12-2019

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:

A > Control Panel > All Control Panel Items > Fonts > Font settings

Font settings

Show and hide fonts (These settings might not apply to all of your programs)

Windows can hide fonts that are not designed for your input language settings. If you choose this option, only fonts that are designed for your language settings will be listed in your programs.

Hide fonts based on language settings

- 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%

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