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# PDF with Roboto or DelphianATT font causes refine to crash with ACCESS\_VIOLATION error

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## Products

- Kodak Prinergy 5.x, 6.x
- Kodak Prinergy Evo: all versions

## Operating systems

All

## Error message

```
d 22Feb13 12:34:29.465-PST [16584.4468] BONBON ARAXI PCreoTrapJTP TRAP_TrapPdfFile.cpp(654): Trapping optional content context
Z 22Feb13 12:34:31.992-PST [16584.4468] BONBON ARAXI PCreoTrapJTP TRAP_TrapperJTP.cpp(1642): Error trapping file something.pdf: 3221225477 - ACCESS_VIOLATION.
E 22Feb13 12:34:31.993-PST [16584.4468] BONBON ARAXI PCreoTrapJTP TRAP_Utills.cpp(65): Error trapping file something.pdf: 3221225477 - ACCESS_VIOLATION.
```

or

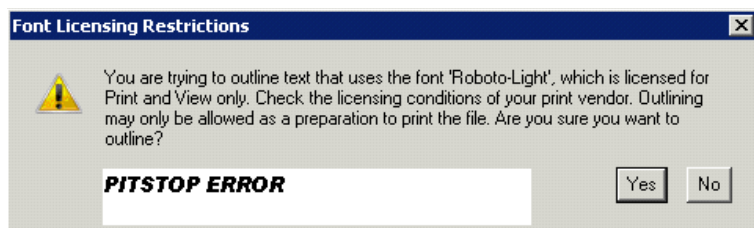
```
E 12Mar14 15:53:23.836-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP
REFN_JTPApplication.cpp(845): Caught unknown exception while processing a JTFile.
E 12Mar14 15:53:23.836-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP
REFN_JTPApplication.cpp(973): Caught unknown exception while processing a Job Ticket.
E 12Mar14 15:53:23.915-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP
LCMN_ExceptionInfo.cpp(1296): LCMN_ExceptionInfo::PrintDetails, Access violation exception
(C00000005) at instruction address 008D5309: the program attempted to read from address 042da000
    at 008D5309=PColorMatcherJTP.exe!008d5309()
SymGetSymFromAddr error 126    at 0D8964F4=<unknown module>!0d8964f4()
E 12Mar14 15:53:23.915-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP XJTP_Application.cpp(1645): Unknown exception caught while executing task 1384054785.
E 12Mar14 15:53:23.946-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP
LCMN_ExceptionInfo.cpp(542): LCMN_ExceptionInfo::UnhandledExceptionFilter, dumping unhandled exception...
Prinergy Evo fatal exception (C045564F) at instruction address 75BAD8CB:
.\XJTP_Application.cpp(1645): FATAL ERROR
    at 75BAD8CB=kernel32.dll!RaiseException+89
    at 0020C58A=DIAG.dll!public: int __thiscall iDIAG_IPCMessage::recv(class LNET_StreamSocket &,class RWWString &)+23482
    at 00205232=DIAG.dll!public: static void __cdecl DIAG_LogMessage::raiseFatalError(wchar_t const * const)+66
    at 009D35C5=PColorMatcherJTP.exe!public: class std::_Init_locks & __thiscall std::_Init_locks::operator=(class std::_Init_locks const &)+32640
    at 009D2310=PColorMatcherJTP.exe!public: class std::_Init_locks & __thiscall std::_Init_locks::operator=(class std::_Init_locks const &)+27851
    at 750529BB=MSVCR80.dll!_endthreadex+59
    at 75052A47=MSVCR80.dll!_endthreadex+199
    at 7748D819=ntdll.dll!RtlCreateUserProcess+140
    at 7748DA2B=ntdll.dll!RtlCreateProcessParameters+78
E 12Mar14 15:53:23.946-PDT [2632.9728] BRAIN ARAXI PColorMatcherJTP
LCMN_ExceptionInfo.cpp(254): LCMN_ExceptionInfo::OnTerminate, terminating application
```

## Symptoms

The most common refine processing symptoms are: the Trapper crashes and the file fails to refine, or ColorMatcher crashes and ColorConvert processing fails intermittently. Publishing or creating vector PDF with font outlining (convert text to paths) also crashes the respective JTPs.

## Causes

The Roboto and DelphianATT fonts are only licensed for Print and View. When Trapper is run (that is, when trying to create traps on the font), an access violation is encountered.



This screenshot shows the warning from Pitstop when you try to convert the Roboto font to outlines (likely our code is tripping on this limitation when Trapper is run).

The problem is in the Bitstream Library, which is code shared by several of the Refine JTPs. For example, the same access violation can happen in Preflight (with certain font settings ON).

## Solution

Outline the font in Pitstop. Note that Pitstop will display the license warning, but when you choose **Yes**, the font does, indeed, outline.

Have the original creator of the PDF document supply you the exact Roboto or DelphianATT font they used to create the PDF, and set up a font search path in your Prinergy job (you may have to restart the trapper JTP), pointing to the supplied Roboto or DelphianATT font.

**Note:** Simply downloading the font and pointing to it may not work. It seems the exact font used to create it must be used in the font search path. Be careful when using fonts that are not the exact font embedded as reflow and other problems can occur.

Info about the Roboto font:

<http://en.wikipedia.org/wiki/Roboto>

<http://typographica.org/on-typography/roboto-typeface-is-a-four-headed-frankenstein/>