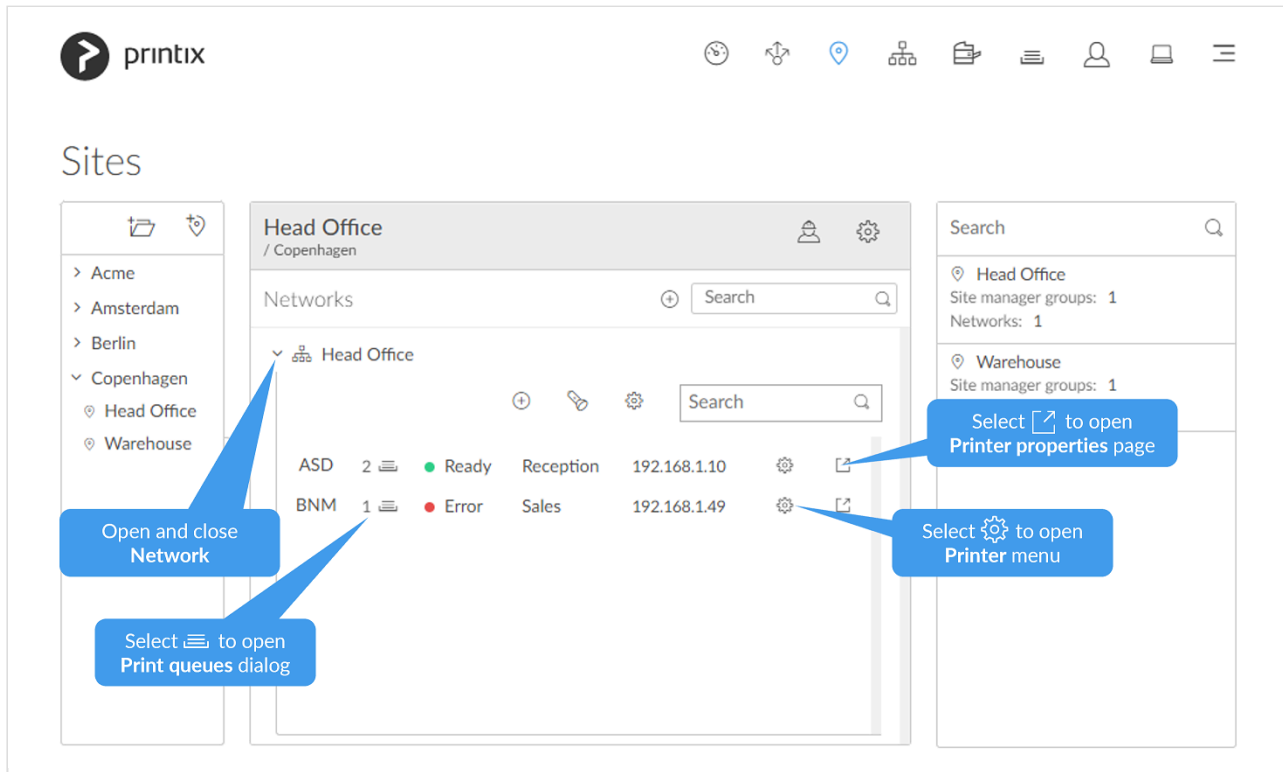


The screenshot shows the Printix interface with the 'Sites' section. The 'Head Office / Copenhagen' site is selected. The 'Networks' table lists two networks: 'ASD' (Ready) and 'BNM' (Error). Blue callout boxes provide instructions: 'Open and close Network' points to the 'Head Office' dropdown; 'Select + to Add printer' points to the plus icon; 'Select Discover printers' points to the printer icon; 'Select gear to open Network menu' points to the gear icon.

- Select **Network name** (*Head Office*) to open and close network.
- Select **Add printer**  to add a printer.

- Select **Discover printers**  to add printers.
- Select **Network setup**  to open **Network**  menu:
 - Select **Network name** to rename the network.
 - Select **Settings** to open **Network settings** dialog.
 - 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 shows the Printix interface with the 'Head Office' network selected. The 'Networks' section lists the 'Head Office' network. Below it, a table lists printers:

ID	Print queue	Status	Printer name	Printer address
ASD	2	Ready	Reception	192.168.1.10
BNM	1	Error	Sales	192.168.1.49

Callout boxes provide instructions:

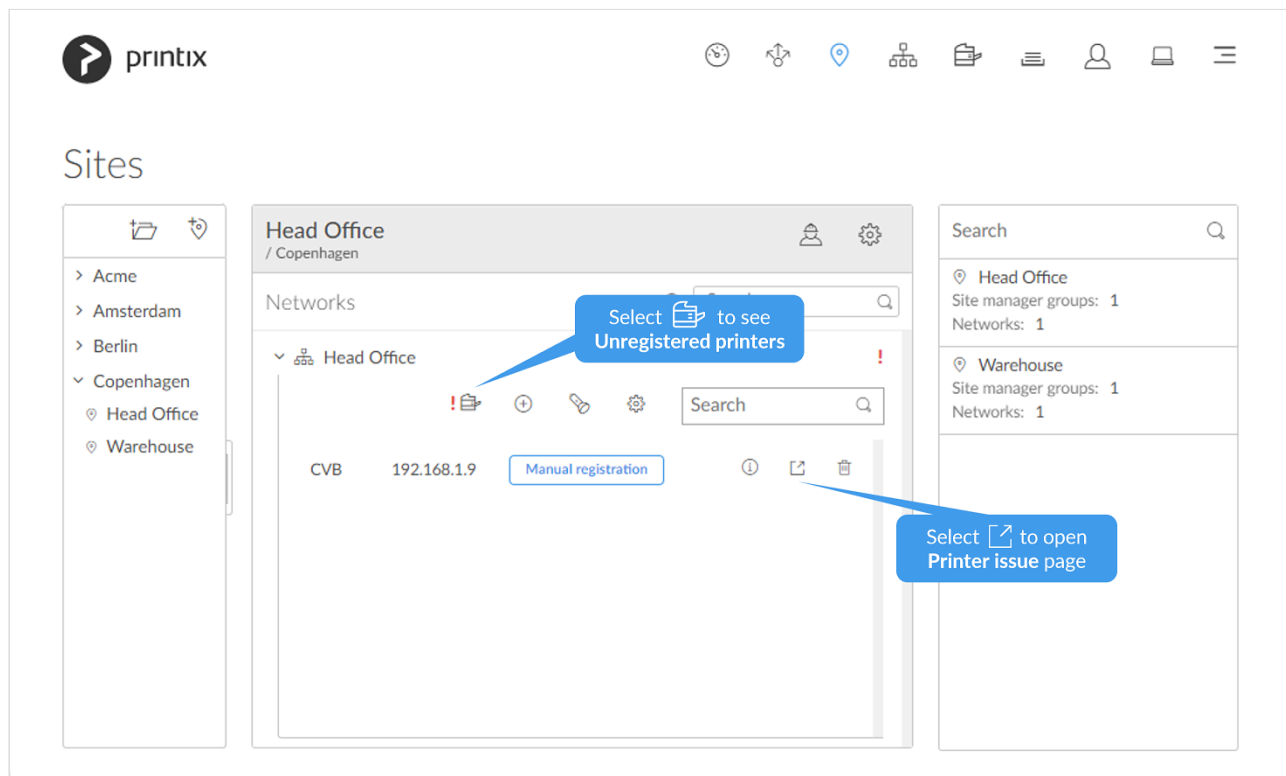
- Open and close Network
- Select  to open Print queues dialog
- Select  to open Printer menu
- Select  to open Printer properties page


- Select **ID** (*BNM*) to open **Printer settings** dialog with **Printer name**, **Model** and **Location**.
- Select **Print queue** (*1*)  to open **Print queues** dialog with list of print queues and their settings.
- Select **Status** (*Error*) to open **Printer status** dialog.
- Select **Printer name** (*Sales*) to open **Printer settings** dialog with **Printer name**, **Model** and **Location**.
- Select **Printer address** (*192.168.1.49*) to open **Printer connection** dialog with **Printer address**, **MAC**, **Network** and [SNMP configuration](#).
- Select **Printer setup**  to open **Printer**  menu:
 - Select **Settings** to open **Printer settings** dialog with **Printer name**, **Model** and **Location**.
 - Select **Connection** to open **Printer connection** dialog with **Printer address**, **MAC**,

Network and [SNMP configuration](#).


- Select **Print queues** dialog to open **Print queues** dialog with list of print queues and their settings.
 - Select **Status** to open **Printer status** dialog.
 - Select **Delete** to delete printer.
- Select **Redirect**  to open [Printer properties](#) page in a new tab.

Unregistered printers on the network



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

Search results (right pane)

1. Select **Search**  to search for site.
2. Enter site name.
Uppercase and lowercase letters are treated the same.
3. Select site to open the site in the center pane.



3.4. Networks

The screenshot shows the Printix Networks management interface. The header includes the Printix logo and various navigation icons. The main section is titled 'Networks' and contains a search bar, a refresh button, and a 'Filters' button. Below this 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 interface, there are navigation arrows and a page indicator '1/1'.

To get here:

1. Select [Menu](#) , **Networks** 

Lists the **Networks**

- Select **Network name** or select  and **Modify** to open [Network properties](#).
- Select a network and select **Modify** at the bottom of the screen.
- Select [Unknown networks](#) to list unknown networks.
- Select **Refresh**  to refresh the list.
- Select  and **Info** to see information about the network:
 - **Network name**.
 - **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.
Uppercase and lowercase letters are treated the same.

Filters



1. 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.

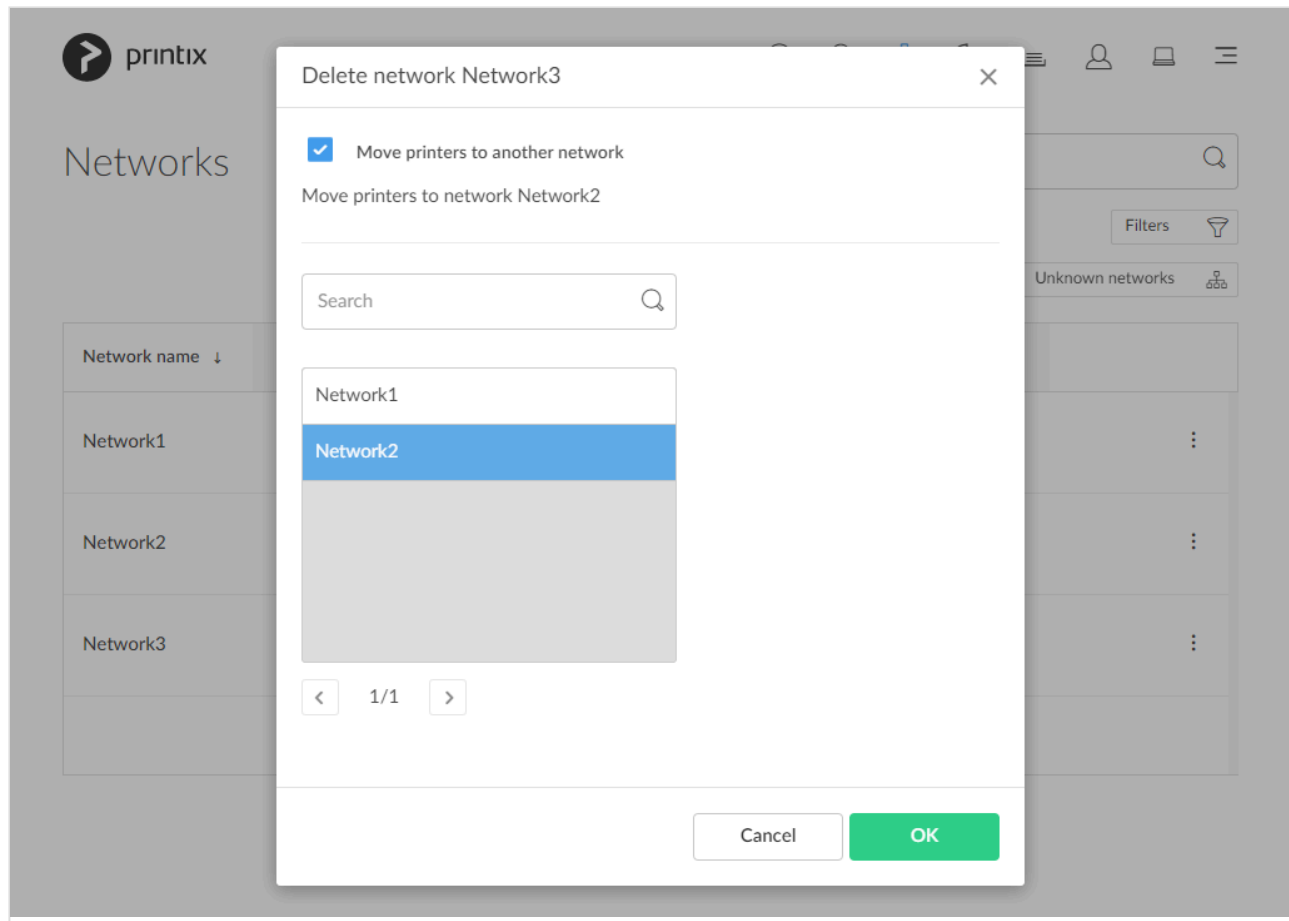
 Networks of the type **Home office** are only shown if you filter for **Home office**.

Sort by

1. Select item to sort by this.
2. Select item again to toggle sort order: ↑ and ↓
 - Select **Network name** to sort by the network name.
 - Select **Gateways** to sort by the Gateway IP address and Gateway MAC address.

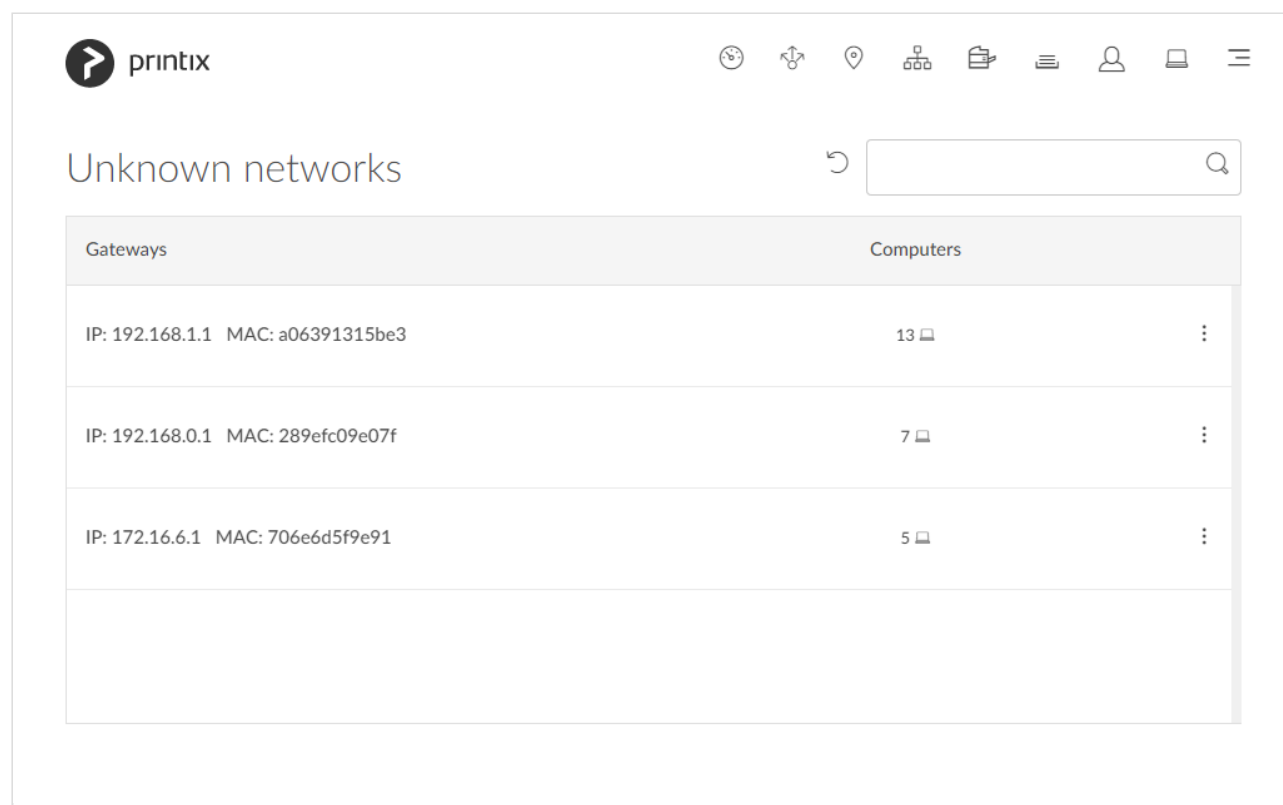
Delete




1. To delete a network select  and **Delete**.
2. Check **Move printers to another network**.
3. Select 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.
 - If you uncheck **Move printers to another network**, then all printers on the network will also be deleted.





* You can not delete the default network. Instead you can rename it and delete/add gateways to the network.

3.4.1. 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 

To get here:


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

Lists the **Unknown networks**

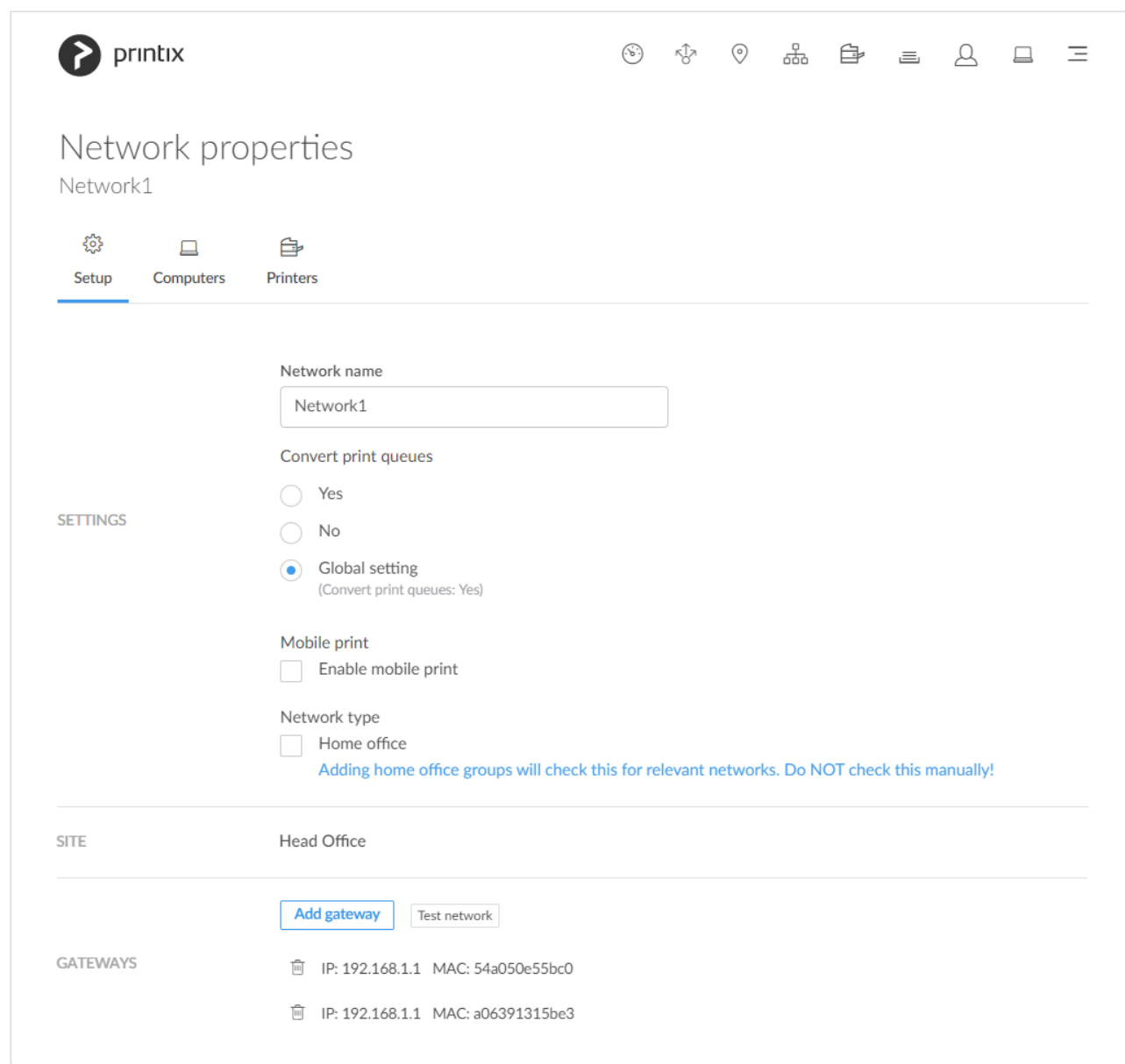
See also:

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

Search

1. Select **Search** .
2. Enter gateway IP or MAC address.
Uppercase and lowercase letters are treated the same.

3.4.2. Network properties



printix

Network properties
Network1

Setup Computers Printers

SETTINGS

Network name
Network1

Convert print queues

☐ Yes

☐ No

☒ Global setting
(Convert print queues: Yes)

Mobile print

☐ Enable mobile print

Network type

☐ Home office
Adding home office groups will check this for relevant networks. Do NOT check this manually!

SITE Head Office


GATEWAYS

[Add gateway](#) [Test network](#)

	IP: 192.168.1.1 MAC: 54a050e55bc0
	IP: 192.168.1.1 MAC: a06391315be3

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 checked on the [Settings page](#).

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

- **Enable mobile print**

Check this to allow printing from iOS/iPadOS phones and tablets to mobile print enabled Printix print queues. Only available if **Enable mobile print** is checked 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** checked 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** checked.
- A print queue, that has **Via the cloud** checked, will be broadcast on all networks that have **Enable mobile print** checked.
- A Printix Anywhere print queue will be broadcast on all networks that have **Enable mobile print** checked.
- Mobile printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** checked.



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

- **Network type**

Do NOT check [Home office](#) manually. Adding [home office groups](#) will check this for relevant networks. Only uncheck [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:
 - 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

1. 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 there is no computer online on the network it will report **No computer is online on network**.

3.4.2.1. Computers

Network properties

Network1

Setup

Computers

Printers

<

1/1

>

Lists the **Computers** that are on this network.

- Select **Refresh**  to refresh the list.

3.4.2.2. Printers

Network properties

Network1

Setup

Computers

Printers

<

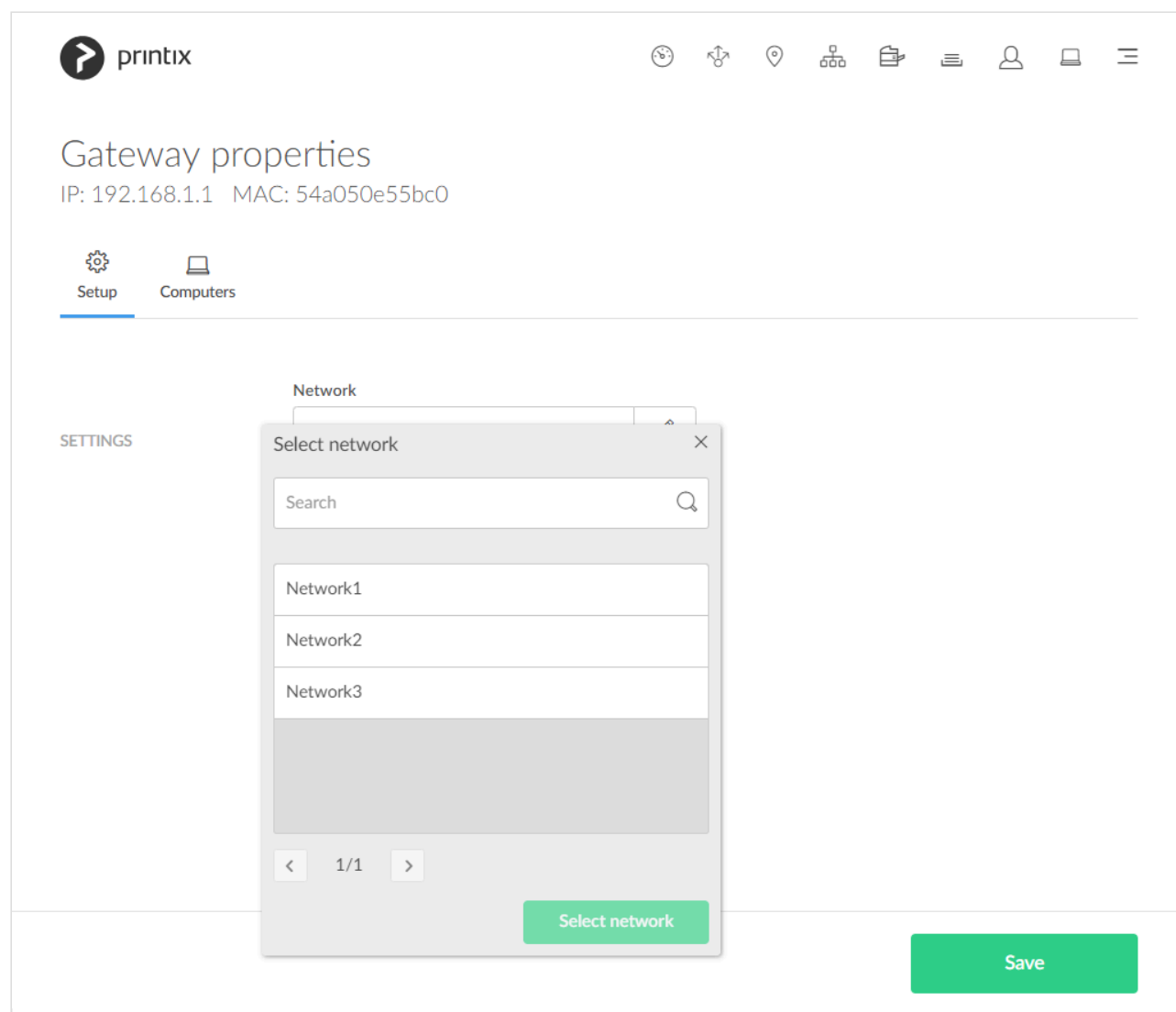
1/1

>

Lists the **Printers** that are on this network.

- Select **Refresh**  to refresh the list.

3.4.3. Gateway properties



To get here:

1. Open the [Networks](#) page.
2. Select **Unknown networks**.
If there are no computers on unknown networks, it will say: No computers on unknown networks.
3. Select a gateway.

On the **Setup**  tab you can select a network the gateway should be added to.

Additional tabs:

- [Computers](#) 

Settings

- **Network**

Select the network the gateway should be added to.

3.4.3.1. Computers

Gateway properties

IP: 10.74.4.1 MAC: 00180a4e7710

Setup

Computers

Hostname ↓	Type	System	Version
CG5310P2V	Laptop	Windows 10 x64	1.2.236.0
CG5482V16	Laptop	Windows 10 x64	1.2.236.0
CG6031MH9	Laptop	Windows 10 x64	1.2.236.0

<

1/1

>

Lists the **Computers** that are using this gateway.

- Select **Refresh**  to refresh the list.





3.5. Printers

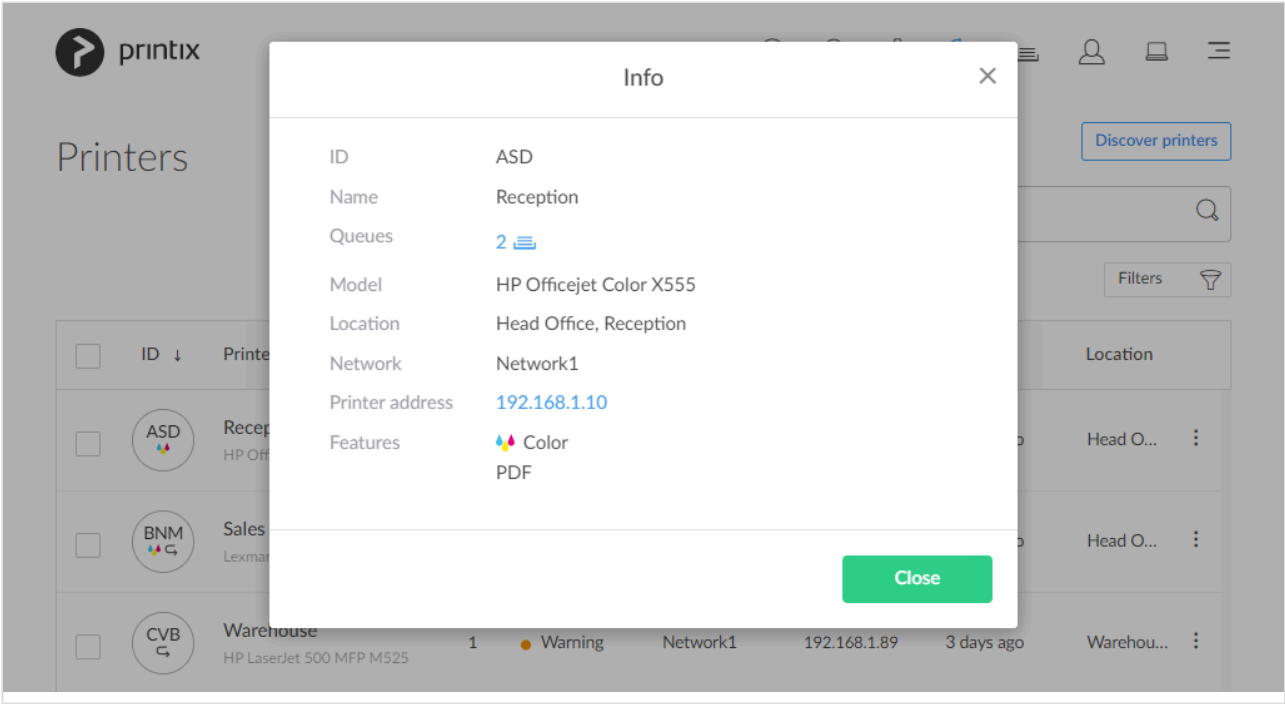
The screenshot displays the 'Printers' management page in the Printix interface. At the top, there's a navigation bar with the Printix logo and various icons. Below the navigation bar, the title 'Printers' is followed by a 'Discover printers' button. A search bar and a 'Filters' button are also present. The main content area is a table listing three printers:

<input type="checkbox"/>	ID ↓	Printer name	Queues	Status	Network	Address	Created	Location	
<input checked="" type="checkbox"/>	ASD	Reception HP Officejet Color X555	2	Ready	Network1	192.168.1.10	a day ago	Head O...	⋮
<input type="checkbox"/>	BNM	Sales Lexmark International Lexmark X	2	Warning	Network1	192.168.1.49	a day ago	Head O...	⋮
<input type="checkbox"/>	CVB	Warehouse HP LaserJet 500 MFP M525	1	Error	Network2	192.168.0.88	a day ago	Warehou...	⋮

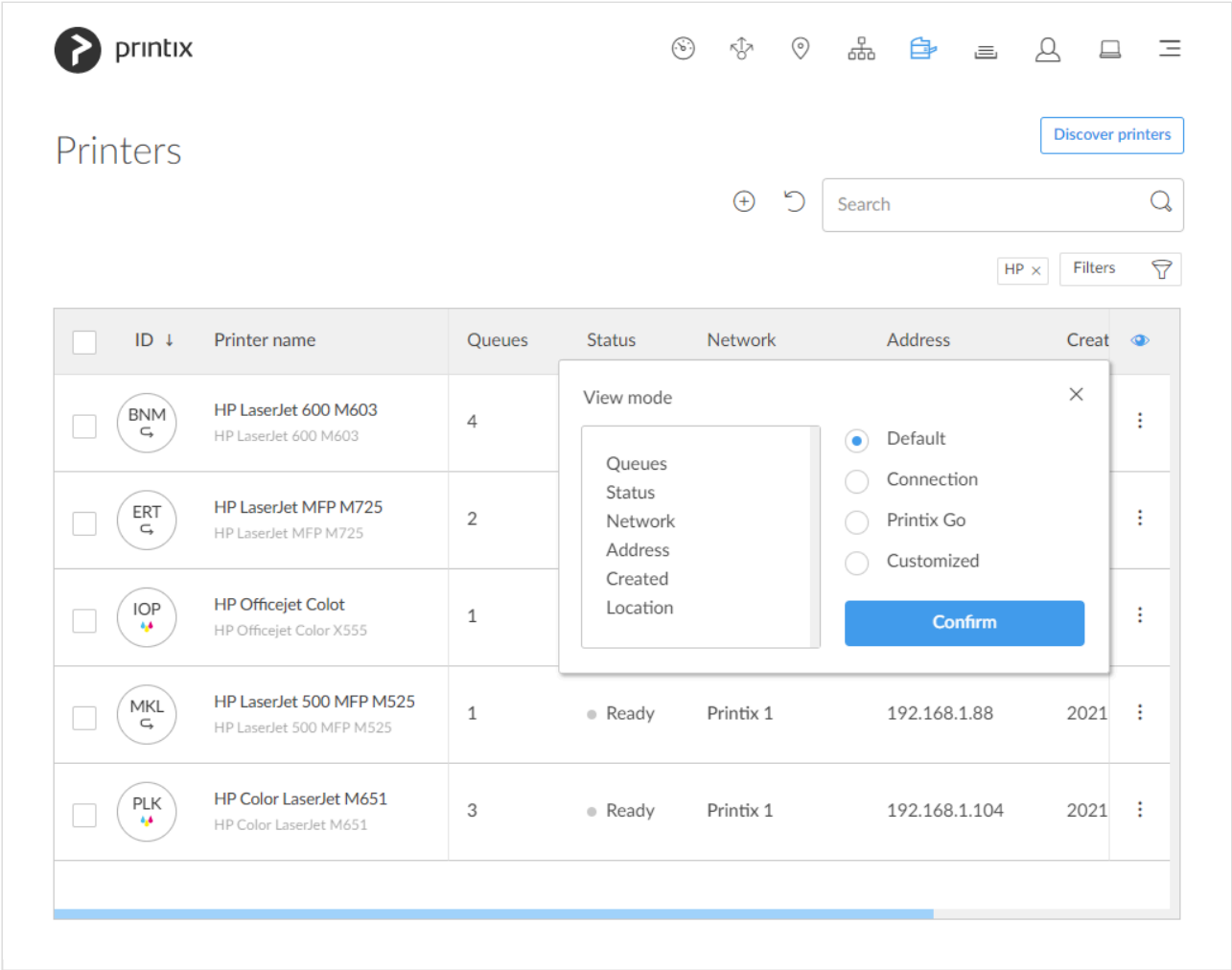
At the bottom right of the interface, there is a green 'Modify' button.


Lists the Printers

- Select printer's **Printer name**, **ID** or select **⋮** and **Modify** to open the [Printer properties](#) page.
- Select the printer's number (2) of **Queues**  or select **⋮** and **Queues** to toggle the view of print queues.
- Select individual 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 **⋮** and **Info** to see information about the printer:
 - **ID, Name, Queues, Model, and Location.**
 - **Network.** The [network](#) the printer is on.
 - **Printer address.** Select this to open the printer's web page.
 - **Features.** Color  printing, 2-sided  printing, and **PDF** printing.



View mode

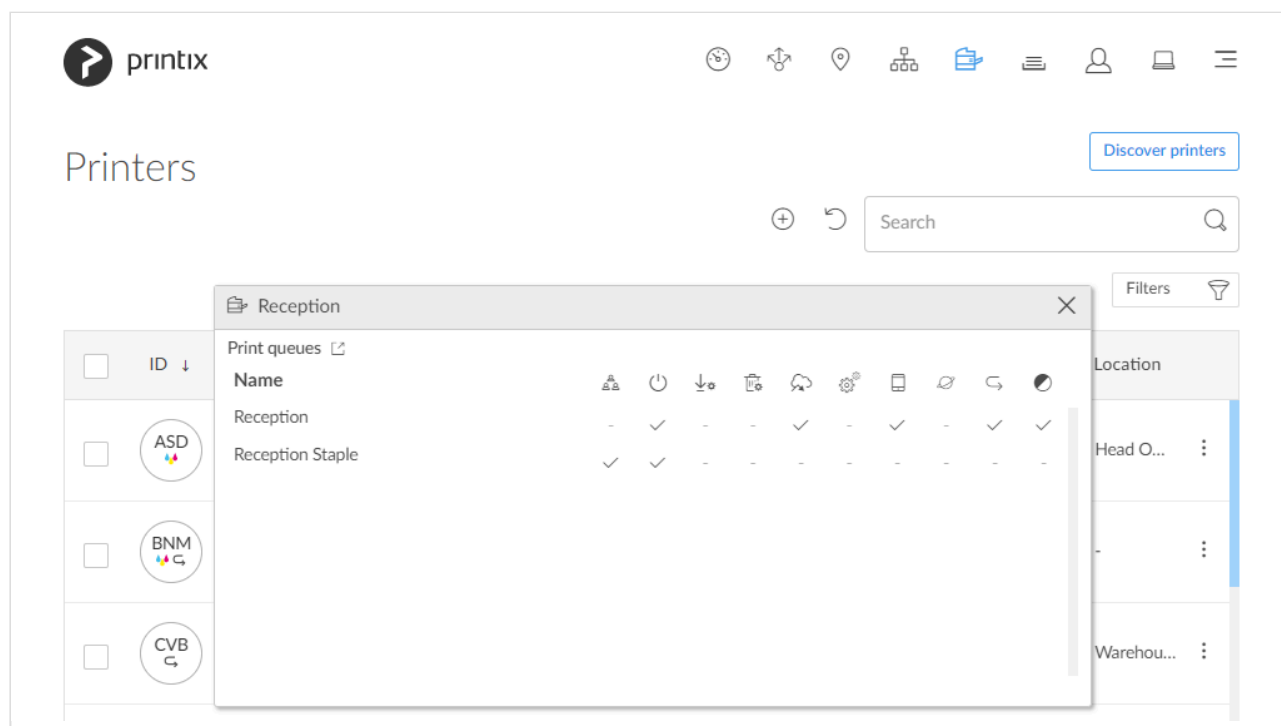


Select  **View mode** to control what printer information should be shown. The **ID** and **Printer name**

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** – Build you own [customized](#) view mode with the printer information you select.

How to view print queues



- Select the printer's number (2) of **Queues** or select 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 **Name** (*Reception*) to open the [Print queue properties](#) page.



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

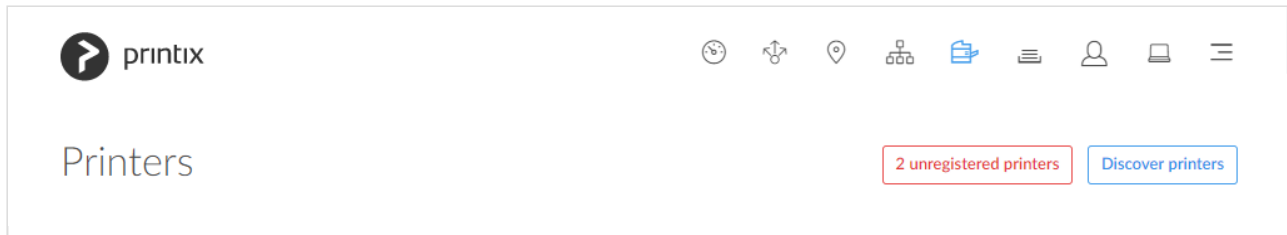
Add printer

- 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.



Search

1. Select **Search** 
2. Enter printer ID, name, location or address.
Uppercase and lowercase letters are treated the same.

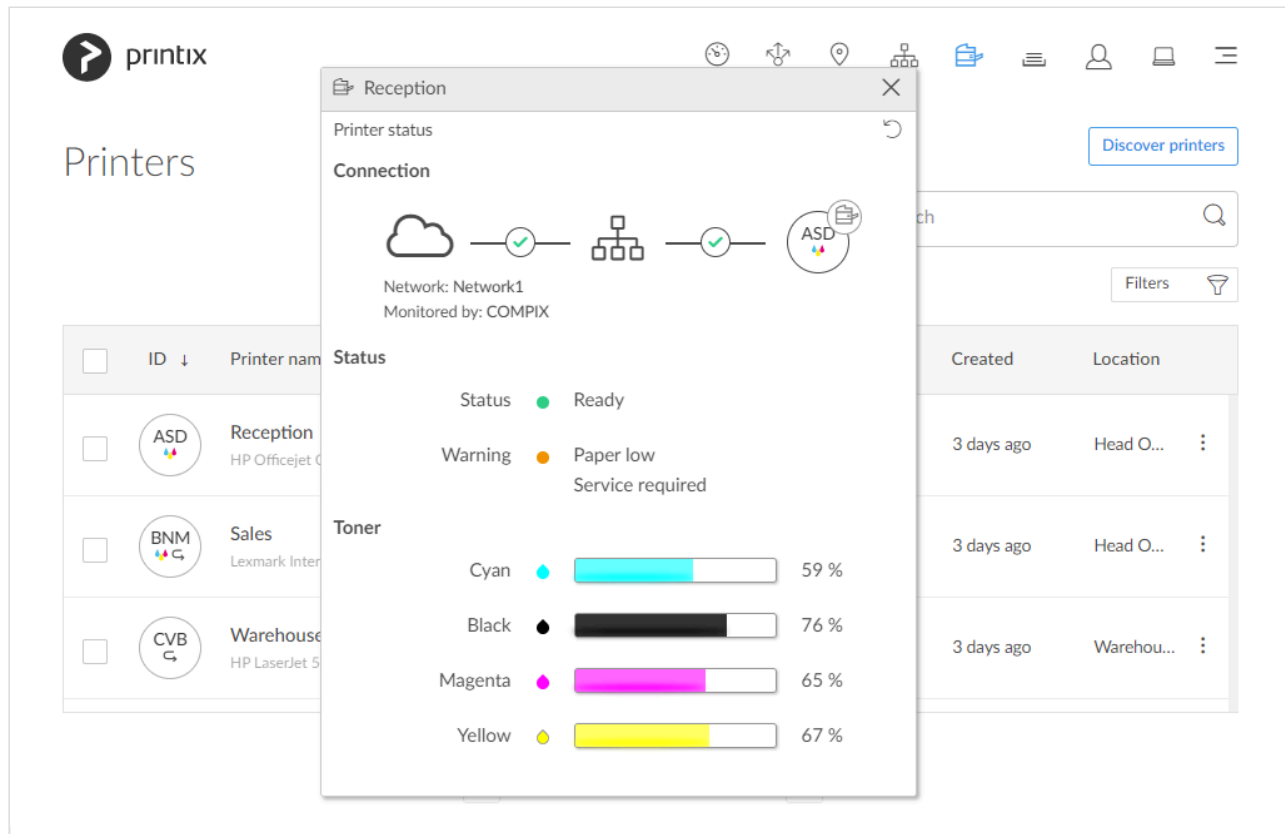
Filters

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 **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.

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 **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.

Status



1. To see status details select the status icon:

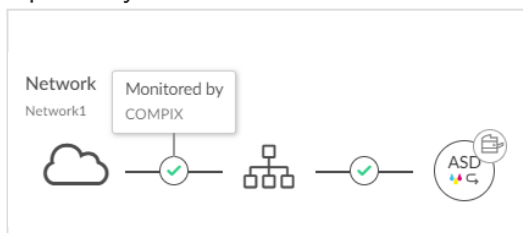
- [Ready](#)
- [Warning](#)
- [Error](#)

• Printer is **not monitored** or **not responding** – the status text is the last know status of the printer.

- Select **Network** (*Network1*) to open [Network properties](#) page.
- Select **Computer** (*COMPIX*) to see [Computer properties](#) page.
- Select **Printer** (*ASD*) icon to see [Printer properties](#) page.
- See **Toner** levels in percentage (See: [Disclaimer](#)).

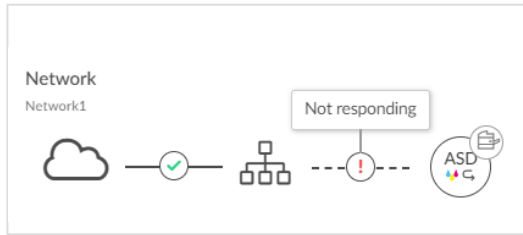
2. Optionally, select **Refresh**  to get the latest status.

3. Optionally select the **Cloud**  / **Network**  communication status icon.





- It will show **Monitored by** and the name of the computer (*COMPIX*) that is monitoring the printer (*ASD*).
- If there is no computer online to monitor the printer, it will show **Printer is not monitored**.

4. Optionally, select the **Network**  / **Printer**  communication status icon.




- It will show **OK** if communication is working.
- **Not responding** is shown if the printer is disconnected or powered off.
- **Missing printer information** is shown if the **SNMP configuration** is wrong.
- **This is not a printer** is shown if the entered address does not point to a printer.










Delete printer

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



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


3.5.1. Unregistered printers



 printix












Unregistered printers












<input type="checkbox"/> ID ↓	Issue	Information	
<input type="checkbox"/> DFG	Not responding	192.168.2.10	
<input checked="" type="checkbox"/> ERT	Not responding	192.168.1.9	



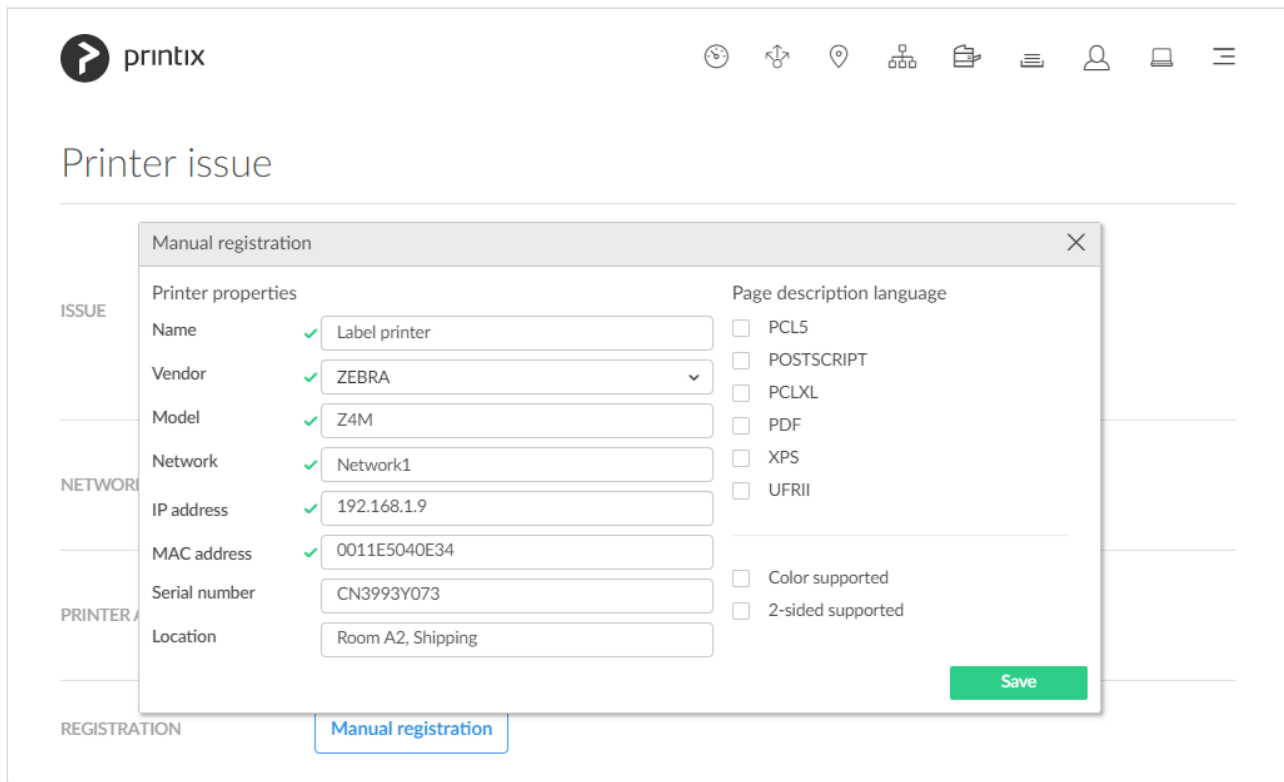
Printers that fail to register will appear on this page.

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

See also: [Printer registration issues](#)

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

Manual registration



The screenshot shows the 'Printer issue' page in the Printix interface. A 'Manual registration' dialog box is open, allowing for manual entry of printer details. The dialog is divided into two main sections: 'Printer properties' and 'Page description language'.

Printer properties:


- Name:** Label printer (with a green checkmark)
- Vendor:** ZEBRA (with a green checkmark and a dropdown arrow)
- Model:** Z4M (with a green checkmark)
- Network:** Network1 (with a green checkmark)
- IP address:** 192.168.1.9 (with a green checkmark)
- MAC address:** 0011E5040E34 (with a green checkmark)
- Serial number:** CN3993Y073
- Location:** Room A2, Shipping

Page description language:

- ☐ PCL5
- ☐ POSTSCRIPT
- ☐ PCLXL
- ☐ PDF
- ☐ XPS
- ☐ UFR II
- ☐ Color supported
- ☐ 2-sided supported

A green 'Save' button is located at the bottom right of the dialog box. Below the dialog, a 'Manual registration' button is visible on the page.

If the printer does not support **SNMP**, you can perform a manual registration.

1. On the **Unregistered printers** page, select  and **Manual registration**. Or select a printer and select **Diagnose** at the bottom of the screen and then **Manual registration**.
2. In the **Manual registration** dialog:
 - Enter **Name**. Example: *Label printer*
 - Select **Vendor**. Example: *ZEBRA*

Alternatively, select **Enter vendor name** in the drop-down 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, check **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, check **Color supported**.
- If relevant, check **2-sided supported**.


3. Select **Save**.

If needed, you can subsequently make changes on the [Printer properties](#) page and the **Features** button.



The printer will always appear with status ● [Ready](#) because the status of the printer is not available.

Search



1. Select **Search** 
2. Enter printer ID.

Uppercase and lowercase letters are treated the same.

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  and **Delete**.
- Select the printer(s) and select **Delete** 
- Select the check box at the top of the list to select all printers.

Troubleshooting

- **Missing printer information**
- **Unknown model name**

[Printer registration issues](#) like the above can occur if SNMPv1 is disabled or if the **Get Community Name** is not “public”. Use [Add 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. Unzip 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 like:

```
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`

3.5.2. Printer properties

Printer properties

ASD - Reception

Setup

Print queues

Printix Go

Diagnostics

History

NAME

Printer name

Reception

Model: HP Officejet Color X555

Serial number: CN3993Y073 ...

LOCATION

Location OPTIONAL

Head Office, Reception

CONNECTION

MAC

F0921C637CA2

Printer address

192.168.1.10

Network

Network1

SNMP configuration

Default

Protocol

RAW : 9100

REGISTRATION

Features

Contact printer

CARD READER

Vendor

USB_ELATEC

Created

an hour ago

NFC TAG

Delete NFC tag

ID SIGN

Print printer ID sign

REPORT


Download CSV report

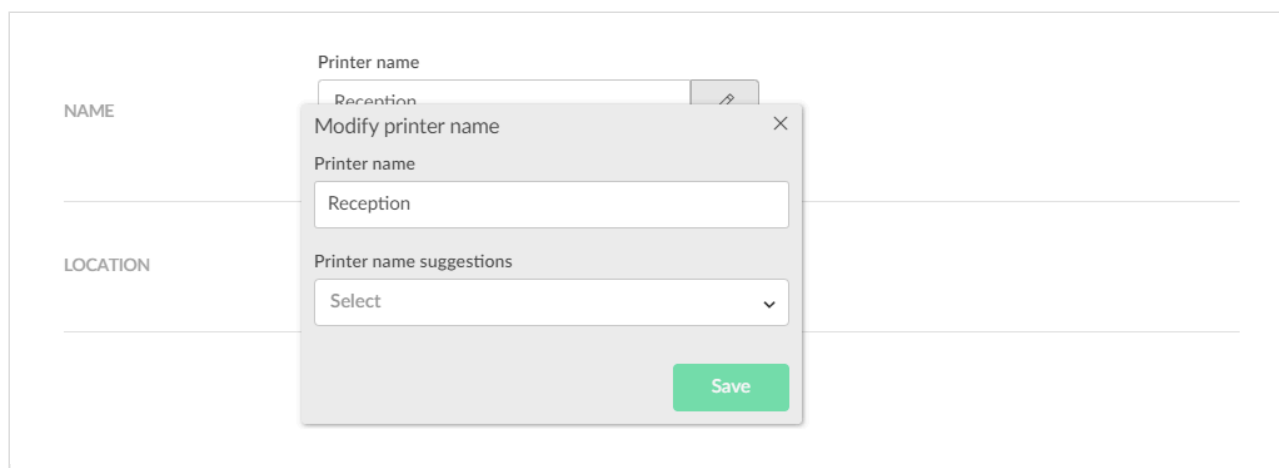
On the **Setup**  tab, you can modify the properties of the printer.

Additional tabs:

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

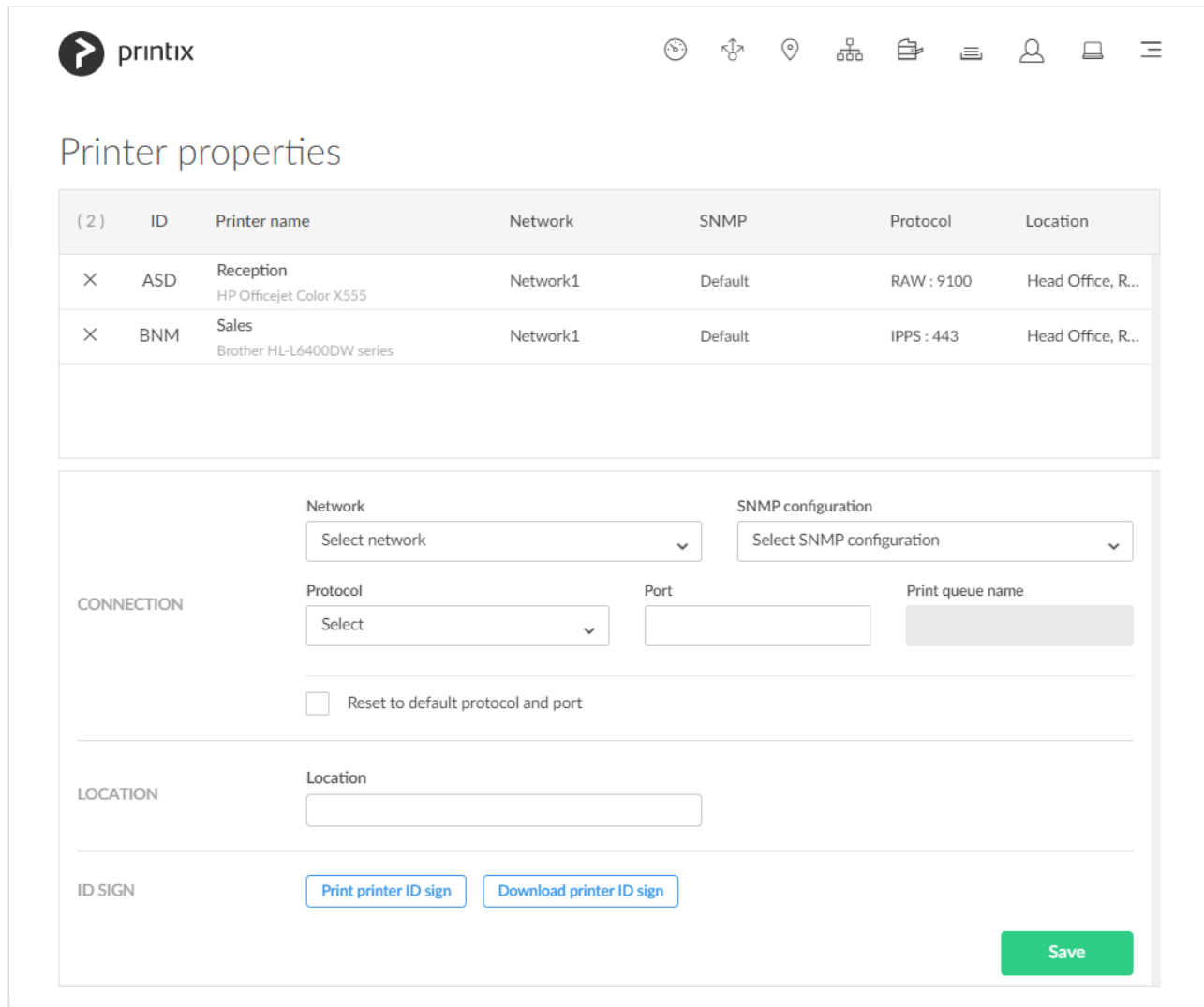
Modify printer name

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



The screenshot shows a web interface for printer management. In the background, there is a form with two visible fields: 'NAME' and 'LOCATION'. Overlaid on this form is a modal dialog titled 'Modify printer name'. The dialog contains a text input field for 'Printer name' which currently holds the value 'Reception'. Below this input field is a dropdown menu labeled 'Printer name suggestions' with the word 'Select' as the visible option. At the bottom right of the dialog is a green button labeled 'Save'.

Modify properties for multiple printers



The screenshot shows the 'Printer properties' page in the Printix interface. At the top, there's a navigation bar with the Printix logo and several icons. Below the navigation bar, the title 'Printer properties' is displayed. A table lists two printers: 'ASD' (Reception HP Officejet Color X555) and 'BNM' (Sales Brother HL-L6400DW series). Both are on 'Network1' with 'Default' SNMP and 'RAW : 9100' or 'IPPS : 443' protocols. Below the table is a form to modify these properties. The form has sections for 'CONNECTION' (Network, SNMP configuration, Protocol, Port, Print queue name, and a 'Reset to default protocol and port' checkbox), 'LOCATION' (Location), and 'ID SIGN' (Print printer ID sign and Download printer ID sign buttons). A green 'Save' button is at the bottom right.

(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:

SNMP configuration:

Protocol:

Port:

Print queue name:

☐ Reset to default protocol and port

LOCATION

Location:

ID SIGN

1. On the [Printers](#) page, select the check boxes of multiple printers and select **Modify**.
2. Enter **Location** if you want to modify this.
3. Optionally in **Network**, select **Select network** if you want to change this. If you do not select a network, printers remain on their current network.
Site managers can only select networks belonging to managed sites.
4. Optionally in [SNMP configuration](#), select **Select SNMP configuration** if you want to change this. If you do not select an SNMP configuration, 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.
5. Optionally in **Protocol**, select **Select** if you want to change this. If you do not select a protocol, 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.

6. Select **Save**. The entered location will be saved for the selected printers.

! When you change **Network**, **Protocol**, and/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, it is the [Print queue name](#) users will see on their computer and in [Printix Client](#). If there are, for example, two active print queues, 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 will staple together sheets by default.

✿ 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). Please [inform us](#) 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 via TCP port 9100. Print data can be sent via 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](#)
Example: \\computername\printqueue\name



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](#). 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, then 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 the 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 filename 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 has 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

3.5.2.1. Print queues

printix

Printer properties
ASD - Reception

Setup Print queues Printix Go Diagnostics History

Create print queue

<input type="checkbox"/>	Name ↓	Active	Add print queue automatically	Remove print queue automatically	Via the cloud	Options	Groups	Mobile print
<input checked="" type="checkbox"/>	Reception	✓	✓	✓		↻		✓
<input type="checkbox"/>	Reception Staple	✓						

To get here:

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

Lists the printer's **Print queues** ☰

- Select print queue's **Name**, or select ⋮ and **Modify** to open [Print queue properties](#).
- Select individual 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 ⋮ 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? Please 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  and **Delete**.
- Select the print queue(s) 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 Printix Client.

3.5.2.2. Printix Go

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 once the printer has been assigned a [Go configuration](#) and [Sign in profile](#).
- Select [Uninstall](#) to uninstall Printix Go from the printer.

Go configuration


- Select **Go configuration setup**  to open **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 **Sign in profile setup**  to open **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.

3.5.2.3. Diagnostics

The screenshot shows the Printix web interface. At the top, there's a navigation bar with the Printix logo and several icons. Below it, the page title is 'Printer properties' for 'ASD - Reception'. A secondary navigation bar includes 'Setup', 'Print queues', 'Printix Go', 'Diagnostics' (which is selected and highlighted with a blue underline), and 'History'. The main content area is divided into sections: 'Network' (showing 'Network1' with a status icon), 'Printer' (showing 'Reception' with a status icon), and 'Toner' (showing levels for Black, Cyan, Magenta, and Yellow). The 'Diagnostics' section is currently active, displaying a status of 'Ready' (green dot) and a warning of 'Paper low' (orange dot). The 'Toner' section shows levels: Black (91%), Cyan (74%), Magenta (80%), and Yellow (81%).

Select the **Diagnostics**  tab to collect the latest status from the 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 [Printer properties](#) page.
 - See **Toner** levels in percentage (See: [Disclaimer](#)).

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. This depends on the printing technology and could for example be developer or fuser.
- 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, then please open [Unregistered printers](#) page.

3.5.2.4. 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.

- ✿ 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.

3.6. Print queues

The screenshot displays the 'Print queues' management interface. It features a search bar and a 'Filters' button at the top right. Below is a table with the following data:

Print queue name ↓	ID	Icon	Count	Active	Group	Power	Download	Report	Settings	Mobile	Share	Refresh	Info
<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	✓	-	-	-	-	-	-	-	-	⋮

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

Lists the **Print queues**


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

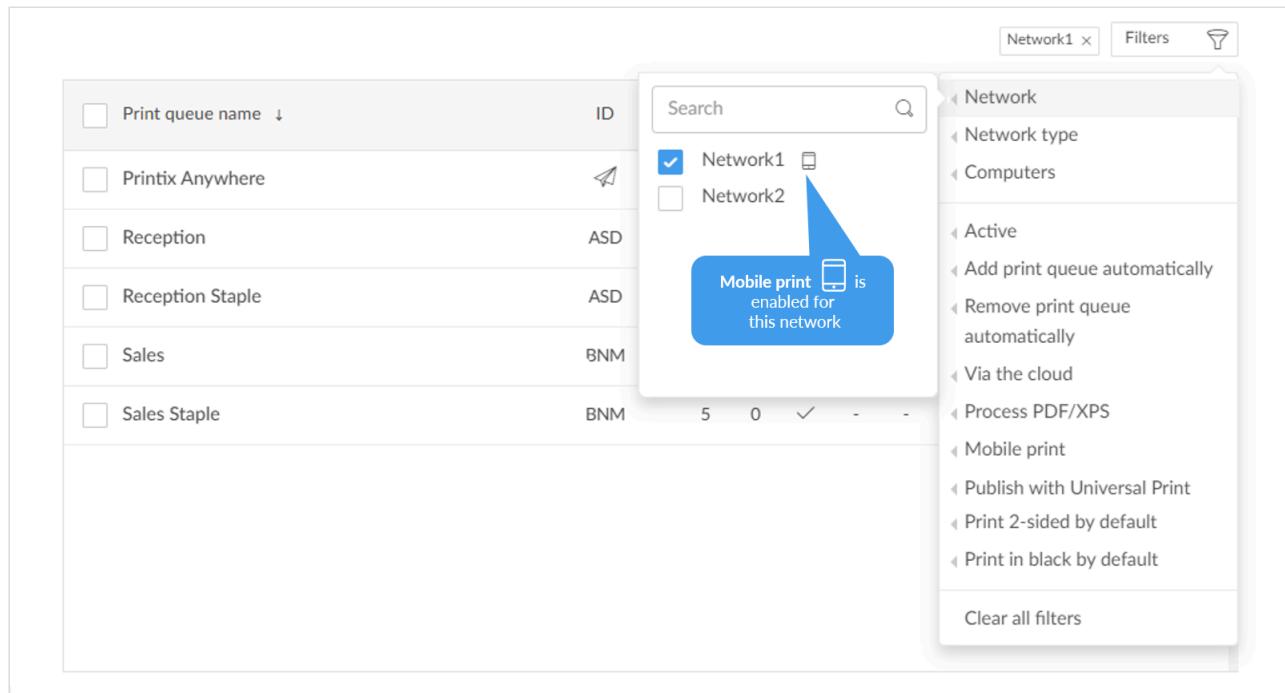
- Select the print queue's number (217) of [Computers](#)  to see the list of computers that have the print queue installed.

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


Search

1. Select **Search** 
2. Enter print queue name or printer ID.
Uppercase and lowercase letters are treated the same.

Filters



1. Select **Filters**.

- Select **Network** to filter by this.
 - The icon  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 has 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** checked

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 ↓

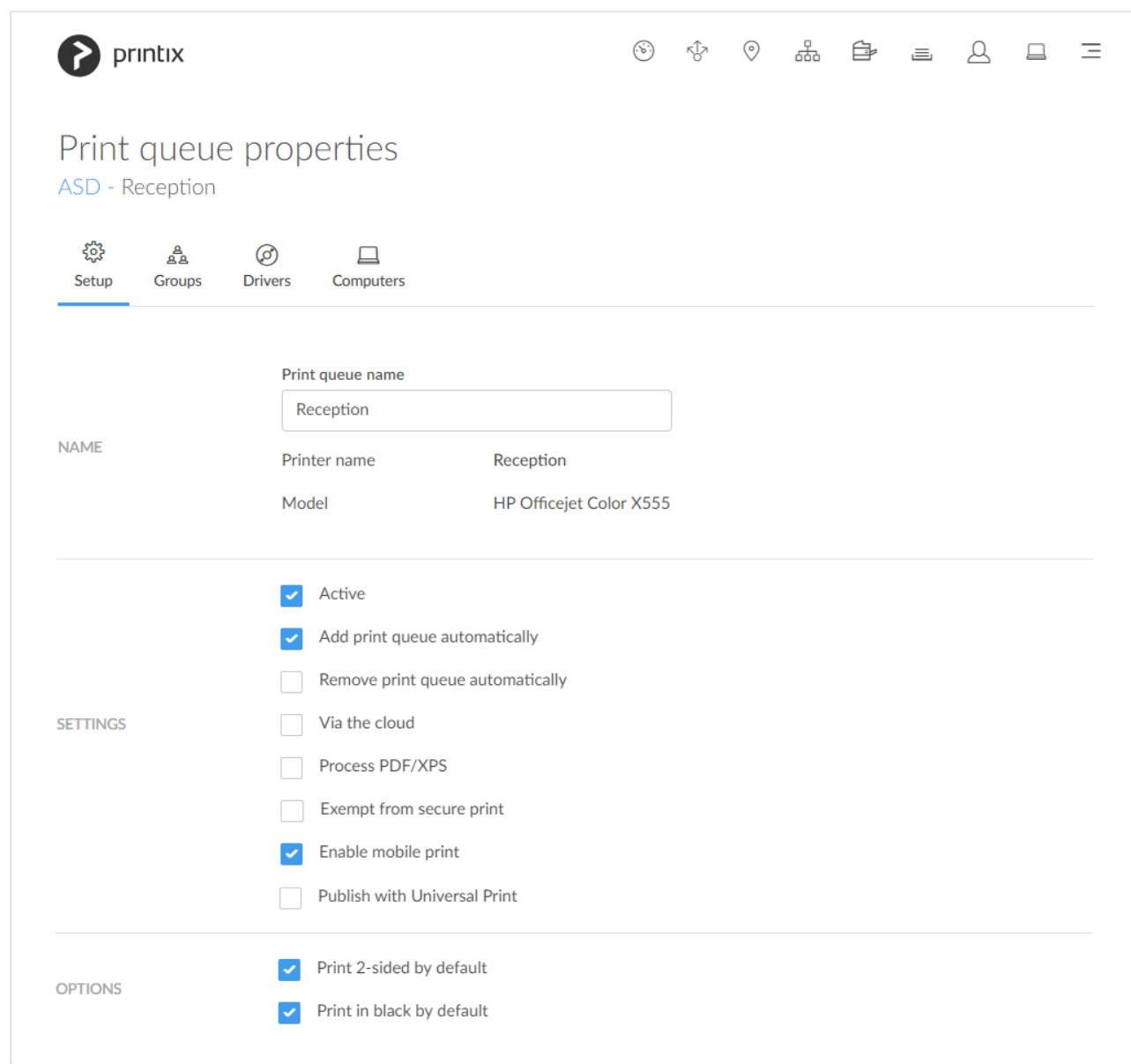
- Select **Print queue name** to sort by this.

Delete print queue

- To delete a print queue, select **⋮** and **Delete**.
- Select the print queue(s) 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 queues on users' computers will also be deleted by the Printix Client.

3.6.1. Print queue properties



printix

Print queue properties

ASD - Reception

Setup Groups Drivers Computers

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:

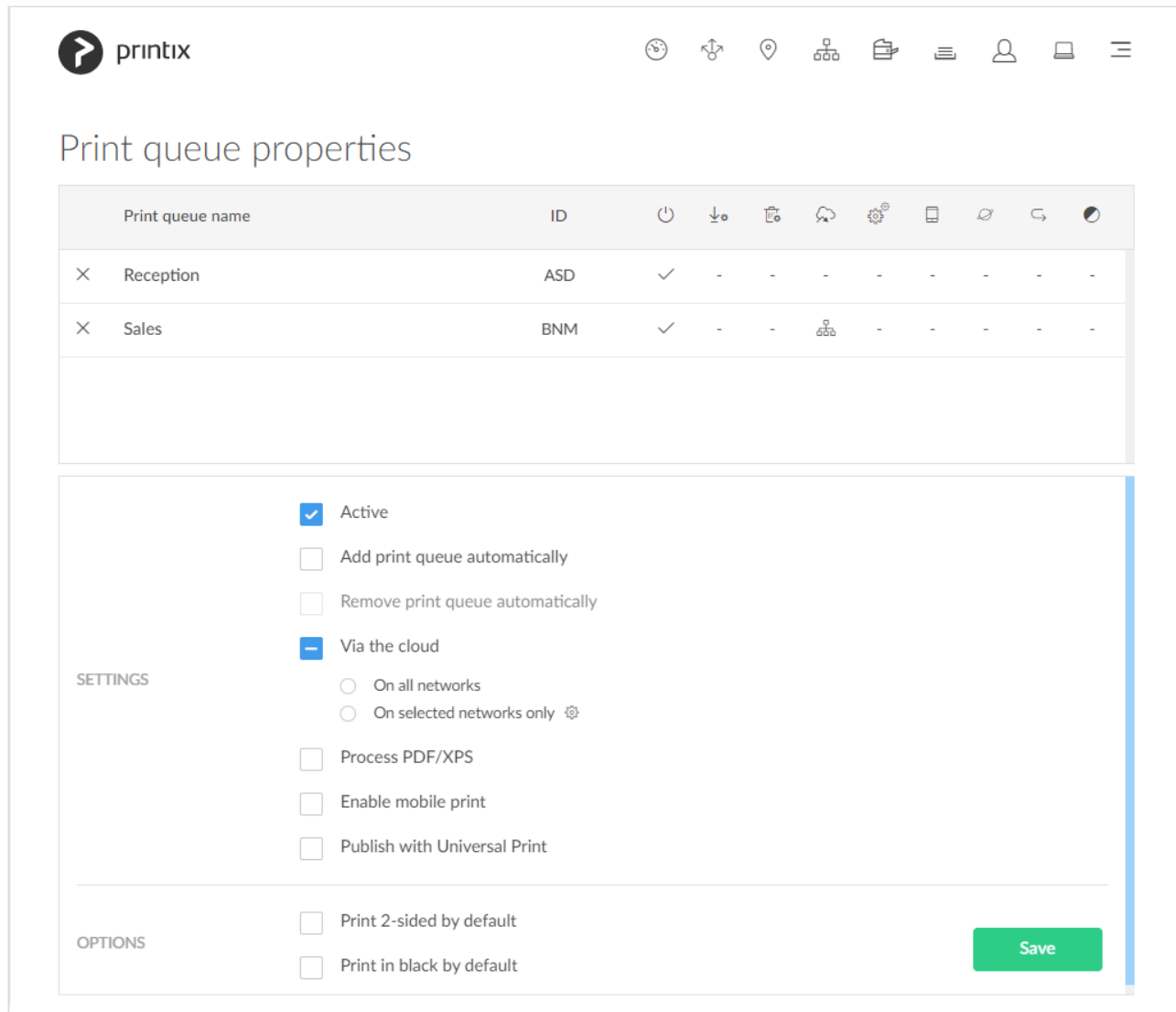
1. Open the [Print queues](#) page or the [Printers](#) page to view the print queues.
2. Select a print queue.

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

Additional tabs:

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

Modify properties for multiple print queues



The screenshot shows the 'Print queue properties' page in the Printix Administrator. At the top, there's a navigation bar with the Printix logo and various icons. Below the navigation bar, the title 'Print queue properties' is displayed. A table lists the print queues:

Print queue name	ID	Power	Download	Print	Share	Settings	Mobile	Cloud	Refresh	Close
× Reception	ASD	✓	-	-	-	-	-	-	-	-
× Sales	BNM	✓	-	-	🖨️	-	-	-	-	-

Below the table, the 'SETTINGS' panel is expanded, showing the following options:

- ☒ 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

Below the settings, the 'OPTIONS' panel is visible:

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

A green 'Save' button is located at the bottom right of the settings panel.

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.

✿ If an anywhere print queue is among the selected print queues, then you can not modify **Remove print queue automatically**.

Name

- **Print queue name**

The print queue name cannot contain the characters '\ ' and ' , ' 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 there is just one print queue for the printer we recommend you keep the [Printer name](#) and print queue name the same. However, if there are for example two active print queues, 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 will staple together sheets by default.

- **Printer name**

The name of the printer.

- **Model**

The model name of the printer.

Settings

- **Active**

Check 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**

Check 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 checked 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**

Check this to remove the print queue automatically when the computer connects to another registered network. Not available if **Via the cloud** is checked.

- [Via the cloud](#)

Check 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 checked.

- **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 will get the print queue if both of these are checked: 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 will get the print queue.

- **Process PDF/XPS**

Normally, if the destination printer supports PDF, documents printed through [Printix Chromebook](#) and print anywhere documents, are sent as PDF data to the printer. Check **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 time, compared to sending the PDF data directly to the printer, as the data need 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. Check **Process PDF/XPS** to force the XPS data to be processed according to the print queue's print driver configuration. Please [contact us](#) 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** and **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**

Check this to allow printing from Android and iOS/iPadOS phones and tablets to this print queue. Only available if **Enable mobile print** is checked 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** checked.
- A print queue, that has **Via the cloud** checked, will be broadcast on all networks that have **Enable mobile print** checked.
- A Printix Anywhere print queue will be broadcast on all networks that have **Enable mobile**

print checked.

- Mobile printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** checked.

- **Publish with Universal Print**

Check 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](#) checked 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 checked 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 checked 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 checked, then no conversion to PDF happens.

Options

- **Print 2-sided by default**

Printing on both sides is a great way to save paper and benefit our environment. Has effect only if the printer 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 have effect on Printix Anywhere, as the document is in PDF.

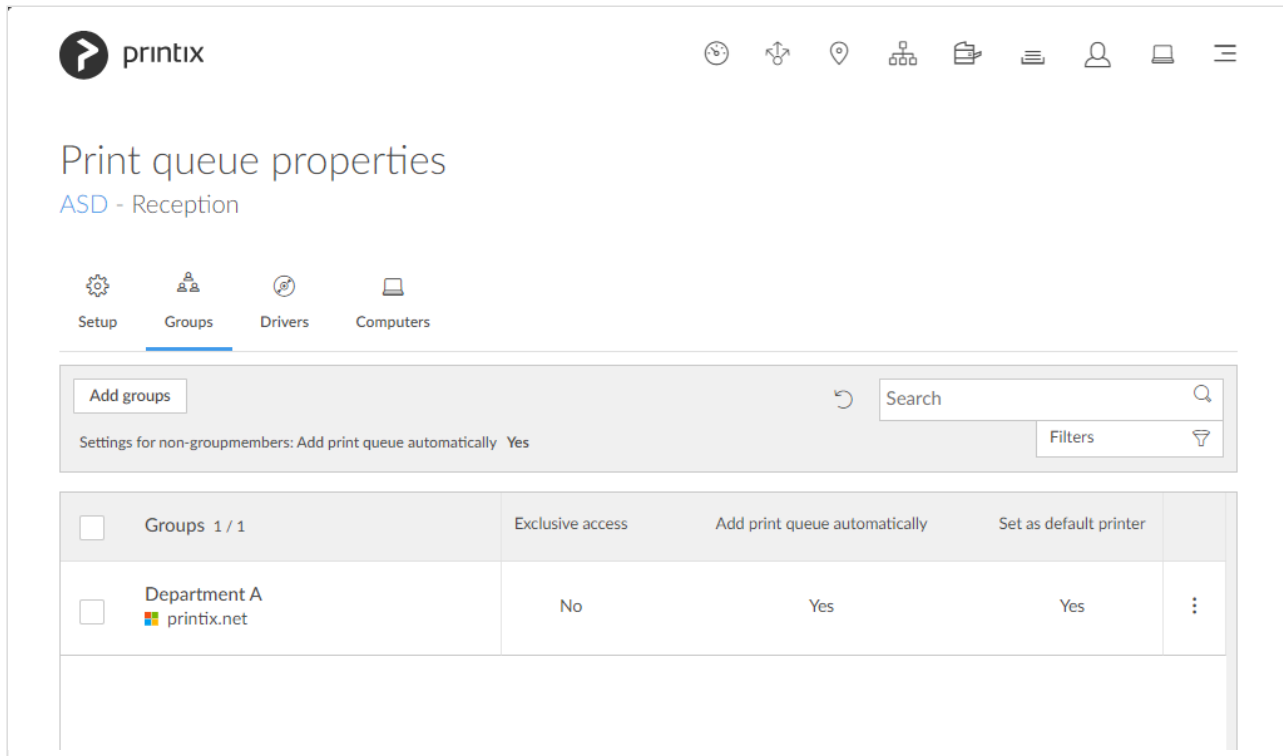



If a print anywhere document is released to a print queue that has **Process PDF/XPS** and **Print 2-sided by default** checked, then the driver will be asked to print on both sides.






- **Print in black by default**

Printing in black by default is a great way to save the additional cost of color printing. Has effect only if the printer support color. Users can still print in color, but will have to ask for this at each print. This may not always work (See: [Disclaimer](#)).

3.6.1.1. Groups



On the **Groups**  tab, you can add the groups the print queue should be a member of. Only available if groups ([Microsoft Entra ID](#) 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. Uppercase and lowercase letters are treated the same.
- Select **More**  and **Modify** to modify a group.
 - Select the check boxes of groups and select **Modify (X)** at the bottom of the screen. X 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** checked 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** checked for any group, can be accessed by all users.
- Printing to a print queue without access will result in a message like: *Print to BNM is not allowed*.

Add print queue automatically

- A print queue that has no groups will be added automatically if the global **Add print queue automatically** setting is checked on the **Setup** tab of the **Print queue properties** page.
- A print queue that has **Add print queue automatically** checked for one or more groups will be added automatically 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 checked on the **Setup** tab of the **Print queue properties** page.
- A print queue with groups only that has **Add print queue automatically** unchecked will not be 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** checked for one or more groups will become the default printer for the users and computers in the group.



If **Set as default printer** is checked for multiple print queues, it will be random which one is 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.

3.6.1.2. Drivers

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.

- Check **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: New term **Windows** covers Windows 10 x64 and Windows 11 (there is no Windows 11 x32). This is to reflect that print drivers and print driver configurations for Windows 11 are the same for Windows 10 x64.

✿ **Windows Server 2022 support.** The term **Windows Server** covers Windows Server 2016, Windows Server 2019 and Windows Server 2022.

- 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

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

Distribute print queue configuration

1. Select [Distribute print queue configuration](#).



Print drivers page

The screenshot shows the 'Print drivers' page in the Printix interface. The page has a header with the Printix logo and navigation icons. Below the header, there's a section for 'Print drivers' with a sub-section 'ASD - Reception'. There are tabs for 'PCL5', 'PCLXL', 'POSTSCRIPT', and 'PDF'. A checkbox labeled 'Show only uploaded print drivers' is checked. A search bar and a 'Filters' button are also present. The main table lists four print drivers:

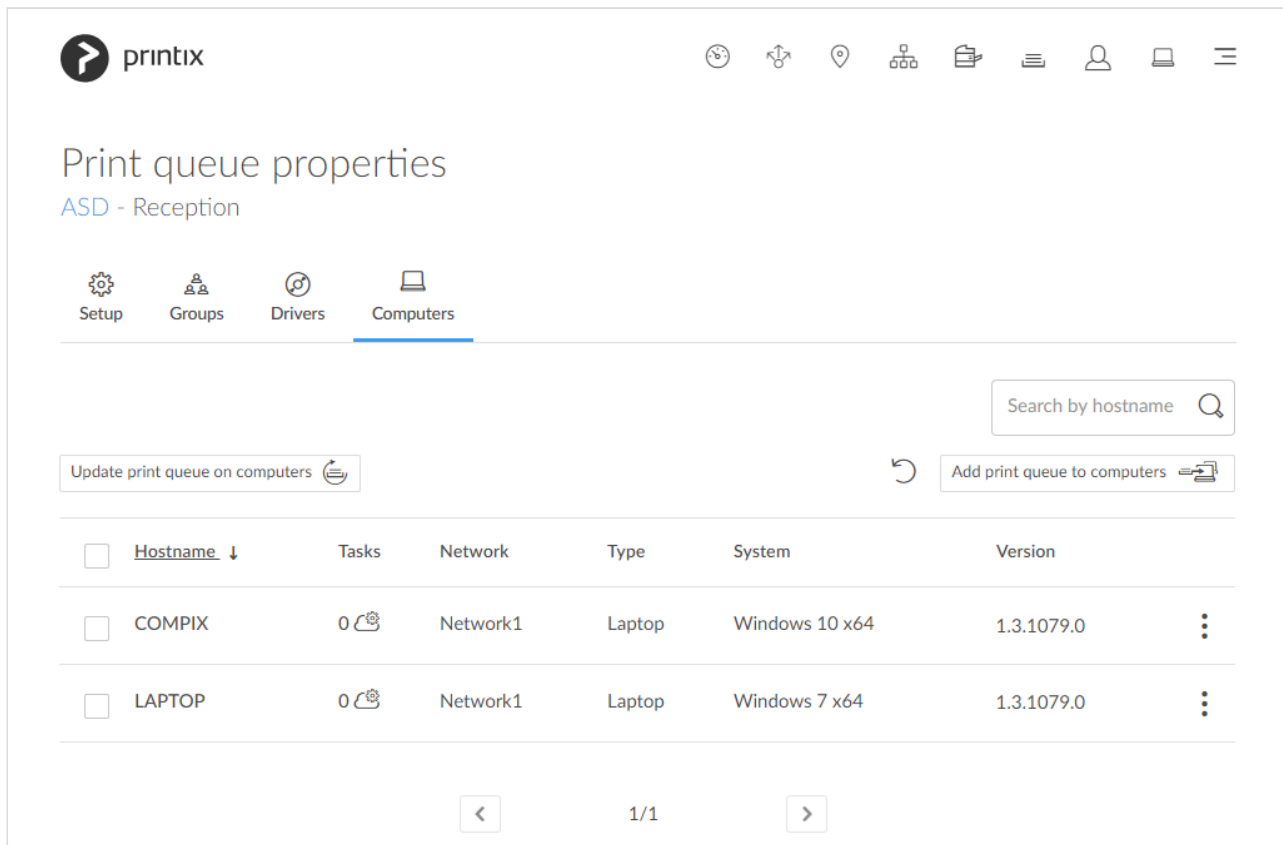
Name	Version	Comment	Language
<input type="checkbox"/> HP Universal Printing PCL 6 2018/07/17 - 11:36:59	61.215.1.23029		Unknown language
<input type="checkbox"/> HP Universal Printing PS (v6.6.0) 2018/07/17 - 11:37:10	61.215.1.23029		English
<input type="checkbox"/> HP Universal Printing PS 2018/07/17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

The sidebar on the right shows details for the selected driver 'Windows 10 x64'. It indicates it is the 'Default print driver' and lists its Name, Version (61.215.1.23029), and Language (Unknown language). A '< Back' button is at the bottom of the sidebar.

1. **Search** for print driver.
Uppercase and lowercase letters are treated the same.
 - Check **Show only uploaded print drivers** to list print drivers that has 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 do not see 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 there are multiple matching print drivers 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) has 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.


3.6.1.3. Computers








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


< 1/1 >

Lists the **Computers** that has the 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.

* There may be a delay of up to 30 minutes 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 once it comes online.

Search

1. Select **Search** 
2. Enter part of the computer's hostname.
Uppercase and lowercase letters are treated the same.



Update print queue on computers

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

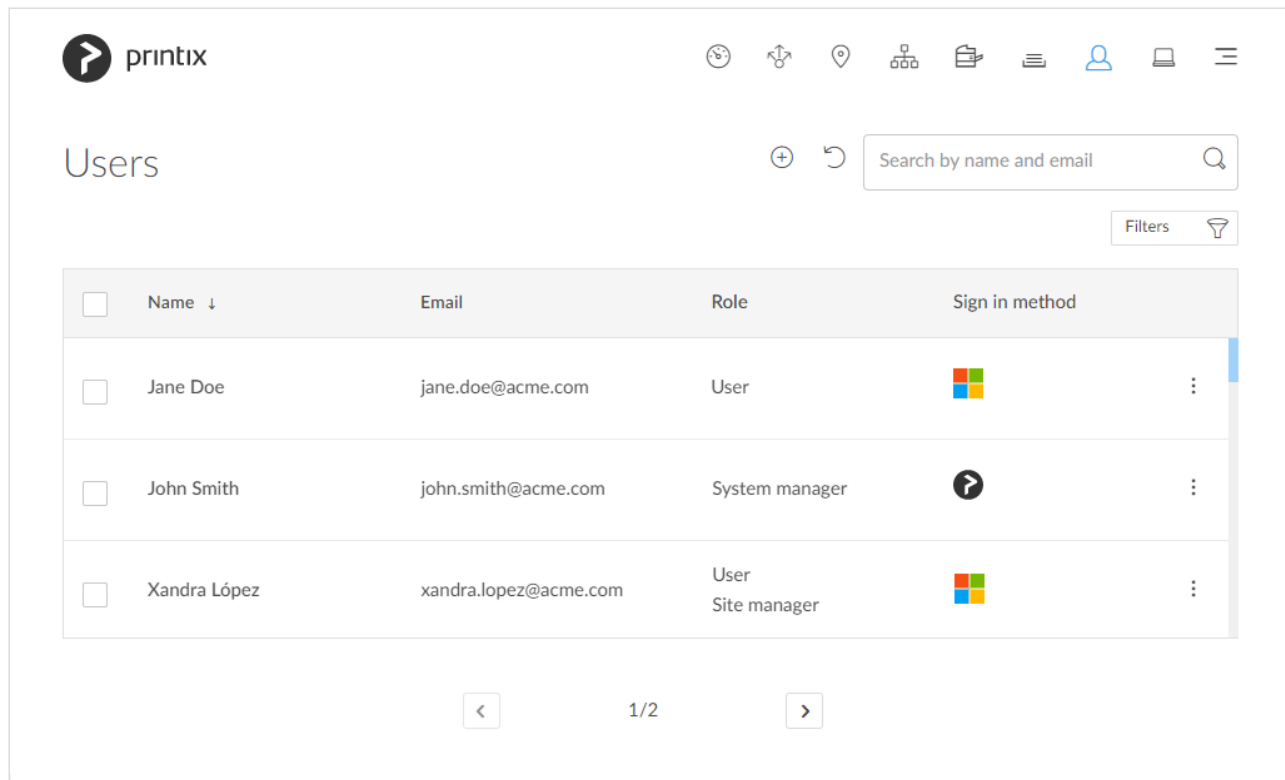
Add print queue to computers

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




Delete

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






3.7. Users



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.
Uppercase and lowercase letters are treated the same.

Filters



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

 Users with the role as **Guest** are only shown 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  and **Delete**.
- Select the user(s) 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](#) or [Google Workspace](#), the user is also deleted in Printix.

3.7.1. User properties

printix

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 own role is changed.

* There must be at least one user with the role: System manager.

Additional tabs:

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

Role






- [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](#).

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

- [Guest](#)
Can use Printix.
 - The role of a guest cannot be changed.

Sign in method

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

Notifications

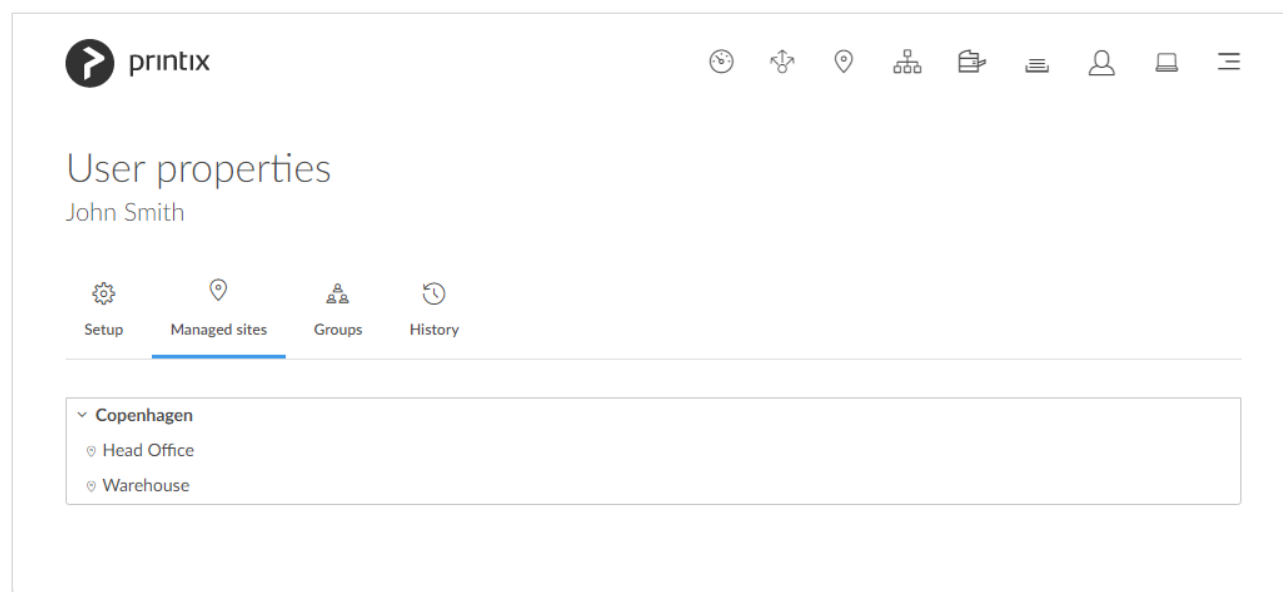
Only available if role is **System manager**.


- **Receive email about**
 - Check **Data breach** to be notified about breach of data.
 - Check **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.

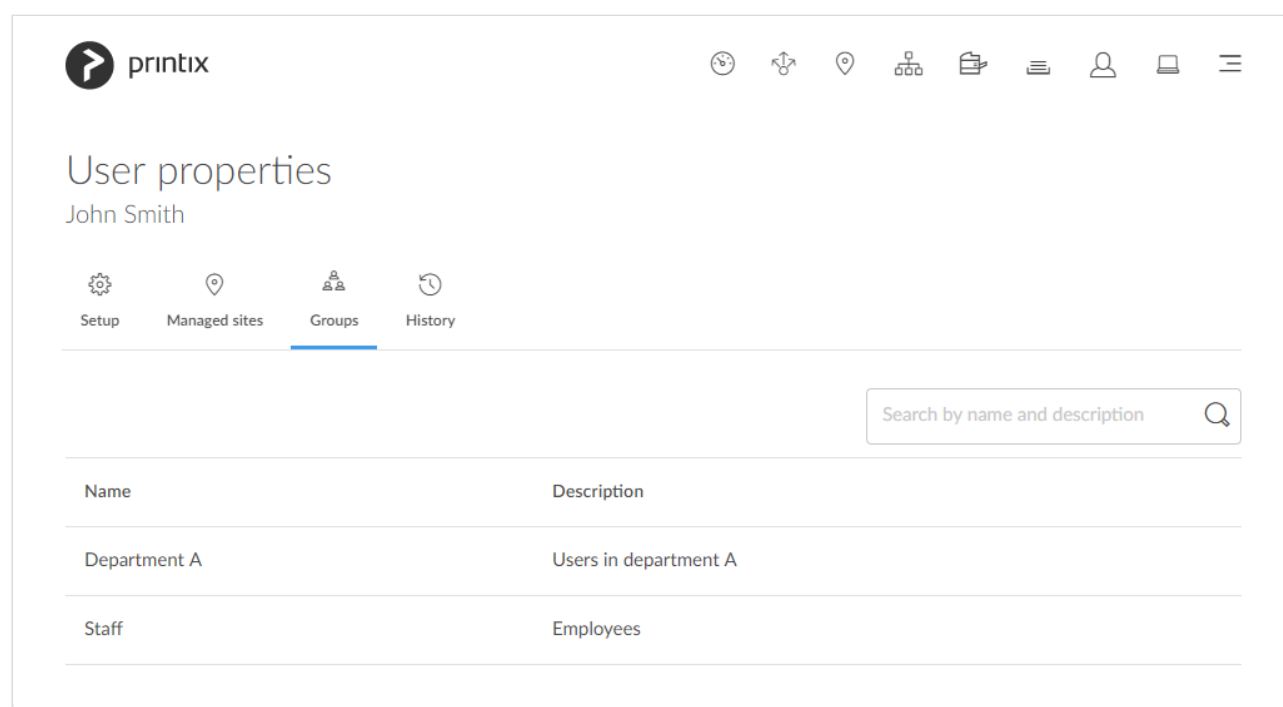
3.7.1.1. Managed sites




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.


3.7.1.2. Groups



On the **Groups**  tab, you see the groups that has been added to print queues and which the user is a

member of. Only available if groups ([Microsoft Entra ID](#) or [Google](#)) are enabled.


Search


1. Select **Search** 
2. Enter name or description.
Uppercase and lowercase letters are treated the same.

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.

3.7.1.3. 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.


3.8. Computers

The screenshot shows the 'Computers' page in the Printix Administrator interface. At the top, there's a 'printix' logo and a navigation bar with icons for various functions. Below the logo, the title 'Computers' is displayed. To the right of the title is a search bar labeled 'Search by hostname' and a 'Filters' button. The main content area contains a table with the following columns: Hostname (with a dropdown arrow), Status (with a refresh icon), Tasks (with a gear icon), Network, Type, System, and Version. The table lists three computers: COMPIX (Online, 0 tasks, Network1, Laptop, Windows 10 x64, 1.3.1079.0), MAC (Offline, 2 tasks, Network1, Desktop, macOS 10.15, 1.3.1079.0), and WIN2019 (Online, 0 tasks, Network1, Server, Windows Server, 1.3.1079.0). At the bottom of the table, there are pagination controls showing '1/1' and arrows for navigation.

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.
Uppercase and lowercase letters are treated the same.

Filters



1. 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 is used for both Windows Server 2016, Windows Server 2019 and Windows Server 2022.
- 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 this.

Delete computer

- To delete a computer, select  and **Delete**.
- Select the computer(s) 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 has not responded in 2 months are automatically deleted.

3.8.1. Computer properties

Computer properties

COMPIX

Setup

Groups

Print queues

Tasks

Diagnostics

History

INFO

Version

99.99.55478.8

Address

compix

192.168.1.113

SSID

-

External IP

80.98.12.108

System

Windows 10 x64

Type

Desktop

Status

Offline

Test connection

NETWORK

Test network

Ping network address

Adapters

Gateway IP	Gateway MAC	Network
192.168.1.1	704f57164938	Network1

Virtual adapters

SETTINGS

☐ Act as capture gateway

☐ Act as print gateway

☐ Allow computer to look up users

DISCOVER

Discover printers

SNMP configuration

Default

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**
The 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 networks' gateways is working. For each registered network the computer is on, it will test each of the registered network's gateways' and report either **OK** or **Connection failed**. If the computer has an adapter that it is on **Unknown network**, testing is not supported, and the result is marked as – (minus). Testing 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 is to work when there is no physical computer with Printix Client online on the printer network or if printers and computers are kept on separate networks ([zero trust](#)). The computer must be able to route (via VPN) to the printers on the printer network(s). The computer, preferably a server, will typically run in the cloud, for example Azure.

Settings

• Act as capture gateway

Optionally check **Act as capture gateway** if 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, then the PDF document need to be processed using a matching print driver, before it can be sent to the printer. This applies to anywhere documents and documents printed through Printix Chromebook. Check **Act as print gateway** if Printix Client on this computer should be the preferred choice for processing and print 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](#), then 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.

! If you are using **Groups** to grant **Exclusive access** to print queues that has **Process PDF/XPS** checked, 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.

• Allow computer to look up users

It is only relevant to check this in Azure Virtual Desktop and Remote Desktop Server (RDS) environments. It will allow Printix Client to use alternate methods to establish who the printing user is, when this 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](#)

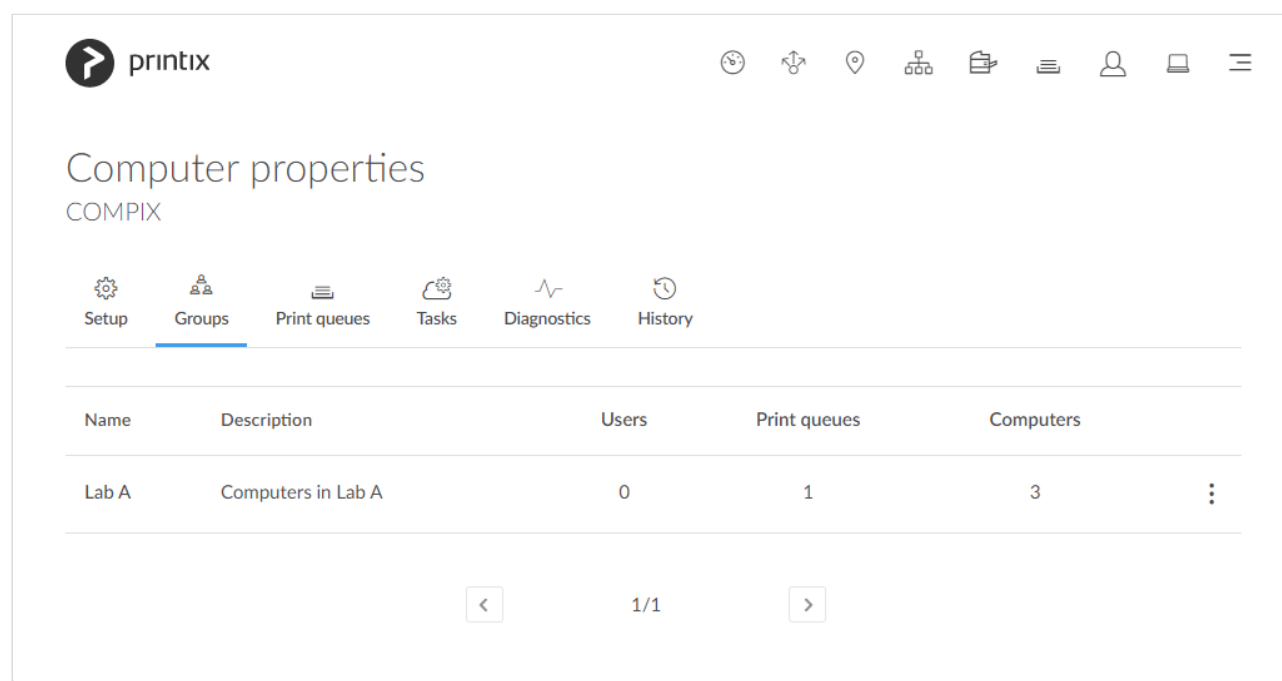
Select this to discover printers you suspect was not found during the initial discovery.

- You may be able to discover additional printers by installing Printix Client on [print server\(s\)](#) [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 a SNMP configuration.

3.8.1.1. Groups



The screenshot shows the Printix web interface. At the top, there's a navigation bar with the Printix logo and several icons. Below the navigation bar, the main heading is 'Computer properties' with a sub-heading 'COMPIX'. Underneath, there's a row of tabs: 'Setup', 'Groups', 'Print queues', 'Tasks', 'Diagnostics', and 'History'. The 'Groups' tab is currently selected and highlighted with a blue underline. Below the tabs, there's a table with the following columns: 'Name', 'Description', 'Users', 'Print queues', and 'Computers'. The table contains one row with the data: 'Lab A', 'Computers in Lab A', '0', '1', and '3'. To the right of the 'Computers' column, there's a vertical ellipsis icon. At the bottom of the table, there's a pagination bar showing '<' and '>' arrows and the text '1/1'.

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

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

3.8.1.2. Print queues

The screenshot shows the Printix Administrator web interface. At the top, there's a navigation bar with the Printix logo and several icons. Below it, the page title is 'Computer properties' for 'COMPIX'. A secondary navigation bar includes 'Setup', 'Groups', 'Print queues' (which is selected), 'Tasks', 'Diagnostics', and 'History'. On the right, there's a search bar and a 'Convert print queues' button. Below these, there's a table of 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

At the bottom right of the table, there are three vertical dots for each row, indicating more actions are available.

Lists the computer's **Print queues**

- Select **Refresh** to refresh the list.
- **Managed** is checked if the print queue is printing through Printix.

* There may be a delay of up to 30 minutes 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 once it comes online.

Search

1. Select **Search** .
2. Enter print queue name.
Uppercase and lowercase letters are treated the same.

Add print queues to computer

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

Convert print queues

1. Select **Convert print queues**.

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



Update print queue

1. Select  and [Update print queue](#).

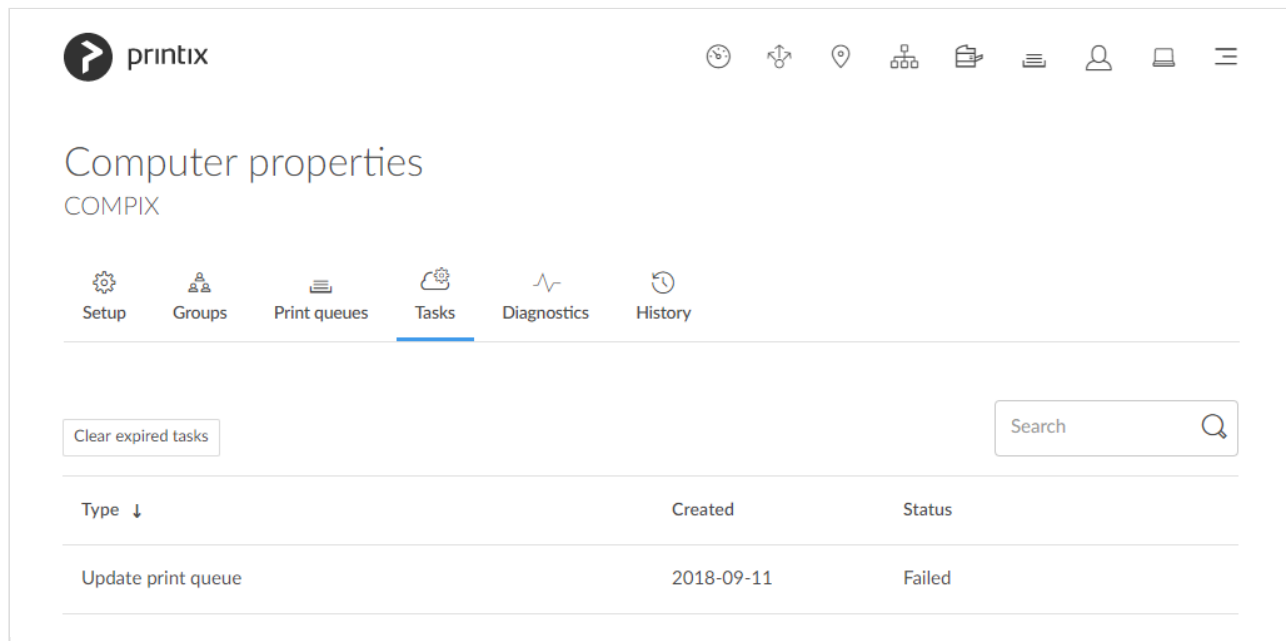
Set as default printer

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

Delete

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

3.8.1.3. Tasks



The screenshot shows the Printix web interface. At the top, there's a navigation bar with the Printix logo and several icons. Below that, the main heading is 'Computer properties' with 'COMPIX' underneath. A horizontal menu contains 'Setup', 'Groups', 'Print queues', 'Tasks' (which is selected and underlined), 'Diagnostics', and 'History'. Below the menu, there's a 'Clear expired tasks' button on the left and a search bar on the right. A table lists tasks with columns 'Type', 'Created', and 'Status'. One task is listed: 'Update print queue' created on '2018-09-11' with a status of 'Failed'.


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

Lists the computer's **Tasks** 

Clear expired tasks

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


Search

1. Select **Search** 
2. Enter task type or status.
Uppercase and lowercase letters are treated the same.

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**

3.8.1.4. 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 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, like printer status and statistics reporting.

- **Priority tasks**

Number of tasks that had to be executed right away, like 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.

3.8.1.5. 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.



3.9. Groups

The screenshot shows the 'Groups' management page in the Printix interface. At the top, there is a search bar labeled 'Search by name and description' and a 'Resynchronize groups' button. Below the search bar, there is a dropdown menu showing 'Groups : AllAvailableGroups' and a 'Filters' button. The main content is a table with the following data:

Name	Domain	Description	Print queues	Secure print	Home office	
Department A	printix.net	Users in Department A	2	1	0	⋮
Lab A	printix.net	Computers in Lab A	0	1	3	⋮
Staff	printix.net	Employees	9	3	0	⋮
Students	printix.net	Students	1	1	0	⋮

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

To get here:

1. Select [Menu](#) , **Groups** 

Page is only available if groups ([Microsoft Entra ID](#) or [Google](#)) are enabled.

- Groups are synchronized automatically at approximately 20 minute intervals. Only changes are synchronized.
- Select **Resynchronize groups** to start a synchronization.


* 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**, B) Is used with **Secure print**, that is (Must print securely groups, Printer 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?](#)

**See also:**

- [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](#)
- [Why does a group have no or missing users?](#)

Search

1. Select **Search** 
2. Enter group name or description.
Uppercase and lowercase letters are treated the same.

Filters

1. 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. Once it has been used with Printix and thereby is being synchronized, it will stay on the list. If it is deleted in Microsoft Entra ID/Google Workspace, then it will also be removed from the list.

3.9.1. Group properties

printix

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](#)

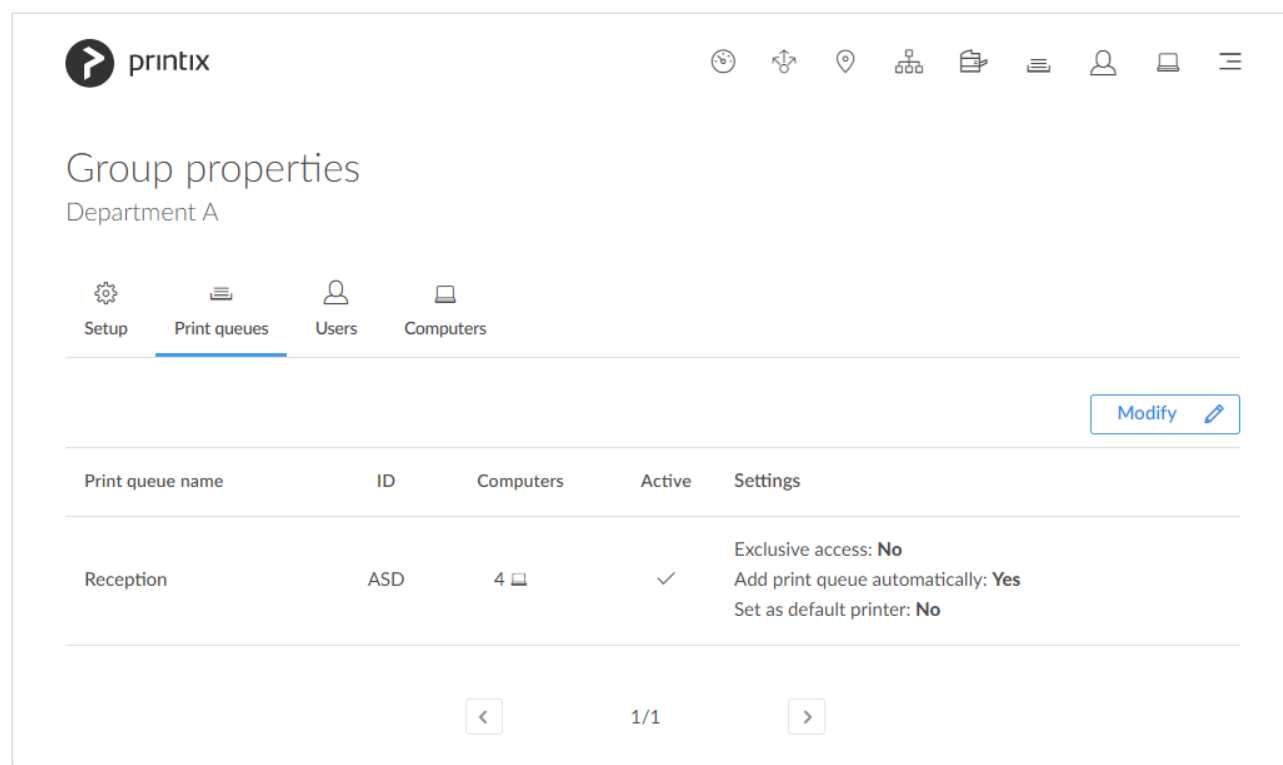
Additional tabs:

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

Secure print

- **Must print securely**
Check this if the group's users must print securely.
- **Print later by default**
Check 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**

3.9.1.1. Print queues



The screenshot shows the Printix web interface for 'Group properties' of 'Department A'. The 'Print queues' tab is selected, showing a table of print queues. A 'Modify' button is visible in the top right of the table area.

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

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

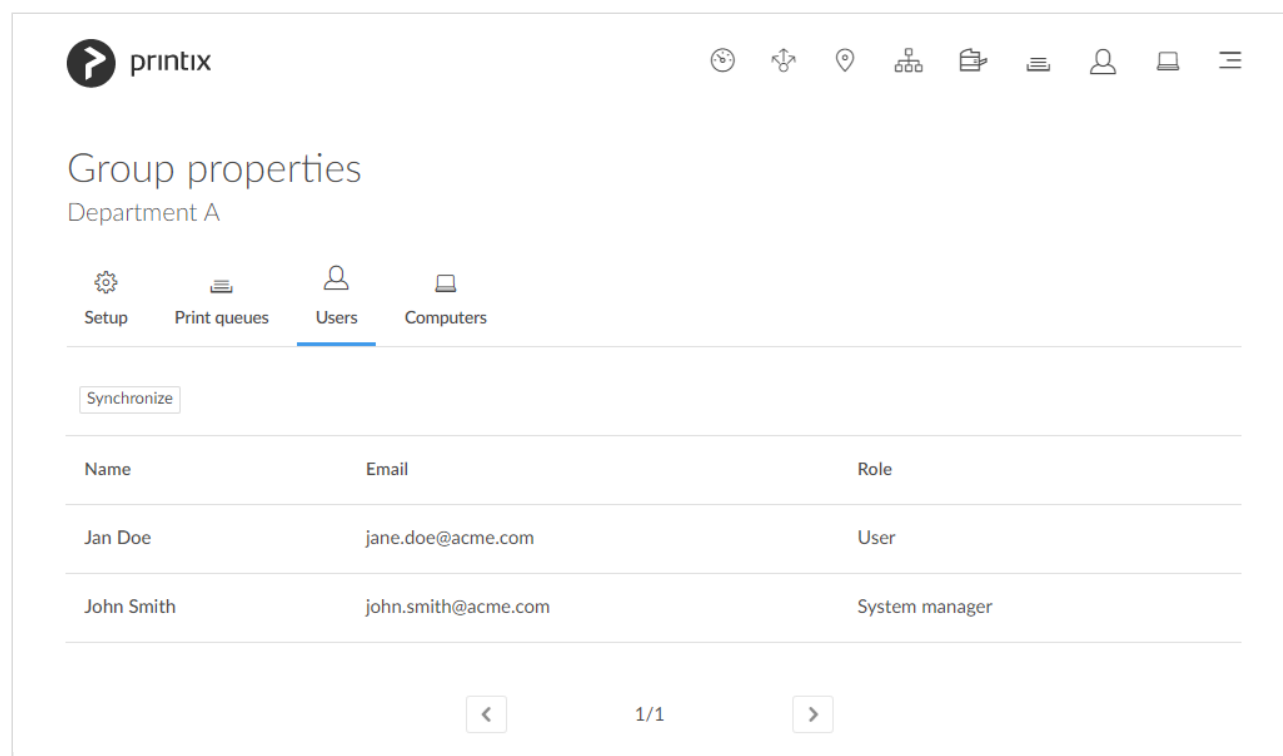
See also:

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

Modify


1. Select **Modify** to add, modify or delete print queues in regards to the group.
See also: [How to add print queues to a group](#).

3.9.1.2. Users



The screenshot shows the 'Group properties' page for 'Department A'. The 'Users' tab is selected, displaying a table of group members. A 'Synchronize' button is located above the table. The table has three columns: Name, Email, and Role. It lists two users: Jan Doe (User) and John Smith (System manager). Navigation controls at the bottom show a left arrow, '1/1', and a right arrow.

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

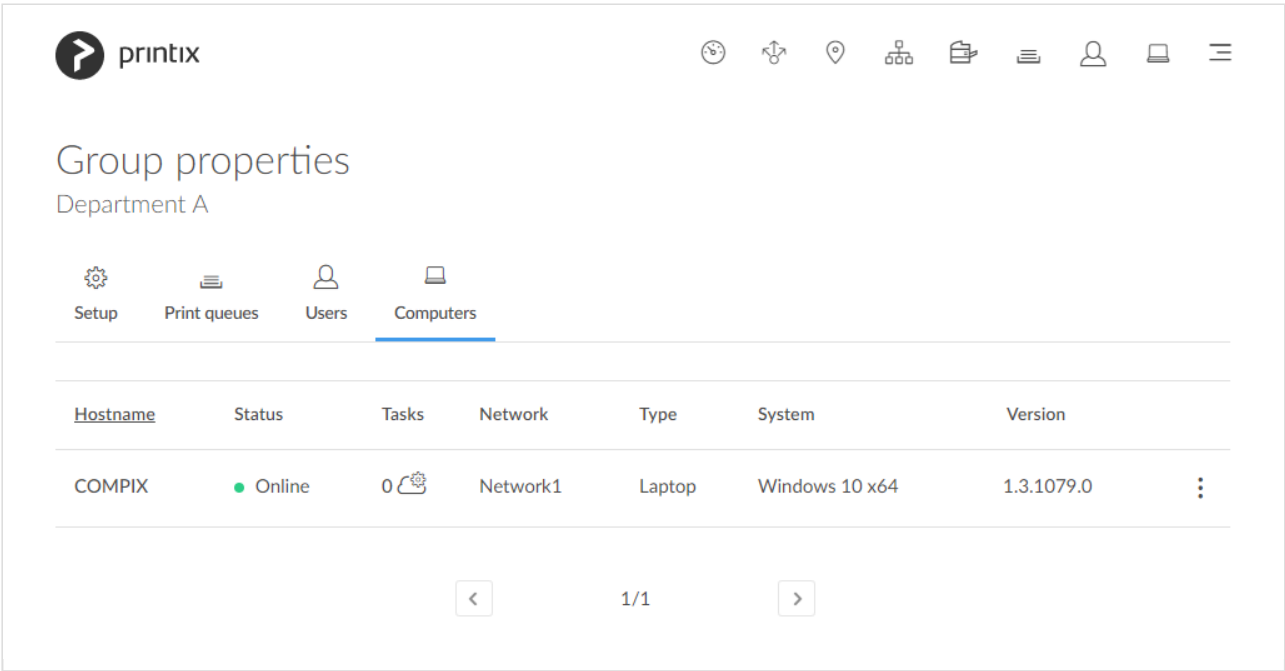
On the **Users**  tab you see the users that are a member of this group.


- **Synchronize**

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

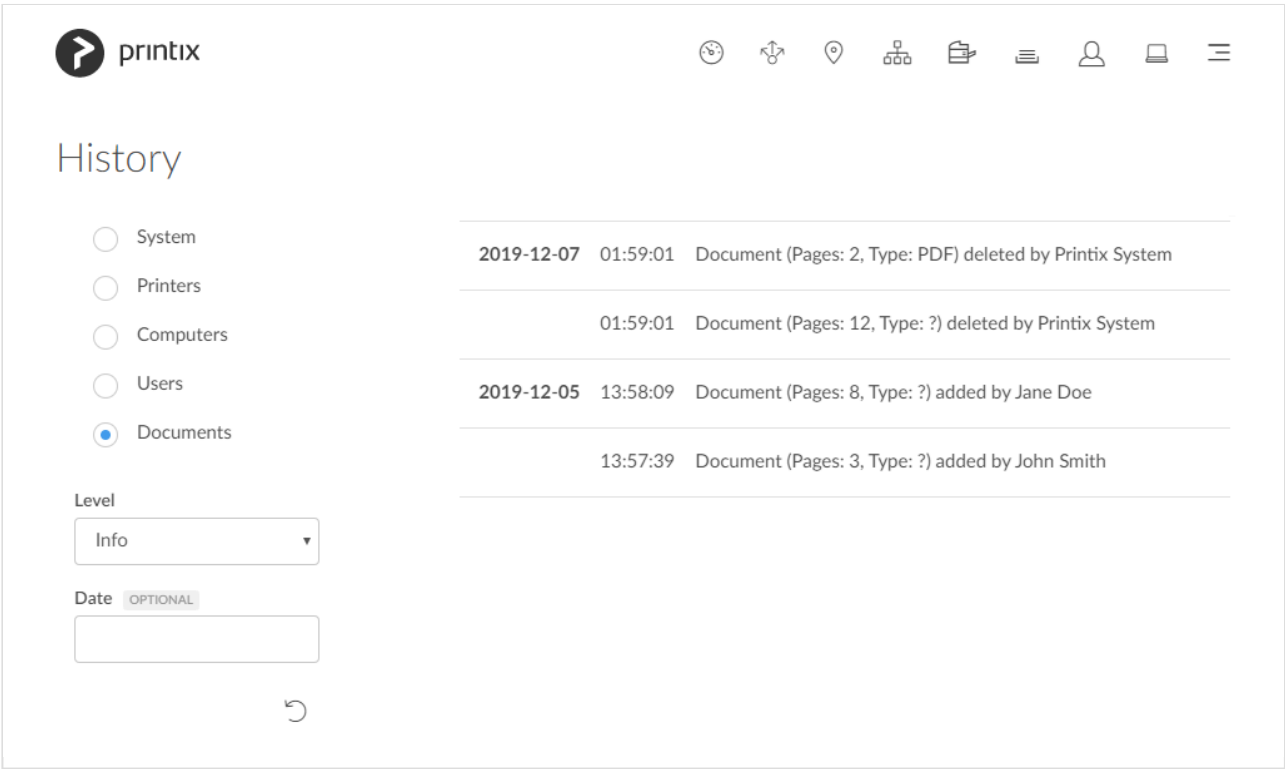
* Printix will only synchronize users/group membership for users that are registered in Printix and for groups once these groups are used within Printix, that is, if users are a member of a group that: A) Is used with **Print queues**, or B) Is used in connection with **Secure print**, that is (Must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

3.9.1.3. Computers





On the **Computers**  tab you see the computers that are a member of this group.

3.10. History





To get here:

1. Select **Menu** , **History** .

 **Fetching data** may appear for a little while before you will start to see data. Please have patience.

List History

1. Select the **Type**:
 - **System**
Changes to the setup, like authentication, customization, group synchronization, data extracts and changes of 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).
2. 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.
3. Optionally, select **Date**.
4. Choose **From** date and time.
5. Choose **To** date and time.
6. Select **Apply**.
 - Select **Refresh**  to refresh the list.
 - For security and confidentiality reasons, documents are not referenced by their name.

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.

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.

3.11. Authentication


The screenshot displays the Printix web interface for configuring authentication. The top navigation bar includes the Printix logo and various system icons. The 'Authentication' section is highlighted in the sidebar. The main content area features a 'Setup' tab, which is currently selected. This tab contains a 'Sign in method' configuration panel. On the left side of this panel, under 'Enabled methods', two methods are listed: 'Microsoft Entra ID' and 'Sign in with email'. The 'Microsoft Entra ID' method is expanded, showing configuration details for the domain 'acme.com', including options for accepting all users, synchronizing groups, integrating with Universal Print, and granting access to OneDrive and SharePoint, all of which are set to 'Yes'. The 'Sign in with email' method is also expanded, showing 'Sign in with email' set to 'Yes' and 'Enable self-registration' set to 'No'. On the right side of the 'Setup' tab, there are buttons to add each of these methods: 'Add Sign in with Microsoft', 'Add Sign in with Google', 'Add Sign in with Okta', 'Add Sign in with OneLogin', 'Active Directory authentication', and 'Sign in with email'.

To get here:

1. Select **Menu** , **Authentication** 

 You can always [Invite users via email](#).

Enable one or more of these sign in methods and thereby offer users a bit of self-service so you do 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 via [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 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 sign 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 sign 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.

Okta

On the [Okta](#) tab you can enable and configure Okta authentication.

- [Automatic registration](#) of the user happens the first time the user sign 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 sign 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.

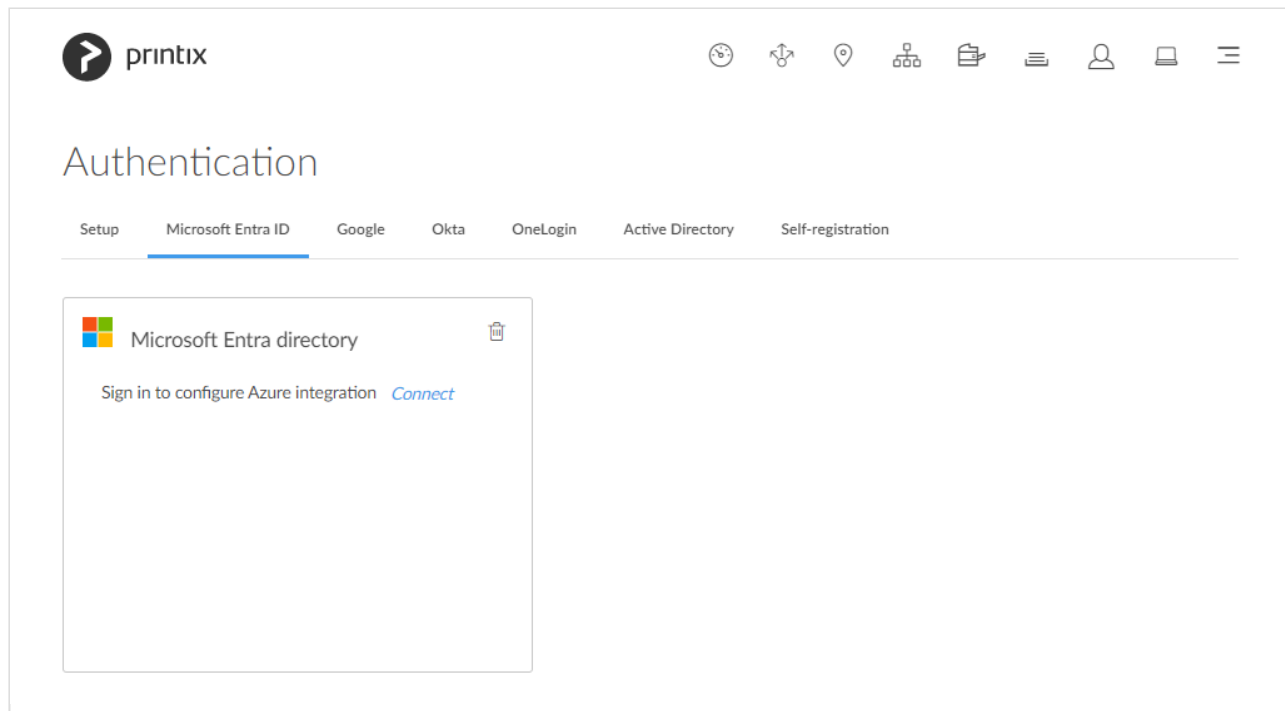
- [Automatic registration](#) of the user happens the first time the user sign in.
- A computer must be online on the network, otherwise the on-premise Active Directory server can not be contacted for authentication.

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.

3.11.1. Microsoft Entra ID



On the **Microsoft Entra ID** tab, you can enable and configure Microsoft Entra authentication. You just need a user account in Microsoft Entra ID to configure Microsoft Entra integration.

See also:

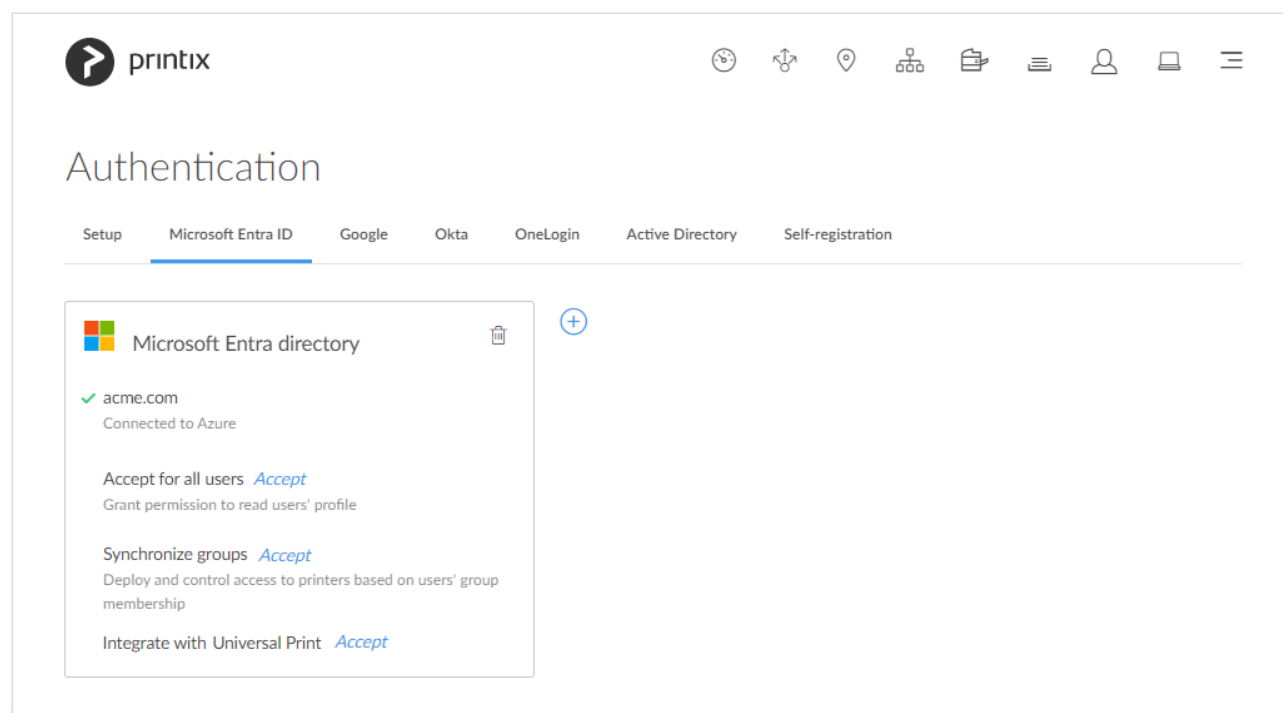
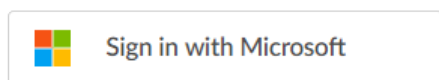
- [How to enable Microsoft Entra authentication](#)
- [How to accept Printix for all users](#)
- [How to enable Microsoft Entra groups](#)
- [How to accept integration with Universal Print](#)
- [How to grant access to Microsoft OneDrive](#)
- [How to grant access to Microsoft SharePoint Online](#)
- [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

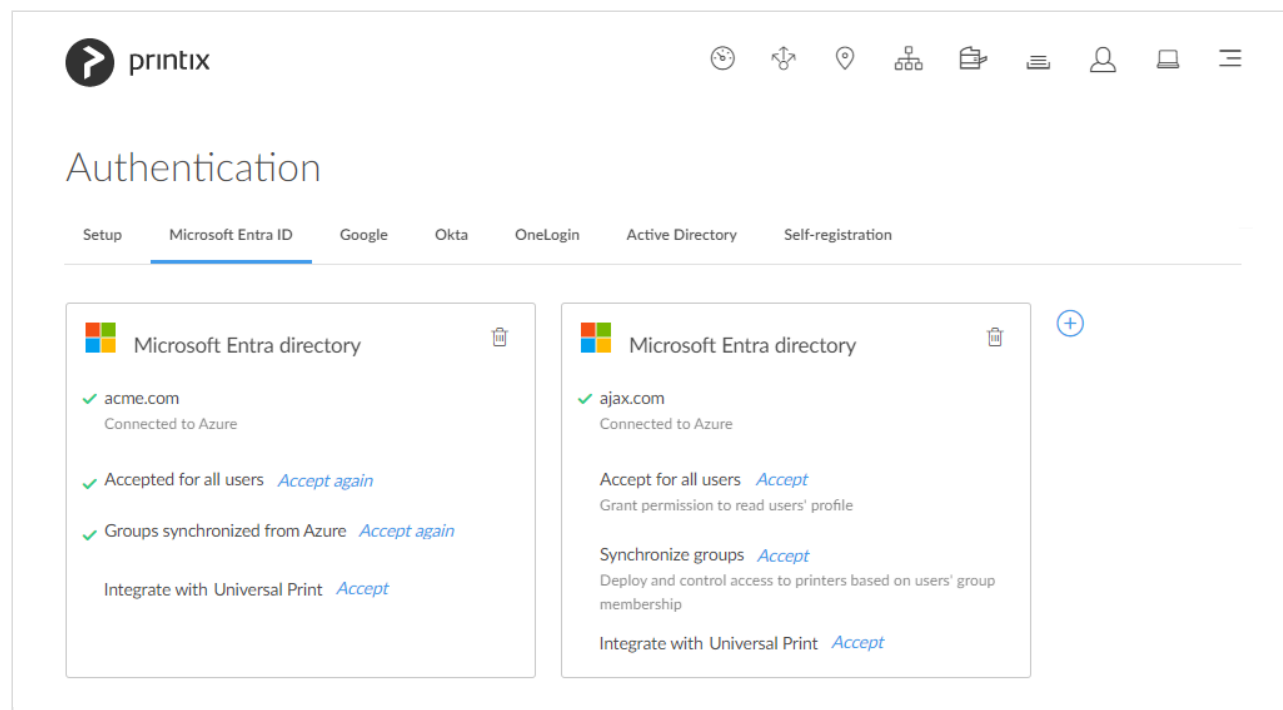
1. Select **Connect**.
2. On the **Microsoft Sign in** page:
 - Enter your work or school account.
 - Enter **Password**.

3. Select **Sign in**.
4. Printix will ask you for permission to:
 - Access your data anytime.
 - View your basic profile.
5. Select **Accept** to grant these permissions, so Printix can configure Microsoft Entra integration.
6. Select **OK** if the connection to Microsoft Entra ID was successful.

From now on the **Sign in** page will show [Sign in with Microsoft](#).



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.



printix

Authentication

Setup **Microsoft Entra ID** Google Okta OneLogin Active Directory Self-registration

Microsoft Entra directory

✓ **acme.com**
Connected to Azure

✓ 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

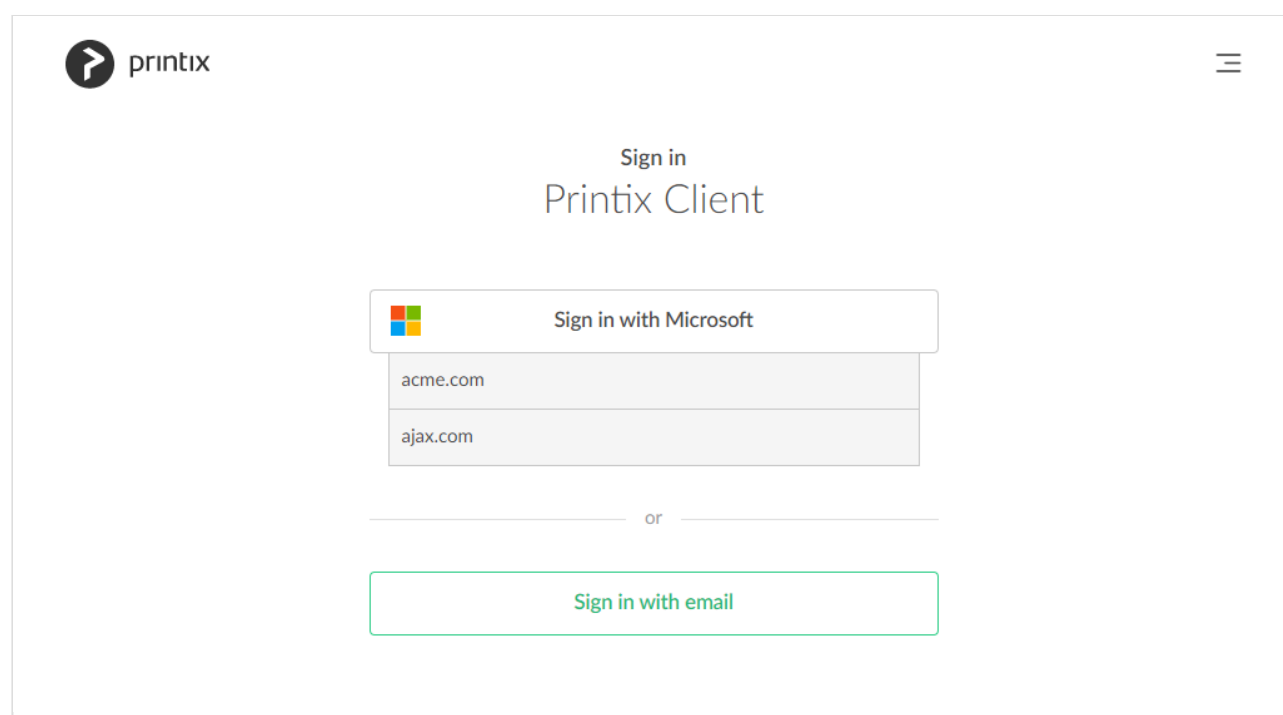
Accept for all users [Accept](#)
Grant permission to read users' profile

Synchronize groups [Accept](#)
Deploy and control access to printers based on users' group membership

Integrate with Universal Print [Accept](#)

! If there are more than one Microsoft Entra directories, then **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 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.



printix

Sign in
Printix Client

Sign in with Microsoft

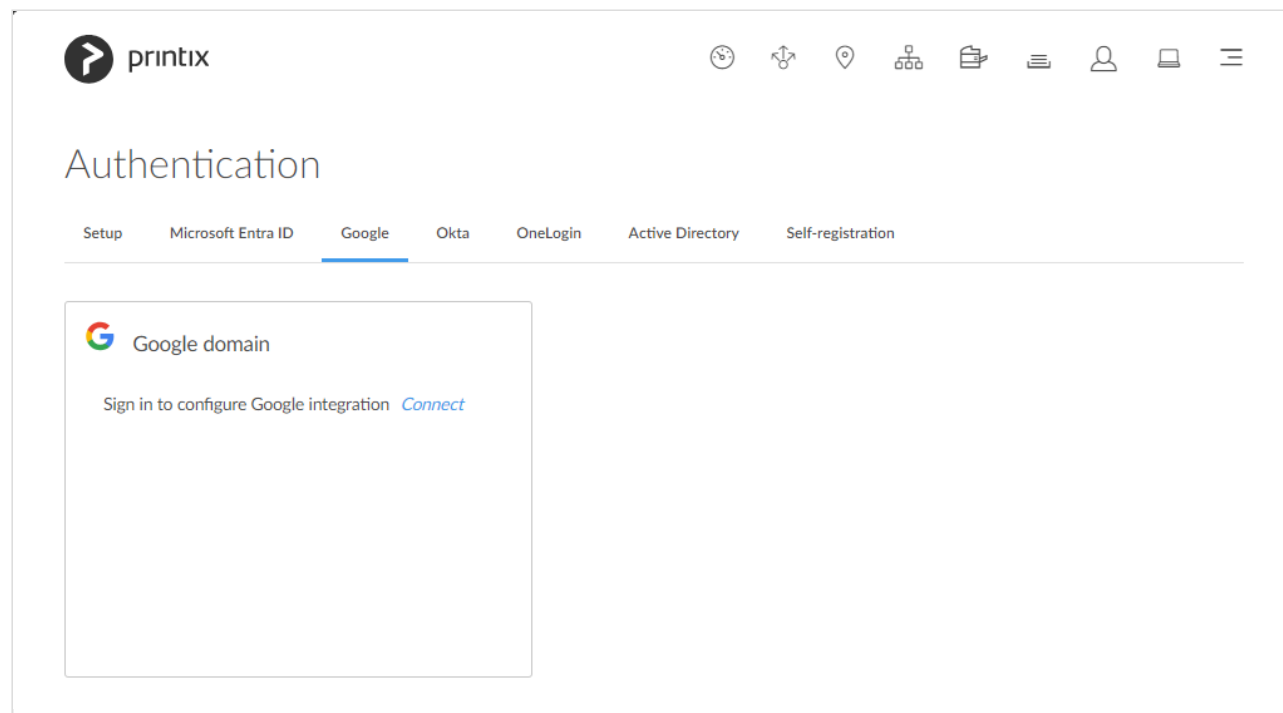
acme.com

ajax.com

or

[Sign in with email](#)

3.11.2. Google



On the **Google** tab you can enable and configure Google authentication.

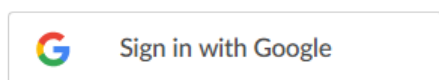
See also:

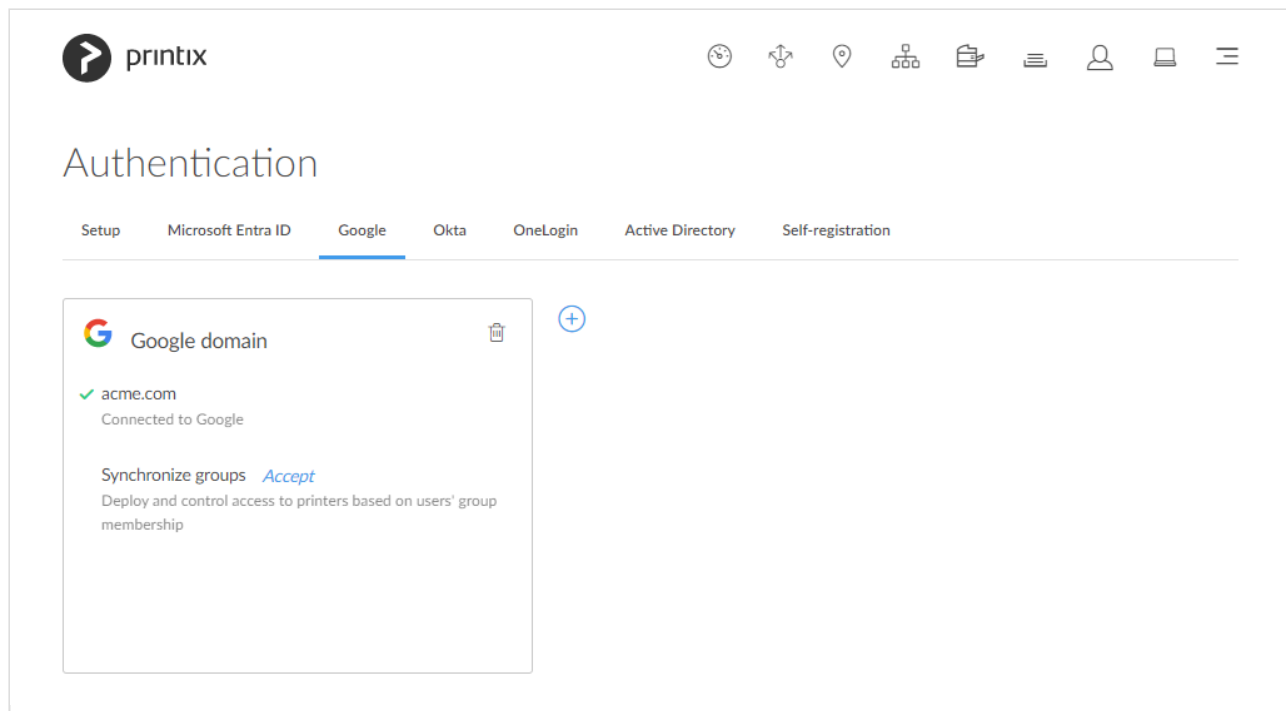
- [How to enable Google authentication](#)
- [How to enable Google groups](#)
- [Printix Chromebook](#)
- [How to remove sign in with email](#)


Google domain

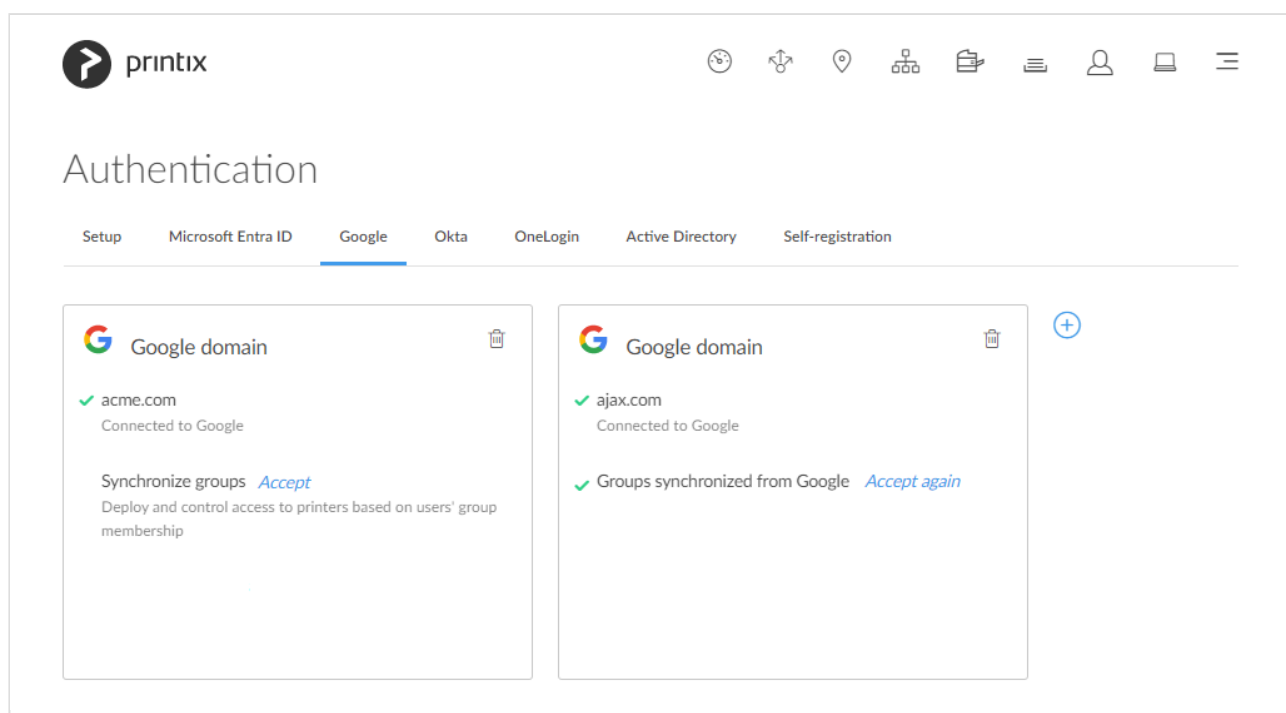
1. Select **Connect**.
2. On the **Google Sign in** page sign in using your Google Workspace account (does not end in *@gmail.com*).
 - Enter your account.
 - Enter **Password**.

From now on the **Sign in** page will show **Sign in with Google**.

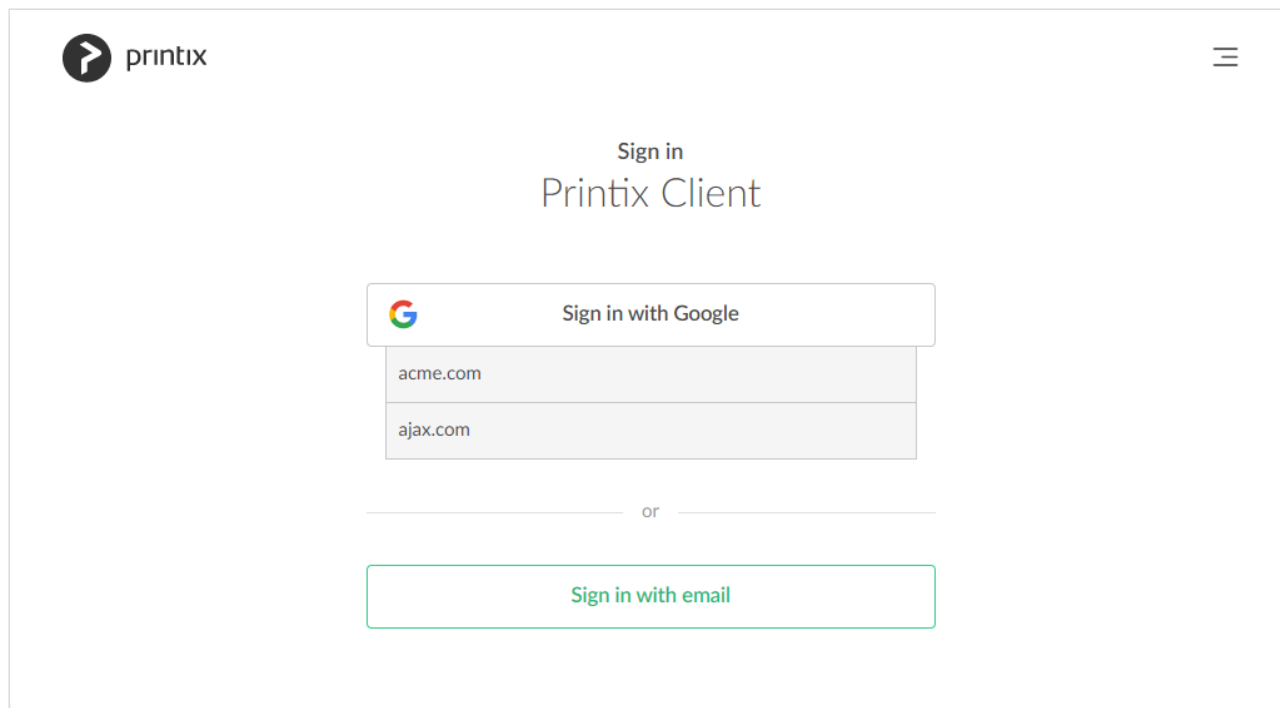




3. Optionally [Synchronize groups](#). Select **Accept**.
4. Optionally select **Add**  to add another Google domain.

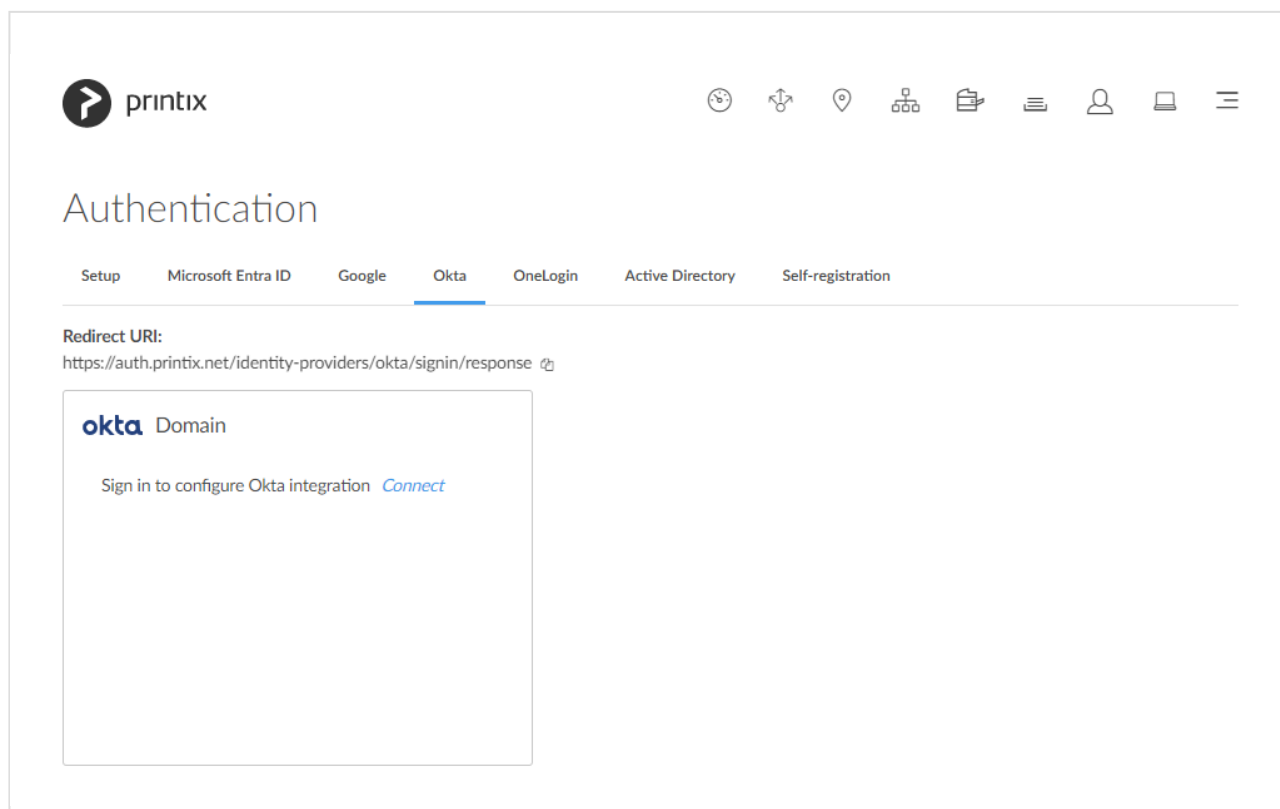


* If there are more than one Google domain, then the user must select domain (*acme.com* or *ajax.com*) and then sign in, but only the first time.



The image shows the 'Sign in Printix Client' screen. At the top left is the Printix logo, and at the top right is a hamburger menu icon. The title 'Sign in Printix Client' is centered. Below it is a 'Sign in with Google' button with the Google logo. Underneath are two input fields for email addresses, with 'acme.com' and 'ajax.com' as examples. Below these fields is a horizontal line with the word 'or' in the center. At the bottom is a green-outlined button labeled 'Sign in with email'.

3.11.3. Okta



The image shows the 'Authentication' page in the Printix Administrator. The top navigation bar includes the Printix logo and several icons: a clock, a double-headed arrow, a location pin, a group of people, a folder, a list, a person, a laptop, and a hamburger menu. The main heading is 'Authentication'. Below it is a horizontal menu with tabs: 'Setup', 'Microsoft Entra ID', 'Google', 'Okta' (which is selected and underlined), 'OneLogin', 'Active Directory', and 'Self-registration'. Below the tabs, the 'Redirect URI' is displayed as 'https://auth.printix.net/identity-providers/okta/signin/response' with a copy icon. A large box contains the 'Okta Domain' section, which says 'Sign in to configure Okta integration' followed by a blue 'Connect' link.

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**

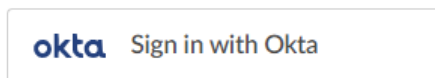
Paste the **Client Secret** value you copied as you [configure Okta](#).

- **Authorization server**

If Okta for your organization is setup with an **Authorization server** then enter the value, otherwise leave it empty (default).

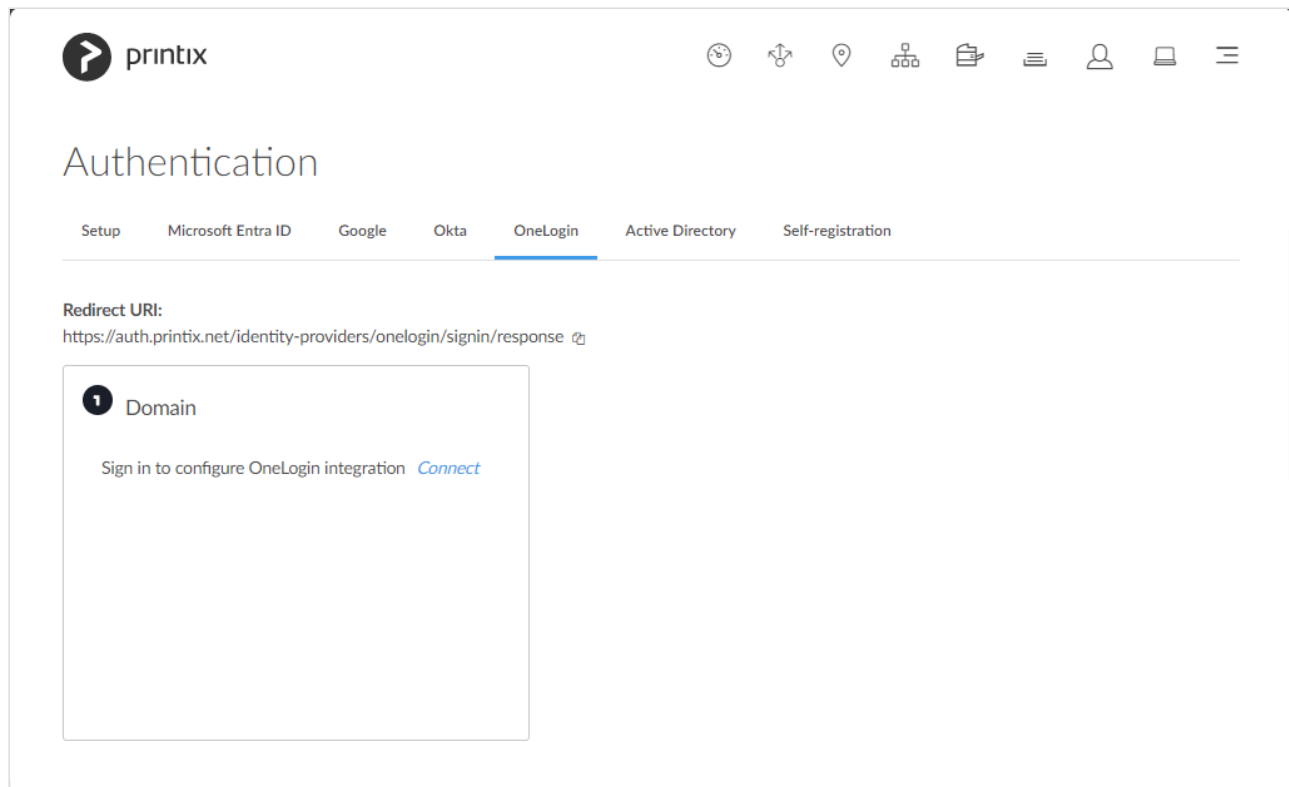
Sign in with Okta

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 **Sign in with Okta** to Printix.
- **Single sign-on** (SSO) to Printix with users' Okta account.

3.11.4. 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.

1 Sign in with OneLogin

- Automatic registration of the user happens the first time the user **Sign in with OneLogin** to Printix.
- **Single sign-on** (SSO) to Printix with users' OneLogin account.

3.11.5. Active Directory

The screenshot shows the Printix web interface for configuring authentication. The top navigation bar includes the Printix logo and several icons. The main heading is "Authentication". Below it, a horizontal menu contains tabs for "Setup", "Microsoft Entra ID", "Google", "Okta", "OneLogin", "Active Directory" (which is selected and highlighted with a blue underline), and "Self-registration".

Under the "Active Directory" tab, there is a checkbox labeled "Enable Active Directory authentication". Below this, there are three input fields with labels and placeholder text:

- Default domain:** A text input field with the placeholder "Domain". Below it is a hint "Enter domain".
- Active Directory server address:** A text input field with the placeholder "Address". Below it is a hint "Enter address".
- Active Directory server port:** A text input field with the placeholder "Port". Below it is a hint "Enter port".

Below these fields is a checkbox labeled "Enable secure LDAPS".

Next is a "Network" section with a dropdown menu. Below that, there are two more input fields:

- Username:** A text input field with the placeholder "Enter username".
- Password:** A text input field with the placeholder "Enter password".

At the bottom of the form is a green button labeled "Test and save".

On the left side of the form, the word "SETTINGS" is visible in a smaller font.

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 would 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**

Uncheck 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 can not be contacted for authentication and you will see the message: [No connection to Active Directory server](#). We recommend installing 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 (#).



Sign in with username (Active Directory sAMAccountName) is supported by the web [Printix App](#), but not the native Printix App for Android and iOS/iPadOS. Sign in with username is not support if you Sign in via printix.net.

3.11.6. Self-registration

The screenshot shows the 'Self-registration' tab in the Printix Authentication settings. The 'Enable self-registration' checkbox is unchecked, and the 'Sign in with email' checkbox is checked. A green 'Save' button is located to the right of these settings. Below the settings is a section for 'DOMAIN' with a label 'Email must end with' and a text input field containing 'Add email domain'. Another green 'Save' button is located below the input field.

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

- **Enable self-registration**
Check this to enable self-registration. Remember to **Add email domain**.
- **Sign in with email**
This is checked by default. Please familiarize yourself with the [consequences](#) of unchecking this.

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 **Add email domain?** 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 allow email domains like *gmail.com*, *outlook.com*, *yahoo.com*, or similar email service domains, as this will remove control over who can sign in.

Users without an approved email domain can be added via [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.

3.12. Subscription

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


* You can pay by credit card, or [contact us](#) 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

Transactions tab is not present.




* The **Subscription** page is only accessible to user with the role as system manager. 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:

1. 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. Please 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. Normally the company address. The address has to

correspond to the entered company name and VAT number.

Credit card

The screenshot shows the Printix web interface. At the top, there's a navigation bar with the Printix logo, a 'Start subscription' button, and several icons. Below the navigation bar, the 'Subscription' section is active, with tabs for 'Billing', 'Transactions', 'History', and 'Legal documents'. The 'Billing' tab is selected, showing a 'Billing information' section with fields for Company (Acme Company), Finance email (john.smith@acme.com), Finance contact name (John Smith), Country (DK), VAT number (-), and Billing address (Hoekaer 20, Herlev, DK-2730). There are also sections for 'Finance cc emails' and 'Your order number or reference information'. To the right, the 'Credit card' section shows a 'Card number' field with a dropdown for 'MM / YY' and a 'CVC' field. Below this is a checkbox for 'I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix'. A green 'Start subscription' button is at the bottom of the credit card section.


- **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's best to contact your bank

directly, as Printix does not control the form. If you have additional questions, please contact finance.printix@tungstenautomation.com.

1. 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.

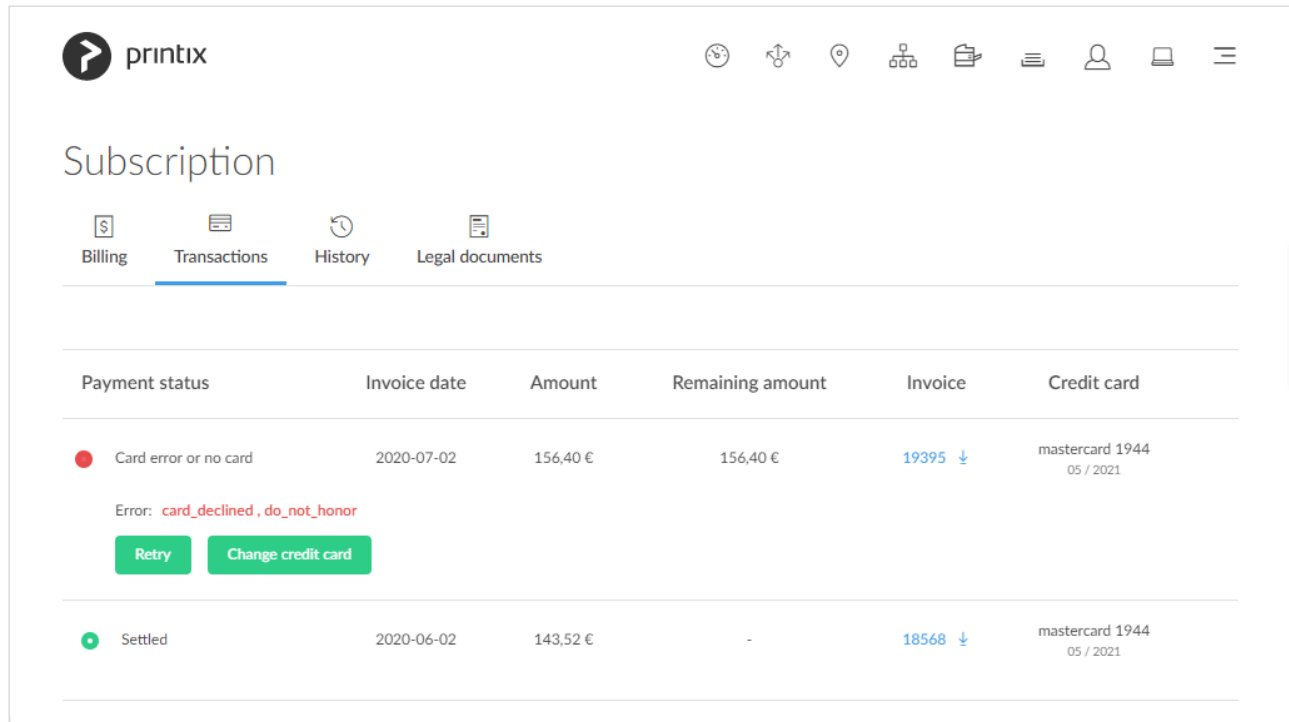
2. Check **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#).**

3. Select **Start subscription**.

VAT number equivalent for select countries

Country	VAT number equivalent
Australia	GST number
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



3.12.1. Transactions



printix

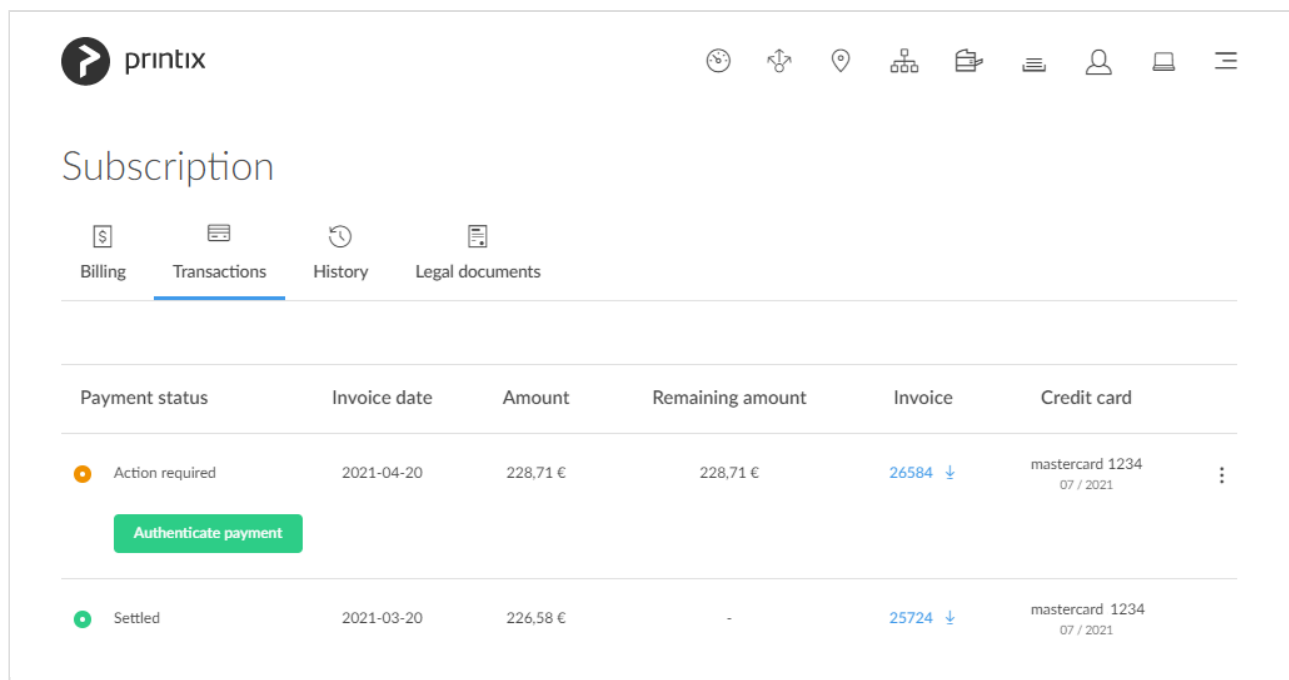
Subscription

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> Retry Change credit card	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 **Invoice number** (19395) to download the invoice.



printix

Subscription

Billing Transactions History Legal documents

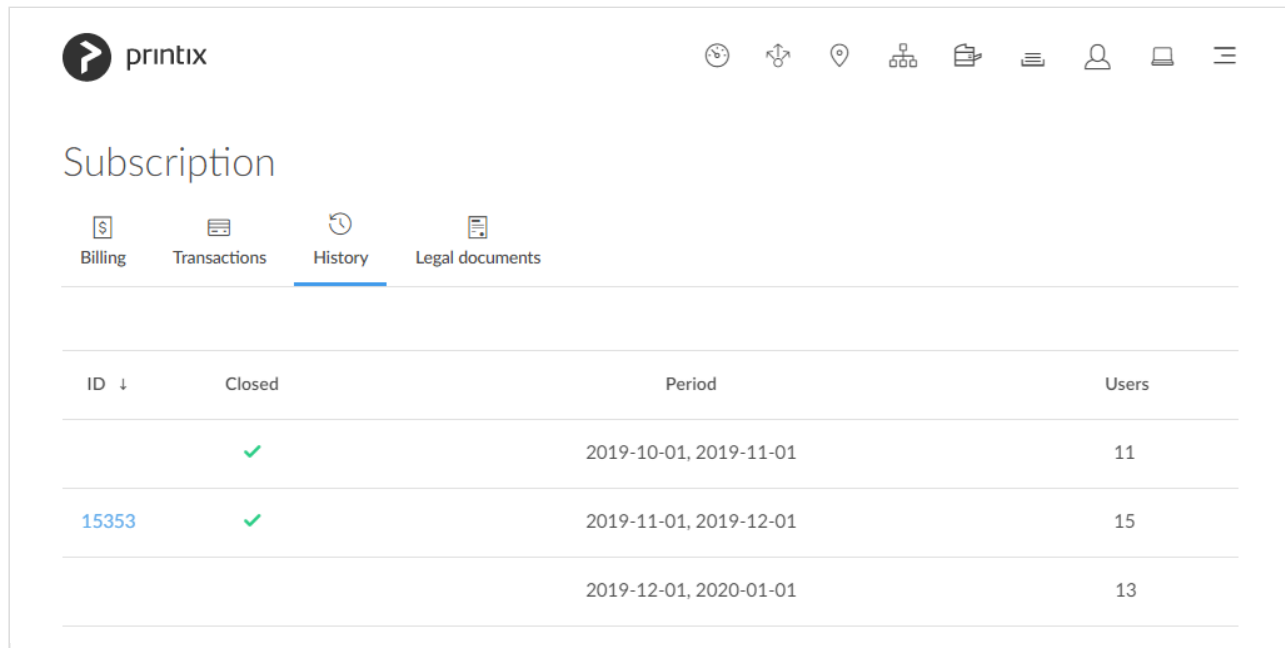
Payment status	Invoice date	Amount	Remaining amount	Invoice	Credit card
 Action required Authenticate payment	2021-04-20	228,71 €	228,71 €	26584 ↓	mastercard 1234 07 / 2021
 Settled	2021-03-20	226,58 €	-	25724 ↓	mastercard 1234 07 / 2021

- Select **Authenticate payment** to approve payment via the authentication method supported by your bank. If you have any questions or issues with one of these popups, it's best to contact your bank directly, as Printix does not control the form.

If you have additional questions, please contact finance.printix@tungstenautomation.com.




* The **Subscription** page is only accessible to user with the role as system manager. If someone from your finance department needs access to change the credit card, you need to [change their role to system manager](#).

3.12.2. History



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 **Invoice number** to open the invoice.

* If the browser's **pop-up blocker** prevents the invoice from opening, you may have to select **Allow** to see the invoice.

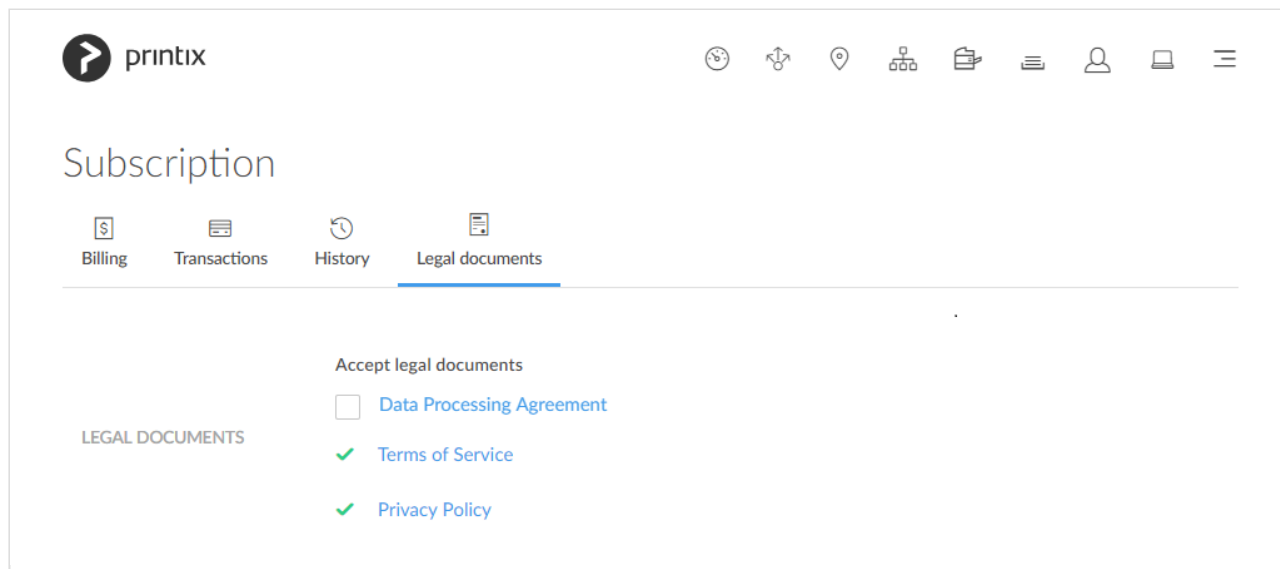
In the above example you can see four entries on the **History** tab:


- 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, as the period has not yet ended.

Sort

- Select any of the column headers to sort according to period.


3.12.3. Legal documents












On the **Legal documents**  tab you can accept and access legal documents.









- [Data Processing Agreement](#)
- [Terms of Service](#) (eula, end-user license agreement)
- [Privacy Policy](#)

3.13. Settings



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:

1. Select [Menu](#) , [Settings](#) 

Additional tabs:

- [Secure print](#) 
- [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**

Unchecking 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 via Printix Client could be relevant:

- Existing group policies for printing are used to control which user gets which printer, so there is no need for users to be able to add printers themselves. Remember to check **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 there is no need for users 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**

Check 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 checked, 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 uncheck this as part of the [Implementation setup](#).

- **Convert print queues**

Global setting to control if all print queues that points 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 print via 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 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 unchecked (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 may want to 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 an administrator: [Add user](#), or [Change the role of a user](#).

3.13.1. Secure print

The screenshot shows the Printix Administrator interface. At the top is the Printix logo and a navigation bar with icons for various settings. Below this is a 'Settings' header and a row of tabs: Setup, Secure print (selected), Printix Go, Cloud storage, Analytics, Mobile print, Home office, and SNMP. The 'Secure print' tab is active, showing a configuration panel. At the top of this panel is a toggle for 'Enable secure print' which is checked. Below this are two columns of settings. The left column includes 'Enable print later' (checked), 'Print securely' (radio buttons for 'All users' and 'Selected groups'), 'Print later by default' (radio buttons for 'All users' and 'Selected groups'), 'Allow direct print if offline' (checked), and 'Printix Go' settings (checkboxes for PIN code requirements). The right column includes 'Enable print anywhere' (checked), 'Print Anywhere' settings, and 'Secure print levels' (radio buttons for '0 - None', '1 - Must scan QR code', '2 - Must scan NFC tag', and '3 - Must sign in at printer').

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.

Secure print

- **Enable secure print**

Users can choose to print securely and wait to release documents until they are ready to collect the documents.

Print later

- **Enable print later**

Check 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**

Check this so all users must release their documents and can not print directly.

- Can also be set for selected users via [group membership](#).
- Print queues can be [Exempt from secure print](#).

- **Selected groups must print securely**

Check this to select the groups who's users must print securely.

- Select **Setup**  to open **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**

Check this if all users should have print later as the preferred print method.


- In the event a user want to submit a document directly to a printer, the user must deselect print later at every print.
- Can also be set for selected users via [group membership](#).
- Print queues can be [Exempt from secure print](#).

- **Selected groups must print later by default**



Check this to select the groups who's users will have print later as the preferred print method.

- Select **Setup**  to open **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 checked, users, who otherwise must print later, can print directly while there is no internet connection to the Printix Cloud. This is provided the computer and printer are on the same network, that is, the document does not need to be printed via the cloud. On the computer, a yellow dot is shown on the Printix Client icon  when the Printix Client is in the state **Connection failed** and cannot register documents with Printix. The [Select print method](#) dialog 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 once the internet connection is back. Print Anywhere does not work while there is no Internet connection to the Printix Cloud.



When the Printix Client is offline, a red dot is shown 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.

Print anywhere

- **Enable print anywhere**

Check 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 checked. In this case, the PDF document is processed using a matching print driver.
- Print anywhere does not work while there is no internet connection to the Printix Cloud.

- Select **Setup**  to open **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 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 uncheck **Active** to allow administrators (you) to test printing before allowing users to add the print queue.

3. Select **Save**.

Secure print levels



WARNING: Prior to selecting **1 – Must scan QR code** you should ensure that 1) Printers are equipped with printer ID signs with QR code, and 2) Users have the native Printix App for Android or iOS/iPadOS.





WARNING: Prior to selecting **2 – Must scan NFC tag** you should ensure that 1) Printers have been registered with NFC tag, 2) Users' have the native Printix App for Android or iOS/iPadOS.

- **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 via group membership.

- **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 **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	–	Native and Web	<ul style="list-style-type: none"> • Select printer in native Printix App (Android and iOS/iPadOS) on user's phone or tablet. • Select printer in web Printix App in web browser on user's phone, tablet or computer.
1	QR code	Native	<ul style="list-style-type: none"> • Scan printer's QR code  with native Printix App on user's camera equipped phone or tablet.
2	NFC tag	Native	<ul style="list-style-type: none"> • Scan printer's NFC tag  with native Printix App on user's NFC enabled phone. <ul style="list-style-type: none"> ◦ Android  Most Android phones support NFC. ◦ iOS  Apple iPhone 7 and above with iOS 11 or later can be used to scan NFC tag.
3	Card or ID code	–	<ul style="list-style-type: none"> • Present card or sign in with ID code at 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.

Printix Go

- **Require PIN code for sign in with card**

This is unchecked by default. Check 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 checked by default. If users are to only enter ID code to sign in to [Printix Go](#) enabled printers, you must [contact us](#) 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 unchecked by default. Check 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.

3.13.2. Printix Go


The screenshot displays the Printix Go settings page. At the top, there's a navigation bar with the Printix logo and icons for various settings. Below this is a 'Settings' section with tabs for Setup, Secure print, **Printix Go**, Cloud storage, Analytics, Mobile print, Home office, and SNMP. The main content area is divided into two columns. The left column has a search bar and a list of configurations: 'All locked' (21 items) and 'Copy is unlocked' (2 items). The right column has a search bar and a list of sign-in profiles: 'Main office' (16 items) and 'Warehouse' (7 items). Each configuration or profile card shows a description and a list of access control rules.

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 Go configuration name (*All locked*) to open [Go configuration](#) page to see the **Printers** that use the Go configuration.
 - Select Sign in profile name (*Main office*) to open [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 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 uncheck the printer functions that will not require sign in.
 - On [Konica Minolta](#), all functions are considered locked as sign in is required to use any function anyway.
 - 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 **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 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.
 - In **Add SNMP configuration**, select an SNMPv1 configuration that matches what is configured on the printer.
 - On [Xerox](#), you MUST select an SNMP configuration AND 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.
2. Select **Save**.

Delete sign in profile

1. Select **Sign in profile setup**  to open **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](#).

3.13.2.1. Go configuration

Go configuration
Copy is unlocked

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 **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 **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, a restart of the printer may be required. **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** allows user to release pending documents via the installed Printix **Print** function. This is always installed.
- **Capture** allows user to select workflow and scan documents via the installed Printix **Capture** function.

- **Access control**

What printer functions require signing in.

- **Copy**

- **Email**

- On [Ricoh](#), the access control of **Email** always matches the settings for **Scan**. Changing the access control of **Email** has no effect.

- **Scan**

- **Fax**

- **Print from USB Drive** allows user to 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** allows user to scan to a flash memory or mass storage device.

- 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**. Check this if you want Printix Go to lock access to other functions (besides the above ones). Checking this will also lock access to third-party applications. Please submit a [support request](#) if there is a particular application you want Printix Go to

control access to.

- On [Konica Minolta](#), all functions are considered locked as sign in is required to use any function anyway.
- On [Ricoh](#), users can [sign in as guest](#) as long as no functions are 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.

3.13.2.2. Sign in profile

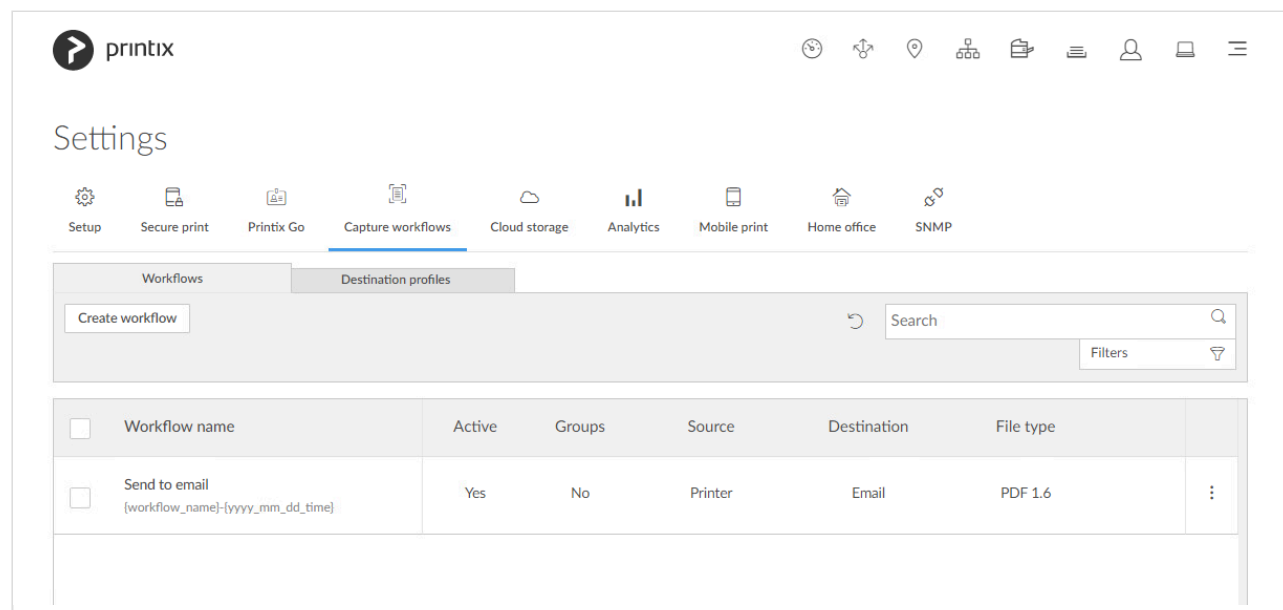
ID	Model	Status	Name	Address	Verified
ERT	HP LaserJet MFP M725	● Ready	Reception	192.168.1.208	✓
FGH	HP Color LaserJet M651	● Ready	CEO Office	192.168.1.104	—

You can see the **Printers** that use the sign in profile.

- Select **Sign in profile setup** to open **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 **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.

3.13.3. 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.
Uppercase and lowercase letters are treated the same.

Filters

1. Select **Filters**.
 - Select **Active** to filter by this.
 - Select **Source** to filter by this.

Delete

- To delete a workflow, select  and **Delete**.
- Select the workflow(s) and select **Delete** .
- Select the check box at the top of the list to select all workflows.

How to create a workflow

printix

Create workflow

SETTINGS

Workflow name
* Name

☐ 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

DESTINATION

Destination profiles: Email

Send to user email

☒ To: {user_email} 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)

FILE TYPE

☒ PDF
☐ Microsoft Word

Image quality: Medium
PDF compatibility: PDF 1.6

Select language

Language for OCR use: English

IMAGE PROCESSING

☐ Delete blank pages
☐ Deskew
☐ Crop


Rotation: Rotate automatically










Cancel Create

1. Select **Create workflow**.
 - [How to get started with capture and workflow](#)
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](#).

3.13.3.1. Workflow properties



Workflow properties

Send to email

SETTINGS

Workflow name

☒ Active

☒ All users can use this workflow
☐ Selected groups can use this workflow

SOURCE

☒ Printer
☐ Mobile

Orientation

Paper size

Color

Resolution

☐ 2-sided

DESTINATION

Destination profiles

Send to user email
☒

☒ send to email-2023-01-13.pdf

CC: BCC:

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)

FILE TYPE

☒ PDF
☐ Microsoft Word

Image quality

PDF compatibility

Language for OCR use

IMAGE PROCESSING

☐ Delete blank pages
☐ Deskew
☐ Crop

Rotation

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**

Check this to make the workflow **Active** so users can use the workflow. This is unchecked by default. In Printix Go and Printix App administrators can always see and use all workflows.

- **All users can use this workflow**

Check this so all users can use the workflow (when it is active). This is checked by default.

- **Selected groups can use this workflow**

Check this and then add the groups who's 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 installed native Printix App for Android or iOS/iPadOS. 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** (default), **Landscape**, 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**.

- **Resolution**

The resolution in dots per inch (dpi). Select between: **200**, **300**, **400**, and **600**. The default is **300** dpi.





- **2-sided**

Check this to scan both sides of the paper. It is unchecked by default.

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 the variables, like **{workflow_name}**.

- **Microsoft OneDrive**

The global admin 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, then select **Select destination profile**.
 - In **Name**, type a descriptive name for the destination profile.

- **Microsoft SharePoint Online**

The global admin 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, then 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, then 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 **Signature algorithm**, select the signature algorithm to be used for communication with the connector.
 - 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}**
 - **User name**. 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}

File type

- **File type**

Select between:

- **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** and **PDF/A-3a**.

- **Language for OCR use**

The default is **English**. Select **Select language** to select the [languages for OCR use](#).

- **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**.

- **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**

Check this to have blank pages deleted. This is unchecked by default.

- **Rotation**

Select between **Rotate automatically**, **0°**, **90°**, **180°**, and **270°**. The default is **Rotate automatically**. The rotation is performed before any OCR.

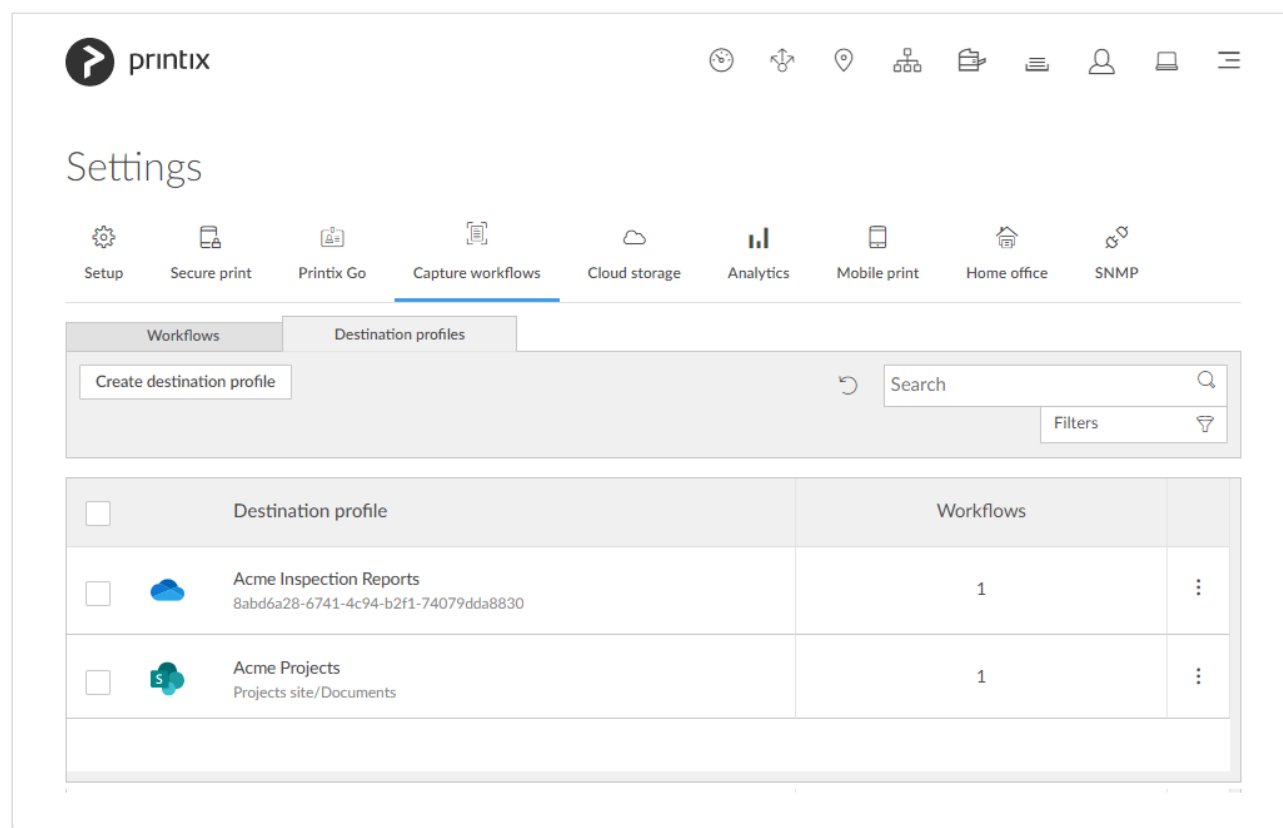
- **Deskew**

Check this if you want captured images to be deskewed automatically. This is unchecked by default.

- **Crop**

Check this if you want captured images to be cropped automatically. This is unchecked by default.

3.13.3.2. Destination profiles



Shows 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.
- A **Signature algorithm** for communicating with the connector.
- One or more **Shared secrets** for communicating with the connector.

- **Microsoft OneDrive**

The global admin 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 admin 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 profile(s) 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. Otherwise select one.
3. Select **Destination**. If only one is available, it is selected automatically. Otherwise select one.
 - [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](#)

3.13.4. Cloud storage

Settings

Setup Secure print Printix Go Capture workflows **Cloud storage** Analytics Mobile print Home office SNMP

Add cloud storage

☒ Store print anywhere documents ☒ Store print later documents

Type	Cloud storage	Active	Documents	Capture	Last verified
Azure Blob Storage	printixcloudstorage	Yes	Types: 5	Sources: 2	2023-02-14 : 13.05

Enable storage of pending documents in your own secure cloud storage.

To get here:

1. Select [Menu](#) , **Settings**
2. Select the **Cloud storage** tab.

Benefits:


- **Availability** will increase 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** will improve, as you can set up an own cloud storage that is closer to your users.
- **Security** will improve, as documents are stored in your own cloud storage.

See also:


- [How to add Azure Blob Storage](#)
- [How to add Google Cloud Storage](#)
- [Which documents go via the cloud?](#)

At this point in time only the first active cloud storage is used.

Cloud storage

- **Type**
The type of cloud storage.
- **Cloud storage**
The name of the cloud storage.
- **Active**
At this point in time only the first active cloud storage is used.
- **Documents**
The **Types** of printed documents that the cloud storage is used for: [Print anywhere](#), [Print later](#), [Via the cloud](#), [Chrome print](#), or [Mobile print](#).
 - Hover over the text **Types: n** to see the types of the printed documents the cloud storage is used for.
- **Capture**
The **Sources** of captured documents that the cloud storage is used for: **Printer** or **Mobile**.
 - Hover over the text **Sources: n** to see the sources of the captured documents the cloud storage is used for. You will only see **Mobile: Yes** if you have [set up Azure Blob Storage for CORS](#) (Cross-origin Resource Sharing). Otherwise documents captured with mobile will go via the Printix Cloud.
- **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.

Deactivate

1. Select  and **Deactivate** to deactivate a cloud storage.
No new documents will be written to this storage.

Delete

1. Select  and **Delete** to delete a cloud storage.
2. Select **Confirm**.

Options



Once you have added cloud storage, documents printed **Via the cloud** (including **Chrome print**) or as **Mobile print** from phones and tablets, Android and iOS/iPadOS, will go via your cloud storage, rather than the Printix Cloud. In addition you can enable storage of pending documents in your secure cloud storage:

- **Store print anywhere documents**
Check this if you want print anywhere documents to be stored in the cloud.

- **Store print later documents**

Check this if you want print later documents to be stored in the cloud. Be aware that print later documents are typically larger in size compared to print anywhere documents.

Which documents go via the cloud?

Printing	Printix Cloud	Own cloud storage 
Print anywhere	Documents are stored on the computer that submitted the document. If the release printer is on another network the document is sent via Printix Cloud at the time of the release.	Documents are stored on the computer that submitted the document and if Store print anywhere documents is checked, the documents are also stored in your cloud storage.
Print later	Documents are stored on the computer that submitted the document. If the release printer is on another network the document is sent via Printix Cloud at the time of the release.	Documents are stored on the computer that submitted the document and if Store print later documents is checked, the documents are also stored in your cloud storage.
Via the cloud	Documents are sent via Printix Cloud.	Documents are sent via your cloud storage.
Chrome print	Documents are sent via Printix Cloud. Documents to be released (anywhere and later) are stored in the Printix Cloud.	Documents are sent via your cloud storage. Documents to be release (anywhere and later) are stored in your cloud storage.
Mobile print	Documents are sent via Printix Cloud. Documents to be released (anywhere and later) are stored in the Printix Cloud.	Documents are sent via your cloud storage. Documents to be release (anywhere and later) are stored in your cloud storage.
Capture	Printix Cloud	Own cloud storage 
Capture at the printer	Captured documents are sent via Printix Cloud.	Captured documents are sent via 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. Captured documents will not be stored on Google Cloud Storage.

Capture with mobile	<p>Captured documents are sent via Printix Cloud.</p>	<p>Captured documents are sent via 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. Captured documents will not be stored on Google Cloud Storage. 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</p>
-------------------------------------	---	---

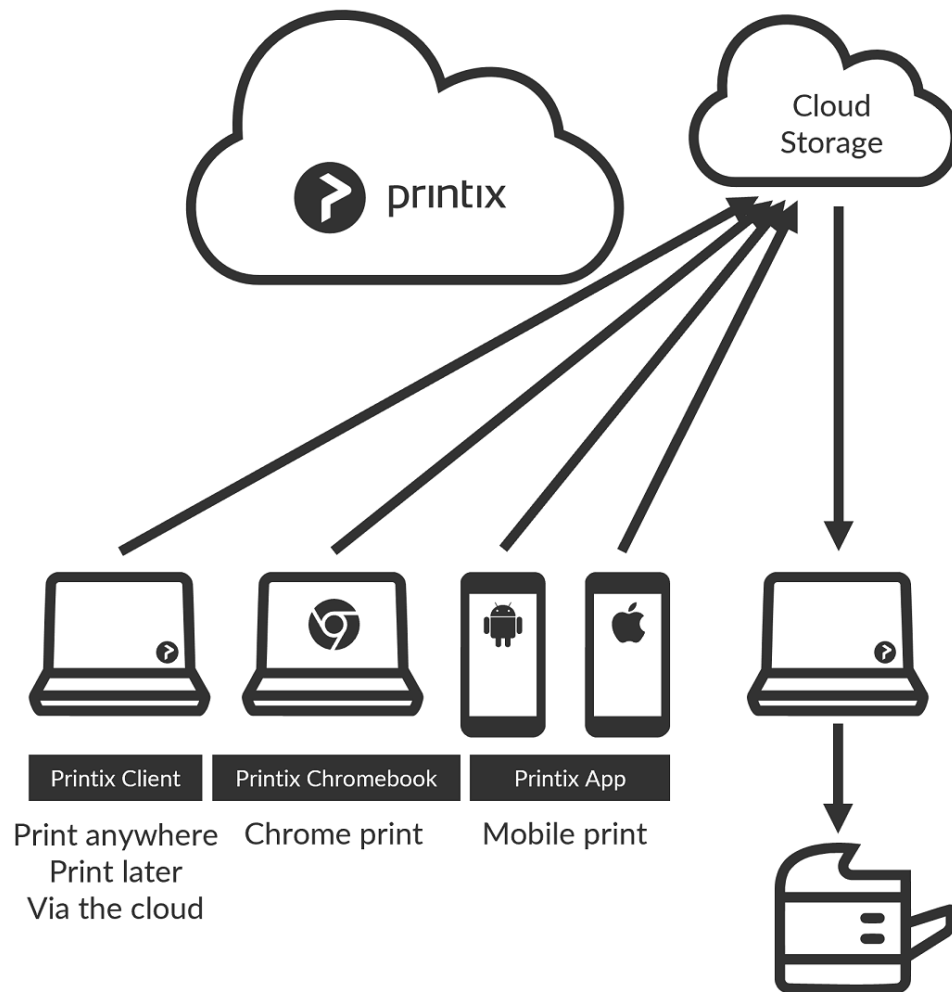
✿ Documents are automatically deleted from your cloud storage after the number of days (1, 3, 5 or 7) selected for **[Mark documents for deletion after](#)**. However, documents are kept for another 12 hours to allow reprint from the **[Recents](#)** page in Printix App. So once the document no longer 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.

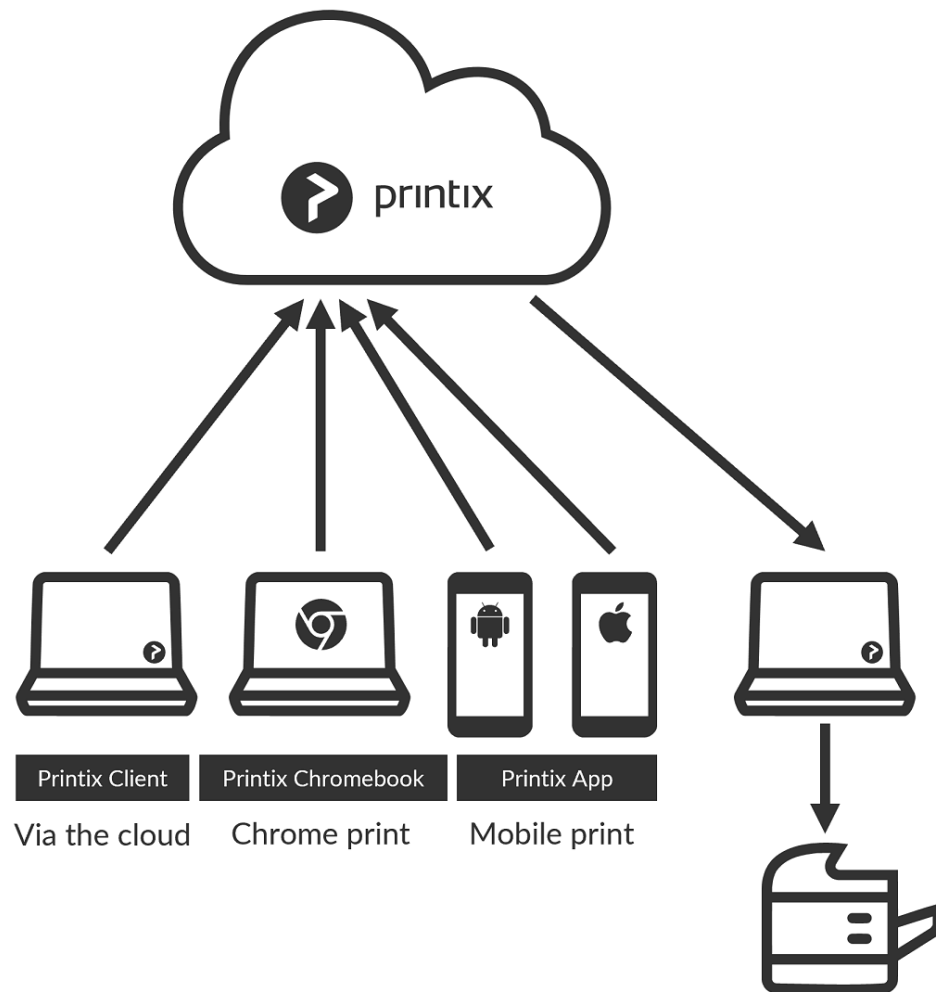
To reduce Internet network traffic, it will always try to retrieve the release document from the computer that submitted the document if the computer is online, and it is on the same network as the printer. Otherwise, it will retrieve it from the cloud storage.

Documents that go via an 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.

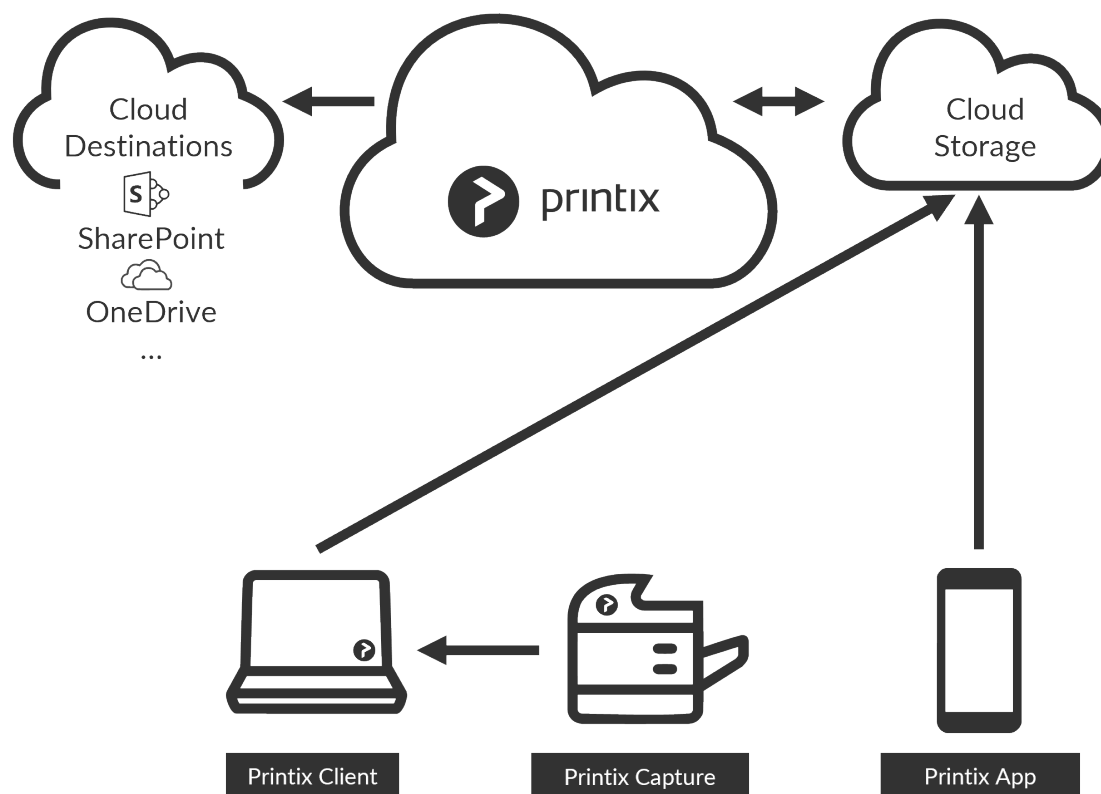
Print via own cloud storage



Print via Printix Cloud

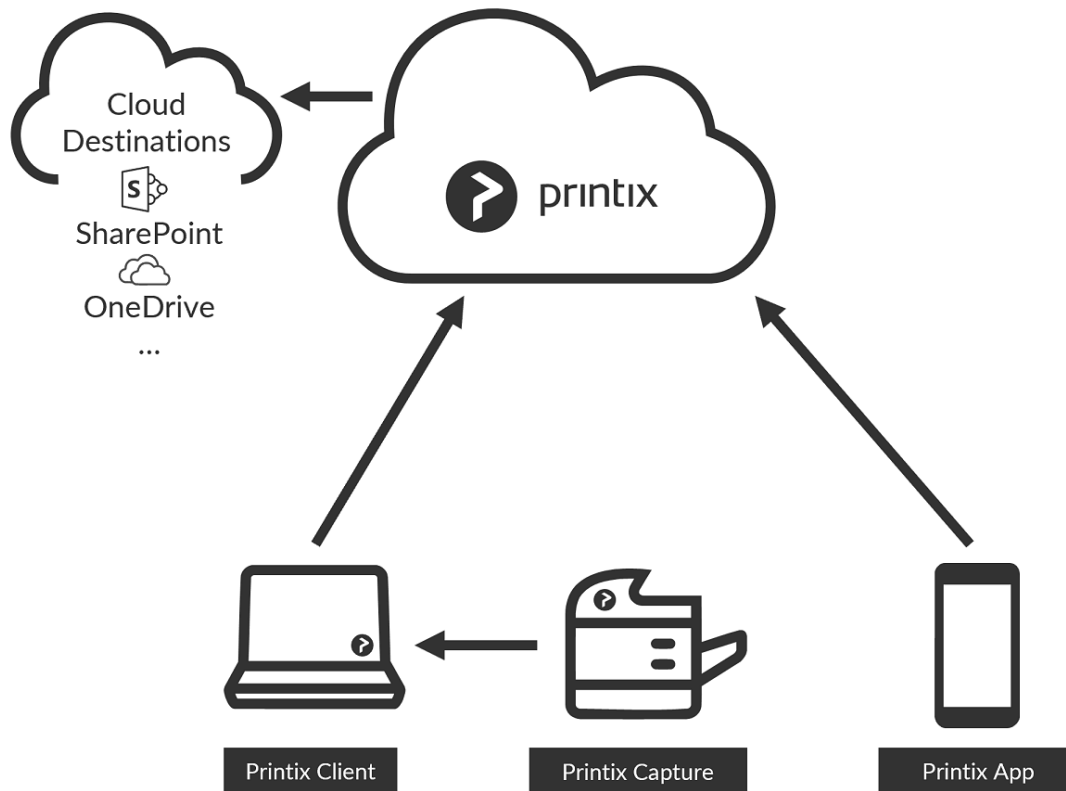


Capture with own cloud storage



* 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 with Printix Cloud



3.13.5. Analytics

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

Azure SQL Database

Database name

Database name

Database server port

Database server port

Username


Username

Password




Password

☐ Include document name in data extract

Create

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.

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](#)

	Printix database	Own database
Data is kept for	30 days	90 days or forever
Data extracts	2 times per day	4 times per day

✿ Use of an **own database** is **STRONGLY** advised if your combined number of users, computers and groups are in the tens of thousands.

Database

- **Database server address**

The address of the database server.

- **Database name**

The name of the database.

- **Database server port**

The 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

1. Select **Test** to test the connection to the database.

Deactivate extraction to database

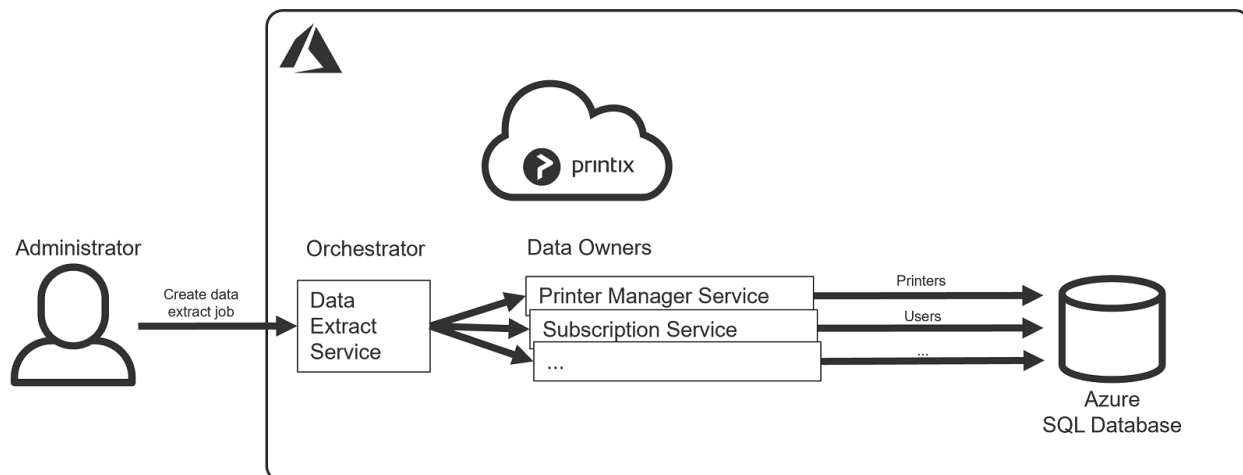
1. Select **Deactivate** to stop extracting data to the database.
You can select **Activate** if you want to start the extraction of data again.



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 an 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, check **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

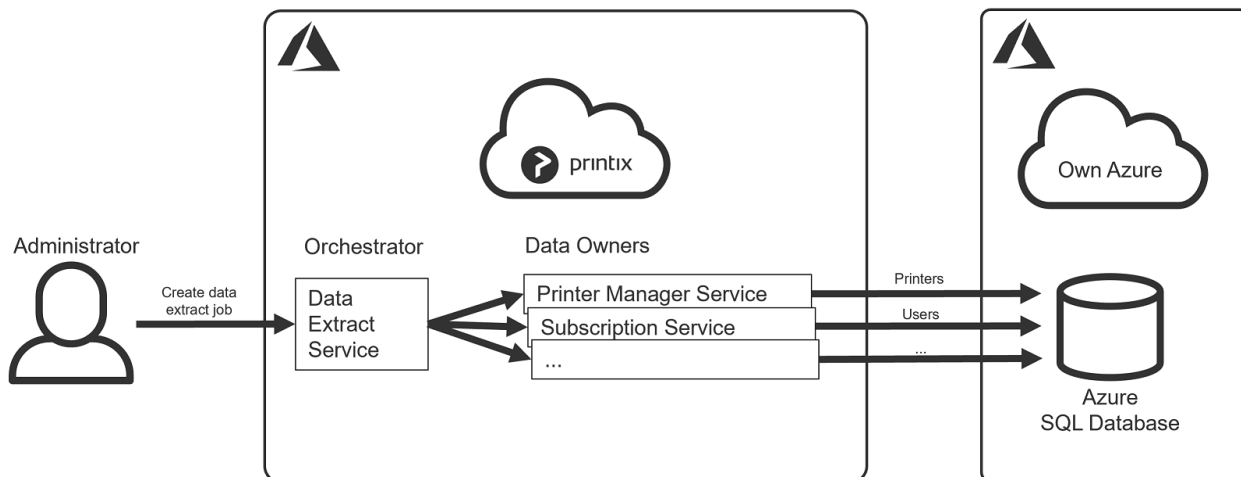
Password



☐ Include document name in data extract

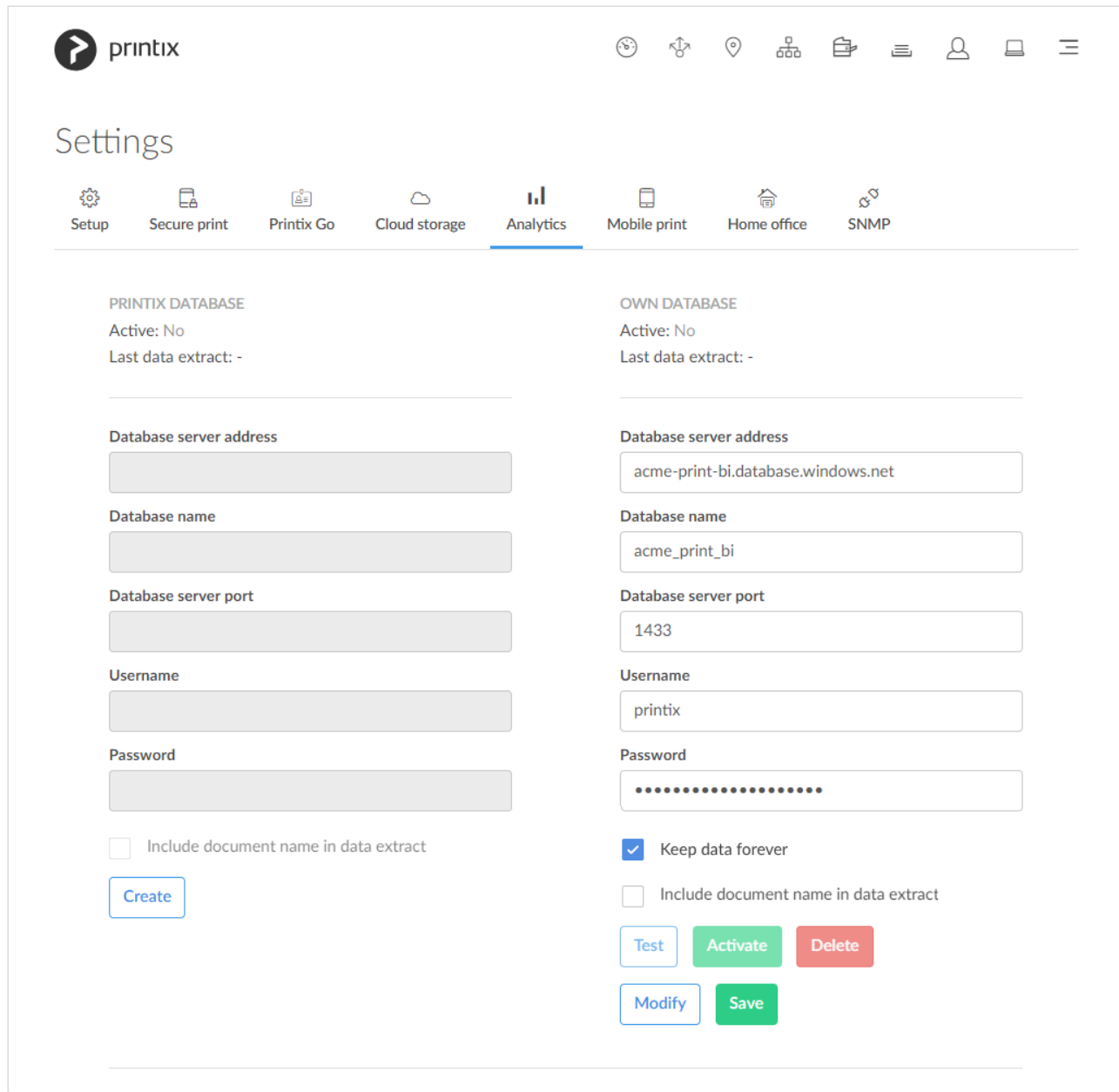
Create

* 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, as a minimum, needs these **database permissions**:
 - 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](#), will enable Printix (an Azure service) to pass through the server-level firewall rule and attempt to connect 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, check **Keep data forever**.
 5. Optionally, check **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.



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

Database name

Database server port

Username

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 new page [User – Scan Details](#). 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, then 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** 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 record scan details also.
 5. Select **Activate** to start the extraction of data again.

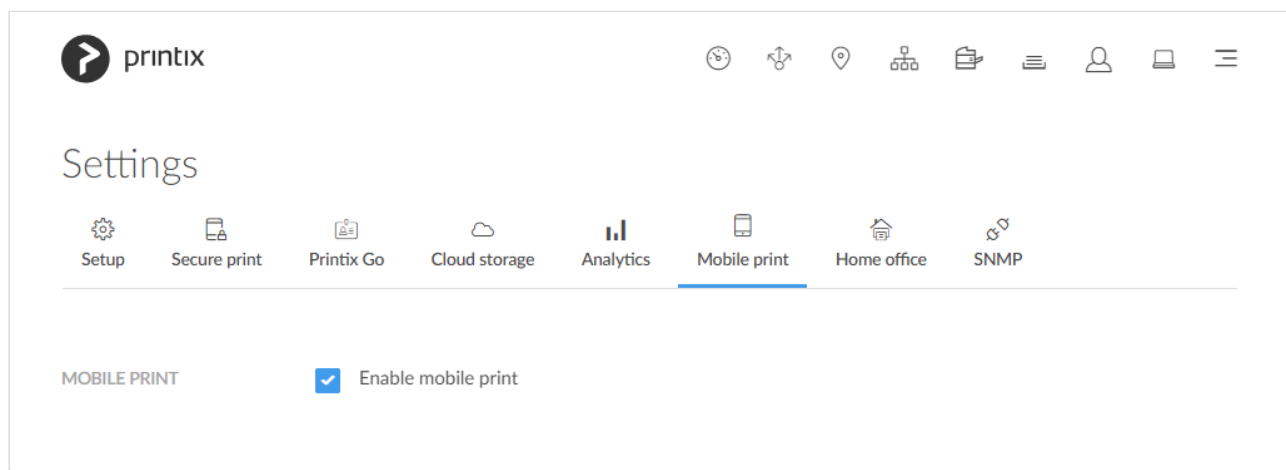
Scan details are recorded for:


- Printix Go printers that has been updated to and use [Printix Capture](#).

See also:

- [How to get started with capture and workflow](#)

3.13.6. 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 checked [Via the cloud](#) and [Enable mobile print](#).

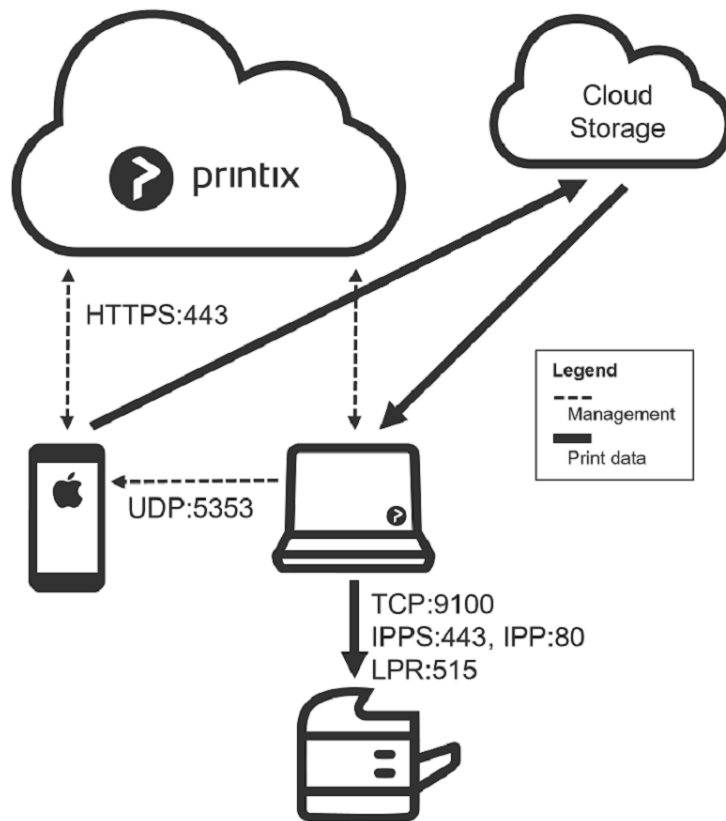


iOS/iPadOS

- User must be signed in to Printix App for iOS/iPadOS.
- The print queue must have checked [Enable mobile print](#).
- The print queue name must only contain: A-z,0-9,-






- 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. Check **Via the cloud**.
3. Select **Save**.

How to enable mobile print

1. Select [Menu](#) , [Settings](#) .
2. Select the **Mobile print**  tab.
3. Check **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. Check **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 queue(s) does not appear as expected it can for example be because there are computers on the selected networks that has more than one network adapter and thereby potentially operates on multiple networks. To work around this, configure **Via the cloud** to work **On all networks** for the print queue.
 - Mobile printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud** checked.

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** checked.
 - A print queue, that has [Via the cloud](#) checked and is configured to work **On all networks**, will be broadcast on all [networks](#) that have **Enable mobile print** checked.
 - A print queue, that has [Via the cloud](#) checked and is configured to work **On selected networks only**, will be broadcast only on the selected [networks](#) that have **Enable mobile print** checked.
 - A Printix Anywhere print queue will be broadcast on all [networks](#) that have **Enable mobile print** checked.
 - Mobile printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with [Via the cloud](#) checked.

How to enable mobile print for a network

1. Open the [Network properties](#) page.
2. Check **Enable mobile print**.
3. Select **Save**.

 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 do not see any Printix printers on my Android phone or tablet](#)
- [I do not see 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

- There is no online computer with Printix Client on the printer's network.
RESOLUTION: Make sure there is a computer online with Printix Client 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.
- There are computers referencing different Printix Homes.
RESOLUTION: Ensure that all computers are using the one and same Printix Home.

I do not see any Printix printers on my Android phone and tablet

- Assuming [requirements](#) are met, use the below questions to narrow the reason:
 - Are you signed in to the Printix App for Android on your Android phone or tablet?
 - Is the [print queue mobile print enabled](#)?

RESOLUTION: Check the above, otherwise ask your administrator to check that the requirements for mobile print from Android phones and tablets are fulfilled.

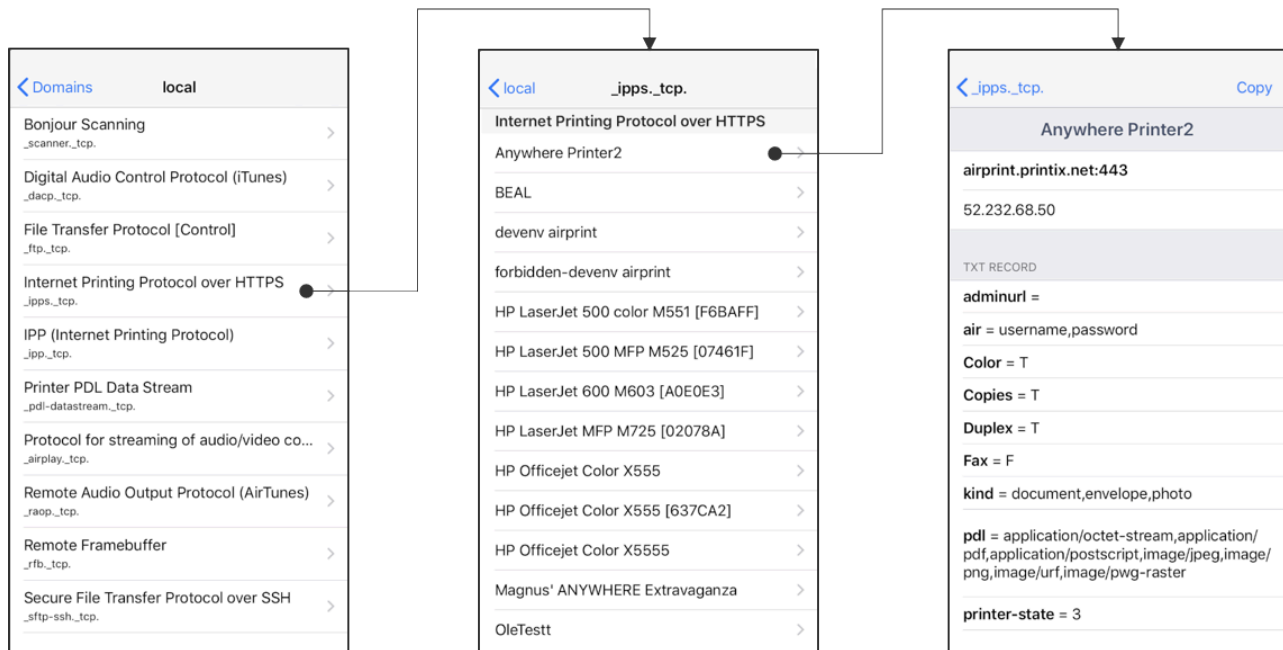
I do not see any Printix AirPrint printers on my iPhone or iPad

- Assuming [requirements](#) are met, use the below questions to narrow the reason:
 - Are you signed in to the Printix App on your iPhone or iPad?
 - Is the iPhone or iPad connected to and within range of a Wi-Fi network that is known to Printix?
 - Is the iPhone or iPad in [Low Power Mode](#)? Bring it out of low power mode, so the Printix App is not prevented from running in the background.
 - Is the [print queue mobile print enabled](#)?
 - Is the [network mobile print enabled](#)?
 - Is there an online computer with Printix Client on the Wi-Fi network?
If the computer was running before **Enable mobile print** was checked 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*

RESOLUTION: Check the above, otherwise ask your administrator to check that the requirements for mobile print from iPhone and iPad are fulfilled.

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, then what username and password do I enter?

- Enter a **Username**, which can be any string (Example: *noname*). In **Password** you must **Paste** the **AirPrint password** you get from the native Printix App. The combined username and password must not exceed 180 characters.

RESOLUTION: See: [How to get your AirPrint password](#).

✿ If you leave the **Username** empty on an iPad the **Password required for “printer”** dialog will appear every time you print to the printer.

When I select Print on my iPhone or iPad, it says: *You do not have permission to use this printer.*

- The print queue has **Exclusive access** checked 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 says: *Hold for Authentication.*

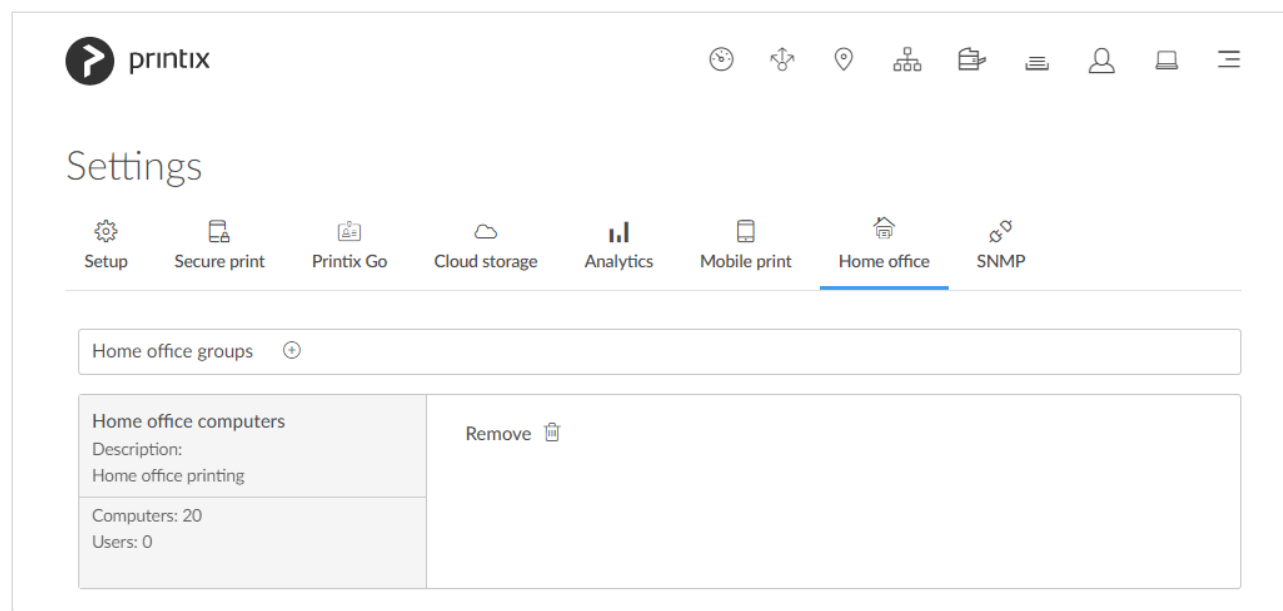
- The AirPrint password was not correct.


RESOLUTION: Enter the correct **AirPrint password**. The username is not used, but must be at least one character. The combined username and password must not exceed 180 characters.

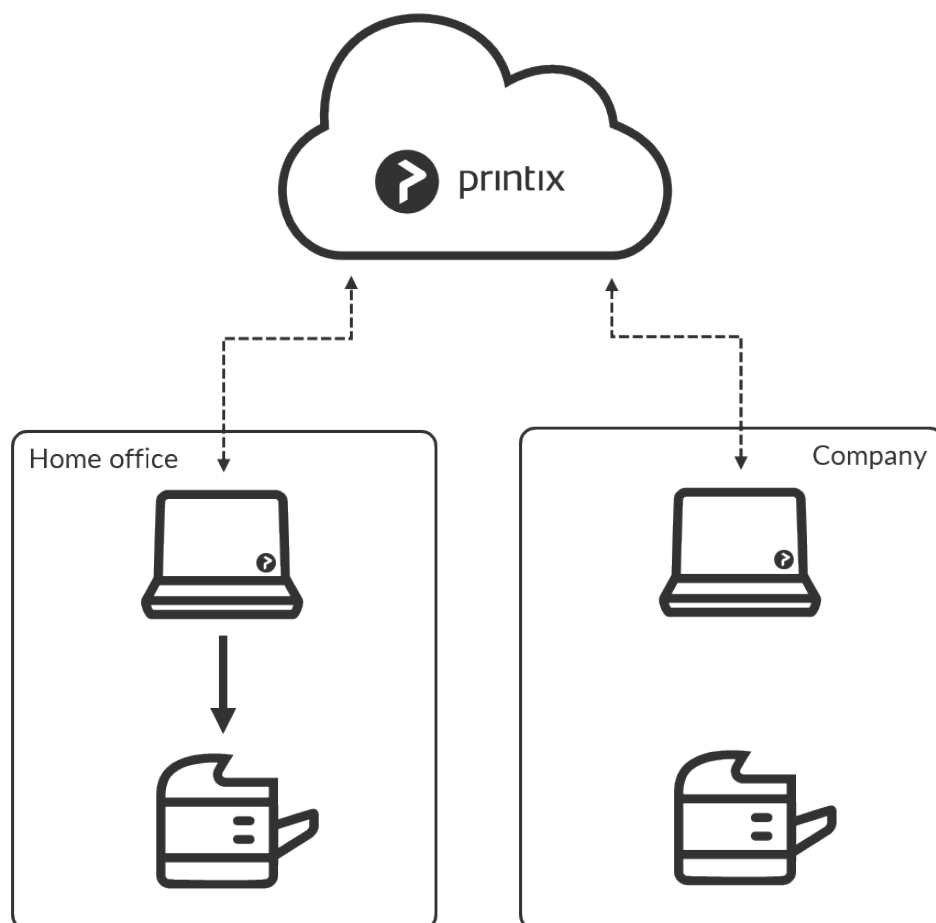
- The print queue has **Exclusive access** checked for one or more groups, and you are not a member of any of those groups.

RESOLUTION: Select a printer you do have access to or contact your administrator.



3.13.7. 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 in pixels 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 in pixels on the screen.
- Print queue for the printer at home is added automatically on the company laptop.
 - See also: [Printer requirements](#).
- 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*.

! 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.
Uppercase and lowercase letters are treated the same.
3. Select **Save**.

 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

1. Select **Remove** 

Home office behavior

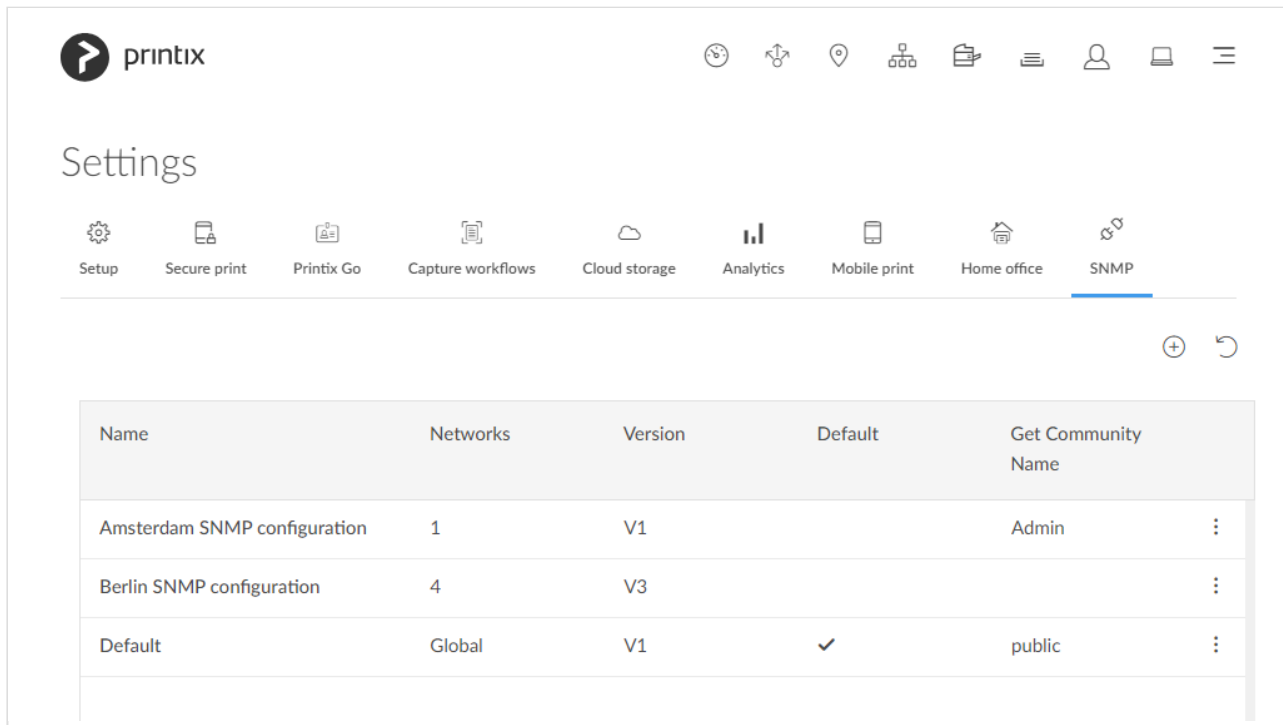
Characteristics of a home office computer.

- 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 checked by default.
 - [Remove print queue automatically](#) is checked by default.
 - Other users can not see the home office print queue, as 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.

3.13.8. SNMP






The screenshot shows the Printix Settings page with the SNMP tab selected. The table lists the following configurations:

Name	Networks	Version	Default	Get Community Name
Amsterdam SNMP configuration	1	V1		Admin
Berlin SNMP configuration	4	V3		Admin
Default	Global	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 a SNMPv1 configuration](#)
- [How to add a 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 assigned to all networks. Otherwise, displays the number of assigned networks.
- **Version:** Displays **V1** or **V3** depending on the configuration version.
- **Default:** The default configuration displays a check mark. Other configurations are blank.
- **Get Community Name:** The community name of the printer.

The following functions are available:

- Select  to start adding a new SNMP configuration.
The [Add SNMP configuration](#) dialog box appears.
- Select  to reload the list of SNMP configurations.
The list is automatically refreshed after creating, updating, or deleting an SNMP configuration.
- Select an SNMP configuration's **Name** or select **More**  and **SNMP configuration** to open the [SNMP configuration](#) page.
- Select **More**  and **Delete** to delete an SNMP configuration.
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 with **Global** networks assigned
 - SNMP configurations with at least one managed network assigned
- Site managers can add, modify, and delete the following SNMP configurations:
 - SNMP configurations with only managed networks assigned

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 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.

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 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.

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](#)

3.13.8.1. SNMP configuration

The screenshot shows the Printix web interface for SNMP configuration. The top navigation bar includes the Printix logo and various icons. The main heading is 'SNMP configuration' with a subtitle 'Default'. Below this is a 'Setup' button. The interface is divided into two main sections: 'SNMP CONFIGURATION' and 'PRINTERS'.

SNMP CONFIGURATION


Name	Default
Version	V1
Get Community Name	public
Networks	Global

PRINTERS

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. Uppercase and lowercase letters are treated the same.
 - 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 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 SNMP configuration.


3.14. Software








Software


 WINDOWS

 Printix Client
1.3.1254.0

 Printix Redirector
1.3.1254.0


 Printix Configurator
1.3.1254.0

 Kiosk ID


 Printix Client (MSI)
1.3.1254.0


MSI arguments


Sign in after installation

 `WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90`


Sign in postponed until restart

 `WRAPPED_ARGUMENTS=/id:9b5b5251-a1a3-461b-b7cf-0dcd0e4fdadd:oms`


 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

To get here:

- 1. 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](#)

Use this to enable printing to a print queue on a Windows computer, enable third-party pull 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 (like **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 once 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

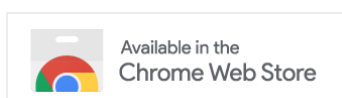
- [Printix Client](#)

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.



Google Play Store

- [Printix App](#)

Release, print, and delete documents on Android phone and tablet.



Printix Cloud Print API

- [Printix 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 do [guest](#) user administration. For a detailed explanation, see printix.github.io.

1. Select **Printix Cloud Print API**.
2. In **Name**, type a name. Example: *acme* (First part of your Printix Home)
The name you enter will appear as a user on the **Users** page and with the role **Cloud Print API user**. Deleting this user will revoke the matching **Client ID** / **Client Secret** pair.
3. Check **I accept** and select **Submit** to get the **Client ID** and **Client Secret** for the required [authentication](#) with the API.
 - Select the **Client ID** value to copy it to the clipboard.
 - Select the **Client Secret** value to copy it to the clipboard.
 - Select the **Tenant ID** value to copy it to the clipboard.

Printix Go

- [Kyocera \(PKG\)](#)

Use this to install Printix Go on a Kyocera printer.

- [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**

Use this sample connector to process documents created by Printix Capture and store them and their metadata on a pre-configured networks share.

- **Source code .NET**

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**

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.

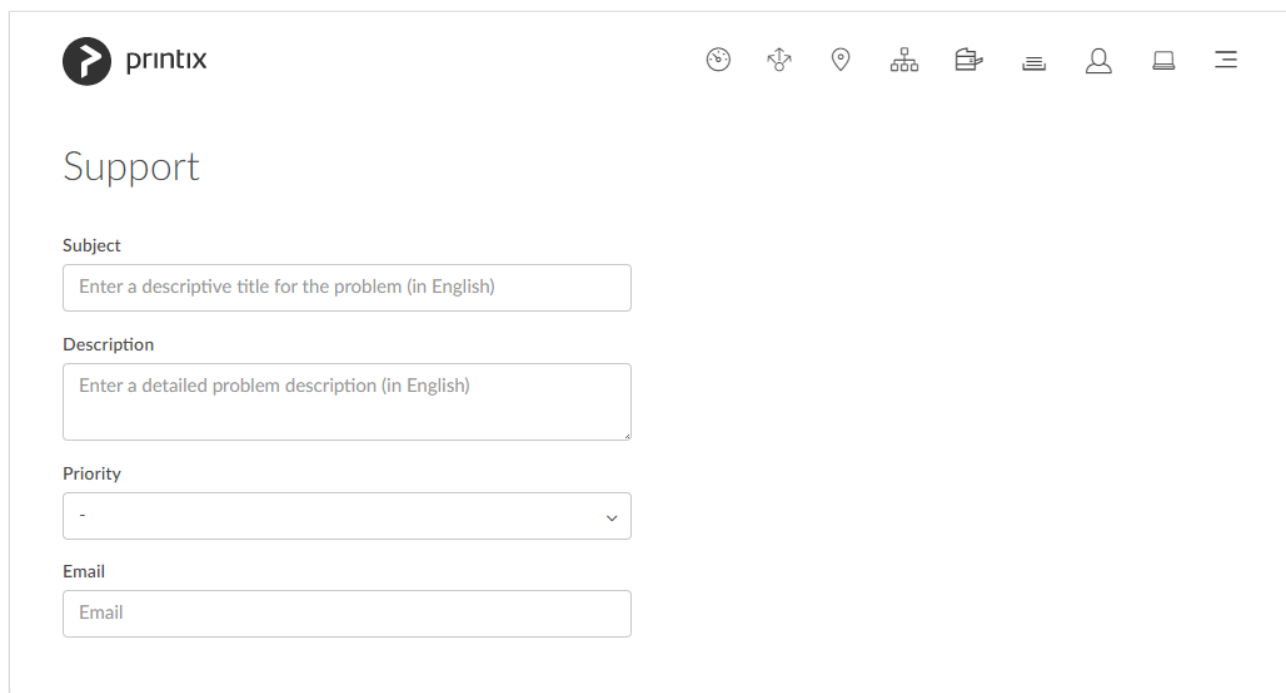
- **Source code Node.js**

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**



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.

3.15. Support



The screenshot shows the Printix Support form. At the top left is the Printix logo. To the right is a navigation bar with icons for clock, upload, location, network, folder, list, user, laptop, and a hamburger menu. Below the navigation bar is the title 'Support'. The form contains four sections: 'Subject' with a text input field containing the placeholder 'Enter a descriptive title for the problem (in English)'; 'Description' with a larger text input field containing the placeholder 'Enter a detailed problem description (in English)'; 'Priority' with a dropdown menu showing a hyphen and a downward arrow; and 'Email' with a text input field containing the placeholder 'Email'.

To get here:

1. 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?
- [Printix Power BI solution](#) issues should be reported through [GitHub](#), as this is a community built open source project.

2. As **Priority** optionally select **Urgent**, **High**, **Normal** (default) or **Low**.
3. Select **Send**.



Update notifications are sent through the following mail address: support@printix.net. If you do not receive these notifications, please ask your internal IT department or service provider to assist. In the meantime, you can sign in and check any updates through the portal **Product Support**.














Once the support request is opened, you can subsequently add attachments like screenshots. This can be added to the resulting email or if you **Sign in** to [Printix Product Support](#) and find your newly created support request.

See also:

- [Troubleshooting](#)
- [Product Support](#)

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	<i>View only</i>	–	–
Networks 	All	<i>View only</i>	–	–
Printers 	All	Site managed printers	–	–
Print queues 	All	Site managed print queues	–	–
Users 	All	<i>View only</i>	–	–
Computers 	All	<i>View only</i>	–	–
History 	All	History for site managed printers	–	–
Groups 	All	Add and remove groups for site managed print queues	–	–
Authentication 	All	<i>View only</i>	–	–
Subscription 	All	–	–	–
Settings 	All	<i>View only</i> (No access to Analytics tab)	–	–
Software 	Download	Download	–	–
Support 	Submit	Submit	–	–
	System manager	Site manager	User	Guest
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
	System manager	Site manager	User	Guest
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 [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](#)

4.1. 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](#)

4.2. Site manager

As **Site manager**, you can sign in to [Printix Administrator](#) and will have management access to the [sites](#) you have rights to. Refer to 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.
- [Distribute print queue configuration](#) from any print queue 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.

4.3. User

As a User, you can use Printix to:

- [Print](#)
- [Capture](#)

As User, you can not sign in to Printix Administrator.

4.4. 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 can not sign in to Printix Administrator, but administrators can see guests on the list of users.

5. Print drivers

Printix maintains a global driver store with Windows and macOS print drivers. When users start to use Printix Client, it will automatically upload print drivers and put them in your Printix driver store. If there is no dedicated print driver for a particular printer, then an appropriate Universal print driver may be used.

Printix Client for Mac uses Apple's Generic PostScript Printer and Generic PCL Printer if there is no dedicated or Universal print driver.

You may wish to [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 (perhaps 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 may 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, as 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](#), as these offer advanced features and better control compared to class drivers.

See also:

- [How to add a print driver](#)
- [How to change print driver](#)
- [How to work with print driver configurations](#)
- [How to add an EFI Fiery printer](#)
- [Universal print drivers](#)

5.1. 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](#)

Refer to 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).

5.1.1. 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 can not 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 language on the **Device Settings** tab in the **Printer properties** dialog. Select **Language Settings**.

Configuration

In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Device Settings** tab.
2. Select **Device Information** to ask the printer. If you can not contact the printer, then 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 once 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**.

5.1.2. 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

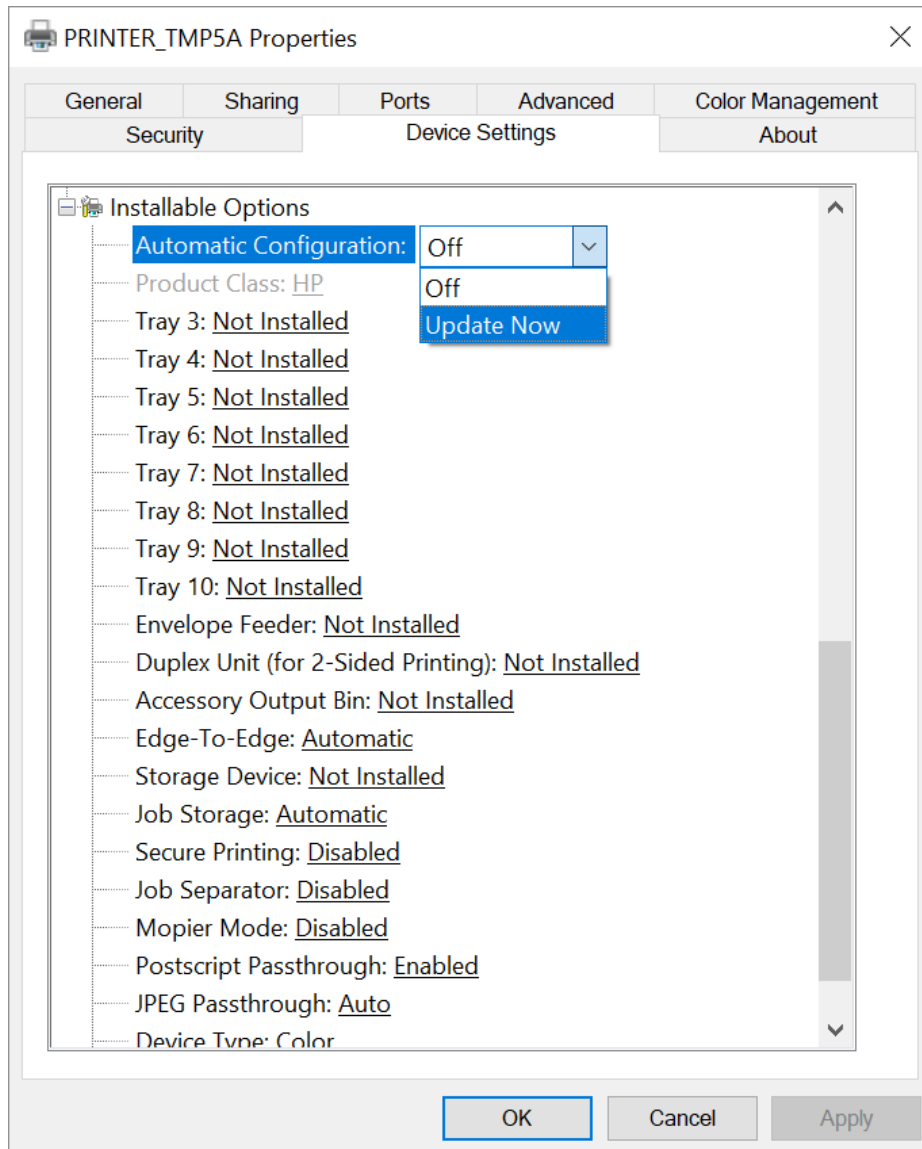


If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not differentiate between versions of the print driver unless the version is reflected in the print driver name.



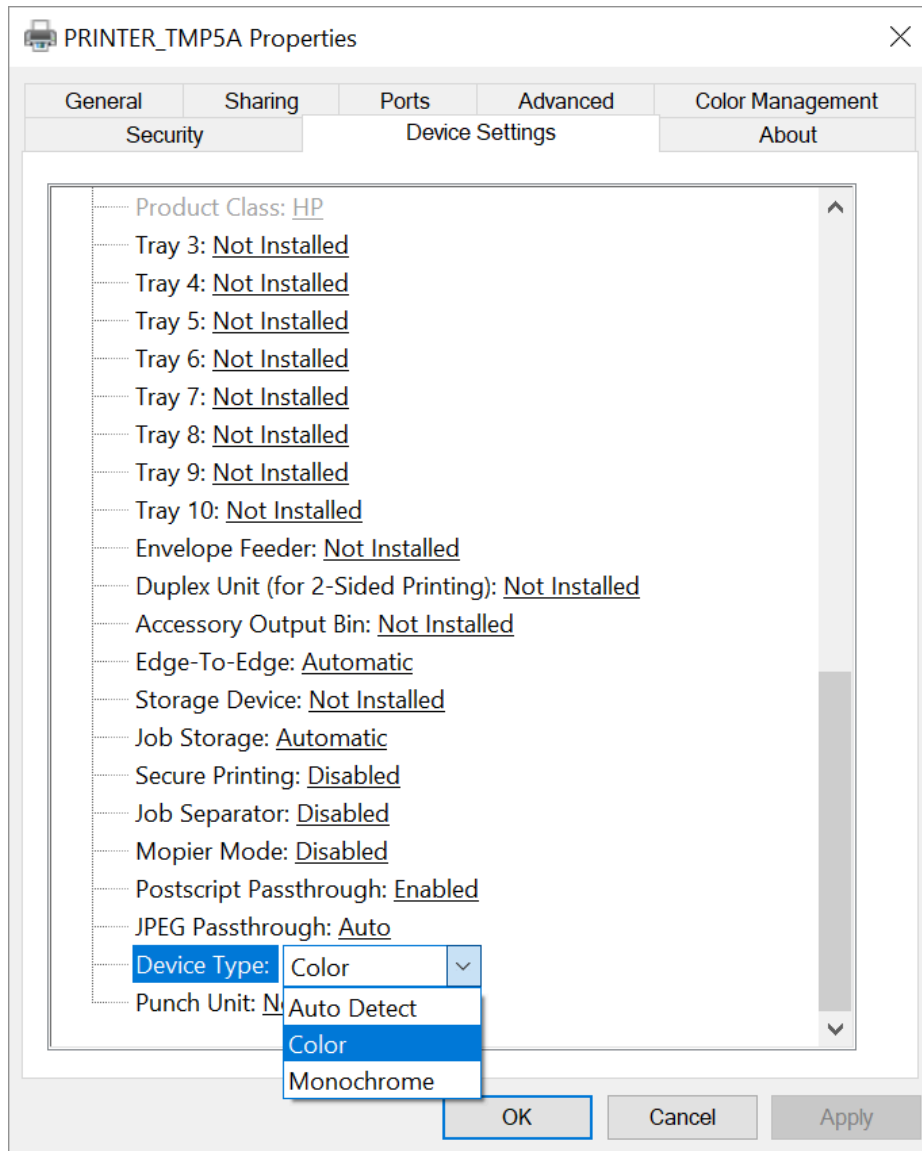
Install the HP Universal Print Driver in **Traditional mode**.

Configuration



In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Device Settings** tab.
2. Select **Automatic Configuration** and select **Update Now**. If you can not contact the printer, you can manually configure:
 - **Installable Options.**
 - **Form to Tray Assignment.**



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, 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**.

* After you select **Update Now**, the **Printer properties** dialog closes automatically, preventing you from making additional changes. To make additional changes, you can [modify the print driver configuration](#).

5.1.3. HP DesignJet universal print driver

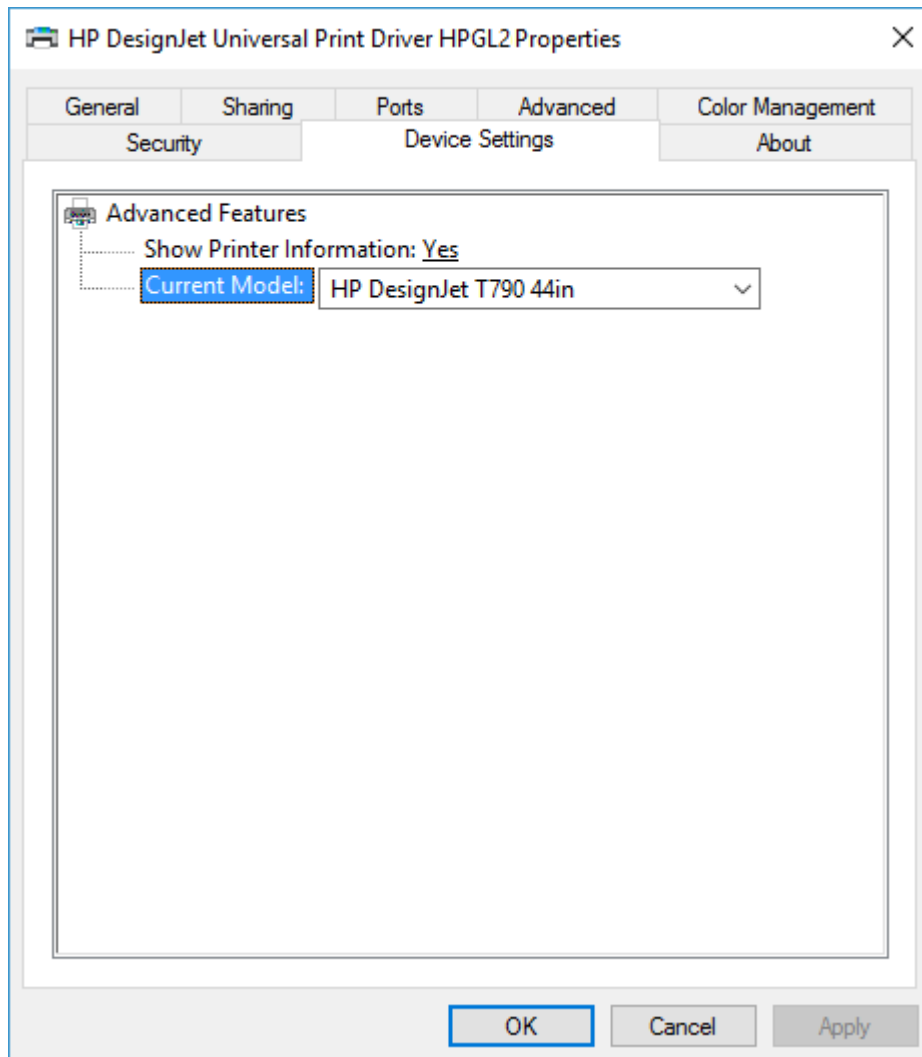
The HP DesignJet Universal Print Driver is available for:

- HPGL

Print driver name: HP DesignJet Universal Print Driver HPGL

! If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not 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 will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, 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**.

5.1.4. Konica Minolta universal print driver

The Konica Minolta universal print driver is available for:

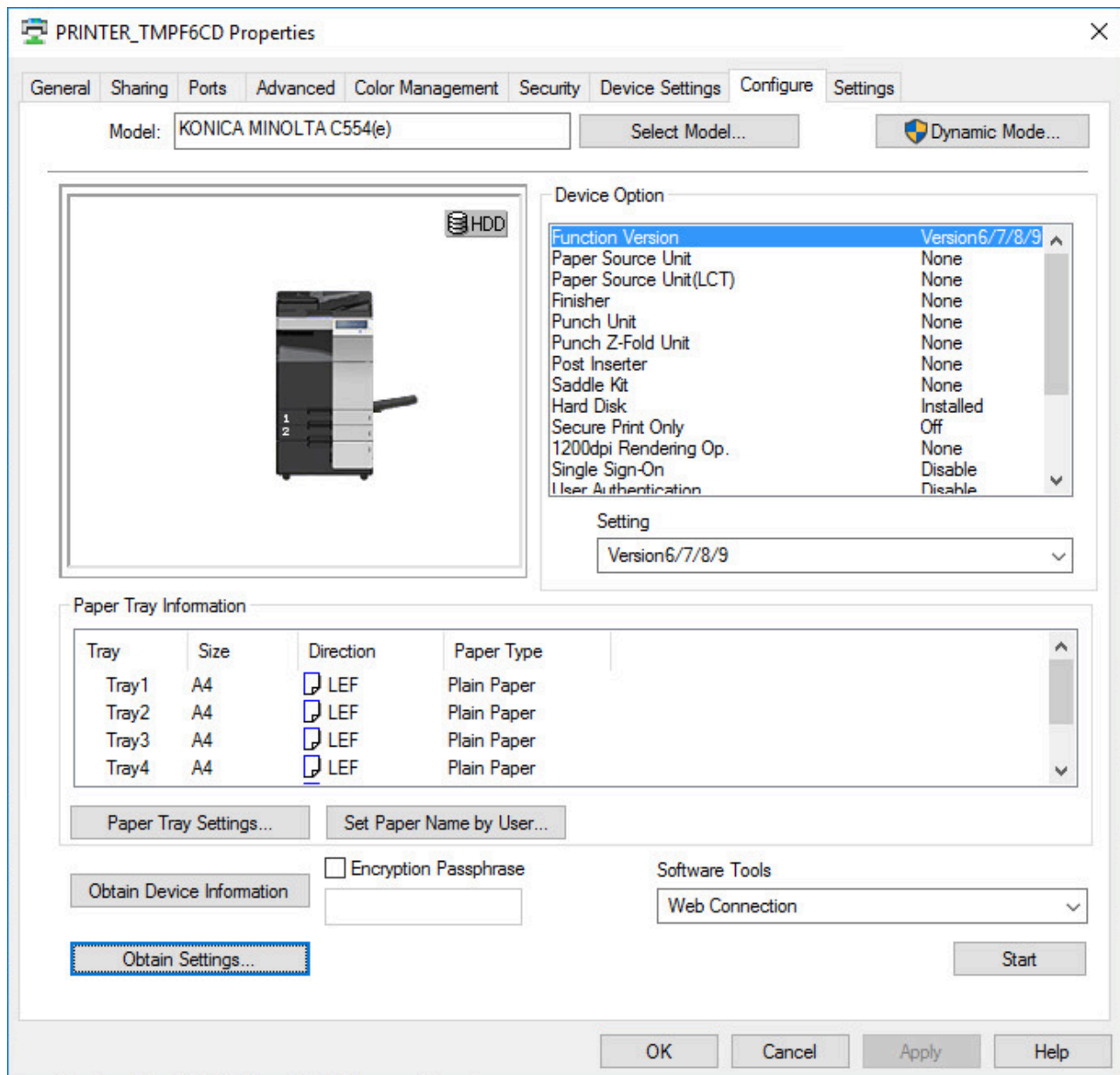
- **PCL**
Print driver name: KONICA MINOLTA Universal PCL
- **PostScript**
Print driver name: KONICA MINOLTA Universal PS

! If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not 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 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 can not 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...**. Uncheck **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 may want to change **Select Color** from **Auto Color** to **Gray Scale**, so users will print in black by default.
7. Select **OK**.

- ✿ 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.

5.1.5. Kyocera classic universal print driver

The Kyocera classic universal print driver is available for:

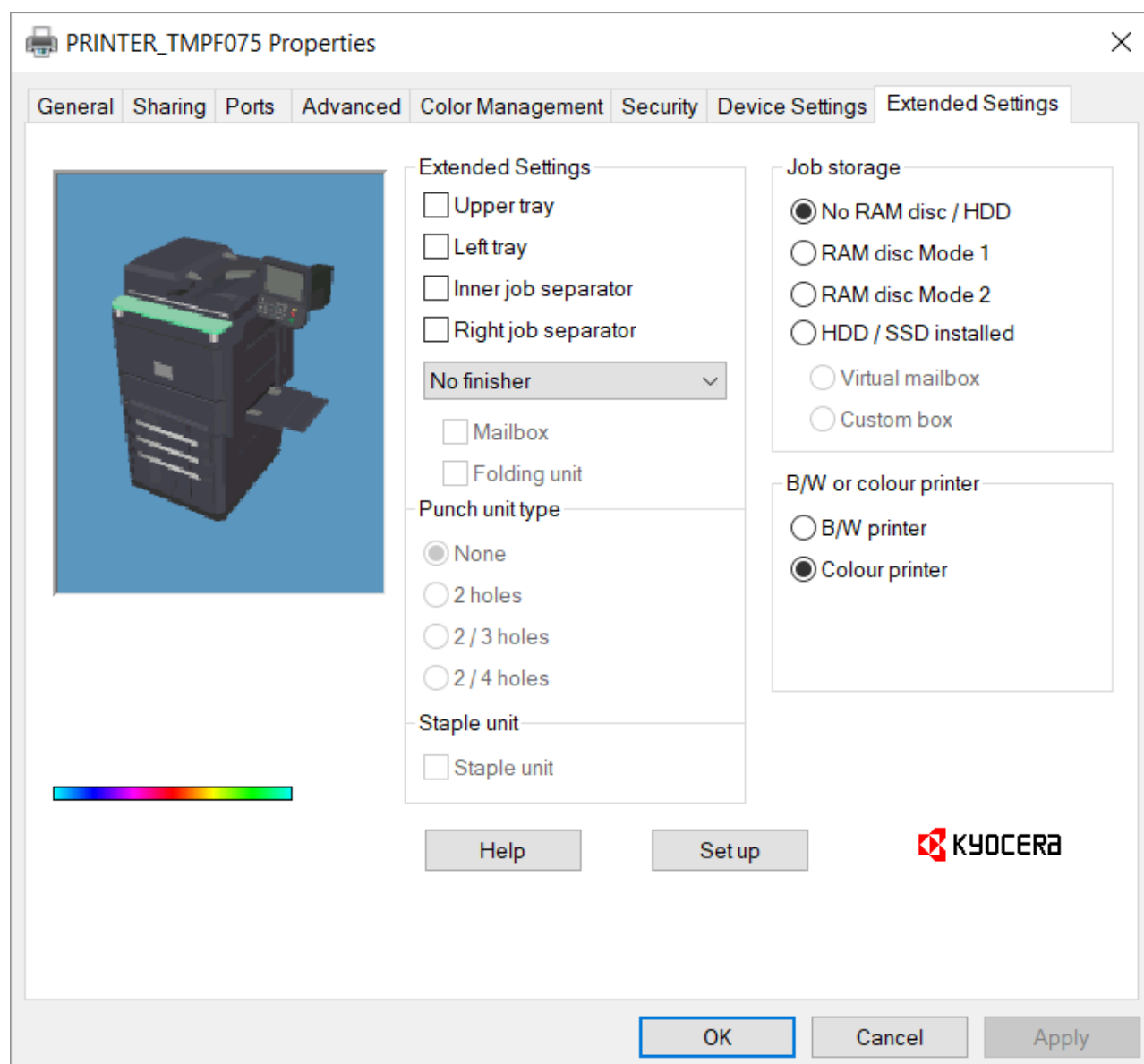
- **PCL 5**
Print driver name: Kyocera classic universaldriver
- **PCL 6**
Print driver name: Kyocera classic universaldriver PCL6
- **KPDL** (Kyocera's version of PostScript)
Print driver name: Kyocera classic universaldriver KPDL

- ! If possible, **ALWAYS** select the print driver name that includes a **version number**. This is to mitigate that Windows can not differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

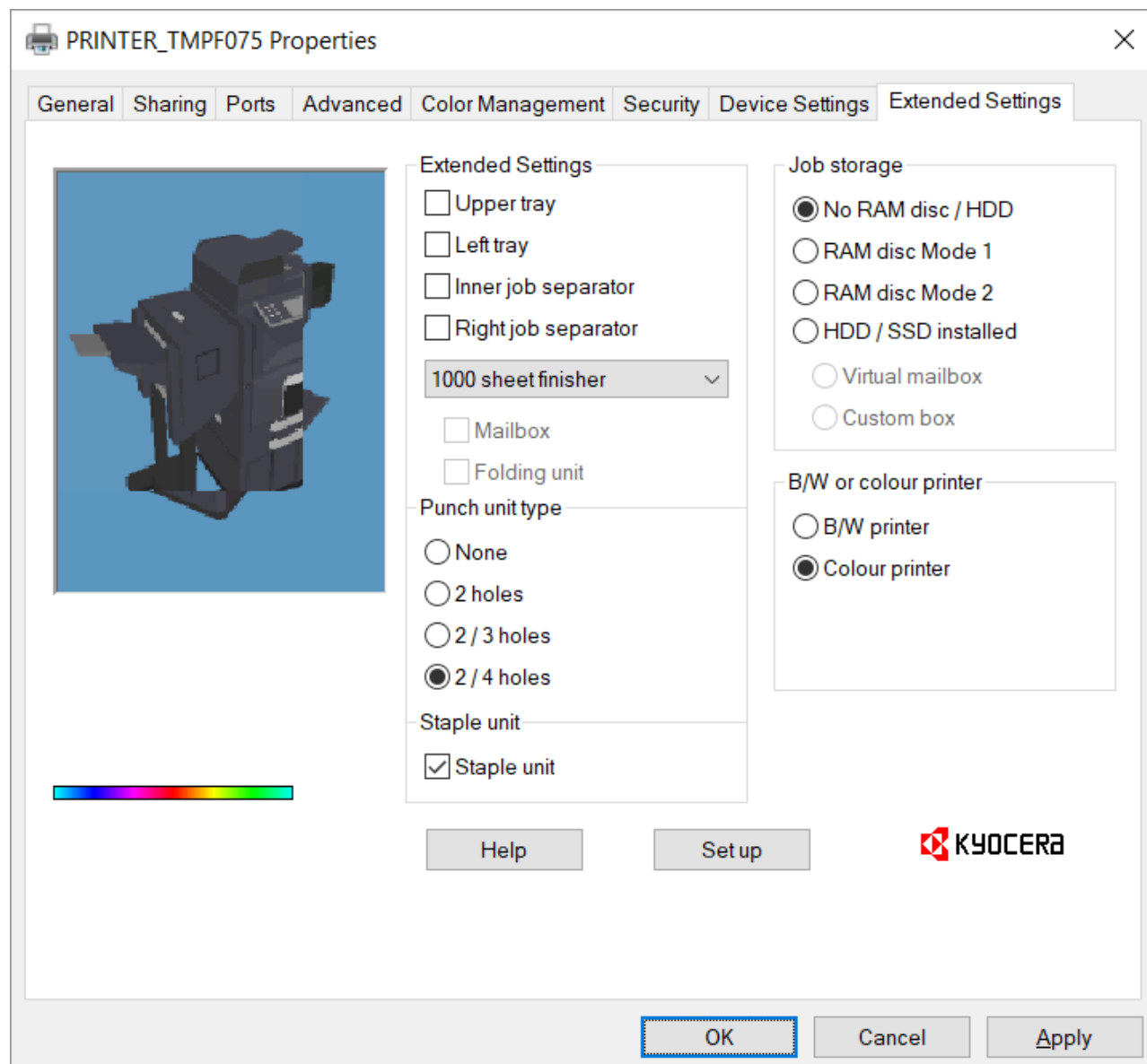
- Uploaded with print driver. Need additional languages? Install the print driver with the required language and [add the Windows print driver](#) to your Printix driver store.

Configuration




In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Extended Settings** tab.
2. Select **Set up** and enter the **IP address** of the printer and select **OK**. If you can not 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

Driver: 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

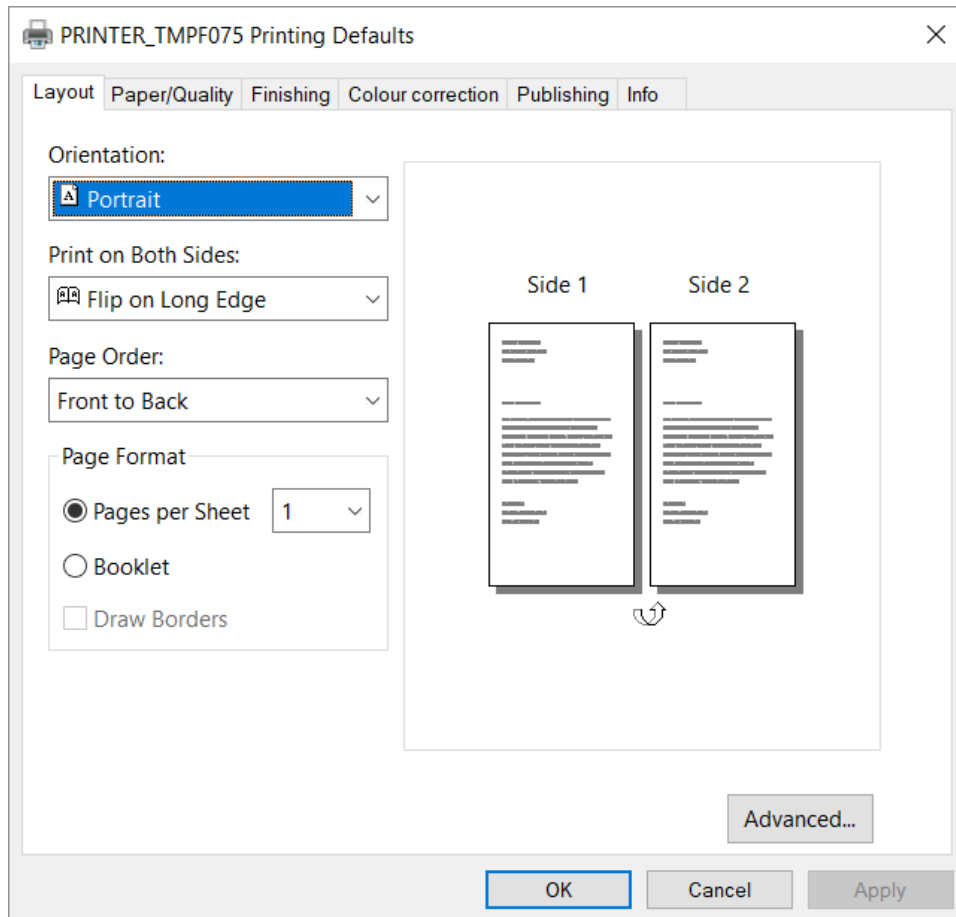
☒ Print spooled documents first

☐ Keep printed documents

☒ Enable advanced printing features

Printing Defaults... Print Processor... Separator Page...

OK Cancel Apply



6. Select **OK**.

5.1.6. 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

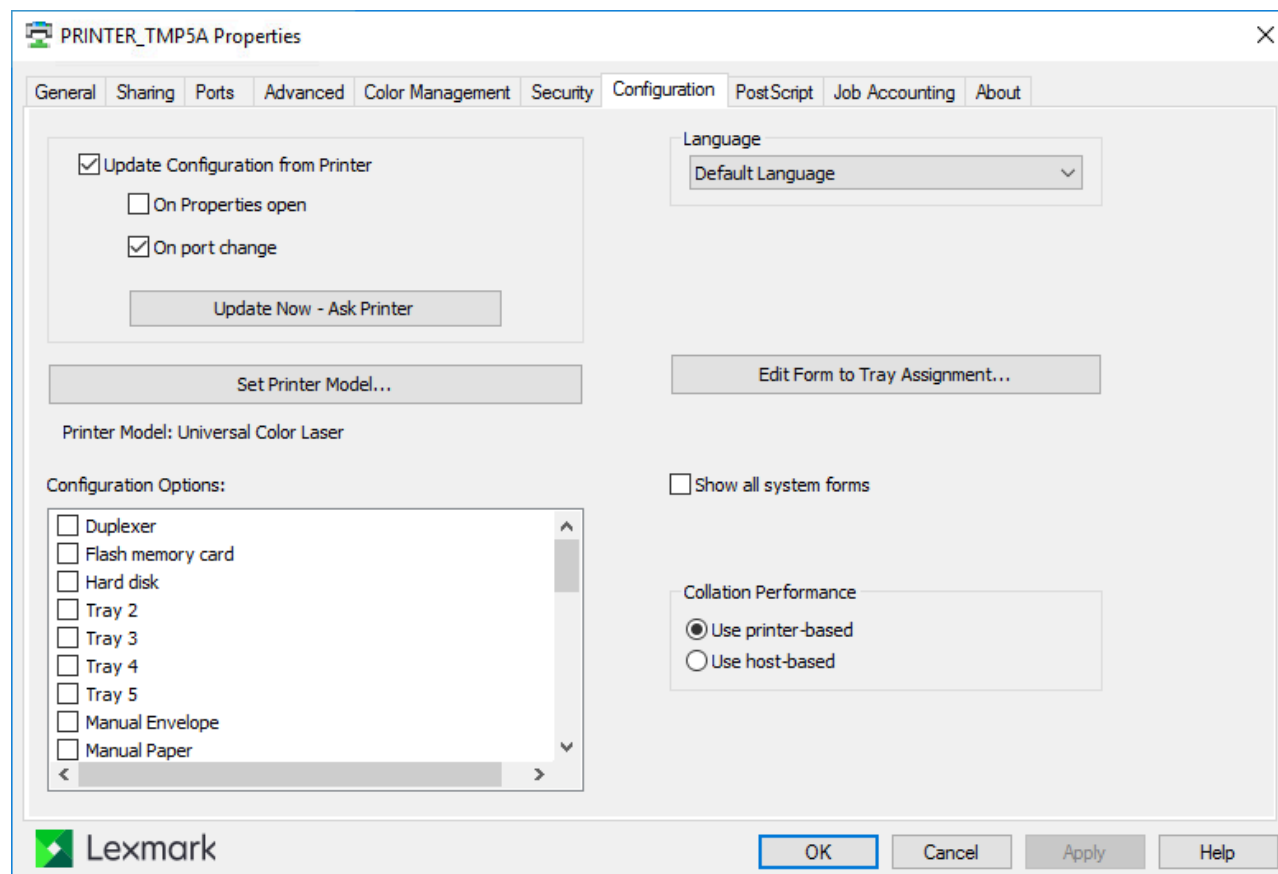


If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not differentiate between versions of the print driver unless the version is reflected in the print driver name.

Language support:

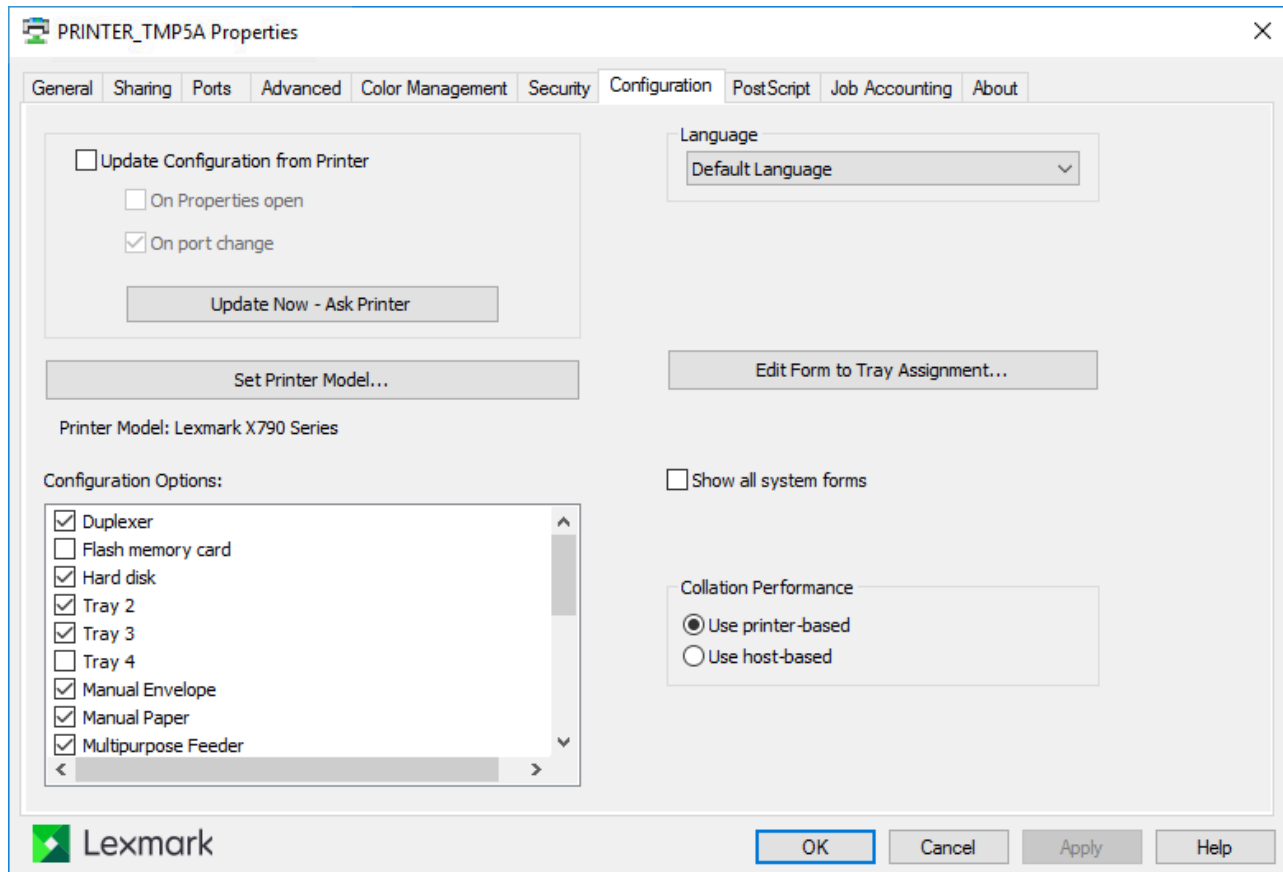
- All (+22) languages within the print driver.
Select language on the **Configuration** tab in the **Printer properties** dialog.

Configuration



In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Configuration** tab.
2. Select **Update now – Ask printer**. If you can not contact the printer, select **Set Printer Model....**
3. Uncheck **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**.



5.1.7. 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 can not differentiate between versions of the print driver unless the version is reflected in the print driver name.



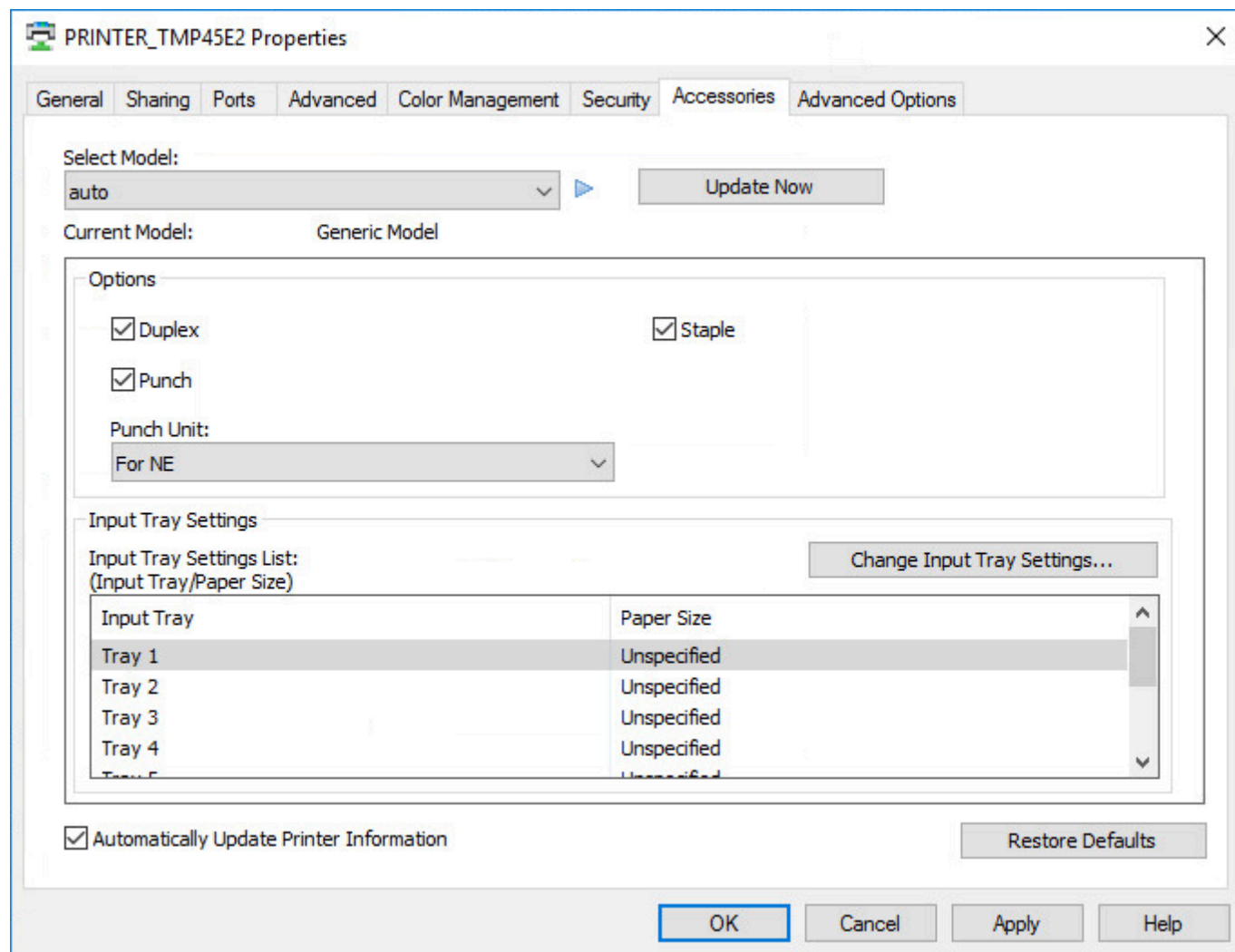
Instructions should also be applicable to supported printers from: Gestetner, Nashuatec, NRG, Infotec, Lanier, and Savin.

Language support:

- All (+22) languages within the print driver.

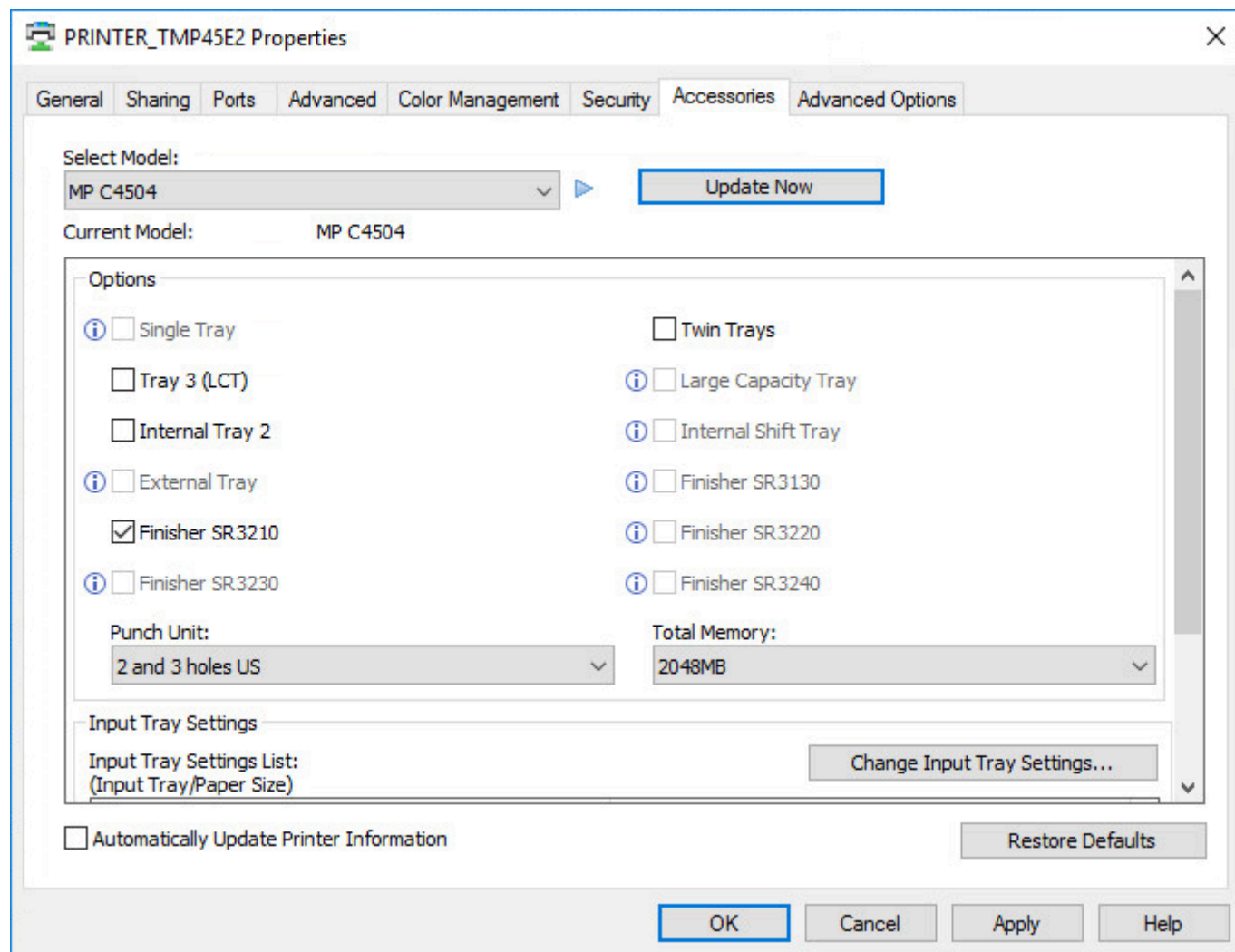
Select language on the **Advanced Options** tab in the **Printer properties** dialog.

Configuration



In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, 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 can not contact the printer, you can manually configure:
 - **Options** and the corresponding **Setting**.
 - **Input Tray Settings**.
4. Uncheck **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**.



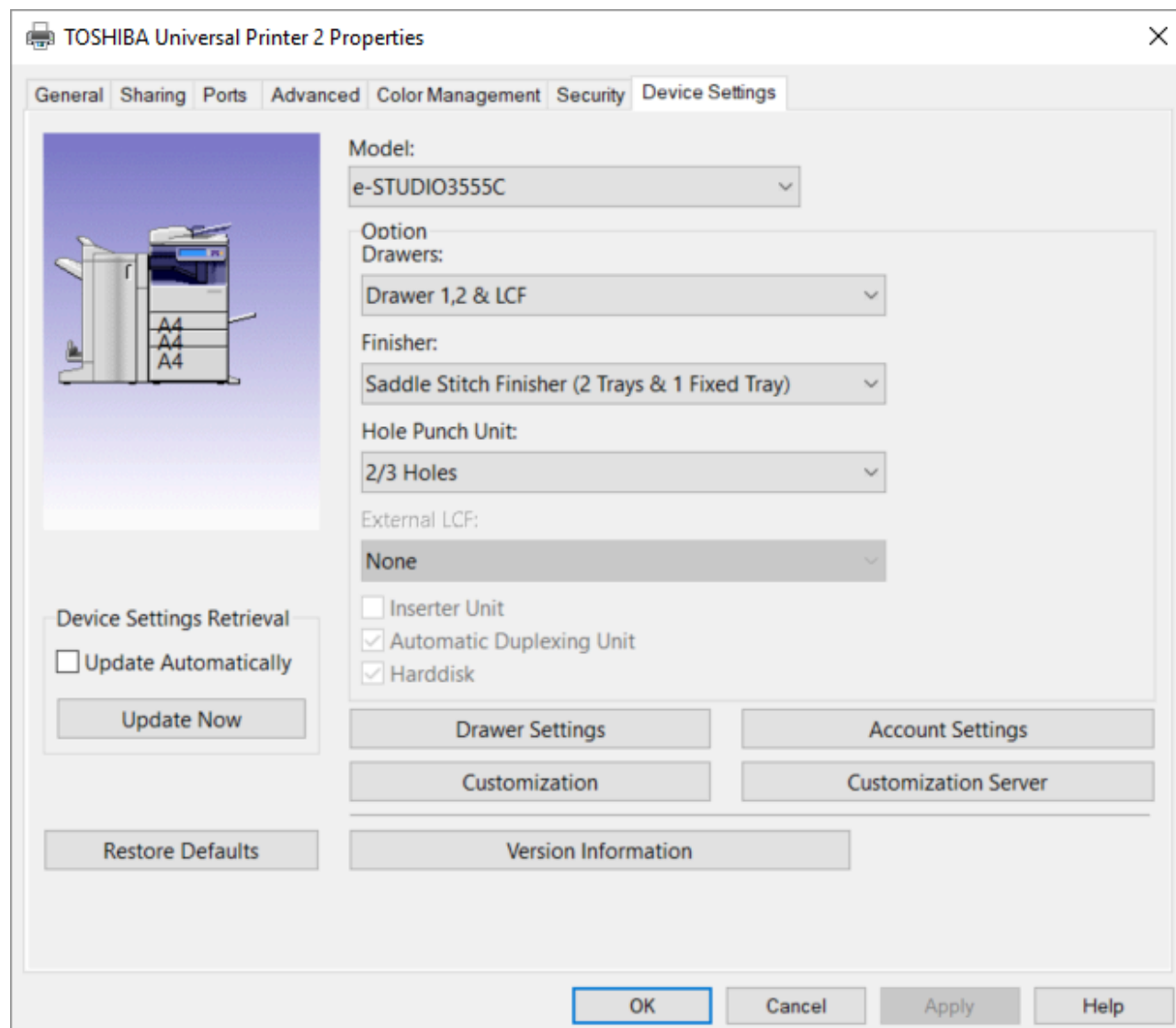
5.1.8. Toshiba universal print driver

The Toshiba universal print driver is available for:

- **PCL**
Print driver name: Toshiba Universal Printer 2
- **PostScript**
Print driver name: Toshiba Universal PS3

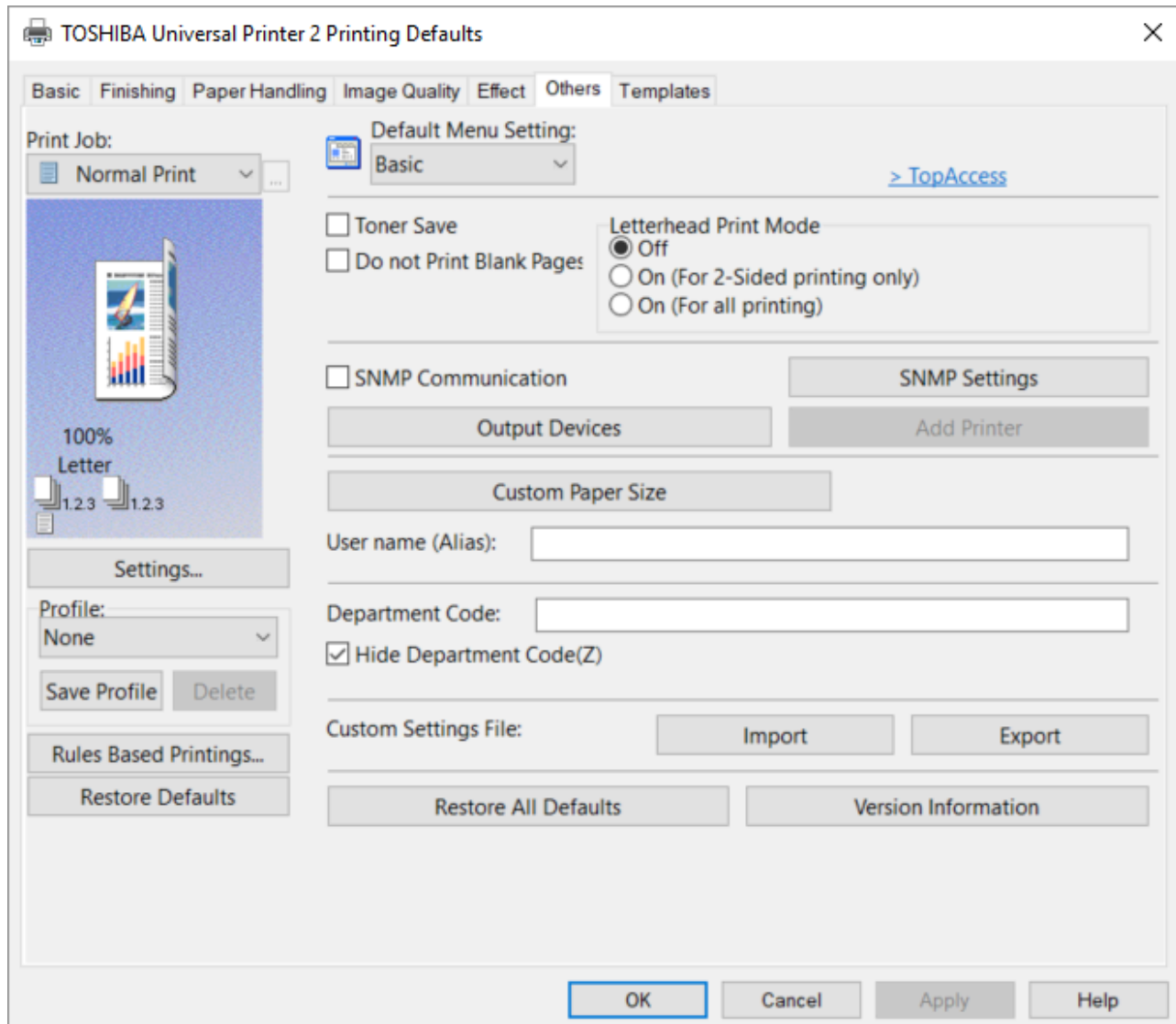
! If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not differentiate between versions of the print driver unless the version is reflected in the print driver name.

Configuration



In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, select the **Device Settings** tab.
2. If **Model** is **Universal**, then select model.
3. Select **Update Now** to update the printer information.
4. Select **Apply**.
5. On the **Device Settings** tab, uncheck **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 uncheck **SNMP Communication**. Select **Apply**.
8. Select **OK**.



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 check **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.

5.1.9. 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**

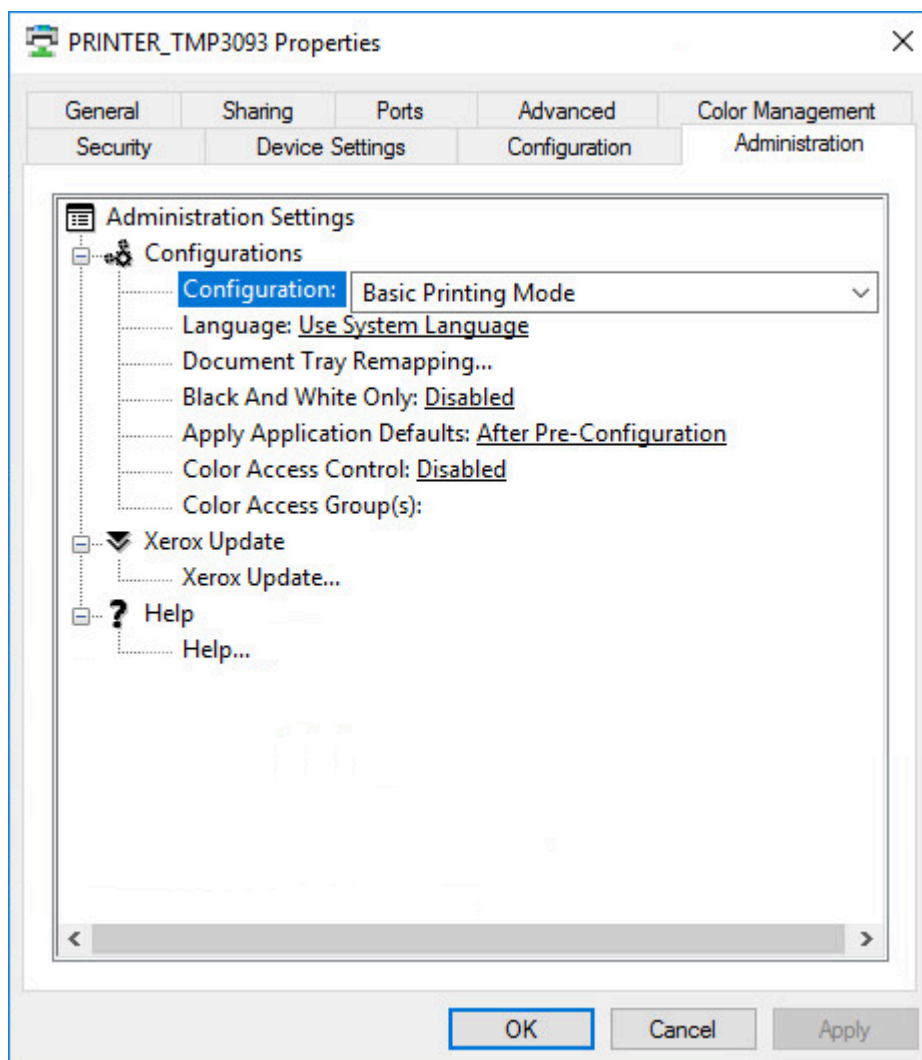
Print driver name: Xerox Global Print Driver PS

! If possible, ALWAYS select the print driver name that includes a **version number**. This is to mitigate that Windows can not 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 **Language** on the **Administration** tab in the **Printer properties** dialog.

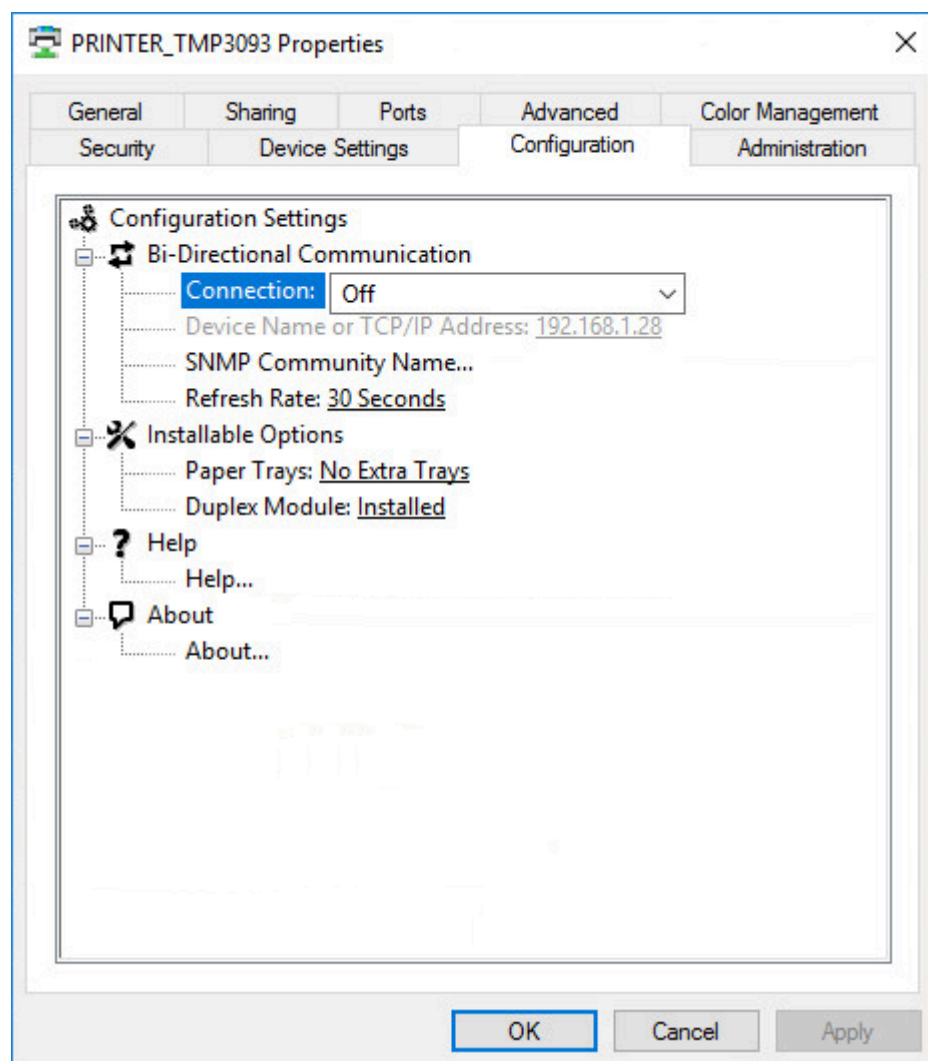
Configuration





In Printix Administrator, you can [Add a new print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically. Proceed to make the configuration:

1. In the **Printer properties** dialog, 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, select the **Configuration** tab.
5. Configure **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 change **Configuration** to another print mode.
10. Select **OK**.



6. Printix Client

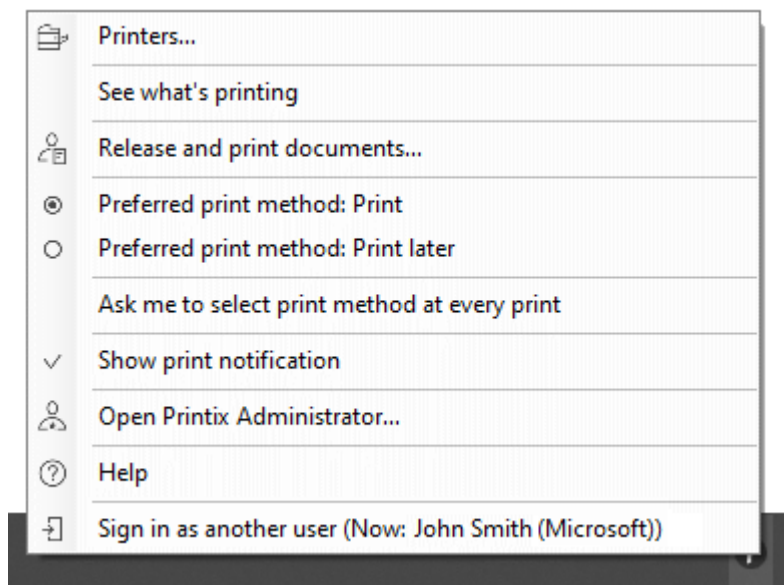
Printix Client automates the creation of print queues and installation of print drivers. Printix Client runs on [Windows](#)  and [Mac](#)  computers.

- There is no manual effort involved in maintaining Printix Client, as it will silently update itself to the latest approved version.
- Printix Client supports one gateway per network adapter.

See also:

- [How to open Printix Client](#)
- [How to sign in to Printix Client](#)
- [How to add printers](#)
- [Printix Client menu](#)

6.1. Client menu








Menu on Windows

Open [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 unchecked. Administrators will always be able to select **Printers...**
- [See what's printing](#)
Shows a list of the documents the Printix Client is printing.
- **Release and print documents...**
Open [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, or if the user **Must print securely** or **Must print later by default**.
- **Preferred print method: Print later**
Stores the printed document until you [release the document](#) via your phone, tablet or computer. Not available if **Print later** is disabled, or if the user **Must print securely** or **Must print later by default**.
- **Ask me to select print method at every print**
Check this to have the **Select print method** dialog pop up every time you print. Not available if **Print later** is disabled, or if the user **Must print securely**.
- **Show print notification**
Check this to show **Print notification** popup every time you print.
- [Open Printix Administrator...](#)
Only available if you have an administrative role.
- **Help**
Open User Manual in a web browser.
- **Sign in**
Sign in is required first time. If you are already signed in it will show your name. Example: Sign in as another user (Now: *John Smith* (Microsoft))

How to see diagnostics

- A yellow dot is shown on the Printix Client icon  when the Printix Client is on an unknown network.
- A red dot is shown on the Printix Client icon  if connection failed to the Internet or the Printix Cloud.
- The yellow and red dots are both shown on the Printix Client icon  if both problems occur at the same time.
- A red circle with a line is shown 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.** The version of the Printix Client software.
 - **Printers.** Number of Printix print queues and print queues in total.

Access the hidden **Diagnostics** via the client menu:

Windows

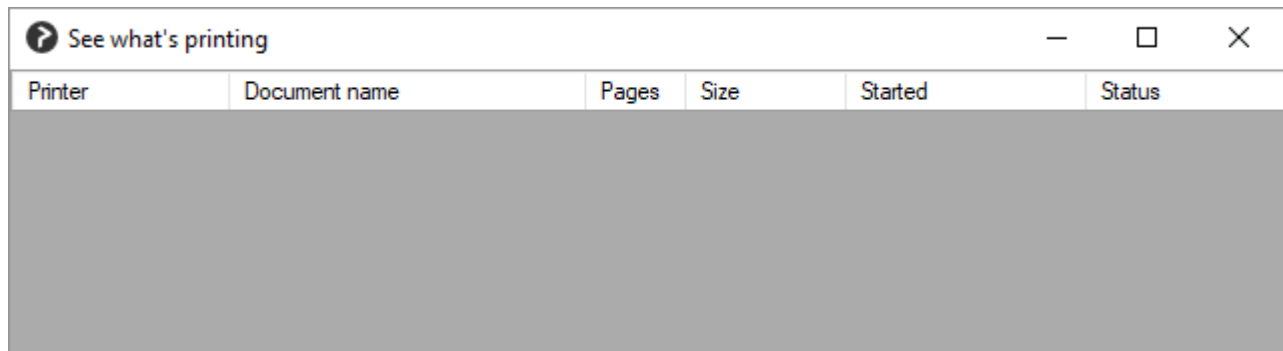
1. Select and hold the **Ctrl** key and open the client menu.

2. **Help** is toggled to **Diagnostics**.
3. Select **Diagnostics**.

Mac

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**.

6.2. See what's printing



Printer	Document name	Pages	Size	Started	Status

1. Open [Printix Client](#) to see the menu.
2. Select **See what's printing**.
Documents will only be visible for a short period of time, unless they are queued behind other documents or if they are waiting for the printer to become available.

- **Printer**
The name of the printer.
- **Document name**
The name of the documents.
- **Pages**
The number of pages in the document.
- **Size**
The size of the document.
- **Started**
The time and date the document was submitted.
- **Status**
Can take on these states:
 - **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 the documents have been printed the printer is no longer reserved. In case there is no communication, the printer reservation is automatically cleared after 5 minutes. By reserving the printer, other users' documents will not be intermixed with your documents, and this reduces the risk of users 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**
There is some sort of error.
- **Printer error**
There is an error on the printer. Please check its status and resolve the error, perhaps by restarting it.

6.3. Managed print queues

Print queues managed by Printix (and thereby printing through Printix) has the following characteristics:

Windows

- Printer name can not be changed and will typically include the three-letter printer ID.
- **Port** is an **Internet Port** and can not 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...*

6.4. Windows Registry settings overview

These Windows Registry settings are used by Printix Client

- [KioskMode](#)
- [DisableHTTPPrinting](#)
- [DiscoverPrintersByHostname](#)
- [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

DisableHTTPPrinting

- **Purpose:** Control if communication locally for between the Windows Print Spooler (spoolsv.exe) and PrintixService.exe should be via HTTP (default) or secure via 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 via 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 via HTTPS ([TCP port 21343](#)) to allow the PrintixService.exe to listen for print data from the Windows Print Spooler (spoolsv.exe).
- **Requirements:**
 - Printix Client version 1.3.1245 or later.



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.



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 via 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 via 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 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.

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** (0×00000000): Computer is not Microsoft Entra joined and SSO (Single Sign-on) will not work.
 - **1** (0×00000001): Computer is Microsoft Entra joined and SSO (Single Sign-on) will work.

ForceOfflineMode

- **Purpose:** Force Printix Client into offline mode. To force computers into offline mode, refer to 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\ForceOfflineMode
 - **Value name:** ForceOfflineMode
 - **Value type:** DWORD
 - **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 later.

useGroupPermissions

- **Purpose:** Use this to control which print queues are available to the signed in user.
- **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** (0×00000000): Printix Client will make all installed print queues available to the signed in user.
 - **1** (0×00000001): 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 permissions 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** (0×00000000): Printix Client will run normally.
 - **1** (0×00000001): 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** (0×00000002): [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** (0×000003e7): 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.



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

6.5. How to enable use of HTTPS between Print Spooler and Printix Client

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) via HTTPS ([TCP port 21343](#)). Requires Printix Client for Windows version 1.3.1245 or later.

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** 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...>

✳ 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.

! 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.

6.6. How to discover printers by hostname

By default, Printix discovers printers via the print queues installed on the computer and also broadcasts for printers based on network subnet information. The discovered printers are by default registered in the Printix Cloud by their IP address and not by hostname for the following reasons:

- Reverse Domain Name System (DNS) lookup is not always working.
- As Printix also supports hostnames, you can always 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 printer's IP addresses are not static, then 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 has **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** under **Computers** whenever a **Discover printers** request is rejected. Looks like this: *Computer COMPIX is not configured to discover printers by hostname.*

How to enable discover 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 also: [How to change the network address of multiple printers with Printix Configurator](#).


1. When you have confirmation that changes have been made, you can proceed.

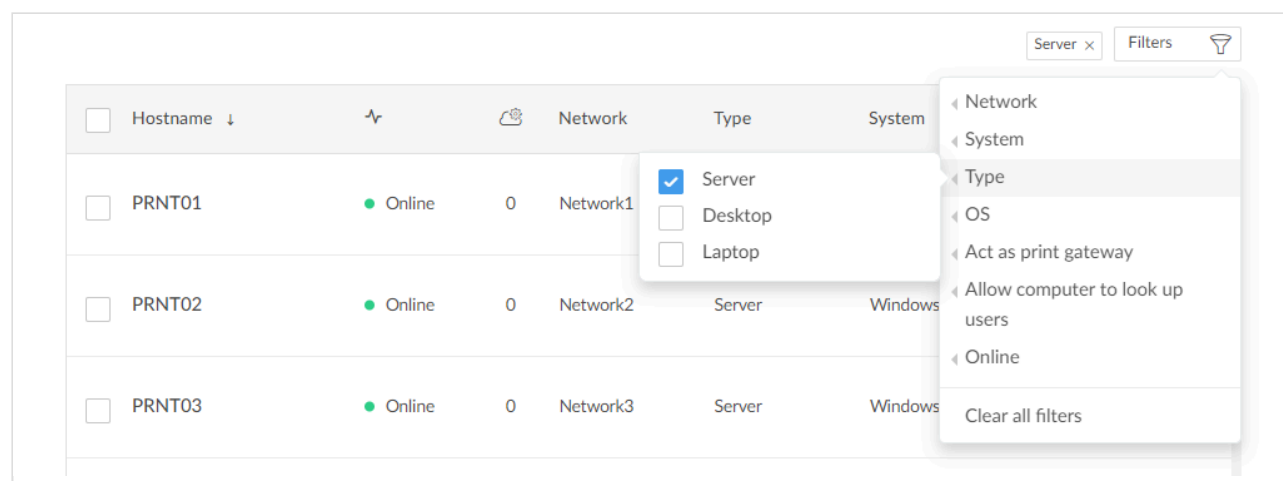
For each computer (typically a server) on which print queues are maintained and referenced by hostname, you must install the Printix Client and then add the Windows Registry setting

[DiscoverPrintersByHostname](#):

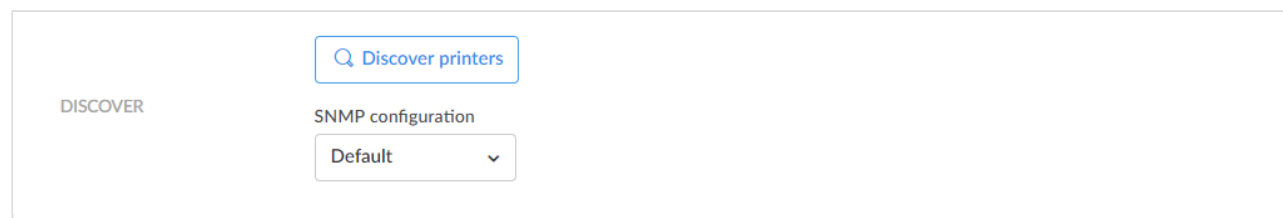
1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Client\
4. Add the DWORD value name [DiscoverPrintersByHostname](#) and give it the value 1.

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 a [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 later.

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:

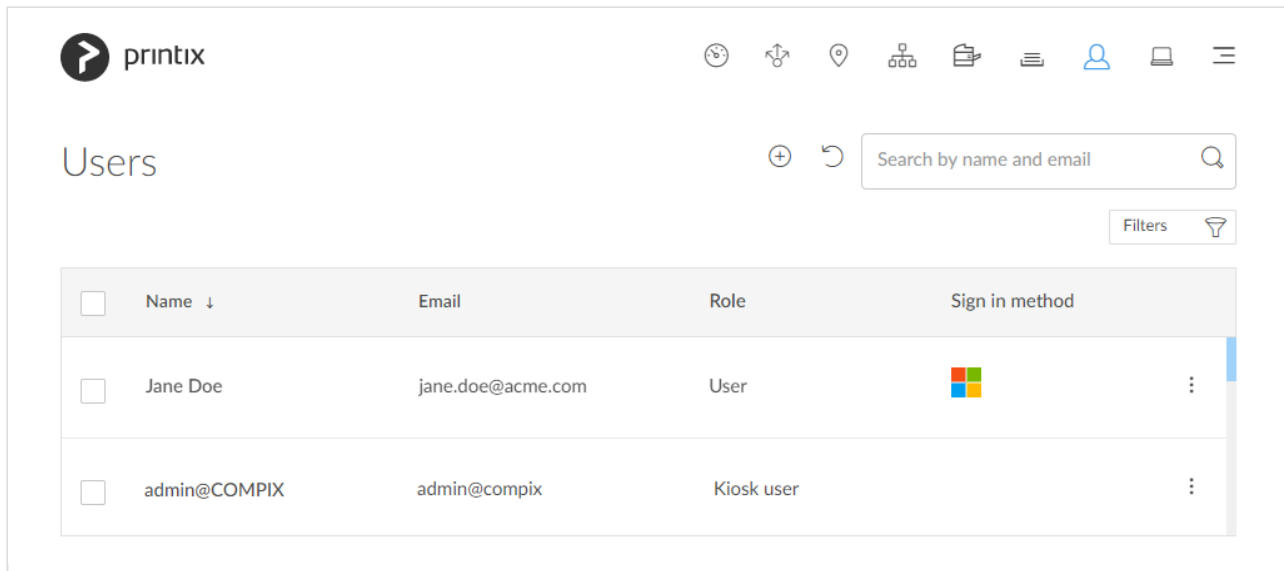
1. Open the [Printix Configurator](#).
2. Import printers from the Printix Cloud.
3. Import the updated address of the printers from a CSV file.
For this, you need to create a semi-colon (;) separated CSV file (see [how to format the CSV file](#)) with the printers' original address, network name, and 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.

6.7. 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

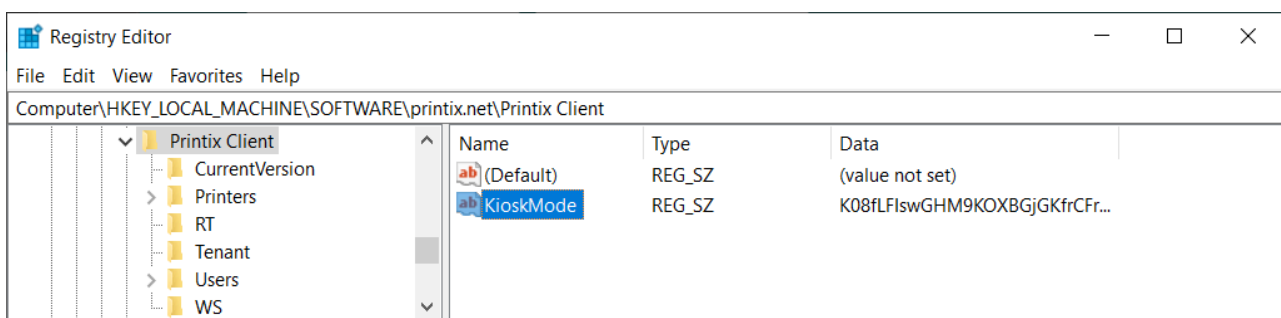
- **Sign in** is not required.
- **Print** only. No **Print later**. No **Secure print**.
- **Printix Anywhere** print queues will not be installed and if they are installed, they will be deleted.
- Reduced [Printix Client menu](#).
- When the computer is registered, a user is created.
 - **Role** is **Kiosk user** (can not 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.

1. Select **Windows logo** key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** 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:
K08fLFIsWGhM9K0XBGjGKfrCFravlo01DmNwSBc9jo6YoKgd.
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:K08fLFIsWGhM9K0XBGjGKfrCFravlo01DmNwSBc9jo6YoKgd

- The :kiosk: value is your [kiosk ID](#). After deployment the :kiosk: value is saved in [Windows Registry](#).
- If you want to deploy and have [Sign in postponed until restart](#), then :oms is appended.

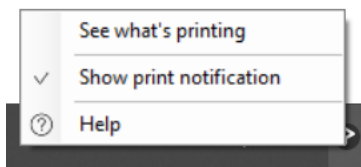
Example:

WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90:kiosk:K08fLFIsWGHM9K0X

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. Check **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, as you will need it to deploy 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**
Check this to show **Print notification** popup every time you print.
- **Help**
Open User Manual in a web browser.

6.8. Install Printix Client

[Printix Client](#) can automate the creation of print queues and installation of print drivers.

- [Install Printix Client for Windows](#) 
- [Install Printix Client for Mac](#) 

6.8.1. Install Printix Client for Windows

Download

These instructions are for the EXE file. Administrators can download the Microsoft Installer ([MSI](#)) package.


On your **Windows**  computer:

1. Open a web browser and enter the Printix Home of your work or school (*acme*) followed by `/download`
Example: *acme.printix.net/download*
2. Select **Download Printix Client**.

! Do NOT rename the file, as it will prevent it from working with your Printix Home.

Install

Open and run the downloaded file:

 Microsoft Defender SmartScreen may prevent Printix Client from running. You can safely select **Run anyway** and proceed with the installation of Printix Client.

1. Select **CLIENT_{home}_{id}.EXE** to start the installation.
A **User Account Control** dialog may appear asking you if you want to allow the Printix Client Setup program to make changes on this computer. Select **Yes**.
2. Change setup language if required. Select **OK**.
3. The **Setup – Printix Client** wizard appears. Select **Next**.
4. Select **Install**. The installation begins.
5. The installation completes. Select **Finish**.

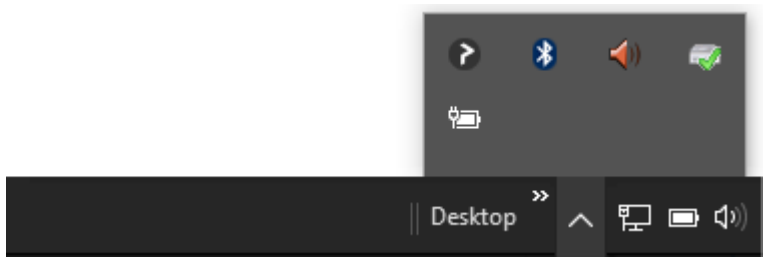
Sign in

 Sign in to Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers. Works with editions: Pro, Enterprise, and Education. Microsoft does not support Microsoft Entra join on Windows Home editions.

1. **Sign in** to Printix Client.
 - This is required first time.
 - After successful sign in to Printix Client you can close the browser window.

Next: [Printing with Printix](#)

You can always [Open Printix Client](#)  from the notification area.



6.8.2. Install Printix Client for Mac

Download

On your **Mac**  computer:

1. Open a web browser and enter the Printix Home of your work or school (*acme*) followed by `/download`
Example: *acme.printix.net/download*
2. Select **Download Printix Client**.

! Do NOT rename the file, as it will prevent it from working with your Printix Home.

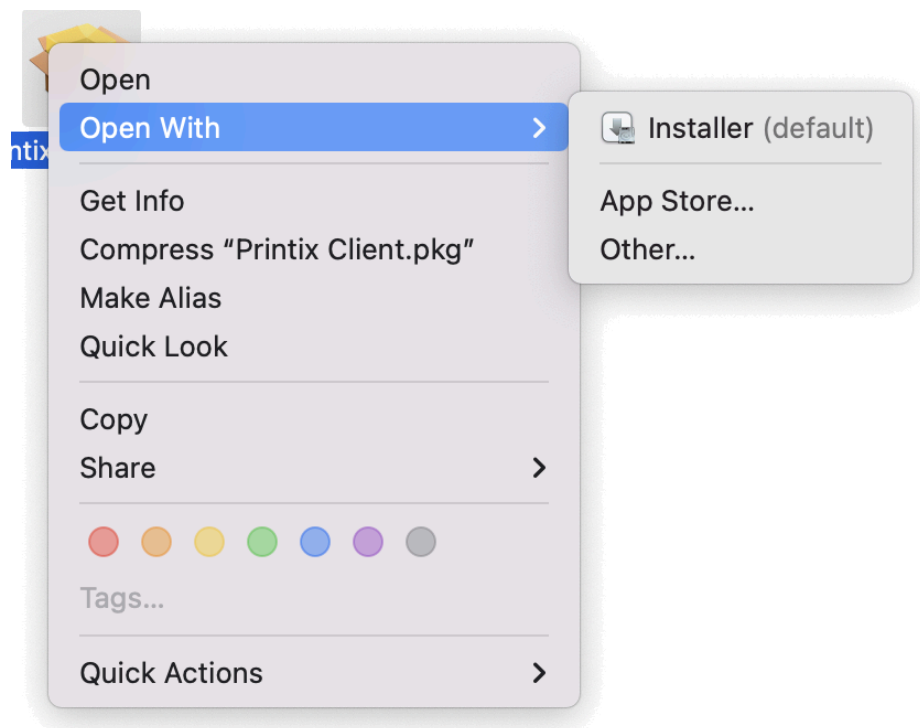
* On Mac computers running macOS 10.15.1 or later you may get the message: *"Printix Client.pkg" can't be opened because Apple cannot check it for malicious software.* Please see: [FAQ – Printix Client for Mac will not install on macOS](#).

* Mac computers with Apple M2 requires Printix Client for Mac version 1.3.1239 or later. Please submit a support request if you need a newer version.

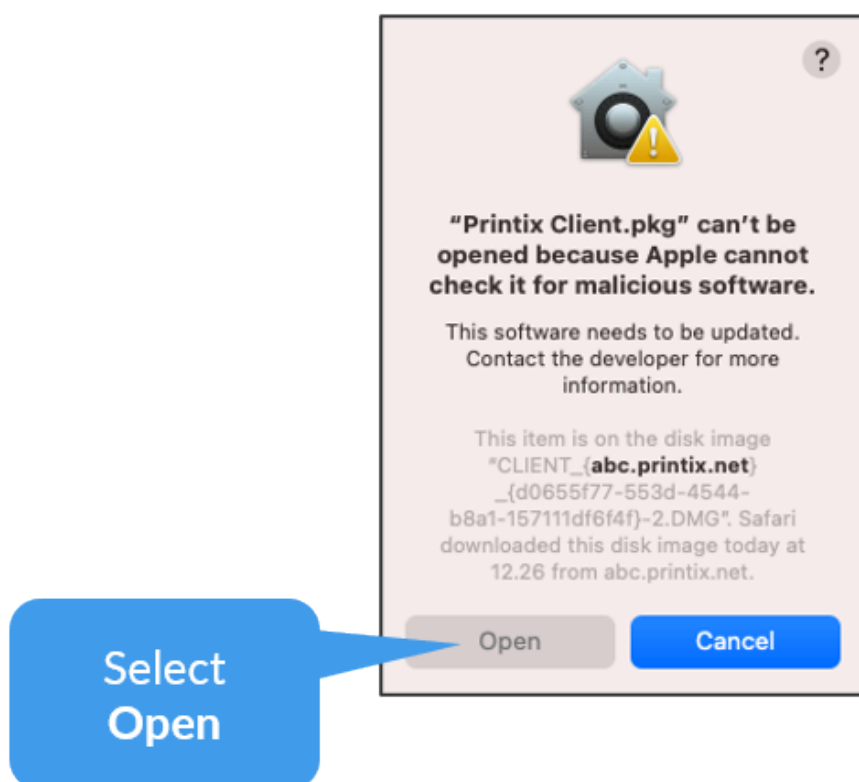
Install

Open and run the downloaded file:

1. Open **Downloads**, for example from the **Dock** at the bottom of the screen.
2. Double-click **CLIENT_{home}_{id}.DMG**.
After a few seconds the **Printix Client** dialog appears.
3. Select and hold the **Control** ^ key and right-click the cardboard box icon (Printix Client.pkg), select **Open With** and then **Installer**.



4. Select **Open**.



5. If the **Install Printix Client** dialog does not open, then repeat step 2-4 or open **Security & Privacy** as described in Apple documentation: [Safely open apps on your Mac](#).
6. In the **Install Printix Client** dialog select **Continue**.
If you are asked to select a destination, select **Install for all users of this computer**, and then select **Continue**.

7. Select **Install**.
8. Enter your **Password** to allow installation. Select **Install Software**.
9. Select **Close** to finish installing Printix Client.

✿ Apple documentation: [Safely open apps on your Mac](#) (in particular the section: How to open an app that hasn't been notarized or is from an unidentified developer). Printix is indeed an identified Apple developer and the Printix Client software is signed with our Apple developer ID. We have reported this to Apple.

Sign in

1. [Sign in](#) to Printix Client.
 - This is required first time.
 - After successful sign in to Printix Client you can close the browser window.

✿ It may take about a minute before the **Sign in** dialog appears.

Next: [Printing with Printix](#)

You can always [Open Printix Client](#)  from the menu bar in the top of the screen.



6.9. 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 for availability of a newer version and if there is one, it will download it from software.printix.net and silently install on top of itself. PrintixService.exe runs under the system account. Whenever we make available a new Printix Client version to a customer, the computers will update within 1-2 hours or as they come online. However, [sometimes updates of Printix Client may happen at a slower pace](#).

Customers are typically updated 1-3 times a year. A new version of Printix Client is typically deployed to customers in stages:

- First Printix Client is deployed to new customers only and perhaps selected partners or customers who need new features and/or fixes.
- Gradually we will update remaining customers, as we grow confidence in the version. The whole deployment may span several months but can also be faster if the fixes are critical.

If you have submitted a [support request](#) that requires a new version of Printix Client, we may first supply

that version to you via 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 Printix Client available to your Printix Home on the [Software](#) page where you can also see the version.

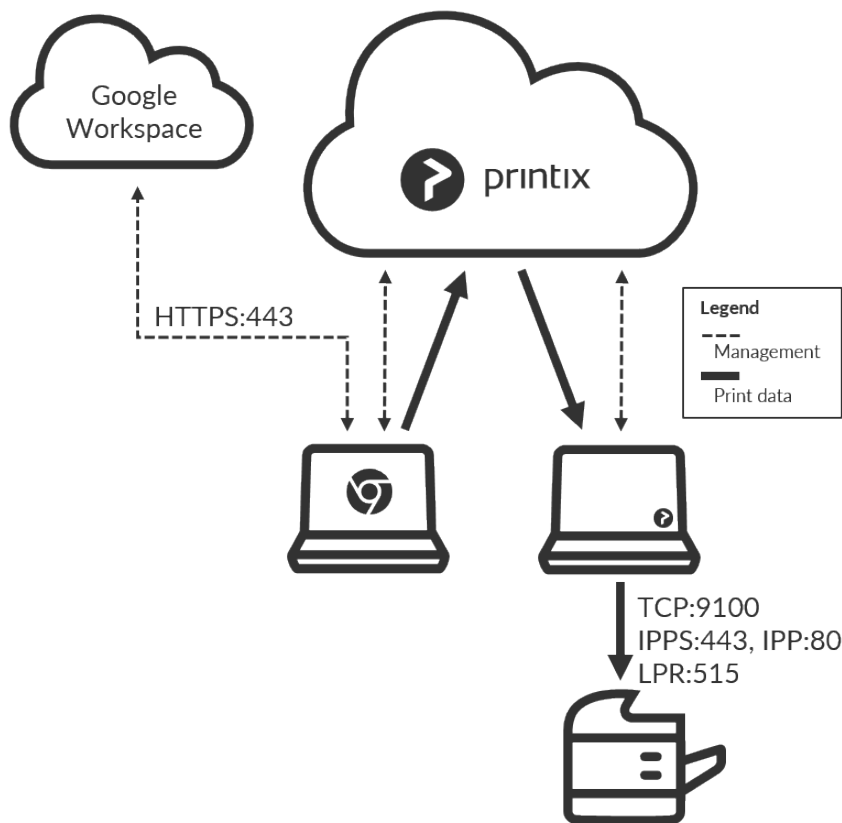


When a new version of [Printix Client](#) is made available, new versions are typically also made available for [Printix Redirector](#) and [Printix Configurator](#)

See also:

- [How to see the version of Printix Client](#)
- [How to submit a support request](#)

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

Allows users to 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.

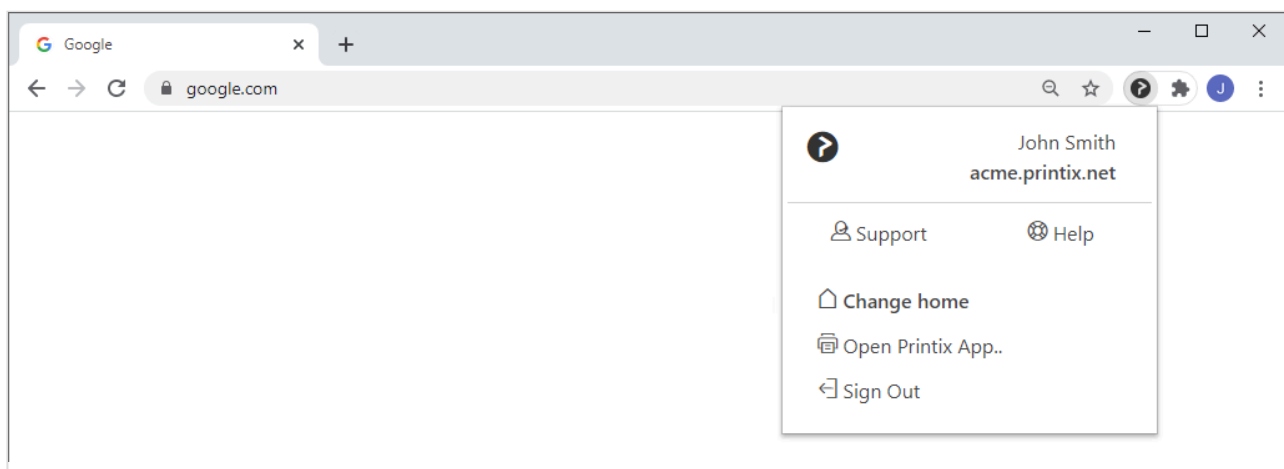
- Gives users single sign-on (SSO) to Printix with their Google Workspace account or Microsoft account.
- [Enable Google groups](#) to give [Exclusive access](#) to print queues based on users' group

membership.

- There is no manual effort involved in maintaining Printix Chromebook, as it will silently update 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 later.
 - Computer (Windows, macOS or Linux) with Chrome browser 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](#)

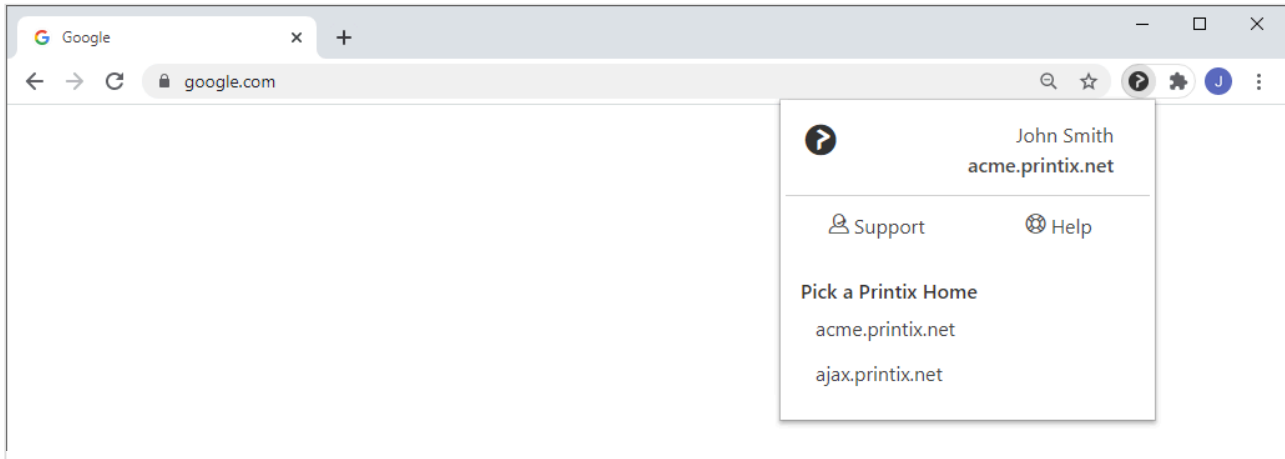
You are not signed in

- You have selected the Printix icon in the Chrome browser, but you are not signed in.
RESOLUTION user: Please sign in to the Printix extension.
RESOLUTION administrator: If you are still seeing this error even though you are signed in, then check that you have a [Printix Home](#) (example: *acme.printix.net*), and check that [Google authentication](#) is enabled. Otherwise, please submit a [support request](#).

Pick your Printix Home

You may be asked to **Pick a Printix Home** if Google Workspace is used by multiple Printix Homes. If

you want to change to another Printix Home (tenant), then 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**) checked.
- 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

- There is no online computer with Printix Client on the printer's network
RESOLUTION: Make sure there is a computer online with Printix Client on the same network as the printer. You may want to configure selected computers to [Act as print gateway](#).

Text is missing on printout

- This usually happens when printing web pages with complex layouts.
RESOLUTION: In the **Print** dialog check **Background graphics**.

Why are some print settings not there

Please refer to [Print settings](#). See also: [How to control the default and available paper sizes](#)

7.1. 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. To see a list of extensions, **Open Chrome** and type *chrome://extensions* and press **Enter**.

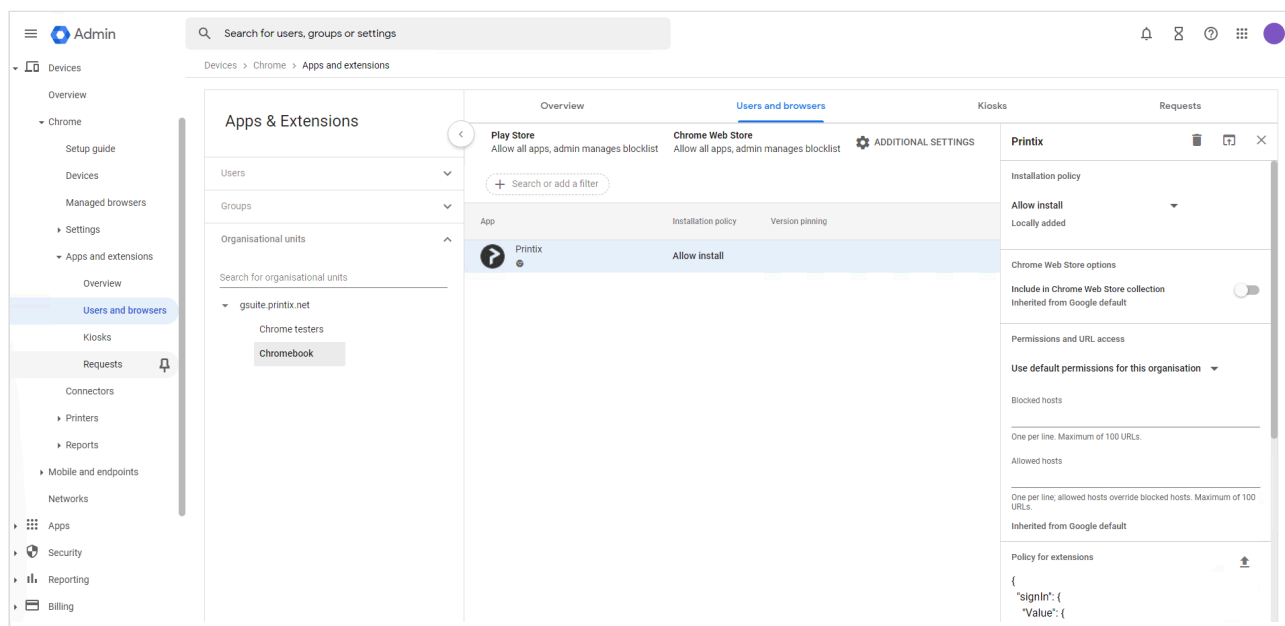



Chromebooks are not listed in Printix Administrator, only computers running Printix Client.

See also:

- [How to deploy Printix Chromebook](#)
- [How to print from Chrome](#)

7.2. How to deploy Printix Chromebook



- Sign in to the **Google Admin console** (admin.google.com) using your administrator account (does not end in @gmail.com).
- On the left-hand menu, select **Devices > Chrome > Apps and extensions > Users and browsers**.
- In the **Organizational units** section, select the organizational unit where you want to deploy **Printix**.
- On the right pane under **Installation policy**, select **Force install**.
- Optionally, if you want users to **Sign in with Windows**, then on the right pane, scroll down to **Policy for extensions** and select **Upload from file** . Select the [configuration file](#) you have created and select **Open**.
- Select **Save**.



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 show 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](#).

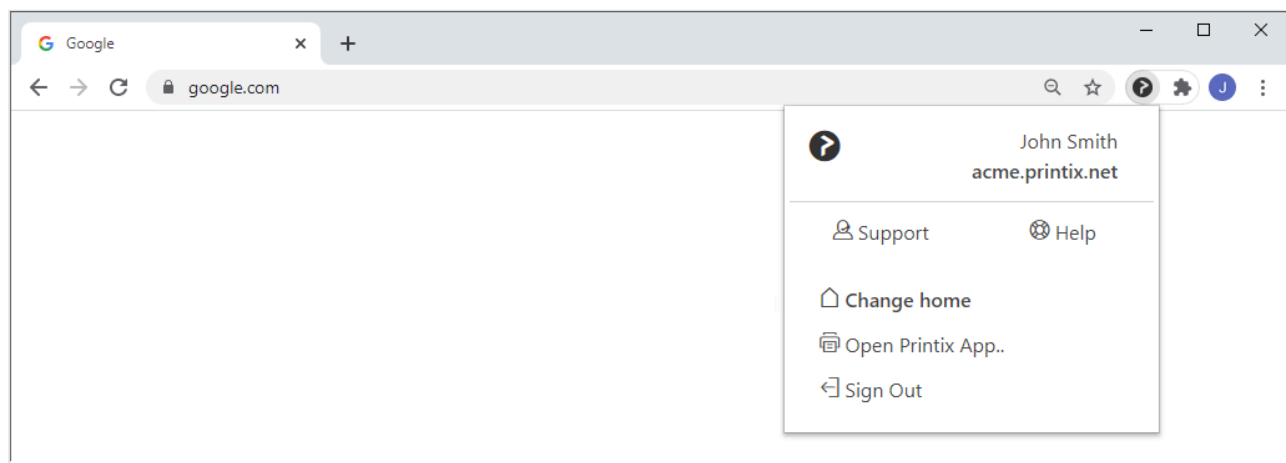
How to control the default and available paper sizes

If you want **Letter** to be the default then write `NA_LETTER` first. Google Chrome does the sorting of the paper sizes.

```
{
  "paperSizes": {
    "Value": ["NA_LETTER", "NA_LEGAL"]
  }
}
```

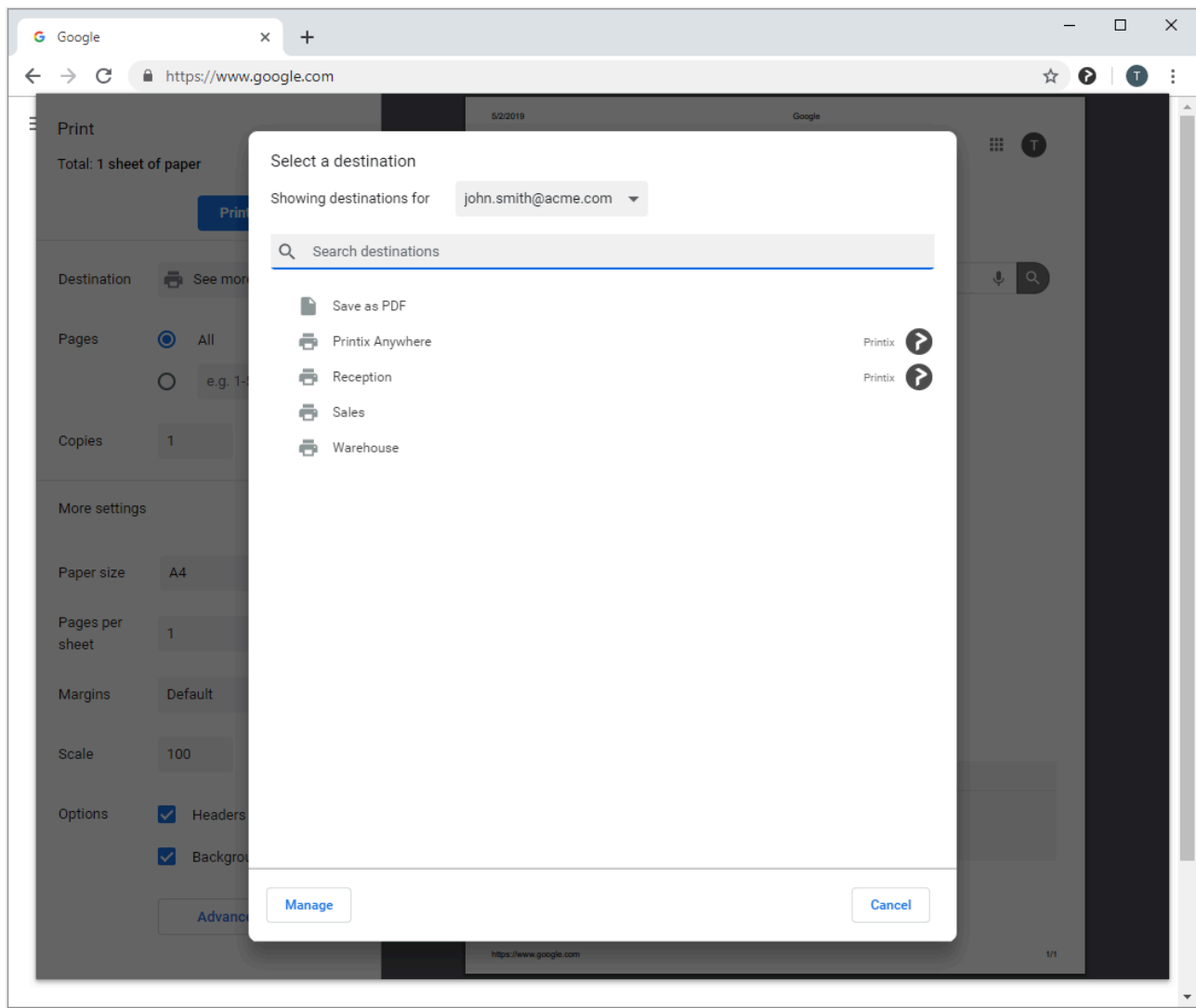
Paper size	Value
A3	ISO_A3
A4	ISO_A4
A5	ISO_A5
B4	ISO_B4
B5	ISO_B5
B4 (JIS)	JSI_B4
B5 (JIS)	JSI_B5
Executive	NA_EXECUTIVE
Legal	NA_LEGAL
Letter	NA_LETTER
Statement	NA_STATEMENT
Tabloid	NA_TABLOID

7.3. How to print from Chrome



✿ You must have the Printix extension installed and be signed in to it.

1. Open the item you want to print in the Google Chrome browser.
2. Select **Print** on the menu (or select **Ctrl + P**).
3. Select **Change...**
4. In the **Select destination** dialog, select the Printix printer (*Reception*) as identified by the text Printix on the right.
 - Chrome printed anywhere documents can, unless the printer's QR code or NFC tag is scanned, be released only to printers that has a print queue with **Via the cloud (On all networks)** checked.
5. Optionally, modify the [available print settings](#) or select [print method](#) **Print** or **Print later**.
6. Select **Print**.



Available print settings

The printer settings you can set is dependent on the properties of the Printix printer:

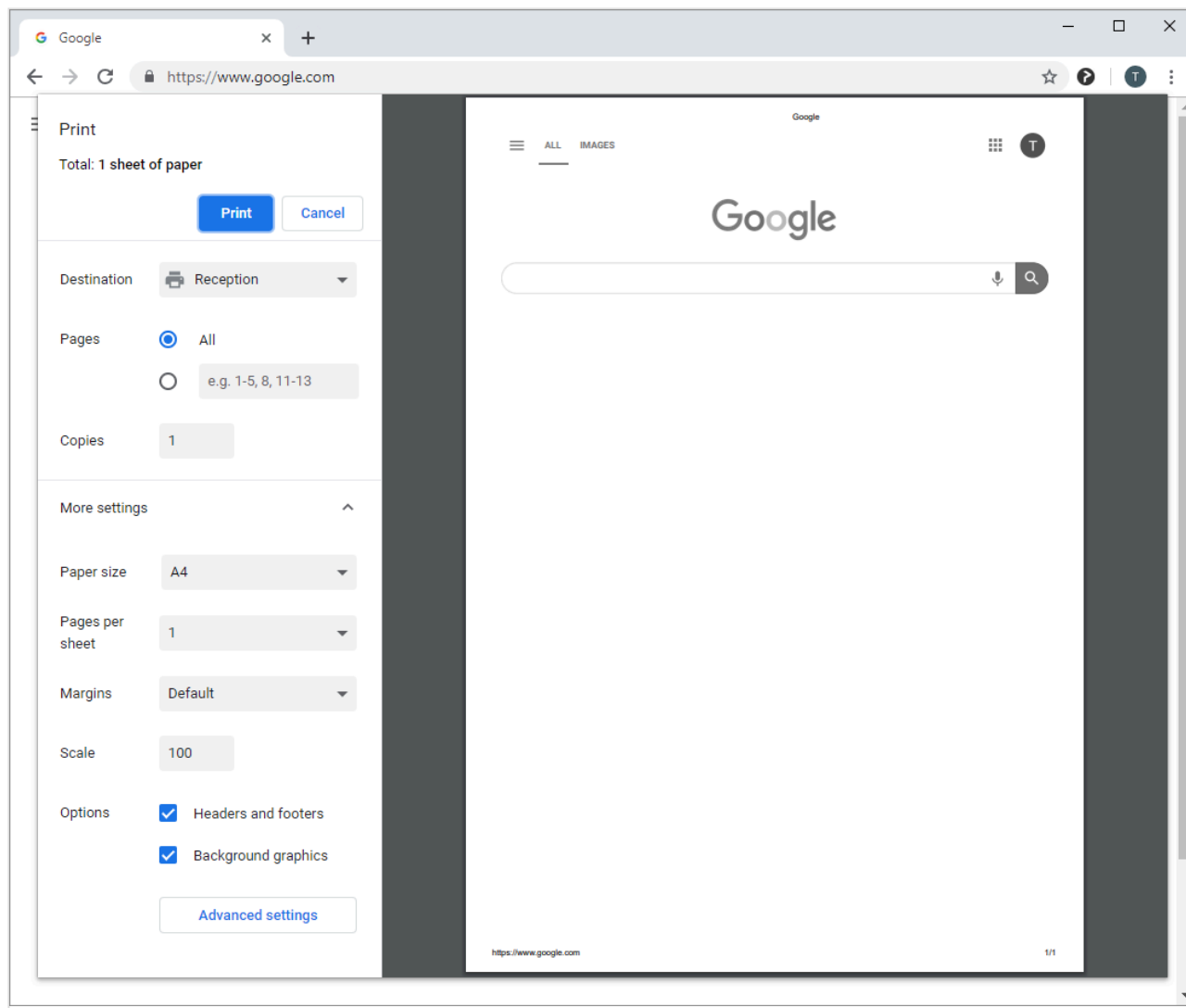
- **Pages**
Always available.
- **Copies**
Always available.
- **Layout**
Not available if the document is a PDF. Not available if printer support PDF printing and **Process PDF/XPS** is unchecked. Otherwise, you can select between **Portrait** and **Landscape**.
- **Color**
Not available if printer does not support color, or if the printer support PDF printing and **Process PDF/XPS** is unchecked. Otherwise, you can select between **Black and white** and **Color**.

Select **More settings** to see:

- **Paper size**
Select paper size.
 - [How to control the default and available paper sizes](#)
- **Margins**
Always available, except if the document is a PDF.
- **Scale**
Always available.
- **Options**
 - **Headers and footers**
Always available, except if the document is a PDF.
 - **Two-sided**
Available if the printer supports this.
 - **Background graphics**
Always available, except if the document is a PDF.




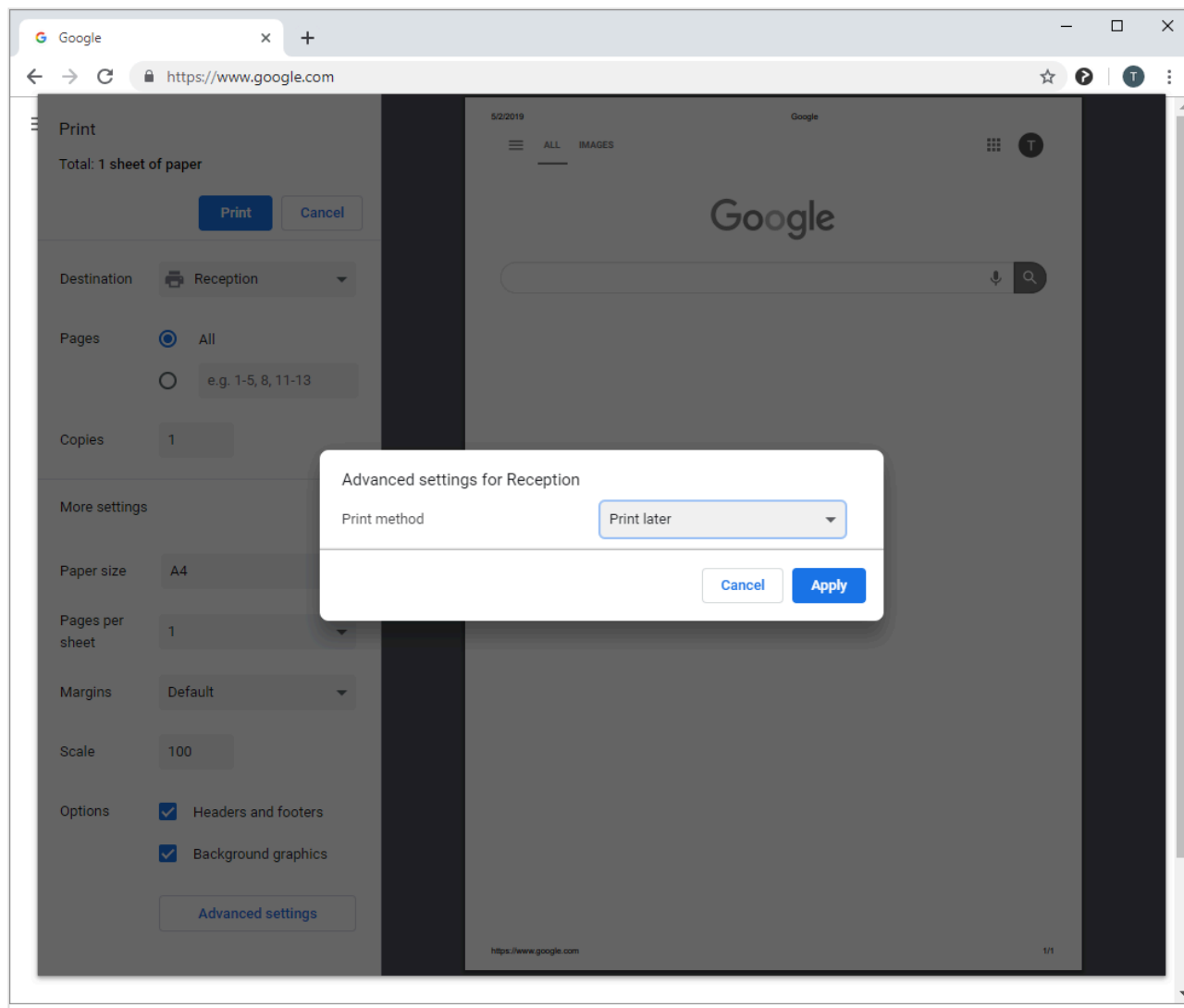
Printix Client will consider the user's choice of the print settings: **Paper size**, **Color**, and **Two-sided**. The **Two-sided** print setting is not considered for Printix Anywhere print queue.



Select print method

Not available for Printix Anywhere printer. Not available if **Print later** is disabled, or if user **Must print securely** or **Must print later by default**.

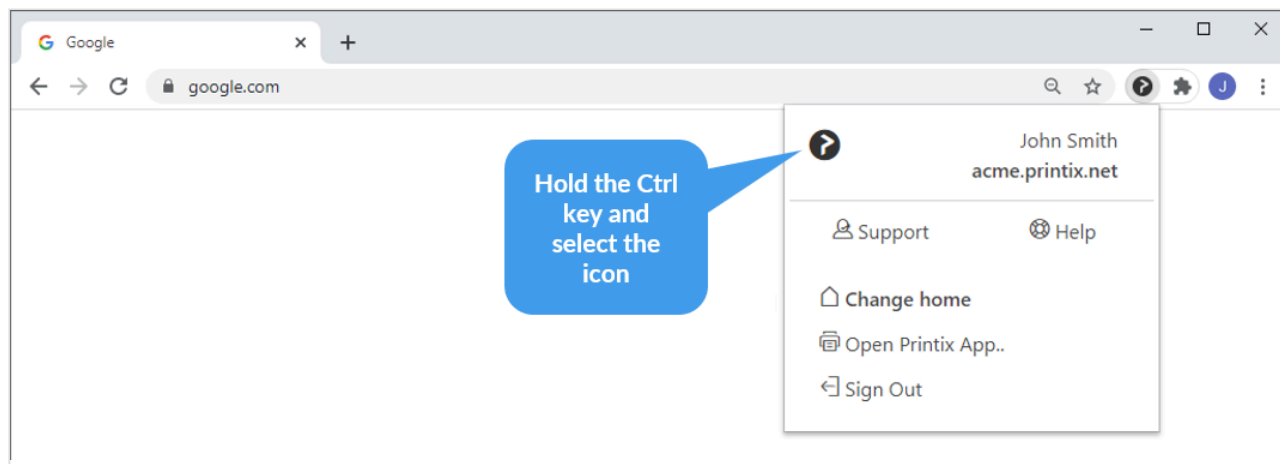
1. Select **More settings**.
2. Select **Advanced settings**.
3. In the **Advanced settings** dialog select the **Print method**:
 - **Print**. Document is printed immediately and directly at the selected printer.
 - **Print later**. [Printix App](#) must be used to release the document at the selected printer.
4. Select **Apply**.
5. Select **Print**.
6. If required open [Printix App](#) to release the document or [sign in at the printer](#)  to release documents.




7.4. How to get Printix Chromebook logs

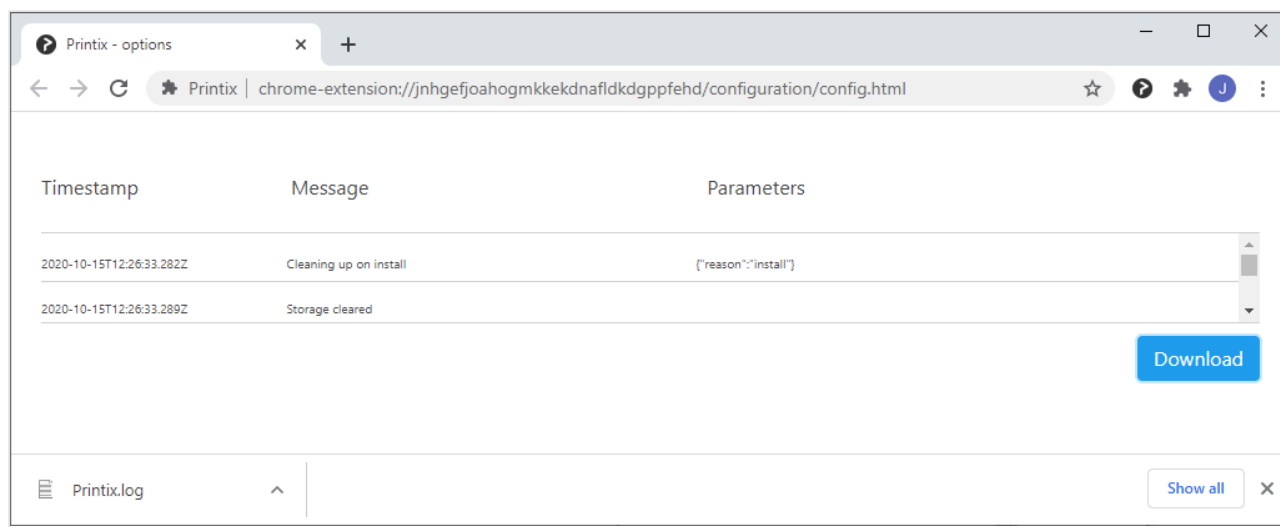
If advised to do so, follow these instructions and submit to support.

Get the Printix.log file



1. Hold the Ctrl key and select the Printix  icon.

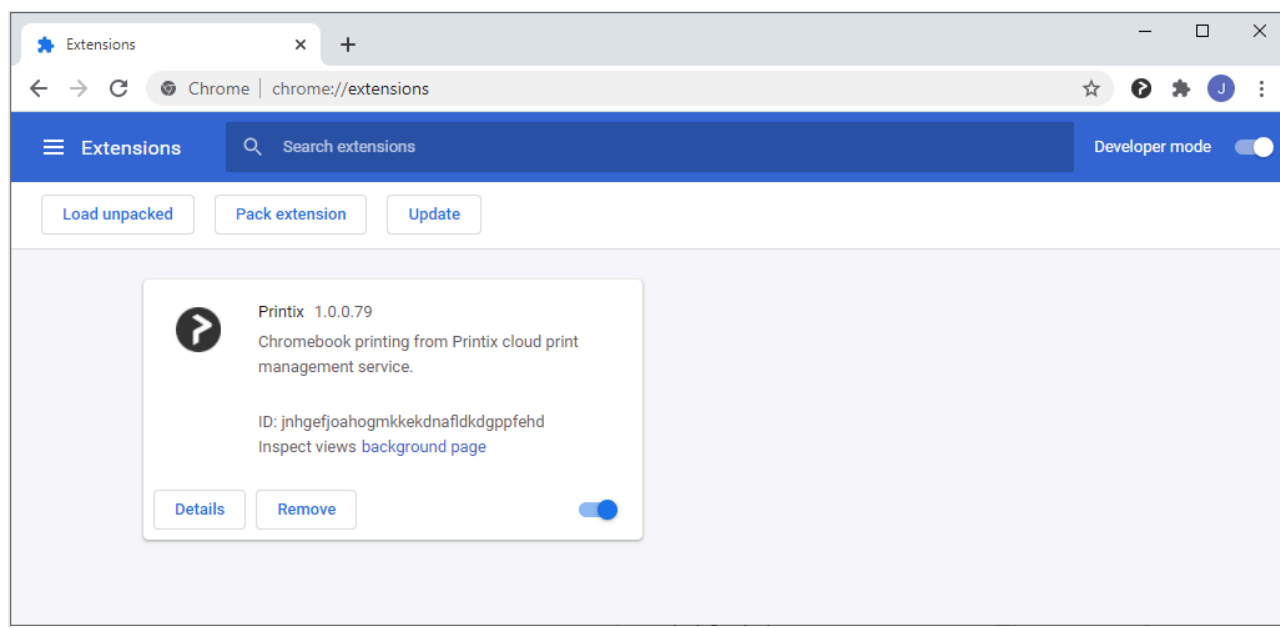
2. New tab opens named **Printix – options**.



3. Select **Download**.

4. Attach the *Printix.log* file to your [support request](#).

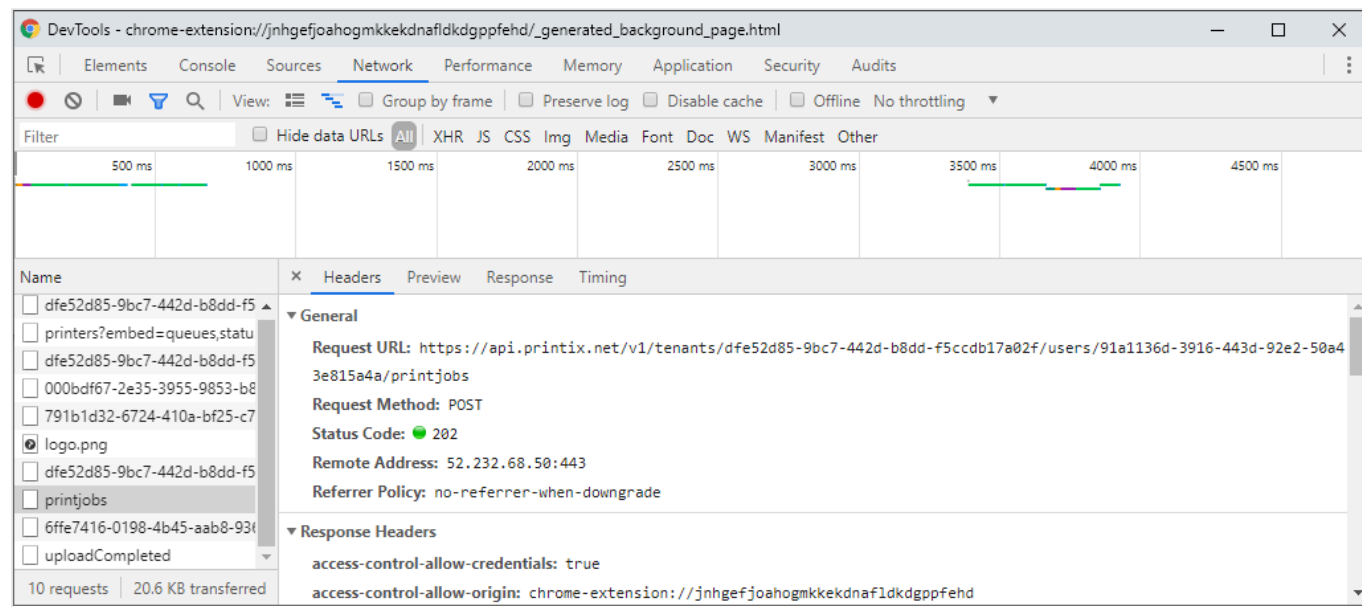
Get the DevTools information



1. Open **Chrome** and enter *chrome://extensions* and press **Enter**.

2. Enable **Developer mode** in the top right corner.

3. In the Printix extension select **background page**.



4. In the new **DevTools** window select the **Network** tab.
5. Print a document, if this was issue. The communication can now been seen in the **DevTools** window.
6. Select the **printjobs** item and make a readable screenshot of the content of the **Headers** and **Response** tabs.

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 native app:

- **Printix App for Android** 



- **Printix App for iOS/iPadOS** 



Compared to the web app, the native app offers these advantages:

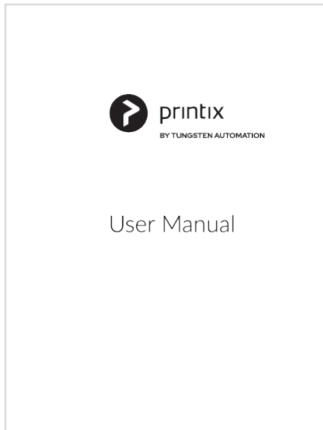
- Only sign in once.
- Integrated QR code scanning.
- Integrated NFC tag scanning.
- Print to Printix managed printers enabled for [mobile print](#).
- Can be deployed with Microsoft Endpoint Manager.
 - [How to deploy Printix App for Android with Microsoft Endpoint Manager](#).
 - [How to deploy Printix App for iOS/iPadOS with Microsoft Endpoint Manager](#).

✿ For best user experience we recommend that you enable your own secure **cloud storage**, so users can release documents even when their computer is offline.

Please refer to the [Printix User Manual](#) to read about:

- [Printing with Printix](#)
- [How to open Printix App](#)
- [How to release documents](#)
- [How to reprint documents](#)

- [How to delete documents](#)



[Select cover to open as PDF](#)

8.1. Microsoft Entra Conditional Access

This is relevant if you want to control how authorized users access your cloud apps, including Printix.

✿ Please follow the steps below if users get the message *“Your sign-in was successful but does not meet the criteria to access this resource.”*

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](#).

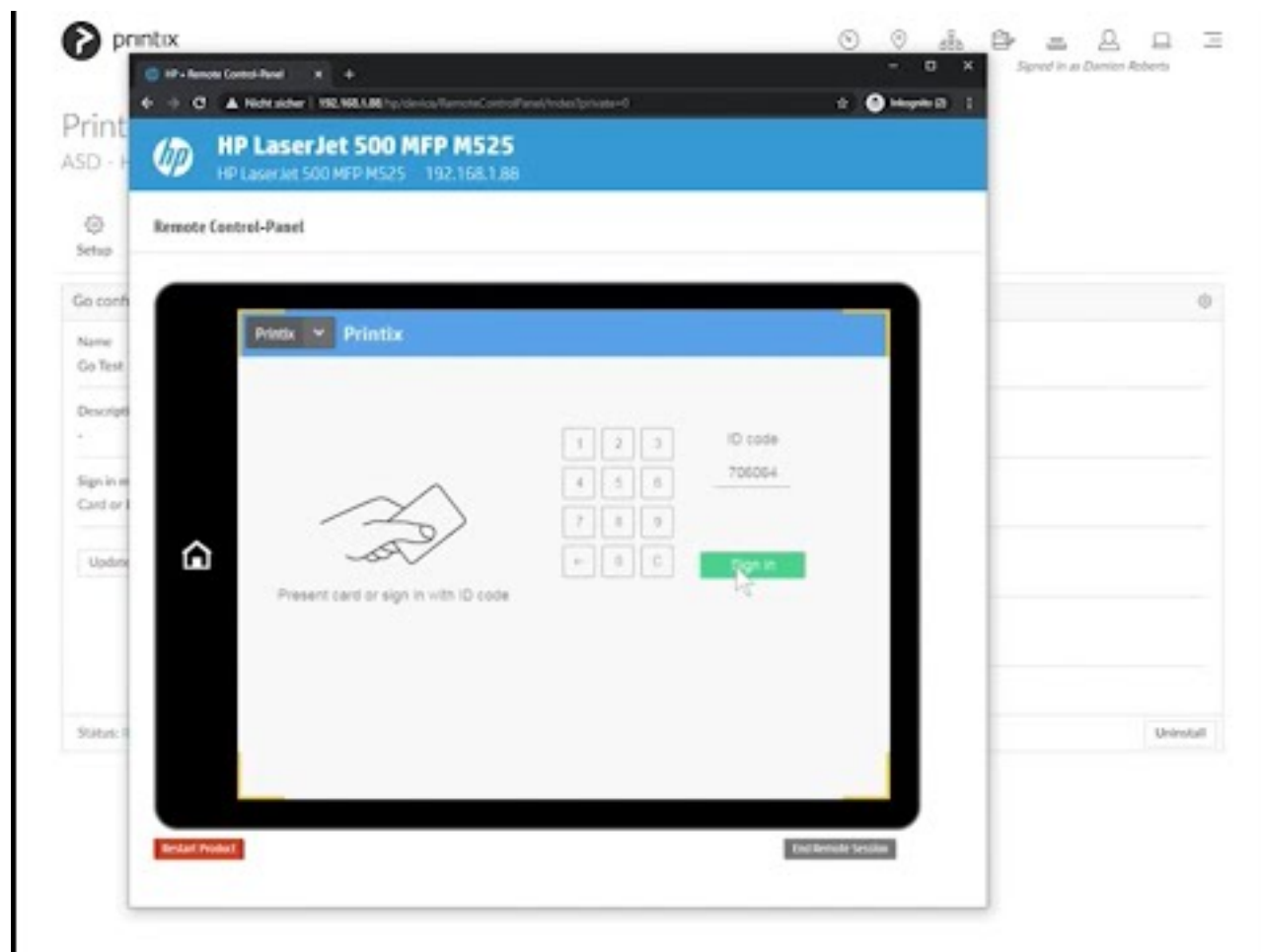
See also:

- [What is conditional access in Microsoft Entra ID?](#)
- [Best practices for conditional access in Microsoft Entra ID](#)

9. Printix Go

Printix Go 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](#)
 - [Epson](#)
 - [HP](#)
 - [HP Workpath](#)
 - [Konica Minolta](#)
 - [Kyocera](#)
 - [Lexmark](#)
 - [Ricoh](#)
 - [Xerox](#)
 - [Card readers and cards](#)
- [Install Printix Go](#)
 - [Install Printix Capture](#)



<https://www.youtube.com/embed/Apnwb91tohI?rel=0>

✿ If you wish to use [Printix Go](#) then please **[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

- Present 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:
 - [Epson](#)
 - [HP](#)
 - [HP Workpath](#)
 - [Konica Minolta](#)
 - [Kyocera](#)
 - [Lexmark](#)

- [Ricoh](#)
- [Xerox](#)

✱ Support for printer vendors is subject to demand. Please [contact us](#) 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](#).

9.1. Printix Go supported printers and MFPs

Printix Go is available for these vendors:

- [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**, ...
- 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	Access control	Opening screen	Printer's scan to email function	Remote control panel
Epson	Yes	Code and QR code	Yes	–	Per function	Not configurable	From is prefilled	No
Fujifilm	Yes	Code	Yes	–	All	Not	From is prefilled	No

		and QR code			functions	configurable		
HP	Yes [1]	Code and QR code	Yes	Yes	Per function	Not configurable	To and From is prefilled	Yes
HP Workpath	Yes [1]	Code and QR code	Yes	–	Per function	Not configurable	To and From is prefilled	Yes
Konica Minolta	Yes [2]	Code and QR code	Yes	Yes	All functions [3]	Not configurable	To and From is prefilled	Yes
Kyocera	Yes	Code and QR code	Yes	–	All functions [4]	Not configurable	From is prefilled	Yes
Lexmark	Yes [5]	Code and QR code	Yes	–	Per function	Not configurable	To and From is prefilled	Yes
Ricoh	Yes	Code and QR code	Yes	Yes	All functions [6]	Not configurable	To and From is prefilled	Yes
Xerox	Yes [7]	Code	Yes	–	Per function	Not configurable	No prefill	Yes

[1] [HP](#) and [HP Workpath](#): Users cannot sign in with card while a native printer function, like Copy, is in use.

[2] [Konica Minolta](#): Printers may require [installation of card reader driver](#).

[3] [Konica Minolta](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[4] [Kyocera](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[5] [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).

[6] [Ricoh](#): Users can [sign in as guest](#) to use functions not locked by **Access control**.

[7] [Xerox](#): Xerox VersaLink requires [installation of the Xerox USB Card Reader](#).

Requirements

- Printer administrator password must be set and can not 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 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>

Vendor	Notes	Platform	Additional network ports	Printix Client presence
Epson	–	EOP version 1.1	–	Install, Update, Uninstall, Sign in [1], 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 (w/Capture) to Printix Client	Install, Update, Uninstall, Sign in [2], Printing, Capture
HP Workpath	–	Workpath, FutureSmart 5.4 firmware	–	Install [3], Update, Uninstall, Sign in, Printing
Konica Minolta	[4]	OpenAPI 5.1 or later	SSL on TCP port 50003 – Printix Client to printer. HTTPS on TCP port 21343 – Printer (w/Capture) to Printix Client	Install, Update, Uninstall, Sign in [5], Printing, Capture
Kyocera	–	HyPAS Generation 2 or later, Java VM 1.8 or later and OSGi Release 4 or later	–	Install [6], Update, Uninstall, Sign in, Printing
Lexmark	–	eSF version 6.x	–	Install, Update, Uninstall, Sign in [7], Printing
Ricoh	[8]	SOP Generation 2 or later	HTTPS on TCP port 51443 – Printix Client to printer	Install [9a], Update, Uninstall, Sign in [9b], Printing, Capture
Xerox	[10]	EIP version 3.7 or later	–	Install, Update, Uninstall, Sign in [11], Printing

[1] [Epson](#): Printer will say 'NO ACTIVE WS'. If you sign in anyway, you will get a 401 error. If you present card, nothing happens.

[2] [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.

[3] [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.

[4] [Konica Minolta](#): Can be used in Europe and US only. Please [contact us](#) 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.

[5] [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.

[6] [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.

[7] [Lexmark](#): Printer will say 'NO ACTIVE WS'. If you sign in anyway, you will get a wrong auth context error. If you present card, sign in works, but when you select **Print**, then printer will say 'NO ACTIVE WS'.

[8] [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](#).

[9a] [Ricoh](#): Computer with Printix Client for Windows must be online on the printer's network during install, update and uninstall of Printix Go Ricoh. Printix Client for Mac does not support install, update and uninstall of Printix Go Ricoh.

[9b] [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.

[10] [Xerox](#): The **Sign in profile** must reference a [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**.

[11] [Xerox](#): If you sign in, print will timeout and say 'Could not login'. 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 will be transitioning from using the internet endpoint device-api.printix to on-device-api.printix.net. This transition will happen according to the below:

Vendor	device-api.printix.net	on-device-api.printix.net
Epson	used now	—
HP	used now	required to use capture
HP Workpath	not used	used since 2022-11-01
Konica Minolta	used now	required to use capture
Kyocera	not used	used since 2022-11-01
Lexmark	used now	—
Ricoh	used now	required to use capture

[Xerox](#)

used now

—

9.1.1. Printix Go Epson supported MFPs



Last modified 2023/08/10.

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 via 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 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>



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.](#)



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 interoperation 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 may 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 Enterprise MFPs

- 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 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

9.1.2. Printix Go Fujifilm supported printers

and MFPs



Last modified 2024/04/08.

Requirements

- As a general rule, Printix Go supports Fujifilm [printers](#) and [MFPs](#) that support the AIP 7 framework and embedded web browser 5.
- 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 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.
- 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

- 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, C2360, C2560, C2570
- Fujifilm Apeos C3060, C3070, C3530, C3570
- Fujifilm Apeos C4030, C4570
- Fujifilm Apeos C5240, C5570
- Fujifilm Apeos C6570, C6580
- Fujifilm Apeos C7070, C7580
- Fujifilm Apeos C8180
- Fujifilm ApeosPro C650
- Fujifilm ApeosPro C750
- Fujifilm Revoria Press E1100, E1110, E1125, E1136

9.1.3. Printix Go HP supported printers and MFPs



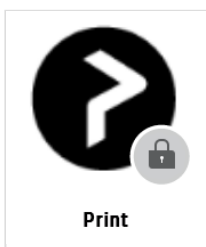
Last modified 2023/10/02.

What is the difference between Printix Go HP Workpath and Printix Go HP?

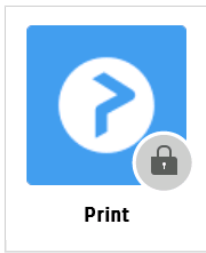
[Printix Go HP Workpath](#) launched in 2022 needs to be installed on the printer from HP Command Center, followed by a subsequent configuration to make it work with your Printix Home. The configuration is done from Printix Administrator by performing an installation of Printix Go. [Printix Go HP](#) launched 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 may want to check list of supported [card readers and cards](#). You can determine which platform is being used by the appearance of the **Print** icon on the printer's touchscreen:

[Printix Go HP Workpath](#) has the **Print** icon in dark grey/white.



[Printix Go HP](#) has the **Print** icon in blue/white.



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).
 - HP documentation on: [HP Enterprise, HP Managed – Update the printer firmware](#).
 - HP documentation on: [HP FutureSmart – Latest Firmware Versions](#).
 - 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, then 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:
 - Computer with Printix Client version 1.3.1253.0 or later for Windows must be online on the printer's network during the use of Printix Capture.
 - Computer must have a fully qualified domain name (FQDN).
If the computer is running on a VM, you may want to refer to 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 [uninstall](#) 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 interoperation 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, 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 on 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](#)

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
- 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

9.1.4. Printix Go HP Workpath supported printers and MFPs



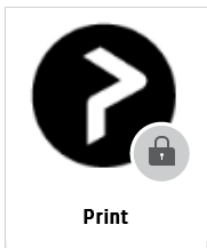
Last modified 2024/01/03.

What is the difference between Printix Go HP Workpath and Printix Go HP?

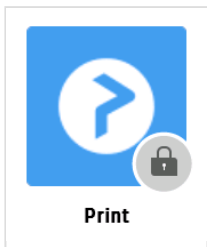
[Printix Go HP Workpath](#) launched in 2022 needs to be installed on the printer from **HP Command Center**, followed by a subsequent configuration to make it work with your Printix Home. The configuration is done from Printix Administrator by performing an installation of Printix Go. [Printix Go HP](#) launched 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 may want to check list of supported [card readers and cards](#). You can determine which platform is being used by the appearance of the **Print** icon on the printer's touchscreen:

[Printix Go HP Workpath](#) has the **Print** icon in dark grey/white.



[Printix Go HP](#) has the **Print** icon in blue/white.



Requirements

- As a general rule, Printix Go supports HP printers and MFPs that run FutureSmart 5.4 firmware or later.
 - HP documentation on: [HP Enterprise. HP Managed – Update the printer firmware](#).
 - HP documentation on: [HP FutureSmart – Latest Firmware Versions](#).
 - To support HP Workpath, some MFPs require installation of **additional 2GB DIMM memory**.

Please refer to 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, then 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 later 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 [uninstall](#) 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.



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 A4 MFPs](#)
- [HP PageWide A4 MFPs](#)
- [HP LaserJet A3 MFPs](#)
- [HP PageWide A3 MFPs](#)

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

9.1.5. Printix Go Konica Minolta supported printers and MFPs



Last modified 2023/05/03.

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**. Please [contact us](#) 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 like 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:
 - Computer with Printix Client version 1.3.1253.0 or later for Windows must be online on the printer's network during the use of Printix Capture.
 - Computer must have a fully qualified domain name (FQDN).
If the computer is running on a VM, you may want to refer to 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>



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

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, does not contain the terms **bizhub**. Example: *KONICA MINOLTA C368Series* 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](#)

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

Monochrome MFPs

Monochrome MFPs	ROM version	Function version
bizhub 367 / 287 / 227	GCC-Y0	4.2
bizhub 308 / 368	GCC-X4	4.2
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

Color printers

Color printers	ROM version	Function version
bizhub C3300i	G00-M2	2.2
bizhub C4000i	G00-M2	2.2

9.1.6. Printix Go Kyocera supported MFPs



Last modified 2024/03/28.

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 later and the WebKit browser.
- KYOCERA Net Viewer version 6.3 or later 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 later 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

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 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 interoperation with Printix Go.

- ECOSYS MA3500cifx, MA3500cix
- ECOSYS MA4000cifx, MA4000cix
- ECOSYS MA4500ix, MA4500ifx
- ECOSYS MA5500ifx
- ECOSYS MA6000ifx

- TASKalfa 2553ci, 2554ci
- TASKalfa 308ci
- TASKalfa 3253ci
- TASKalfa 351ci, 352ci
- TASKalfa 3553ci, 3554ci
- TASKalfa 358ci
- TASKalfa 4003i, 4004i
- TASKalfa 4054ci
- TASKalfa 5003i, 5004i
- TASKalfa 5054ci
- TASKalfa 508ci
- TASKalfa 6003i, 6004i
- TASKalfa 6054ci
- TASKalfa 7003i, 7004i
- TASKalfa 7054ci
- TASKalfa 7353ci*
- TASKalfa 8003i
- TASKalfa 8353ci*
- TASKalfa 9003i
- TASKalfa MA3500ci
- TASKalfa MA4500ci
- TASKalfa MZ3200i
- TASKalfa MZ4000i
- TASKalfa PA4500ci



For the Kyocera models marked with a star (*), the required firmware version is 2.3.0080 or higher.

9.1.7. Printix Go Lexmark supported printers and MFPs



Last modified 2024/01/19.

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 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>



If you are using **Printix Go Lexmark** you must update to version 2.1.2.3 or later before March 1, 2024. **See also:** [FAQ](#).

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 interoperation 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 may 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 on the number in the name (Example: *CX622*).

- [MFPs](#)
- [Printers](#)

MFPs

- CX522
- CX532
- CX622, CX625
- CX635
- CX725
- CX730, CX735
- CX820, CX825
- CX860
- CX920, CX921, CX922, CX923, CX924, CX927
- CX930, CX931, CX942, CX943, CX944

- MX432
- MX522
- MX532
- MX622
- MX632
- MX721, MX722
- MX822, MX826
- MX931

- XC2235
- XC4140, XC4143
- XC4150, XC4153
- XC4240
- XC4342, XC4352
- XC6152
- XC8155
- XC8160
- XC9225, XC9235, XC9245, XC9255, XC9265
- XC9325, XC9335, XC9445, XC9455, XC9465

- XM1246
- XM3142
- XM3250
- XM5365, XM5370
- XM7355, XM7370

Printers

- C2240
- C4150
- C4342, C4352
- C6160

- CS622
- CS632
- CS720, CS725, CS727, CS728
- CS730, CS735, CS737
- CS820, CS827
- CS921, CS923, CS927
- CS943

- M3250
- M5255, M5270

- MS622
- MS632
- MS822, MS826

How to identify the eSF version

If the eSF version is 6 or later:

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**.

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.

9.1.8. Printix Go Ricoh supported printers and MFPs

RICOH

Last modified 2024/04/08.

- 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.

Requirements

- As a general rule, Printix Go supports Ricoh printers and MFPs that support Ricoh SOP (Smart Operating Platform) Generation 2 or later. Ricoh printers and MFPs are also supported when sold under the Gestetner, Infotec, Lanier, NRG, and Savin brands.
 - **It is highly recommended to use the latest firmware version.**
 - On newer models, we recommend you enable [Ricoh 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:
 - Computer with Printix Client version 1.3.1253.0 or later for Windows 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 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>

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](#).
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](#).



Any optional SSD must be installed on Ricoh IM 370, 370F, and 460F MFPs to use Printix Go on them.

- [MFPs](#)
- [Printers](#)

MFPs

- Ricoh IM 2500
- Ricoh IM 3000
- Ricoh IM 350 *
- Ricoh IM 370
- Ricoh IM 370F
- Ricoh IM 3500
- 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 C3500
- Ricoh IM C3510
- Ricoh IM C400
- Ricoh IM C4500
- Ricoh IM C4510
- Ricoh IM C530F *
- Ricoh IM C530FB *
- Ricoh IM C5500
- Ricoh IM C5510
- Ricoh IM C6000
- Ricoh IM C6010
- Ricoh IM C6500
- 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 C5300S *

- Ricoh Pro C5310S *

Printers

- Ricoh SP 8400DN *
- Ricoh SP C840DN *
- Ricoh SP C842DN *

9.1.9. Printix Go Xerox supported printers and MFPs



Last modified 2024/03/27.

Requirements

- As a general rule, Printix Go supports Xerox printers and MFPs that support Xerox EIP (Extensible Interface Platform) version 3.7 or later.
 - It is highly recommended 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 a 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 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

- Xerox AltaLink B8045 / B8055 / B8065 / B8075 / B8090
- Xerox AltaLink B8145 / B8155 / B8170
- Xerox AltaLink C8030 / C8035 / C8045 / C8055 / C8070
- Xerox AltaLink C8130 / C8135 / C8145 / C8155 / C8170
- 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

 The Xerox B410 and C410 models use Printix Go Lexmark. To configure these printers, refer to online documentation about Lexmark Go.

9.2. Card readers and cards

Card readers are typically connected to the printer via USB. Selected printers (HP) may have a hardware integration pocket that allows a card reader to be mounted inside the printer and be connected typically via a USB mini connector. Readers can be keyboard (KBD) emulating and non-keyboard emulating.

Card reader vendor IDs and product IDs

Card readers with the below vendor ID (VID) and product ID (PID) are supported.

Last modified 2024/03/12.

Vendor	VID	PID	Protocol	Comment	Epson	HP	HP Workpath	Konica Minolta [1]	Kyocer
--------	-----	-----	----------	---------	-------	----	-------------	--------------------	--------

Baltech	0×13AD	0×9CAA	KBD	• Kofax Equitrac (see part numbers)	Yes	No	No	Yes	No
Baltech	0×13AD	0×9CA5	Binary	• Kofax Equitrac (see part numbers)	Yes	Yes [4]	Yes	No	No
Elatec	0×09D8	0×0206	Binary	• TWN3 Mifare USB (Kofax SafeCom)	Yes	Yes	Yes	No	No
Elatec	0×09D8	0×0310	KBD	• TWN3 Mifare USB Keyboard emulating	Yes	Yes	Yes	No	Yes
Elatec	0×09D8	0×0406	Binary	• TWN4 Mifare USB (Kofax SafeCom)	Yes	Yes	Yes	No	No
Elatec	0×09D8	0×0410	KBD	• TWN4 Mifare USB	Yes	Yes	Yes	No	Yes
HID	0×076B	0×5427	Custom report	• HID OMNIKEY 5427G2	No	No	No	Yes	No
HID	0×076B	0×5428	KBD	• HID OMNIKEY 5427G2 (keyboard)	No	No	No	Yes	No
HP	0×03F0	0×0045	MFP24	• X3D03A HP USB Universal Card Reader	No	Yes	Yes	No	No
HP	0×0C27	0×3BFA	KBD	• Y7C05A HIP2 Keystroke Reader	Yes	Yes	Yes	No	Yes
Inepro	0×1DA6	0×0110	KBD	• Inepro SCR708.I RFID Reader • Inepro SPIDER RFID Reader	Yes	Yes	No	No	No
rf IDEAS	0×0C27	0×0104	Binary	• pcProx Card Reader (Kofax SafeCom)	No	Yes	No	No	No
rf IDEAS	0×0C27	0×3BFA	KBD	• pcProx Card Reader	Yes	Yes	Yes	No	Yes
rf IDEAS	0×0C27	0×3BFA	KBD	• RDR-30MR1CKU-MXS • RDR-800R1AKU • RDR-80541AKU-RSOP • RDR-805R1AKU • RDR-805R1AKU-G3	No	No	No	No	No

[1] [Konica Minolta](#): Printers may require [installation of card reader driver](#).

[2] [Lexmark](#): Printix may have issues registering card readers if **Keyboard Emulation Reader Driver** is installed on the printer. Seen with Elatec (VID 0×09D8, PID 0×0410).

[3] [Xerox](#): Xerox VersaLink requires [installation of the Xerox USB Card Reader](#).

[4] Requires a Printix Go HP version 1.1.0.0 or later.

[5] Requires a Printix Go Ricoh version 2.0.0.27 or later.

[6] Requires a Printix Go Xerox future version where development task (TFS 142150/PP-7537) is resolved. Please speak to your sales representative.

[7] 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*).

[8] Not all Lexmark printers support this card reader.

Baltech card reader part numbers



The part number is shown on the card reader label (see examples).

Part number	Kofax 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
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)

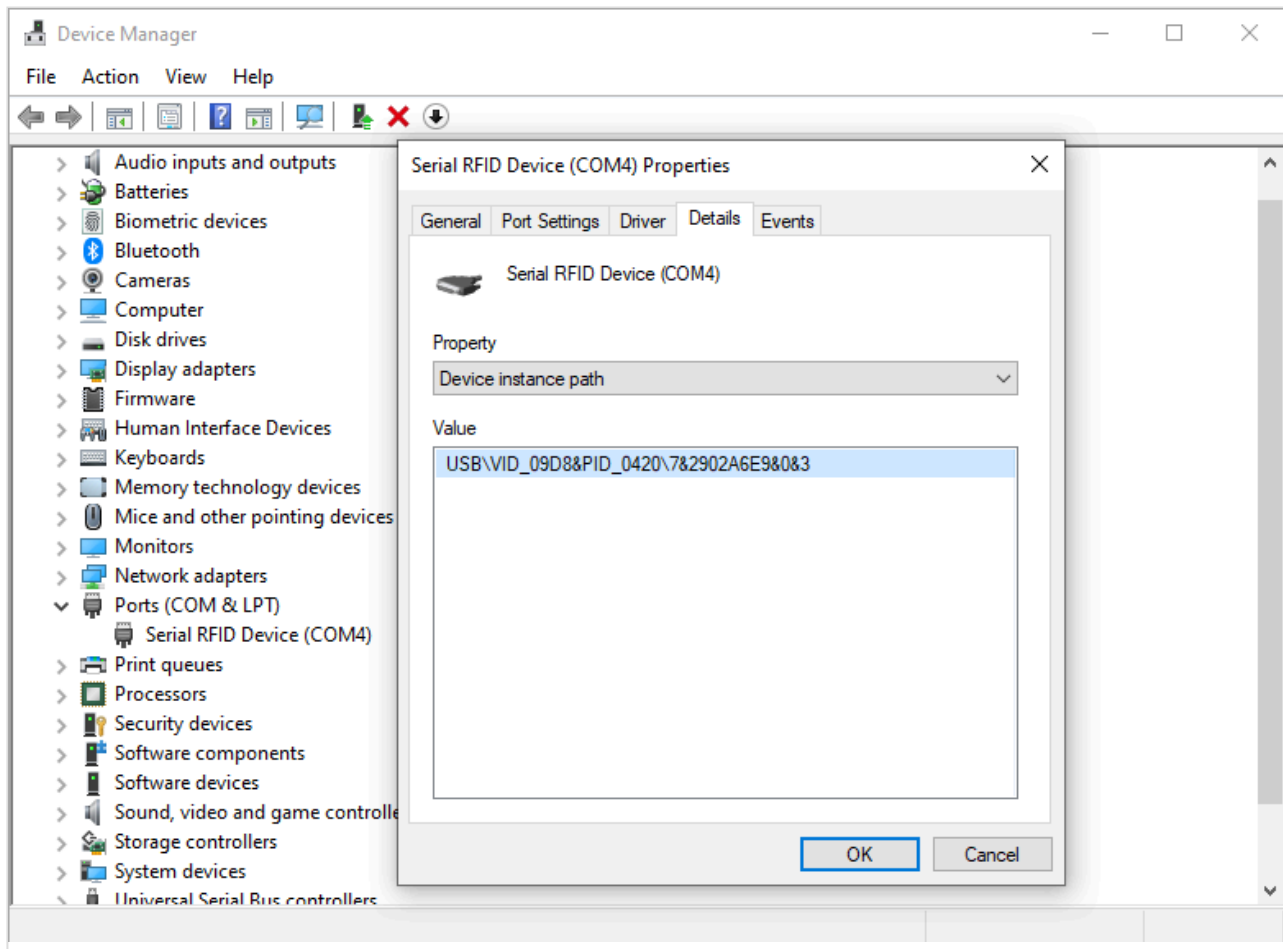
How to find the card reader's vendor ID and product ID

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, it may appear under **Ports (COM & LPT)** instead.
4. Double-click the device of interest to open **Properties**.



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. Or, just check them all.

5. Select the **Details** tab.
6. In the **Property** drop-down menu, 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 uses 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 like: 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.

✿ Printix does NOT sell card readers and cards. Please refer to 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](#)
- [Multiprotocol cards](#)
- [Present one card at a time](#)
- [Card needs to be registered again and again](#)
- [HP printer says: 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 there is no entry, then 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 support 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 bend, 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.

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 asked 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)

IS014443A

- 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

IS014443B

- Calypso
- CEPAS
- Moneo
- Pico Pass
- SRI512, SRT512
- SRI4K, SRIX4K

IS018092/ECMA-340

- Sony Felica
- NFC Forum Tag 2-4

IS015693

- 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
- ZOODIAC

9.2.1. 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 as some sort of card number conversion algorithm would also be required. If there are different card readers returning 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, etc.

With self-service users can do [card registration](#) and management of multiple cards.

* For reasons of security 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 via 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.

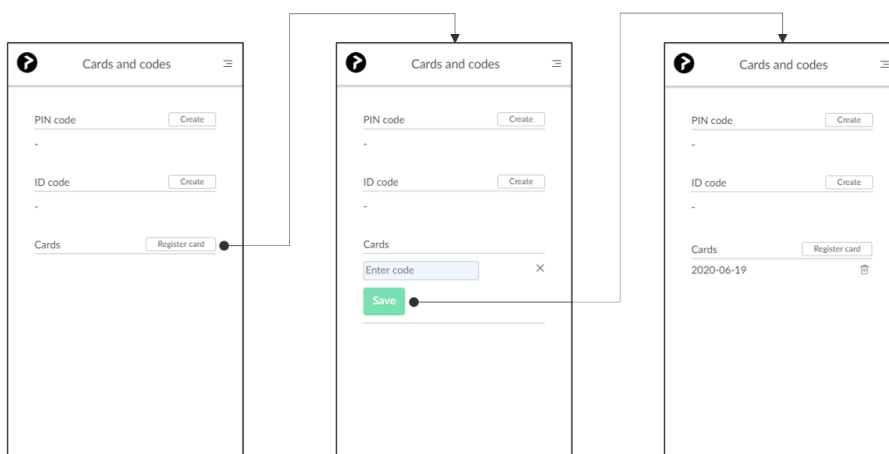
Make a link on your Intranet

If your Intranet already features one or more pages with instructions on printing in your company, you may want 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 code [Card registration code](#) they wrote down when they presented their card at the printer.



* The **card registration code** (Example 348364) is valid for 1 hour.



Scan QR code or visit
acme.printix.net



348364

Close

9.3. Install Printix Go


The screenshot shows the 'Printer properties' page for 'ASD - Reception'. The 'Printix Go' tab is active. The 'Go configuration' section has a settings gear icon. A blue callout points to this gear with the text 'Select ⚙️ to open Go configuration menu'. The 'Sign in profile' section also has a settings gear icon. A blue callout points to this gear with the text 'Select ⚙️ to open Sign in profile menu'. The 'Go configuration' section includes fields for Name, Description, Sign in method, and Email sender, and a list for Access control. The 'Sign in profile' section includes fields for Name, Username, Description, and Created, and a status message 'Connection has been verified'. An 'Install' button is at the bottom right.

In order 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 **Sign in profile setup**  to open **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 can not be blank.
 - In **Password**, type the password of an administrator account that can access the printer's web pages. The password can not be blank.
 - In **Description**, type an optional description for the sign in profile.
 - In **Add SNMP configuration**, select an SNMPv1 configuration that matches what is configured on the printer.
 - On [Xerox](#), you MUST select an SNMP configuration, AND 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.

- If you do not want to assign the created sign in profile now, then uncheck **Assign to printer**.

4. Select **Save**.
5. Select **Verify sign in profile**. The printer must be online.
6. Select **Go configuration setup**  to open **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, check the printer functions that will require sign in.
 - 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, then uncheck **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 [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 the 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 the 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**, please check if updating to the latest printer firmware version allows installation.

 **Install** only becomes available once the printer has been assigned a **Go configuration** and **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 can not be blank.
- **Password**
The [password](#) of an administrator account that can access the printer's web pages. The password can not be blank.
- **SNMP configuration**
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
Epson	—	—	No default, but a username and password MUST be set.
Fujifilm	11111	x-admin	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			Contact your Konica Minolta technician to get the details (model dependent). A username and password MUST be set.

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			Contact your Xerox technician to get the details. A username and password MUST be set.

Note:

- 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 disconnection. 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**

- **Email**

- **Scan**

- 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/or **Scan to USB Drive** are locked, guests can use the **Email** and **Scan to USB Drive** functions.

- **Fax**

- **Print from USB Drive** allows user to print from a flash memory or mass storage device.

- **Scan to USB Drive** allows user to scan to a flash memory or mass storage device.

- **Everything else**. Check this if you want Printix Go to lock access to other functions (besides the above ones). Checking this will also lock access to third-party applications. Please submit a [support request](#) if there is a particular application you want Printix Go to control access to.

- **Note:** 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
Epson	Sender's Email Address	—
Fujifilm	E-mail Address	—
HP	Default From	—
HP Workpath	Default From	—
Konica Minolta	Device Mail Address	Alternatively, Admin E-mail Address
Kyocera	Sender's Email Address	Alternatively, the address of a user specified on the printer's web page
Lexmark	Reply address	—
Ricoh	Administrator Email Address	—
Xerox	Device Email	—


9.4. 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**.

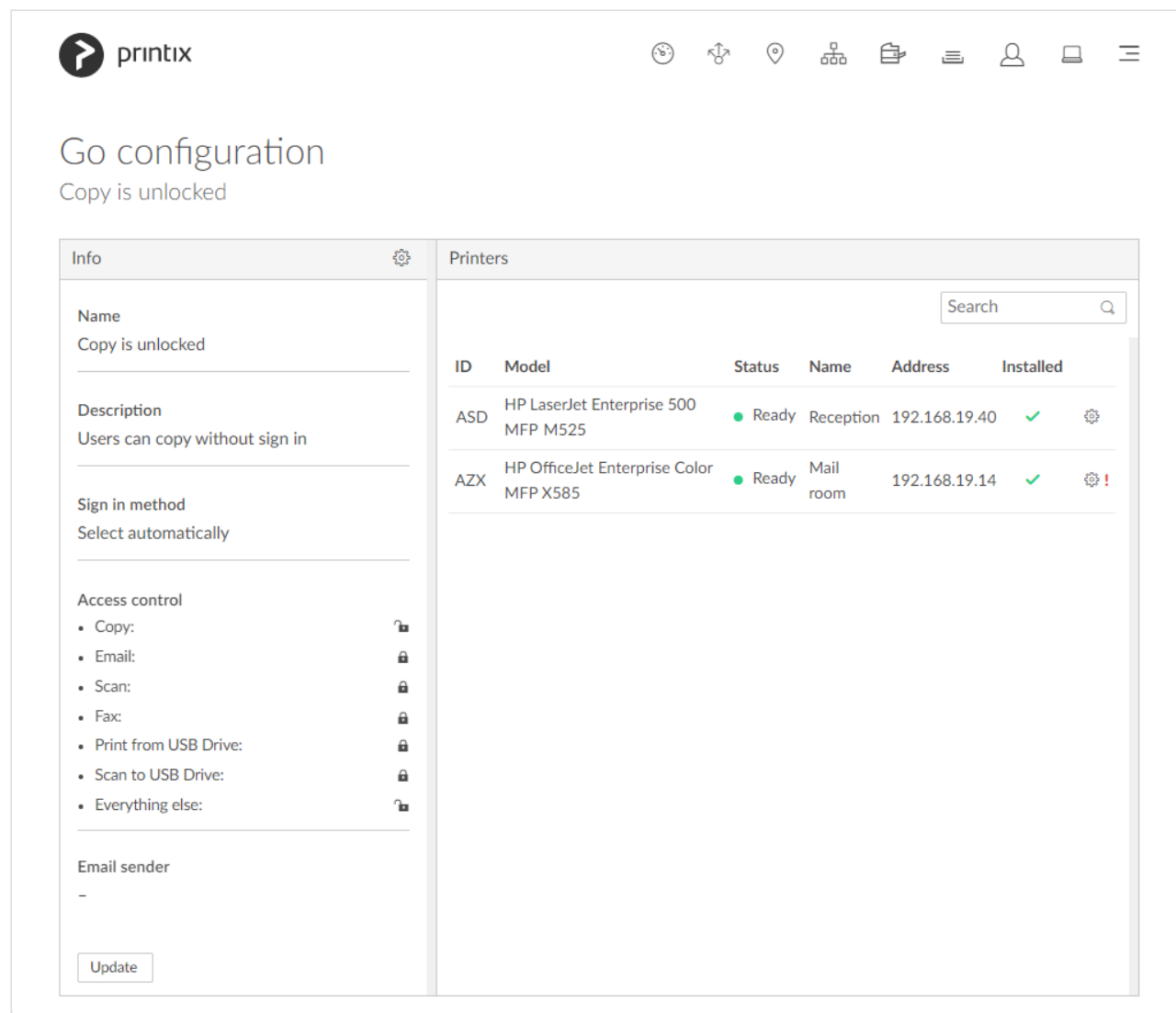
Actions		Filters					
<input type="checkbox"/>	ID ↓	Printer name	Status	Installation	Vendor	Go version	
<input type="checkbox"/>	BNM	HP LaserJet 600 M603 HP LaserJet 600 M603	● Ready	Unknown 2022-05-09	HP	-	⋮
<input type="checkbox"/>	CVB	Lexmark CX725 Lexmark CX725	● Ready	Installed 2022-07-22	Lexmark	1.2.1.2	⋮
<input type="checkbox"/>	DFG	KONICA MINOLTA C368Serie KONICA MINOLTA C368Series	● Ready	Failed 2022-06-28	Konica Minolta	1.3.0.0	⋮

3. Select the check box next to the printers you wish to install.
4. Select **Actions** above the table, then select **Install**.
 - 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.

 If the printer does not behave normally 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 (*Copy is unlocked*) to open the **Go configuration** page.



The screenshot shows the Printix Go configuration interface. At the top, there is a navigation bar with the Printix logo and several icons. Below the navigation bar, the main heading is "Go configuration" with the subtext "Copy is unlocked".

The interface is divided into two main sections: "Info" and "Printers".

Info Section:

- 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 button:** Update

Printers Section:

A search bar is located at the top right of the Printers section. Below it is a table listing the 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	

4. Select the gear icon in the top left cell to open **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** and then select the printer vendor:

- [Epson](#)
- [HP](#)
- [HP Workpath](#)
- [Konica Minolta](#)
- [Kyocera](#)
- [Lexmark](#)
- [Ricoh](#)
- [Xerox](#)

! For Ricoh printers, you may want to consider making separate configuration(s), 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, uncheck **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 check **Install on printers**

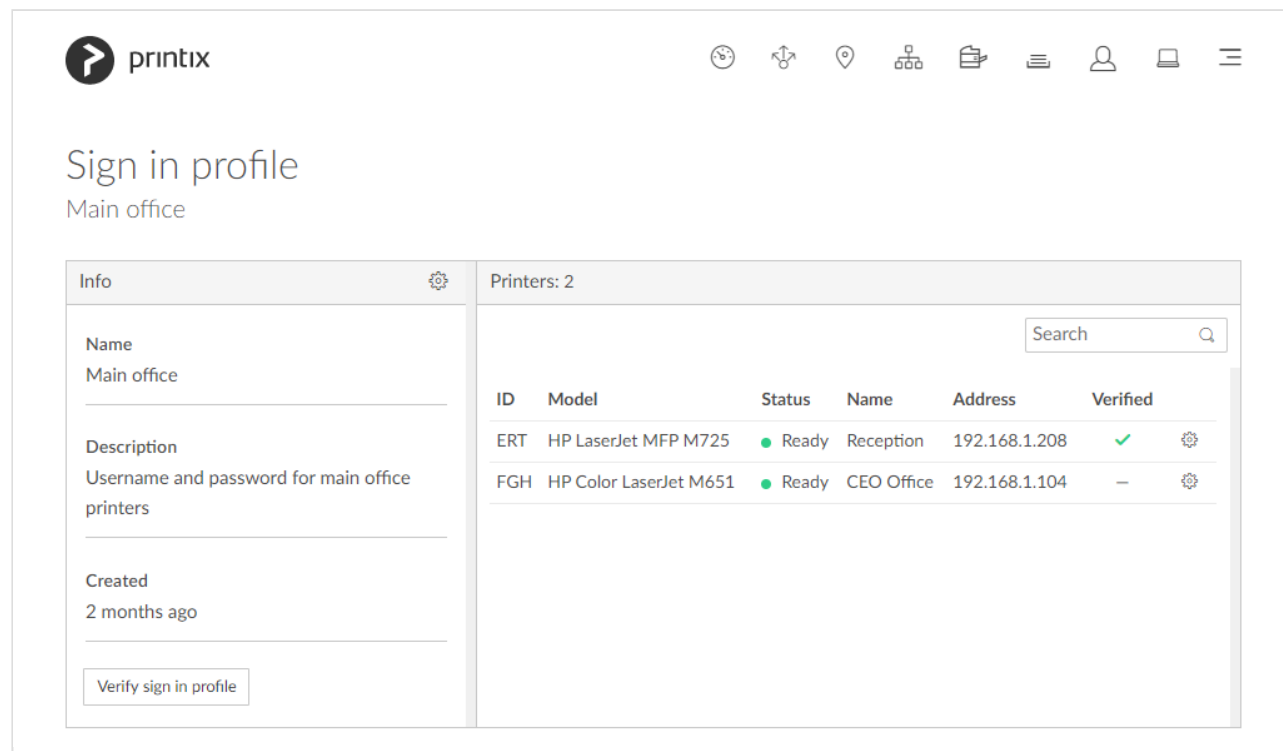
10. Select **Assign**.

- 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 sign in profile name (*Main office*) to open **Sign in profile** page.



The screenshot shows the 'Sign in profile' page for 'Main office'. The page has a top navigation bar with the Printix logo and several icons. The main content area is divided into two sections: 'Info' and 'Printers: 2'.

Info section:

- Name:** Main office
- Description:** Username and password for main office printers
- Created:** 2 months ago
- Buttons:** Verify sign in profile

Printers: 2 section:

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 **Sign in profile**  menu.
5. Select **Assign to printers**.

6. Select **Vendors** and then select the printer vendor:
 - [Epson](#)
 - [HP](#)
 - [HP Workpath](#)
 - [Konica Minolta](#)
 - [Kyocera](#)
 - [Lexmark](#)
 - [Ricoh](#)
 - [Xerox](#)
7. Optionally, select **Networks** and then select the networks that includes the printers you wish to assign the sign in profile to.
8. Optionally, uncheck **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**.
 - 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 can not be blank.
 - The screen will automatically update as verifications are completed.

9.5. 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
Epson	1.1.0.0	–	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
HP	2.1.0.0	2.1.0.0	Updates	n.a.	HP printer's screen is updated within a few seconds
HP Workpath	2.1.0.17	–	Updates	n.a.	HP printer's screen is updated within a few seconds
Konica Minolta	2.1.0.0	2.1.0.0	Updates	n.a.	Konica Minolta printer's screen is updated within a few seconds
Kyocera	1.0.0.164	–	Updates	n.a.	Kyocera printer's screen is updated within a few seconds
Lexmark	2.1.2.3	–	Updates	Updates	Lexmark printer's screen is updated within a few seconds
Ricoh	2.1.3.17	2.1.3.17	Updates	Updates	Ricoh printer restarts twice (can take 10 – 25 minutes)
Xerox	1.1.0.0	–	Updates	n.a.	Xerox printer's screen is updated within a few seconds, but VersaLink printers needs to be manually restarted (can take 2-3 minutes)



If you are using **Printix Go Lexmark** you must update to version 2.1.2.3 or later before March 1, 2024. **See also:** [FAQ](#).

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 [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 [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** and select **Update**.
6. Select **Update**.
 - 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 later you **MUST** do an **Uninstall** and then an **Install**.

Update a single printer




* 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**.

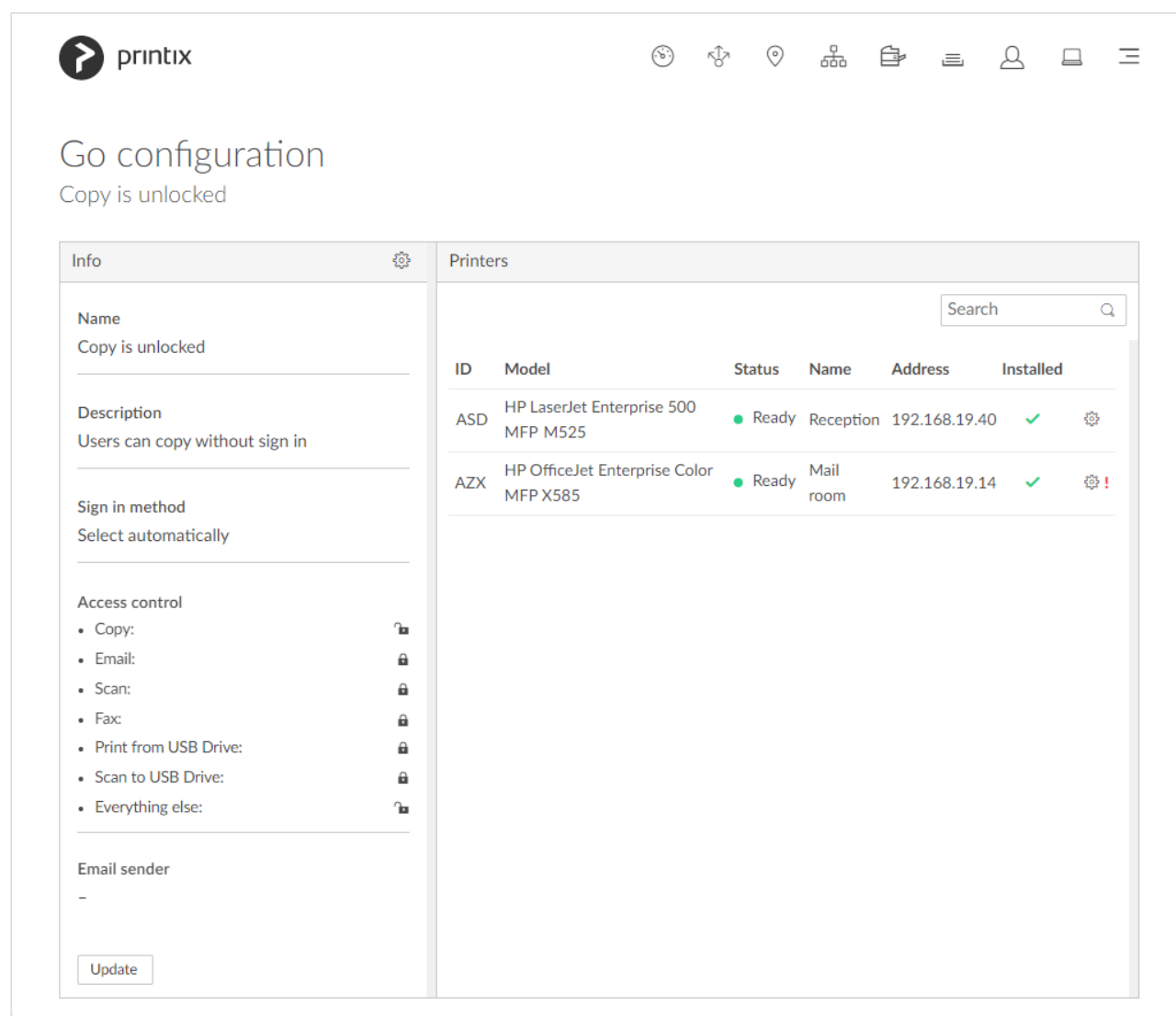
1. Open [Printer properties](#) and select the [Printix Go](#) tab.
2. Select **Update**.
It can take up to a minute for the update to finish, but the update status does not change without refreshing the page.
 - On [Ricoh](#), a computer with Printix Client for Windows must be online on the printer's 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 later you **MUST** do an

Uninstall and then an Install.

Update multiple printers

* 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 (*Copy is unlocked*) to open **Go configuration** page.



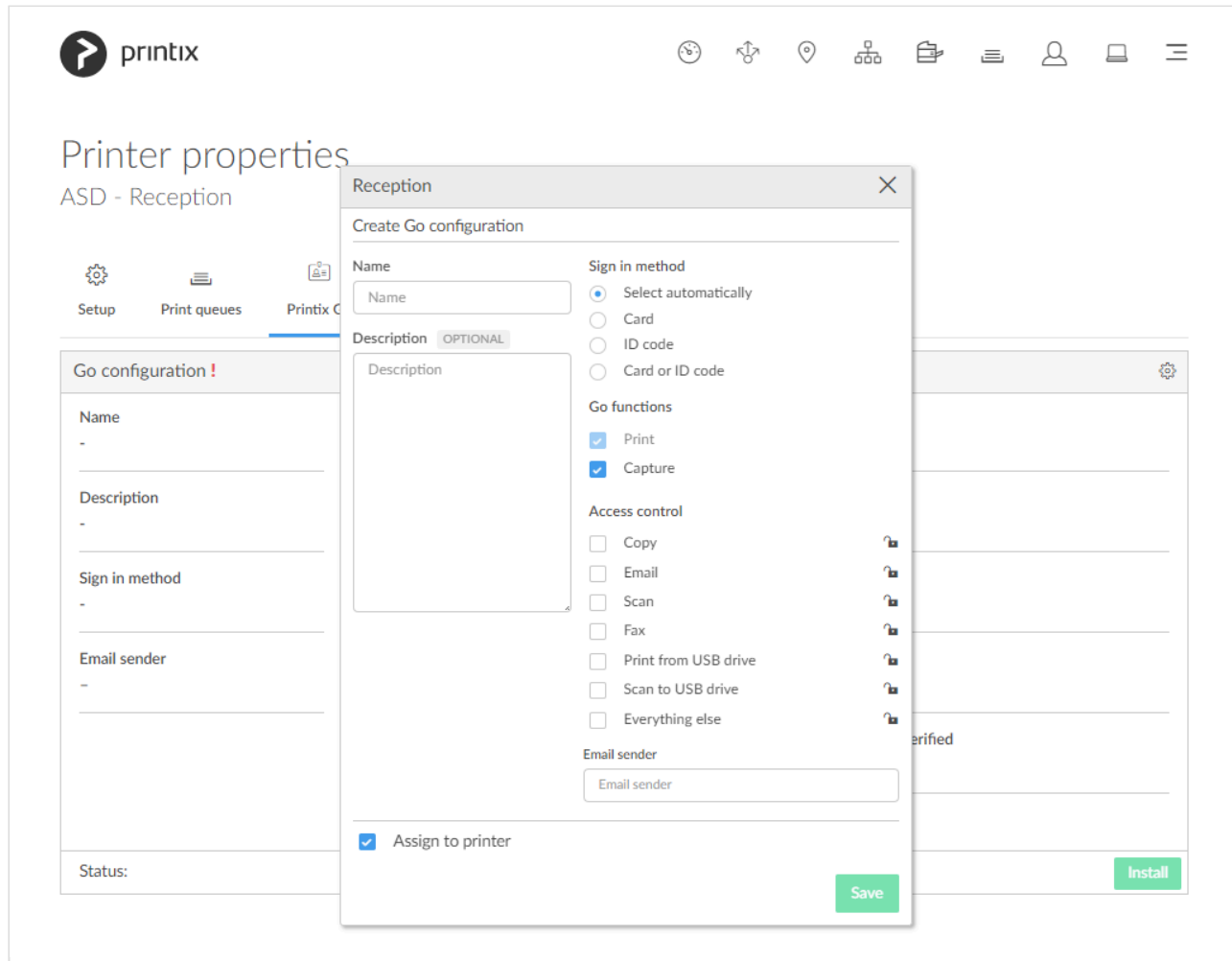
Go configuration
Copy is unlocked

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 [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 later you **MUST** do an **Uninstall and then an Install**.

! For Ricoh printers, you may want to consider making separate configuration(s), 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.

9.6. How to install Printix Capture

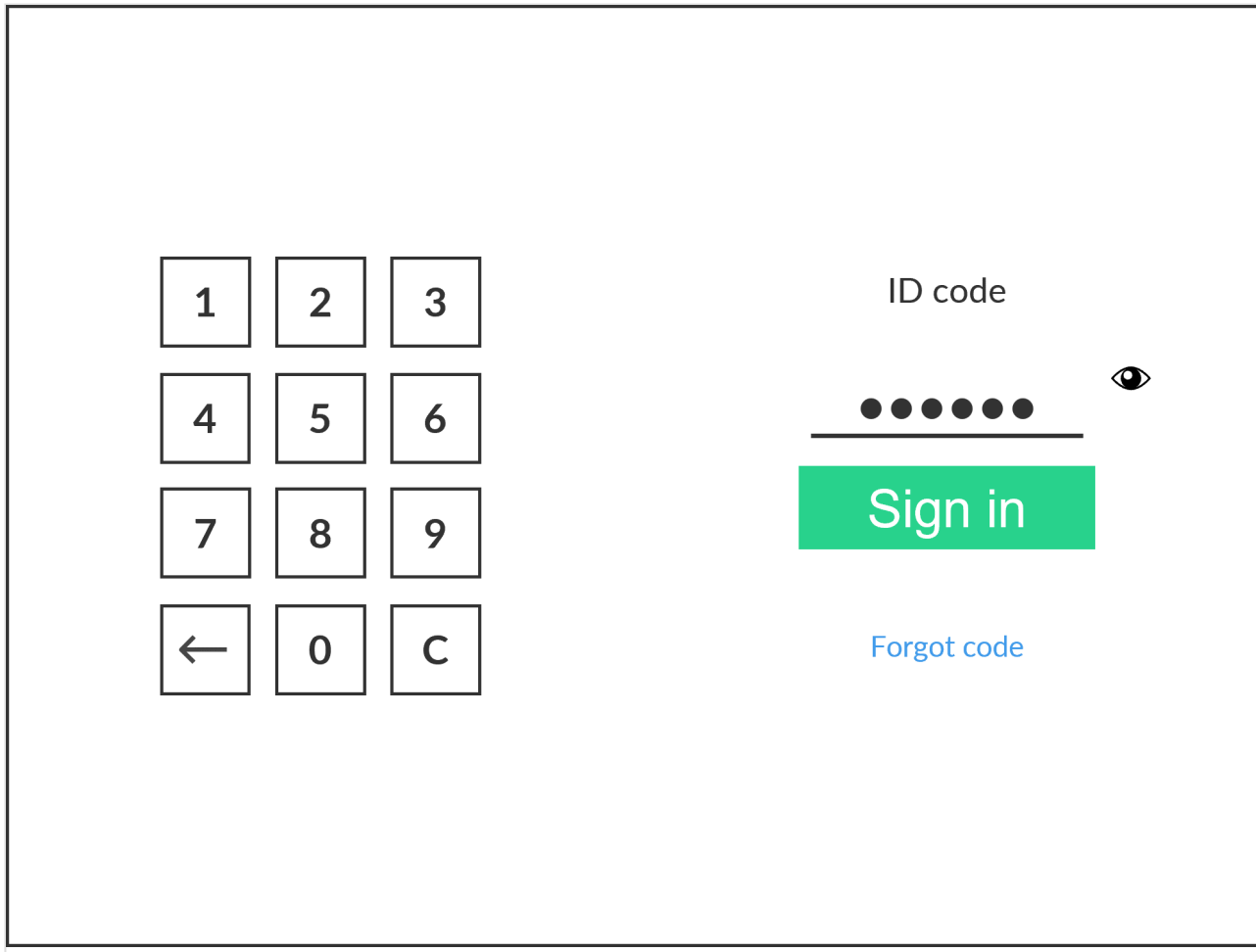


1. Check **Capture** in the **Go functions** settings in the **Go configuration**.
2. Select **Save**.
3. Proceed to [Install Printix Go](#).
 - If Printix Go it is already installed, then do an [Update](#) on the printer as this is required to make Printix Go on the printer reference the [internet endpoint](#) <https://on-device-api.printix.net> instead of the legacy endpoint <https://device-api.printix.net>.
 - On [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 later you **MUST** do an **Uninstall** and then an **Install**.



See also:

- [How to get started with capture and workflow](#)



9.7. How to sign in with ID code at the printer



These are generic instructions. Printer vendor specific instructions: [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), [Xerox](#).

1. Enter **ID code** (6-digit) on the touchscreen.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your ID code.

2. Enter **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.
- Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.

See also:

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)



If users are to only enter ID code to sign in, then your administrator must [contact us](#) so we can uncheck the setting **Require PIN code for sign in with ID code**. This is for security reasons and will apply to all users.


9.8. How to sign in with card at the printer



Present card



These are generic instructions. Printer vendor specific instructions: [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), [Xerox](#).

1. Present card to the printer's card reader.

- 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 presented.

The screenshot displays a login interface. 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 positioned above a four-dot input field. To the right of the dots is an eye icon for toggling visibility. Below the input field is a green 'Sign in' button, and further down is a blue 'Forgot code' link.

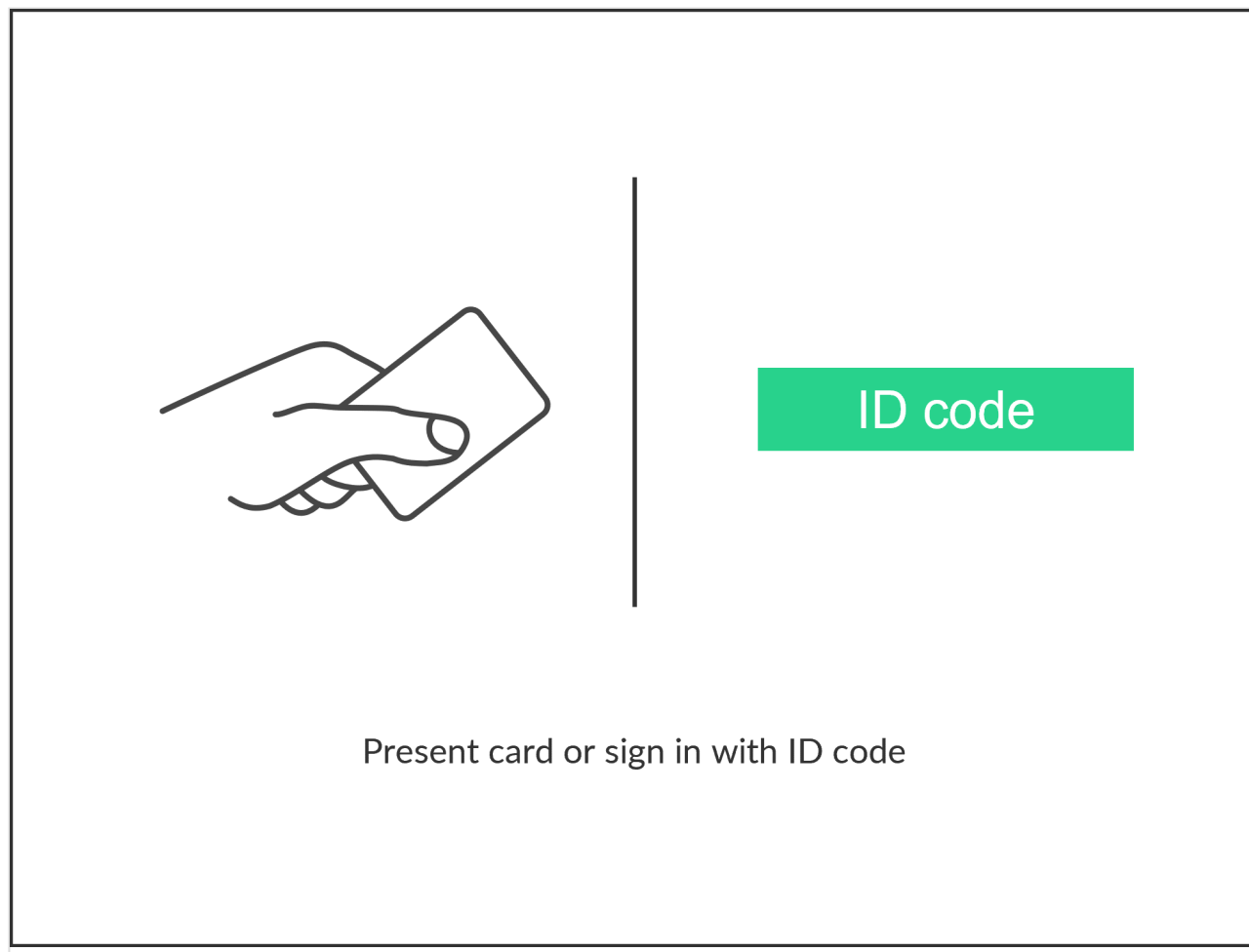
2. If asked, enter **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.
- Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.


See also:

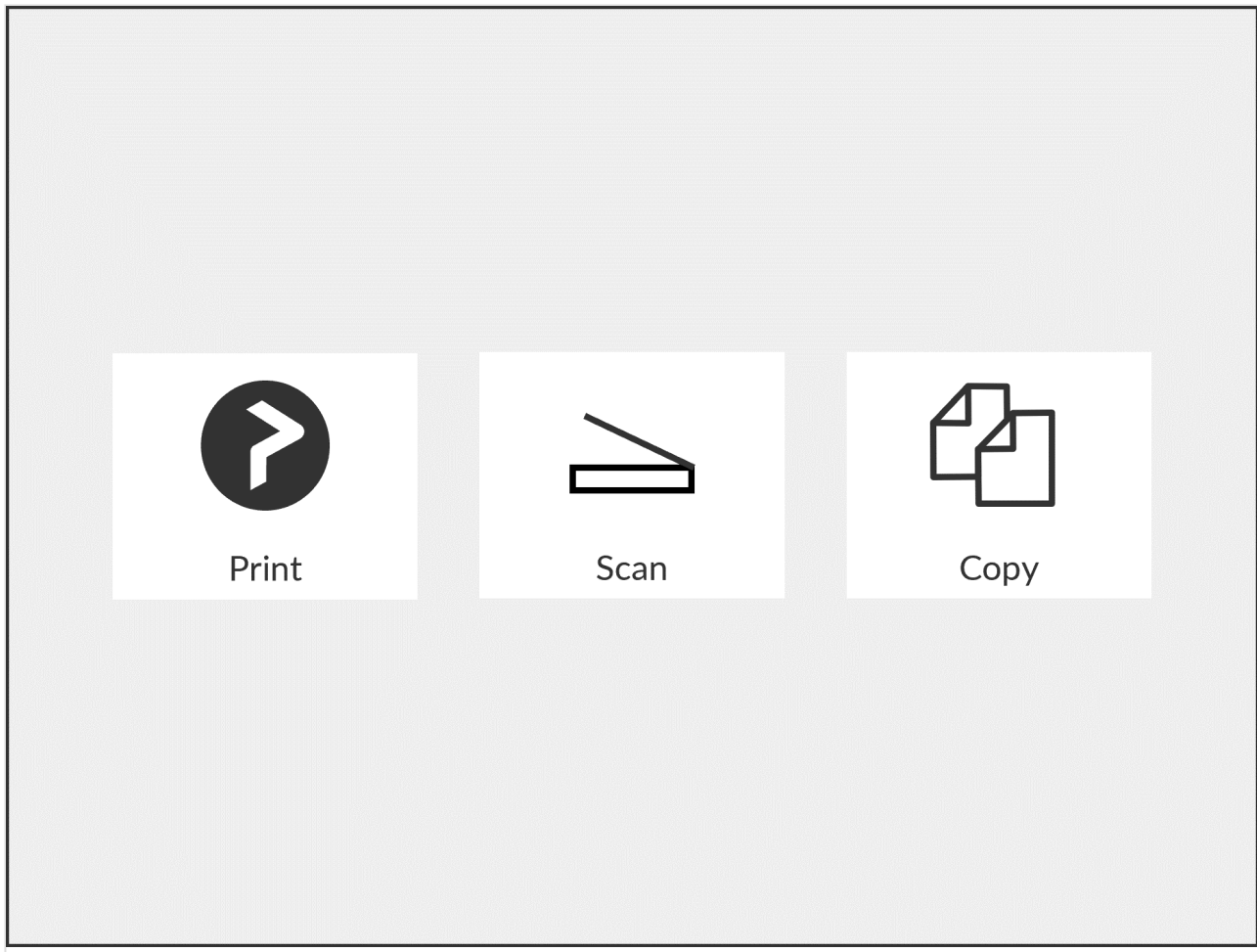
- [How to register card](#)
- [How to create and reset PIN code](#)

9.9. How to release documents at the printer

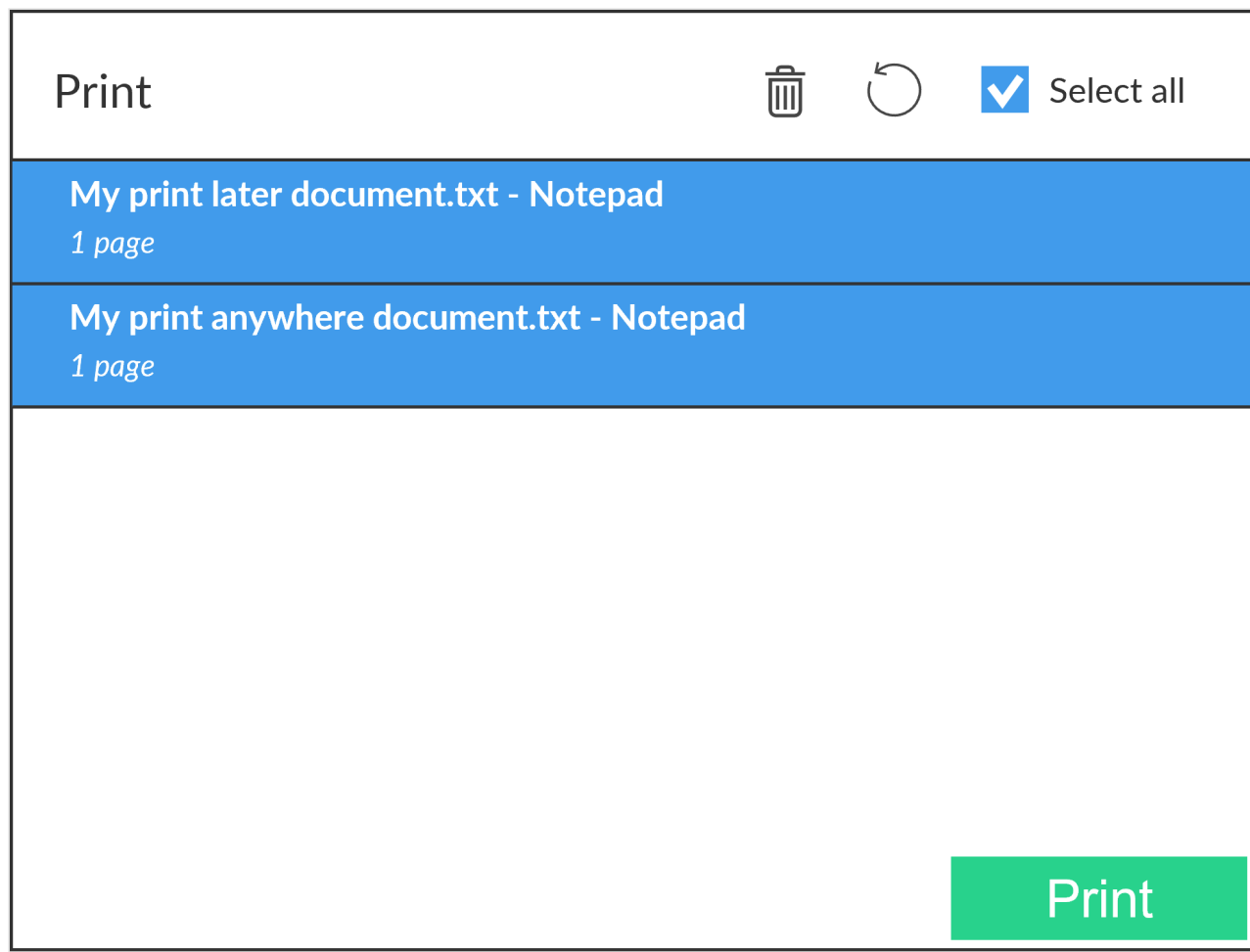


These are generic instructions. Printer vendor specific instructions: [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), [Xerox](#).

1. **Sign in** to the printer.
2. Select the Printix **Print**  icon.




3. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

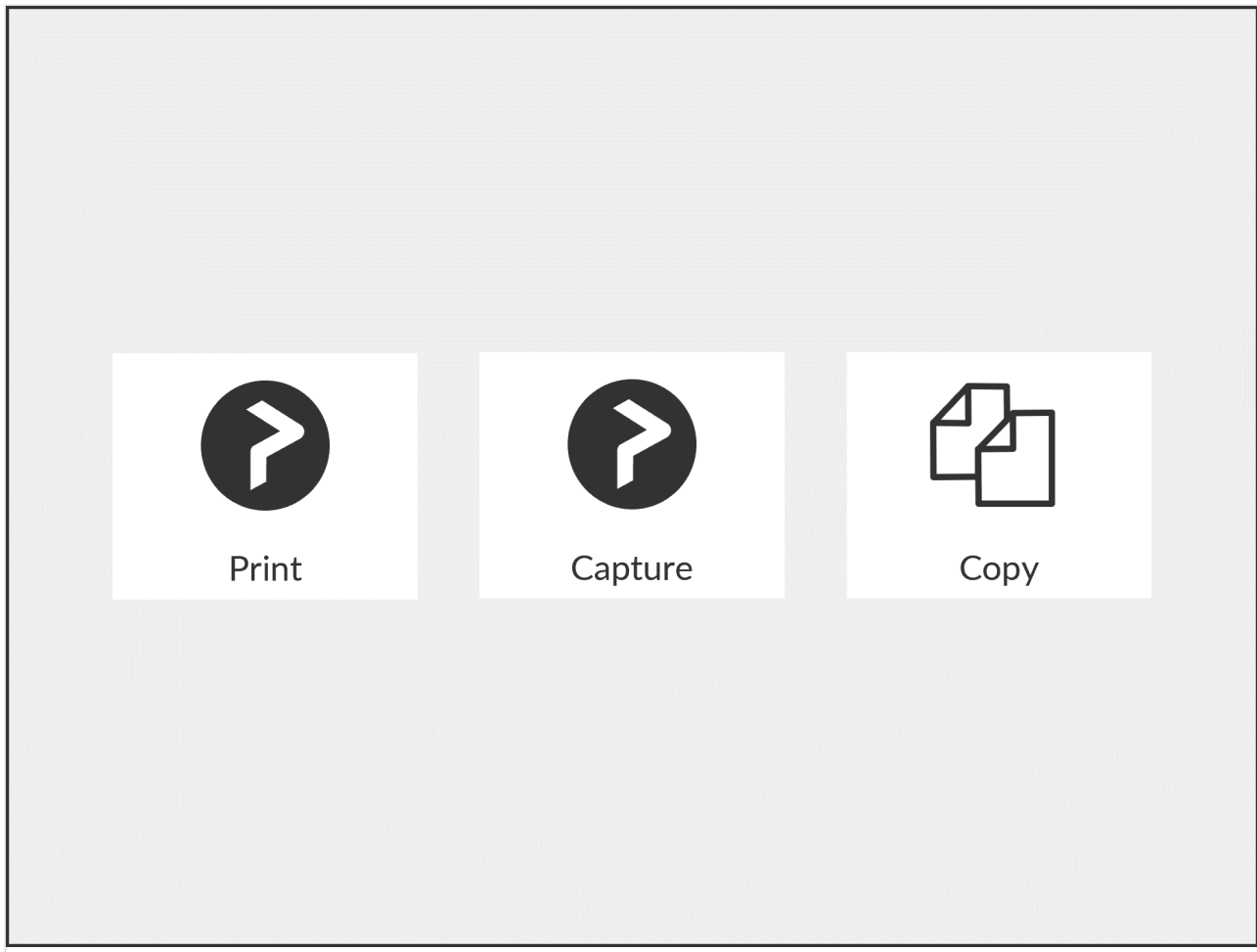
How to delete documents


- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

9.10. How to capture at the printer





These are generic instructions.

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 capture workflow.
 - Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page document in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page document on the printer's flatbed glass.
Scanning of multiple pages from flatbed glass is currently not supported.

Send to SharePoint ✕	
	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; border-radius: 5px;">Start</div>	

5. Select **Start** to start scanning.

- As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- If you do not want to start the scan, then 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.

The capture process consists of three steps:

- **Scan and upload**

As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.

- **Processing**

Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.

- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

9.11. How to sign out

These are generic instructions. Printer vendor specific instructions: [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), [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 will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to swipe the registered card again to sign in.

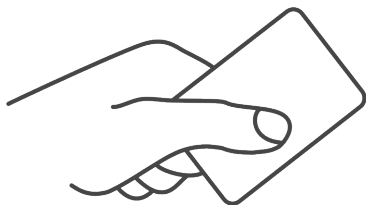
9.12. How to register card

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 may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

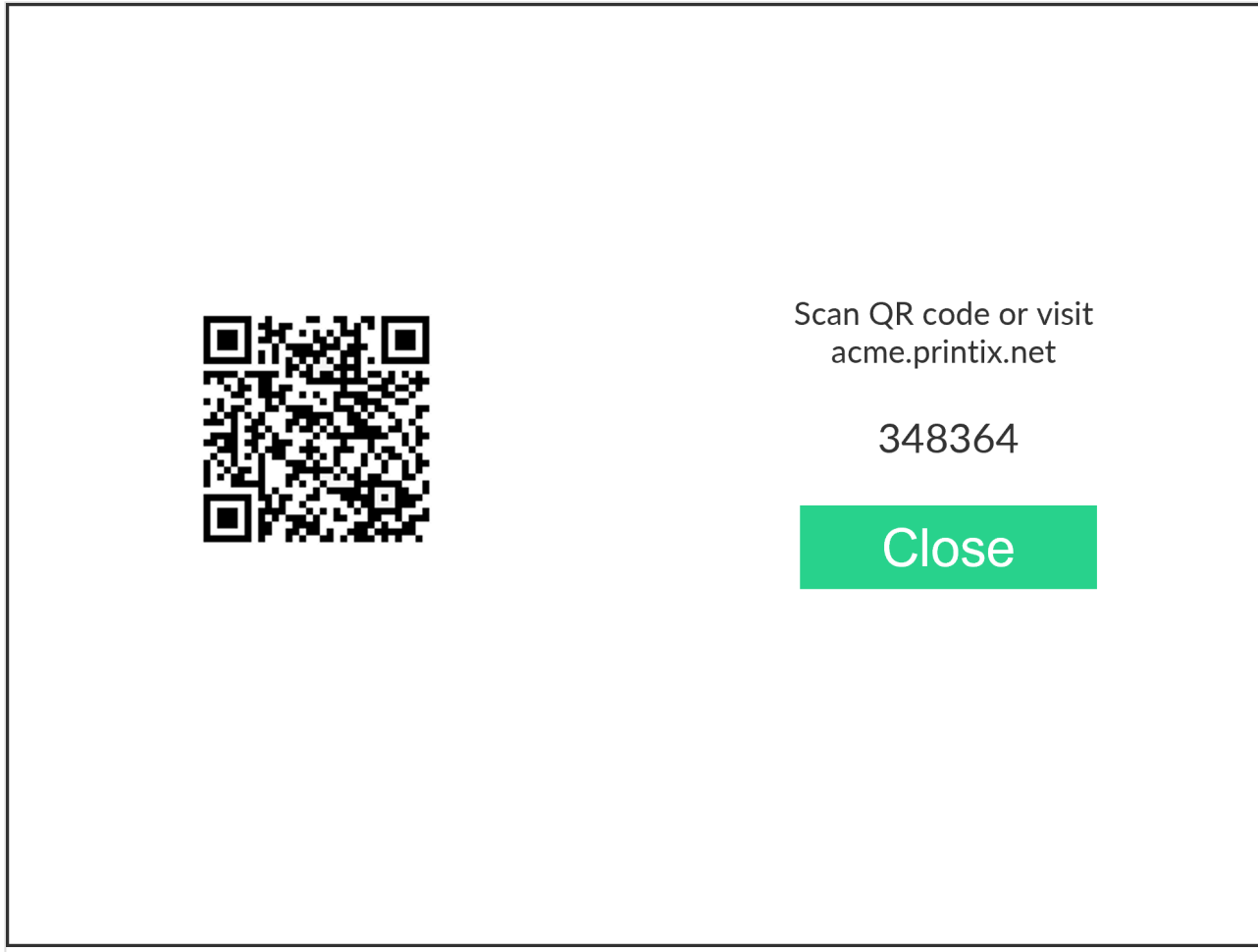
These are generic instructions. Printer vendor specific instructions: [Epson](#), [Fujifilm](#), [HP](#), [Konica Minolta](#), [Kyocera](#), [Lexmark](#), [Ricoh](#), [Xerox](#).

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.



You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)




Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

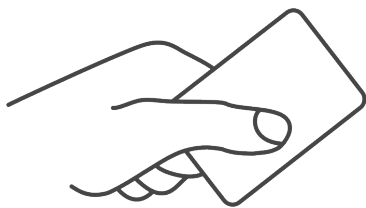
1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

9.12.1. How to register card without a phone

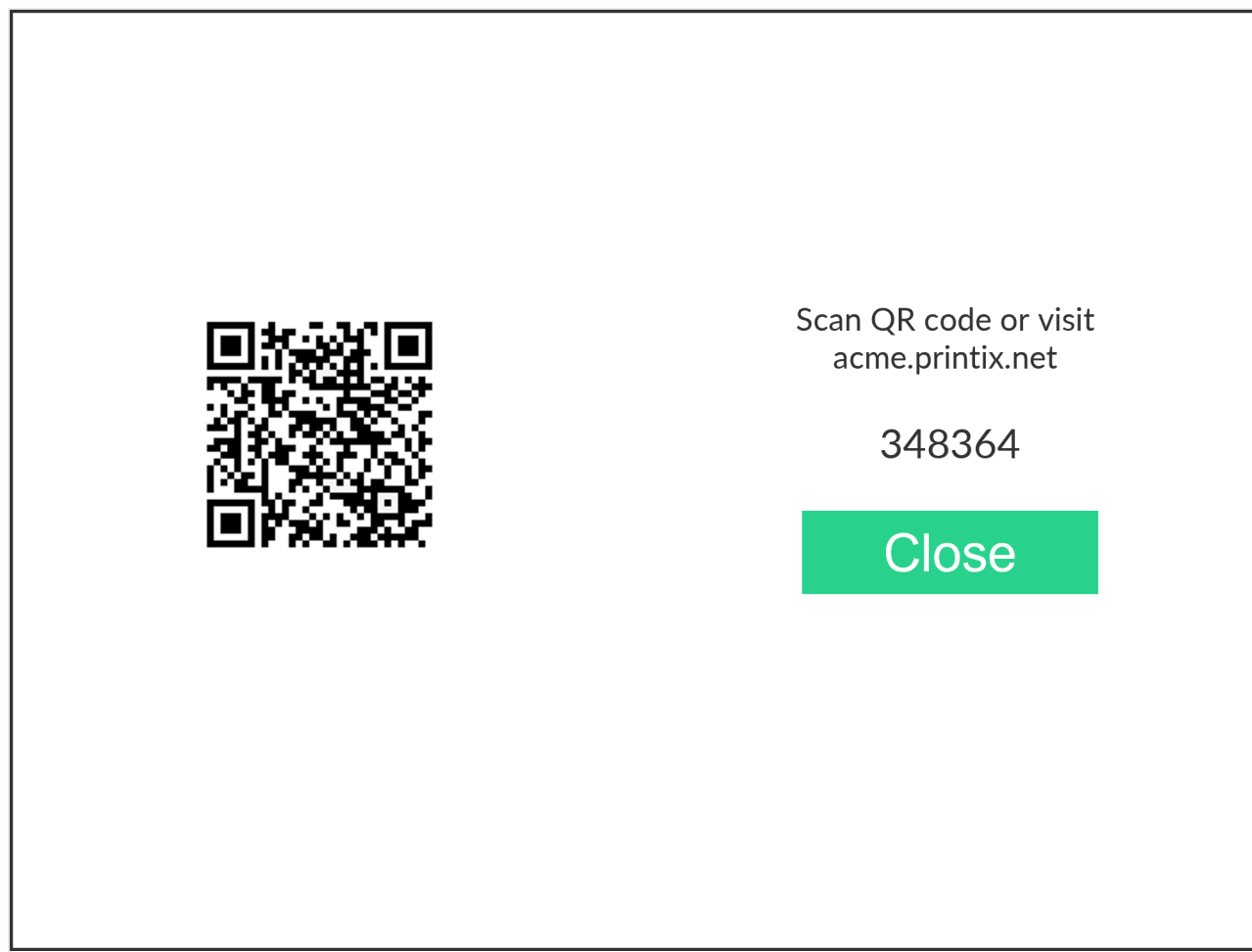
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



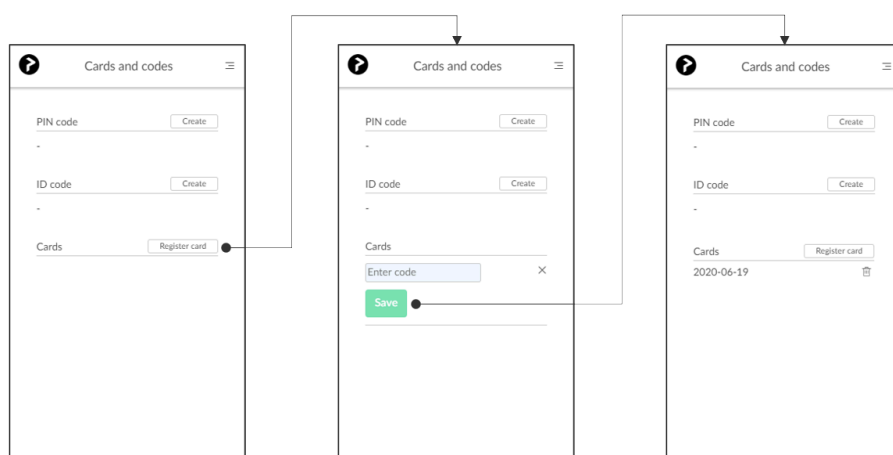
2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.





3. Write down the **Card registration code**.

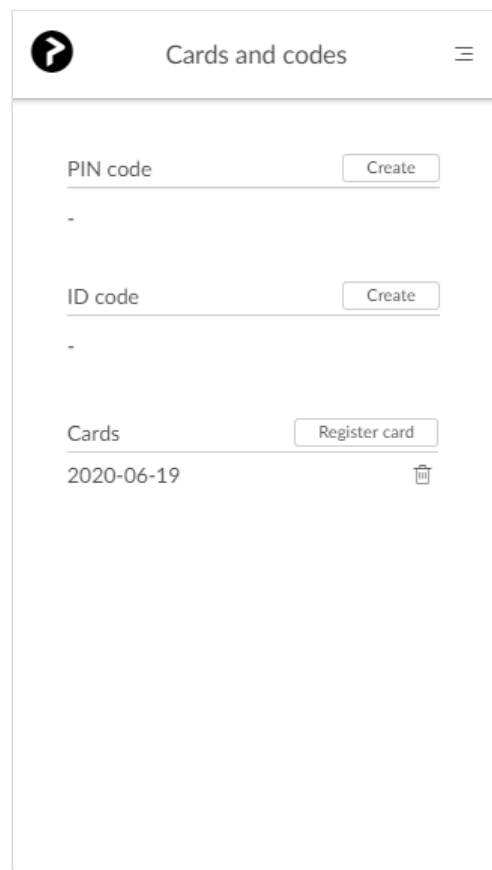
Enter card registration code on your computer

1. Open [Printix App](#).
 - Alternatively, visit printix.net and select **Sign in**.
 - You are not required to use a phone but can also open Printix App on your computer:
 - Open [Printix Client menu](#) and select **Release and print documents...**
 - Open a web browser and enter the Printix Home of your work or school (*acme*).
Example: *https://acme.printix.net*






2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Enter the 6-digit **Card registration code** you wrote down previously and select **Save**.

9.13. How to manage cards



The screenshot shows the 'Cards and codes' management screen. It features a header with a back arrow, the title 'Cards and codes', and a menu icon. Below the header, there are three sections: 'PIN code' with a 'Create' button, 'ID code' with a 'Create' button, and 'Cards' with a 'Register card' button. Under the 'Cards' section, there is a list showing a card with the date '2020-06-19' and a delete icon.


You can see a list of your registered cards and delete cards you no longer use.

1. [Sign in](#) to [Printix App](#).
2. Select **Menu** , and **Cards and codes** 
 - Select [Register card](#) to register a card.
 - Select **Delete**  to delete a card.

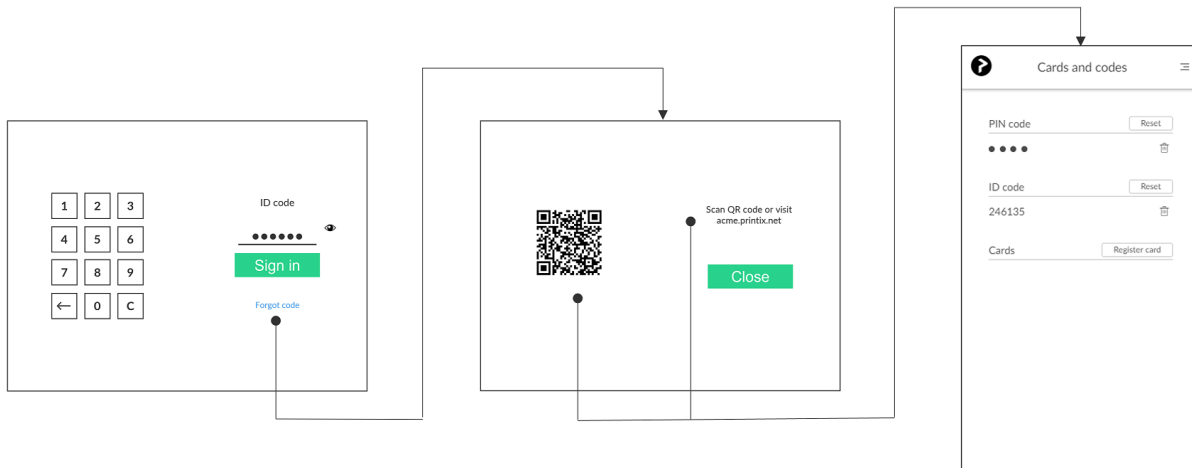
See also:

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)

9.14. How to reset ID code or PIN code

The **ID code** and **PIN code** can be reset from the **Cards and codes**  menu in [Printix App](#).

The printer's **Sign in** touchscreen that asks for **ID code** and the touchscreen that asks for **PIN code**, also includes a **Forgot code** link.



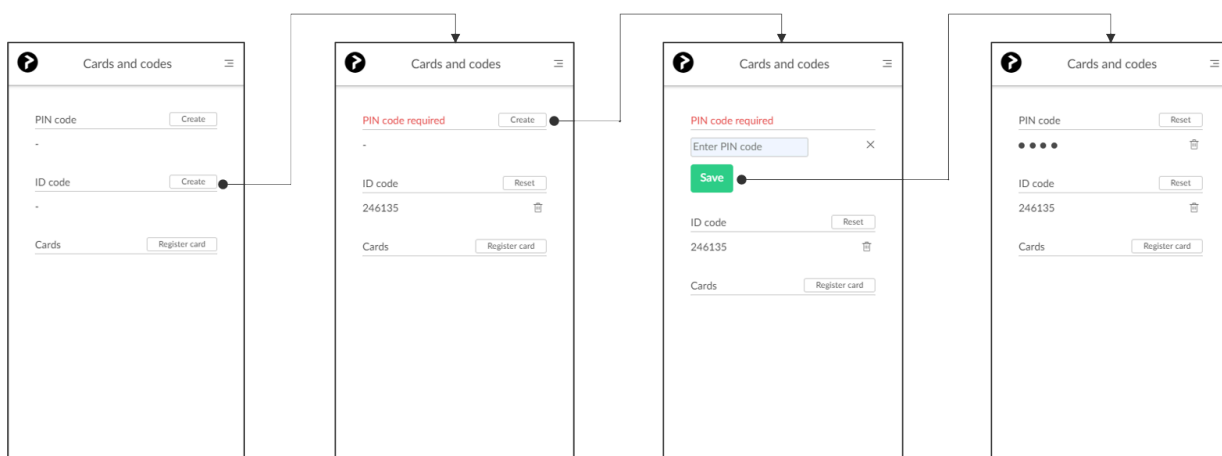
1. Select **Forgot code**, to open a new screen with a QR code and the text: *Scan QR code or visit acme.printix.net*.
2. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes** menu in [Printix App](#).
 - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
 - With Google App installed on your Android phone and tablet you can activate **Google Screen search** to scan the QR code.
 - If your **QR Scanner App** (not part of Printix) offer you to open the link in a browser, then chose this.

✿ **PIN code disabled** is shown after three consecutive failed sign in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **PIN code must be different from the current**.




See also:

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)

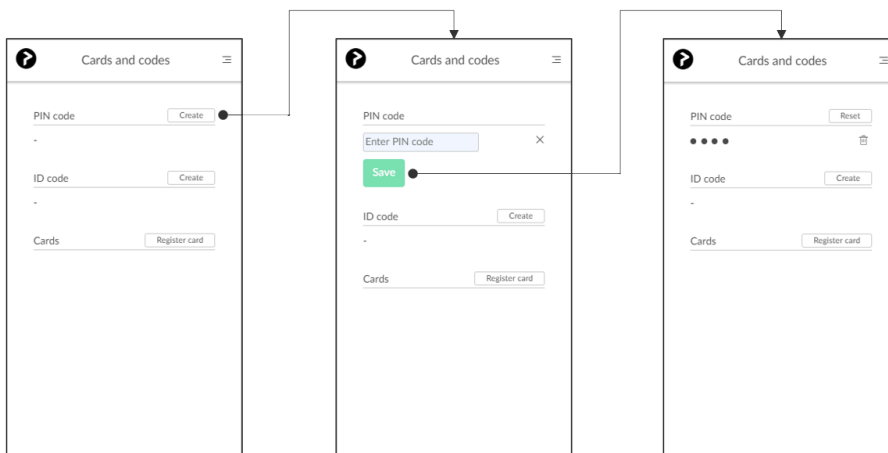
9.15. How to see and reset ID code






The **ID code** can be used to sign in at printers that has **Printix Go** installed.


1. [Sign in](#) to [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Create** to get an **ID code**.
4. If you see **PIN code required**, then select **Create** to create a PIN code and enter PIN code (4-digits) and select **Save**.
 - Select **Reset** and get a new ID code to replace the old one.
 - Select **Delete**  to delete **ID code**.

9.16. How to create and reset PIN code





The **PIN code** is the same whether you sign in to printer with ID code or card.

1. [Sign in](#) to [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Create** to get a **PIN code**.
4. Enter **PIN code** (4-digits) and select **Save**.
 - Select **Reset** and enter a new **PIN code** to replace the old one.
 - Select **Delete**  to delete **PIN code**.

 **PIN code disabled** is shown after three consecutive failed sign in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **The new PIN code must be different from the previous one**.

9.17. How to uninstall Printix Go

The screenshot shows the 'Printer properties' page for 'ASD - Reception'. The 'Printix Go' tab is selected. The 'Go configuration' section includes fields for Name (All locked), Description (All users must sign in to use any function), Sign in method (Select automatically), and Email sender (-). There is an 'Update' button. The 'Go functions' section lists Print (Yes), Capture, and Access control (Copy, Email, Scan, Fax, Print from USB Drive, Scan to USB Drive, Everything else). The 'Sign in profile' section shows Name (Main office), Username (Administrator), Description (-), Created (a month ago), and Connection status (Connection has been verified an hour ago). There is a 'Verify sign in profile' button. At the bottom, the status is 'INSTALLED' (7 minutes ago) and an 'Uninstall' button is present.

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 [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](#).



If the printer does not behave normally after the uninstallation, restart the printer.

9.18. 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 [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.

 If the printer does not behave normally after the uninstallation, restart the printer.

9.19. 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](#)

9.19.1. How to prepare Epson printer for Printix Go

Before installing Printix Go the printer needs to be setup correctly.

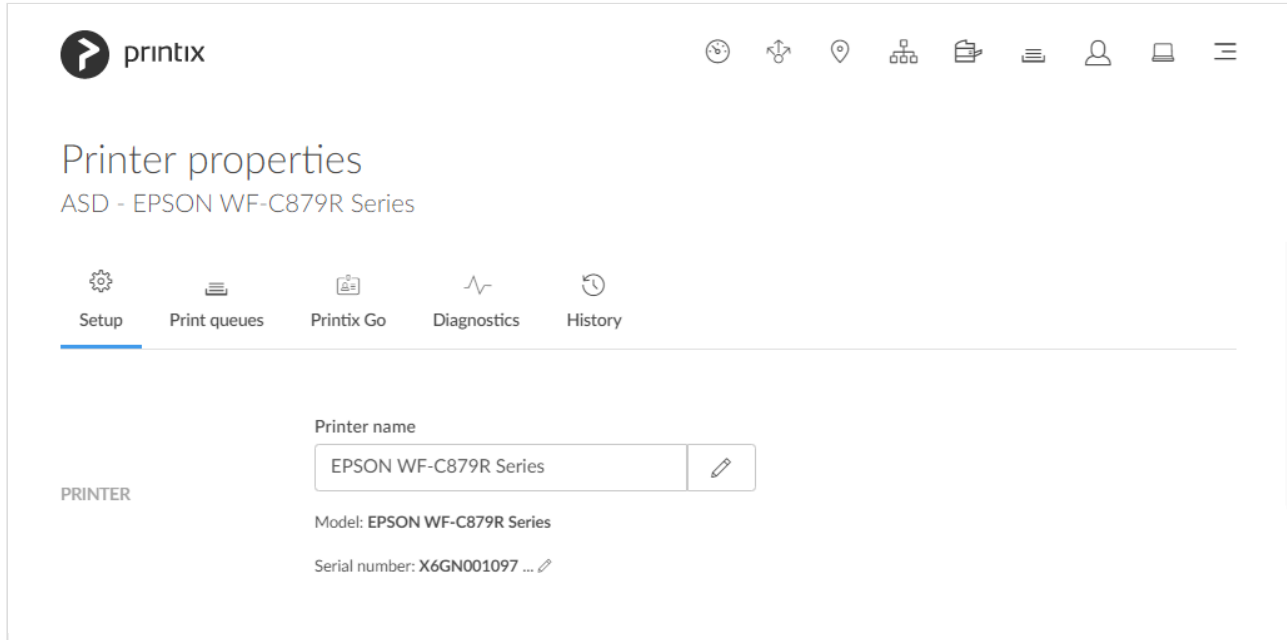
1. [Activate Epson Open Platform](#)



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.

Activate Epson Open Platform

1. Obtain the serial number for the printer.
 - In the 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. Select **Issue**.
5. Select **Export CSV** to save the product keys to a file.
6. [Open the printer's web page](#).
7. Select **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 **Epson Open Platform** tab. Select **Product key**.
 When **Authentication System** is displayed under the **Epson Open Platform Settings** menu, Epson Open Platform is activated.

9.19.2. How to install card reader on Epson printers

Connect the card reader

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.

* If you connect a card reader to the wrong port you will get the message: *The connected device is not supported.*
Please check the printer's manual or contact your Epson Local Support Team.



Card reader cable connected on Epson WF-C5790

! Disconnecting a card reader will not remove it from the **Printer properties** page.



9.19.3. How to use Printix Go on Epson printers

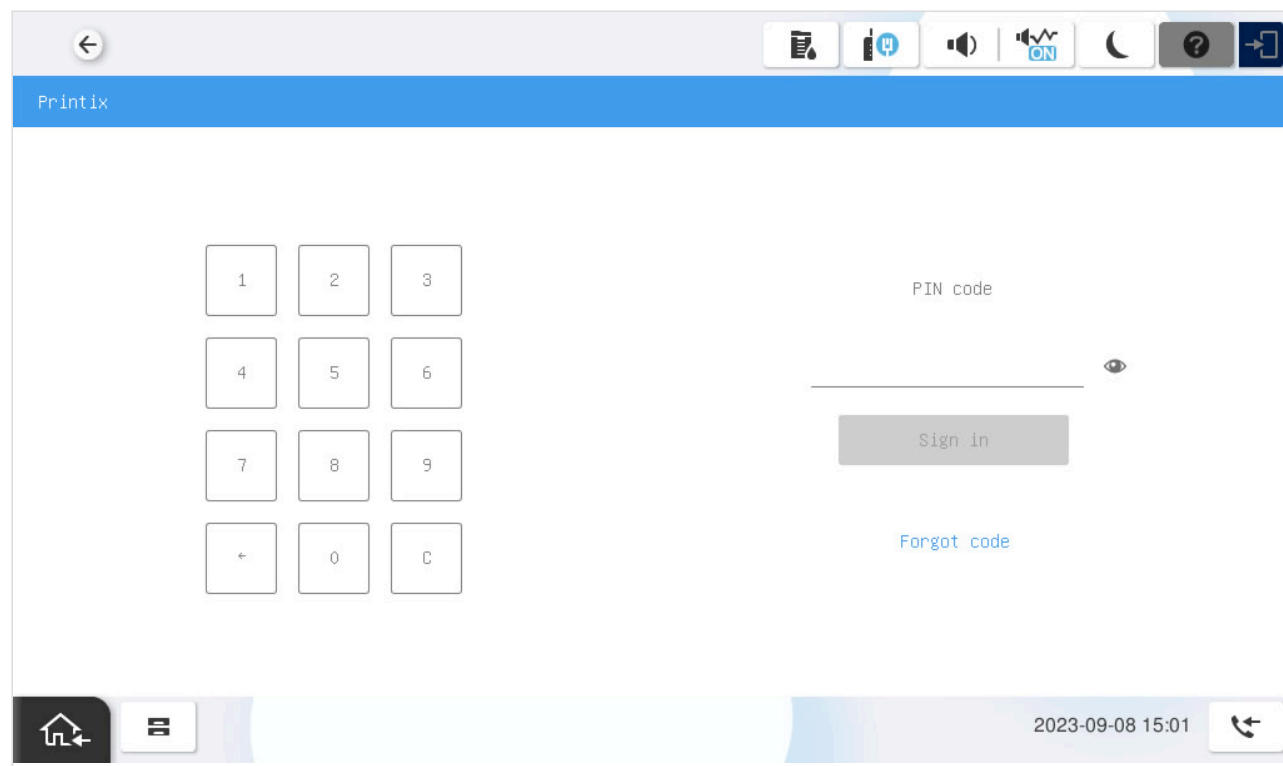
- [How to sign in with ID code at an Epson printer](#)
- [How to sign in with card at an Epson printer](#)
- [How to release documents at an Epson printer](#)
- [How to sign out at an Epson printer](#)
- [How to register card at an Epson printer](#)

- [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 sign in with ID code at an Epson printer

The screenshot shows the Printix application interface on a printer's touchscreen. At the top, there is a navigation bar with a back arrow, a menu icon, a printer icon, a speaker icon, a power icon, a moon icon, a help icon, and a share icon. Below the navigation bar, the word "Printix" is displayed in a blue header. The main area features a numeric keypad with buttons for digits 1-9, 0, and a backspace key. To the right of the keypad, the text "ID code" is displayed above a horizontal input field. Below the input field is a "Sign in" button and a "Forgot code" link. At the bottom of the screen, there is a status bar with a home icon, a menu icon, a date and time display showing "2023-09-08 15:01", and a share icon.

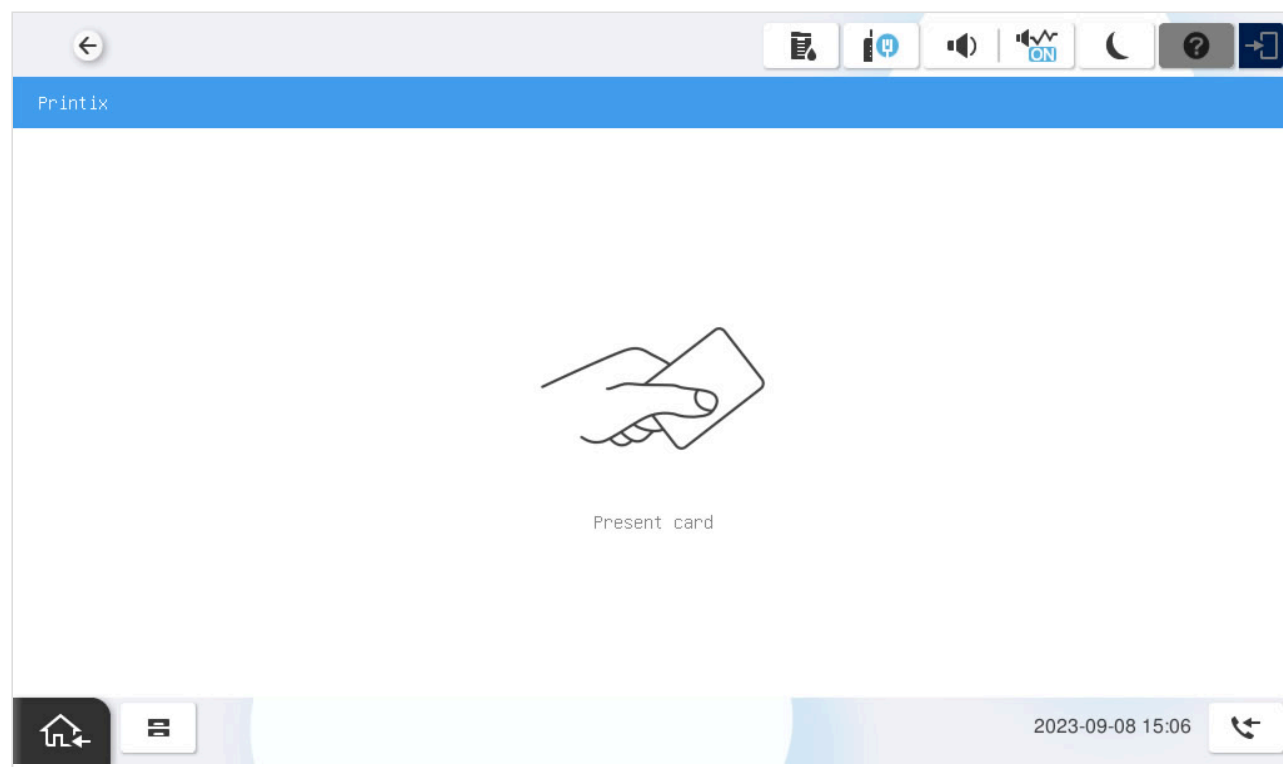
1. Enter **ID code** (6-digit) on the touchscreen.
 - Select  to see the digits entered.
 - If you do not know your **ID code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your ID code.



2. Enter **PIN code** (4-digit) on the touchscreen.

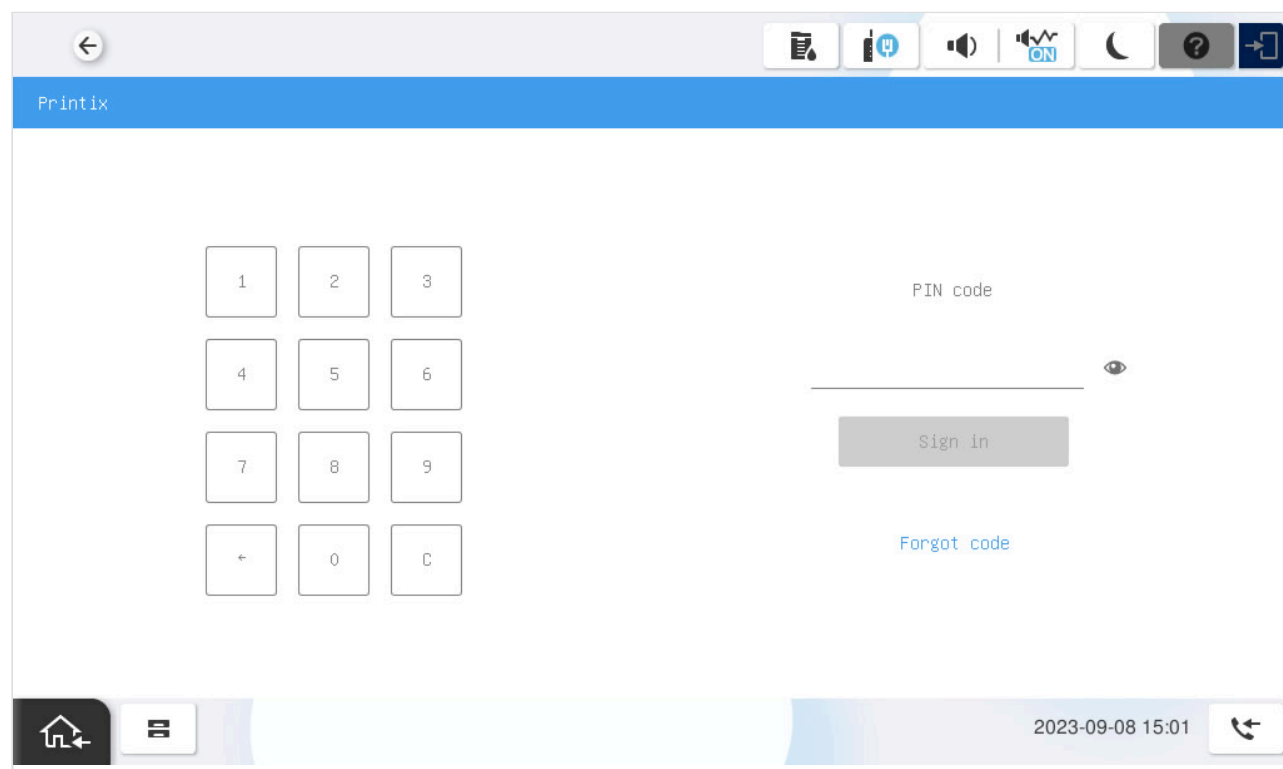
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at an Epson printer





1. Present card to the printer's card reader.

- 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 presented.




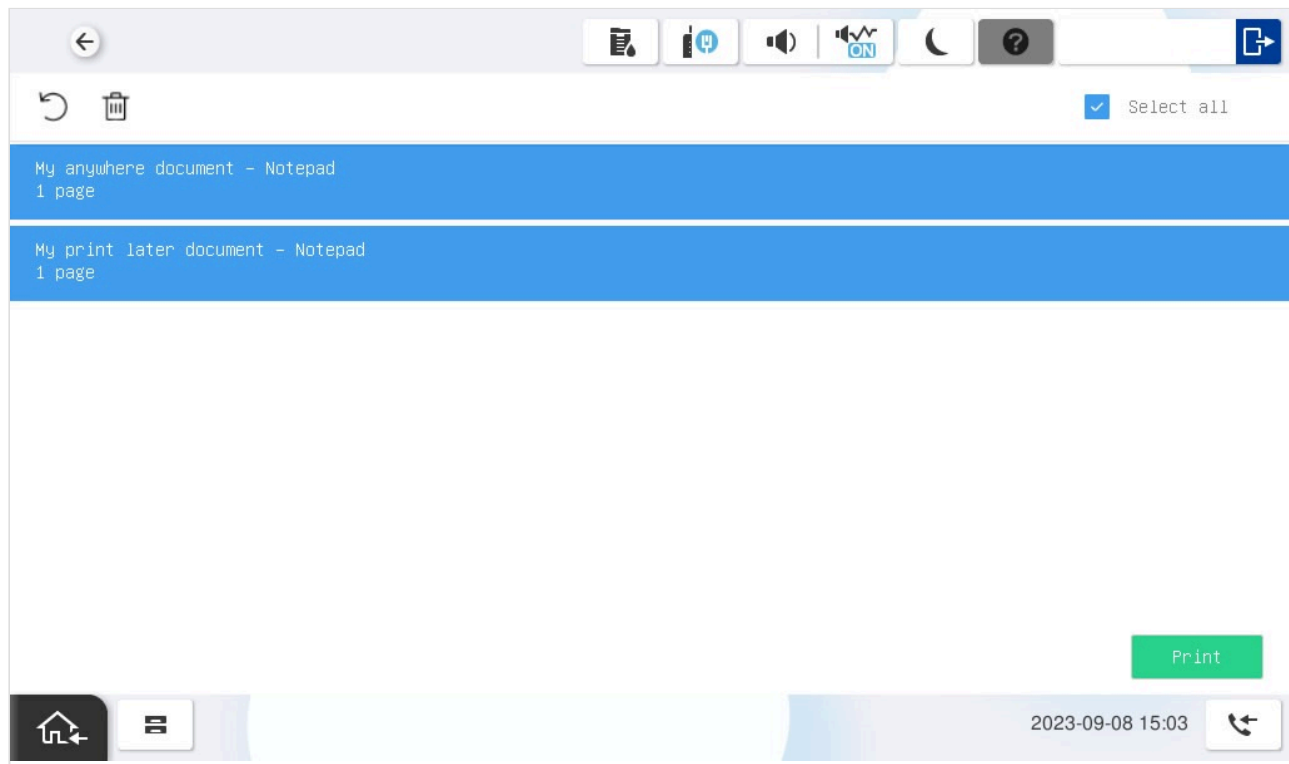
2. If asked, enter **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.

- Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.


How to release documents at an Epson printer

1. **Sign in** to the printer.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at 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 will be signed out automatically.

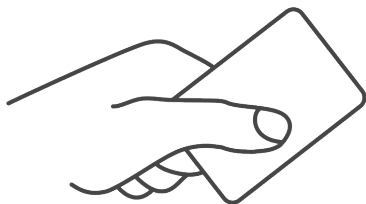
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at 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 may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.

You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)




Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

9.19.4. How to set up scan to email on Epson printers

Once 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 **E-mail 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**.

EPSON WF-C5790 Series [Administrator Logout](#)

Status Print Scan/Copy Fax **Network** Network Security Product Security Device Management Epson Open Platform

Basic
Wi-Fi
Wired LAN
Wi-Fi Direct
Email Server
 » Basic
 » Connection Test
LDAP Server
 » Basic
 » Search Settings
 » Connection Test
Kerberos Settings
MS Network
Epson Connect Services
AirPrint Setup
Google Cloud Print Services

Email Server > Basic

The certificate is required to use a secure function of the email server.
Make settings on the following page.
- CA Certificate
- Root Certificate Update

Authentication Method :

Authenticated Account :

Authenticated Password :

Sender's Email Address :

SMTP Server Address :

SMTP Server Port Number :

Secure Connection :

Certificate Validation : ☒ Enable ☐ Disable

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.

POP3 Server Address :

POP3 Server Port Number :

OK

10. Select **OK**.
11. After a few seconds, the message appears: **Setup complete**.
12. Select **Connection Test** and then **Start** to test the connection.
13. After a few seconds, the message appears: **Connection test was successful**.
14. 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. Refer to 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](#).

9.20. 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](#)

9.20.1. 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**.

9.20.2. How to use Printix Go on Fujifilm printers


- [How to sign in with ID code at a Fujifilm printer](#)
- [How to sign in with card at a Fujifilm printer](#)
- [How to release documents at a Fujifilm printer](#)
- [How to sign out at a Fujifilm printer](#)
- [How to register card at a Fujifilm printer](#)



- [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 sign in with ID code at a Fujifilm printer


1. Enter **ID code** (6-digit) on the touchscreen.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your ID code.
2. Enter **PIN code** (4-digit) on the touchscreen.
 - The **PIN code** is the same whether you sign in with ID code or card.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Fujifilm printer


1. Present card to the printer's card reader.
 - 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 presented.

2. If asked, enter **PIN code** (4-digit) on the touchscreen.
 - The **PIN code** is the same whether you sign in with ID code or card.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to release documents at a Fujifilm printer

1. **Sign in** to the printer.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).
3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at 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 will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at 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 may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

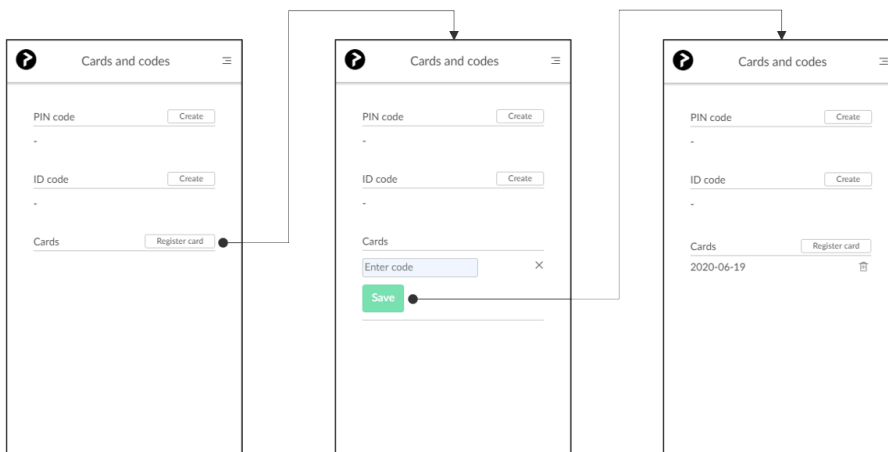
1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.
3. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. You may be asked to sign in to Printix App. You can also [register the card without a phone](#) by writing down the 6-digit code so you can enter it in step 8. Scanning the QR code will open [Printix App](#) and register the card.
 - With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
 - With Google App installed on your Android phone and 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.
4. Select **Close**.

If you did not scan the QR code, then proceed on your computer, phone, or tablet as follows:

5. Open [Printix App](#).
 - Alternatively, visit printix.net and select **Sign in**.



6. Select **Menu** and **Cards and codes** .
7. Select **Register card**.
8. Type the 6-digit code you obtained in step 3 and select **Save**. In the native Printix App for Android and iOS, you can also select **Scan** and then point the camera to the QR code.

9.20.3. 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.

9.20.4. How to set up scan to email on Fujifilm printers

These steps are required to complete the setup of Scan to Email.

Enable e-mail 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 e-mail address

11. On the **Tools** screen, select **Machine E-mail Address / Host Name** from the **Features** menu.
The **Machine E-mail Address / Host Name** screen appears.
12. Select **E-mail Address**, then select **Change Settings**.
13. Use the keyboard on the touchscreen to enter the e-mail address.
14. Select **Save**.
15. Select **Close** to return to the **Tools** screen.

Set the e-mail server

16. On the **Tools** screen, select **Outgoing / Incoming Email Settings** from the **Features** menu.
17. Select **SMTP Server Settings** from the **Group** menu.
18. Using the **Up** and **Down** buttons, scroll down to select **SMTP Server Name / IP Address**.
19. Select **Change Settings**.
20. Enter the **Server Name / IP Address** and the other SMTP server details.
21. If required, use the keyboard on the touchscreen to enter the **SMTP AUTH / SMTP Password**.
22. Select **Save**.
23. Select **Close** repeatedly to return to the home screen.

✿ After a few seconds, the printer automatically restarts itself to update the new settings.

9.21. Printix Go HP – How to

How to sections for HP:

- [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](#)

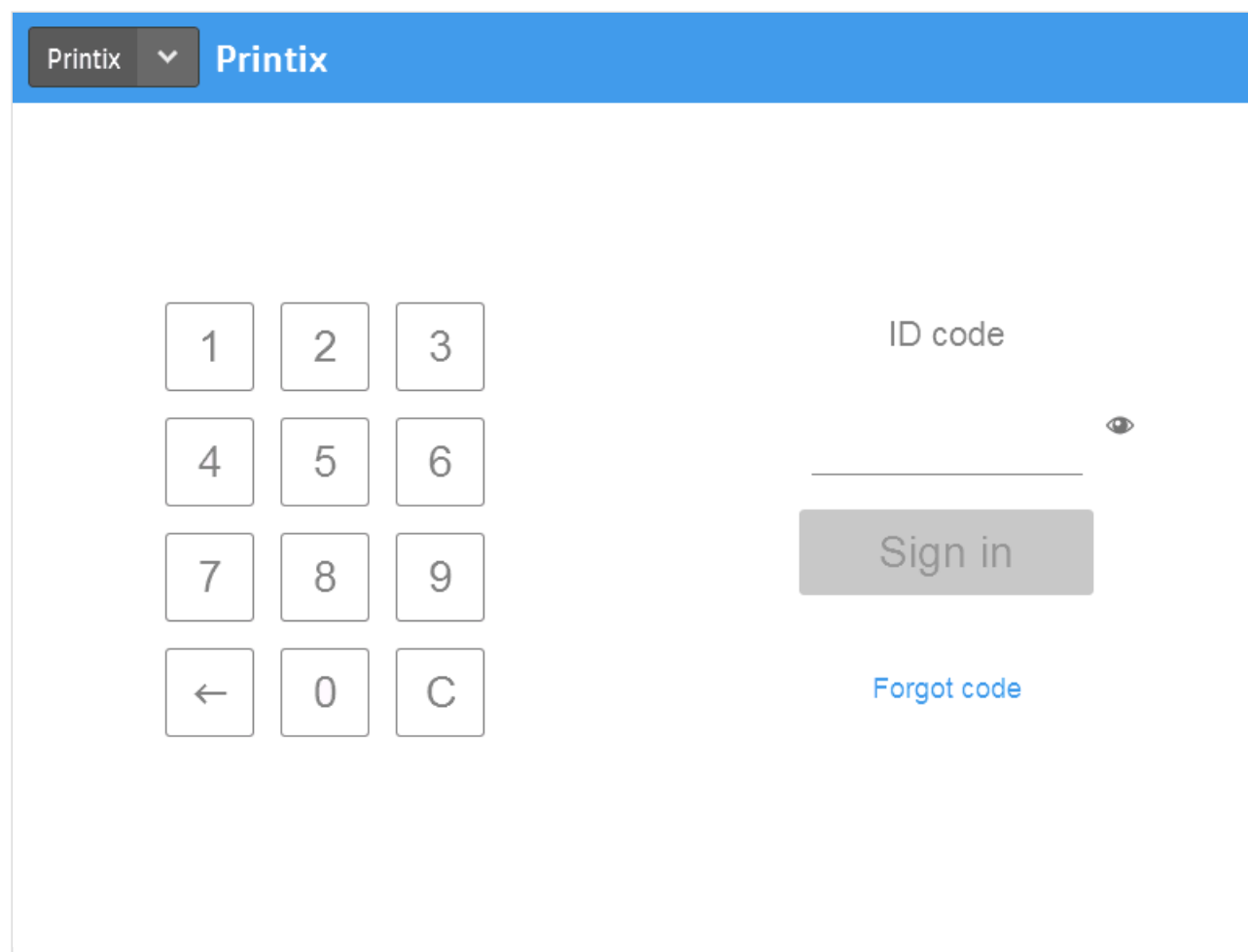
See also:

- [Printix Go troubleshooting](#)

9.21.1. How to use Printix Go on HP printers

- [How to sign in with ID code at an HP printer](#)
- [How to sign in with card at an HP printer](#)
- [How to release documents at an HP printer](#)
- [How to capture at an HP printer](#)
- [How to sign out at an HP printer](#)
- [How to register card at an HP printer](#)
- [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 sign in with ID code at an HP printer



Printix ▼ Printix

1 2 3

4 5 6

7 8 9



← 0 C

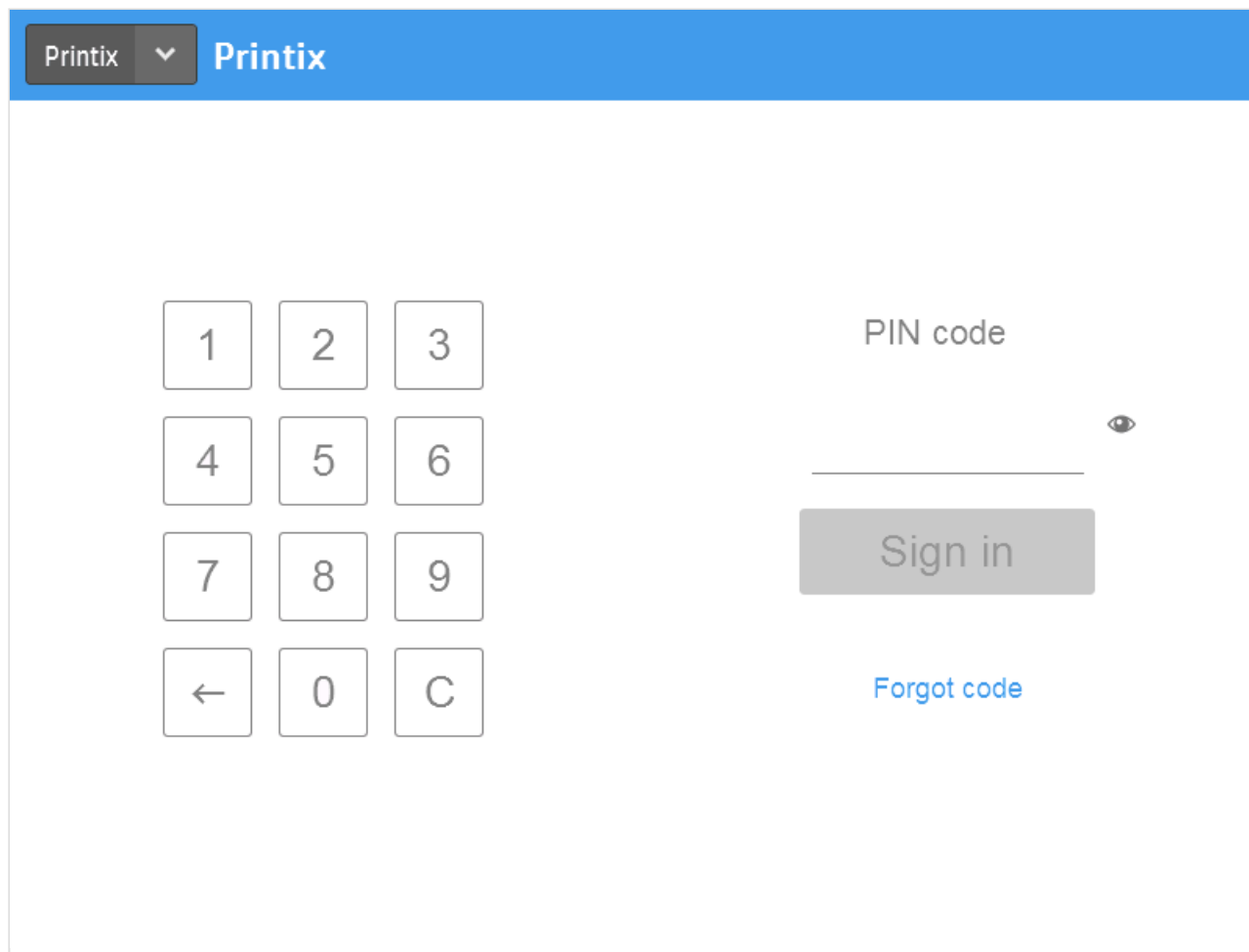
ID code

Sign in

[Forgot code](#)

1. Enter **ID code** (6-digit) on the touchscreen.

- Select  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 [Printix App](#) or browse to the appearing URL to reset your ID code.





Printix

PIN code

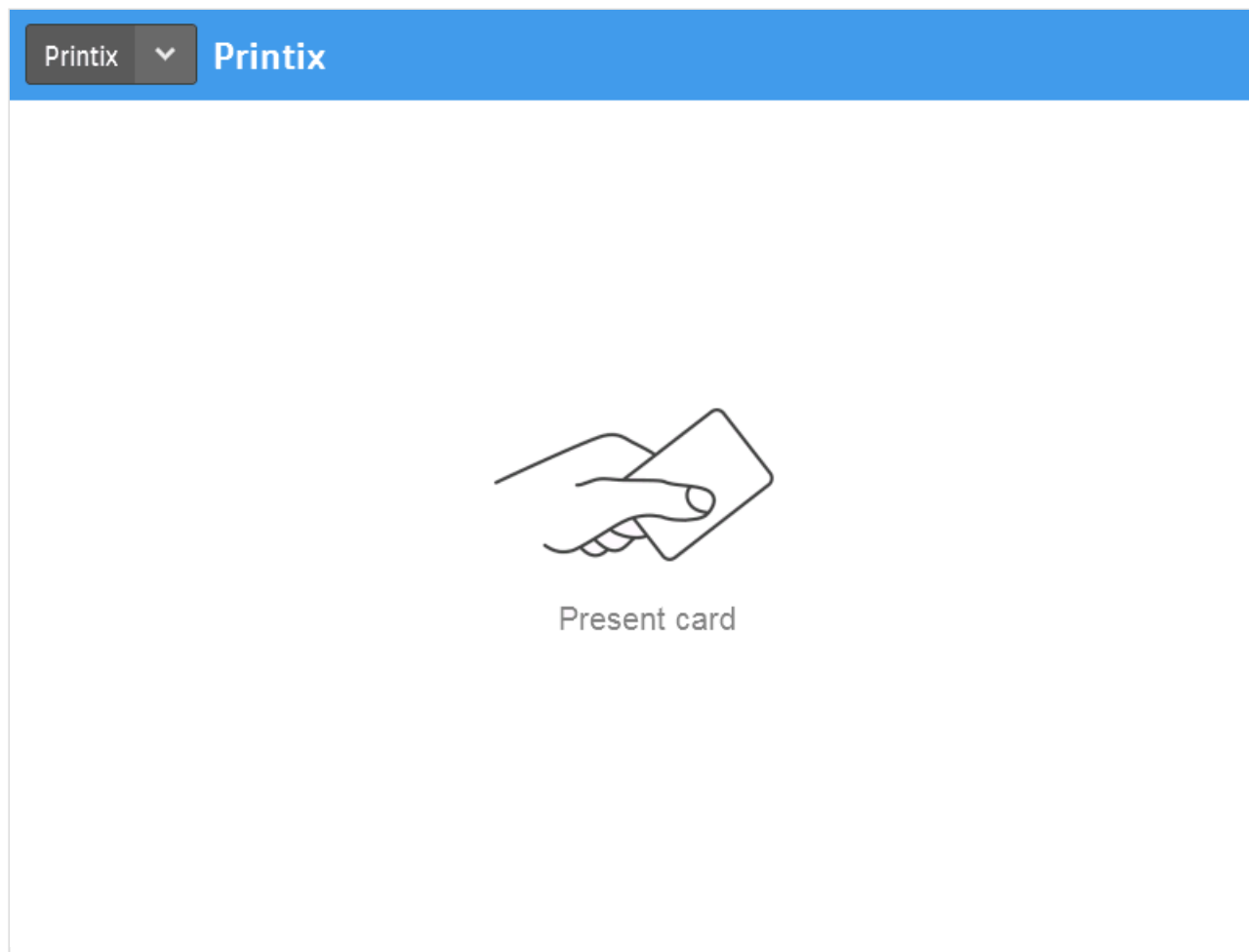
Sign in

[Forgot code](#)


2. Enter **PIN code** (4-digit) on the touchscreen.

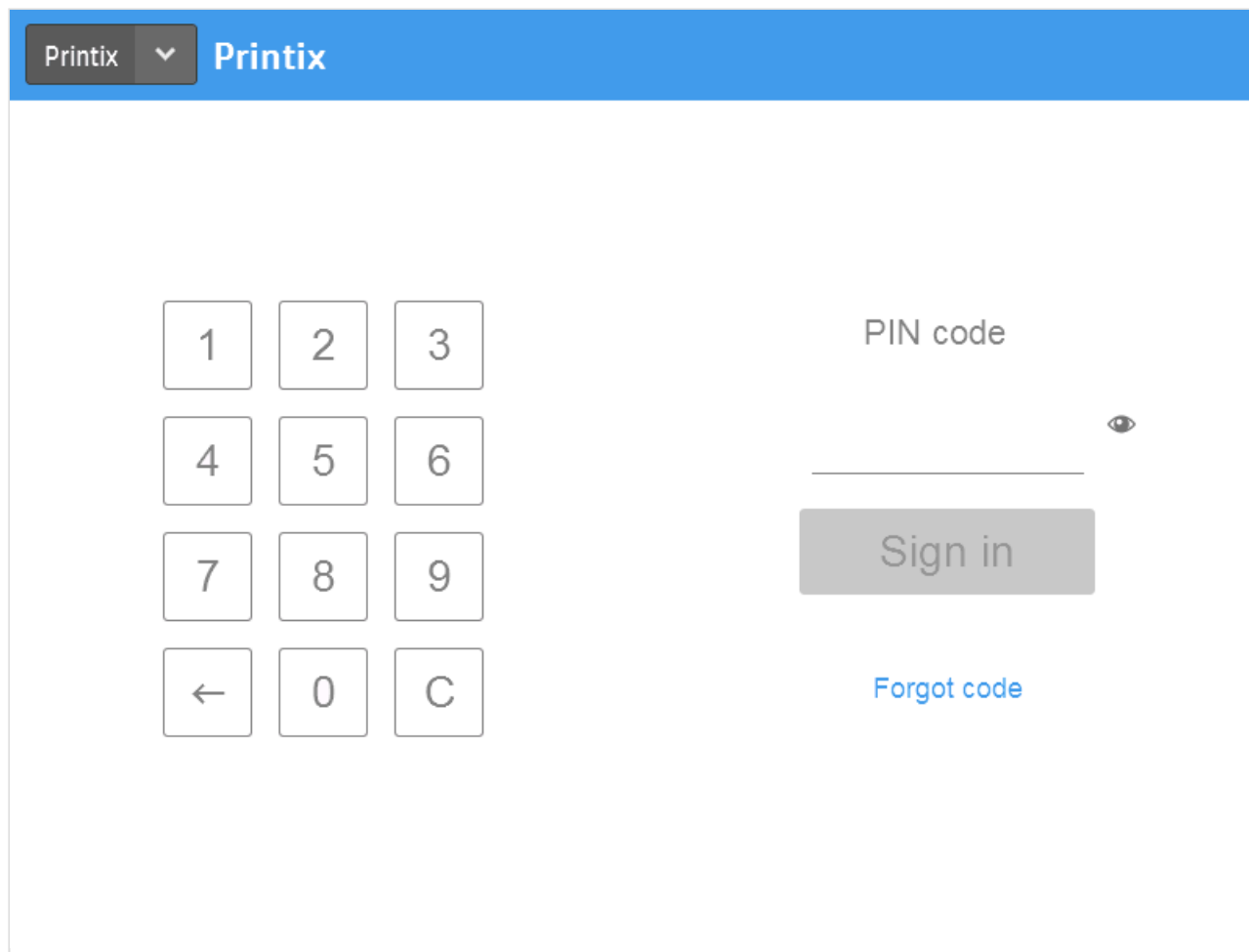
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at an HP printer



1. Present card to the printer's card reader.

- 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 presented.





Printix

PIN code

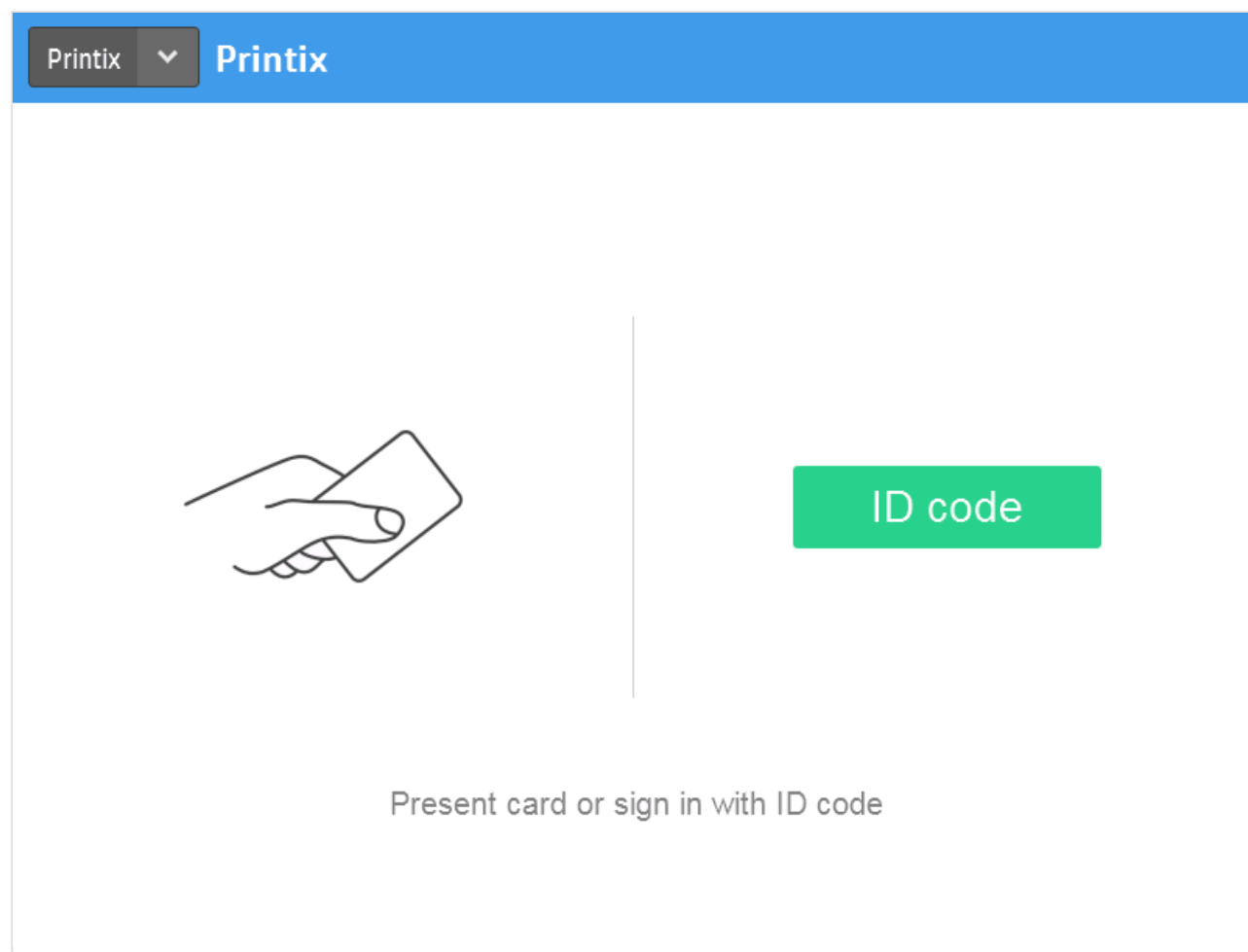
Sign in

[Forgot code](#)


2. If asked, enter **PIN code** (4-digit) on the touchscreen.

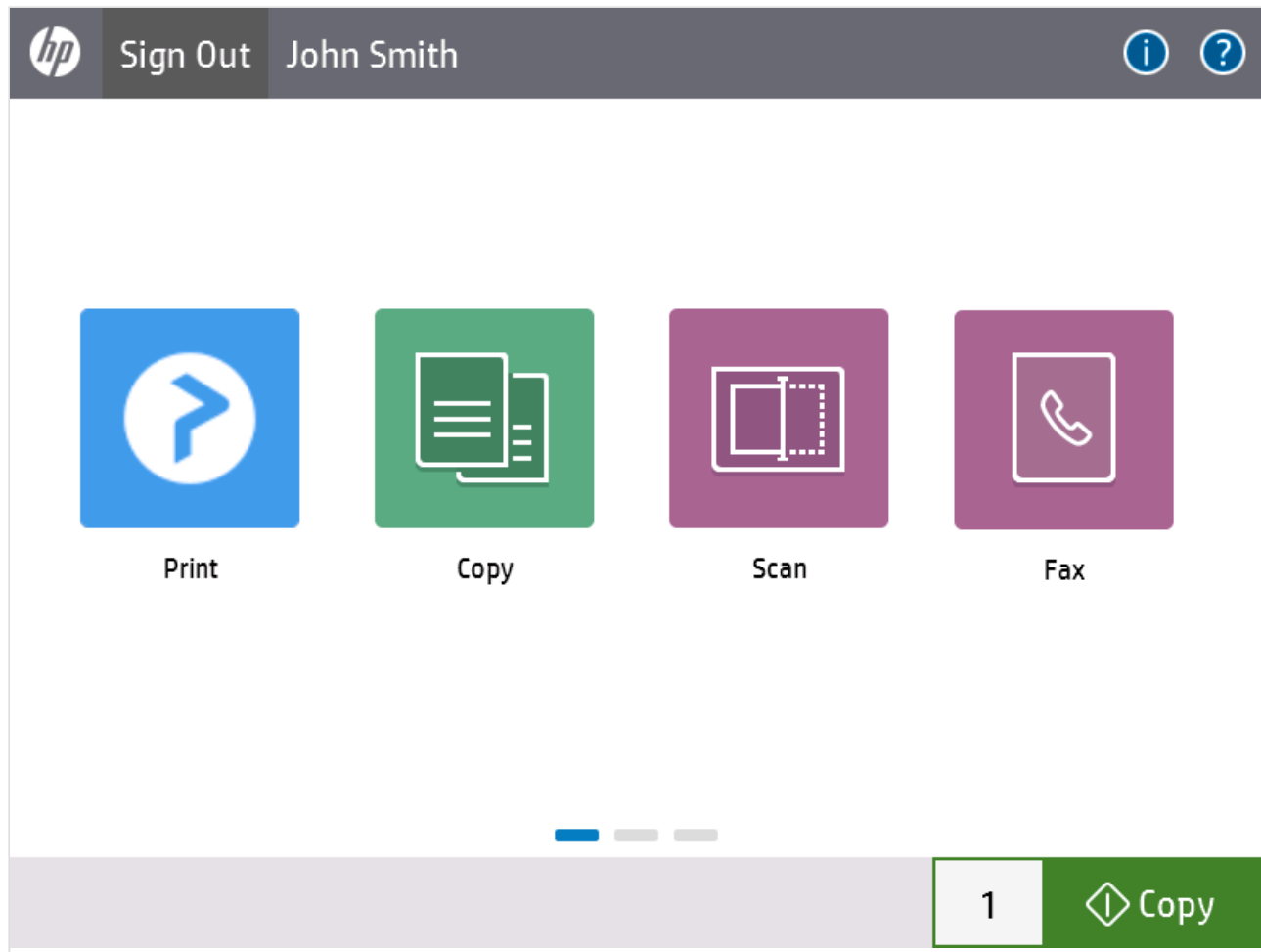
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to release documents at an HP printer

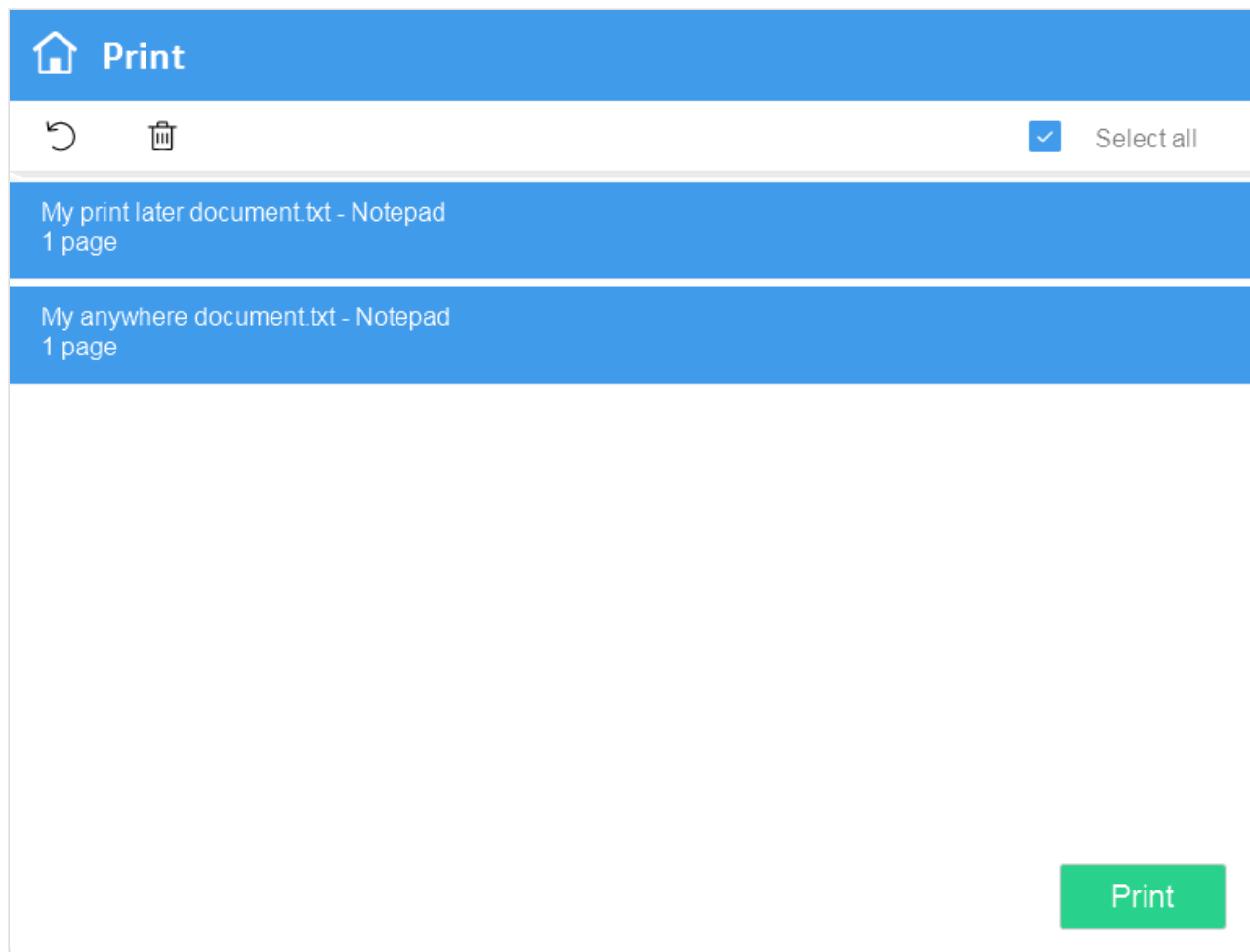


1. **Sign in** to the printer.

- Before 60 seconds have elapsed, select the Printix **Print**  icon.




2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



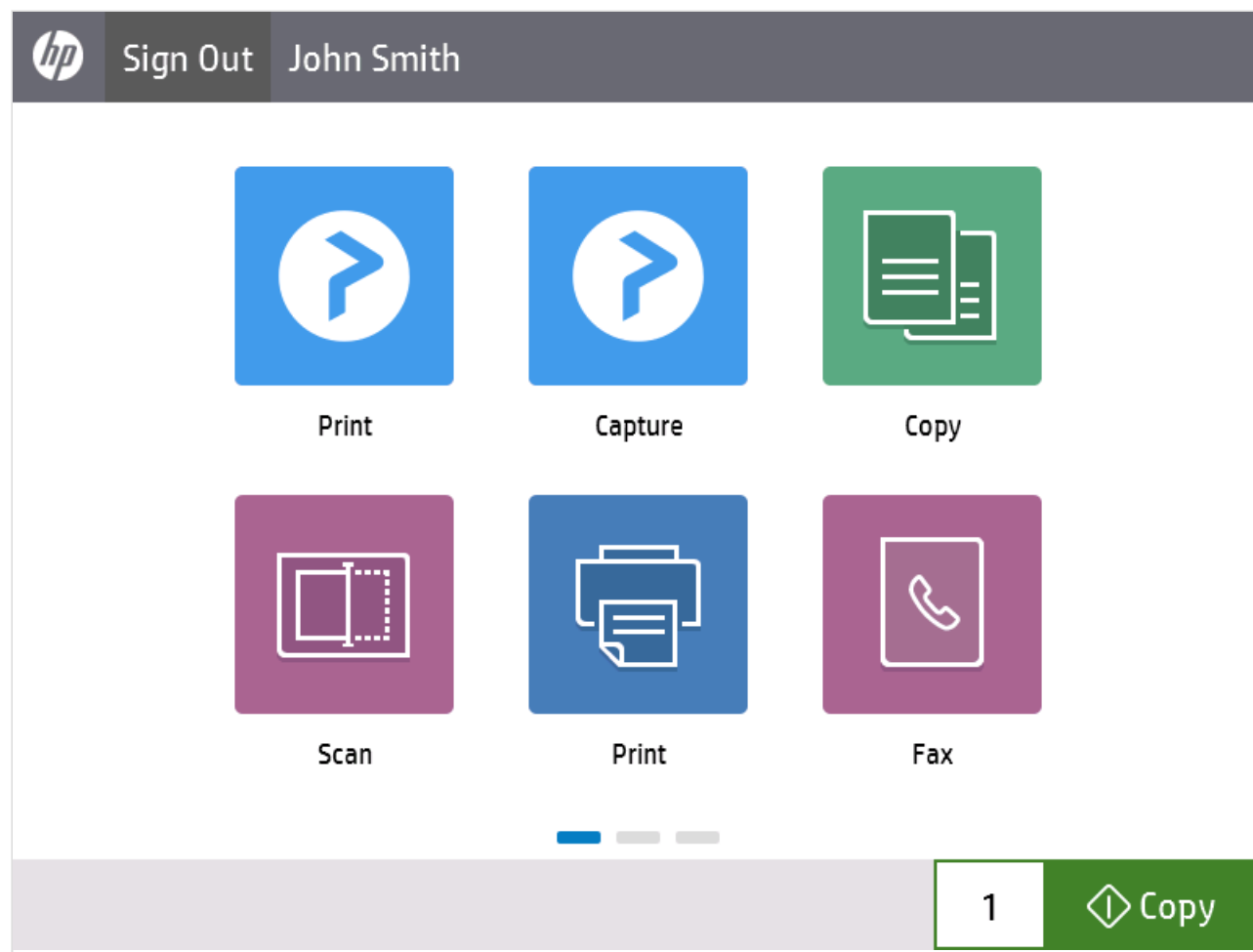
3. Select **Print** at the bottom of the screen.


How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

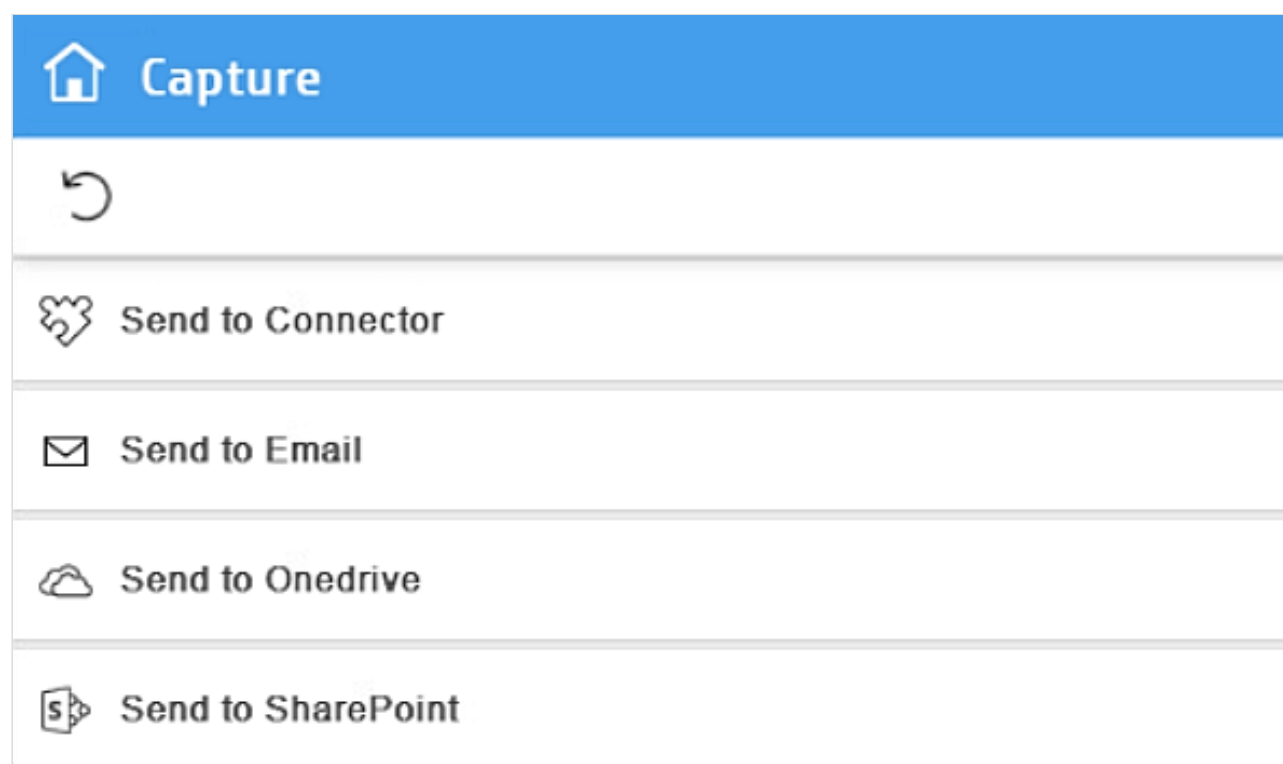
How to capture at an HP printer

1. Sign in to the printer.



2. Select the Printix **Capture**  icon.

A list of capture workflows appears.




3. Select the appropriate capture workflow.




Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.

4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page document in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
- Place one-page document on the printer's flatbed glass.
Scanning of multiple pages from flatbed glass is currently 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.

- As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- If you do not want to start the scan, then 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.

The capture process consists of three steps:

- **Scan and upload**

As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.

- **Processing**

Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.

- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at an HP printer

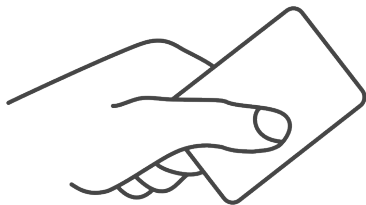
You can sign out from the printer using these methods:

- Automatic sign out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

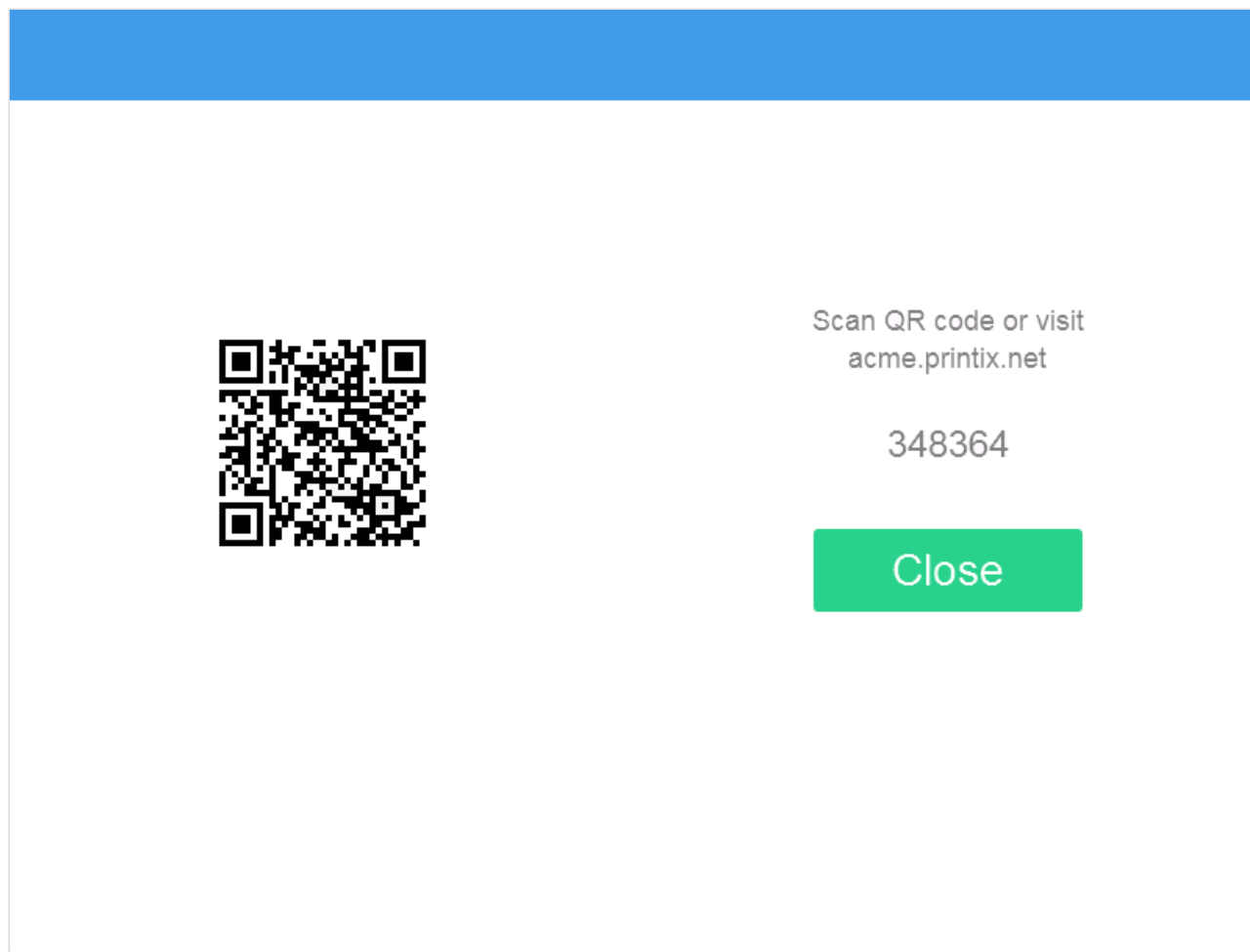
How to register card at an HP printer

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 may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.



3. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. You may be asked to sign in to Printix App. You can also [register the card without a phone](#) by writing down the 6-digit code so you can enter it in step 8.

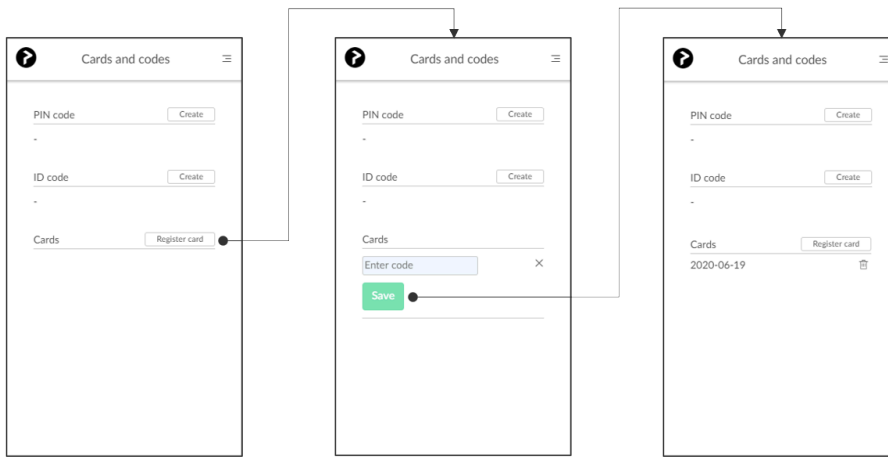
Scanning the QR code will open [Printix App](#) and register the card.




- With iOS/iPadOS 11 or later, you can use the camera app to scan the QR code.
- With Google App installed on your Android phone and 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.

4. Select **Close**.

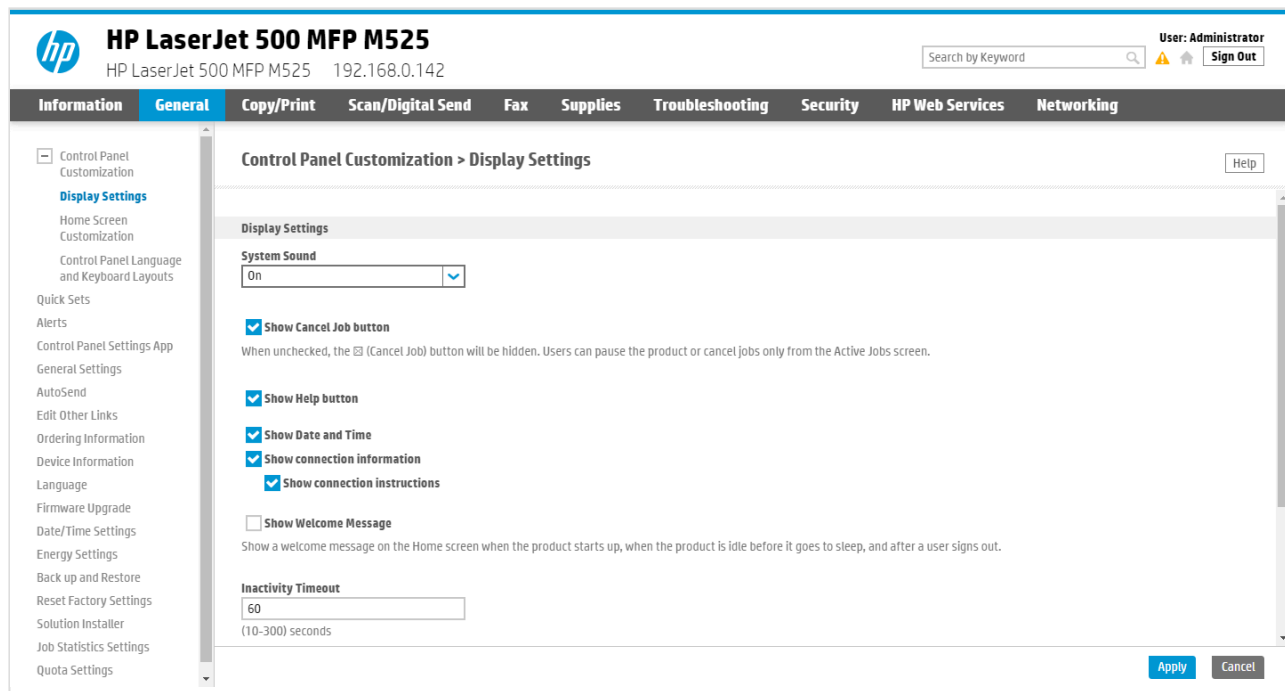
If you did not scan the QR code, then proceed on your computer, phone, or tablet as follows:

5. Open [Printix App](#).
 - Alternatively, visit [printix.net](#) and select **Sign in**.



6. Select **Menu** , and **Cards and codes** .
7. Select **Register card**.
8. Type the 6-digit code you obtained in step 3 and select **Save**. In the native Printix App for Android and iOS, you can also select **Scan**  and then point the camera to the QR code.

9.21.2. 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**.

9.21.3. 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.



Because **Select automatically** uses the default values, it can result in a partially scanned image.

9.21.4. How to set up scan to email on HP printers

Scan to Email

From
John Smith

To
John Smith

CC

BCC

Subject

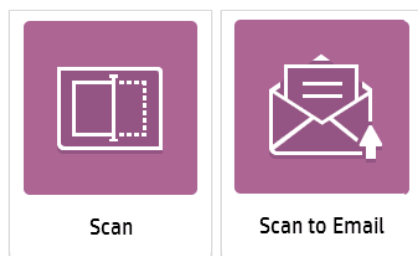
File Name
[Untitled]

Message
Options

Touch to scan and preview.
Set options marked with the triangle before scanning.

Send

Once 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:** field. That way, it is very easy to have the scanned documents send to your mailbox as attachments.



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.](#)

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.

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 (selected), Fax, Supplies, Troubleshooting, Security, HP Web Services, and Networking. The left sidebar shows a tree view with 'Email Setup' expanded, containing 'Default Job Options' (selected), 'Quick Sets', 'Scan to Network Folder', 'Scan to SharePoint', 'Scan to USB Drive', 'Contacts', 'Email and Scan to Network Folder Quick Setup Wizards', and 'Digital Sending Software Setup'. The main content area is titled 'Email Setup > Default Job Options'. It includes a 'Help' button, a description of the feature, an 'Enable Scan to Email' checkbox, and a section for 'Outgoing Email Servers (SMTP)' with a text input field and buttons for 'Add...', 'Edit...', 'Remove...', 'Move Up', and 'Move Down'. Below this is the 'Address and Message Field Control' section with instructions and an 'Advanced Settings' button. At the bottom right are 'Apply' and 'Cancel' buttons.

8. In the section **Outgoing Email Servers (SMTP)**, select **Add...**

The screenshot shows the 'Outgoing Email Servers (SMTP)' configuration page in the HP LaserJet 500 MFP M525 web interface. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'Outgoing Email Servers (SMTP)'. It features two radio button options: 'I know my SMTP server address or host name:' (selected) and 'Search the network for outgoing email servers.'. The selected option has a text input field containing 'acme-com.mail.protection.outlook.com'. Below the radio buttons is a note: 'Use this option if you have an outgoing email server inside your firewall. This will not find servers outside your local area network.' At the bottom right are 'Previous', 'Next' (highlighted), 'Finish', and 'Cancel' buttons.

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 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.
- Check **Enable SMTP SSL/TLS Protocol** and then uncheck **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 check 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 (Example: *john.smith@acme.com*) and select **Test**.
18. Select **Finish**.

✿ 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. Refer to 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
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

! If "User editable" is not checked, then the related permission settings will be unavailable on the Security > Access control page.

Advanced Settings Apply Cancel

✿ If your email did not arrive, remember to check your spam/junk mail folder. **See also:** [How to troubleshoot scan to email](#).

19. Check **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 uncheck **User editable**.
21. Select **Apply**.

9.21.5. 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**.

9.21.6. How to reset to factory settings on HP printers

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**.
The printer will now restart.
5. Set printer's date and time correctly.
After reset follow the instructions on the printer's touchscreen to set date and time etc. You **MUST** set this correctly, as 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' (pre-filled with '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, there are 'Apply' and 'Cancel' buttons.

6. [Open the printer's web page](#) (to set password as this is required for Printix Go installation).
7. On the **Security** tab:
 - In **New Password** type the password.
 - In **Verify Password** type the password.
8. Select **Apply**.

9.21.7. 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](#) 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.
 - 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.

9.21.8. 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**.


✿ TLS 1.3 is supported by Windows 11 and Windows Server 2022 with .NET Framework 4.8 or above. On older versions, you may see TLS 1.2 communication between the printer and the Printix Client even if TLS 1.3 is enabled.

9.21.9. 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.

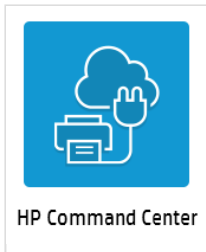
Without performing these steps, you might get the following error message when selecting the Printix **Print**  icon on the printer:

“This item is restricted. Try using another account, or contact the system administrator or the person who set up the product.”

9.21.10. 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).

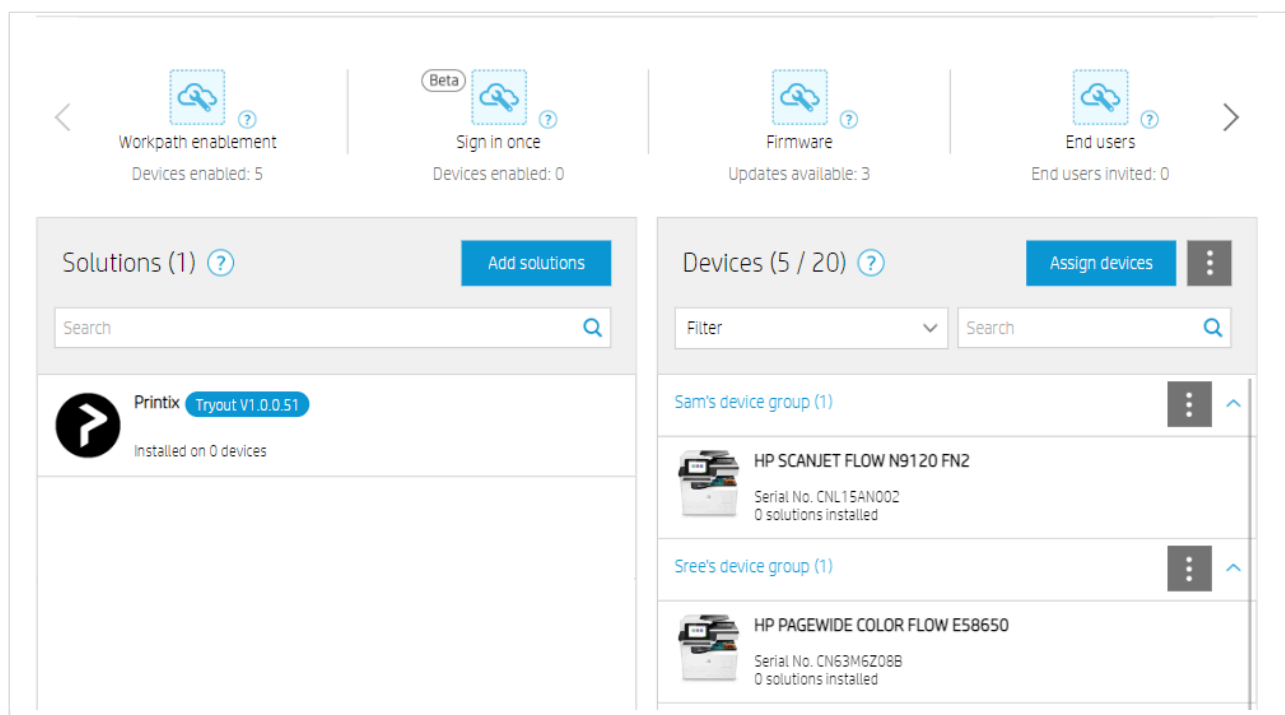
1. [Enable the HP Workpath platform on the printer](#).
2. Go to the printer and select the **HP Command Center** application.



3. Select **Continue**.
4. When the printer asks 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**.



If the **Status** of the printer you wish to install says “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

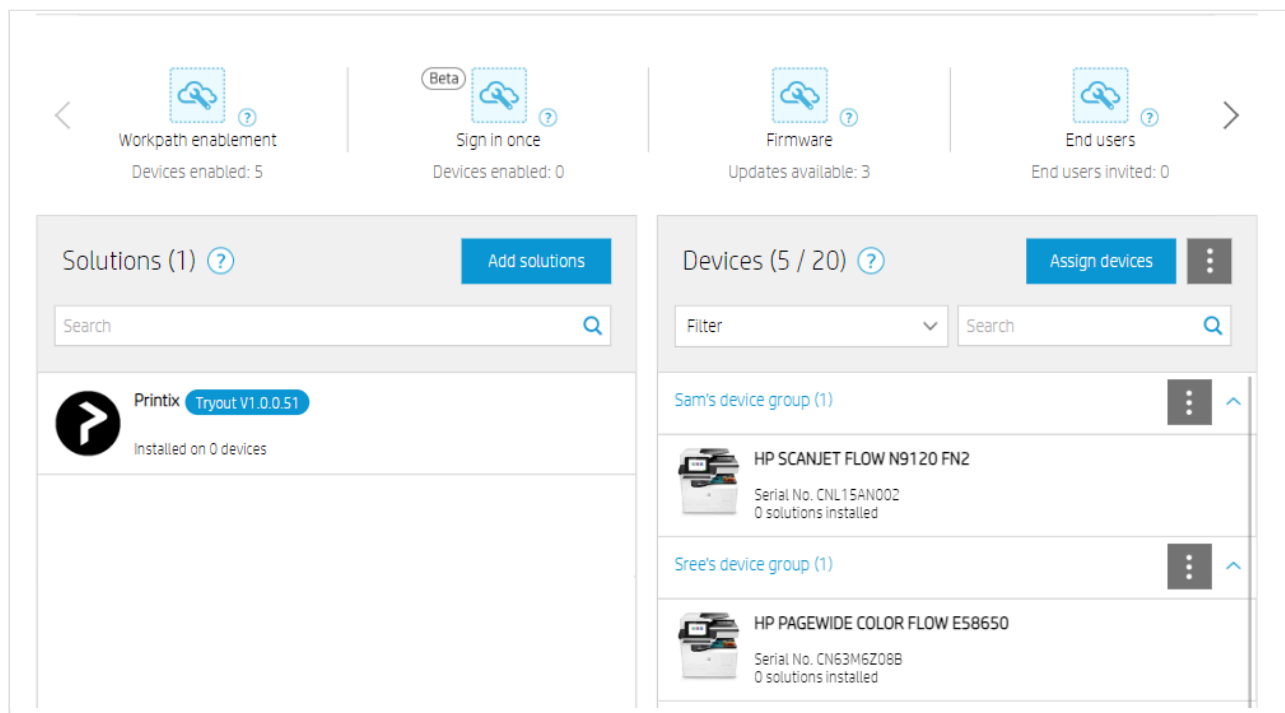
the status should change to **Succeeded**.

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 uninstallation will be **In process**. Refresh the page after a few minutes, and the status should change to **Succeeded**.

9.21.11. How to sign in as an administrator on HP Workpath printers

When first signing in to an HP Workpath printer, there is no option 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**.

9.22. 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 sign in as guest on Konica Minolta printers](#)
- [How to remotely access control panel on Konica Minolta printers](#)

See also:

- [Printix Go troubleshooting](#)

9.22.1. 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 **Login** 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 checked), but we recommend you uncheck 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

6. [Open the printer's web page](#) and **Login** as Administrator.
7. Select **Network** in the main menu.
8. Select **Web Browser Setting**.
9. In **Web Browser Setting**, select **Web Browser Setting**.
10. On the **Web Browser Setting** page:
 - In **Web Browser**, select **Enable**.
11. Select **OK**.

OpenAPI setting

12. [Open the printer's web page](#) and **Login** as Administrator.
13. Select **Network** in the main menu.
14. In **OpenAPI**, select **OpenAPI Setting**.
15. 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**.
16. Select **OK**.
17. Remember to select **Logout** and then select **OK** to exit the printer's web pages, because otherwise Printix Go installation (including update and uninstall) is likely to fail and result in error messages.

TCP socket setting

18. [Open the printer's web page](#) and **Login** as Administrator.
19. Select **Network** in the main menu.
20. Select **TCP Socket Setting**.
21. Select **Use SSL/TLS**.
22. In **Port No. (SSL/TLS)**, type 59159.
23. Select **OK**.
24. Remember to select **Logout** and then select **OK** to exit the printer's web pages, because otherwise, Printix Go installation (including update and uninstall) is likely to fail and result in [error messages](#).



If the **TCP socket setting** is not configured correctly, the **History** may include the entries like: **OpenAPI communication returned 'SSL' (FAIL)** and **OpenAPI communication returned 'Error:Already'**.

Verify access to printer

1. [Open the printer's web page](#) 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>`

9.22.2. 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 later. Limitations:

- It is not possible to detect if a card reader has been connected or disconnected. We have been unsuccessful at using the 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 00000000000000000000 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 presenting a card to the printer's card reader to sign out is not recommended, as 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 **Login** 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 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.

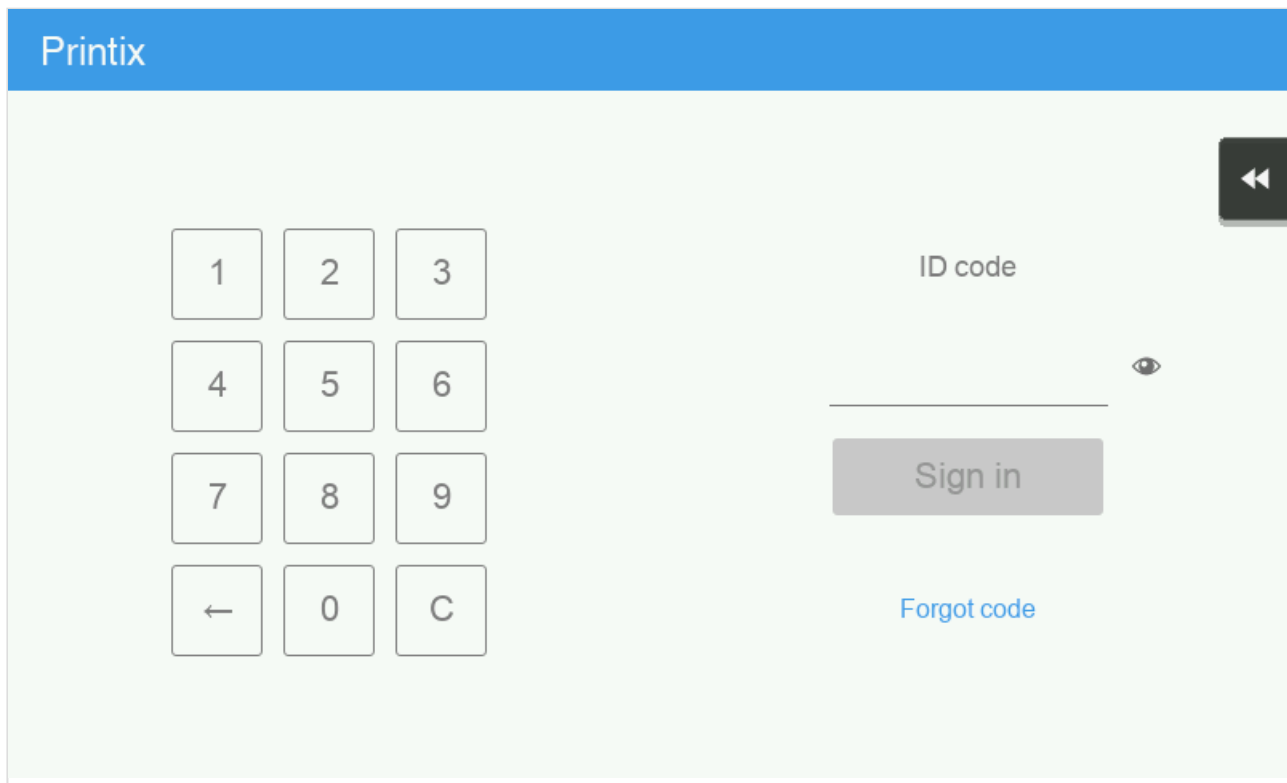
1. [Open the printer's web page](#) and **Login** as Administrator.
2. Select **Security** in the main menu.
3. Select **USB Connection Permission setting** and change **External Keyboard** from **Allow** to **Restrict**.
4. Select **OK**.



9.22.3. How to use Printix Go on Konica Minolta printers

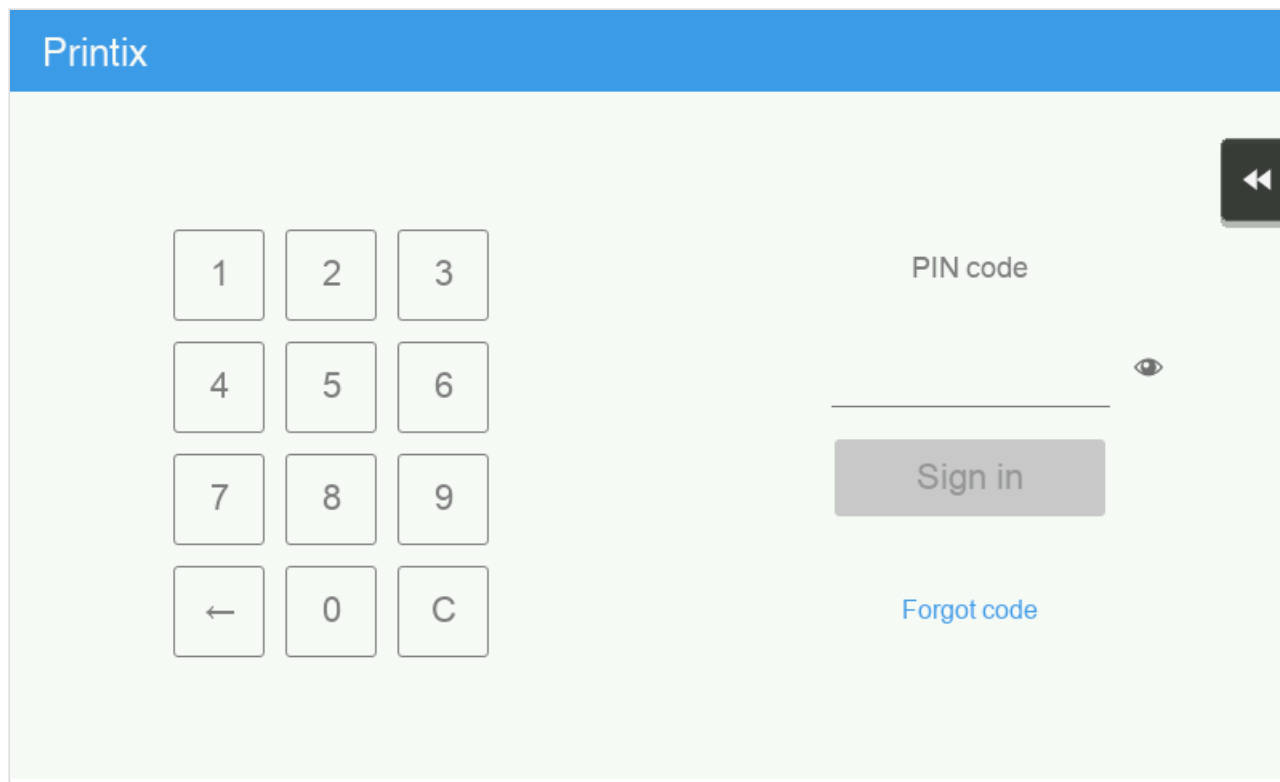
- [How to sign in with ID code at a Konica Minolta printer](#)
- [How to sign in with card at a Konica Minolta printer](#)
- [How to release documents at a Konica Minolta printer](#)

- [How to capture at a Konica Minolta printer](#)
- [How to sign out at a Konica Minolta printer](#)
- [How to register card at a Konica Minolta printer](#)
- [How to sign in as guest on Konica Minolta printers](#)
- [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 sign in with ID code at a Konica Minolta printer



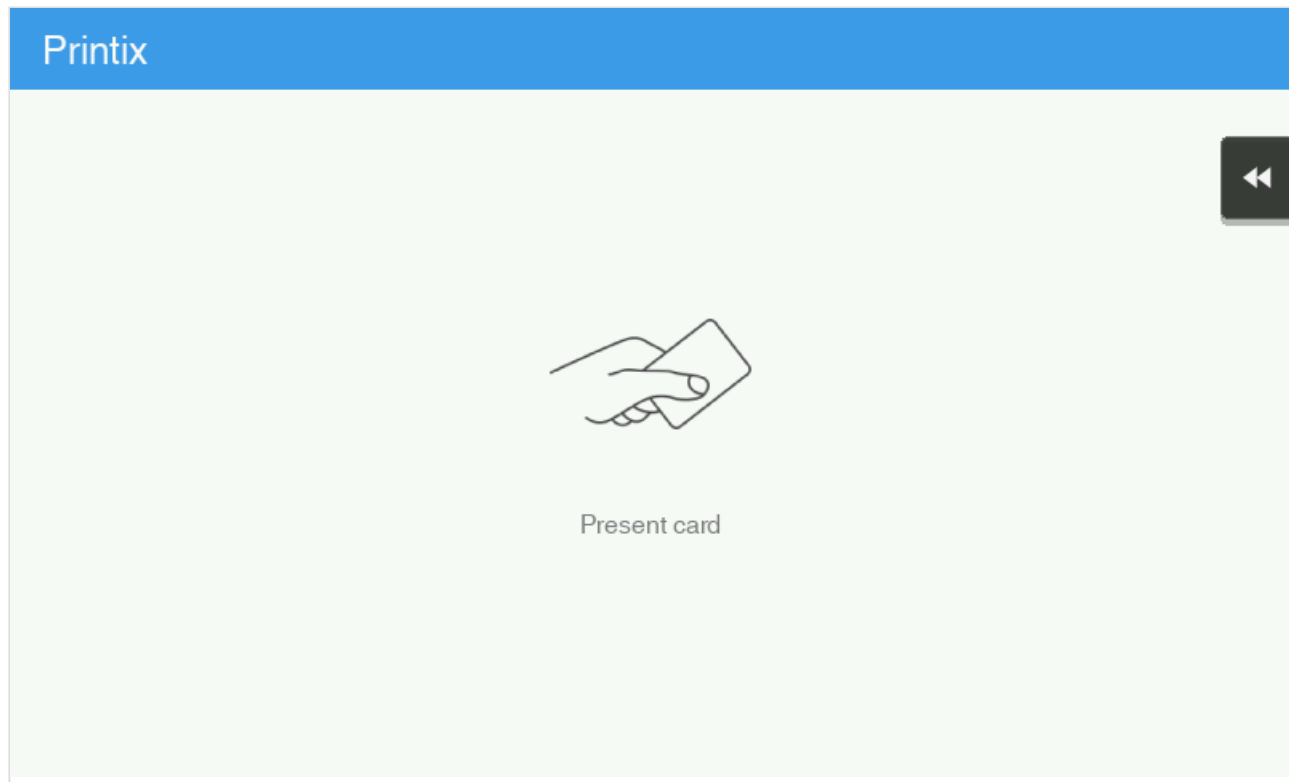
1. Enter **ID code** (6-digit) on the touchscreen.
 - Select  to see the digits entered.
 - If you do not know your **ID code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your ID code.




The image shows a screenshot of the Printix login interface. At the top, there is a blue header with the word "Printix" in white. Below the header, on the left side, is a numeric keypad with buttons for digits 1 through 9, 0, and a "C" (clear) button. To the right of the keypad, the text "PIN 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 "Sign in" button. Below the "Sign in" button is a blue link that says "Forgot code". In the top right corner of the screen, there is a black button with a white double-left arrow icon.

2. Enter **PIN code** (4-digit) on the touchscreen.

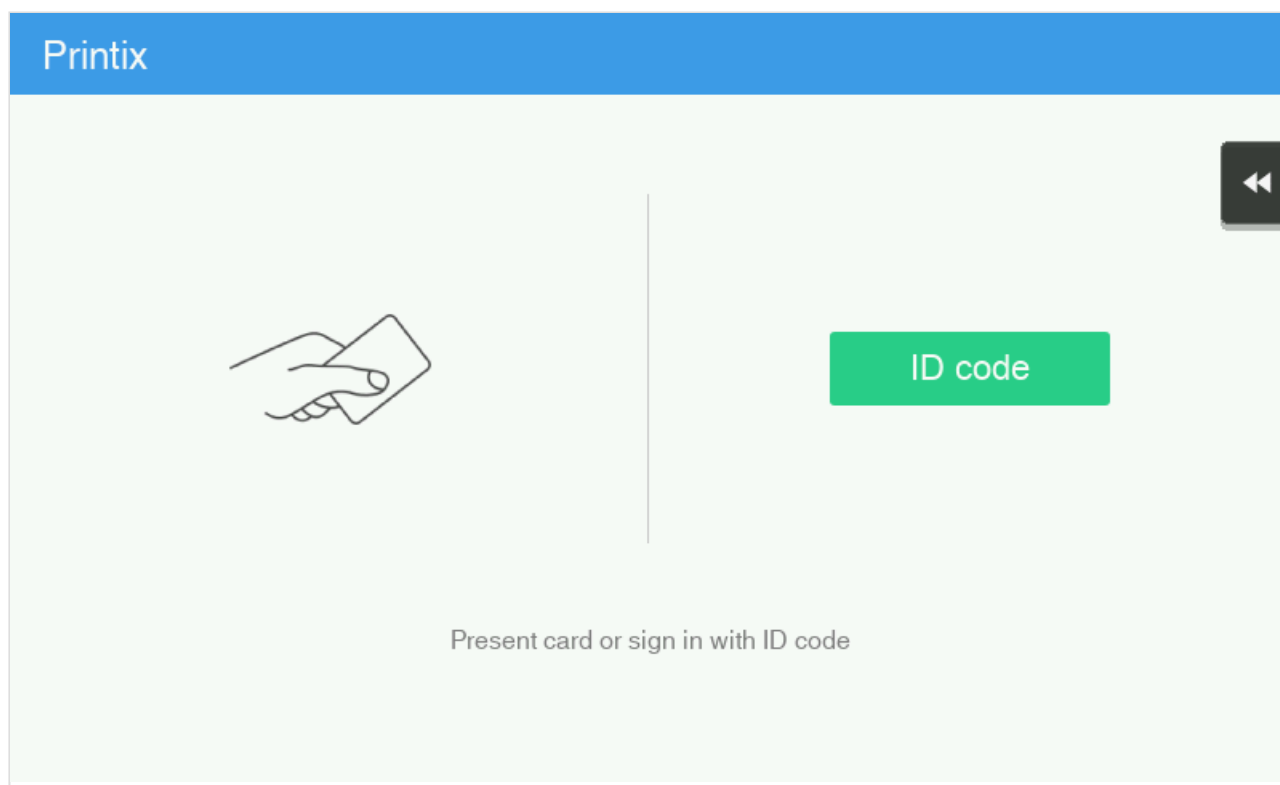
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Konica Minolta printer



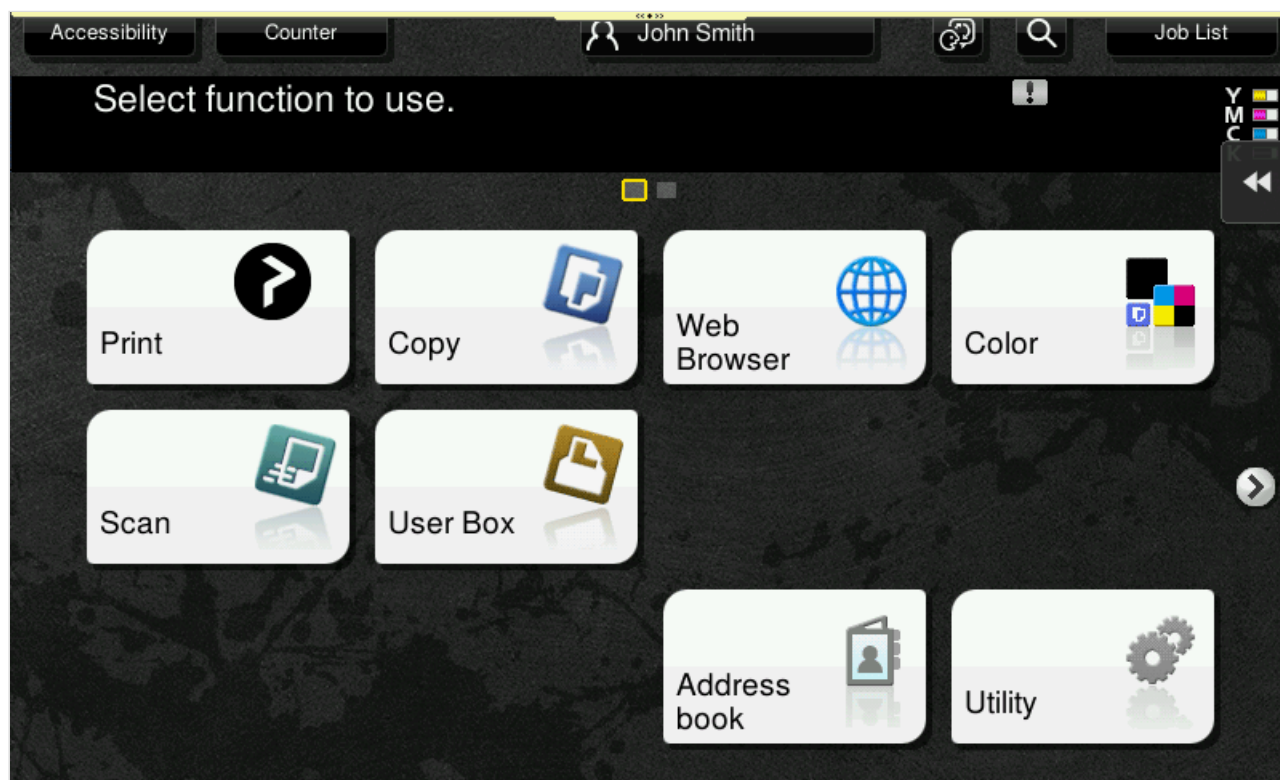
1. Present card to the printer's card reader.
 - Before 60 seconds have elapsed, select the Printix **Print**  icon.
 - A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.
2. If asked, enter **PIN code** (4-digit) on the touchscreen.
 - The **PIN code** is the same whether you sign in with ID code or card.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to release documents at a Konica Minolta printer

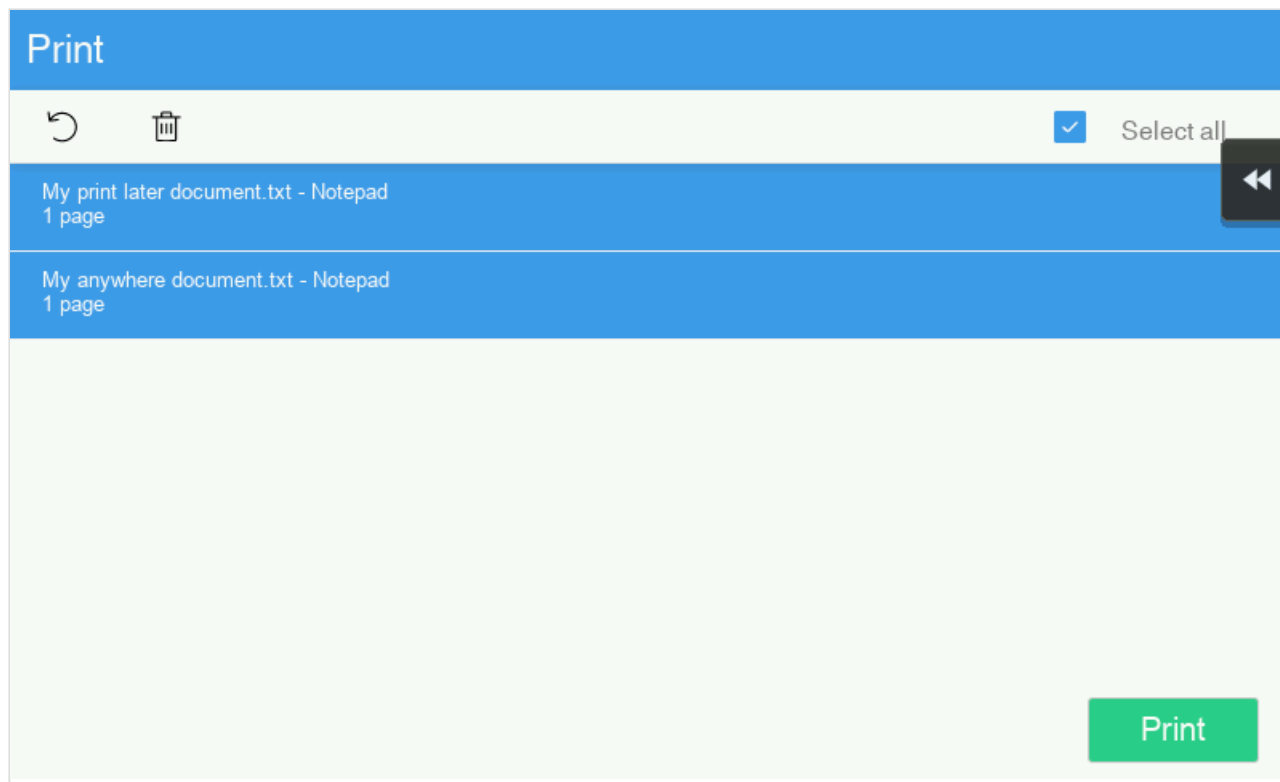


1. Sign in to the printer.

- Before 60 seconds have elapsed, select the Printix **Print**  icon.




- ### 2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



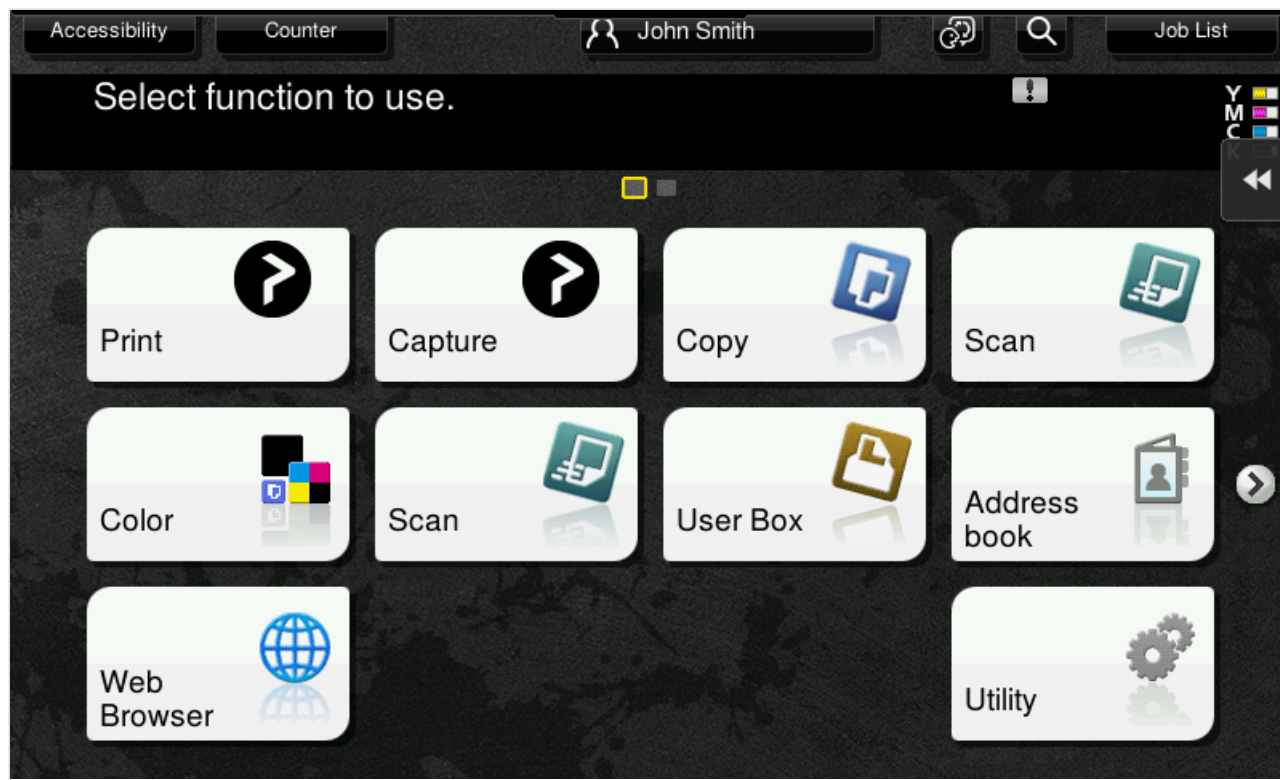
3. Select **Print** at the bottom of the screen.


How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

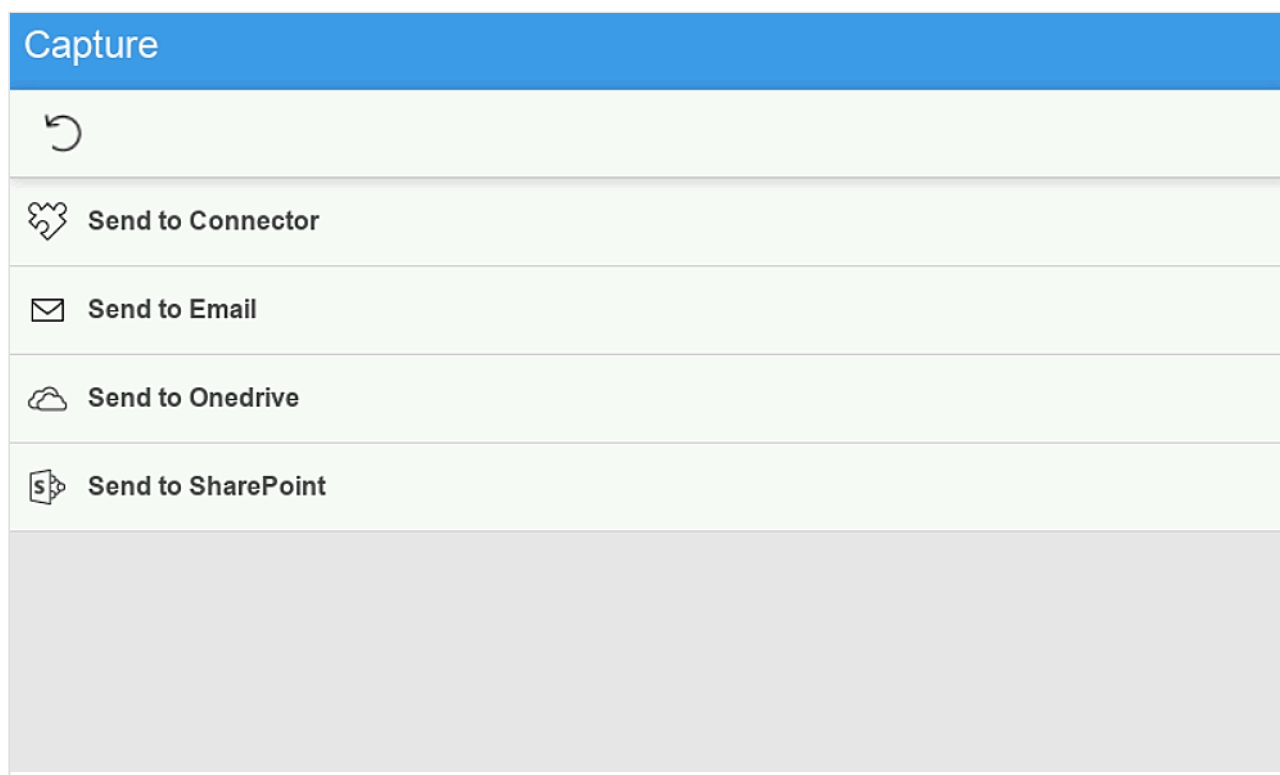
How to capture at a Konica Minolta printer

1. Sign in to the printer.



2. Select the Printix **Capture**  icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:

- Place multi-page document in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
- Place one-page document on the printer's flatbed glass.
Scanning of multiple pages from flatbed glass is currently 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.

- As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- If you do not want to start the scan, then 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.

The capture process consists of three steps:

- **Scan and upload**

As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.

- **Processing**

Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.

- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at a Konica Minolta printer

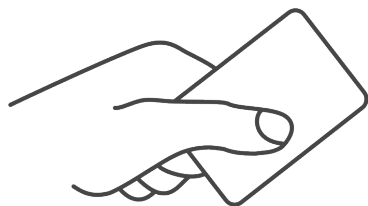
1. Select the printer's **Access** button. The method of presenting card to the printer's card reader to sign out is not recommended, as the flow can not detect if the card belongs to perhaps an already signed in user.

How to register card at a Konica Minolta printer

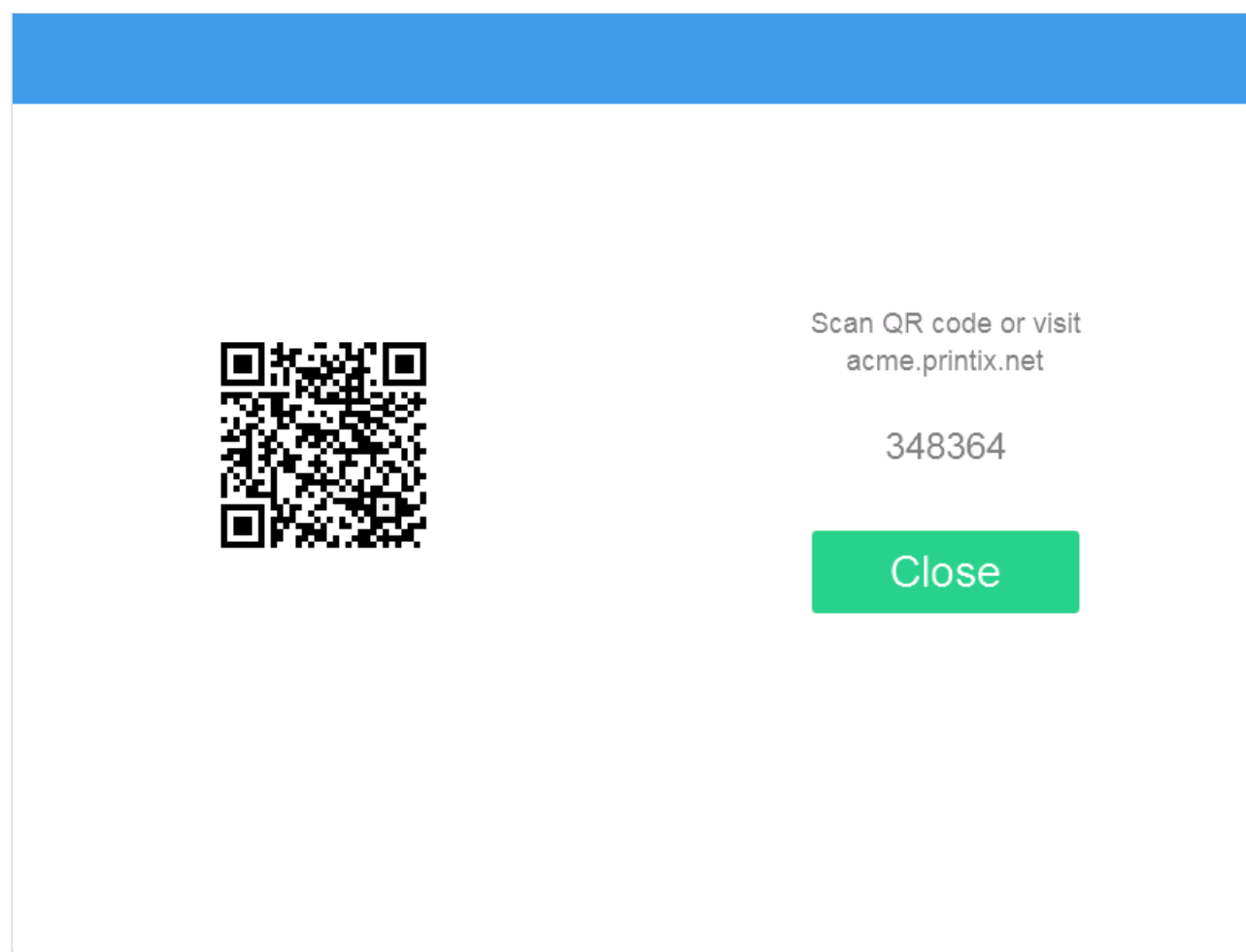
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.



You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)




Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.

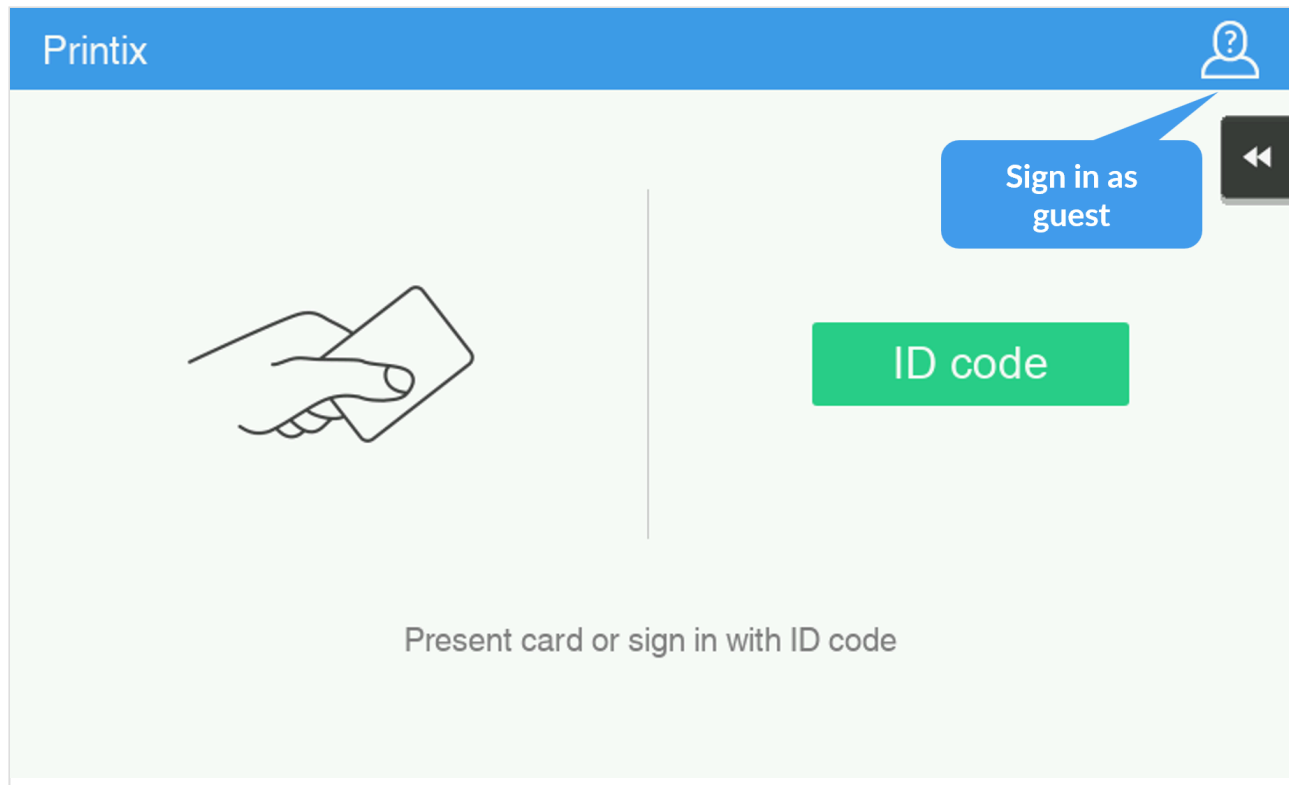
Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Konica Minolta printers

1. On the **Sign in** page, select **Guest**  in the upper right of the printer's touchscreen control panel.



2. Select the function you wish to use, for example **Copy** if that is available.

9.22.4. 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.



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.

9.22.5. How to set up scan to email on Konica Minolta printers

Once configured, you can **Sign in** to the printer, select **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](#).



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 **Login** 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 checked, then uncheck it.

10. Select **OK**.
11. After a few seconds the message appears: **Completed**.
12. Select **OK**.
13. 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. Refer to 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** 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](#). 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.

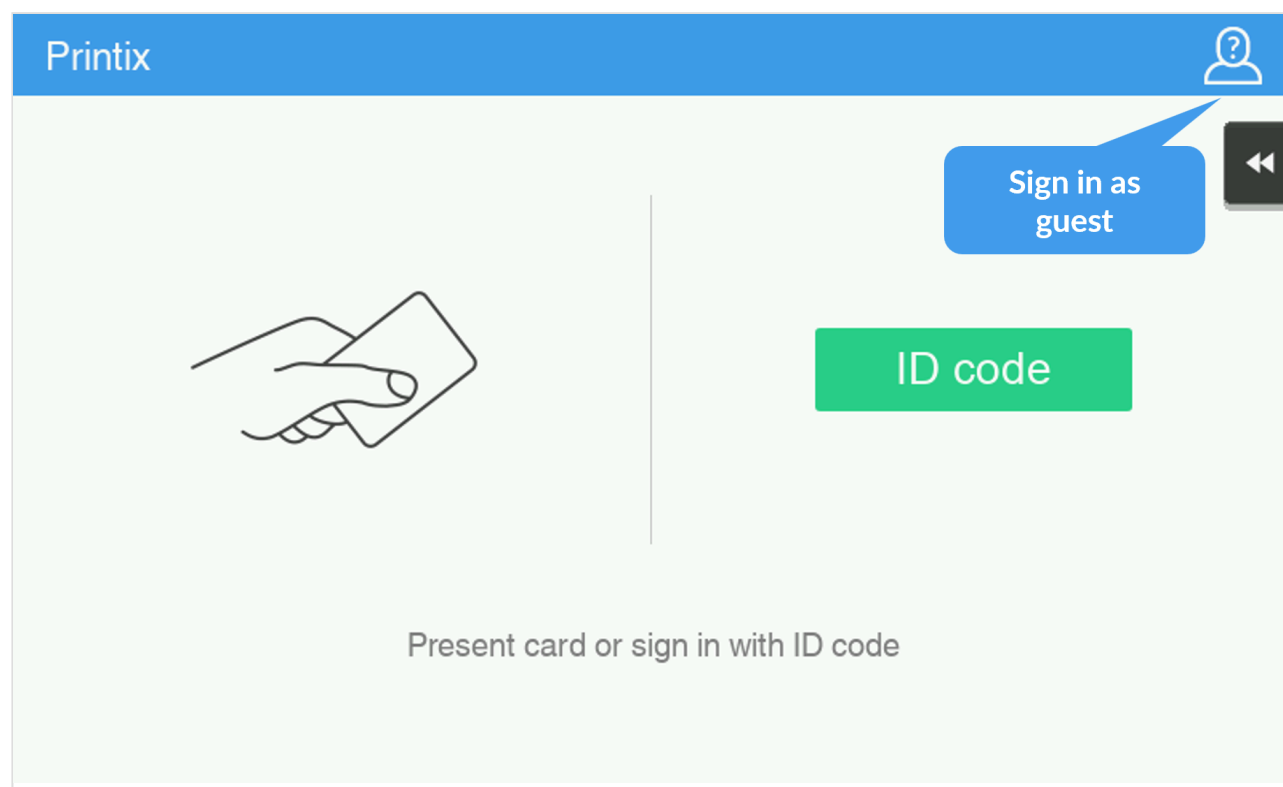
Another possible work-around to get the **Me** button working is to:

1. [Open the printer's web page](#) and **Login** 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.

9.22.6. How to sign in as guest on Konica Minolta printers

Follow these steps to sign in as guest on Konica Minolta printers when Printix Go is installed.

1. On the **Sign in** page, select **Guest**  in the upper right corner of the printer’s touchscreen control panel.



2. Select the function you wish to use, for example **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.

Function	Access control unlocked	Access control locked
Copy	As guest	Only Printix signed in user
Email	As guest	Only Printix signed in user

Scan	As guest	Only Printix signed in user
Fax	As guest	Only Printix signed in user
Print from USB Drive	As guest	Only Printix signed in user
Scan to USB Drive	As guest	Only Printix signed in user
Everything else	As guest	Only Printix signed in user

9.22.7. How to remotely access control panel on Konica Minolta printers

Enable remote access on the printer

1. [Open the printer's web page](#) and **Login** 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

1. Open a web browser and enter the printer's IP address (Example: *https://192.168.1.10*) followed by *:50443/panel/top.html* like this:
https://192.168.1.10:50443/panel/top.html

9.23. 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 to email on Kyocera printers](#)
- [How to sign in as guest on Kyocera printers](#)
- [How to remotely access control panel on Kyocera printers](#)
- [How to setup SSL/TLS communication on Kyocera printers](#)


See also:

- [Printix Go troubleshooting](#)

9.23.1. 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.

Install Printix Go Kyocera via KYOCERA Net Viewer

Printix Go Kyocera is installed via the Kyocera application **KYOCERA Net Viewer** obtained from the Kyocera website. We recommend to always use the latest version of the **KYOCERA Net Viewer**.

3. Make sure the printer is powered on and ready.
4. Run the **KYOCERA Net Viewer**.
5. Use the **Add devices wizard** to add the necessary printers. To open the wizard, in the **Device** menu, select **Discovery** and then **Add devices**.
6. 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**.
7. Select the printers where Printix Go Kyocera is to be installed.
8. In the **Device** menu, select **Applications**.
9. Select **Install New** and browse to the Kyocera ZIP file downloaded in step 2.
10. **Activate** the application without a license key.
11. [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 application.

How to update Printix Go Kyocera

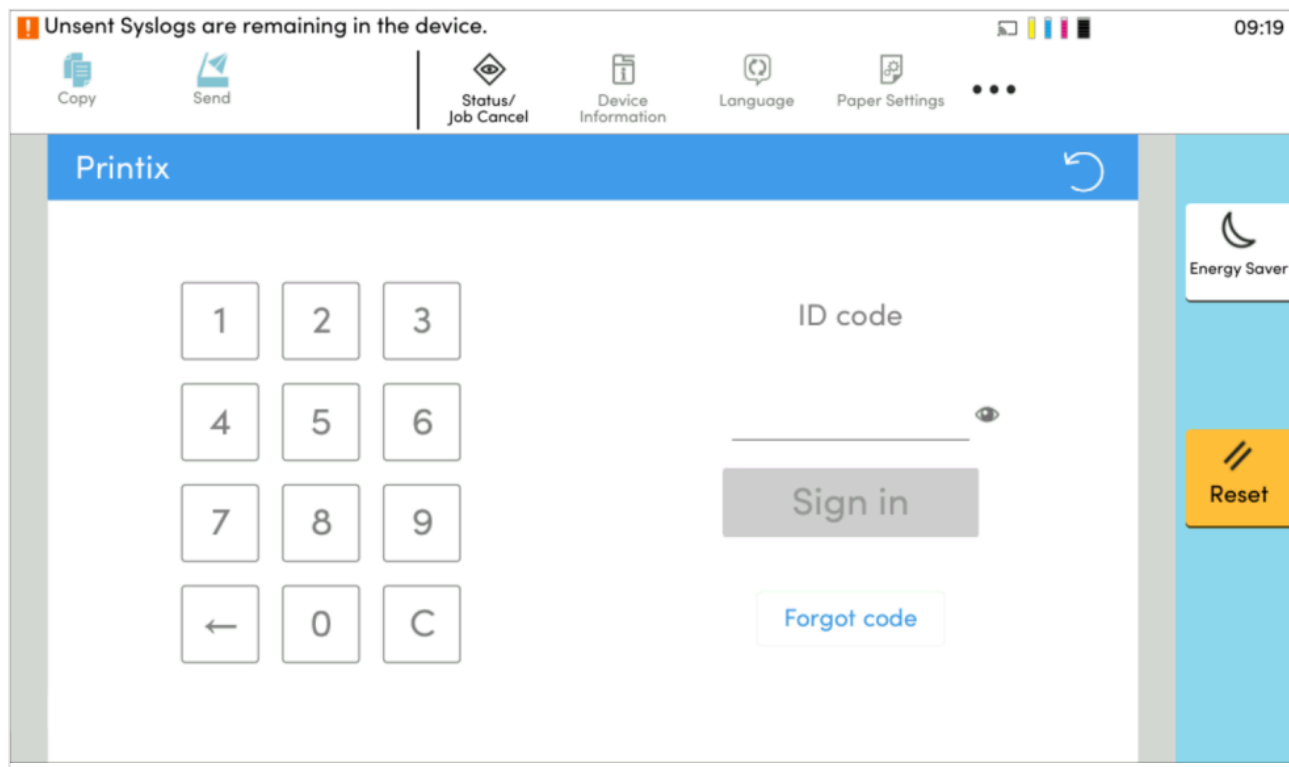
1. Uninstall Printix Go [as described above](#).
Printix Go is uninstalled from both the Printix Administrator and the **KYOCERA Net Viewer**.
2. [Download the latest version of the Kyocera ZIP file](#).
3. Reinstall Printix Go in both the **KYOCERA Net Viewer** and in Printix Administrator [as described above](#).
Use the newly downloaded Kyocera ZIP file for the installation in the **KYOCERA Net Viewer**.



9.23.2. How to use Printix Go on Kyocera

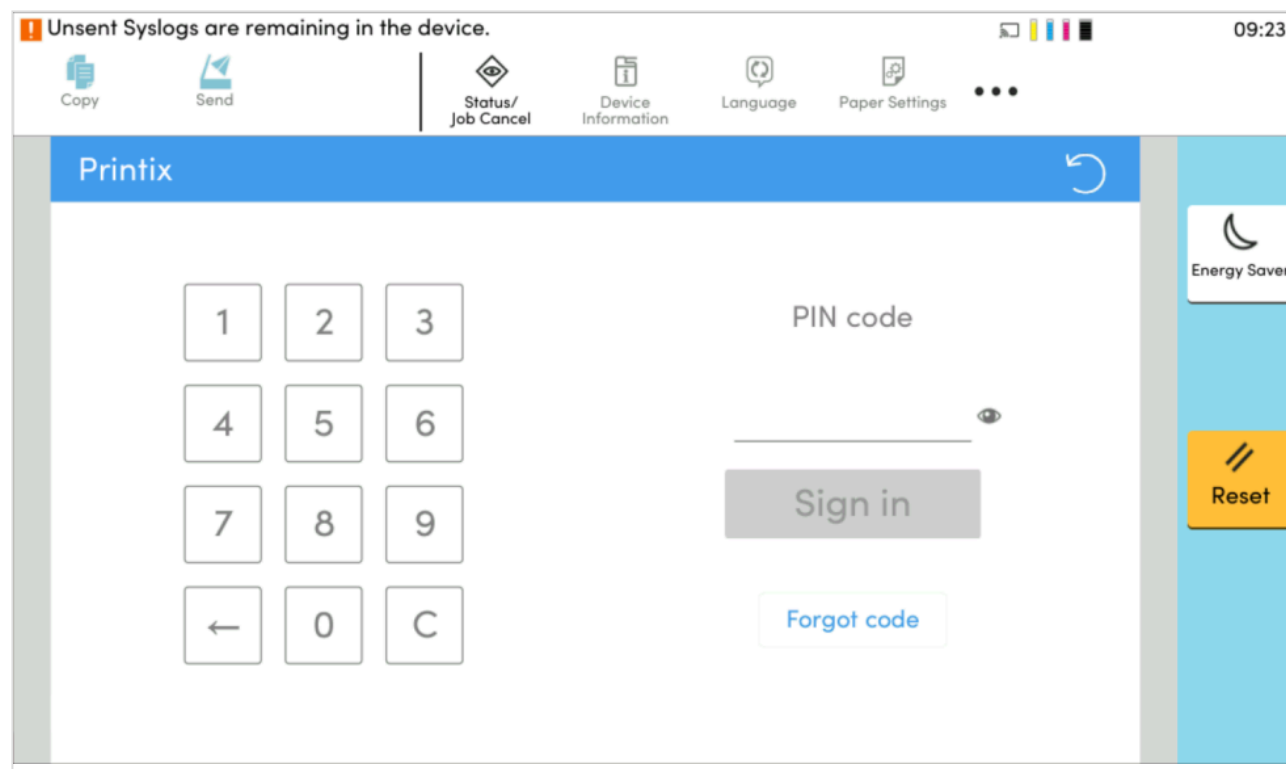
printers

- [How to sign in with ID code at a Kyocera printer](#)
- [How to sign in with card at a Kyocera printer](#)
- [How to release documents at a Kyocera printer](#)
- [How to capture at a Kyocera printer](#)
- [How to log out from a Kyocera printer](#)
- [How to register card at a Kyocera printer](#)
- [How to sign in as guest on Kyocera printers](#)
- [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 sign in with ID code at a Kyocera printer



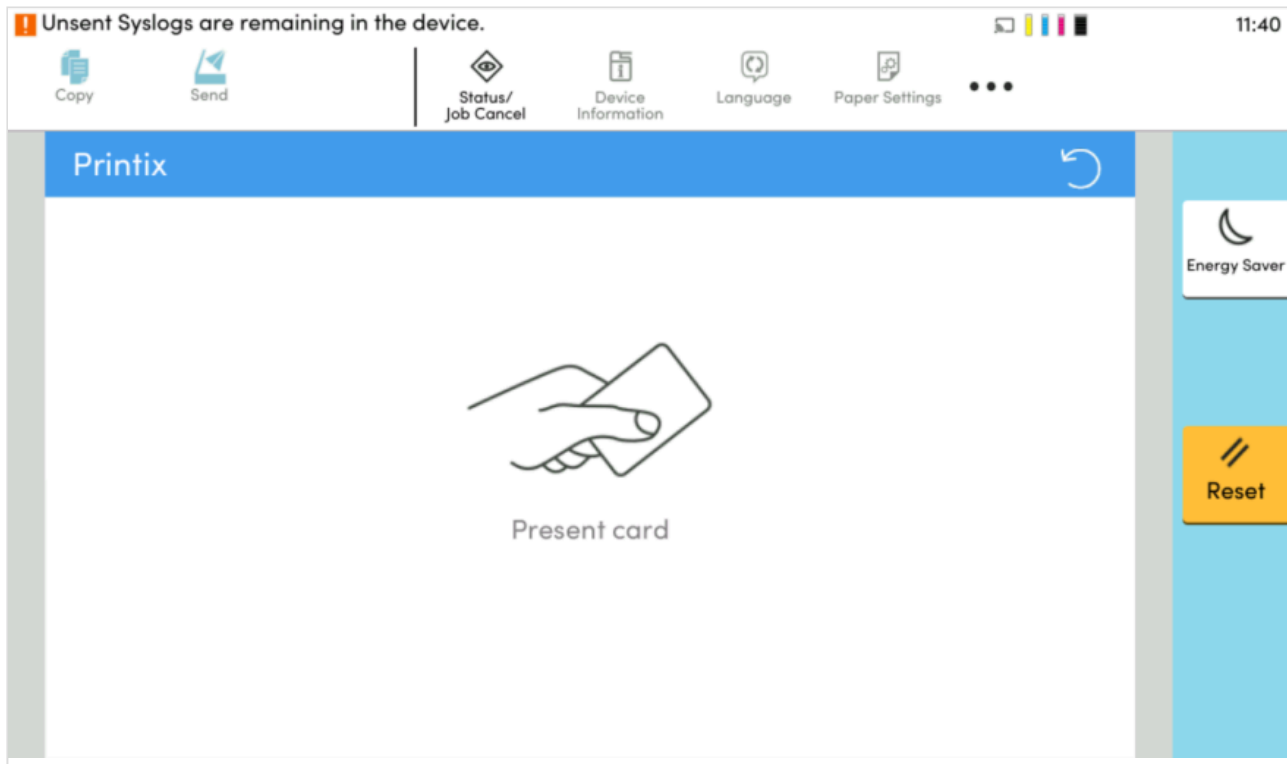
1. Enter the **ID code** (6-digit) on the touchscreen.
 - Select  to see the digits entered.
 - If you do not know your **ID code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in the [Printix App](#) or browse to the appearing URL to reset your ID code.





2. Enter the **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.
- Select  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 appearing URL to reset your PIN code.

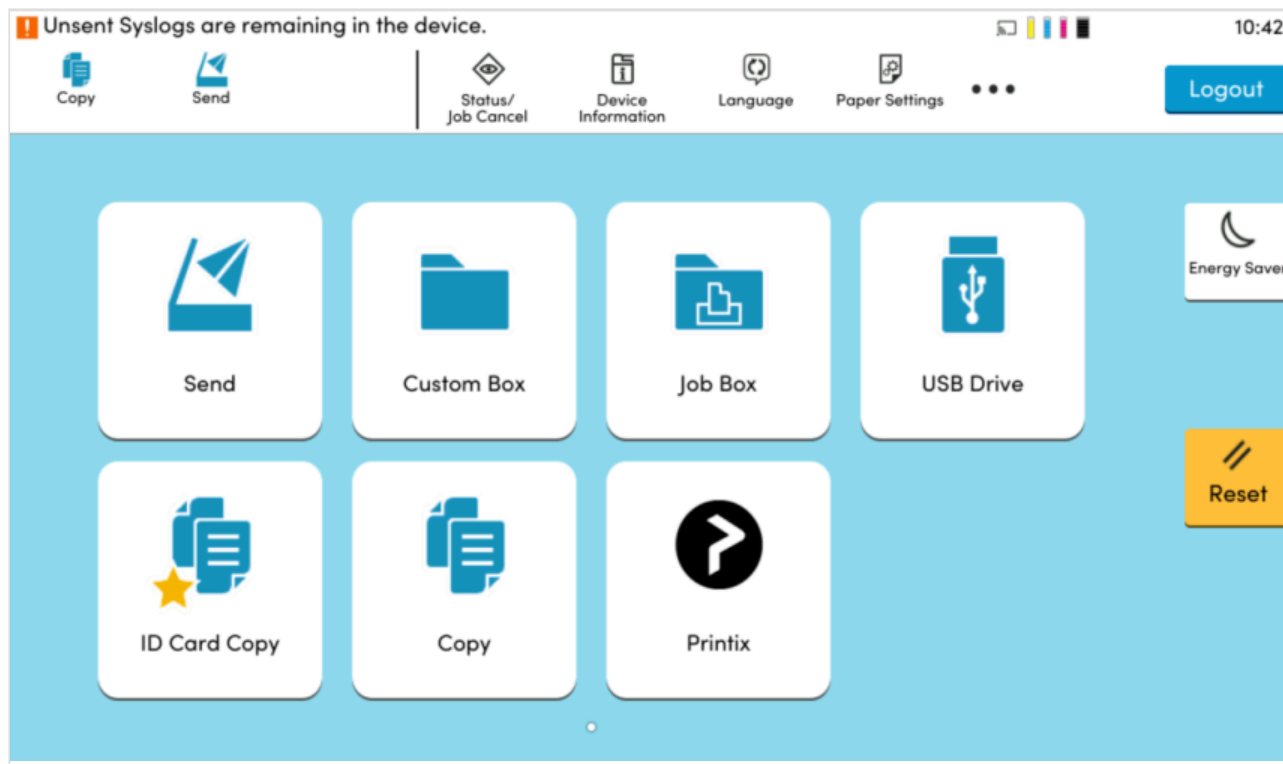
How to sign in with card at a Kyocera printer



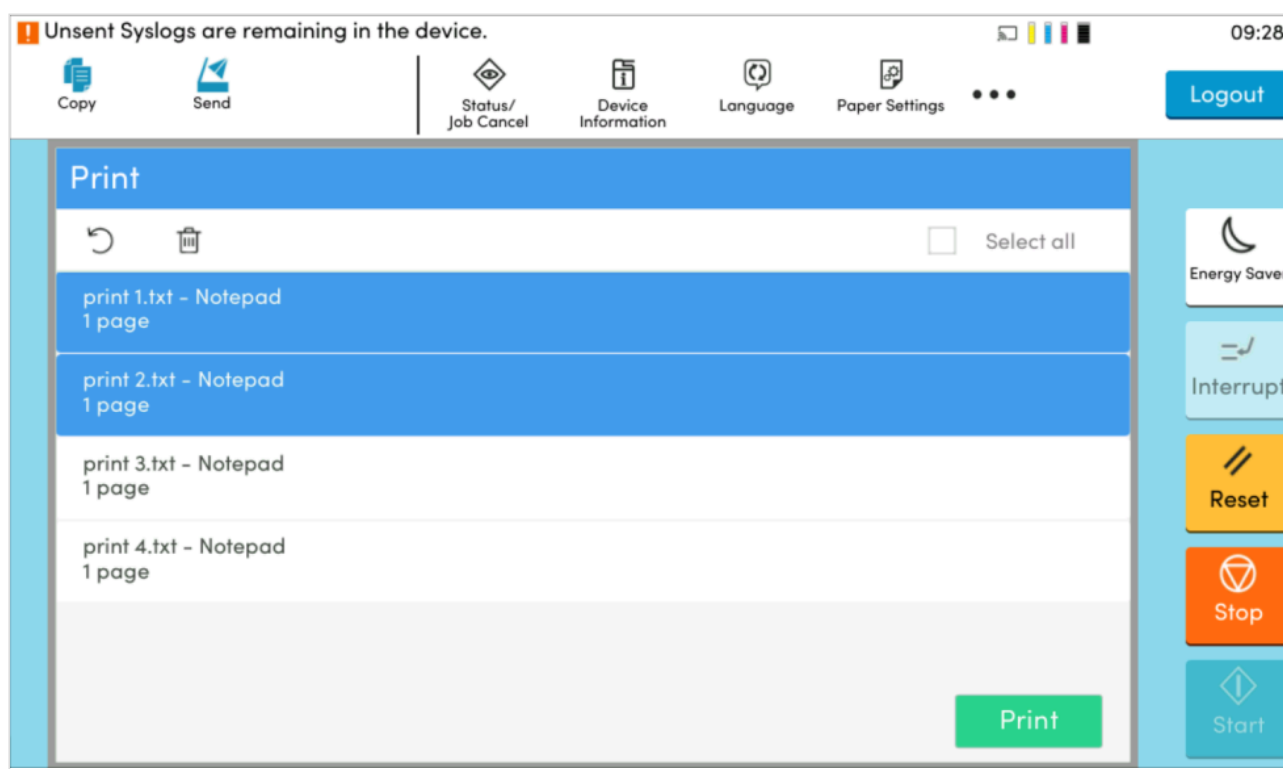
1. Present your card to the printer's card reader.
2. If asked, enter your **PIN code** (4-digit) on the touchscreen.
 - The **PIN code** is the same whether you sign in with ID code or card.
 - Select  to see the digits entered.
 - If you do not know your **PIN code**:
 - Select [Forgot code](#) to 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 appearing URL to reset your PIN code.

How to release documents at a Kyocera printer

1. **Sign in** to the printer.
2. Select **Printix**.



3. Select the documents you wish to print, or select **Select all** (the check box in the top right corner).



4. Select **Print** at the bottom of the screen.

How to remove documents you do not want to print

- Select the documents you want to remove from the list and select the bin icon .

How to capture at a Kyocera printer

1. Sign in to the printer.
2. Select the Printix **Capture**  icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page document in the Automatic Document Feeder (ADF).
Ensure pages are in the correct order.
 - Place one-page document on the printer's flatbed glass.
Scanning of multiple pages from flatbed glass is currently not supported.
5. Select **Start** to start scanning.
 - As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
 - If you do not want to start the scan, then select **X** to cancel and return to the list of workflows

The capture process consists of three steps:

- **Scan and upload**
As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- **Processing**
Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.
- **Delivery**
The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at a Kyocera printer

You can sign out from the printer using these methods:

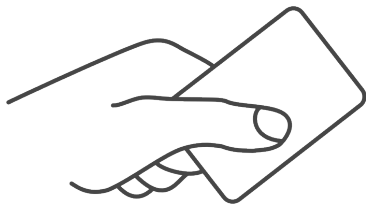
- Automatic sign out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Logout** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Kyocera printer

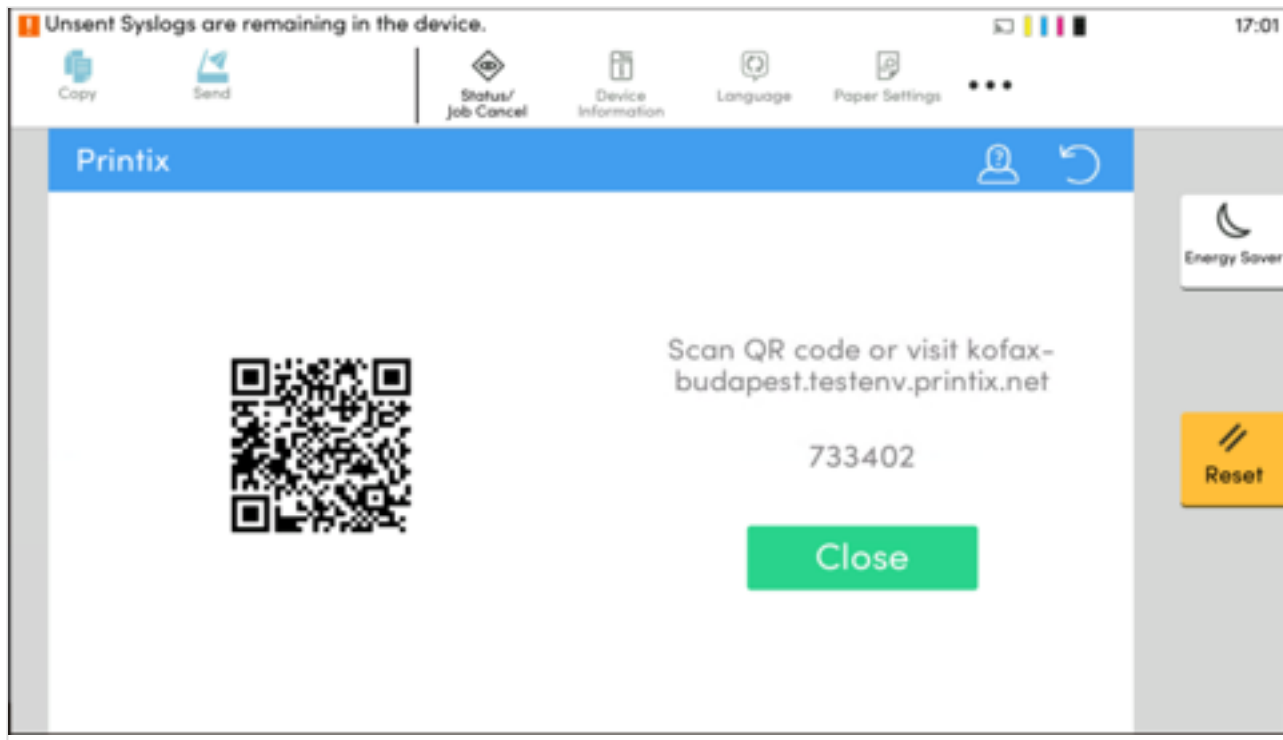
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 733402).
 - The code is valid for 1 hour.



You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)



Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.


Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.


Scan QR with native Printix App on your phone

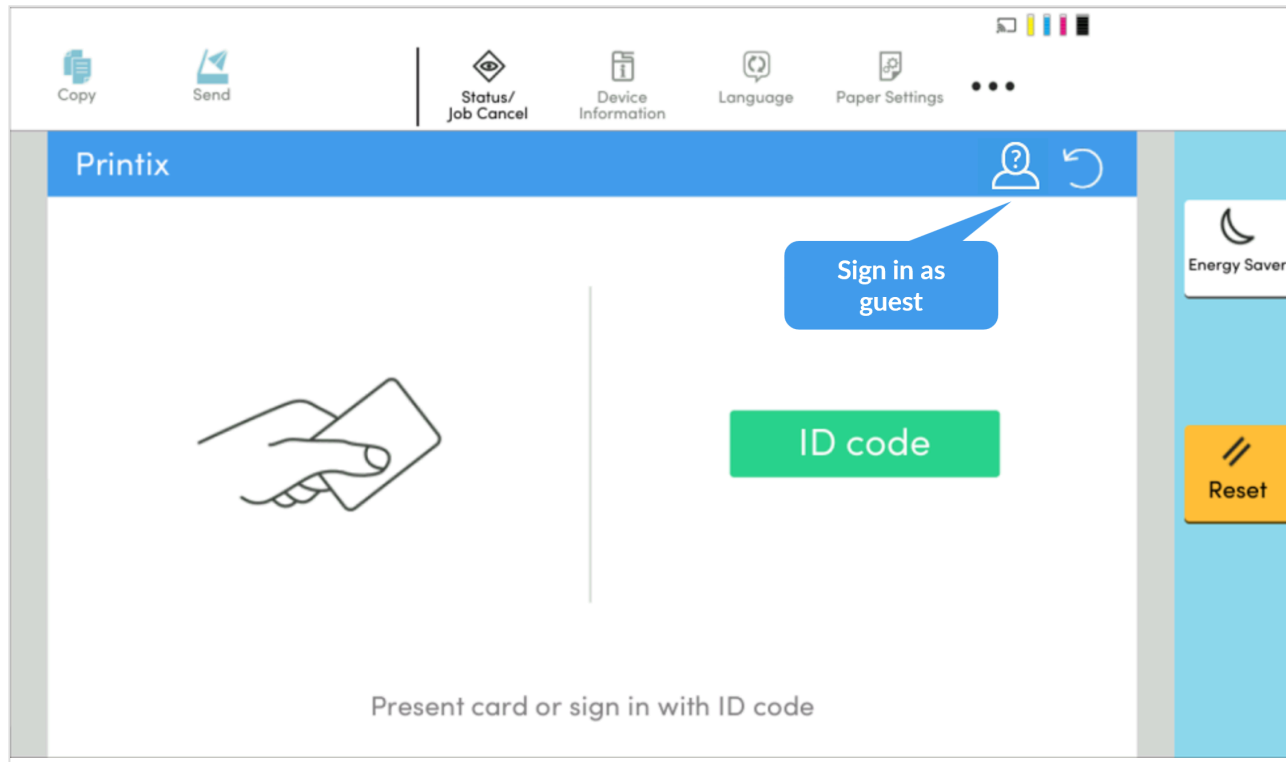
If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.

4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Kyocera printers

1. On the **Sign in** page, select **Guest**  in the upper right corner of the printer's touchscreen control panel.




2. Select the function you wish to use, for example, **Copy** if that is available.

9.23.3. 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 desired **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.

9.23.4. How to set inactivity timeout on Kyocera printers

1. [Open the printer's web page](#) and **Login** 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.

9.23.5. 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 reader.

Select automatically

If either **Orientation** or **Paper size** is set to **Auto**, the printer automatically sets proper values for scanning.

9.23.6. 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 **Login** 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](#).

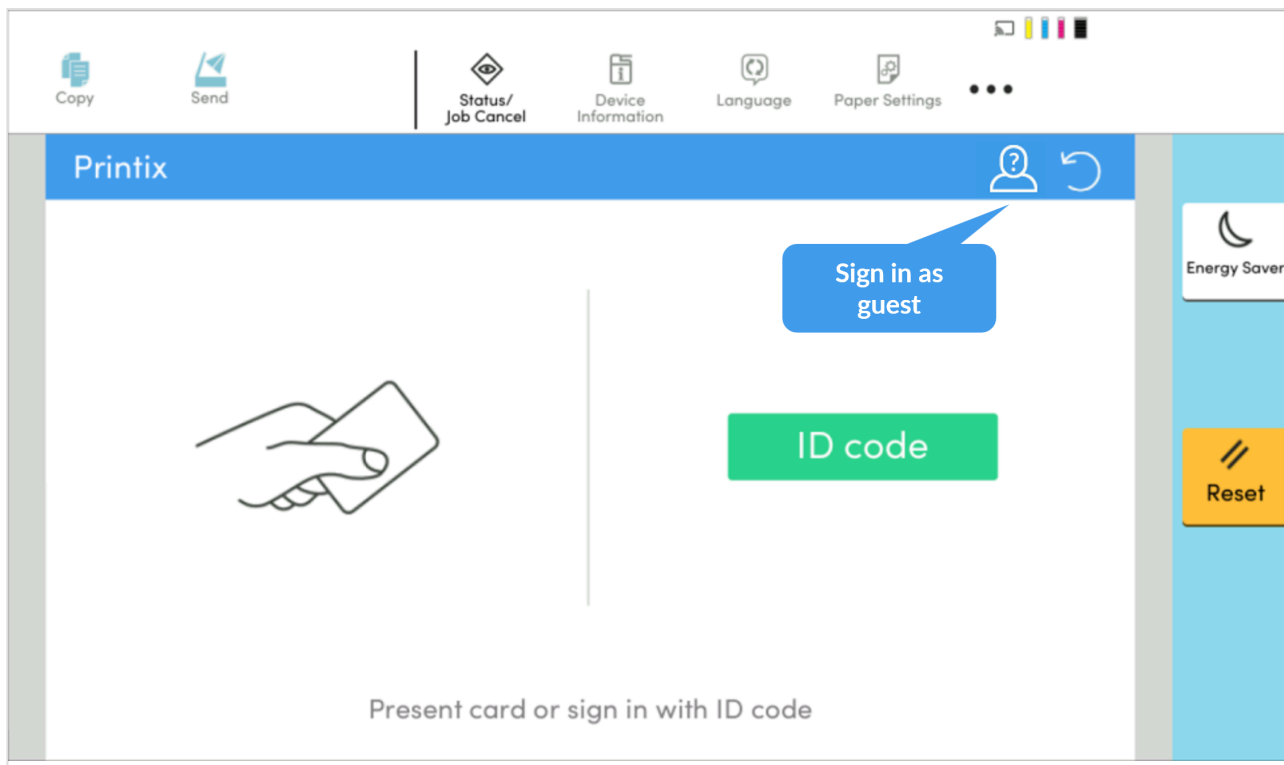


To avoid this, go to your domain registrar's website to update your DNS records. Edit

your sender policy framework (SPF) record to include your public IP address. Refer to Microsoft documentation: [Step-by-step instructions for direct send](#).

9.23.7. How to sign in as guest on Kyocera printers

1. On the **Sign in** page, select **Guest**  in the upper right corner of the printer's touchscreen control panel.



2. Select the function you wish to use, for example, **Copy** if that is available.
The accessible functions depend on the **Access control** settings in the **Go configuration**.
Signing in as a guest is not available if all functions, including **Everything else**, are locked.

9.23.8. How to remotely access control panel on Kyocera printers

1. [Open the printer's web page](#) and **Login** 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**.

As a result, the printer appears in VNC Viewer.

8. Double-select the printer you wish to remotely access.

9.23.9. 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.

1. [Open the printer's web page](#) and **Login** 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**.

These steps are safety requirements. Printers without a correctly configured SSL/TLS communication are not supported.

9.24. 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 sign in as machine administrator 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 Lexmark logs](#)

See also:

- [Printix Go troubleshooting](#)

9.24.1. 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 enter the user information.
8. In **Permissions Groups** check **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** checked under **Administrative Menus** and **Import / Export All Settings** checked under **Device Management**.
9. Select **Save**.

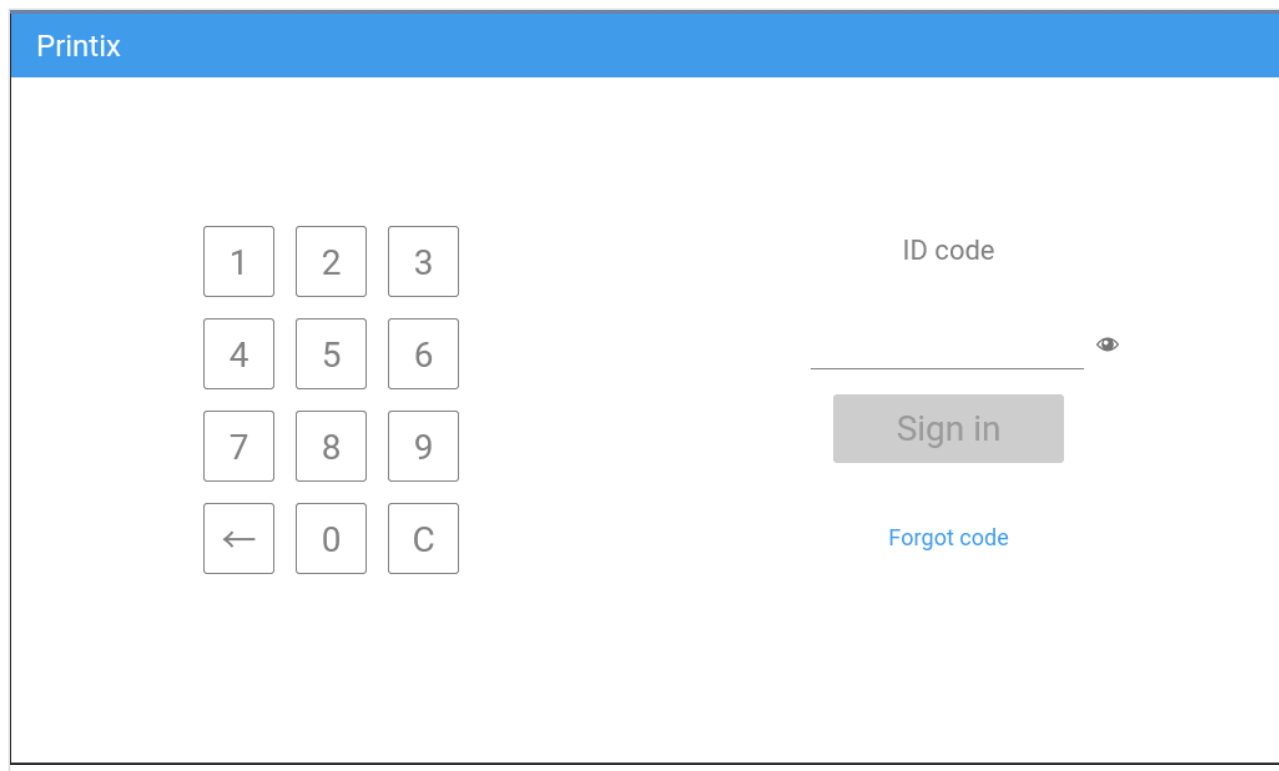
Enable HTTPS via the printer's web page.

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. Check **Enable HTTPS**.
6. Select **Save**.

9.24.2. How to use Printix Go on Lexmark printers



- [How to sign in with ID code at a Lexmark printer](#)
- [How to sign in with card at a Lexmark printer](#)
- [How to release documents at a Lexmark printer](#)
- [How to sign out at a Lexmark printer](#)
- [How to register card at a Lexmark printer](#)
- [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](#)

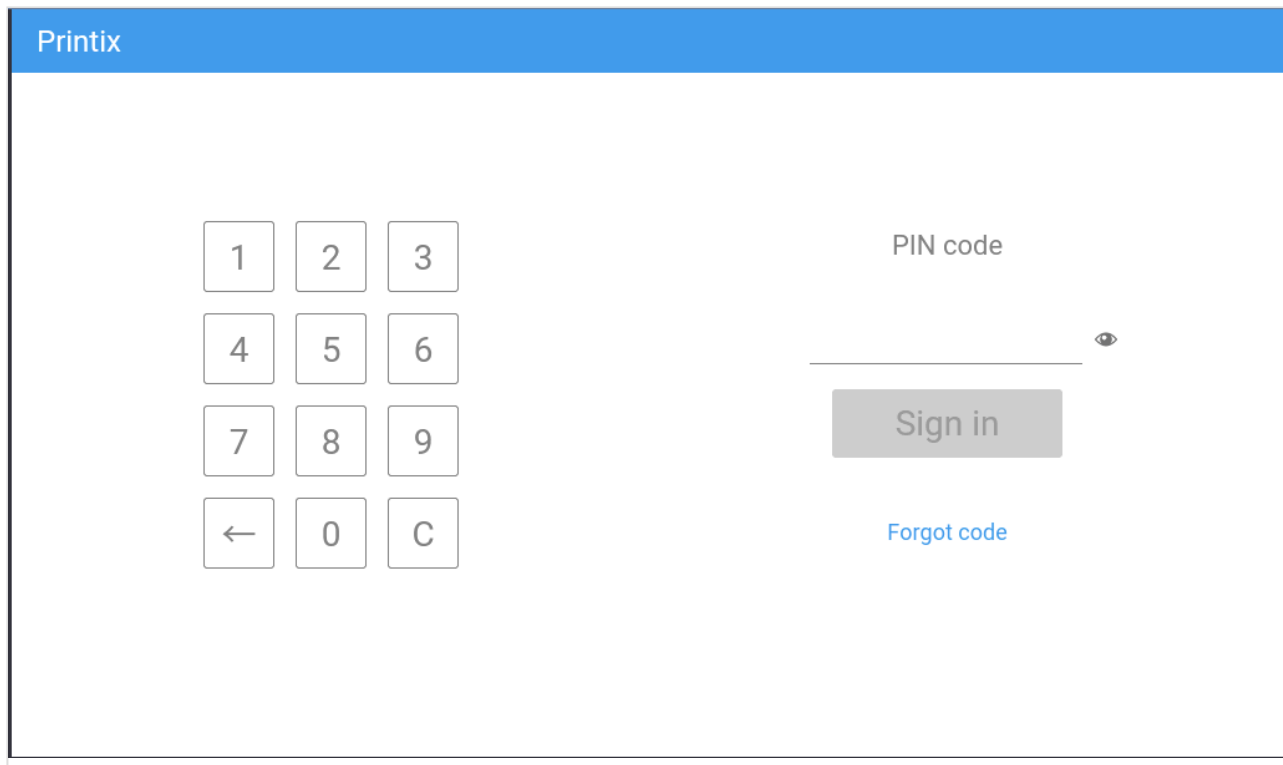
How to sign in with ID code at a Lexmark printer



The screenshot shows the Printix sign-in interface. 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 "C" (clear) button. To the right of the keypad is a text input field labeled "ID code". Above the input field is a small 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".

1. Enter **ID code** (6-digit) on the touchscreen.

- Select  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 [Printix App](#) or browse to the appearing URL to reset your ID code.

The image shows a screenshot of the Printix login interface. At the top, there is a blue header bar with the word "Printix" in white. Below the header, on the left side, is a numeric keypad with buttons for digits 1 through 9, 0, and a "C" (clear) button. To the right of the keypad, the text "PIN 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 "Sign in" button. At the bottom right, there is a blue link that says "Forgot code".



Printix

PIN code

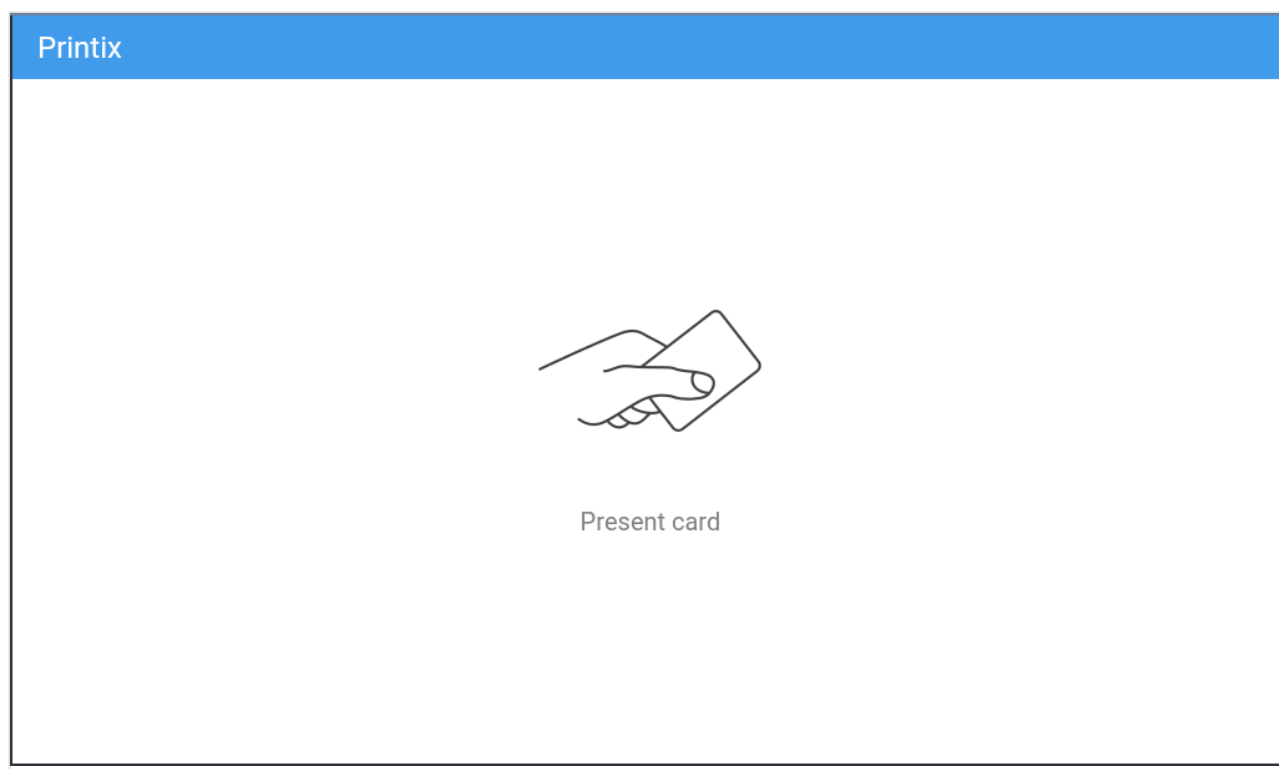
Sign in

[Forgot code](#)


2. Enter **PIN code** (4-digit) on the touchscreen.

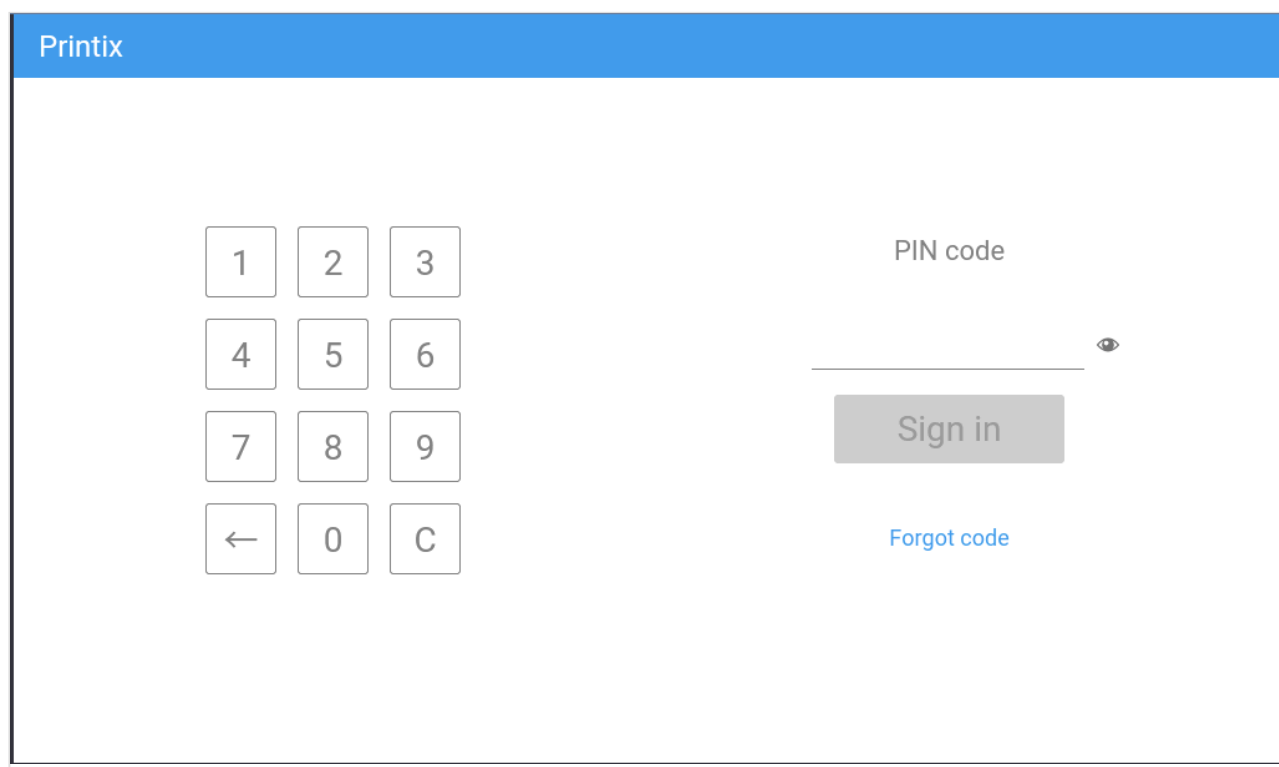
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Lexmark printer





1. Present card to the printer's card reader.

- 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 presented.




2. If asked, enter **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.

- Select  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 [Printix App](#) or browse to the appearing URL to reset your PIN code.

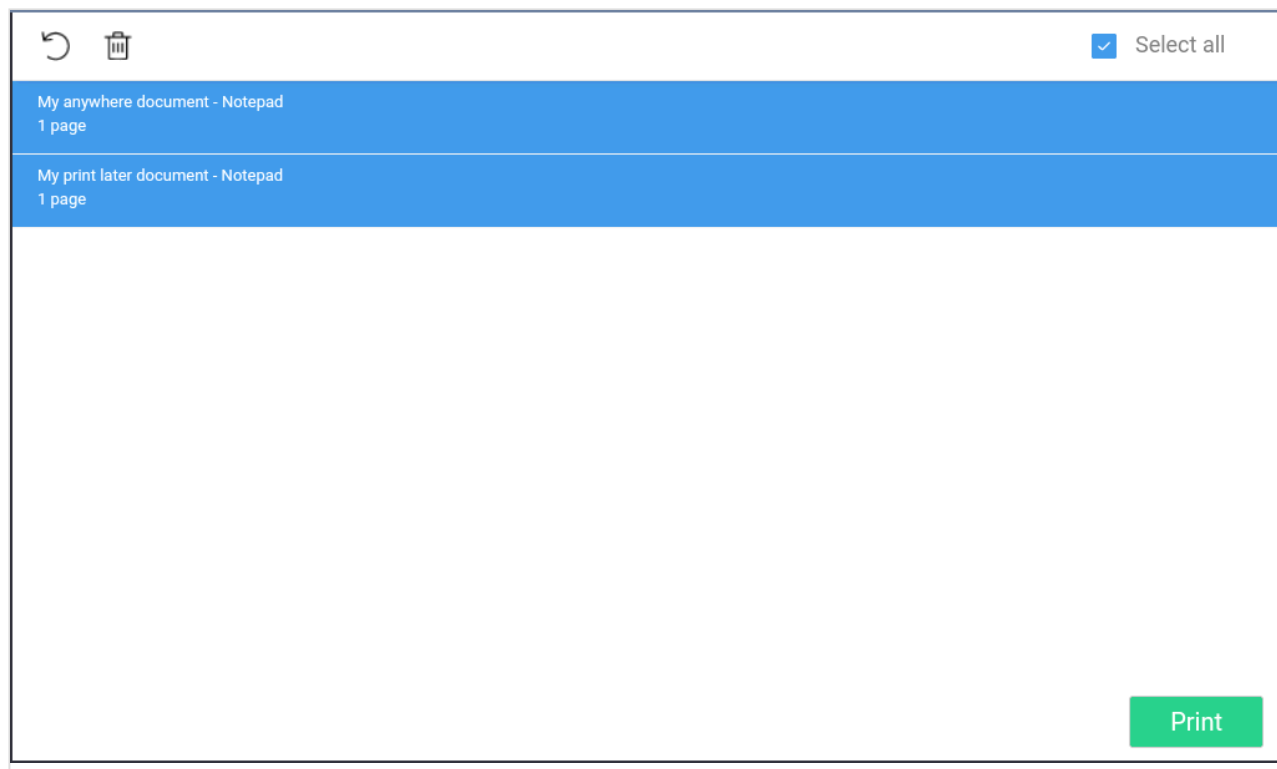
How to release documents at a Lexmark printer

1. Sign in to the printer.

- Before 60 seconds have elapsed, select the Printix **Print**  icon.




- ### 2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at a Lexmark printer

You can sign out from the printer using these methods:

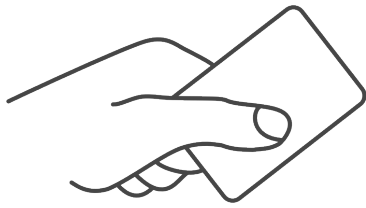
- Automatic sign out if no activity.
 - If the printer does not register key presses or touchscreen activity for a set amount of time, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at 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 may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.

You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)




Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.

Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.

Scan QR with native Printix App on your phone

If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

9.24.3. 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**.

9.24.4. 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

Search

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

Settings > E-mail

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

Require Trusted Certificate ☐

SMTP Server Authentication

Device-Initiated E-mail E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail

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 ☐

☒ 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. Refer to Microsoft documentation: [Step-by-step instructions for direct send](#).

* If you email did not arrive. Remember to check your spam/junk mail folder. **See also:** [How to troubleshoot scan to email](#).

9.24.5. How to sign in as machine

administrator on Lexmark printers



This functionality in response to out of scope request (OOS 18787). It 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 top bar of the printer's touchscreen five times.
The printer's **LOG IN** page appear.
2. On the **LOG IN** page 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.

9.24.6. 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**.

9.24.7. 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.

9.24.8. 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 0×09D8, PID 0×0410).

9.24.9. How to get Lexmark logs

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.

9.25. Printix Go Ricoh – How to

How to sections for Ricoh:

- [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 sign in as guest 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](#)

9.25.1. How to install Printix Go on a Ricoh printer without using the Printix Client

Printix Go Ricoh can now 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 **Discover printers** does not apply. 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](#), ensure that **Store print anywhere documents** and **Store print later documents** are selected.
- 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.
 - It is highly recommended 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 later.
- Printix Go Ricoh Installer for Windows version 2.1.3.17 or later.
- 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.
 - Role as printer admin or global admin 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 3.8.8
 - 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 the **Sign out** button 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.
- 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 Windows computer instead).



The printed document must be in PDF, PCL or PostScript format. RPCS, Refined Printing Command Stream, 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 [Software](#)  page.
2. Select **Printix Cloud Print API**.
3. In **Name**, type a name. 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 will revoke the matching **Client ID / Client Secret** pair meaning that the [DALP file](#) can no longer be used for installation.
4. Check **I accept** and select **Submit** to get the **Client ID**, **Client Secret** and **Tenant ID** for the required modification of the [Printix Go Ricoh DALP file](#).
 - Select the **Client ID** value to copy it to the clipboard and save it so it can be entered in step 11.
 - Select the **Client Secret** value to copy it to the clipboard and save it so it can be entered in step 12.
 - Select the **Tenant ID** value to copy it to the clipboard and save it so it can be entered in step 13.

Download Printix Go Ricoh file

5. Open the [Software](#)  page.
6. Scroll to the **Printix Go** section at the bottom and select **Ricoh (ZIP)** to download it.
7. Extract all files from the ZIP file to a convenient location on your computer.




Modify the Printix Go Ricoh DALP file

8. Open the DALP file with for example Notepad.
9. In the app-extension section at the bottom, you need to add additional tags and enter values relevant to your Printix Home.
10. Add `EnableRegistration` and give it the value *true*.
11. Add `ClientId` and paste the value you obtained in step 4. Example:
`236b1f58-adab-4888-ba05-acfc9a804523`
12. Add `ClientSecret` and paste the value you obtained in step 4. Example:
`gR6tGBiQnaHiOEEXL6di4CLc8dOZALnLb4FhAOxip3D1nD47`
13. Add `TenantId` and paste the value you obtained in step 4. Example:
`cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90`
14. Add `TenantUrl` and paste the value. Example: `https://acme.printix.net`
15. **Save** the modified DALP file.
16. 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>printix.net</vendor>
    <application-ver>201.3.17</application-ver>
  </information>
  <information locale="en_US">
    <title>Printix Go</title>
    <vendor>printix.net</vendor>
    <application-ver>201.3.17</application-ver>
    <description type="outline">Printix Go app</description>
    <e-mail>support@printix.net</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>2.1.3.17</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, enter **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:
 - Enter **IP address**. Example: *0.0.0.0*
 - Enter **MAC**. Example: *000000000000*

* If you need to create multiple networks, you can continue to give them IP address *0.0.0.0*, but you need to give 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 (Example: *No Printix Client Network*) where the printer is. Select **Select network**.
4. In **Printer address**, enter the IP address (Example: *192.168.1.9*) or hostname of the printer.
5. Select **Add**.
The added printer will appear 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 just added printer that failed to register. Or select the printer and select **Diagnose** at the bottom of the screen and then **Manual registration**.
8. In the **Manual registration** dialog:
 - Enter **Name**. Example: *RICOH IM C3000*
 - Select **Vendor**. Example: *Ricoh*
Alternatively, select **Enter vendor name** in the drop-down 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, check **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, check **Color supported**.

- If relevant, check **2-sided supported**.




9. Select **Save**.

If needed, you can subsequently make changes on the [Printer properties](#) page and the **Features** button.



The printer will always appear 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 **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.
 - In **Username**, type the username of an administrator account that can access the printer's web pages. The username can not be blank.
This is also the username that must be specified to `PrintixGoRicohInstaller.exe -u <admin-user>`.
 - In **Password**, type the password of an administrator account that can access the printer's web pages. The password can not be blank.
This is also the password that must be specified to `PrintixGoRicohInstaller.exe -p <admin-password>`.
 - In **Add SNMP configuration** leave it as is.
 - In **Description**, type an optional description for the sign in profile.
4. Select **Save**.
It is not possible to **Verify sign in profile** as the printer is on a network without Printix Client.
5. Select **Go configuration setup**  to open **Go configuration** menu.
6. 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 **Go functions**, ensure that **Capture** is unchecked.
 - In **Access control**, optionally, check the printer functions that will 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

4. Select the **Start** icon and select in the **Search** box.
5. Type cmd into the search box.
6. Right-click **Command Prompt** in the search window and select **Run as administrator**.
7. Change directory to the folder with the extracted PrintixGoRicoInstaller.

The installation path needs to be to the ZIP file with the [modified DALP file](#).

8. 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:

```
PrintixGoRicoInstaller.exe -i 192.168.1.9 -u admin -p 123test -m installall -f D:\printix-go-  
ricoh-2.1.3.17-modified.zip
```

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 will automatically appear on the printer's touchscreen.
- A status page with configuration status will be displayed during the configuration. This will be closed on successful configuration and the sign-in page will be loaded.
- Shortly after the automatic reboot task is completed, the printer's history will be 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:

```
PrintixGoRicohInstaller.exe -i <printer-address> -u <admin-username> -p
<admin-password> -m reinstallapp -f <printix-go-ricoh-x.x.x.x.zip>
```

Example:

```
PrintixGoRicohInstaller.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:

```
PrintixGoRicohInstaller.exe -i <printer-address> -u <admin-username> -p
<admin-password> -m uninstall
```

Example:

```
PrintixGoRicohInstaller.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 and select **Uninstall** on the go tab.

This will modify the printer's history 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 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** (it 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. This changes the **0** to a **1**. Press **#** to confirm changes.
4. Select **SP Direct** (it 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. This changes the **0** to a **1**. Press **#** to confirm changes.
7. Select **SP Direct** (it 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. This changes the **0** to a **1**. Press **#** to confirm changes.

Set administrator authentication mode

10. Sign in to the printer as an administrator.
11. Open the **Settings**.
The **Settings** may not be on the first page of the printer.

12. Select **System Settings**.
13. On the left pane, select **Settings for Administrator**.
14. Scroll down and select **Authentication/Charge**.
15. Select **Administrator Authentication/User Authentication/App Auth**.
16. Select **Administrator Authentication Management**.
17. Under **User Management**, set **Administrator Authentication** to **On**.
18. Under **Machine Management**, set **Administrator Authentication** to **On**.
19. Select **OK** to save.

Set Address Book

20. Sign in to the printer as an administrator.
21. Open the **Settings**.
The **Settings** may not be on the first page of the printer.
22. Select **Address Book**.
23. Select **Management**.
24. Scroll down and select **Auto Delete User in Address Book**.
25. Set it to **On**.
26. Select **OK** to save.

Set user authentication mode

27. Sign in to the printer as an administrator.
28. Open the **Settings**.
The **Settings** may not be on the first page of the printer.
29. Select **System Settings**.
30. On the left pane, select **Settings for Administrator**.
31. Scroll down and select **Authentication/Charge**.
32. Select **Administrator Authentication/User Authentication/App Auth**.
33. Select **User Authentication Management**.
34. Set **User Authentication Management** to **Custom Authentication**.
35. Select **OK** to save.

Restart the printer via the printer's web page



It is better to physically power the printer off and on.

36. [Sign in to the printer's web page](#) as an administrator.
37. On the menu, select **Device Management -> Reset the Machine**.
38. Select **OK**.

Manually install Printix Go via the printer's web page

39. [Sign in to the printer's web page](#) as an administrator.
40. On the menu, select **Device Management -> Configuration**.
41. Under **Extended Feature Settings**, select **Install**.
42. Select **Local File**.
43. Select **Choose File**.

44. Select the ZIP file with the [modified DALP file](#).
Example: *printix-go-ricoh-2.1.3.17-modified.zip*
45. Select **Display Extended Feature List**.
After a few seconds, you should be presented with options to install.
46. Select **Printix Go**.
47. Select **Install**.
48. 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 role as global admin in Microsoft Entra ID.
2. In the portal menu, select **All Services**.
3. In the **Management and governance** category, select **Universal Print**.
4. On the left pane, select **Document conversion**.
5. Verify that **Document conversion** is set to **Enabled**.
6. On the left pane, select **Printers**.
7. Select the printer to configure.
8. On the left pane, select **Properties**.
9. Select the **Printer defaults** tab.
10. Change the **Content type** to **application/pdf**.
11. Select **Save**.

Troubleshooting

- [After rebooting 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 rebooting 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 rebooting the printer. During the reboot, if a change cannot properly take effect, an error code appears next to the printer's status. In this case, 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 button 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 the **Login** button 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 4.	Verify that you used the exact values obtained in step 4. 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 empty.	Use the Tenant ID obtained in step 4.
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 4.
DV6	DALP file validation error. The Tenant	Verify that the URL does not have a typo.

	URL does not comply with the URL format. It may 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.
MT	An HTTP request to the server or printer failed or timed out after repeating the designated number of tries.	Make a note of the step where the configuration is aborted. The aborted step is next to the error code. If the aborted step was one of the following, the problem is with the Printix Cloud: – Register device with Printix – Get authentication token – Notify Printix Cloud If you see any other step, the problem is with the printer. In either case, uninstall Printix Go, restart the printer, then install Printix Go again.
RGIP	The printer was registered with invalid parameters. – Cannot find a printer matching the serial number. – Invalid or no Sign in profile. – Invalid or no Go configuration.	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.
SNPI	Unable to get the serial number of the printer.	Reboot 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 user name 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.	Try the following steps: 1. Reboot the printer. 2. Uninstall Printix Go. 3. Reboot the printer again. 4. Install Printix Go again. If the problem persists, collect the error logs and contact support. If we are unable to help, contact Ricoh support.

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 the **Check Status** button 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**.
The **Settings** may not be on the first page of the printer.
3. Select **System Settings**.
4. On the left pane, select **Network/Interface**.
5. Set **Unconnected Network Instruction Screen** to **Display**.

9.25.2. 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**.
Note: **Sleep Mode Timer** uses minutes and **Auto Logout Timer** uses seconds to indicate time.
6. Select **OK**.



9.25.3. How to use Printix Go on Ricoh printers

- [How to sign in with ID code at a Ricoh printer](#)
- [How to sign in with card at a Ricoh printer](#)
- [How to release documents at a Ricoh printer](#)
- [How to capture at a Ricoh printer](#)
- [How to sign out at a Ricoh printer](#)
- [How to register card at a Ricoh printer](#)
- [How to sign in as guest on Ricoh printers](#)

- [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 sign in with ID code at a Ricoh printer

The screenshot displays the Printix Go interface on a Ricoh printer. At the top, a dark status bar contains 'System Home', 'Admin. is operating remotely', a help icon, and a 'Login' button. The main area features a numeric keypad with digits 1-9, 0, and a back arrow. To the right, there is a label 'ID code', a text input field, a 'Sign in' button, and a 'Forgot code' link. The bottom navigation bar includes 'Check Status', a date/time display (22 Nov. 2022 09:37), a back arrow, a home icon, a settings gear, a printer icon, and a 'Stop' button.

1. Enter **ID code** (6-digit) on the touchscreen.
 - Select  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 [Printix App](#) or browse to the appearing URL to reset your ID code.

System Home

Search

?

Login

?

PIN code

1 2 3

4 5 6

7 8 9

← 0 C

Sign in

[Forgot code](#)

Check Status

Ⓜ

↶

🏠



☰

📄

🔄

Stop

2. Enter **PIN code** (4-digit) on the touchscreen.

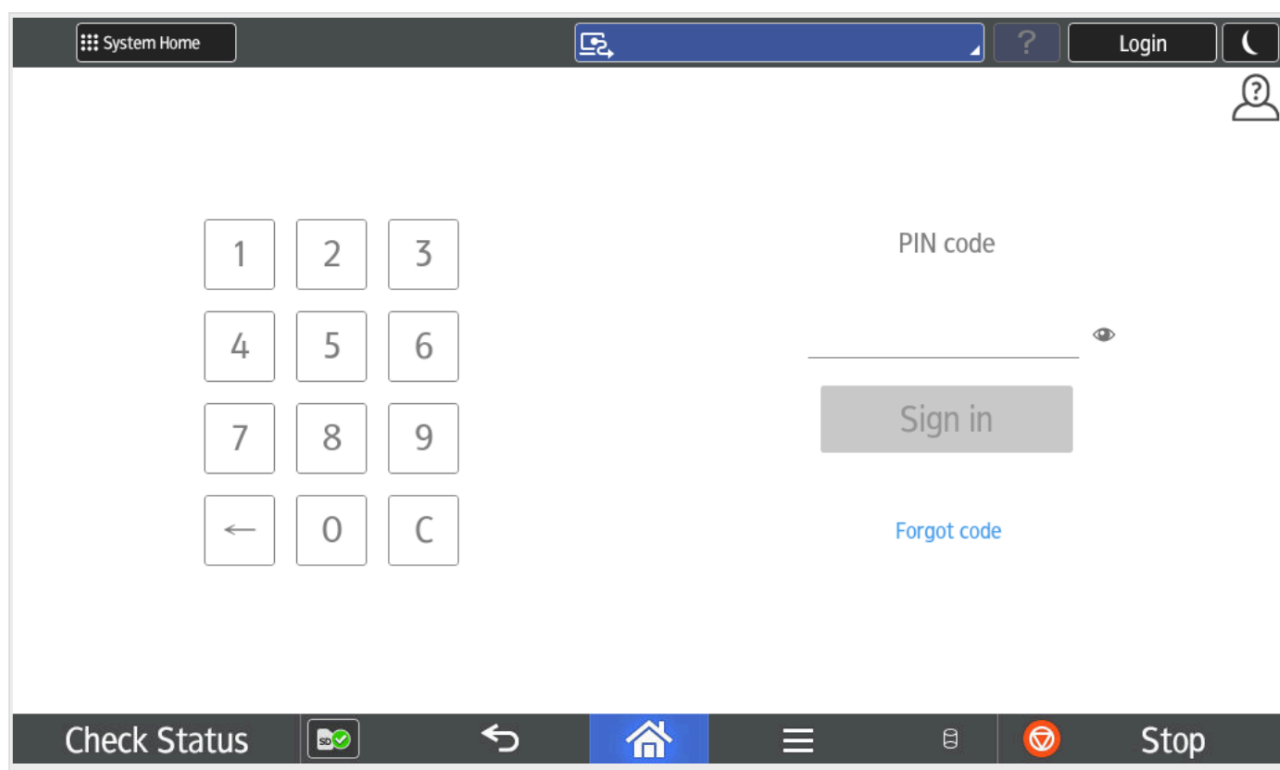
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to sign in with card at a Ricoh printer





1. Present card to the printer's card reader.

- A computer with Printix Client must be online on the printer's network, otherwise nothing happens when the card is presented.
- If another user was signed in, presenting your card started to sign out that user. Wait until the sign-out process is completed, then present your card again.

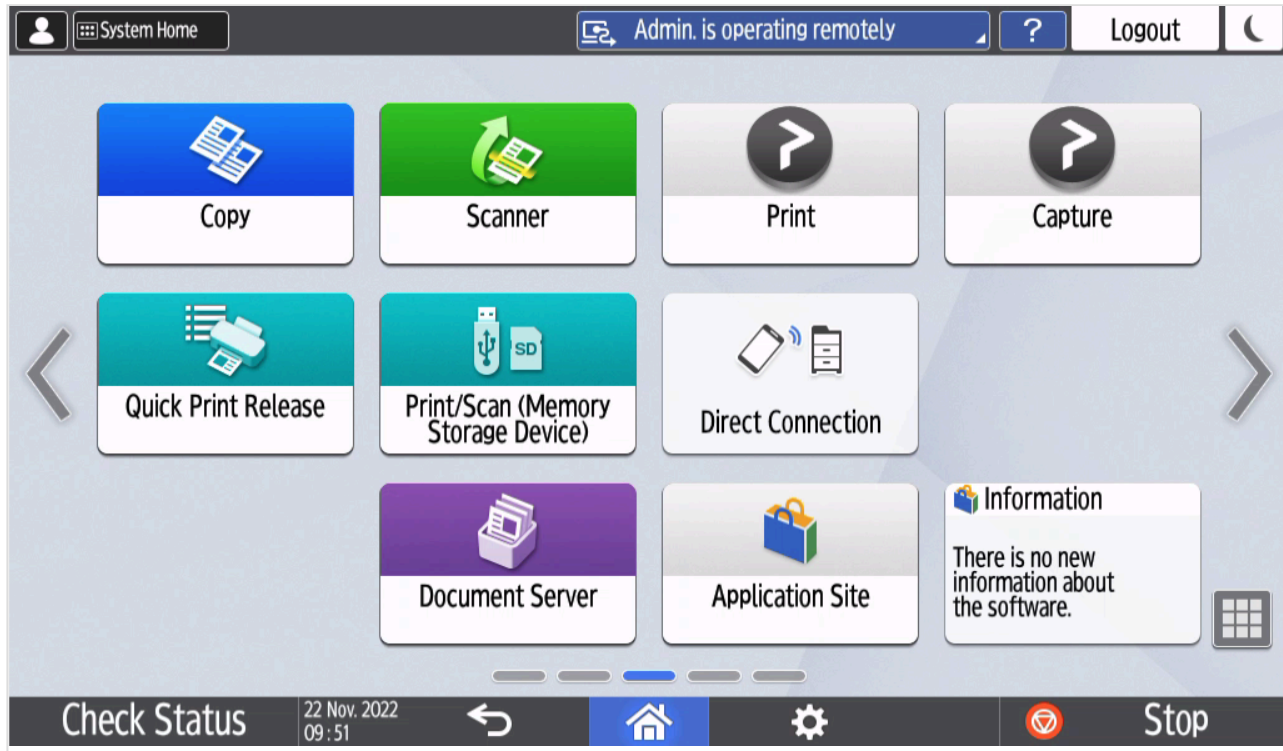



2. If asked, enter **PIN code** (4-digit) on the touchscreen.

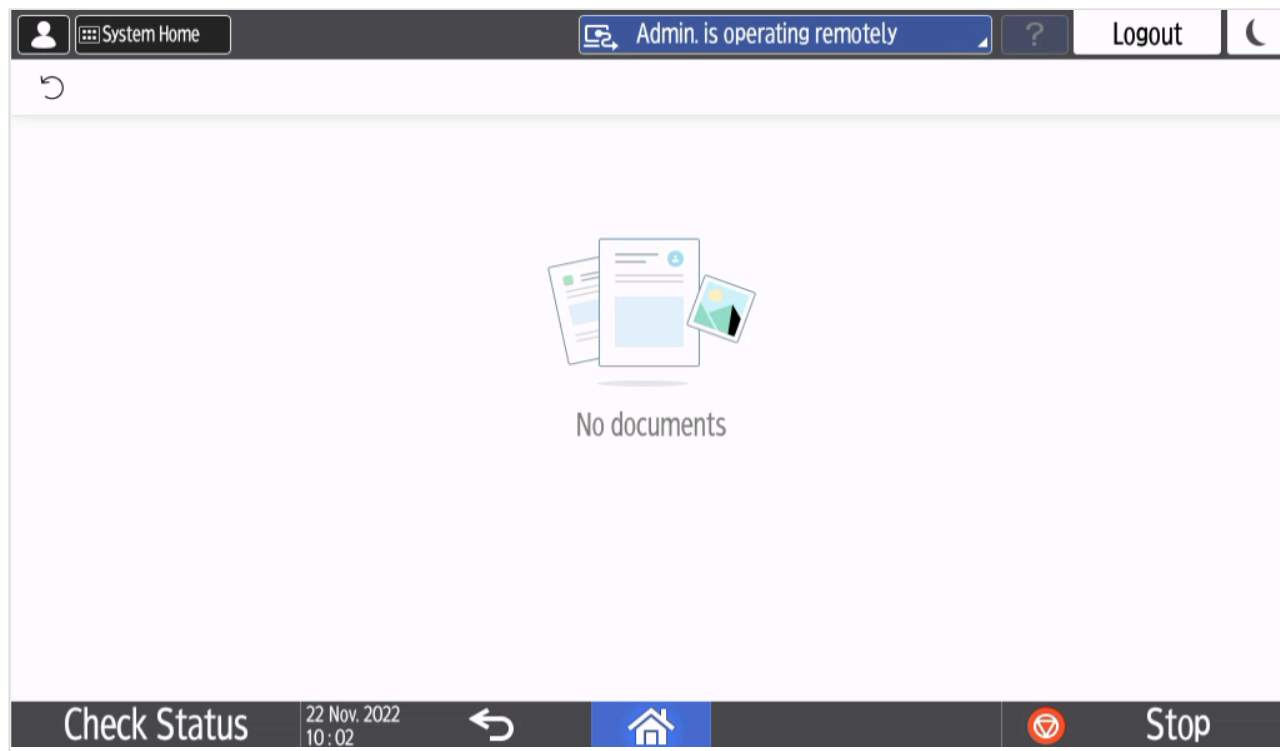
- The **PIN code** is the same whether you sign in with ID code or card.
- Select  to see the digits entered.
- If you do not know your **PIN code**:
 - Select [Forgot code](#) to open a new screen with a QR code. Use the camera on your phone or tablet to scan the QR code to open the **Cards and codes**  menu in [Printix App](#) or browse to the appearing URL to reset your PIN code.

How to release documents at a Ricoh printer

1. **Sign in** to the printer.




2. Select the Printix **Print**  icon.
3. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



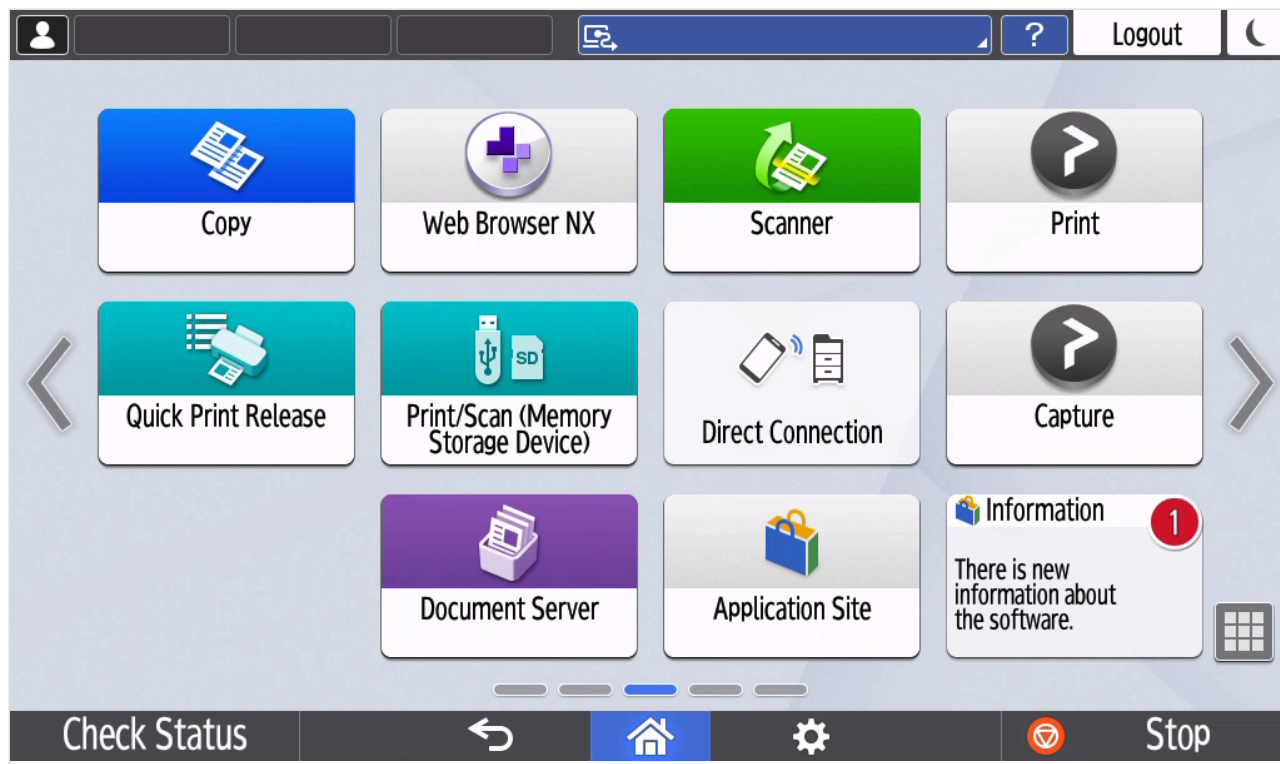
4. Select **Print** at the bottom of the screen.


How to delete documents

- Select the document(s) and select **Delete** .
- Documents are automatically deleted after a period (default is 24 hours).

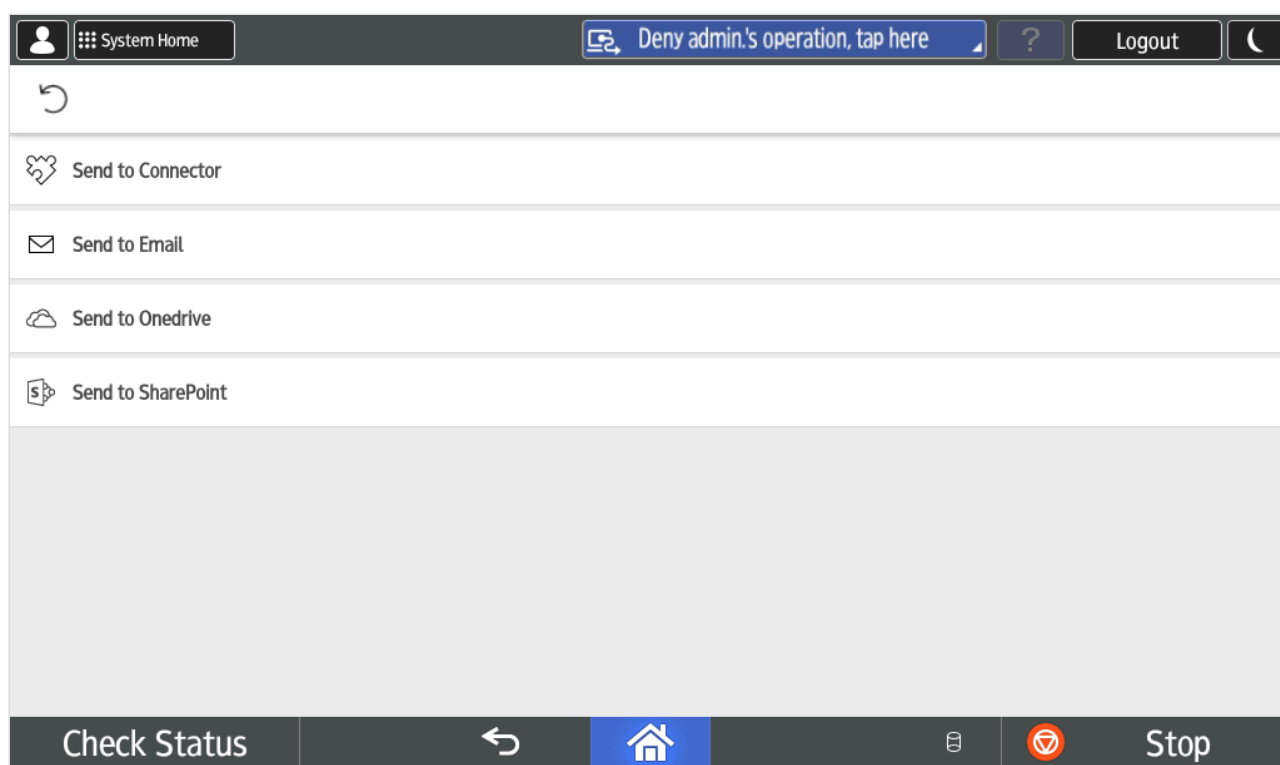
How to capture at a Ricoh printer

1. Sign in to the printer.



2. Select the Printix **Capture**  icon.

A list of capture workflows appears.



3. Select the appropriate capture workflow.
Only if you are signed in with the role **System manager** is the **Active** information (**Yes** or **No**) shown.
4. Confirm the details of the workflow and place the document in the printer:
 - Place multi-page document in the Automatic Document Feeder (ADF).

Ensure pages are in the correct order.

- Place one-page document on the printer's flatbed glass.

Scanning of multiple pages from flatbed glass is currently not supported.

The screenshot shows a printer control interface with a top navigation bar containing a user profile icon, a search bar, a help icon, a 'Logout' button, and a moon icon. The main area is titled 'Send to email' with a close button (X) in the top right. Below the title, there are three sections for configuration:

- Orientation:** Portrait
- Paper size:** Select automatically
- Color:** Grey
- Resolution:** 300
- 2-sided:** No
- File type:** PDF 1.6
- Image quality:** Medium
- File name:** sendtoemail-2023-02-14
- To:** john.smith@printix.net

At the bottom right of the configuration area is a green 'Start' button. The bottom navigation bar contains a 'Check Status' button, a back arrow, a home icon, a red circular icon with a white 'V', and a 'Stop' button.

5. Select **Start** to start scanning.

- As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.
- If you do not want to start the scan, then 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.

The capture process consists of three steps:

- **Scan and upload**

As soon as the document is scanned and uploaded, you will be returned to the list of workflows, while the remaining steps continue in the background.

- **Processing**

Optical Character Recognition (OCR) processing and creation of the searchable PDF or Microsoft Word file.

- **Delivery**

The document is sent in email, transferred to a cloud destination (OneDrive or SharePoint), or transferred to a connector destination.

How to sign out at 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 will be signed out automatically.

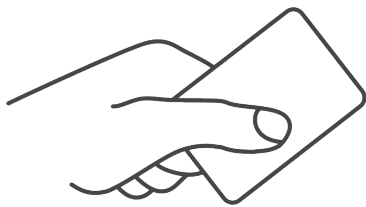
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present your card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Ricoh printer

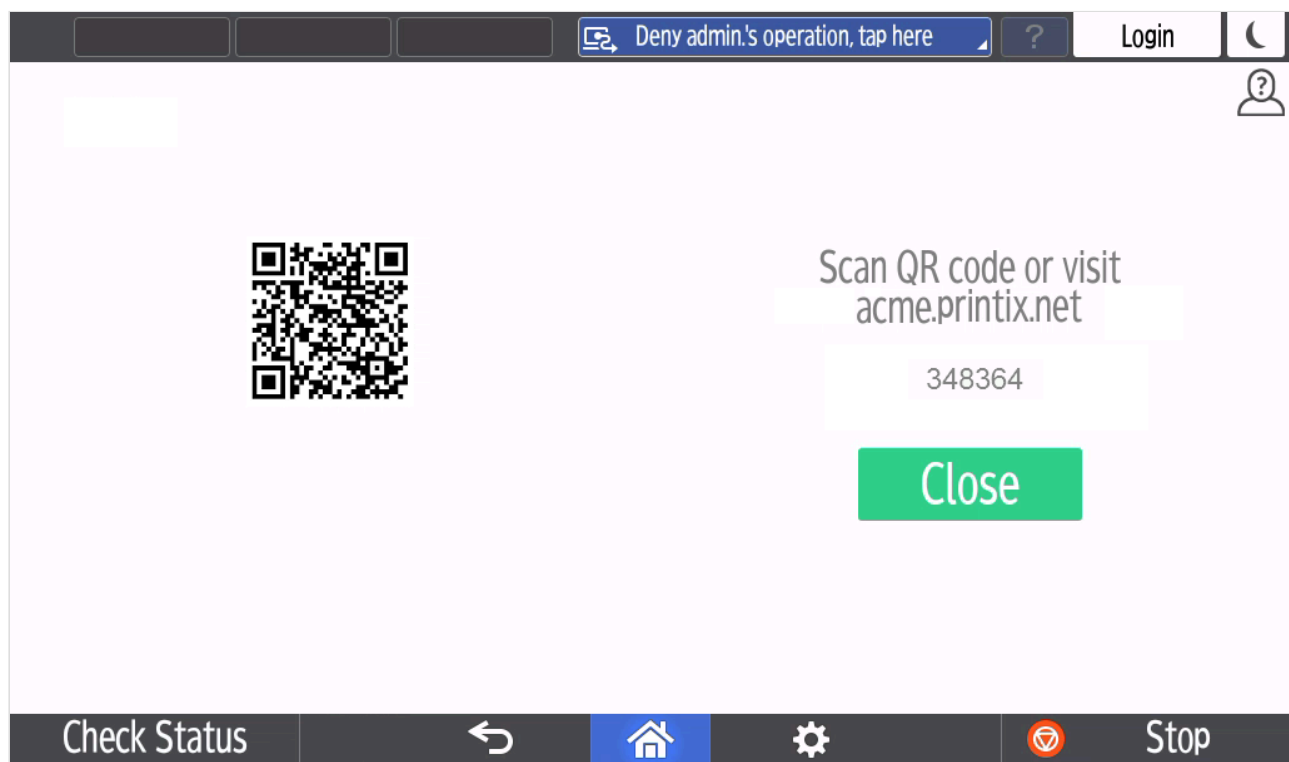
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.



2. As it is an unknown card, you will be presented with a 6-digit **Card registration code** (Example 348364).
 - The code is valid for 1 hour.



You can register the card as follows:

- [Scan QR code with the camera on your phone](#)
- [Scan QR with native Printix App on your phone](#)
- [Register the card without a phone](#)

Write down the 6-digit **Card registration code** and enter it later in the web Printix App on your computer.




Scan QR code with the camera on your phone

1. Use the camera on your phone or tablet to scan the QR code shown on the printer's touchscreen. Scanning the QR code will open the web [Printix App](#) in your browser and register the card. You may be asked to sign in to the web Printix App.
 - With iOS/iPadOS 11 or later, 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. Select **Close**.

Scan QR with native Printix App on your phone

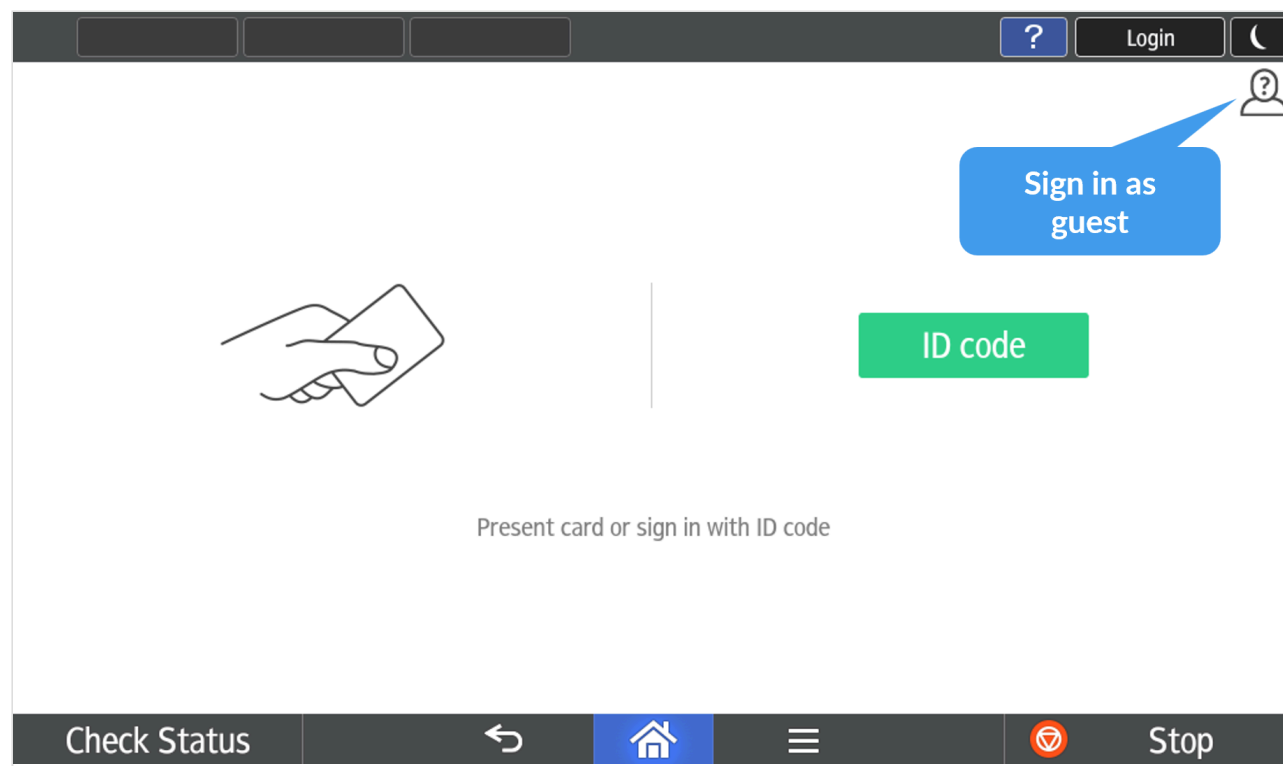
If you are using the native Printix App for Android and iOS on your phone or tablet, you can:

1. Open the native [Printix App](#).
2. Select **Menu** , and **Cards and codes** .
3. Select **Register card**.
4. Select **Scan**  and then point the camera to the QR code shown on the printer's touchscreen.

How to sign in as guest on Ricoh printers

Follow these steps to sign in as guest on Ricoh printers when Printix Go is installed. This requires Printix Go Ricoh version 2.0.0.27 or later.

1. On the **Sign in** page, select **Guest**  in the upper right of the printer's touchscreen control panel.



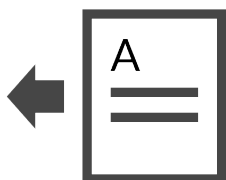
2. Select the function you wish to use, for example, **Copy**.

9.25.4. How to set up scan settings on Ricoh printers

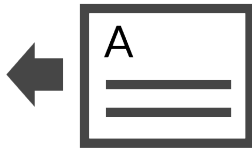
When creating a [capture workflow](#) in Printix Administrator, the **Orientation** and **Paper size** settings have the following constraints on Ricoh printers:

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.

✿ 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**, refer to your Ricoh printer's documentation.

9.25.5. 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 **Login** 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**.

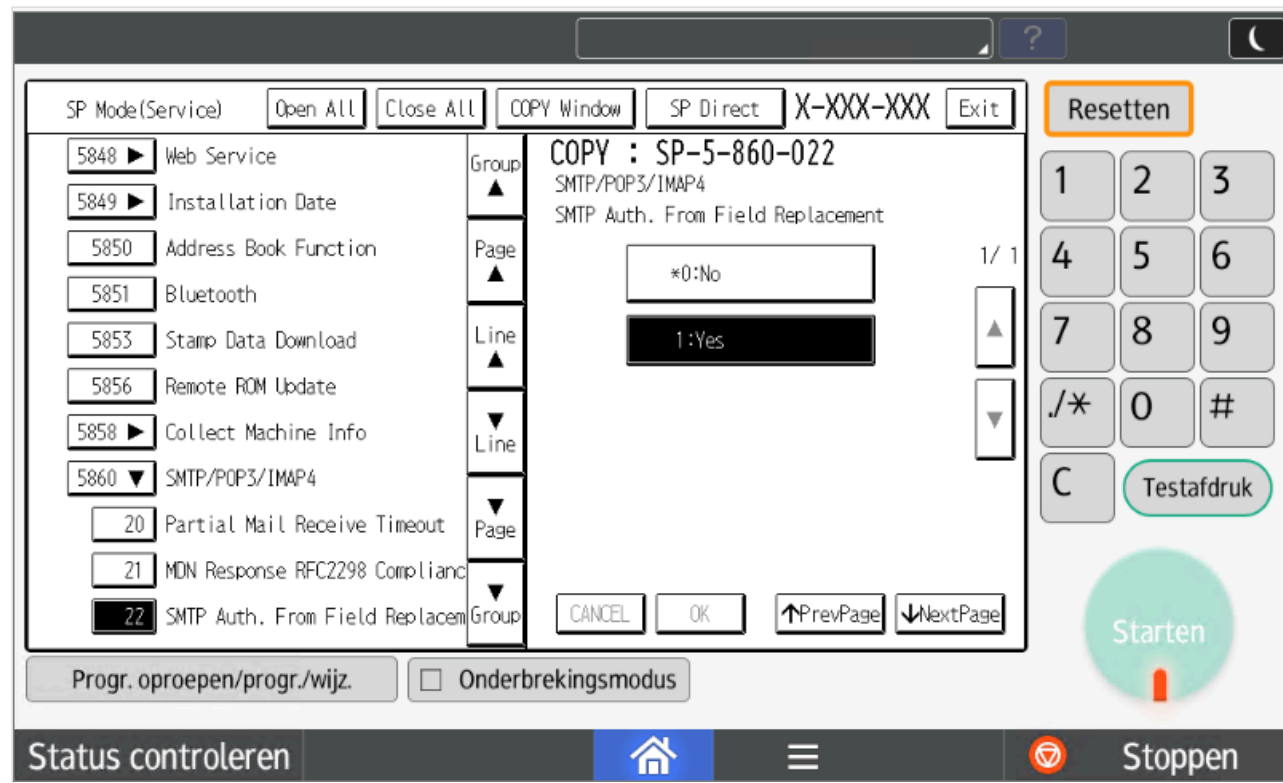
✿ Email might be sent to recipients' junk mail folders. To avoid this, go to your domain registrar's website to update your DNS records. Edit your sender policy framework (SPF) record to include your public IP address. Refer to Microsoft documentation: [Step-by-step instructions for direct send](#).

✿ 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.

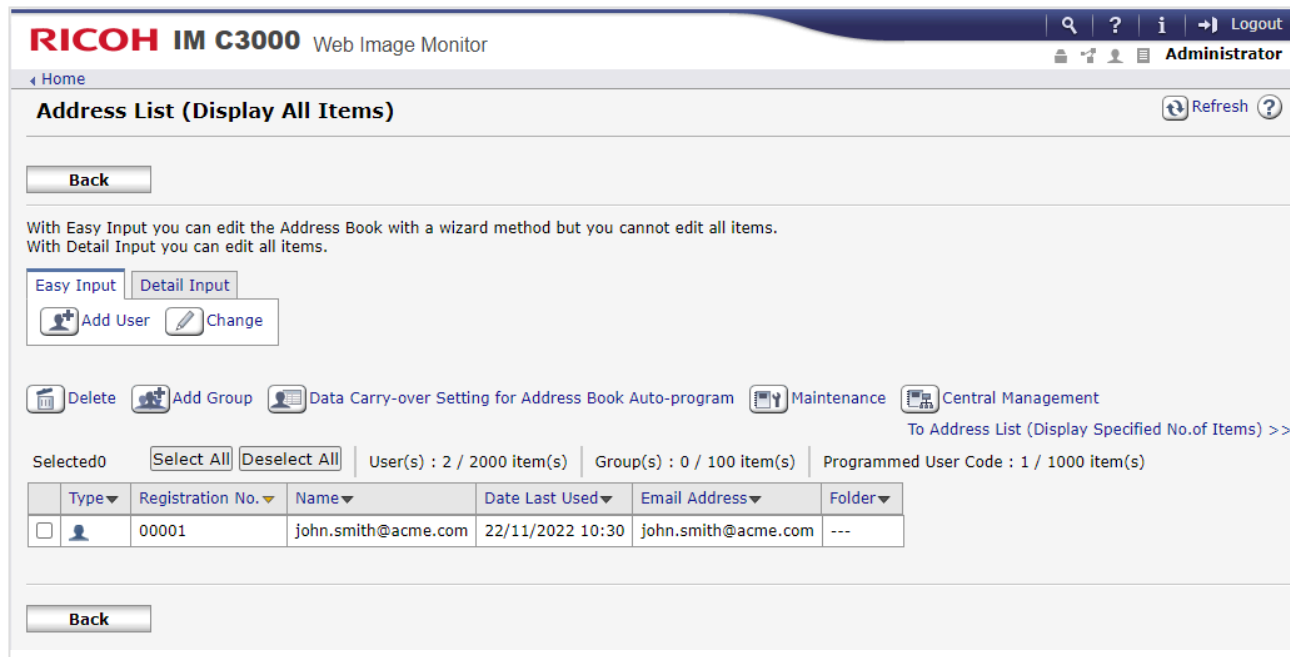
Some SMTP servers will reject sending the scanned documents if the email sender (**From** field) does not have a specific value, that is, the **Administrator Email Address** that can be specified in step 8 above. Also, the Ricoh printer must be brought into Service Program Mode to change the SP 5-860-022 (**SMTP Auth From Field Replacement**) to 1.



* 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 later signed in users are identified by their email address (Example: john.smith@acme.com) instead of previously by their name (Example: John Smith). First time a user signs in after an update from an earlier Printix Go version like 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.



9.25.6. 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 can not be used, even though it may have worked with a previously installed third-party Pull printing solution like 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



Card reader cable connected on Ricoh MP C3004

Configure card reader and card reader settings

Printix Go automatically configures the card reader and its settings during an [Installation](#) or an **Update**. The manual steps below are only relevant if the automatic configuration does not work.

1. [Manually configure card reader](#)
2. [Manually configure card reader settings](#)

Manually configure card reader

1. [Open the printer's web page](#) and **Login** 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

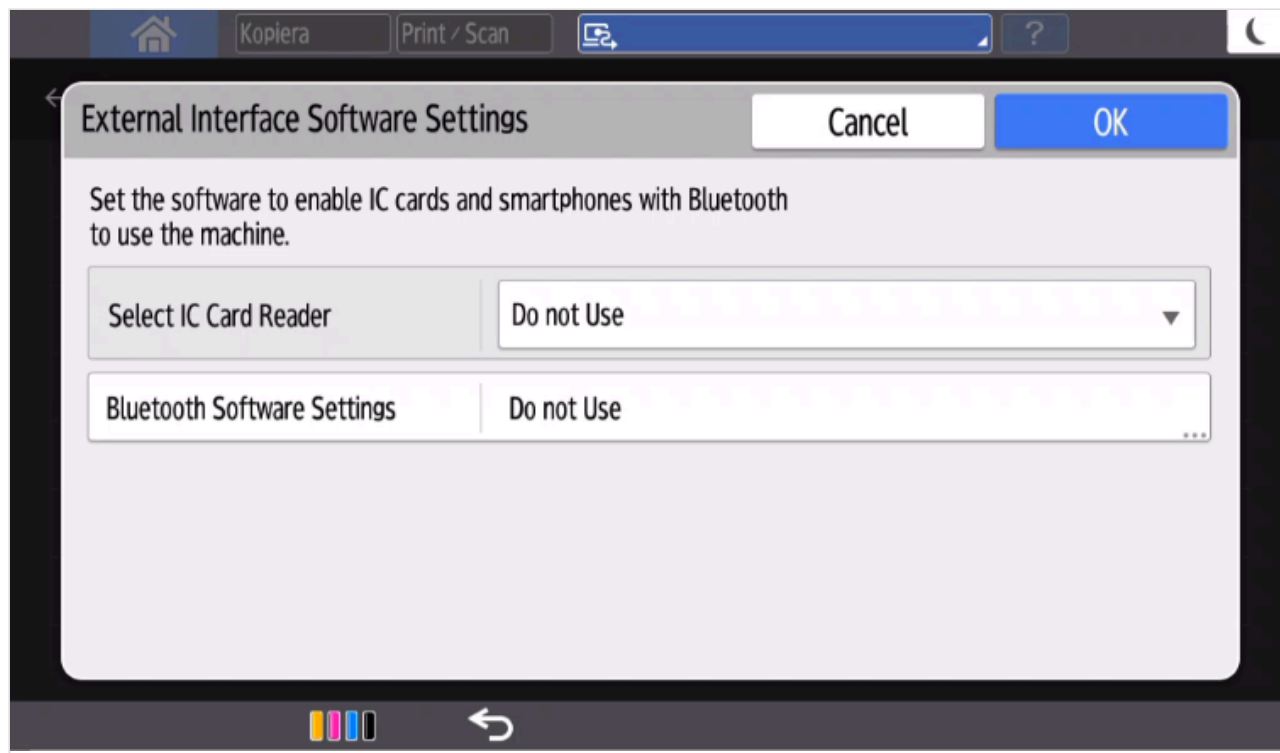
If settings are changed while the device is connected, reconnect the device or restart the machine to apply the setting changes.
Enter hexadecimal numbers (0 - 9, a - f, A - F) with a maximum of 4 digits for each ID.

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		

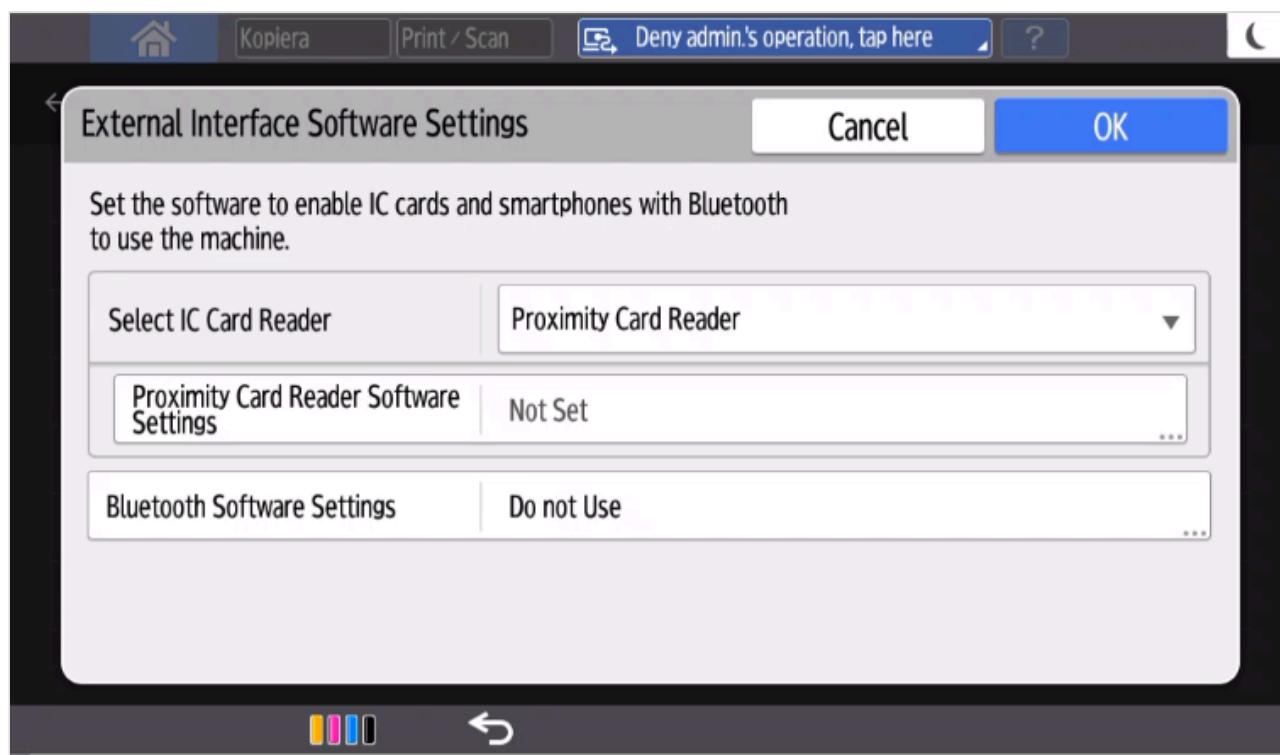
OK Cancel

Manually configure card reader settings

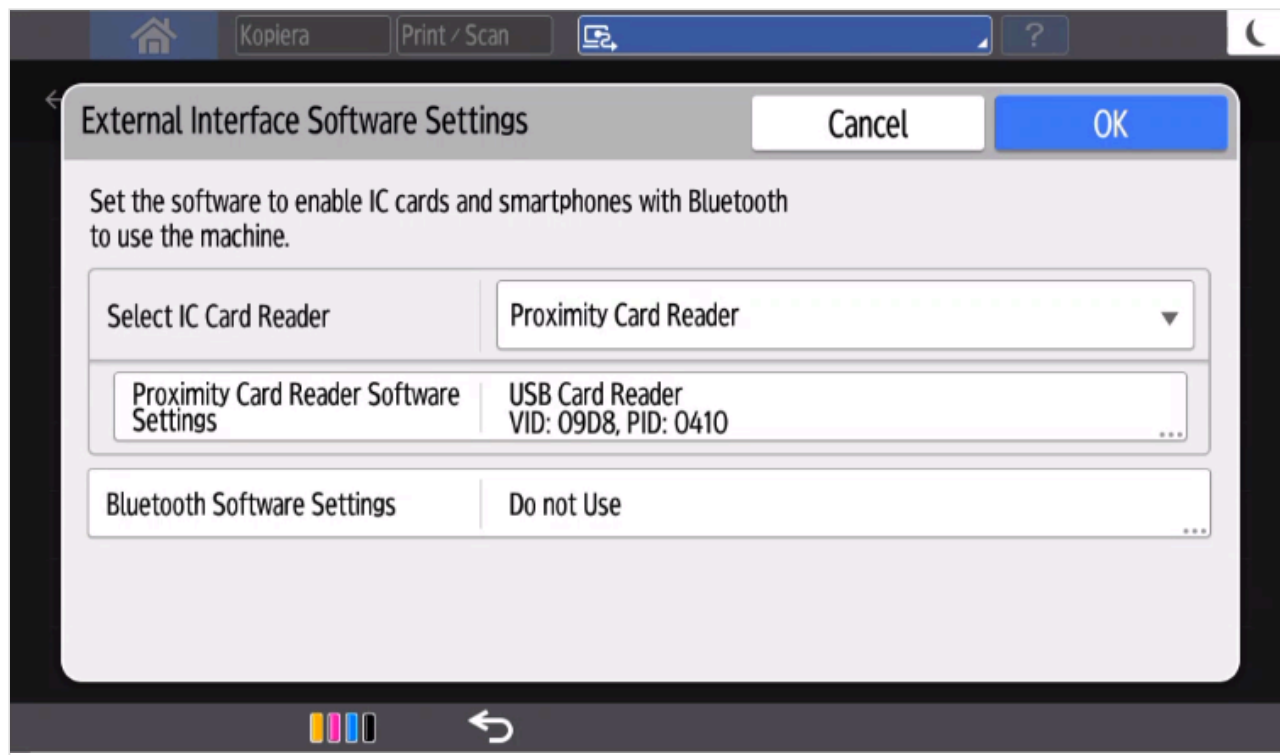
1. Select **User Tools**.
2. Select **System Settings**.
Depending on the model:
 - Select **Screen Device Settings Information**
 - Select **Network Interface**.
3. Select **External Interface Software Settings**.



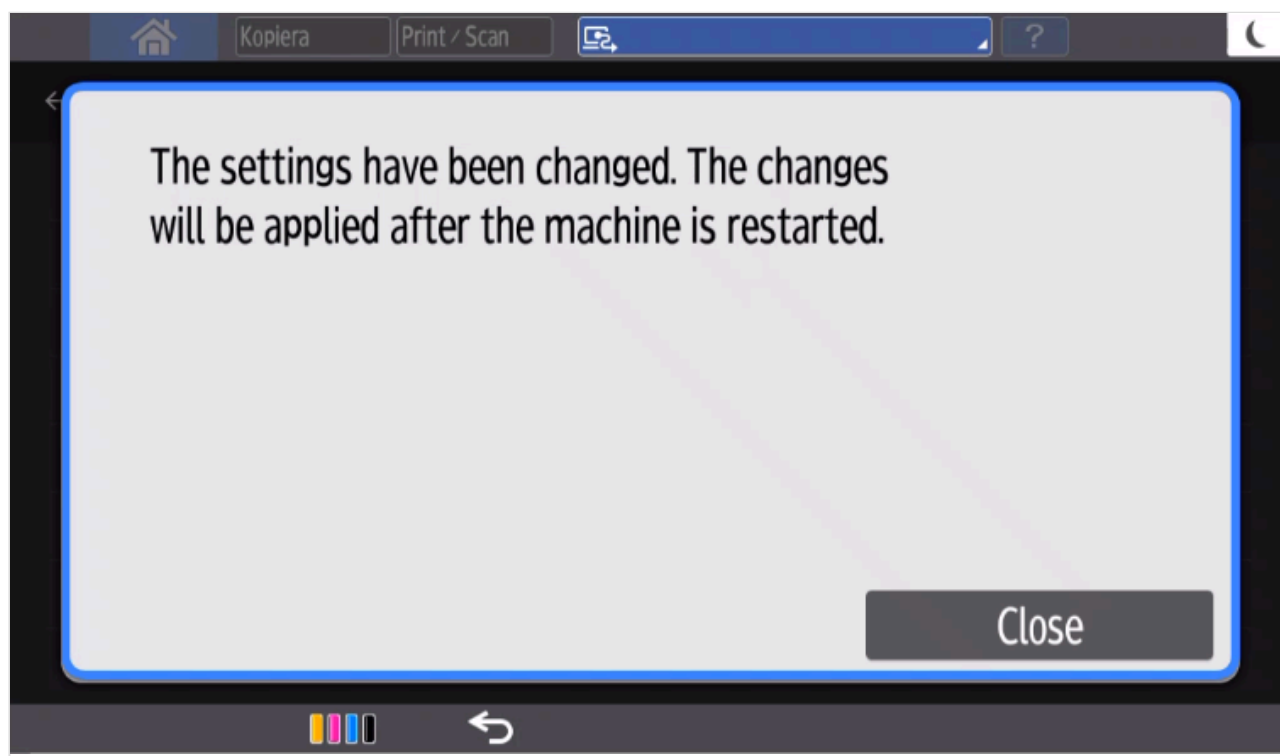
4. In **Select IC Card Reader**, select **Proximity Card Reader**.
5. Connect the card reader if it is not already connected.
6. Select **Proximity Card Reader Software Settings**.



7. The panel should show information about the card reader (**Vendor ID** and **Product ID**).



8. Select **OK**.
9. Manually power down and power up the printer.



9.25.7. 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 **Login** 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** for **IPv4**, 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.

1. [Open the printer's web page](#) and **Login** 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 **Select Available Functions** section for **TLS1.2(SSL Server)**, select **Active**.
5. Select **Apply**.

9.25.8. 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*).

✿ 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 **Login** 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**.

9.25.9. 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.

1. 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**.

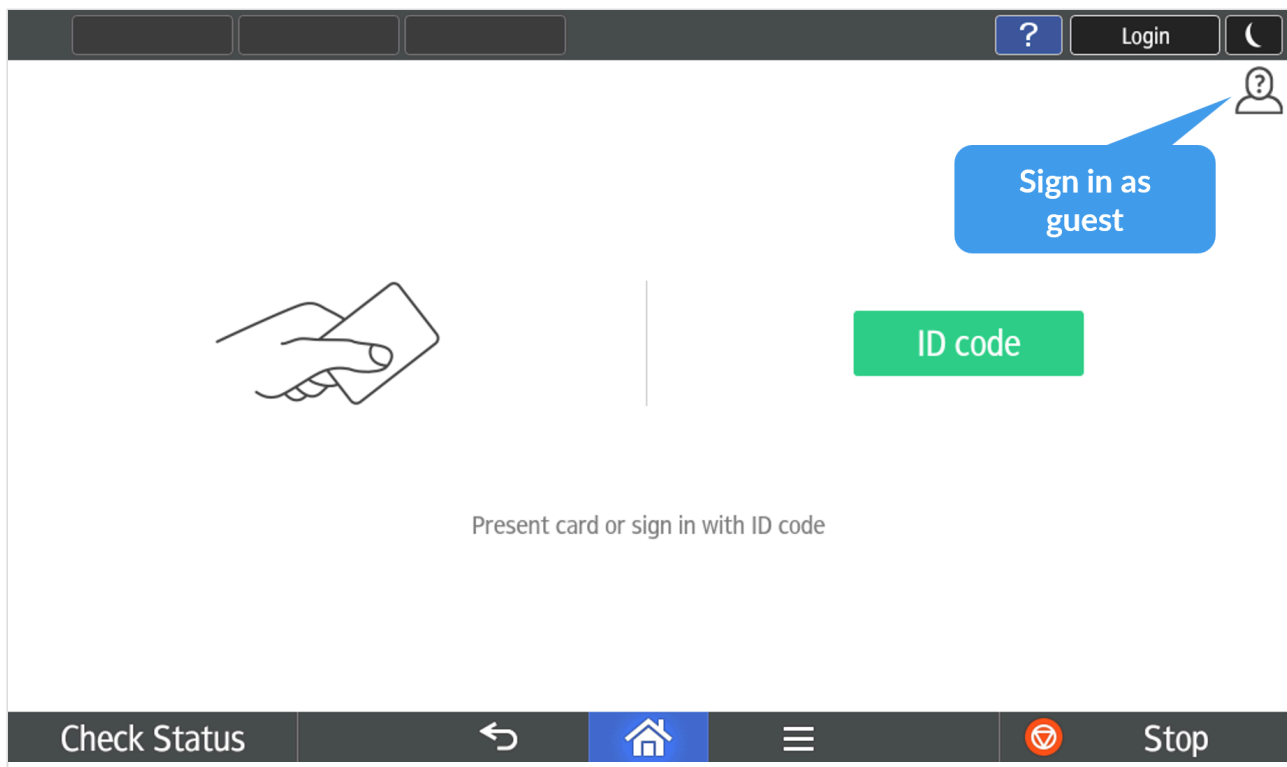
Accessing the **Settings** requires you to log in as an administrator. Please refer to your printer's operating instructions about accessing **Settings for Administrator**.

9.25.10. How to sign in as guest on Ricoh printers

Follow these steps to sign in as guest on Ricoh printers when Printix Go is installed. This requires Printix Go Ricoh version 2.0.0.27 or later.

* 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 the function you wish to use, for example, **Copy**.

9.25.11. How to remotely access control panel on Ricoh printers

1. [Open the printer's web page](#) and **Login** as Administrator.
2. On the menu, select **Device Management**, and then **Remote Panel Operation**.

9.25.12. How to get logs from Ricoh printers

Ricoh printers

1. [Open the printer's web page](#) and **Login** 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 via 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 **Login** 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 via a link. If it is smaller than 6 MB you can attach it to your support request.

9.26. 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 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](#)

See also:

- [Printix Go troubleshooting](#)

9.26.1. How to prepare Xerox printer for

Printix Go

✿ 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.

9.26.2. How to use Printix Go on Xerox printers

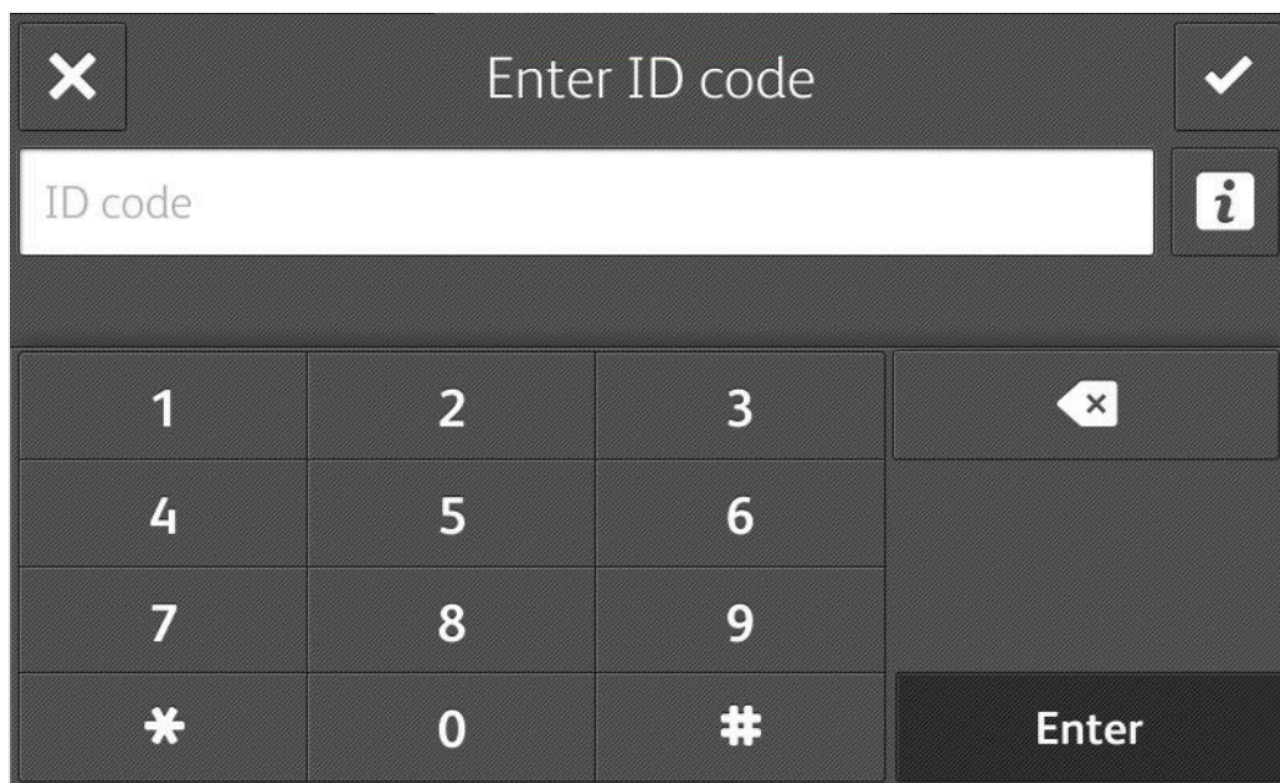
- [How to sign in with ID code at a Xerox printer](#)
- [How to sign in with card at a Xerox printer](#)
- [How to release documents at a Xerox printer](#)
- [How to sign out at a Xerox printer](#)
- [How to register card at a Xerox printer](#)
- [How to manage cards](#)
- [How to reset ID code or PIN code](#)
- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)


How to sign in with ID code at a Xerox printer

✿ 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 **ID code** (6-digit) on the touchscreen.
 - If you do not know your **ID code**:
 - Open the **Cards and codes**  menu in [Printix App](#).

3. Enter **PIN code** (4-digit) on the touchscreen.


- The **PIN code** is the same whether you sign in with ID code or card.
- If you do not know your **PIN code**:
 - Open the **Cards and codes**  menu in [Printix App](#).

How to sign in with card at a Xerox printer

1. Present card to the printer's card reader.

- 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 presented.

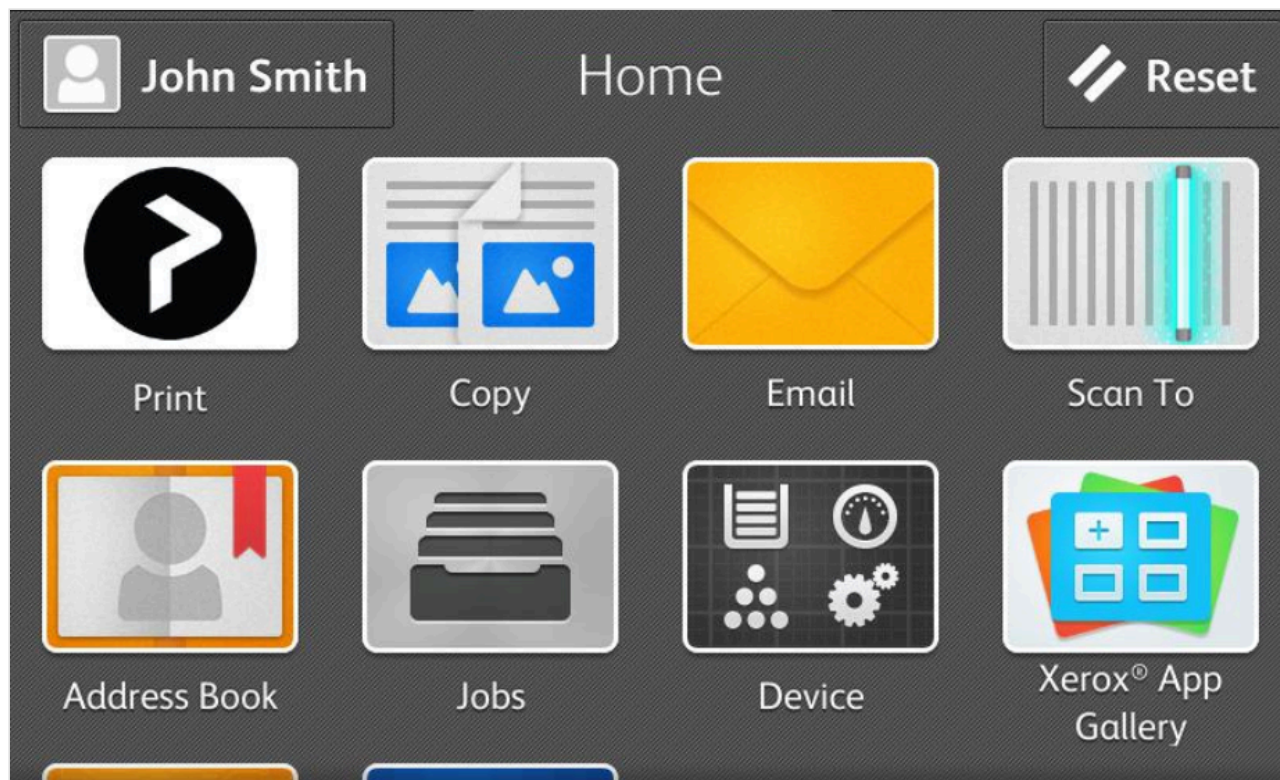
2. If asked, enter **PIN code** (4-digit) on the touchscreen.

- The **PIN code** is the same whether you sign in with ID code or card.
- If you do not know your **PIN code**:
 - Open the **Cards and codes**  menu in [Printix App](#).

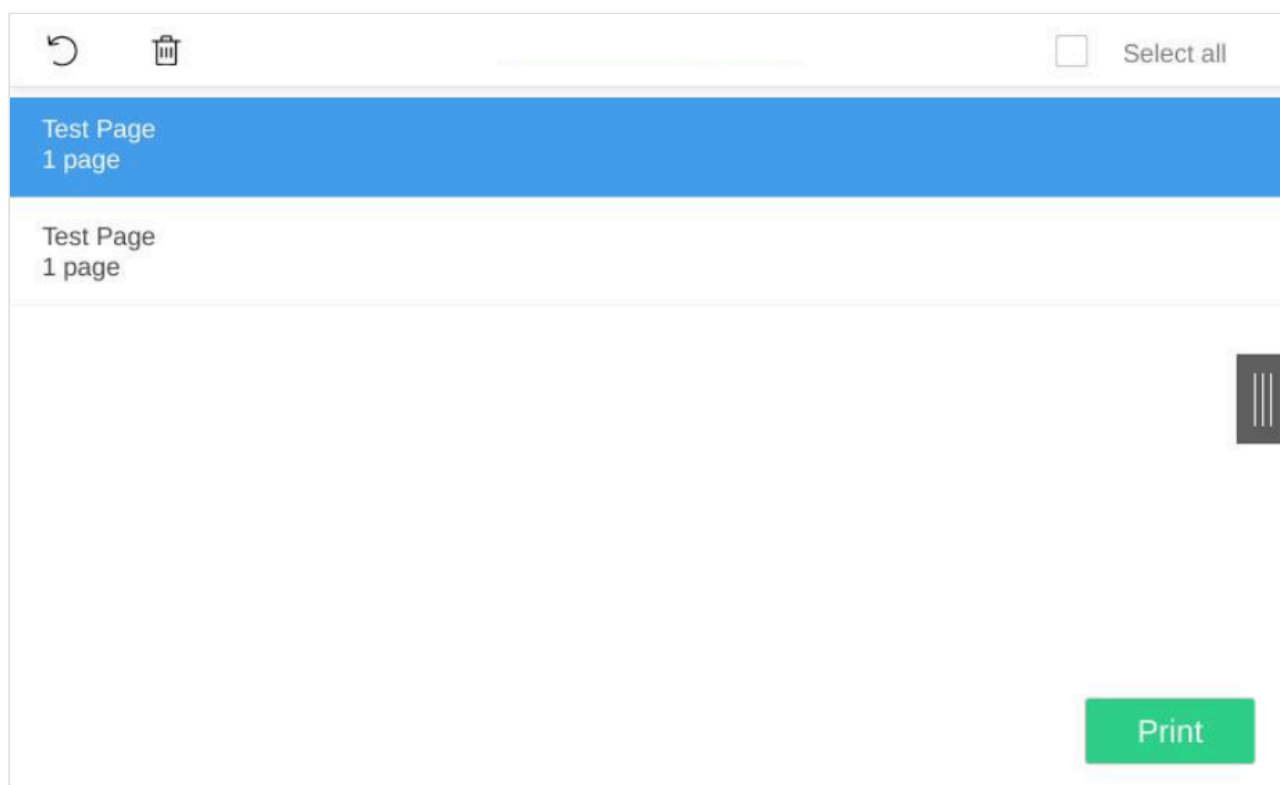
How to release documents at Xerox printer

1. **Sign in** to the printer.

- Before 90 seconds have elapsed, select the Printix **Print**  icon.




2. Select the documents you wish to release, or select **Select all** (the check box in the top right corner).



3. Select **Print** at the bottom of the screen.

How to delete documents

- Select the document(s) and select **Delete** .

- Documents are automatically deleted after a period (default is 24 hours).

How to sign out at a Xerox printer

You can sign out from the printer using these methods:

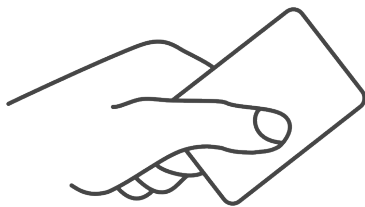
- Automatic sign out if no activity.
 - If the printer does not register key presses or touchscreen activity for 90 seconds, you will be signed out automatically.
- Select **Sign out** on the printer's Home screen.
 - To get to the printer's Home screen, select the **Home** button.
- Present card to the printer's card reader.
 - If you are already signed in, you will be signed out. If another user is signed in, then that user will be signed out, then you have to present your card again to sign in.

How to register card at a Xerox printer

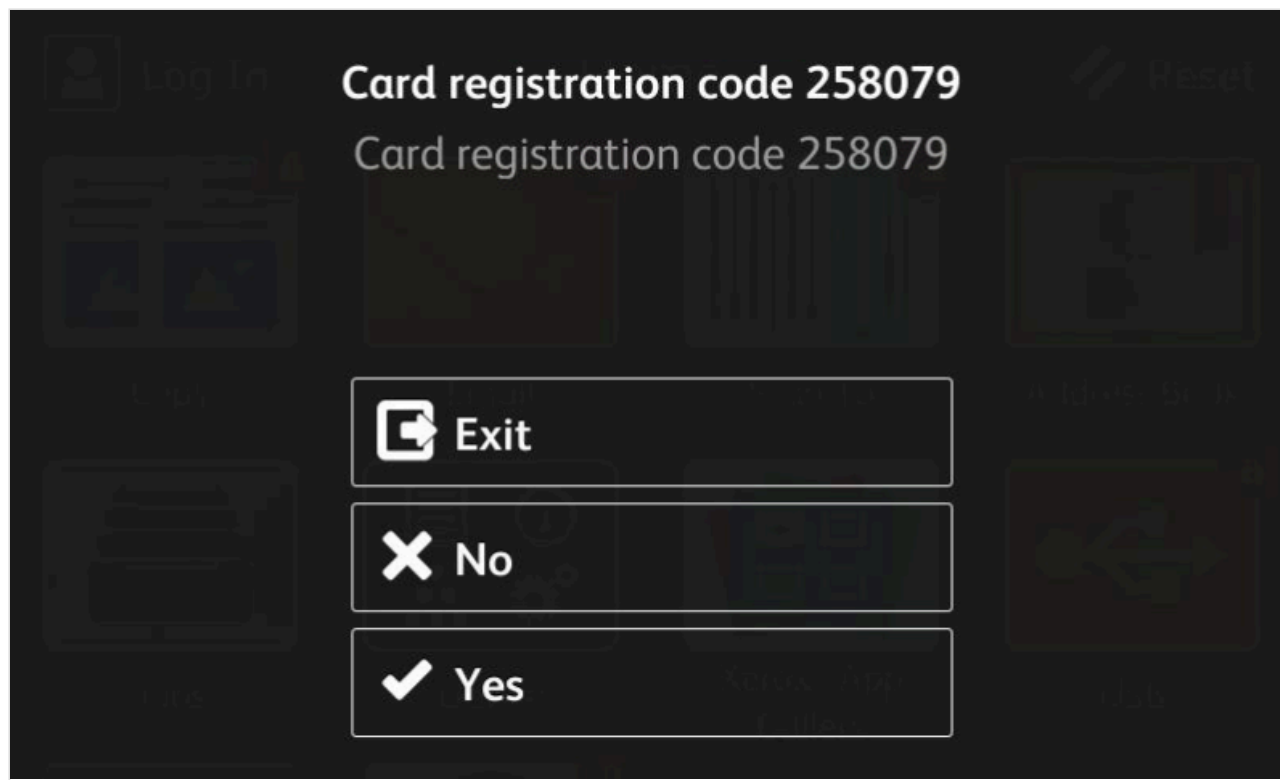
You can register multiple cards. When your card is registered, the date and time of the registration is recorded together with the card number. If different card readers are used, the same card may be registered with different formats (card numbers). To overcome this, the same card can be registered with each type of card reader.

Present the card to the printer's card reader

1. Present the card you want to register to the printer's card reader.

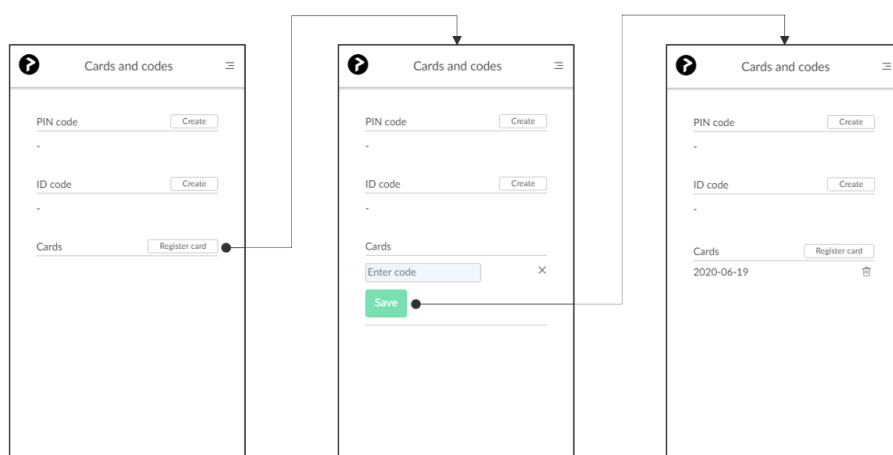




2. As it is an unknown card you will be presented with a 6-digit **Card registration code** (Example 258079).
 - The code is valid for 1 hour.
 - Write down the code and select **Home** to close the screen.
 - Alternatively, you can close the screen by:
 - Selecting **Exit** and then **Cancel**.
 - Selecting **No** and then **OK**.
 - Selecting **Yes** and then **OK**.



Enter card registration code in Printix App

3. Open [Printix App](#).
 - Alternatively, visit printix.net and select **Sign in**.
 - You are not required to use a phone, but can also open [Printix App on your computer](#):
 - Open [Printix Client menu](#) and select **Release and print documents...**
 - Open a web browser and enter the Printix Home of your work or school (*acme*).
Example: *https://acme.printix.net*



4. Select **Menu** , and **Cards and codes** .
5. Select **Register card**.
6. Enter the 6-digit **Card registration code** you wrote down previously and select **Save**.

9.26.3. 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**.

9.26.4. 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. Check **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

10. [Open the printer's web page](#) and **Log In** as admin.
11. On the menu, select **System**.
12. Select **Plug-in Settings**.
13. In the **Plug-in Settings**, select **Add**.
14. Browse to the location of the Xerox USB Card Reader .jar file (Example: *Xerox_USB_Card Reader_v3.0.11_sig.jar*) you previously extracted from the .zip file.
15. Select **OK**.
16. Connect the card reader.
17. Select **Close**.
18. Restart the printer to activate the plug-in.
19. When the system is back online, return to the Plug-In settings page and ensure that the USB Card Reader plug-in is **Activated**.

Plug-in Settings

Platform Version 2.0.0

Authentication on Registration ☐

Plug-in Feature ☒

Plug-ins

Plug-in Name	Status
1 CAC & PIV Smartcard Service Plugin	Activated
2 CCID Terminal Plugin	Activated
3 ActiveTagPlugin	Activated
4 Xerox USB Card Reader (CR.1.0.14)	Activated
5 GemNetSmartCardService (1.0.18)	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.



9.26.5. 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**.

9.26.6. 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**.

9.26.7. 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.

Enter ID code

ID code

1 2 3

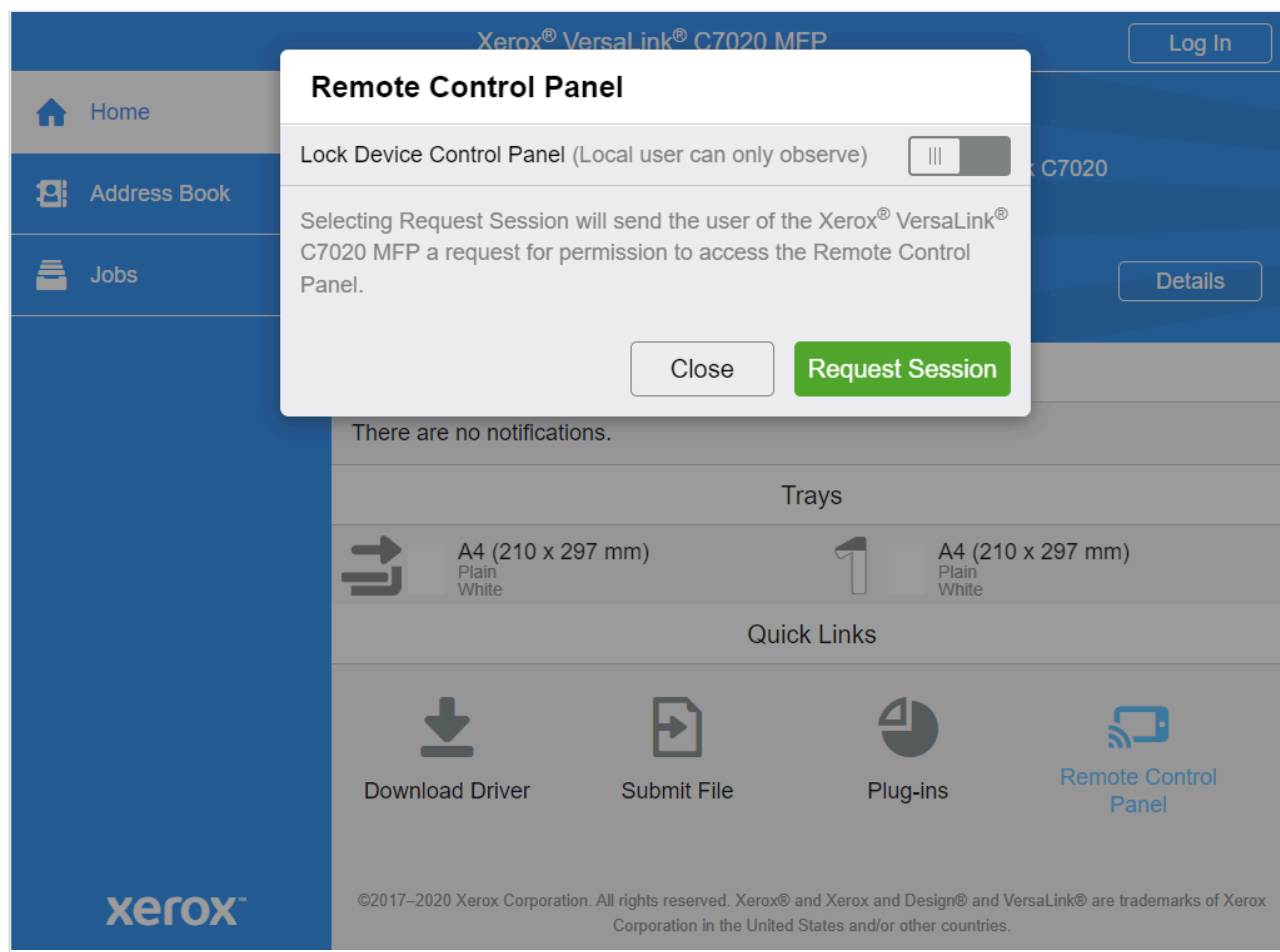
4 5 6

7 8 9

* 0 # Enter

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.

9.26.8. 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**.

10. Printix Redirector

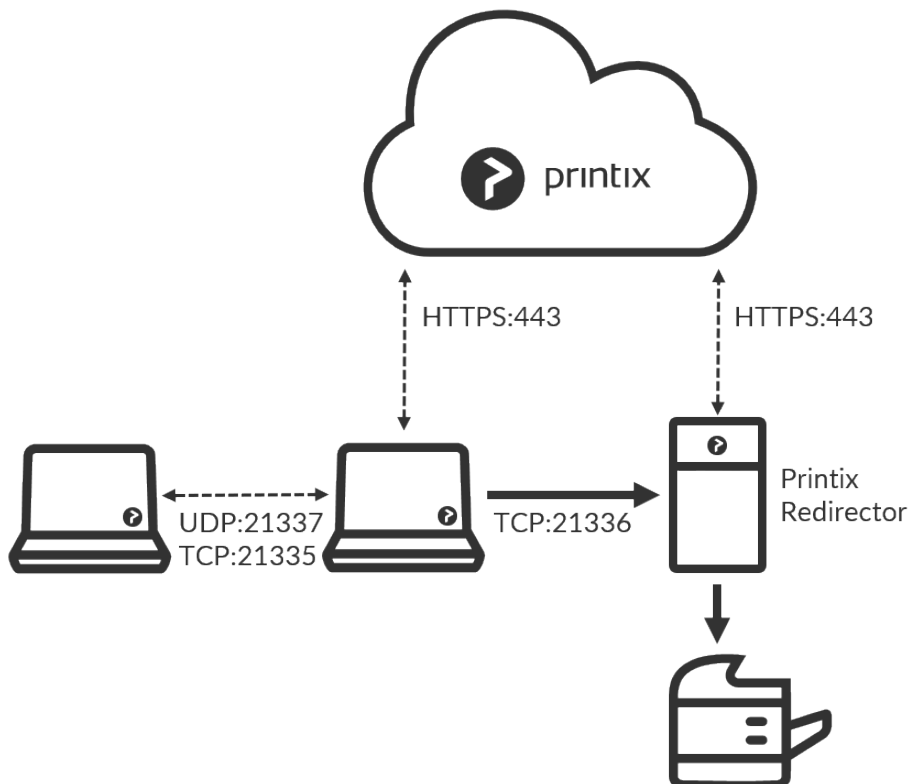
Printix Redirector is used to:

- [Enable third-party Pull printing](#)

Printing to so called Follow/Pull print queues from Kofax ControlSuite, PaperCut, SafeCom, Equitrac, PrinterLogic and similar third-party printing solutions.

- [Enable USB printing](#)

Printing to locally attached USB printer.



Printix Redirector ports

- There is no manual effort involved in maintaining Printix Redirector, as it will silently update 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. Please refer to your security software documentation to determine the syntax for specifying a domain and subdomains.

See also:

- [Internet endpoints that must be unblocked.](#)

Download

1. In Printix Administrator select **Menu** , [Software](#) .
2. Select **Printix Redirector** to download it.



Do NOT rename the file, as it will prevent it from working with your Printix Home.

Install

On the Windows computer open and run the downloaded file:

3. Select **REDIRECTOR_{home}_{id}.EXE** to start the installation.
A **User Account Control** dialog may appear asking you if you want to allow the Printix Client Setup program to make changes on this computer. Select **Yes**.
4. Change setup language if required. Select **OK**.
5. The **Setup – Printix Redirector** wizard appears. Select **Next**.
6. Select **Install**. The installation begins.
7. The installation completes. Select **Finish**.
Printix Redirector runs as a service under the local system account.



If you are using Printix Redirector earlier than version 2.2.0.56 it will only automatically update itself if there is also a Printix Client 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 via Printix Redirector will not work.

If you are at the printer, you can print a test page and check the **Driver type** is **Type 3**:

- Open **Device and Printers**.
- Right-click printer and select **Printer properties**.
- Select **Print Test Page**.
- On the printed page look in the section: **PRINT DRIVER PROPERTIES**. **Driver type** should be **Type 3 – User Mode**.

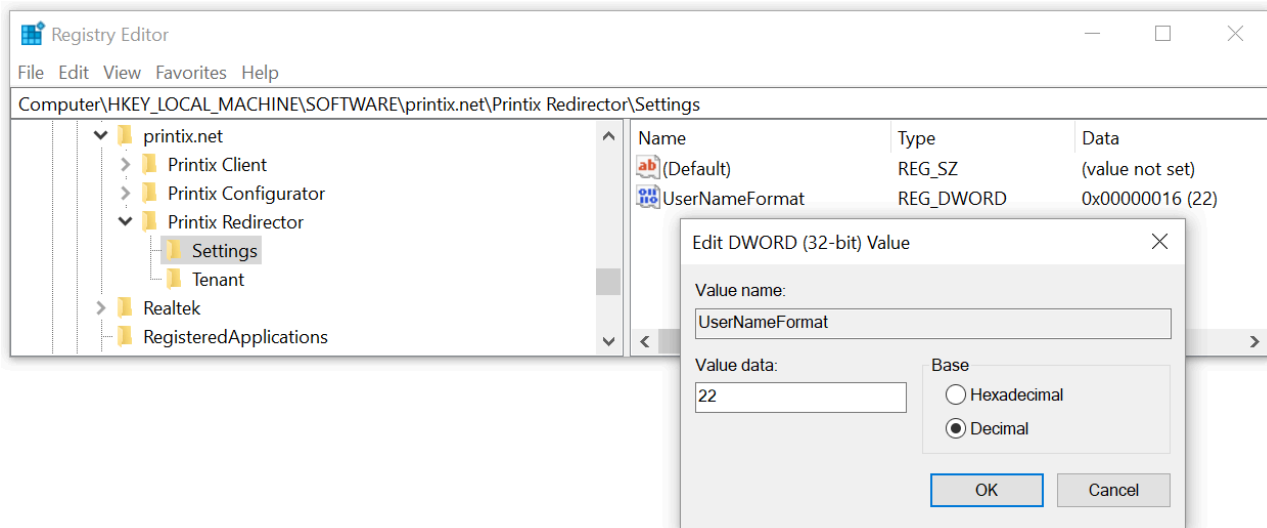
Alternatively look in **Windows Registry**:


- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows64\Drivers
 - **Version-3** folder lists the v3 print drivers
 - **Version-4** folder lists the v4 print drivers

- Open **Device and Printers**.
- Right-click printer and select **Printer properties**.
- Open the **Advanced** tab and check the **Driver** is one of those listed in the **Version-3** folder in 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.



1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Redirector\Settings
4. 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. Example: *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** is working with the below third-party solutions. If you have feedback please [contact us](#).

- **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 like, this

```
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), then it would be: *john*
 - If **UserNameFormat** has a decimal value of 11 (0×0000000b), then it would be: *john.acme.com*
 - If **UserNameFormat** has a decimal value of 22 (0×00000016), then it would be: *john*

Printix Redirector log files

Log files are stored on the computer.

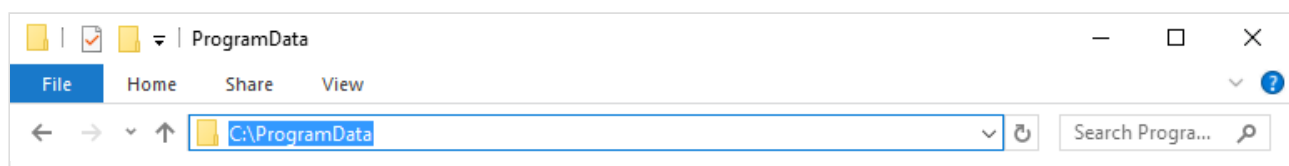
- Printix Redirector. *number* .log

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`

✿ **ProgramData is a Hidden folder**, and may not appear in File Explorer when you open Local disk (C:). Type: `C:\ProgramData` to access it.

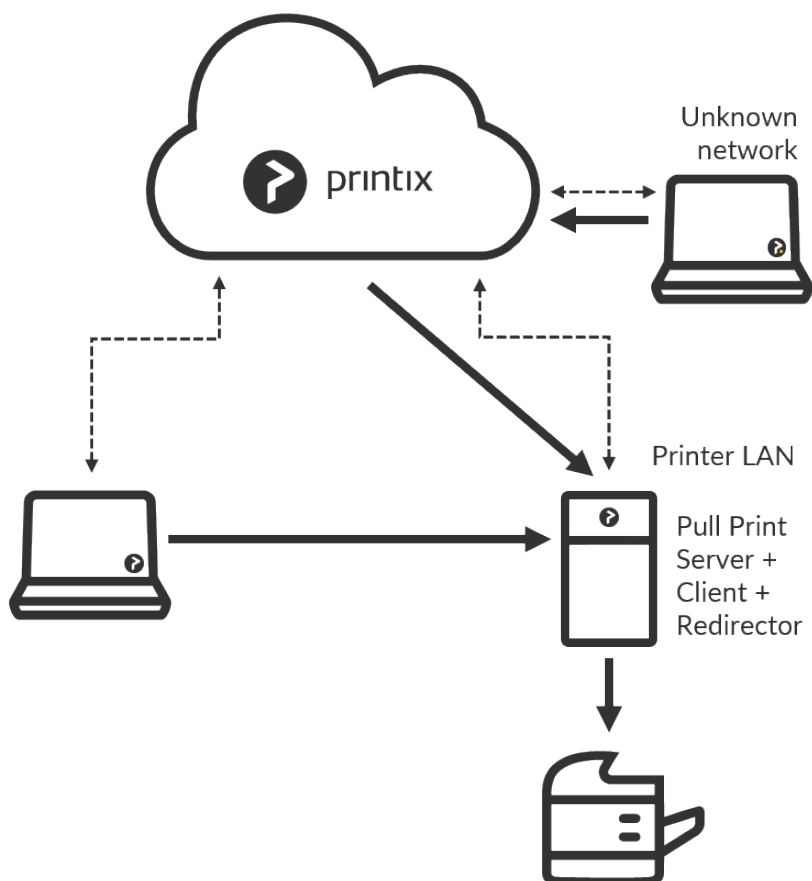


How to see which print queues and ports are installed

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:
```

10.1. Enable third-party Pull printing



If you have a third-party Follow/Pull printing solution, you can still benefit from Printix. Users can continue using existing card readers to sign in and release documents from the enabled printers' touchscreen control panel. Printix allows you to 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 travelling.

1. Install [Printix Client](#) and [Printix Redirector](#) 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\printqueue\name`
 - The servername should be that of the server running Printix Redirector. Example: *myserver*.
 - The printqueue\name should be the **Printer name** of the Follow/Pull print queue (*PullPrint*).
6. Select **Add**.
 - If the printer does not appear in Printix Administrator, then look for it on the [Unregistered printers](#) page.
 - 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 there is no print queue, then [Create print queue](#).
7. In Printix Administrator open the [Print queue properties](#) page of the virtual printer.
8. Uncheck **Active**, until you are done testing the print queue.
9. Check [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 Kofax ControlSuite or their third-party Follow/Pull printing solutions.
10. Optionally for each system (*Windows, Windows 7 x64, ...*)
 - [Change print driver](#) to a [universal print driver](#).
 - [Add a new print driver configuration](#).

Test printing

11. On your computer, use Printix Client to add the printer. In Printix Client the administrators will see a star ★ after the printer ID if the print queue is not active. Example: **ASD ★ Reception**
12. Print a document to the added printer.
13. Verify the document ends up in the third-party printing solution, and you can release the document via the methods offered by the particular print management system.
 - This may fail if the [format of the username](#) is not recognized.
14. For the Printix Client running on the Pull Print Server, you may want to open **Computer properties** and check [Act as print gateway](#), so documents printed via the cloud are sent to the Pull Print Server rather than via another computer on the network.

Make the printer available to everyone

15. In Printix Administrator open the [Print queue properties](#) page of the virtual printer.
16. Check **Active**, so all users can use the print queue.

17. Optionally check **Add print queue automatically**.
18. Optionally check [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

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 in 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 like, this

```
Service, found queue: _printqueueuename_, port: _port_
```

4. Identify the correct *printqueueuename* 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)

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\printqueueuename`

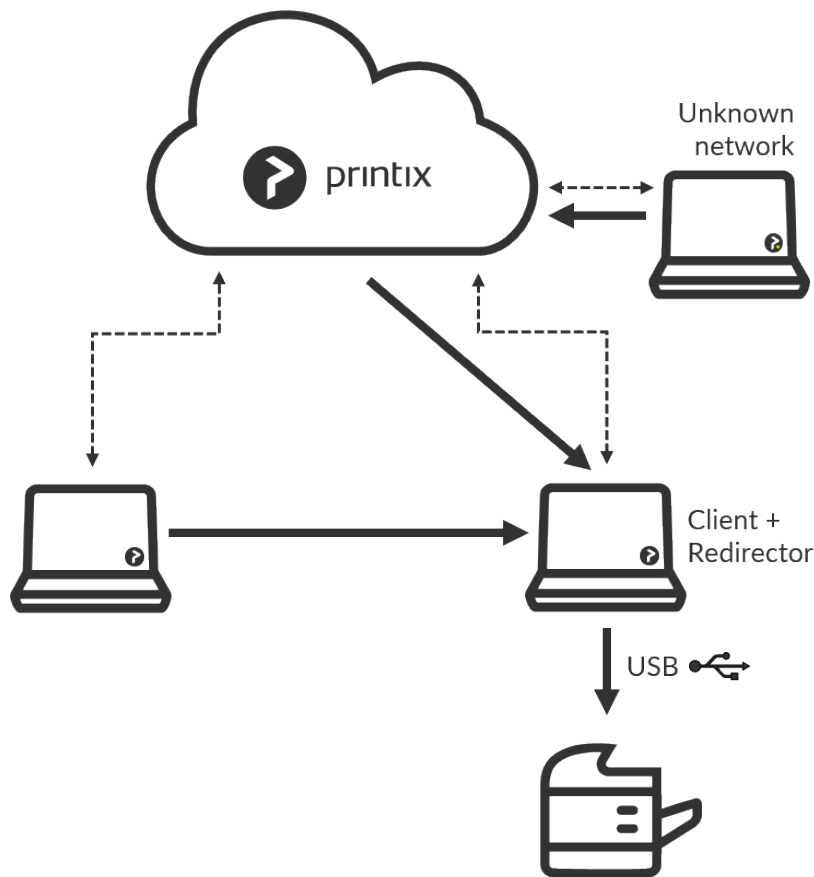
Wrong format for virtual printer address (\\servername\printqueueuename)

Message appears if you try to modify the **Printer address** of a printer that was initially registered by `\\servername\printqueueuename` 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.

10.2. Enable USB printing



Use Printix Redirector to enable printing to a locally attached USB printer.

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, then 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 there is no print queue, then [Create print queue](#).

7. Optionally check [Via the cloud](#) to allow users to print to the USB printer even though they are not on the same [network](#) as the printer.

 Printing to the USB printer only works when the connected computer is online.

11. Printix Configurator



Printix Configurator for Windows can be used to initially configure Printix for customers with multiple locations (networks) and already deployed printers. Printix Configurator will offer to update itself to the latest approved version.

- [Download](#)
- [Sign in](#)
- [Networks](#)
- [Printers](#)
- [Configuration and log files](#)


See also:

- [How to add a gateway to an existing network](#)
- [How to add a printer](#)
- [How to add print queues to computers with Printix Configurator](#)

Download

1. In Printix Administrator, select **Menu** , [Software](#) .
2. Select **Printix Configurator** to download it.

Sign in

1. To start Printix Configurator, right-click the EXE file and select **Run as administrator**.
The Printix Configurator and a browser page appear.
2. **Sign in** in the browser window. You must have the **System manager** role.
3. If asked, **Pick a Printix Home** (Example: *acme.printix.net*).
To change language, select **Menu** , **Language**. (coming function)

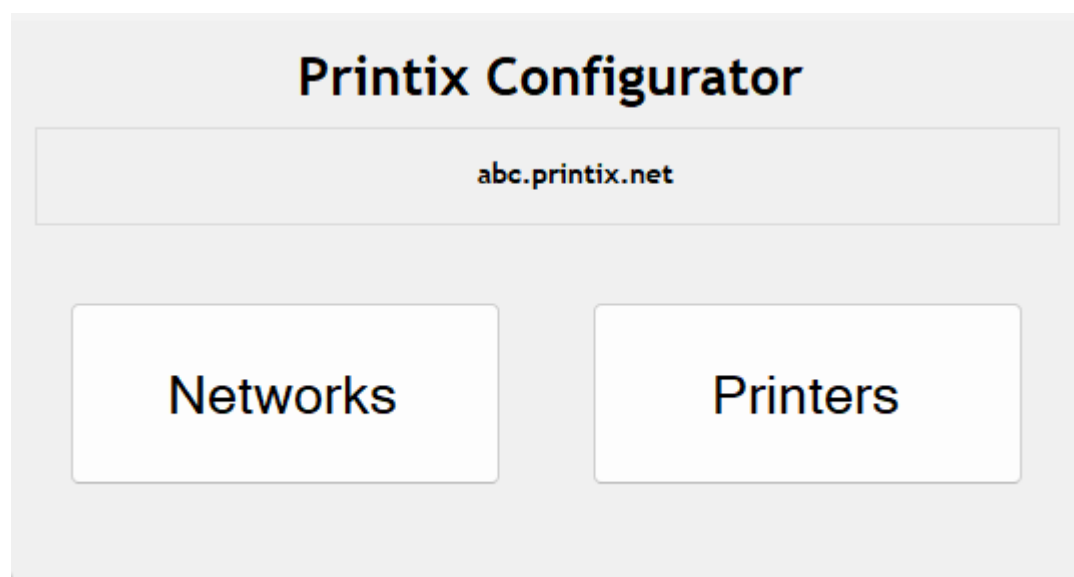
* If the message **You can close this window** does not appear in the browser or the Printix Configurator still displays **Login in progress**, the sign-in was not successful. In these cases, select **Connect** in the Printix Configurator and sign in again.

After a successful sign-in, you can close the browser window.



You can close this window...

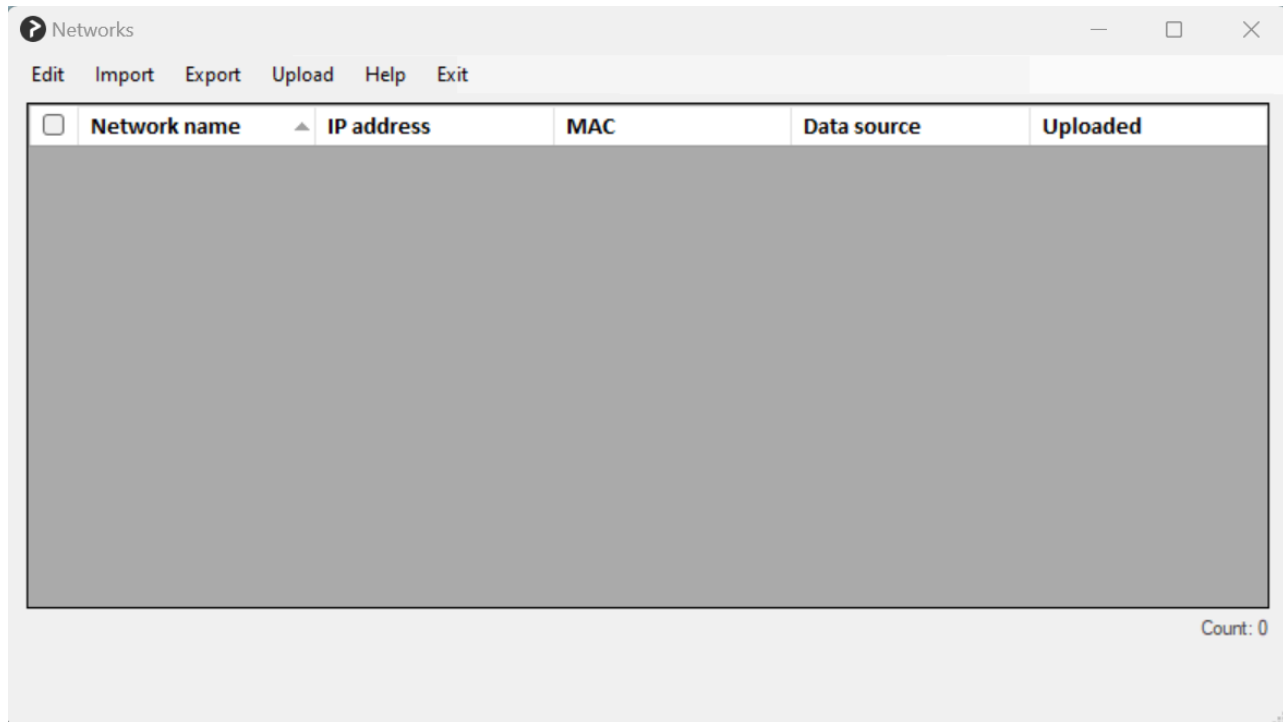
- * If you can not see the name of your Printix Home (*acme.printix.net*), it could be because you are not properly signed in, or because you are using Printix Configurator 1.3.890 or earlier, and there are multiple Printix Configurator processes running. Use **Task Manager** to **End task** and then try to start Printix Configurator again.



Networks

Select **Networks** in 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 says **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:

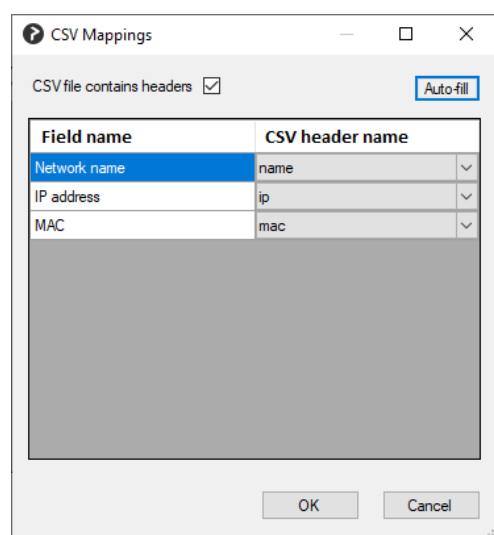
- Clicking a network, then selecting **Edit > Edit network**
If only one network has a check mark, that network is edited regardless of which network was clicked.
- Double-clicking anywhere in the network's row

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, check **CSV file contains headers**, and for each **Field name**, select the corresponding **CSV header name**.
- If the file has no headers, uncheck **CSV file contains headers**, and for each **Field name**, select the corresponding **Column number**.

Select **Auto-fill** to automatically populate the table. After an auto-fill, make sure the correct information was filled in.



Upload networks

After the file content is validated, you can upload the networks to the Printix Cloud.

Printers

Select **Printers** in Printix Configurator to configure printers.

- 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 says **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:

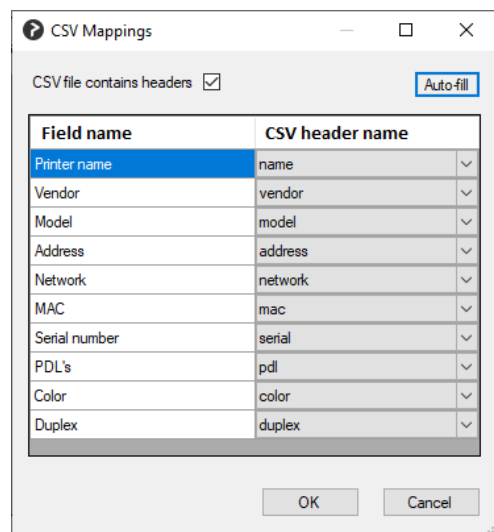
- Clicking a printer, then selecting **Edit > Edit printer**
If only one printer has a check mark, that printer is edited regardless of which printer was clicked.
- Double-clicking anywhere in the printer's row

Set up CSV mappings for printers

The CSV file must be semi-colon (;) separated. Column headers are optional.

- If the file contains headers, check **CSV file contains headers**, and for each **Field name**, select the corresponding **CSV header name**.
- If the file has no headers, uncheck **CSV file contains headers**, and for each **Field name**, select the corresponding **Column number**.

Select **Auto-fill** to automatically populate the table. After an auto-fill, make sure the correct information was filled in.



Upload printers

After the file content is validated, you can upload the printers to the Printix Cloud.

Configuration and log files

Configuration files and logs are stored on the computer in the ProgramData folder.

✿ 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*

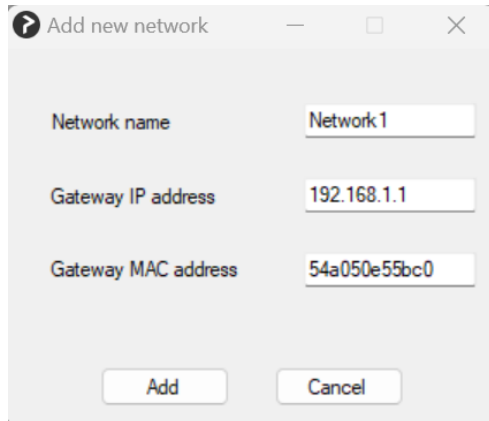
There will be a maximum of 6 log files with a size of 1 MB each. The log file without a number is the current one. Previous versions are numbered 1 – 5 with 5 being the oldest.

- PrintixConfigurator_ *user* . *number* .log

11.1. How to add a gateway to an existing network

1. [Sign in](#) to [Printix Configurator](#). You must have the role as **System manager**.
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 have spaces before or after a semi-colon.



The screenshot shows a window titled "Add new network" with a question mark icon. It contains three text input fields. The first field is labeled "Network name" and contains the text "Network1". The second field is labeled "Gateway IP address" and contains the text "192.168.1.1". The third field is labeled "Gateway MAC address" and contains the text "54a050e55bc0". Below the fields are two buttons: "Add" and "Cancel".

4. In the **Add new network** dialog box:
 - Enter **Network name**. This must match the name of network you want to add the gateway to. Example: *Network1*
 - Enter **Gateway IP address**. Example: *192.168.1.1*
 - Enter **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 changes the MAC address but keeps the IP address.
5. Select **Add**.
6. Select **Upload > Upload to Printix server**.
7. Open Printix Administrator to verify that the gateway has been added to the network.

printix

Networks

Search

Filters

Unknown networks

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

< 1/1 >

11.2. How to add a printer

The below process can be used to add a label printer that is connected via USB to for example a D-Link print server. In case the D-Link print server is using the **LPR** protocol, and the **print queue name** used to reach the specific USB port on the D-Link print server.

* You can also use the process below to add printers that does not support [SNMP](#). However, the printer will always appear with status **Ready** because the status of the printer is not available.

1. [Sign in](#) to [Printix Configurator](#). You must have the role as **System manager**. Step 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 have spaces before or after a semi-colon. See example of a [printer CSV file](#).

Add new printer

Printer name: Label printer

Vendor: DYMO

Model: LabelWriter 450

Address: 192.168.1.9

Network: Network 1

MAC address: 0011E5040E34

Serial number: CN3993Y073

Page description language:

- PCL5 ☐
- POSTSCRIPT ☐
- PCLXL ☐
- PDF ☐
- XPS ☐
- UFR II ☐

Color supported ☐

Duplex supported ☐

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 \$Sipps*
 - [LPR via TCP port 515](#)
Example: *192.168.1.9 \$S\$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, check **Color supported**.
- If relevant, check **Duplex supported**.

9. Select **Add**.

10. Select **Upload > Upload to Printix server**.

11. Open Printix Administrator to verify that the printer has been registered. You may want to check that a print queue is also created and that the selected print drivers are the ones you want to use.

11.3. How to 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 will pick up on the tasks once it comes online.



You must use the `-q2c` (Queue to Computer) argument to have Printix Configurator offer this functionality.

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.
 - To not be rejected as an invalid format each row in the CSV file MUST have the same number of semi-colons. Padding with semi-colon may be necessary as demonstrated by this 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 if it is [Active](#) or not.




Please ensure that you use Printix Configurator version 1.3.1250 which was released on 2022-12-22. If you use an earlier version you will get the error: *Login failed (get token)*

Create shortcut with -q2c argument

1. Right-select PrintixConfigurator.exe and select **Create shortcut**.
2. Right-select the shortcut and select **Properties**.
3. Select the **Shortcut** tab.
4. In the **Target** section add -q2c like this: *PrintixConfigurator.exe -q2c*

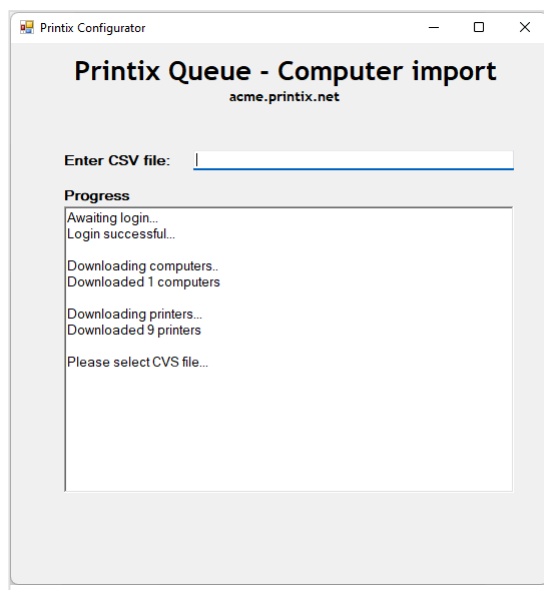
Start Printix Configurator

5. Right-click the Printix Configurator shortcut file and select **Run as administrator**.
6. **Sign in**. You must have the role as **System manager**.
7. If asked **Pick a Printix Home** (Example: *acme.printix.net*).

To change language, select **Menu** , **Language**. (coming function)

After successful sign in to Printix Configurator you can close the browser window.

Import CSV file



8. 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.
 - See example of [queue 2 computer CSV file](#).
 - Uppercase and lowercase letters are treated the same.
 - To not be rejected as an invalid format each row in the CSV file **MUST** have the same number of semi-colons. Padding with semi-colon may be necessary.
9. Select **Open**.
10. Select **Exit**.

For troubleshooting, you may want to open the [Printix Configurator log files](#). Output from a successful configuration will be written like this:

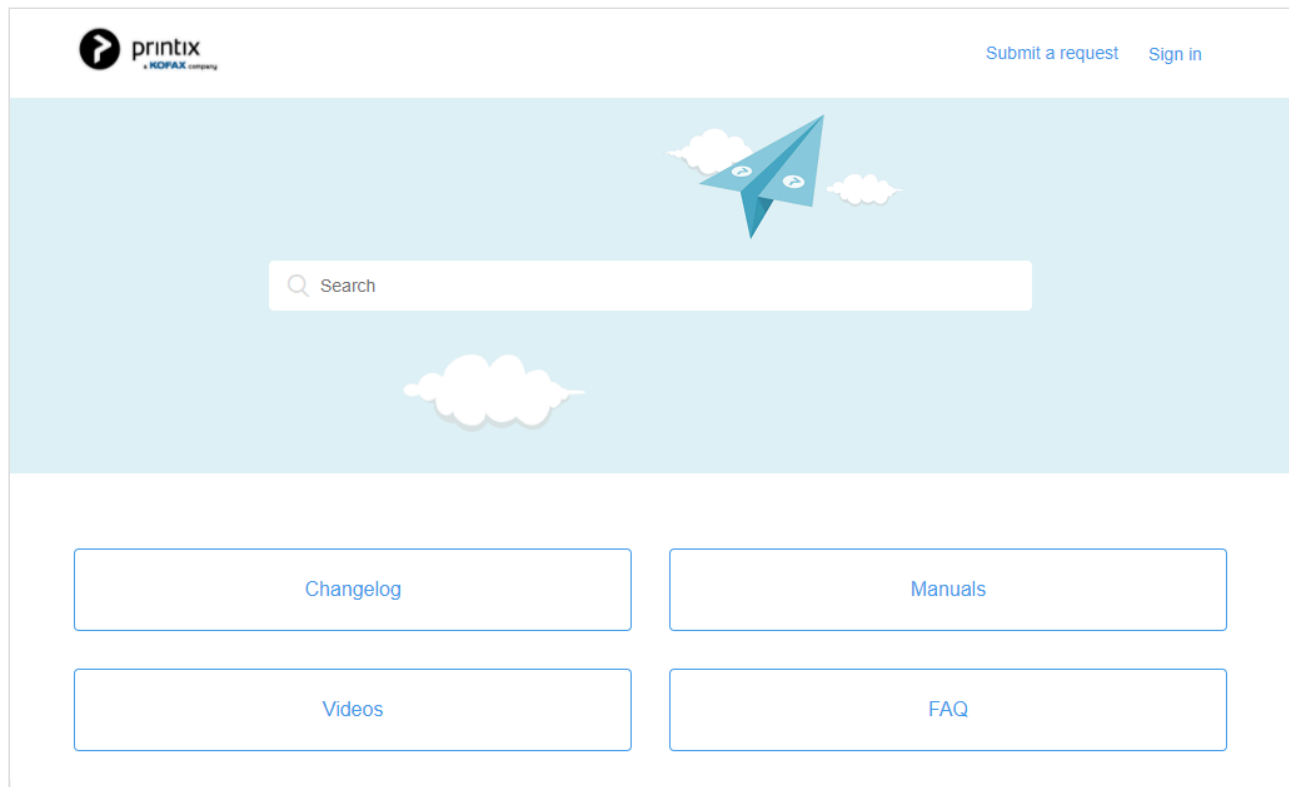
```
Read X computers from CSV file
Validating configuration...
Start applying configuration...
Done  applying configuration
```



There may be a delay of up to 30 minutes before the result of the import is fully reflected in Printix Administrator. If a computer is offline, it will pick up on the tasks once it comes online.

If a print queue does not install, then check the [History](#) on the computer for any hints on perhaps issues with the print driver and then try to change the print driver.

12. Product Support



In the portal [Product Support](https://support.printix.net) (support.printix.net), you can **Search** for information and explore the sections:

- [Changelog](#)
- [Videos](#)
- [FAQ](#)

See also:

- [How to sign in and check status of your requests](#)
- [How to subscribe to announcements](#)
- [How to subscribe to changelogs](#)

If you **Sign in**, you can:

- Select [Follow](#) and be notified/alerted by email when there are new articles in for example these sections:
 - [Announcements](#)
If we have scheduled maintenance or issues with access to the Printix Cloud, this will be announced here.
 - [Changelog](#)
When we release new versions, a new changelog will be posted here.
- **Submit a request.** Remember to include your organization's tenant name (Example: *acme.printix.net*).

- See **My activities** in the form of:
 - **Requests**
Any [support request](#) you have submitted or are CC'ed on.
 - **Contributions**
Comments you have made to articles.
 - **Following**
Articles, such as the Changelog, you are following.

printix
a KOPAX company

Submit a request John Smith ▾

Requests Contributions Following

My requests

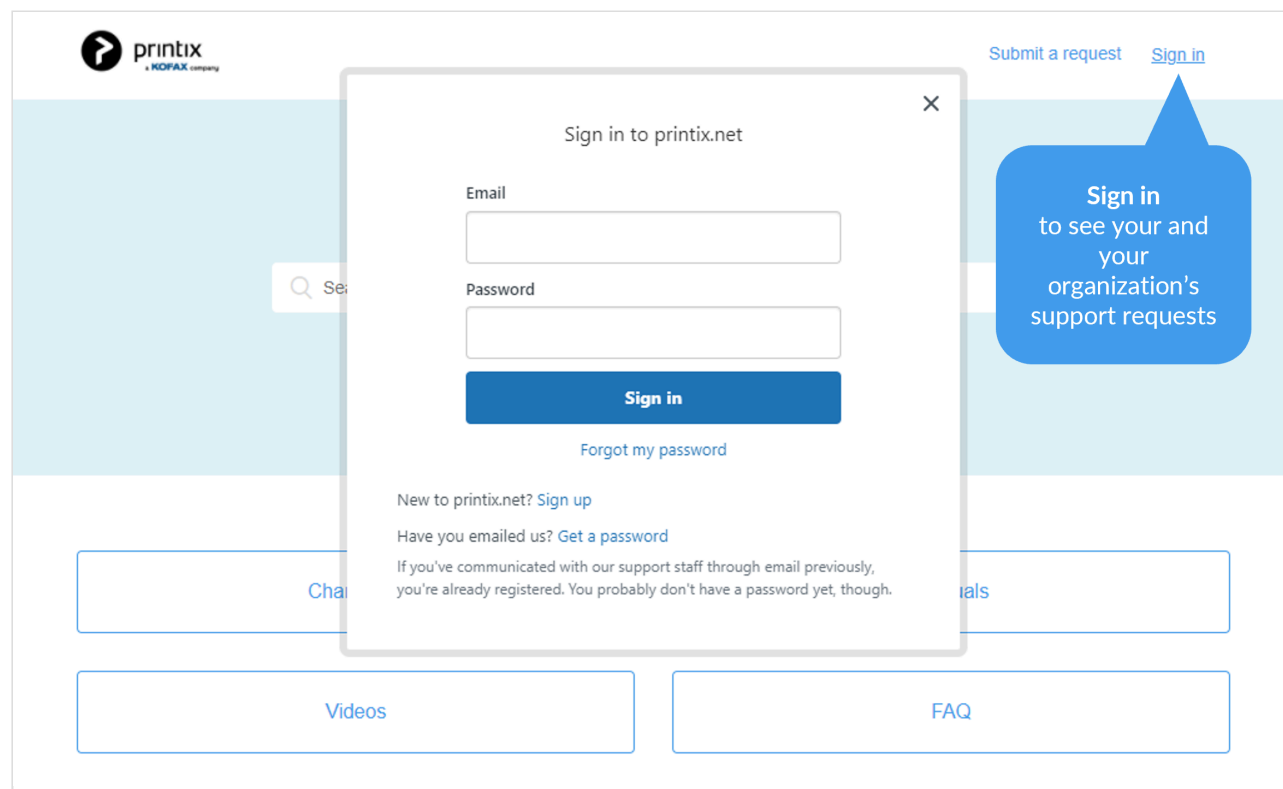
My requests Requests I'm CC'd on

Search requests

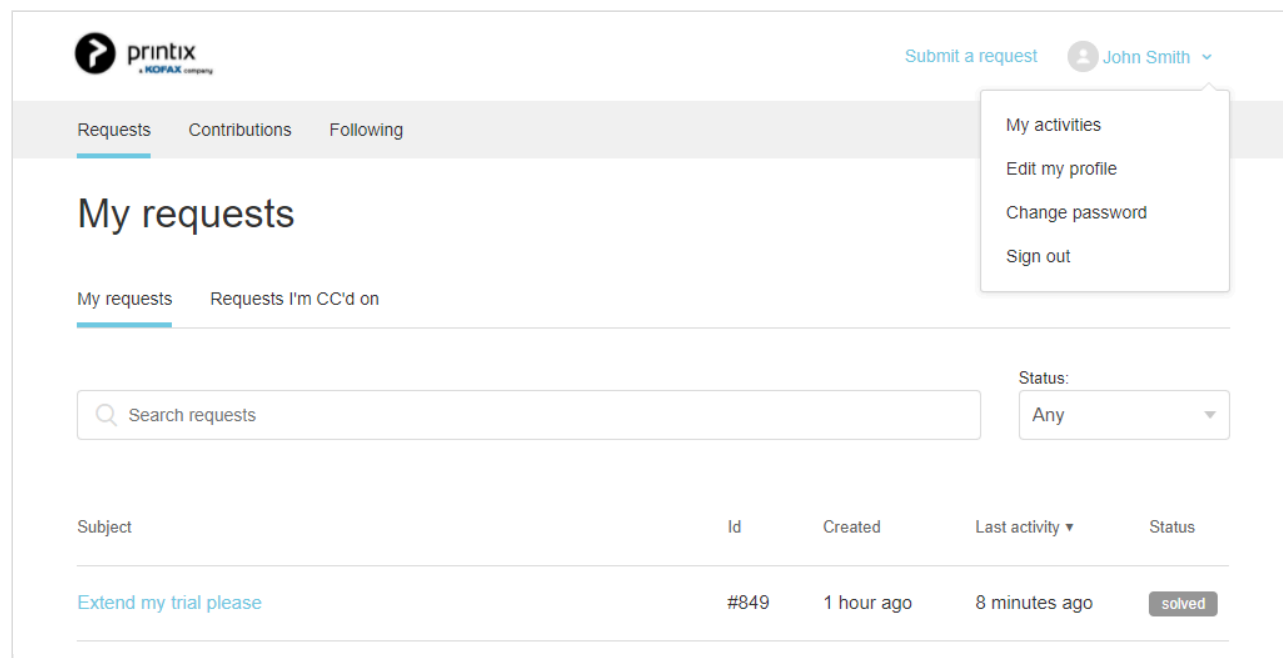
Status: Any ▾

Subject	Id	Created	Last activity ▾	Status
Extend my trial please	#849	1 hour ago	8 minutes ago	solved

12.1. How to sign in and check status of your requests



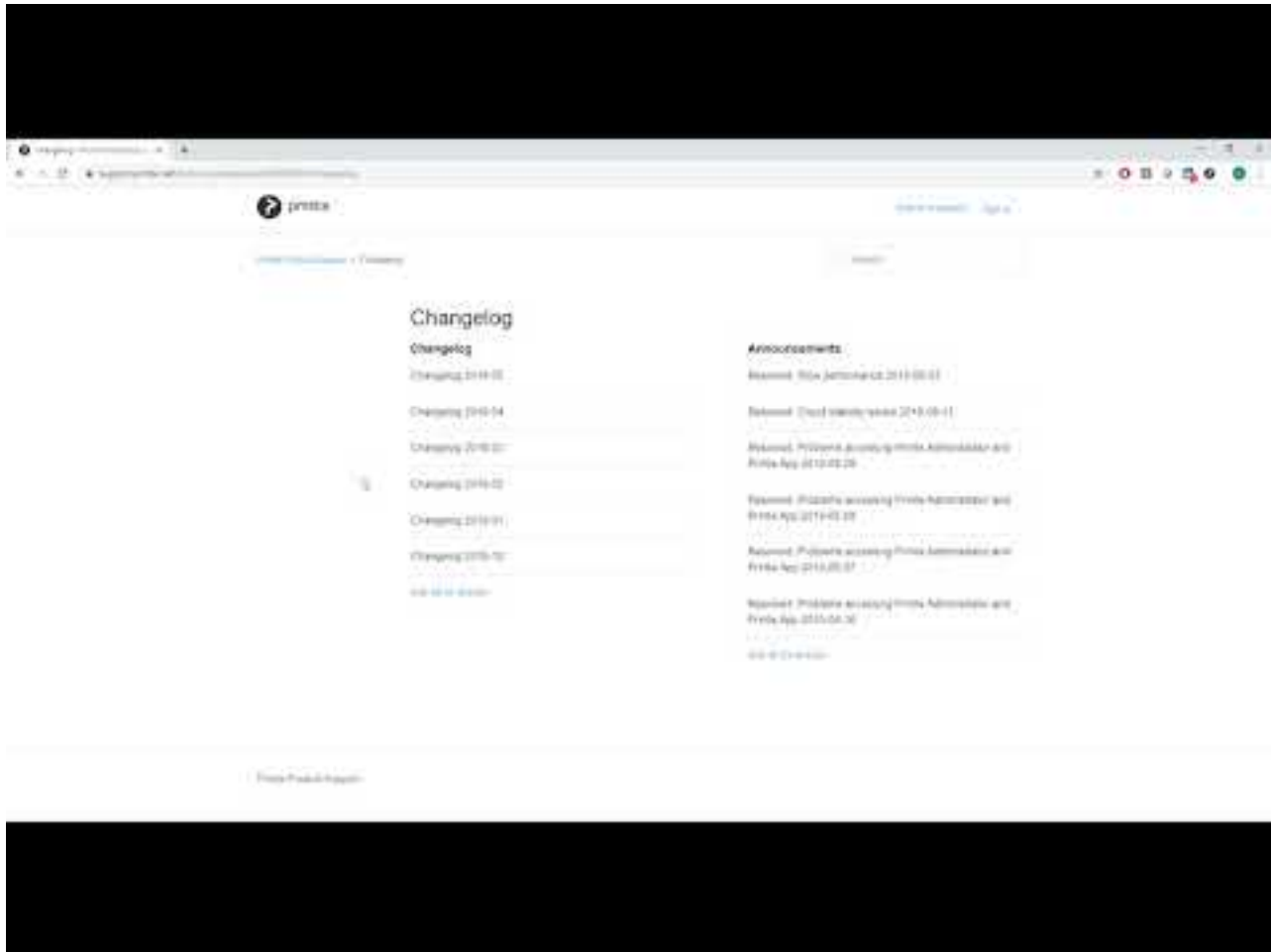
1. Sign in to [Product Support](https://support.printix.net) (support.printix.net).



2. Select your name and **My activities**.
3. On the **Requests** tab you can see any [support request](#) you have submitted or are CC'ed on.

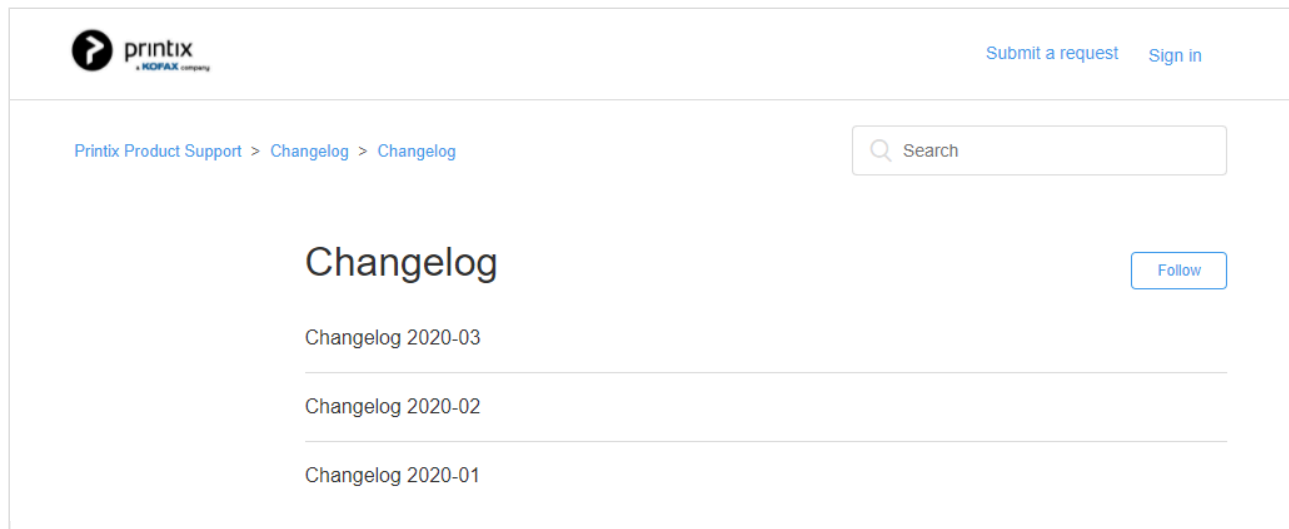
12.2. How to subscribe to announcements

1. **Sign in** to [Product Support](https://support.printix.net) (support.printix.net).
 2. Select **Changelog** and then [Announcements](#)
 3. Select **Follow** and be notified/alerted by email when there is a new announcement.
- If we have scheduled maintenance or issues with access to the Printix Cloud, this will be announced here.
 - To be notified whenever there is an **update to an announcement**, for example, that it is resolved, then open the specific announcement and select **Follow**.



<https://www.youtube.com/embed/W2-BS5Lemwg?rel=0>

12.3. How to subscribe to changelogs



1. **Sign in** to [Product Support](https://support.printix.net) (support.printix.net).
 2. Select **Changelog** and then [Changelogs](#).
 3. Select **Follow** and be notified/alerted by email when there is a new changelog.
- To be notified whenever there is an **update to a changelog**, for example, a new **Known issue**, then open the specific changelog and select **Follow**.

13. How to

How to section is also in: [Printix User Manual](#)

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, please contact us or submit a [support request](#) and we will get back to you.

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- [How to cancel subscription](#)
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- [How to prepare Epson printer for Printix Go](#)
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- [How to set inactivity timeout 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 to email on Konica Minolta printers](#)
- [How to sign in as guest 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 sign in as guest 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 sign in as machine administrator 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 Lexmark logs](#)

- [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 sign in as guest on Ricoh printers](#)
- [How to remotely access control panel on Ricoh printers](#)
- [How to get logs from Ricoh printers](#)

- [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 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](#)

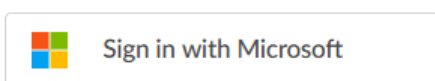
Troubleshooting

- [How to troubleshoot](#)
- [How to see what happened](#)
- [How to stop and start Printix Service](#)
- [How to start the Print Spooler](#)
- [How to uninstall Printix Client](#)
- [How to see the version of 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](#)

13.1. How to sign in

Sign in with Microsoft

If you see [Sign in with Microsoft](#), select this and sign in with your Microsoft work or school account.



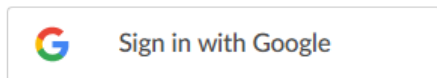
- Automatic registration of the user happens the first time the user **Sign in with Microsoft** to Printix.
- **Single sign-on** (SSO) to Printix with users' Microsoft account.
- Automatic **Sign in** to Printix Client on Microsoft Entra joined Windows 10 and Windows 11

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 Server 2016, 2019 and 2022.

Sign in with Google

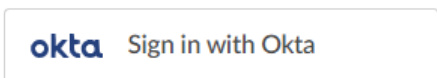
If you see [Sign in with Google](#), select this and sign in with your Google Workspace account (not @gmail.com).



- Automatic registration of the user happens the first time the user **Sign in with Google** to Printix.
- **Single sign-on** (SSO) to Printix with users' Google Workspace account.

Sign in with Okta

If you see [Sign in with Okta](#), select this and sign in with your Okta account.

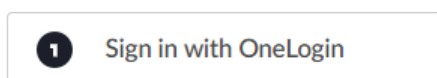


- Automatic registration of the user happens the first time the user **Sign in with Okta** to Printix.
- Single sign-on (SSO) to Printix with users' Okta account.

✿ [Printix App](#) for Android and iOS/iPadOS. If your administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **Okta**.

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 **Sign in with OneLogin** to Printix.
- Single sign-on (SSO) to Printix with users' OneLogin account.

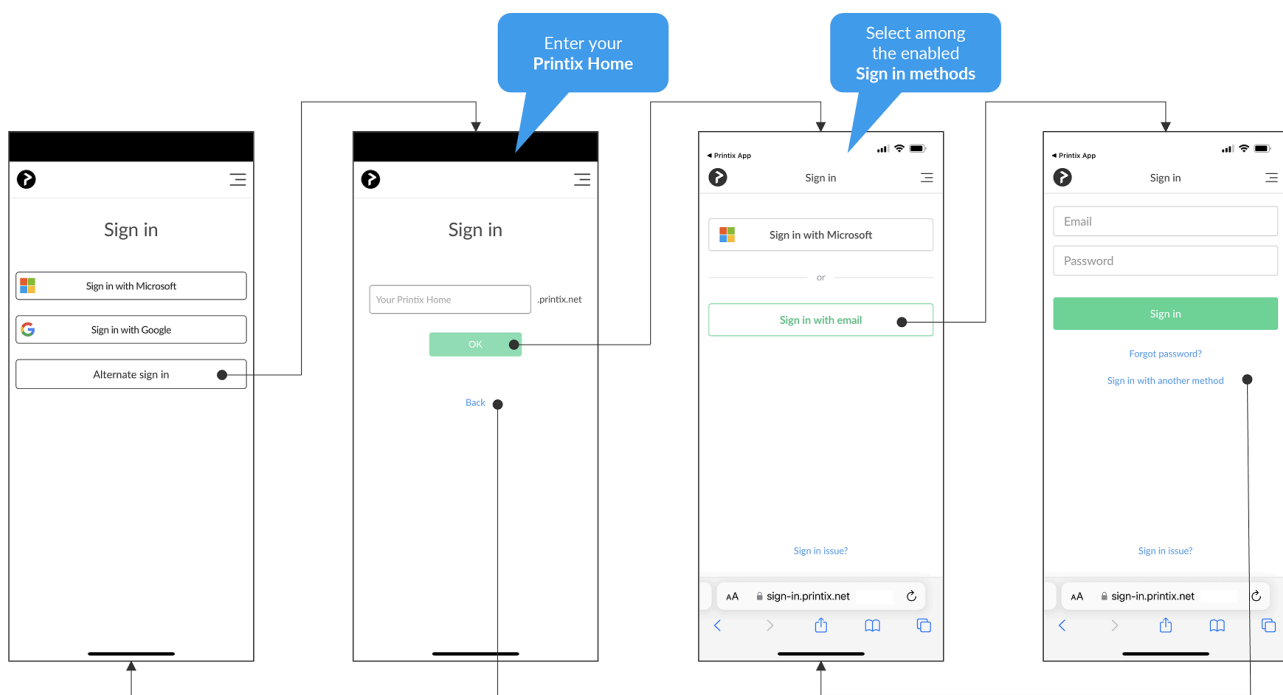
* [Printix App](#) for Android and iOS/iPadOS. If you administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **OneLogin**.

Sign in with email

If you [registered](#) with your email address, then 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**.

Sign in with email

Alternate sign in



Tungsten Automation employees: To use [Printix App](#) version 3.0.1 or later for Android and iOS/iPadOS on the test environment, you must use **Alternate sign in** and include testenv when you enter **Your Printix Home** (*ajax.testenv.printix.net*).

* [Printix App](#) for Android and iOS/iPadOS. If you administrator has enabled other sign in methods (not Microsoft and not Google), you will have to select **Alternate sign in** (or **Sign in with another method**) and then enter **Your Printix Home** (*acme.printix.net*). After you select **OK** proceed to select among the sign in methods your administrator has enabled, like **email** (Printix account).

- * If you have signed into Printix App with your work or school account, but you are signed into Printix Client with a different email address, then you will not be able to release the documents you printed, as they belong to your “other” account. To avoid confusion, use only one sign in method.

- If you have issues with **Sign in** to Printix Client, then please read: [Sign in issues](#).
- After successful sign in to Printix Client you can close the browser window.



You can close this 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.

13.2. How to reset password

If you want to change your password or have forgotten your password:

1. On the **Sign in**  page select **Forgot password?**
 - This is NOT supported for the native Printix App for Android and iOS/iPadOS.
2. On the **Reset password** page:
 - Enter the **Email** address you used when you registered.
3. Select **Send**.

An email is sent to you.
4. Read the email “... *Reset password instructions*” and select **Reset password**.

If you do not see the email within a few minutes then check your spam/junk mail folder.
If you ignore the email, your password will not be changed.
5. On the **Reset password** page:
 - Enter your new **Password**.
6. Select **Reset**.



If you have forgotten your network password, you should contact your administrator.

13.3. How to add or change credit card

The screenshot shows the Printix Administrator interface. At the top, there's a navigation bar with the Printix logo, a 'Start subscription' button, and several icons. Below the navigation bar, the 'Subscription' page is displayed. The 'Billing' tab is selected, showing 'Billing information' and 'Credit card' sections.

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
...
...

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

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. Check **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. Check **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**.

13.4. How to change who receives subscription emails

The screenshot shows the Printix web interface. At the top, there's a navigation bar with the Printix logo, a 'Start subscription' button, and several icons. Below the navigation bar, the 'Subscription' section is active, with tabs for 'Billing', 'Transactions', 'History', and 'Legal documents'. The 'Billing' tab is selected, showing two main sections: 'Billing information' and 'Credit card'.

Billing information

Legal company name or organization name

Finance email

Finance contact name

Country code

VAT number (Canada: GST, US: TAX ID)



Billing address

Credit card

Note!
 Please enter and save billing information first

☐ I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix

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**.

13.5. 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. Please contact finance.printix@tungstenautomation.com.

13.6. 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. Please specify which partner you wish to change to.

The same goes if you wish to change from one Printix partner to another Printix partner. Please specify which partner you wish to change to.

13.7. How to change language

- The default choice of language is based on the language of your browser and computer OS.
- Your choice of language is stored in your profile if you change language in Printix App or Printix Administrator.
- Choice of language is stored as browser data for these pages:
 - **Sign in** page
 - **Download** page

How to change language for Printix App, Printix Administrator

1. Select **Menu**  in the top right corner.
2. Select **Language** 
3. Select the language you want 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.

How to change language for Printix Client

- Language is inherited from the computer OS. If the OS language is not among the supported languages, then it will use the language saved as part of the user's profile in Printix. If there is no language saved in the user's profile, then it will use English. To change the language in your profile you need to sign in to either Printix App or Printix Administrator and change language there.

13.8. How to have your web browser translate Printix manuals

[Printix manuals](#) are available as online versions and PDF. The manuals are maintained in English only, but most web browsers can be configured to translate web pages and thereby the Printix online manuals.

Google Chrome

- Use [Translate in Chrome web browser](#) to translate the online manual to your language.

Microsoft Edge

- Use [Microsoft Translator](#) in Microsoft Edge browser

Mozilla Firefox

- Use the [To Google Translate extension for Firefox](#).

Apple Safari

- [Translate a webpage in Safari on Mac](#).

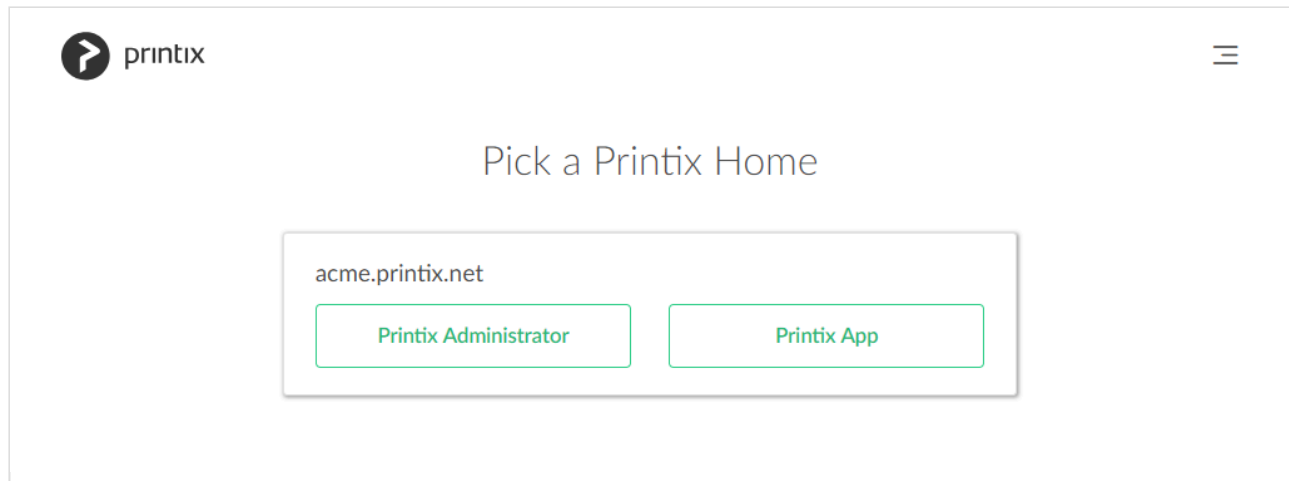
13.9. How to open Printix Administrator

There are multiple ways in which you can open Printix Administrator on your computer, tablet, and phone.

- Visit [printix.net](#) and select **Sign in**. Assuming you have the **Role** as **System manager**, you can select **Printix Administrator** to open this.

You may be asked to **Pick 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.



- On your computer, open [Printix Client menu](#) and select **Open Printix Administrator...**
- Select the Printix Administrator link in the email “*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, as 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

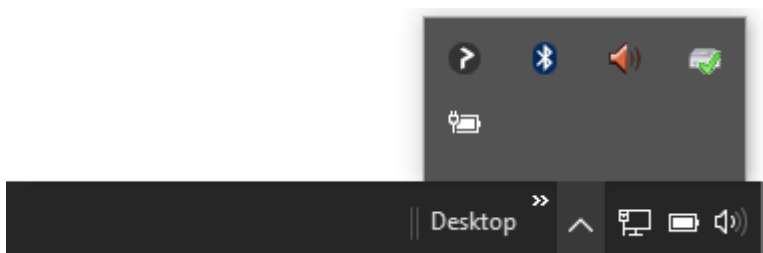
1. On the Chrome for Android browser, select **Menu**.
2. Select **Add to homescreen**.



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.

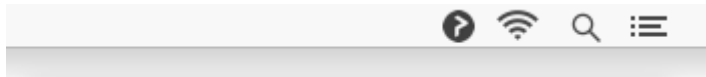
13.10. How to open Printix Client



Windows



1. Select the arrow next to the notification area on the task bar.
2. Select the Printix Client  icon.
If it does not show, then [Install Printix Client](#).
3. [Printix Client menu](#) appears.
 - If you are already signed in your name is shown next to **Sign in**. Otherwise select [Sign in](#) 
 - If you have issues with Sign in to Printix Client, then please read: [Sign in issues](#).

Mac 



1. On the menu bar select the Printix Client  icon.
If it does not show, then [Install Printix Client](#).
2. [Printix Client menu](#) appears.
 - If you are already signed in your name is shown next to **Sign in**. Otherwise select [Sign in](#) 
 - If you have issues with Sign in to Printix Client, then please read: [Sign in issues](#).

13.11. 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 (Example: *192.168.1.10*) or hostname in the address bar.
2. Once 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 user name and password.

You may want to refer to the documentation that came with your printer to determine the default administrator user name and password.

13.12. How to add printers

Add printers in Printix Administrator

printix

Add printer

NETWORK

Network

SNMP

SNMP configuration

Name	Default
Version	V1
Get Community Name	public





ADDRESS

Printer address

IP address or hostname

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, then 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 (Example: 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**.
 - Check **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](#).

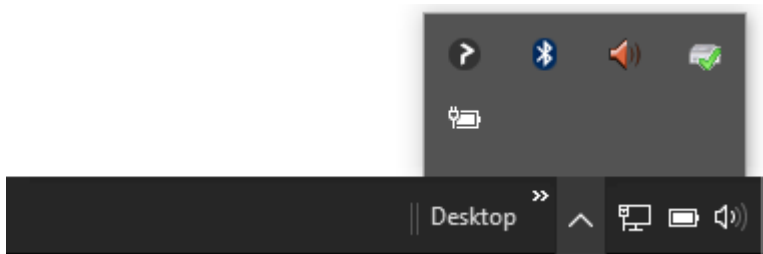
See also:




- [How to ensure users only print to printers through Printix](#)
- [How to give a printer a static IP address](#)
- [How to discover printers](#)
- [How to activate printers](#)

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 
3. [Printix Client menu](#) appears.
4. Select **Printers...**
5. Select the printers you wish to install.
 - If there are many printers to choose from you can do a **Search** 
 - Uppercase and lowercase letters are treated the same.
 - Administrators can always use all print queues. A star ★ appears after the printer ID if the print queue is not [active](#). Example: **ASD ★ Reception**.
6. Select **Add**.
7. After installation the printers are listed as either **Installed** ✓, or with **Error**  (installation failed)
8. Select **Finish**.

The print driver is downloaded to this installation folder:

- C:\Windows\System32\DriverStore\FileRepository

Add printers in Printix Client for Mac



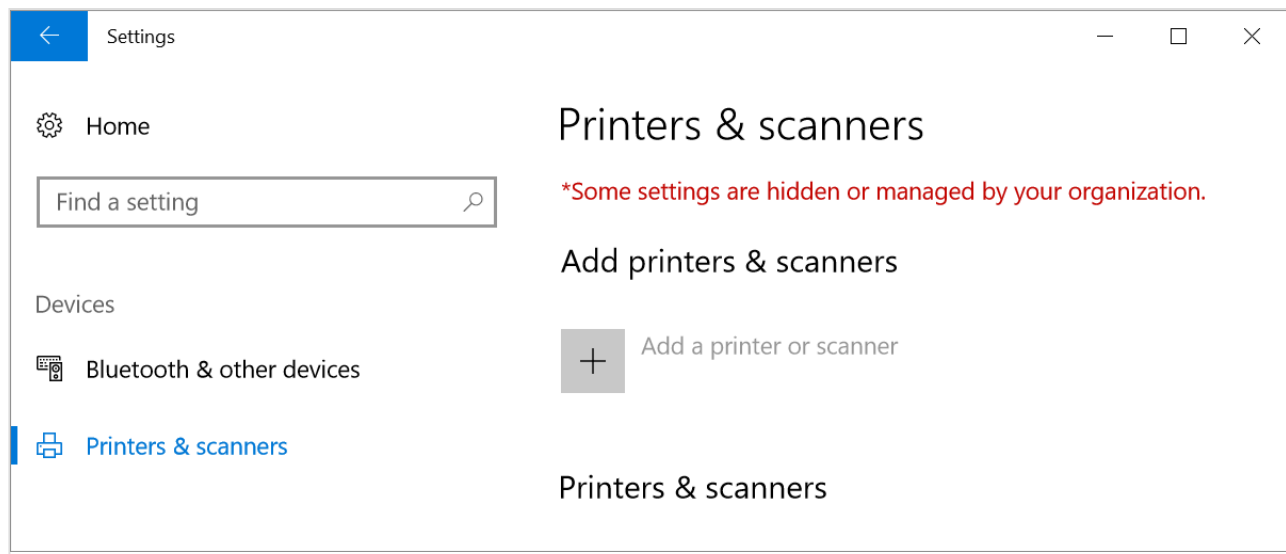
1. On the menu bar select the Printix Client icon 
2. [Printix Client menu](#) appears.
3. Select **Printers...**
4. Select the printers you wish to install.
 - If there are many printers to choose from you can do a **Search** 
 - Uppercase and lowercase letters are treated the same.
 - Administrators 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**.
6. After installation the printers are listed as either **Installed** ✓, or with **Error**  (installation failed)
7. 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, as it is running under the local system account.

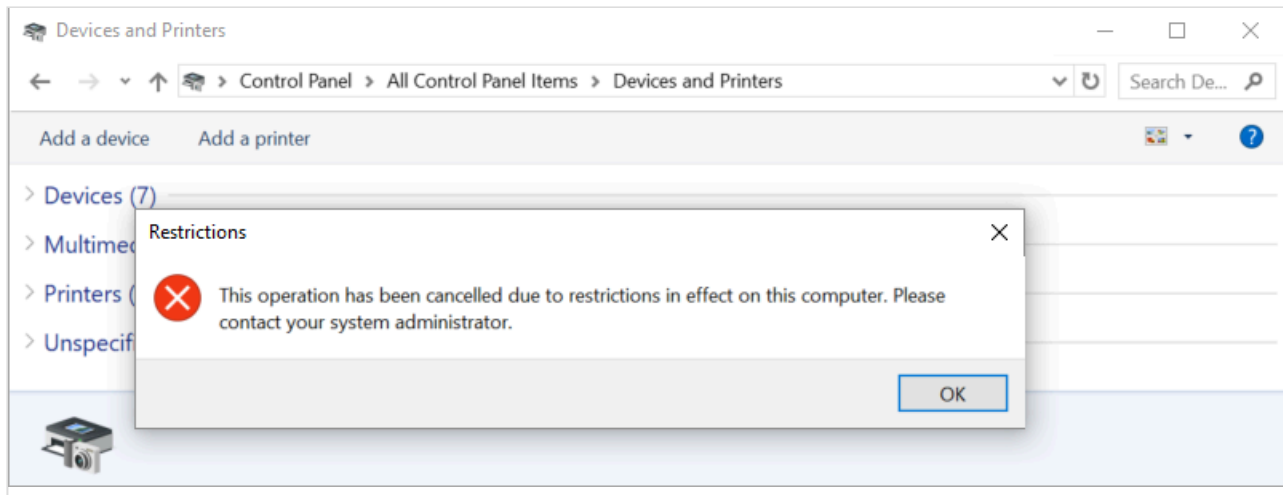
Printers & scanners

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 saying: *This operation has been canceled 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
}
```

13.13. 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 and then select the

appearing **Copy IP address**  icon.

Ping printer from Windows computer

1. Open a **Command prompt** and type: `ping 192.168.1.10`
Where 192.168.1.10 is the printer IP address.

Ping printer from Mac computer

1. Open a **Terminal** and type: `ping 192.168.1.10`
Where 192.168.1.10 is the printer IP address.

13.14. 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. Refer to the printer's manual on how to print its configuration page(s). On some printers, you can determine the IP address via 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

There is probably a person or team that is responsible for the DHCP server(s). Please 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 via: 192.168.1.1

Refer to the router's manual on how to reserve an IP address. Alternatively, try to search the Internet for instructions, as these will vary. Search for: [Static IP address](#) and the router's mark and model.



13.15. 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](#).

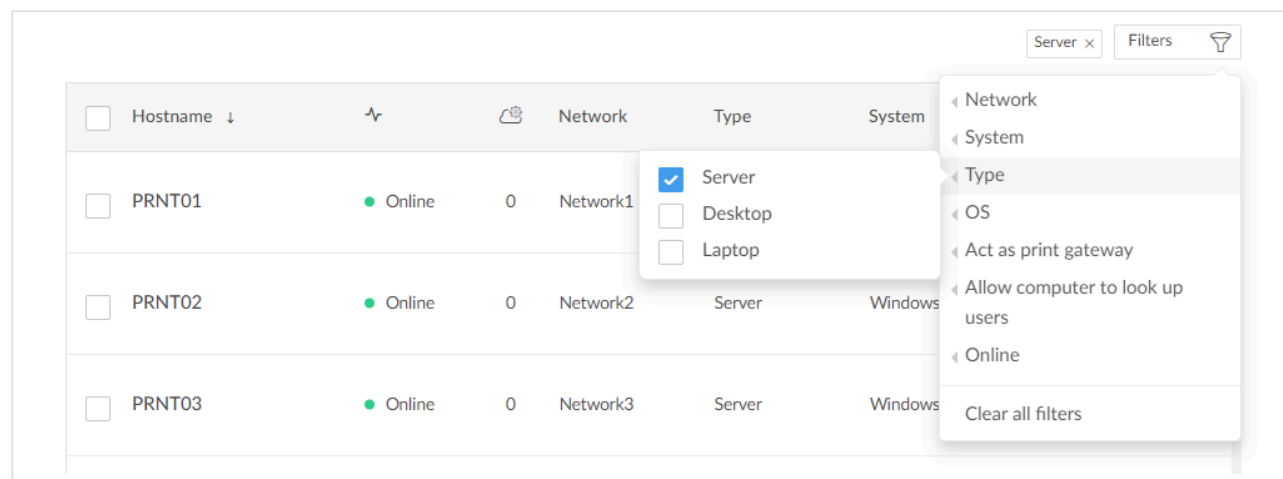
1. Open the [Printers](#)  page.
2. Select **Discover printers**.
3. Under **Network**, select a network.
Site managers can only select networks belonging to managed sites.
4. Optionally, under [SNMP configuration](#) , select an SNMP configuration.
You can only select global SNMP configurations and 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, then 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)

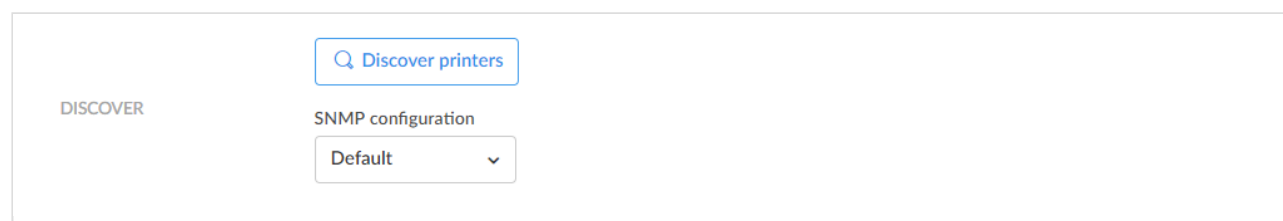
1. Open the [Computers](#)  page.
2. Select the computer (print server) and select **Modify**.
Optionally, **Filter** on **Type** and select **Server**.



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 and then repeat the discovery.

1. Obtained the address of one of the printers on the other network subnet.
2. Add that printer in Printix Administrator.
3. Start discovery again.





See also:

- [How to add printers](#)
- [How to activate printers](#)

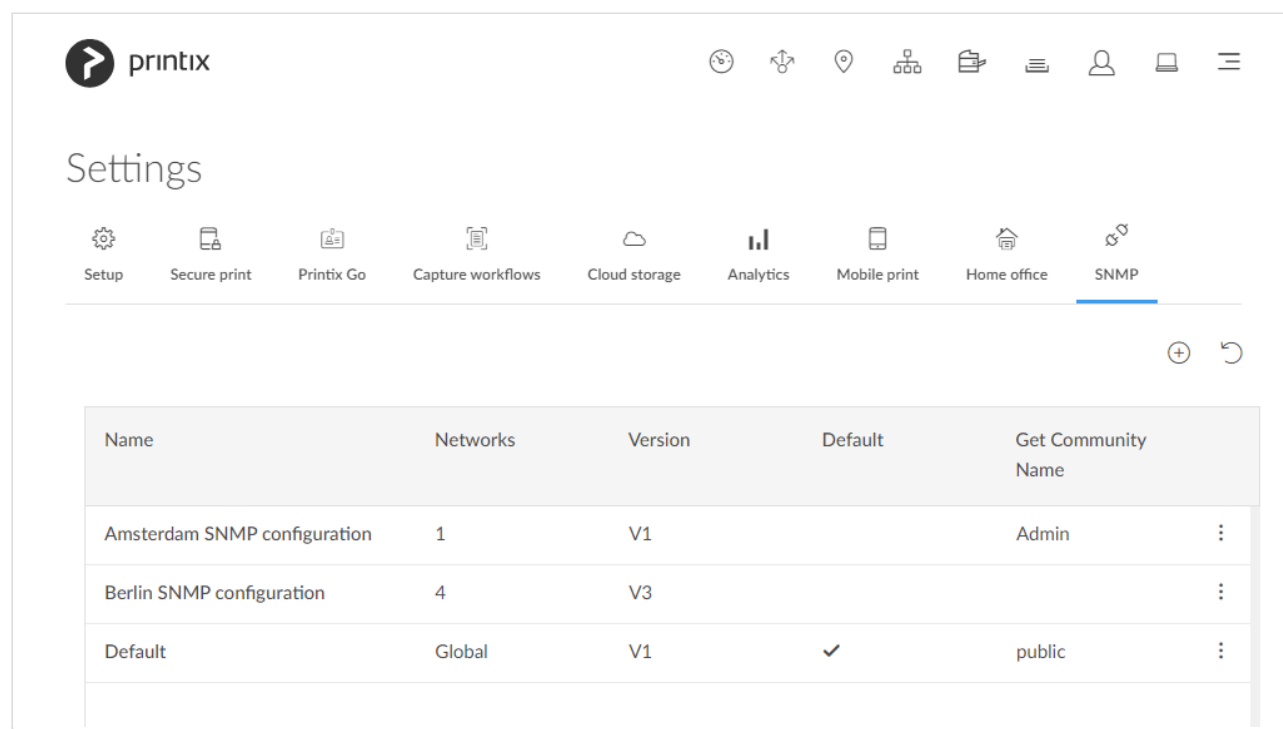
13.16. How to add a SNMPv1 configuration





The screenshot shows the Printix Settings interface with the 'SNMP' tab selected. Below the navigation bar, there is a table listing existing SNMP configurations.

Name	Networks	Version	Default	Get Community Name
Amsterdam SNMP configuration	1	V1		Admin
Berlin SNMP configuration	4	V3		
Default	Global	V1	✓	public

1. Select **Menu** , **Settings** .
2. Select the **SNMP**  tab.
3. Select  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**.

13.17. How to add a SNMPv3 configuration



1. Select **Menu** , **Settings** .
2. Select the **SNMP**  tab.
3. Select  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 **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	<i>user defined</i>
Dell	
Epson	EPSON
Fuji Xerox	
HP	Jetdirect
Konica Minolta	<i>user defined</i>
Kyocera	
Lanier	GWNCS
Lexmark	
Ricoh	GWNCS
Samsung	
Sharp	mfpdirect
Toshiba	MFP
Xerox	

13.18. 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, please 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 a [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**.

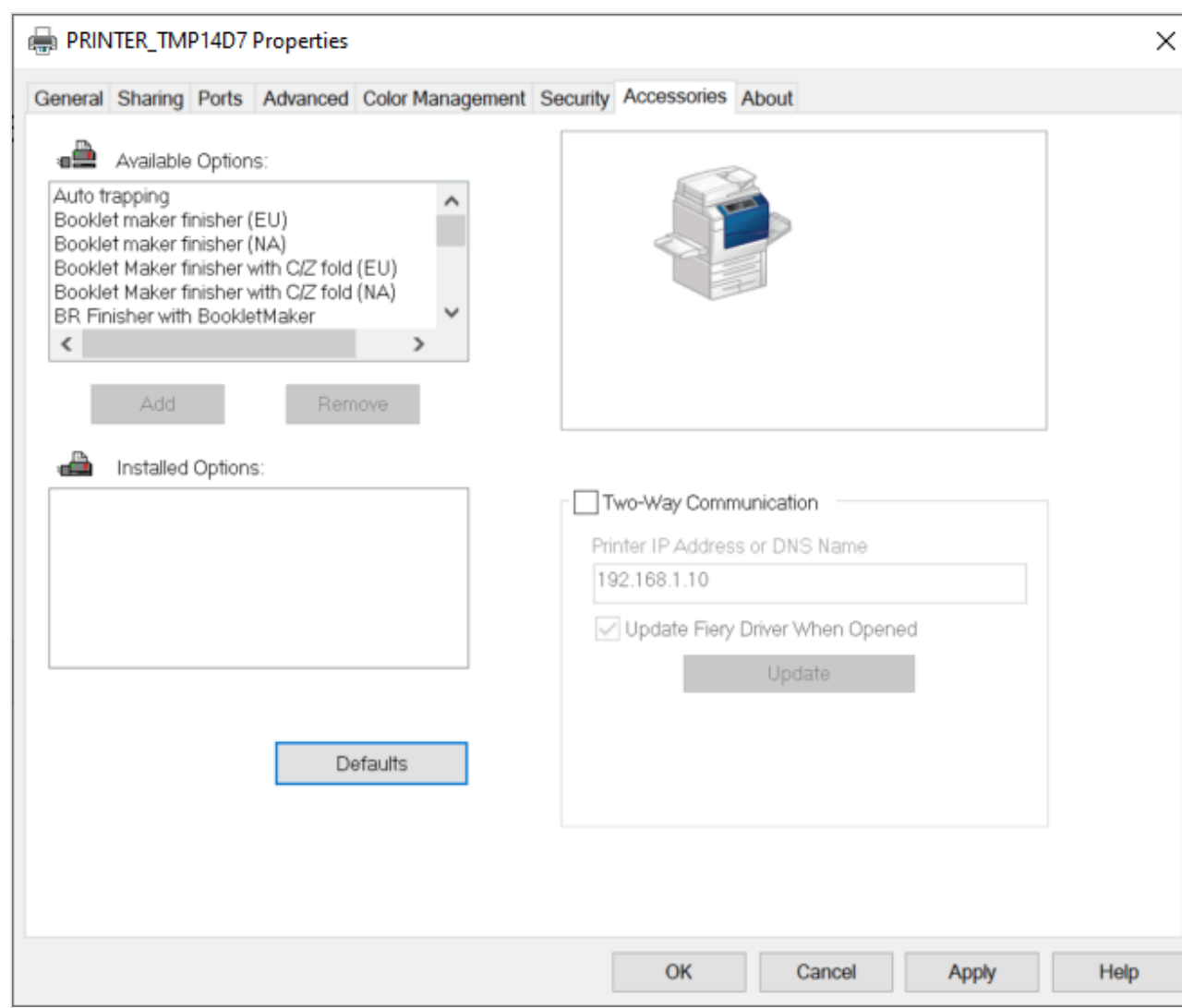
8. In **Printer address** enter the IP address (Example: *192.168.1.10*) or hostname of the Fiery Controller.
9. Select **Add**.

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*.

In Printix Administrator proceed to [Add a print driver configuration](#). The temporary printer's **Printer properties** dialog will open automatically.



Proceed to make the configuration:

1. In the **Printer properties** dialog select the **Accessories** tab.

2. Check **Two-Way Communication** and in **Print IP Address or DNS Name** enter the IP address (Example: *192.168.1.10*) of the Fiery Controller.
3. Select **Update**.
4. After all **Installed Options** are registered correctly, uncheck **Two-Way Communication**, as this is not supported when the printer is managed by Printix.
5. Select **Apply**.
6. Optionally open the **Advanced** tab and select the **Printing Defaults...** button to configure per-printer defaults.

✿ The print driver configuration stores the **Printing Defaults**. It does **NOT** store **Printing Preferences**.



The screenshot shows the 'PRINTER_TMP14D7 Properties' dialog box with the 'Advanced' tab selected. The 'General' tab is also visible. The 'Advanced' tab contains the following options:

- ☒ Always available
- ☐ Available from 00:00 To 00:00
- Priority: 1
- Driver: Xerox EX-i C60-C70 Printer (with a 'New Driver...' button)
- ☒ 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

At the bottom of the 'Advanced' tab, there are three buttons: 'Printing Defaults...' (highlighted in blue), 'Print Processor...', and 'Separator Page...'. The 'OK' button is highlighted in blue at the bottom right of the dialog box.

7. Select **OK**.

13.19. 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 enter **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 there are for example two active print queues, 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 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 uncheck **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
5. Select **Confirm**.

See also:

- [How to create anywhere print queue](#)

13.20. How to activate a printer queue

1. Open the [Workflow properties](#)  page.
2. Check **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.

Unchecking **Active** 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.

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

13.21. How to automatically add and remove print queues

Print queue properties

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

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. Check **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 checked 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](#).

3. Optionally check **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 checked.
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:

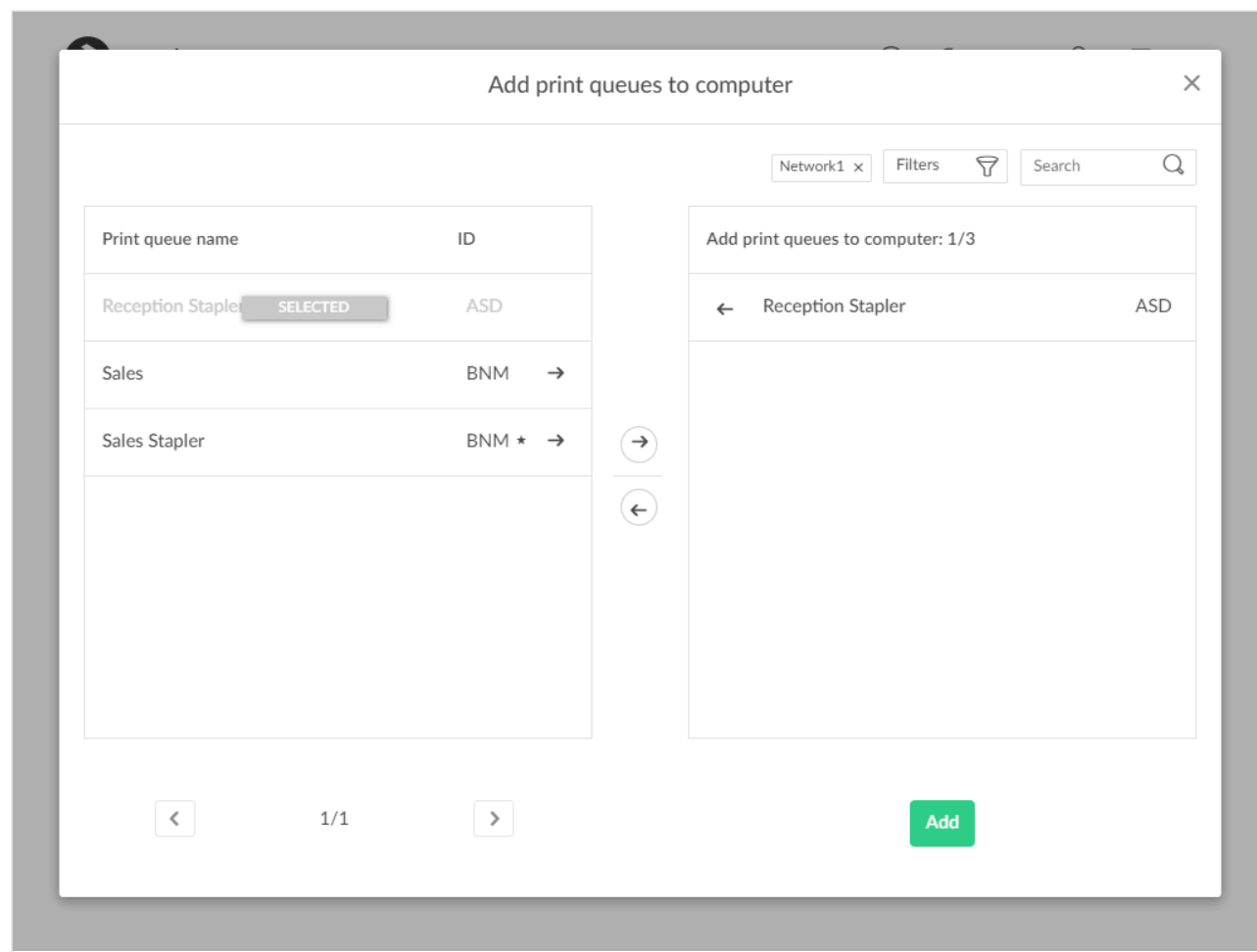
- [How to add print queues to computer](#)
- [How to add print queue to computers](#)
- [How to add print queues to computers with Printix Configurator](#)
- [How to work with print driver configurations](#)
- [Add printer issues](#).

13.22. How to add print queues to computer

The screenshot shows the Printix Administrator web interface. At the top, the 'printix' logo is on the left, and a series of icons (status, network, location, users, printers, tasks, settings, user, laptop, menu) are on the right. Below the header, the page title is 'Computer properties' with the identifier 'COMPIX'. A navigation bar contains icons for 'Setup', 'Groups', 'Print queues' (which is highlighted with a blue underline), '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. The main content area is a table with three columns: 'Print queue', 'Managed', and 'Print driver'. The table contains two entries: 'Reception ASD' with a checkmark in the 'Managed' column and 'HP Universal Printing PS 61.196.1.22169' in the 'Print driver' column; and 'Printix Anywhere' with a checkmark in the 'Managed' column and 'Microsoft Print To PDF 10.0.14393.0' in the 'Print driver' column. Each row has a vertical ellipsis menu icon on the right.

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 **Add print queues to computer**.



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 once the computer is on a known network.

Search

1. Select **Search** .
2. Enter print queue name or printer ID.
Uppercase and lowercase letters are treated the same.

Filters

1. 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.

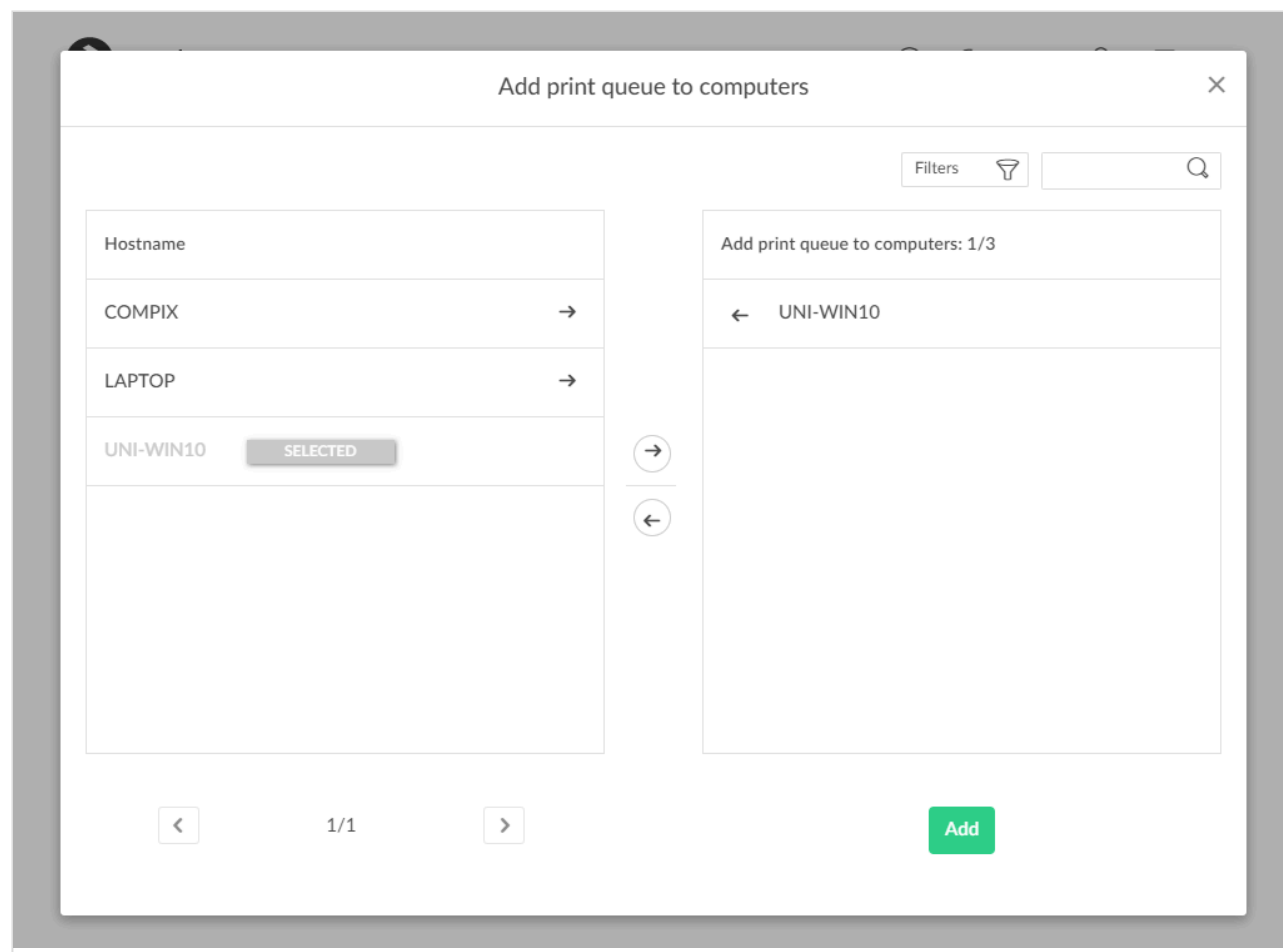
- Select **Print in black by default** to filter by this.

13.23. How to add print queue to computers

The screenshot shows the 'Print queue properties' page for 'ASD - Reception'. The 'Computers' tab is selected. At the top, there is a search bar labeled 'Search by hostname' and two buttons: 'Update print queue on computers' and 'Add print queue to computers'. Below these is a table with columns: Hostname, Tasks, Network, Type, System, and Version. Two computers are listed: 'COMPIX' and 'LAPTOP', both with 0 tasks, connected to 'Network1', and running Windows 10 x64 and Windows 7 x64 respectively. The version for both is 1.3.1079.0. At the bottom, there are navigation arrows and a page indicator '1/1'.

<input type="checkbox"/> <u>Hostname</u> ↓	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


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 once the computer is on a known network.

Search

1. Select **Search** .
2. Enter part of the computer's hostname.
Uppercase and lowercase letters are treated the same.

Filters

1. 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.

13.24. 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 print via 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 servers.

The screenshot shows the Printix Administrator web interface. At the top, the 'printix' logo is on the left, and a series of icons (status, share, location, network, printer, list, user, laptop, menu) are on the right. Below the header, the page title is 'Computer properties' with the computer name 'COMPIX'. A navigation bar contains tabs: 'Setup', 'Groups', 'Print queues' (which is underlined), 'Tasks', 'Diagnostics', and 'History'. In the main content area, there are two buttons: 'Convert print queues' with a refresh icon and 'Add print queues to computer' with a printer icon. Below these buttons is a table with three columns: 'Print queue', 'Managed', and 'Print driver'. The table contains two rows of data:

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**.

* There may be a delay of up to 30 minutes 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 once 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** checked.

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.

1. Restart the computer.

Alternatively, follow these steps:

On your **Windows**  computer:






1. Open **Task Manager**
2. Select the **Details** tab.
3. Select **PrintixClient.exe** and select **End task**. Select **End process**.
4. Select the **Start**  button. In the **Search** box type: *Printix*. Select **Printix Client** in the list that appears.

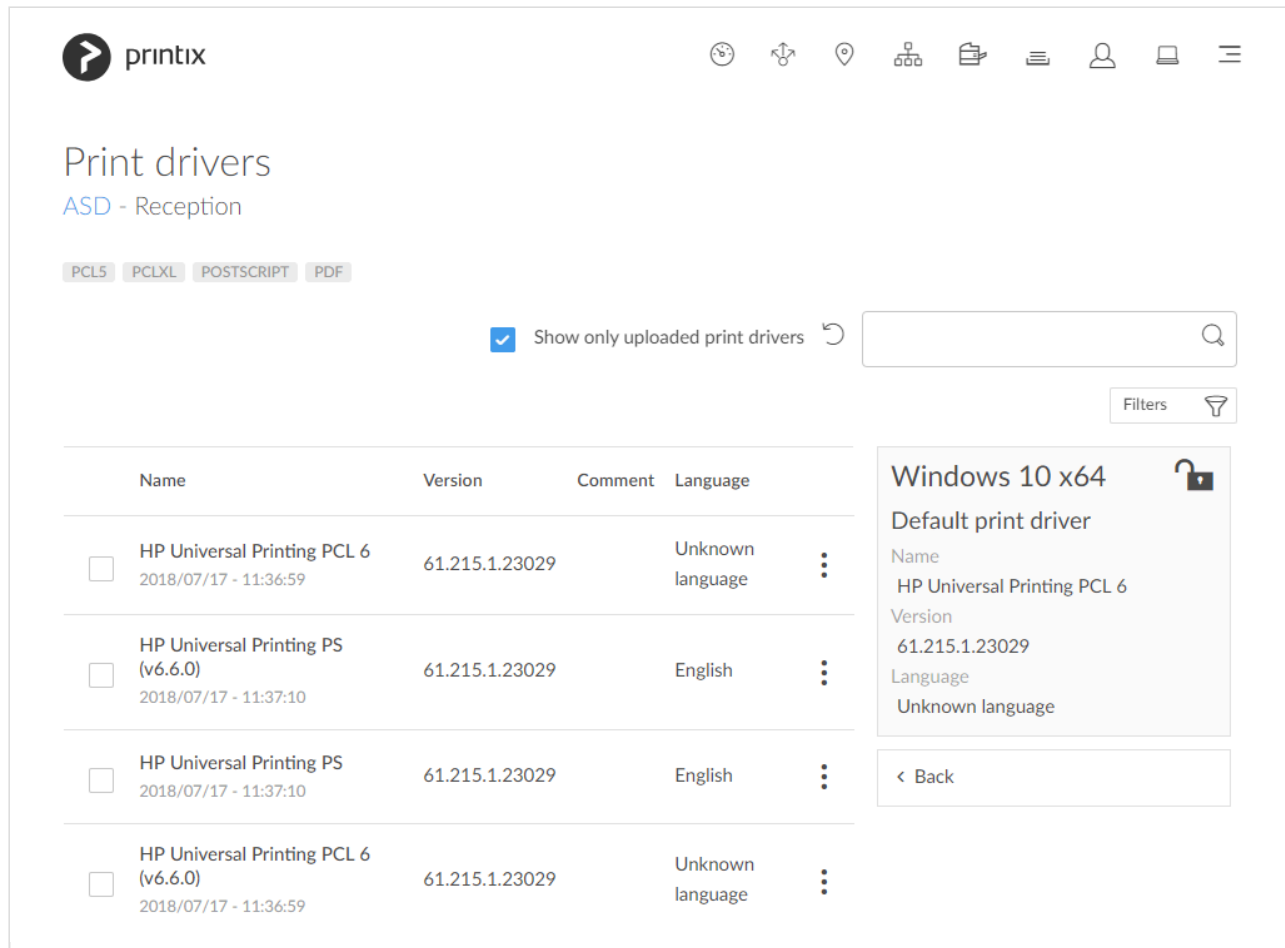
On your **Mac**  computer:

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`

13.25. How to change 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, then 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.
Uppercase and lowercase letters are treated the same.
 - 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.



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 can not 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 do not see 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 there are multiple matching print drivers 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 there are two editions of the print driver, one with a **version number**, then always select the print driver that include 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 **File Explorer**.
2. Right-click **This PC** and select **Properties**.
3. Look at **System type** to see if you are running *64-bit Operating System* or *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**.

On macOS 12 or earlier:

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 server(s)**

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](#)

13.26. How to add a print driver

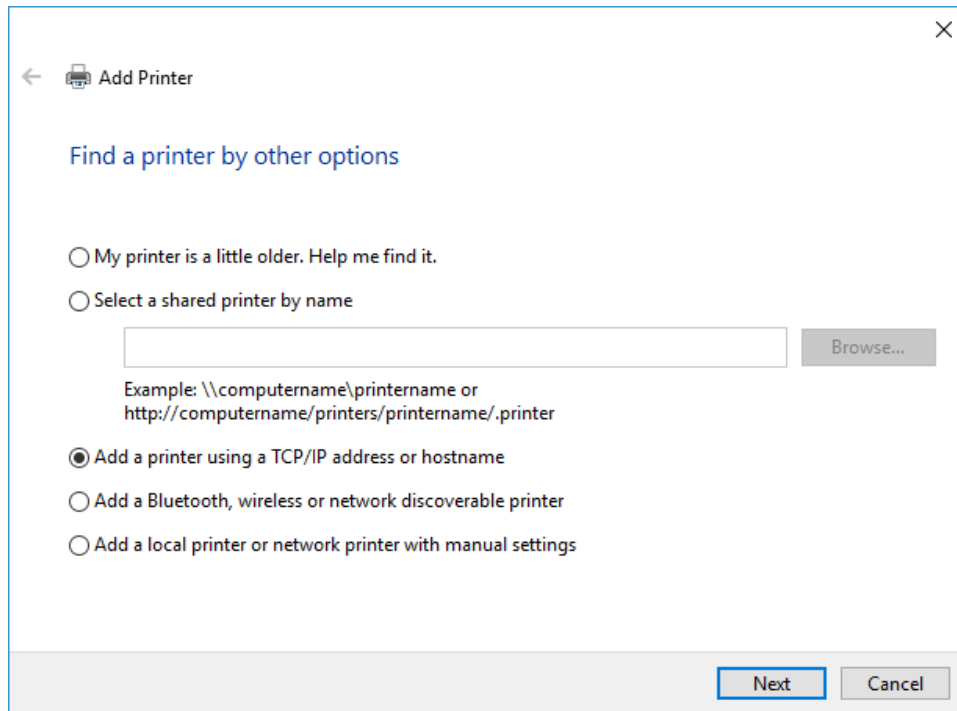
Install a TCP/IP print queue that uses the print driver you want to add to Printix. After adding the print queue Printix Client will automatically upload the new print driver to your [Printix driver store](#), as soon as the Printix Service is restarted either manually or by restarting the computer.



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 there is no dedicated print driver for a particular printer, then 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. Uncheck **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, Scanner or Fax...**
3. Select the **IP** (globe icon) tab.

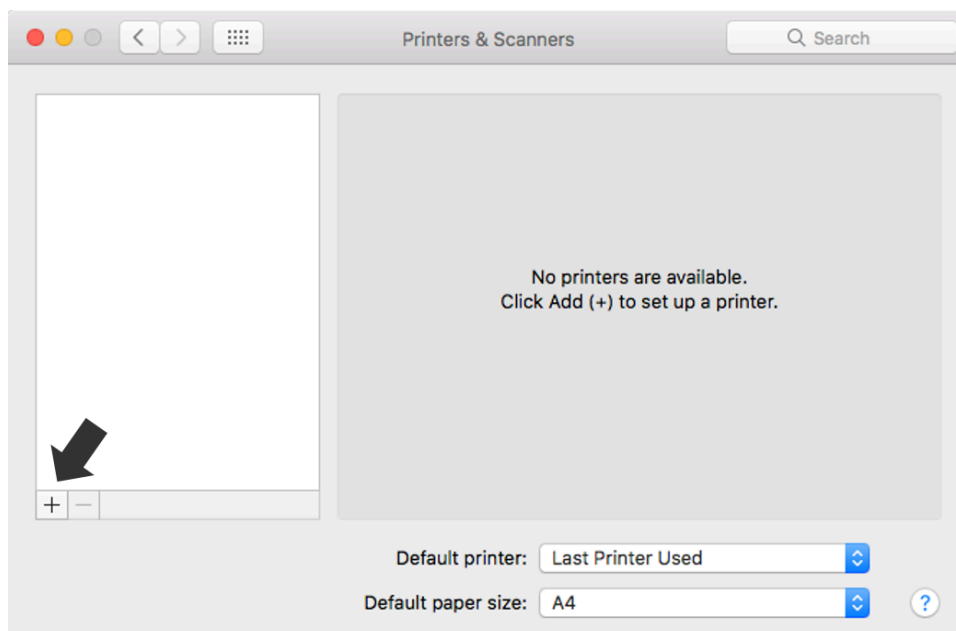
4. In **Address** enter the IP address of the printer.


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 checked. To workaround this problem just enter an IP address that does not point to the printer (Example: 1.2.3.4).

5. In **Protocol** select **Internet Printing Protocol – IPP**.
6. In **Use** select **Select Software** to open the **Printer Software** dialog.
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](#).

On macOS 12 or earlier:



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 checked. To workaround this problem just enter an IP address that does not point to the printer (Example: 1.2.3.4).

5. In **Protocol** select **Internet Printing Protocol – IPP**.
6. In **Use** select **Select Software** to open the **Printer Software** dialog.

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 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, then 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.

13.27. How to see uploaded print drivers

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

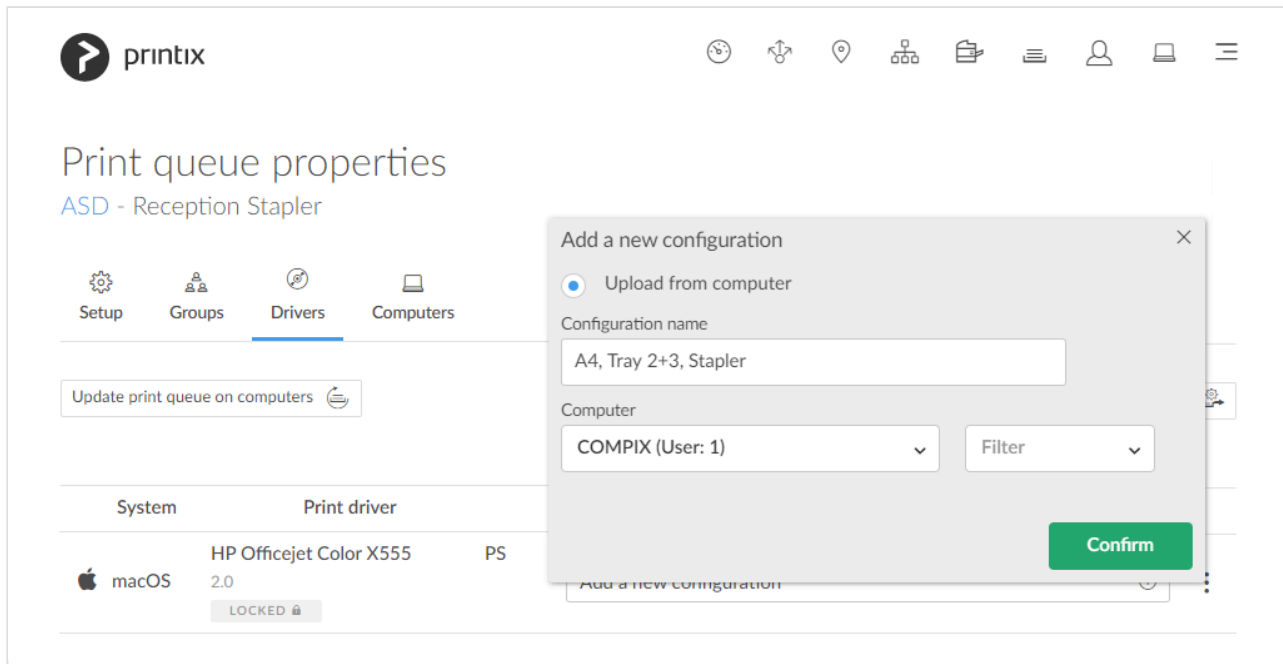
1. On the [Printer queue properties](#) page select the [Drivers](#)  tab.
2. Identify the **System**. Example: **Windows 10 x64**.
3. Select  and **Change print driver** .
4. Check **Show only uploaded print drivers** to list print drivers that has been uploaded and added to your Printix driver store.
 - **Search**  for print driver. Uppercase and lowercase letters are treated the same.
 - 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 and 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 include a **version number**. This is to mitigate that Windows can not 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 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, then 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.

13.28. How to work with print driver configurations



The screenshot shows the Printix web interface. The main heading is 'Print queue properties' for 'ASD - Reception Stapler'. Below this are tabs for 'Setup', 'Groups', 'Drivers', and 'Computers'. The 'Drivers' tab is active. A button 'Update print queue on computers' is visible. A table lists the system and print driver details:

System	Print driver
macOS	HP Officejet Color X555 2.0

A modal window 'Add a new configuration' is open, showing options to 'Upload from computer'. The configuration name is 'A4, Tray 2+3, Stapler'. The computer is 'COMPIX (User: 1)' and the filter is 'Filter'. A 'Confirm' button is at the bottom right of the modal.

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.



<https://www.youtube.com/embed/DJwykRYbXoY?rel=0>



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 the **Printing Defaults...** button 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 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 via the Windows **Printer properties** dialog 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 via the Windows **Printer properties** dialog.
 - 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 via the Windows **Printer properties** dialog.




* We do not recommend use of Windows class drivers. Class drivers are not uploaded to the Printix driver store, as 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](#), as 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](#).

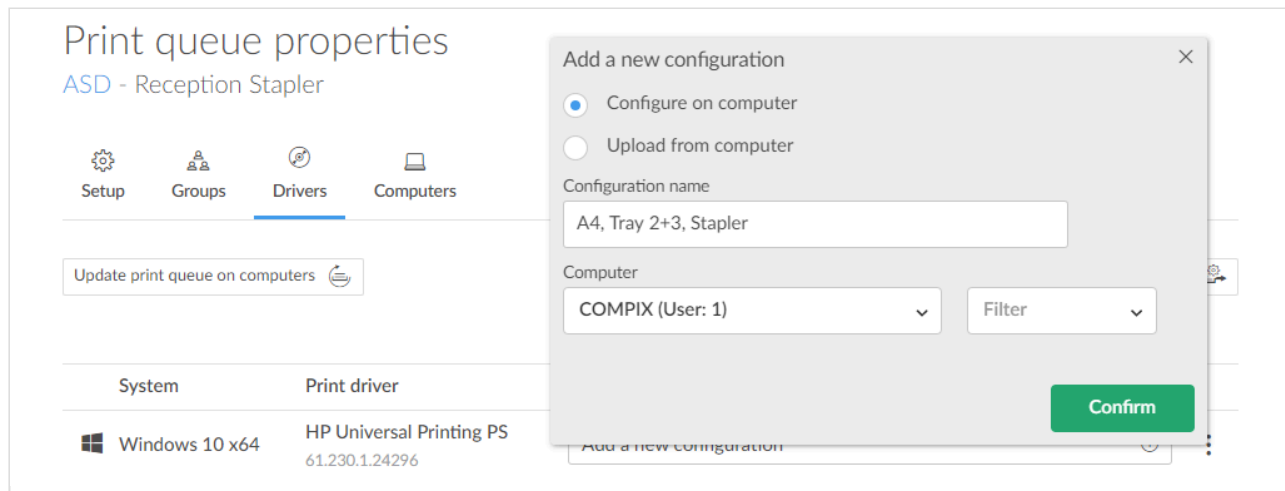
Mac

- [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

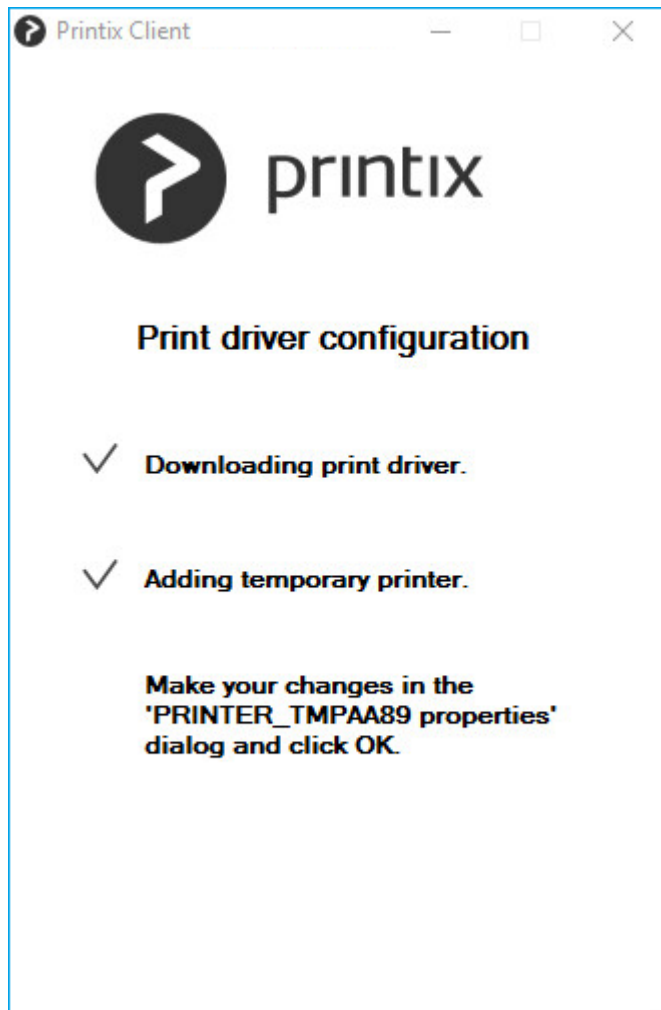
1. Open the [Print queue properties](#)  page.
2. Select the [Drivers](#)  tab.
3. Identify the **System**. Example: **Windows 10 x64**.
4. Select **Add a new configuration** .

 For best user experience, open Printix Administrator on the same computer you want to make the print driver configuration on.



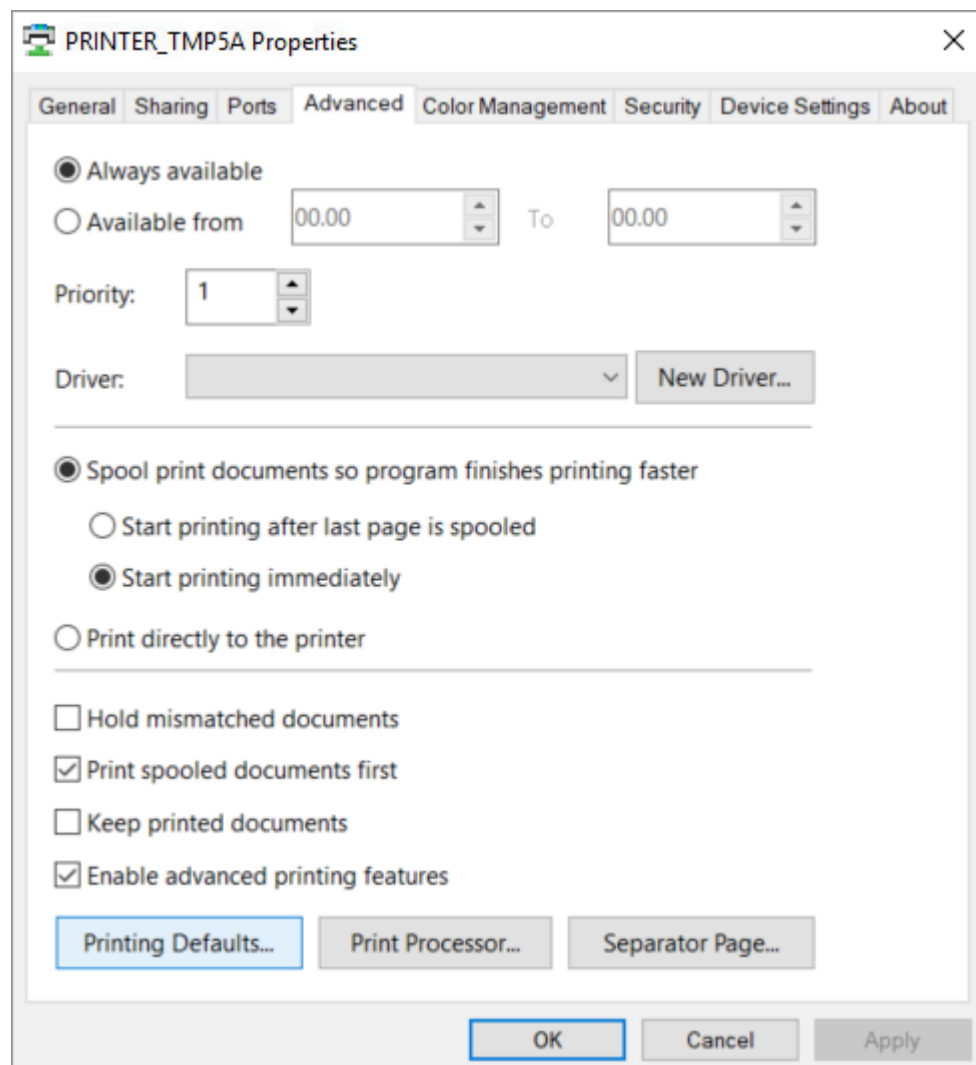
5. In the **Add a new print driver configuration** dialog:
 - Select **Configure on computer** to make the configuration via a temporary printer's properties dialog.
 - Enter **Configuration name**. Example: *A4, Tray 2+3, Stapler*.
 - Select the **Computer** you want to use to make the configuration. **You and only you must be signed in to the computer.**
 - If there are computers where there are also [other users signed in](#), you can not select these (dimmed). Example: *COMPIX (Users: 2)*
 - If the **Select computer** list is empty, it is because you are not signed in to Printix Client on a computer that match 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 you also open Printix Administrator on the computer.
6. Select **Confirm**.
7. On the computer Printix Client, open the **Print driver configuration** dialog 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 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. Please [inform us](#) if it still fails.



8. Make your changes in the **PRINTER_TMPxxxx properties** dialog. Make sure to make you changes within 10 minutes, as the dialog is closed automatically.
 - Your view of the dialog may be blocked by other windows. Select the **Alt + Tab** keys 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 the **Printing Defaults...** button to configure per-printer defaults.
 - See the section [Print drivers](#) for detailed instructions.

- * The print driver configuration stores the **Printing Defaults**. It does **NOT** store **Printing Preferences**.



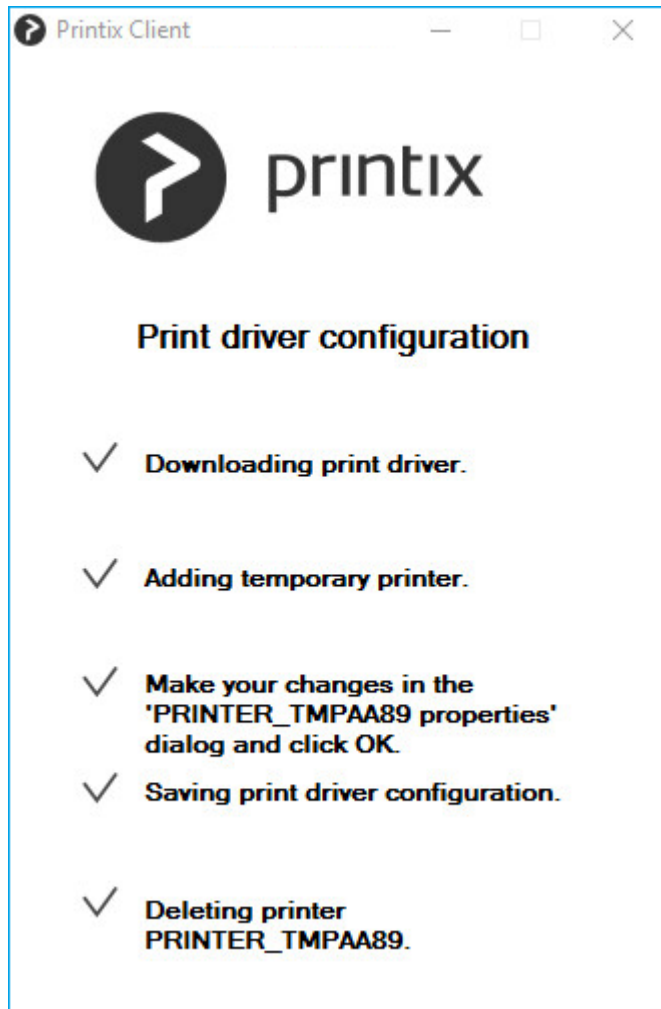
11. Select **OK**.

- **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 

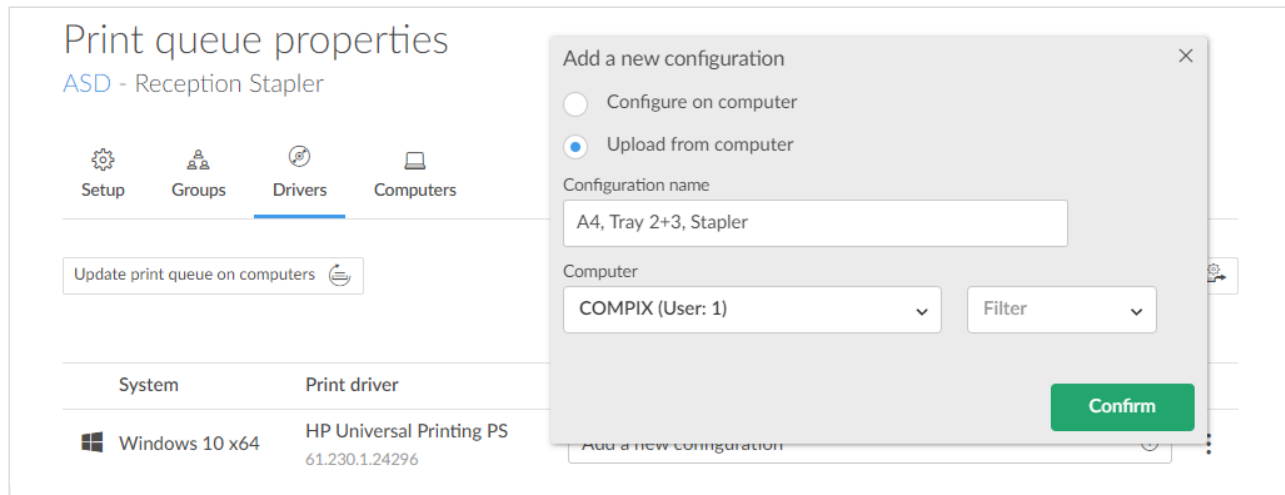
13. Use [Update print queues](#) to make the changes take effect on computers where the print queue is already installed.


How to upload print driver configuration from a Windows computer





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** 





5. In the **Add a new print driver configuration** dialog:
 - 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, follow the same steps as in [Add a new print driver configuration](#).

* The print driver configuration stores the **Printing Defaults**. It does **NOT** store **Printing Preferences**.

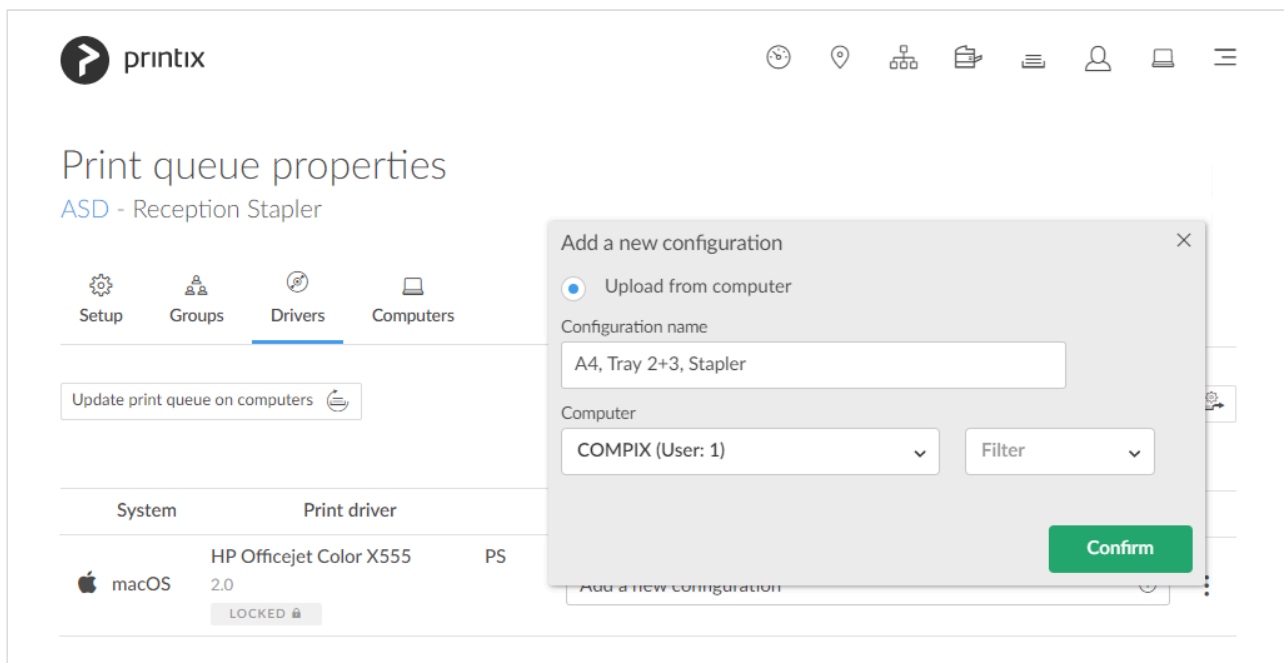
How to delete a print driver configuration

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.




13.29. 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



The screenshot shows the Printix web interface. At the top, the 'printix' logo is on the left, and a series of icons (clock, location, network, printer, list, user, laptop, menu) are on the right. The main heading is 'Print queue properties' with the sub-heading 'ASD - Reception Stapler'. Below this are four tabs: 'Setup', 'Groups', 'Drivers' (which is active and underlined), and 'Computers'. Under the 'Drivers' tab, there is a button 'Update print queue on computers' with a refresh icon. Below this is a table with two columns: 'System' and 'Print driver'. The table has one row for 'macOS' with 'HP Officejet Color X555' as the print driver and 'PS' as the protocol. The 'macOS' entry is marked as 'LOCKED' with a padlock icon. Overlaid on the right side of the table is a modal window titled 'Add a new configuration'. Inside the modal, the 'Upload from computer' radio button is selected. The 'Configuration name' field contains 'A4, Tray 2+3, Stapler'. The 'Computer' dropdown menu shows 'COMPIX (User: 1)'. There is also a 'Filter' dropdown menu. At the bottom right of the modal is a green 'Confirm' button.

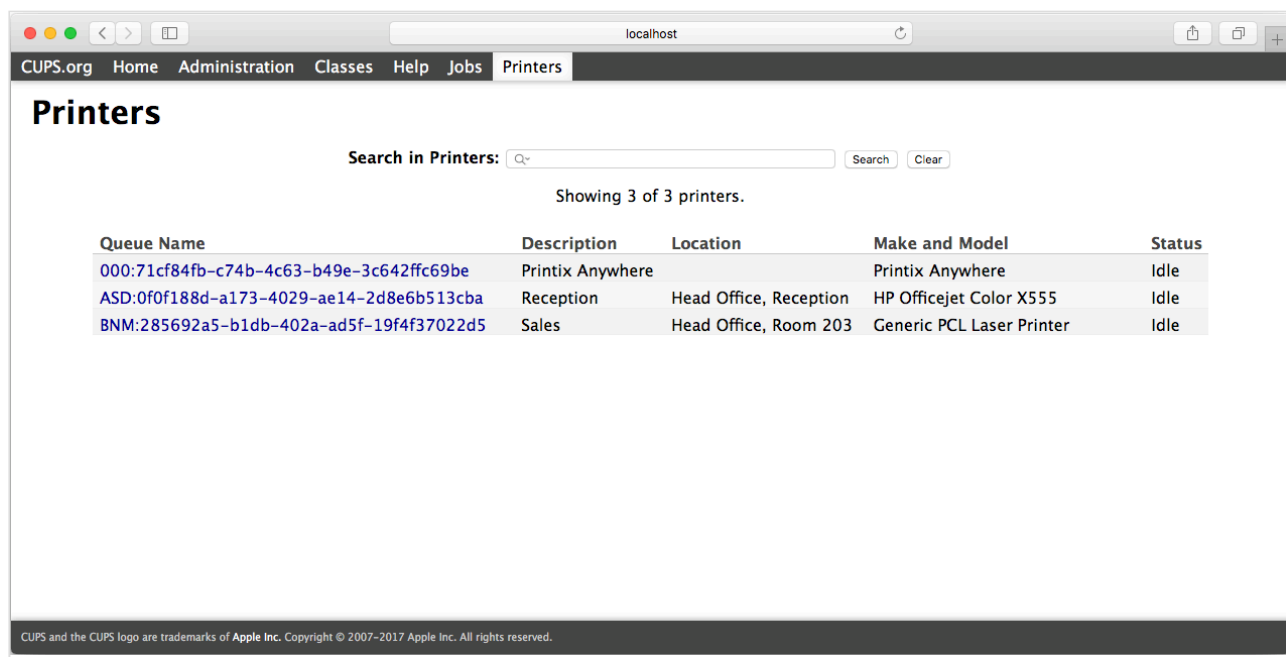
1. Open the **Print queue properties**  page.
2. Select the **Drivers**  tab.
3. Identify **macOS** as the **System**.
4. Select **Add a new configuration** .
You can [make the print driver configuration with CUPS](#).

5. In the **Add a new print driver configuration** dialog:
 - 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.

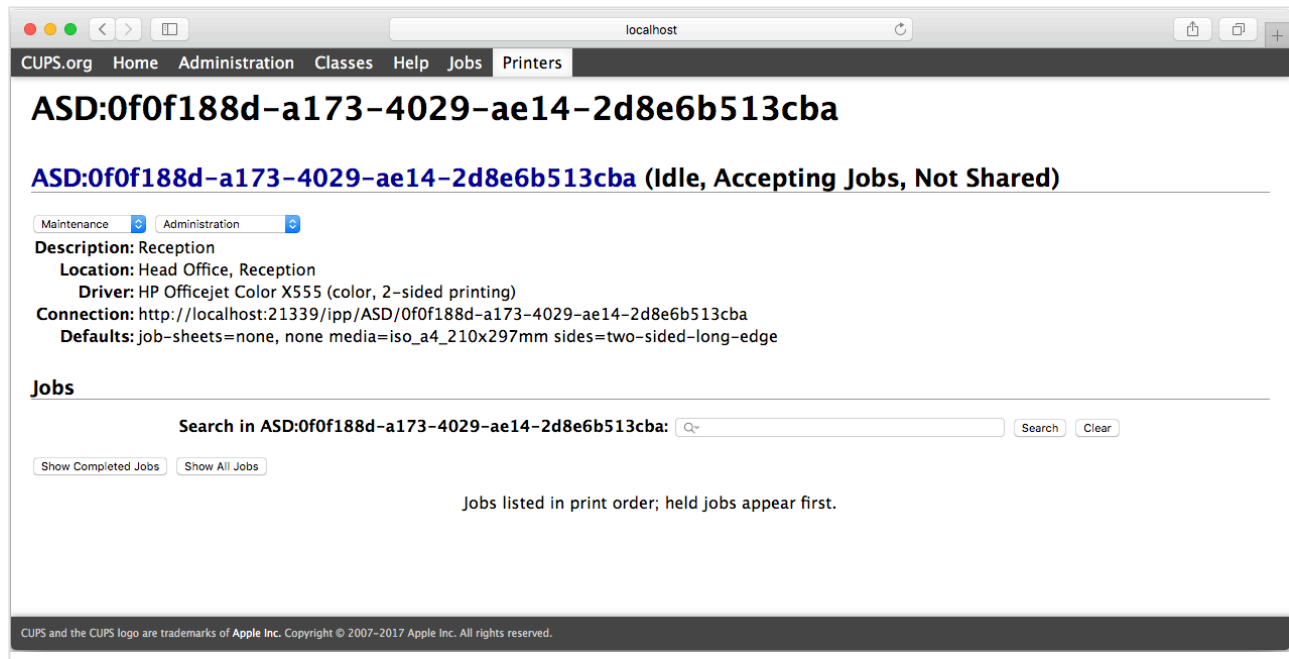
Make the print driver configuration with CUPS

On your **Mac**  computer with the Printix printer installed:

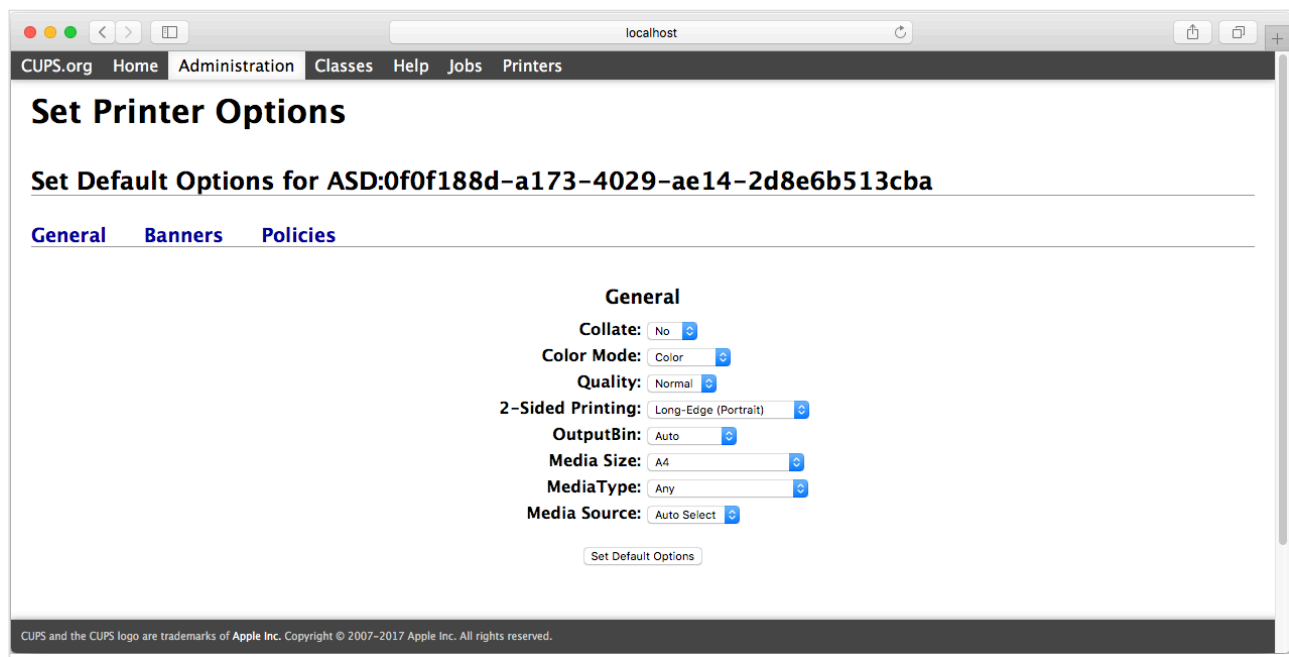
1. Open a web browser and type:
<http://localhost:631/printers/>
2. The web interface of the macOS printing system (CUPS) opens on the **Printers** page.
If you see the message **Web Interface is Disabled**, then [enable the CUPS web interface](#).



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 in the print driver, there may be additional tabs, like **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*, and select **Enter**.
3. In the **Terminal** window type:
cupswctl WebInterface=yes

13.30. How to distribute print queue configuration

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

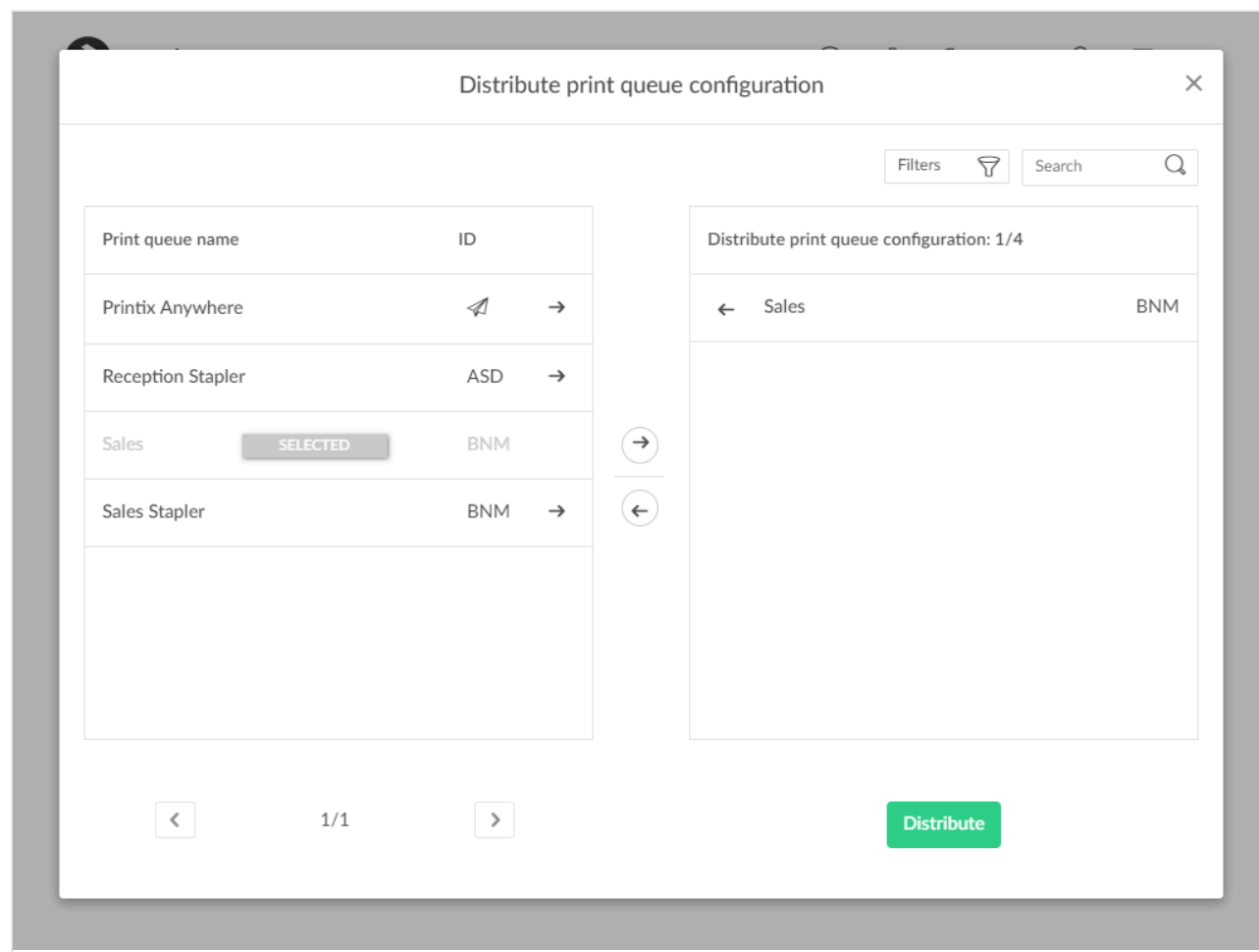
If you have a lot of printers of the same model and need to make the same configuration change on all of them, you can save time with **Distribute print queue configuration**. The destination print queues will be set up with same print drivers and print driver configurations as selected for the originating print queue.

! If possible, ALWAYS select the print driver name that include a **version number**. This is to mitigate that Windows can not 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.



<https://www.youtube.com/embed/dWo38UVp3ms?rel=0>

1. On the **Print queue properties** page select the **Drivers**  tab.
2. Select **Distribute print queue configuration**.




* 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, please refer to [How to update print queues on computers](#)

Search

1. Select **Search** .
2. Enter print queue name or printer ID.
Uppercase and lowercase letters are treated the same.

Filters



1. 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.



13.31. 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.

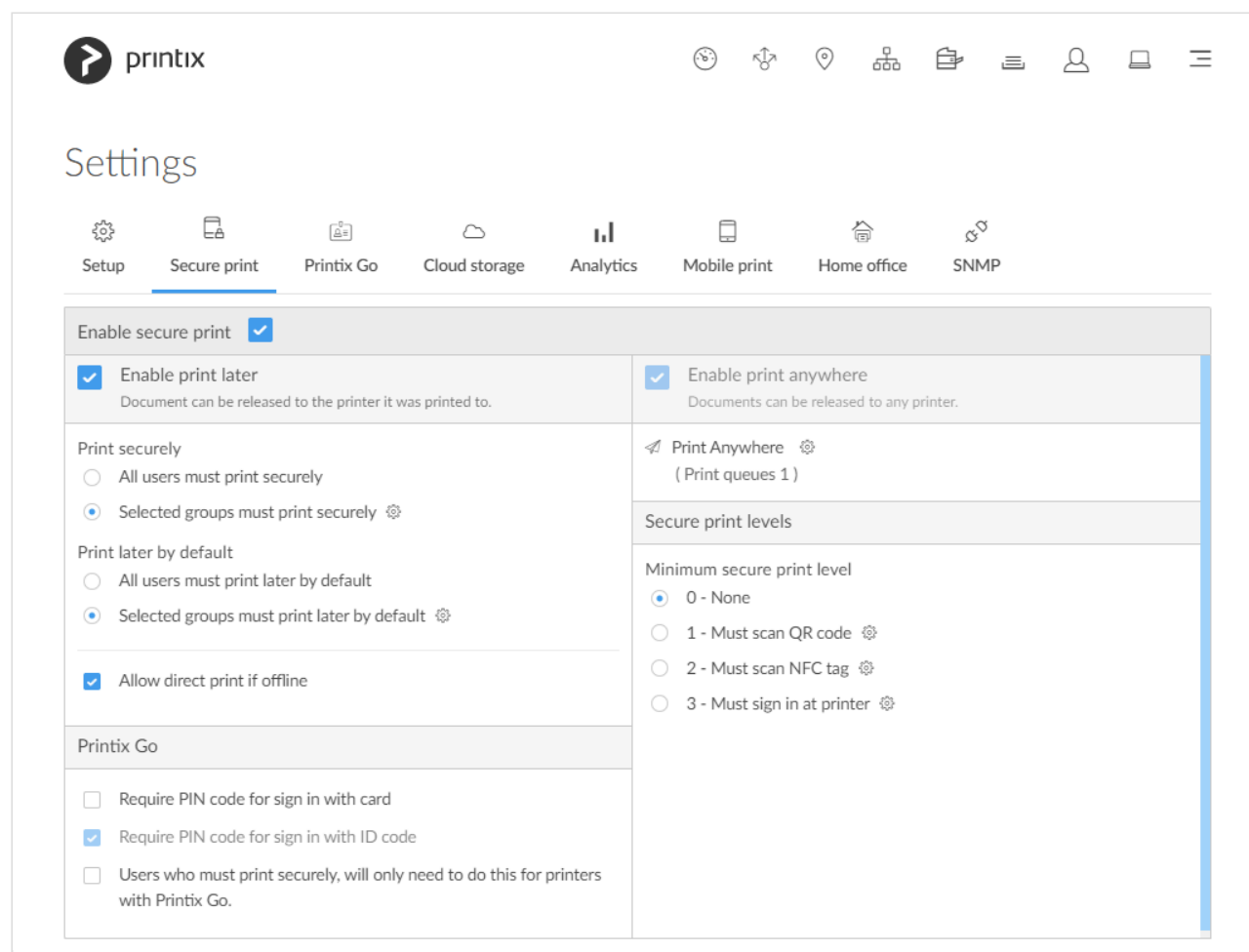
Update print queue on a computer

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 the:
 - [Drivers](#)  tab or
 - [Computers](#)  tab.
2. Select **Update print queue on computers**. The button is only available if there is at least one computer that has the print queue installed.
3. Select **Confirm**.

13.32. How to create anywhere print queue



The screenshot shows the Printix Settings page with the 'Secure print' tab selected. The 'Enable secure print' checkbox is checked. Under 'Enable print later', 'Selected groups must print later by default' is selected. Under 'Print later by default', 'Selected groups must print later by default' is selected. The 'Allow direct print if offline' checkbox is checked. The 'Printix Go' section has 'Require PIN code for sign in with ID code' checked. The 'Print anywhere' section is expanded, showing 'Print Anywhere (Print queues 1)' and 'Secure print levels'. Under 'Minimum secure print level', '0 - None' is selected.

1. On the **Settings** page select the **Secure print**  tab.
2. Ensure that **Enable print anywhere** is checked.
3. Select **Setup**  to open **Print Anywhere**  menu.
4. Select **Create print queue** to create a print anywhere print queue.
5. In the **Create print queue** dialog 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 uncheck **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
7. Select **Save**.

See also:

- [How to configure anywhere print queue to use universal print driver](#)

13.33. How to configure 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 allows configuration of **Device settings** and **Printing defaults**, and setting of **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 allow users maximum control with finishing options, you may want to 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 (*Windows 10 x64, Windows 7 x64, ...*)
 - [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.

13.34. How to search for printers

Use **Search**  to find printers.

Search for printers in Printix Administrator

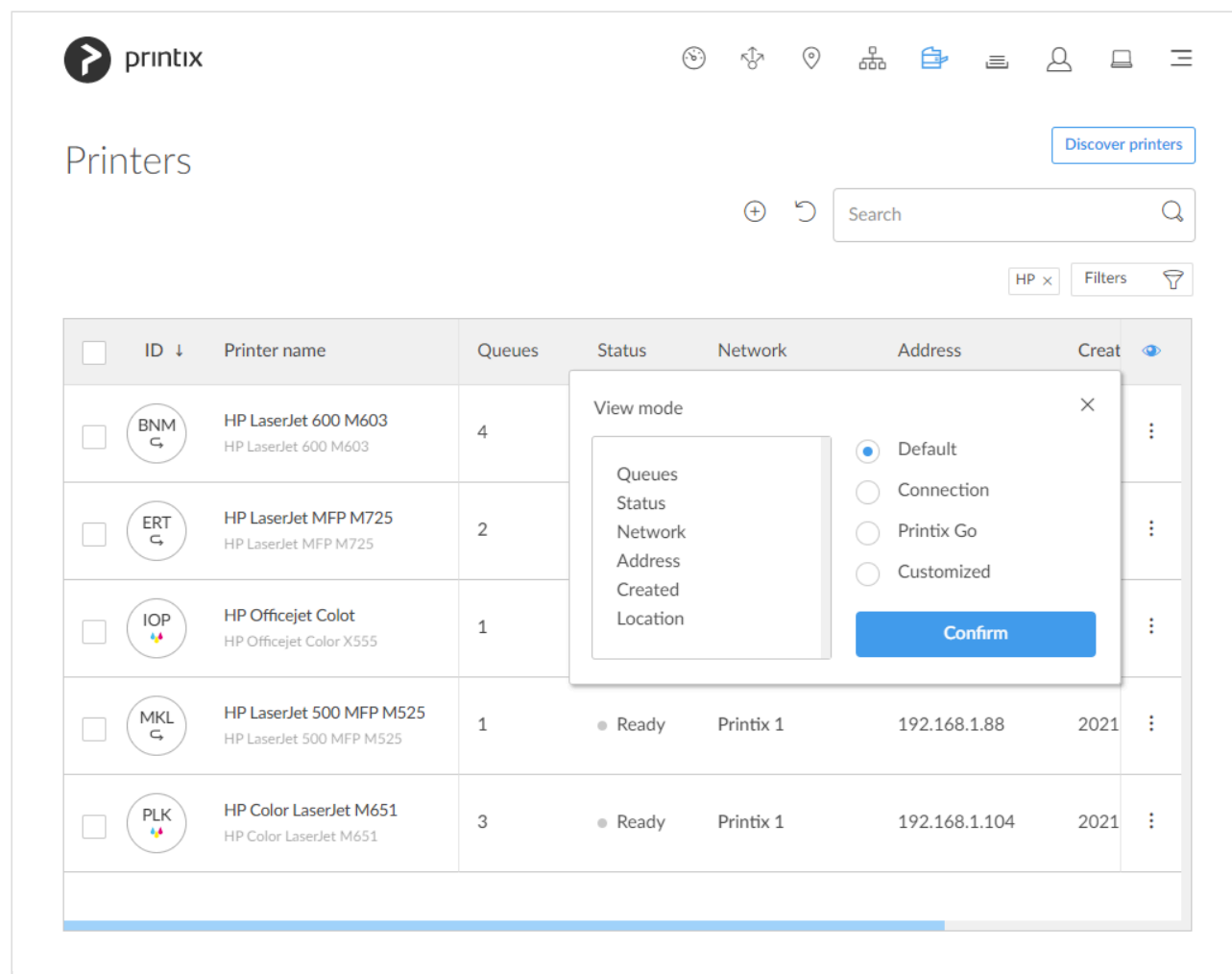
1. Open the [Printers](#)  page.
2. Select **Search** 

Enter printer ID, name, location or address.
Uppercase and lowercase letters are treated the same.

Search for printers in Printix Client

1. Open [Printix Client](#)
2. Enter printer ID, name or location.
Uppercase and lowercase letters are treated the same.

13.35. How to use view mode on the Printers page



The screenshot shows the 'Printers' page in the Printix Administrator interface. A 'View mode' dialog box is open, allowing users to select which columns of printer information to display. The dialog has a list of columns on the left and radio buttons on the right to select the view mode. 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


View mode dialog:

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

View mode options:



- ☒ Default
- ☐ Connection
- ☐ Printix Go
- ☐ Customized


Confirm

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** and select between:
 - **Install**
 - **Update** (Printers with an outdated Go version are listed with their version number in orange)
 - **Uninstall**
6. New dialog opens. 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 become 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.
4. Select **Confirm**.

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 (See: [Disclaimer](#))

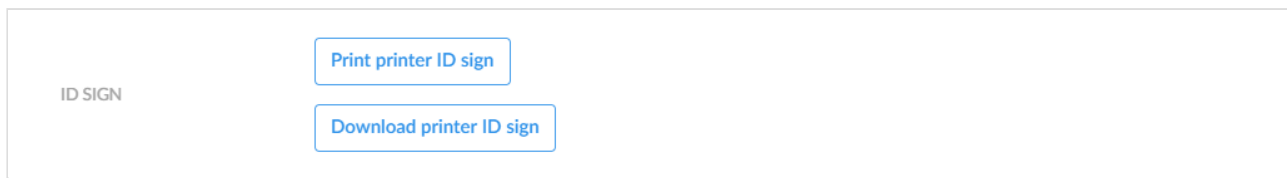
- **Vendor**

The name of the printer vendor.


13.36. 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 [Printix App](#) and select the printer in one go. All Printix printers get 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.



The screenshot shows a light gray rectangular box. On the left side, the text "ID SIGN" is displayed. To the right of this text, there are two blue-outlined buttons stacked vertically. The top button contains the text "Print printer ID sign" and the bottom button contains the text "Download printer ID sign".

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, then 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) contains 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*)

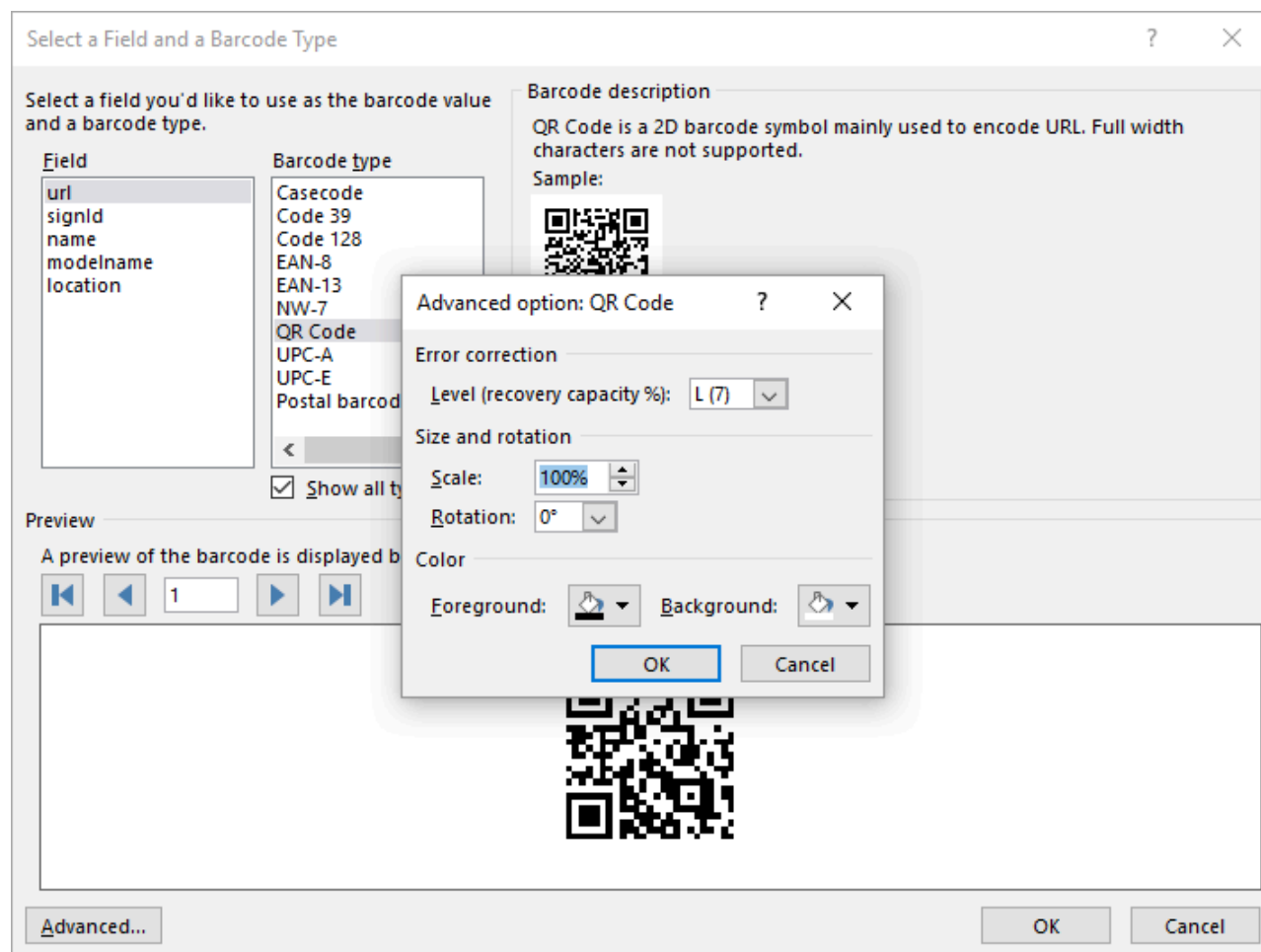
Microsoft Word

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, select **Ctrl + F9** and insert: `MERGEBCARCODE url QR \h 1 \q L`

If you want to change the size of the QR code image, then 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 goto qrexplre.com/generate.
2. Check **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 will 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**.

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

13.37. How to scan QR codes



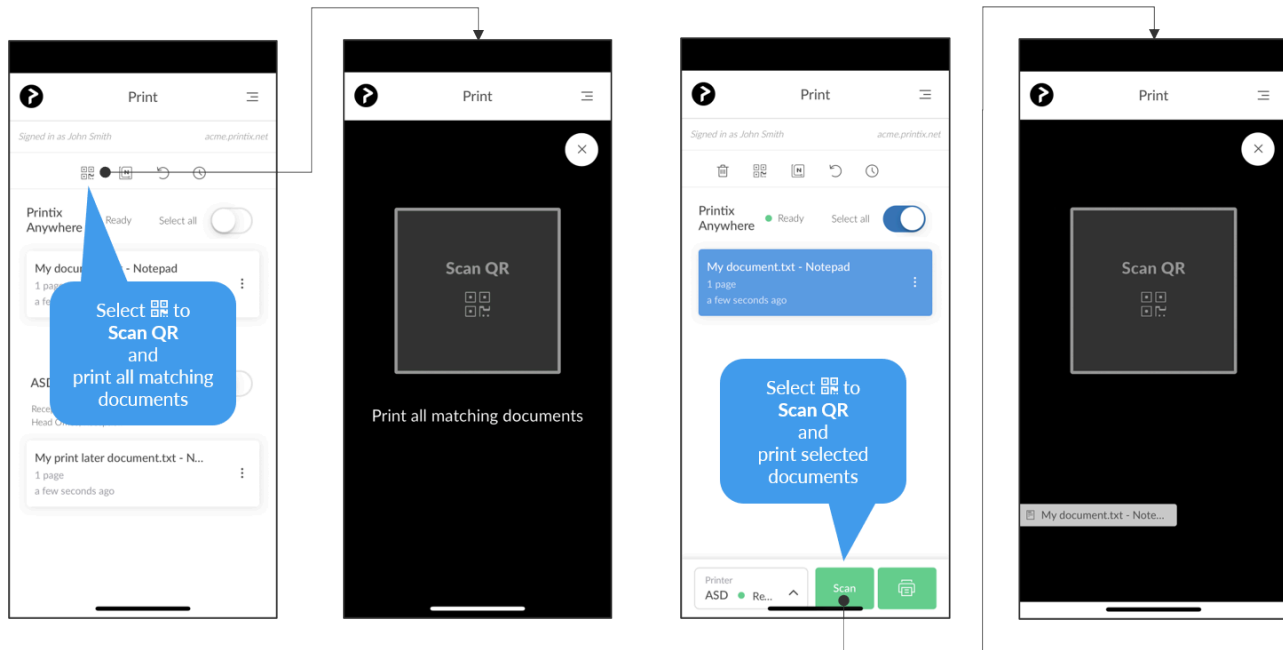
ASD


Reception




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Printix App for Android and iOS/iPadOS



1. Open the native Printix App on your phone or tablet.
2. To print all matching documents (anywhere and later), select the **QR code**  icon at the top of the page.


To print selected documents (anywhere or 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 Printix App to take pictures and record video.

- **iOS/iPadOS** 

If asked select **OK** to allow Printix App to access the camera to scan QR codes.

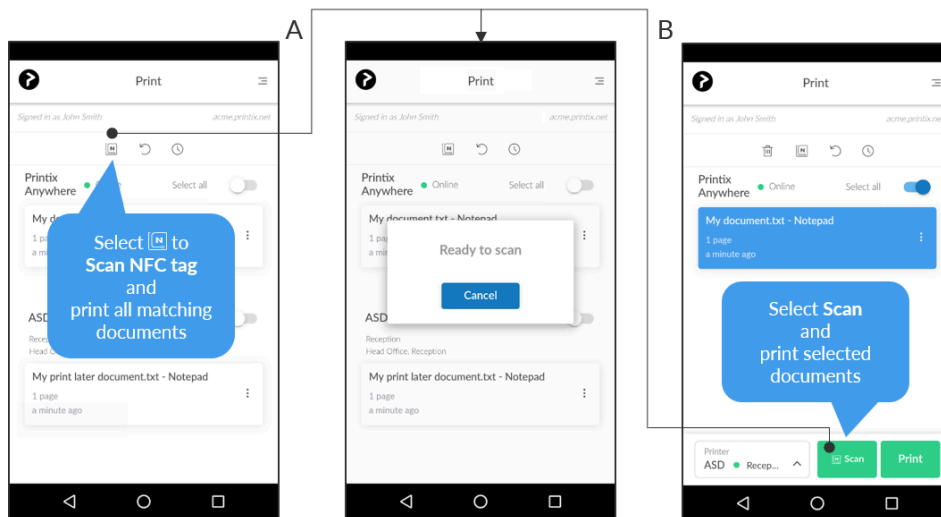
3. Use the camera to scan the QR code on the printer ID sign.
 - The message **Invalid QR code** will appear if the QR code does not reference a printer.
 - The message **Document is not for this printer** will appear if the scanned QR code does not match the selected print later documents. Select **Close**.
4. If there are multiple print queues for this printer, you may be asked to select one. You will not be asked 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 later, 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) offer you to open the link in a browser, then chose this.

2. [Sign in](#) to [Printix App](#).
3. Select the print anywhere document.
 - If there are multiple print queues for this printer, the print queue is automatically selected among these print queues.
4. Select **Print**.
 - Selected documents will start to print.

13.38. How to scan NFC tag



1. Open the native Printix App on your phone.
 - **Android**

Most Android phones support NFC.
 - **iOS**




Apple iPhone 7 and above with iOS 11 or later can be used to scan NFC tag.
2. To print all matching documents (anywhere and later), select the **NFC tag** icon at the top of the page.

To print selected documents (anywhere or 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 there are multiple print queues for this printer, you may be asked to select one. You will not be asked if only one of these print queues is marked as favorite
 - Documents will start to print.

Why does Android phone show: New tag collected?

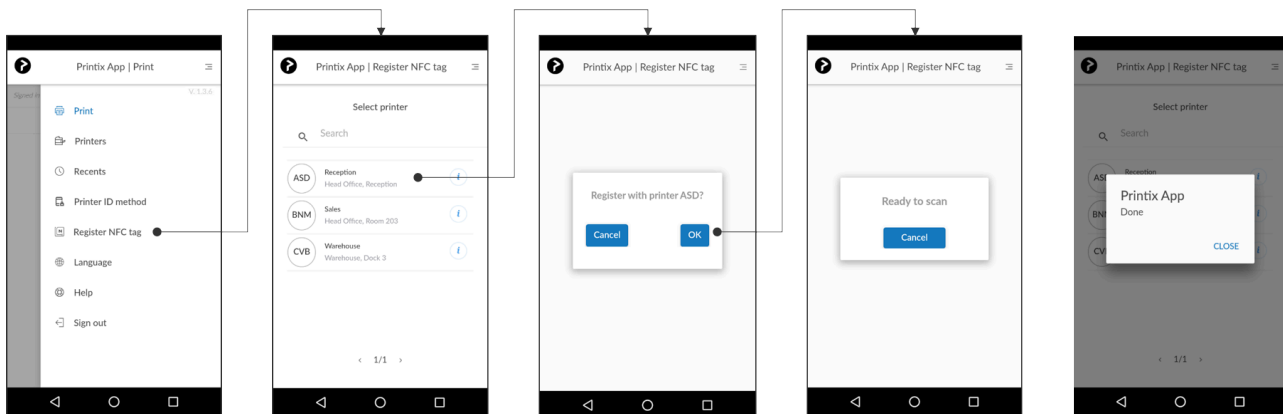
The message **New tag collected** may appear if an **Android**  phone is held near an NFC tag without the Printix App **Scan** button or **NFC tag**  icon has first been selected. Just ignore the message by selecting **Back** and proceed to select the **Scan** button or the **NFC tag**  icon.





How to control available printer ID methods

1. Open the native Printix App on your phone.
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 of the phone is not NFC enabled.
5. Select **OK**.

13.39. How to register printer with NFC tag

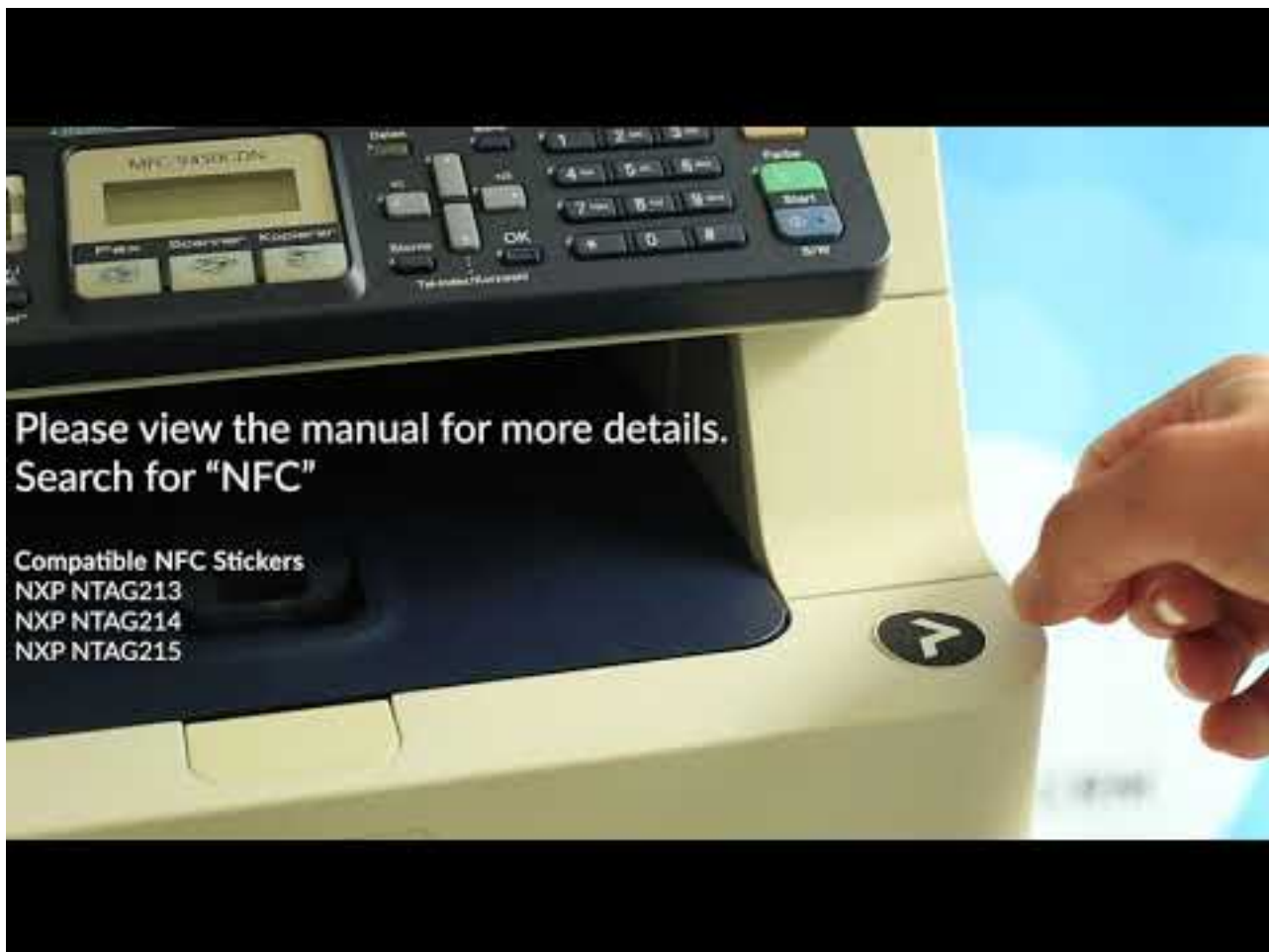


1. Open the native Printix App on your Android phone.
You **MUST** have the role as **System manager**.
 - **Android** 
Most Android phones support NFC.
 - **iOS** 
Apple iPhone 7 and newer with iOS 13 or later can register NFC tags with Printix App version 2.1.6 or later.
2. Select **Menu**  in the 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 can not 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 is best for this purpose.



<https://www.youtube.com/embed/77R4vJzBFgM?rel=0>

How to unregister NFC tag

1. In Printix Administrator open [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



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 can not 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

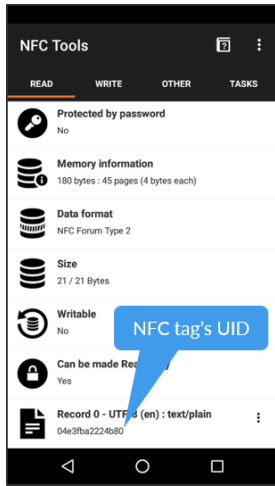
If the NFC tag is not compatible with Printix, you may see one of these messages:

- Tag does not have an id, and cannot be registered
- Write tag, error:
- Register tag to server, error:

Please [contact us](#) 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**.



13.40. How to set default printer

With Printix, you can set the default printer as follows:


- [Set default printer by group membership](#)
- [Remotely set default printer on a selected computer](#)

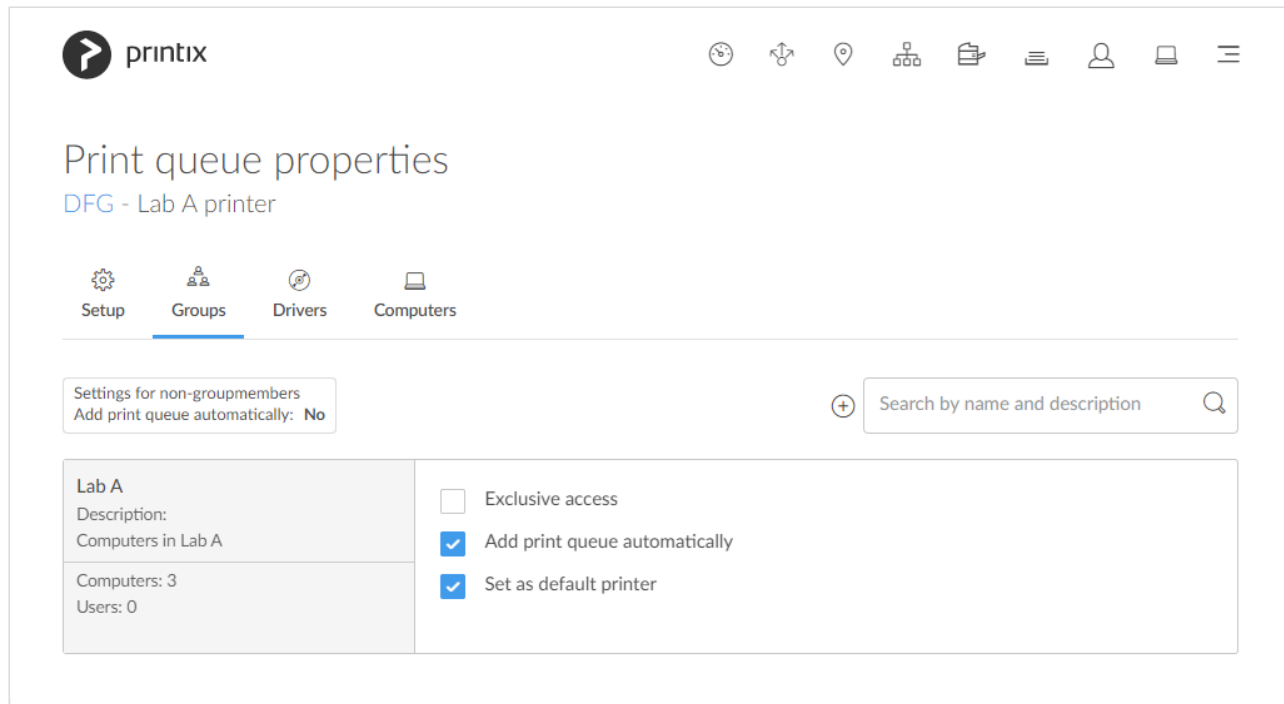
See also:

- [How a user can set default printer on Windows](#)
- [How a user can set default printer on Mac](#)

How to set default printer by group membership

This is useful if you have for example a laboratory or classroom with group of computers and you want to **Set 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:
 - Check [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.
 - Check **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.
 - Check **Set as default printer** if you want the print queue to become the default printer for the users and computers in the group.



Print queue properties
DFG - Lab A printer

Setup Groups Drivers Computers

Settings for non-groupmembers
Add print queue automatically: No



Search by name and description

Lab A	<input type="checkbox"/> Exclusive access
Description:	<input checked="" type="checkbox"/> Add print queue automatically
Computers in Lab A	<input checked="" type="checkbox"/> Set as default printer
Computers: 3	
Users: 0	

* If **Set as default printer** is checked 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.

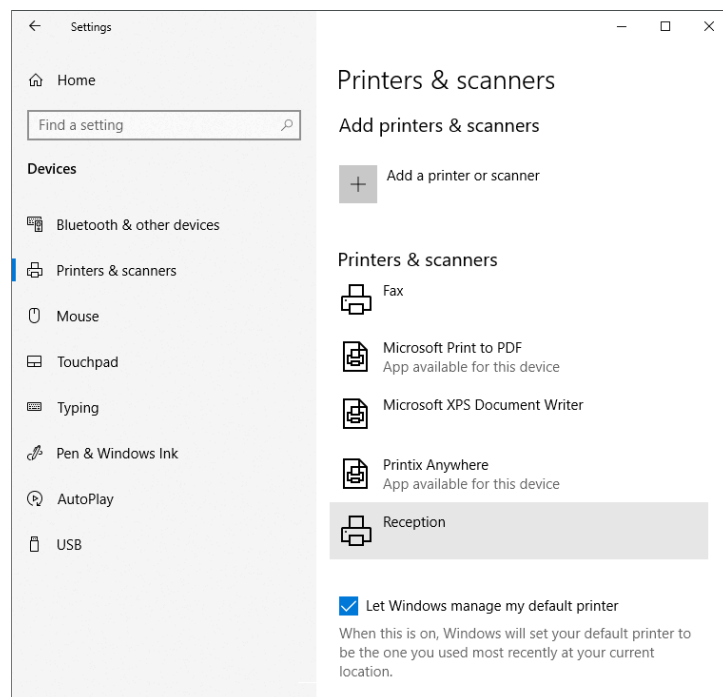
How to remotely set default printer on a selected computer

This is just done 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: Anywhere print queues, print queues that has [Via the cloud](#) checked, 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.

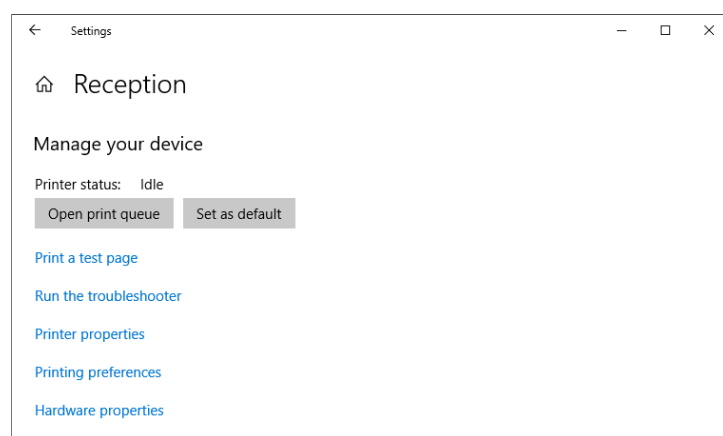
How a user can set default printer on Windows


By default, Windows will manage the default printer.



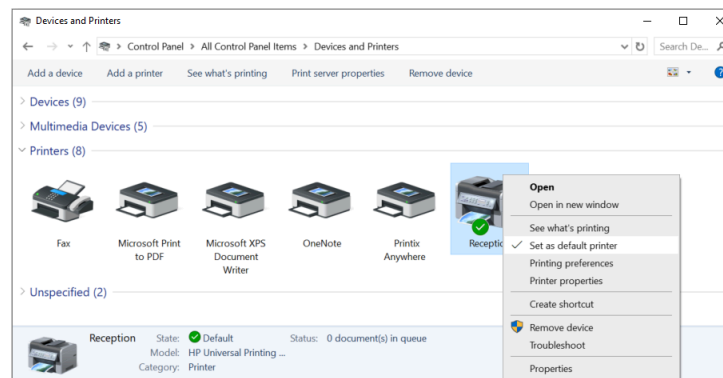
If you set the default printer with Printix, Windows will stop managing the default printer on the computer in question, that is, **Let Windows manage my default printer** becomes unchecked in the **Printers & scanners** dialog.

When Windows is not managing default printers, the user can set the default printer manually:



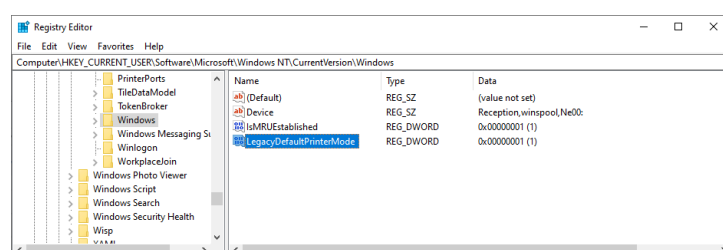
1. Select the **Windows**  icon.
2. Select **Settings**.
3. Select **Devices**.
4. Select **Printers & scanners**.
5. Select the printer and select **Manage**.
6. Select **Set as default**.


Alternatively, do it from the **Control panel**.




1. Open **Control Panel** and select **Devices and Printers**.
2. Right-click printer and select **Set as default printer**.

The check box **Let Windows manage my default printer** can also be set from the Windows Registry:




1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor**, 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 checked.
 - **1** – **Let Windows manage my default printer** is unchecked.

How a user can set default printer on Mac

1. Select **Apple menu** , **System Settings...**, then select **Printers & Scanners**.
2. Select the drop-down menu labeled **Default printer** and select the desired printer. If you select **Last Printer Used**, the computer remembers the printer you used last at your current network location.

On macOS 12 or earlier:

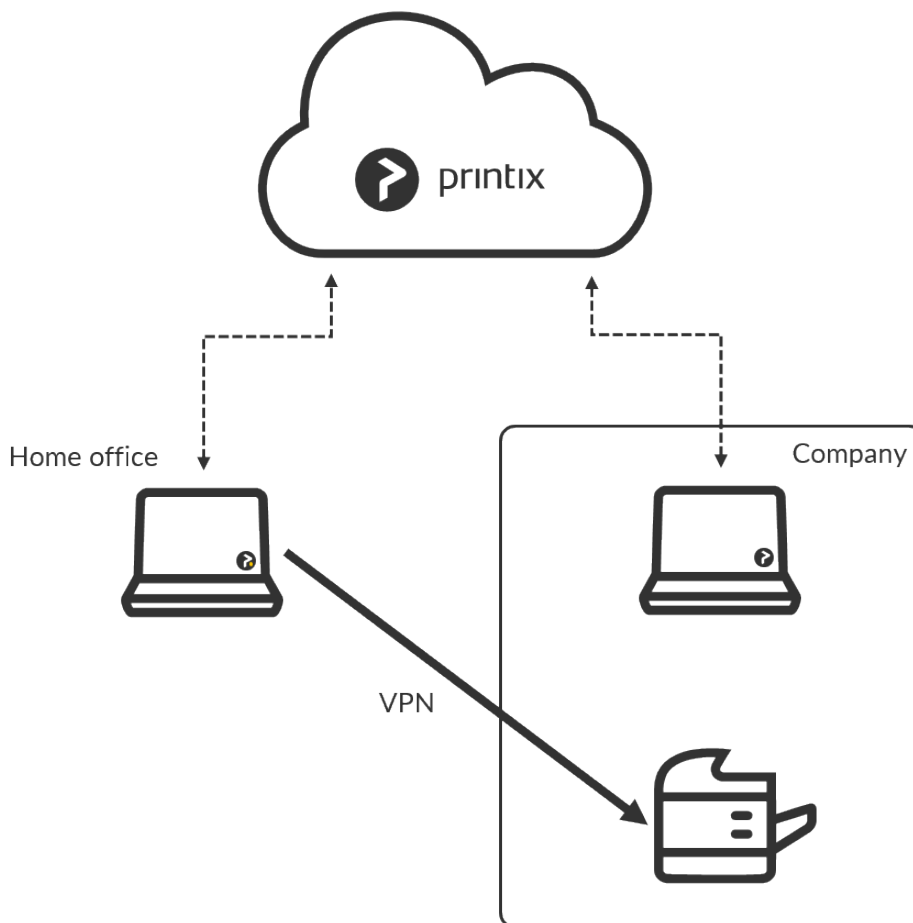
1. Select **Apple menu** , **System Preferences...**, then select **Printers & Scanners**.
2. Select the drop-down menu labeled **Default Printer** and select the desired printer. If you select **Last printer used**, the computer remembers the printer you used last at your current network location.


13.41. How to print from home office

Printix offers these methods to print from home.

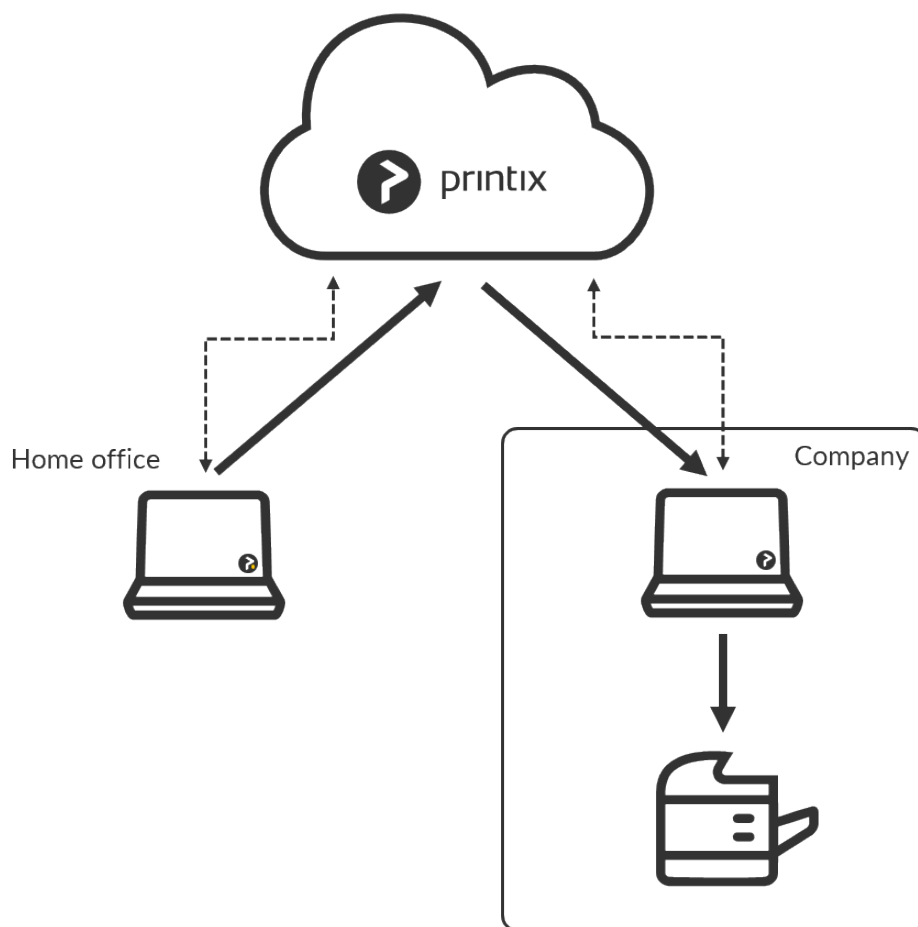
- [Via VPN connection](#)
- [Via the cloud](#)
- Home office network
 - [Print to home office printer](#)
 - [Print to company printer](#)

Via VPN connection



- Provided the VPN connection allows the home office computer to reach the printer on the **Company** network, the user can print directly to this.
- Home office computer will appear as being on an **Unknown** network and a yellow dot is shown on the Printix Client icon 

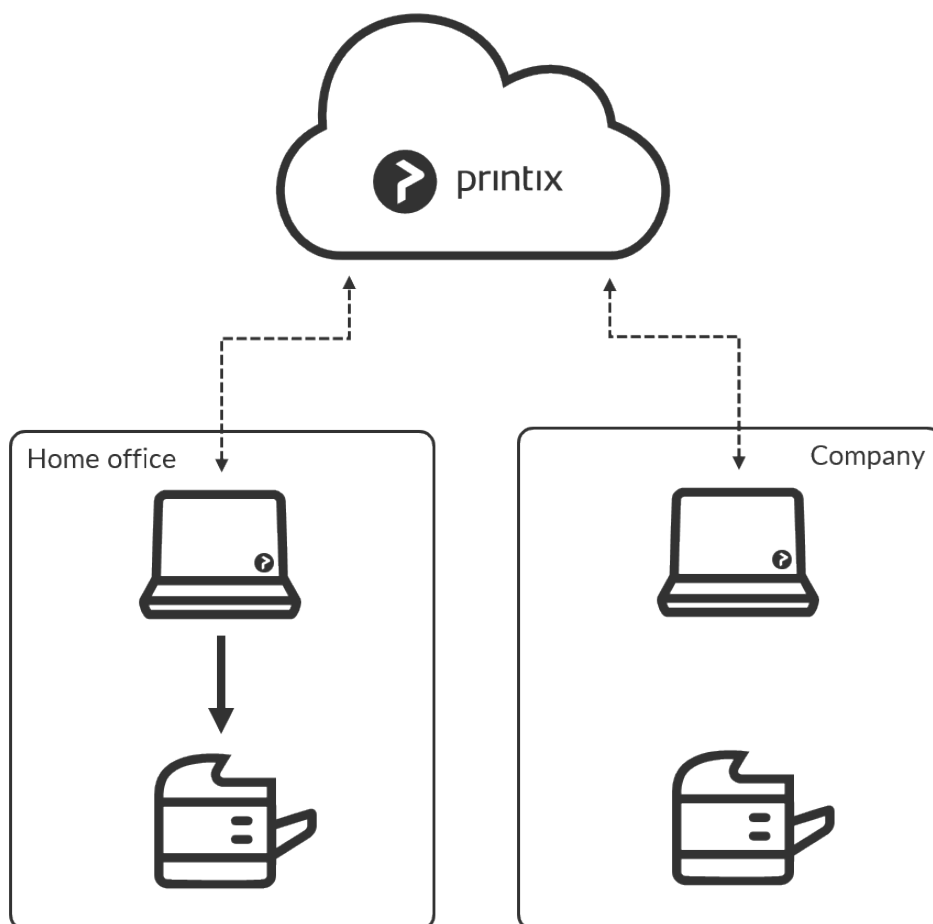
Via the cloud



- Provided the print queue has [Via the cloud](#) checked and there is a computer online on the **Company** network the user can print directly and release documents to the printer at work.
- Home office computer will appear as being on an **Unknown** network and a yellow dot is shown on the Printix Client icon

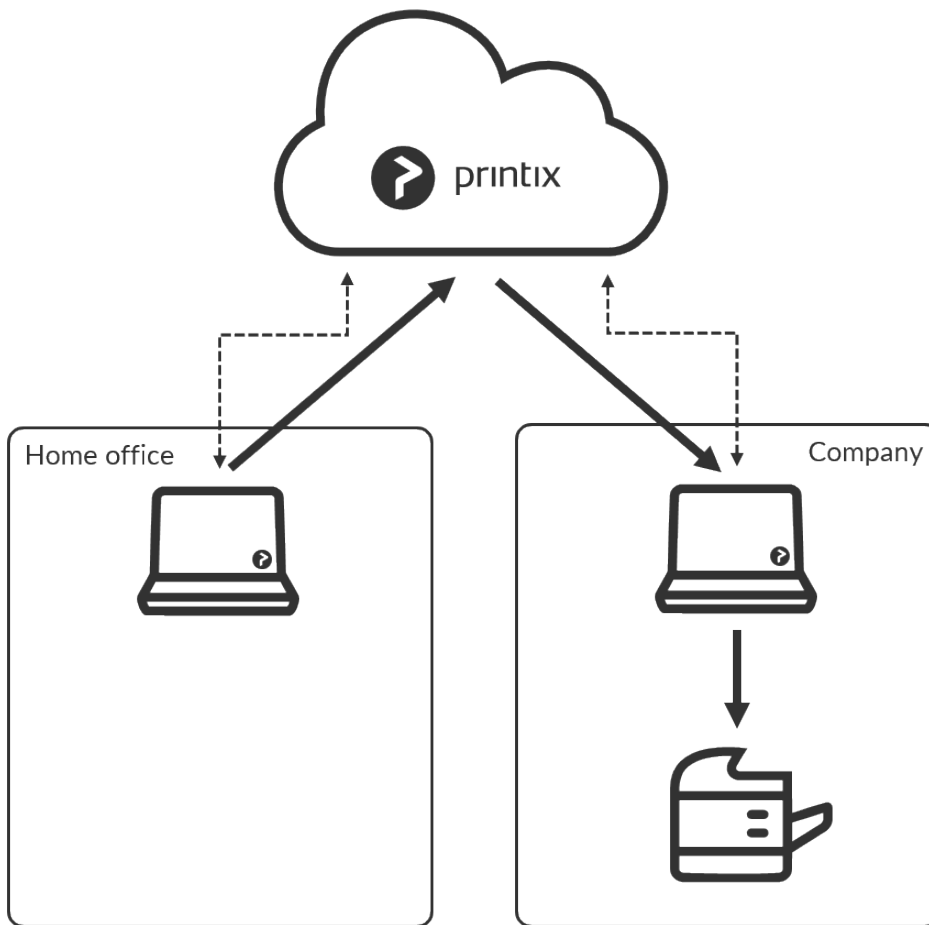
Home office network

Print to home office printer



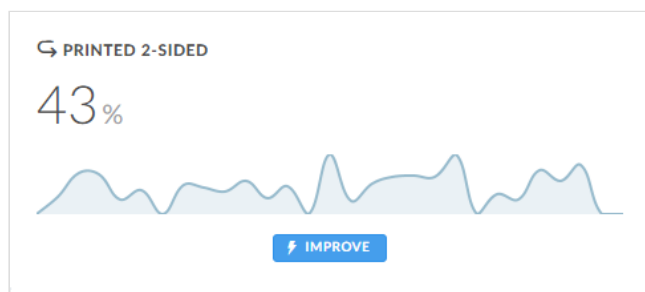
- **Discover** and register home printers with the [Home office printing](#) feature.
- Print to the Printix managed home office printer.
 - Data is collected showing what was printed on the printer at home.
 - Data can be used to reimburse the employee for printing.
- Home office computer will appear as being on the **Home office** network.

Print to company printer



- Provided the print queue has [Via the cloud](#) checked and there is a computer online on the **Company** network the user can print directly and release documents to the printer on the company network.
- Home office computer will appear as being on the **Home office** network.

13.42. 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**.

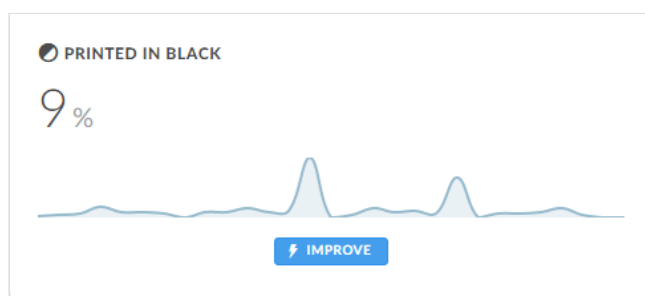
✿ **Print 2-sided by default** does NOT have effect on Printix Anywhere, as the document is in PDF.

✿ If a print anywhere document is released to a print queue that has **Process PDF/XPS** and **Print 2-sided by default** checked, then the driver will be asked to print on both sides.

DISCLAIMER

- We cannot guarantee **Print 2-sided by default** will work, as it depends in part on the used print driver. Therefore, we cannot be held responsible if it does not work as expected.
- If it does not work, you can try to achieve this with [print driver configuration](#).

13.43. 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, as it depends in part on the used print driver. Therefore, we cannot be held responsible if it does not work as expected.
- If it does not work, you can try to achieve this with [print driver configuration](#).

13.44. How to control if 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 via your phone, tablet, or computer.

- On Windows (11, 10, Server 2022, 2019, and 2016) the document is sent as PDF and processed using the print driver **Microsoft Print to PDF**.
- On legacy Windows systems (8.1, 8, 7, Server 2012 R2, 2012, and 2008 R2) Printix Anywhere print queues use the print driver **MS Publisher Imagesetter**. With Printix Client version 1.3.1190 and later the Imagesetter's PostScript output is converted to PDF using the conversion component (PS2PDF.dll).
- On Mac the document is sent as PostScript using the print driver **Generic PostScript Printer**.

The **Microsoft Print to PDF** print driver supports selection of paper size and orientation, but it does not support color controls. 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 normally take effect. Here are some examples:

- **Microsoft Word**
Offers no color control. Resulting PDF is always in color.
- **Microsoft Power Point**
Allows you to select between: **Color**, **Grayscale** and **Pure Black and White**.
- **Microsoft Edge Browser**
Allows you to select between: **Color** and **Black and White**.
- **Chrome Browser**
Allows you to select between: **Color** and **Black and White**.
- **Adobe Acrobat Reader**
Allows you to check: **Print in grayscale (black and white)**.

The **MS Publisher Imagesetter** print driver supports selection of paper size, orientation and color control. With Printix Client version 1.3.1190 or later you can get color control by making both of these changes a) Change the Printix Anywhere print queue to use a PostScript print driver (for example MS Publisher Imagesetter), and b) Check [Process PS](#) on the **Print queue properties** page of the Printix Anywhere print queue. This will result in the Imagesetter's PostScript output being converted to PDF using the conversion component (PS2PDF.dll).

It goes without saying that once a color document has been saved as a grayscale PDF or a black and white PDF, there is no way to convert it back to color. However, there are also other ways 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 checked, so the PDF document is processed using a matching print driver and its print driver configuration.

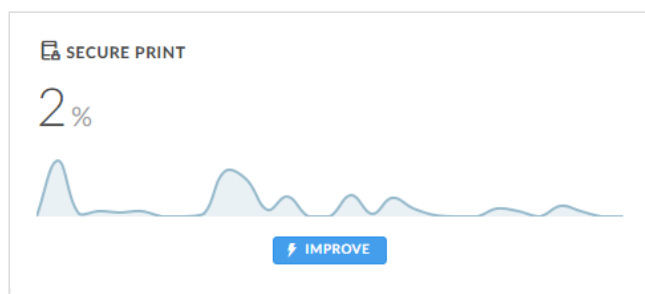
If you define both a black and a color print queue, that is, there are multiple print queues for this printer, [Printix App](#) may ask you to select one. You will not be asked if only one of these print queues is marked as "favorite" (★). If you are using [Printix Go](#) and releasing the document from 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 is installed in the folder: C:\Program Files\printix.net\Printix Client\ps


See also:

- [How to work with print driver configurations](#)
- [How to configure anywhere print queue to use universal print driver](#)
- [How to create anywhere print queue](#)

13.45. 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 via 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 via group membership.

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 may want to reference these sections in the [Printix User Manual](#):

- [Printing with Printix](#)
- [How to open Printix App](#)
- [How to release documents](#)
- [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, and then release the documents via 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.

13.46. How to enable secure print

printix

Settings

Setup Secure print Printix Go Cloud storage Analytics Mobile print Home office SNMP

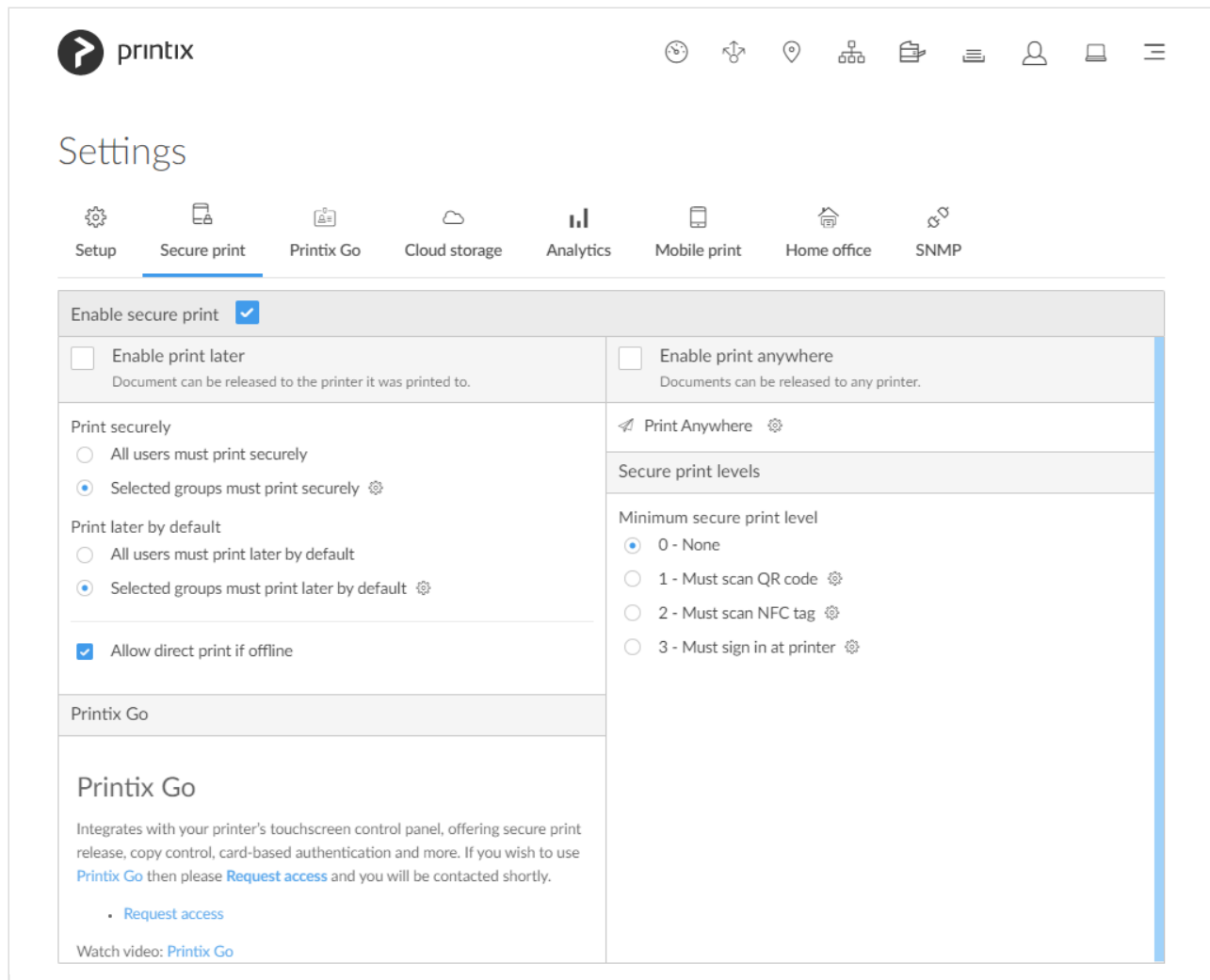
Enable secure print ☒

<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
<input checked="" type="checkbox"/> Allow direct print if offline	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
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 perfect choice 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 check one or both of the below options:
 - **Enable print later.**
 The perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to.
 - **Enable print anywhere.**
 The Printix Anywhere print queue allows users to roam between printers and collect the document at the printer they choose. When you submit a document to a Printix Anywhere print queue, your document is always kept until you decide to release it.

13.47. How to enable print later



The perfect choice if you need to print confidential documents with finishing options and want to ensure your documents print exactly as you expect them to. The document can be released to the printer it was printed to.

1. Select [Menu](#) , **Settings** .
2. Select the [Secure print](#)  tab.
3. Check **Enable secure print**.
4. Check **Enable print later**.



- **All users must print securely**



Check this so all users must release their documents and can not print directly.

- Can also be set for selected users via [group membership](#).

- **Selected groups must print securely**

Check this to select the groups who's users must print securely.

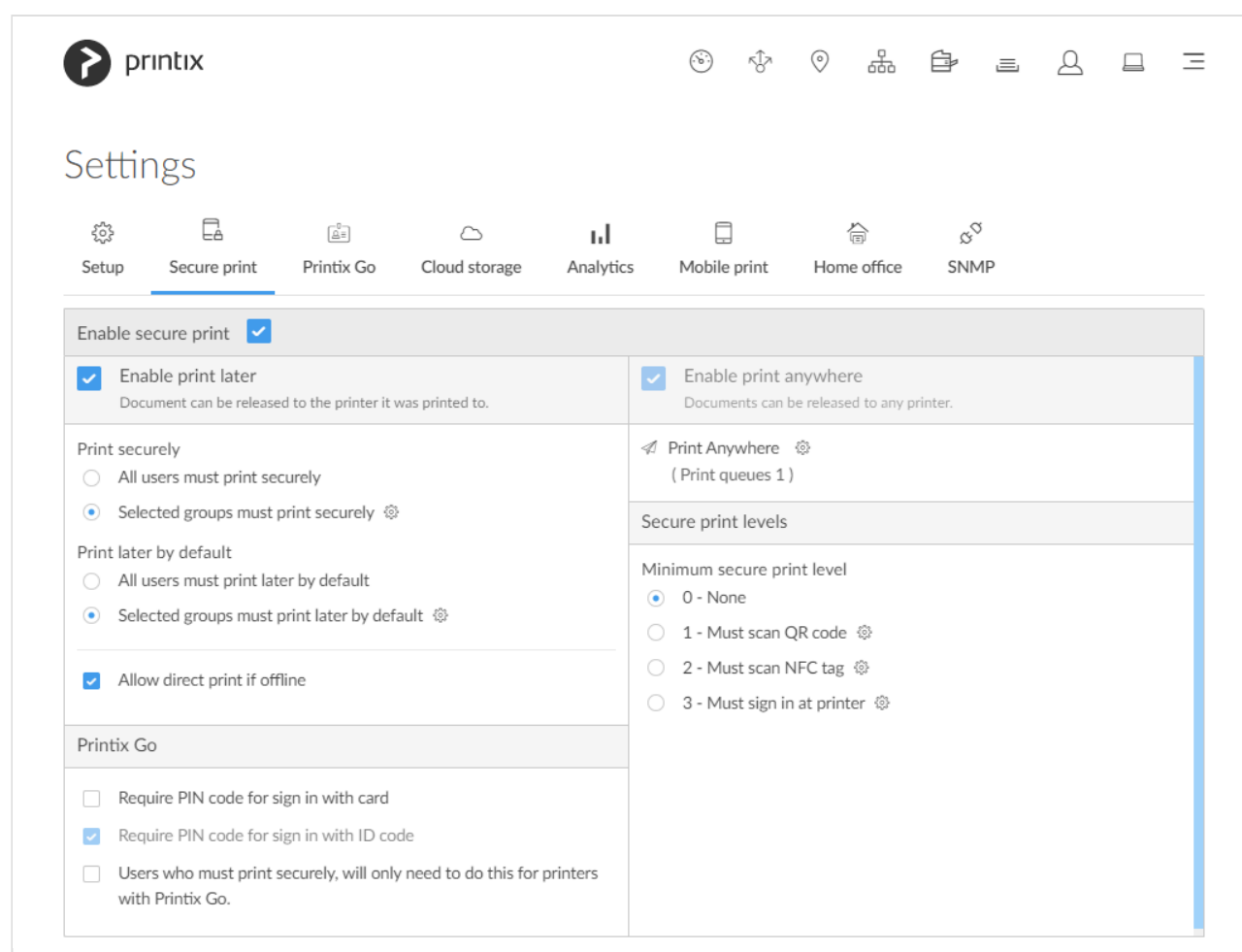
- Select **Setup**  to open **Groups**  menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.

- Select **Remove groups** to remove groups.
- **All users must print later by default**
Check this if all users should have print later as the preferred print method.
 - In the event a user want to submit a document directly to a printer, the user must deselect print later at every print.
 - Can also be set for selected users via [group membership](#).
- **Selected groups must print later by default**
Check this to select the groups who's users will have print later as the preferred print method.
 - Select **Setup**  to open **Groups**  menu:
 - Select **Groups** to see currently selected groups.
 - Select **Add groups** to add groups.
 - Select **Remove groups** to remove groups.

Printix Client automatically adapts to the configuration changes within a few moments.

How to print later is described in the: [Printix User Manual](#)






13.48. How to enable print anywhere

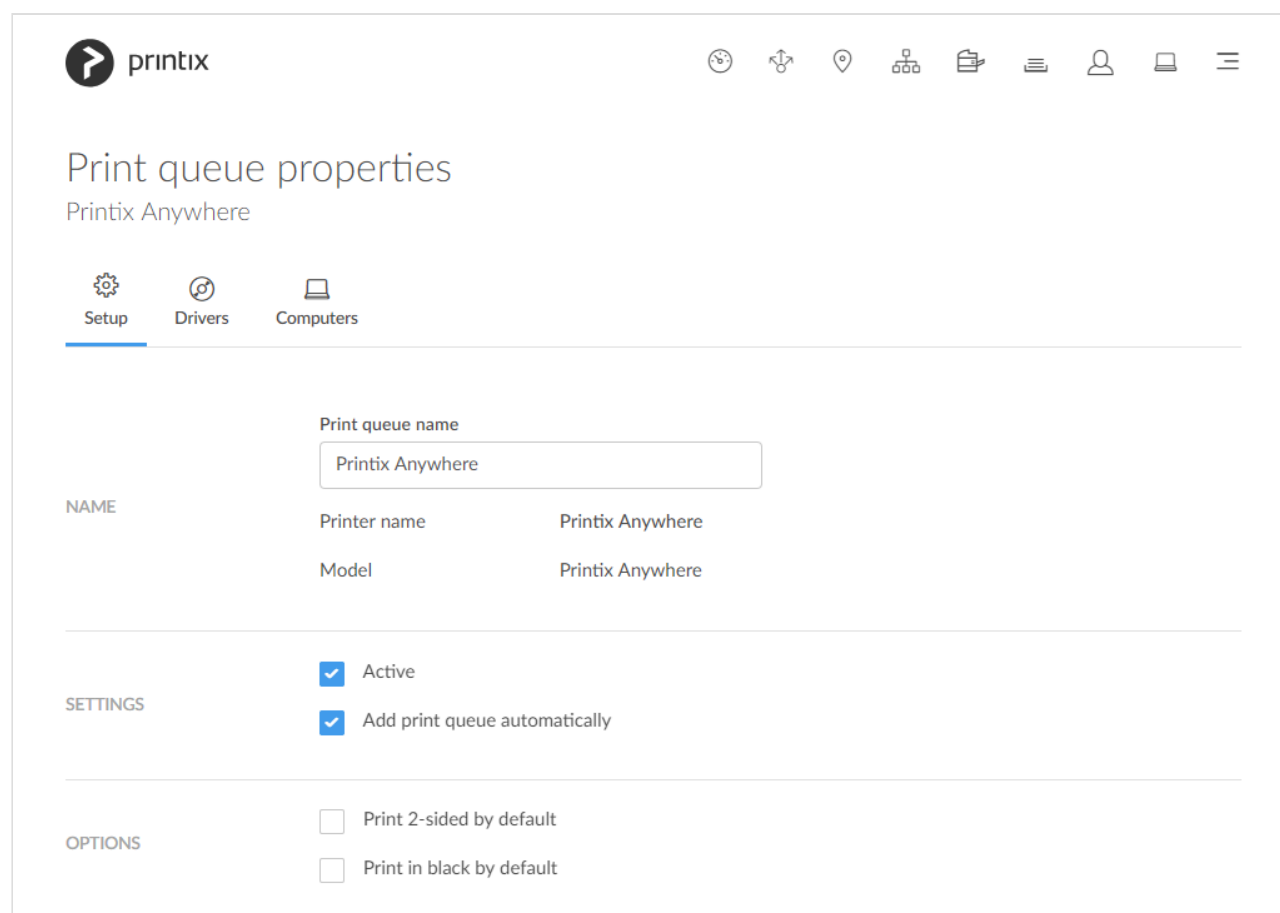


The screenshot shows the Printix Settings application. The 'Secure print' tab is selected. The 'Enable secure print' toggle is checked. The 'Enable print later' and 'Enable print anywhere' toggles are both checked. The 'Print securely' section has 'Selected groups must print securely' selected. The 'Print later by default' section has 'Selected groups must print later by default' selected. The 'Allow direct print if offline' toggle is checked. The 'Printix Go' section has 'Require PIN code for sign in with ID code' checked. The 'Print Anywhere' section is expanded, showing '(Print queues 1)' and 'Secure print levels'. The 'Minimum secure print level' is set to '0 - None'.

The perfect choice if you need to print confidential documents with finishing options and want to ensure

your documents print exactly as you expect them to. The document can be released to the printer it was printed to.

1. Select **Menu** , **Settings** .
2. Select the **Secure print**  tab.
3. Check **Enable secure print**.
4. Check **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 checked. 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 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 uncheck **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 **Setup**  and then **Print queues** and then select **Print queue name** (Printix Anywhere) to open the **Print queue properties** page and check **Add print queue automatically** and **Save**.



The screenshot shows the 'Print queue properties' page in the Printix Administrator interface. The page has a top navigation bar with the Printix logo and several icons. Below the navigation bar, the title 'Print queue properties' is displayed, followed by the queue name 'Printix Anywhere'. There are three tabs: 'Setup' (selected), 'Drivers', and 'Computers'. The 'Setup' tab contains the following fields and options:


NAME	
Print queue name	Printix Anywhere
Printer name	Printix Anywhere
Model	Printix Anywhere

SETTINGS	
<input checked="" type="checkbox"/>	Active
<input checked="" type="checkbox"/>	Add print queue automatically

OPTIONS	
<input type="checkbox"/>	Print 2-sided by default
<input type="checkbox"/>	Print in black by default

How to print anywhere is described in the: [Printix User Manual](#)

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 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 uncheck **Active** to allow administrators (you) to test printing before allowing users to add the print queue.
4. Select **Save**.

13.49. How to enable processing of PDF documents

Normally, 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. Check **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. Check **Process PDF/XPS**.
3. Select **Save**.

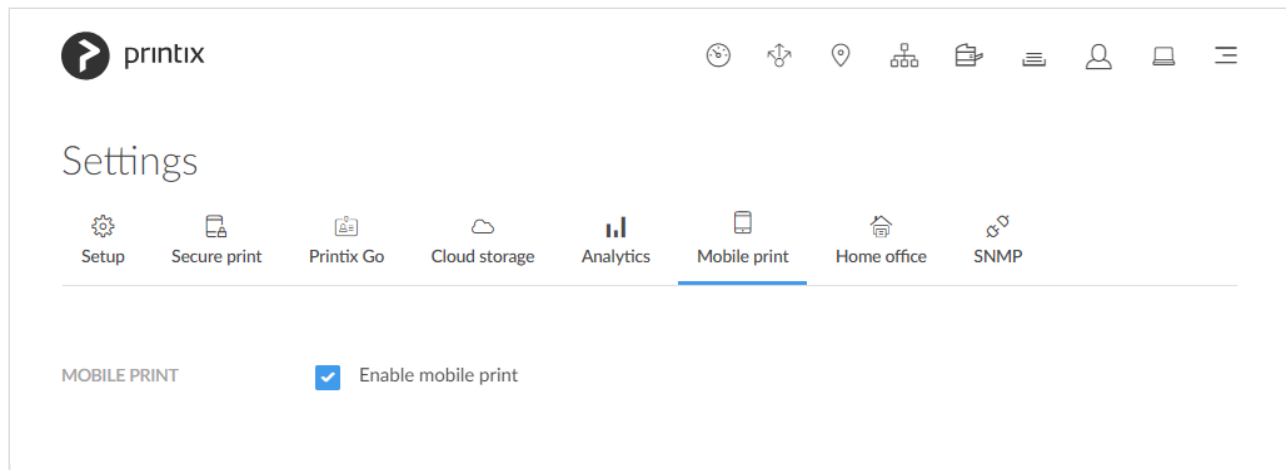


Printing will take longer time, compared to sending the PDF or XPS document directly to the printer, as the document need to be processed a second time and also the document is likely to increase in size, which will also slow the printing.



If you are using **Groups** to grant **Exclusive access** to print queues that has **Process PDF/XPS** checked, 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 no be printed.

13.50. How to enable mobile print




Enable mobile print

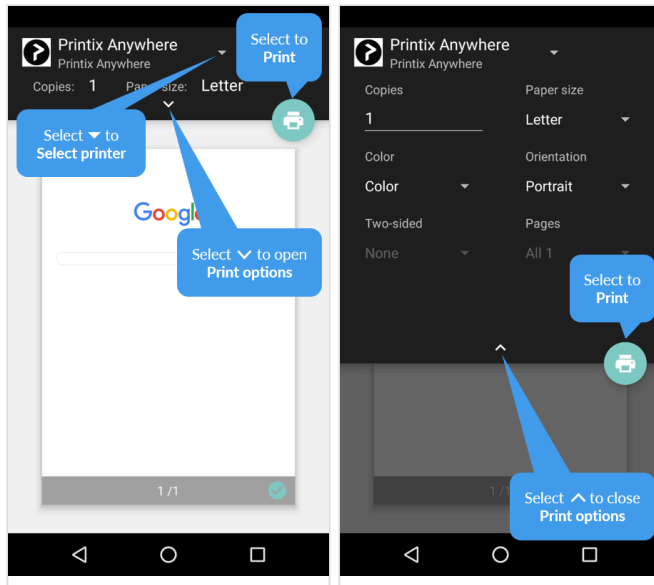
1. Check the [requirements](#).
2. [Enable mobile print](#).

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 can not 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 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. Anywhere documents can be released only to printers that has a print queue with **Via the cloud** checked.
- You are subject to **Must print securely** or **Must print later by default**.

How to print from iPhone and iPad

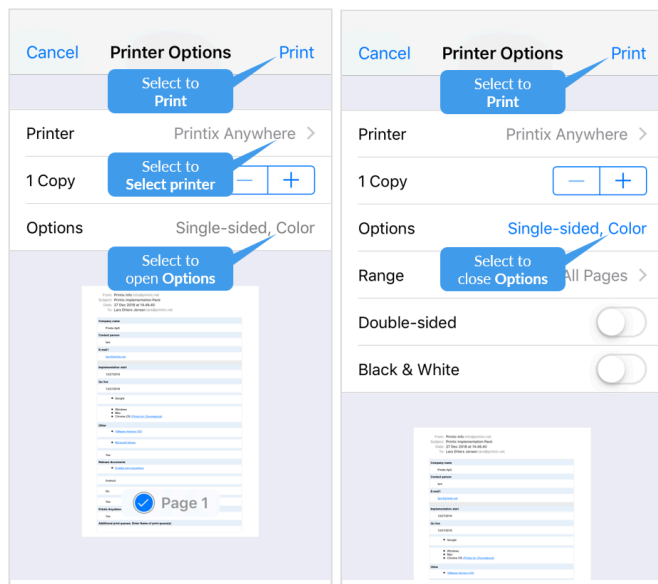
1. On your iPhone or iPad, open the app you want to print from.

- To find the print option, select the app's **Share**  icon or select **More** 
- If you can not 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 will appear.

To unlock the printer, you need to enter your [AirPrint password](#) which you can get from the installed Printix App for iOS.





3. Select **Print** in the upper-right corner. Document is printed.

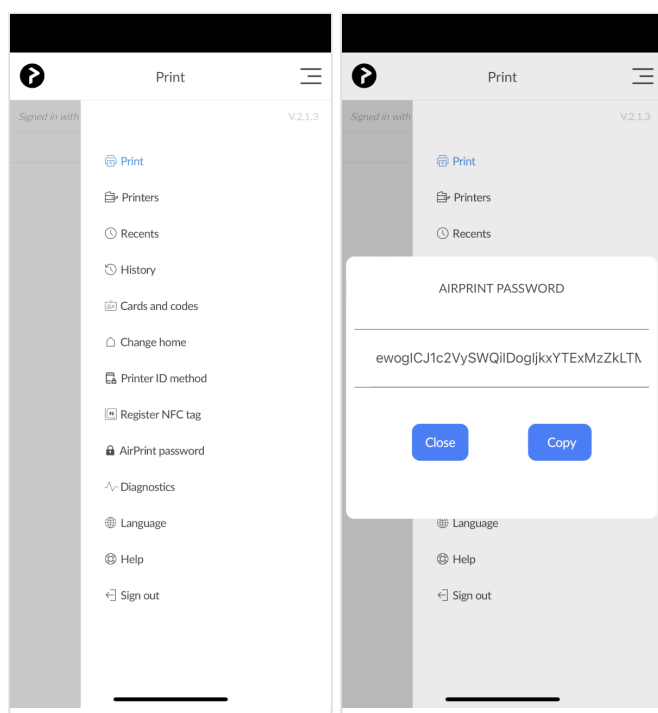
The document will be pending you releasing it from the Printix App if:

- You print to a Printix Anywhere printer. Anywhere documents can be released only to printers that has a print queue with **Via the cloud** checked.
- 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 Printix App for iOS.
2. Select **Menu**  in the top right corner.
3. Select **AirPrint password** .

If you do not see this menu item, then try to close and open Printix App.



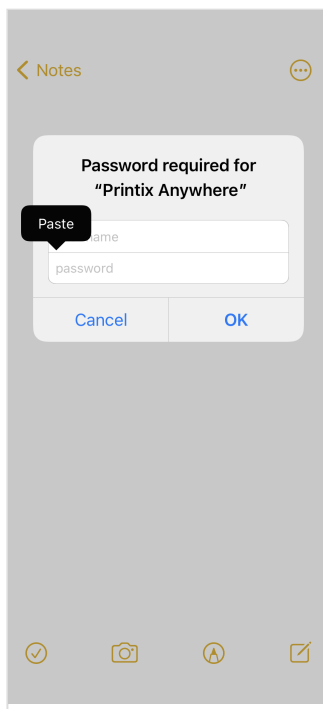
4. **Copy** the password to the clipboard.
5. **Switch** back to the **Password required for "printer"** dialog.

- Select the **Home** button 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 in to 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*).

✿ If you leave the **Username** empty on an iPad, the **Password required for “printer”** dialog will appear every time you print to the printer.




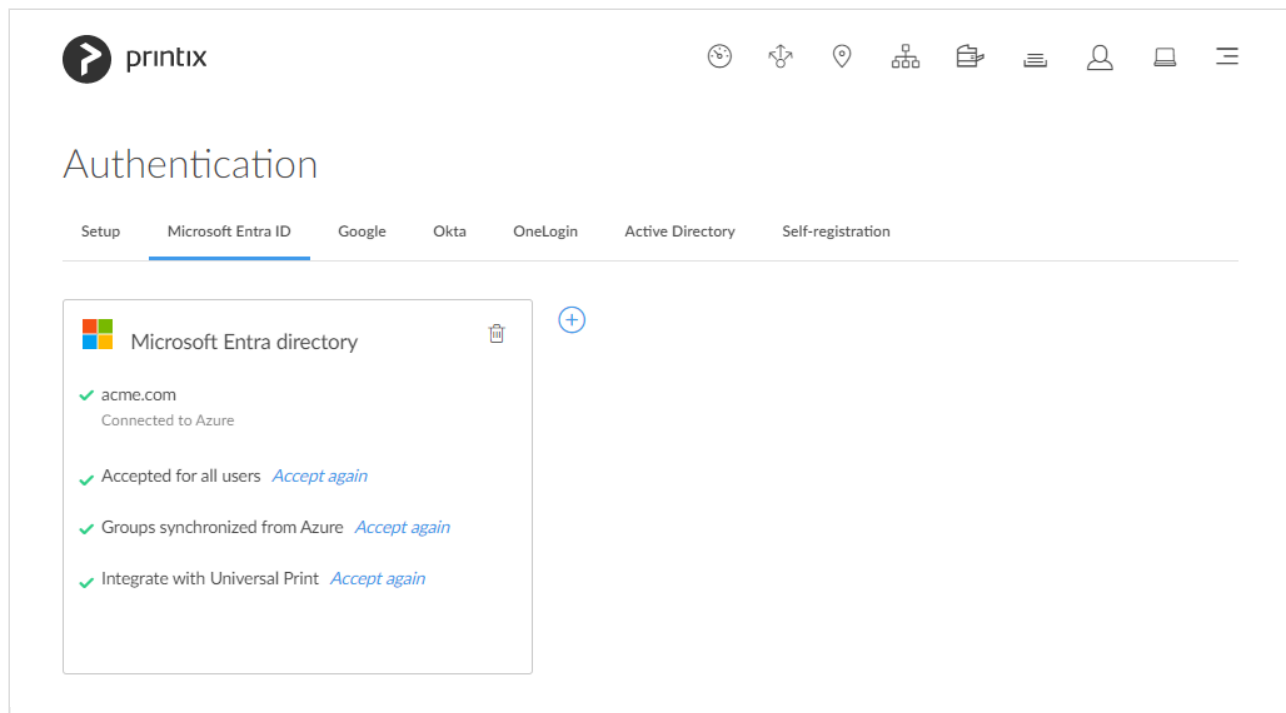
7. Select **OK**.

✿ You only have to do this once per AirPrint printer. The AirPrint password is personal, but is the same for all AirPrint printers.

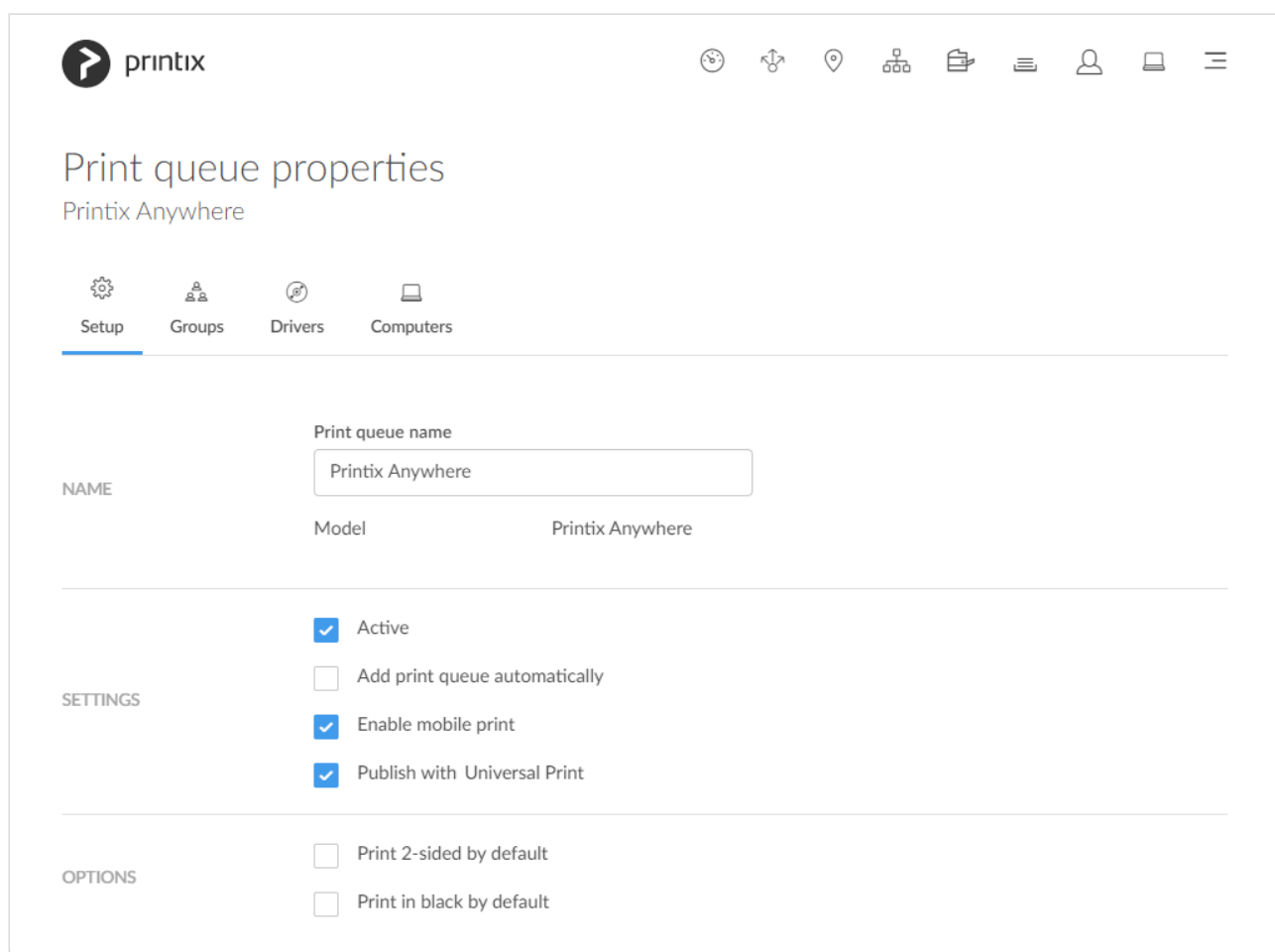
13.51. How to add secure print to Universal Print

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](#).

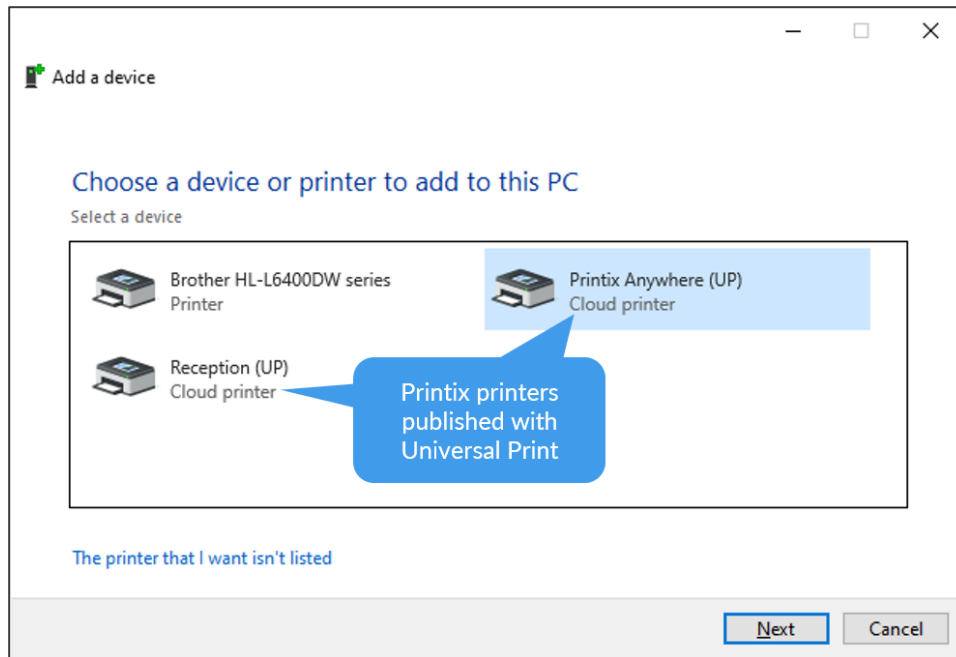


3. Printix Administrator open the [Print queue properties](#) page of the *Printix Anywhere* print queue.



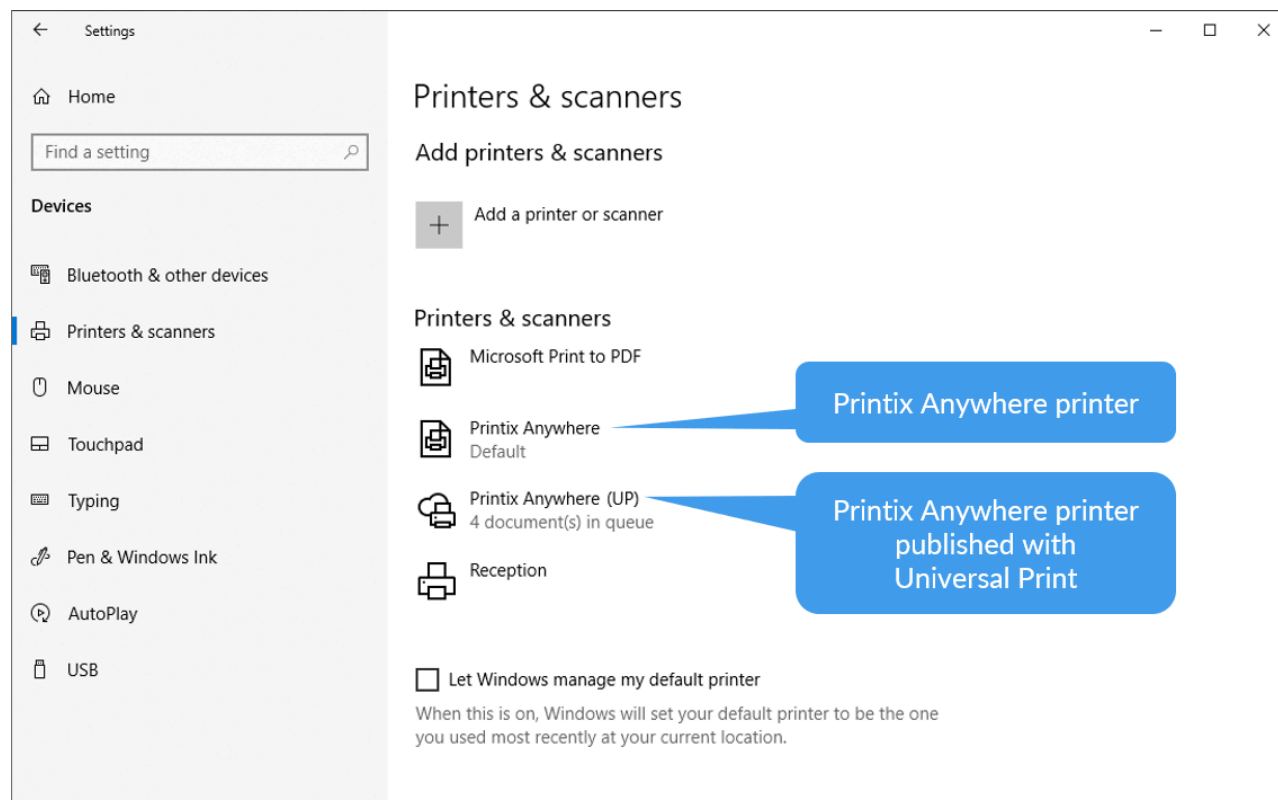
4. Check **Publish with Universal Print**.
5. Select **Save**.
 - Allow 1-2 minutes before the *Printix Anywhere (UP)* print queue is created as a printer share in Universal Print.

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 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](#) checked.
 - Wait until you are at the printer and then use [Printix App](#) on your phone to release your documents. Printix App is available as a native 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, then 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 the Universal Print printers appears with a distinct cloud icon.



13.52. 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 successfully 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.

13.53. How to use Single Sign-On with Kofax AutoStore

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, Single Sign-On (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

- [Single Sign-On with AutoStore fails on an HP Workpath printer](#)
- [Unauthorized users can use Single Sign-On with AutoStore on a Kyocera printer](#)

Single Sign-On with AutoStore fails on an HP Workpath printer

While using the Kofax 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 Kofax 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**.

13.54. How to use Single Sign-On with Kofax TotalAgility

While you are logged in to Printix Go on a printer, Kofax TotalAgility uses your login details to automatically log you in to TotalAgility. If your user data exists in TotalAgility, Single Sign-On (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

- [HP Workpath](#)
- [Kyocera](#)
- [Ricoh](#)

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 KTA resource creation.

For example, if the Printix user’s email address is john.smith@acme.com, the TotalAgility username should be “john.smith@acme.com”.

When editing the username on the TotalAgility server, make sure the user is associated to the **Device Users** group on the **Membership** tab.

13.55. How to print from Kofax Output Manager

On the computer that has the [Printix managed print queue](#) installed:



It is recommended to have the Printix Client installed on the same OM server(s) that host the IPP destination, as this will simplify the architecture and avoids complexity.

1. Right-click the print queue and select **Printer properties**.
2. Select **Ports** tab.
3. Select **Configure Port...** and copy the port value.
Port 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. Check [Allow computer to look up users](#).

In Kofax 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 *computername*.

13.56. How to replace a printer

	MAC	F0921C637CA2
CONNECTION	Printer address	<input type="text" value="192.168.1.10"/> 
	Network	<input type="text" value="Network1"/> 
	SNMP configuration	<input type="text" value="Default"/> 
	Protocol	<input type="text" value="RAW : 9100"/> 
REGISTRATION	<input type="button" value="Features"/>	
	<input type="button" value="Contact printer"/>	

! It is best practice to do this outside office hours, especially if the replacement printer is a different model or from another printer vendor, as you may want to change print drivers and or update print queues (step 6-8).

1. Unbox and connect the replacement printer.
2. In Printix Administrator open [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, then 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, then 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.


13.57. How to remove printers

If you no longer use a printer, you can delete it from your list of printers.


Windows

1. Open **Control Panel** and select **Devices and Printers**.
2. Select the printer and select **Remove device**.

Mac

1. Select **Apple menu** , **System Settings...**, then select **Printers & Scanners**.
2. Select the printer and select **Remove Printer...**

On macOS 12 or earlier:

1. Select **Apple menu** , **System Preferences...**, then select **Printers & Scanners**.
2. Select the printer and select **Delete**.

13.58. How to remove print drivers

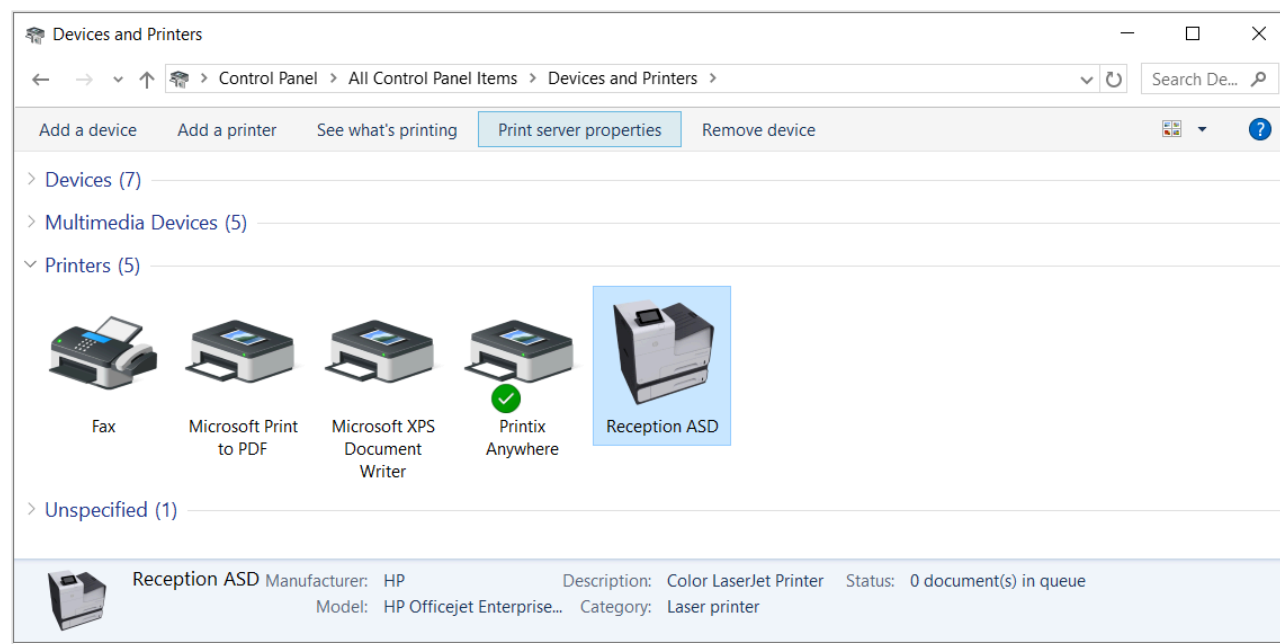
If Printix Client has issues adding a print queue on a Windows computer, it may be that there is an issue with a previously installed version of the print driver. If advised, perform the below steps, and then try to add the print queue again.

Delete the Printix driver cache

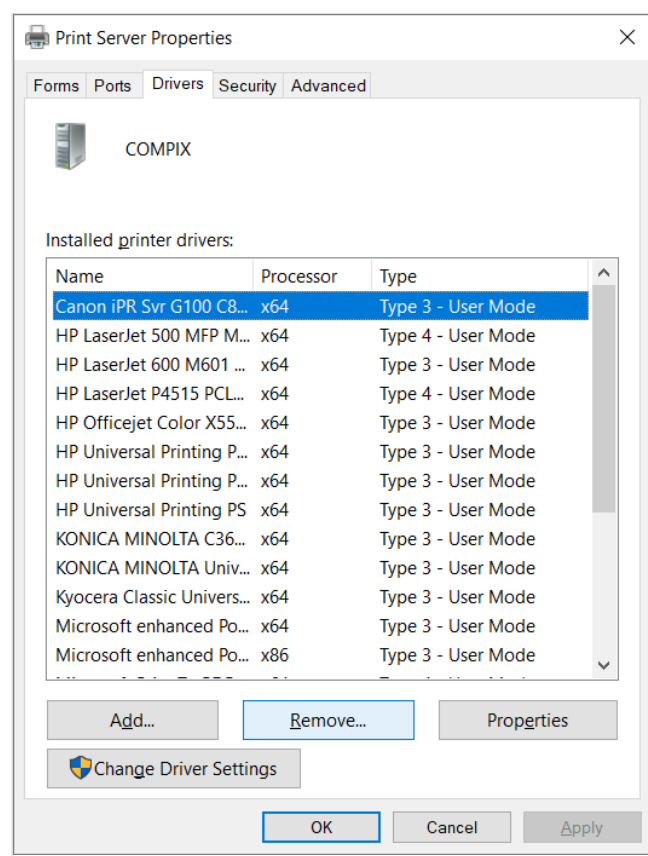
1. Delete the folder: C:\Windows\Temp\Printix-drivercache

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 select the **Drivers** tab.
5. Select the print drivers you want to remove. This would be the print drivers that does not install.
6. Select **Remove...**



7. In the **Remove Driver And Package** dialog 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 via the **Printers** menu in Printix Client.

13.59. 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** .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, check **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, and select **Edit**.
3. Select **Computer Configuration, Policy, Windows Settings, Security Settings**, and then **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.

13.60. 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.

- [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 **Sign 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](#).

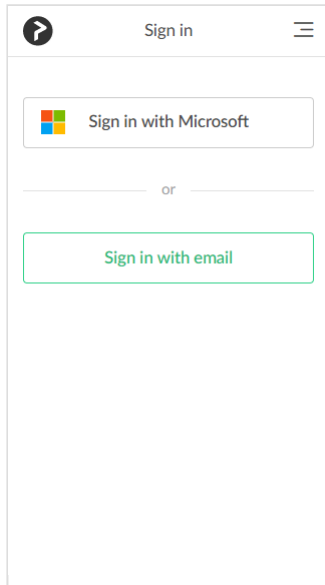


We can integrate with additional cloud-based Identity Providers (IdP) and Directory-As-A-Services (DAAS). Please [contact us](#) regarding your business case for this. Technically the integration is preferred to occur via OpenID Connect 1.0 (OIDC).

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.



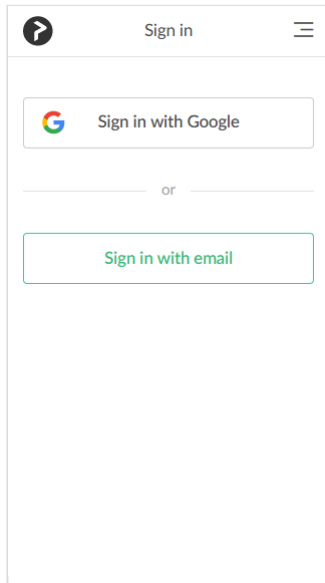
User performs these steps:

1. On the **Sign in** page.
2. Select **Sign in with Microsoft**.
If you are already signed in to the browser with your work or school account, then you are signed in automatically.
3. On the **Microsoft Sign in** page:
 - Enter your work or school account name. Accounts like (yourname)@(company).microsoftonline.com, should only be used if this is also an email account.
 - Enter **Password**.
4. Select **Sign in**.
Unless Printix has been [accepted for all users](#), Printix will ask the user for permission to:
 - Access your data anytime.
 - View your basic profile.
5. Select **Accept** to grant these permissions.
The user is automatically registered.

If you registered with your email address, then 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.



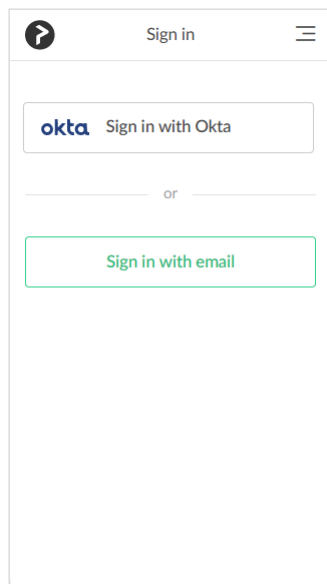
User performs these steps:

1. On the **Sign in** page.
2. Select **Sign in with Google**.
If you are already signed in to the browser with your work or school account, then you are signed in automatically.
3. On the **Google Sign in** page:
 - Enter your work or school account name.
 - Enter **Password**.
4. Select **Sign in**.
The user is automatically registered.

If you registered with your email address, then select **Sign in with email** and enter your email address and password.

Okta authentication

If [Okta authentication](#) is enabled, users are automatically registered the first time they sign in with their Okta account.



The image shows a mobile app sign-in screen. At the top, there is a header bar with a back arrow icon on the left, the text "Sign in" in the center, and a menu icon on the right. Below the header, there is a button labeled "okta Sign in with Okta". Underneath this button is a horizontal line with the word "or" in the center. Below the line is another button labeled "Sign in with email".

User performs these steps:

1. Select **Sign in with Okta**.

If you are already signed in to the browser with your Okta account, then you are signed in automatically.

2. On the **Okta Sign in** page:

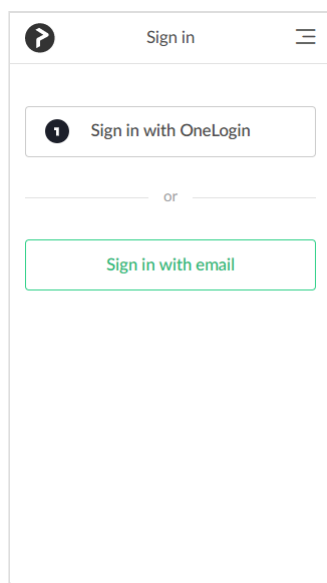
- Enter your account name.
- Enter **Password**.

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.



The image shows a mobile app sign-in screen. At the top, there is a header bar with a back arrow icon on the left, the text "Sign in" in the center, and a menu icon on the right. Below the header, there is a button labeled "1 Sign in with OneLogin". Underneath this button is a horizontal line with the word "or" in the center. Below the line is another button labeled "Sign in with email".

User performs these steps:

1. Select **Sign in with OneLogin**.

If you are already signed in to the browser with your OneLogin account, then you are signed in automatically.

2. On the **OneLogin Sign in** page:

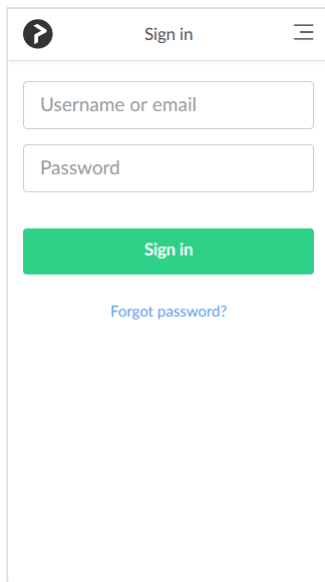
- Enter your account name.
- Enter **Password**.

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.



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: *"Get started with Printix ..."*

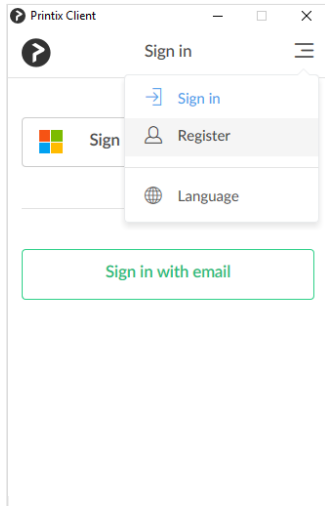
Guest registration with API



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.

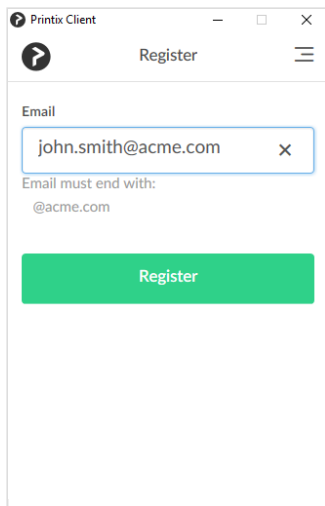
Self-registration

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**.
An email is sent to the user.
6. Read the email: "*Welcome to Printix at ...*" and select **Get started**.
If the email does not arrive within a few minutes then check the spam/junk mail folder.
7. After successful registration the user receives the email: "*Get started with Printix ...*" and is asked to **Download Printix Client**.

Invitation

Users with an email address can be invited by administrators.

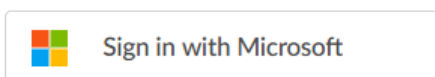
Add user from Printix Administrator

Administrator performs these steps:

1. Open [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**.
7. The email "*Welcome to Printix ...*" is sent to the user.
 - If the email does not arrive within a few minutes then ask the user to check the spam/junk mail folder.
 - On the **Users** page the invited user is listed at the top on the with a '?' until registration is completed.
 - The invite is valid for 72 hours.
 - Select  and **Info** to see when the invite expires.

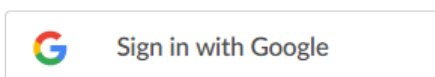
Invited user with a Microsoft work or school account performs these steps:

1. Reads the email "*Welcome to Printix ...*" and selects the link to **Download Printix Client**.
2. In Printix Client, select [Sign in with Microsoft](#).



Invited user with a Google Workspace account performs these steps:

1. Reads the email "*Welcome to Printix ...*" and selects the link to **Download Printix Client**.
2. In Printix Client, select [Sign in with Google](#).



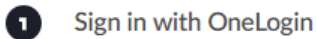
Invited user with an Okta account performs these steps:

1. Reads the email "*Welcome to Printix ...*" and selects the link to **Download Printix Client**.
2. In Printix Client, select [Sign in with Okta](#).

 Sign in with Okta

Invited user with a OneLogin account performs these steps:

1. Reads the email “*Welcome to Printix ...*” and selects the link to **Download Printix Client**.
2. In Printix Client, select [Sign in with OneLogin](#).

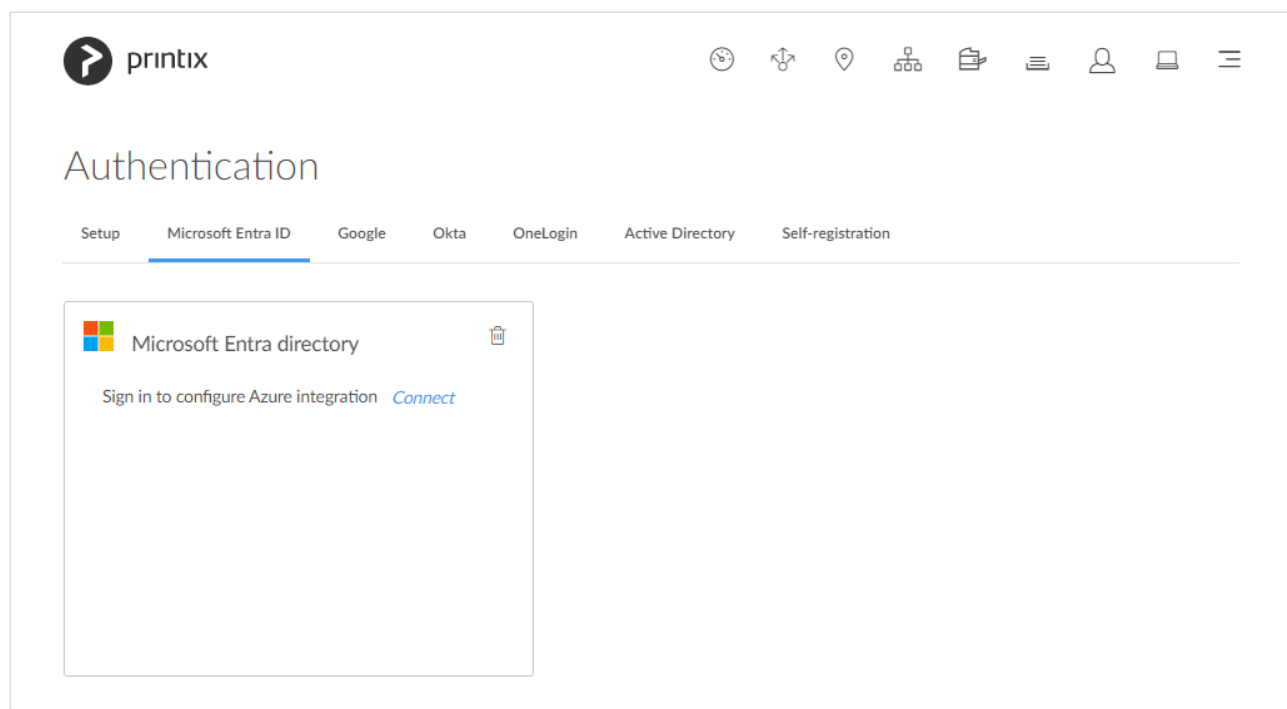
 1 Sign in with OneLogin


Other invited users performs these steps:

1. Reads the email “*Welcome to Printix ...*” and selects **Get started** to register.
2. After successful registration user is asked to **Download Printix Client**. If the role is **System manager**, the user is asked to sign in to Printix Administrator.
 - The user also receives the email: “*Get started with Printix ...*” with links to Printix Client and Printix App.

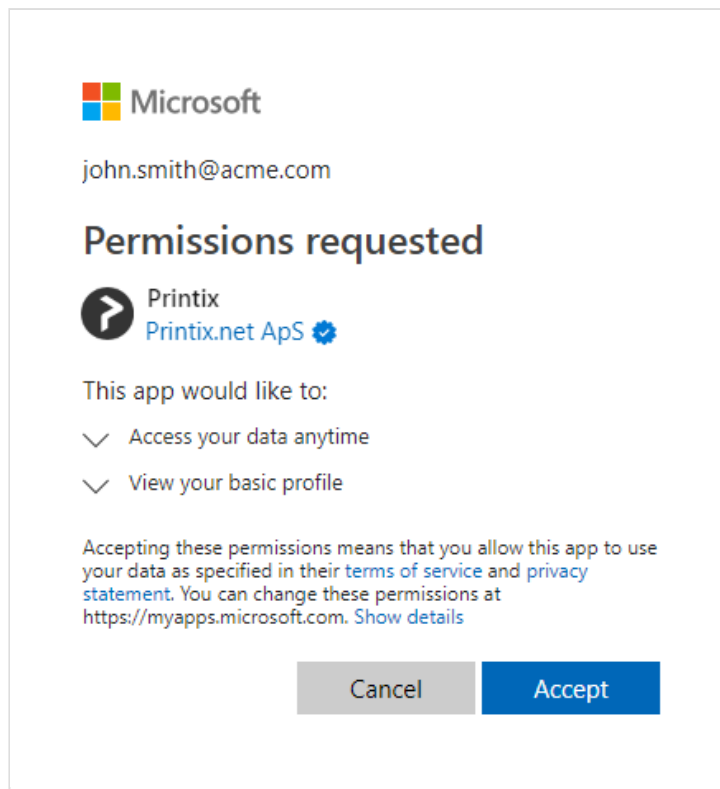
13.61. How to enable Microsoft Entra authentication

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.

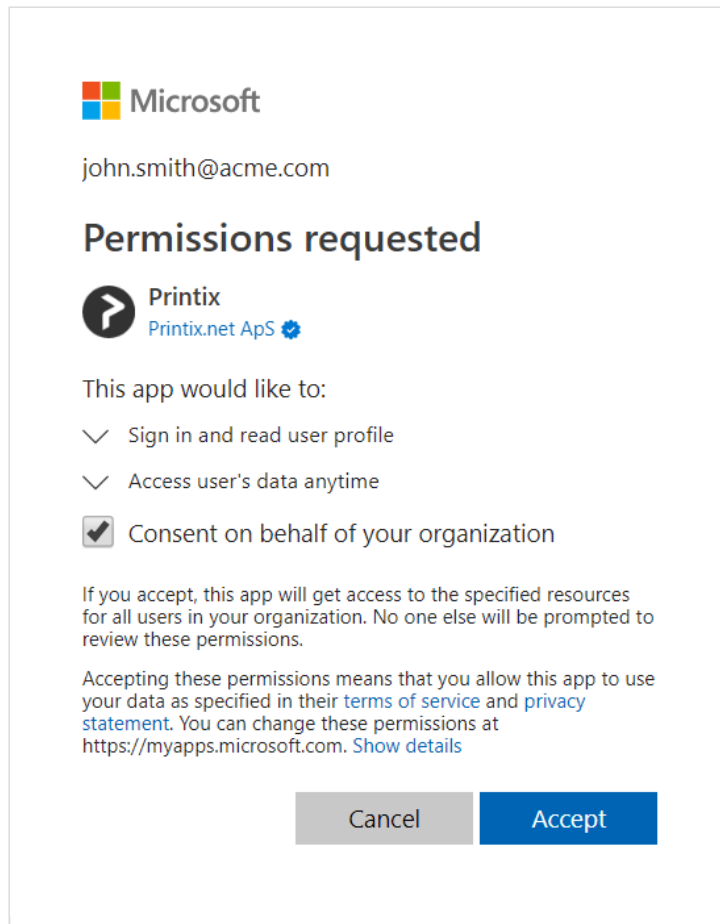


1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. Select **Connect**.
3. On the **Microsoft Sign in** page:
 - Enter your work or school account.
 - Enter **Password**.
4. Select **Sign in**.
5. Printix will ask you for permission to:
 - Maintain access to data you have given it access to.
 - View your basic profile.

* The permission 'Maintain access to data you have given it access to' (formerly presented as 'Access your data anytime') should only be listed in Microsoft's Consent Page for applications that request `offline_access`. Printix does not request or need `offline_access`. This [bug](#) is reported to Microsoft. 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+email) which Printix store, and then check the token signature, to verify the token is granted by Microsoft Entra ID.

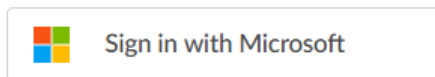


6. Select **Accept** to grant these permissions, so Printix can configure Microsoft Entra integration. In Microsoft Azure, this will add the enterprise application **Printix**.
 - If you see the check box **Consent on behalf of your organization**, it is because you have the role as global admin in Microsoft Entra ID and Printix has not yet been [accepted for all users](#). Check **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.



7. Select **OK** if the connection to Microsoft Entra ID was successful.

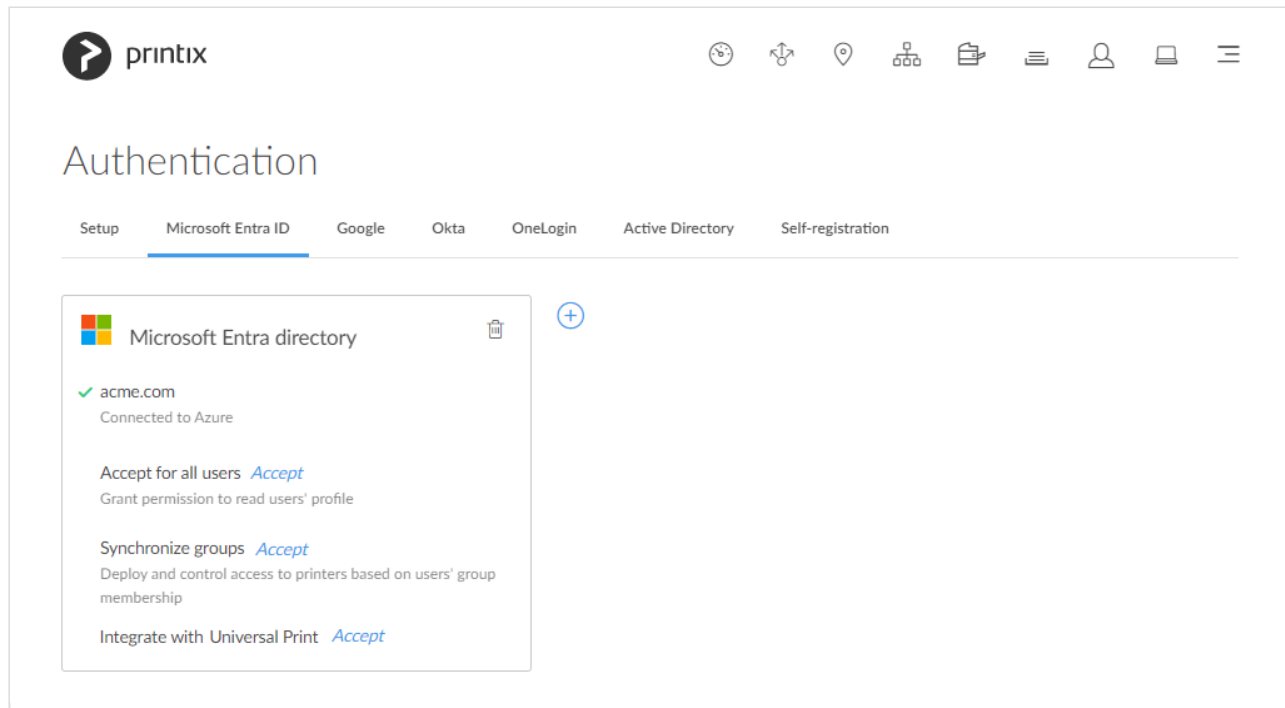
From now on the **Sign in** page will show [Sign in with Microsoft](#).



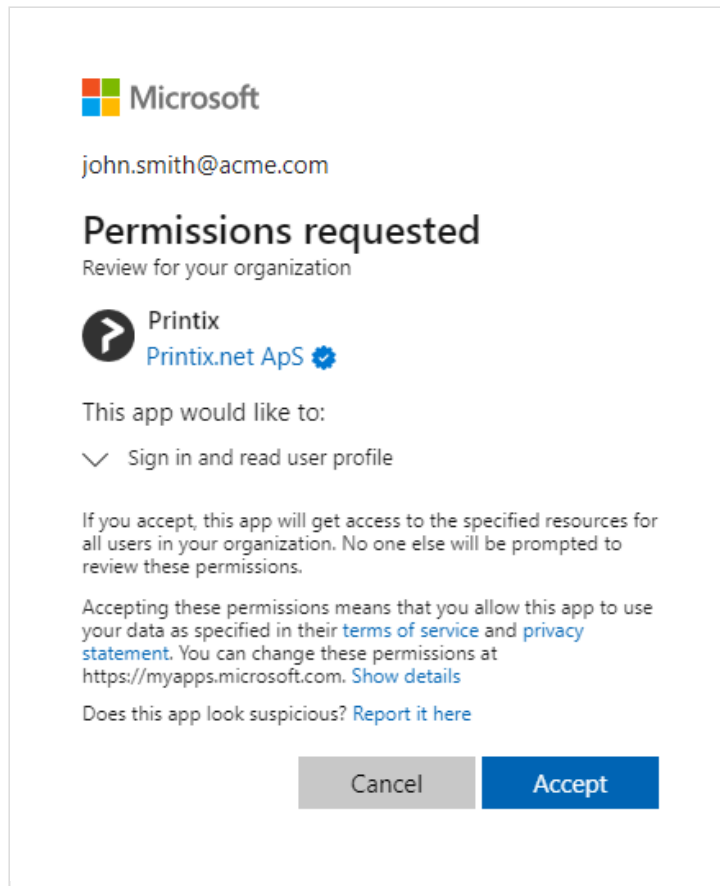
See also:

- [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 computer support SSO](#)
- [How to add multiple directories](#)
- [How to remove sign in with email](#)
- [Troubleshooting sign in](#)

How to accept Printix for all users



1. For **Accept for all users**, select **Accept** to grant permission to read users' profiles without prompting the individual in your organization. You must have the role as global admin in Microsoft Entra ID to do this.
2. On the **Microsoft Sign in** page:
 - Enter your administrator account. You must have the role as global admin in Microsoft Entra ID to grant permission to read users' profiles.
 - Enter **Password**.
3. Select **Sign in**.
4. Printix will ask you to accept permissions for your organization to:
 - Sign in and read user profile.
 - Subsequent deletion or modification of the used global admin Microsoft Entra ID account will not affect the already consented application permissions.



5. Select **Accept** to grant these permissions, so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.
If this is successful you will see the message: **Accepted for all users**.
6. Optionally, [remove 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. On the left pane, select **Enterprise applications**.
5. Select **Printix**.
6. On the left pane, select **Properties**.
7. Select **Delete**.

How to find out if 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.

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Client\
4. Add the DWORD value name **ForceAzurePrt** and give it the value **1** (0×00000001).


In the [PrintixClient log file](#) (PrintixClient- *user . number* .log) you can also search for the text:

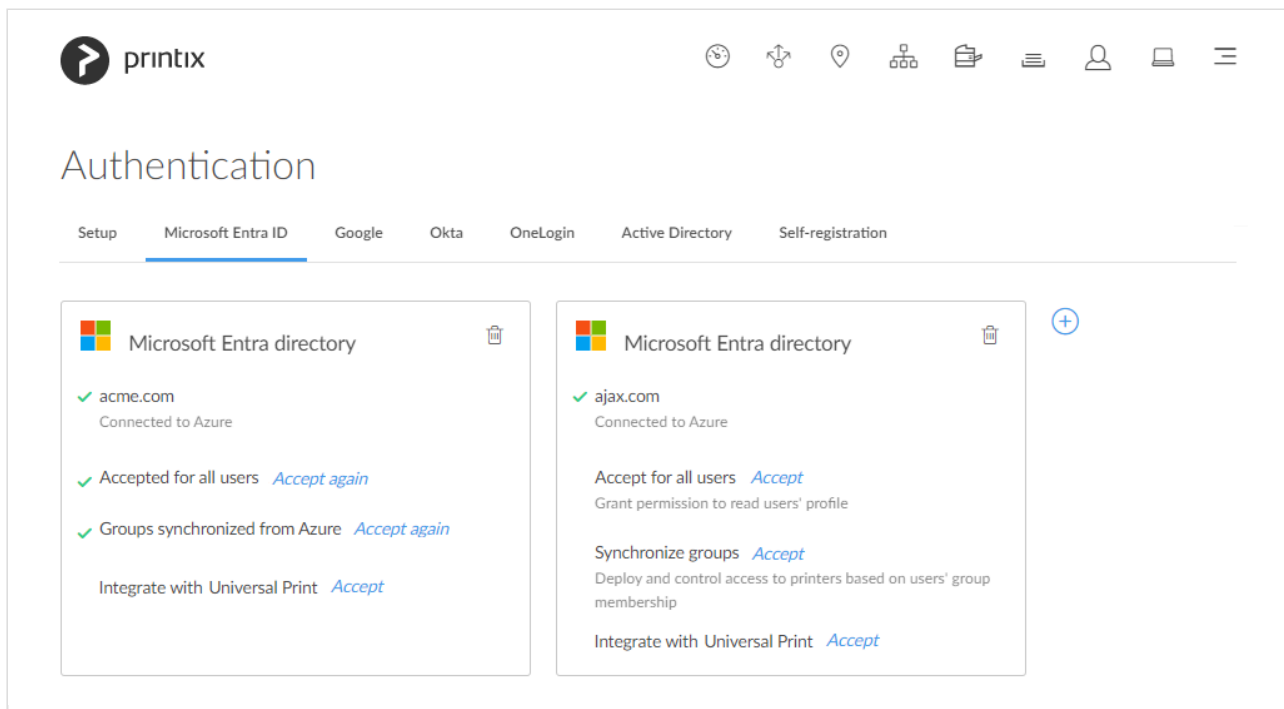
- *Azure: Token available = True*

SSO (Single Sign-on) will not work if it says:

- *Azure: Token available = False*

How to add multiple directories

1. Select **Add**  to add another Microsoft Entra directory.



The screenshot shows the Printix Authentication setup interface. At the top, there is a navigation bar with the Printix logo and several icons. Below the navigation bar, the title "Authentication" is displayed. Underneath the title, there is a horizontal menu with tabs: "Setup", "Microsoft Entra ID", "Google", "Okta", "OneLogin", "Active Directory", and "Self-registration". The "Microsoft Entra ID" tab is currently selected. Below the tabs, there are two panels, each representing a Microsoft Entra directory. The left panel is titled "Microsoft Entra directory" and shows a list of settings: "acme.com" (Connected to Azure), "Accepted for all users" (Accept again), "Groups synchronized from Azure" (Accept again), and "Integrate with Universal Print" (Accept). The right panel is also titled "Microsoft Entra directory" and shows a list of settings: "ajax.com" (Connected to Azure), "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", and "Integrate with Universal Print" (Accept). A blue plus icon is visible to the right of the right panel, indicating the option to add another directory.

- * If there are more than one Microsoft Entra directories, then **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 directory (*acme.com* or *ajax.com*) and then sign in, but only the first time.

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, then try to 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 role as global admin in Microsoft Entra ID after you select **Accept for all users**.

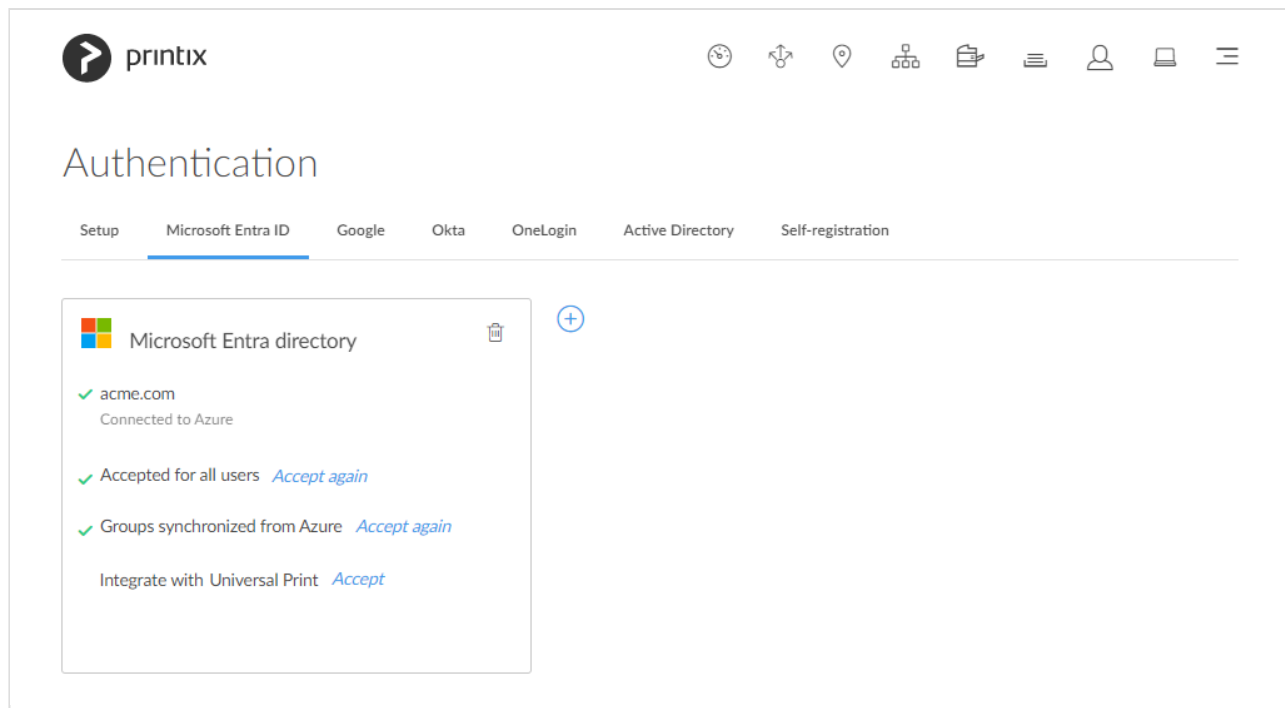
Not authorized. You do not have permission to use Printix Administrator

- 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 accept of Printix, then you must do this from within Microsoft Entra ID. If you have withdrawn the accept of Printix and now want to accept Printix again, then select the **Accept again** link.



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 can not access Printix.
RESOLUTION: Follow the steps below to allow users to consent to apps accessing company data on their behalf. You must have the role as global admin in Microsoft Entra ID to make this change. Printix will read the users' basic profile (display name and email address).

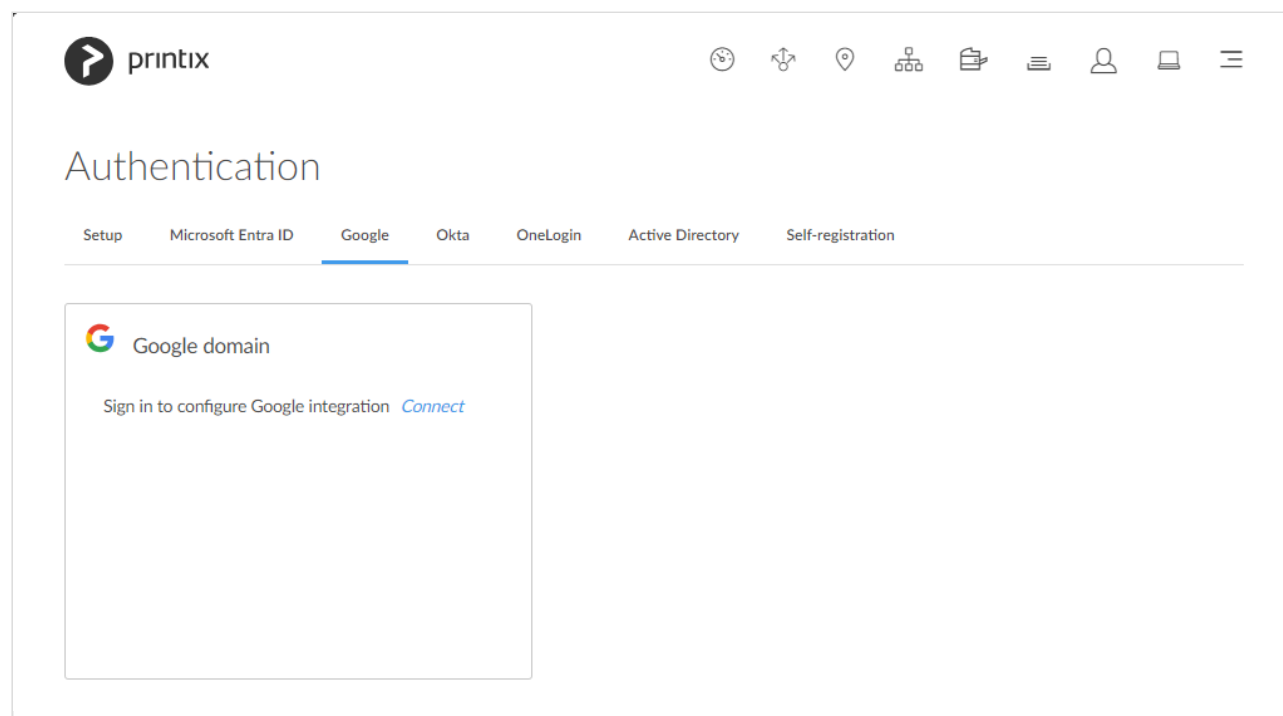
- Sign in to portal.azure.com.
- In the portal menu, select **All Services**.
- In the **Identity** category, select **Microsoft Entra ID**.
- On the left pane, select **Enterprise applications**.
- On the left pane, select **Consent and permissions**.
- Set **User consent for applications** to **Allow 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 take effect.

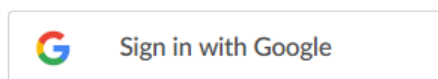
13.62. How to enable Google authentication

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. Check **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**.

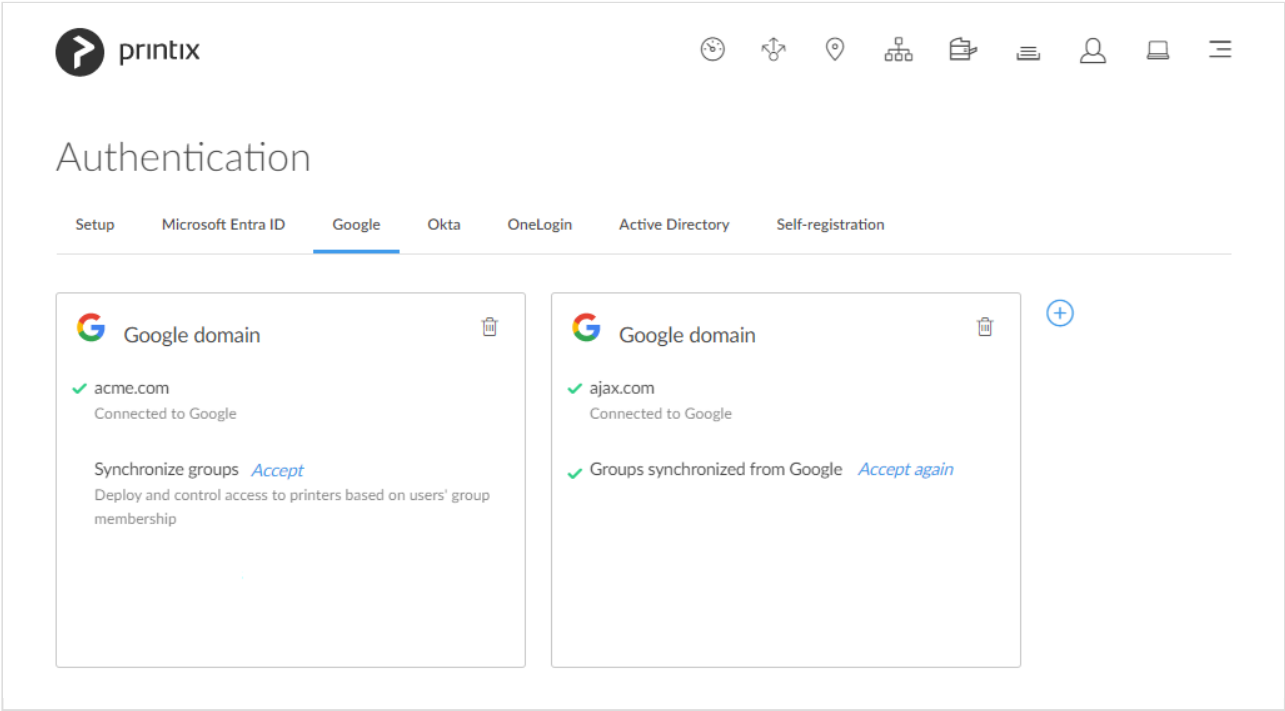


See also:

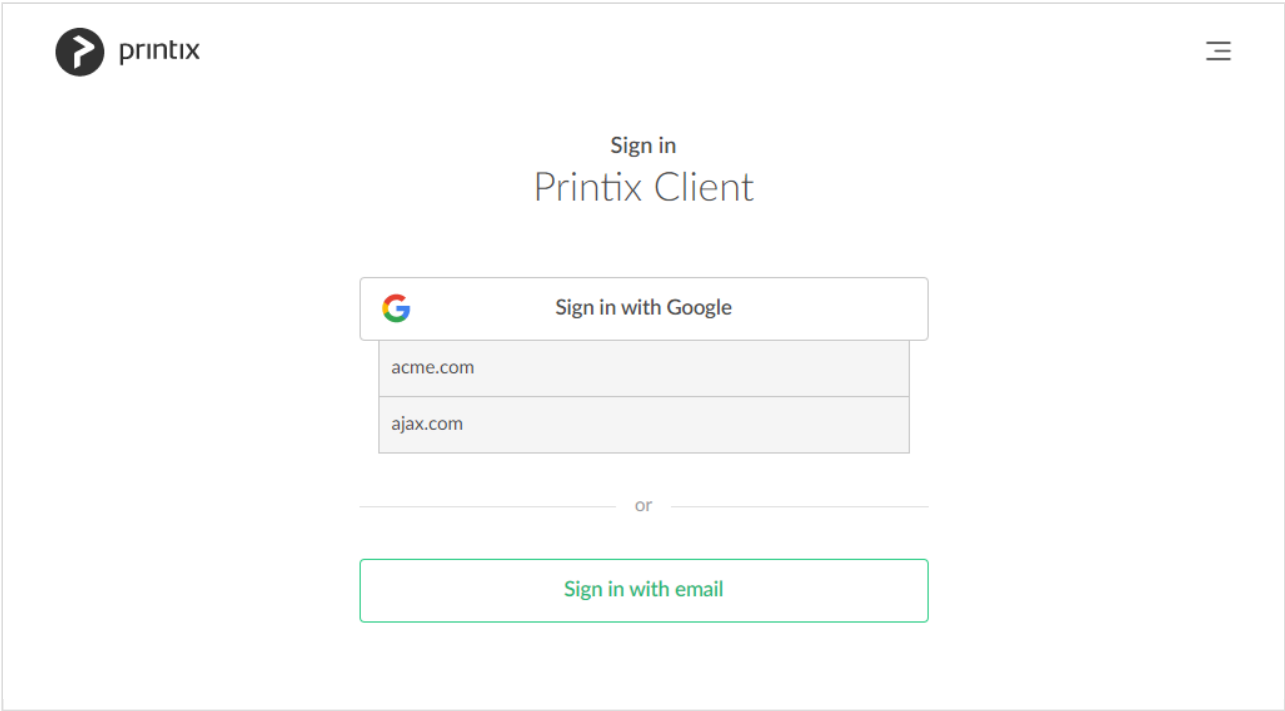
- [Printix Chromebook](#)
- [How to enable Google groups](#)
- [How to remove sign in with email](#)

How to add multiple domains

- 1. Select **Add**  to add another Google domain.




* If there are more than one Google domain, then the user must select domain (*acme.com* or *ajax.com*) and then sign in, but only the first time.

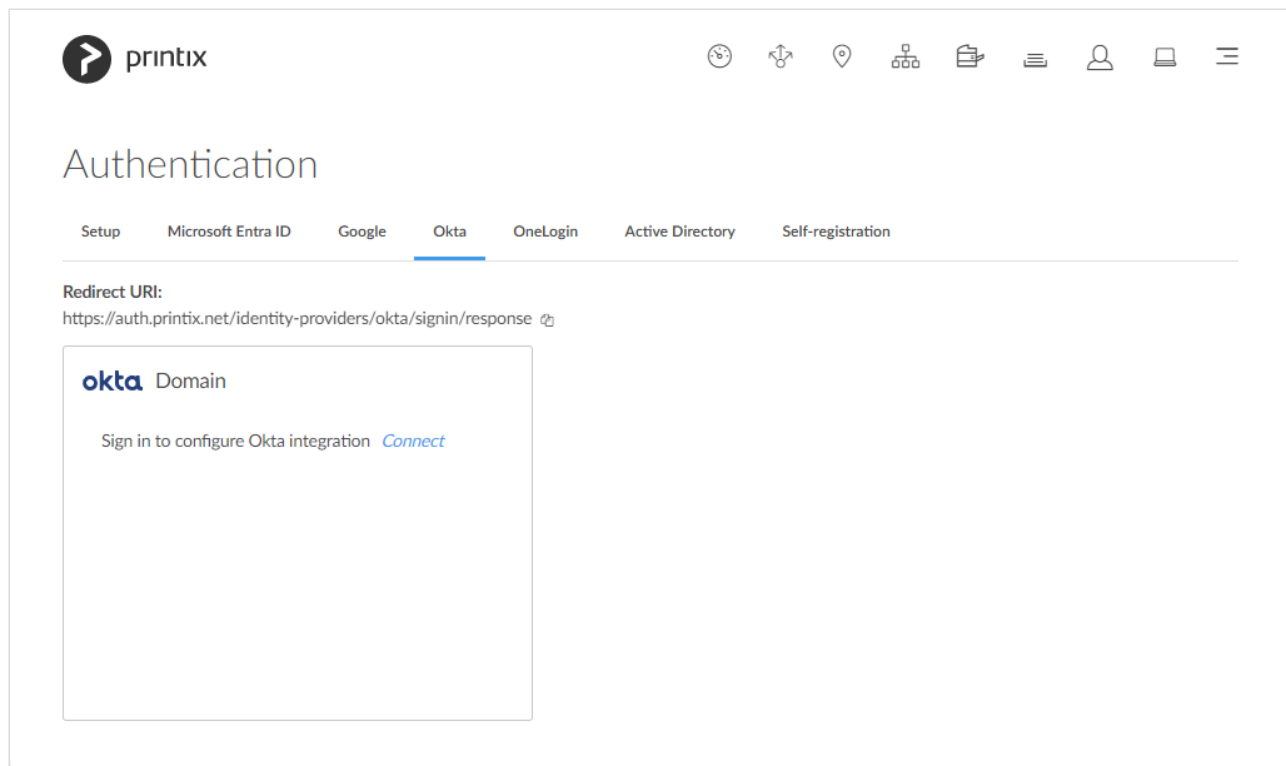


13.63. How to enable Okta authentication

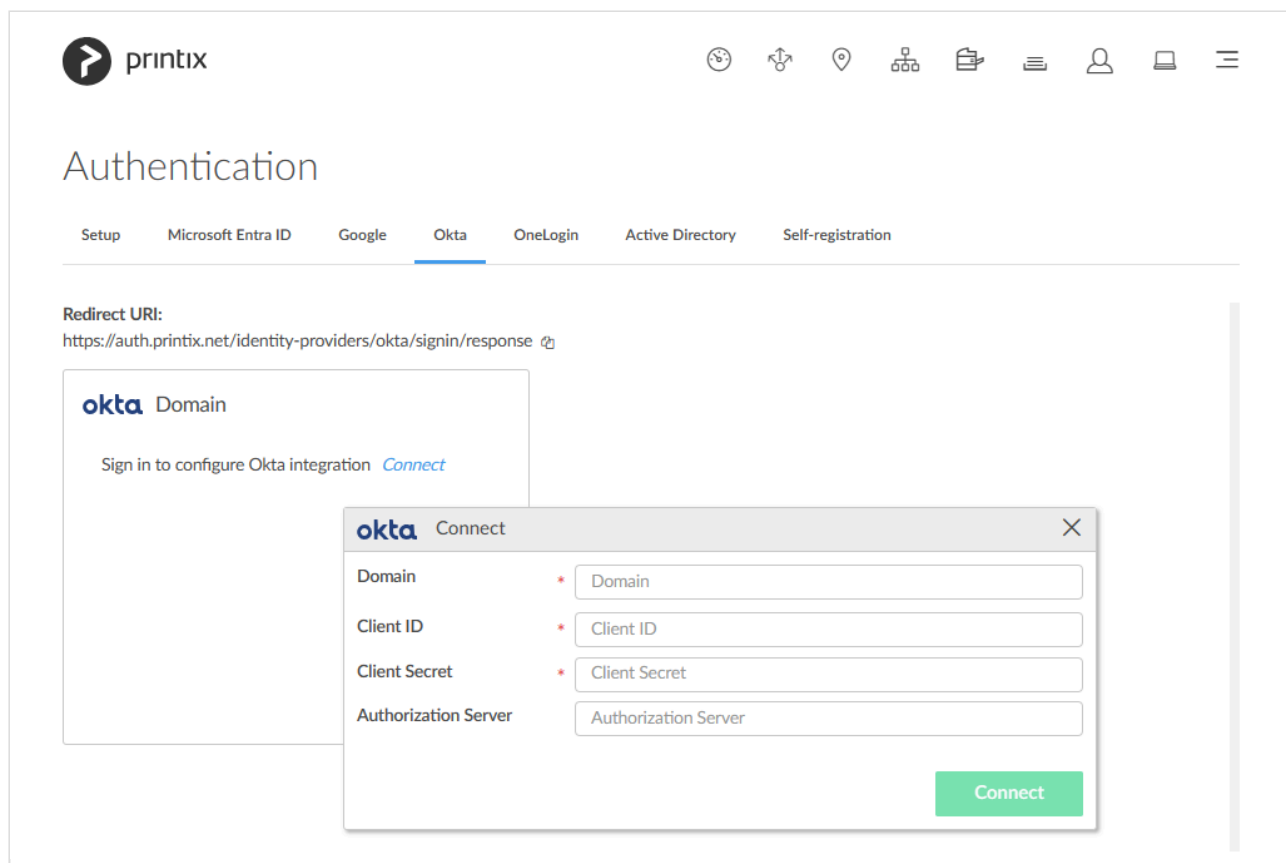
Configure Okta

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:
 - 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 checked.
14. On the **General** tab in the **General Settings | USER CONSENT** section:
 - Optionally, uncheck **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**.

Enable Okta authentication



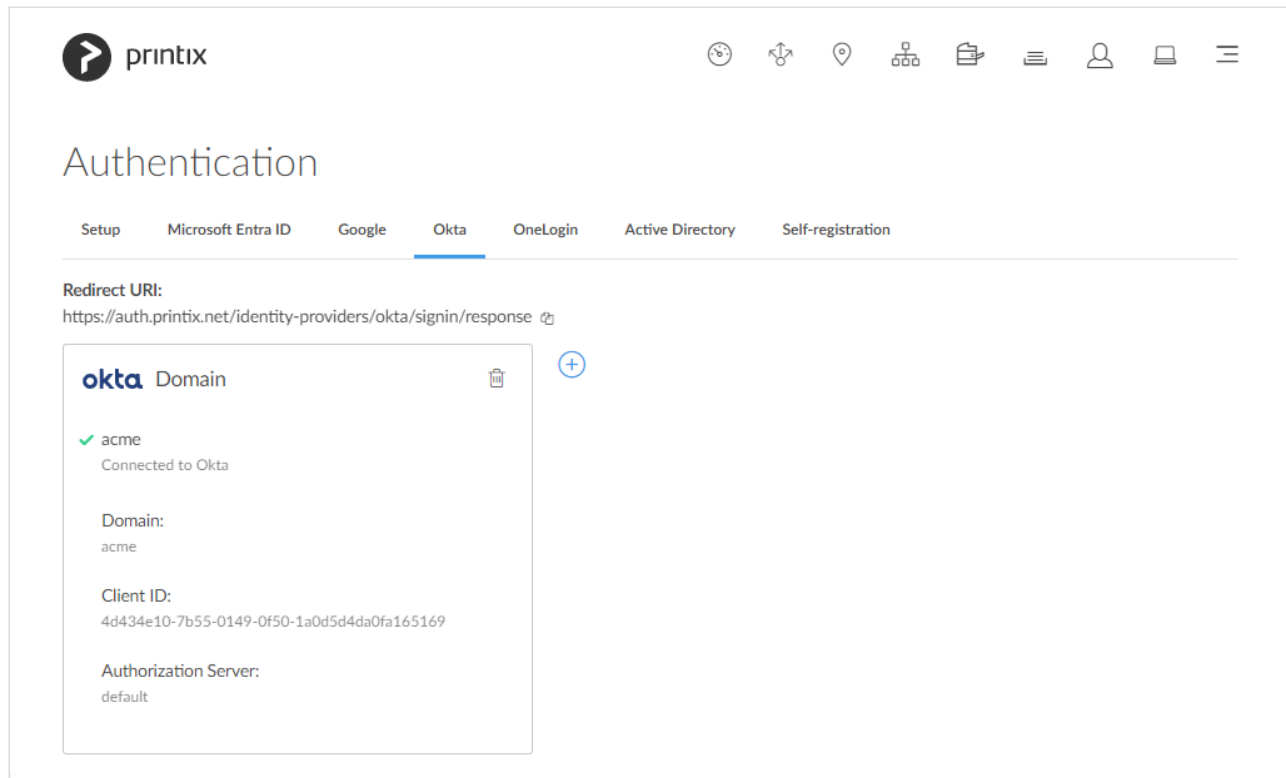
16. In Printix Administrator on the **Authentication**  page select the **Okta** tab.
17. Select **Connect**.



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 setup with an **Authorization server** then enter the value, otherwise leave it empty (default).
22. Select **Connect**.

How to add multiple domains




1. Select **Add** (+) to add another Okta domain.

13.64. How to enable OneLogin authentication

Configure OneLogin

1. Open a new browser window and sign in to **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>

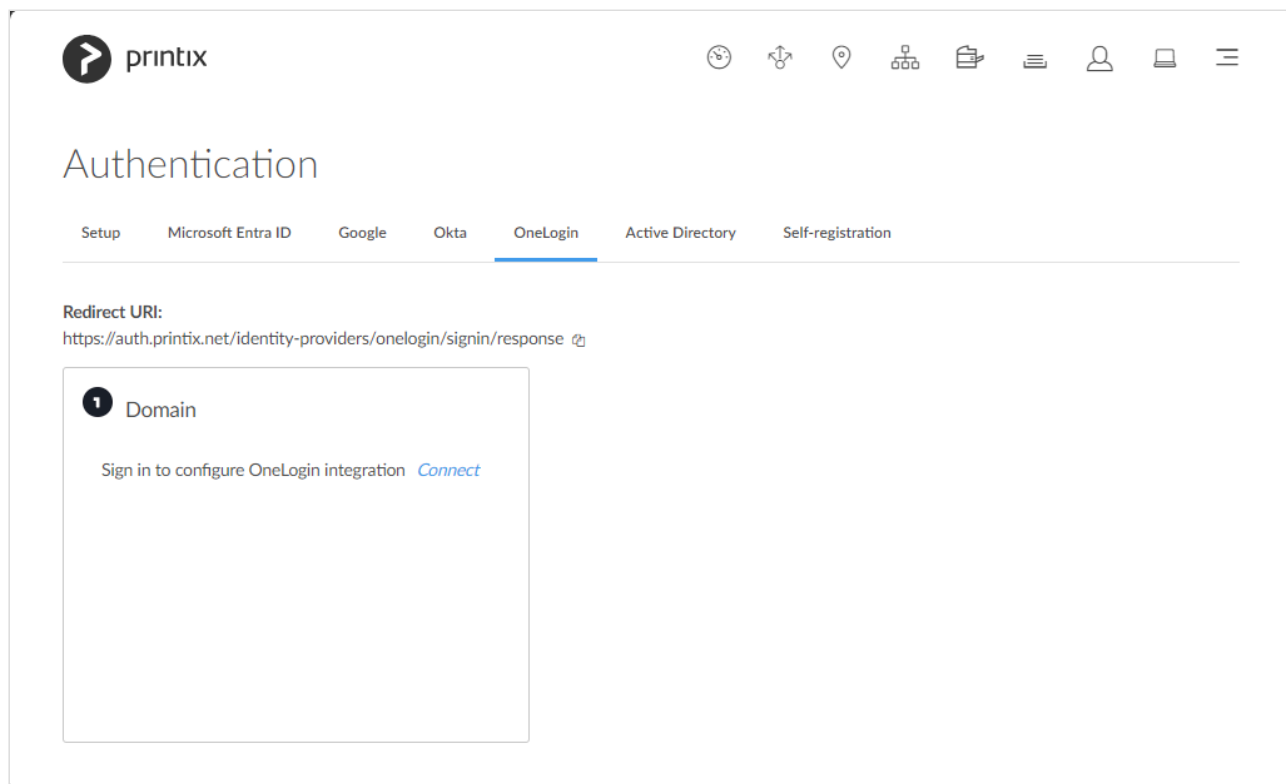
8. In **Description**, optionally, type: *Printix Cloud Print Management Service*
9. Select **Save**.
10. On the menu, select **Configuration**.
 - In **Redirect URI**, paste the **Redirect URI** value you can copy to the clipboard on the [OneLogin](#) tab on the **Authentication**  page in Printix Administrator.
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 22.
14. Select **Show client secret** and copy the **Client Secret**. You need to paste it in step 23.
You can leave the remaining settings at the defaults.


Sign-in issues

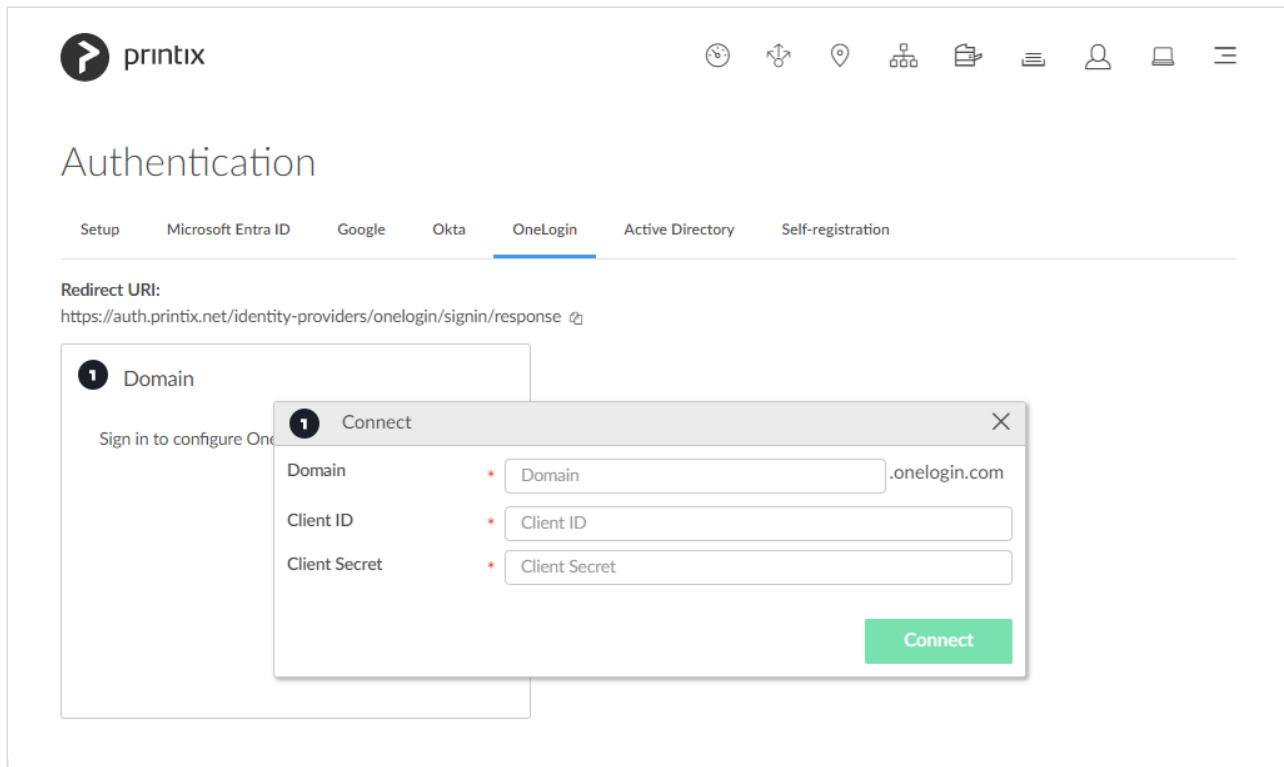
If you face any sign-in issues with OneLogin:

15. Log in to the OneLogin portal as an administrator.
16. Go to **Users > Users > Applications**.
17. In the **Applications** table, select the application you configured.
18. Select **Save**.

Enable OneLogin authentication



19. In Printix Administrator on the **Authentication**  page select the [OneLogin](#) tab.
20. Select **Connect**.



printix

Authentication

Setup Microsoft Entra ID Google Okta **OneLogin** Active Directory Self-registration

Redirect URI:
<https://auth.printix.net/identity-providers/onelogin/signin/response>

1 Domain

Sign in to configure One

1 Connect

Domain * Domain .onelogin.com

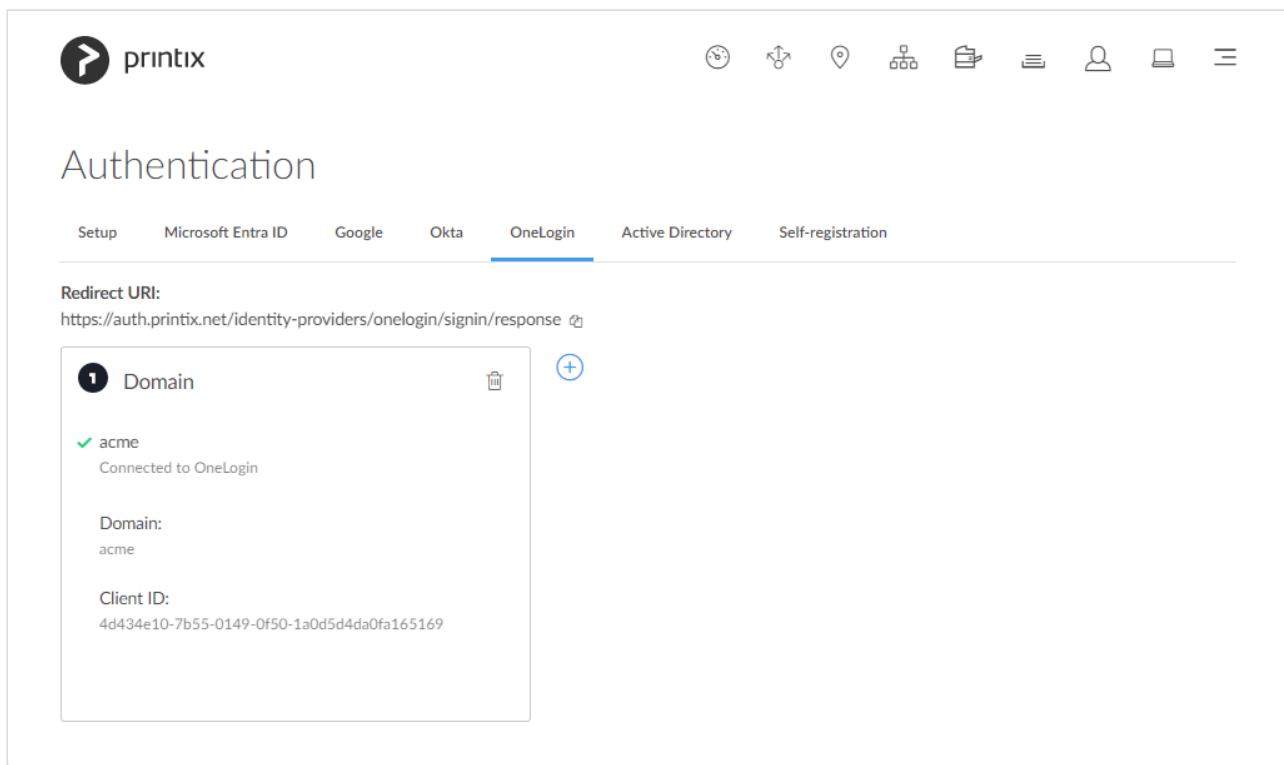
Client ID * Client ID

Client Secret * Client Secret

Connect

21. In **Domain** enter your OneLogin domain (*acme.onelogin.com*).
22. In **Client ID** paste the value you copied in step 13.
23. In **Client Secret** paste the value you copied in step 14.
24. Select **Connect**.

How to add multiple domains



printix

Authentication

Setup Microsoft Entra ID Google Okta **OneLogin** Active Directory Self-registration

Redirect URI:
<https://auth.printix.net/identity-providers/onelogin/signin/response>

1 Domain

✓ acme
Connected to OneLogin

Domain:
acme



Client ID:
4d434e10-7b55-0149-0f50-1a0d5d4da0fa165169

+

1. Select **Add** (+) to add another OneLogin domain.

13.65. 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. Check **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 uncheck **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 can not sign in with their network username and password.

See also:

- [How to deploy Printix Client](#)

Troubleshooting sign in

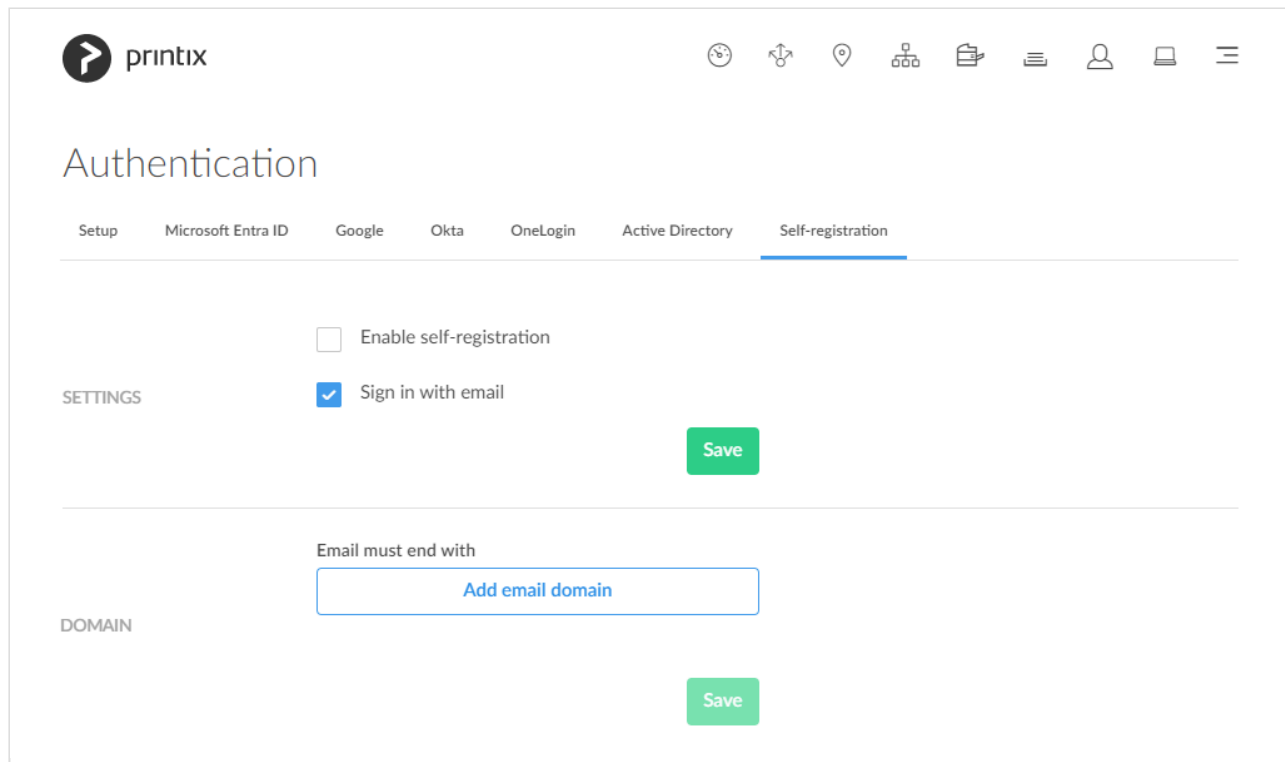
Not authorized. You do not have permission to use Printix Administrator

- 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.

13.66. How to enable self-registration



The screenshot shows the Printix Administrator interface. At the top, there's a navigation bar with the Printix logo and several icons. Below it, the 'Authentication' section is active, with tabs for Setup, Microsoft Entra ID, Google, Okta, OneLogin, Active Directory, and Self-registration. The 'Self-registration' tab is selected. Under the 'SETTINGS' section, there are two options: 'Enable self-registration' (unchecked) and 'Sign in with email' (checked). A green 'Save' button is located below these settings. Under the 'DOMAIN' section, there is a text input field with the placeholder 'Email must end with' and a blue link 'Add email domain'. A green 'Save' button is also present below the domain section.

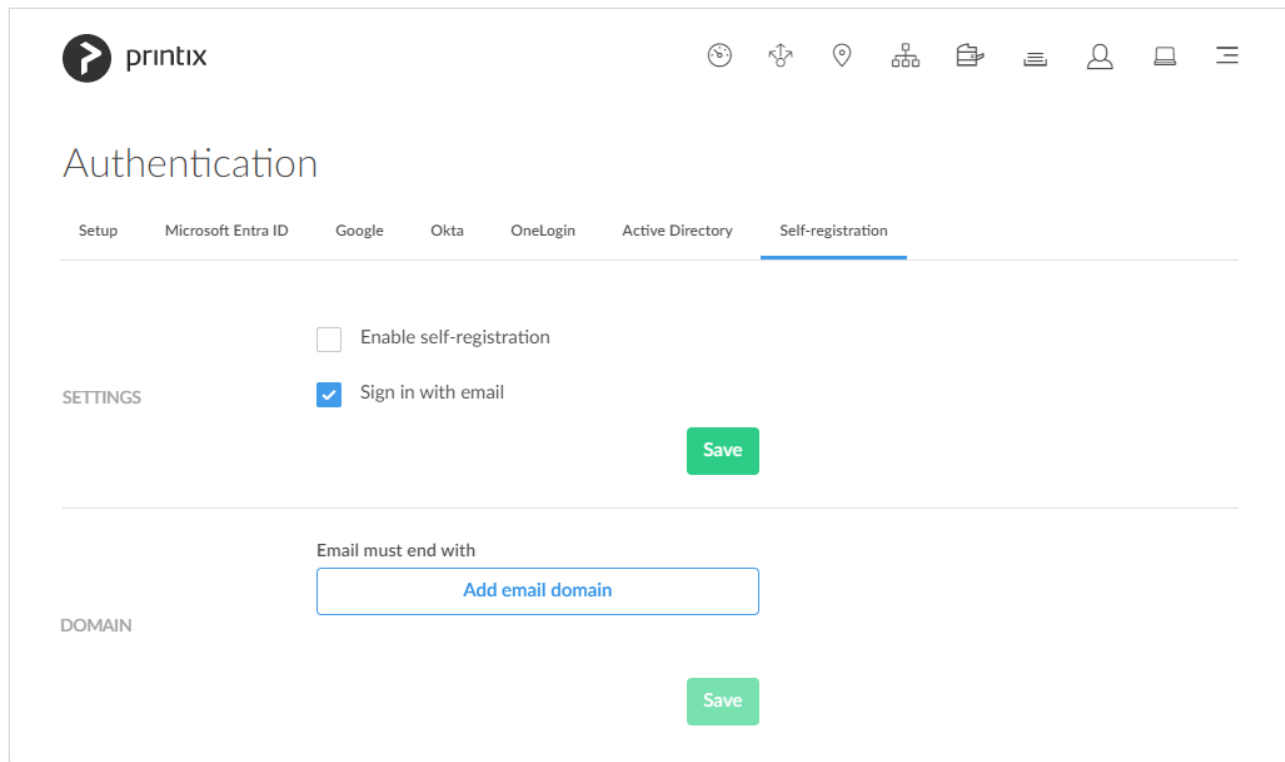
Enable this to allow users to self-register using their work email address.

1. On the **Authentication**  page select the [Self-registration](#) tab.
2. Check **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 like *gmail.com*, *outlook.com*, *yahoo.com*, or similar email service domains, as this will remove 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](#)

13.67. How to remove sign in with email



The screenshot shows the 'Authentication' settings page in the Printix Administrator. The 'Self-registration' tab is selected. Under the 'SETTINGS' section, the 'Sign in with email' option is checked. Below this, there is a 'DOMAIN' section with a text input field containing 'Add email domain' and a 'Save' button.

printix

Authentication

Setup Microsoft Entra ID Google Okta OneLogin Active Directory Self-registration

Enable self-registration

SETTINGS ☒ Sign in with email

Save

Email must end with

DOMAIN

Save

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 for the native Printix App for Android and iOS/iPadOS and **Sign in** from printix.net.

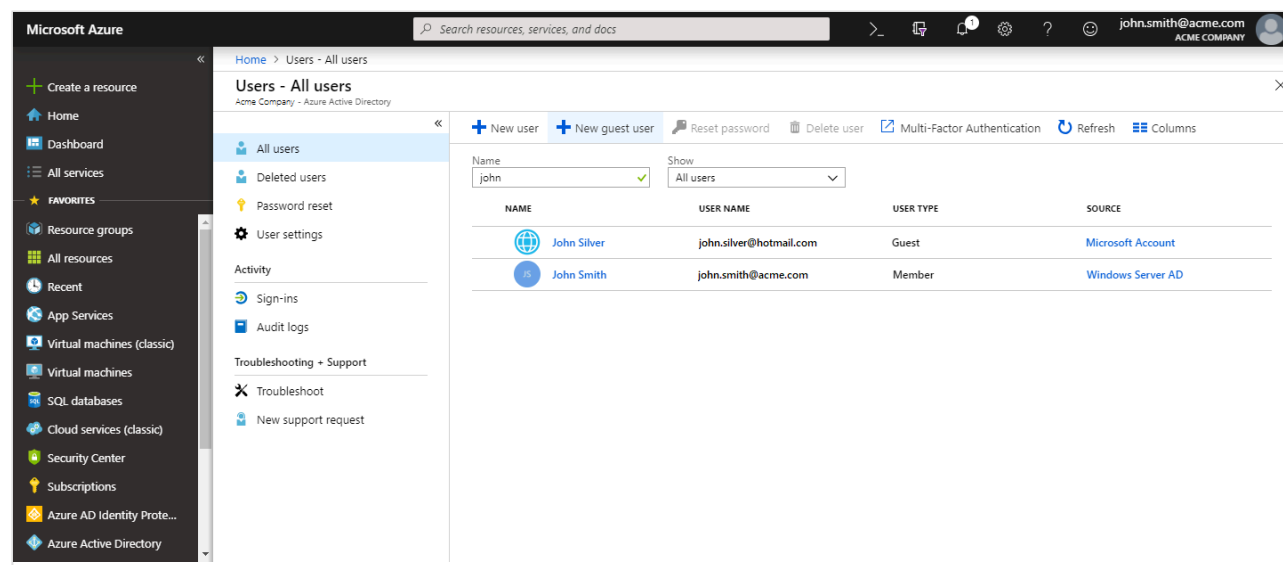
1. On the **Authentication**  page select the [Self-registration](#) tab.
2. Uncheck **Sign in with email**.
3. Select **Save**.

* If you need to sign in with email to Printix Administrator you can use **Sign in** from printix.net.

Do NOT remove the **Sign in with email** option if you have checked:

- [Enable self-registration](#).
- [Enable Active Directory authentication](#).

13.68. How to add guest users to Microsoft Entra ID



Printix support guest printing, that is, you can allow a guest, that is, a user that is not a member of your organization, to print via Printix, including 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. On 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:

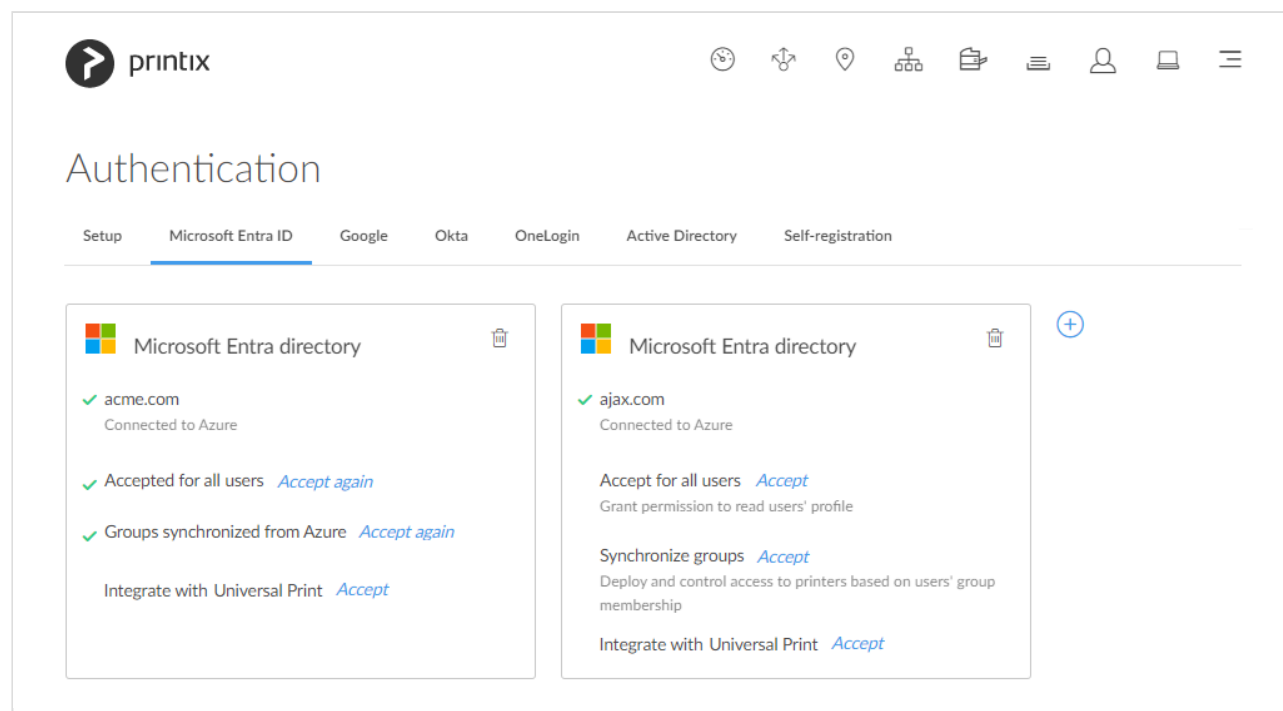
- Microsoft documentation on: [Microsoft Entra business-to-business \(B2B\) collaboration user](#).

13.69. How to add multiple Microsoft Entra directories

This is useful for separate companies, sharing office space and printers, as they can use the one and same Printix Home and only need to setup and manage printers and print queues once. Furthermore,

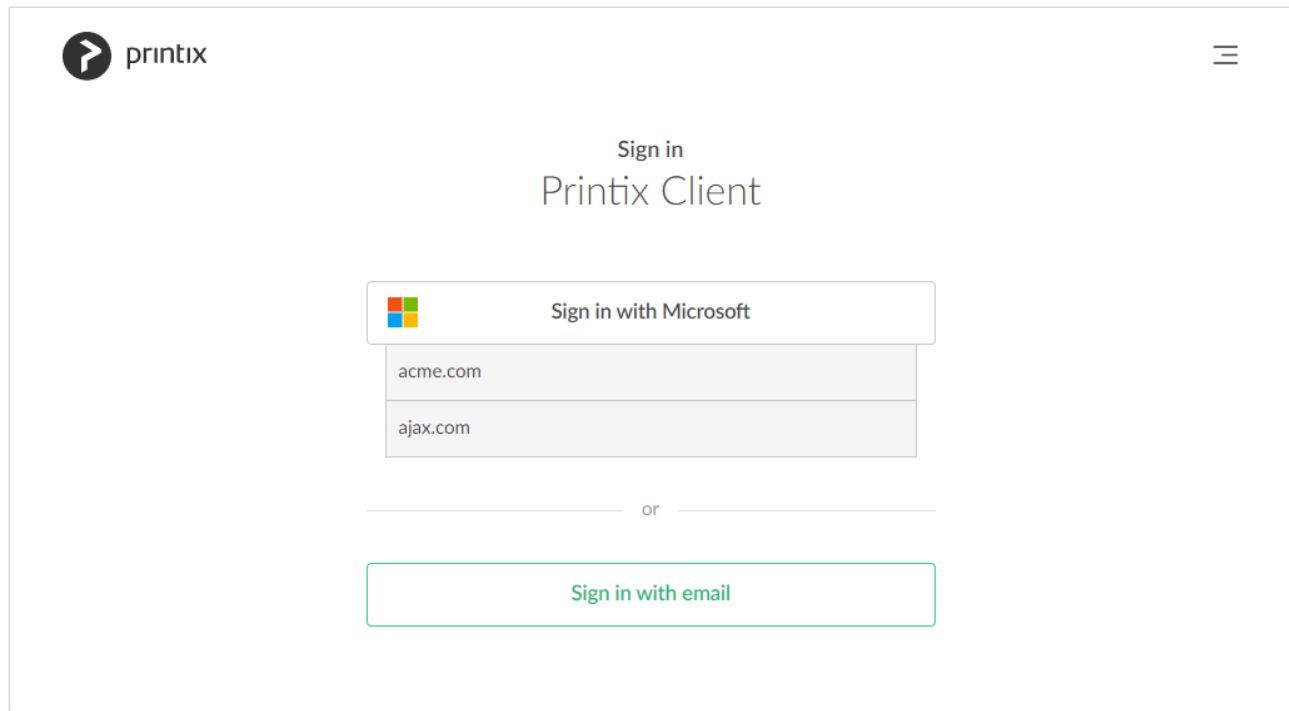
Microsoft Entra users' Department is recorded and can be used to post process data for subsequent departmental/company billing.

1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. Select **Add**  to add another Microsoft Entra directory.



! If there are more than one Microsoft Entra directories, then **Sign in** to Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 computers. The user must select 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.







13.70. 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](#)

! 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 role as global admin 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 role as **System manager** 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 setup, 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.

13.71. How to change the role of a user



As [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.

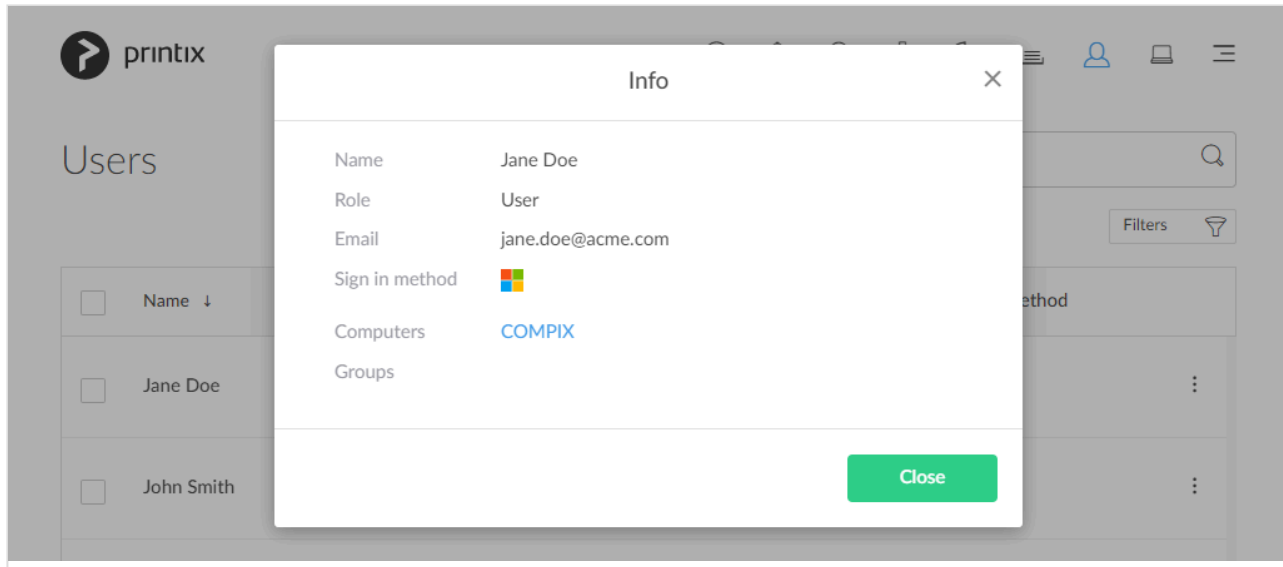
13.72. How to search for users

Use **Search**  to find users.

1. Open the [Users](#)  page.
2. Select **Search** .
3. Enter part of the user's name or email.

Uppercase and lowercase letters are treated the same.

- Select user's **Name** or select  and **Modify** to open [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.



13.73. How to deploy Printix Client



Once 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 with Microsoft Endpoint Manager](#)
- [Deploy Printix Client for Mac with Microsoft Endpoint Manager](#)
- [Deploy Printix Client 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 page(s).
- **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 may want to 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, as 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 msixexec 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 once 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 (like **Windows**

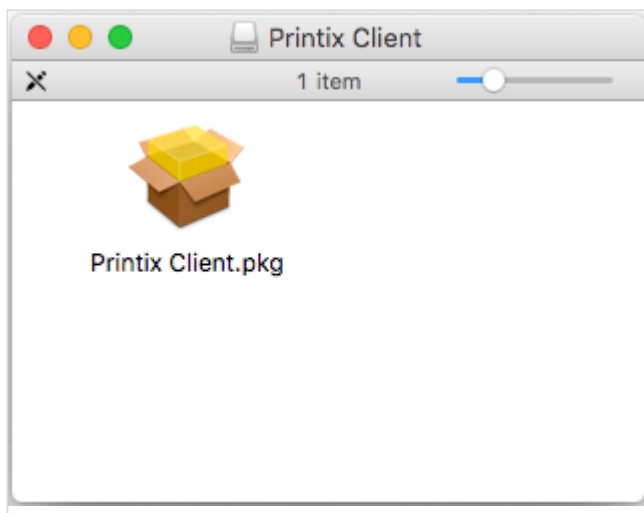
Autopilot) that completely configures a new computer before this is delivered to the user. This way, sign in is postponed until the user starts to use the computer.

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-select **CLIENT_{home}_{id}.DMG**.

After a few seconds the **Printix Client** dialog appears.



5. Copy the cardboard box icon (**Printix Client.pkg**).
6. Copy the cardboard box icon (**Printix Client.pkg**).
7. Use whatever tool you have to deploy the .pkg 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, then you can also install Printix Client. If there are signed in users you should ask them to sign out first. Otherwise these signed in users can not 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 the computer

Windows

1. Sign in to the computer as administrator.
2. Open **Task Manager**.
3. Select the **Users** tab.
4. Select the user and select **Sign out**.

Mac


1. Sign in to the computer as administrator.
2. Select the search icon in the top right corner or select **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 loginwindow process of the user to be signed out and select **Quit**.
6. Select **Force Quit**. You may be asked to enter your **Password**.

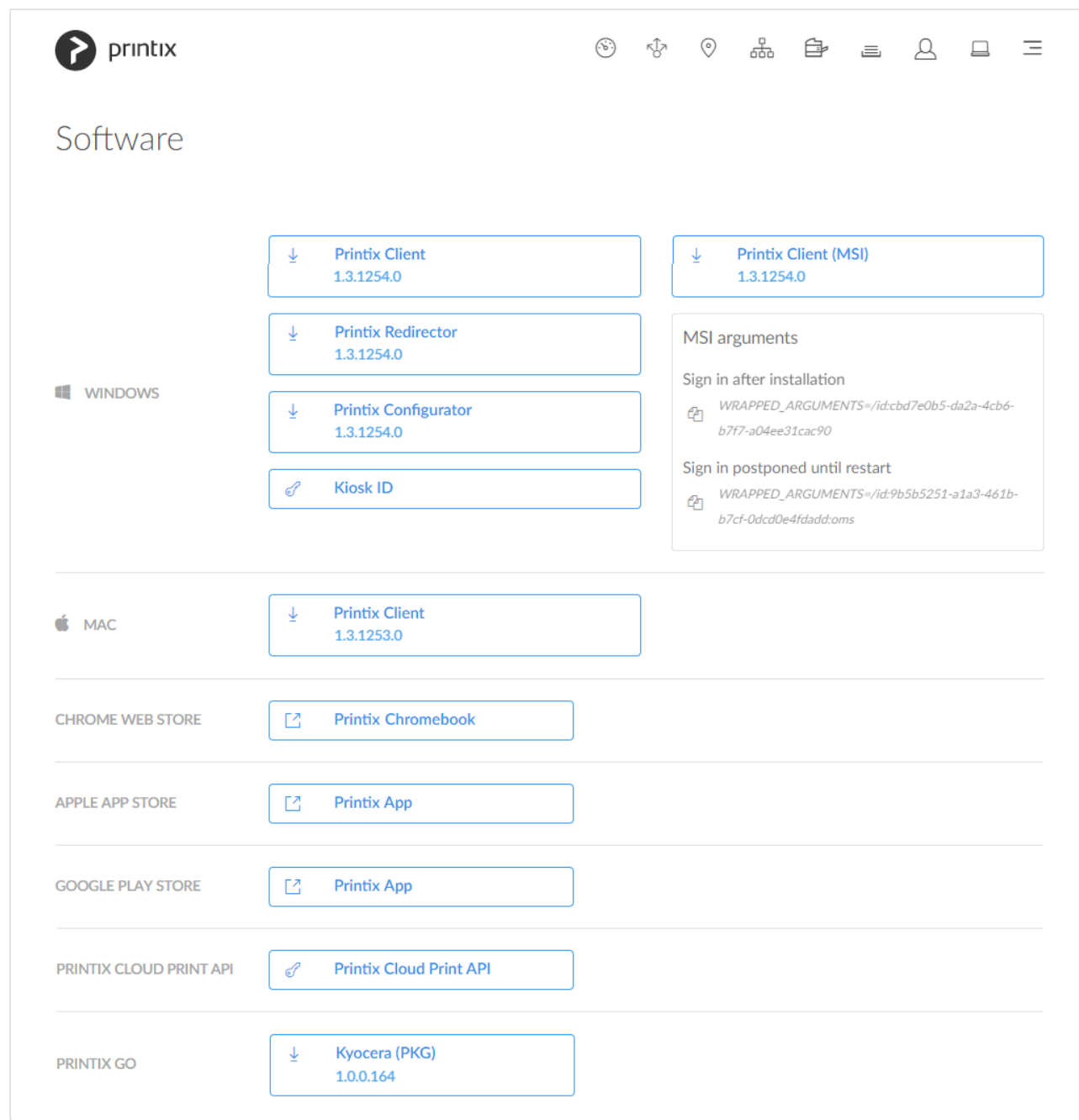
13.74. How to deploy Printix Client with Microsoft Endpoint Manager

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?](#)



Sign in to Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers. Works with editions: Pro, Enterprise, and Education. 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
- Printix Configurator 1.3.1254.0
- Kiosk ID

MSI arguments

Sign in after installation

`WRAPPED_ARGUMENTS=/id:cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90`

Sign in postponed until restart

`WRAPPED_ARGUMENTS=/id:9b5b5251-a1a3-461b-b7cf-0dcd0e4fdadd:oms`

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 (like **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 once a user has signed in.



If users have issues with **Sign in** to Printix Client after deployment, then please read: [Sign in issues](#).

Download the Printix Client Microsoft Installer (MSI) package

1. Open the [Software](#)  page.
2. Select **Printix Client (MSI)** to download it.

Example: `CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI`

Microsoft Endpoint Manager

3. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com), using your work account credentials.
4. In the Microsoft Endpoint Manager admin center, select **Apps**.
5. On the **Apps | Overview** blade, under **By platform**, select **Windows**.
6. On the **Windows | Windows apps** blade, select **Add**.
7. In the **Select app type** pane, under the **Other** app types, select **Line-of-business app**.
8. Select **Select** to select **App package file**.
9. In the **Add app** pane select **Select app package file**.
10. In the **App package file** pane, select the browse button. Then, select the `CLIENT_{home}_{id}.MSI` file you downloaded in step 2.
Example: `CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI`
The app details will be displayed.
11. Select **OK** on the **App package file** pane to add Printix Client.

The screenshot shows the 'Add App' page in the Microsoft Endpoint Manager admin center. The page is titled 'Add App' and 'Windows MSI line-of-business app'. It has three tabs: 'App information' (selected), 'Assignments', and 'Review + create'. 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 contains the following fields:

- Select file ***: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI
- Name ***: Printix Client
- Description ***: Printix Client
- Edit Description**: Link to edit the description.
- 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, there are 'Previous' and 'Next' buttons.

12. 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 can not 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 2.
 - After deployment, the /id value is saved in [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: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 would like to associate with this app.
- Optional **Logo**. Select **Select image** to select for example an image with the Printix logo.

13. Select **Next**.

14. 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 > Windows >'. The page title is 'Add App' with a subtitle 'Windows MSI line-of-business app'. The 'Assignments' tab is active, showing three sections: 'Required', 'Available for enrolled devices', and 'Uninstall'. Each section contains a table with columns for 'Group mode', 'Group', and 'Install Context'. The 'Required' section shows 'No assignments' and links to '+ Add group', '+ Add all users', and '+ Add all devices'. The 'Available for enrolled devices' and 'Uninstall' sections also show 'No assignments' and similar links. At the bottom, there are 'Previous' and 'Next' buttons.

15. Select **Next** to display the **Review + create** page.

16. Review the values and settings you entered.

17. When you are done, select **Create** to add Printix Client to Intune.


✿ If Printix Client does not deploy and your Microsoft Entra tenant's **MDM authority** is unknown, then check 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 later)) 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?

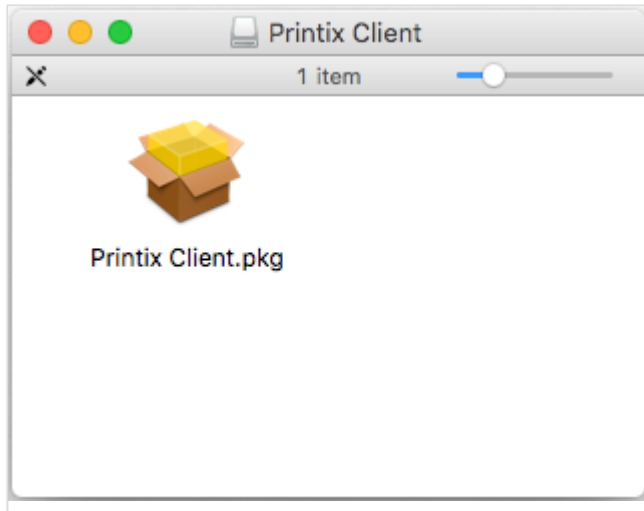
1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Client\Tenant
4. The value **TenantId** should be your Printix ID as show in the name of the MSI file you downloaded in step 2. Example: *cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90*.
The value **TenantName** is normally your Printix Home (*acme.printix.net*), however it may say *Printix Auto Name* when installation is via MSI/Microsoft Endpoint Manager.

13.75. How to deploy Printix Client for Mac with Microsoft Endpoint Manager

You can automatically deploy Printix Client for Mac with Microsoft Endpoint Manager.

Download Printix Client for macOS

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-select **CLIENT_{home}_{id}.DMG**.
After a few seconds the **Printix Client** dialog appears.



5. Copy the cardboard box icon (**Printix Client.pkg**).

Microsoft Endpoint Manager

6. Open a new browser window and sign in to **Microsoft Endpoint Manager admin center** (endpoint.microsoft.com), using your work account credentials.
7. In the Microsoft Endpoint Manager admin center, select **Apps**.
8. On the **Apps | Overview** blade, under **By platform**, select **macOS**.
9. On the **macOS | macOS apps** blade, select **Add**.
10. In the **Select app type** pane, under the **Other** app types, select **Line-of-business app**.
11. Select **Select** to select **App package file**.
12. In the **Add app** pane select **Select app package file**.
13. In the **App package file** pane, select the browse button. Then, select the *Printix Client.pkg* file you downloaded in step 5.
The app details will be displayed.
14. Select **OK** on 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 trail is 'Home > Apps > macOS'. The page title is 'Add App' with a subtitle 'macOS line-of-business app'. 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 has three tabs: '1 App information' (active), '2 Assignments', and '3 Review + create'. The 'App information' tab contains the following fields and values:

- 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)
- Install as managed**: No (selected)
- Category**: Productivity
- Show this as a featured app in the Company Portal**: 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.

15. On the **App information** page:

- In **Name** optionally edit the text: *Printix Client.pkg*
- In **Description** optionally edit the text: *Printix Client.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 would like to associate with this app.

- Optional **Logo**. Select **Select image** to select for example an image with the Printix logo.

16. Select **Next**.

17. 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 > macOS'. The page title is 'Add App' with a subtitle 'macOS line-of-business app'. There are three tabs: 'App information' (checked), 'Assignments' (selected), and 'Review + create'. Under the 'Assignments' tab, there are three sections: 'Required', 'Available for enrolled devices', and 'Uninstall'. 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.

18. Select **Next** to display the **Review + create** page.

19. Review the values and settings you entered.

20. When you are done, select **Create** to add Printix Client to Intune.

Troubleshooting


- ✿ Up to 8 hours after installation, the Microsoft **Company Portal** may still show the PrintixClient.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**).

13.76. How to deploy Printix Client for Mac

with Jamf Pro

You can automatically deploy Printix Client for Mac with Jamf Pro.

Download Printix Client for macOS

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-select **CLIENT_{home}_{id}.DMG**.
After a few seconds, the **Printix Client** dialog appears.
5. Copy the cardboard box icon (**Printix Client.pkg**) to a temporary location.

Jamf Pro




These instructions apply to Jamf Pro version 10.25. It may be different in other versions, but the principle is the same.

6. Open a new browser window and sign in to Jamf Pro.
7. In Jamf Pro, select **Computers**.
8. On the **Computers** page, select **Management Settings**. Under **Computer Management**, select **Packages**.
9. Select **New** to add a new package.
10. Under **Filename**, select **Upload** and select the **Printix Client.pkg** file that was copied in step 5.

11. Navigate to **Computers, Policies** and select **New** to add a new policy.
12. In the **Options** tab, specify the following settings:
 - In **Display name**, type: *Printix Client*
 - In **Trigger**, select: **Recurring Check-in**.
 - In **Execution frequency**, select: **Once per computer**.
13. Select **Packages** and select **Configure**.
14. Find the newly added Printix Client.pkg package and select **Add** to add it to the policy.
15. On the **Scope** tab, set the appropriate inclusions and exclusions.
16. Select **Save**.

13.77. How to deploy Printix Client for Mac with Addigy

Download Printix Client for macOS

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-select **CLIENT_{home}_{id}.DMG**.
After a few seconds, the **Printix Client** dialog appears.
5. Copy the cardboard box icon (**Printix Client.pkg**) to a temporary location.

Addigy

6. Log in to your Addigy environment and select **Catalog**, and then **Software**.
7. On the **Smart Software** tab, select **New**.
8. Enter a **Software name** and the **Version** you copied in step 2.
9. For the **Installation Files**, upload and select the .pkg file you copied in step 5.
Follow the instructions on the file selection screens until you return to the **Installation Files**. The file is successfully selected if green text says "Apps found".
10. **Save** the changes.
11. Go to **Policies** and add a desired policy from the catalog.
12. Select **Deploy**.

13.78. How to include Printix Client in a managed image

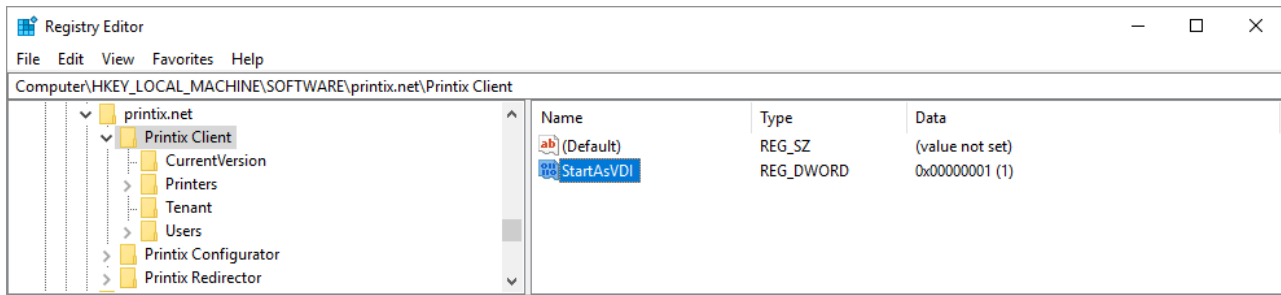
To make Printix Client work with a managed image, you need to modify Windows Registry before you create the managed image.

1. Install 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, you need to 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 undesired 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 **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 **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** (0×00000000)
This is the default. [Printix Client will update itself automatically](#).
 - **1** (0×00000001)
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** (0×00000002)
[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** (0×000003e7)
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** (0×00000000)
This is the default. Printix Client will make all installed print queues available to the signed in user.
 - **1** (0×00000001)
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 permissions 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

1. Open a command prompt and type: `echo %APPDATA%`
 - Normally 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

13.79. 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 * ⓘ Printix App

Description * ⓘ Use the Printix App to release documents on Printix managed printers.

Publisher * ⓘ Printix

Appstore URL * ⓘ https://play.google.com/store/apps/details?id=net.printix.printixapp

Minimum operating system * ⓘ Android 6.0 (Marshmallow)

Category ⓘ Productivity

Show this as a featured app in the Company Portal ⓘ ☒ Yes ☐ No

Information URL ⓘ https://printix.net

Privacy URL ⓘ https://printix.net/privacy

Developer ⓘ Printix

Owner ⓘ Printix

Notes ⓘ

Logo ⓘ [Select image](#)

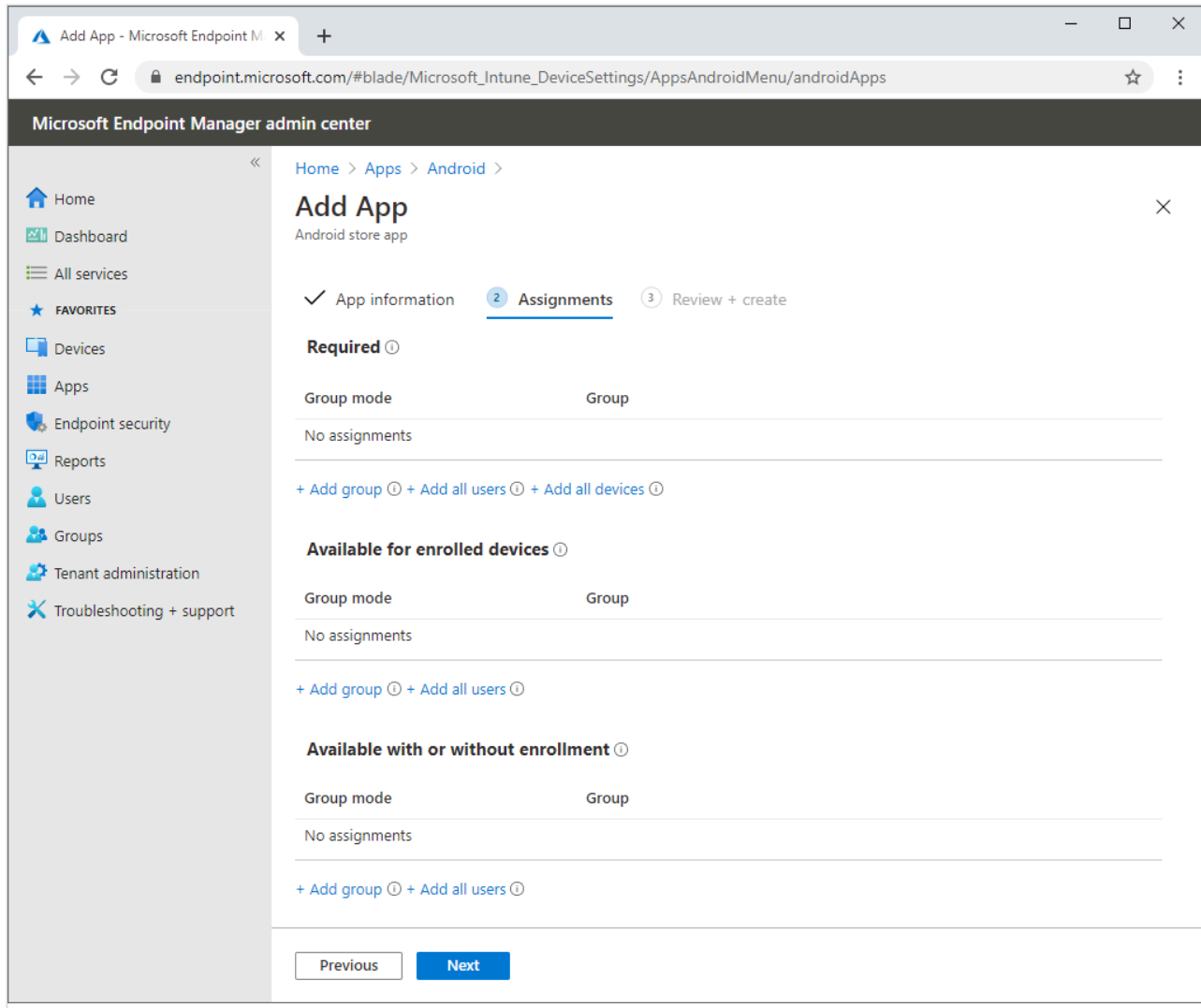
[Previous](#) [Next](#)

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 would like 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**.



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 Intune.

13.80. 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. In the Microsoft Endpoint Manager admin center, select **Apps**.
3. On the **Apps | Overview** blade, under **By platform**, select **iOS/iPadOS**.
4. On the **iOS/iPadOS | iOS/iPadOS apps** blade, 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

1 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 would like 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**.

Microsoft Endpoint Manager admin center

Home > Apps > iOS/iPadOS >

Add App

iOS store app

✓ App information 2 Assignments 3 Review + create

Required ⓘ

Group mode	Group	VPN	Uninstall on device ...
No assignments			

+ Add group ⓘ + Add all users ⓘ + Add all devices ⓘ

Available for enrolled devices ⓘ

Group mode	Group	VPN	Uninstall on device ...
No assignments			

+ Add group ⓘ + Add all users ⓘ

Available with or without enrollment ⓘ

Group mode	Group	Uninstall on device ...
No assignments		

+ Add group ⓘ + Add all users ⓘ

Uninstall ⓘ

Group mode	Group
No assignments	

+ Add group ⓘ + Add all users ⓘ + Add all devices ⓘ

Previous Next



12. Select **Next** to display the **Review + create** page.

13. Review the values and settings you entered.

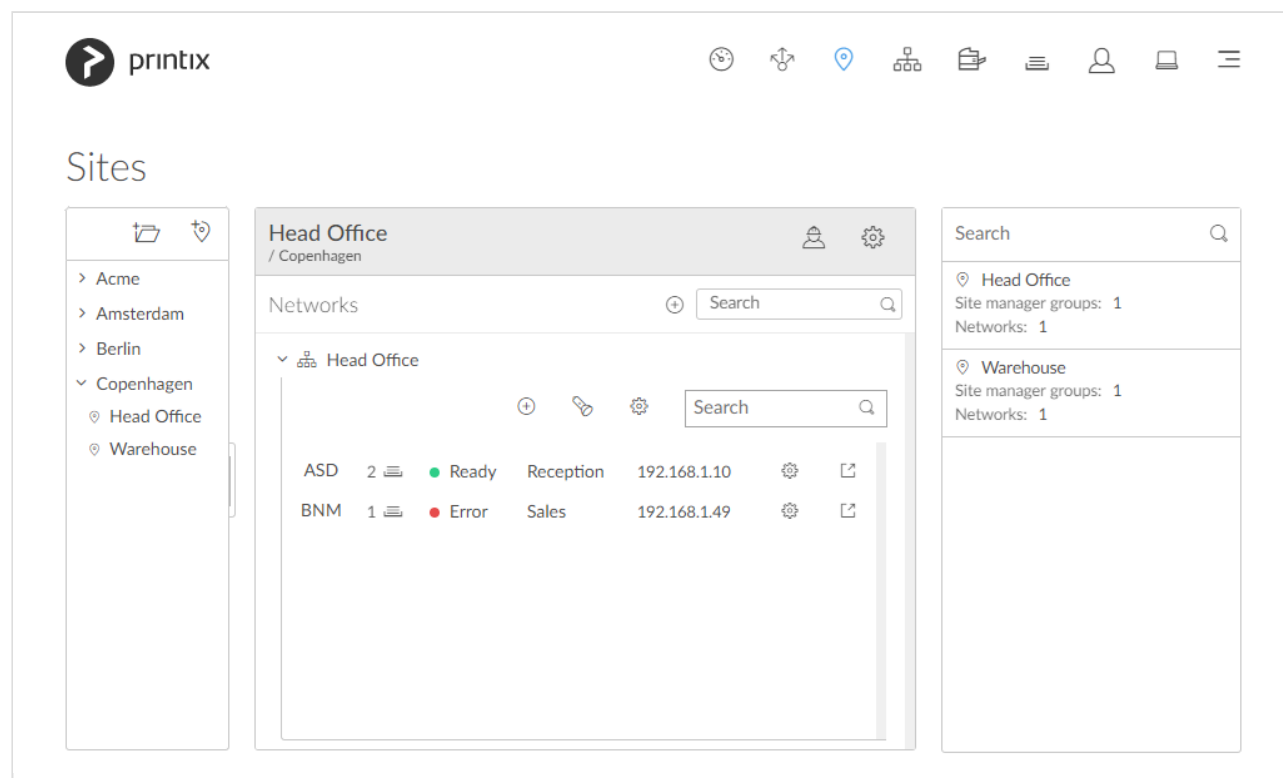
14. When you are done, select **Create** to add Printix App to Intune.

13.81. 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.
Uppercase and lowercase letters are treated the same.

13.82. 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 permissions 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](#)




Role as [System manager](#) 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.

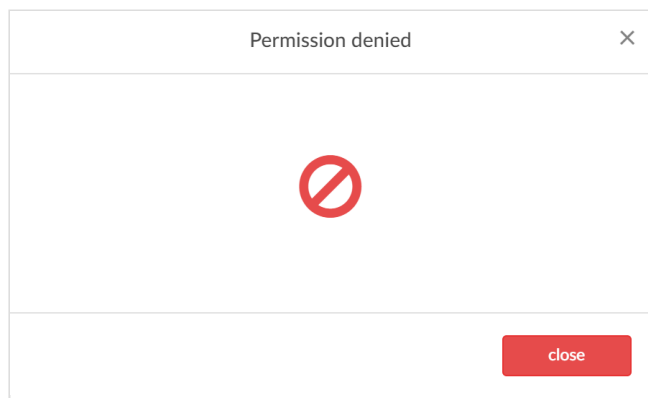
History

- 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 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.

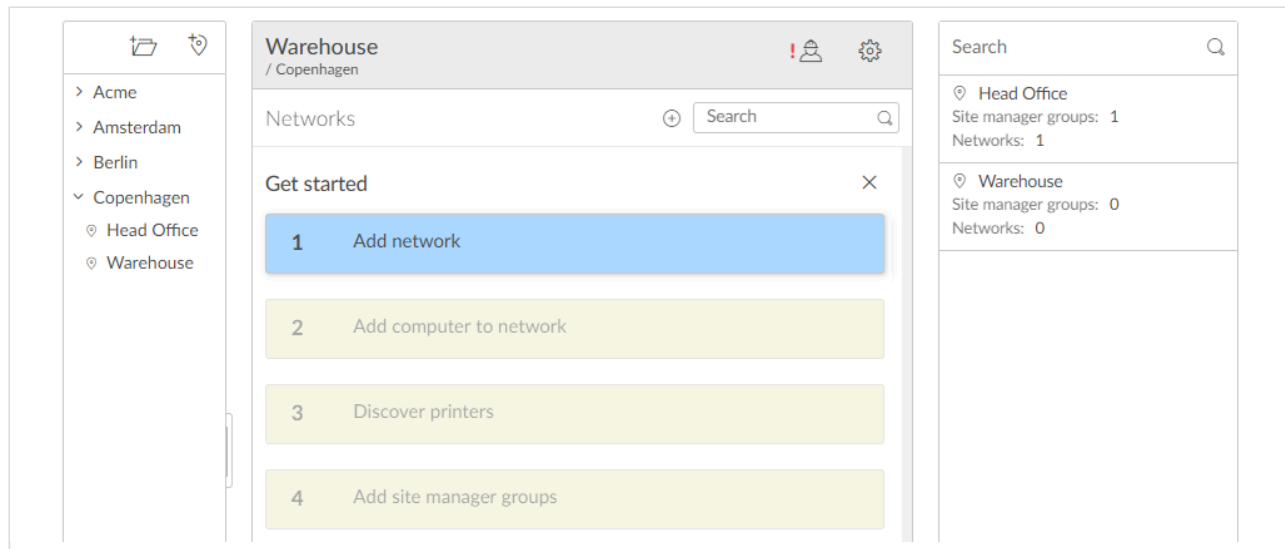
How to delete a printer

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 Printix Client.

How to create a site


1. Open the [Sites](#)  page.
2. Select **Create site** .
3. In the **Create site** dialog, enter **Site name**.
4. Select **OK**.



5. Select the new site and complete the **Get started** wizard:

- **1. Add network.**
- **2. Add computer to network.**
- **3. Discover printers.**
- **4. 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 **Site**  menu and select **Delete site**.




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, then 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 **Site**  menu and select **Add networks**.

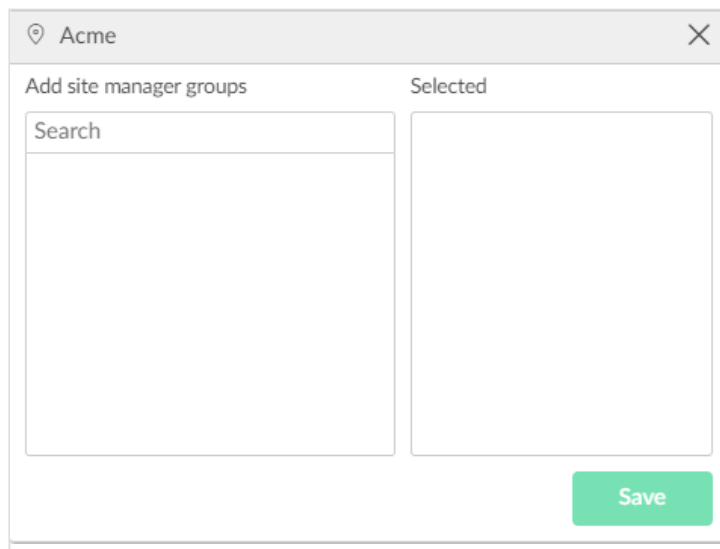
4. Select the networks to be added to the site.
 - Select **Search**  to search by network name.
Uppercase and lowercase letters are treated the same.
5. Select **Save**.

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 **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.

13.83. 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 / Site**  menu and select **Add site manager groups**.
Alternatively, right-click the folder or site and select **Add site manager groups**.








The screenshot shows a dialog box titled 'Acme' with a close button (X) in the top right corner. Inside the dialog, there are two main sections: 'Add site manager groups' on the left and 'Selected' on the right. The 'Add site manager groups' section contains a search input field with the placeholder text 'Search'. Below the search field is a large empty rectangular area. The 'Selected' section is also a large empty rectangular area. At the bottom right of the dialog, there is a green button labeled 'Save'.

5. Select **Search**  to search by group name.
Uppercase and lowercase letters are treated the same.
6. Select the groups to add the groups whose users will have the role as **Site manager**.
7. Select **Save**.

See also:

- [How to work with sites](#)

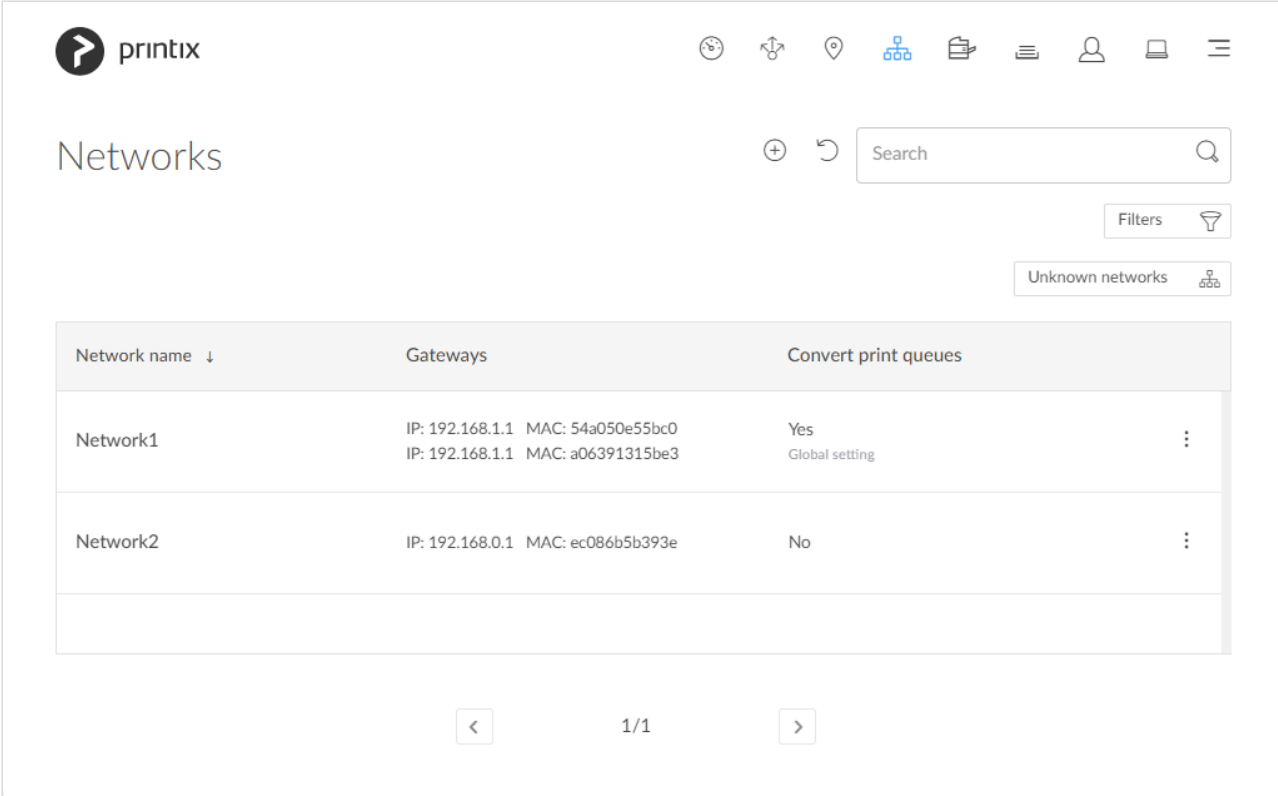
13.84. How to remove a site manager group from a site

1. Open the [Sites](#)  page.
2. Select the site.
3. In the center pane, select **Site setup**  to open **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](#)



13.85. How to add a network



The screenshot shows the Printix Networks management interface. At the top, there is a navigation bar with the Printix logo and various icons. Below the navigation bar, the title 'Networks' is displayed. To the right of the title, there is a search bar and a 'Filters' button. Below the search bar, there is a 'Unknown networks' button. The main content area contains 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 interface, there is a pagination bar showing '1/1' and navigation arrows.

1. Open the [Networks](#)  page.
2. Select **Add network** .
3. In the **Create new network** dialog 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 there are no computers on unknown networks, it will say: No computers on unknown networks.

The screenshot shows the 'Unknown networks' page. At the top, there is a search bar and a help icon. Below is 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:

- 'Select to Add to network' points to the first gateway row.
- 'Select ? to open Help' points to the help icon in the top right.
- 'Select to see the Computers on the gateway' points to the computer icon next to the number of computers in the first row.



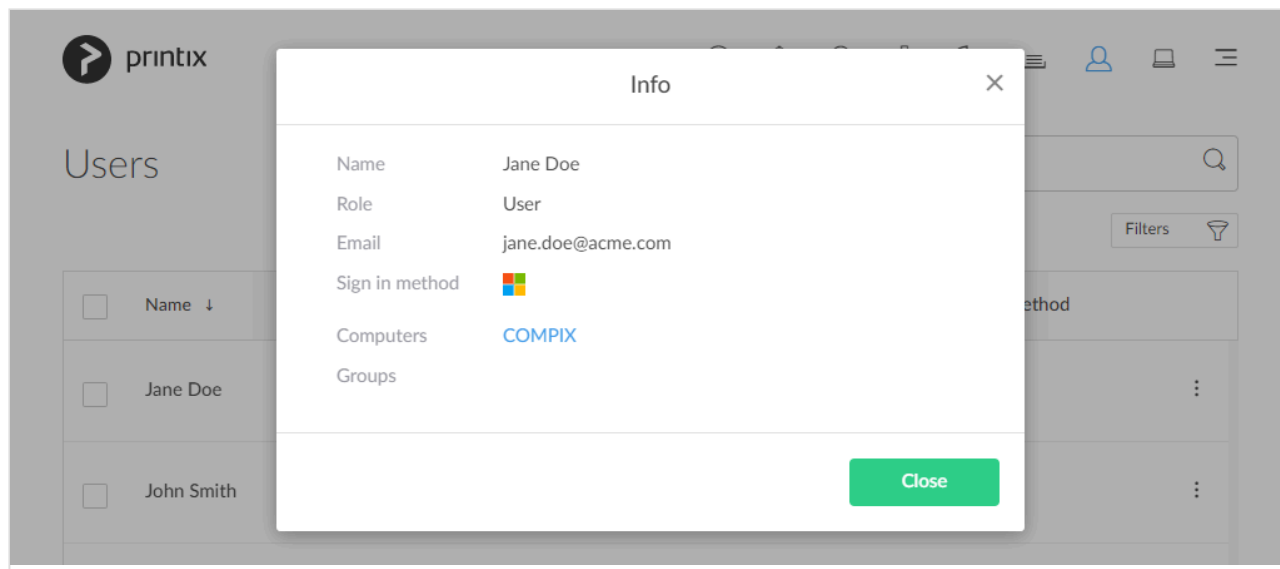
The gateway with the most computers is at the top, and is probably the one you want to add to the network.

6. Select the gateway (identified by **IP** and **MAC** address).
7. On the [Gateway properties](#) page, select the newly added network.
8. Select **Save**.

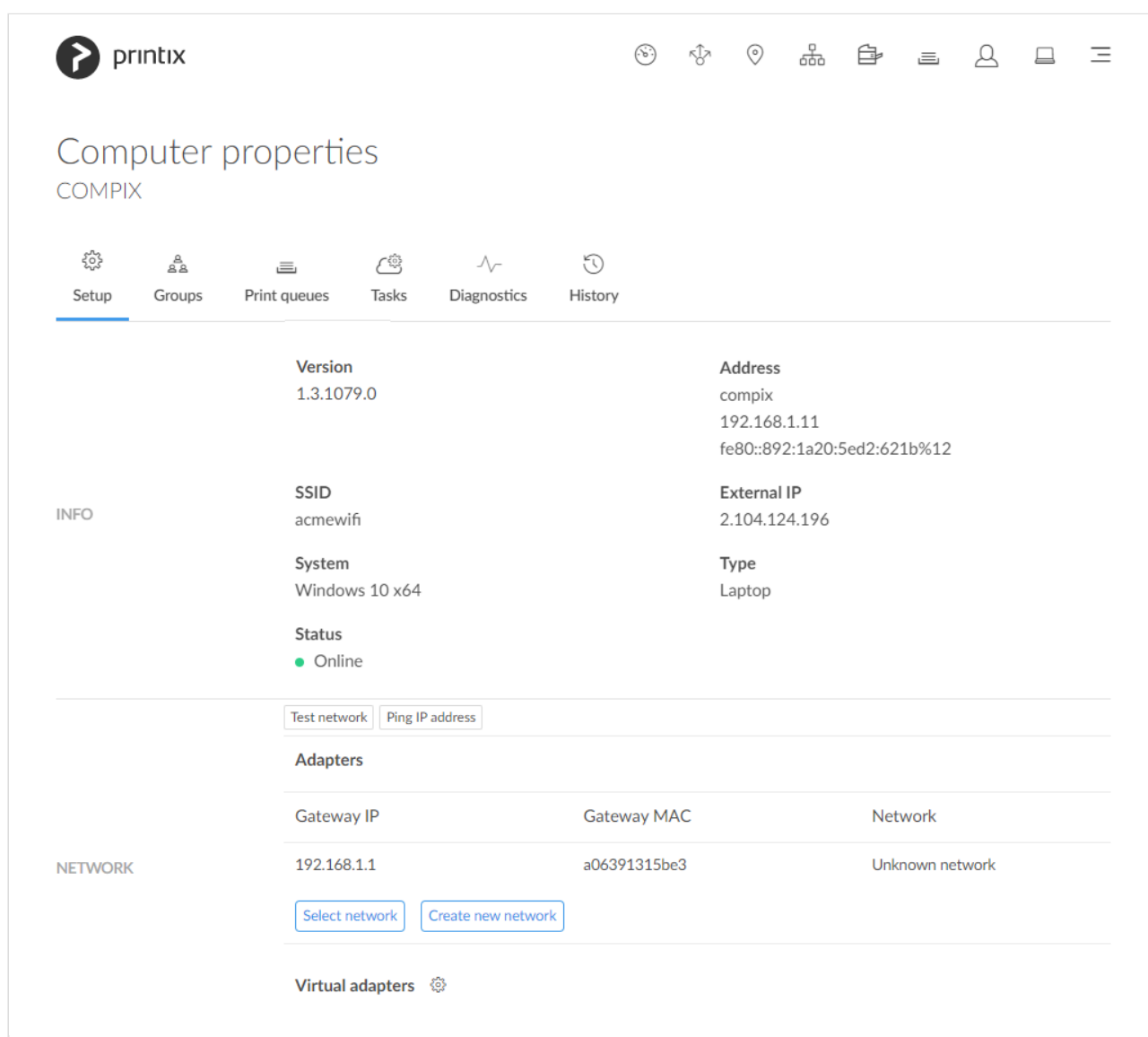
How to add a network/gateway from the computer properties page

This alternative method is useful if there are many unknown networks.

- 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 who's computer is on the unknown network.
 2. Enter part of the user's name or email.
Uppercase and lowercase letters are treated the same.
 3. Select and **Info** to see information about the user.



4. Select the **Computer (COMPIX)** link to open the **Computer properties** page.



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**.



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

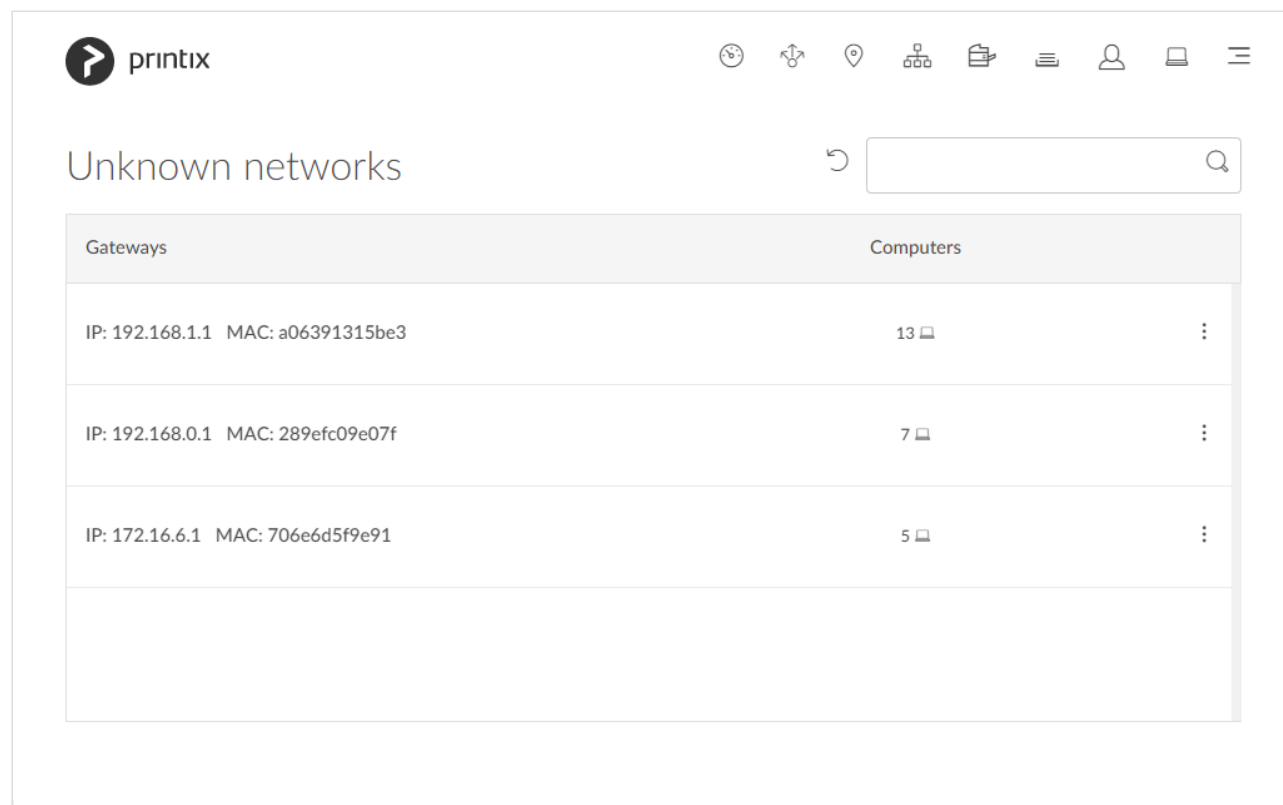
If you know the **IP** and the **MAC** address of the gateway, you can either:

- Use [Add gateway](#) on the **Network properties** page.
- Use [Printix Configurator to add the gateway](#) to an existing network.




13.86. 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**.

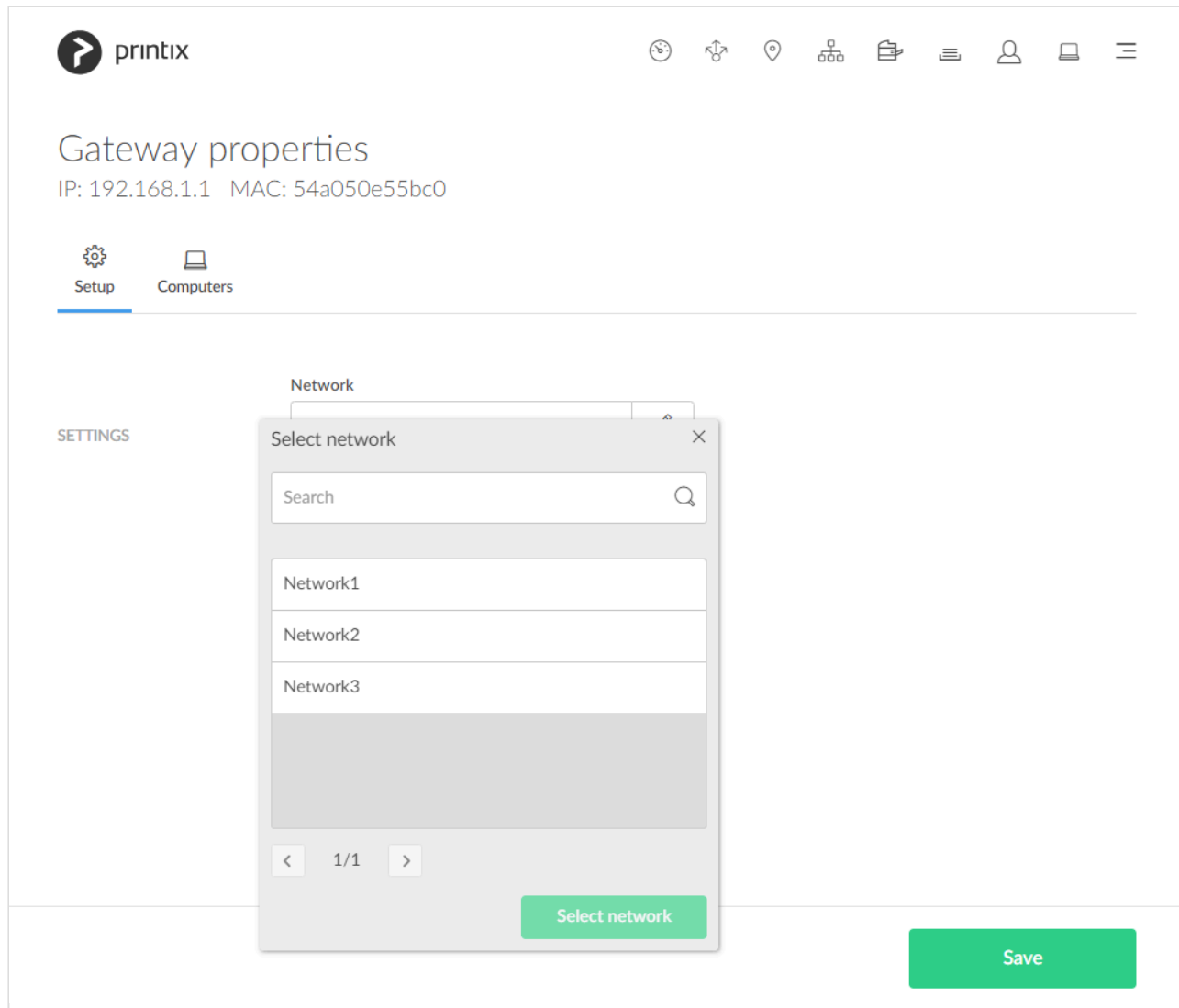
13.87. How to add an unknown network to a network






The screenshot shows the 'Unknown networks' page in the Printix interface. The page has a header with the Printix logo and a navigation bar with various icons. Below the header, there is a search bar and 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 

1. Open the [Networks](#)  page.
2. Select **Unknown networks**.
 - If there are no computers on unknown networks, it will say: No computers on unknown networks.
 - If there are many unknown networks you can [Add a gateway from the computer properties page](#).
 - Alternatively use the [Add gateway](#) button 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.

13.88. 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**.

13.89. 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**.

13.90. 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*](#)
2. [Add the gateway to the network *Network1*](#)
3. [Delete the network *Network2*](#)


1. Delete the gateway from the network *Network2*

4. Open the [Networks](#)  page.
5. Select the network *Network2*.
6. Select **Modify**.
7. On the [Network properties](#) page identify the **Gateways** section.
8. Select the **Delete**  icon.
You may want to note the **IP** and **MAC** as this is the same gateway you need to select in step 14.
9. Select **Confirm**.

2. Add the gateway to the network *Network1*

10. Open the [Networks](#)  page.
11. Select **Unknown networks**.
If there are no computers on unknown networks, it will say: No computers on unknown networks.
12. Select the gateway (identified by **IP** and **MAC** address).
13. On the [Gateway properties](#) page, select the network *Network1*.
14. Select **Save**.

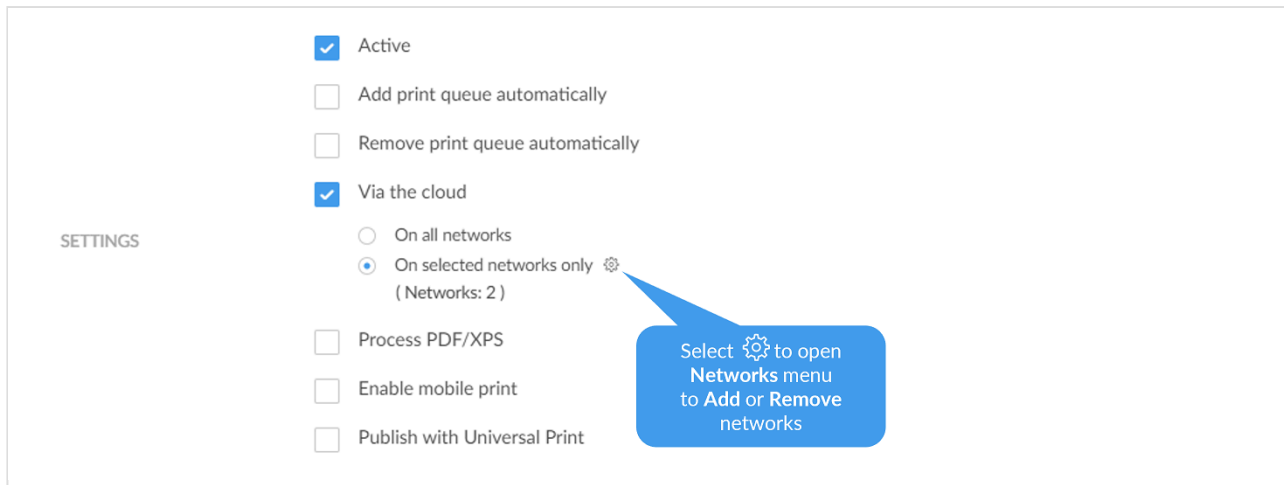
3. Delete the network *Network2*

15. Open the [Networks](#)  page.
 16. Select the network *Network2* and select **Delete**.
 17. Check **Move printers to another network**.
 18. Select network *Network1*. Select **OK** to move the printers to network *Network1* and delete the network *Network2*.
- If you uncheck **Move printers to another network**, then all printers on the network will also be deleted.


13.91. How to enable printing via the cloud


Normally, 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. Check **Via the cloud**.
 - Can only be modified if you have the role: **System manager**.



SETTINGS

- ☒ Active
- ☐ Add print queue automatically
- ☐ Remove print queue automatically
- ☒ Via the cloud
 - ☐ On all networks
 - ☒ On selected networks only 

Select  to open
Networks menu
to Add or Remove
networks
 - (Networks: 2)
- ☐ Process PDF/XPS
- ☐ Enable mobile print
- ☐ Publish with Universal Print

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	✓	-	-	-	-	-	-	⋮

See also: [Networks](#)

Users whose computer is on an **Unknown** network, perhaps while they are working at home or travelling, 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

The screenshot shows the 'Print queue properties' dialog in the Printix interface. The 'Networks' tab is selected, showing a list of networks: Network1, Network2, Network3, and Network4. Network3 is currently selected. A 'Save' button is visible at the bottom right of the dialog. In the background, the 'Print queue properties' table is visible, showing two queues: 'Reception' (ID ASD) and 'Sales' (ID BNM). The 'Reception' queue has 'Via the cloud' checked and 'On all networks' unchecked. The 'Sales' queue has 'Via the cloud' checked and 'On all networks' unchecked.

If you are modifying multiple print queues the following rules apply:

- If you check **Via the cloud** then all selected print queues will have **Via the cloud** checked and **On all networks** checked.
- If you uncheck **Via the cloud** then all selected print queues will have **Via the cloud** unchecked.
- If you check **On all networks** then all selected print queues that has **Via the cloud** checked will

have **On all networks** checked.



- If you check **On selected networks only** then all selected print queues that has **Via the cloud** checked will have **On selected networks only** checked.
- If you select **Networks setup**  to open **Networks**  menu then 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 via 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 support 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.

13.92. 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 once 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, Printer 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** (portal.azure.com). **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.
 - Please refer to 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.
- Please refer to the [Google Workspace Administrator Help](#).

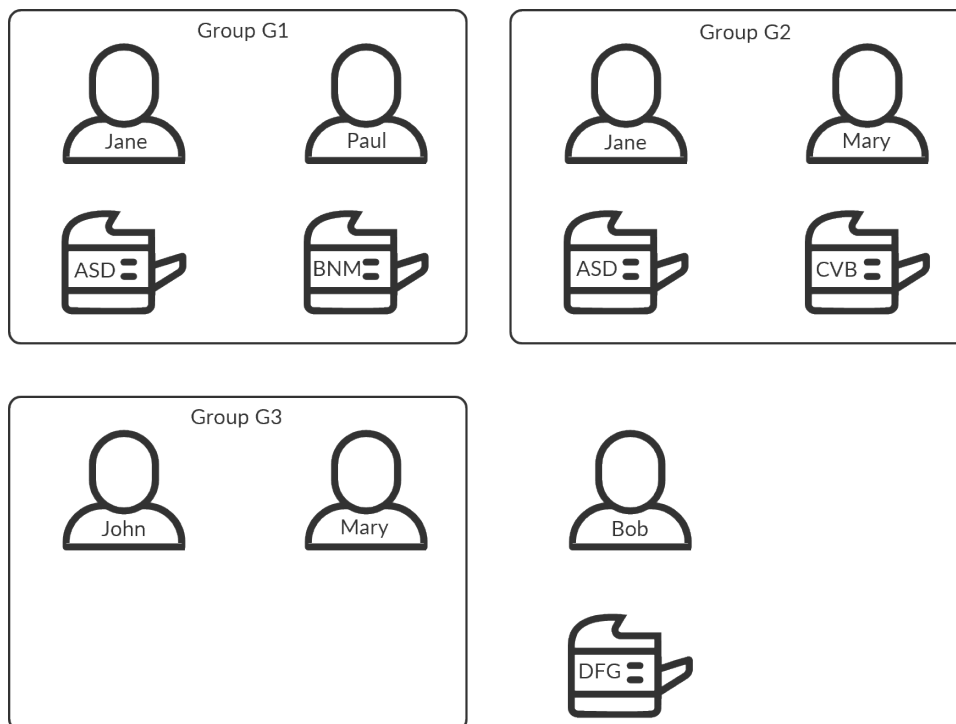
• Print queues

- Print queue/group membership is maintained in **Printix Administrator** by adding groups to print queues.
- A print queue that has **Exclusive access** checked 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** checked for any group, can be accessed by all users.
- Printing to a print queue without access will result in a message like: *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** checked, 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 via **useGroupPermissions** to set security permissions on print queues. **Exclusive access** groups on print queues will now limit the security permissions 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. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
printix.net\Printix Client\
4. In the Printix Client folder add the DWORD value name **useGroupPermissions**.

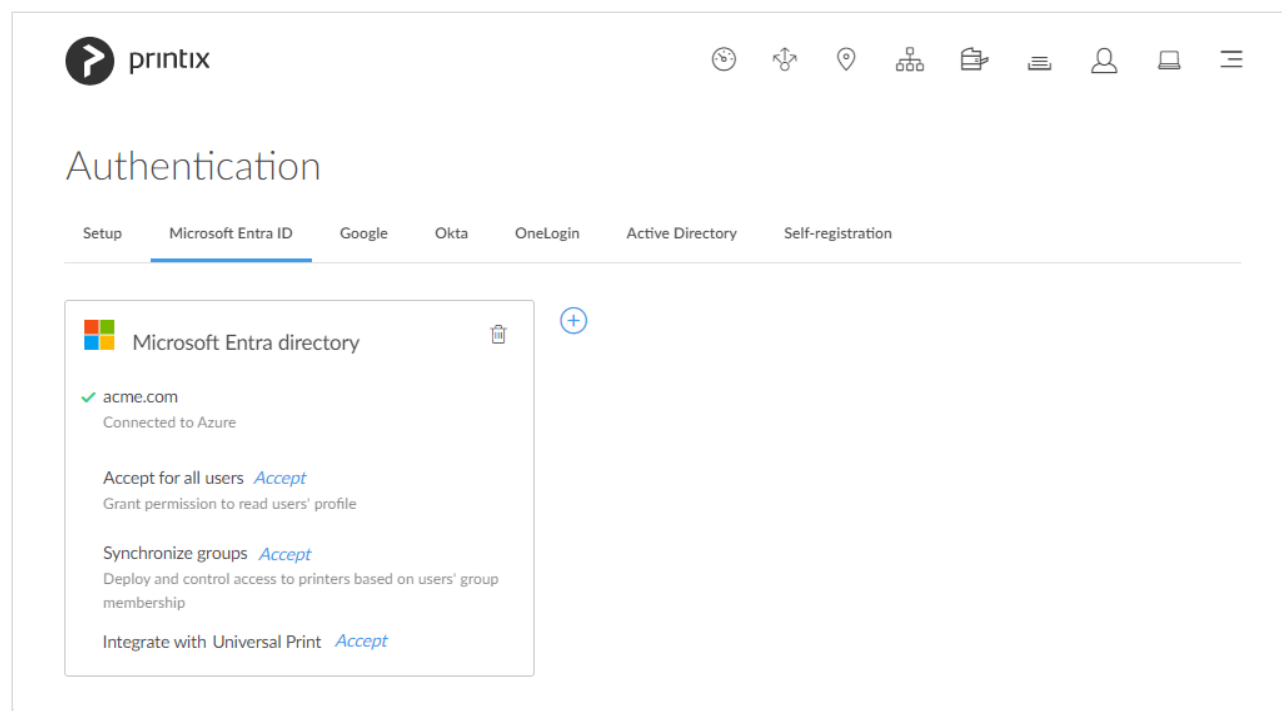
It can take on these **Decimal** values (hex value in parenthesis):


- **0** (0×00000000)
This is the default. Printix Client will make all installed print queues available to the signed in user.
- **1** (0×00000001)
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**.

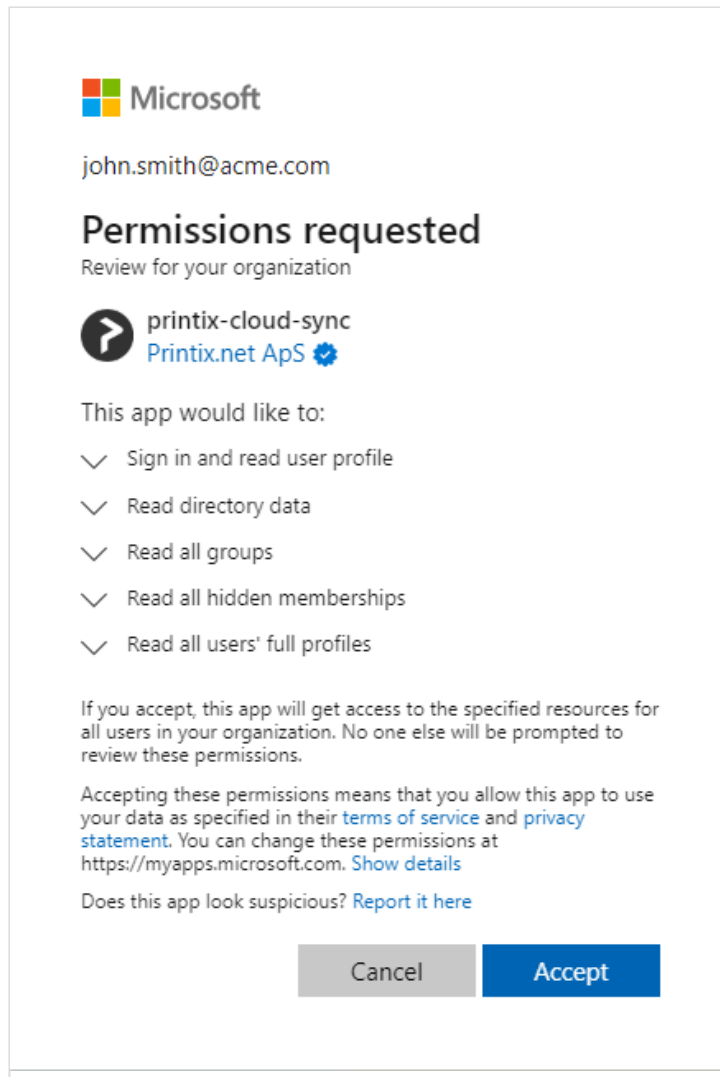
13.93. How to enable Microsoft Entra groups

If you have enabled [Microsoft Entra authentication](#), you can use Microsoft Entra groups to deploy and control access to printers based on users' group membership. You must have the role as global admin in Microsoft Entra ID to synchronize groups.

* Nested groups are not supported.



1. On the **Authentication**  page, select the [Microsoft Entra ID](#) tab.
2. For **Synchronize groups**, select **Accept**.
3. On the **Microsoft Sign in** page:
 - Enter your administrator account. You must have the role as global admin in Microsoft Entra ID to synchronize groups.
 - Enter **Password**.
4. Select **Sign in**.

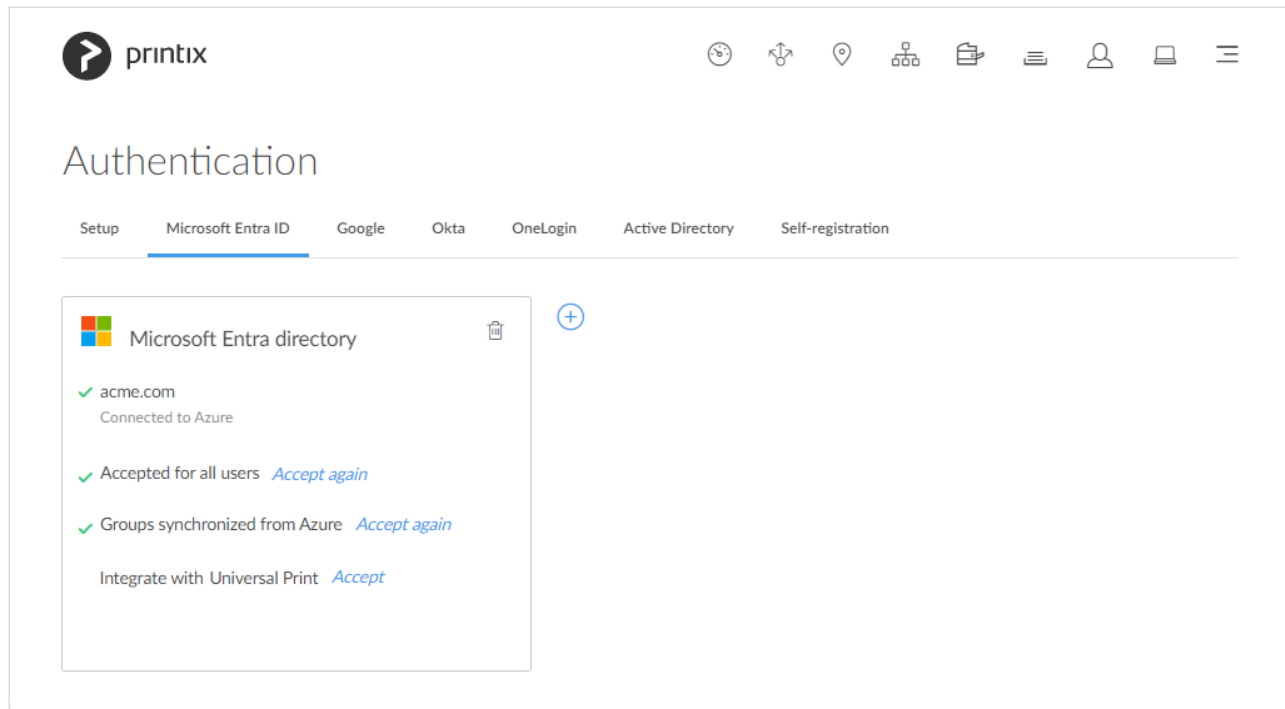


5. Printix will ask you to accept permissions for your organization to:

- Sign in and read user profile.
- Read directory data.
- Read all groups.
- Read all hidden memberships.
- Read all users' full profiles.

6. Select **Accept** to grant these permissions, so Printix can synchronize groups.

If this is successful you will see: **Groups synchronized from Azure**. If you select **Accept again**, it will do a full synchronization (can take time!). In Microsoft Azure, this will add 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 role as global admin in Microsoft Entra ID.
RESOLUTION: On the **Microsoft Sign in** page sign in with an account that has the role as global admin.

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.

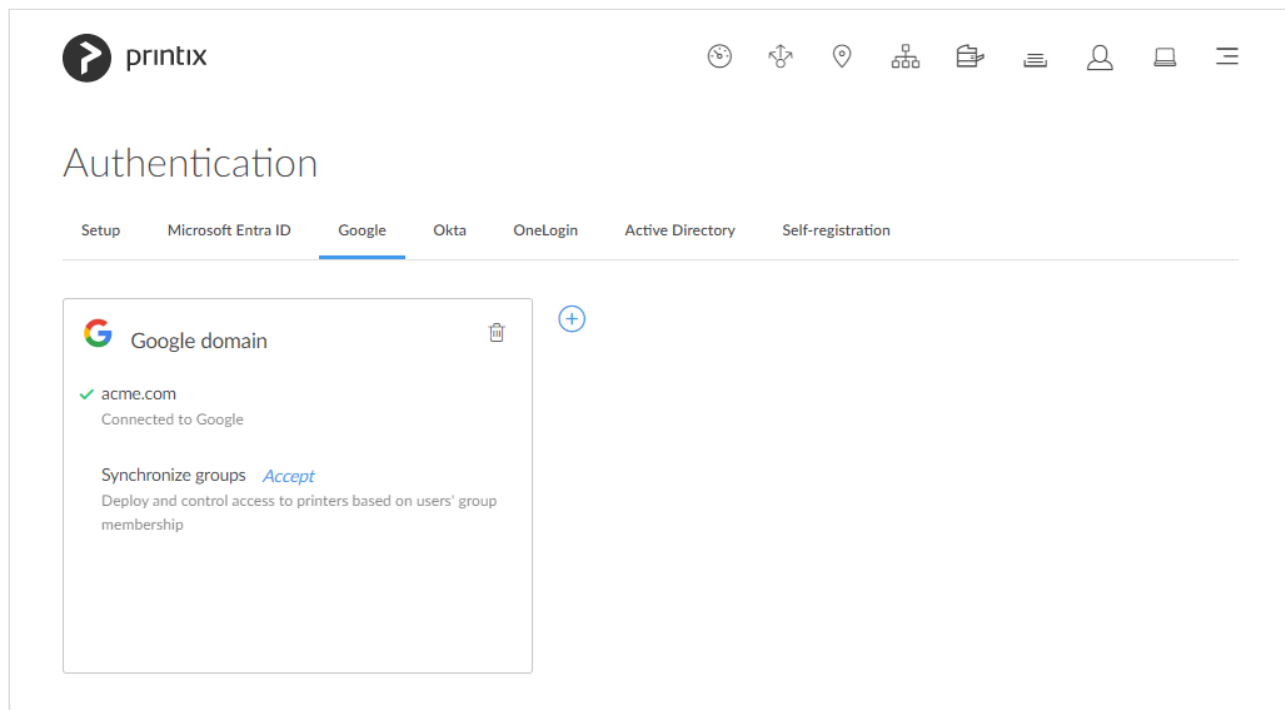
1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com), using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.


4. On the left pane, select **Enterprise applications**.
5. Search for *printix* should list two applications, namely: **Printix** and **printix-cloud-sync**.

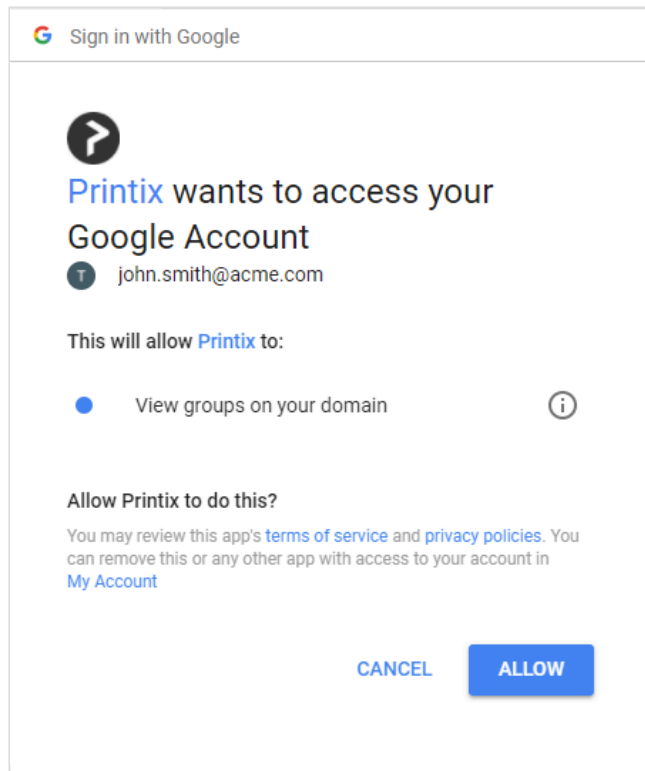
13.94. How to enable Google groups

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.

* Nested groups are not supported. Computer groups are not supported.

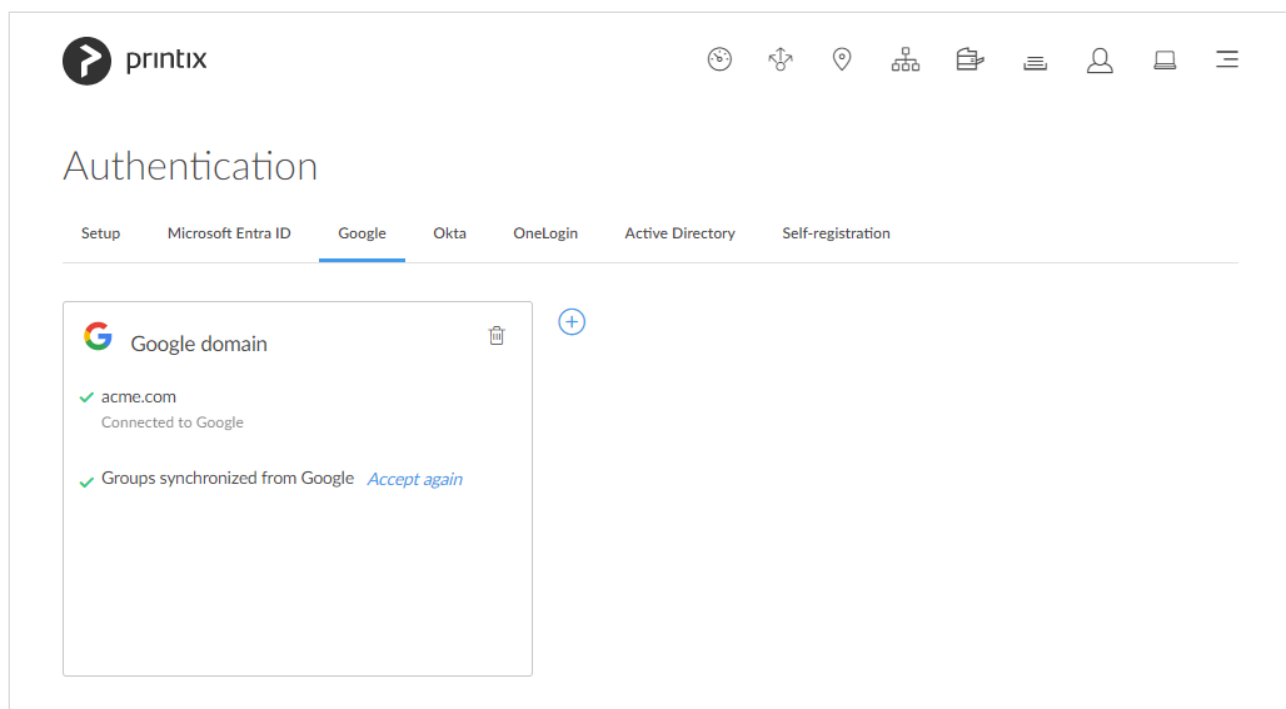


1. On the **Authentication**  page select the [Google](#) tab.
2. For **Synchronize groups** select **Accept**.
3. On the **Sign in with Google** page sign in using your Google Workspace administrator account (*john.smith@acme.com*):
 - Enter your administrator account.
 - Enter **Password**.
4. Select **Next**.



5. You will be asked to allow Printix to:
 - View groups on your domain.
6. Select **Allow**, so Printix can synchronize groups.

If this is successful you will see: **Groups synchronized from Google**. If you select **Accept again**, it will do a full synchronization (can take time!).



Troubleshooting

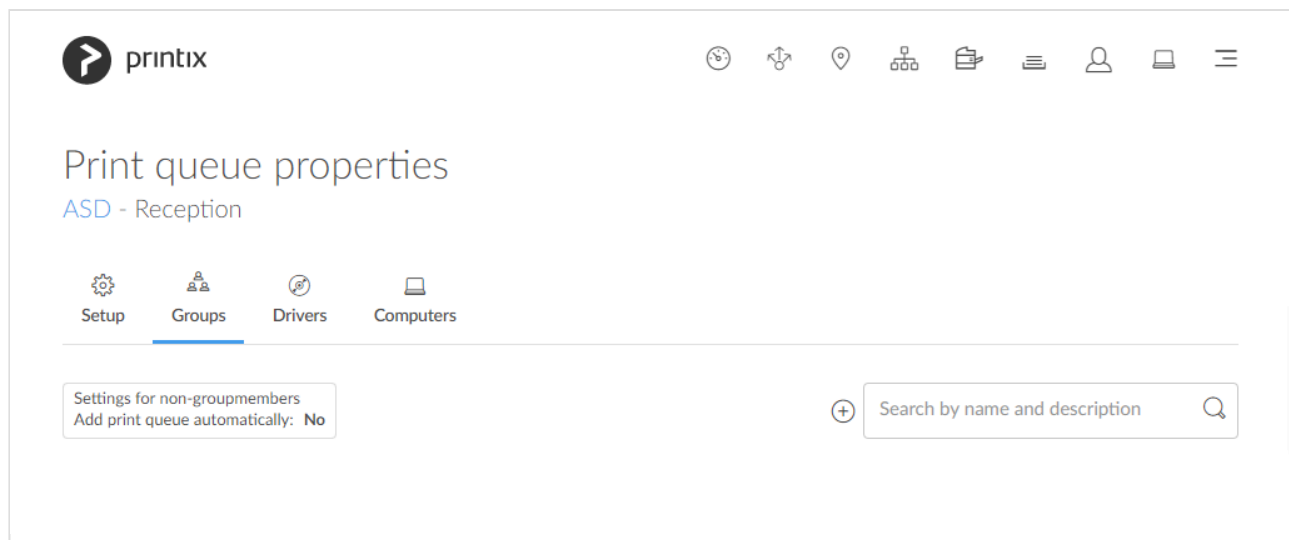
Could not verify group synchronization



- 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.

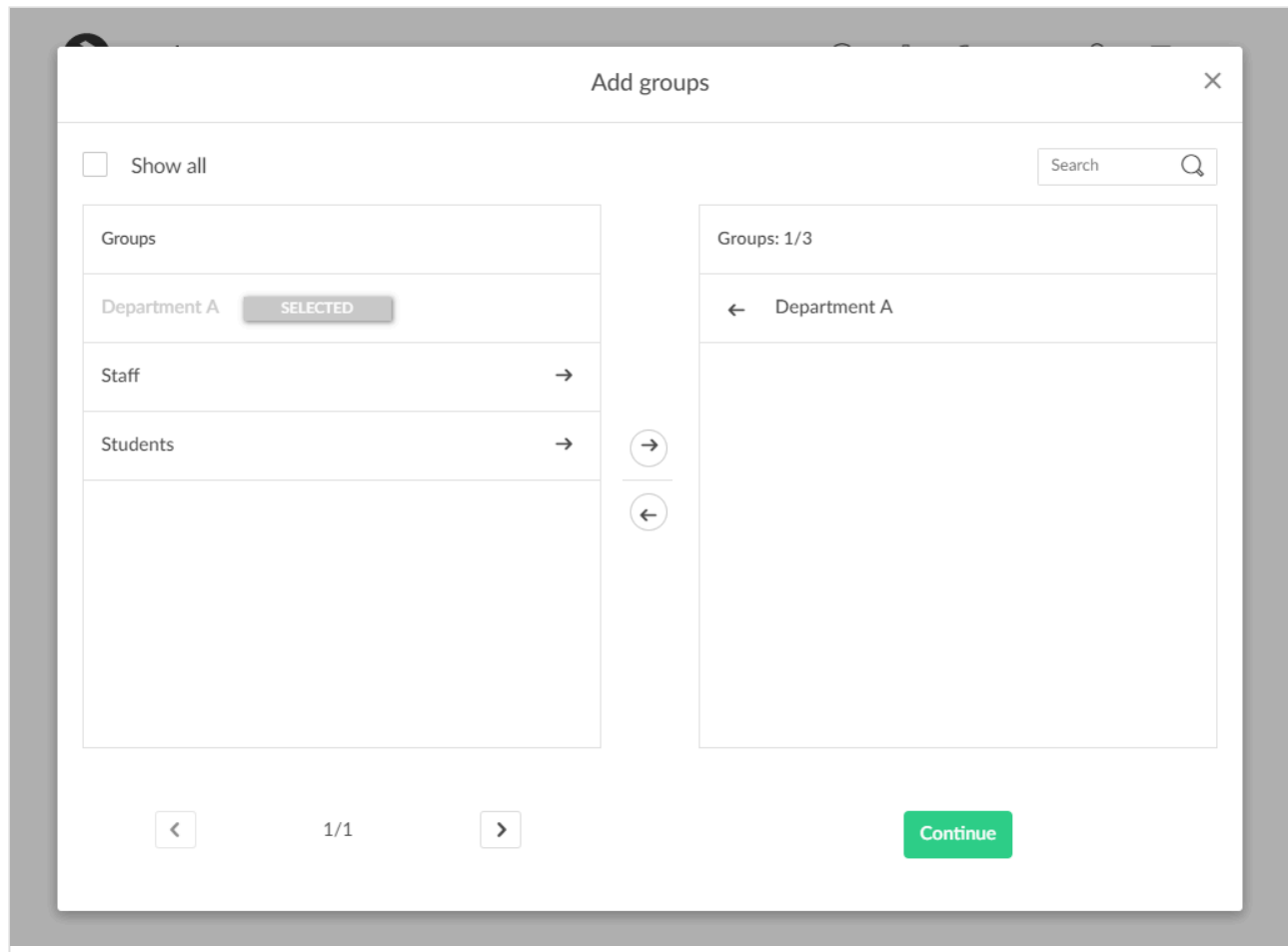
The Groups page does not load any groups


- Only groups added to print queues will appear.
RESOLUTION: [Add groups to a print queue](#).

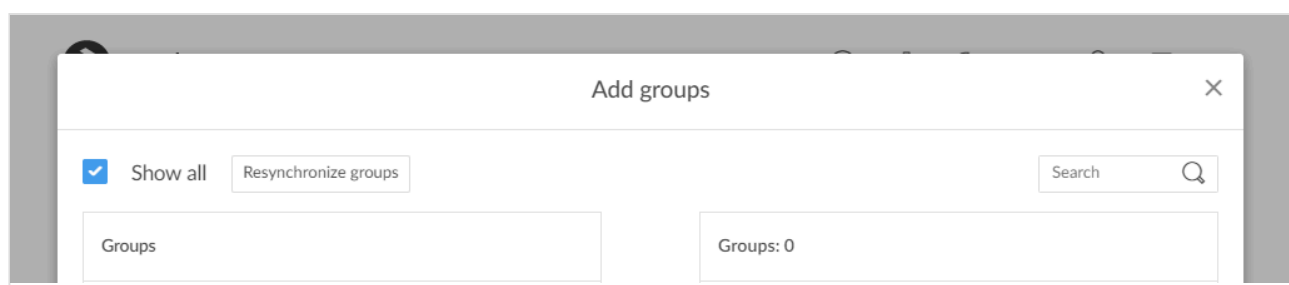
13.95. How to add groups to a print queue




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. Check **Show all** to show all groups, including those that have not been added to a print queue. Depending on your organization, there may be a large number of groups, perhaps even 1000s.
 - Uncheck **Show all** to show only groups that have been added to print queues.
 - Select **Search**  to search by group name. Uppercase and lowercase letters are treated the same.



 If the group can not be found, then check **Show all** and select **Resynchronize groups** (dialog 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.
 - Check [Exclusive access](#) if you want to give the group members exclusive access to the print queue.

- Check **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.
- Check **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 checked 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 checked for one group, then if you check **Add print queue automatically** for any other groups, those groups should also have **Exclusive access** checked.

Back Add groups X

Groups : 1

Department A x

Settings

Exclusive access ☒

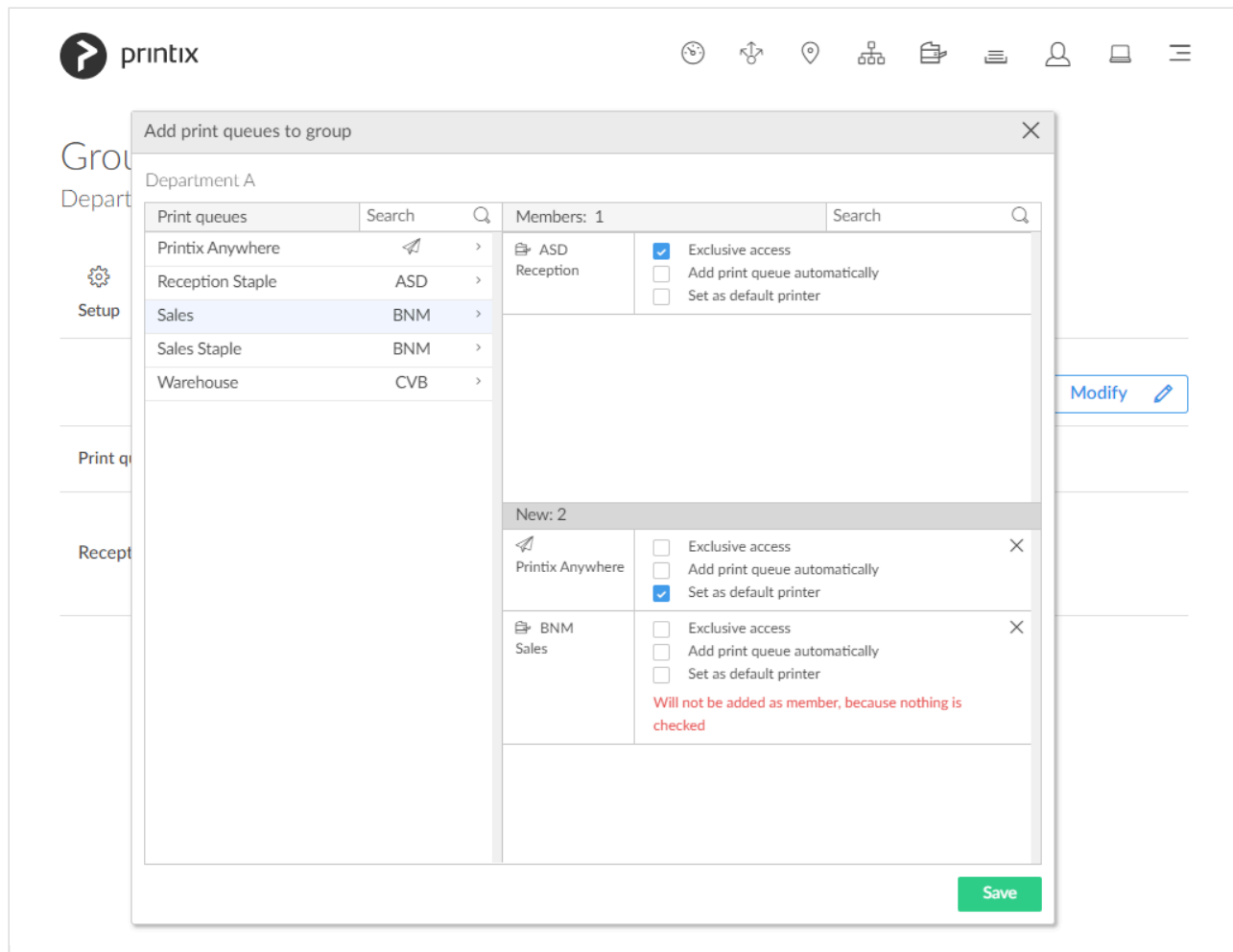
Add print queue automatically ☒



Set as default printer ☐

Confirm

7. Select **Confirm**.

13.96. 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 check the relevant options:
 - Check [Exclusive access](#) if you want to give the group members exclusive access to the print queue.
 - Check **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.
 - Check **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 checked.
 - If **Set as default printer** is checked 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 that does not have any options checked will not be members of the group.

13.97. 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:

1. [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.

13.98. How to get started with capture and workflow

We recommend that you, as the **System manager**, go through the below so you and your users can get started with capture and workflow.

1. Check [requirements](#).
2. Evaluate from which sources ([printer](#) and/or [mobile](#)) your users need to capture data from.
 - Optionally check [Act as capture gateway](#) if you prefer Printix Client on a particular Windows computer on the printer's network to handle scanned documents and delivering these to the selected [workflow](#) destination. Printix Cloud will otherwise automatically select 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

Requirements for capture at the printer printer

- Computer with Printix Client version 1.3.1253.0 or later 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
Epson	1.0.0.0	No

HP	1.1.0.0	Yes
HP Workpath	1.0.0.55	No
Konica Minolta	1.3.0.0	Yes
Kyocera	1.0.0.164	No
Lexmark	1.2.1.9	No
Ricoh	2.0.0.27 [1]	Yes
Xerox	1.1.0.0	No

[1] Additional Ricoh components: Printix Capture version 2.0.0.8, Printix Go Ricoh Installer version 2.0.0.31 (printixgo-ricoh-installer-2.0.0.31.jar).


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?



- Install [Printix Capture](#)  so users can sign in at printer with ID code or card to capture documents : ☐ Yes | ☐ No
 - Check [requirements](#).
 - [Install Printix Capture on the printer](#).

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 may want to configure the [Subject](#) of the email as it is empty by default.
 - [How to create a workflow for email](#).
- **Microsoft OneDrive**  as workflow destination : ☐ Yes | ☐ No
 - You must have the role as global admin in Microsoft Entra ID to [grant access to Microsoft OneDrive](#).

- [How to create a workflow for Microsoft OneDrive.](#)
- **Microsoft SharePoint Online**  as workflow destination : [Yes | No]
 - You must have the role as global admin 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?

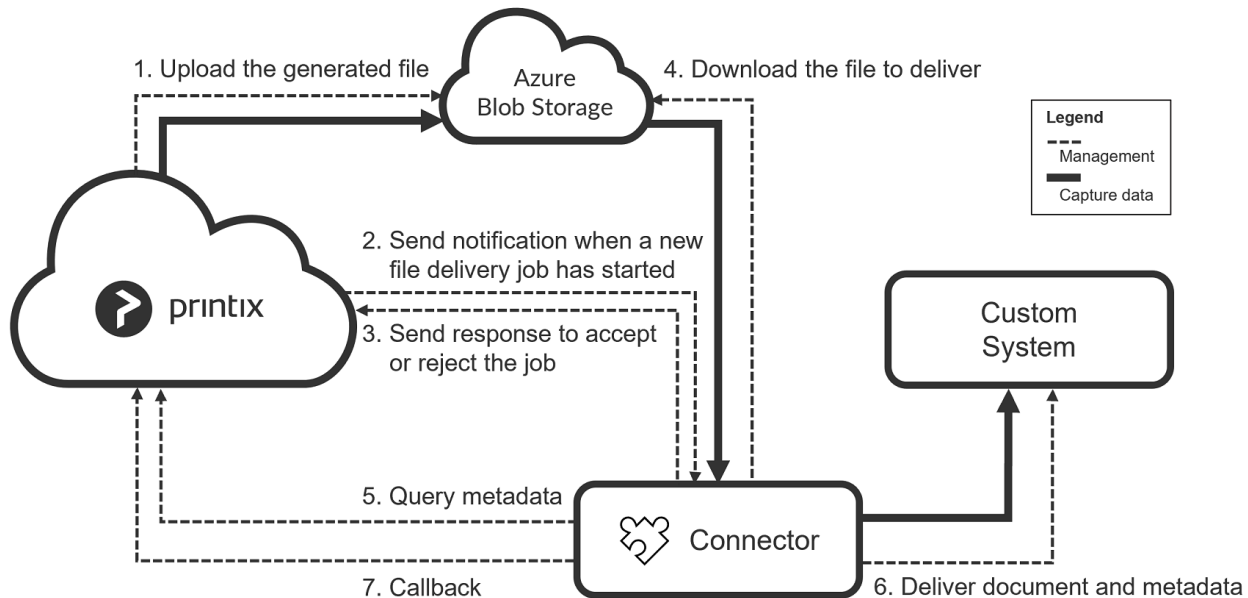
- Want to make workflow available to selected groups : [Yes | No]
 - You must have the role as global admin in Microsoft Entra ID to [enable Microsoft Entra groups.](#)
 - You must have a Google Workspace administrator account to [enable Google groups.](#)
 - [How to make a workflow available to selected 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.

13.99. 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, a new **Connector** destination profile type has been introduced. Using this, Printix can send an HTTP request to notify a custom service that new document should be processed/delivered. This notification contains information about the file to process.

The following figure shows how Printix and the connector communicate with each other to perform document delivery 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 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 in 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 shared secret key based HMAC signatures. For this to work, both Printix and the connectors must implement the same signature calculation algorithm. Currently, two algorithms are supported: HMAC-SHA256 and HMAC-SHA512. The actual algorithm used for the signature calculation depends on the “Signature Algorithm” setting of the related destination connector profile. Connectors need to implement only one of the supported signature calculation algorithms.

The shared secret keys – required by the HMAC algorithms – can be generated as part of the Connector destination profile configuration. The generated secrets must be copied to the connector’s configuration by the Printix tenant administrator.

The connector’s developer and administrators must ensure that the shared secret keys are always kept secure.

Signature calculation and verification

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 with the signature that is received 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-SHA256 algorithm, the array contains 32 bytes (256 bit).
For the HMAC-SHA512 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 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 SHA256 algorithm, the signature can be calculated like this:

```
StringToSign = RequestId + "." + Timestamp + "." + Method + "." + RequestPath
+ "." + RequestBody
Signature = Base64 ( HMAC-SHA256( SecretKey, UTF-8-Encoding-Of( StringToSign
) ) )
```

In case of the HMAC SHA512 algorithm, the signature can be calculated like this:

```
StringToSign = RequestId + "." + Timestamp + "." + Method + "." + RequestPath
+ "." + RequestBody
Signature = Base64 ( HMAC-SHA512( SecretKey, UTF-8-Encoding-Of( StringToSign
) ) )
```

Where:

- **RequestId** is the value of the X-Printix-Request-Id HTTP header.
For example: b09a9408-90fd-4eb0-b7d8-e88f3ec53e73
- **Timestamp** is the value of the X-Printix-Timestamp HTTP header.
For example: 1700257249
- **Method** is the lower-case HTTP verb of the request.
For example: post
- **RequestPath** is the path and query parameters of the request URI. To get this value, the request schema (https), the hostname and port must be removed from the request URI. For example: if the request URI is the following:
<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 that is 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 **Request ID** 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 which have no access to the current request URI.

Example for HMAC-SHA256

Input

Parameter	Value
Secret	PMB3y4so+7XCXC4CavP+WjUhBAjQl+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	{}
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-SHA512

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
X-Printix-Signature	WofSX0Urk9×7KQVHdlsqCog6xojS+aOQ4QgTaaqZCUsqFXZJdfy0SFXyti6bAjUdDHLnWhESIC1/D7zMX+1pfw==

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 the 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.

To support zero-downtime key rotation both the 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 by the Printix administrator:

1. Modify the connector destination profile in Printix Administrator and add a new secret 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 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.



Due to some limitations, Printix does not support changing destination profiles, so the list of secret keys cannot be modified. This might change with a coming update.

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 now.
- **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. Note: 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, first it needs to verify if the request's signature is valid. If the signature is invalid, HTTP 401 (Unauthorized) response must be sent, and the job must be rejected.

If the signature was correct, the connector can still decide based on custom business logic whether it accepts or rejects the job.

If the job is accepted, 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

```
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/U2Z0Ml+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/000000000-0000-0000-0000-000000000000/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.

This request must have valid signatures including the X-Printix-Request-Id, X-Printix-Timestamp and X-Printix-Signature headers.

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.

Examples

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"
    }
  ]
}
```

Callback after processing

The actual “processing” of FileDeliveryJob can mean anything from simply storing the file in an external system or even performing per page image processing, OCR, form recognition etc.


After the processing is done, the connector MUST send an HTTP POST request to the “callbackUrl” received in the request body of FileDeliveryJobReady event.

This request must have valid signatures including the X-Printix-Request-Id, X-Printix-Timestamp and X-Printix-Signature headers.

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

```
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
}
```

Response

```
HTTP/1.1 200 OK
X-Printix-Request-ID: b6035c41-928e-4a74-be94-732f88d1a623
Content-Length: 0
```

13.100. 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
* Name

☐ 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

DESTINATION

Destination profiles
Email

Send to user email
☒ To: [dropdown] 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)

FILE TYPE

☒ PDF
☐ Microsoft Word

Image quality: Medium
PDF compatibility: PDF 1.6
Select language
Language for OCR use: English

IMAGE PROCESSING

☐ 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 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** 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 phone or tablet with installed native Printix App version 3.0.1 or later for Android or iOS/iPadOS.

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](#), like **{workflow_name}**.
- In **File name** enter the file name. It is possible to select and paste [variables](#), like **{workflow_name}**.
 - Date and time are in UTC (Coordinated Universal Time).

DESTINATION

Destination profiles
Email

Send to user email
To

To:	{user_email}
Subject:	Enter subject

CC: BCC:

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)




✿ To prevent sending of 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.

7. In the **File type** section:

- Select **PDF** to output document in PDF format.

- In **Image quality** select the image quality.
 - In **PDF compatibility** select the PDF compatibility.
 - In **Language for OCR use** select **Select language** to select the [languages for OCR use](#).
 - Select **Word** to output document in DOCX format.
 - In **Image quality** select the image quality.
 - In **Language for OCR use** select one or more languages.
8. In the **Image processing** section:
- If **Source** is **Mobile** then image processing is controlled on the mobile.
- In **Delete blank pages** optionally check this to have blank pages deleted.
 - In **Rotation** select the rotation. The rotation is performed before any OCR.
 - In **Deskew** optionally check 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](#).

13.101. How to create a workflow for Microsoft OneDrive

1. Select [Menu](#) , [Settings](#) .
2. Select the [Capture workflows](#)  tab.
3. Select **Create workflow**.

printix

Create workflow

SETTINGS

Workflow name
* Name

☐ 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

DESTINATION

Destination profiles
Email

Send to user email
☒ To: [dropdown] 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)

FILE TYPE

☒ PDF
☐ Microsoft Word

Image quality: Medium
PDF compatibility: PDF 1.6
Select language
Language for OCR use: English

IMAGE PROCESSING

☐ 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 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** 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 phone or tablet with installed native Printix App version 3.0.1 or later for Android or iOS/iPadOS.

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.](#)

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](#), like **{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](#), like **{workflow_name}**.
 - Date and time are in UTC (Coordinated Universal Time).
7. In the **File type** section:
 - Select **PDF** to output document in PDF format.
 - In **Image quality** select the image quality.
 - In **PDF compatibility** select the PDF compatibility.
 - In **Language for OCR use** select **Select language** to select the [languages for OCR use](#).
 - Select **Word** to output document in DOCX format.
 - In **Image quality** select the image quality.
 - In **Language for OCR use** select one or more languages.
 8. In the **Image processing** section:

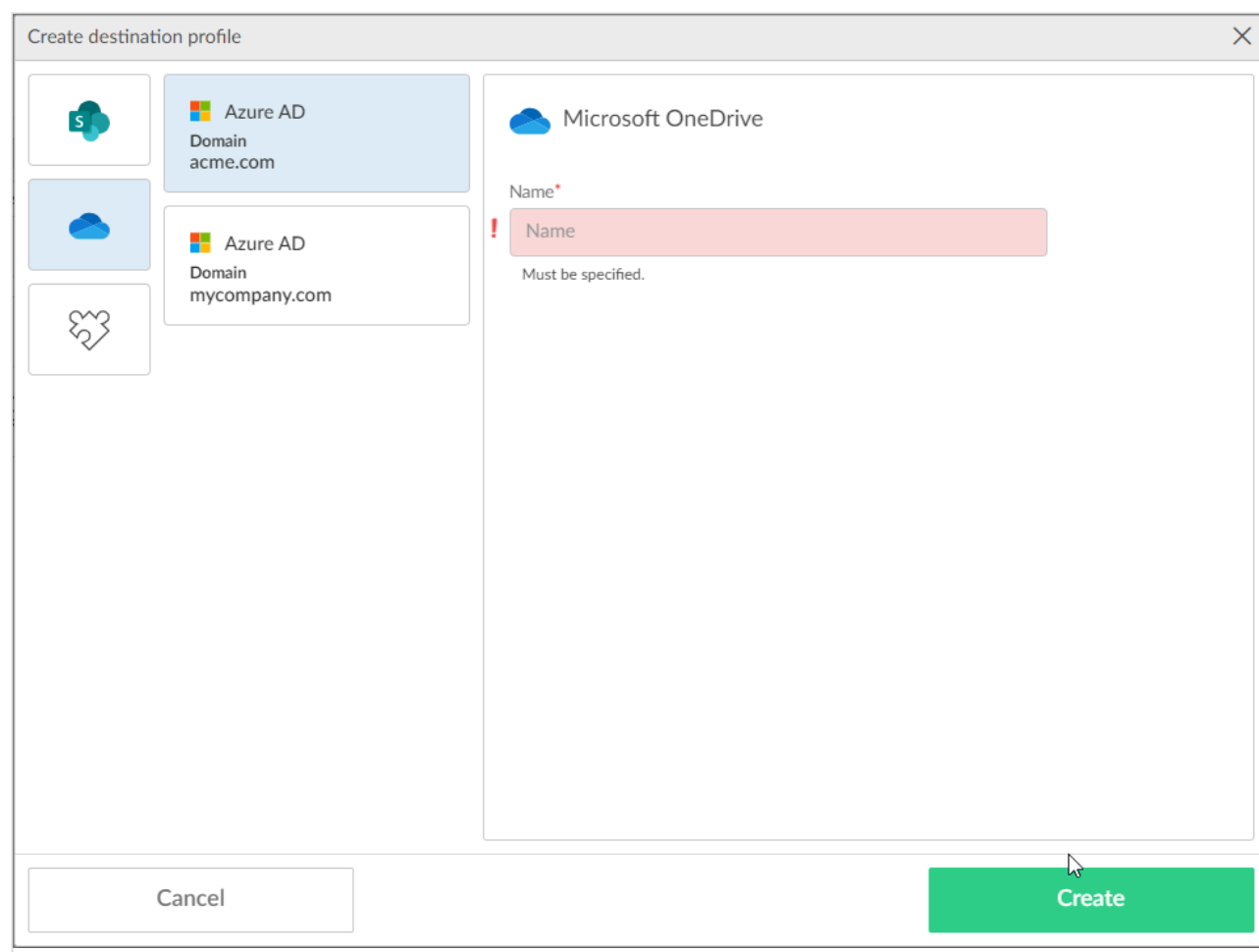
If **Source** is **Mobile** then image processing is controlled on the mobile.

 - In **Delete blank pages** optionally check this to have blank pages deleted.
 - In **Rotation** select the rotation. The rotation is performed before any OCR.
 - In **Deskew** optionally check 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 role as global admin 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**.



The screenshot shows a 'Create destination profile' dialog box. On the left, there is a list of destination profiles. The first two are 'Azure AD' with domains 'acme.com' and 'mycompany.com'. The third is 'Microsoft OneDrive'. The 'Microsoft OneDrive' profile is selected. On the right, the configuration area for 'Microsoft OneDrive' is shown. It has a 'Name' field which is highlighted in red with an error message 'Must be specified.' Below the 'Name' field, there is a 'Create' button and a 'Cancel' button.

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

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.

* The User Principal Name (UPN) MUST be the same as the user's email address. Otherwise, the capture workflow configured with a OneDrive destination profile will fail.

13.102. 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

Workflow name
* Name

☐ 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

DESTINATION

Destination profiles
Email

Send to user email
☒ To: [dropdown] 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)

FILE TYPE

☒ PDF
☐ Microsoft Word

Image quality: Medium
PDF compatibility: PDF 1.6
Select language
Language for OCR use: English

IMAGE PROCESSING

☐ 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 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** 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 phone or tablet with installed native Printix App version 3.0.1 or later for Android or iOS/iPadOS.

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 destination profile 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](#), like **{workflow_name}**.
Folder will be created as a subfolder to the **Folder** defined in the **Destination profile**.
- In **File name** enter the file name. It is possible to select and paste [variables](#), like **{workflow_name}**.
 - Date and time are in UTC (Coordinated Universal Time).

7. In the **File type** section:

- Select **PDF** to output document in PDF format.
 - In **Image quality** select the image quality.
 - In **PDF compatibility** select the PDF compatibility.
 - In **Language for OCR use** select **Select language** to select the [languages for OCR use](#).
- Select **Word** to output document in DOCX format.
 - In **Image quality** select the image quality.
 - In **Language for OCR use** select one or more languages.

8. In the **Image processing** section:

If **Source** is **Mobile** then image processing is controlled on the mobile.

- In **Delete blank pages** optionally check this to have blank pages deleted.
- In **Rotation** select the rotation. The rotation is performed before any OCR.
- In **Deskew** optionally check 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 role as global admin 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 dialog box titled "Create destination profile" with a close button (X) in the top right corner. The dialog is divided into two main sections. On the left, there are three selectable options, each with an icon and text: a Microsoft SharePoint Online icon with "Azure AD Domain acme.com", a Microsoft OneDrive icon with "Azure AD Domain mycompany.com", and a generic icon with a puzzle piece. The right section is titled "Microsoft SharePoint Online" and contains a form with the following fields: "Name*" (text input), "Site*" (dropdown menu with "Search" as the selected option), "Document library*" (dropdown menu with "Search" as the selected option), and "Folder" (dropdown menu with "Search" as the selected option). At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Create" on the right.

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](#).



The destination profile must be named differently than any existing Microsoft SharePoint Online destination profile.

10. Select **Create**.

13.103. 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** 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 phone or tablet with installed native Printix App version 3.0.1 or later for 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](#), like **{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 **File type** section:
 - Select **PDF** to output document in PDF format.
 - In **Image quality** select the image quality.
 - In **PDF compatibility** select the PDF compatibility.
 - In **Language for OCR use** select **Select language** to select the [languages for OCR use](#).
 - Select **Word** to output document in DOCX format.
 - In **Image quality** select the image quality.
 - In **Language for OCR use** select one or more languages.
 8. In the **Image processing** section:

If **Source** is **Mobile** then image processing is controlled on the mobile.

 - In **Delete blank pages** optionally check this to have blank pages deleted.
 - In **Rotation** select the rotation. The rotation is performed before any OCR.
 - In **Deskew** optionally check 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 Connector

1. Select **Create destination profile**.
2. Select **Destination**. If only one is available, it is selected automatically. Otherwise, select one.
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, 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 **Signature algorithm**, select the signature algorithm the connector supports for communication with Printix.
- In **Shared secrets**, select **Create secret** to create a new shared secret, or select **Insert from clipboard** if you want to use a shared secret that was previously copied from a destination profile of a different connector.


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

Signature algorithm

HMAC SHA-256

Shared secrets*

66IQum0572YVgVgNlDdgY/CNPi7hVJGoZGLAcGjSpMM=

Create secret




Paste from clipboard

Cancel

Create

5. Select **Create**.

13.104. 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. Check **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](#).


13.105. 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 **Select groups** dialog.
 - Select **Search** . Uppercase and lowercase letters are treated the same.
 - 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.


13.106. How to grant access to Microsoft OneDrive

You must have the role as global admin 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 role as global admin 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**.

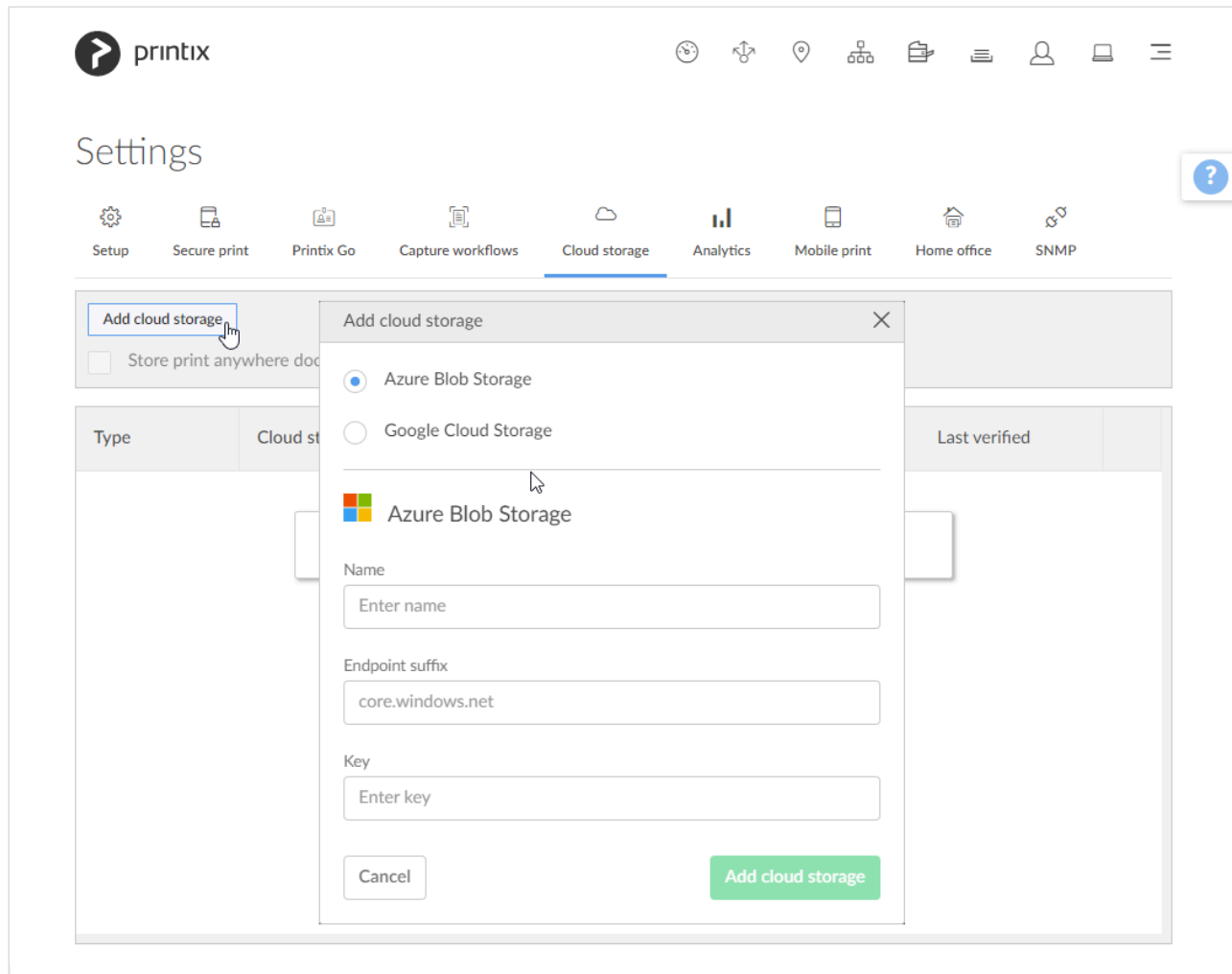
13.107. How to grant access to Microsoft SharePoint Online

You must have the role as global admin 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 role as global admin 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**.

13.108. 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. For example: *printixcloudstorage*
 - In **Region**, select the data center closest to you. For example: *(US) East US*
 - In **Performance**, leave it at the default: **Standard**.
 - 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** checked.
 - Uncheck **Allow enabling anonymous access on individual containers**.
 - Leave **Enable storage account key access** checked.
 - Leave **Default to Azure Active Directory authorization in the Azure portal** unchecked.
 - 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** unchecked.
- In the **Access protocols** section:
 - Leave **Enable SFTP** unchecked.
 - Leave **Enable network file system v3** unchecked.
- In the **Blob storage** section:
 - Leave **Allow cross-tenant replication** unchecked.
 - In **Access tier** select **Hot**.
- In the **Azure Files** section:
 - Leave **Enable large file shares** unchecked.

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 Printix Cloud and computers with Printix Client (even when on 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** unchecked.
 - Uncheck **Enable soft delete for blobs**.
 - Uncheck **Enable soft delete for containers**.
 - Uncheck **Enable soft delete for file shares**.
- In the **Tracking** section:
 - Leave **Enable versioning for blobs** unchecked.
 - Leave **Enable blob change feed** unchecked.
- In the **Access control** section:
 - Leave **Enable version-level immutability support** unchecked.

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** unchecked.

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

In step 9 for **Network access**, if you selected **Enable public access from selected virtual networks and IP addresses**, perform the following steps to allow Printix to access your cloud storage.




19. In the **Microsoft Azure** portal menu, select **All Services**.
20. In the **Storage** category, select **Storage accounts**.
21. Select the storage account you created (example: `printixcloudstorage`).
22. In the **Firewall** section, in **Address range**:
 - Enter the following IP addresses according to your data center where your Printix Home resides:
 - EU Data Center:
 - 51.124.91.26
 - 52.142.203.47
 - 52.142.207.220
 - Enter the static outbound IP of those networks where Printix Client, Printix App for iOS/iPadOS, Printix App for Android, and Printix Chromebook reside.
 - When a user prints or runs a capture workflow (using the Printix Client, Printix App, or Printix Chromebook) from an unknown network (at home or while travelling), 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.
23. Select **Save** to save your modifications.

Get the key

24. In the **Microsoft Azure** portal menu, select **All Services**.
25. In the **Storage** category, select **Storage accounts**.
26. Select the storage account you created (Example: `printixcloudstorage`).
27. On 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.
28. Select **Show** next to the **Key** value of **key1**, then select **Copy to clipboard**.
 - You need to paste the value in step 35.
 29. 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

30. Select **Menu** , **Settings** .
31. Select the **Cloud storage**  tab.
32. Select **Add cloud storage**.
33. Select **Azure Blob Storage**.
34. In **Name** enter the storage account name you entered in step 5 (Example: *printixcloudstorage*).
35. In **Key** paste the **key1** value you copied in step 28.
36. Select **Add cloud storage**.
37. Optionally, check type of pending documents you want to store.

✱ If you use a web proxy and/or SSL inspection, you need to unblock the URL referencing the storage account:
`https://{storage_account_name}.blob.{endpoint suffix}`
 For example: `https://printixcloudstorage.blob.core.windows.net`

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 upload a 4 byte file to test connection to Azure Blob Storage (links for write, read, delete). If test fails it is shown in the 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**.

See also:

- [Which documents go via the cloud?](#)

13.109. How to set up Azure Blob Storage CORS

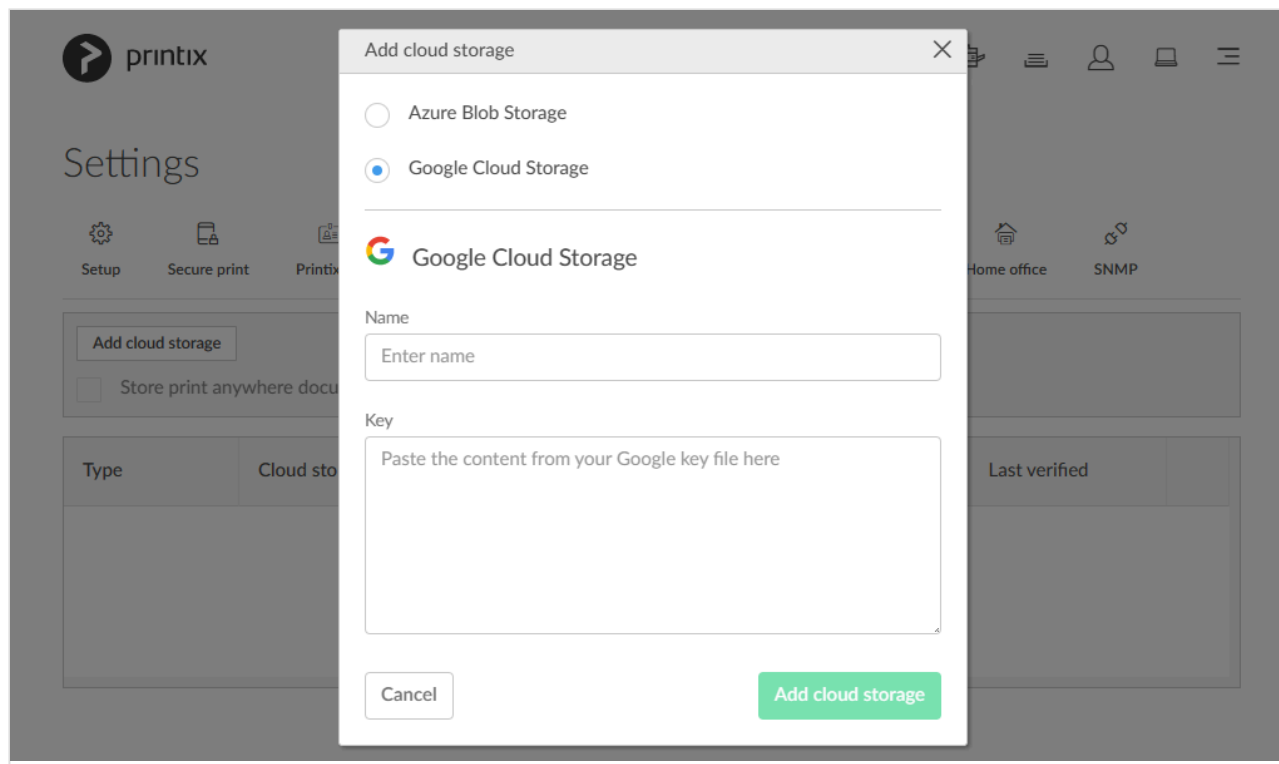
Capture with mobile requires properly configured Cross-origin Resource Sharing (CORS) rules to be setup for the used Azure Blob Storage.

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 (asterixis) to allow all domains.
 - In **Allowed methods** check 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**.

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

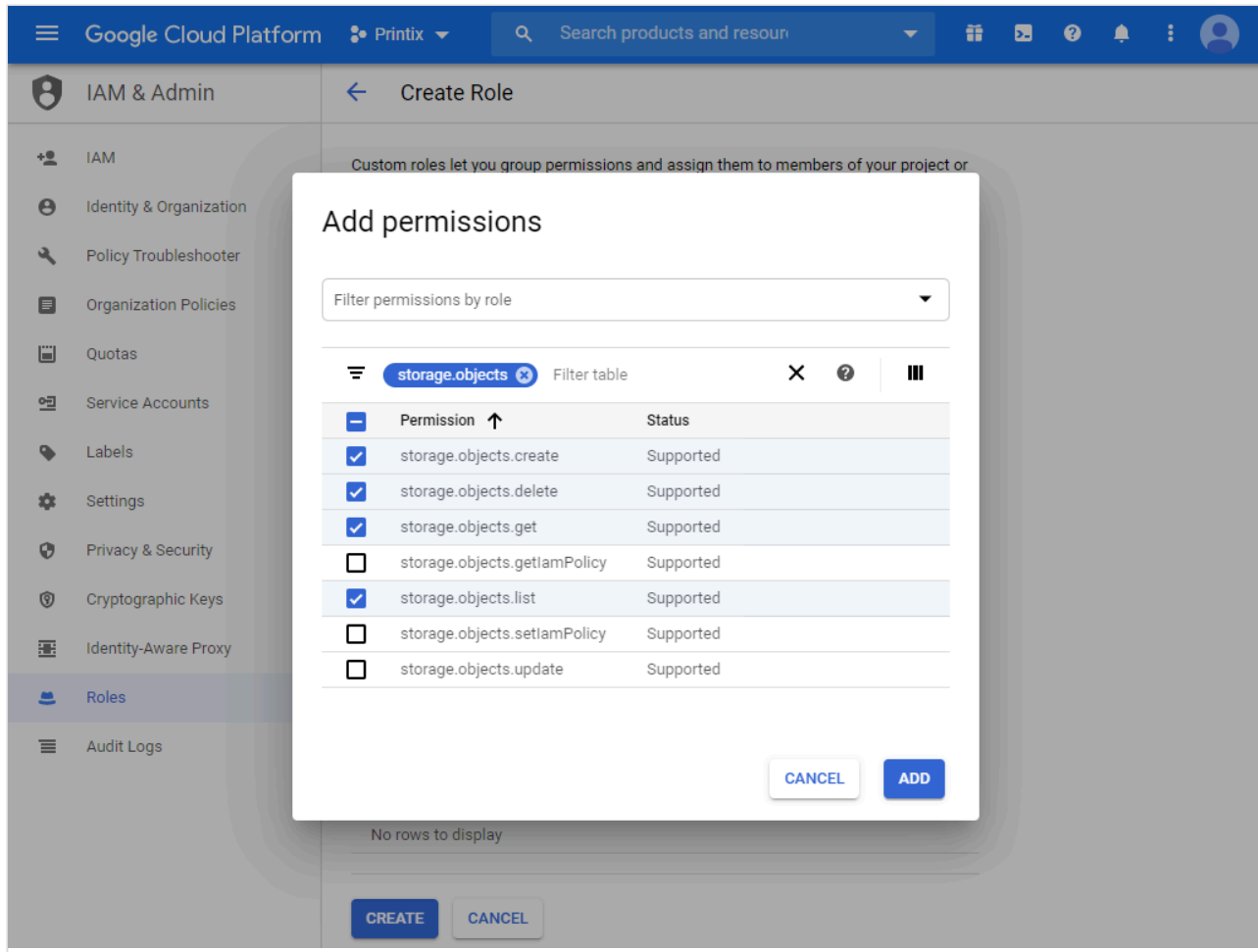
13.110. How to add Google Cloud Storage

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 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. For 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 service account

10. In Google Cloud Platform, select the **Navigation menu** and select **IAM & admin**, and then **Service accounts**.

11. On the **Service accounts** blade, select **Create service account**.

12. In **Service account details**:

- In **Service account name**, enter the name of the service account. For example: *printix*
- Optionally, in **Service account description**, enter for example: *printix cloud storage service account*.

13. Select **Create and continue**.

14. In **Grant this service account access to project**:

- In **Role**, select the role you created in step 4 (*printix storage*).




15. Select **Continue**.
16. In **Grant users access to this service account**:
 - Enter **Service account users role**.
 - Enter **Service account admins role**.
17. Select **Done**.
18. Create a key as follows:
 - Click on the created service account.
 - Select the **Keys** tab.
 - Select **Create new key** in the **Add key** list.
 - Select **JSON**.
 - Select **Create**.

The private key is saved to your computer and you need to paste the content of it in step 32.
19. Select **Done**.

Create storage bucket

20. In Google Cloud Platform, in the **Navigation menu**, select **Cloud Storage**.
21. On the **Browser** blade, select **Buckets**.
22. Select **Create**.
23. 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 31.
 - 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**.
24. Select **Create**.
25. On the **Bucket details** pane, select **Permissions**.
26. Select **Add members**.
 - In **New members** add the service account you created in step 12 (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

27. In Printix Administrator select **Menu** , **Settings** .
28. Select the **Cloud storage**  tab.
29. Select **Add cloud storage**.
30. Select **Google Cloud Storage**.
31. In **Name** enter the bucket name you entered in step 23 (Example: *printix-cloud-storage*).
32. In **Key** paste the content from your Google **JSON Key File** created in step 18.

33. Select **Add cloud storage**.
34. Optionally check type of pending documents you want to store.

✿ 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:

- [Which documents go via the cloud?](#)

13.111. 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](#)

✿ Try this interactive [Power BI demo report](#).

13.112. 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.

- [Install Power BI Desktop](#).
- [Download the Printix Power BI Desktop file](#).
- [Connect to your extracted Printix 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 Printix Power BI Desktop file

3. Visit github.com/printix/Power-BI/releases.
4. In the **Latest release** section scroll to and select **Assets** to expand this section.
5. Select **Source code (zip)** to download the *Power-BI-n.n.n.zip* file. Where n.n.n is the version number.
6. Extract the files from the *Power-BI-n.n.n.zip* file.

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 extracted the Power BI files.
3. Select **Power BI template files (.pbit)** as 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 ⓘ

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*.



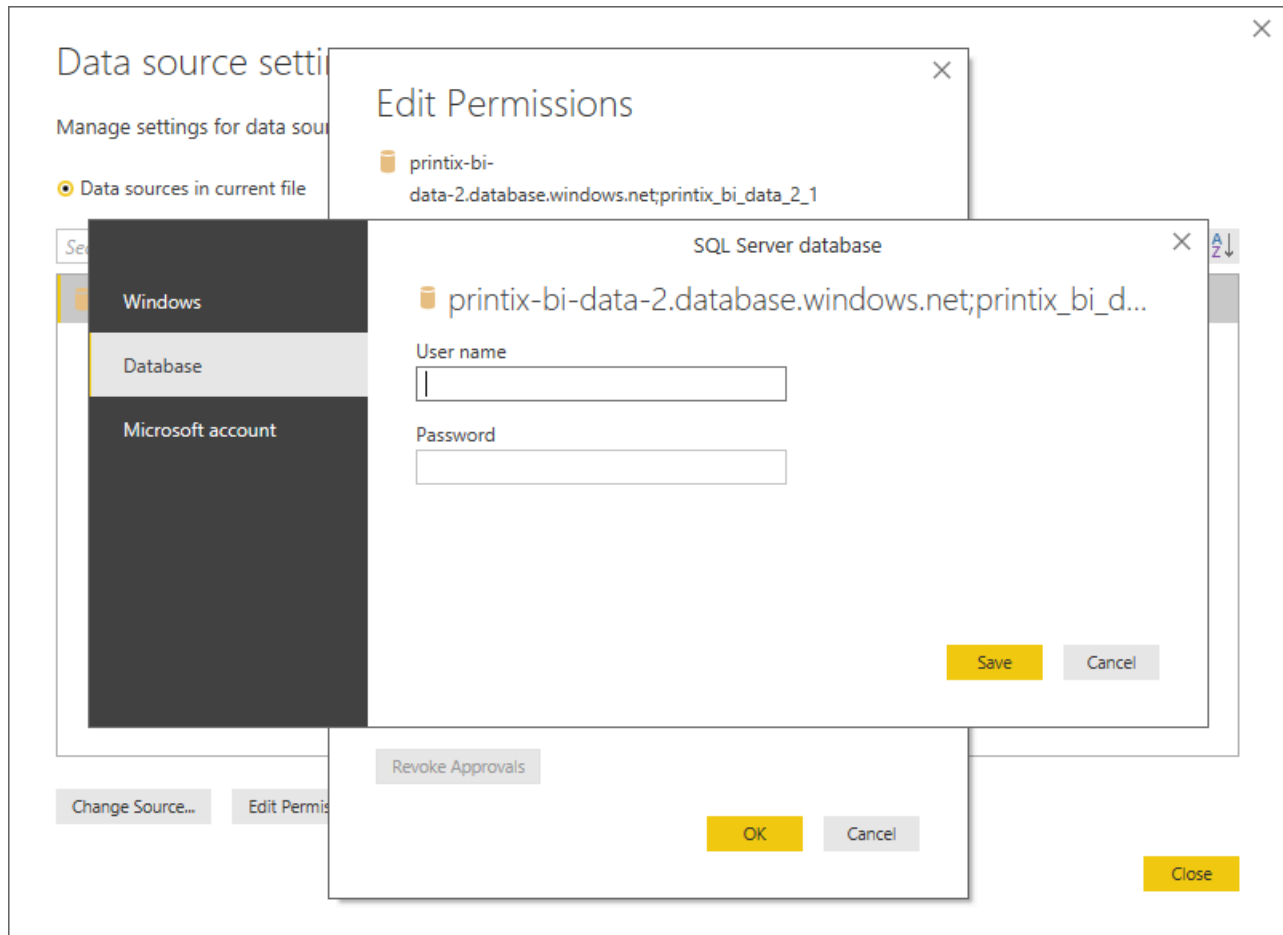
Familiarize yourself with [how the cost calculation is done](#). You can subsequently change the currency and cost values in Power BI Desktop by selecting **Edit queries** and then **Edit parameters**.

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.

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 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**, and then select **Data source settings**.
7. In **Data source settings**, select **Change source** to open the **SQL Server database** dialog.
 - 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.
10. Select **Database** and under **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**.

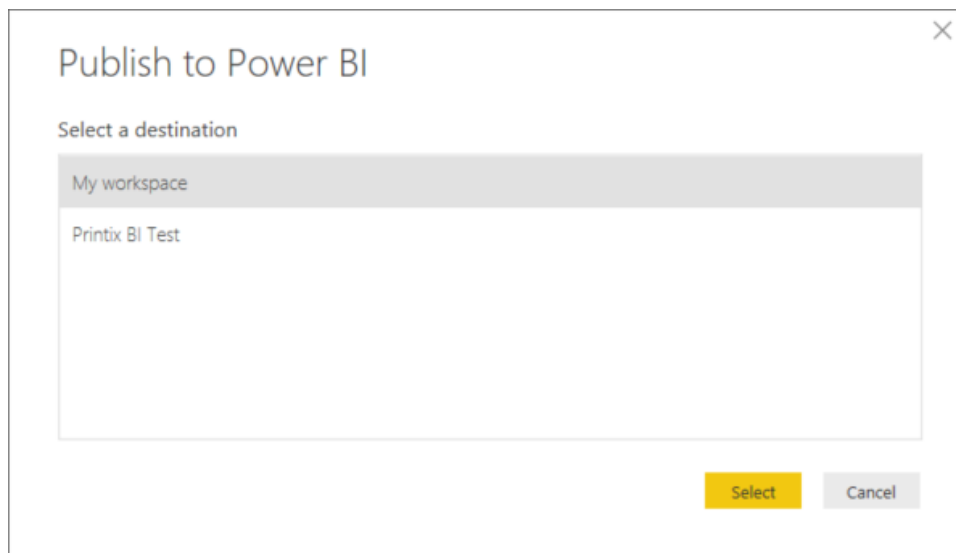
11. Select **Save**.
12. Select **OK**.

13. Select **Close**.
14. Select **Refresh** on the ribbon menu to get the latest data from your own SQL database.

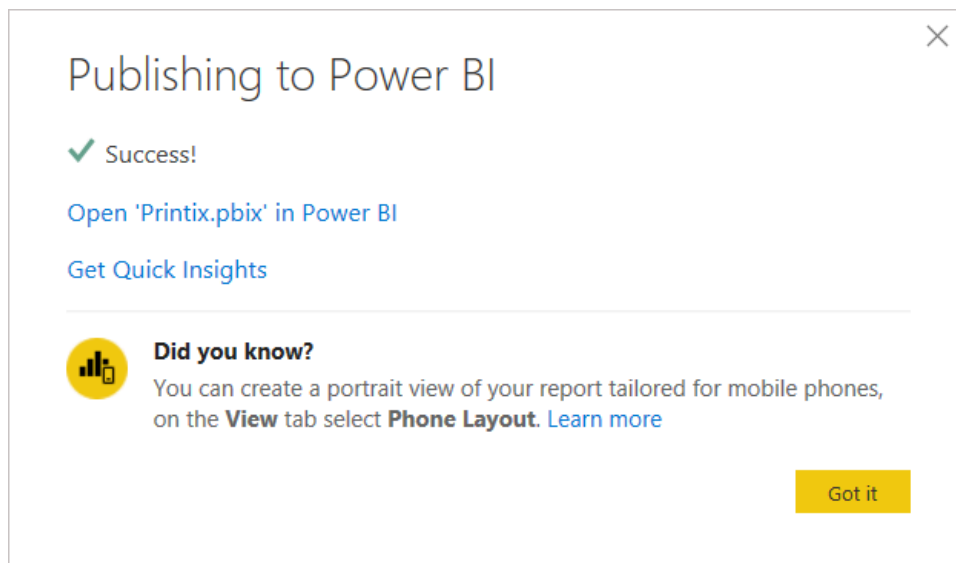
13.113. How to publish to Power BI on the web

If your organization is using Power BI service, you can **Publish reports** to the Power BI service and set up **Scheduled refresh**.

1. Open **Power BI Desktop**.
2. On the **File** menu select **Publish**, and then select **Publish to Power BI**.
3. Select **Save**.
4. In the **Publish to Power BI** dialog select a destination and select **Select**.

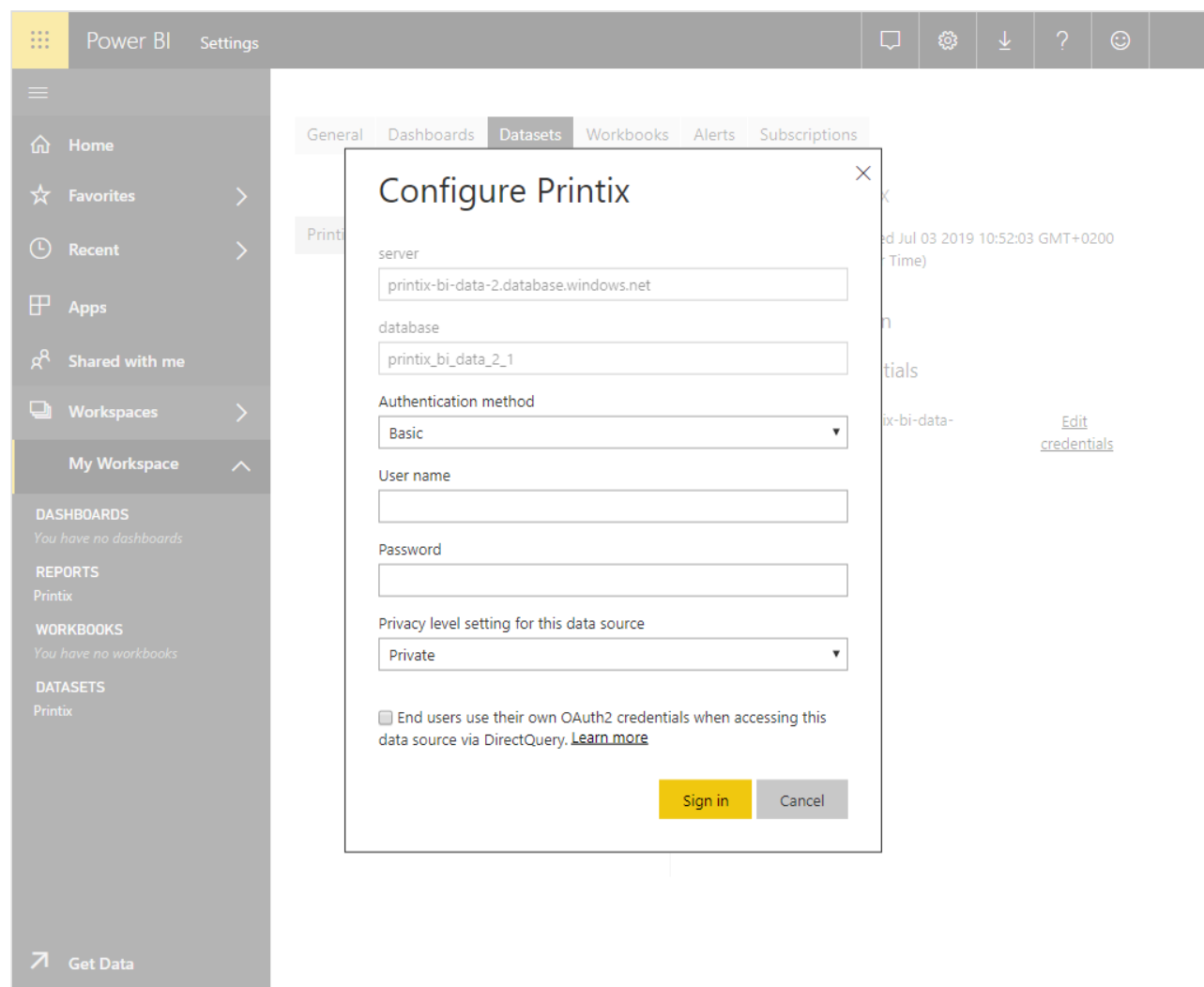


5. Select the link **Open 'Printix...'** to open Power BI on the web. Select **Got it**.



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.
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**.

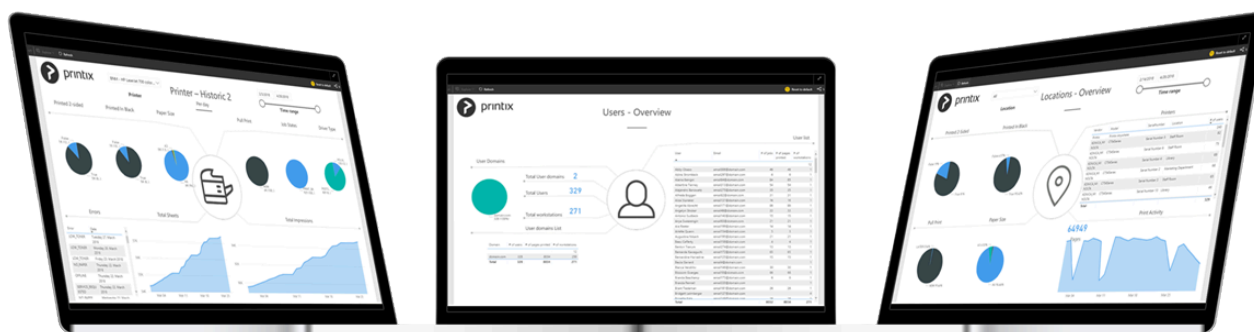


9. Select **Sign in**
10. Select **Scheduled refresh**.
11. Enable **Keep your data up to date** and set up the **Refresh frequency** to **Daily**.
The refresh should NOT happen more often than the number of times per day data is extracted from Printix.
12. Select **Apply**.

13.114. How to interact with the Printix Power BI report

Once you have [set up analytics](#), the Printix Power BI report provides a multi-perspective view into your Printix managed print environment.

✿ 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. **Locations – Overview**
8. **Users – Overview**
9. **User – Print Details**
10. **User – Scan Details**
11. **Workstations – Overview**
12. **Workstations – Details**
13. **Tree-O-Meter**
14. **Cost**
15. **Service Desk**



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

1. 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**.



13.115. How to see what happened

System

1. Select **Menu** , [History](#) .



Printer

See what 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 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.

13.116. How to stop and start Printix Service

- [On Windows](#) 
- [On Mac](#) 

How to stop and start Printix Service on Windows

1. Select **Windows logo**  key + **R** to open **Run**.
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 select 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 Printix Service with the *stop* command by typing:
net stop PrintixService
- Start 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 there is a *Printix Service* process, then double-click it, select **Quite** and then **Force Quite**.
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.

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:

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

13.117. How to see the version of Printix

Client

On the computer

Windows

1. Select and hold the **Ctrl** key and open the [client menu](#).
2. **Help** is toggled to **Diagnostics**.
3. 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
```

Mac

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

1. Open [Printix Administrator](#).
2. The [Software](#) page lists the version of the Printix Client.
 1. Open [Printix Administrator](#).
 2. On the [Computers](#) page
 - The **Version** column shows the version.
3. Select [Search](#)  to search for the computer.
 - The **Version** is also shown on the [Computer properties](#) page.

Version of a file

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 **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 the DMG and PKG files.

13.118. How to start the Print Spooler

Windows

If you do not see any printers on your computer, it could be because the Print Spooler has been crashed, possibly by a print driver. Follow these steps to start the Print Spooler again.

1. Select **Windows logo**  key + **R** to open **Run**.
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

To reset the printing system

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.

On macOS 12 or earlier:

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.



This will delete all printers on the Mac. Only use this option if all other troubleshooting has failed.

13.119. How to uninstall Printix Client

Windows

1. Open **Control Panel** and select **Programs and Features**.
2. Select **Printix Client** and select **Uninstall**.
If Printix Client was installed with Windows Installer (MSI), then select the Printix Client without Printix logo (smallest size).
3. You are asked to confirm the uninstall. Select **Yes**.
4. The uninstall completes. Select **OK**.

Alternatively you can run *unins000.exe* in the Printix Client installation folder.



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

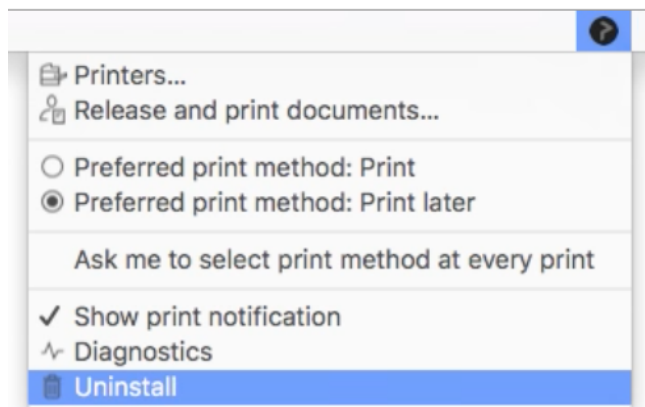
1. Open the Printix Client menu.
2. Select the **Option** key to toggle **Sign in** to **Uninstall**. On a Windows keyboard the **Alt** key corresponds to the **Option** key.
3. Select **Uninstall**.

If the **Uninstall** does not work, it could be because you are not signed in. Select **Sign in** and then try to **Uninstall** again. Alternatively you can run the script:

1. `sh /Users/Shared/.Printix.net/Service/uninstallMac.sh`

On macOS 10.15 or older you should use:

1. `sudo /Users/Shared/.Printix.net/Service/uninstallMac.sh`

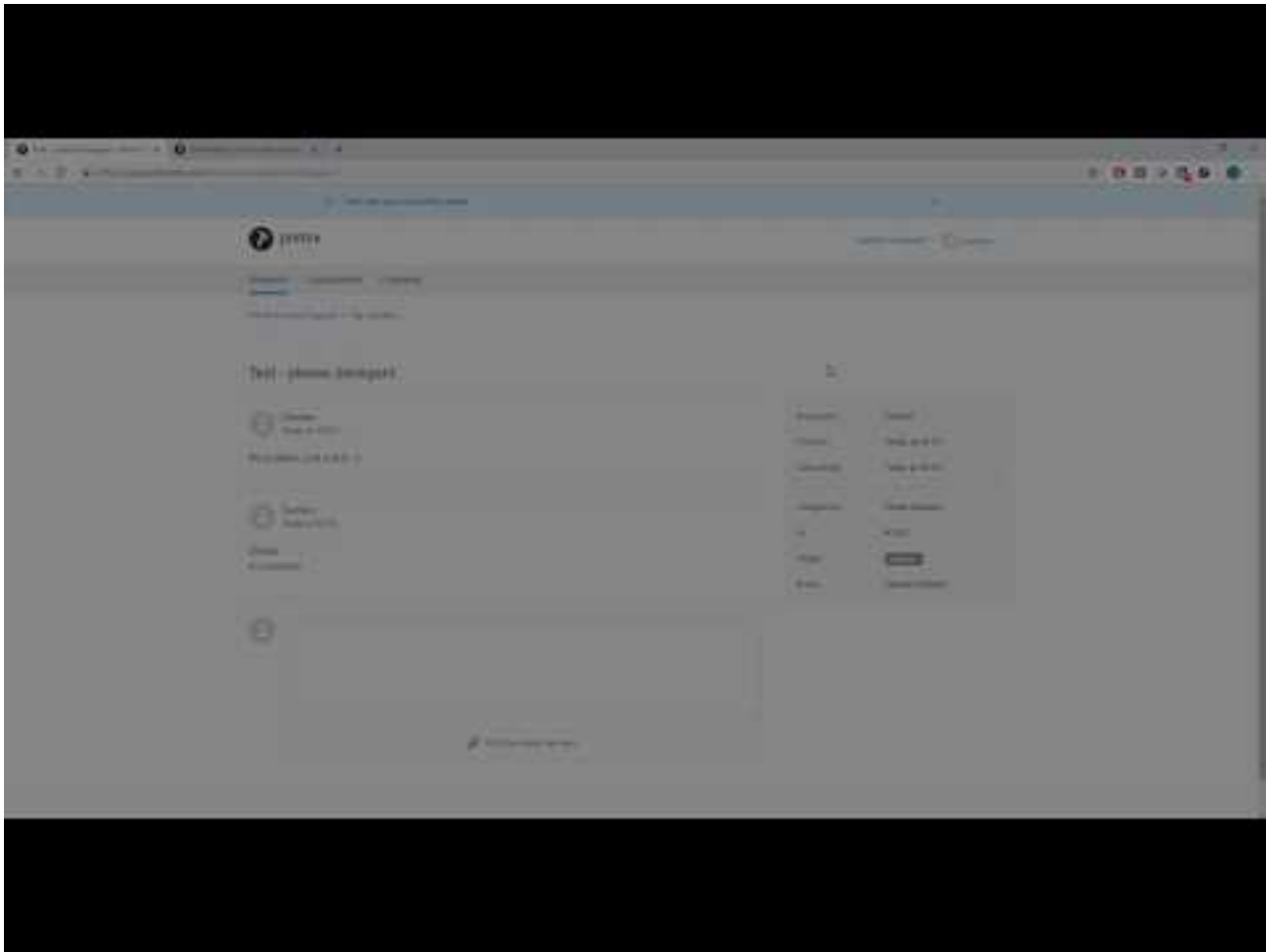


Printix Client for Mac, Uninstall


13.120. How to submit a support request

A screenshot of the Printix Support form. The form is titled 'Support' and has a 'printix' logo in the top left corner. The form fields are: '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 dash and a downward arrow, and 'Email' with a placeholder 'Email'. The form is enclosed in a light gray border.

Before you submit a support request, you may want to read [Troubleshooting](#) or watch this video:



<https://www.youtube.com/embed/gmlggX-azS8?rel=0>

1. Open the [Support](#)  page.
2. 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?
- [Printix Power BI Solution](#) issues should be reported through [GitHub](#), as this is a community built open source project.

3. As **Priority** optionally select **Urgent**, **High**, **Normal** (default) or **Low**.
4. Select **Send**.

Use the form on the **Support** page for quicker response. If you cannot access Printix Administrator, you can write to: support@printix.net. Remember to include your organization's tenant name (Example: *acme.printix.net*). If you **Sign in** to Printix Product Support, you can also submit a support request there.

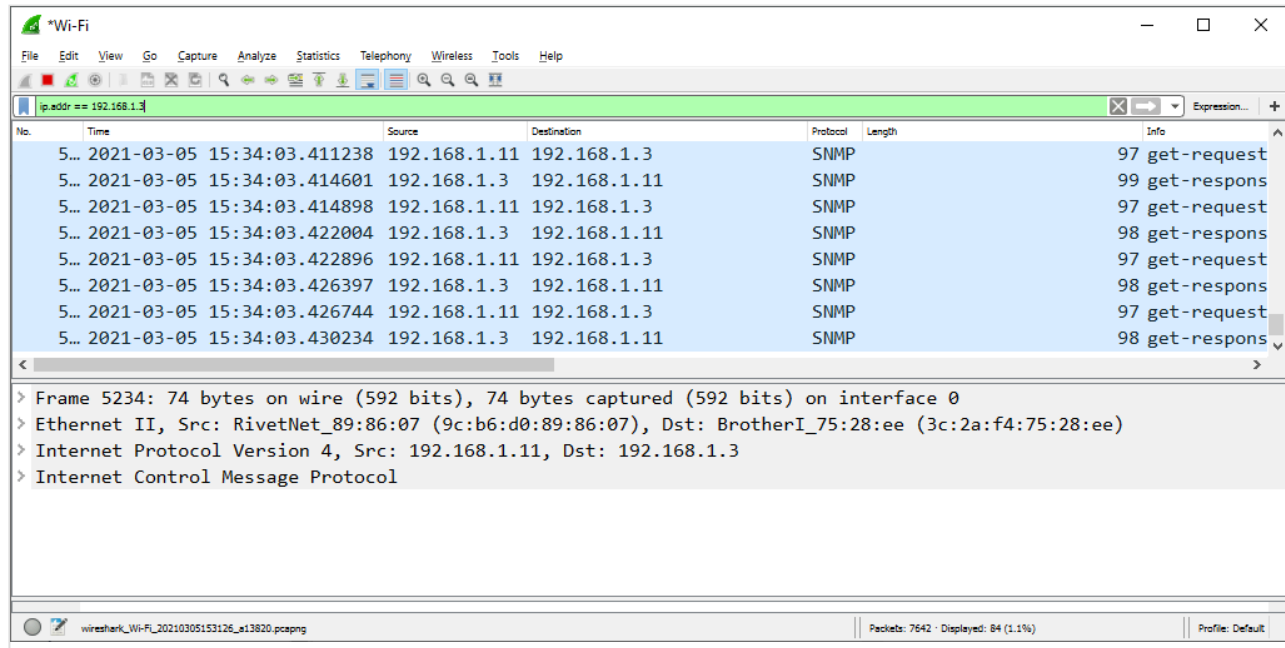


[Read about Product Support](#) or [Open Product Support](#).

13.121. 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**.

- 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.



1. Download and install Wireshark on the computer.
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.





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.

13.122. How to get Printix App logs



This is relevant if you have been advised to get the logs and submit these to support with one of these methods:

- [Upload logs to the cloud](#)
- [Email logs](#)

Upload logs to the cloud

1. Open Printix App.
You must be signed in to Printix App to upload logs.
2. Select **Menu** , and **Diagnostics** .
3. Select **Upload logs to the cloud**.
4. Enter your **Support request** number. Example: 1234.
If the support request number does not exist, then the logs are not uploaded.
5. Select **Send**.

Email logs

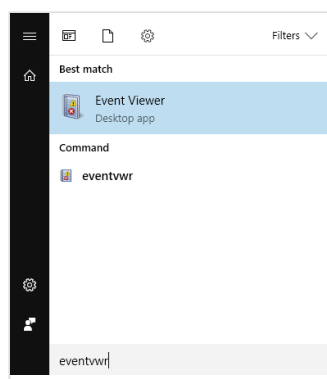
1. Open Printix App.
2. Select **Menu** , and **Diagnostics** .
3. Select **Email logs**.
4. In the email application, enter the email address supplied by your support representative handling your submitted support request.
 - If you enter your own email address, then you can subsequently save and then attach the logs to your existing support request.
5. Select **Send**.

13.123. How to get Windows logs

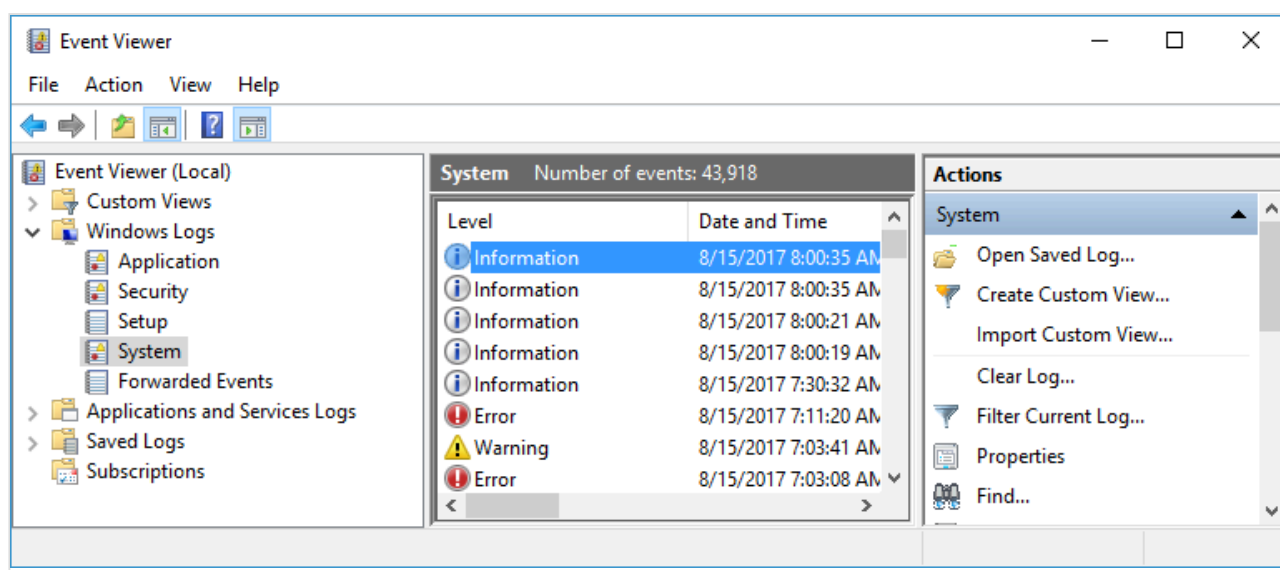
In connection with advanced troubleshooting you may be advised to access and supply the below logs from Windows.

- [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




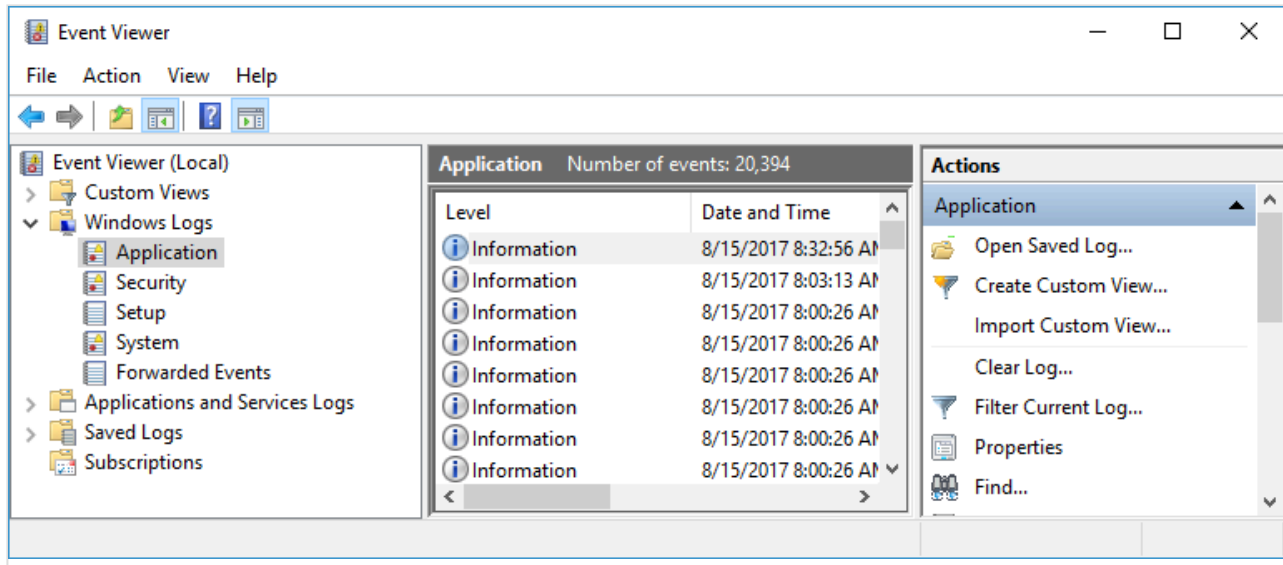
1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *eventvwr*, and select **OK**.



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
7. Select the **Action** menu and select **Save Filtered Log As...**
8. Name the file for example: *computername-system.evtx*.

How to get the Windows Application log

1. Select **Windows logo**  key + **R** to open **Run**.
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
7. Select the **Action** menu and select **Save Filtered Log As...**
8. Name the file for 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**.

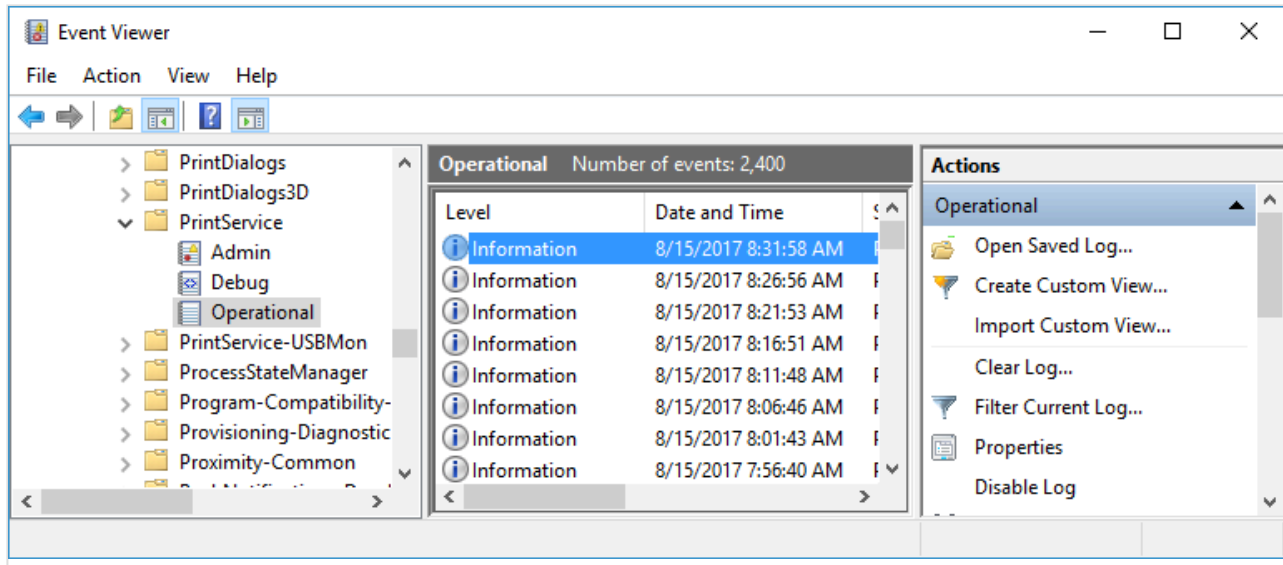
How to get the Windows PrintService logs

It is typically the **Operational** log that is needed for troubleshooting. If logging is disabled, then you will first have to **Enable log** and then reproduce the issue.

How to Enable log for the Windows PrintService

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: `eventvwr`, and select **OK**.

 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
4. Select the **Action** menu and select **Save Filtered Log As...**
5. Name the file for example: *computername-operational.evtx*.

How to create dump file of PrintixService.exe

1. Open **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.

13.124. 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. Select **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 select **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

13.125. 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.

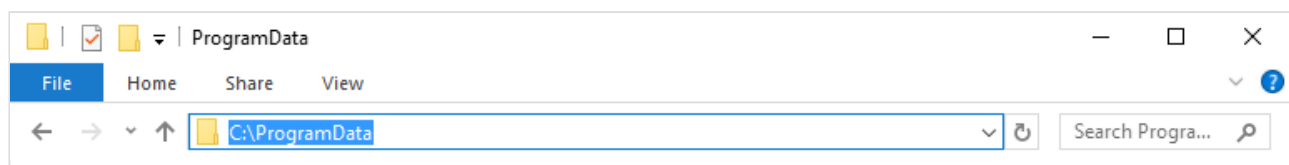
- [Location of logs on Windows](#)
- [Location of logs on macOS](#)

Location of logs on Windows

The logs are stored in this folder:

- *C:\ProgramData\printix.net\Printix Client\Logs*

✿ 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, then please 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.

1. 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, then try to 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.

1. 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, then try to 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. Select **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, then please include the install.log file, which is stored in the folder:

- `/var/log`

14. FAQ

Frequently asked questions is also in: [Printix Product Support](#)

- [Why subscribe to Printix?](#)
- [What is the Printix Anywhere printer?](#)
- [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 Printix Client?](#)
- [What happens if users uninstall Printix Client?](#)

- [Why does a group have no or missing users?](#)
- [Can I use label printers?](#)



If you have any questions or feedback, please contact us or submit a [support request](#) and we will get back to you.

14.1. Why subscribe to Printix?

Subscribing to [Printix Cloud Print Management Service](#) allows you to 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. Printix software automatically update itself to the latest approved version.
- **Print when and where you want**
The Printix Anywhere printer allow you to roam between printers and collect the document at the printer you choose.
- **Avoid stressful print and sprint**
Wait until you have arrived at the printer, and then release the documents via 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.

A Win-Win situation for your company and our environment:

- **Reduced printing saves on paper and toner**

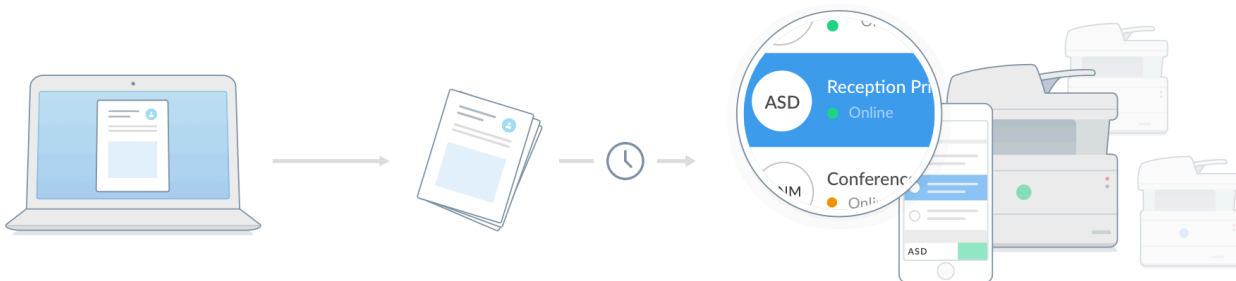
By not printing documents that never get collected anyway, your company saves money on paper, toner, maintenance and electricity.

- **Environmental benefits**

Fewer trees are cut down to produce paper thus reducing carbon footprint and water usage.

14.2. What is the Printix Anywhere printer?

The Printix Anywhere printer allows you to roam between printers and collect the document at the printer you choose.



- When you submit a document to the Printix Anywhere printer, your document is always kept for later release via your phone, tablet, or computer.
- Document is sent as PDF, except if the printer does not support PDF printing or [Process PDF/XPS](#) is checked. In this case, the PDF document is processed using a matching print driver.

If you do not care about finishing options, a Printix Anywhere printer 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).

14.3. 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, and then you release the documents via 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.

14.4. What if the Internet connection is lost?

When the Printix Client loses connection to the Internet, a yellow dot is shown on the Printix Client icon  indicating the Printix Client is in the state **Connection failed**.

When the connection fails, a red dot is shown 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 this manual.
 - Users can not print [Via the cloud](#), [Mobile print](#), and [Chrome print](#).
- See also: [Which documents go via the cloud?](#)

As long as users remain signed in and keep their computer powered on, they can still:

- **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.
- **Print to a Printix Anywhere** print queue, 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**.
 - With Printix Client version 1.3.1286.0 or later, if the setting [Allow direct print if offline](#) is selected, the Printix Client will offer users to select a different printer after displaying 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**. The printers to select from are those that are on the same network as your computer AND you have previously released to.
 - If you select **Printix Anywhere**, your document can only be released when the Internet connection is restored. Alternatively, you can print your document immediately at another printer that is listed.
- **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 Print Later.
 - If you select **Print**, your document is printed immediately at the selected printer.
 - If you select **Print Later**, your document can only be released when the Internet

connection is restored.

- 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 **Your document {file name} is deleted. Your document cannot be printed, because Printix Client is offline and cannot reach the target printer {printer name}**.

When the Internet connection is back, all functionality is working again and documents can be:

- **Released**
Including any **Print Anywhere** and **Print Later** documents users submitted while the Internet connection was lost.
- **Reprinted**
Including any documents users submitted with **Print** while the Internet connection was lost.

14.5. Why are printers named ASD, BNM, ... ?

All Printix printers gets a unique three-letter ID, also known as, the printer ID. This makes it efficient to search for printers and easy to identify the printers.

- **Search**  for printer is efficient
 - If Printix manage 26 or fewer printers you only have to enter the first letter when searching for a printer.
 - Uppercase and lowercase letters are treated the same.
- **Identifying** the printer is made easy
 - 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?

The three-letter ID is based on the alphabet's 26 letters and allows for up to around 2200 printers. If you need more, the software will automatically use four-letter IDs.

Keyboard sequence

The sequence of the 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 printer ASD and BNM


14.6. Why are there additional print queues?


You have set up print queues, and made them **Active**, so users can add these via the Printix Client. You have then deployed Printix Client on more computers, and suddenly new print queues starts to be listed in Printix Administrator. When you for example look at the ASD printer, it has four print queues. The first two print queues (**Reception** and **Reception Stapler**) you know of, and they are **Active** and installed on respectively 149 and 11 computers. The other two print queues you do not know of, and wonder why they are listed.

 printix












Print queues





Filters



<input type="checkbox"/>	Print queue name ↑	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. It is simply Printix, 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 via the Printix Client.

Reception (HP Officejet Color X555) is installed on 3 computers. The print queue was initially setup 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 setup 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 at the end of the print queue name. This is appended by Windows to handle the case where 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 simply 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 deleted 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 seen an entry like this example:

- Print queue *Reception* added for printer *ASD* by *COMPIX*

Please remember, that as soon as someone creates an own print queue that points to a Printix registered printer, then Printix Client will pick up on this and register the print queue in the Printix Cloud. If **Convert print queues** is checked, then Printix Client will convert the print queue and it will appear as managed.

14.7. 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 Printix Client and Printix Cloud.

If none of the above resolves the problem within 5 minutes, then please [report the problem to our support](#), so we can help you.

14.8. 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 via 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, this may 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](#). On the **Print** page in Printix App and Printix Go, the newest (last in) document is listed at the top. The time stamp of the document is the time recorded when the document is registered by Printix.

When you release documents, the documents will be sent to the printer in the same order (according to time stamp) as they appear on the **Print** page (last in first out).

However, there are a few exceptions 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](#) and check **Store print anywhere documents** and **Store print later documents**.

✿ If you do not have good Internet bandwidth, you may not want to enable cloud storage.

14.9. What happens when I install Printix Client?

The first Printix Client you install will prepare your setup and attempt 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 enhances their name with a three-letter printer ID to make it easy to search for and identify printers.

Original: Reception

Printix: Reception **ASD**

14.10. What happens if users uninstall Printix Client?

If users uninstall Printix Client their Printix printers gets 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” may get appended to the original name.

14.11. 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 on **Groups**:
 - **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.
 - Printer later by default groups.
 - Secure print level groups.
 - Group is used to manage 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.
- There may be a delay before users appear as members.
 - Groups are synchronized automatically at approximately 20 minute intervals. Only changes are synchronized.

14.12. Can I use label printers?

We have many customers using label printers with Printix. However, to make your setup of your label printer successful, we have collected this information for you.

Label printers that are network connected and have full SNMP support are easy to setup. However, some label printers have no or only a very limited implementation of SNMP, and some label printers are not networked, but are locally attached to a computer's USB port. Also [Toner](#) levels may not be supported for the label printers.

SNMP support

If the printer does not support SNMP then it will appear as [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 print driver](#)
- [How to add a print driver](#)

USB connected

If the printer is locally attached to a computer's USB port, then you can use Printix Redirector to add it.

- [Enable USB printing](#)

Printing

Once the printer is registered you can print to the Printix managed print queue. [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.

15. Troubleshooting

To troubleshoot an issue, we recommend you explore the sections below. If you can not find a resolution, please [submit a support request](#).


Top issues

- [Sign in issues](#)
- [Print issues](#)
- [Add printer issues](#)
- [Printix Go issues](#)

Relevant sections

- [How to](#)
- [FAQ](#)
- [Error messages](#)

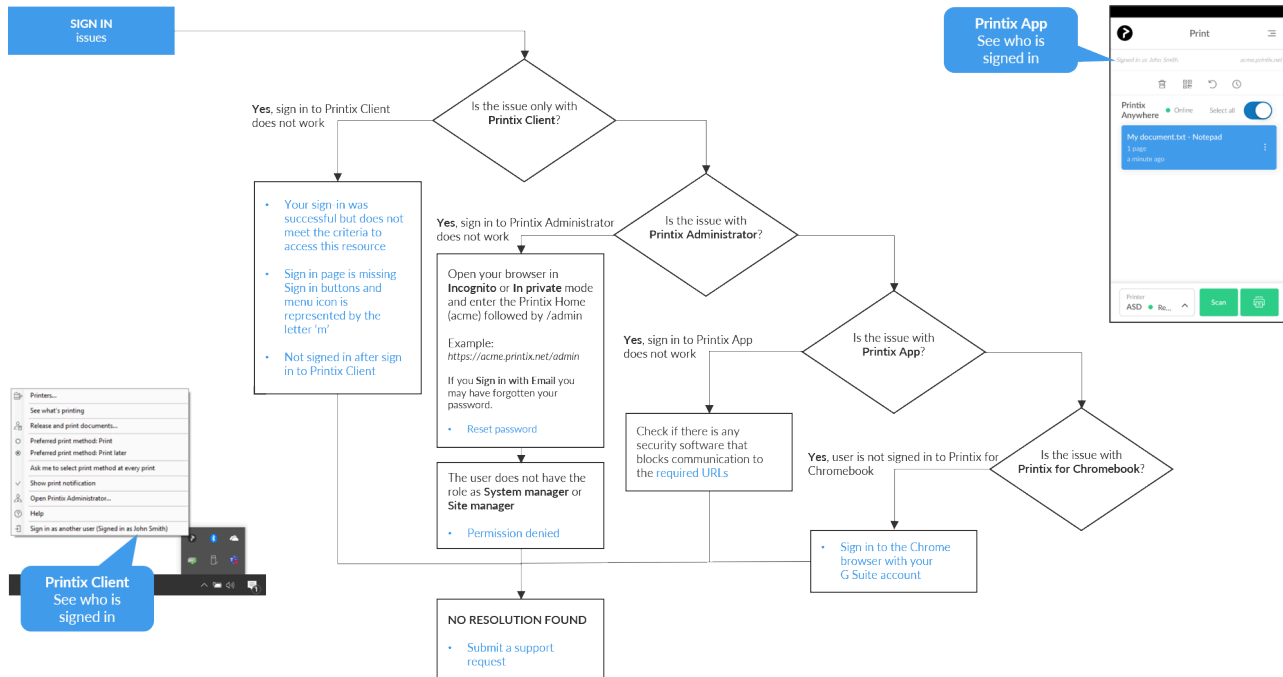
History

- [Look at history](#) 
See what happened when, and who did what.

Product support

- [Use Product Support](#)
Changelog, Videos, FAQ.

15.1. Sign in issues



[Open Printix Troubleshooter PDF](#)

- [I can not 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 sign in to 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:

- [Internet endpoints that must be unblocked](#)

15.1.1. I can not 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 role as **System manager** or **Site manager**.
- If you **Sign in with Email** you may have forgotten your password.

- [How to reset password](#)



If you are no longer able to sign in to Printix Administrator you may have to [clear browsing data](#).

15.1.2. 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](#).


15.1.3. 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.

15.1.4. Not signed in after sign in to Printix Client

After **Sign 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 shown 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. Printix Client uses a Windows function WinHttpGetProxyForUrl (implements WPAD) to get the proxy settings from the PAC file. However, it also looks at the proxy settings configured for the user(s) on the computer. If it finds a suitable set of proxy settings for a user, it remembers them in the Windows Registry under the LSA user (HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections). This is done to allow the Printix Service to communicate with the Printix Cloud when there is no user signed in.

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. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor**, 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 Printix Client again.

If the issue persists, you may have to delete the **DefaultConnectionSettings** and **SavedLegacySettings** for each user setting.

15.1.5. 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 via 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 show 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](#) will contain the text like this: *ServerComm: running with proxy1: http://172.23.100.13:8080/ and Unable to connect to the remote server*.

RESOLUTION: Refer to: [How does 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 Printix Client to make some entries in the Windows Registry “tamper-resistant”.

RESOLUTION: Disable FIPS.

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** 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\FipsAlgorit  
hmPolicy" -Name "MDMEnabled" -Value 0
```

15.1.6. Sign in is not automatic first time on Microsoft Entra joined computer

Sign in to Printix Client is automatic on Microsoft Entra joined Windows 10 and 11 computers. Works with editions: Pro, Enterprise, and Education. Microsoft does not support Microsoft Entra join on Windows Home editions. However, if you have not accepted Printix for all users, users will be asked to accept this the first time they sign in.

RESOLUTION: Verify that Printix is [Accepted for all users](#), so the automatic sign in to Printix Client works on Microsoft Entra joined Windows 10 and 11 computers.

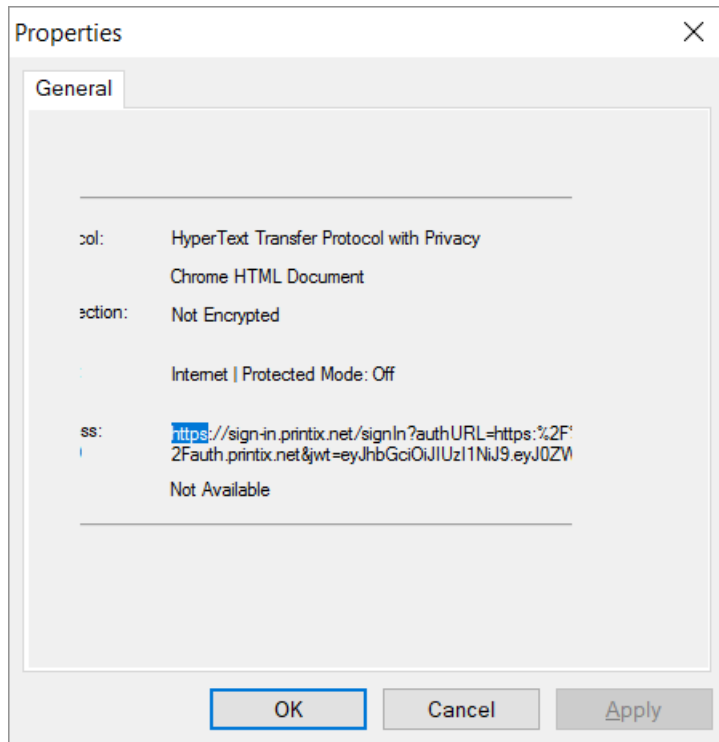
- If there are more than one [Microsoft Entra directories](#), then **Sign in** to Printix Client is no longer automatic the first time on Microsoft Entra joined Windows 10 and 11 computers. The user must select directory (*acme.com* or *ajax.com*) and then sign in, but only the first time.
- If you have either renamed the Printix Client installation file, or are installing via Microsoft Endpoint Manager and have not specified the **Command line arguments** ([Step 12](#)), then this will also break the SSO as the sign in will occur via: *sign-in.printix.net/tenanthub*

See also:

- [How to find out if computer support SSO](#)
- Microsoft documentation on: [Microsoft Entra joined devices](#)

15.1.7. Sign in page shows: Website not found

Follow the suggestions shown on the page. If this does not help, then [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 clipboard, by pressing **Ctrl + A** and then **Ctrl + C**.
4. Paste **Ctrl + V** the content in to the support request. The copied content will look something like this:

[illegible]

15.1.8. 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)
```


```

ype value)
    at WindowsUI.PixWindowsClient.StartGUIWorkers()
    at WindowsUI.Program.Main(String[] args)

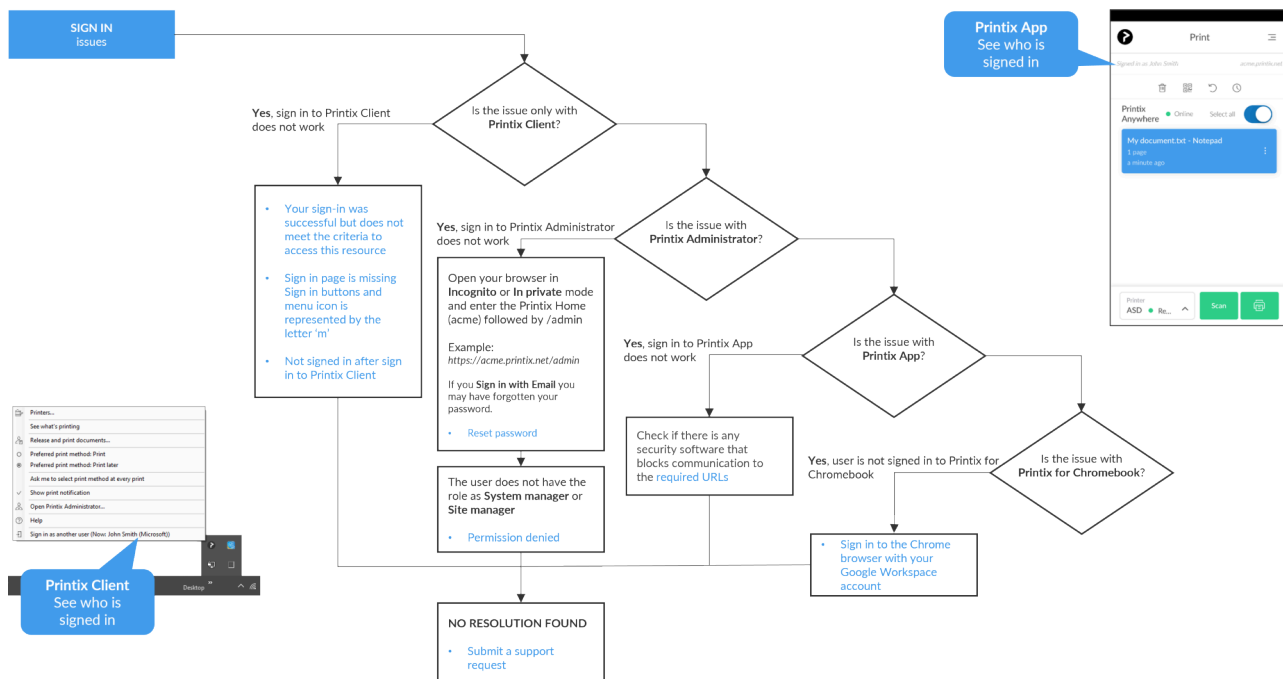
```

RESOLUTION: Enable TLS 1.2.

TLS 1.2 is enabled by default if .NET Framework 4.6 or later is installed on the computer.

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** 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.

15.2. Print issues



[Open Printix Troubleshooter PDF](#)

- [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 says: Document release is not possible at the moment due to system error](#)
- [Printix App says: 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 print driver](#)
- [Exclusive access examples](#)

15.2.1. When I want to release a document, it says: Document is unavailable

In Printix App you may experience the following:

- One or more selected documents are labelled: **Document is unavailable**.
- After a **Select all** of documents, an **Unavailable documents** dialog appears with the question: **Deselect the unavailable documents?**

The above behavior is expected and happens because Printix App dynamically checks if printing is possible based on the availability of the selected printer and selected documents. 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 labelled: **Document is unavailable**. If **Select all** is used to select documents (including unavailable ones) the **Unavailable documents** dialog will appear and you can select **OK** to deselect the unavailable documents.

RESOLUTION: Deselect the unavailable documents.

15.2.2. When I release a document, it says: Working on it

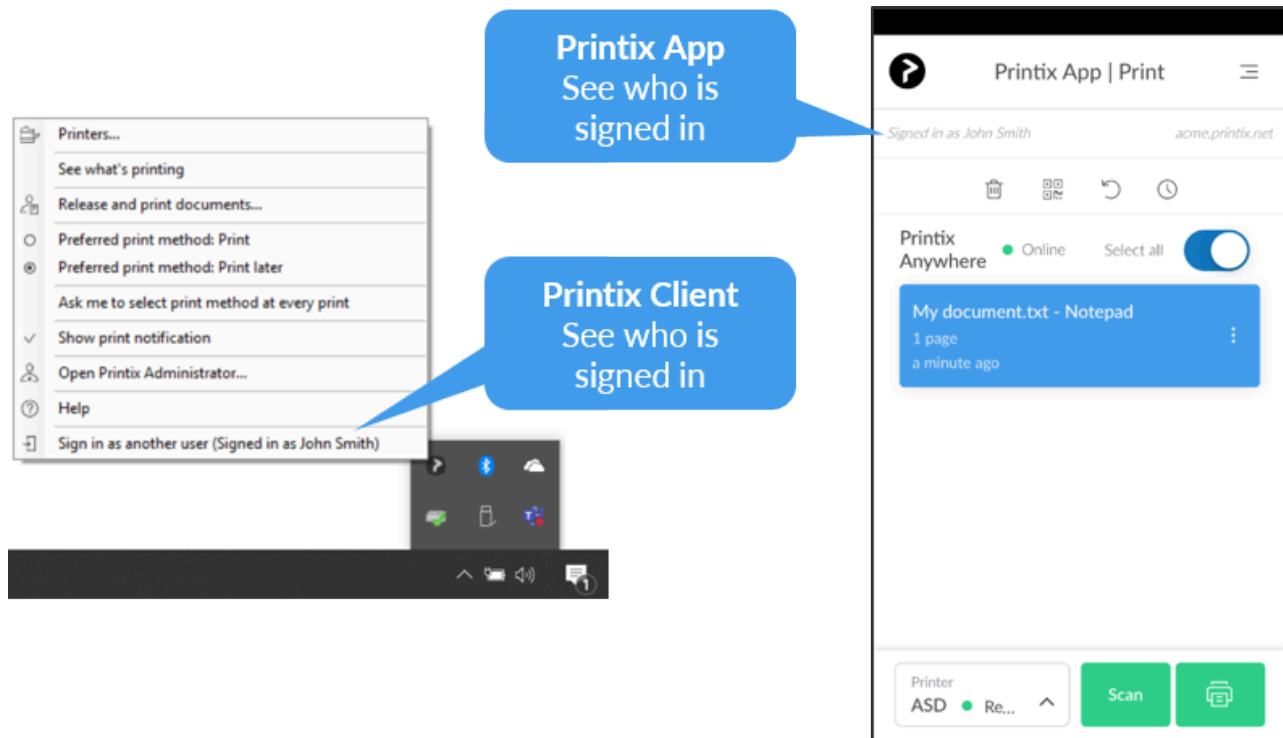
If you are releasing a print anywhere document to a printer you have not used before, it may require your computer to first add the printer. This may take 1-5 minutes depending on the print driver. During this time, the Printix App will show the state **Working on it** before transitioning to **Printing** 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 to this printer.

RESOLUTION: Wait for the print queue to be created.

15.2.3. 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.



15.2.4. Printix App says: Document release is not possible at the moment due to system error

There is an issue with the Printix Cloud and therefore it is not possible to release documents from Printix App. You may want to check the [Announcements](#) section if there are any ongoing system errors.

RESOLUTION: Try again when the system error has been fixed.

15.2.5. Printix App says: Internal error

There is an internal error in Printix App. You select the message to see details. If the issue continues, please make a screenshot and [submit a support request](#).

RESOLUTION: Try to stop and start Printix App.

15.2.6. The submitted document does not get printed

This can happen if there is a policy on the computer that:

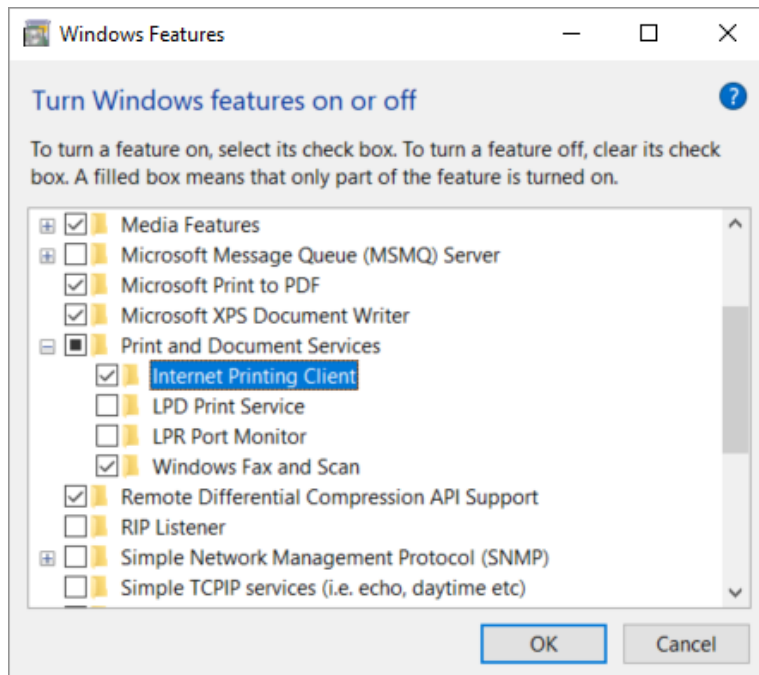
- Prevents the Windows feature **Internet Printing Client** from being turned on.
- Prevents direct printing.

Look in the [Windows PrintService logs](#) to see if there is a policy (GPO) / [Windows Registry setting](#)


that prevents direct printing. If required [submit support request](#) if you need assistance. Please include Windows PrintService log from the failed print attempt.

Enable Internet Printing Client

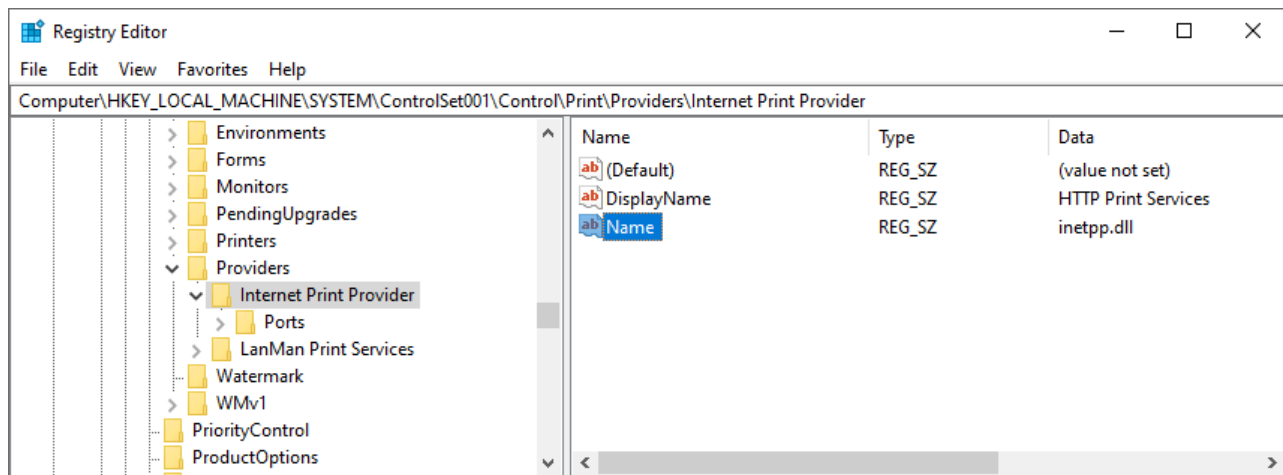
1. Open **Control Panel** and select **Programs and Features**.
2. Select **Turn Windows feature on or off**.
3. In the **Windows Features** dialog scroll to and expand **Print and Document Services**.
4. Check **Internet Printing Client**.
5. Select **OK**.
6. Restart the computer.




Windows Registry setting DisableHTTPPrinting prevents printing with Printix

1. Select **Windows logo**  key + R to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
Policies\Microsoft\Windows NT\Printers\
4. If there is a DWORD value name **DisableHTTPPrinting** with a value of **1**, it will prevent printing with Printix.

Check that Internet Print Provider is set to inetpp.dll



1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor** 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](#)

15.2.7. 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: Please [inform us](#) if you have this issue, so we register the printer as not supporting PDF print.

Test if the printer supports PDF

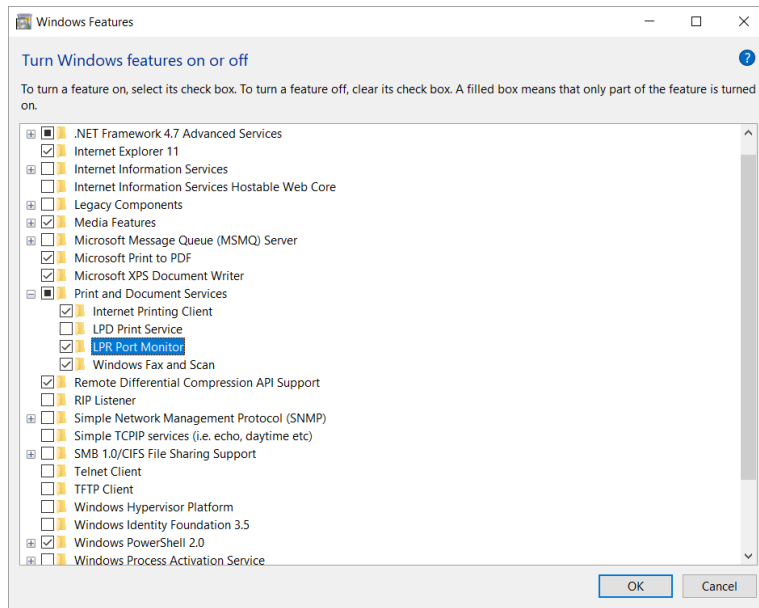
You can use the **lpr** command to test if the printer support PDF printing. To send the document C:\test.pdf to the printer with the IP address 192.16.8.1.11, open a command prompt and type:

```
lpr -S 192.16.8.1.11 -Pl "C:\test.pdf"
```

The **LPR Port Monitor** feature must be enabled:

1. Open **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. Check **LPR Port Monitor**.
5. Select **OK**.



15.2.8. 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 says that the print job contains 0 bytes.

On the computer in question:

1. [Remove 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.

15.3. Add printer issues

[Open Printix Troubleshooter PDF](#)

- [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](#)

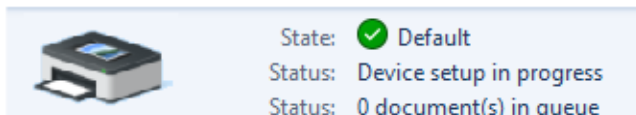
15.3.1. Firewall blocks download of print driver

If 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 ZIP file into the folder: C:\Windows\Temp\Printix-drivercache

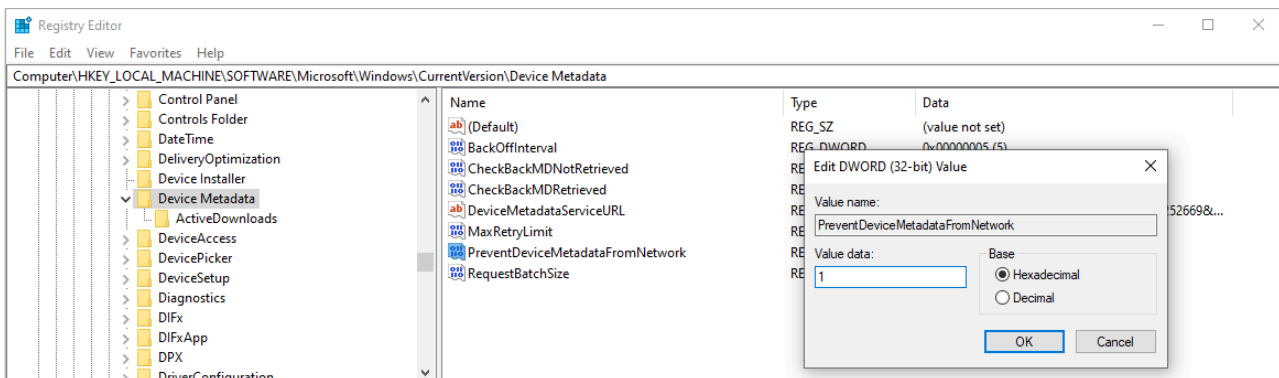
RESOLUTION: Set up your firewall to not have any size restrictions on the ZIP files it can download from <https://drivers.printix.net/> and/or set it up to not scan files downloaded from the Printix driver store.

15.3.2. 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 experience that the printer is listed under **Unspecified devices**. Despite this, the printer can be selected from applications and printed to successfully.



This may happen if Windows has issues downloading the correct icon for the printer. Issue has been reported for [Windows 10, version 1903](#).

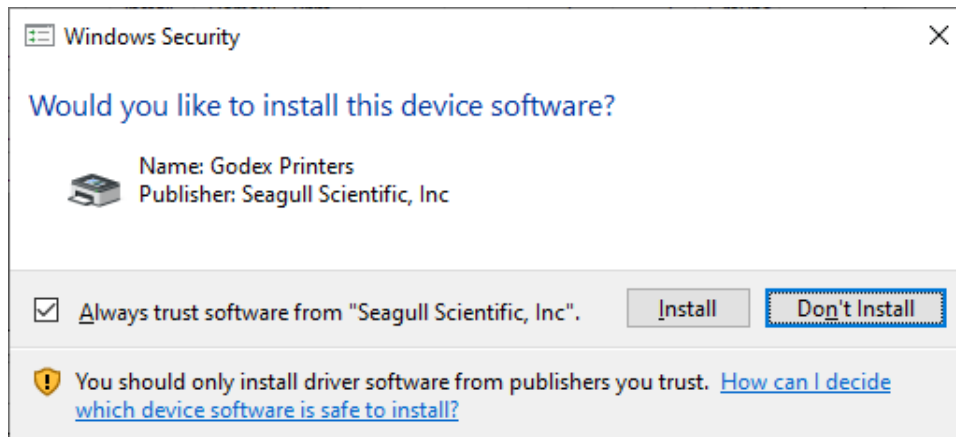


RESOLUTION: If restarting the computer does not solve the issue, then disable automatic download of custom icons available for your printers.

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *regedit*, and select **OK**.
3. In **Registry Editor**, browse to:
HKEY_LOCAL_MACHINE\SOFTWARE\
Microsoft\Windows\CurrentVersion\Device Metadata
4. Change the value **PreventDeviceMetadataFromNetwork** from 0 to 1.
5. Restart the computer.

15.3.3. 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 asking **Would you like to install this device software?** To proceed with the installation, you **MUST** check **Always trust software from XXX** and then select **Install**.

When 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, there are two 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](#).

15.4. Printix Go issues

- [Printix Go troubleshooting](#)
- [How to test communication to Printix Cloud from the printer](#)
- [How to troubleshoot scan to email](#)
- [How to investigate Printix Go screen layout issues](#)

15.4.1. 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 says failed](#)
 - [Troubleshooting card readers](#)
 - [How to test communication to Printix Cloud from the printer](#)
 - [How to troubleshoot scan to email](#)
- **Epson**
 - [Epson printer says: \(ec-204\) 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](#)
- **HP**
 - [HP Access Control web page settings discrepancy](#)
 - [HP printer says: The item is restricted](#)
 - [HP printer says: Sign-in failed. The default sign-in method \(Printix\) is currently unavailable...](#)
 - [HP printer says: 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 says: WRONG_AUTHENTICATION_STATE](#)
 - [Printix Capture fails to complete on a HP printer](#)
- **Konica Minolta**
 - [Konica Minolta printer says: Error: 500](#)
 - [Konica Minolta printer will not install](#)
 - [Konica Minolta printer says: 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 says: Device status error – Add toner](#)
 - [KYOCERA Net Viewer says: User does not exist](#)
- **Lexmark**
 - [Lexmark printer says: 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](#)
- **[Ricoh](#)**
 - [Ricoh printer says: Whitelabel Error Page](#)
 - [Ricoh printer says: 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](#)
- **[Xerox](#)**
 - [Xerox printer says: Could not log in](#)
 - [After uninstalling Printix Go, Xerox VersaLink printer says: Internal Server Error](#)
 - [Xerox card reader does not recognize card](#)
 - [Printix Go cannot be updated or uninstalled and Xerox printer says: 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

There is no Printix Client on this network 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 says failed

On the **Printix Go** tab on the **Printer properties** page, the installation **Status** says **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](#)

Epson

- [Epson printer says: \(ec-204\) Please try to reload the page or contact your administrator](#)

Epson printer says: (ec-204) Please try to reload the page or contact your administrator

The entered 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 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 by 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.

HP

- [HP Access Control web page settings discrepancy](#)
- [HP printer says: The item is restricted](#)
- [HP printer says: Sign-in failed. The default sign-in method \(Printix\) is currently unavailable...](#)
- [HP printer says: 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 says: WRONG_AUTHENTICATION_STATE](#)
- [Printix Capture fails to complete on a HP printer](#)

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 via the Printix Go configuration. The printer's touchscreen control panel, should reflect what has been configured with Printix Go.

The screenshot shows the HP LaserJet 500 MFP M525 web interface. The top navigation bar includes links for Information, General, Copy/Print, Scan/Digital Send, Fax, Supplies, Troubleshooting, Security (highlighted), HP Web Services, and Networking. The left sidebar lists various security settings, with 'Access Control' selected. The main content area is titled 'Access Control' and features a yellow warning banner stating: 'Some security settings on this page are unavailable because they are managed by Printix Go.' Below this, there is a section for 'Enable and Configure Sign-in Methods' with a table of available methods.

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 says: 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”*.

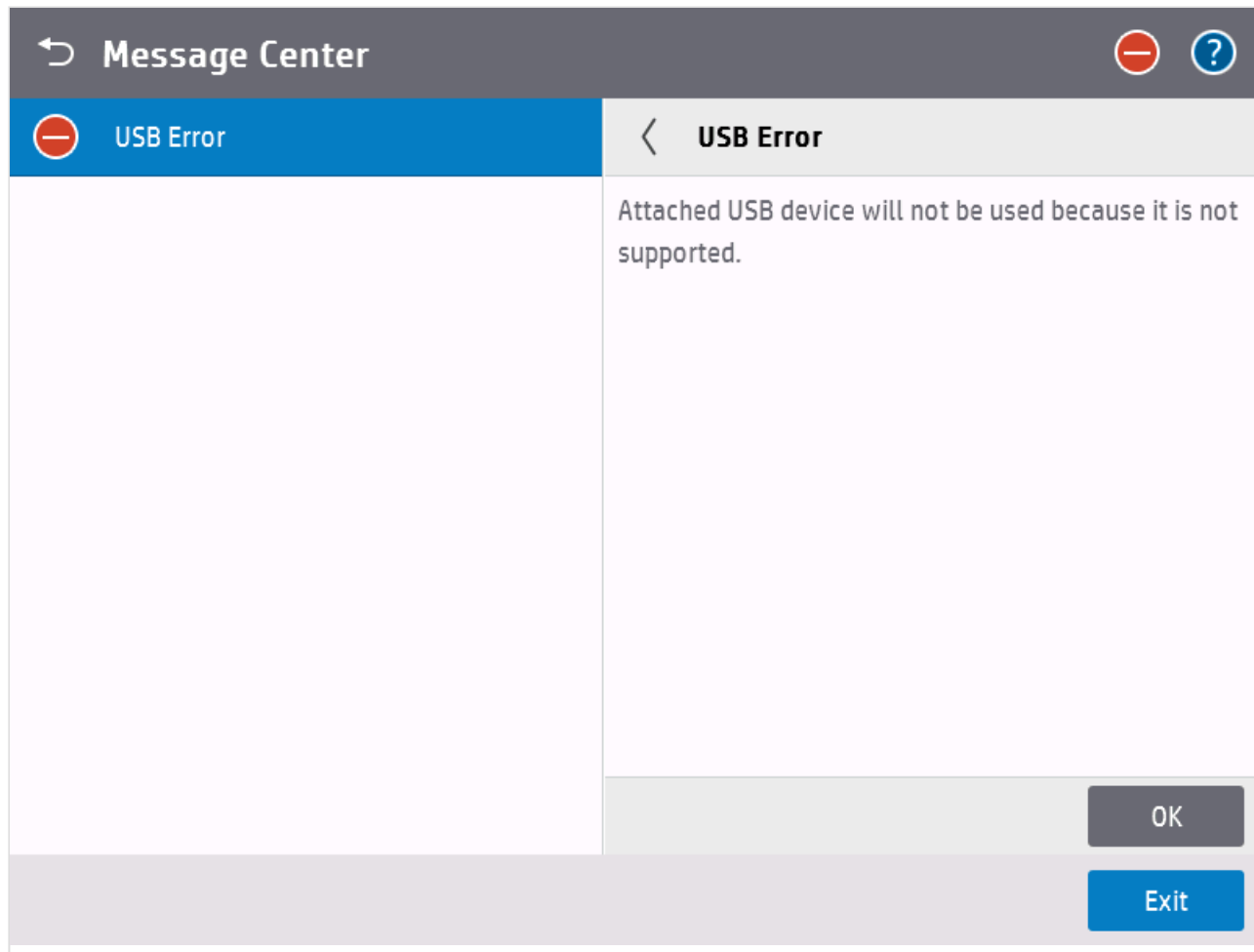
RESOLUTION: Please refer to [How to get Application ID from a Printix Go HP printer](#) and then submit a [support request](#).

HP printer says: 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 says: 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 says: WRONG_AUTHENTICATION_STATE

If the printer says 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 a 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.

Konica Minolta

- [Konica Minolta printer says: Error: 500](#)
- [Konica Minolta printer will not install](#)
- [Konica Minolta printer says: Certificate security credentials could not be verified](#)
- [Printix Capture fails to complete on a Konica Minolta printer](#)

Konica Minolta printer says: 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: "*Can not 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** and then open the **History** tab and look for items that may 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 the entries like: **OpenAPI communication returned 'SSL' (FAIL)** and **OpenAPI communication returned 'Error:Already**.

Konica Minolta printer says: 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 says: Device status error – Add toner](#)
- [KYOCERA Net Viewer says: User does not exist](#)

Guest users can access third-party functions on a Kyocera printer

In Printix Administrator, only selecting **Everything else** in the **Access control** settings in the **Go**

configuration allows guests to 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 there are any printer alerts (for example, Tray Empty, Toner Out, or Paper Jam), then the printer alerts appear instead of the desired 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 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 says: 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](#).

Lexmark

- [Lexmark printer says: 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](#)

Lexmark printer says: 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 start 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 user name 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.

Ricoh

- [Ricoh printer says: Whitelabel Error Page](#)
- [Ricoh printer says: 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](#)

Ricoh printer says: Whitelabel Error Page

This may 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 says: Webpage not available

Happens after a printer restart (installation) because the printer tries to load the webpage 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 **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

✿ If the Ricoh printer has some kind of error/warning, like waiting for paper to be loaded, it can also prevent successful installation. Ensure the printer is idle (**Status** icon is  green in Printix Administrator), and then try again.

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**. To help you troubleshoot further, open the **History** tab on the **Printer properties** page and look for items that may have failed.

Printix Go programmatically preconfigures the following:

- ACCESS_CONTROL__SDK_CERTIFICATION_DEVICE: "1"
- ADMINISTRATOR_AUTHENTICATION_MANAGEMENT__MACHINE_ADMINISTRATOR_AUTHENTICATION_S "1"
- ADMINISTRATOR_AUTHENTICATION_MANAGEMENT__USER_ADMINISTRATOR_AUTHENTICATION_S "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 web server has been changed. This 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 the steps like **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 will change to **Failed**. To help you troubleshoot further, open the **History** tab on the **Printer properties** page and look for items that may 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 if 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. 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. Check that printer's [Auto Logout Timer](#) is less than the [Sleep Mode Timer](#).

Happens after a printer restart (installation) because the printer tries to load the webpage 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.

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](#) says 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's 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 with the above steps, 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: Place the icon manually:

1. On the printer's home screen, select the **Application list**  icon in the bottom right corner.
2. Hold down the **Printix Capture** icon.
The icon may not be on the first page of the printer.
3. Wait for the printer's home screen to appear, drag the icon to its preferred location, then let go of the icon.

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**.

Xerox

- [Xerox printer says: Could not log in](#)
- [After uninstalling Printix Go, Xerox VersaLink printer says: Internal Server Error](#)

- [Xerox card reader does not recognize card](#)
- [Printix Go cannot be updated or uninstalled and Xerox printer says: Internal Error](#)

Xerox printer says: 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 says: 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: Restart the printer.

Printix Go cannot be updated or uninstalled and Xerox printer says: Internal Error

When you try to log in to a Xerox printer, an internal error message appears that says “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 walkup screen.

RESOLUTION for AltaLink printers:

1. In **Properties**, select **General Setup**.
2. In **Entry Screen Defaults**, set the default walkup screen to be anything other than **Print**.

RESOLUTION for VersaLink printers:

1. Select **Apps**.
2. In **Preferences**, set the walkup screen to be anything other than **Print**.

15.4.2. 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, then try to access the internet endpoints from a computer on the printer's network. Please refer to 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, then 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-deivce-api.printix.net](#)

15.4.3. How to troubleshoot scan to email

Use Telnet from the command line to troubleshoot scan to email.

Install Telnet Client

These instructions applies to Windows 10 and 11.

1. Open **Control Panel** and select **Programs and Features**.
2. Select **Turns Windows Features on or off**.
3. Scroll down the list and check **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
 - Should respond with its welcome banner.
 - Replace *acme-com.mail.protection.outlook.com* with your SMTP server address.

Send the HELO command

Some mail server will accept the HELO on its own, others will require you to also provide a host or domain name along with it.

3. Send the HELO command. Type:
helo acme.com
 - Should respond with **Hello**.
 - Replace *acme.com* with your email domain.

Use the MAIL FROM command

4. Use the MAIL FROM command to specify the sender. Type:
mail from: john@acme.com
 - Should respond with **Sender OK**.
 - Replace *john@acme.com* with a valid email address.

Use the RCPT TO command.

5. Use the RCPT TO command to specify the receiver. Type:
rcpt to: jane@acme.com
 - Should respond with **Recipient OK**.
 - Replace *jane@acme.com* with a valid email address.

Use the DATA command to send data

6. Use the DATA command to send data. Type:
data
 - Should respond with **Start mail input; end with ..**
 - 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 like. Use SUBJECT and then type your subject line, and

press enter.

7. Use SUBJECT and end message with period.

subject: this is a test

.

- Should respond with **Queued mail for delivery**.

15.4.4. How to investigate Printix Go screen layout issues

1. Open the [Sign in with ID code](#) dialog.
2. Select the **C** (clear) key 4 times consecutively. This will present information about the screen resolution and web browser.
3. Take a photo of the screen and attach it to your [support request](#).
4. Select the presented information to make it disappear.



Selecting the **C** key 4 times in the **PIN code** dialog will also present the information.

16. Error messages

- [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](#)
- [Restriction for modifying multiple items exceeded](#)
- [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](#)

16.1. No Printix Client acts as proxy on this network

There is no Printix Client on this network 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 there are [separate networks](#) there should be a Printix Client running on each network.
- If you get this message despite computers are online on the network in question, then it could be that one or more of the gateways of this network is 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 the trial at home, but why does it not work at my company?](#)

If none of the above resolves the problem within 5 minutes, then please [report the problem to our support](#), so we can help you.

16.2. 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, as it is currently on an **Unknown** network.

RESOLUTION: **Discover printers** from the **Printers** page.

16.3. Connecting to service

Printix Client is trying to connect to the Printix Service on the computer. The message normally appears for a few seconds and is then replaced by the message: [Fetching data](#). However, if the message shows 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: Refer to 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 Printix Client again. You can download both the EXE and MSI from the [Software](#) page.

Antivirus software might also mistakenly set of 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, and then install 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 select **Enter**.
3. In the **Terminal** window type: *ping localhost*

RESOLUTION: If there is no response from ping, then open **Finder**.

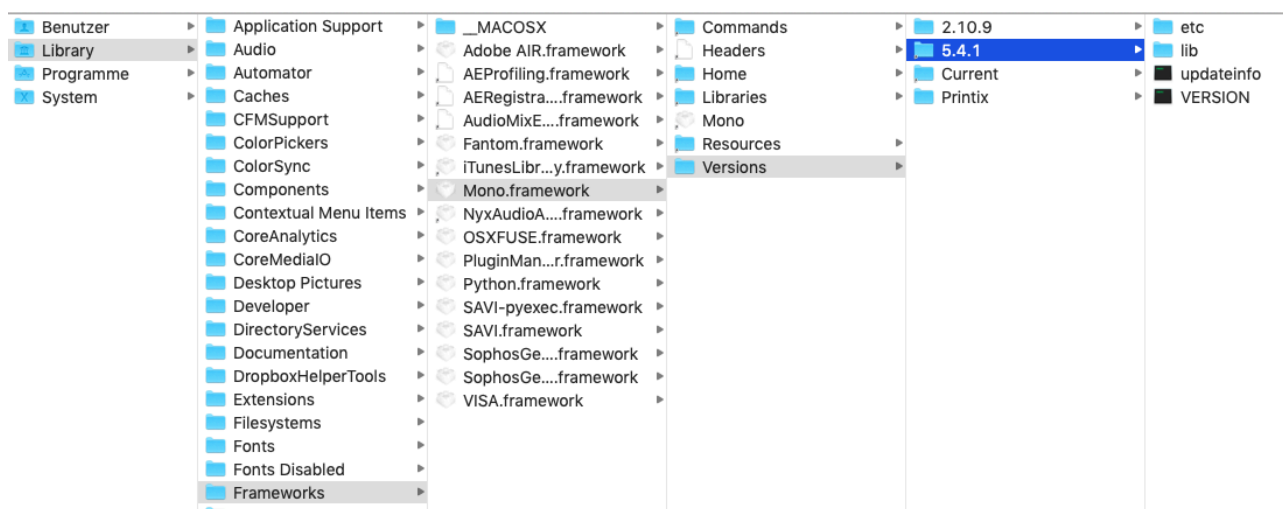
1. Select the search icon in the top right corner.
2. Type: *finder*, and select **Enter**.
3. In **Go to the folder** enter */private/etc/hosts*
4. Select **Go**.
5. Select and drag the *hosts* file and drop it on the desktop. This will allow you to freely edit the file.
6. Open the *hosts* file in 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 there is an earlier than version 5.4.1 of Mono 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 that allows you to 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 there is an older version of Mono installed. Use the keyboard shortcut to open **Finder** and go to the folder:

1. Select **Shift – Command ⌘ – G**
2. In **Go to the folder** enter */Library/Frameworks/Mono.framework/Versions*
3. Select **Go**.



If there is an older version (2.10.9) 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 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 -s /Library/Frameworks/Mono.framework/Versions/5.4.1
```

10. Reinstall Printix Client, and verify if it is working.

Printix Service is stopped

When the Printix Client is unable to connect to the Printix Service on the computer, a red circle with a line will be shown 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. Please [submit a support request](#) if it keeps happening. Please include the name of the computer and the approximate time, when this happened. If possible, please 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

Windows

1. Open a command prompt and type: `netstat -ab -p TCP`
2. In the output look for port 21338 and 21339.
3. Look for the name of the process that uses the ports. If the process is **System** or **4**, then restart the computer.

Mac

1. Select the search icon in the top right corner.
2. Type: *Network Utility*, and select **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.

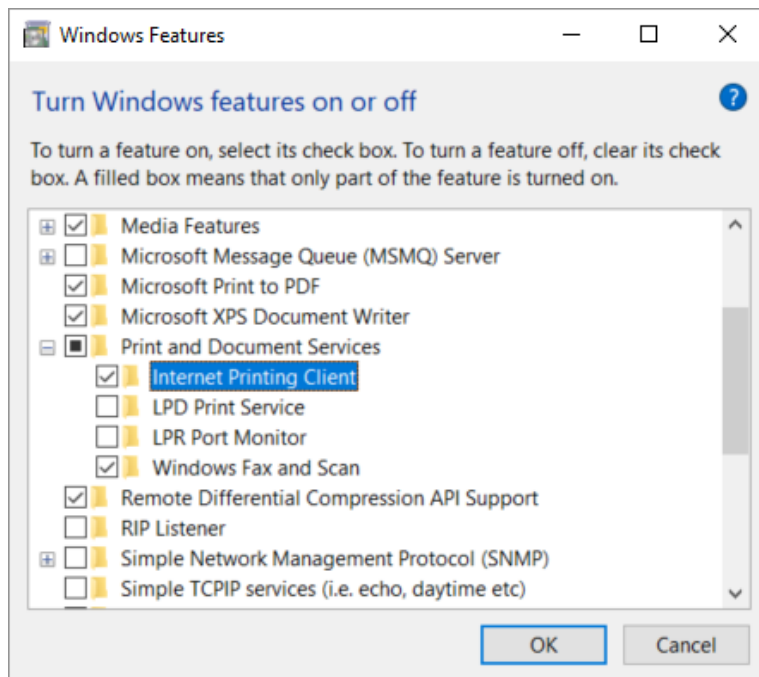
16.4. No printer port selected on Windows

- On a Windows computer, when you open the **Printer properties** dialog 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. Check **Internet Printing Client**.
5. Select **OK**.
6. Restart the computer.




16.5. An error occurred

- An unknown error occurred.

RESOLUTION: Try again. If the problem persists, then report the problem with as much detail as possible.

16.6. 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.

16.7. User already exists

- User is already added.
RESOLUTION: Do not add the user again.

16.8. 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](#) 

16.9. Username 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, then enter your email address as the username.

See also: [How to reset password](#)

16.10. Email already exists

- The email is already in use.
- RESOLUTION: Use another email.

16.11. 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](#).

16.12. Email invite has already been used or is expired

The link in the email can only be used once for activation and this must happen within 72 hours.

- You signed up and got **Your Printix Home**, but you did not download, install and sign in to 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 *"Welcome to Printix..."*.
RESOLUTION: Refer to the email: *"Get started with Printix ..."* and 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: *"Welcome to Printix..."*, but you did not download Printix Client.

RESOLUTION: Refer to the email: *"Get started with Printix ..."* and 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: *"Welcome to Printix at ..."*.

RESOLUTION: Contact the sender and ask for a new [User invite email](#).

16.13. No connection to Active Directory server

- You can not sign in with your network username and password.

RESOLUTION user: Contact your administrator.


RESOLUTION administrator:

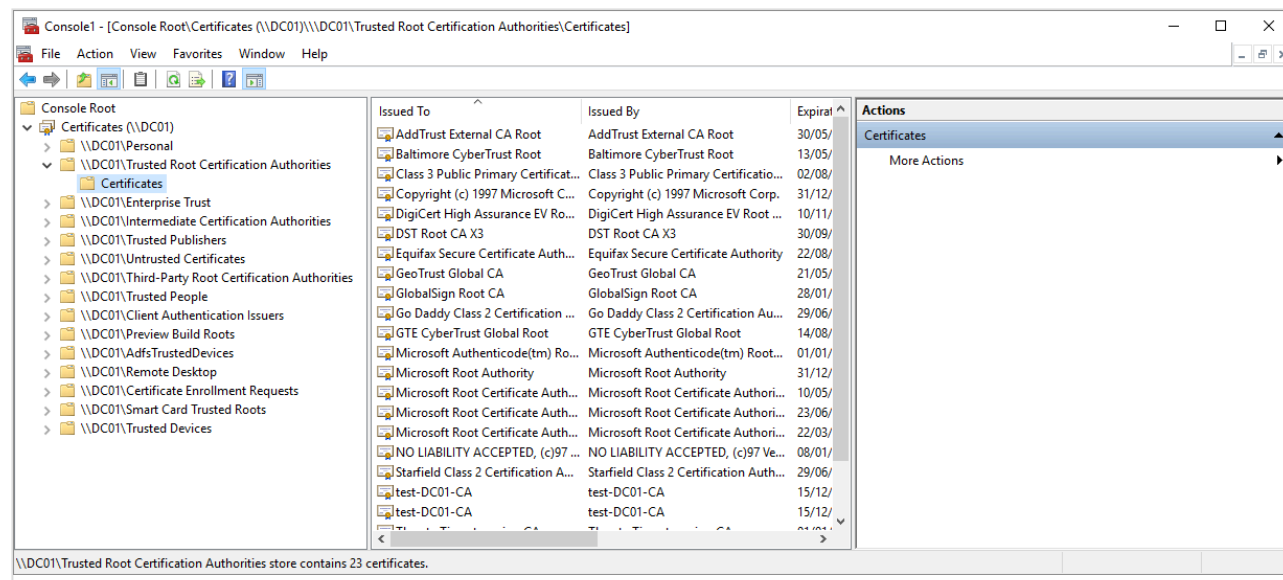
- Check [Active Directory authentication](#) settings.
- A computer with Printix Client must be online on **Network1**, otherwise the on-premise Active Directory server can not be contacted for authentication.
- If it does not work with secure LDAPS, it could be a result of certificate errors.

Secure LDAPS certificate errors

Verify certificates and the certificate chain

Follow the instructions below to verify the certificates on the Active Directory server (Domain Controller):

1. Select **Windows logo**  key + **R** to open **Run**.
2. Type: *mmc*, and select **OK** to open **Microsoft Management Console**.
3. On the **File** menu select **Add/Remove Snap-in...**
4. In the **Add or Remove Snap-ins** dialog, select **Certificates** and select **Add**.
5. In the **Certificates snap-in** dialog, select **Computer account** and select **Next**.
6. In the **Select computer** dialog, select **Another computer**, and select **Browse....**
7. In **Enter the object name to select** type the hostname of the Domain Controller. Example: *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 check 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.

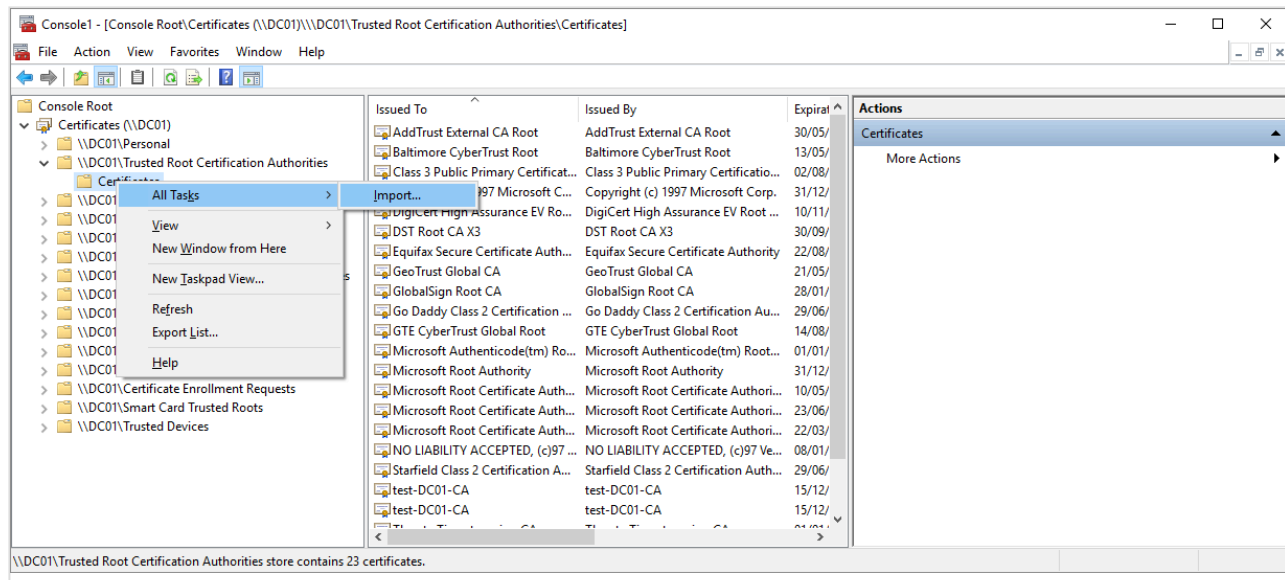
- **Local machine certificate store**

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:



The steps below are the same if you use **certmgr.msc** instead of **mmc**. To update multiple computers, you may want to consider using command line utility, Microsoft Certificate Manager Tool (**certmgr.exe**).

1. Right-click **Trusted Root Certification Authorities**, select **All Tasks** and select **Import...**
2. The **Certificate Import Wizard** opens. Select **Next**.
3. **Browse** to and select the folder with the *certificate* file.
4. Select **X.509 Certificate (.cer;.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** check **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

16.14. No connection to Microsoft Entra ID

- You can not sign in with your Microsoft work or school account.
RESOLUTION user: Contact your administrator.
RESOLUTION administrator: Check [Microsoft Entra authentication](#) settings.

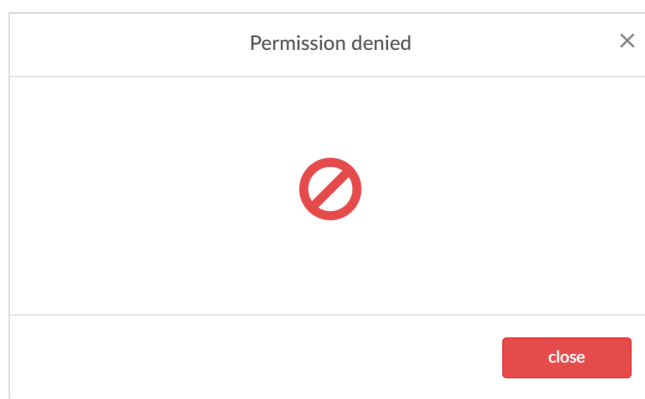
16.15. ID provider not found

- 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 using your work account you used private gmail account.
RESOLUTION: Sign in with the correct account. If this also fails, then contact your administrator.

16.16. 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, then contact your administrator.

16.17. Permission denied




- You are trying to **Sign in** to Printix Administrator, but your role do 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 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 credit card** on the [Subscription](#) page. Alternatively contact us or submit a [support request](#) and we will get back to you.

16.18. Wrong ID code

You attempted to sign in at the printer ([Printix Go](#)), but you have entered a wrong ID code.


RESOLUTION: Try again, but this time select  to see the digits entered and verify that they are the right six digits.

See also:

- [How to sign in with ID code at the printer](#)
- [How to see and reset ID code](#)

16.19. Wrong PIN code

You attempted to sign in at the printer ([Printix Go](#)), but you have entered a wrong PIN code.

RESOLUTION: Try again, but this time select  to see the digits entered and verify that they are the right four digits.

Other PIN code messages:


- **PIN code disabled**
This is shown after three consecutive, failed sign-in attempts. User must open Printix App and **Reset PIN code** and choose a new and different value, otherwise Printix App will show **The new PIN code must be different from the previous one.**
- **Wrong PIN code. Remaining attempts: X**
This is shown when a wrong PIN code is entered.
- **You need to create a PIN code**
This is shown if PIN code is required but not yet created by the user. User must open Printix App and **Create PIN code.**

See also:

- [How to sign in with ID code at the printer](#)
- [How to sign in with card at the printer](#)
- [How to see and reset ID code or PIN code](#)
- [How to create and reset PIN code](#)

16.20. No printers to add


- Printix Client reports: **No printers to add**

RESOLUTION user: Your computer may be on an **Unknown network** (the Printix Client icon will have a yellow dot ). Try add a printer when you are back on an known network. Alternatively contact your administrator.

RESOLUTION administrator: [Add printer](#) in Printix Administrator.

16.21. Found no printers compatible with your computer

- No printers are listed in Printix Client.

RESOLUTION 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 travelling. Try again when you are at work. Otherwise contact your administrator.

RESOLUTION administrator: No printer driver is selected for the Windows/Mac edition. See [How to change print driver](#).

16.22. Printer already exists

- The printer you are trying to add is already known by Printix.

RESOLUTION: If you tried to add the printer, but this failed, you may want to delete the printer from the [Unregistered printers](#) page and then add it again.

16.23. Printer registration issues

For troubleshooting steps please refer to:

- [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](#)

16.23.1. Discover printers does not find

printer

A **Discover printers** does not add the printer as expected.

- Is the printer powered on?
- Is the printer connected to the network?
- Is the printer on a different subnet than the computer doing the discovery. Please add a printer from that subnet manually and then do a discovery to find additional printers on that subnet.

RESOLUTION: Check the above. The printer address should be the IP address (Example: 192.168.2.10) or hostname of the printer.

The **Discover printer** 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: Please be patient.

The **Discover printer** process seems to time out

- During the **Discover printers** process Printix Client uses [ping](#) and [SNMP](#) to verify connection to the printer and retrieve information about the printer and its properties. If there are network switches 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: Please talk to your network administrator.

16.23.2. Not responding

The printer is not responding.

- Is the printer powered on?
- Is the printer connected to the network?
- Is the printer address correct?

RESOLUTION: Check the above. The printer address should be the IP address (Example: 192.168.2.10) or hostname of the printer.

See also: [How to give a printer a static IP address](#)

16.23.3. This is not a printer

- The entered address does not point to a printer.

RESOLUTION: Correct the address so it points to the printer.

16.23.4. Missing printer information

Unable to get any information from the printer.

- Has [SNMP](#) been disabled on the printer?
- Is the communication blocked by a firewall?

RESOLUTION: Check the above and try again.

It is recommended 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. Please consult you 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.

16.23.5. Missing print driver

- There is no print driver selected.

RESOLUTION: [Add the print driver](#) to the Printix driver store.

16.23.6. Fetching data

- Trying to fetch data from the printer or Printix Client is trying to contact the Printix Cloud.
- Verify that you can reach the printer, that is, you can **ping** the print from a computer with Printix Client on the printer's network.

RESOLUTION 1: Wait until data has been fetched. Please submit a support request if it keeps happening.

- An unregistered printer displays the message **Fetching data**. This is an expected issue with [HP Gemstone 2 printers](#).

RESOLUTION 2: [Add the printer manually in Printix Administrator](#).

16.23.7. Unknown model name

Unable to get model name from the printer.

- Has [SNMP](#) been disabled on the printer?
- Is the communication blocked by a firewall?

RESOLUTION: Check the above and try again.

It is recommended to restart the printer after having made changes to its SNMP configuration. You can use [SnmpWalk](#) to test that SNMP communication is working.

16.23.8. Unknown reason

- An unknown reason.

RESOLUTION: Try again. If problem persist report problem.

16.23.9. Timeout

- A timeout occurred.

RESOLUTION: Try again.

16.24. Capture issues

- [Email is too large](#)
- [Image is too large](#)
- [Capture failed \(Scan\). Reason: Transfer failed to computer](#)

16.24.1. 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 more like 18 MB.

16.24.2. 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).

16.24.3. 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 Printix Client computer 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, you may want to refer to 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`
Where COMPIX.acme.com is the computer's fully qualified domain name.

16.25. Restriction for modifying multiple items exceeded

- You are trying to either modify or delete too many printers or print queues. Try to modify or delete one item at a time, or select fewer items. The limit is calculated as follows:
Select items times number of computers need to be less than 40.000. So if you have 10.000 computers you should not modify more than 4 items.

✳ The above restriction has been removed since [changelog 2021-03](#).

16.26. 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.

16.27. 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, as your browser will report the page as not private, untrusted, or as having problems with the security certificate.