Printing and PDF problems

Troubleshooting

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Troubleshooting

Printing and PDF problems

Fix a missing logo, a cut-off table, a blank PDF or the wrong print format.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

A printout or PDF looks wrong or will not generate.

Symptoms

- The PDF is blank, or the download fails
- The logo or an image is missing
- A table is cut off at the right edge
- Staff print the old format

Possible causes

- The wrong **Print Format** or **Letter Head** is selected
- The logo file is private, or its link is broken
- The design is too wide for the page
- A temporary fault in the PDF service

Diagnosis and resolution

1. **Choose the format.** In the print preview, check the **Print Format** and **Letter Head** boxes.
2. **Set the default.** Use **Customize Form** to choose the default print format for the document type. See Print formats and letterheads.
3. **Check images.** Open the image's address in a private browser window. If it asks you to sign in, make the file public or reattach it.
4. **Check the width.** In the print format, reduce column widths or tick **Landscape**.
5. **Try again** after refreshing the page. If the **PDF** button fails but the print preview shows, try printing to PDF from the browser as a workaround.

Prevention

- Test a new print format with a real document before staff use it.
- Keep image files small.

When to contact support

If every PDF fails, or one does not load after you have tried another document.

Related documentation

- Print formats and letterheads
- Creating a sales invoice