printix

BY TUNGSTEN AUTOMATION

Implementation Manual

Printix Implementation Manual

1 — Last update: 9 April 2024

printix.net

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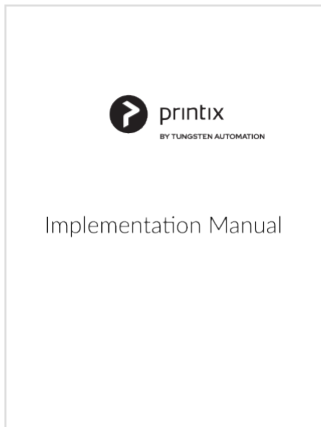
1. Introduction

Describes how to implement Printix.

Select cover to open as PDF

> ✳ How to have your web browser underline translate Printix manuals.

Product manuals

- *Printix Administrator Manual*
  Describes how it works, how to configure it, and the features.
- *Printix User Manual*
 Describes how to use Printix flexible, secure and mobile printing.

Product information

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

1.1. Printix at a glance

Printix Cloud Print Management Service is a cloud-based multi-tenant subscription service especially designed and structured to provide a complete print infrastructure and secure printing environment that guarantees efficiency, productivity, and cost savings. No on-premise servers and databases are required. It runs with **Printix Client** software installed on users' computers (Windows and Mac).
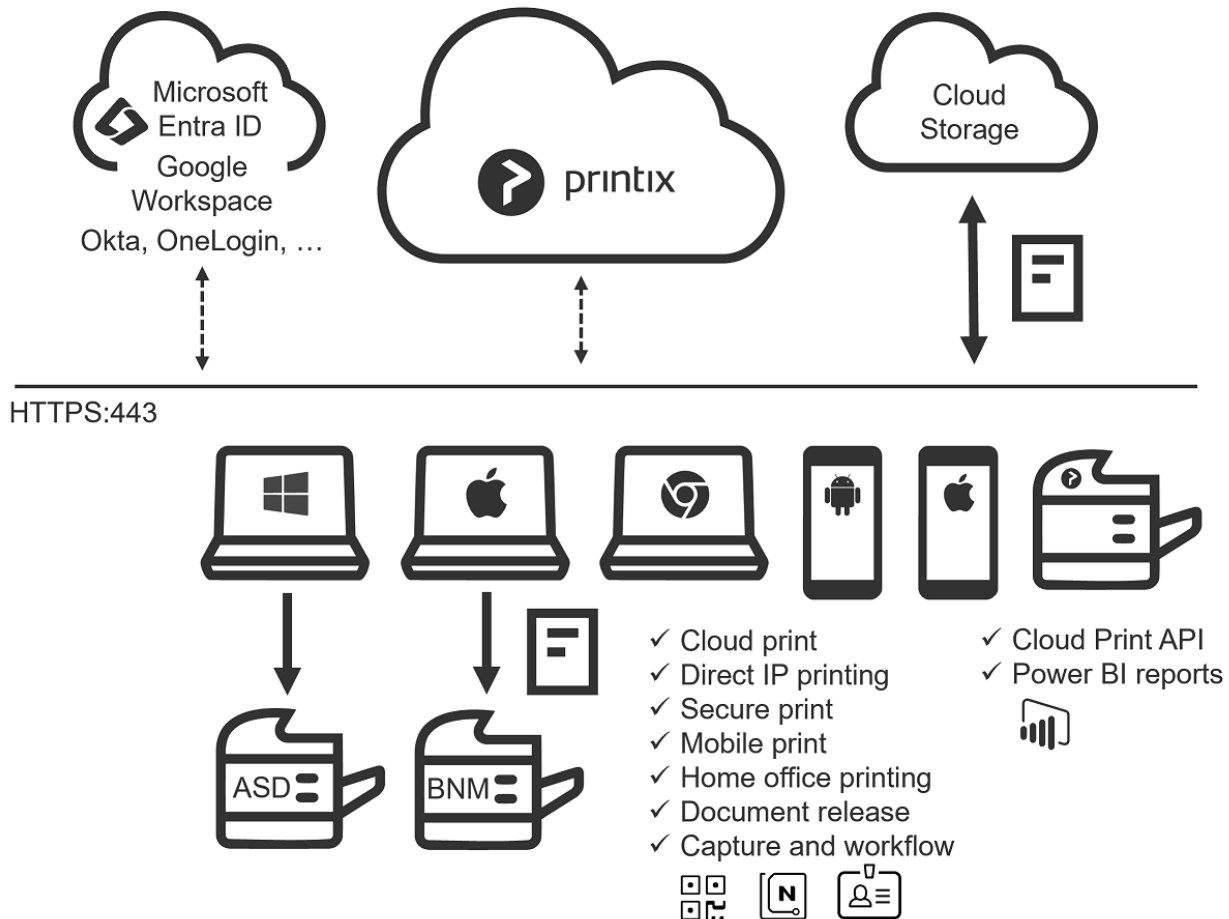
The secure and flexible methods of printing with Printix are achieved by having **Printix Client** temporarily store encrypted print data on the computer and notifying Printix Cloud about the document. Users can print directly (as usual) or they can release documents from the **Printix App** on their phone, tablet, or computer. On printers with **Printix Go**, users can sign in at the printer with their card or ID code to release documents and access multifunction printer (MFP) functions: Copy, Email, Scan, …
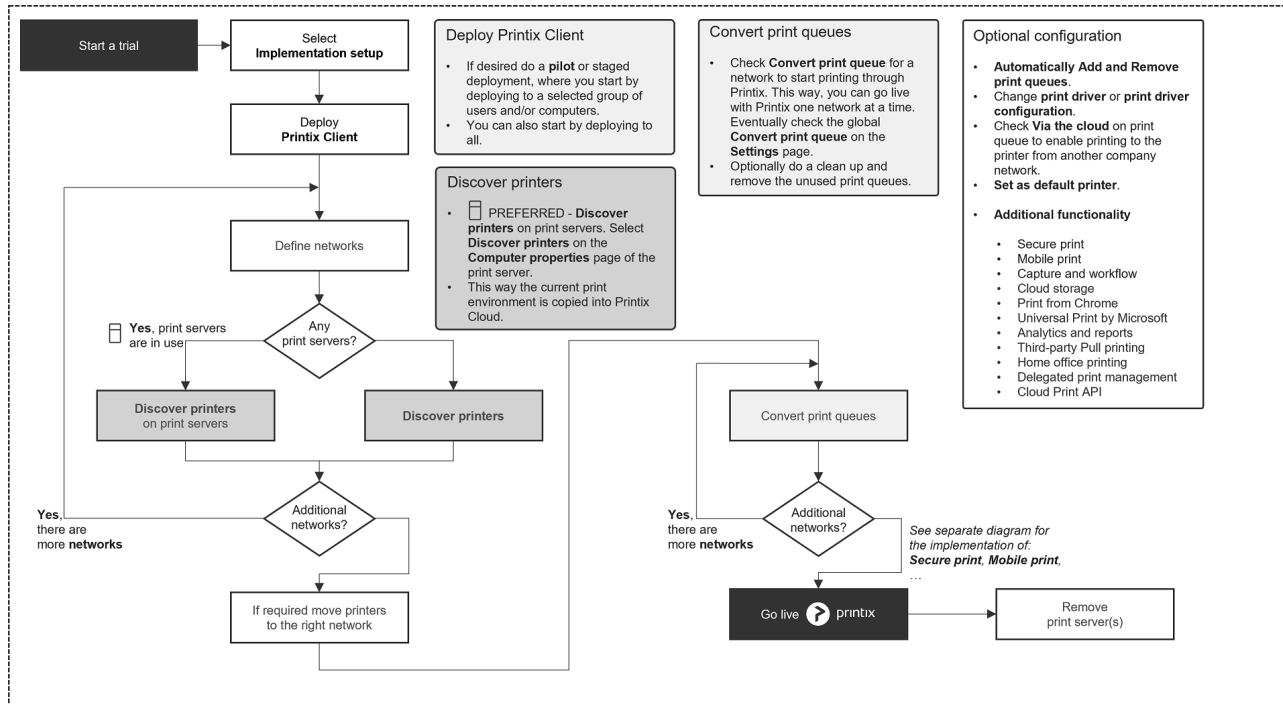
- A new Printix Home (tenant) is created within minutes.
- User authentication through Microsoft Entra ID, Google Workspace, Okta, OneLogin…
- Supports multiple Microsoft Entra ID directories and multiple Google, Okta and OneLogin domains.
- **Single sign-on** (SSO) to Printix with users' Microsoft account.
- Microsoft Endpoint Manager can be used to deploy the Printix Client software to users' computers.
- Users on Microsoft Entra domain joined computers sign in to Printix Client automatically.
- Microsoft Entra groups and Google groups can be used to control access to printers and deploy printers based on users' and computers' group membership.
- Print from phones and tablets, Android and iOS/iPadOS, to Printix managed printers enabled for mobile print.
- Print to Printix managed printers from Chrome with **Printix Chromebook**.
- Control access to multifunction printer (MFP) functions: Copy, Email, Scan, …
- Capture and workflow.

See also:

- How it works
- Network ports

- [Requirements](#)

2. Implementation

The diagram contains the following text:

Start a trial → **Select Implementation setup** → **Deploy Printix Client** → **Define networks** → **Any print servers?**

Deploy Printix Client
- If desired do a **pilot** or staged deployment, where you start by deploying to a selected group of users and/or computers.
- You can also start by deploying to all.

Discover printers
- PREFERRED - **Discover printers** on print servers. Select **Discover printers** on the **Computer properties** page of the print server.
- This way the current print environment is copied into Printix Cloud.

Convert print queues
- Check **Convert print queue** for a network to start printing through Printix. This way, you can go live with Printix one network at a time. Eventually check the global **Convert print queue** on the **Settings** page.
- Optionally do a clean up and remove the unused print queues.

Optional configuration
- **Automatically Add and Remove print queues**.
- Change **print driver** or **print driver configuration**.
- Check **Via the cloud** on print queue to enable printing to the printer from another company network.
- **Set as default printer**.
- **Additional functionality**
  - Secure print
  - Mobile print
  - Capture and workflow
  - Cloud storage
  - Print from Chrome
  - Universal Print by Microsoft
  - Analytics and reports
  - Third-party Pull printing
  - Home office printing
  - Delegated print management
  - Cloud Print API

Yes, print servers are in use → **Discover printers on print servers**

Discover printers → **Additional networks?**

Yes, there are more **networks** → **If required move printers to the right network**

Convert print queues → **Additional networks?**

Yes, there are more **networks**

See separate diagram for the implementation of: **Secure print**, **Mobile print**, …

Go live printix → **Remove print server(s)**

Infrastructure implementation

The typical steps:

1. Start a trial
2. Deploy Printix Client
3. Define networks
4. Discover printers
5. Convert print queues
6. Install Printix Go
7. Go live
   - Optionally, implement additional functionality, such as **Secure print**, **Mobile print**, …

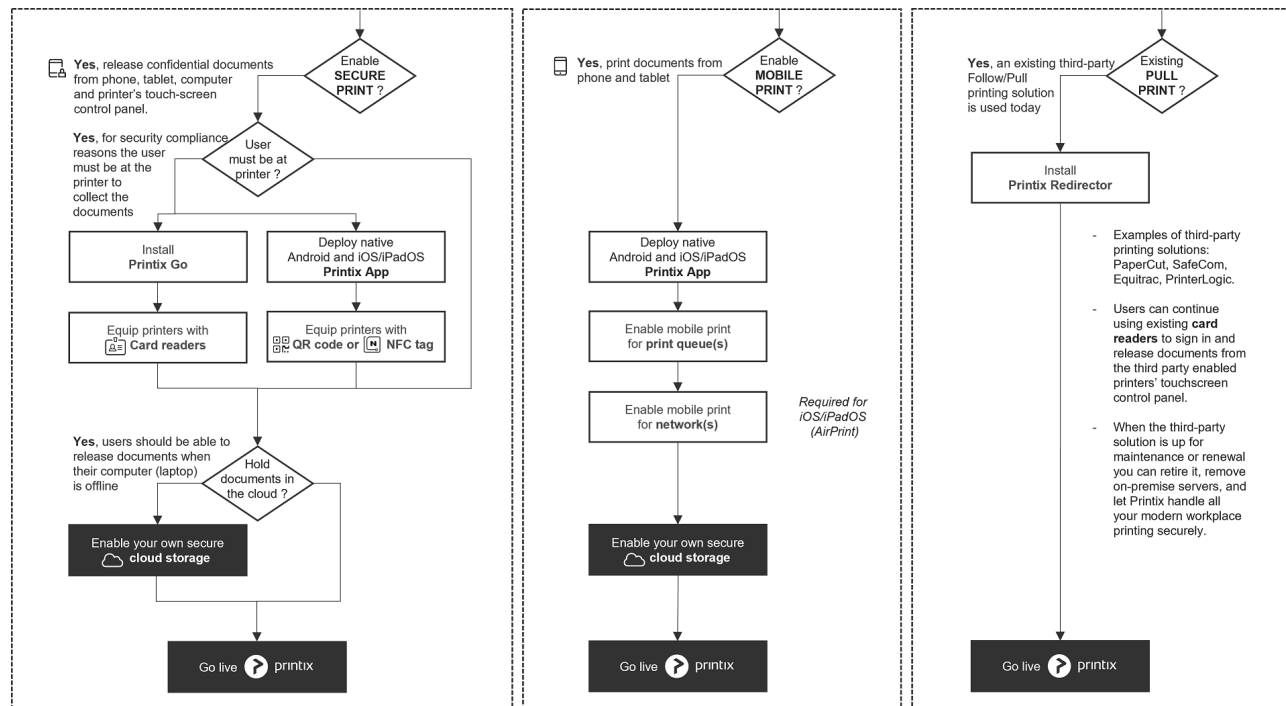❗ We recommend you use the checklist to plan the implementation.

✱ If you are a **Printix partner** and have access to a service account at the customer and can access computers on the customer's network, then you can sign up on behalf of the customer. Alternatively, you can visit the customer or conduct a remote session where you guide the customer.

Additional functionality implementation

Column 1 — SECURE PRINT

Enable **SECURE PRINT** ?

Yes, release confidential documents from phone, tablet, computer and printer's touch-screen control panel.

User must be at printer ?

Yes, for security compliance reasons the user must be at the printer to collect the documents

Install **Printix Go**

Deploy native Android and iOS/iPadOS **Printix App**

Equip printers with **Card readers**

Equip printers with **QR code or NFC tag**

Hold documents in the cloud ?

Yes, users should be able to release documents when their computer (laptop) is offline

Enable your own secure **cloud storage**

Go live **printix**

Column 2 — MOBILE PRINT

Enable **MOBILE PRINT** ?

Yes, print documents from phone and tablet

Deploy native Android and iOS/iPadOS **Printix App**

Enable mobile print for **print queue(s)**

Enable mobile print for **network(s)**

Required for iOS/iPadOS (AirPrint)

Enable your own secure **cloud storage**

Go live **printix**

Column 3 — PULL PRINT

Existing **PULL PRINT** ?

Yes, an existing third-party Follow/Pull printing solution is used today

Install **Printix Redirector**

- Examples of third-party printing solutions: PaperCut, SafeCom, Equitrac, PrinterLogic.

- Users can continue using existing **card readers** to sign in and release documents from the third party enabled printers' touchscreen control panel.

- When the third-party solution is up for maintenance or renewal you can retire it, remove on-premise servers, and let Printix handle all your modern workplace printing securely.

Go live **printix**

2.1. Start a trial

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

Perform the below steps once to create a Printix Home.

1. Visit printix.net and select **Free trial**.
2. Follow the steps described in **Getting started**.

✳ Printix partners can use **Printix Partner Portal** to create a Printix Home.

Select Implementation setup

3. To select the **Implementation setup**, we recommend you make these changes on the **Settings** page in Printix Administrator.
4. On the **Setup** ⚙ tab:
    - **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.

5. On the **Secure print** ⊟ᴀ tab:
   - In the **Print later** section, uncheck **Enable print later**.
   - In the **Print anywhere** section, delete the print anywhere print queue(s). Uncheck **Enable print anywhere**.

Settings

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

Enable secure print ☑

☐ **Enable print later**	☐ **Enable print anywhere**
Document can be released to the printer it was printed to.	Documents can be released to any printer.

Print securely

○ All users must print securely

◉ Selected groups must print securely ⚙

Print later by default

○ All users must print later by default

◉ Selected groups must print later by default ⚙

☑ Allow direct print if offline

✈ Print Anywhere ⚙

Secure print levels

Minimum secure print level

◉ 0 - None

○ 1 - Must scan QR code ⚙

○ 2 - Must scan NFC tag ⚙

○ 3 - Must sign in at printer ⚙

Printix Go

Printix Go

Integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication and more. If you wish to use Printix Go then please **Request access** and you will be contacted shortly.

- **Request access**

Watch video: **Printix Go**

2.2. Deploy Printix Client

The Printix Client Microsoft Installer (MSI) package is available on the **Software** ⊚ page.

If preferred do a pilot or staged deployment, where you start by deploying to a selected group of users and/or computers. You can also start by deploying to all.

See also:

- How to deploy Printix Client with Microsoft Endpoint Manager
- How to deploy Printix Client for Mac with Microsoft Endpoint Manager
- How to deploy Printix Client for Mac with Jamf Pro
- How to deploy Printix Client for Mac with Addigy

- [Deploy Printix Client and have sign in postponed until restart](#)
- [Sign in issues](#)

Accept Printix for all users

If **Authentication** is set to **Microsoft Entra ID**, then select **Accept for all users**, so the automatic sign-in to Printix Client works on Microsoft Entra joined Windows 10 and 11 computers.
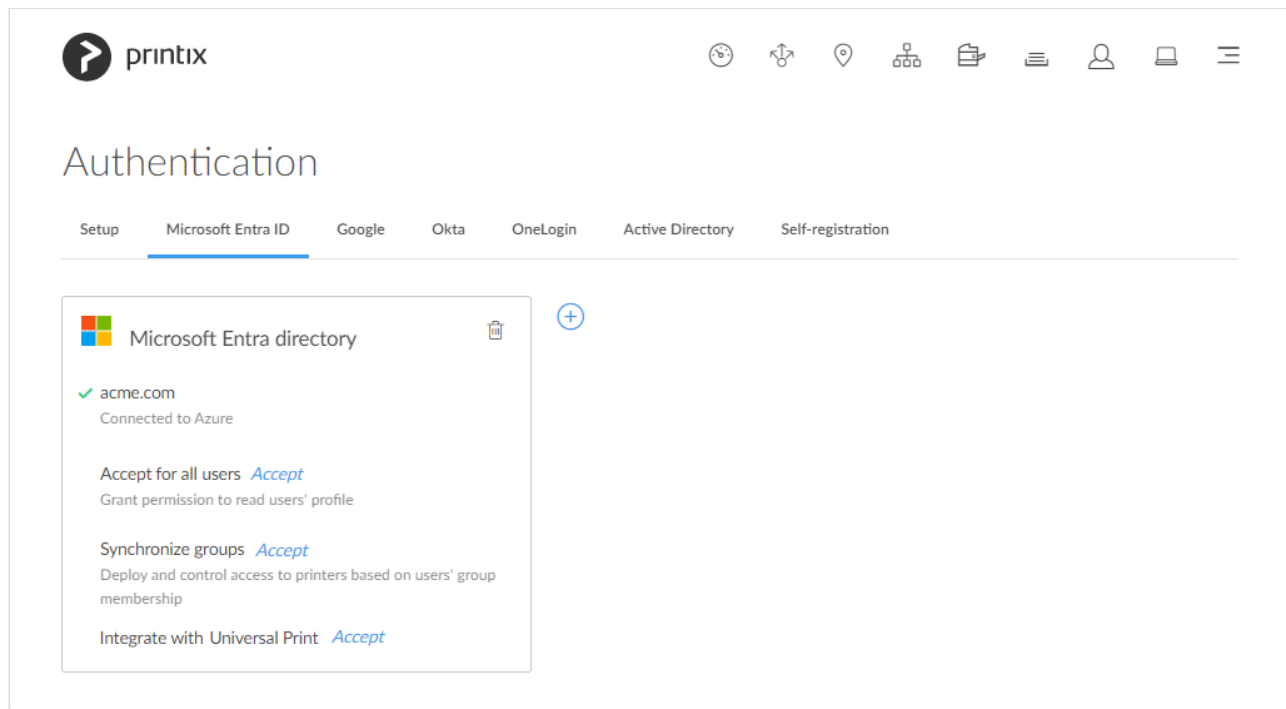
! The role as global admin in Microsoft Entra ID is required to accept Printix for all users.

2.3. Define networks
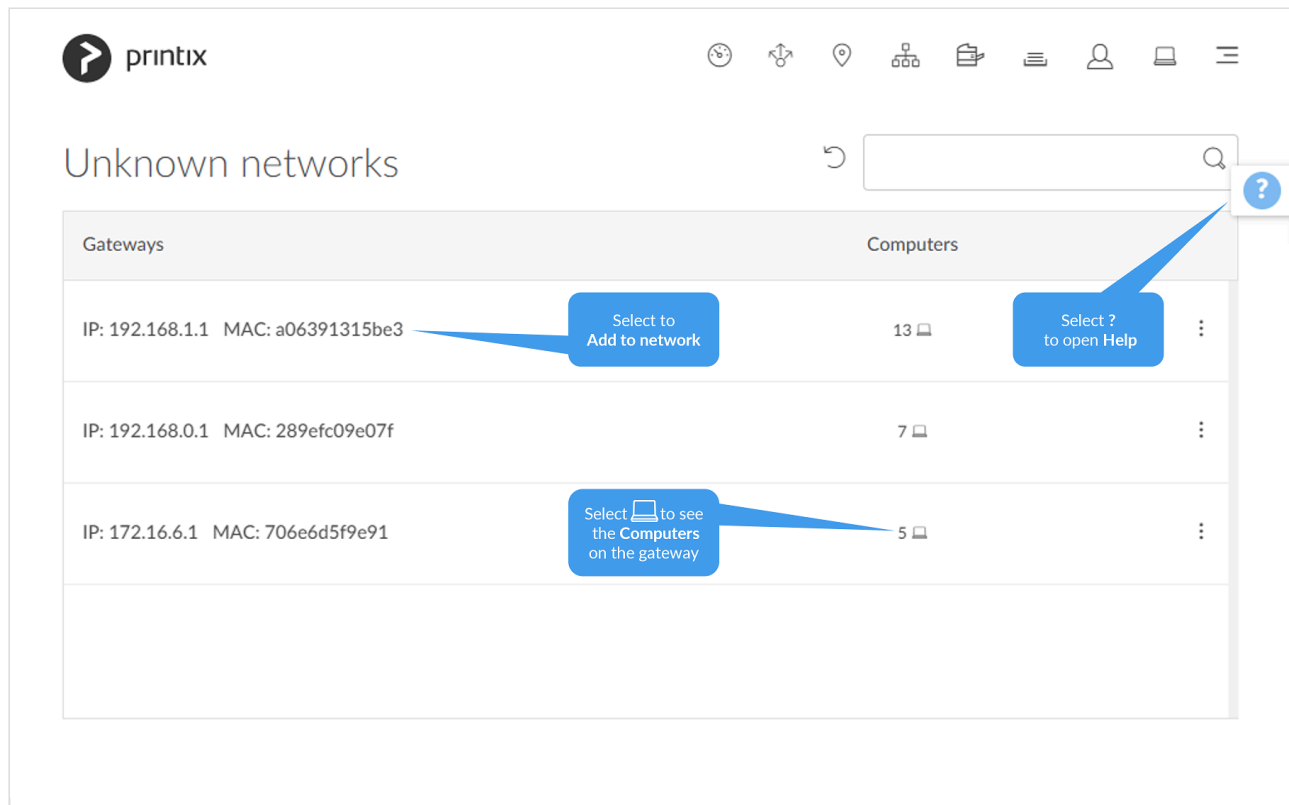
As users sign in to Printix Client, computers are registered and you can start to build your network structure by adding networks.

1. Select **Menu** ☰, **Networks** ⛗
2. Select **Unknown networks**.
   The gateway with the most computers is at the top, and is probably the one you want to work with.

> ✱ To see diagrams and get a good understanding of networks, we recommend you read:
> Understanding networks

> ✱ 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.

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.
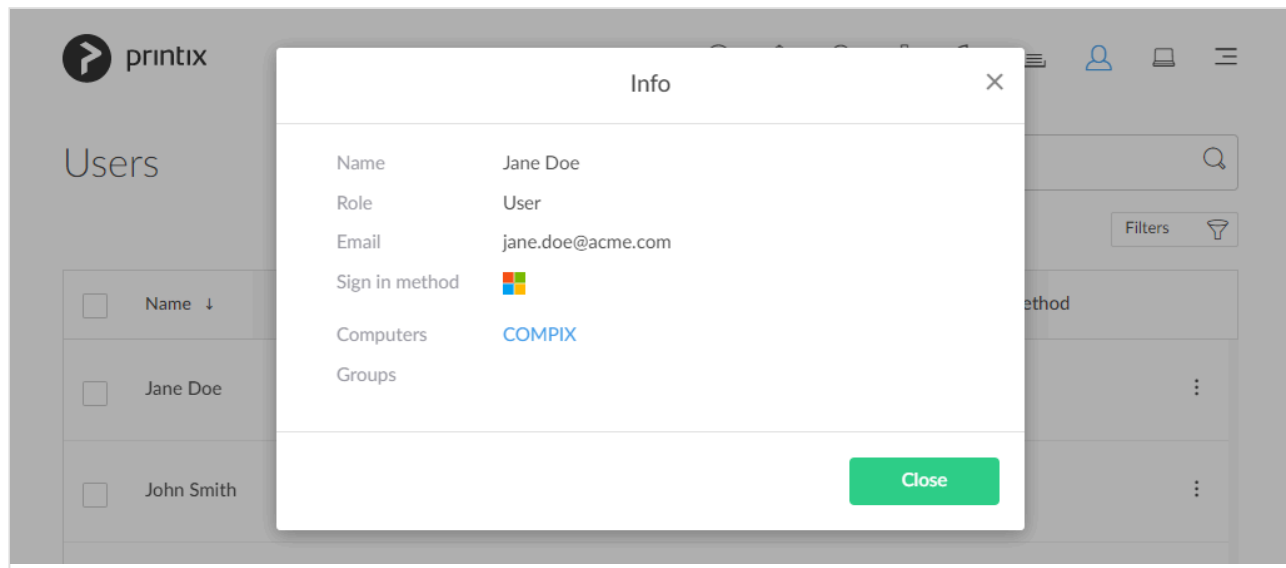
4. Select the **Computer** (*COMPIX*) link to open the **Computer properties** page.

Computer properties
COMPIX

Setup	Groups	Print queues	Tasks	Diagnostics	History

INFO

Version
1.3.1079.0

Address
compix
192.168.1.11
fe80::892:1a20:5ed2:621b%12

SSID
acmewifi

External IP
2.104.124.196

System
Windows 10 x64

Type
Laptop

Status
● Online

NETWORK

Test network   Ping IP address

Adapters

Gateway IP	Gateway MAC	Network
192.168.1.1	a06391315be3	Unknown network

Select network   Create new network

Virtual adapters ⚙

5. On the **Computer properties** page you can, for the gateway you want to add, either:
   - Select **Select network** to add the gateway to an existing network.
     - Select network. Optionally enter part of the network name to **Search** for it. Select **Select network**.
   - Select **Create new network** to create a new network with this gateway.
     - Enter **Network name** and select **Create new network**.

✱ A computer with multiple network interfaces (Wi-Fi and LAN) will be listed with a gateway for each of these.
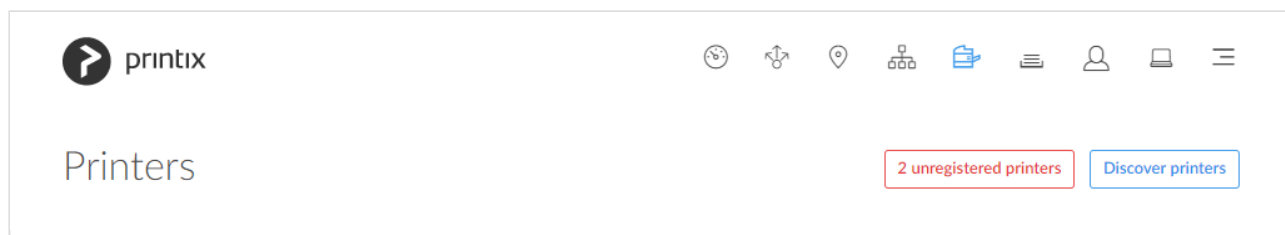
2.4. Discover printers
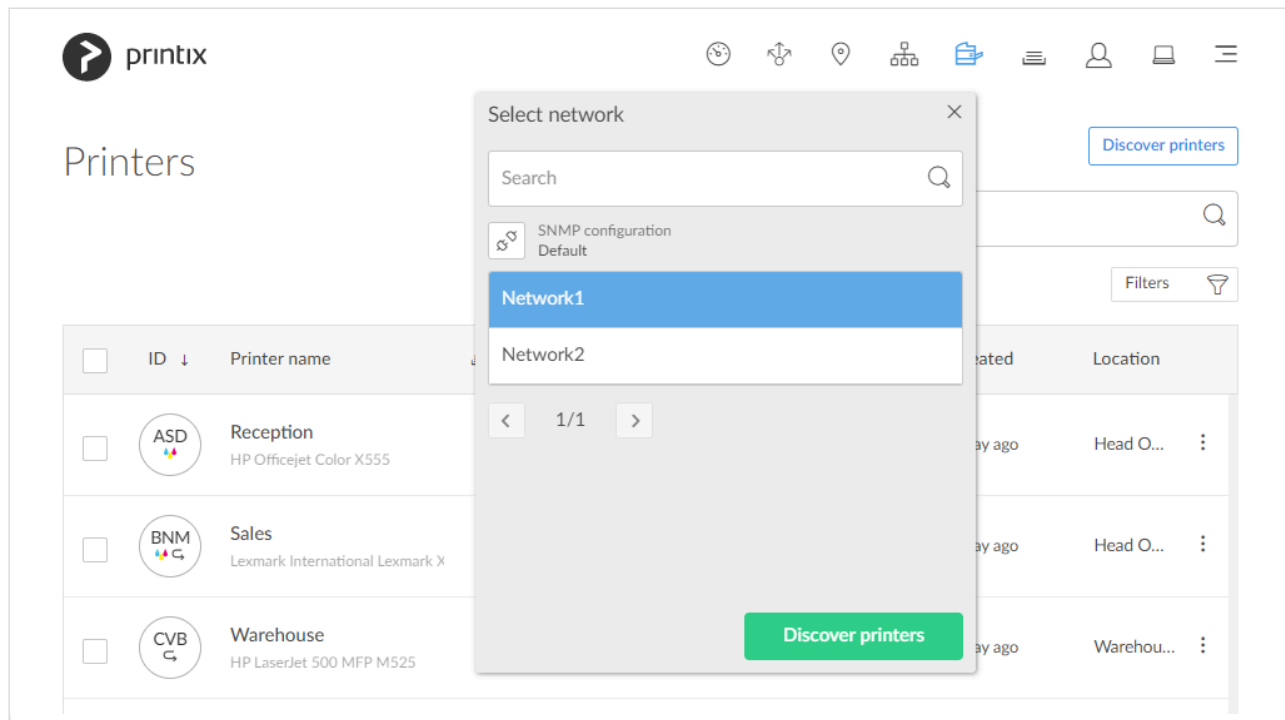
When you have added networks, you can use **Discover printers** to add printers on that network.

For a printer to be registered, it must be online and **SNMPv1** must be enabled on the printer and **Community name** must be set to "public". If printers use a non-default SNMP configuration, then please **Add SNMP configuration** that matches the printer's and try to register the printer again.

> ✳ If **Discover printers** reports *"Found no new printers"* , it could be because your printers are on a different subnet than the computer that performs the discovery. On the **Printers** 🖶 page, select **Add printer** ⊕ to manually add a printer from that subnet, and then do another discovery to find additional printers on that subnet.

See also:

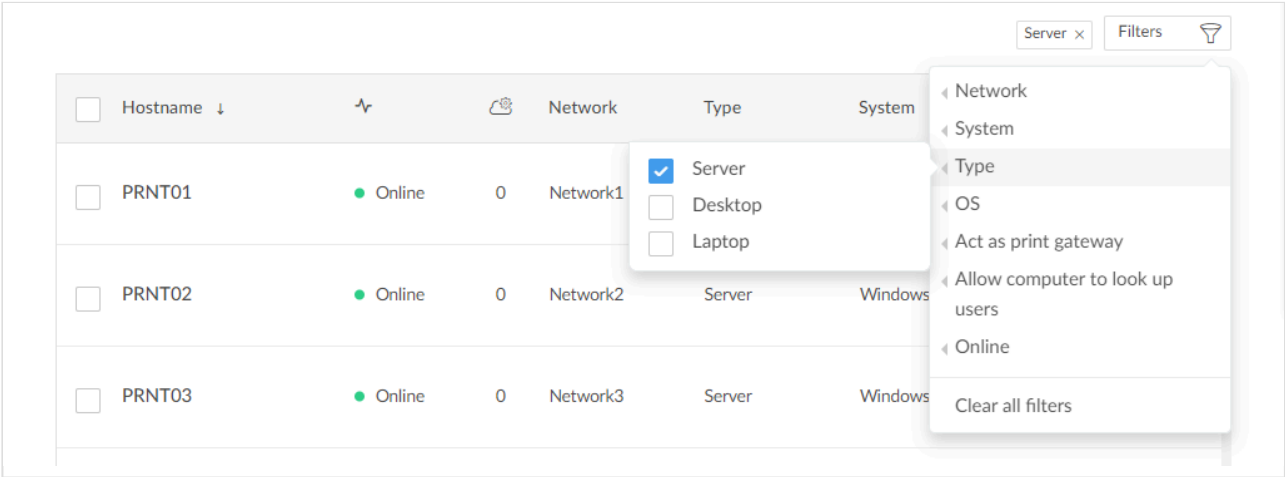- Printer registration issues
- Can I use label printers?

To start discovery from a particular computer (print server)
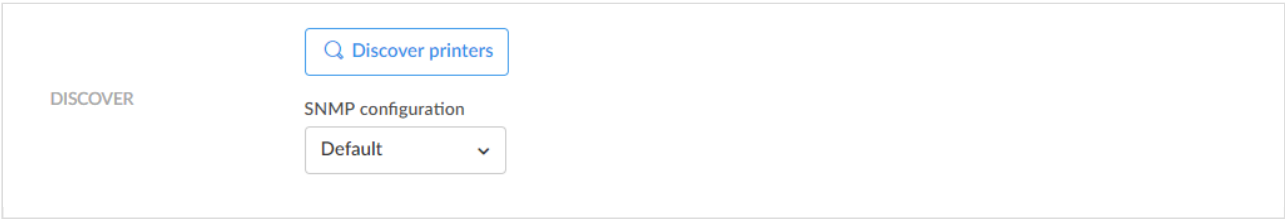
1. Open the **Computers** ⌨ page.
2. Select the computer (print server) and select **Modify**.
   Optionally **Filter** on **Type** and select **Server**.

3. On the **Computer properties** page, scroll to the **Discover** section.
   Optionally, select a **SNMP configuration**.

1. Select **Discover printers**.
2. Select **Confirm**.

> ✳ Printers that have been discovered via a print server will be assigned to the network of the print server. You may therefore want move them to their actual network afterwards.

How to keep a record of your print server migration

If you need to migrate multiple print servers, we recommend you keep a record of this with a table like below.

Print server	Discover printers	Printers migrated	If required, move printers to the right network	Remove print server	Comments
AMSPS01	Completed	Completed	Completed	Completed	
AMSPS02	Completed	Completed	Completed	Awaits upgrade of	

				legacy application next month	
BERPS01	First run	8 out of 12 printers registered			Need to check SNMP configuration on remaining 4 printers
CPHPS01					Migration will start next week

- **Print server**
  Enter the hostname of the print server.

- **Discover printers**
  This must be started from the particular print server. If some printers are offline during the discovery, they will appear as unregistered. Then you may have to try again. Also, a printer may appear as unregistered if it requires a SNMP configuration.

- **Printers migrated**
  Check that all the print servers print queues are now registered in Printix with the expected print driver and a print driver configuration. Windows 10 and 11 are set up the same as the print server, but Windows 8.1 and earlier versions will not inherit the driver and driver configuration from the print server.

- **If required, move printers to the right network**
  The printers discovered from the print server will be assigned to the network of the print server. If the printers are actually on another network, you have to move the printers to that network. You can do that by selecting the printers on the **Printers** page and the select **Modify**.

- **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 and File Server. Take the server offline. Unplug the network cable and leave it that way for a week or so: If nobody complains, it is safe to decommission the print server.

2.5. Convert print queues

Check **Convert print queues** for a network to start printing through Printix. This way, you can go live with Printix one network at a time. Eventually check the global **Convert print queue** on the **Settings** page.
Optionally do a clean up and remove the unused print queues.

> ❋ You can also 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.

> ✳ After deployment, do you see print queues in Printix Administrator you do not know of? Please see: Why are there additional print queues?

2.6. Install Printix Go

Printix Go integrates with your printer's touchscreen control panel, offering secure print release, copy control, card-based authentication and more.

- Printix Go supported printers and MFPs
- Install Printix Go
- How to install Printix Go on multiple printers

> ✳ 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.

2.7. Go live

Before you decide to go live, you should go through these control questions:

- Were all the print queues, including print driver configurations migrated from the printer servers?
- Is it the right print queues that are active?
- Should any print queues be added automatically?
- Are users' group membership used correctly to deploy and control access to printers?
- Are the correct paper trays and paper sizes used?
- Should some print queues be deleted and/or updated?

You should consider the optional configuration:

- **Automatically Add and Remove print queues**.
- **Configure print queues**.
- Revoke some of the changes that were made as part of the **Implementation setup** on the
  Settings ⚙ page:
  - Check **Allow users to add printers via Printix Client**.
  - Check **Convert print queues**. Remember you can control this per network. You can also test conversion of print queues on a single computer.

- Check **Via the cloud** on print queue to enable printing to the printer from another company network.

- [Additional functionality implementation](#)
- [Remove print server](#)

Configure print queues

> ! If you have signed in through the Printix Partner Portal your partner user account is not really part of the tenant, and you can not add and work with print driver configurations, nor test printing.


See also:

- [How to create print queues](#)
- [How to activate a print queue](#)
- [How to add print queues to computer](#)
- [How to add print queue to computers](#)
- [How to set default printer](#)

- How to add groups to a print queue
    - How to enable Microsoft Entra groups
    - How to enable Google groups

- How to change print driver
- How to add a print driver
- How to see uploaded print drivers
- How to work with print driver configurations
- How to distribute print queue configuration
- How to update print queues on computers

- Why are there additional print queues?

Additional functionality implementation
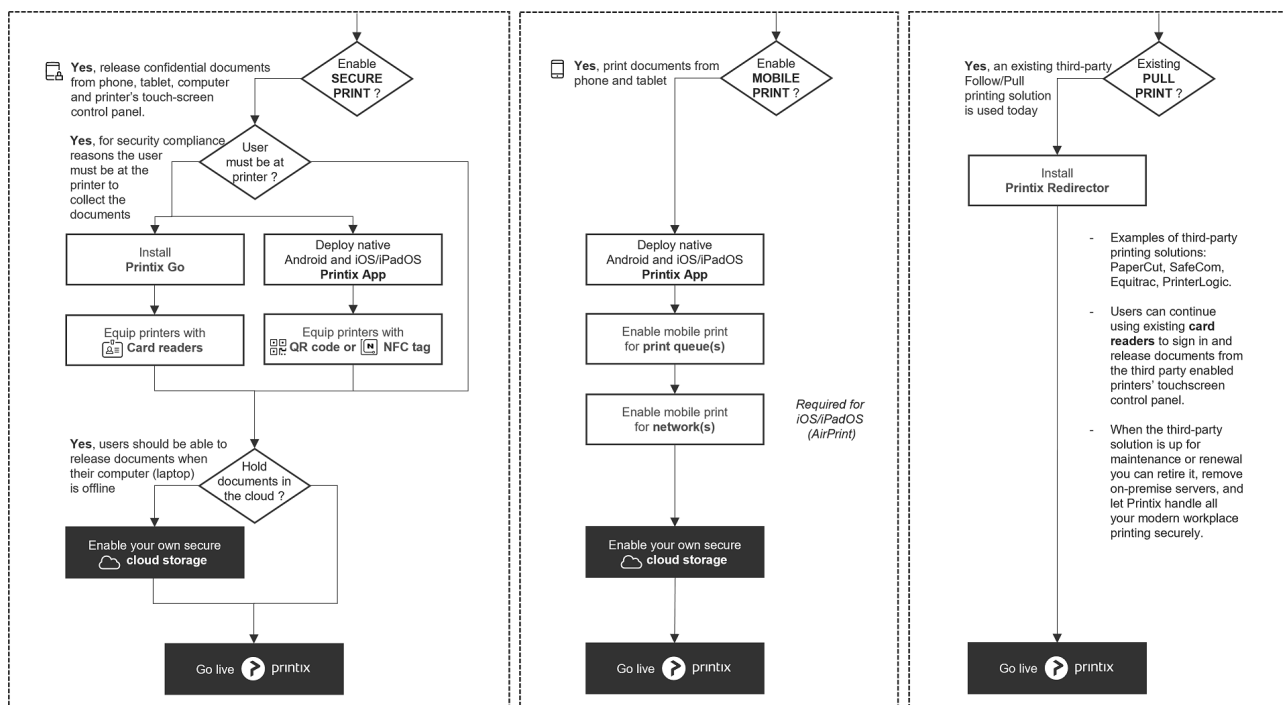
- Enable print later
- Enable print anywhere
    - How to add Azure Blob Storage
    - How to add Google Cloud Storage
- Enable mobile print
    - Anywhere documents can be released only to printers that have a print queue with **Via the cloud** checked.
- Enable third-party Pull printing

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 complains, it is safe to decommission the print server.

3. Checklist

Use checklist below to plan the implementation of Printix. Put a circle around the right answer and/or enter answer.

Customer details

- **Company name** :
- **Contact person** :
- **Project timeline**
    - ◦ Write date for **Implementation start** :
    - ◦ Write date for **Go live** :
- **Motivation**
    - ◦ Write **Current pain point** :

Subscription

- **Billing frequency** : [Monthly | Annual]
- **Solution**
    - ◦ **Printix for Business** : [Yes | No]
      Write **Number of users** :
    - ◦ **Printix for Education** : [Yes | No]
      Write **Number of staff** :
- **Printix Implementation Pack** : [Yes | No]
  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.

Configuration details

Network ports and internet endpoints that must be open

- Please refer to the *Printix Administrator Manual* for a list of [ports and internet endpoints](#) that must be unblocked. This is particularly relevant if a [web proxy](#) is used.

Printix Home

- Write **Printix Home** :
  The Printix web address (*acme.printix.net*). Use only: A-z,0-9,-

Authentication

- [**Microsoft Entra ID**](#) : [Yes | No]
  Users will sign in with their **Microsoft** work or school account. Passwords are handled entirely by Microsoft Entra ID.
    - ◦ Multiple Microsoft Entra directories. Enter **Microsoft Entra directories** :
- [**Google**](#) : [Yes | No]

Users will sign in with their **Google Workspace** account (not gmail.com). Passwords are handled entirely by Google.

- ◦ Multiple Google domains. Enter **Google domains** :
- **Okta** : [Yes | No]

  Users will sign in with their **Okta** account. Passwords are handled entirely by Okta.

  - ◦ Multiple Okta domains. Enter **Okta domains** :
- **OneLogin** : [Yes | No]

  Users will sign in with their **OneLogin** account. Passwords are handled entirely by OneLogin.

  - ◦ Multiple OneLogin domains. Enter **OneLogin domains** :
- **Email** : [Yes | No]

  Users will have to register and create a password, which is handled by Printix.
- Other methods
  - ◦ [Vertical | …] – Please contact us.

Groups

- Deploy and control access to printers based on users' and computers' **Group membership** : [Yes | No]

  Nested groups are not supported. Requires that groups are enabled:
  - ◦ Microsoft Entra groups

    A Microsoft Entra ID account with the role as global admin is required to enable groups.
  - ◦ Google groups

    A Google Workspace administrator account is required to enable groups.

Sites

- **One site** : [Yes | No]
- **Multiple sites** : [Yes | No]
  - ◦ Write **Number of sites** :
- **Delegate print management to site managers** : [Yes | No]

  Requires that groups are enabled:
  - ◦ Microsoft Entra groups

    A Microsoft Entra ID account with the role as global admin is required to enable groups.
  - ◦ Google groups

    A Google Workspace administrator account is required to enable groups.

Networks

- **Single network** : [Yes | No]
- **Multiple networks** : [Yes | No]
- **Zero trust networks** : [Yes | No]
  - ◦ Can CSV file with gateway IP and MAC addresses be provided : [Yes | No]

    To be used with **Printix Configurator**.

Print servers

- **One print server** : [Yes | No]
- **Multiple printer servers** : [Yes | No]
  - ◦ Write **Number of print servers** :

> ✳ If the print server's Windows Server OS is 2012 or older and has not been updated for a while, an out-of-hours Windows update should be scheduled.

Printers

- **All printers use default SNMP configuration** : [Yes | No]
- **Some printers use non default SNMP configuration** : [Yes | No]
  - Write **Name of person** to contact for additional information :
- Are there label printers : [Yes | No]

Computer operating systems

- **Windows** : [Yes | No]
- **macOS** : [Yes | No]
- **Chrome OS** (**Printix Chromebook**) : [Yes | No]
- Other
  - **Azure Virtual Desktop** : [Yes | No]
  - **Citrix** : [Yes | No]
  - **Remote Desktop Services (RDS)** : [Yes | No]

Printix Client deployment method

- **Microsoft Endpoint Manager** : [Yes | No]
- **Alternative deployment of MSI file** : [Yes | No]
  - Write **Name of deployment system** :
- **Download link** (Example: *acme.printix.net/download*) : [Yes | No]

Additional functionality

Secure print

- **Enable print later** : [Yes | No]
- **Enable print anywhere** : [Yes | No]
- **Printix App** : [Android | iOS/iPadOS | Web]
- Printer ID sign with **QR code** ⬚ mounted on printers : [Yes | No]
- Register printers with **NFC tag** Ⓝ : [Yes | No]
- Install **Printix Go** 🪪 so users can sign in at the printer with ID code or card to release documents : [Yes | No]
  - Sign in with **ID code** : [Yes | No]
  - Sign in with **Card** : [Yes | No]
  - Write **Card reader model** :
  - Write **Printer models** :

> ✳ Printix Go on a printer can only be used with one Printix Home. If multiple companies need to use the same printer, another option could be to add multiple Microsoft Entra

> directories or multiple Google domains.

> ✱ Printix Go is available for selected models from Epson, HP, Konica Minolta, Kyocera, Lexmark, Ricoh, and Xerox. Make sure to check requirements.

Capture and workflow

- How to get started with capture and workflow.
  - Want to capture at the printer : [Yes | No]
  - Want to capture with mobile : [Yes | No]
  - **Email** ✉ as workflow destination : [Yes | No]
  - **Microsoft OneDrive** ☁ as workflow destination : [Yes | No]
  - **Microsoft SharePoint Online** ⓢ as workflow destination : [Yes | No]
  - Write **Printer models** :

Cloud storage

- Store pending documents in customer's **Cloud storage** : [Azure Blob Storage | Google Cloud Storage]

Mobile print

- **Enable mobile print** to allow printing from Android and iOS phones and tablets : [Yes | No]
  - Printix Anywhere : [Yes | No]
  - Additional print queues. Enter **Name of print queue(s)** :

Universal Print by Microsoft

- **Integrate with Universal Print** : [Yes | No]

Third-party Pull printing

- **Printix Redirector** : [Yes | No]
  Enable printing to so called Follow/Pull print queues from PaperCut, SafeCom, Equitrac, PrinterLogic and similar third-party printing solutions.

Cloud Print API

- **Printix Cloud Print API** : [Yes | No]
  Push print jobs in printer native or PDF format into a Printix print queue.