

From: [3D Issue Support](#)
To: [Graham Tapley](#)
Cc: [Helen Foreman-Tapley](#)
Subject: Re: Missing Font Saga
Date: 04 August 2021 11:29:39

Hello,

Thank you for getting back to us.

Can you try performing the following steps as we do in the attached video?

We basically opened one of your older PDFs (which work fine when imported to the software) within Adobe Illustrator.

The result was, it opened as expected.

We then opened your August PDF within Adobe Illustrator. The result was different. It threw up an error which said it was going to turn some text within the PDF in outlines. Do you get the same when you try to open the August PDF within Adobe Illustrator?

We then opened another one of your August titles (TN16) within Adobe Illustrator.

We received a 'Tahama-SC700' font that is missing.

The fact that an Adobe program is throwing up these errors, reinforces our previous statement that the problem lies outside of our software.

The only thing we can think of is, if you are using Creative Cloud, could it be possible that it was updated recently? Which changed the output settings? What does the Advanced part of the PDF output settings look like? Is there an option to include all fonts?