

## 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 : Add Via Optional Feature

1. Press windows+R and type - *optionalfeatures* - and enter.
2. Look for “Microsoft XPS Class Driver” in the list
3. Check Ok
4. Restart your PC.

#### Method 2 : Manual add via Printer Setting

1. Go to **Settings → Bluetooth & Scanner → Printers & Scanners**
2. Click **Add Device and Add a new device manually**
3. select **Add a local printer or network printer with manual setting**
4. Choose **Use an Existing port** (LPT1: Printer Port)
5. Choose **Microsoft → Microsoft XPS Class Driver**

\* **Step: 3**

1. Go to **Printer and scanner setting**
2. Click on **Microsoft XPS class Driver**
3. Set it to **Default** or
4. Click on Microsoft Print to PDF → Go to Printer Properties → Advances → Select Driver Microsoft XPS class Drive (Can add from **New Driver** as well)

From:

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

Permanent link:

[https://docs.msupply.org.nz/faq:microsoft\\_print\\_to\\_pdf\\_issue?rev=1777455891](https://docs.msupply.org.nz/faq:microsoft_print_to_pdf_issue?rev=1777455891)

Last update: **2026/04/29 09:44**

