

From: [3D Issue Support](#)
To: [Graham Tapley](#)
Cc: [Helen Foreman-Tapley](#); [Adam](#)
Subject: Re: Missing Font Saga
Date: 04 August 2021 12:40:07

Hello,

Thank you for getting back to us.

We use Adobe Illustrator to inspect vector graphics within PDFs that sometimes cause problems.

This was purely a test to see if we could figure out the cause of your problem. We noticed that it was throwing up missing font messages when we did.

We thought it was quite strange that your previous PDFs do not throw up such errors in Illustrator, yet the ones you are having a problem with now, threw up similar font messages that you received when importing to our software.

We have had over 10,000 clients using our software since 2006. Within those years, we have seen this font message appear roughly around 15 times. For each of those 15 clients, they embedded the fonts, and the problem was resolved. We have managed to embed the fonts within your PDF and they worked when imported to the software. We are not sure we can do much more at this stage. Our software shows font warnings when you import the latest PDFs you created. Even Adobe Illustrator shows font warnings when you open the same PDFs, however none of your previous PDFs show font warnings when the same steps are taken in both programs. We can assure you that we are not missing the point. We understand that you send the PDFs to print successfully and have used the same steps for 12 years. However, something within your latest batch of PDFs is causing the problem. For us to locate that problem would be like trying to find a needle in a haystack, as it is outside of our softwares control.

So to conclude Graham, the fact that an Adobe program (Illustrator), is showing font warnings, immediately tells us that there is a problem with the PDF and that the same font warning will show when imported into our software. If you wish to seek an alternative solution, please let us know and we will cancel your subscription. We will be sorry to lose you as we have had quite a good relationship over the past 12 years. However, we feel we can do no more here to assist you. It seems that you are convinced the problem lies on our side.

We hope to hear back from you soon. Thank you.

Kind regards,

3D Issue Support

www.3dissue.com



On Wed, Aug 4, 2021 at 11:49 AM Graham Tapley <studio@cr6.biz> wrote:

Not sure why you are opening in Adobe Illustrator – it's a vector graphics package that I seldom use for magazine publication, only artwork creation or graphic adaptation. I have worked totally

in Adobe InDesign since 2014 and used the same export settings to PDF

The whole concept of Adobe Creative Cloud is that it includes updates to all programs within the suite (about 40) on a regular basis

You are missing the point completely that the file used is the same file that the printer managed to use to print all 51,000 copies of our magazines successfully. You are also missing the point that over the 12 years I have been using 3DIssue there have been many updates to Windows, Microsoft Publisher, Adobe InDesign – all of which have produced a PDF that our commercial printers have successfully printed from and 3DIssue has rolled up successfully into a Flipbook for online posting.

If you continue stating that the problem lies outside your software you leave me no alternative.

Graham Tapley



Delivering YOUR Business Message to 51,000+ addresses
by Royal Mail Door to Door guaranteed delivery...every month

Graham Tapley

Director

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From: 3D Issue Support <support@3dissue.com>
Sent: 04 August 2021 11:29
To: Graham Tapley <studio@cr6.biz>
Cc: Helen Foreman-Tapley <helen@cr6.biz>
Subject: Re: Missing Font Saga

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.

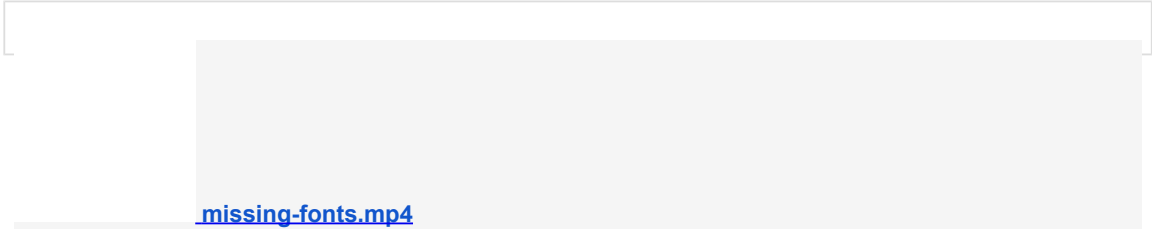
We then opened your August PDF within Adobe Illustrator. The result was different. It threw up an error which said it was going to turn some text within the PDF in outlines. Do you get the same when you try to open the August PDF within Adobe Illustrator?

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

We received a 'Tahoma-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?



Kind regards,

3D Issue Support

www.3dissue.com

On Wed, Aug 4, 2021 at 8:43 AM Graham Tapley <studio@cr6.biz> wrote:

Hi

I can report that my online versions of our magazines have been replaced and look the same as the print versions www.danjordantld.co.uk

I have attached the PDF of the Adobe Community Forum thoughts on the issue but no one (including Adobe professional support staffers) has come up with an explanation as to why it has suddenly happened - for my part it is unbelievable that using the same PDF files from which a printer has successfully printed 51,000 copies should suddenly start reporting "Missing Fonts" after running it through 3DIssue software, particularly as I have been using the same software in exactly the same way since 2009. Admittedly back then I was using Microsoft Publisher to put the magazines together, converting to InDesign in 2014, but the export to PDF has always been in line with the commercial printers' settings and then the same file used to roll up for online versions - we even used to make a selling feature to advertisers that it was exactly the same file used and their inclusion in the online version was a free of charge benefit.

I am not sure how far your investigations have gone but the extraordinary waste of time that this incident has caused demands explanation - we are a small two person family business and simply do not have the time to waste on procedures that suddenly stop performing as they have for years

Graham Tapley



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