

SoMove – How to fix:

System.Windows.Media.FontFamily

System.Exception: SoMove uses one or more fonts which are not available or corrupted on your system

Error report contains the phrase: *“System.Windows.Media.FontFamily”*

Examples:

“Exception dialog created at: 11/8/2017 11:05:43 AM

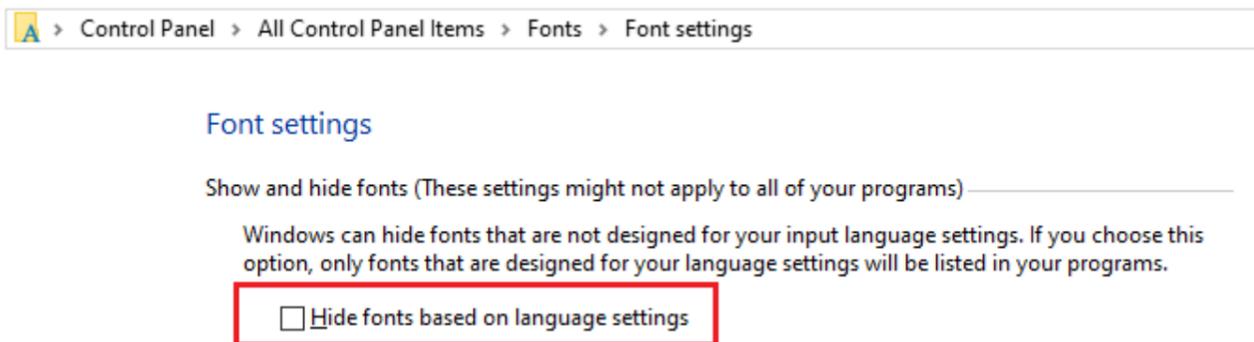
System.TypeInitializationException: The type initializer for 'System.Windows.Media.FontFamily' threw an exception. ---> System.NotSupportedException: The given path's format is not supported.

at System.Security.Util.StringExpressionSet.CanonicalizePath(String path, Boolean needFullPath) ...”

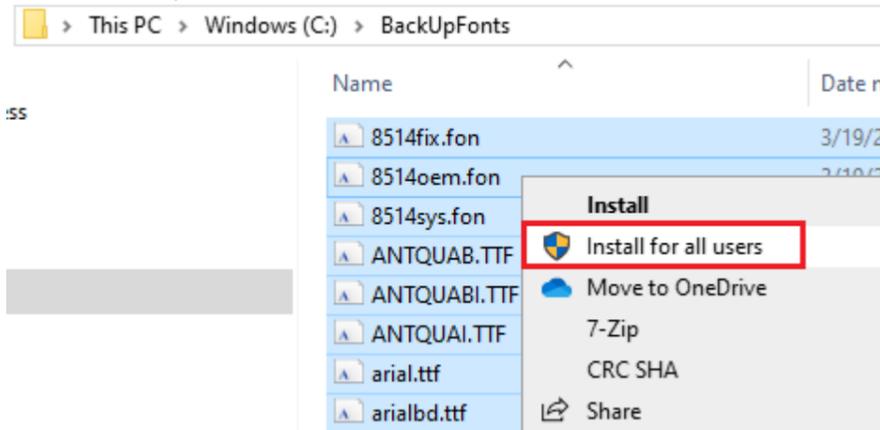
“System.Exception: SoMove uses one or more fonts which are not available or corrupted on your system ...”

SOLUTION:

1. Make sure, you have the **ADMIN** rights.
2. Make sure “ *Hide fonts based on language setting* ” is **unchecked** on the PC:



3. Create a **restore point** in the Customer PC. (*just in case of system crash*).
4. Make a **backup of FONT registry**.
Font registry can be accessed from **HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows NT\CurrentVersion\Fonts**
5. Make a **backup of complete registry** of the PC .
6. Go to **C:\Windows\Fonts** take the back up of Fonts folder to another Folder, par ex.: *C:\BackUpFonts*
7. Go to registry and delete **Fonts** registry from **HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows NT\CurrentVersion\Fonts**.
8. Select all fonts from the *BackUpFonts* folder and do **Install for all Users**.



REMARK: Only the User with Admin rights can do it .

There will be several popups if the corrupted fonts are present . Only the valid Fonts will be registered .

9. Restart the PC.
10. Launch SoMove and Edit Connection Window .

If the problem persists, please come back to Tech.Support with the following files:

- **somovecrash.log** (directory: C:\ProgramData\Schneider Electric\SoMove\2.6.5.0)

(*Program Data* is a hidden folder, might be necessary to change Windows settings: View options for Folder and search)

- **SoMove.log** (temporary directory: %TEMP%