



infomedika
Enterprise Wide Information Systems

Sage

Error: Unable to Initialize the PDF Converter

SAGE SYSTEM KNOWLEDGE BASE

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Se aneja recomendación de Sage al mensaje de error generado. Favor nos deja saber resultados.

Error: "Unable to Initialize the PDF Converter" when printing to PDF

Products

Sage 100

Description

Error: "Unable to Initialize the PDF Converter" when printing to PDF

Cause

The Sage PDF Converter printer object is missing from Devices and Printers

Resolution

1. Go to File and select Run in Sage 100 ERP
2. Type in PL_AdvancedOptions_UI
3. Click OK
4. Click on "Install Converter"
5. Open Devices and Printers in Windows
6. Verify the Sage PDF Converter Exists

Additional Steps for Windows 7/8 and Server 2008/2012:

1. Go to Devices and Printers in Windows
2. Right click on the Sage PDF Converter and choose "Printer Properties"
3. Click "Create Port" and choose "Local Port"
4. Call the Port "Sage" and accept
5. Restart the Print Job

If the issue persists:

1. Restart the "Print Spooler" service in Windows Services
2. Register C:\Windows\SysWow64\CDINTF300.dll (Versions 2013.7 and prior)
3. Register C:\Windows\SysWow64\CDINTF500.dll (Versions 2013.8 and later)
4. Change the Default Printer on the affected Workstation to a Local Printer (Microsoft XPS Document Image Writer is a good choice) then reinstall the Converter
5. Restore the MAS90\Launcher\Sota.ini on the Server from a backup
 - o This can also be performed on the Workstation for Sage 100 Advanced installations
 - o Workstation Setup can be run to recreate this file

Sota.ini has a section in it referencing the Sage 100 PDF Converter under the [Paperless] Section. If this is removed or cleared, the issue will occur.

Quick step guide for Sage PDF Converter Installation & Configuration. Error messages 'Not Activated - 30', 'Not Activated -20', 'Not Activated -40', 'Not created successfully', Windows 10 Update breaks Sage 100 PDF Converter

Products

Sage 100

Description

Quick step guide for Sage PDF Converter Installation & Configuration. Error messages 'Not Activated - 30', 'Not Activated -20', 'Not Activated -40', 'Not created successfully' Windows 10 update was completed and in regedit the Registry Keys for Sage 100 PDF Converter are gone but printer shows in Devices and Printers.

Disclaimer

Operating System Warning

This solution requires advanced knowledge of your computer's operating system. Contact your system administrator for assistance. Modifying your Windows Registry incorrectly can severely affect system operations. Sage is not responsible for operation issues caused by incorrectly modifying your Windows Registry. Always create a backup of your data before proceeding with advanced solutions.

Resolution

Installation and Configuration of Sage PDF Converter:

- From Windows click on **Start**
- In the Search Text box enter **UAC** and press Enter
- Change the Slider value to the left of screen to **Never**
- **Reboot** computer (mandatory)
Note: Reinstall of Sage PDF Converter is not always necessary. Jump to the "**From Printers and Devices right click on the new Sage PDF Converter item**" to skip this section and proceed with configuration
 - Open **Devices and Printers** from Windows
 - Right click on current **Sage PDF Converter** and select remove

- Click on **Add Printer**
- Local Printer
- Use **LPT1**
- Click on **'Have Disk'**
- Browse to the **..\..\MAS90\HOME** directory on the server
- Select **Amyuni.inf**
- Select from list
- Click on Next
- Do not share
- For name enter **"Sage PDF Converter"** (Sage 4.30 thru Sage 2013.7/ Sage 2014.3 and lower)
- For name enter **"Sage 100 PDF Converter"** (Sage 2013.8 / Sage 2014.4 and higher)
- Do not set as default printer
- Finish installation
- From **Printers and Devices** right click on the new **Sage PDF Converter** or **Sage 100 PDF Converter**
 - For name enter **"Sage PDF Converter"** (Sage 4.30 thru Sage 2013.7/ Sage 2014.3 and lower)
 - For name enter **"Sage 100 PDF Converter"** (Sage 2013.8 / Sage 2014.4 and higher)
 - Select **Printer Properties**
 - Click on **Ports**
 - Click on **Add a Local Port** and call it **Sage**
 - Click on the **Advanced** tab make sure **Print directly to printer** is selected
 - Click on the **Security** tab grant all rights to <username> and <everyone> group if applicable

Edits for Windows Registry

- From Windows click on **Start**
- In the Search Text box enter **Regedit** and press Enter
- **HKEY_Current_Config**
- Right click on **Software**
- Select **Permissions**
- Grant **Full Control**
- Open **Software\Sage PDF Converter** (Sage 4.30 thru Sage 2013.7/ Sage 2014.3 and lower)
- Open **Software\Sage 100 PDF Converter** (Sage 2013.8 / Sage 2014.4 and higher)
- Remove **Job** and **Locks** directory
- Remove all **Sage PDF Converter (Redirected)** or **Sage 100 PDF Converter (Redirected)** instances

- **NOTE:** This occurs because the remote users are sharing their personnel printers during their remote sessions. One of these shared printers would be Sage PDF Converter or Sage 100 PDF Converter printer, if it is installed, on the user's local machine that they are remoting from. Resolution is to either turn off sharing printers when remotely connected or remove the Sage PDF Converter or Sage 100 PDF Converter item from the local workstation that is being used to access the remote session. If Sage ERP 100 is only being accessed remotely then the Sage PDF Converter is not needed on the local workstation.

Sage ERP 100 Software

- From **Sage 100 ERP** Desktop
- **File/Run**
- Enter **PL_AdvancedOptions_UI**
- Click on Ok
- Uncheck **Use Lock File** and **Automatically Install PDF**