

Printix Client issue if non-ASCII characters are used within the computer hostname

000045810 | Troubleshooting | Last updated 2026-09-07 | Printix

Issue

When a computer name uses non-ASCII character, Printix has an issue with certificate decryption and hence is causing a certificate error after a reboot.

Cause

The Printix certificates are not handling the non-ASCII characters.
For example the Norwegian letter **Ø** in the machine name, which will prevent the user from signing in to Printix when attempting to use the certificate.

Solution

Changing the computername to only contain ASCII character will resolve this problem.
For example changing the Norwegian Ø to O in the computer name resolved the login issue after a reboot.

Applies to

Product	Version	Build	Environment	Hardware
Printix Client	2026.3			
Printix Client	2026.1			
Printix Client	2025.4			

References

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45810>