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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 deploy Printix Client with Intune
- How to print from home office
- Sign in issues
- Product Support

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. Groups
   Control access to printers and deploy printers based on users’ group membership.
5. Roles
   Describes the roles and what functions they allow.
6. Print drivers
   Working with print drivers and the Printix driver store.
7. Printix Client
   Describes the menus and dialogs of Printix Client and how to install it.
8. Printix for Chromebook
   Describes the installation and use of Printix for Chromebook.
9. Printix App
   How to release and print documents from the Printix App.
10. Printix Go
    How to enable sign in with card or ID code on printers to offer secure print release, copy control and more.
11. 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.
12. Printix Configurator
    Initially configure Printix for customers with multiple locations (networks) and a large number of already deployed printers.
13. Product Support
    How to make use of our support portal.
14. How to
15. FAQ
    Contains answers to some of the questions frequently asked by administrators.
16. Troubleshooting
17. Error messages
    Read about possible error cause and solution.

* Use Translate in Chrome web browser to translate the online manual to your language.
Diagrams

- How it works
- Authentication flows
- Network ports and protocols
- Understanding networks
- Enable BYOD
- Organization with multiple sites want to eliminate print servers
- Windows Virtual Desktop
- Cloud storage
- Mobile print
- Home office printing
- Groups
- Printix for 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. This is why we founded printix.net ApS, an independent Danish private limited company. Our headquarters are in Copenhagen, Denmark.

Some of us were the founding fathers of SafeCom, a global Print Management software company. Some of us come from the IT Consultancy industry where technologies like; cloud, mobile friendly design and systems integration are part of the daily life. Our common ground is a passion for print, 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 Azure AD and can be deployed with Microsoft Intune. 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.
- Central web-based management.
- Delegated print management.
- Secure print and mobile print.
- Home office printing.
- Analytics and reports.
- 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 printer to release documents and access multifunction printer (MFP) functions like Copy, Email, Scan, ...

Supports Windows Virtual Desktop (WVD), Citrix and RDS.

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 G Suite work or school 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 devices, 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 is checked. In this case, the PDF document is processed using a matching print driver. For users who do not care about finishing options or need to specify more than 1 copy, 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 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 submit 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).

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

Analytics and reports

Set up analytics so you can interact with the Printix Power BI report to get insights.

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
- Service Level Agreement
1.3.1. Microsoft integration

- **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 Azure AD directories per Printix Home.
- Supports Azure AD conditional access.
- Supports Azure AD guest users, also known as Azure Active Directory 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 Azure AD, the user is also deleted in Printix.
- If you **Block sign in** for a user in Azure AD, the user is signed out from Printix and will not be able to sign in until the user’s account is unblocked in Azure AD.
- Administrator can **Accept Printix for all users**.
- Automatic **Sign in** to Printix Client on Azure AD joined Windows 10 (version 1607 or later)
computers.
  • Automatic Sign in to Printix Client on Azure AD joined Windows Server 2016 and 2019.
  • Supports Windows Virtual Desktop (WVD)

Deploy with Microsoft Intune

• Deploy Printix Client MSI file with:
  ◦ Intune on Azure.
  ◦ Windows Installer through MDM.
  ◦ Windows Installer.
• 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.

Azure AD groups

• Use Azure AD 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.

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 devices, and as a web app that runs in a web browser on your phone, tablet and computer.

**Mobile print**

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

**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 Marketplace and AppSource.
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’ G Suite account.
- Supports multiple Google domains per Printix Home.
- If you **Delete** a user in G Suite, the user is also deleted in Printix.
- If you **Suspend** a user in G Suite, the user is signed out from Printix and will not be able to sign in until the user’s account is not suspended in G Suite.

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 for Chromebook

- **Printix for 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 devices, and as a web app that runs in a web browser on your phone, tablet and computer.

Mobile print

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

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.

- 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).
- 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 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 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.

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.

- Printix meets the exacting compliance requirements of General Data Protection Regulation (GDPR).
- See also: Printix white paper: Meeting Data Security and Compliance Requirements Using a Smart Cloud Print Infrastructure
What data is registered in Printix Cloud?

- **Printers**: Address, Vendor, Model name, Name, MAC address, Serial number, Capabilities, 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 (Azure AD 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 (but not document names).

<table>
<thead>
<tr>
<th></th>
<th>Default setup</th>
<th>Custom setup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Printix Cloud</strong></td>
<td>+ User name and email</td>
<td>+ User name and email</td>
</tr>
<tr>
<td></td>
<td>+ Document name (90 days)</td>
<td>+ Document name (90 days)</td>
</tr>
<tr>
<td></td>
<td>+ Document files, transit only, no storage (see Note 1)</td>
<td>– Document files, no transit, no storage</td>
</tr>
<tr>
<td><strong>Cloud storage</strong></td>
<td>N/A</td>
<td>+ User name (max 7 days)</td>
</tr>
</tbody>
</table>
### Data centers

Printix is hosted in the EU.

- Secure Microsoft Azure Data Center in the Netherlands (Europe West).
  - 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 (AWS EU-West-1) in Ireland. 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?](#)
- 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**.

---

*Note 1: Mobile printed and Chrome printed documents to be released (anywhere and later) are stored in Printix Cloud.*
• **SNMP** is used to collect information from printers. Both SNMPv1 and SNMPv3 is supported.
• Print data is sent unencrypted to the printer. Please inform us if you require print data to be sent encrypted.

**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 you **card** or **ID code** and release documents. Increase security with **PIN code** (4-digit) for two-factor authentication.

**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**.

**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 **Azure authentication** enabled, users’ passwords are handled entirely by Azure AD.
  ◦ 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 **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 printer** scenarios, the registered card numbers and PIN codes are protected through salted hashing. ID codes are written as plain text.

**Authentication flows**

• **Microsoft Azure AD**
• **Google G Suite**
Microsoft Azure AD

Authentication flow Microsoft Azure Active Directory (HTTPS:443)

Google G Suite

Authentication flow Google (HTTPS:443)

Chromebook
Authentication flow Chromebook (HTTPS:443)

1.6. Network ports

Network ports and protocols

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 (Azure AD), Google (G Suite) 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 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.

- **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 devices, then Printix Client will broadcast AirPrint printers via the Bonjour networking protocol (Multicast DNS).

Printix Client requires two ports to be open on the local computer:

- **TCP port 21338 and 21339**
  Secure local communication. TCP port 21338 is used for communication between the two processes: PrintixClient.exe and PrintixService.exe. TCP port 21339 is used for listening by the Printix Client built-in web server for sign in and printing (Windows print spooler and CUPS).

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

**Web proxy and SSL inspection**

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

The specific URLs that must be unblocked:

**Required**

- 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

**Required, if you enable mobile print (Apple AirPrint)**

- https://airprint.printix.net

**Required for optional data extraction**

- https://*.blob.core.windows.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).

**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

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 URL 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.
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 for 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** devices 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.

### 1.8. Supported languages

User interfaces are available in these 18 **Languages** 🌍

- English / English [A,U]
- Dansk / Danish
- Deutsch / German
- Español / Spanish
- Français / French
- Italiano / Italian
- Nederlands / Dutch
- Norsk / Norwegian
- Polski / Polish
- Português / Portuguese
- 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).

Use **Translate** in Chrome web browser to translate the online manual to your language.

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.
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

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.
- Microsoft Internet Explorer 11.
  - Printix Partner Portal is not supported.
- 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.
- Printer supports the RAW (port 9100) 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 work 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 10
• Windows 8.1 (End of support 2023-01-10)
• Windows 8 (End of support 2023-01-10)
• Windows 7 (Microsoft has ended support)

• Windows Server 2019
• Windows Server 2016
• Windows Server 2012 R2
• Windows Server 2012
• Windows Server 2008 R2 (Microsoft has ended support for on-premise servers)

Windows Server Core option is NOT supported, but you can still migrate printers to Printix.

Requirements:

• Microsoft Edge, Internet Explorer 11 or later must be installed on the computer.
• 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 10, Windows Server 2016, and Windows Server 2019 comes with .NET Framework 4.6 or newer in which TLS 1.2 is enabled by default. For computers with other Windows versions that have not been updated to .NET Framework 4.6 or newer, it
How to find out the Windows 10 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 10 Home
   - Version. Example: 1909
   - OS Build. Example: 18363.752

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 10.15 Catalina
- macOS 10.14 Mojave
- macOS 10.13 High Sierra
- macOS 10.12 Sierra

may be necessary to enable TLS 1.2.
See also: Microsoft documentation on: .NET Framework versions and dependencies.
1.9.5. Chrome requirements

**Printix for Chromebook** can run on these Internet connected devices:

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

* 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](https://printix.net/).*
2. Getting started

Follow these steps and within 5 minutes or so you will have completed the setup.

1. **Sign up**
   - You should be connected to the network you want to use Printix on, for example the network at the office.
   - You need to install the Printix Client software on a Windows or Mac computer.
   - 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.
   - You may want to read our: Terms of Service, Privacy Policy, Data Processing Agreement, and Service Level Agreement.

2. **Install**
   - Printix Client will attempt to discover your printers and securely transfer necessary information to Printix Cloud.
   - 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.

3. **Next steps**
   - Learn how to best deploy Printix in your organization.
   - Experience how you print with Printix and release documents from your phone.
Sign up

- To try Printix you can:
  - Sign up with email.
- If you use Microsoft Azure AD you can:
  - Sign up with your Microsoft account.
  - Sign up via Microsoft Azure Marketplace.
  - Sign up via Microsoft AppSource.
- If you use G Suite you can:
  - Sign up with your G Suite account.

Sign up with your G Suite account

1. Visit printix.net and select Get started.
2. Select Sign in with G Suite.
3. You will be asked to Sign in with your G Suite account (not @gmail.com).
4. Complete the install (step 7).

Sign up via Microsoft Azure Marketplace

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 checkbox Consent on behalf of your organization, it is because you have the role as global admin in Azure AD 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 install (step 7).

Sign up via Microsoft AppSource
1. Visit and Sign in to [appsource.microsoft.com](https://appsource.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 checkbox Consent on behalf of your organization, it is because you have the role as global admin in Azure AD 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 install](#) (step 7).

### Sign up with your Microsoft account

1. Visit [printix.net](https://printix.net) and select Get started.
2. Select Sign in with Microsoft.
3. 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 checkbox Consent on behalf of your organization, it is because you have the role as global admin in Azure AD 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.
4. [Complete the install](#) (step 7).

### Sign up with email

You will be asked to enter your Email address (step 2), pick a Password (step 5), and subsequently use your email and password to Sign in to first Printix Administrator (step 6) and then Printix Client (step 9) on your computer.

1. Visit [printix.net](https://printix.net) and select Get started.
2. Enter your Work email.
3. Select Get started.
   An email is sent to you.
4. 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 hours.

5. On the **Activate your Printix account** page:
   - Enter your **Full name** and **Password**. If you have signed up before, you are not asked to enter these again.
   - Enter **Company**.
   - **Your Printix Home** uses the first word you entered in **Company**. Because the text is used in your Printix web address, you can use only: A-z,0-9,-
   - Read the **Terms of Service**, **Privacy Policy**, and **Data Processing Agreement**.
   - Select **Activate**.

![Activate your Printix account](image)

6. On the **Sign in** page:
   - Enter your **Email** and **Password**.

**Install**

You will be guided to complete the 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 …”

![Printix Administrator Manual - 1](image)

7. **Welcome**
Watch the optional Setup video (4:10) to learn how to install and get started. Select Next.
• Optionally select X to Cancel the Setup Assistant and go straight to the Dashboard.

8. Download Printix Client
Printix Client will attempt to discover your printers and securely transfer necessary information to Printix Cloud.
• Select Download Printix Client.

9. Waiting for you to install and sign in to Printix Client
Install on your computer in a couple of minutes.
• Open and run the downloaded file and complete the Printix Client installation on your computer.
  See detailed steps for Windows or Mac.
• If you see Sign in with Microsoft, select this and sign in with your work account. Sign in to Printix Client is automatic if your computer is Azure AD joined.
• If you see Sign in with Google, select this and sign in with your G Suite account (not @gmail.com).
• Otherwise enter your Email and Password to Sign in to Printix Client.
• 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.

10. Discover
Please wait a couple of minutes while Printix Client discovers your printers.
• If we did not find any printers you must enter the IP address (Example: 192.168.2.10) or hostname of one printer and select Add printer.
• If the printer fails to register it will appear on the Unregistered printers page.

If no printer was discovered and you do not have a printer available, you can proceed by entering for example: noprinter.

11. Finish
Congrats! Your Printix Home is ready.
• Select Open your Dashboard.

• Did we find your printers?
If not all of your printers are listed on the Printers page, even after you select Refresh, it could be because your printers are on a different subnet than your computer. Please add a printer from that subnet manually and then do a discovery to find additional printers on that subnet.
  ◦ On the Printers page select Add printer.
  ◦ Use Discover to add printers.
  ◦ Printers that fails to register appears on the Unregistered printers page.
Printix Home already exists

If someone (you) in your organization has already signed up you can:

- **Select Open acme.printix.net to Sign in** to Printix Administrator of your existing Printix home. If your role do not allow this you will see the message: **Permission denied**.
- **Select Create a new Printix Home.**
  Select this to create a new Printix home and install. Example: acme0.printix.net, acme1.printix.net, ...
  - Creating multiple Printix homes for the same organization is relevant if you want two or more teams to evaluate Printix independently.
  - The Printix Client you download will not work with your existing Printix home as they are totally separate.
  - On the Printix Client menu you can open **Diagnostics** to see what the Printix home is.

If you need your trial period extended, then please contact us.

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

### 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.

### 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 10 computer is Azure AD 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 G Suite 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**.

• **Discover printers.** Please wait a *couple of minutes* while Printix Client discovers your printers. If it reports “**Found no new printers**”, it could be because your printers are on a different subnet than your computer. 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.

**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 Intune, and get users to print with 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 10 x64.

• Printers are discovered and registered in 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 Intune, and get users to print with 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 Printix Cloud. Rest assured, we do not change or delete anything on the print server.

- The Microsoft web browser (Edge or Internet Explorer) **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 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 Intune.
  - 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 while 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

![Networks screenshot](image)

- **How to add a network**
- **How to modify network name**
- **How to add an unknown network to a network**
- **How to merge networks**
- **How to delete gateways from a network**
- **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 network is named **Network1**.

- A network 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 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.

<table>
<thead>
<tr>
<th></th>
<th>ASD</th>
<th>BNM</th>
<th>Anywhere</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer A (Amsterdam)</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
</tbody>
</table>
+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. 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 Intune.
   - 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.

### 2.2.2. Networks and printing resilience

To print a document, a computer with Printix Client must be online on the same network as the printer. This is normally not an issue during working hours, as there will be users’ computers that will be online. To get additional resilience consider the following:
• Identify a computer with a network interface that can route (via VPN) to all the relevant subnets (VLANs) with printers.
  ◦ The computer can be on-premise or it can run in the cloud, for example on Azure. We recommend that it is a Windows Server.
• Contact us. We need to know the following:
  ◦ Name of the computer, and a list of the networks it can access. We will then modify your Printix configuration. Result is that documents that are printed or released to printers where there is no Printix Client available, would then go via this server.

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.

See also:

• [Network ports](https://printix.net)

**Virtual Printix Client on-premise**
2.3. Enable BYOD

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

If you use Azure AD you can add a New guest user in Azure AD. 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
An assigned expert will assist with the technical setup associated with Printix software.

Implementation phases

1. **Evaluation**
   - Start a trial and familiarize yourself with the product through hands-on experience and by trying relevant features.

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.
   - Identify and name 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.
Infrastructure implementation

Start a test

Select implementation setup

Deploy Printix Client

- If deployed on 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 via print servers. Click Discover printers via print servers.
- Other way: Discover printers on the Computer Server via the print server.
- The user will be prompted to select the print server, and the print server will then be connected to the computer.

Discover printers

- Yes, print servers are in use

Yes, there are more networks

Discover printers on print servers

- Additional networks

If required: Move printers to the right network

Convert print queues

- Check Convert print queue for a network to start printing through Printix. This way, you can define a Printix print queue and a print queue on the printer.
- 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
- Use the cloud on print queues to enable printing to the printer from another company network.
- Set as default printer
- Additional functionality
  - Secure print
  - Mobile print
  - Print from Chrome
  - Print from Office
  - Other print features
  - Mite merge/collate
  - Menu handling
  - Dedicated print management

Optional configuration

- Use reports for the implementation of Secure print, Mobile print.
Additional functionality implementation

Implementation setup

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

1. 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.
2. On the Printix Anywhere printer's Print queue properties page:
   - Add print queue automatically is unchecked.
   - Active is unchecked.
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 Internet Explorer 11 or later 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 web browser (Edge or Internet Explorer) 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.

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**

![Diagram of printix network with Amsterdam and Berlin print servers]

**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**

![Diagram showing Amsterdam and Berlin with Print Server and Printers]

**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 Intune, and get users to print with 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.
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.

Deploying images with Printix Client

If you intend to copy an image with an installed Printix Client to another Citrix or RDS server, then you must ensure that no user has signed in to Printix Client.

Each computer with Printix Client is, once a user has signed in, registered in Printix Cloud with a unique ID, and it is also at this time the computer will appear in Printix Administrator. The ID is written in the Windows Registry:

HKEY_LOCAL_MACHINE\SOFTWARE\printix.net\Printix Client\WS\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 Printix Cloud. To resolve the issue you need to make an image, where no computer (WSid) has been registered. 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.

How to produce an image without the trace of previously registered computers (WSid)

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 (0x00000000)**
     This is the default. Printix Client will update itself automatically.
   - **1 (0x00000001)**
     Printix Client will not update itself automatically and 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 (0x00003e7)**
     Printix Client will not update itself automatically and 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. Produce the image.

---

**Citrix 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** + 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 (see above).

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

### 2.6. Windows Virtual Desktop

Printix printing is also possible if you use Windows Virtual Desktop (WVD).

#### Requirements

- Printix Client must be installed on the Windows Virtual Desktop computer.
- You must [enable printing via the cloud](https://printix.net) for the printers to be used by the Windows 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](https://printix.net) 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

## 2.7. 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 for 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 support 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 submit 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 (coming functionality)
   - Data extract
Select **Menu** in the top right corner to access functions.

- **Dashboard**
- **Sites**
- **Networks**
- **Printers**
- **Print queues**
- **Users**
- **Computers**
- **Groups**
- **History**
- **Authentication**
- **Subscription**
- **Settings**
- **Software**
- **Support**
- **Manual**
- **Language**
### 3.1. Dashboard page

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**
- **Computers**
- **Unregistered printers**
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. Sites page

![Sites page](image)

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**
  - Add groups whose users will have the role as **Site manager** for the site in question.
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 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 5 levels deep.
- **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)

• Select New folder to add a new folder.
• Select a folder to open or close the folder.

• Right-click the folder to open Folder menu:
  ◦ Select Folder name (Copenhagen) to rename the folder.
  ◦ Select New folder to add a new folder.
  ◦ Select Create site to create site.
  ◦ Select Delete folder to delete folder.

• Select Create site to create site.
• Select 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 site (center pane)

Selected site and information about this, including networks and printers.
Site information

- Select **Add networks** to open **Add networks** 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 list of **Site manager groups** for the site:
  - Select **More** and **Remove** to remove site manager group.

- Select **Site setup** to open **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.

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

- 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 **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** and then select a computer that is on the network.

- Select **Search** 🔍 to search for printers on the network.
Printers on the network

- 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.

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.
3.3. Networks page

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.
- Check **Show only 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 merge networks**
- **How to delete gateways from a network**
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.

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.
3.3.1. Network properties

To get here:

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

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

Additional tabs:

- Computers
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 devices 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 devices 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 devices can print to any mobile print enabled Printix print queue, regardless if the network has **Enable mobile print** checked or unchecked.

• Network type
  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.

Delete gateway

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

3.3.1.1. Computers

Lists the Computers that are on this network.

- Select Refresh to refresh the list.
3.3.2. Gateway properties

To get here:

1. Open the Networks page.
2. Check Show only 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.

### 3.3.2.1. Computers

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

- Select **Refresh** to refresh the list.
3.4. Printers page

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 checkbox 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.
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 the Print queue name (Reception) or Active ✓ to open the Print queue properties page.
- Select the icons to open the corresponding tab on the Print queue properties page:
  - Setup ☻
  - Groups
  - Drivers
  - Computers
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.

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 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](#)).

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 show if the printer is disconnected or powered off.
- **Missing printer information** is show if the **SNMP configuration** is wrong.
- **This is not a printer** is show if the entered address does not point to a printer.

**Network**

- Select **Network (Network1)** to open the **Network properties** page.
Printer

- Select **Model** (*HP Officejet Color X555*) to open the printer’s web page (EWS).
- Select **Printer address** (*192.168.1.11*) to change the printer address.
- Select **Network** (*Network1*) to change the printer’s network.
- Select **SNMP configuration** (*Default*) to change the printer’s SNMP configuration.

Delete

- To delete a printer select ⬅️ and **Delete**.
- Select the printer(s) and select **Delete** 🗑️
- Select the checkbox 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.
3.4.1. Unregistered printers page

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, the 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: 192.168.2.10) 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.

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 checkbox 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=.1.0.8802.1.1.1.1.2.1.1.1, Type=Integer, Value=1
   OID=.1.0.8802.1.1.1.1.2.1.2.1, 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**
3.4.2. Printer properties

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

Additional tabs:

- Print queues
- Printix Go
- Diagnostics
Modify printer name

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

Modify properties for multiple printers
1. On the **Printers** page select individual printers and select **Modify**.
2. Enter **Location** if you want to modify this.
3. Optionally in **Network** select the **Modify** icon if you want to change this. If you do not select a network, printers will remain on their current network.
4. Optionally in **SNMP configuration** select the **Modify** icon if you want to change this. If you do not select an SNMP configuration, printers will continue to use their current SNMP configuration.
5. Select **Save**. The entered location will be saved for the selected printers.

---

**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](mailto:info@printix.net) if you are interested in this. Printix Support must enable populatePrinterName for you.

- **Model**
  The model name obtained from the printer.

---

**Location**

- **Location**
  Description of the printer’s location. Example: **Head Office, Reception**

---

**Connection**

- **MAC address**
  The hardware address obtained from 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
  - **LPR mode via TCP port 515**
    Example: 192.168.1.94 $$lpr:myqueue
  - **LPR mode via another TCP port**
    Example: 192.168.1.94 $$lpr:myqueue$$port:712
  - **Windows print queue via Printix Redirector**
    Example: $computername$printername

- **Network name**
  The name of the network the printer is on.

- **SNMP configuration**
  The SNMP configuration. Is blank if the default SNMP configuration is used.

**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.
3.4.2.1. Print queues

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 checkbox at the top of the list to select all print queues.
- Select Refresh ⇆ to refresh the list.
- Select ⬊ and Info to refresh 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.
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 checkbox 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.
3.4.2.2. Printix Go

- 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.

### 3.4.2.3. Diagnostics

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.

3.4.2.4. History

On the **History** tab you can see what printed on the printer and what 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.

### 3.5. Print queues page

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 checkbox 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.

Active, Add print queue automatically, Remove print queue automatically, Via the cloud, Process PDF, and Mobile print.

Printer 2-sided by default, and Print in black by default.

How 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** to filter by this.
   - Select **Mobile 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.

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

- To delete a print queue select and **Delete**.
- Select the print queue(s) and select **Delete**.
- Select the checkbox 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 Printix Client.

3.5.1. Print queue properties

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

1. On the Print queues page select individual print queues and select Modify.
2. Make your modifications.
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 cannot 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 obtained from 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 queues are not added automatically while a computer is on an Unknown network.

• Remove print queue automatically
  Check this to remove the print queue automatically when the computer connects to another named 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. Not available if Remove print queue automatically is checked.
  See also: How to enable printing via the cloud.

• Process PDF
  Normally, if the destination printer supports PDF, documents printed through Printix for Chromebook and print anywhere documents, are sent as PDF data to the printer. Check Process PDF 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.
  See also: How to enable processing of PDF documents.

• Enable mobile print
Check this to allow printing from Android and iOS/iPadOS devices to this print queue. Only available if Enable mobile print is checked on the Settings page’s Mobile print tab. On Android devices the print queue will be available regardless of the Android device’s network connection (Wi-Fi or mobile network). On iOS/iPadOS devices 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.

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 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).
3.5.1.1. Groups

On the Groups tab you can add the groups the print queue should be a member of. Only available if groups (Azure AD or Google) are enabled.

Add groups

- Select Add groups to add groups.

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 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.
- A print queue is only added if the user can access it (See Exclusive access above).
• A print queue that does not have **Add print queue automatically** checked for any 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.

• 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.

### 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 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.

### Search

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

### 3.5.1.2. Drivers

![Print queue properties page](image-url)
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.

- 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**

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.
3.5.1.3. Computers

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 Delete print queue.
- Select the computer(s) and select Delete.
- Select the checkbox at the top of the list to select all computers.

3.6. Users page

Lists the Users

- Select user’s Name 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 Info to see information about the user:
  - Name, Role, and Email of the user.
  - Computers. List of computers the user is signed into.
  - Groups. List of groups the user is a member of.
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
     - System manager
     - Site manager

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

- To delete a user select and Delete.
- Select the user(s) and select Delete
• Select the checkbox at the top of the list to select all users.

3.6.1. User properties

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:

- **Groups**
- **History**

Role

- **User**
  
  Print with 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](#).
  
  ◦ **Sites** lists managed sites. Select a managed site *(Head Office)* to open this on the **Sites** page.

![Role Diagram](image)

**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](#), [Privacy Policy](#), [Data Processing Agreement](#), and [Service Level Agreement](#)
3.6.1.1. Groups

On the **Groups** tab you see the groups that have been added to print queues and which the user is a member of. Only available if groups (Azure AD 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.

3.6.1.2. 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.

### 3.7. Computers page

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.
  - Last contacted. The last time the computer was available.
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 and Windows Server 2019.
   • Select OS to filter by Windows and macOS.
   • Select Act as print gateway 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

• To delete a computer select and Delete.
• Select the computer(s) and select Delete
• Select the checkbox 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.
3.7.1. Computer properties

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

Network

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 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.

Settings

- 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 for Chromebook. Check Act as print gateway if Printix Client on this computer should 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 at a school students are using Printix for 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** checked, or print queues that reference a printer that does not support PDF 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.

**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 Printix Cloud without any required interaction from the user on the computer.
  - Computer must be available.

- **SNMP configuration**
  Optionally select a SNMP configuration.

### 3.7.1.1. Groups

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 (**Azure AD** or **Google**) are enabled.
3.7.1.2. Print queues

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 checkbox at the top of the list to select all print queues.

3.7.1.3. Tasks

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

3.7.1.4. Diagnostics

Select the Diagnostics \(^\wedge\wedge\) 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.

• Acting as proxy
   Is Yes if the computer has established secure communication with 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.

3.7.1.5. 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.
3.8. Groups page

To get here:

1. Select **Menu**, **Groups**

Page is only available if groups (Azure AD or Google) are enabled.

- Groups are synchronized automatically at approximately 12 minute intervals. Only changes are synchronized.
- Select **Resynchronize groups** to start a synchronization.
- Check **Show all** to also show groups that is not added to **Print queues** and groups that is not used to manage **Secure print**.

* Nested groups are not supported.

* 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).
See also:

- How to enable Azure AD groups
- How to enable Google groups
- How to add groups to a print queue
- 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.

3.8.1. Group properties

Tabs:

- Print queues
- Users
- Computers

3.8.1.1. Print queues

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

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

* 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).
3.8.1.3. Computers

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

3.9. History page

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.

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.

### 3.10. Authentication page

To get here:

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

You can always invite users via email.

Enable one or more of these authentication methods and thereby offer users a bit of self-service so you do not have to invite them.

**Azure AD**

On the **Azure AD** 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.
• Azure Active Directory is part of Office 365 for business.
• Gives users single sign-on (SSO) to Printix.
• Supports multiple Azure AD directories per Printix Home.
• Passwords are handled entirely by Azure AD.
• Supports Azure AD guest users, also known as Azure Active Directory business-to-business (B2B) collaboration users.

**Google**

On the **Google** tab you can enable users to sign in with their G Suite 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 G Suite.
• Gives users single sign-on (SSO) to Printix.
• Supports multiple Google domains per Printix Home.
• Passwords are handled entirely by Google.

**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 cannot be contacted for authentication.

**Self-registration**

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.
3.10.1. Azure AD

On the Azure AD tab you can enable and configure Azure authentication. You just need a user account in Azure AD to configure Azure AD integration.

See also:

- How to enable Azure authentication
- How to accept Printix for all users
- How to enable Azure AD groups
- How to add guest users to Azure AD
- How to deploy Printix Client with Intune
- How to deploy Printix Client

Azure AD 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 Azure AD integration.
6. Select OK if the connection to Azure AD 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 Azure AD directory.
If there are more than one Azure AD directory, then **Sign in** to Printix Client is no longer automatic the first time on Azure AD joined Windows 10 computers. The user must select directory (acme.com or ajax.com) and then sign in, but only the first time.

### 3.10.2. 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 for Chromebook

Google domain

1. Select **Connect**.
2. On the **Google Sign in** page sign in using your G Suite 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.
Authentication

Google domain

- **acme.com**
  - Connected to Google

Synchronize groups

- Deploy and control access to printers based on users' group membership

Google domain

- **ajax.com**
  - Connected to Google

- Groups synchronized from Google

Sign in

Printix Client

Sign in with Google

- acme.com
- ajax.com

or

Sign in with email
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.

*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.*
3.10.4. Self-registration

On the **Self-registration** tab you can add approved email domains.

**See also:**

- [How to enable self-registration](#)
- [How to deploy Printix Client](#)

**Settings**

- **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.
3.11. Subscription page

To get here:

1. Select **Menu**, **Subscription**

On the **Billing** tab you can manage your subscription.

Additional tabs:

- **Transactions**
- **History**
- **Legal documents**

* 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).
Info

• Company
  The company name to be included on invoices. Please state your exact/legal company name.

• 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.

• Your order number or reference information
  The text you enter will appear on your invoice. You can for example use it to enter your order number.

• Finance email
  The email address to which billing information is sent. Select + to add additional email addresses to be on CC (Carbon Copy).

• Finance contact name
  The name of the person receiving billing information. The name will be stated on the invoice in the “att:” field.

• 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

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
1. Select Add credit card.
2. 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.

3. Check I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of my agreement with Printix.
4. Select Save.

### VAT number equivalent for select countries

<table>
<thead>
<tr>
<th>Country</th>
<th>VAT number equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>GST number</td>
</tr>
<tr>
<td>Canada</td>
<td>GST number</td>
</tr>
<tr>
<td>Denmark</td>
<td>Momsnummer (CVR)</td>
</tr>
<tr>
<td>France</td>
<td>Numéro de TVA</td>
</tr>
<tr>
<td>Finland</td>
<td>ALV numero</td>
</tr>
<tr>
<td>Germany</td>
<td>Umsatzsteuer-Identifikationsnummer</td>
</tr>
<tr>
<td>Italy</td>
<td>Partita IVA</td>
</tr>
<tr>
<td>Netherlands</td>
<td>BTW-nummer</td>
</tr>
<tr>
<td>New Zealand</td>
<td>GST number</td>
</tr>
<tr>
<td>Norway</td>
<td>MVA-nummer</td>
</tr>
<tr>
<td>Portugal</td>
<td>Número de IVA</td>
</tr>
<tr>
<td>Spain</td>
<td>Número de IVA</td>
</tr>
<tr>
<td>Sweden</td>
<td>Momsregistreringsnummer</td>
</tr>
<tr>
<td>US</td>
<td>TAX ID number</td>
</tr>
</tbody>
</table>
3.11.1. Transactions

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.

3.11.2. History
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.

### 3.11.3. 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**
3.12. Settings page

To get here:

1. Select **Menu**, **Settings**

Additional tabs:

- **Secure print**
- **Printix Go**
- **Cloud storage**
- **Analytics**
- **Mobile print**
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.
3.12.1. Secure print

On the Secure print tab you can enable and configure the print methods: Print later and Print anywhere.
To get here:

1. Select **Menu**, **Settings**
2. Select the **Secure print** tab.

**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](#).

- **Selected groups must print securely**
  Check this to select the groups who’s users must print securely.
  - Select **Add group** to add groups.
  - Select **X** to remove group.

- **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 **Add group** + to add groups.
  - Select **X** to remove group.

- **Allow direct print if offline**
  Check this, so users, who otherwise must print later, can print directly, while there is no connection to the Printix Cloud. On the computer a yellow dot is shown on the Printix Client icon 🟢 when the Printix Client is in the state **Connection failed**. 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 connection is back.

### 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** is checked. In this case, the PDF document is processed using a matching print driver.
  - Use **Create print queue** to create a print anywhere print queue.

1. Select **Create print queue** to create a 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.

**Secure print levels**

- **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 the groups who’s users should adhere to the corresponding secure print level.
  - Select X to remove group.

<table>
<thead>
<tr>
<th>Level</th>
<th>Printer ID method</th>
<th>Printix App</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| 0     | –                 | Native and Web | • 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. |
<table>
<thead>
<tr>
<th></th>
<th>Method</th>
<th>Location</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>QR code</td>
<td>Native</td>
<td>• Scan printer’s <strong>QR code</strong> with native Printix App on user’s camera equipped phone or tablet.</td>
</tr>
</tbody>
</table>
| 2 | NFC tag    | Native   | • Scan printer’s **NFC tag** with native Printix App on user’s NFC enabled 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. |
| 3 | Card or ID code | –       | • Present card or sign in with ID code at **Printix Go** enabled printer. |

*A* 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](https://printix.net) 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.

*A* This requires a new version of Printix Client. [Contact us](https://printix.net) if you are interested in this.
3.12.2. Printix Go

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 uses the Go configuration.
- Select Sign in profile name (Main office) to open Sign in profile page to see the Printers that uses 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.

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 pages. Example: admin
   • In Password type the password of an account that can access the printer’s web pages. Example: admin
   • In Description type an optional description for the sign in profile.

2. Select Save.

Delete sign in profile

1. Select Sign in profile setup  to open 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.
3.12.2.1. Go configuration page

You can see the **Printers** that uses the Go configuration, and you can **Modify** Go configuration.

- Select **Go configuration setup** to open **Go configuration menu**:
  - Select **Modify** to modify the Go configuration.
  - 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.

- Select **Printer setup** to open **Printer menu**:
  - 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 an 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.
    ◦ **Card**
    ◦ **ID code**
    ◦ **Card or ID code**

• **Access control**
  What printer functions will require sign in.
  ◦ **Copy**
  ◦ **Email**
  ◦ **Scan**
  ◦ **Fax**
  ◦ **USB memory print** allows user to print from a flash memory or mass storage device.
  ◦ **USB memory scan** allows user to scan to a flash memory or mass storage device.

### 3.12.2.2. Sign in profile page

![Sign in profile image]
You can see the **Printers** that uses the sign in profile.

- Select **Sign in profile setup** to open **Sign in profile** menu:
  - Select **Delete Go configuration** to delete the Go configuration. 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.

## 3.12.3. Cloud storage

Enable storage of pending documents in your 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 infrastructure.

See also:

• How to add Azure Blob Storage
• How to add Google Cloud Storage
• Which documents go via the cloud?

Cloud storage

• Type
  The type of cloud storage.

• Name
  The name of the cloud storage.

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

• 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 prints) 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?

<table>
<thead>
<tr>
<th>Print scenario</th>
<th>No cloud storage</th>
<th>Cloud storage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print anywhere</strong></td>
<td>Documents stays only on the computer that submitted the document.</td>
<td>Documents are stored on the computer that submitted the document and if <strong>Store print anywhere documents</strong> is checked, the documents are also stored in your cloud storage.</td>
</tr>
<tr>
<td><strong>Print later</strong></td>
<td>Documents stays only on the computer that submitted the document.</td>
<td>Documents are stored on the computer that submitted the document and if <strong>Store print later documents</strong> is checked, the documents are also stored in your cloud storage.</td>
</tr>
<tr>
<td><strong>Via the cloud</strong></td>
<td>Documents are sent via Printix Cloud.</td>
<td>Documents are sent via your cloud storage.</td>
</tr>
<tr>
<td><strong>Mobile print</strong></td>
<td>Documents are sent via Printix Cloud. Documents to be released (anywhere and later) are stored in Printix Cloud.</td>
<td>Documents are sent via your cloud storage. Documents to be release (anywhere and later) are stored in your cloud storage.</td>
</tr>
<tr>
<td><strong>Chrome print</strong></td>
<td>Documents are sent via Printix Cloud. Documents to be released (anywhere and later) are stored in Printix Cloud.</td>
<td>Documents are sent via your cloud storage. Documents to be release (anywhere and later) are stored in your cloud storage.</td>
</tr>
</tbody>
</table>

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.
3.12.4. Analytics

On the Analytics tab you can configure access to data for analysis and reporting. Data can be extracted into your own database or you can choose to access it from 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
<table>
<thead>
<tr>
<th></th>
<th>Printix database</th>
<th>Own database</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data is kept for</td>
<td>30 days</td>
<td>90 days</td>
</tr>
<tr>
<td>Data extracts</td>
<td>2 times per day</td>
<td>4 times per day</td>
</tr>
</tbody>
</table>

**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 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**

1. Select **Deactivate** to stop extracting data to the database.
2. Select **Delete** to delete the database.

**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. Select **Activate** to start extracting data to the database.
5. **Copy** the configuration items one by one and use them to setup the Printix Power BI solution or a tool of your own.

---

**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_ddl_admin`. Specifically the database user as a minimum need 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. Select **Activate** to start extracting data to the database.
5. **Copy** the configuration items one by one and use them to set up the Printix Power BI solution or a tool of your own.
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.
3.12.5. 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 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.
iOS/iPadOS

- User must be signed in to Printix App for iOS/iPadOS.
- The print queue name must only contain: A-z,0-9,-

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 devices you must also Enable mobile print for the network.

Android

- Mobile print enabled print queues will be available regardless of the Android device’s network connection (Wi-Fi or mobile network).
  - 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, 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.

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**
  - 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 device**
  - 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 device?
    - 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 devices 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 **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?

• You can leave the Username empty. 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.

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.

### 3.12.6. 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 (**Azure AD**) with the relevant computers. Name the
group for example: *Home office computers*.

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 12 minute intervals, it can take up to 12 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.

### 3.12.7. SNMP

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 preformed.

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](#)
Version 1

• Configuration name
  The name of the SNMP configuration.

• Get Community Name
  The default is “public”.

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.

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

• 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

### 3.12.7.1. SNMP configuration page

On the **Setup** tab you can see the **Printers** that uses the SNMP configuration, and you can **Modify**, **Distribute** and **Delete** the SNMP configuration.

**Modify**

1. Under **SNMP configuration** select **Configure** and select **Modify**
2. Make your modifications and select **Save**.

⚠️ When you modify **SNMP configuration** it is recommended to verify that printing and printer status still works.
Delete

1. Under SNMP configuration select Configure and select Delete.
2. Select Confirm to delete SNMP configuration.

3.13. Software page

To get here:

1. Select Menu, Software

Windows

- Download 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 Intune.
• **Download Printix Redirector**
  Use this to enable printing to a print queue on a Windows computer, enable third-party pull printing, and enable USB printing.

• **Download Printix Configurator**
  Use this to initially configure Printix for customers with multiple locations (networks) and a large number of already deployed printers.

• **Download Printix Client (MSI)**
  Use this for automatic deployment with Intune.
  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.

**Mac**

• **Download Printix Client**
  Automates the creation of print queues and installation of print drivers.

• **Download Printix Client (INTUNEMAC)**
  Use this for automatic deployment with Intune.

**Chrome Web Store**

• **Printix for Chromebook**
  Print to Printix managed printers from Chromebooks and computers with Google Chrome.

**Apple App Store**

• **Printix App for iOS/iPadOS**
  Release, print and delete documents.
Google Play Store

- Printix App for Android
  Release, print and delete documents.

3.14. Support page

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. Select Send.

See also:

- Troubleshooting
• Product Support
• Service Level Agreement
## 4. Groups

Groups can be used to control access to printers and deploy printers based on users' and computers' group membership.

- How to work with groups
- About groups
- Exclusive access examples

### How to work with groups

- How to enable Azure AD groups
- How to enable Google groups
- How to add groups to a print queue
- Groups page
- 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

- Azure AD groups
  - Users' and computers' membership of groups is maintained in Microsoft Azure ([portal.azure.com](http://portal.azure.com))
  - Groups are synchronized automatically at approximately 12 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 Azure AD documentation](https://azure.microsoft.com).

> 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).

- Google groups
  - Users' membership of groups is maintained in your Google Admin console ([admin.google.com](http://admin.google.com))
  - Groups are synchronized automatically at approximately 12 minute intervals. Only changes are synchronized.
• Nested groups are not supported.
• Computer groups are not supported.
• Please refer to the Google G Suite 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.

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.**

<table>
<thead>
<tr>
<th></th>
<th>ASD</th>
<th>BNM</th>
<th>CVB</th>
<th>DFG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane</td>
<td>+</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Paul</td>
<td>+</td>
<td>+</td>
<td>–</td>
<td>+</td>
</tr>
<tr>
<td>Mary</td>
<td>+</td>
<td>–</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>John</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>+</td>
</tr>
<tr>
<td>Bob</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>+</td>
</tr>
</tbody>
</table>
## 5. Roles

See what functions you can perform based on your role:

<table>
<thead>
<tr>
<th></th>
<th>System manager</th>
<th>Site manager</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Printix Administrator</strong></td>
<td>Sign in</td>
<td>Sign in</td>
<td></td>
</tr>
<tr>
<td><strong>Sites</strong></td>
<td>All</td>
<td>View only</td>
<td></td>
</tr>
<tr>
<td><strong>Networks</strong></td>
<td>All</td>
<td>View only</td>
<td></td>
</tr>
<tr>
<td><strong>Printers</strong></td>
<td>All</td>
<td>Site managed printers</td>
<td></td>
</tr>
<tr>
<td><strong>Print queues</strong></td>
<td>All</td>
<td>Site managed print queues</td>
<td></td>
</tr>
<tr>
<td><strong>Users</strong></td>
<td>All</td>
<td>Add and delete user with role User</td>
<td></td>
</tr>
<tr>
<td><strong>Computers</strong></td>
<td>All</td>
<td>View only</td>
<td></td>
</tr>
<tr>
<td><strong>History</strong></td>
<td>All</td>
<td>History for site managed printers</td>
<td></td>
</tr>
<tr>
<td><strong>Groups</strong></td>
<td>All</td>
<td>Add and remove groups for site managed print queues</td>
<td></td>
</tr>
<tr>
<td><strong>Authentication</strong></td>
<td>All</td>
<td>View only</td>
<td></td>
</tr>
<tr>
<td><strong>Subscription</strong></td>
<td>All</td>
<td>View only (No access to Analytics tab)</td>
<td></td>
</tr>
<tr>
<td><strong>Settings</strong></td>
<td>All</td>
<td>View only</td>
<td></td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>Download</td>
<td>Download</td>
<td></td>
</tr>
<tr>
<td><strong>Support</strong></td>
<td>Submit</td>
<td>Submit</td>
<td></td>
</tr>
<tr>
<td><strong>Printix Client</strong></td>
<td>Sign in</td>
<td>Sign in</td>
<td>Sign in</td>
</tr>
<tr>
<td><strong>Printix App</strong></td>
<td>Sign in</td>
<td>Sign in</td>
<td>Sign in</td>
</tr>
<tr>
<td><strong>Printix Go</strong></td>
<td>Sign in</td>
<td>Sign in</td>
<td>Sign in</td>
</tr>
<tr>
<td><strong>Print</strong></td>
<td>Print</td>
<td>Print</td>
<td>Print</td>
</tr>
</tbody>
</table>

See also:

- [How to change the role of a user](#)
- [How to create a site](#)
- [How to add a site manager group to a site](#)

### 5.1. System manager

As System manager you have full rights in [Printix Administrator](#) to control everything, including the roles of all other users.
As **Site manager** you can sign in to [Printix Administrator](https://printix.net) 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 the managed site network.
- Add printer on the managed site network.
- Modify printer on the managed site network.
- Delete printer on the managed site network.
- Delete unregistered printers.
- Register NFC tag for managed site printers.
- Delete NFC tag from managed site printers.

*Role as [System manager](https://printix.net) is required to add, modify and delete [SNMP configurations](https://printix.net).*

### Print queues
- Add print queue to the managed site printers.
- Modify print queue of the managed site printers.
- Delete print queue of the managed site printers.
- Distribute print queue configuration from any print queue to site managed print queues.
- Add managed site print queues on computers.
- Update managed site print queues on computers.
- Convert print queues on computers on managed site.
- Set printer as default for a managed site print queue on a computer.

### Users
- Add user.
- Delete user.
If you delete a user in Azure AD or G Suite, the user is also deleted in Printix.

* Role as System manager is required to add, modify and delete users with the role as System manager.

**History**

- See history for site managed printers.

**Groups**

- Add group to site managed print queues.
- Remove group from site managed print queues.

### 5.3. User

As a User you can print with Printix.

- Printing

As User you can not sign in to Printix Administrator.
6. 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 manufacturer.

* Rather than using Windows class drivers we recommend use of the printer vendor supplied print drivers and universal print drivers, as these offer advanced features and better control.

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](#)

6.1. 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).

6.1.1. 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

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 button 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
4. Select Apply.
5. Optionally open the Advanced tab and select the Printing Defaults… button to configure per-printer defaults.
6. Select OK.

6.1.2. 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

* 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 the **Printing Defaults…** button 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.

### 6.1.3. HP DesignJet universal print driver

The HP DesignJet Universal Print Driver is available for:

- **HPGL**
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 match your printer.
3. Select Apply.
4. Optionally open the Advanced tab and select the Printing Defaults… button to configure per-printer defaults.
5. Select OK.

6.1.4. 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

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 device 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 click **Obtain Settings**. Uncheck **Auto** and select **OK**.

6. Optionally open the **Advanced** tab and select the **Printing Defaults** button 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.

---

### 6.1.5. 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

**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 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**.
6. Select OK.

6.1.6. 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

Language support:

- All (+22) languages within the print driver.
  Select language on the **Configuration** tab in the **Printer properties** dialog.
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 the Printing Defaults… button to configure per-printer defaults.
7. Select OK.
6.1.7. 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.

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.
5. Select Apply.
6. Optionally open the Advanced tab and select the Printing Defaults... button to configure per-printer defaults.
7. Select OK.
6.1.8. 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
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 device information.
4. Select Apply.
5. On the Device Settings tab uncheck Update Automatically and select Apply.
6. Open the Advanced tab and select the Printing Defaults… button 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.*

### 6.1.9. 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

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
7. Select **Apply**.
8. Optionally open the **Advanced** tab and select the **Printing Defaults**… button to configure per-printer defaults.
9. Optionally open the **Administration** tab and change **Configuration** to another print mode.
10. Select **OK**.
7. 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.

See also:

- How to open Printix Client
- How to sign in to Printix Client
- How to add printers
- Printix Client menu

7.1. Client menu

Menu on Windows

Open Printix Client to see the menu:

- Printers...
  Add printer and install print driver.

- 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

- 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 (Signed in as John Smith)

How to see diagnostics

- A yellow dot is shown on the Printix Client icon when the Printix Client is on an Unknown network or if the Connection failed to the Internet/Printix Cloud.
- 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**.

### 7.2. See what’s printing

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.

### 7.3. Managed print queues

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

**Windows**

- Printer name cannot be changed and will typically include the three-letter printer ID.
- Port is an Internet Port and cannot be changed and the Security options defaults to: **Use anonymous account**.
- Port example: `http://localhost:21339/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 color (:) and a unique identifier for the print queue. Example: `ASD:2114d3f3-e5732…`

### 7.4. 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: K08fLFiswGHM9KOXBGjGKfrCFravIo01DmNwSBc9jo6YoKgd.
5. Restart the Printix Service.

How to deploy Printix Client as kiosk with Intune on Azure

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:K08fLFiswGHM9KOXBGjGKfrCFravIo01DmNwSBc9jo6YoKgd
  - 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:K08fLFIswGHM9KOXBGjGKfrCFravIo01DmNwSBc9jo6YoKgd:oms
```

### How to get the kiosk ID

1. Open the [Software](#) page.
2. Select **Kiosk ID**.
3. In **Name** type a name for the kiosk ID.
   
   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](image)

- **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**
  

### 7.5. 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**

### 7.5.1. Install Printix Client for Windows

#### Download

These instructions are for the EXE file. Administrators can download the Microsoft Installer ([MSI](#)).
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:

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 Azure AD joined Windows 10 computers. Works with Windows 10 editions: Pro, Enterprise and Education. Microsoft does not support Azure AD Join on the Windows 10 Home edition.*

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.
7.5.2. 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.

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. Double-click the cardboard box icon (Printix Client.pkg) to start the installation.
4. 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.
5. Select Install.
6. Enter your Password to allow installation. Select Install Software.
7. Select Close to finish installing Printix Client.

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.
8. Printix for Chromebook

Print to Printix managed printers from Google Chrome.

- **Features**
- **Requirements**
- **Install Printix for Chromebook**
- **How to deploy Printix for 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*. 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 G Suite 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 for 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 G Suite.
• Any Internet connected:
  ◦ Chromebook running: Google Chrome version 63 or later.
  ◦ Computer (Windows, macOS or Linux) with Chrome browser.
• Signed in to the Chrome browser with the G Suite account (john.smith@acme.com).

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
• How to get Printix for 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 Chrome browser with your G Suite account (john.smith@acme.com).
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 G Suite 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 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 G Suite account. Check that Google authentication is enabled.

- Chromebook print enabled printers must be able to support PDF files being sent directly to the printer.

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.
8.1. Install Printix for Chromebook

1. Open the Chrome Web Store and search for Printix.
2. Select Add to Chrome.
3. Select Add extension.
4. Printix has now been added. To see a list of extensions, Open Chrome and type chrome://extensions and press Enter.

See also:
- How to deploy Printix for Chromebook
- How to print from Chrome

8.2. How to deploy Printix for Chromebook

1. Sign in to the Google Admin console (admin.google.com).
Sign in using your administrator account (does not end in @gmail.com).
2. From the Admin console dashboard, select Device management.
3. On the left, select Chrome management.
4. Select App management.
5. Select the extension Printix.
6. Select the category User settings to deploy Printix for users who sign in with an account in your G Suite domain.
7. In the Orgs section on the left, select the organizational unit where you want to deploy Printix.
8. Optionally, if you want users to Sign in with Windows, then select Upload configuration file. Select the configuration file you have created and select Open.
9. Check Force installation.
10. Select Save.

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 G Suite 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 authentication method. Values:
  - **azure**
    Users can sign in with their Microsoft work or school account. Requires that you enable Azure authentication.
  - **google**
    Users can sign in with their G Suite account (not @gmail.com). Requires that you enable Google authentication.
  - **both**
Users can sign in with their Microsoft work or school account, G Suite account or their Printix account. Requires that you enable Azure authentication and enable Google authentication.

8.3. How to print from Chrome

You must be signed in to the Chrome browser with your G Suite account (john.smith@acme.com).

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.
   • Chromebook 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.
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 capabilities and 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 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 is unchecked. Otherwise you can select between **Black and white** and **Color**.

Select **More settings** to see:

- **Paper size**
  Select between **A4, A3, Legal, Letter, …**
• **Margins**  
  Always available, except if the document is a PDF.

• **Quality**  
  Available, except if the printer is Printix Anywhere.

• **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.

---

**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.

8.4. How to get Printix for Chromebook logs

If advised to do so, you follow these instructions and submit to support.
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.
9. Printix App

Printix App is used to release, print and delete documents. Printix App is available as a web app that runs in a web browser, and as a native app:

- Printix App for Android 📱

[Google Play Store link]

- Printix App for iOS/iPadOS 🍊

[App Store link]

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.

* 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
9.1. Azure AD 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. Select All Services, scroll to Identity and select Azure Active Directory.
3. On the Azure Active Directory blade, select Enterprise applications.
4. On the Enterprise applications blade, select Conditional access.
5. Select the name of the policy (Example: Exclude Printix).
6. Under Access Controls select Grant.
7. Select the controls to be enforced. Select Select.
8. Under Assignments select **Cloud apps**.
9. Select the **Exclude** tab.
10. Select **Select excluded cloud apps**.
11. Select **Printix** and select **Select**.
12. Select **Done**.

To be listed as a cloud app, **Printix** must be **Accepted for all users**.

See also:

- [What is conditional access in Azure Active Directory?](#)
- [Best practices for conditional access in Azure Active Directory](#)
10. Printix Go

If you wish to use Printix Go then please Submit a request and the responsible sales manager at Printix will contact you shortly. It requires a new version of Printix Administrator and Printix Client version 1.3.890 or newer.

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

- **Features**
- **Requirements**
- **Install Printix Go**
- **Card readers and cards**
- **Printix Go supported printers and MFPs**
- **How to sign in with ID code at printer**
- **How to sign in with card at printer**
- **How to release documents at printer**
- **How to register card**
- **How to manage cards**
- **How to sign out**
- **How to see and reset ID code**
- **How to create and reset PIN code**
- **How to uninstall Printix Go**
- **How to reset to factory defaults on HP printers**
- **How to set inactivity timeout on HP printers**
- **How to set up scan to email on HP printers**

**Features**

- Present card to **Sign in** at 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:
  - HP
- Card reader must be supported.
- Computer with Printix Client must be online on the printer’s network during installation and use of Printix Go.

Support for printer vendors is subject to demand. Please contact us to hear about support for other vendors.

10.1. Install Printix Go

If you wish to use Printix Go then please Submit a request and the responsible sales manager at Printix will contact you shortly. It requires a new version of Printix Administrator and Printix Client version 1.3.890 or newer.
In order to install Printix Go a **Sign in profile** and **Go configuration** must be created and assigned. Also it must be a [Printix Go supported printer](http://printix.net).

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 account that can access the printer’s web pages. Example: `admin`
   - In **Password** type the password of an account that can access the printer’s web pages. Example: `admin`
   - In **Description** type an optional description for the the sign in profile.
   - 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 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.
• 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.
   Otherwise select **Reset** on the printer.

10. Optionally verify that **Status** changes from **Unknown** to **Installed**.
    If 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).

### Sign in profile

- **Name**
  Descriptive name of the sign in profile.

- **Description**
  Optional description of the sign in profile.

- **Username**
  The username of an account that can access the printer’s web pages. Example: *admin*

- **Password**
  The password of an account that can access the printer’s web pages. Example: *admin*

### 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 an 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.
  - **Card**
• ID code
• Card or ID code

• Access control
  What printer functions will require sign in.
  • Copy
  • Email
  • Scan
  • Fax
  • USB memory print allows user to print from a flash memory or mass storage device.
  • USB memory scan allows user to scan to a flash memory or mass storage device.

Troubleshooting

• 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 install status says failed
• HP Access Control web page settings discrepancy

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 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 install status says failed

On the Printix Go tab on the Printer properties page the install 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

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.

10.2. 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 mini-USB 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.
<table>
<thead>
<tr>
<th>Vendor</th>
<th>VID</th>
<th>PID</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elatec</td>
<td>0×09D8</td>
<td>0×0206</td>
<td>TWN3 Mifare USB (Kofax SafeCom)</td>
</tr>
<tr>
<td>Elatec</td>
<td>0×09D8</td>
<td>0×0310</td>
<td>TWN3 Mifare USB (PaperCut)</td>
</tr>
<tr>
<td>Elatec</td>
<td>0×09D8</td>
<td>0×0406</td>
<td>TWN4 Mifare USB</td>
</tr>
<tr>
<td>Elatec</td>
<td>0×09D8</td>
<td>0×0410</td>
<td>TWN4 Mifare USB (Kofax SafeCom)</td>
</tr>
<tr>
<td>Elatec</td>
<td>0×09D8</td>
<td>0×0420</td>
<td>–</td>
</tr>
<tr>
<td>HP</td>
<td>0×03F0</td>
<td>0×0045</td>
<td>X3D03A HP USB Universal Card Reader</td>
</tr>
<tr>
<td>rf IDEAS</td>
<td>0×0C27</td>
<td>0×0104</td>
<td>–</td>
</tr>
<tr>
<td>rf IDEAS</td>
<td>0×0C27</td>
<td>0×3BFA</td>
<td>pcProx Card Reader</td>
</tr>
</tbody>
</table>

### 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 look for what device disappear and re-appear. Or, just check them all.

5. Select the **Details** tab
6. In the **Property** drop-down box, select **Device instance path**
   - The USB HID VID and PID are displayed. Example: `USB\VID_09D8&PID_0420`
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

- **Multiprotocol cards**
- **Present one card at a time**
- **Card reader does not work with a particular card**
- **Card reader does not work with a printer**
- **HP printer reports: USB error**
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 support both HID iClass and HID Prox. Dropping the card quickly will (depending on the reader) result in two beeps and reading of both card numbers. 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 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 appear 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.

Card reader does not work with a 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.
HP printer reports: USB error

The printer will report **USB error** if:

- An otherwise supported card reader is attached to the HP printer before Printix Go is installed.
- An unsupported card reader is attached to the HP printer even after Printix Go is installed. Try to get the card reader’s vendor ID and product ID.

**Proximity protocols**

**High frequency (13.56 MHz)**

**ISO14443A**

- Mifare Classic
- Mifare Mini
- Mifare DESFIRE EV1
- Mifare Plus S,X
- Mifare Pro X
- Mifare SmartMX
- Mifare Ultralight
- Mifare Ultralight C
• SLE44R35
• SLE66Rxx (my-d move)
• Legic Prime
• Legic Advant
• Pay Pass

**ISO14443B**

• Calypso
• CEPAS
• Moneo
• Pico Pass
• SRI512, SRT512
• SRI4K, SRIX4K

**ISO18092/ECMA-340**

• Sony Felica
• NFC Forum Tag 2-4

**ISO15693**

• EM4×33
• EM4×35
• HID iClass
• ICODE SLI
• M24LR16/64
• MB89R118/119
• Pico Pass
• Tag-it
• SRF55Vxx (my-d vicinity)

**Low frequency (125 KHz)**

• AWID
• Casi Rusco
• Cotag
• EM4100, 4102, 4200
• EM4150
• EM4305
• FDX-B
• G-Prox
• HID Prox
• Hitag 1, 2, S
• Indala
• IoProx
10.3. Printix Go supported printers and MFPs

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.

HP

As a general rule, Printix Go, supports HP printers and MFPs that run FutureSmart 4 firmware (version 4.10.0.1 or later). Printer administrator password must be set.

- See also: HP documentation on: HP Enterprise, HP Managed – Update the printer firmware

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).

- MFPs
  - HP LaserJet Enterprise
  - HP LaserJet Managed
  - HP OfficeJet Enterprise and Managed
MFPs

HP LaserJet Enterprise

- HP LaserJet Enterprise 500 MFP M525
- HP LaserJet Enterprise Flow MFP M525
- HP LaserJet Enterprise MFP M527
- HP LaserJet Enterprise MFP M528
- HP LaserJet Enterprise MFP M575
- HP LaserJet Enterprise MFP M575 Flow
- HP LaserJet Enterprise MFP M577
- 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 LaserJet Managed

- 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 Color LaserJet Managed MFP E77422-E77428
• HP Color LaserJet Managed MFP E77822-E77830
• HP LaserJet Managed MFP E82540-E82560
• HP Color LaserJet Managed MFP E87640-E87660
• 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 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 LaserJet Enterprise M507
• HP LaserJet Enterprise M651
• HP LaserJet Enterprise M652
• HP LaserJet Enterprise M653
• HP Color LaserJet Enterprise M751
• HP LaserJet Enterprise M806
• HP Color LaserJet Enterprise M855
• HP Color LaserJet Enterprise M856

**HP LaserJet Managed**

• HP Color LaserJet Managed E55040
• HP LaserJet Managed E50045
• HP LaserJet Managed E50145
• 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 E75245
• HP Color LaserJet Managed E85055
• HP LaserJet Enterprise M605
• HP Color LaserJet Managed M651

**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
10.4. How to sign in with ID code at printer

1. Enter **ID code** (6-digit) on the touchscreen.
2. Enter **PIN code** (4-digit) on the touchscreen.
   - The **PIN code** is the same whether you sign in with ID code or card.

**See also:**

- [How to see and reset ID code](#)
- [How to create and reset PIN code](#)
- [Permission denied](#)
10.5. How to sign in with card at printer

1. Present card to the printer's card reader.
   • Before 10 seconds have elapsed select the Printix Print icon.

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.

See also:

• How to register card
• How to create and reset PIN code
• Permission denied
10.6. How to release documents at printer

1. Sign in to the printer.
   - Before 10 seconds have elapsed select the Printix Print icon.
2. Select the documents you wish to release, or select \textbf{Select all} (the checkbox 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).

### 10.7. 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.

#### Register card at printer

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 **Card registration code**.
   - 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. Alternatively write down the 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 device 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.

4. Select **Close**.

If you did not scan the QR code, then proceed on your computer, phone or tablet as follows:
   - Visit printix.net and select Sign in.

6. Select Menu , and Cards and codes

7. Select Register card.

8. Type the code you obtained in step 3 and select Save. In the native Printix App for Android and iOS you can also select Scan and the point the camera to the QR code.

**10.8. How to manage cards**

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**

### 10.9. How to sign out

You can sign out from the printer using one of these methods:

- Automatic sign out if no activity.
  - If the printer does not register key presses or touchscreen activity for 60 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 and you will be signed in.

### 10.10. 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.

**The ID code can not be reset if the ID code has been mapped from a custom user attribute in for example Azure AD.**

### 10.11. 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**.

**The PIN code can NOT be reset if the PIN code has been mapped from a custom user attribute in for example Azure AD.**
10.12. How to uninstall Printix Go

1. Open Printer properties and select the Printix Go tab.
2. Select Uninstall. Optionally verify that Status changes from Installed to Uninstalled.
3. Restart the printer.
10.13. 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

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.

### 10.14. 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.
10.15. How to set up scan to email on HP printers

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](https://learn.microsoft.com/en-us/office/client-developer/mfc/appscan-features).

1. Open a new browser window and sign in to **Microsoft 365 admin center** ([admin.microsoft.com](https://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.

8. In the section **Outgoing Email Servers (SMTP)** select **Add…**

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**.
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**.

13. Select **Server does not require authentication**

14. Select **Next**.
15. In **Server Usage** only check the functions you will use.
16. Select **Next**.

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 the your public IP address. Refer to Microsoft documentation: [Step-by-step instructions for direct send](#).

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.
11. Printix Redirector

Printix Redirector is used to:

- **Enable third-party Pull printing**
  Printing to so called Follow/Pull print queues from 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.

**Web proxy and SSL inspection**

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.

The specific URLs that must be unblocked:
Required for Printix Redirector

- https://api.printix.net
- https://software.printix.net

Required for Printix Client

- Please refer to: Network ports.

Download

1. In Printix Administrator select Menu ➔ Software ➔ Software
2. Select Download Printix Redirector.

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.
7. The installation completes. Select Finish.
   Printix Redirector runs as a service under the local system account.

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.
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 (0x00000001), then it would be: john
  - If UserNameFormat has a decimal value of 11 (0x0000000b), then it would be: john.acme.com
  - If UserNameFormat has a decimal value of 22 (0x00000016), 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/000/5
0f0f9d9-6d25-455f-9028-7cd609dfc4c6
Service, found queue: Reception, port: http://localhost:21339/ipp/ASD/f20db99
5-0811-49c4-ad14-9e26234959eb
Service, found queue: Microsoft XPS Document Writer, port: PORTPROMPT:
```

### 11.1. 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. In Printer address type: \servername\printername
   - The servername should be that of the server running Printix Redirector. Example: myserver.
   - The printername should be the Printer name of the Follow/Pull print queue (PullPrint). Do NOT use a possible Share name.

5. 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.

6. In Printix Administrator open the Print queue properties page of the virtual printer.
7. Uncheck Active, until you are done testing the print queue.
8. Optionally for each system (Windows 10 ×64, Windows 7 ×64, …)
   - Change print driver to a universal print driver.
   - Add a new print driver configuration.

Test printing

9. 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
10. Print a document to the added printer.
11. 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.

12. 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

13. In Printix Administrator open the Print queue properties page of the virtual printer.
14. Check Active, so all users can use the print queue.
15. Optionally check Add print queue automatically.
16. 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

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\printername

Wrong format for virtual printer address (\\servername\printername)

Message appears if you try to modify the Printer address of a printer that was initially registered by \\servername\printername 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.
11.2. 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 Network as Type.

5. In Printer address type: \computername\printername
   - The computername should be that of the computer running Printix Redirector. Example: mycomputer.
   - The printername 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.
12. 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.

- **Networks**
  Point to a CSV file with gateway IP and MAC addresses.

- **Printers**
  Point to a CSV file with printer address, model name, ...

- **Upload**
  Once the file content is validated successfully, you can upload the configuration.

* The color of the **Networks** and **Printers** button are green if there is new configuration data to upload. Color is red if there are issues with the configuration data. Color is yellow when you first start to use the Printix Configurator.

* 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 your 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.

- **Download**
- **Sign in**
- **Networks**
- **Printers**
- **Upload**
- **Configuration and log files**
See also:

- How to add a gateway to an existing network
- How to add a printer

Download

1. In Printix Administrator select Menu ➞ Software.
2. Select Download Printix Configurator.

Sign in

1. To start Printix Configurator right-click the EXE file and select Run as administrator.
2. Sign in. You must have the role as System manager.
3. If asked Pick a Printix Home (Example: acme.printix.net).
   After successful sign in to Printix Configurator you can close the browser window.

4. Select Networks to configure networks.
   It is best to have the networks in place before printers, because then you can choose networks for the printers.
5. Optionally select Printers.
Networks

- Select **Import** to import existing networks from the Printix Home.
- Select **CSV** to open a file with network names, gateway IP and MAC addresses.
- Select **Add** to open the **Network properties** dialog enter network name, gateway IP and MAC address.
- Select **Delete** to delete selected networks on the list.
- Select **OK** when done.

The **Data source** column will say **Manual** if the data was manually added (**CSV** or **Add**) and **ServerConfig** if **Import** was used.

**Network data**

- **Network name**. Example: *Amsterdam*
- **Gateway IP**. Example: *192.168.1.1*
- **Gateway MAC**. Example: *54a050e55bc0* or *54:a0:50:e5:5b:c0*

**Set up CSV mappings for networks**

The CSV file MUST be semi-colon (;) separated. Column headers are optional. Do not have spaces before or after a semi-colon.

- If the file contain headers, then check **Does the CSV contain headers**, and for each **Field name** select corresponding **CSV name**.
- If the file has no headers, then uncheck **Does the CSV contain headers**, and for each **Field name** select corresponding **Column number**.
Printers

- Select **Import** to import existing printers from the Printix Home.
- Select **CSV** to open a file with printer data.
- Select **Add** to open the **Printer properties** dialog enter printer data.
- Select **Delete** to delete selected printers on the list.
- Select **OK** when done.

The **Data source** column will say **Manual** if the data was manually added (**CSV** or **Add**) and **ServerConfig** if **Import** was used.

Printer data

- **Printer name**: Example: *Reception*
- **Manufacturer**: Example: *HP*
- **Model**: Example: *HP Officejet Color X555*
- **Printer address**: Example: *192.168.1.94*
- **Network name**: Example: *Amsterdam*
- **MAC address**: Example: *F0921C637CA2* or *F0:92:1C:63:7C:A2*
- **Serial number**: Example: *CN3993Y073*
- **Supported PDLs**: Example: [*PCL5,POSTSCRIPT,PDF]*
- **Supports color**: Example: *True*
- **Supports 2-sided**: Example: *False*

> It is assumed printers are using the default **SNMP configuration**.

Set up CSV mappings for printers

The CSV file must be semi-colon (:) separated. Column headers are optional.

- If the file contain headers, then check **Does the CSV contain headers**, and for each **Field name** select corresponding **CSV name**.
• If the file has no headers, then uncheck **Does the CSV contain headers**, and for each **Field name** select corresponding **Column number**.

![Setup CSV Mappings](image)

**Upload**

Once the file content is validated successfully, you can upload the configuration.

**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:).

**Configuration files**

Configuration files are stored on the computer in this folder.

  * C:\ProgramData\printix.net\Printix Configurator\Configuration

There will be upto 5 configuration files per Printix Home you have been configuring. The *id* is the Printix ID (tenant id).

  * PrintixConfigurator- *id* .dta
  * Network- *id* .dta
  * Network- *id* .map
Log files

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.

- Printer- id .dta
- Printer- id .map

- PrintixConfigurator- user .number.log

The logs are stored in this folder:

- C:\ProgramData\printix.net\Printix Configurator\Logs

12.1. 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 **Add**. 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.
4. In the **Network properties** dialog:
   - Enter **Network name**. This must match the name of network you want to add the gateway to.
   - Enter **Gateway IP**. Example: 192.168.1.1
   - Enter **Gateway 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.
5. Select **OK**.
6. Select **OK**.
7. Select **Upload**.
8. Open Printix Administrator to verify that the gateway has been added to the network.
12.2. 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 Error 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 name in step 7.

2. Select Networks to configure networks.
3. Select Import.
4. Select OK.

5. Select Printers to configure networks.
6. Select Add. 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.

7. In the Printer properties dialog:
   - Enter Printer name. Example: Label printer
   - Enter Manufacturer. Example: DYMO
   - Enter Model. Example: DYMO LabelWriter 450
   - Enter Printer address.
- **RAW mode via TCP port 9100** (default)
  Example: 192.168.1.9

- **LPR mode via TCP port 515**
  Example: 192.168.1.9 $lpr:dlk-1D6FA3-U1

• Select **Network name**.
• Enter **MAC address**. Example: 0011E5040E34
• Optionally enter **Serial number**. Example: CN3993Y073
• If relevant, check **Supported PDLs**.
• If relevant, check **Supports color**.
• If relevant, check **Supports 2-sided**.

8. Select **OK**.
9. Select **OK**.
10. Select **Upload**.
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.
13. Product Support

In **Product Support** ([support.printix.net](https://support.printix.net)) you can **Search** for information and explore the sections:

- **Changelog**
- **Videos**
- **FAQ**

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 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.

13.1. How to subscribe to announcements

1. Sign in to Product Support (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 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.
13.2. How to subscribe to changelogs

1. Sign in to Product Support (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.
14. 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
- 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.

Sign in

- How to sign in
- How to reset password
- How to change language
- How to add or change credit card
- How to change who receives subscription emails
- How to open Printix Administrator
- How to open Printix Client

Printers, print queues and print drivers

- How to add printers
- How to give a printer a static IP address
- How to discover printers
- How to add a SNMPv1 configuration
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- How to add an EFI Fiery printer
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• How to increase secure printing
• How to enable secure print
• How to enable print later
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• How to enable processing of PDF documents
• How to enable mobile print

• How to replace a printer
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• How to set up Power BI
• How to publish to Power BI on the web
14.1. How to sign in

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 Azure AD joined Windows 10 (version 1607 or later) computers.

If you see **Sign in with Google**, select this and sign in with your G Suite 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’ G Suite account.

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**.
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.

---

**New user**

New users can be registered as follows:

- **Automatic registration**
  Requires one of these methods to be enabled:
  - **Azure authentication**
    User must have a Microsoft work or school account.
  - **Google authentication**
    User must have a G Suite 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.
14.2. How to reset 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.

14.3. 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.
14.4. How to add or change credit card

How to add credit card

1. Open Printix Administrator.
2. Select Menu → Subscription → Add credit card.
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**.
14.5. How to change who receives subscription emails

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.

14.6. 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 Azure AD is used with multiple Printix Homes.
- **Sign in with Google** and G Suite is used with multiple Printix Homes.
- **Sign in with email** and your account is registered with multiple Printix Homes.

  ![Pick a Printix Home](image)

- 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](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 **Add to Home Screen** icon in the **Share** menu.

### 14.7. 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.
14.8. How to add printers

Add printers in Printix Administrator

- 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 to select the network where the printer is. Select **Select network**.
4. In **SNMP configuration** optionally select the **Modify** icon to select the SNMP configuration that match the printer. Select **Select 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.**

![Settings](image)

**Printers & scanners**

*Some settings are hidden or managed by your organization.*

**Add printers & scanners**

Add a printer or scanner

**Printers & scanners**

**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

```powershell
$RegKey = "HKCU:\Software\Microsoft\Windows\CurrentVersion\Policies"
If (Test-Path ($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
}
```

14.9. 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 points 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.
14.10. 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 Printix Cloud without any required interaction.

1. Open the **Printers** page.
2. Select **Discover printers**.
3. In **Select network** select **Network**.
4. Optionally select a **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 a **SNMP configuration**.

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](#)
14.11. How to add a SNMPv1 configuration

1. Select **Menu** ➔ **Settings**
2. Select the **SNMP** tab.
3. Select **Version 1**.
4. In **Configuration name** enter a name for the configuration.
5. In **Get Community Name** enter the community name exactly as it is on the printers.
6. Select **Save**.
14.12. How to add a SNMPv3 configuration

1. Select Menu, Settings.
2. Select the SNMP tab.
4. In Configuration name enter a name for the configuration.
5. In Username enter the SNMP username exactly as it is on the printers.
6. Select Security level for communication:
   - No authentication and no privacy
   - Authentication and no privacy
   - Authentication and privacy
7. If required select an Authentication protocol and in Authentication key enter the key.
8. If required select a Privacy protocol and in Privacy key enter the key.
9. In **Context name** enter the context name as it is on the printers.
10. 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Context name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brother</td>
<td><em>user defined</em></td>
</tr>
<tr>
<td>Dell</td>
<td></td>
</tr>
<tr>
<td>Epson</td>
<td>EPSON</td>
</tr>
<tr>
<td>Fuji Xerox</td>
<td></td>
</tr>
<tr>
<td>HP</td>
<td>Jetdirect</td>
</tr>
<tr>
<td>Konica Minolta</td>
<td><em>user defined</em></td>
</tr>
<tr>
<td>Kyocera</td>
<td></td>
</tr>
<tr>
<td>Lanier</td>
<td>GWNCS</td>
</tr>
<tr>
<td>Lexmark</td>
<td></td>
</tr>
<tr>
<td>Ricoh</td>
<td>GWNCS</td>
</tr>
<tr>
<td>Samsung</td>
<td></td>
</tr>
<tr>
<td>Sharp</td>
<td>mfpdirect</td>
</tr>
<tr>
<td>Toshiba</td>
<td>MFP</td>
</tr>
<tr>
<td>Xerox</td>
<td></td>
</tr>
</tbody>
</table>

**14.13. 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**.
7. Select **OK**.

### 14.14. How to create print queues

1. On the **Printer properties** page select the **Print queues** tab.
2. Select **Create print queue**
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**.

### 14.15. How to activate a printer queue

1. Open the **Print queue 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

14.16. How to automatically add and remove print queues

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 named 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:
14.17. How to add print queues to computer

1. On the Computer properties page select the Print queues tab.
2. Select Add print queues to computer.
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.
14.18. How to add print queue to computers

1. On the Print queue properties page select the Computers tab.
2. Select Add print queue to computers.
3. Select the computers to have the print queue added to these computers.
4. Select **Add**.

* Print queues are added 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.
14.19. 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.

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`

14.20. 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 ×64**.
3. Select **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.

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 capabilities (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), …
• 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-select printer and select Printer properties.
3. Select Print Test Page.

Mac

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
14.21. 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 manufacturer’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. Restart 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
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 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.

Add a printer on Mac

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.
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.

14.22. How to see uploaded print drivers

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.
14.23. How to work with print driver configurations

Instead of using the print driver’s factory default settings you can add your own print driver configuration. When the printer is added on the user’s computer the configuration is added as well. That way, the user does not have to make these configuration changes. If you are satisfied with the print driver’s factory defaults, you do not need to make a print driver configuration.

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.

* Rather than using Windows class drivers we recommend use of the printer vendor supplied print drivers and **universal print drivers**, as these offer advanced features and better control.

* 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 ×64.
4. Select [Add a new configuration](#)

![Print queue properties](image)

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 ×64)**.
   - 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 opens 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 **Alt + Tab** key 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.
11. Select **OK**.
   - **Saving print driver configuration.**
     The print driver configuration is uploaded to 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**

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 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 ×64*.
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 ×64*.
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**.
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.

14.24. How to add a new print driver configuration on Mac

Instead of using the print driver’s factory default settings you can add your own print driver configuration. When the printer is added on the user’s computer the configuration is added as well. That way, the user does not have to make these configuration changes. If you are satisfied with the print driver’s factory defaults, you do not need to make a print driver configuration.

How to upload print driver configuration from a macOS computer

1. Open the Print queue properties page.
2. Select the Drivers tab.
3. Identify macOS as the System.
4. Select Add a new configuration.
You can make the print driver configuration with CUPS.

5. In the **Add a new print driver configuration** dialog:
   - 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:

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](http://localhost:631/printers/).

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:
   
   `cupsctl WebInterface=yes`

### 14.25. How to distribute print queue 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.

1. On the Print queue properties page select the **Drivers** tab.
2. Select **Distribute print queue configuration**.
3. Select the print queues to receive the print queue configuration. A star ★ appears after the printer ID if the print queue is not active.

4. Select Distribute.

Only if the print driver is Locked will this also become the print driver in the destination print queue. Otherwise the destination print queue will be set to Automatic selection of print driver, in which case, Printix will select a print driver based on the printer model.

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.

14.26. 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.

14.27. 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.

14.28. 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.

14.29. 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 gets a unique three-letter ID, also known as, the printer ID.

If you want customized printer ID signs and/or print on adhesive labels, then use Download printer ID sign. The CSV file can be used with for example Microsoft Word to design and control what information you want on the ID sign. Insert for example help desk contact information and your company logo.

1. Open the Printers page.
2. Select one or more printers and select Modify.
3. Select Print printer ID sign. Use the browser to print the page with the printer ID signs.
   If you selected multiple printers you can select Download printer ID sign to make customized printer ID signs.

See also: How to scan QR codes

Mounting the printer ID sign

- 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: `MERGEBARCODE 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 [qrexplore.com/generate](http://qrexplore.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 $165 \times 165$ image to for example **3** ($99 \times 99$) or **2** ($66 \times 66$). A value of **20** will give an image of $660 \times 660$.
5. Select **Generate Codes**.
6. Select **Download .zip file**.
14.30. How to scan QR codes
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 device 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.

### 14.31. 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** [N] icon at the top of the page.  
   To print selected documents (anywhere or later) you can **A)** Select the **NFC tag** [N] 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**.

14.32. 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 iPhones with iOS 13 should be able to register NFC tags with coming version of Printix App for iOS.
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 mark 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.

---

**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](http://shopnfc.com)
- [zipnfc.com](http://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](mailto:) 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](https://example.com) and use it to **Read** the data that is written to the NFC tag. If the tag is locked, then **Writable** is **No**.

![](image.png)

14.33. How to set default printer

With Printix you can set the default printer as follows:

- [Set default printer by group membership](printix.net)
- [Remotely set default printer on a selected computer](printix.net)

See also:
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 (Azure AD 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.

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.
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-select printer and select Set as default printer.

The checkbox 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 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.

14.34. 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.

## 14.35. 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.

<table>
<thead>
<tr>
<th>OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Print in black by default</td>
</tr>
<tr>
<td>Print 2-sided by default</td>
</tr>
</tbody>
</table>

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 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.

14.36. 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.
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.

14.37. 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.
14.38. How to enable secure print

The perfect choice if you need to print confidential documents.
1. Select **Menu**, **Settings** tab.
2. Select the **Secure print** tab.
3. For this to have 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.

### 14.39. 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** tab.
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 Add group (+) to add groups.
  ◦ Select X to remove group.

• **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 Add group (+) to add groups.
  ◦ Select X to remove group.

Printix Client automatically adapts to the configuration changes within a few moments.

How to print later is described in the: [Printix User Manual](printix.net)
14.40. How to enable print anywhere

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 is checked. In this case, the PDF document is processed using a matching print driver.

5. Select Create print queue to create a print anywhere print queue.
6. In the Create print queue dialog enter Print queue name (Example: Printix Anywhere)
7. Optionally uncheck Active to allow administrators (you) to test printing before allowing users to add the print queue.
8. Select Create.
   - If you want to add print queue automatically, then select Print queue name (Printix Anywhere) to open the Print queue properties page and check Add print queue automatically and Save.
How to print anywhere is described in the: Printix User Manual

How to create an additional print anywhere print queue

1. Select Create print queue to create a print anywhere print queue.
2. In the Create print queue dialog enter Print queue name.
3. Optionally uncheck Active to allow administrators (you) to test printing before allowing users to add the print queue.
4. Select Create.
14.41. How to enable processing of PDF documents

Normally, if the destination printer supports PDF, documents printed through Printix for Chromebook, printed from phone or tablet (Mobile print) and print anywhere documents, are sent as PDF data to the printer. Check Process PDF 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.
3. Select Save.

* Printing will take longer time, compared to sending the PDF 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 checked, or print queues that reference a printer that does not support PDF 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.

14.42. 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 cannot find the print option, read the app’s documentation.

2. Select Print…
   - Select the down-arrow to the right of the currently selected printer (Save as PDF) and choose your Printix printer. Select the printer.
   - Optionally choose the number of Copies and other Print options.
   - If this is the first time you are printing to this printer, a Use Printix App? dialog may appear. Select OK.

3. Select 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 cannot find the print option, read the app’s documentation. Not all apps support
AirPrint.

2. Select Print •
   • Select Select printer and choose a Printix printer.
   • Optionally choose the number of Copies and other Print options.
   • If this is the first time you are printing to this printer, it will appear locked and a Password required for “printer” dialog 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.
   
   - Select and hold the password text until the text magnifies, then remove your finger.
   - Select **Select all**, and then select **Copy**.

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**.
   - You can leave the **Username** empty.
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.

14.43. How to replace a printer

* Keep the original printer and print queues registered in Printix Administrator until you have the replacement printer functioning.

1. Unbox and connect the replacement printer.
2. Use Printix Administrator to add the printer. Make sure the printer has a static IP address. You can always change it later, to for example be the same as that of the old printer.

   The capabilities of the replacement printer is registered, including:
   - **MAC address**. The hardware address obtained from the printer.
   - **Model**. The model name obtained from the printer.
   - **Features**. Color printing, 2-sided printing, and PDF printing.

3. Create print queues for the replacement printer.
4. If the replacement printer is the same model as the old printer (uses the same print driver and print driver configurations), then use distribute print queue configuration to “copy” the selection of print driver and print driver configurations one print queue at a time from the old printer.
5. Print queue properties and any group settings must be created again. For this purpose, you can:
   - Make notes of this with a table like the below.
   - Open two Printix Administrator windows, one with the print queue properties of the old print queue and one with those of the new print queue. And then make the changes.

6. Instruct users that they can now use the replacement printer. If the print queues are just used by
few users, you may want to consider, using the Printix Administrator to remotely add the replacement print queues and delete the old print queues on users’ computers.

7. Finally you can delete the old printer in Printix, which will also delete the old print queues in Printix and on the computers.

Notes about print queue properties

<table>
<thead>
<tr>
<th>Print queue name</th>
<th>Add print queue automatically</th>
<th>Remove print queue automatically</th>
<th>Via the cloud</th>
<th>Process PDF</th>
<th>Mobile print</th>
<th>Print 2-sided by default</th>
<th>Print in black by default</th>
<th>Groups</th>
</tr>
</thead>
<tbody>
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<td>Reception</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Reception Staple</td>
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</table>

14.44. 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 Preferences…, then select Printers & Scanners.
2. Select the printer and select Delete.

14.45. 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.

### 14.46. 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:
  
  - **Azure authentication**
    
    User must have a Microsoft work or school account. **Azure AD guest users**, also known as Azure Active Directory business-to-business (B2B) collaboration users, are also supported.
  
  - **Google authentication**
    
    User must have a G Suite 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.

* If you are using Okta for **Sign in** to Azure AD (Office 365), you can enable the integration with Azure AD, which will handle the delegation to Okta without Printix having to know about Okta. You can also enable integration with **G Suite**.

* 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). Examples: OneLogin, Okta, and JumpCloud.

### Automatic registration

**Azure authentication**

If **Azure 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 G Suite 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.

**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 …”

### 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**.

![Sign in with Microsoft](image)

Invited user with a G Suite 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**.

![Sign in with Google](image)

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.

### 14.47. How to enable Azure 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 Azure AD to configure Azure AD integration.
1. On the **Authentication** page select the **Azure AD** 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:
   - Access your data anytime.
   - View your basic profile.
6. Select **Accept** to grant these permissions, so Printix can configure Azure AD integration.

   - If you see the checkbox **Consent on behalf of your organization**, it is because you have the role as global admin in Azure AD 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 Azure AD was successful.

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

**See also:**

- [How to deploy Printix Client with Intune](#)
- [How to deploy Printix Client](#)
- [How to enable Azure AD groups](#)
### 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 Azure AD to do this.

2. On the **Microsoft Sign in** page:
   - Enter your administrator account. You must have the role as global admin in Azure AD 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 Azure AD 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**.

**How to revoke the acceptance of Printix?**

1. Open a new browser window and sign in to **Microsoft Azure** ([portal.azure.com](http://portal.azure.com)), using your work account credentials.
2. Select **All Services**, scroll to **Identity** and select **Azure Active Directory**.
3. On the **Azure Active Directory** blade, select **Enterprise applications**.
4. On the **Enterprise applications** blade, select **Printix**.
5. Select **Delete**.

**How to find out if computer support 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 Azure AD joined and SSO (Single Sign-on) will not work.
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**

## 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
  - Azure 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

- Azure authentication is not enabled.
  
  **RESOLUTION:** You may have forgotten to select **Save** after you connected to Azure AD. 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 Azure AD 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.

## Azure authentication has been disabled and is now enabled again, and I want to accept Printix for all users again

If you disable Azure authentication and want to withdraw the accept of Printix, then you must do this from within Azure AD. 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 Azure AD to make this change. Printix will read the users’ basic profile (display name and email address).

  2. Open Azure Active Directory.
  4. On the User settings page under Enterprise applications, select Manage how end users launch and view their applications.
  5. Change Users can consent to apps accessing company data on their behalf to Yes.
  6. Select Save.
     It may take up to 15 minutes before the change take effect.

**14.48. How to enable Google authentication**

Enable this to allow users to sign in with their G Suite 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 G Suite 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 for Chromebook
- How to enable Google groups

14.49. 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.

**14.50. How to enable self-registration**

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 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.

4. Select Save.

See also:

- How to add users: Self-registration
- How to add users: Invitation

14.51. How to add guest users to Azure AD

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. Select All Services, scroll to Identity and select Azure Active Directory.
4. Select New guest user.
5. Enter Email address.

• If you Delete a guest user (John Silver) in Azure AD, the user is also deleted in Printix.
• If you Block sign in for a guest user in Azure AD, the user is signed out from Printix and will not be able to sign in until the user’s account is unblocked in Azure AD.

See also:
14.52. How to add multiple Azure AD 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, Azure AD users’ Department is recorded and can be used to post process data for subsequent departmental/company billing.

1. On the Authentication page select the Azure AD tab.
2. Select Add to add another Azure AD directory.

If there are more than one Azure AD directory, then Sign in to Printix Client is no longer automatic the first time on Azure AD joined Windows 10 computers. The user must select directory (acme.com or ajax.com) and then sign in, but only the first time.
14.53. How to change the role of a user

As **System manager** you can change the role of all other 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.

14.54. 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:
  - **Computers** lists the computers the user is signed in to.
14.55. 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 Printix.

- Let users download Printix Client and register themselves
- Deploy Printix Client with Intune
- Deploy Printix Client for Mac with Intune
- 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

If you have enabled automatic registration you can provide users with a link to the Printix Download page. After the completed installation of Printix Client, the users are automatically registered when they sign in with their network username and password.

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

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 Intune

You can automatically deploy Printix Client with Microsoft Intune. If you also enable Azure 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 Intune

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 Download 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 lower case (.msi).

To install it silently use the msiexec command and run it as administrator, that is, under the local system account.

msiexec /i CLIENT_{home}_{id}.MSI /quiet

After installation, the Printix ID is saved in Windows Registry.

Deploy Printix Client and have sign in postponed until restart

Use the /oms (On Machine Start) argument to deploy Printix Client without starting the user interface (PrintixClient.exe). Only the Printix Service (PrintixService.exe) is started.

msiexec /i CLIENT_{home}_{id}.MSI /quiet WRAPPED_ARGUMENTS=/oms
The computer with Printix Client will only be registered and listed in Printix Administrator 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:

4. Open the Software page.
5. Select Download Printix Client.
6. Open Downloads, for example from the Dock at the bottom of the screen.
7. Double-select CLIENT_{home}_{id}.DMG.
   After a few seconds the Printix Client dialog appears.
8. Copy the cardboard box icon (Printix Client.pkg).
9. 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 Intune

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.

14.56. How to deploy Printix Client with Intune

You can automatically deploy Printix Client with Microsoft Intune. If you also Enable Azure 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 Azure AD joined Windows 10 (version 1607 or later) computers. Works with Windows 10 editions: Pro, Enterprise and Education. Microsoft does not support Azure AD Join on the Windows 10 Home edition.

These methods can be used to publish Printix Client via Microsoft Intune:

- **Intune on Azure**
  Uses the modern Mobile Device Management (MDM) capabilities built-in to Windows 10.

- **Windows Installer through MDM (classic console)**
  Uses the modern Mobile Device Management (MDM) capabilities built-in to Windows 10.

- **Windows Installer**
  The Intune client software must be installed on the computer. Works with Windows 10, 8.1, 8 and 7. In case you have not completely moved to Windows 10, this is the method you should use.

The Printix Client Microsoft Installer (MSI) package is and MSI arguments are available on the Software page.
• **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](https://printix.net).

**Intune on Azure**

This method uses the modern Mobile Device Management (MDM) capabilities built-in to Windows 10 and
does not work with previous version of Windows.

Download the Printix Client Microsoft Installer (MSI) package

1. Open the Software page.
2. Select Download Printix Client (MSI).
   Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI

Publish Printix Client in Microsoft Intune

3. Open a new browser window and sign in to Microsoft Azure (portal.azure.com), using your work account credentials.
5. On the Microsoft Intune blade, select Client apps.
6. On the Client apps blade, select Apps.
7. On the Client apps – Apps blade, select Add.
8. On the Add app blade:
   • As App type select Line-of-business app.
   • Select Select file to select App package file.

9. On the App package file blade:
   • Select Select file and select the CLIENT_{home}_{id}.MSI file you downloaded in step 2.
     Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI

10. Select OK.
11. Select Configure to configure App information.
12. On the **App information** blade:
   - As **Name** type: *Printix Client*
   - As **Description** type: *Printix Client for Windows*
   - As **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.
   - As **Category** select *Productivity*.
   - For **Display 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 **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 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 OK.

14. On the Add app blade select Add to upload to Intune.
   If the upload fails, try to check your license for Microsoft Intune.

15. Verify that Printix is Accepted for all users, so the automatic sign in to Printix Client works on Azure AD joined Windows 10 computers.
Deploy Printix Client to the users who needs it

17. On the Client apps blade, select Apps.
19. On the Printix Client blade, select Assignments.
20. On the Printix Client – Assignments blade, select Add group.
21. As Assignment type select Required.
22. Select Included Groups to select groups.
23. Select the Azure AD groups to which you want to assign Printix Client.
24. Select OK.
25. On the Printix Client – Assignments blade, select Save.

Windows Installer through MDM

This method uses the modern Mobile Device Management (MDM) capabilities built-in to Windows 10 and
does not work with previous version of Windows. The steps are for the classic Intune console.

Download the Printix Client Microsoft Installer (MSI) package

1. Open the Software page.
2. Select Download Printix Client (MSI).
   Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI

Publish Printix Client in Microsoft Intune

3. Open a new browser window and sign in to Microsoft Intune Portal (manage.microsoft.com), using your work account credentials.
4. Select Apps and then select Add Apps.
5. On the Before you begin page select Next.
6. On the Software setup page:
   • Select Software installer as how the software is made available to devices.
   • Select Windows Installer through MDM (.msi) as the software installer file type.
   • Select Browse… and select the CLIENT_{home}_{id}.MSI file you downloaded in step 2.
     Example: CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI
   • Select Next.
7. On the Software description page:
   • In Name type: Printix Client
   • In Description type: Printix Client for Windows
   • In Publisher type: Printix
   • In URL for software information type: https://printix.net
   • In Category select Other Apps.
   • Optional icon. Select Browse… to select for example an image with the Printix logo.
   • Select Next.
8. On the Requirements page:
   • In Operating system version leave it at 10.0 or later.
   • Select Next.
9. On the Command line arguments page:
   • Select Yes and then 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
   • Select Next.
11. On the Upload page, once the upload has completed, select Close.
12. Verify that Printix is **Accepted for all users**, so the automatic sign in to Printix Client works on Azure AD joined Windows 10 computers.

**Deploy Printix Client to the users who needs it**

13. In the Microsoft Intune Portal select **Apps**.
14. Select **CLIENT_{home}_{id}.MSI**.
15. Select **Manage Deployment**.
16. On the **Select groups** page select a group that contains your Windows 10 devices. Select **Add**. Select **Next**.
17. On the **Deployment action** page choose **Required Install** in the **Deployment** column, and select **As soon as possible** in the **Deadline** column. If you’d choose **Available Install** instead in the **Deployment** column, Printix Client will be made available in the **Company Portal** app for users to install it on demand.
18. Select **Finish**.

**Windows Installer**

This method works with Windows 10, 8.1, 8 and 7. The Intune client software must be installed on the computer.

**Download the Printix Client Microsoft Installer (MSI) package**

1. Open the **Software** page.
2. Select **Download Printix Client (MSI)**.
   - Example: **CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI**
   - **Do NOT** rename the file, as it will prevent it from working with your Printix Home.

**Publish Printix Client in Microsoft Intune**

3. Open a new browser window and sign in to the Microsoft Intune Portal ([manage.microsoft.com](https://manage.microsoft.com)), using your work account credentials.
4. Select **Apps** and then select **Add Apps**.
5. On the **Before you begin** page select **Next**.
6. On the **Software setup** page:
   - Select **Software installer** as how the software is made available to devices.
   - Select **Windows Installer (.exe, .msi)** as the software installer file type.
   - Select **Browse…** and select the **CLIENT_{home}_{id}.MSI** file you downloaded in step 2.
     - Example: **CLIENT_{acme.printix.net}_{cbd7e0b5-da2a-4cb6-b7f7-a04ee31cac90}.MSI**
   - Select **Next**.
7. On the **Software description** page:
• In **Publisher** type: *Printix*
• In **Name** type: *Printix Client*
• In **Description** type: *Printix Client*
• In **URL for software information** type: *https://printix.net*
• In **Category** select Other Apps.
• Optional icon. Select **Browse**... to select for example an image with the Printix logo.
• Select **Next**.

8. On the **Requirements** page:
   • In **Architecture is** select **Any**.
   • In **Operating system is** select **From Windows 7 and to All newer operating systems**.
   • Select **Next**.

9. On the **Command line arguments** page:
   • If you want to deploy and have **Sign in postponed until restart**, then enter:
     
     *WRAPPED_ARGUMENTS=/oms*. Otherwise leave it empty.
   • Select **Next**.

10. On the **Summary** page select **Upload**.
11. On the **Upload** page, once the upload has completed, select **Close**.
    
    If the upload fails, try to check your license for Microsoft Intune.
12. Verify that Printix is **Accepted for all users**, so the automatic sign in to Printix Client works on Azure AD joined Windows 10 computers.

**Deploy Printix Client to the users who needs it**

13. In the **Microsoft Intune Portal** select **Apps**.
14. Select **CLIENT_{home}_{id}.MSI**.
15. Select **Manage Deployment**.
16. On the **Select group** page select a group that contains your Windows 10 devices. Select **Add**.
    Select **Next**.
17. On the **Deployment action** page choose **Required Install** in the **Deployment** column, and select **As soon as possible** in the **Deadline** column. If you choose **Available Install** instead in the **Deployment** column, Printix Client will be made available in the **Company Portal** app for users to install it on demand.
18. Select **Finish**.

**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 Intune.

To deploy Printix Client to classroom devices you need to open **Intune** (not **Intune for Education**) and follow the above instructions for **Intune on Azure**. This is because Intune for Education does not allow you to specify **Command line arguments** (step 12).
Where to find the Printix ID in Windows Registry?

1. Select **Windows logo** + 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/Intune.

14.57. How to deploy Printix Client for Mac with Intune

You can automatically deploy Printix Client for Mac with Microsoft Intune on Azure.

Download the Printix Client for macOS

1. Open the **Software** page.
2. Select **Download Printix Client (INTUNEMAC)**.

Publish Printix Client for Mac in Microsoft Intune

3. Open a new browser window and sign in to **Microsoft Azure** (*portal.azure.com*), using your work account credentials.
4. In **Search** type: *Intune*. Select **Intune**.
5. On the **Microsoft Intune** blade, select **Client apps**.
6. On the **Client apps** blade, select **Apps**.
7. On the **Client apps – Apps** blade, select **Add**.
8. On the **Add app** blade:
   
   • As **App type** select **Line-of-business app**.
   • Select **Select file** to select **App package file**.

9. On the **App package file** blade:
   
   • Select **Select file** and select the `CLIENT_{home}_{id}.INTUNEMAC` file you downloaded in step 2.

10. Select **OK**.
11. Select **Configure** to configure **App information**.
12. On the **App information** blade:
   - As **Name** type: *PrintixClient.pkg*
   - As **Description** type: *Printix Client for Mac*
   - As **Publisher** type: *Printix*
   - As **Minimum operating system** select *OS X Mountain Lion 10.8.*
   - For **Ignore app version** select **Yes** as the Printix Client automatically updates to the latest version.
   - As **Category** select *Productivity.*
   - For **Display 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 **OK**.
14. On the **Add app** blade select **Add** to upload to Intune.
    If the upload fails, try to check your license for Microsoft Intune.
Deploy Printix Client for Mac to the users who needs it

15. On the **Microsoft Intune** blade, select **Client apps**.
16. On the **Client apps** blade, select **Apps**.
17. On the **Client apps – Apps** blade, select **PrintixClient.pkg macOS line-of-business app**.
18. On the **PrintixClient.pkg** blade, select **Assignments**.
19. On the **PrintixClient.pkg – Assignments** blade, select **Add group**.
20. As **Assignment type** select **Required**.
21. Select **Included Groups** to select groups.
22. Select the Azure AD groups to which you want to assign Printix Client.
23. Select **OK**.
24. On the **PrintixClient.pkg – Assignments** blade, select **Save**.

**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 Intune the Company Portal will update and show the correct state (Installed).

14.58. How to include Printix Client in a managed image

To make Printix Client work with 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:
   - Windows Virtual Desktop (WVD)
   - VMware Horizon VDI
   - Citrix
   - Remote Desktop Services (RDS)

2. Produce an image without the trace of previously registered computers.
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)

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 (0x00000000)
This is the default. Printix Client will update itself automatically.

- **1 (0x00000001)**
  Printix Client will not update itself automatically and it will read and write the user’s Printix settings, including access tokens, in the user’s Application Data folder.
  - The path to the user’s application folder is based on `%APPDATA%`.

- **999 (0x000003e7)**
  Printix Client will not update itself automatically and 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. Produce the image.

```
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 user’s Printix settings must be included in the Application Data roaming profile.

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`

### 14.59. 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.

14.60. 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 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:

• Discover printers on the site managed network.
• Add printer on the site managed network.

• Modify printer on the site managed network.
• Delete printer on the site managed network.
• Delete unregistered printers.

• Register NFC tag for site managed printers.
• Delete NFC tag from site managed printers.

• Add print queue to the site managed printers.
• Modify print queue of the site managed printers.
• Delete print queue of the site managed printers.
• Distribute print queue configuration from any print queue to site managed print queues.
• Update site managed print queues on computers.

* 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 network name to open 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 network name to open network.
4. Select Printer setup to open 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 on 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 networks. 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.

How to add a site manager group to 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 **Add site manager groups**.
   Alternatively right-click the site and select **Add site manager groups**.
4. Select the groups to add the groups whose users will have the role as **Site manager**.
   - Select **Search** to search by group name.
     Uppercase and lowercase letters are treated the same.
5. Select **Save**.

**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 (**Azure AD** or **Google**).

**14.61. How to add a network**

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. Check **Show only unknown networks**.
   If there are no computers on unknown networks, it will say: No computers on unknown networks.

   ![Networks](image)

   🌟 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 use Printix Configurator to add the gateway to an existing network.

**14.62. 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.

**14.63. How to add an unknown network to a network**

1. Open the Networks page.
2. Check Show only 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.

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.

14.64. 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

1. Open the **Networks** page.
2. Select the network **Network2**.
3. Select **Modify**.
4. On the **Network properties** page identify the **Gateways** section.
5. 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.

6. Select **Confirm**.

---

### 2. Add the gateway to the network Network1

1. Open the **Networks** page.
2. Check **Show only unknown networks**.

   If there are no computers on unknown networks, it will say: No computers on unknown networks.

3. Select the gateway (identified by **IP** and **MAC** address).
4. On the **Gateway properties** page, select the network **Network1**.
5. Select **Save**.

---

### 3. Delete the network Network2

1. Open the **Networks** page.
2. Select the network **Network2** and select **Delete**.
3. Check **Move printers to another network**.
4. 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.

---

### 14.65. How to delete gateways 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**.
14.66. How to enable printing via the cloud

Normally, for printing to work, 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.
3. Select Save.

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.*

**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.

14.67. How to enable Azure AD groups

If you have enabled Azure authentication you can use Azure AD groups to deploy and control access to printers based on users’ group membership. You must have the role as global admin in Azure AD to synchronize groups.
1. On the **Authentication** page select the **Azure AD** 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 Azure AD to synchronize groups.
   - Enter **Password**.
4. Select **Sign in**.

* Nested groups are not supported.
5. Printix will ask you to accept permissions for your organization to:
   • Sign you in and read user profile.
   • Read all groups.
   • Read directory data.
   • 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!).
Troubleshooting

- Could not verify group synchronization
- The Groups page does not load any groups
- Groups does not seem to synchronize anymore
- 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 Azure AD.
  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 does not seem to synchronize anymore

- This can happen if the printix-cloud-sync application has been deleted. The application is responsible for synchronizing groups from Azure AD
  RESOLUTION: On the Authentication page select the Azure AD 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. Select All Services, scroll to Identity and select Azure Active Directory.
3. On the Azure Active Directory blade, select Enterprise applications.
4. Search for printix should list two applications, namely: Printix and printix-cloud-sync.

14.68. 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 G Suite 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 G Suite 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 G Suite administrator account.
  RESOLUTION: On the Sign in with Google page sign in using your G Suite 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.

14.69. How to add groups to a print queue

1. Open the Print queue properties page.
2. Select the Groups tab. Only available if groups (Azure AD 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.

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 computer, 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.

* 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.

7. Select **Confirm**.

### 14.70. 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. Select All Services, scroll to Storage and select Storage accounts.

3. On the Storage accounts blade, select Add.

4. In Create storage account on the Basics tab:
   • In Subscription select the type of subscription.
   • In Resource group select resource group or select Create new.
   • In Storage account name enter the name of the storage account. For example: printixcloudstorage
   • In Location select the data center closest to you. For example: (US) East US
   • In Performance leave it at the default: Standard.
   • In Account kind select BlobStorage.
   • In Replication select Locally-redundant storage (LRS).
   • In Access tier (default) select Hot.

5. Select Review + create.

6. In Create storage account on the Review + create tab:
   • Review the settings.

7. Select Create. It may take a couple of minutes to create the account.
**Get the key**

8. In Microsoft Azure, select **All Services**, scroll to **Storage** and select **Storage accounts**.
9. Select the storage account you created (Example: `printixcloudstorage`).
10. On the storage account blade select **Access keys** to see the access keys for the selected storage account.
11. Copy the **Key 1** value as you need to paste the value in step 16.

**Add Azure Blob Storage**

12. Select **Menu**, **Settings**.
13. Select the **Cloud storage** tab.
14. Select **Azure Blob Storage**.
15. In **Name** enter the storage account name you entered in step 4 (Example: `printixcloudstorage`).
16. In **Key** paste the **Key 1** value you copied in step 11.
17. Select **Add cloud storage**.
18. Optionally check type of pending documents you want to store.

**See also:**

- [Which documents go via the cloud?](#)

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**14.71. 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**.
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:
   • Select Create key. As Key type select JSON and select Create.
     The private key is saved to your computer and you need to paste the content of it in step 28.

17. Select Done.

Create storage bucket

19. On the Browser blade, select Create bucket.
20. 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.
   • 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.

21. Select Create.
22. On the Bucket details pane, select Permissions.
23. Select Add members.
   • In New members add the service account you created in step 4 (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

24. In Printix Administrator select Menu, Settings
25. Select the Cloud storage tab.
27. In Name enter the bucket name you entered in step 10 (Example: printix-cloud-storage).
28. In Key paste the content from your Google JSON Key File created in step 16.
29. Select Add cloud storage.
30. Optionally check type of pending documents you want to store.

See also:
   • Which documents go via the cloud?
14.72. 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 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

Try this interactive Power BI demo report.

14.73. 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

• 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

2. Download and install Power BI Desktop (it is free) on a Windows computer.

Download the Printix Power BI Desktop file

4. Select Clone or download. If you want to download an older version (not master branch), then select Branch and select the appropriate branch/tag.
5. Select Download ZIP to download the Power-BI-master.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.
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**.

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 (.pbit)** as file type.
4. Select the file PowerBI/Printix.pbit 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.

14.74. 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**.
14.75. 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 16 pages (or tabs):

1. About the report
2. Overview
3. Printers – Overview
4. Printer – Historic
5. Printer – Historic 2
6. Printers – Service Status
7. Queues – Overview
8. Job – Historic
9. Locations – Overview
10. Users – Overview
11. User – Print Details
12. Workstations – Overview
13. Workstations – Details
14. Print Queues – Overview
15. Tree-O-Meter
16. Cost

Popular analysis

How to see who prints the most

1. Open page 10 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 16 Cost.

How to see when a user printed

1. Open page 7 Job – Historic.
2. Select User.

How to see who printed on a specific printer

1. Open page 8 Job – Historic.
2. Select Printer.

14.76. 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.

### 14.77. How to stop and start Printix Service

**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

**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 **Quit** and then **Force Quit**.
4. While the service restarts, the Printix Client window appears with a spinner. After a few minutes the Printix Client icon on menu bar should work again.

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`

## 14.78. 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**

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.**

### 14.79. 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 Intune to deploy Printix Client as a required application, then Printix Client will be installad 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. `sudo /Users/Shared/.Printix.net/Service/uninstallMac.sh`

---

**Printix Client for Mac, Uninstall**

### 14.80. 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.

If you open the Control Panel, Features and Programs and select Printix Client, it is the initially installed (not necessarily the same as the latest) **Product version** of Printix Client that is shown.

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. 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, INTUNEMAC and PKG files.

14.81. How to submit a support request

Before you submit a support request, you may want to read Troubleshooting or watch this video:
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. 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.

14.82. 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


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

2. Select **Menu**, and **Diagnostics**.
3. Select **Email logs**.
4. In the email application, enter the email address of the receiver.
   - If you enter your own email address, then you can subsequently save and then attach the logs to your existing support request.
   - If you enter support@printix.net a new support request will be created.
   - If you are sending from the same email address as when the support request was created, you can have the logs automatically attach to that support request by specifying the number (1234) of the support request as follows: support+id[support-request]@printix.zendesk.com. Example: support+id1234@printix.zendesk.com.
5. Select **Send**.

14.83. 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* + R key 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** + 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:
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.

**14.84. 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
15. 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.

15.1. 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.

15.2. 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 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).

15.3. 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.

### 15.4. What if the Internet connection is lost?

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.
- **Print to a Printix Anywhere** print queue, but they can not release any documents.
- **Print later**, but they can not release any documents.

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.

### 15.5. 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 15,600 printers. If you need more, the software will automatically use four-letter IDs with support for a total of 374,400 printers.

---

### 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**

---

### 15.6. 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.
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 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 Printix Cloud. If **Convert print queues** is checked, then Printix Client will convert the print queue and it will appear as managed.

### 15.7. 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 **Acting as 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.
15.8. 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. On the **Print** page in Printix App 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 from Printix App, the documents will be sent to the printer in the same order (according to time stamp) as they appear in Printix App (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 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.
15.9. 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 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

15.10. 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.

15.11. Why does a group have no or missing users?

Printix will only synchronize users/group membership for users that are registered in Printix and for groups once these groups are used within Printix

- The Groups page lists the 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.
- On the Groups page you can check Show all to also show groups that are not used with Printix. These groups will always be empty (no users).
- 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 12 minute intervals. Only changes are synchronized.
15.12. 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*. 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](#)
To troubleshoot an issue we recommend you explore the below. If you no resolution is found, then 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.
16.1. Sign in issues

Your organization have set Conditional access in Azure Active Directory.

RESOLUTION: Follow the instructions in: Azure AD conditional access

16.1.1. Your sign-in was successful but does not meet the criteria to access this resource

Your organization have set Conditional access in Azure Active Directory.

RESOLUTION: Follow the instructions in: Azure AD conditional access

16.1.2. Sign in page is missing Sign in buttons and menu icon is represented by the letter 'm'

See also:

• Required URLs
the letter ‘m’

The Printix Client Sign in page is a web page presented by the Windows Embedded web browser. If the Security settings for the Microsoft web browser (Edge or Internet Explorer) are configured in a special way it may prevent the page from working. Internet Explorer MUST be version 11.

RESOLUTION: Please follow the instructions below:

1. Open Internet Explorer, select the Tools icon in the top right corner, and select Internet options.
2. In Internet options dialog select the Security tab.
3. Select Trusted sites.
4. Select Sites.
5. In the Add this website to the zone box type: https://sign-in.printix.net and select Add.
6. In the Add this website to the zone box type: https://assets.printix.net and select Add.
7. Select Close.
8. Select Custom level... to open the Security Settings – Trusted Site Zones.
9. Scroll to the Miscellaneous section.
10. Check Enable for Access data sources across domains.
11. Select OK to save settings.
12. Restart the computer.

16.1.3. Not signed in after sign in to Printix Client

After Sign in to Printix Client and you closed the browser window (as instructed), the Printix Client menu still does not show 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.

The reason could be that the Printix Client is reading some legacy/invalid proxy settings. Printix Client use 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 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 also 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 be able to 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.

16.1.4. 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 Intune, 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: Web proxy and SSL inspection
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\FipsAlgorithmPolicy" -Name "MDMEnabled" -Value 0

16.1.5. Sign in is not automatic first time on Azure AD joined computer

Sign in to Printix Client is automatic on Azure AD joined Windows 10 (version 1607 or later) computers. Works with Windows 10 editions: Pro, Enterprise and Education. Microsoft does not support Azure AD Join on the Windows 10 Home edition. 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 Azure AD joined Windows 10 computers.

- If there are more than one Azure AD directory, then Sign in to Printix Client is no longer automatic the first time on Azure AD joined Windows 10 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 Intune and have not specified the Command line arguments (Step 12), then this will also break the SSO as the sign in will the occur via: sign-in.printix.net/tenanthub

See also:

- How to find out if computer support SSO
- Microsoft documentation on: Azure AD joined devices

16.1.6. Sign in page is blank or says: JavaScript support is required by this page

The Printix Client Sign in page is a web page presented by the Windows Embedded web browser. If the Security settings for the Microsoft web browser (Edge or Internet Explorer) are configured in a special way it may prevent the page from working. Internet Explorer MUST be version 11.

RESOLUTION: Please follow the instructions below:

1. Open Internet Explorer, select the Tools icon in the top right corner, and select Internet options.
2. In Internet options dialog select the Security tab.
3. Select Trusted sites.
4. Select Sites
5. In the Add this website to the zone box type: https://sign-in.printix.net and select Add.
6. In the Add this website to the zone box type: https://assets.printix.net and select Add.
7. Select Close.
8. Select Custom level… to open the Security Settings – Trusted Site Zones.
9. Scroll to the Scripting section.
10. Check Enable for Active scripting.
11. Select OK to save settings.
12. Restart the computer.

16.1.7. 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-select 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:

```plaintext
https://sign-in.printix.net/signIn?authURL=https%3A%2F%2Fauth.printix.net&jwt=eyJhbGciOiJIUzI1NiJ9.eyJ0ZW5JRCI6ImNkYjdkNGI5LWViM2UtNDE1Ni05MWU3LTE2O10OGFiOWU5NyIsInN0YXR1ciJdGhvcyJ9fQ==
```

16.1.8. **Printix Client icon does not appear**

The Printix Client icon 🌟 does not appear. The **PrintixClient- user . number . log** file includes the following message:

```plaintext
System.NotSupportedException: The requested security protocol is not supported.
at System.Net.ServicePointManager.ValidateSecurityProtocol(SecurityProtocolType value)
at WindowsUI.PixWindowsClient.StartGUIWorkers()
at WindowsUI.Program.Main(String[] args)
```

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RESOLUTION: Enable TLS 1.2.

TLS 1.2 is enabled by default if .NET Framework 4.6 or newer 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.

16.2. Print issues

- 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

See also:

- How to add an unknown network to a network
- How to change print driver
16.2.1. 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.

16.2.2. 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.

16.2.3. 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.
16.2.4. 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.

16.2.5. 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.

16.2.6. 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 / 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.

![Enable Internet Printing Client](image)

Registry 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 value name DisableHTTPPrinting with a value of 1, it will prevents 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](#)

16.2.7. 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 -P1 "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.

16.3. 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

See also:

- How to remove print drivers
- Exclusive access examples

16.3.1. 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.
16.3.2. Device setup in progress

On Windows when you open 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 a restart of the computer does not solve the issue, then disable automatic download of manufacturers’ 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.

16.4. Printix Go issues

HP

- The default sign-in method (Printix) is currently unavailable
- Permission denied

16.4.1. The default sign-in method (Printix)
**is currently unavailable**

On the HP printer the date and time is not correct. Perhaps a **Reset Factory Settings** has been performed on the printer without setting the correct date and time. After a subsequent installation of Printix Go, **Sign in** fails and the printer’s touchscreen shows: *The default sign-in method (Printix) is currently unavailable*. The issue occur because incorrect date and time on the printer invalidates the used certificate.

RESOLUTION: Set the date and time on the printer to the current data and time.

### 16.4.2. Permission denied

- You are trying to **Sign in** to [Printix Go](https://www.printix.net), but your **ID code** or **PIN code** is wrong.
  RESOLUTION: Open Printix App and check your **ID code** and perhaps reset your **PIN code**.

- You are trying to **Sign in** to [Printix Go](https://www.printix.net) with card, but your **PIN code** is wrong.
  RESOLUTION: Open Printix App and reset your **PIN code**.
17. 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

- Fetching data
- Found no printers compatible with your computer

- ID provider not found
- ID provider does not match
- 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 Azure Active Directory server
- No printer port selected on Windows
- No printers to add
- Not responding

- Permission denied
- Print issues
- Printer already exists

- Sign in issues

- 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

17.1. No Printix Client acts as proxy on this
network

There is no Printix Client on this network to facilitate the communication from 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 your network administrator. To troubleshoot, you can try to delete that gateway from the network, and then check Show only 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.

17.2. 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.

17.3. 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 backend
- 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.

Printix Client for Mac reports: Connecting to backend

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 Quite 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 be 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:
   
   ```sh
   sudo /Users/Shared/.Printix.net/Service/uninstallMac.sh
   ```
7. To navigate to /Library/Frameworks/Mono.framework/Versions type:
   
   ```sh
   cd /Library/Frameworks/Mono.framework/Versions
   ```
8. To remove the Current folder type:
   
   ```sh
   sudo rm Current
   ```
9. To link the 5.4.1 version to Current type:
   
   ```sh
   sudo ln Current /Library/Frameworks/Mono.framework/Versions/5.4.1
   ```
10. Reinstall Printix Client, and verify if it is working.

Printix Service is stopped

**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 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.

### 17.4. 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, their might be a policy on the computer that prevents this Windows feature from being turned on.

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.
17.5. An error occurred

- An unknown error occurred.
  RESOLUTION: Try again. If the problem persist, then report the problem with as much detail as possible.

17.6. 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.

17.7. User already exists

- User is already added.
  RESOLUTION: Do not add the user again.

17.8. 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.

17.9. 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

17.10. Email already exists

- The email is already in use.
- RESOLUTION: Use another email.

17.11. 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.

17.12. 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.

17.13. 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 + 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.
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:

![Certificate Management Console](image)

* 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 = 0×800B0101
- CertVALIDITYPERIODNESTING = 0×800B0102
- CertROLE = 0×800B0103
- CertPATHLENCONST = 0×800B0104
- CertCRITICAL = 0×800B0105
- CertPURPOSE = 0×800B0106
- CertISSUERCHAINING = 0×800B0107
- CertMALFORMED = 0×800B0108
- CertUNTRUSTEDROOT = 0×800B0109
- CertCHAINING = 0×800B010A
  The certificate chain up to the Root Certification Authority (CA) is not found or invalid.
- CertREVOKED = 0×800B010C
- CertUNTRUSTEDTESTROOT = 0×800B010D
- CertREVOCATION_FAILURE = 0×800B010E
- CertCN_NO_MATCH = 0×800B010F
  The certificate does not contain the name of the host we are trying to connect to.
- CertWRONG_USAGE = 0×800B0110
- CertUNTRUSTEDCA = 0×800B0112

### 17.14. No connection to Azure AD

- You can not sign in with your Microsoft work or school account.
  RESOLUTION user: Contact your administrator.
  RESOLUTION administrator: Check Azure authentication settings.

### 17.15. 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.
17.16. 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.

17.17. 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.

17.18. 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.

17.19. 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 your are at work. Otherwise contact you administrator.

RESOLUTION administrator: No printer driver is selected for the Windows/Mac edition. See How to change print driver.

17.20. 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.

17.21. 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

17.21.1. 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 capabilities. 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.

17.21.2. 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

17.21.3. This is not a printer

• The entered address does not point to a printer.
  RESOLUTION: Correct the address so it points to the printer.

17.21.4. 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 your printer’s documentation to find out where SNMP is configured on your printer’s web page.

### 17.21.5. Missing print driver

- There is no print driver selected.
  
  **RESOLUTION:** Add the print driver to the Printix driver store.

### 17.21.6. Fetching data

- Trying to fetch data from the printer or Printix Client is trying to contact 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:** Wait until data has been fetched. Please submit a support request if it keeps happening.

### 17.21.7. 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.

### 17.21.8. Unknown reason

- An unknown reason.
  
  **RESOLUTION:** Try again. If problem persist report problem.

### 17.21.9. Timeout

- A timeout occurred.
  
  **RESOLUTION:** Try again.

### 17.22. 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.
17.23. Tenant does not exist

- The web address you are entering is not the Printix Home of your company \textit{(acme)}. Example: 
  \textit{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.