

Printix Go HP - Printer always hangs when trying to sign in with ID code post 2026.3 release.

000045920 | Troubleshooting | Last updated 2026-09-10 | Printix

Issue

Post 2026.3 release on August 29th, when trying to log in to Printix Go HP printers, and if printers are configured to allow sign in with ID Code, when attempting to Sign in and click on ID Code, the printer becomes unresponsive and remains stuck on the Printix Go login screen indefinitely.

Restarting the printer temporarily resolves the issue and allows one successful login attempt. However, each subsequent attempt to sign in using an ID code causes the printer to hang again, requiring another restart.

Cause

Analysis of HP JDP logs from the affected printer showed that this is a bug in the HP browser/Futuresmart firmware 5.7 and the embedded browser crashes. A web app (like the Printix Go HP OXPd client) should never make the browser crash, no matter what it does.

Solution

Upgrading the device firmware to Futuresmart version 5.9 resolves this issue.

Applies to

Product	Version	Build	Environment	Hardware
Printix Go HP OXPd	2026.3			
Printix Go HP OXPd	2026.1			
Printix Go HP OXPd	2025.4			
Printix Go HP OXPd	2025.3			

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