Mac Installation Instructions

View a video walkthrough of our product installers here:
http://www.redgiantsoftware.com/quickstart

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1. Login as the Administrator

Installing while logged-in as a user and entering the Admin's password to authenticate the installer will not properly install the software.

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2. Check for updates

If you are installing from a product DVD, then it is important to check for a later version of your software, as the installer located on your disc may be out of date.

Check for product updates here: http://www.redgiantsoftware.com/downloads/updates/

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3. Only unzip installer package on a Mac system

Unzipping the downloaded .zip package on Windows and then transferring this to a Mac system will cause installation issues.

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4. Close all programs before installing

This includes but is not limited to your host application(s).

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5. Move installer to system's local hard drive

To help prevent installation issues from occurring during installation, it is recommended to move your product installer to your system's local hard drive. This applies to you if you are running the installer from a CD, DVD, USB disk, network disk or any other external disk.

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6. Run the proper installer for your host application and host application version

Installing for Adobe CS5 directions
- Open the "Adobe CS5 only" folder & run the installer included in this folder.
- You will notice a version number increase for the Adobe CS5 installer, because of the

update needed for this host application version.

Installing for Adobe CS4 or another compatible host application (i.e. Final Cut Pro) directions
- Open the "All other hosts & versions" folder & run the installer included in this folder.

Note: We are working on putting the Adobe CS5 installer and the other host applications installer into a single installer instead of there being two installers for a product. If your product has only one installer in the package this means that your product is either not yet compatible with Adobe CS5 or we have combined them both into a single installer.

If you would like to check the compatibility of your product to see if it is compatible with Adobe CS5 or another host application then you may visit:
http://www.redgiantsoftware.com/support/compatibility/host-applications/

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7. Select host application(s) to install for

During installation make sure that you select the host application(s) that you wish to install for. If no selection is made on this screen then nothing will be installed.

Mac Troubleshooting Instructions

If you are experiencing issues with installing your product or have issues with the product not working properly after installing it, you may refer below for instructions to perform to get yourself up and running.

1. Repair your Disk Permissions
- Be logged-in as Administrator.
- Close all applications.
- Go here: MacHD\Applications\Utilities\Disk Utility
- Be sure that the proper hard drive is selected.
- Click First Aid.
- Click Repair Disk Permissions
- Re-install product.

If you are having a problem with your serial number not being accepted by the product or if you are receiving an "unlicensed" error message, please perform the instructions included below in step #2 and #3.

2. Right+Click on the MacHD\Library\Preferences folder
- Select Get Info.
- Open Sharing & Permissions.
- Click padlock to unlock this menu.
- Click on the "+" icon.
- Add in any account that is not grayed out.
- Then set all of the Privilege levels to "Read & Write".
- Leave "Everyone" set to "Read Only".
- Click on the Gear icon next to the "+" & "-"

- Select Apply to enclosed items.`
- Re-install product.

If you are still experiencing an issue, move on to step #3

3. Please refer to the following URL for instructions to perform:
http://www.redgiantsoftware.com/company/contact-us/support/faq/177/

Additional Product Support & Resources

View video tutorials and Red Giant TV episodes here:
http://www.redgiantsoftware.com/videos/

View product specific FAQ's here:
http://www.redgiantsoftware.com/support/faq/product-specific/

View Quick Start support videos here:
http://www.redgiantsoftware.com/quickstart

Have another support question? You may search for your specific question on our support page here: http://www.redgiantsoftware.com/support/

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