

Adobe® Customer Support

Error “This file uses one or more fonts that are not available” When Opening Illustrator EPS File in Photoshop

Issue

The error “This file uses one or more fonts that are not available. Open anyway?” occurs when opening an Adobe Illustrator for Windows EPS file in Adobe Photoshop 3.0.x or later. When the file is opened, the fonts in the image are substituted.

Solutions

Do one or more of the following:

- A. Rename the ATMFONTS.QLC file, located in the PSFONTS directory:
 1. Open the Windows File Manager then navigate to the PSFONTS directory.
 2. Click once on the file ATMFONTS.QLC to highlight it and choose “Rename...” from the File menu.
 3. Type “ATMFONTS.OLD” in the “To:” edit box, click “OK,” then close the File Manager.
 4. Restart Windows and Photoshop.
 - B. Make sure the font is correctly installed in ATM.INI and the WIN.INI file:
 1. Open the ATM Control Panel.
 2. Click on the “Add” button then navigate to the PSFONTS\PFM directory.
 3. Select fonts to be installed and click “Add....”
 4. Exit the ATM Control Panel and Windows.
 5. Restart Windows.
 6. Open the WIN.INI file and verify that the font information in the [PostScript,PORT] section, where PORT is the port to which the output device is connected, is correct.
- NOTE: Re-adding the fonts rebuilds and updates the softfont listing in the WIN.INI for every [PostScript, PORT] section.*
- C. Make sure there is only one WIN.INI file, located in the WINDOWS directory. Rename all WIN.INI files located in a directory other than the WINDOWS directory.
 - D. Make sure the file size of the WIN.INI doesn’t exceed the 32K file size limit. Reduce the size of the WIN.INI file when it exceeds the 32K file size limit. When many softfont lines are the cause of the WIN.INI file exceeding the 32K file size limit, make a copy of the WIN.INI, remove all softfont listings in the original WIN.INI, restart Windows and retry opening the Illustrator file in Photoshop.

Additional Information

The ATMFONTS.QLC file contains a list of installed fonts and character metrics of recently used Type 1 fonts and is updated when you exit Windows. When the ATMFONTS.QLC file has been deleted or renamed, it is recreated when you exit Windows.



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