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## Why am I receiving a 504 error when trying to download a ticket as a PDF?

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## Question:

I'm trying to save a ticket to PDF using the Ticket Actions drop-down menu, but I'm getting a 504 timeout error. Why is this?

Actions -						
	Change User					
	Put Ticket on Hold					
:=	Split Messages to New Ticket					
	Create Linked Ticket					
	Link Existing Ticket					
	Create Linked Feedback					
	Link Existing Feedback					
	Create New Pending Article					
	Print					
	Download PDF					

## Answer:

This is a limitation of current PDF generator. Some tickets (i.e. long tickets, tickets with lots of attachments) may fail. The workaround is to use the Print function and then use your browsers Print to PDF function.

Etiketler			
504error			