

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,

Method 1 : Via Optional Feature

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

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

Permanent link:
https://docs.msupply.org.nz/faq:microsoft_print_to_pdf_issue?rev=1777454884

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