

PDF Report Generation Issues

This article provides guidance on identifying and resolving issues related to PDF generation and downloads within OPS-COM, including reports, incidents, emails, and notices. It is intended to assist **OPSCOM administrators** in maintaining consistent document exports.

Common PDF Export issues

Administrators may occasionally encounter issues when the system generates PDF files for **Incidents, Emails, Printable Hangtags, or Notice (NIC) Letters**. Common symptoms include:

- Broken or blank PDF files.
- Corrupted files that cannot be opened.
- Failed or timed-out downloads.
- Text shifted to the margins or otherwise malformed layout.

Browser Compatibility and Downloads

Many download-related issues are linked to the specific web browser being used. If you experience blank or failed downloads, it may be due to how **Chromium-based** browsers handle security verifications during the file transfer.

Chromium-based browsers include:

- Google Chrome

- Microsoft Edge
- Brave
- Opera

Non-Chromium browsers include:

- Mozilla Firefox
- Safari

A failed security verification occurring after a download starts but before it completes can result in a file that appears finished but remains blank or unopenable.

Resolving Download and Layout Issues

If you encounter a malformed or failed PDF, follow these steps to resolve the issue:

1. Click the **Download** or **Generate** button again to retry the request. In many cases, a second attempt will successfully pass security verification.
2. Open **OPSCOM** in a non-chromium browser, such as **Mozilla Firefox**, if the issue persists across multiple different files.
3. Review the source text formatting in the **Email Template** or **Incident Description** fields. Complex formatting pasted from external word processors can sometimes interfere with the PDF generator's layout.
4. Remove any hidden HTML or unusual characters from the text input field and click **Save** before re-attempting the export.

Switching browsers is typically not usually required. If the issue is infrequent, it is likely a temporary communication glitch between the browser and the server.

Best Practices and Considerations

- **Regularly update your browser** to the latest version to ensure the highest compatibility with PDF generation engines.
- **Test new templates** by generating a sample PDF immediately after creating a new **Notice Letter** or **Email Template** to ensure the layout appears as intended.
- **Seek technical support** if text remains shifted or malformed after clearing your formatting, as this may indicate a need for a generator adjustment on the server side.

If you continue to experience downloading issues after switching browsers, please reach out to the **OPSCOM Support** team for further investigation.