

How to install Printix Go on a Xerox device which is requiring Printix Go Lexmark?

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Issue

When a Xerox printer is listed in the documented Printix Go Xerox supported Printers list to be installed as a Lexmark Go printer (like the B410 and C410 models), the Printix Go installation is not working.

Cause

Lexmark has taken over certain new Xerox printer models, resulting in the requirement of using a Printix Go Lexmark-specific installation file and process.

Solution

Printix Go Lexmark needs to be installed manually on the Printer. Instructions:

[How to manually install Printix Go Lexmark](#)

In order to perform the installation of Printix Go Lexmark on such a Xerox model following steps can be taken:

- 1 Define the printer with an unreachable IP / hostname (This puts the printer in the Unregistered Printers list)
- 2 Navigate to the Unregistered Printers list and manually register the printer that matches the unreachable IP
- 3 Set the Vendor to Lexmark
- 4 Give the printer a slightly different name from the original
- 5 Copy the Model and serial information from the original
- 6 Save and confirm it now shows up in the regular registered printers list
- 7 Append an 'x' to the IP of the original printer
- 8 Change the IP of the new printer instance to the correct IP/hostname
- 9 Browse to the Diagnostics screen and confirm it shows online (Refresh if necessary)
- 10 Browse to the Printix Go tab and assign the Sign-In Profile and Go configuration from the original
- 11 Confirm in the Go panel that it shows Go as Lexmark and not Xerox
- 12 Verify Sign-In profile and confirm it is successful
- 13 Install Go and confirm it is successful

- 14 Add print queues to the new printer instance that match the old printer instance queues (drivers, groups, auto add, via the cloud, etc); will need slightly different names.
- 15 Add new queues to computers that have the old ones
- 16 Delete the old printer instance
- 17 Rename new queues to match old
- 18 Update print queues in Print Queue, the computers panel

Note: Do not click on "Contact printer" after any change, as than the printer will not detect Lexmark as a Vendor, but again Xerox and the issue would persist.

Applies to

Product	Version	Build	Environment	Hardware
Printix Go Xerox	2026.3			
Printix Go Xerox	2026.1			

References

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

[How to manually install Printix Go Lexmark](#)

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