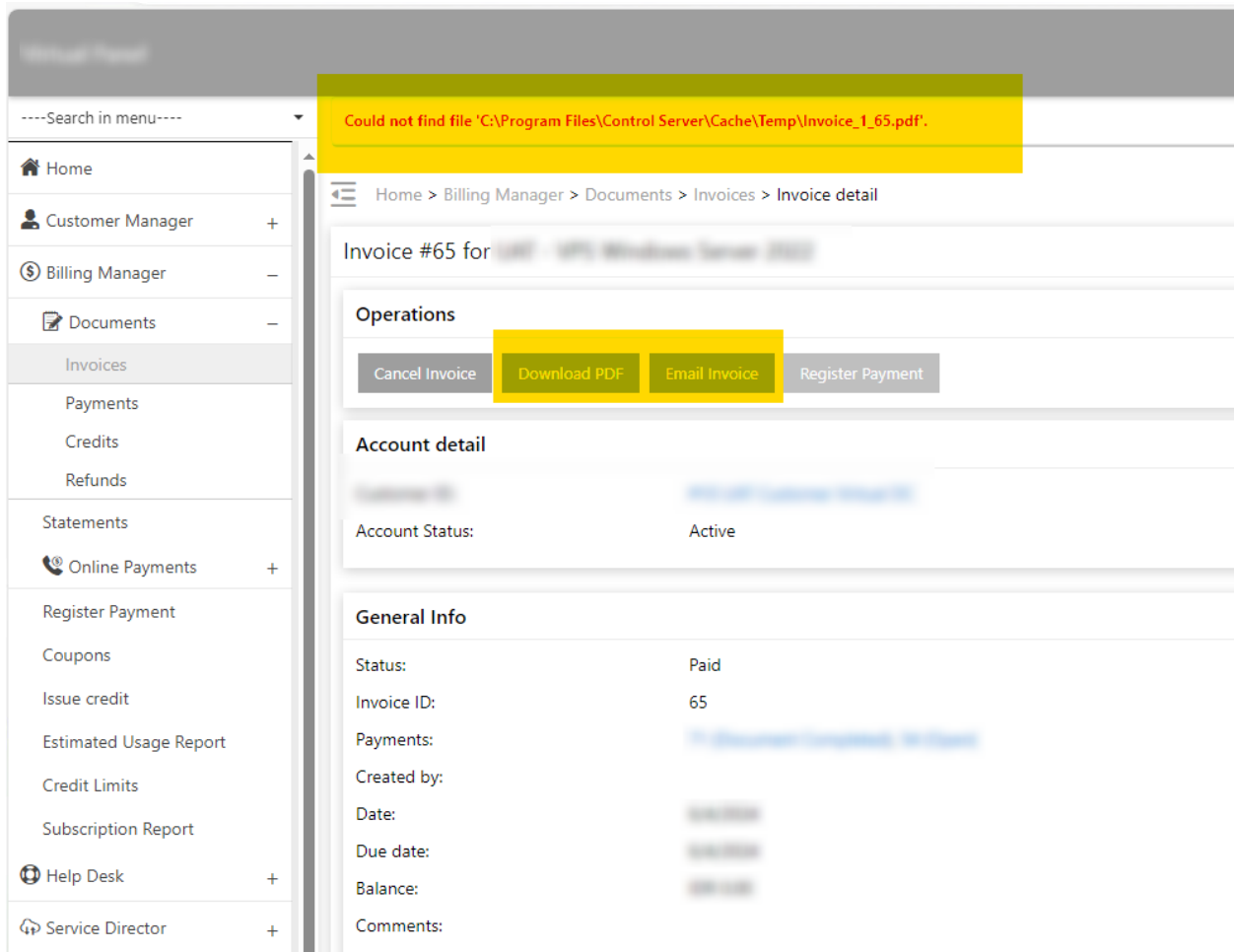


Error in Downloading Invoice PDF "Could not find file "C:\Program Files\Control Server\Cache\Temp\Invoice\_x\_x.pdf"

### Summary

You get error on Invoice when using "Download PDF" and "Email Invoice" operations.

Error message is: "**Could not find file 'C:\Program Files\Control Server\Cache\Temp\Invoice\_x\_x.pdf'**".



### Applies To

May happen with any version of Control Panel. We checked this on 7.x

### Issue Verification:

# Error in Downloading Invoice PDF "Could not find file "C:\Program Files\Control Server\Cache\Temp\Invoice\_x\_x.pdf"

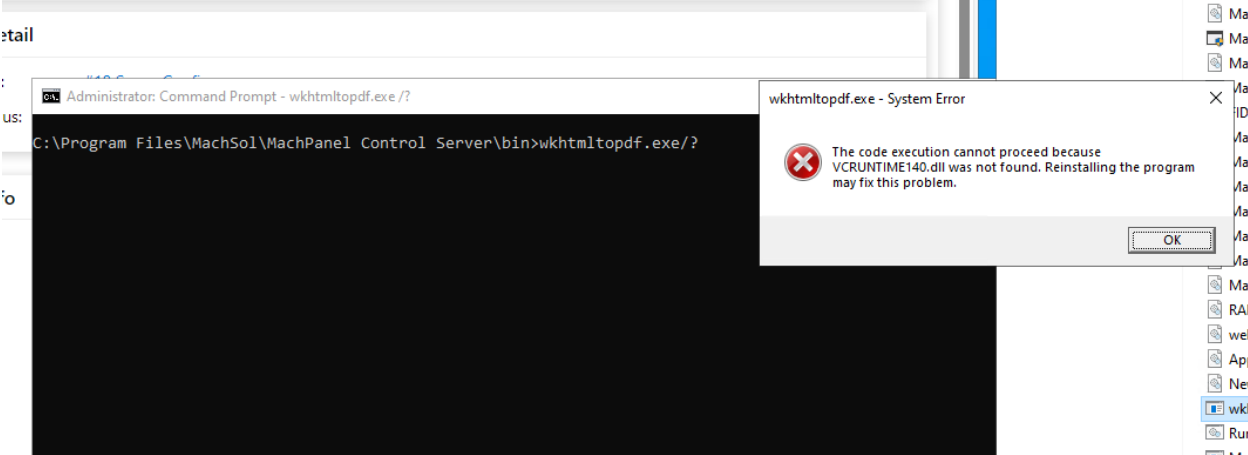
To confirm the cause of issue, open **Command Prompt** and navigate to: **C:\Program Files\MachSol\MachPanel Control Server\bin**

Then Run: **wkhtmltopdf.exe/?**

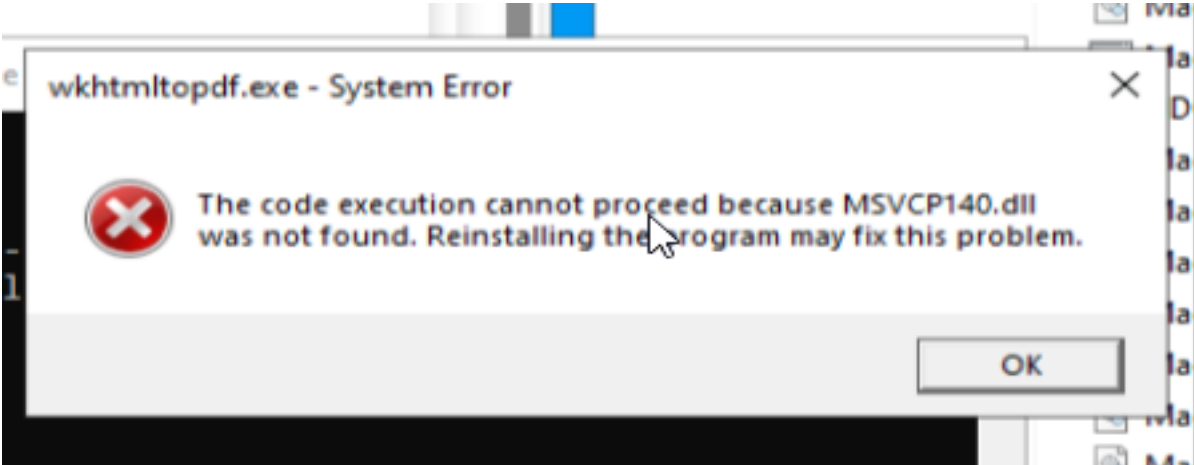
```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.20348.2340]
(c) Microsoft Corporation. All rights reserved.

C:\Users\machsol.admin>cd C:\Program Files\MachSol\MachPanel Control Server\bin
C:\Program Files\MachSol\MachPanel Control Server\bin>wkhtmltopdf.exe/?
```

If you get below errors, perform steps highlighted in "Resolution".



and



# Error in Downloading Invoice PDF "Could not find file "C:\Program Files\Control Server\Cache\Temp\Invoice\_x\_x.pdf"

## Resolution

If you get error related to "**MSVCP140.dll**" and "**VCRUNTIME140.dll**" then follow instructions on [THIS LINK](#) and download "[vc\\_redist.x86.exe](#)" and install it.

Alternatively, you can download the installer from our website [HERE](#) and install it.

After successful install, the output from command prompt will look like this:

```
C:\Windows\system32\cmd.exe
C:\Program Files\MachSol\MachPanel Control Server\bin>wkhtmltopdf.exe/?
You need to specify at least one input file, and exactly one output file
Use - for stdin or stdout

Name:
  wkhtmltopdf 0.12.5 (with patched qt)

Synopsis:
  wkhtmltopdf [GLOBAL OPTION]... [OBJECT]... <output file>

Document objects:
  wkhtmltopdf is able to put several objects into the output file, an object is
  either a single webpage, a cover webpage or a table of contents. The objects
  are put into the output document in the order they are specified on the
  command line, options can be specified on a per object basis or in the global
  options area. Options from the Global Options section can only be placed in
  the global options area

  A page objects puts the content of a single webpage into the output document.

  (page)? <input url/file name> [PAGE OPTION]...
  Options for the page object can be placed in the global options and the page
  options areas. The applicable options can be found in the Page Options and
  Headers And Footer Options sections.

  A cover objects puts the content of a single webpage into the output document,
  the page does not appear in the table of contents, and does not have headers
  and footers.

  cover <input url/file name> [PAGE OPTION]...
  All options that can be specified for a page object can also be specified for
  a cover.

  A table of contents object inserts a table of contents into the output
  document.

  toc [TOC OPTION]...
  All options that can be specified for a page object can also be specified for
  a toc, further more the options from the TOC Options section can also be
  applied. The table of contents is generated via XSLT which means that it can
  be styled to look however you want it to look. To get an idea of how to do
  this you can dump the default xslt document by supplying the
  --dump-default-toc-xsl, and the outline it works on by supplying
  --dump-outline, see the Outline Options section.

Description:
  Converts one or more HTML pages into a PDF document, using wkhtmltopdf patched
  qt.

Global Options:
  --collate                Collate when printing multiple copies
                          (default)
  --no-collate            Do not collate when printing multiple
                          copies
  --copies <number>      Number of copies to print into the pdf
                          file (default 1)
  -H, --extended-help    Display more extensive help, detailing
                          less common command switches
  -g, --grayscale        PDF will be generated in grayscale
  -h, --help             Display help
  --license              Output license information and exit
  --log-level <level>   Set log level to: none, error, warn or
```

Error in Downloading Invoice PDF "Could not find file "C:\Program Files\Control Server\Cache\Temp\Invoice\_x\_x.pdf"

Finally you can recheck the issue in panel and you should be able to download your Invoice PDF now.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55778/Error-in-Downloading-Invoice-PDF...>