

Noteheads - no music appears

Missing noteheads or **noteheads** replaced by squares or other curious markings can occur for a variety of reasons such as upgrading or reinstalling Sibelius.

Often the problem can easily be solved by downloading and installing the latest version of Scorch from our website. Doing so will refresh the Opus and Inkpen fonts in your computer's Fonts directory. Do not choose to reinstall Scorch from your Sibelius CD - always install from the website for the most current version. If this does not help, please see below.

Windows only

If no **noteheads** display in Scorch or Sibelius, and the music does not **display** or print correctly, you probably have too many fonts installed on your system.

Versions of Windows up to Me (i.e. 95, 98, Me) have an undocumented ceiling on the number of fonts you can have installed on your computer. Once you have more than this number of fonts installed, your computer may not be able to install new fonts correctly. Having a large number of fonts can also cause your computer to run more slowly and it will take, for example, longer to load Windows and to run programs.

To solve this problem, you should remove as many of the extra fonts as possible, and then reinstall the Sibelius music fonts.

First, quit all running programs. Go to **Start > Settings > Control Panel > Fonts** and temporarily copy as many fonts as possible to another folder on your computer. You should aim to have less than 100 fonts on your computer.

Once you have removed surplus fonts, download and install the Sibelius fonts using the links below.

- **Sibelius 2 and Scorch users:** [click here](#)
- **Sibelius 1.x users:** [click here](#)

When the file has downloaded, double-click it to install the fonts. We recommend that you restart your computer after downloading these fonts.