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Sage

Create the Printer PDF Converter

SAGE Knowledge Base



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"Operation could not be completed. Error Code 0x0000002" when installing the Sage PDF Converter manually in Sage MAS 90 and MAS 200

Description

"Operation could not be completed. Error Code 0x0000002" when installing the Sage PDF Converter manually in Sage MAS 90 and MAS 200

Disclaimer - Operating System Warning

This solution requires advanced knowledge of your computer 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

This message signifies that the Driver for the "Sage PDF Converter" cannot be installed on the Local Workstation, probably due to Security Restrictions. First, try logging in as the Local Machine Administrator on the affected workstation and perform the Installation. If that does not work, perform the following:

- Import the "Sage PDF Converter" Registry Entry under HOTKEY CURRENT CONFIG --> Software from a working workstation, then try the Sage PDF Converter Installation again. For a copy of this Registry key, contact Sage Customer Support. The key is the same on all XP, Vista, Windows 7, Server 2003, and Server 2008 Operating Systems.

If that does not work, perform the following:

1. Install the Sage PDF Converter on the MAS90/200 Application Server
2. On the Server, Go to Printers and FAXes (Or Devices and Printers for Windows 7 / Server 2008).

3. Right click the "Sage PDF Converter" and choose "Properties" (Or "Printer Properties" for Windows 7 / Server 2008).
4. Go to the Sharing Tab.
5. Share the Printer and give it a Name that is recognized across the Network.
6. On the workstation, go to Printers and Faxes (Or Devices and Printers for Windows 7 / Server 2008).
7. Choose to Add Printer and Choose a Network Printer.
8. Locate the Sage PDF Converter you Shared and add it to the workstation.
9. After the Converter is installed, browse to the MAS90/Home folder from the workstation and run PDFInstall.exe.
10. Go to Printers and Faxes (Or Devices and Printers for Windows 7 / Server 2008).
11. Right-click on the "Amyuni Document Converter" and choose "Properties" (Or "Printer Properties" for Windows 7 / Server 2008).
12. Rename the Printer to "Sage PDF Converter" without the quotes.
13. Go to the Ports tab and create a New Local Port called "Sage."
14. Direct the Converter to the New Port that you just created and click Apply.
15. Click OK, then remove the "Shared" Sage PDF Converter.

Installing the "Shared" Sage PDF Converter forces the drivers onto the workstation, allowing the installation to take place.

What are the 5 methods to install the Sage PDF Converter

Products - Sage 100

Description - What are the 5 methods to install the Sage PDF Converter

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Resolution

The Sage PDF Converter installation through Workstation setup incorporates 3 elements:

- Installation of the "Sage PDF Converter" Printer object in Windows
- Establishment of the Registry Entry under HotkeyCurrentConfig/Software/Sage PDF Converter
- Establishment of the CDINTF300.dll (Driver) to Windows/System32 (32-bit Operating Systems) or Windows/SysWow64 (64-bit Operating Systems)

Manual Installation Methods 3, 4, and 5 generally will require that you populate both the Registry and the Driver manually. Copy them from a workstation that works, or contact Sage Support to obtain a copy.

The Articles referenced below are linked in the "Related Resources" section at the end of this article.

1. **Method 1**- Run workstation setup on the affected workstation (see How to Install Workstation Setup).
2. **Method 2** - Install the Converter from PL_AdvancedOptions_UI (see How to install and uninstall the PDF converter).
3. **Method 3** - Browse to the ..\MAS90\Home folder and run PDFInstall.exe. If the file will not run on Windows 7, right-click the file and choose Run As Administrator. Once you have done this, be sure to process the additional steps in the article. (see Printing to Paperless Office Hangs...).

4. **Method 4** - Manual Installation Using MAS90/Home/Amyuni.inf (this file is only available in MAS 90 4.40 but it also works on 4.30). (See Error Code 1801...).
5. **Method 5** - Using the Server's drivers to update the workstation (see Operation could not be completed...).

Paperless Office stops responding when printing to Paperless Office, Error: "Printer Not Activated, Error Code -41" or "Printer Not Activated, Error Code -30"

Products - Sage 100

Description

One of the following "Activation Error" error messages occur when printing to Paperless Office in Sage 100 ERP









- "Printer not activated, error code -41".
- "Printer not activated, error code -30".

4.30 - 4.50

The "Printer not activated" error message can have several causes. Primary causes include the Sage PDF Converter or the components associated with the converter, including the Printer Object itself (in Windows), the Windows Registry components, and .dll files that control it. Note that the Test PDF Converter button in Paperless Office Advanced Options is no longer an option to test the PDF Converter. To test the converter, print one each of a report, journal/register, and a form in a test company (for example, ABC).

Possible Resolution:

- Reinstall Workstation Setup to create the Sage PDF Converter and appropriate .dll files on the workstation.
 - Note: The setup process may not be completed successfully due to missing components or permissions on the workstation.
- Verify Sage PDF Converter on the workstation:
 - From the Windows Desktop, click Start.
 - Access Devices and Printers (on older operating systems: Printers and Faxes).

- If the Sage PDF Converter printer does not display, use the installation process in the Paperless Office Advanced Options.
 - **Note:** For more information, see the Related Resources section below on "How to install and uninstall the PDF Converter".
 - **Note:** If the converter does not install, view the Converter Installation Log using the Paperless Office Advanced Options to determine why. For 64-bit operating systems, verify that LM-4046T or LM-4045T is installed.
- Verify that the following .DLL files are installed on the server and workstation:
 - CDINTF.dll should be in the "..\MAS90\Home" directory on the server
 - CDINTF300.dll should be in the "C:\Windows\System32" directory for 32-bit workstations, and in the "C:\Windows\SysWoW32" directory for 64-bit workstations.
 - **Note:** The **CDINTF300.dll** file is a copy of the **Cdintf.dll** file, but the "300" distinguishes it as the workstation **DLL** file. The sizes are listed below:
 - For 32-bit workstations: 3,436 KB
 - For 64-bit workstations: 3,744 KB
 - To register the .DLL files on the workstation and server, select **Open With** and browse to the ..\Windows\System32\Regsvr32.exe file.
- For Sage 100 ERP (formerly Sage MAS 90 or 200) 4.30 systems, verify that LM-4041T is installed.
 - Remove the 4.20 version of Paperless Office (Sage Extended Solutions):
 - Remove Extended Solutions PDF Converter.
 - Rename or remove the **CdInt250.dll** file from "C:\Windows\System32"
 - In Crystal Reports, verify "Converted to version 4.30" displays in Summary Info.
 -   Open the report options window.
 -   Click the Save arrow, and then click Designer to open Crystal Reports.
 -   On the **File** menu, click **Properties**.
 -   In the **Keywords** field, verify that the text **Converted to versions 4.30** displays. Add the text if necessary and save the report.
 - **Note:** The actual version should reflect the current installed version of Sage ERP MAS 90 or 200.
- If the workstation or server has a 64-bit operating system installed, verify that LM4046-T (for version 4.30, Service Updates 18 through 23 only) or LM4045-T (for version 4.40, Product Update 1 or below only) are installed. For details, see the Related Articles section below.
- Verify permissions for the following keys in the Registry (at the Workstation level):
 1. Click the Start button, click Run, and enter Regedit
 2. Navigate to the Hotkey Current Config / Software Key.
 3. Right-click the Software key, and then click Permissions.
 4. Select Full Control for Everyone listed in this box, and then click Apply.

- Verify the Sage PDF Converter registry key is in place:
 1. Click the Start button, click Run, and enter Regedit
 2. Navigate to the Hotkey Current Config / Software / Sage PDF Converter key.



Uninstall and reinstall the converter through the Paperless Office Advanced Options menu.



Export the key from a working workstation (of the same operating system) and import it into the affected system.



After making changes, the test will print a report to verify that Paperless Office functions properly.

- Verify the user has full rights/permissions to the directory that the PDF files are being saved in. As a test point, the directory to the .../MAS90 directory of the installation, and see if PDF files can be created without the error message

Note: If you do not have access to another working workstation or these registry keys, contact Sage Customer Support to provide copies for you. If the keys are not created during the installation of the PDF converter, the registry keys are not being created (due to network permissions or antivirus software).

"Error Code 1801: The Printer Name is invalid" appears in the Converter Installation log and the Sage PDF Converter is not installed in Sage MAS 90 and MAS 200

Products - Sage 100

Description

"Error Code 1801: The Printer Name is invalid" appears in the Converter Installation log, and the Sage PDF Converter is not installed in Sage MAS 90 and MAS 200

Resolution

Using the "Install PDF Converter" option in Paperless Office Advanced Options uses PDFInstall.exe to install the printer object in Windows Printer and Faxes. Occasionally, PDFInstall.exe gives you errors you are not able to resolve, thus the Amyuni printer driver is not installed. To resolve, manually install the Amyuni printer driver:

1. Close MAS90 or MAS200.
2. Place the Amyuni.inf file in the MAS90/Home Folder (This file exists in 4.40 installations. For a copy, contact Sage Customer Support).
3. Verify that CDINTF.dll is in the MAS90/Home Folder on the server, and CDINTF300.dll is in the Windows/System32 folder on the workstation.
4. Verify that acfpdf.dll is in the MAS90/Home Folder.
5. From the desktop, select Start > Settings, or open the Control Panel.
6. Double-click Printers and Faxes.
7. Verify that you do not have a PDF Converter printer in your printer's folder.
8. In the Printers and Faxes window, double-click Add Printer.
9. In the Add Printer Wizard window, click Next.
10. In the next window, select Local printer attached to this computer.
11. Remove the check in the Automatically detect and install my Plug and Play printer checkbox.
12. Click Next.

13. In the Use the following port dropdown list, select LPT1: Recommended Printer Port. If the LPT1 port is not available, install the printer to any existing COM or USB port.
14. Click Next.
15. In the Install Printer Software window, click Have Disk.
16. Click Browse to find the copied Amyuni.inf file in the MAS90/Home Folder
17. Select the file, then click OK.
18. If you receive the message "This Driver is not Digitally Signed," click Next.
19. The Install Printer Software window opens. The default name is "PDF Compatible Printer Driver". Change the printer's name to "Sage PDF Converter" (no quotes) and click next.
20. In the Name your printer window, select No to the question "Do you want to use this printer as the default printer"?
21. Click Next.
22. In the Printer Sharing window, select Do not share printer and click Next.
23. In the Print Test Page window, click No and click Next.
24. Click Finish.
25. You are prompted with a message that says, "The driver has not passed Windows logo testing." Click the "Continue Anyway" button.
26. Click Finish, and a "Files Needed" screen appears, looking for acfpdf.dll. Click "Browse" and point the installation to the MAS90/Home Folder. Click OK.
27. Go to Control Panel / Printers and Faxes and verify that the Sage PDF Converter appears as an available printer
28. Start Sage MAS90 or MAS 200 and log in.
29. Go to File / Run and type in PL_AdvancedOptions_UI.
30. Verify that the message appears "The PDF Converter is Installed Correctly."
31. Test Print a Report using Paperless Office to verify it is functioning correctly.