

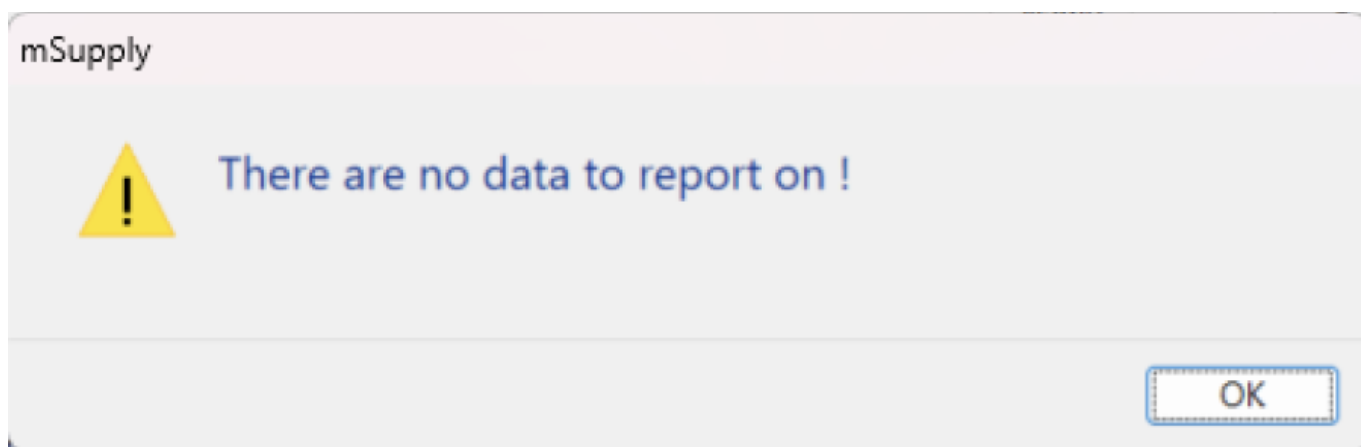
## 28.16. Microsoft Print To PDF Issue

The recent windows 11 update, especially, 24H2 and 25H2 have a known bug where the “microsoft print to pdf” features stopped working in result affecting print preview in pdf in mSupply.

### Affected versions both windows and mSupply

1. Windows 11 24H2 and 25H2
2. mSupply Version prior to v8.08.18

Below is the sample Image of the Issue:



### Resolution

\* **Step : 1** - Upgrade the mSupply to the version v8.08.18 or later - This version allows the use of printer preview.

\* **Step : 2** Check if “Microsoft XPS Class Driver” exists. If not,

1. Method 1 : Via Optional Feature

1. Press windows+R and type - *optionalfeatures* - and enter.

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<https://docs.msupply.org.nz/> - mSupply documentation wiki

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