

Power PDF crashes after printing to a Universal Printer

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ISSUE

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PROBLEM DETAILS

When a user prints a document to a Universal Printer, the Print Dialogue box appears, but Power PDF crashes immediately after clicking OK.

REPLICATION

- 1 Open Power PDF.
- 2 Open any PDF document. The customer selected Blank PDF.
- 3 Click File >> Print.
- 4 We see a box pop up that says: "Waiting for Printer Connection". Eventually, the Print dialogue appears, and we confirm that the UP printer is selected.
- 5 User clicks OK, and Power PDF immediately crashes.
- 6 When the user prints to Microsoft Print to PDF, Power PDF does NOT crash

RESOLUTION

It was required that Power PDF implement a fix within Power PDF 2025.3.8. Confirm that Power PDF is at this minimum version.

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