

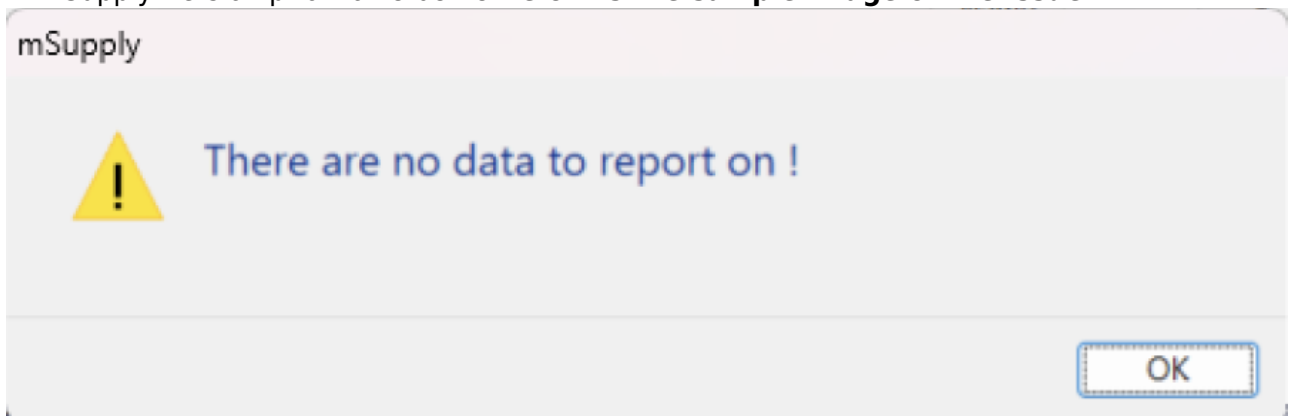
## 28.16. Microsoft Print To PDF Issue

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.

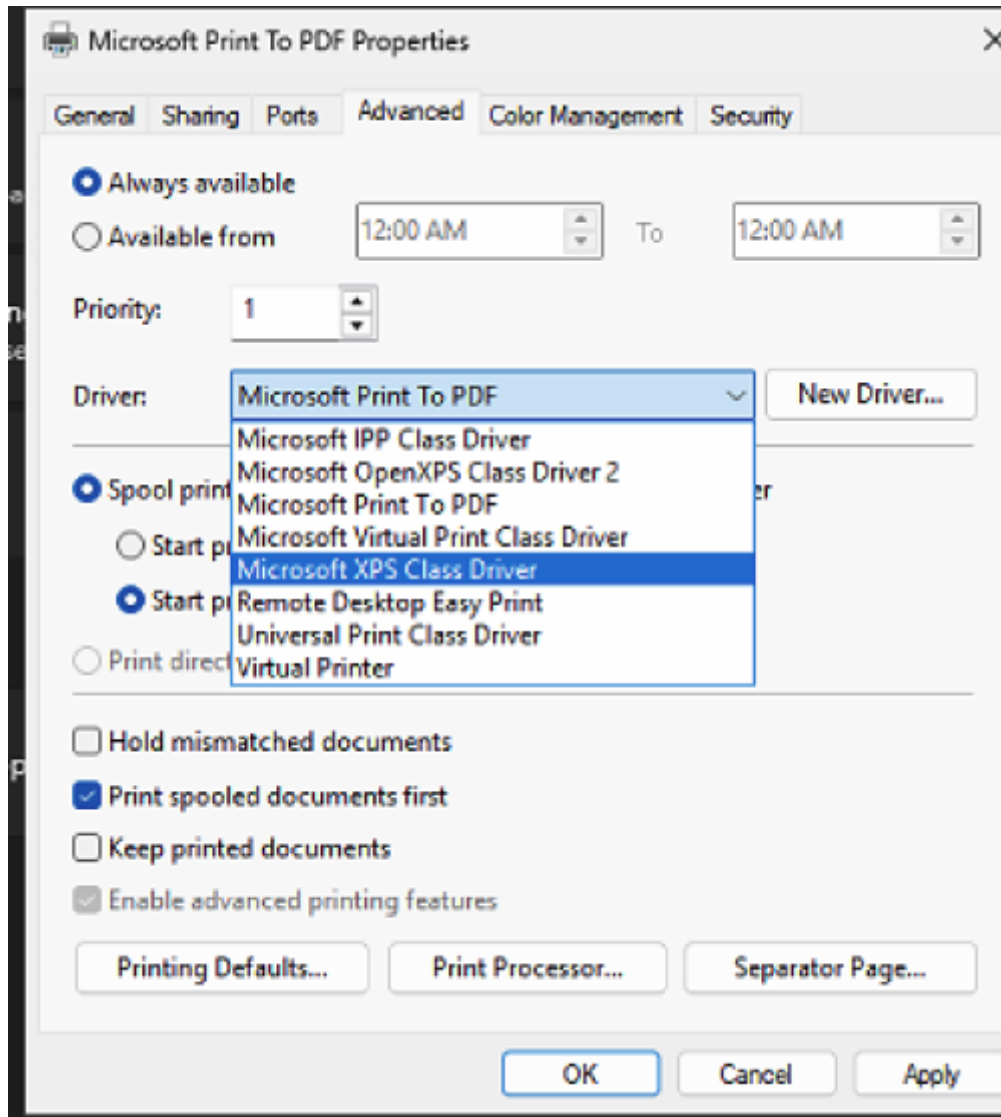
### Affected versions both windows and mSupply

#### - Windows 11 24H2 and 25H2

- \*- 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 (Settings → Bluetooth & Scanner → Printer & Scanner). If not,**  
Method 1 : Manual add - **Go to Printer and scanner setting - Click on Microsoft Print to PDF → Go to Printer Properties → Advances → New Driver - Choose Microsoft → Microsoft XPS Class Driver**  
Method 2 : Manual add via Printer Setting - **Go to Settings → Bluetooth & Scanner → Printers & Scanners - Click Add Device and Add a new device manually - select Add a local printer or network printer with manual setting - Choose Use an Existing port (LPT1: Printer Port) - Choose Microsoft → Microsoft XPS Class Driver**  
Method 3 : Add Via Optional Feature - **Press windows+R and type - optionalfeatures - and enter. - Look for “Microsoft XPS Class Driver” in the list - Check Ok - Restart your PC.** If you are following Method 2 and Method 3 **(Also Attached Image for your reference) - Go to Printer and scanner setting - Click on Microsoft XPS class Driver - Set it to Default or - Click on Microsoft Print to PDF → Go to Printer Properties → Advanced → Select Driver Microsoft XPS class Drive**



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Last update: 2026/04/29 09:58

