



# Troubleshooting IHS AccuMap Fonts

For IHS Applications

IHS AccuMap®

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IHS  
200, 1331 MacLeod Trail SE  
Calgary, Alberta, Canada  
T2G 0K3

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# Troubleshooting IHS AccuMap Fonts IHS Inc.

## Troubleshooting AccuMap Fonts – Well Symbols, Facility Symbols, and Highlight Shapes

Several features for visually accentuating well lists exist in AccuMap. Wells in a list may be highlighted using a colored background shape (e.g. circle, square, diamond, star, droplet, etc). Additionally, the size of these wells may be adjusted, influencing the size of the well symbols displayed on the Detail Map.



To implement these features, the following collection of TrueType fonts is integrated into AccuMap:

- Well symbols
- Facility symbols
- Highlight (background) shapes

The well and highlight fonts produce the well symbols and background shapes on onscreen Detail Maps and printed maps. The facility font renders facility symbols on only printed Detail Maps.

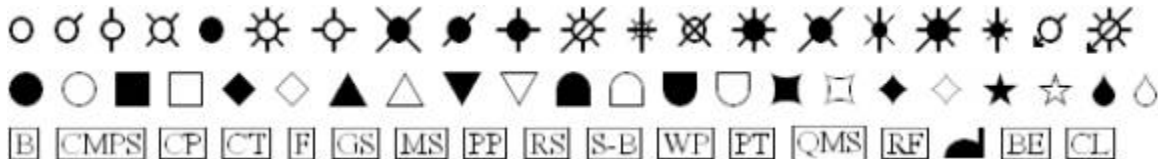


Figure 1: Samples from the well symbol, facility symbol, and highlight shape fonts.

This document provides steps to resolve several issues you may encounter using font-based features.

If you are unable to fix your problem, you can always force the font-based features off using the command line switch `-fs-` (dash f s dash). AccuMap will revert to the old way of displaying and printing well and facility symbols. However, you will lose additional functionality the fonts enable, such as highlighting wells in a list with a background shape.



Below are some of the difficulties with accompanying solutions that you may encounter when using the well symbol, facility symbol, and background shape fonts.

## Symptom

1. Well symbols, highlight shapes, or facility symbols do not appear, or display as alphabetical characters (e.g. A, B, C, etc.) in the *Well List* dialog box, the *Print Preview* dialog box, or the onscreen *Detail Map*.

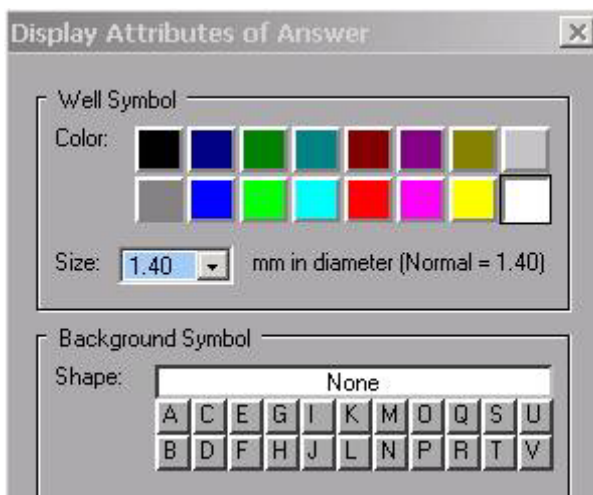


Figure 2: Missing background shapes in the *Display Attributes of Answer* dialog box.



Figure 3: Missing well symbols, facility symbols, and background shapes on a *Print Preview* map.



## Solution

- a. Ensure the following files appear in your *bin.map* directory:

<b>AccuMap Feature</b>	<b>DOS File Name</b>	<b>File Description</b>
Highlight Shapes	ahsym405.ttf	AccuMapHighlightSymbols (True type)
Well Symbols	awbit403.fon	AccuMapWellBitmaps 5,7,10,13,16,18,22 (96 dpi)
	awsym404.ttf	AccuMapWellSymbols (True type)
Facility Symbols	afsym404.ttf	AccuMapFacilitySymbols (True type)

- b. If any of the above files are missing, do an AccuMap database reinstallation limited to just the AccuMap program files. Confirm that the missing font file appears in your *bin.map* directory and then restart your machine. If the font file is still missing, call IHS Energy customer support (see *Contacting Customer Support* on page 12).
- c. If the above files are already present or appear after you install the AccuMap program files, restart your computer, launch AccuMap, and see if the symbols and shapes appear correctly.



- d. If the problem persists after rebooting, manually install the font files as follows:

From the Windows *Start* menu, select *Settings > Control Panel*. In the Control Panel dialog box, double-click *Fonts*. From the *Fonts* dialog box, select *File > Install New Font*. Navigate to your *bin.map* directory, select the font file that does not appear correctly based on the table in step a. above then click *OK*. The font should now appear the *Fonts* dialog box. Restart your computer and try running AccuMap.

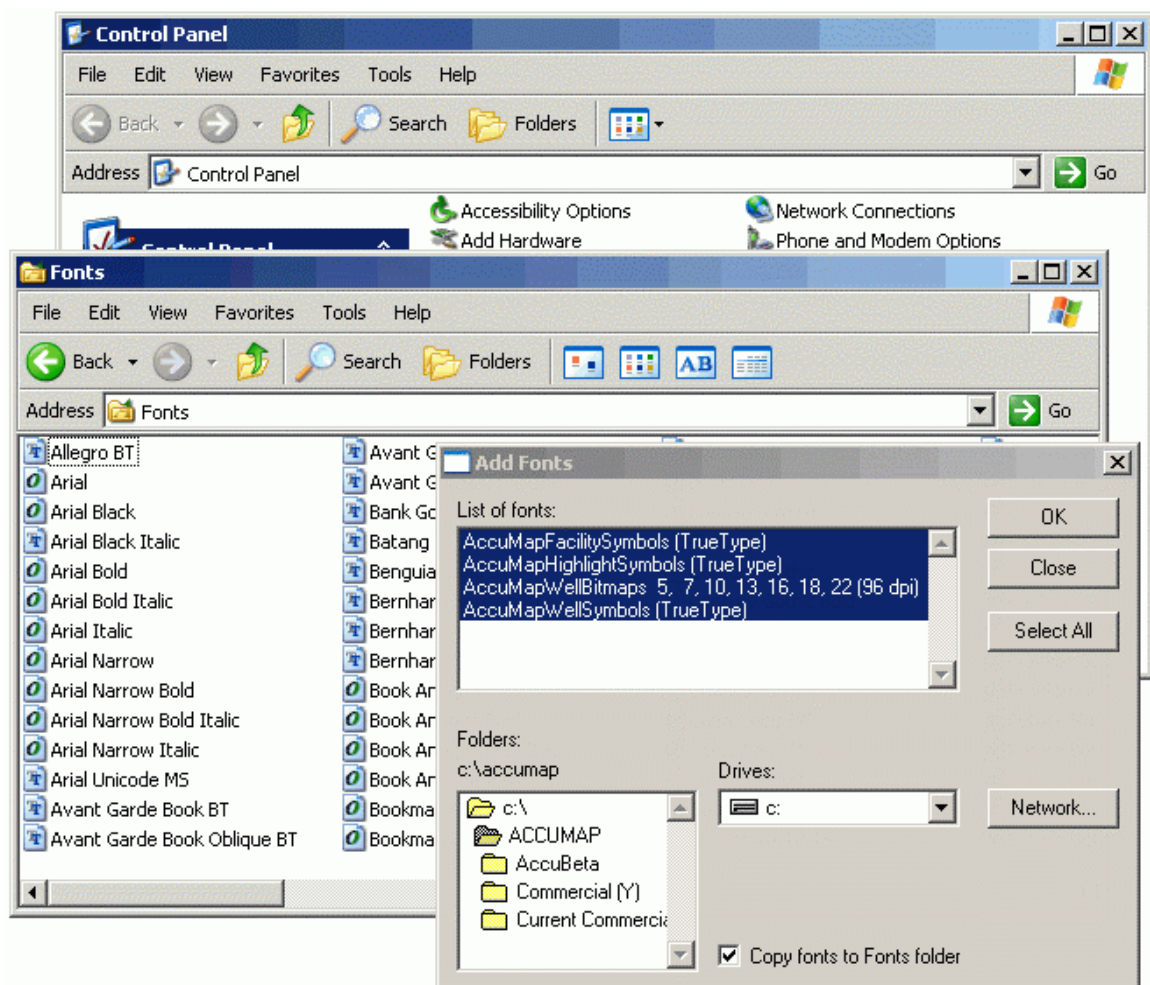


Figure 4: The sequence of dialogs illustrating how to permanently install a font.



- e. If the problem persists, start AccuMap, make a map with a well list that uses a background shape. (Do this even if the highlight shapes don't work on your computer), then close AccuMap. Launch WordPad® (*Start > Programs > Accessories > WordPad*). Select the font you are unable to display in AccuMap and type capital letters (e.g. A, B, C, etc.) in WordPad to see if the symbols or shapes appear.

If the font is correctly installed, shapes or highlights (depending on the font you selected) appear in WordPad. Unfortunately, on some versions of Windows the font *AccuMapHighlightSymbols* does not appear as a font selection in WordPad and this diagnostic test cannot be performed for that font.

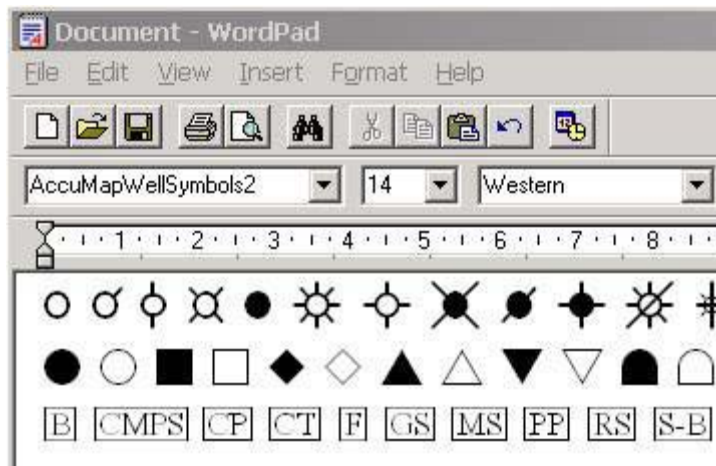


Figure 5: Typing in AccuMap symbols using WordPad.

## Symptom

2. The print preview of the Detail Map is correct, but some or all of the well symbols, facility symbols, or background shapes are absent from the printed map, or are printed as alphabetical characters (e.g. A, B, C, etc). In this situation, your printing system is likely having difficulty using the TrueType fonts.

This symptom may affect one particular printer while other printers output the map correctly. The problem may occur consistently or sporadically.

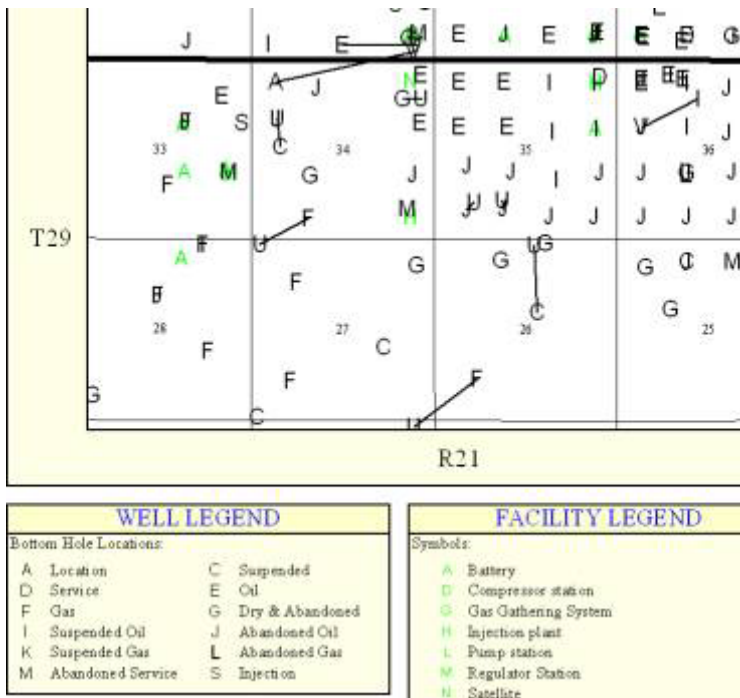


Figure 6: Missing well and facility symbols on a printed map.

## Solution

- Install the latest version of the correct print driver. If the printer is networked, install the print driver on the print server.
- Manually install the AccuMap fonts on your computer and then reboot your machine. For details, see symptom 1 solution d.
- Set the problematic printer as the Windows default printer (*Start > Settings > Control Panel*). In the *Control Panel*, double-click *Printers*. In the *Printers* dialog box, right-click the faulty printer and select *Set as Default Printer* from the context menu.

Some printer drivers have a property that enables you to render TrueType fonts as graphics within the computer (rather than downloading them to the printer). To check if such an option is available with your printer driver, right-click the faulty printer and select *Properties* from the popup menu. Search the printer *Properties* dialog box for a setting like *Print TrueType as graphics* and select it.



## Symptom

1. When running AccuMap, an error panel appears with a message akin to "TrueType font problem. Characters may be lost."

## Solution

- a. It is likely that Window's internal font table has become inconsistent. Try restarting the computer and then running AccuMap. If this fails, complete the solutions for symptom 1.

## Symptom

4. The print preview of the detail map is correct, but the symbols are not being clipped by the edges of the map and appear atop annotations.

## Solution

- a. The printer driver does not render TrueType fonts correctly. Look for and install the latest driver for your printer.

## Symptom

1. You've exported a map via the clipboard to another application (e.g. Microsoft Word® or PowerPoint®) and saved the resulting document. When the document is opened the well symbols, facility symbols, or background shapes are absent or appear as alphabetical characters (e.g. A, B, C,). In particular, this happens when the document is opened on a different computer that doesn't have AccuMap.

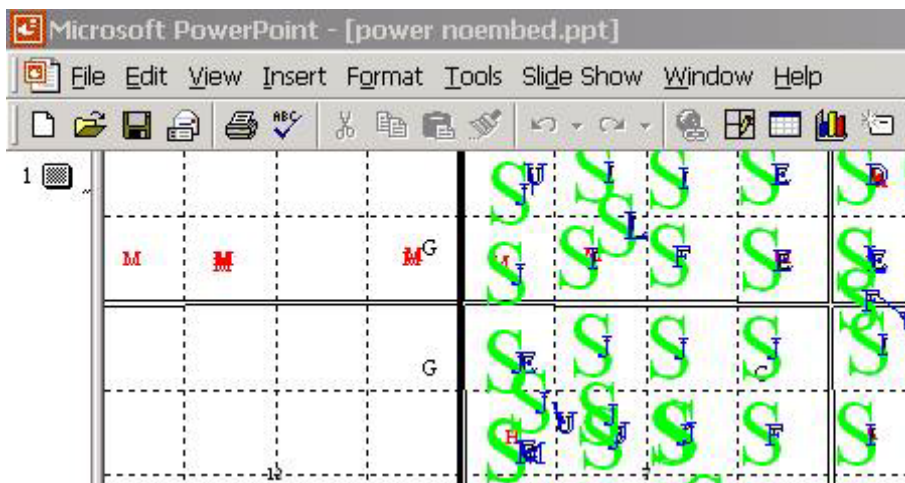


Figure 7: Missing symbols on a map pasted into a Microsoft PowerPoint document.



## Solution

a. Be sure to embed TrueType fonts when saving documents that include AccuMap maps. Not all programs allow you to do this. Microsoft PowerPoint and Word are examples of applications that support this option.

In Microsoft PowerPoint 2000, you can embed TrueType fonts in the *Save* dialog box (from the *Tools* menu select *Embed TrueType Fonts*) then save the document.

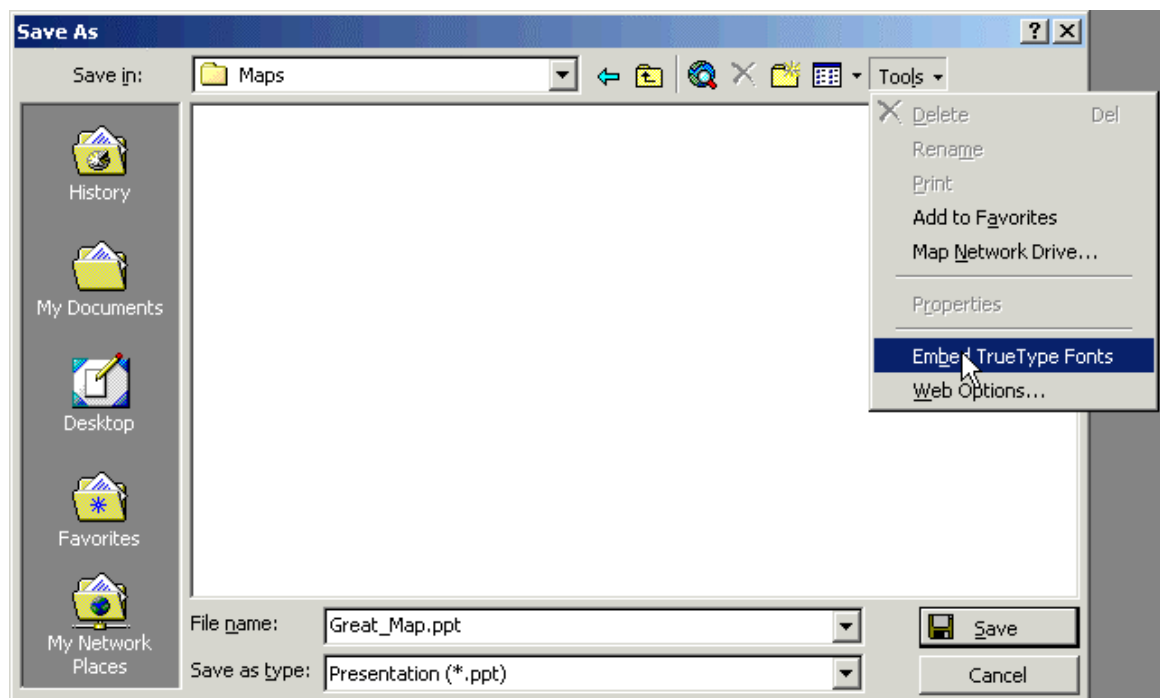


Figure 8: Embedding TrueType fonts when saving a Microsoft PowerPoint document

In Microsoft Word 2000, you can embed TrueType fonts in the *Save* dialog box (from the *Tools* menu select *General Options* and in the resulting dialog box ensure there is a checkmark beside *Embed TrueType Fonts* then click *OK*) then save the document.

There is one caveat with saving Word documents containing maps. Due to what is likely a bug in Word, the well symbol, facility symbol, and background shapes will still not be correctly restored after opening the document. A workaround is to manually type in some characters from the *AccuMapWellSymbols*, *AccumapFacilitySymbols*, and *AccuMapHighlightSymbols* fonts as additional text in the document before saving the file.

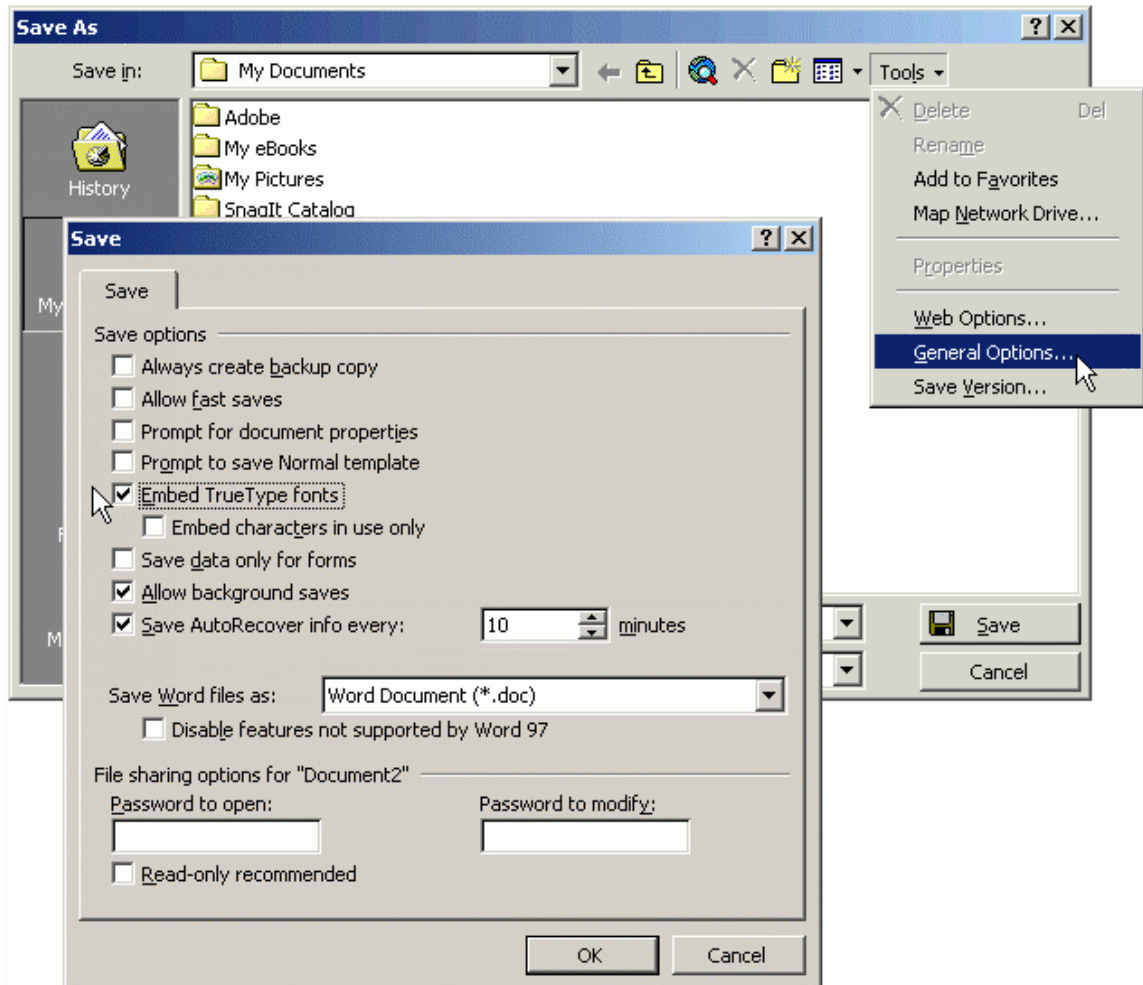


Figure 9: Embedding TrueType fonts when saving a Microsoft Word document.

- b. If the application does not support embedding TrueType fonts in saved documents, manually install the AccuMap symbol font files on the computer that will be used to view the documents (see Solution on page 5).



### **Contacting Customer Support**

Contact IHS Customer Support for assistance with any questions or problems not answered in this help document.

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