

Resolving Printix Go Installation Failures on Canon Printers (Authentication, Time Sync, TLS Certificate)

000045896 | Troubleshooting | Last updated 2026-09-02 | Printix

Issue

This knowledge base was created to address issues with Canon Go installation. All pre-installation steps have been checked, but the Printix Go installation is still failing.

Solution

Issue 1 — Device authentication failure (404 / DEVICE_AUTHENTICATION_FAILURE) after printer/credential change

Symptom: Verification fails with DEVICE_AUTHENTICATION_FAILURE — "Cannot connect to the embedded client", error code 404. Admin login works fine on the printer's own web UI, but those same credentials don't work inside Printix Go.

Cause: This typically follows a printer swap or removal of a prior print-management client (e.g. uniFLOW). The Canon JAR/prerequisites may not be installed, or the administrator account Printix Go expects doesn't match what's configured on the device.

Resolution:

- 1 Confirm the Canon JAR prerequisites are installed per *How to prepare Canon printer for Printix Go*.
- 2 Create/confirm a dedicated administrator account on the printer with credentials matching what Printix Go will authenticate with, per *How to change the advanced settings of a Canon printer*.

Issue 2 — Time sync failure (error 409, "Time on device is incorrect")

Symptom: Install fails at step INSTALL (2/2) with error 409: "*Time on device is incorrect, device time [...] is not synced to server time [...]*". Device logs may also show a fallback time of 1970-01-01 and repeated rollback/uninstall cycles. A related symptom seen earlier in the same case was a plain connection timeout on port 8443.

Cause: The Printix service runs on UTC/synced server time; even a ~1 hour drift on the printer (commonly a Daylight Saving Time misconfiguration) breaks device authentication.

Resolution:

- 1 On the printer's Remote UI: **Settings/Registration** → **Preferences** → **Timer/Energy Settings** — correct the current date/time.
- 2 Verify the time zone and, specifically, the DST setting — a DST mismatch is the most common cause of an exact 1-hour offset.
- 3 Where available, enable **SNTP** (**Settings/Registration** → **Preferences** → **Network** → **SNTP Settings**) pointed at a reachable, accurate time server so the clock doesn't drift again.

- Restart the printer to clear any stale time state, then retry the Printix Go install.

Issue 3 — "Cannot connect to embedded client" (error 503) — MEAP TLS certificate setting

Symptom: Even with correct admin credentials and time sync, the install still fails at INSTALL (2/2) with error 503: "Cannot connect to the embedded client."

Cause: The MEAP setting "Confirm TLS certificate using MEAP application" is set to a value incompatible with the tenant's TLS requirements (this case also had TLS min 1.2 / max 1.3 confirmed as a related check).

Resolution:

- On the printer's Remote UI: **Settings/Registration** → **Management Settings** → **License/Other** → **MEAP Settings**.
- Toggle "Confirm TLS certificate using MEAP application" — turn it ON if it was OFF, or OFF if it was ON.
- Click OK, then **Apply Setting Changes**, and restart the printer.
- Retry the Printix Go verification/install.

Outcome: This was the setting that finally resolved the case — after flipping it, the customer confirmed the Printix Go installation completed successfully.

Quick troubleshooting order

Error seen	Likely cause	Fix
404 DEVICE_AUTHENTICATION_FAILURE	Admin credentials / JAR not prepared	Re-run Canon prep guide, align admin creds
409 "Time on device is incorrect"	Clock/DST drift vs Printix server	Correct time, DST, enable SNTP, restart
503 "Cannot connect to embedded client"	MEAP "Confirm TLS certificate" setting	Toggle the setting, restart, retry

Applies to

Product	Version	Build	Environment	Hardware
Printix	2026.1			

References

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45896>