



## Purchase Orders SRM Guide to Hard Stop and Common Errors

| Error or Issue   | Resolution  |
|--|---|
| <p>Green Message: Output could not be created.<br/>Inform system administration.</p> | <p><b>Problem:</b> A user cannot print a Purchase Order (PO) that is in ordered status. You will also receive the Adobe Reader message: “Adobe Reader could not open ‘Purchaseorder.pdf.’” because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).</p> <p><b>Solution:</b> The Adobe Reader on your workstation did not gather all of the required data to print the form because of Ex: Ship-To addresses. Verify that the address is valid. If the address is not available, contact your data owner to submit a ticket to the <a href="#">SCEIS Help Desk</a>.</p> |