



Windows Installation Instructions

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DVD, then it is important to check for a later version of your software, as the installer located on your disc may be out of date.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

2. Close all programs before installing

This includes but is not limited to your host application(s) and virus protection software. Virus protection software may prevent the product from registering correctly.

3. 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.

4. 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 problems.

5. 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**
These are categorized in folders by host application then host application version number.
 - Example
 - If you are installing for Adobe CS5, open the "After Effects" or "Premiere Pro" folder. Then open the folder that is labeled "CS5" and run the installer included in this folder.

- If you are installing for Adobe CS4, open the "After Effects" or "Premiere Pro" folder. Then open the folder that is labeled "CS4 or earlier" and run the installer included in this folder.

*Not available for all Red Giant Suites

6. 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 applicable). If no selection is made on this screen then nothing will be installed.

Windows 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. If you are installing on a Windows Vista or 7 system, then refer to the following URL for instructions on installing the product in XP compatibility mode:

<http://www.redgiantsoftware.com/company/contact-us/support/faq/107/>

2. 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 refer to the following URL for instructions to perform:

<http://www.redgiantsoftware.com/company/contact-us/support/faq/177/>

3. If the product does not appear in your host application, check the root directory of your hard drive to see if it accidentally installed there.

The product may have installed to the root folder of your hard drive (C:\, D:\ or another drive letter depending on your setup) in a folder named 'AECS#PLUGINPATH' or 'AECS#COMMONPATH' or another similarly named folder, 'AECS#...'

Locate this 'AECS#...' folder and then move the product's plug-in and/or presets folder to the appropriate Adobe CS# directory.

The 'AECS#...' folder that is on your hard drive's root directory should not be moved to the Adobe CS# directory, only the product's plug-in and/or presets folder that is inside this 'AECS#...' folder should be moved to the appropriate Adobe plug-ins folder, see below for directories.

After Effects and Premiere Pro Plug-ins:

C:\Program Files\Adobe\Common\Plug-ins\CS#\MediaCore\[Product Name]

After Effects only Plug-ins:

C:\Program Files\Adobe\Adobe After Effects CS#\Support Files\Plug-ins\[Product Name]

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>