

Problems with fonts disappearing in Windows 7

Products involved: Windows 7, ESET NOD Antivirus, WORD, Zapf and Studio Script OTF fonts from ITCFonts.com

Symptoms: Installed fonts. Seemed to install correctly. Usable in WORD. Sometime later (possibly after a re-boot but not sure) fonts "disappeared". No longer available in WORD. Not in Fonts folder. Re-installed. Message was font exists do you want replace. Yes. Font seemed to install correctly. Again, sometime later fonts disappeared. Checked forums. "Unblocked" fonts. Re-installed same message, fonts appear later disappear. "De-encrypted" the fonts and tried again. After about four times of doing this over a month a WORD document using the fonts declared there was not enough memory or disk space to display the font. Could never uninstall the font as it is not visible in the fonts folder

Diagnosis: with help of ITC's UK Helpline ascertained that the fonts folder (they have software that allows you to view it as a normal fonts folder) contained several copies of the problem font. Deleted them, edited the registry and re-installed. Still problems. ITC declare this to be a Windows 7/System problem as they have proved that the font is ok, it is the installation that is wrong.

Cure 1) When installing g fonts that are blocked or encrypted, unblock and decrypt them BEFORE installation. (Hint – file name is coloured green if the fonts are blocked and/or encrypted).

Cure 2) If you have not done 1), then:

- Use DOS to delete all copies of the problem fonts in the fonts folder (Windows\fonts)
- Edited the registry or use a registry clear to take out entries for the problem font.
- Re-boot the machine to unload the font which may be still stored in memory
- Make sure the font is unblocked and un-encrypted and re-install it.
- If you find a document that uses the font still does not display it, then cut and paste into a new document. This worked for me. However, since then the original document is also now displaying the font
- Reboot a couple of times and check font is still in fonts folder and available in WORD...

I have followed Cure 2 and the fonts now seem to be working correctly. But it has cost me hours of time!

Couple of other weirdoes encountered on the way. I used "FontExpert" to get to the bottom of the problem. I notice that the fonts still appear in "Windows Fonts" if you don't re-boot – that is how I found out they stay in memory. Windows did not seem to like it if I installed the fonts and left them in their source directory rather than copying them into the fonts directory. After this I could only see about 12 fonts in the fonts directory and used system restore to go back. "FontExpert" also showed the fonts at one time as INSTALLED but NOT as WINDOWS FONTS.

Conclusion: Windows 7 needs to give us back a proper folder view of its contents. Windows 7 or font suppliers need to warn us before installation to UNBLOCK and UNENCRYPTED the font file.