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Macintosh: Basic Troubleshooting for Font Problems

Article Created: 13 August 1991

Article Last Reviewed: 29 July 1992

Article Last Updated: 29 July 1992

TOPIC -----

I'm suddenly having problems with the font in one of my Macintosh applications. The font is breaking up and looks like there is no printer font installed. I've reloaded the program, resources, fonts, everything -- but no change.

DISCUSSION -----

In general, font problems can be traced to either corrupt system resources or to a corrupt application. Here is a short troubleshooting procedure you can try to determine which of the two it may be:

Start up the computer with a known good System Tools or Disk Tools startup diskette (one which contains a complete System Folder). This effectively eliminates any conflicts you may be having with system extensions or control panels in your main System Folder. If this solves your problem, then go back to your main System Folder and move all items that did not come with the original system software to another temporary folder, moving one item back in at a time until you diagnose which caused the conflict.

One other possible problem is duplicate System Folders. Your Macintosh may be "switching" to another System on your hard disk and you aren't aware of it. You think you're modifying and testing one System Folder, but your Macintosh is actually using the other System.

Use the Find File desk accessory (or System 7's Find command) to search for multiple System Folders. If you find more than one, trash all but the active System Folder. If that remaining System Folder is still a problem, then move any items from it you want saved to a holding folder and drag the remainder of the System Folder to the trash. Then start up from an Installer disk and reinstall the system.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 8750