

Re: font substitution error...again

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.powerpoint/2005-05/msg00025.html>

- *From:* nospam.andrew@xxxxxxxxxx
 - *Date:* 4 May 2005 20:21:25 -0700
-

The font you'll need is Hiragino Kaku Gothic Pro W3. It ships w/Mac OS and I have it in my /System/Library/Fonts directory. Most of the filename is unfortunately in Japanese (but it shows up in Font Book in English). To see what the filename looks like go to <http://docs.info.apple.com/article.html?artnum=25710> and look at the very bottom of the file. If you can't find it anywhere on your drive, perhaps it's best to just copy it from another Mac.

If have the font file, but can't find the font in Font Book and it's not disabled, try adding the font using Font Book. If that doesn't work, you might be hitting a bug on Font Book or Mac OS. Try deleting (or moving to another directory) the com.apple.ATS.plist file (found in (home)/Library/Preferences). Then logout and back in. This has fixed the problem for me. This advice is mentioned at <http://www.omug.net/mousepad/News.section/pages/reviewBE78229C0.html>.

If this STILL doesn't work (I've hit this before too where I whacked the above plist to no avail), you might have to delete your OS font cache. Apple discusses this on page 26 of http://images.apple.com/pro/pdf/L303878B_Font_TT_v4.pdf. I haven't personally tried the steps on p. 26 but I have successfully used Yasu (from <http://www.jimmitchelldesigns.com/yasu.html>) to fix my font adding weirdness.

If you've finally got Hiragino Kaku Gothic Pro W3 added successfully and STILL are hitting "The MS P____ font is unavailable on your computer..." dialog in PPT, then try one more thing. Try re-adding MS PGothic.ttf (that's the font it's complaining about) using Font Book. This ships w/Office and you should be able to find it in your (home)/Library/Fonts directory. If you can't add it successfully, try the above steps again (whacking plist and font cache).

Please do post if this helps.

jvg01@xxxxxxxxxxxx wrote:

> I used Font Book to find the pesky Hiragino font(s)...but I have no
> Hiragino fonts either! I followed this chain but still not sure how
to

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> find or turn off this thing. Sorry for also being dense but can
> someone please explain again...how to fix this problem if you can not
> find Hiragino Kaku in Font Book?
> Thank you!!!
> Jennifer
>
> Lewis Erskine wrote:
>> Hi Ken,
>>
>> I hope this helps but probably won't. When you searched, did you
use
>> Font Book in the Applications folder? I found four versions of the
>> Hiragino Kaku font in my Font Book, enabled them, and was
blissfully
>> freed from the font sub error after that.
>>
>> Lewis
>>
>> kennethwallace@xxxxxxxxxxxxxxx wrote:
>>> Greetings. I am not usually this dense about troubleshooting my
own
>>> machine (and am just learning the google newsgroup)...
>>>
>>> I followed this thread and checked and re-checked my machine and
> none
>>> of the fonts you mention are anywhere to be found (either in
> English
>> -
>>> e.g., Hiragino Kaku Gothic Pro – or the ProW#.otf versions). I
also
>>> looked on the Microsoft install disk...nothing there either.
>>>
>>> I also checked my other Mac, did a search for these fonts (with
the
>>> intention of copying them over), did not find them, but PP2004
> opens
>>> fine with no error message about substituting fonts.
>>>
>>> I'm feeling quite stupid (I'm running a G4, System 10.3.8, Office
>> 2004,
>>> in the USA).
>>>
>>> Help.
>>>
>>> Ken
>>>
>>> TAJ Simmons wrote:
>>>> user@xxxxxxxxxxxxxxxxxxxx
>>>>
>>>> This sounds very much like a problem another user had.... which
>>>> Wolfram

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>>>> Fuchs very kindly posted what worked for him.
>>>>
>>>> ===
>>>> After writing the solution below I went to the apples font
> manager
>>>> menu and
>>>> found three new Asian font listed:
>>>> Hiragino Kaku Gothic Pro
>>>> Hiraginu Maru Gothic Pro
>>>> Hiraginu Mincho Pro
>>>> You may deactivate the last two. If you deactivate the first,
the
>>> problem
>>>> will return.
>>>> Wolfram
>>>>
>>>>
>>>>
>>>> I had the same problem with a German OS 10.3.5. It was specific
> to
>>>> PowerPoint and it appeared after installing Service Pack
11.1.0.
>>> Before that
>>>> PowerPoint 11.0.0 worked well. Reinstalling did not help.
>> Apparently
>>>> PowerPoint could not find 5 Asian fonts, since I had to kill 5
>> alert
>>> windows
>>>> at PowerPoint start-up. I compared my System -> Library ->
Fonts
>> with
>>>> another machine, where 11.1.0 works and found 8 Asian fonts,
that
>>> were not
>>>> installed on my machine:
>>>> ???????? Pro W4.otf
>>>> ???????? Pro W3.otf
>>>> ???????? Pro W6.otf
>>>> ???????? Pro W3.otf
>>>> ???????? Pro W6.otf
>>>> ???????? Std W8.otf
>>>> ????.ttf
>>>> ????.ttf
>>>> Since the system folder cannot be changed, I copied them to my
> User
>>>> ->
>>>>> Library -> Fonts - and the problem was gone.
>>>>> Hope this works for you too.
>>>>> Greetings from Munich
>>>>> Wolfram
>>>>>

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>>>> ===
>>>>
>>>> Please post back if that works for you also
>>>>
>>>> Cheers
>>>> TAJ Simmons
>>>> microsoft powerpoint mvp
>>>>
>>>> awesome – powerpoint backgrounds,
>>>> free powerpoint templates, tutorials, hints and tips etc
>>>> <http://www.powerpointbackgrounds.com>
>>>>
>>>>
>>>> Reply from original poster
>>>>>>Your suggestion worked I turn on the one font and the
problem
>> went
>>> away
>>>>>>thank u.
>>>>
>>>>
>>>> Original post
>>>>>>I installed the service pack 1 on my computer now I am having
a
>>>>>> problem opening up and creating new powerpoint documents.
It's
>>>> telling
>>>>>> me I have a problem with the MS then there are a bunch of
>> oriental
>>>>>> letters after it saying it will substitute and or disable it.
>>>>>>
>>>>>> I went to my fonts book and disabled all the chinese,
japanese
>> and
>>>>>> koren fonts but I am still having the same problem. I have to
> hit
>>>> the
>>>>>> OK button about 6 times before it fully opens a file and/or
>> creates
>>>> a
>>>>>> new one.
>>>>>>
>>>>>> Any suggestions?
>>>>>>
>>>>>>
>>>>>>I am using Office 2004 in Canada. Client in Singapore has sent
> me
>> a
>>>> .ppt,
>>>>>> and one of its fonts is a double-byte Asian font. I can't
tell

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>>> where it's
>>>> actually USED, but I can't get rid of it.
>>>>>
>>>>> Replace Fonts wants me to replace it with another double-byte
>> font.
>>>>>
>>>>> Check Compatibility tells me there has been a substitution,
but
>>> that @#\$\$%&
>>>>> useless @#%\$%\$ piece of &@*\$## won't tell me WHAT or WHERE
or
>>> anything at
>>>>> all that I can actually USE.
>>>>>
>>>>> Now whenever I click somewhere, or try to select something, I
> get
>>> the font
>>>>> substitution warning and I have to click "OK" five times
before
> I
>>> can do
>>>>> anything.
>>>>>
>>>>> IS THERE A WAY TO TURN THIS OFF?
>>>>>
>>>>> Tim Hicks, Victoria, BC, Canada
>>>>>
>>>>>
>>>>>
>>>>> <user@xxxxxxxxxxxxxxxx> wrote in message
>>>>> news:u%23yEBXy9EHA.2676@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>>>>> >I just ran a Microsoft Office updater. Now, everytime I open
>>>> PowerPoint, or
>>>>> >open another file in PowerPoint, or when I attempt to make a
>> change
>>> to a
>>>>> >font characteristic in PowerPoint, I receive an error message
>>> stating "The
>>>>> [oriental font characters] font is unavailable on your
computer,
>> so
>>>>> >PowerPoint substituted another font. The [oriental font
>> characters]
>>> may be
>>>>> >disabled or removed. Try reinstalling the font from the CD." I
>> click
>>>> 'OK'
>>>>> >but the message reappears about a half a dozen times. I
haven't
>> made
>>> any

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>>>> changes to my fonts...or anything else in the PowerPoint file,
> for
>>> that
>>>> matter. (I don't receive this message in any other Microsoft
>>> application.)
>>>>>
>>>>> Does anyone have an idea on what is going on here? or more
>>> importantly,
>>>>> how to eliminate the message from constantly reappearing.
>>>>>
>>>>> I'm running 10.3.7 on a Dual 2GHz G5 with 1gb ram. PowerPoint
> is
>>> v11.1.

• *Follow-Ups:*

- ◆ [Re: font substitution error...again](#)
◇ From: gheumann

• *References:*

- ◆ [font substitution error...again](#)
◇ From: jvg01

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