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

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***



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