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”
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?rev=1777634473

Last update: **2026/05/01 11:21**