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 (***Settings → Bluetooth & Scanner → Printer & Scanner***). If not,

Method 1 : Manual add

1. Go to ***Printer and scanner setting***
2. Click on **Microsoft Print to PDF → Go to Printer Properties → Advances → New Driver**
3. Choose **Microsoft → Microsoft XPS Class Driver**

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. Restart your PC.

If you are following Method 2 and Method 3 (Also Attached Image for your reference)

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 → Advanced → Select Driver Microsoft XPS class Drive***

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

Permanent link:
https://docs.msupply.org.nz/faq:microsoft_print_to_pdf_issue?rev=1777456689

Last update: **2026/04/29 09:58**