



Mac Installation Instructions

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.

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DVD, then it is important to check for a later version of your software, as the installer located on your disc may be out of date.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.redgiant.com/updates>

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 problems.

4. Close all programs before installing

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

5. Place installer on 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.

6. Only run one product installer at a time

Running more than one installer at the same time or not closing out of a previous product installer after it is done installing will cause serial numbers to not be accepted and other installation issues.

7. Run the product installer

- **Suite product installers*** (i.e. Trapcode Suite installer)

This installer is located in the product's root directory folder; with this single Suite installer you will be able to install any of the products from that specific Suite.

- **Single product installers**

Installing for Adobe CS5

- 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)

- Open the "All other hosts & versions" folder & run the installer included in this folder.

*Not available for all Red Giant Suites

8. Select host application(s) to install for

During installation make sure that you select the host application(s) that you wish to install for on the 'Installation Type' section. If no choice 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," "Invalid" or "unauthorized" serial number message, please perform the instructions included below in step #2 and #3.

2. Correct permission privileges on Preferences folder.

- Go here: MacHD\Library\Preferences

- If installed, delete the Red Giant preference file for the specific product the message is received for (com.redgiantsoftware.[Product Name].plist).
- Next, Right+Click on Preferences folder and 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 (any that are selectable).
- Then set all of the Privilege levels to Read & Write.
- Leave "Everyone" Name set to Read Only.
- 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: <http://www.redgiant.com/videos>

Red Giant People, a place to browse, share and buy visual effects presets:

<http://people.redgiantsoftware.com/>

Search for your specific question in our Support section here:

<http://www.redgiant.com/support>