

Printix Client Goes Offline When Windows Enters Modern Standby

000045937 | Troubleshooting | Last updated 2026-09-07 | Printix

Issue

On Windows 11 workstations using Printix Client 2026.1 and later, the Printix Client may appear offline when the workstation enters Modern Standby after the user locks Windows and the display powers off.

As a result, print release requests that rely on the workstation's Printix Client connection may fail. For example, Printix Go may display "Printing Failed" when the user attempts to release a print job while the workstation remains locked and in Modern Standby.

Cause

Windows 11 devices that support **Modern Standby** enter a special low-power state when the device is idle, typically after the user locks the workstation and the display powers off.

While in Modern Standby, Windows significantly reduces CPU availability for non-vital processes. Testing has shown that the Printix Client service may receive little or no CPU time. This can cause the Printix Client service to become temporarily unresponsive to backend requests. Consequently, the workstation may be reported as offline by the Printix backend, which can prevent operations such as print release from completing successfully.

Solution

This behavior is working as designed. At present, the available approaches are to prevent the workstation from entering Modern Standby, or to use the customer's own blob storage architecture so that the print job does not depend on the workstation remaining available in this state.

Note

We are in ongoing discussions with our Engineering team to review the current behavior and determine whether any improvements can be made.

Applies to

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

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