




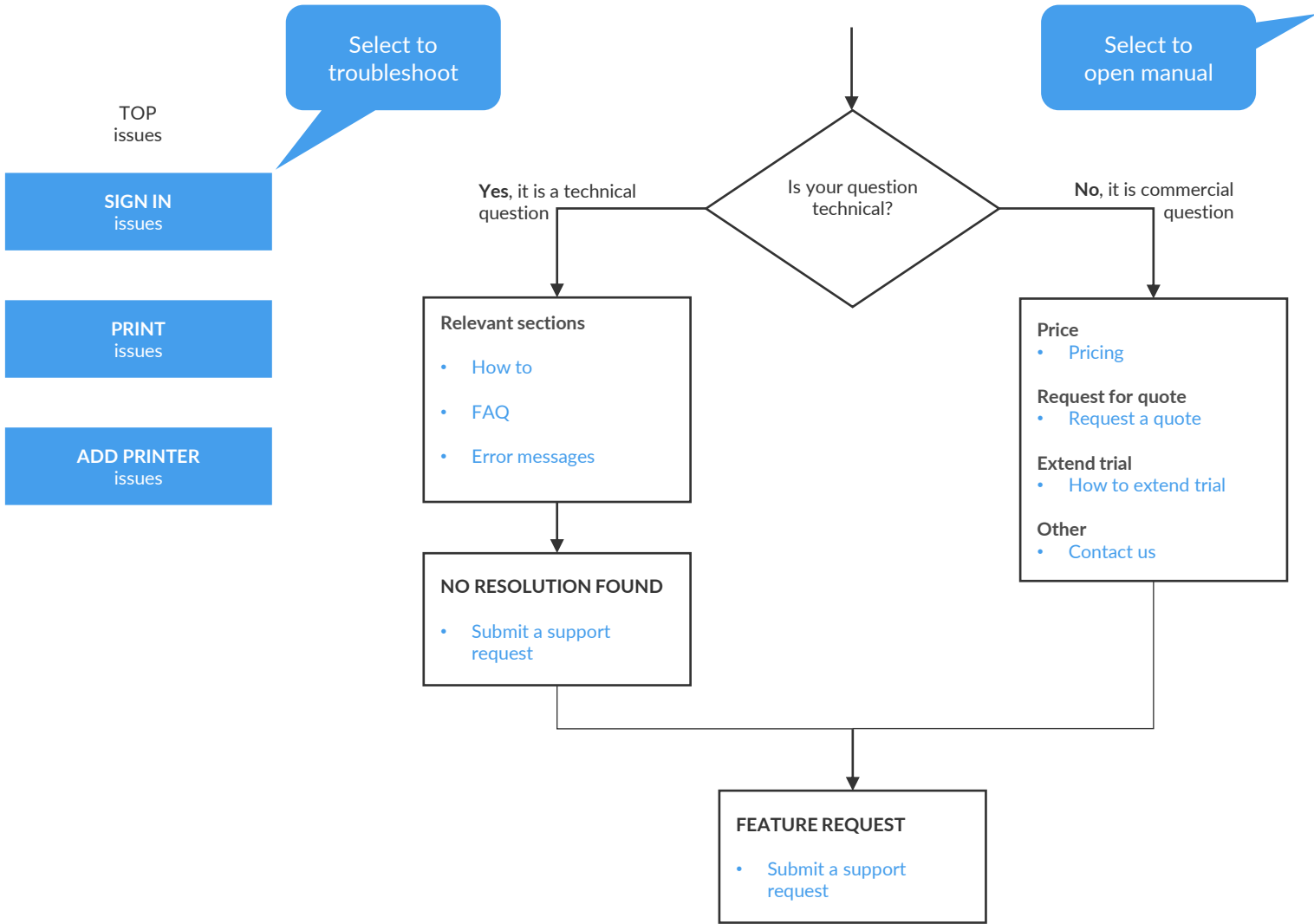
In case of **GENERAL ISSUES** with Printix Cloud, please check:

- [Announcements in Printix Product Support Portal](#)

 printix
Administrator Manual

 printix
User Manual

 printix
Implementation Manual



About Printix

We believe in listening to customers and keeping things simple. We want to take printing from rocket science to automated and easy.

Printix is a cloud-based multi-tenant subscription service especially designed and structured to provide a complete

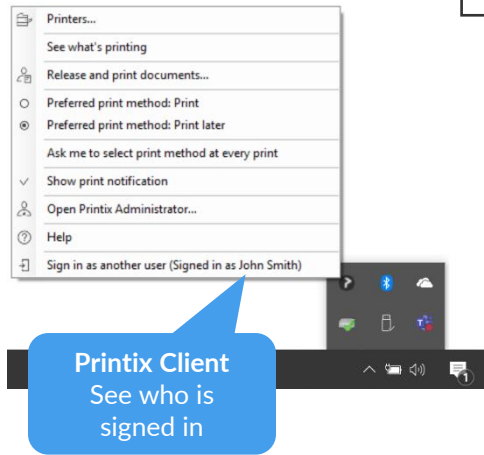
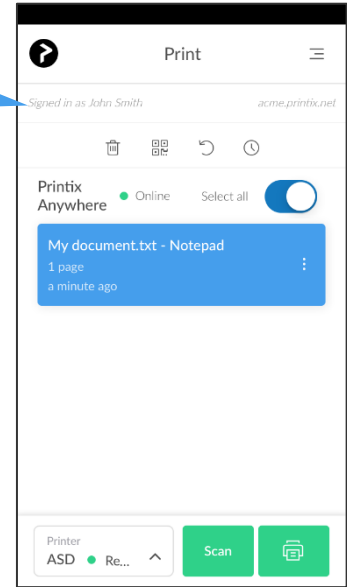
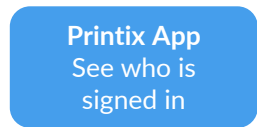
print infrastructure

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

Additional functionality

- Secure print
- Mobile print
- Cloud storage
- Print from Chrome
- Analytics and reports
- Third-party Pull printing
- Home office printing
- Delegated print management

SIGN IN issues



Back

Yes, sign in to Printix Client does not work

- Your sign-in was successful but does not meet the criteria to access this resource
- Sign in page is missing Sign in buttons and menu icon is represented by the letter 'm'
- Not signed in after sign in to Printix Client

Yes, sign in to Printix Administrator does not work

Open a web browser and enter the Printix Home (acme) followed by /admin

Example: `https://acme.printix.net/admin`

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

- Permission denied

NO RESOLUTION FOUND

- Submit a support request

Is the issue only with Printix Client?

Is the issue with Printix Administrator?

Yes, sign in to Printix App does not work

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

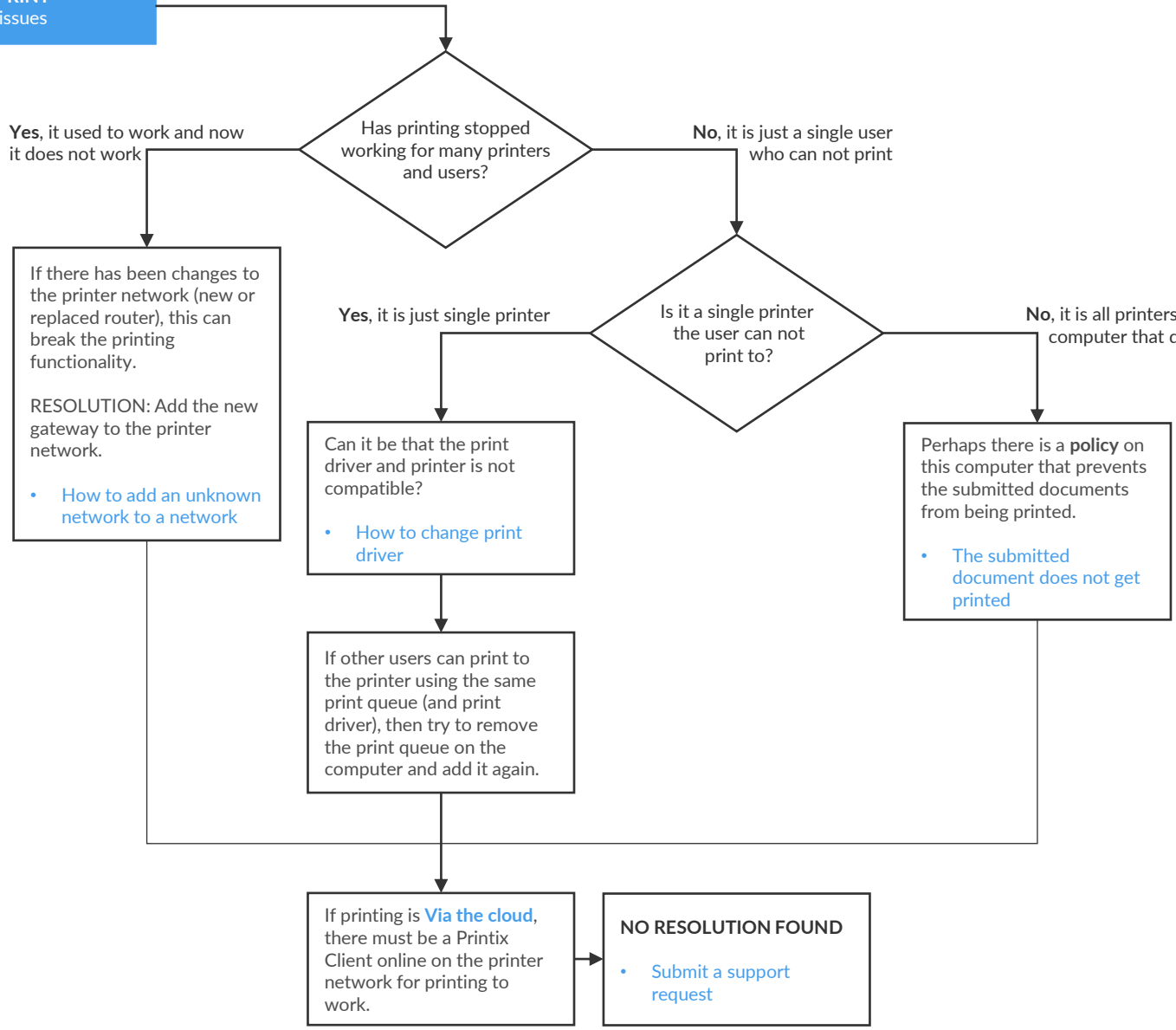
Yes, user is not signed in to Printix for Chromebook

- Sign in to the Chrome browser with your G Suite account

Is the issue with Printix App?

Is the issue with Printix for Chromebook?

PRINT
issues



GROUPS

If **Groups** are used to give **Exclusive access** to print queues, then a user who is not a member of the group will see a message like:

- *Print to BNM is not allowed.*

BASIC PRINTER CHECKS

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

Ready ●
Warning ●
Error ●
 Printer is not monitored or not responding ●
The status text is the last know status of the printer

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

In **Printix Administrator**

1. Select the status icon.
2. Select **Refresh** to collect the latest status from the printer.

ADD PRINTER
issues

Yes, Printix Client Printers...
Add printer
does not work

Is the issue with
Printix Client?

No, it is with Printix
Administrator

The print queue I want to add is not listed in the Printix Client **Printers** dialog.

- [Check that a print driver is selected for the OS](#)

The printer is listed on the **Unregistered printers** page. Check for possible issues:

- [Printer registration issues](#)

After attempting to **Add** the print queue via Printix Client it shows **Error** ⚠

On the Printix Administrator **History** page, it reports the failed installation attempt with the message **INVALID PARAMETERS**.

This can happen, if the print driver is not digitally signed, or is not for this OS. Remove the print driver and try again.

- [How to remove print drivers](#)

GROUPS

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