

Frequent PDF generation errors

After extensive usage of the plugin by a significant number of clients, we have observed several frequent errors or blockages where users get stuck and believe it to be a plugin bug, when in reality it is a client machine configuration issue.

This page is designed to address the most common errors. Below are solutions that may be helpful:

Note: Please retry PDF document generation after each addressed point. This may resolve the issue and avoid the need to go through other points.

The attached files appear in the plugin panel but nothing downloads when I click the download button

- Points to check:

1. Ensure that Microsoft Office is properly installed on your machine. If not, please install it.
2. Check that your Office does not have any restrictions on running its services in the background.
3. Create a "Desktop" folder in (system32 or SysWOW64)/config/systemprofile.
4. Schedule a task to run every minute. This task eliminates report windows indicating that a previous conversion failed. The scheduled task should execute a .bat file containing these two lines:

MS bat script for looking those windows and close them over Windows' task scheduler.

```
taskkill /F /FI "WindowTitle eq Microsoft Word*"
taskkill /F /FI "WindowTitle eq Microsoft Office"
```

5. Schedule a task (similar to step 4) but this time the task should be executed one time per day at a time when the plugin is not in use (for example, at 2 am) because running this task prevents PDF generation. The purpose of this task is to eliminate zombies created by multiple instances of MS Word and scripts in the task manager. This .bat file should contain these two lines:

MS bat script to kill them by script over Windows' task scheduler.

```
taskkill /f /t /im wscript.exe
taskkill /f /t /im winword.exe
```

- To fully understand points 3, 4, and 5, please refer to [this documentation](#), especially the section **Running documents4j application as Windows service**, where everything is detailed.

The PDF generates correctly but does not contain Excel files, although Word files are present in the generated PDF.

- Points to check:

1. First and foremost, ensure that the system has a default printer installed, such as **Microsoft Printer to PDF** or **Microsoft XPS Document Writer**. Without a default printer selected, integrating Excel files into the PDF will not be possible..
2. Open the task manager and end all running Excel processes.
3. Schedule a task to run at a time when the plugin is not in use (for example, at 2 am). This task should execute a .bat file containing these two lines:



MS bat script to kill them by script over Windows' task scheduler.

```
taskkill /f /t /im wscript.exe
taskkill /f /t /im winword.exe
```

Refer to the last part of the section **Running documents4j application as Windows service** in [this documentation](#).

If you are experiencing difficulties, have questions, or need our assistance, please do not hesitate to contact us. We are available to help you at any time.