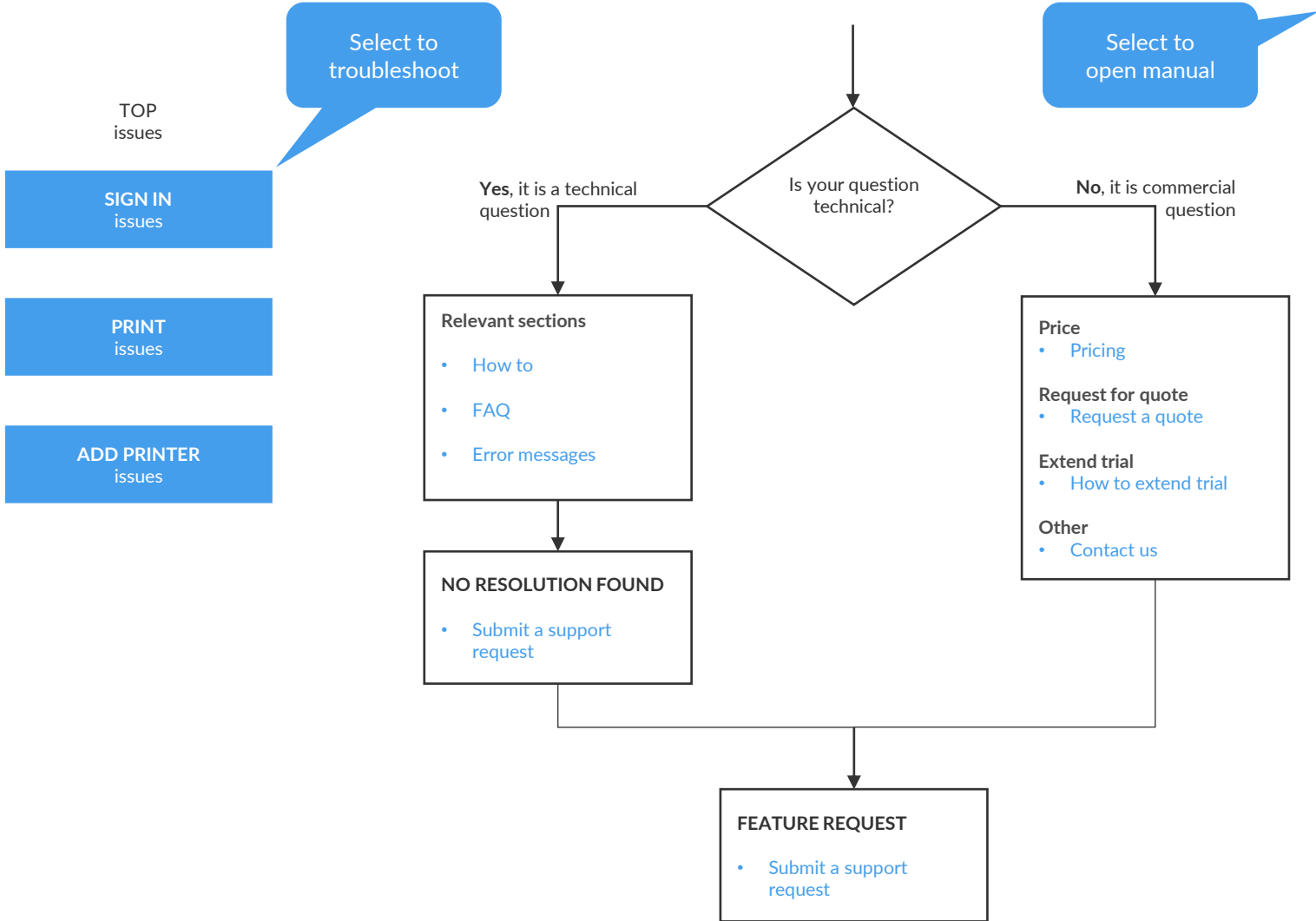
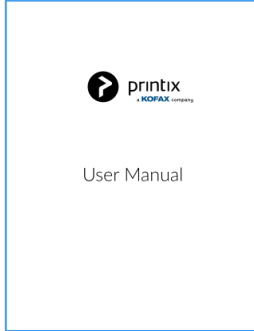
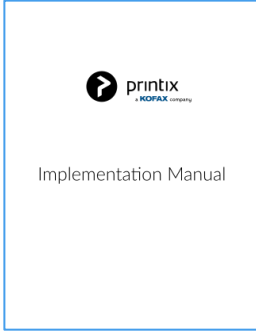
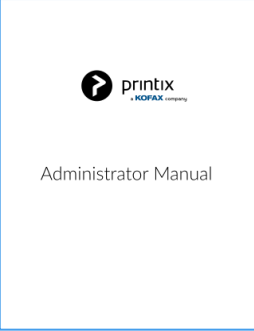




printix
a **KOFAX** company

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

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



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

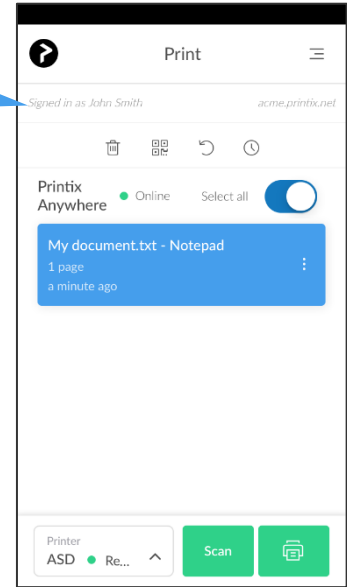
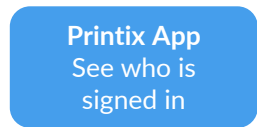
print infrastructure

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



Yes, sign in to Printix Client does not work

Yes, sign in to Printix Administrator does not work

Yes, sign in to Printix App does not work

Yes, user is not signed in to Printix for Chromebook

NO RESOLUTION FOUND

- Submit a support request

- 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

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

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

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

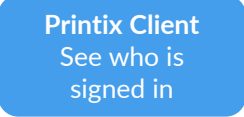
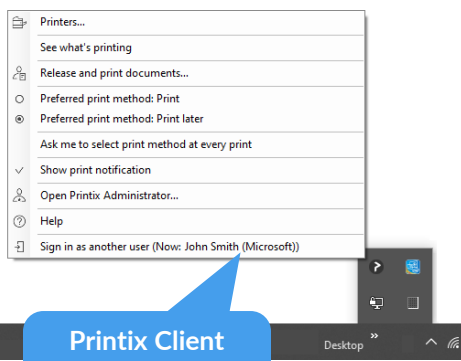
- [Reset password](#)

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

- [Permission denied](#)

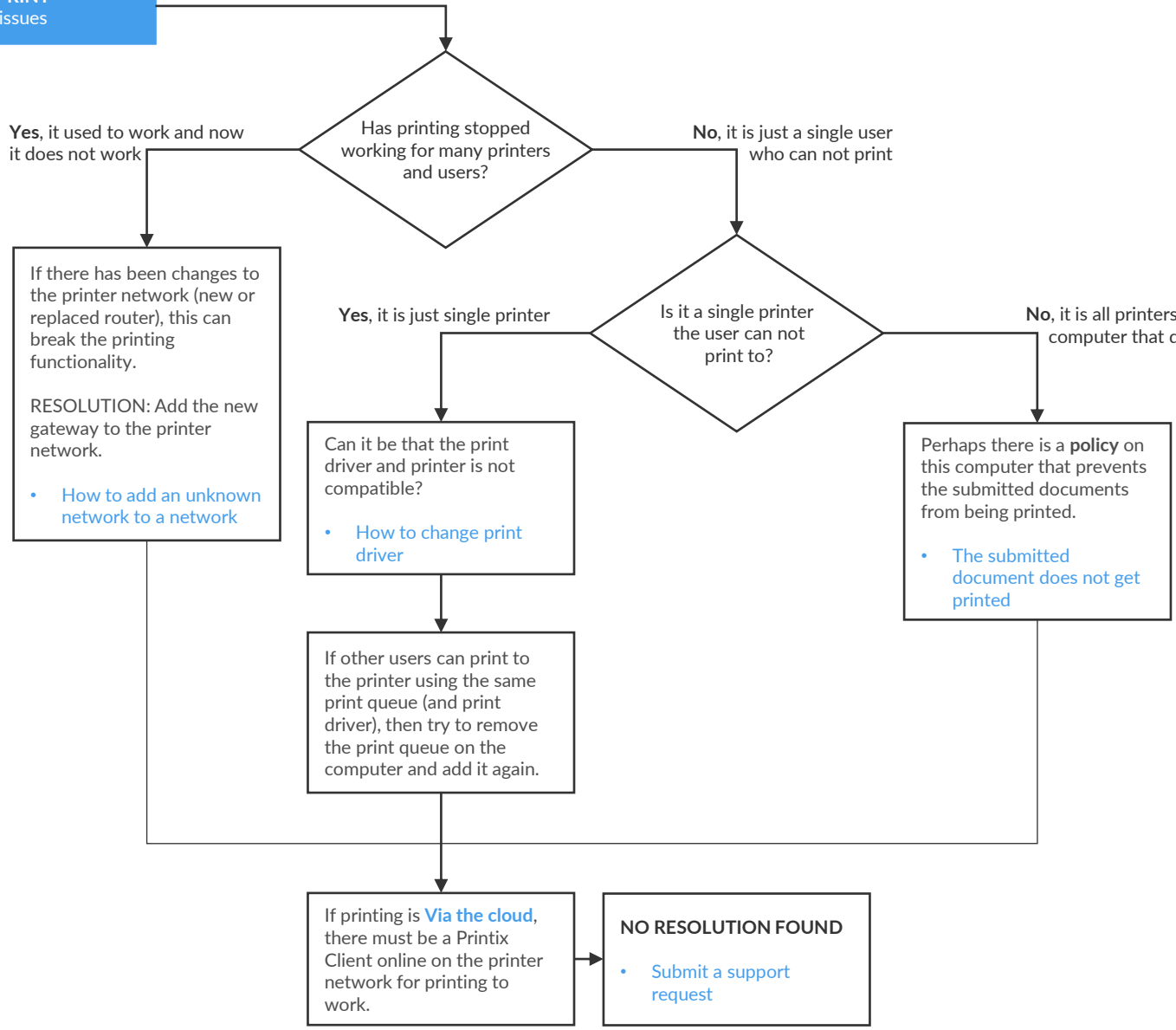
Check if there is any security software that blocks communication to the [required URLs](#)

- [Sign in to the Chrome browser with your Google Workspace account](#)



Back

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.