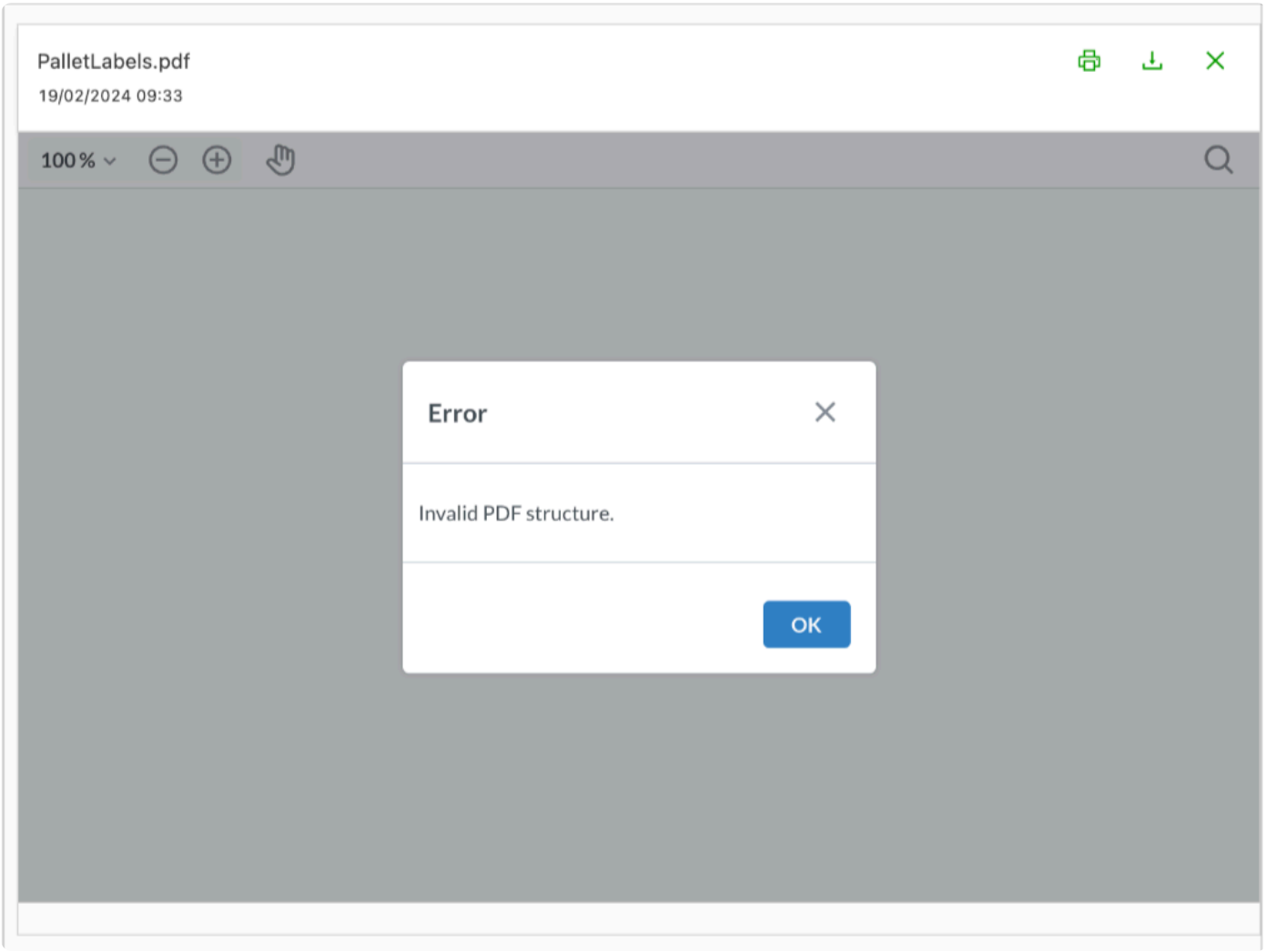
Invalid PDF structure for PDF labels

What to do if an error appears and the label is not generated

Updated October 15, 2025

When an **“Invalid PDF structure”** error appears while generating Palletline shipment labels, the cause is typically either missing data or a temporary API communication failure.

The error looks like this:



The steps below explain how to diagnose and resolve the error:

Missing or incorrect shipment data

Incomplete or invalid data in the shipment details is a common cause of a failed label.

1. Go to the shipment details and check that the following fields are filled in correctly:
    - **Weight**
    - **Packaging size**
    - **Service level**
    - **PCS information**

- **Pallet spaces**

2. Delete the invalid label, then retrigger the **dispatch task** to the network.

Palletline API failure

Occasionally, the Palletline API fails with a technical error, often reported as **“Unknown Username or Incorrect Password.”** This failure prevents valid PDF content from being returned, which results in the “Invalid PDF structure” error in the web client.

When an **invalid label** appears and the manifest date of the Palletline shipment is **today or in the future**, these two steps force a regeneration:

1. **Delete the invalid label:** Locate the invalid label in the shipment details and delete it.
2. **Retrigger the dispatch:** Manually retrigger the **dispatch task**.

This resends the label request and generates new, valid labels.