

INC0046456

user was encountering an error with Microsoft Word 365 on her computer.

Problem: When attempting to print a document as a PDF, the process fails.

Error Message: An error log is generated that includes the following lines:

```
%%[ ProductName: Distiller ]%%
```

```
Aptos-Bold not found, using Courier.
```

```
%%[ Flushing: rest of job (to end-of-file) will be ignored ]%%
```

```
%%[ Warning: PostScript error. No PDF file produced. ] %%
```

It seems the system is trying to use Adobe Distiller and cannot find the new default Microsoft font, Aptos. This is preventing them from creating necessary PDF documents.

Could you please investigate this issue on their machine at your earliest convenience?

After investigating

In Word :

File – Save as Adobe PDF -> ok

File – Save as – PDF -> ok

Press Ctr-P - Adobe PDF -> error

Solution :

Word to PDF with the new Aptos font, you might get errors because older PDF tools don't recognize it; fix this by using Word's built-in Save as PDF, installing the fonts locally from [Microsoft](#), or changing Adobe PDF printer settings to "Rely on System Fonts" to use your installed copy instead of relying on the cloud version.

Go File > Print. **Select Printer 'Adobe PDF'**, then click Print Options, click Properties, and untick 'Rely on system fonts only; do not use document fonts'.

