

Printix App - "Upload for Printing" fails when using own Azure Blob Storage

000045943 | Troubleshooting | Last updated 2026-09-08 | Printix

Issue

When using the "Upload for printing" feature via Printix Mobile/Web Apps with an organization's own Azure Blob Storage, users may receive the following error when attempting to upload a document:

"Printix App – Upload failed. Please try again"

Cause

The Azure Blob Storage account does not have the required Cross-Origin Resource Sharing (CORS) rules configured correctly for the Blob service.

Solution

Configure the CORS policy for the Azure Storage Account as follows:

- 1 In Microsoft Azure, select **All Services**, scroll to **Storage**, and select **Storage accounts**.
- 2 Select the storage account you created.
Example: printixcloudstorage
- 3 On the storage account blade, select **CORS**.
- 4 On the **Blob service** tab:
 - In **Allowed origins**, insert a wildcard character (asterisks) to allow all domains.
 - In **Allowed methods**, select the following: **GET**, **POST**, **OPTIONS**, and **PUT**.
 - In **Allowed headers**, copy and paste this value in the field '**x-ms-blob-type,content-type**'.
 - In **Exposed headers**, copy and paste this value in the field '**x-ms-blob-type**'.
 - In **Max age**, enter 0 (in seconds).
- 5 Select **Save**.

Applies to

Product	Version	Build	Environment	Hardware
Printix	2026.3			

References

- [How to add Azure Blob Storage](#)
- [How to set up Azure Blob Storage CORS](#)

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45943>