



INSTRUCTION

TROUBLE SHOOTING

Tested

All of SodaSong Photoshop actions are created using a multi-language method and well proven to work on both English and French Photoshop language.

Each action has been tested on a variety of Photoshop versions and successfully applied on lots of different photos without any errors.

Tested Versions

Photoshop CS4, CS5, CS6 and the latest CC

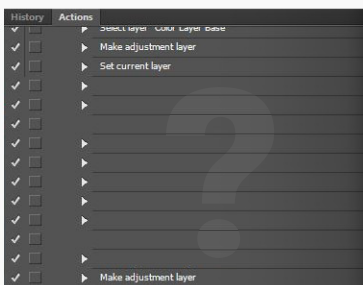
Common Problems

Most of mentioned problems in action are usually caused by incorrect document setup and/or by the corrupted file of Photoshop preferences.

If you have troubles with an action, please follow the instructions beside to solve the problems.

Damage Action

There are one or two reported strange cases where the action lost most of its scripts as shown below.



Not really sure what the cause of this damage. However, if you experience this, please remove the action, then **redownload** and **reinstall** the action you've just re-downloaded.

Having errors while running an action?

Please follow the steps below that have proven to solve most errors in action

STEP I

Check your document

1. Make sure your photo is setup in **RGB** color mode.
To set this: go to **Menu Bar**, then select **Image > Mode > RGB Color**
2. Make sure your photo is setup in **8 bits** color mode.
To set this: go to **Menu Bar**, then select **Image > Mode > 8 Bits/Channel**
3. Make sure your photo is not lower than 72ppi
To check this: Go to **Menu Bar**, then select **Image > Image Size**

If you found your photo is setup correctly, please test out the action on other photos. If you are still having errors, please follow the steps below.

STEP II

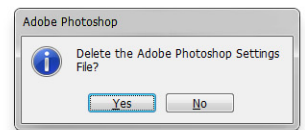
1. Restart your Photoshop
2. Purging the history: go to **Menu Bar**, then select **Edit > Purge > All**
(It is recommended to do this every time before playing an action).

Still having errors? Please follow the next steps below

STEP III

Reset your Photoshop preferences and reinstall the action

1. **Remove** the installed action, then turn off your Photoshop directly
2. **Redownload** the action (don't forget to unzipping the downloaded file)
3. **Reset your Photoshop preferences.** How:
Run your Photoshop. Hold down **Ctrl + Alt + Shift** (Win)
-or- **Command + Option + Shift** (Mac) while the Photoshop is starting up. Keep holding the keys down until a dialog panel appears as shown beside. Hit Yes to reset the settings.
4. Now **Reinstall** the "new action" you've just re-downloaded.



Resetting Photoshop Preferences for CC version:
Go to **Menu bar**, select **Edit > Preferences > General**, then select '**Reset Preferences on Quit**'

STEP IV - Only for **NON-English** Photoshop

If you have followed all the steps above and still experiencing errors, please setup your Photoshop language to English before running the action. You can always back to your native language after that. How to setup the language? please go to this link:

<https://www.youtube.com/watch?v=GJAiu5W2gLE>