Startup Failure – Fonts not found

Symptoms:

The software has just been installed onto a PC and won't startup. It displays the error message: Message: The following font(s) were not found: (font type(s) displayed). After trying to open the software again, it displays the software message again. This particular machine is either Windows Vista or Windows 7.

Solutions:

This is a result of the required font(s) missing from the computer Xtreme. The 4 required fonts are Lucida Sans Unicode, Lucida Handwriting Italic, Westiminster and Arial Narrow. This is error is more common for Windows Vista operating systems and is caused by the Windows' Fonts folder being protected. Typically you just need to restart the computer, but if this does not fix it then the following steps need to be taken:

1) go to the **C:** drive, then open the **Arrakis** folder
2) inside here is the **Fonts** folder. If you are missing this folder, please check your original software install disk or download it from our website: http://arrakis-systems.com/user-software.html
3) select every font that is listed in the **Fonts** folder and right click and select Copy
4) go back to the **C:** drive and open the **WINDOWS** folder
5) open the **Fonts** folder
6) right click inside the folder and select **Paste**
7) now that the fonts are added, restart your computer
8) reopen the **Xtreme**
9) if the **Xtreme** does not open and gives the same message, check that the fonts were installed successfully and follow steps 1 - 8 again