Documents not printing to PDF successfully

Please confirm the following:

- RentalPointPDF is installed
  - RentalPoint v11.3.3.3 and lower (this is a licensed copy of CutePDF, some users had issues with RentalPointPDF 2.7.0.1 due to settings on their Windows OS, so we released v3.0.0.1. If the tests below don't work with the version you have installed, please try uninstalling and installing the alternate version)
  - RentalPoint v11.3.3.4 and higher (this is a licensed copy of CutePDF, please use RentalPointPDF 3.1.0.0)

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File	Last Updated (EST)	Size
V11.3.3.7.exe	Sep 26, 2019 @ 15:40	138 MB
Patch_Changes_V11.html	Sep 26, 2018 @ 11:08	393 KB
V10.1.2.32.msi	Jul 1, 2015 @ 11:30	75 MB
Patch_Changes_V10_1.txt	Jul 1, 2015 @ 11:30	61 KB
New V10.1 Features.pdf	Mar 18, 2013 @ 15:45	29 MB
How To Update RentalPoint.pdf	Jun 1, 2010 @ 9:36	228 KB
Step By Step Installation.pdf	Jun 1, 2010 @ 9:36	10 MB
RentalPointPDF 2.7.0.1	Jun 4, 2013 @ 12:43	8 MB
RentalPointPDF 3.0.0.1	Jun 4, 2013 @ 12:43	8 MB
RentalPointPDF 3.1.0.0 (Supported by V11.3.3.4 and above)	Aug 14, 2019 @ 12:43	8 MB
RPScanner.exe	Jun 7, 2010 @ 10:42	10 MB

- Users have permissions to write to:
  - C:\Users\\AppData\Local\Temp\RentalPoint
  - RentalPoint DOCS folder (find where this points to by clicking help-->status in RentalPoint, OR look in c:\rentalpointv11\sys\rpini.ini file

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📝 RPIni.ini - Notepad

File  Edit  Format  View  Help
[DIRECTORIES]
HPSYS_DIR=C:\RP\sys
CONFIGFILEPATH=C:\RP\sys
HPDATA_DIR=c:\rp\data
HPDOCS_DIR=C:\RP\docs
ARCHIVEDOCSPATH=
HPROOT_DIR=C:\RP
HPREPORTS_DIR=C:\RP\reports
TEMPLATES_DIR=C:\RP\docs\Templates
FR_TEMPLATES_DIR=C:\RP\docs\FastReportTemplates
[DATABASE]
DATABASENAME=v11_database2
SERVERNAME=desktop-k5r38k2\sqlexpress
SQLPROVIDER=
[LOGIN]
USESQLAUTH=0
LOGINNAME=
PASSWORD=
PasswordIsEncrypted=0
```
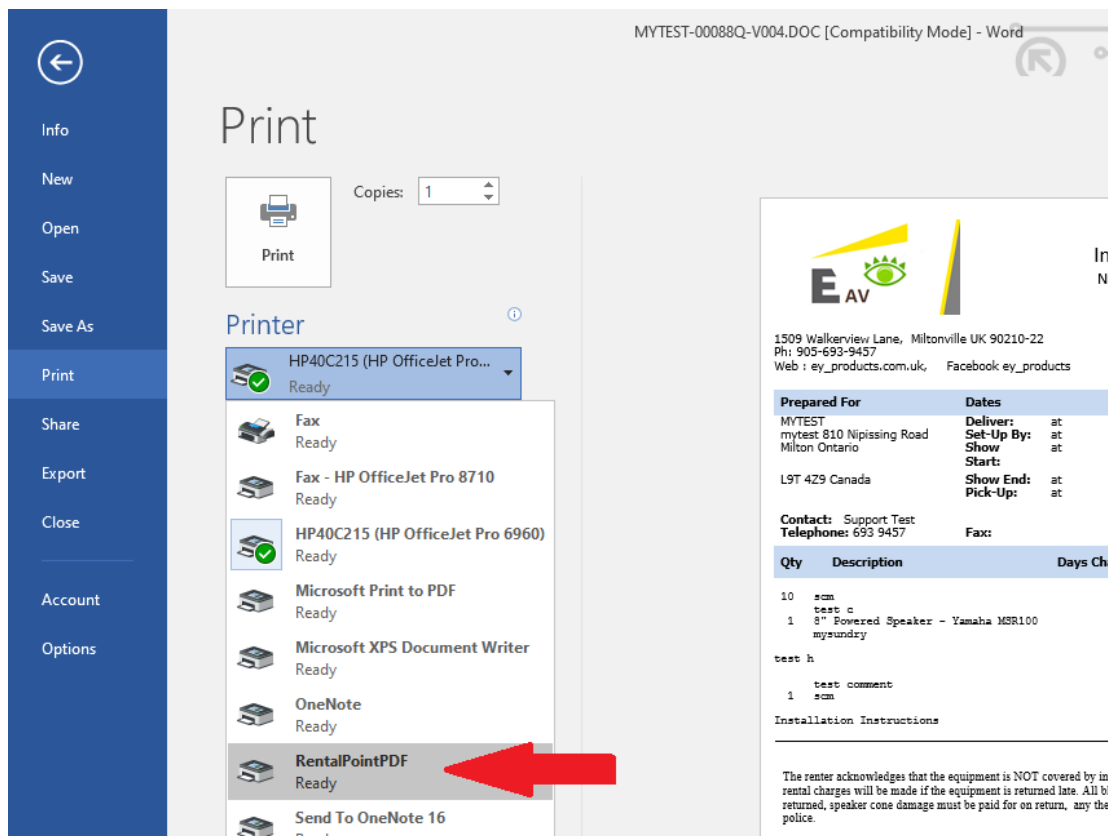
- 1. Outside of RentalPoint:
    - Create and save a word doc - does it save correctly?
    - Save the word doc as PDF - does it save correctly?
    - Open the word doc and PRINT to RentalPointPDF - Does it print to a PDF file?
    -

- From within RentalPoint
  - Print a booking-->Custom using template-->Open in word Processor - does it save a doc and open successfully?
  - Print a booking-->Custom using template-->Save as PDF - does it save a PDF and open successfully?

If the issue remains unresolved after the above, please send your detailed test results and a copy of your DATA\logs\errorlog.pdf to support@rentp.com