Windows Administration - Bug #853

Problem With QuickBooks 2012 Not Creating PDF Files Properly on Windows 8

09/26/2016 06:04 PM - Daniel Curtis

Status:	Closed		**Start date:**	09/26/2016
Priority:	Normal		**Due date:**	
Assignee:	Daniel Curtis		**% Done:**	100%
Category:	QuickBooks		**Estimated time:**	0.50 hour
Target version:	Windows 8.1		**Spent time:**	2.50 hours

Description

I recently had a problem with QuickBooks 2012 not creating PDF files properly on Windows 8.1.

After trying to fix the problem with Intuit's PDF Repair Utility without any resolution, I found a guide for downgrading the XPS driver to the Windows 7 version.

Remove Current XPS Writer

- Press the [Win] + [R] keys to open a run menu, and type in Control Panel, then press [Enter].

- Go to <u>Devices and Printers</u> and right-click on <u>Microsoft XPS Document Writer</u> and select Remove Device*.

Downgrade XPS Driver

- Download the Windows 7 XPS driver and extract it to C:\xps-driver or a path that can be located easily.
  NOTE: A <u>copy</u> of the driver has been included for posterity.

- From the <u>Devices and Printers</u> window, click on **Add a printer**.

- Choose **Add a local printer or network printer with manual settings**, then click **Next**.

- Choose **Create a new port**, and select **Local Port**, then click **Next**.

- Name the port **XPS**, the click **Next**.

- Click on **Have Disk**.

- Navigate to the <u>Microsoft XPS Document Writer</u> folder and select **prnms001.inf**.

- Make sure the <u>Printer Name</u> is **Microsoft XPS Document Writer**, then click **Next**.

- **Reboot** the system.

Resources

- http://www.prolved.com/solved-quickbooks-2012-and-windows-10-pdf-invoices/
- https://www.sleeter.com/blog/2012/12/fixing-quickbooks-pdf-problems-in-windows-8-and-more/

History

#1 - 09/26/2016 06:06 PM - Daniel Curtis

- File Microsoft-XPS-Document-Writer.zip added

- Status changed from New to Resolved

- % Done changed from 0 to 100

#2 - 09/26/2016 06:28 PM - Daniel Curtis

- Description updated

#3 - 12/03/2016 12:49 PM - Daniel Curtis

- Status changed from Resolved to Closed

Files

Microsoft-XPS-Document-Writer.zip	87.4 KB	09/27/2016	Daniel Curtis