

**From:** [Graham Tapley](#)  
**To:** [3D Issue Support](#)  
**Cc:** [Helen Foreman-Tapley](#); [Adam](#)  
**Subject:** RE: Missing Font Saga  
**Date:** 04 August 2021 11:49:00

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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



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**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.

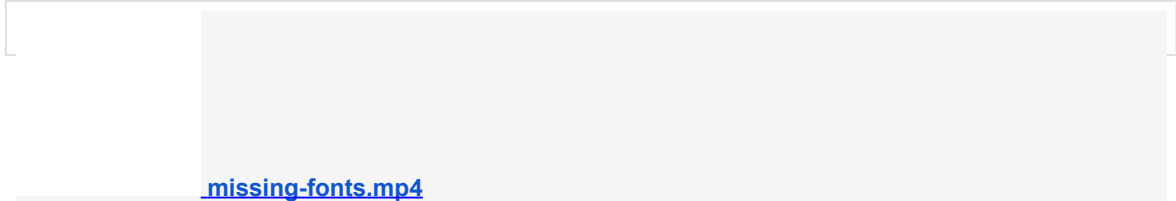
We then opened your August PDF within Adobe Illustrator. The result was different. It threw up an error which said it was going to turn some text within the PDF in outlines. Do you get the same when you try to open the August PDF within Adobe Illustrator?

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,

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### **3D Issue Support**

[www.3dissue.com](http://www.3dissue.com)



On Wed, Aug 4, 2021 at 8:43 AM Graham Tapley <[studio@cr6.biz](mailto: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](http://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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