



Tech Info Library

Three Fonts that Print Incorrectly (7/93)

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TOPIC -----

We've had problems printing Helvetica, Helvetica Narrow, and New Century SchoolBook. The fonts may appear correctly on screen, but don't print correctly. It usually becomes apparent with recent System 7.1 upgrades or after installing New Helvetica Narrow or New Century SchoolBook fonts.

DISCUSSION -----

Symptoms

Most users will see these problems after upgrading to System 7.1 or after installing N Helvetica Narrow or New Century SchoolBook. We haven't seen these problems under System 6, but we haven't tested it either.

- Glyphs appear correctly on screen, but print incorrectly for Helvetica, Helvetica Narrow, and New Century SchoolBook. For example, a bullet (option-8) or (•) appears on screen but a yen symbol (option-y) or (¥) prints on the printer. Another example are smart quotes (option-[, shift-option-[) or ("") appear on screen but a blank space prints on the printer.
- There's a spacing problem associated with Helvetica when N Helvetica Narrow is present, but NOT in the same suitcase. What appears on the screen in any application when Helvetica Bold is selected is N Helvetica Narrow Bold. When printing to any PostScript LaserWriter, the line length and word spacing are incorrect because the LaserWriter uses Helvetica, but the program that formatted the text uses N Helvetica Narrow in place of Helvetica even though Helvetica is selected in the Font menu.

The appearance on the printed page shows words with spacing too large between them, and lines that are cut off on the right side of the page. This happens because the Helvetica font characters are wider than the Narrow Helvetica characters used by a program to format word spacing and line lengths.

Using the LaserWriter 8.0 driver causes the printed page to not have cut off line endings. It seems to crunch the word and characters together

on each line to make it fit the page width, but the printed page doesn't match what's on the screen.

Fonts Affected and Their Sources

These are the fonts affected:

- Helvetica
- Helvetica Narrow
- New Century SchoolBook

These fonts usually come from the LaserWriter II 5.0 disks. Also, you'll find them on disks shipping with the following three printers:

- Original StyleWriter
- LaserWriter IISC
- LaserWriter IIIf or IIg

Please note that none of these are currently shipping products.

Workaround

The workaround is to reinstall an unaffected font (either bitmap or TrueType). This updates the 'FOND' resource of the affected family, and corrects the problem. You can use a bitmap font from the printer disks for Helvetica Narrow and New Century Schoolbook. You will need to find a Helvetica font from some other source such as system disks.

Article Change History:

07/16/93 - Revised with detailed sections on symptoms, fonts involved, and one workaround.
06/29/93 - Updated to include another symptom
06/04/93 - Updated to show which LaserWriters are affected
04/22/93 - Updated to include sources for replacement fonts
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