# 28.16. Microsoft Print To PDF Issue

The recent windows 11 update, especially, 24H2 and 25H2 has a known bug where the “microsoft print to pdf” printer driver stopped working, which as a result affected the print preview and creation pdf documents from within mSupply.

mSupply reports and print form could no longer be generated due to `Microsoft Print To PDF` not functioning as before.

# 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

- Upgrade the mSupply to the version v8.08.18 or later
- This version allows the use of printer preview.
- **Remove the `Microsoft to PDF` driver**

** Method 1 : Convert the `Microsoft Print to PDF` to a “Microsoft XPS Class Driver” **

1. Go to ***Printer and scanner setting***
2. Click on **Microsoft Print to PDF → Go to Printer Properties → Advances**
3. Click on the `Drivers` list and choose **Microsoft XPS Class Driver**
    1. - Or click on the `New Driver...` button and Choose **Microsoft → Microsoft XPS Class Driver**
4. Click Apply and Ok
5. **See that the print driver name changes to “Microsoft XPS Class Driver”**, the `Microsoft Print to PDF` driver now no longer exist !
6. Test mSupply to see that the print preview and PDF creation works.



Check if “Microsoft XPS Class Driver” exists (***Settings → Bluetooth & Scanner → Printer & Scanner***). If not,

**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**

**Method 3 : 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. Make sure “Microsoft Print to PDF” is un-checked
5. Restart your PC.

In all instances we must make sure that the `Microsoft Print to PDF` driver no longer exist.

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

Permanent link:
**https://docs.msupply.org.nz/faq:microsoft_print_to_pdf_issue**

Last update: **2026/05/01 11:22**