



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 CS3, CS4, CS5, CS6 and the latest CC

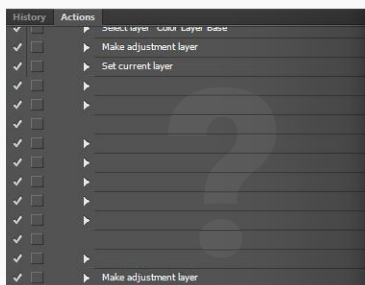
Common Problems

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, just in case if you experience this, please remove the action, then **redownload** and **reinstall** the action.

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. Check layer panel (Menu bar > Windows > Layers) and make sure your photo is flat.
This means you have only a single locked "**background**" layer (if you run a NON-English version, you may have a different name for this background layer).
If your photo has stack of layers, please go to **Menu Bar**, then select **Layer > Flatten Image**
2. Make sure your photo is setup in **RGB** color mode.
To set this: go to **Menu Bar**, then select **Image > Mode > RGB Color**
3. 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**

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

STEP II

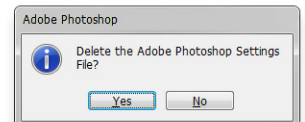
1. Restart your Photoshop
2. Purging the history: go to **Menu Bar**, then select **Edit > Purge > All**
(It is recommended to do this every time before playing an action).

Still having errors? Please follow the next steps below

STEP III

Reset your Photoshop 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.



Still having errors? Please follow the next step below

STEP IV - Only for NON-English Photoshop

Please setup your Photoshop language to English before running the action. You can always back to your native language after that. How to change the language? please go to this link: <https://www.youtube.com/watch?v=GJAiu5W2gLE>