

Tkach, Colleen

From: Joo Young Park <help@cmc.freshservice.com>
Sent: Thursday, December 4, 2025 4:50 PM
To: Tkach, Colleen
Subject: Re: Cannot convert email (Informs) to PDF

Hi Colleen,

When printing, go into the Adobe PDF Properties and try unchecking the option Rely on system fonts only. Unchecking this option should let you produce a document that uses fonts not installed on your system.



Adobe PDF Document Properties

Layout

Paper/Quality



Adobe PDF Settings

Adobe PDF Conversion Settings



Use these settings to create high quality Adobe PDF documents and printing of business documents. Created PDF documents can be viewed in Reader 7.0 and later.

Default Settings: Standard

Adobe PDF Security: None

Adobe PDF Output Folder: Prompt for Adobe PDF filename

Adobe PDF Page Size: Letter

Replace Existing PDF: Always

View Adobe PDF results

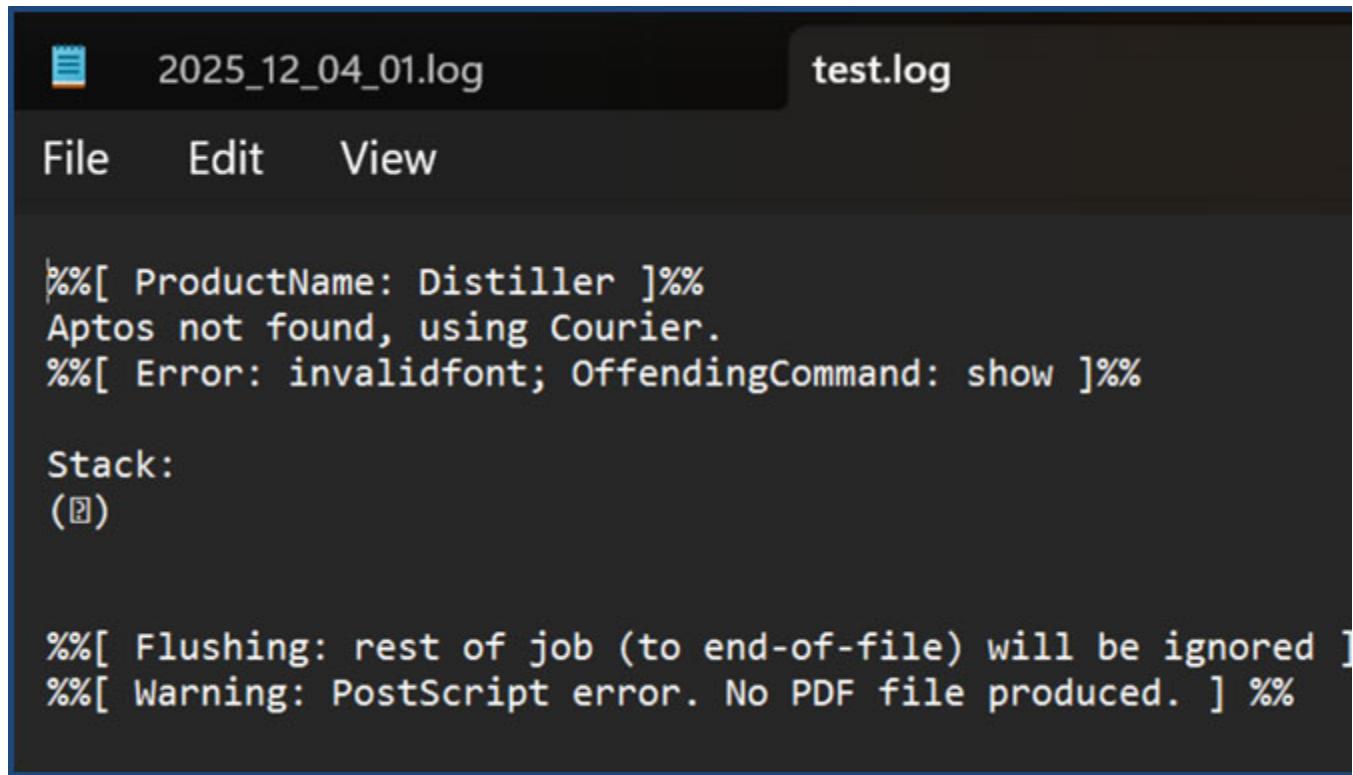
Add document information

Rely on system fonts only; do not use document fonts 

Delete log files for successful jobs

On Thu, Dec 4 4:45 PM , Colleen wrote:

Colleen notes that she is unable to convert emails (Informs) to PDFs. The following screenshot was provided:



The screenshot shows a terminal window with a dark background. At the top, there are two tabs: '2025_12_04_01.log' (highlighted in blue) and 'test.log'. Below the tabs is a menu bar with 'File', 'Edit', and 'View' options. The main area of the terminal displays the following text:

```
%%[ ProductName: Distiller ]%
Aptos not found, using Courier.
%%[ Error: invalidfont; OffendingCommand: show ]%

Stack:
(0)

%%[ Flushing: rest of job (to end-of-file) will be ignored ]
%%[ Warning: PostScript error. No PDF file produced. ] %%
```

Colleen is using print to PDF like she normally does for Student Informs which are put into a digest.

Colleen rebooted her workstation and the same issue occurred.

Please help investigate on Friday.

Thank you.

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mail-us37.freshemail.io (Joo Young Park <help@cmc.freshservice.com>)