

# Adobe<sup>SM</sup> Customer Services

## SuperATM™ Overview and Troubleshooting

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### WHAT IS SUPERATM?

SuperATM is an enhanced version of the Adobe Type Manager™ program. SuperATM provides all the advantages of regular ATM™, such as smooth fonts on screen and QuickDraw™ printers. In addition, SuperATM integrates a new, valuable feature: font substitution. Font substitution allows SuperATM to create missing fonts on-the-fly. For example, if you receive a document containing fonts not loaded on your Macintosh, without SuperATM installed, the missing fonts are thrown out and replaced by Geneva or another default font. When printed, you usually get Courier. This process wipes out the original formatting and distorts the message of the author/designer. When SuperATM is installed, substitute fonts are created for the missing fonts and the formatting remains intact. The substitute fonts created by SuperATM are not exact duplicates of the original font, but are designed to preserve the formatting and simulate the look and feel of the original font. Some fonts, such as display and script fonts, may not substitute correctly. Pi fonts, such as Zapf Dingbats™, will not substitute at all. This is because the substitution fonts are designed to substitute for commonly used serif and sans serif typefaces. They are not able to completely change their letterforms to create custom character shapes. From the examples included, you can see the benefits and limitations of font substitution.

### ELEMENTS OF FONT SUBSTITUTION

SuperATM creates substitution fonts by utilizing Multiple Master technology. As the name implies, Multiple Master fonts have more than one master. This means one font can have thousands of variations by changing characteristics such as weight and width. Minion™ and Myriad™, from Adobe Systems, are examples of Multiple Master fonts that are available today.

SuperATM comes with two Multiple Master fonts for substitution purposes only and will not appear in your font menus. These two fonts, Adobe Sans and Adobe Serif, are uniquely designed to resemble many popular typefaces from the Adobe Type Library. The fonts are installed by the installer and automatically generate substitute fonts when needed.

SuperATM includes a compact database, called ATM Font Database, containing metric information for more than 1,300 typefaces from the Adobe Type Library. The database is compressed into binary format, so it only occupies 1,419K on the computer's hard drive. This information includes weight, width, height, character spacing, and kerning for each character. If the missing font cannot be found in the database, i.e. a Bitstream® font, no substitution will occur. At this time, there is no way to edit or add metric information to the database. Possibilities for making such changes are currently being researched and may be available in the future.

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## THE SUBSTITUTION PROCESS

When a missing font is detected, SuperATM checks the ATM Font Database for the metric information for that font. The metric information is processed by SuperATM and a bitmap font profile is created and placed into an invisible font suitcase within the Preferences folder. SuperATM decides which substitute font, either Adobe Sans or Adobe Serif, will best match the original. The font profile is then plugged into the chosen substitute font and sent to the screen for display. This process is completely automated and requires no input or awareness by the user.

SuperATM changes the pointer into a spinning SuperATM logo when the substitution process occurs. When a substitute font has been created, Adobe Type Reunion™ will display its name on the font menu with a diamond next to it. Applications using nonstandard font menus may not support this feature. See the “Troubleshooting” section later in this document for more information.

Applications supporting automatic font substitution treat the substituted font as a normal installed font. Use the substitute font any way you normally would, including editing, kerning, leading, tracking, and printing. Substitute fonts may be printed to true Adobe PostScript™ printers and QuickDraw printers. See the “Troubleshooting” section in this document for exceptions.

When the document is transferred back to the author/designer or to a service bureau where the real font is present, the document will print with the real font.

There are two methods to have SuperATM create substitute fonts. The first method is automatic font substitution. For automatic font substitution to occur, simply open a document containing a font not installed in your computer. Substitution will occur on-the-fly as the document is being opened. The spinning SuperATM logo confirms the process has occurred. For applications supporting dynamic font menu updating, i.e. QuarkXPress® 3, PageMaker® 4, and Adobe Illustrator™ 3.2, the substitute font will appear on the font menu.

The second method is manual font substitution. For manual font substitution to occur, install a bitmap font into your system without the corresponding outline font. The substitute fonts will be generated automatically when the Macintosh is restarted. Bitmapped fonts can be obtained from the Font Builder utility, Type on Call™ CD-ROM disk, and downloaded from the Adobe Forum on CompuServe®.

Substitution will also occur if one outline font in a family is missing. For example, if you install the Adobe Garamond™ typeface family, but do not install the semibold italic outline font, a substitute for Adobe Garamond semibold italic will be created.

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## EXAMPLES OF FONT SUBSTITUTION

This section shows the benefits and limitations of font substitution. The examples below show fonts that closely resemble the original and fonts that do not.

This is Adobe Garamond Original

This is Adobe Garamond Substitute

This is Plantin Original

This is Plantin Substitute

**This is Frutiger Bold Condensed** Original

**This is Frutiger Bold Condensed** Substitute

This is Gill Sans Original

This is Gill Sans Substitute

This is Tekton Original

This is Tekton Substitute

**THIS IS STENCIL** Original

**THIS IS STENCIL** Substitute

This is Birch Original

This is Birch Substitute

*This is Berthold Script Medium* Original

*This is B erthold Script M edium* Substitute

**This is Rockwell Extra Bold** Original

**This is Rockwell Extra Bold** Substitute

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## TROUBLESHOOTING

This section provides answers to the most commonly asked questions. If you have problems installing or using SuperATM, check to see if a solution is offered below. Also check the troubleshooting section of the *SuperATM User Guide* and the Read Me file on Program Disk 1.

### INSTALLATION TIPS

Installation of SuperATM is easy when using an automated installer, which installs all of the pieces necessary to use SuperATM features, including font substitution. The bonus fonts included on Program Disk 3 must be installed manually. Before running the installer, turn off or remove all INITs, extensions, and control panel items from your system so they don't interfere with the installation process. System 7™ users can do this quickly and easily by holding down the shift

key when starting. With the exception of the ATM Font database, all files on the disks are uncompressed and may be installed manually.

### Possible problems when installing

#### **Installer will not accept your serial number.**

Use the serial number on the back of Program Disk 1 or on the first page of the *User Guide*. The serial number on the box is not complete.

#### **Error while installing ATM Font Database.**

An init may be interfering with decompression of the ATM Font Database archive. Remove all inits and try again. This problem also may be the result of a bad floppy disk.

#### **After installing and restarting, you get the message “Adobe Type Manager requires more memory or additional software resources.”**

ATM is unable to load either because there is not enough memory or ATM is unable to find the ATM68000 or ATM68020/030 file because it is missing, damaged, or another init is preventing it from being used. Usually the problem is due to an init conflict. See the “Known INIT Conflicts” section for more information.

#### **SuperATM is shutting font substitution off because someone else was found using the same serial number.**

SuperATM is equipped with copy protection that checks the network periodically for other computers with the same serial number. If an identical serial number is found, font substitution will be disabled. If no other computers have the same serial number, there may be a problem with the network in which the serial number search is being mirrored back to the computer. This problem can be attributed to a faulty network connector or faulty cabling.

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## Possible problems when using SuperATM

### **Substitute fonts don't look exactly like the original.**

The substitute fonts are created from a generic serif or sans serif outline, so the character shapes will not be exact duplicates of the original. The formatting will be substituted correctly using Adobe typefaces in the ATM Font Database.

### **Substitute fonts are being created for fonts already installed.**

Bitmapped fonts are installed, but one or more of the corresponding outlines are missing, so SuperATM is creating them.

### **Substitute fonts are not appearing in the font menu after being created.**

Some applications, like Microsoft® Word, do not update the font menu right away. Quit the application and launch it again. The substitute fonts should now appear on the menu.

### **Diamonds are not appearing next to substitute fonts.**

Some applications, like Microsoft Excel, use custom font menus that restrict Type Reunion from placing diamonds on the font menu.

### **Unable to open the real font in Suitcase™ or MasterJuggler™ after a substitute has been created.**

Before attempting to open the real font, go to the ATM control panel, click ATM off, click it back on again, and close the control panel. This procedure of clicking ATM off and then back on flushes out the created fonts, allowing Suitcase or MasterJuggler to open the real font.

### **SuperATM not substituting for a missing font.**

SuperATM will not substitute for fonts not in the ATM Font Database. If the font is a non-Adobe font or a special character like those in Zapf Dingbats, no substitution will occur.

### **Icons are blank after rebuilding desktop with SuperATM installed.**

Turn SuperATM off, rebuild desktop, and turn SuperATM back on. Call Adobe Technical Support for update.

### **When printing to a Personal LaserWriter® NT or HP® level 1 cartridge-equipped LaserJet®, getting blank pages or other incorrect output.**

The version of PostScript in the Personal LaserWriter NT and the HP level 1 cartridge does not support Multiple Master technology used for font substitution. Contact printer manufacturer for an upgrade or turn font substitution off in the ATM control panel.

### **Getting -18 error in QuarkXPress when accessing the Font Creator from the utilities menu.**

The Font Creator can only be used with regular Multiple Master typefaces like Multiple Master Minion and Multiple Master Myriad. The Multiple Master fonts included with SuperATM are for substitution only.

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## KNOWN INIT CONFLICTS

A common troubleshooting procedure used in this section is changing the load order of inits, control panels, and extensions. To make a conflicting item load after ATM in System 7, move the conflicting item from either the Extensions or Control Panels folder so it floats loose in the System Folder. This is accomplished by double-clicking the System Folder to open it. Drag the conflicting item from its current folder to the open window of the System Folder. System 6 users can change the loading order by changing the names of the files.

*Note: The message, 'Adobe Type Manager requires more memory or additional software resources,' has been abbreviated as 'memory/resources error.'*

### **DecNet™/Mac®, part of Dec™ PathWorks networking**

Causes memory/resource error at boot-up.

Solution is to move DecNet/Mac init out of the Extensions Folder to the System Folder so it loads after SuperATM. Trash SuperATM control panel file and driver sitting loose in System Folder and reinstall them from installation diskettes.

### **SpaceSaver from Aladdin**

Causes ATM bus error at boot-up.

Solution is to open SpaceSaver control panel file and if idle time compression is turned on, change thermometer bar status display to other options. Aladdin is aware of the problem and is working on a solution. Contact Aladdin for an upgrade.

### **SerialWay 1.0.3**

Causes memory/resources error at boot-up.

Solution is to move SerialWay to loose in System Folder so it loads after SuperATM.

### **Mirror from Central Point**

Causes memory/resources error at boot-up.

Solution is to move Mirror to loose in System Folder so it loads after SuperATM.

### **FileSaver 2.0 from Norton Utilities**

Causes bus error at boot-up.

Solution is to open FileSaver control panel and uncheck all the boxes, then recheck them and restart. Other option is to move FileSaver 2.0 to the System Folder so it loads after SuperATM. This only occurs if you have upgraded from version 1.5 to version 2.

### **TrashAlias 1.0**

Causes general system error at boot-up.

Solution is to remove TrashAlias from system completely.

### **CoachPro**

Causes Macintosh to freeze when choosing shutdown or restart, and may corrupt ATM driver file.

Solution is to move CoachPro to the System Folder, trash ATM driver, reinstall driver, and restart. Upgrade CoachPro to version 3.0.1.

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**DiskDoublor, AutoDoublor, CopyDoublor**

May cause problem with installing decompressing database.

Solution is to run installer after turning extensions off.

**FileGuard 2.7**

Causes memory/resource error at boot-up.

Solution is to move FileGuard to the System Folder so it loads after SuperATM.

**MediaVisions PAS16**

Causes memory/resource error at boot-up.

Solution is to move PAS16 to the System Folder so it loads after SuperATM.

**EasyOpen 1.0.1**

Causes ATM bus error at boot-up.

Solution is to move EasyOpen to the System Folder so it loads after SuperATM.

**APPLICATION INFORMATION****Panorama by ProView**

Causes Panorama to be unable to run macros or open files.

Call Adobe Tech Support for an ATM upgrade.

**ClarisWorks™**

Does not support font substitution.

**Adobe Illustrator**

Version 3.2.3 is required for automatic font substitution. Older versions will work with manual substitution only. Contact Adobe Technical Support for an upgrade.

**WordPerfect® 2.1 & WordPerfect Works 1.2**

Both support font substitution.

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