

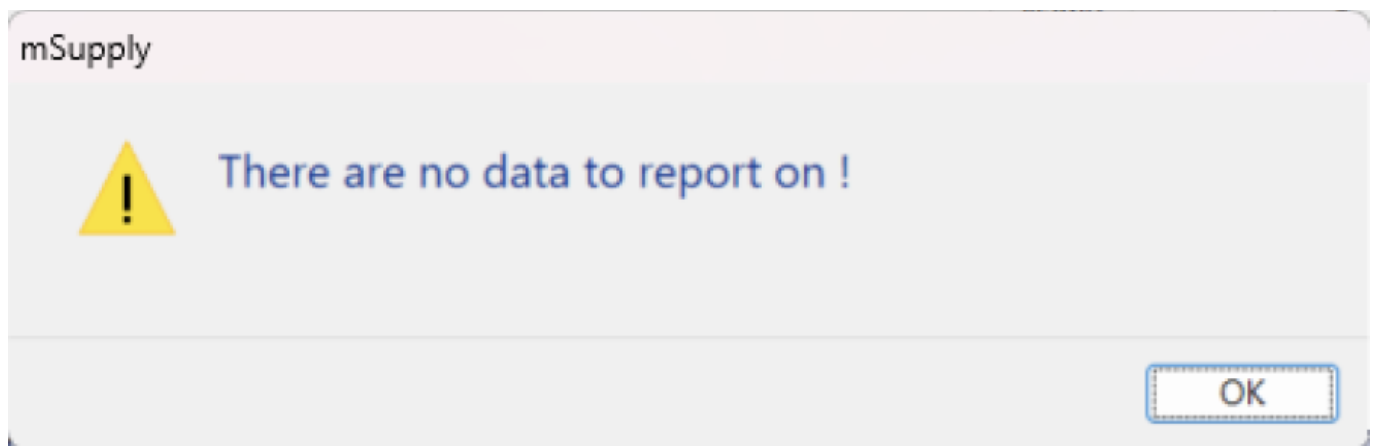
## 28.16. Microsoft Print To PDF Issue

The recent windows 11 update, especially, 24H2 and 25H2 have a known bug where the “microsoft print to pdf” printer driver stopped working in result affecting print preview of pdf documents 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

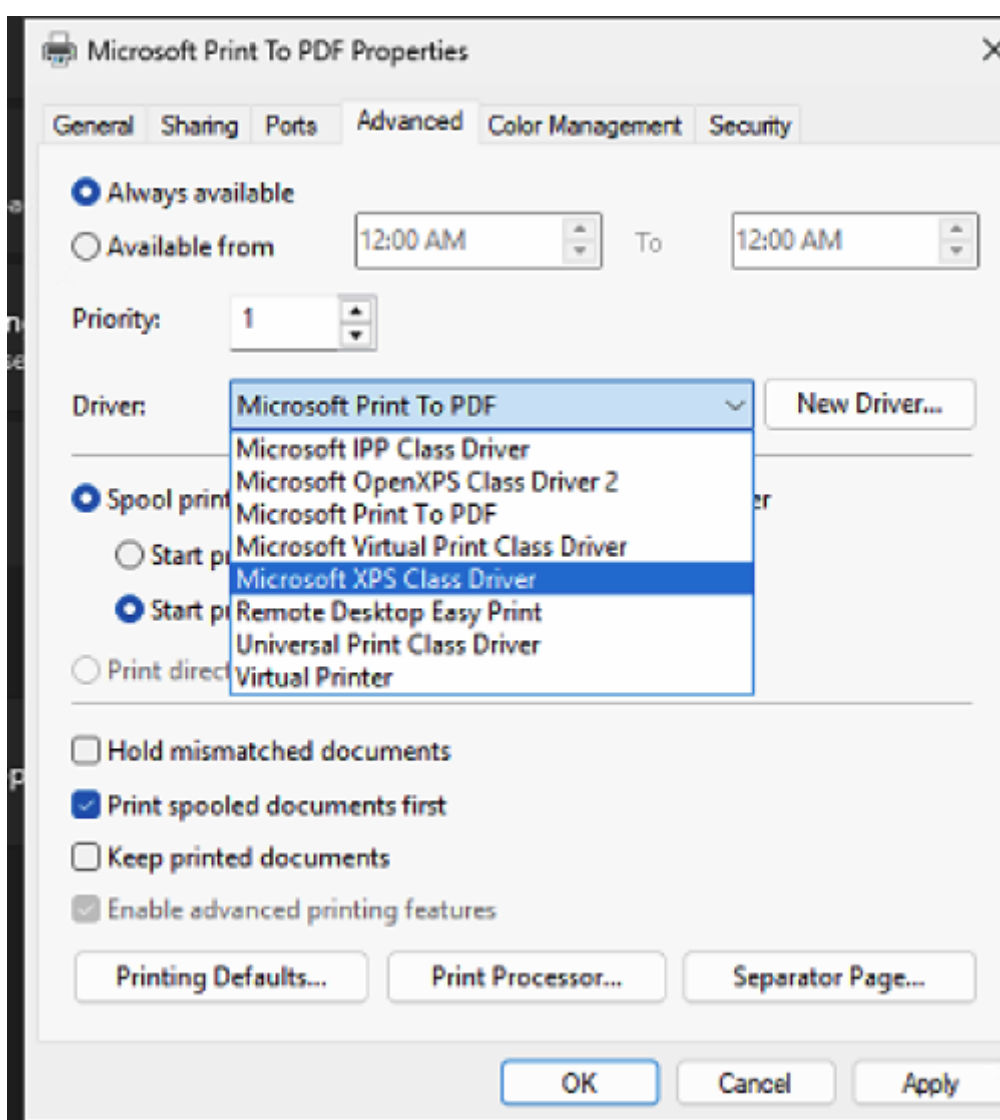
1. Go to **Settings** → **Bluetooth & Scanner** → **Printers & Scanners**
2. Click **Add Device** and **Add a new device manually**
3. select **Add a local printer or network printer with manual setting**
4. Choose **Use an Existing port** (LPT1: Printer Port)
5. Choose **Microsoft** → **Microsoft XPS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



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