

Redmine - Defect #42660

Helvetica font is not embedded in a pdf file exported from an issue

2025-05-01 15:46 - John Doe

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	PDF export	Estimated time:	0.00 hour
Target version:		Affected version:	6.0.5
Resolution:			

Description

Problems:

1. Fonts are not embedded
2. Helvetica is not a standard font on Debian 12 desktop installation
3. As a result, although I can see the pdf file on the screen alright, when printing it on a Brother printer, it is virtually unreadable
4. There was no issue like this before (printing out exported to pdf issues was our workflow for years on the same system)

To replicate the issue, open an existing issue, then click `pdf` link at the bottom of the page to create a pdf export of the issue, say exported.pdf. Then run the following command on the exported file:

```
'''
user@domain$ pdffonts exported.pdf
name                type          encoding      emb sub uni object ID
-----
Helvetica           Type 1         WinAnsi       no no no   50 0
000002+FreeSans     CID TrueType   Identity-H    yes no yes  51 0
000003+FreeSansBold CID TrueType   Identity-H    yes no yes  56 0
000004+FreeSansOblique CID TrueType   Identity-H    yes no yes  61 0
'''
```