Troubleshooting font-related fax issues

Applies to VoipNow 3 and higher!

If you're experiencing font-related fax issues, it may be because some fonts are not available on Linux, while others are not free. Therefore, the program that converts the .pdf files to .tiff (the ghost script) does not have a proper replacement for the missing fonts.

Step-by-step guide

Here is what you can do to fix this.

STEP 1: Ensure you have the legal right to install the fonts on your server. For example, Windows TTF must be bought before you are allowed to install them on the server. You can learn more about this here.

STEP 2: Create a new folder in `/usr/share/fonts/default/` containing all the newly installed fonts.

For example, you should copy all fonts from `c:\windows\Fonts` to `/usr/share/fonts/default/WindowsFonts`.

STEP 3: Finally, run the command below.

```
fc-cache -f
```

Related articles

- [How to configure sharing policies for a user account](#)
- [Troubleshooting fax calls](#)
- [How to use email2fax](#)
- [Troubleshooting fax session failures caused by incorrect negotiation of T38FaxMaxDatagram parameter](#)
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