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Troubleshooting PPW Panel for Photoshop CC2017/CC2018

UPDATE MAY 28, 2018. The release of version 5 of the PPW panel is imminent. *We suggest that anyone considering installing the panel or trying to troubleshoot the existing version hold off for a few days until we post the new version.*

This page discusses, first, problems in getting the PPW panel installed; second, what to do if the panel has been installed but certain features do not function properly. These comments apply to version 4.1.1, released November 5, 2016. This version *only* works in Photoshop CC2017 through CC2018 (Technically, it also works in CC2014-2015, but we no longer support these versions). If you wish to install into Photoshop CS5 or CS6, go to the [free resources page](#) and download the appropriate installer, for use with Adobe Extension Manager; if you are trying to troubleshoot such an installation, this page is not for you; go [here](#) instead.

Recent updates to this page:

Second update 21 October 2017. If you have a working panel in CC2017 and do not wish to go to the trouble of reinstalling into CC2018, you should be able to get its functionality as follows:

1) Quit Photoshop CC2018.
2) Locate the folder Cromaline_Software in one of the Adobe Photoshop CC 2017/Presets/Scripts folders.
3) Copy the folder Cromaline_Software into the corresponding Presets/Scripts folder of CC2018.
4) Re-launch Photoshop CC2018 and the panel should work fully.

If you do not have a working panel in CC2017, AFAWK a new installation into CC2018 will work, although we have just received a report from one user saying it does not. We are interested in further reports.

Stay tuned here for any further developments.

Update 21 October 2017. Photoshop CC2018 was released two days ago, and as usual, it breaks many plug-ins and extensions. There are at least some problems with the PPW panel but how severe they are is as yet unknown. As broken plugins are hardly the only issue in recent updates, I reiterate a longstanding recommendation that people refrain from installing new software the day it is available; doing so is IMHO a form of masochism. Wait until others have discovered the hidden traps.

Meanwhile, if you are nevertheless reporting problems with the panel in CC2018, please be specific as to what is happening and what your system configuration is (see the troubleshooting guide below). Statements like "it doesn't work" are not helpful.

Why don't we have a new version ready for the new release? Because Adobe has a history of making major changes a few days in advance, meaning that whatever work we have done goes out the window. We see no likelihood that they will change their behavior, since now that Photoshop is rental-only, users are paying for the update whether they decide to use it or not.

Update 25 April 2017. There are no known issues at this time with panel functionality in Photoshop 2017.1.

Update 7 November 2016. We have now posted version 4.1.1 of the panel, which can be downloaded [here](#) and installed into Photoshop versions CC2014, 2015.x, and 2017. There are no new features. Previous versions are no longer supported, except for version 4.0.5, which is the current version for Photoshops CS5

and CS6.

Version 4.1.1 includes a lengthy PDF as well as a video in the installation package. We urge you to go over these carefully before concluding there is a problem.

Version 4.1.1's installer automatically removes previous panel versions from your current Photoshop. There is no longer a need to uninstall anything before proceeding. The installer does *not* remove anything from previous versions of Photoshop that you happen to have on your system; a previously-installed panel will continue to function in those versions.

Note that if you use this method to install into Photoshop CC2014-CC2018 but are also running a second version CC2014-2018, the panel will nevertheless appear in the other version(s), but it will not be fully functional. If you have an earlier working panel in Photoshop CC2014-CC2017, installing version 4.1.1 into Photoshop CC2018 will disable it. To get the full functionality in both, you must run the installer first on one program, then the other.

This installer works per user account. If you wish to use the panel on more than one account you must install it twice.

Windows users should right-click on Photoshop to run as administrator while installing the panel, even if you otherwise have administrator privileges.

Many problems can be caused by lack of proper permissions during the install. A common manifestation is that the Hammer actions return the error "Exception: Type Error: undefined is not an object". Cause: the folder "Cromaline_Software" is missing from the folder Photoshop CC20xx/Presets/Scripts. If you find that it is missing, and you can find it in the corresponding folder in a different version of Photoshop CC20xx, you can copy it into the correct folder. If not, you must reinstall, but first please get information about permissions for the folder Photoshop CC20xx/Presets/Scripts. If necessary, change the administrator's privileges to Read and Write; sometimes we have found that it is set to Read Only.

Tip for instructors, IT administrators, and others who need to install on multiple systems:
Manually put the three PPW folders from the Single User extensions folder into the SYSTEMWIDE extensions folder

From:
2) SINGLE USER (used by our custom installer):
Win: C:\\AppData\Roaming\Adobe\CEP\extensions
Mac: ~/Library/Application Support/Adobe/CEP/extensions

to :
1) SYSTEMWIDE (used by Adobe Extension Manager):
Win: C:\Program Files (x86)\Common Files\Adobe\CEP\extensions
Mac: /Library/Application Support/Adobe/CEP/extensions

Those who do not wish to use version 4.1.1 can still download the actions and documentation here without installing the panel.

Once installed, the panel can be accessed under Window: Extensions, not under Filter or anything else, provided that Photoshop: Preferences>Plug-Ins>Load Extension Panels has not been unchecked. *You must quit and restart Photoshop before the panel will appear.*

If you attempt to access under Window: Extensions and receive a message saying that the panel is not

properly signed, it suggests that some metadata on the files has been changed, which causes the digital signature to fail. The likely causes: duplicates of the extension folders, probably caused by failure to uninstall the previous version; or storing the package on some cloud drive that has modified the metadata.

Solution: delete the following folders
com.cromaline.PPWtools
com.cromaline.PPW-Documentation
com.cromaline.PPW-Colors

from
Win: C:\\AppData\Roaming\Adobe\CEP\extensions
Mac: ~/Library/Application Support/Adobe/CEP/extensions
these are SINGLE USER folder used by our custom installer

then, please check these SYSTEMWIDE folders, which are used by Adobe Extension Manager
Win: C:\Program Files (x86)\Common Files\Adobe\CEP\extensions
Mac: /Library/Application Support/Adobe/CEP/extensions

and if any of the PPW folders are found there (in principle, they shouldn't be) delete them as well.

Then, reinstall the panel.

If you cannot install the panel at all, or if you have received a message that it has been installed successfully but it does not appear under Window:Extensions, or if the panel appears there but you cannot open it, we will try to help, but we need specific information. Fill out the following, and post it here or e-mail it to one of us if you have our addresses.
****
*The operating system you are using.

*The exact name of the file, including suffix, that you downloaded and are attempting to install from.

*Did you verify that in Photoshop: Preferences>Plug-ins, "Load Extension Panels" and "Allow Extensions to Connect to the Internet" are checked?

*Whether any other Extensions are found under Window: Extensions, and if so, which.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6 version 13.0 x64). Note: we know that many people still use Photoshop CS5 or CS6, so we continue to support them. However, we believe that few people still use Photoshops CC, CC2014, or CC2015, although tens of thousands of users have demonstrated that the PPW panel works correctly with them, but we cannot predict compatibility with future operating systems. We are therefore not disposed to investigate any problems involving these three versions.

*Whether the copy of Photoshop you are using is a trial version or whether you have subscribed.

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?

*A detailed step-by-step of what happens when you try to install, including the text of any error messages you receive, and whether you got a message that the installation was successful. Accuracy is vital here because we are going to try to replicate your procedure. In writing it up, pretend you are preparing it for

someone who doesn't know anything about Photoshop.

*If you have installed the panel but when you attempt to open it you get the message "PPW Tools extension could not be loaded because it was not properly signed," have you gone through the procedure outlined just above this section to eliminate duplicate folders?

****
If you have what appears to be a successful installation and can open the panel, but certain features don't seem to be working properly, we need the following:

*Verify that you are using panel version 4.1.1, and that there are no duplicate folders as described above.

*A complete description of the problem you are experiencing.

*Whether the problem exists only with layered files (or with single-layer files where the layer is not named "Background" or the equivalent translation.)

*The operating system you are using.

*Whether you have administrator privileges; if you are using Windows, did you right-click Photoshop and run as administrator *while you were installing the panel*?

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6 version 13.0 x64). Note: we know that many people still use Photoshop CS5 or CS6, so we continue to support them. However, we believe that few people still use Photoshops CC, CC2014, or CC2015, although tens of thousands of users have demonstrated that the PPW panel works correctly with them, but we cannot predict compatibility with future operating systems. We are therefore not disposed to investigate any problems involving these three versions.

If you are reporting problems with Photoshop CC2018, have you verified that the folder Adobe Photoshop CC 2018/Presets/Scripts contains the folder Cromaline_Software? If it doesn't, you may be able to copy the folder from CC 2017, otherwise you must reinstall.

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?

*Does any other version of the PPW panel show under Window: Extensions?

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?

*If you are reporting that the options panels cannot be accessed in Photoshop CC2015 or higher by Option/Alt-clicking the action, reinstall using the latest PPW version (4.1.1). Verify also that all components are correctly installed (see pdf in the installation folder.)

*If you are reporting that option-clicking Bigger Hammer or certain other scripts causes Photoshop to freeze and requires a force-quit, as of 13 March 2018 we have confirmed that there are isolated persons with this problem, it is particularly associated with High Sierra but we know of other cases. A fix is forthcoming.

*If you are reporting that the options panels are visible but when you mouse over the button you want the button disappears, this is a bug introduced in Photoshop 2017 and still uncorrected. We believe it is limited to

users of Windows 10. The workaround is simple: the button is still there, it just isn't visible. Click where it used to be and all should work normally.

*If you are reporting that certain type in the options panels is illegible in Photoshop 16.1.1 or higher, this indicates that you are not using version 4.1 of the panel or higher. Please reinstall.

*If you are reporting that certain panel windows that you have previously closed spontaneously reopen which you switch to a different application, it indicates that you are not using version 4.1 or higher of the panel. Please reinstall.

*If any of the four actions Bigger Hammer/MMM/MMM + CB/Sharpen 2015 don't seem to be working properly, or give an error message, remove all five PPW folders inside the Photoshop CC20xx/Presets/Scripts/Cromaline_Software/ and re-run the installer. If the folder Cromaline_Software is missing altogether, it indicates a probable permissions problem. For the solution, see above under "Many problems can be caused by lack of proper permissions."

*If the above procedures do not correct the problem with Sharpen 2015 or the Bigger Hammer action, please a) attempt to run the other action from the panel and tell us whether it works normally; b) please try to run both actions not from the panel but from the Filter menu bar (the installer puts a copy there automatically) and tell us what happens, and whether it is the same thing that happens when you try to run it out of the panel.

*If you are reporting that the MMM or the MMM + CB actions are working normally but failing to complete in certain rare instances, the likely cause is that a certain channel in the selected area is completely uniform, no variation at all. This is extremely unusual in unretouched photographs because Photoshop by default adds a tiny dither when moving from RGB to LAB. However, it may occur in computer-generated art, or where Filter: Blur>Average has been used before trying to run the action. The workaround is either to add an infinitesimal amount of noise to the affected area, or to add to the selection Shift-select a pixel or two from an unrelated area.

{ 102 comments… read them below or [add one](#) }

Doug Webb [[edit](#)]

In response to your request for more information on my problem, below is more discussion and your troubleshooting questions answered. Hopefully the formatting will survive posting….

Answers to the troubleshooting questions are below. Basically, it seems that the actions all run fine and as expected. But the panel does not work (except for the two darken sky buttons).

After uninstalling the "old" PPW panel (which worked fine in cc2014) and installing the cc2015 beta per the instructions included with the beta, the panel ceases to work in BOTH cc2014 and cc2015, with the error message and/or non-functionality detailed below.

I can, by re-installing the "old" version thru AEM get the panel working again in cc2014. However, doing so causes further problems in cc2015, namely the issue in the VERY LAST question below. However, the detailed discussion below pertains to simply uninstalling the "old" version and installing the beta per the instructions, NOT reinstalling the "old" version. (Though if I can't get the cc2015 version working, I will have to go back to the cc2014 version for some production work here in about a week…)

Thanks for all your help! This tool is VERY useful and I'd hate to live without it…

****
*The operating system you are using.
Windows 7 with current patches.

*The exact name of the file, including suffix, that you downloaded and are attempting to install from.
PPW_4-0-6_082415.zip

*Whether any other Extensions are found under Window: Extensions, and if so, which.
Adobe Color Themes
CPT
PPW Colors Help
PPW Documentation
PPW Tools 4
onOne

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g.
Adobe Photoshop CS6. version 13.0 x64).
2015.0.1 20150722.r.168 x64

*Whether the copy of Photoshop you are using is a trial version or whether you have subscribed.
Subscribed

*A detailed step-by-step of what happens when you try to install, including the text of any error
messages you receive, and whether you got a message that the installation was successful. Accuracy is
vital here because we are going to try to replicate your procedure. In writing it up, pretend you are
preparing it for someone who doesn't know anything about Photoshop.
Installed per the instructions provided with the Beta PPW panel, including uninstalling old version thru
adobe extension manager first. No errors, nothing unusual. Installation seemed to go off fine.

*If you have received a message that the installation was successful, but the panel does not show under
Window: Extensions, have you verified that Photoshop: Preferences>Plug-Ins>Load Extension Panels
is checked, and that you have quit and restarted Photoshop?
The panel does show.

If you have what appears to be a successful installation and can open the panel, but certain features
aren't working properly, we need the following:

*A complete description of the problem you are experiencing.
Several buttons just do nothing when pushed (MMM+CB for example). Several others (Lesser
Hammer for example) bring up an error message which says:
"Exception:TypeError: undefined is not an object" with an OK button on the dialog.

*The operating system you are using.
Windows 7 with current patches.

*Whether you have administrator privileges.
Yes I have administrator privileges.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g.
Adobe Photoshop CS6. version 13.0 x64).

2015.0.1 20150722.r.168 x64

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?
Yes, the panel worked fine in cc2014. Yes, I uninstalled it before installing the beta for cc2015.

*Does any other version of the PPW panel show under Window: Extensions?
No, only version 4 shows.

*Whether your version of Photoshop is a trial version or whether you have subscribed.
Subscribed.

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?
Yes I have, it had no effect.

*If you are reporting that the options panels cannot be accessed in Photoshop CC2015, verify that you are using Photoshop v. 16.0.1 or higher.
Version 2015.0.1 20150722.r.168 x64

*If you are reporting that certain actions (e.g. Darken Sky SC) return masks that are inverted from what is expected, go to the dropdown menu of the Channels palette. Choose New Channel and be sure that Color indicates Masked Areas is checked. If Selected Areas has been checked instead, the channels will be inverted.
The two darken sky buttons are the only ones that do actually work as expected. (Their actions also work, as do all the other actions.)

*If you are reporting that the MMM or the MMM + CB actions are failing to complete in certain instances, the likely cause is that a certain channel in the selected area is completely uniform, no variation at all. This is extremely rare in unretouched photographs because Photoshop by default adds a tiny dither when moving from RGB to LAB. However, it may occur in computer-generated art, or where Filter: Blur>Average has been used before trying to run the action. The workaround is either to add an infinitesimal amount of noise to the affected area, or to add to the selection Shift-select a pixel or two from an unrelated area.
These buttons do nothing. Their actions work as they should.

*If your problem pertains either to the Sharpen 2015 or the Bigger Hammer action, please a) attempt to run the other action from the panel and tell us whether it works normally; b) please try to run both actions not from the panel but from the Filter menu bar (the installer puts a copy there automatically) and tell us what happens, and whether it is the same thing that happens when you try to run it out of the panel.
The bigger hammer and sharpen 2015 buttons both do nothing when clicked. Both of the actions run normally and correctly.

*If you are reporting an error message stating "The object 'MARGULIS PPW ACTIONS v 4.0′ of set 'Margulis PPW Actions v4′ is not currently available," it indicates an incorrect version of the panel. Please reinstall.
This error does not show up. (Unless as mentioned above I reinstall the "old" version with AEM.)

Let me know if you have any other questions! Thanks.

Doug

Doug Webb [edit]

Solved!

An idea occurred to me to try out… I uninstalled the PPW panel. I then right clicked on cc2015 and "ran as administrator." I then reinstalled cc2015 panel. After then exiting and restarting cc2015 the panel works!

Did I miss that step in the install? To run as an administrator? If it is not in the instructions, I'd recommend at least putting in a note to give it a try if you have any problems. If it is in there, I apologize for missing it!

Thanks.
Doug

Dan Margulis [edit]

Doug,

Thanks for letting us know about this. I've added a note to the page; we'll soon see whether this is a general requirement for Windows users.

Vladislab [edit]

*Color Boost button doesn't work. It returns Script Alert: Exception:TypeError: undefined is not an object

*Win10 x64

*Tried to run PS as Administrator – the same behaviour

*PS 2015.0.1 Release x64

*Clean install

*Does any other version of the PPW panel show under Window: PPW Colors help, PPW Documentation, PPW Help

*PS is Subscribed

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section? – no result

*If you are reporting that the options panels cannot be accessed in Photoshop CC2015, verify that you are using Photoshop v. 16.0.1 or higher. – it works somehow. But not the all buttons.

It seems that half of the buttons at PPW panel doesn't operate. When I press them – nothing happened. But some works. I can see 14 actions under PPW group in actions menu…..

Doug Webb [edit]

Try uninstalling and then run PS as an admin WHILE you install the PPW panel. That's what fixed it for me.

Doug Webb [edit]

Because your problem sounds exactly like what was going on with mine….

Vladislab [edit]

Doug, thank you very much!

1. Uninstall PPW in PS in AdminMode.
2. Install PPW in PS in AdminMode.
3. Restart PS in AdminMode => PPW works.
4. Restart PS in AdminMode => PPW works!

Doug Webb [edit]

In my experience you do not need to run in admin mode after you install, just while you install. Glad it helped!!!

Dan Margulis [edit]

Doug and Vladislab, thanks for your reports, I have updated the page.

David [edit]

Hi,

Many thanks for the actions and panel, they are a fantastic resource. I have a small problem after installing the panel in Adobe Photoshop CC 2015.

*A complete description of the problem you are experiencing.

The false profile panel buttons fail with an error message:

Profile at this gamma is not installed.

*The operating system you are using.

Windows 7 fully patched.

*Whether you have administrator privileges; if you are using Windows, have you tried right-clicking Photoshop and run as administrator while you were installing the panel?

Yes
*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).

Adobe Photoshop CC 2015 version 20150722.r.168 x64

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?

First time installation

*Does any other version of the PPW panel show under Window: Extensions?
No
*Whether your version of Photoshop is a trial version or whether you have subscribed.
Subscribed
*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?
Yes
*If you are reporting that the options panels cannot be accessed in Photoshop CC2015, verify that you are using Photoshop v. 16.0.1 or higher.
At latest version.

Doug Webb [edit]

I get the same thing, "Icc profile at this gamma not installed" for the 1.4 and 1.0 gamma's. The false CMYK seems to work fine.

giuliana Abbiati [edit]

Hi David and Doug

Please verify that the *PPW_False_Profile3_ICC* folder exists at this path:
C:\\AppData\Roaming\Adobe\Color\Profiles\

NOTE:
ByDefault the folder "AppData" is hidden. To reveal it type:
%appdata% (no matter if it's written in uppercase or lowercase)
in your system search field and hit enter
alternatively you can also type the entire path to reveal the Profiles folder:
\%AppData%\Adobe\Color\Profiles\

Regards
Giuliana

David [edit]

Hi
Many thanks for the quick response.

I checked and I have 13 icc profiles in

c:\users\username\AppData\Roaming\Adobe\Color\Profiles\PPW_False_Profile3_ICC

giuliana Abbiati [edit]

Thank you David for the report.

The solution should be the following:
copy the *PPW_False_Profile3_ICC* folder here:
C:\Program Files (x86)\Common Files\Adobe\Color\Profiles

Seems to be a Windows problem loading and reading ICC profiles from that folder as for Mac all
seems to work fine.
I will fix this issue for the official release of the custom installer.

Giuliana

David [edit]

Hi Giuliana

Copying the false icc profiles folder to C:\Program Files (x86)\Common Files\Adobe\Color\Profiles
works.

Many thanks for solving this issue.

David

Doug Webb [edit]

Giuliana,

My files existed in the AppData folder as well. I will move them to the Program Files folder too.
Thanks for the help!

Doug

Luigi [edit]

Hi Giuliana, Dan, Doug+Vladislab
No issues with the panel here in Toronto too.
Ps 2015.0.1 + Run as admin + ICC false profiles.
Win 10, CC subscription.
Thank you
Luigi

Luigi [edit]

Bigger Hammer has an issue though:
It applies twice if the image is in Lab and I choose Continue. Checking the layers' name and grouping, it looks like "the second" bigger hammer is applied 3x to each layers resulted from the first bigger hammer. Is it a loop somewhere maybe?
1x Ctrl-Alt-z resolves the issue
NB: no problem if the image is in RGB, or I choose Duplicate

Giuliana Abbiati [edit]

Hi Luigi
thanks for the report, I could replicate the issue and seems a further bug just on windows system. Will be fixed.

Kind regards
Giuliana

Luigi [edit]

Hi Giuliana
The PPW panel is a wonderful and useful tool to have. To design it was a great idea that complemented the method of using Lab. Congratulations and thank you for maintaining its lifecycle.

Auguri
Luigi

Timothy Kolk [edit]

Hello,

OSX 10.10.5

PPW_4_0_7_091915.zip

Adobe Color Themes

Photoshop CC 2105 release 2015.0.1

I used the panel with CS6 and CC2014, and I can't see any traces of it left now.

No

Subscribed

Installation runs as described, but when I try to open the panel from windows:extension I get the error message "PPW Tools extension could not be loaded because it was not properly signed"

I've tried to fixes, per Adobe message boards: I've checked plugins: Enable Generator and I've unchecked "Allow Extensions to connect to the Internet". Nothing has worked so far.

giuliana Abbiati [edit]

Hi Timothy

This means that some some metadata on the files has been changed and that causes the digital signature to fail.

Did you removed the previous PPW version installed on CC2014 using AEM?
Have you modified something in the folder you have downloaded?

To solve the problem you should uninstall The PPW and make a new clean installation downloading the zip file on your desktop again.
Follow these steps:
1)Uninstall the extension re running the installer and clicking the *uninstall* button.
2)Check that here is no trace of the three PPW extension folders (com.cromaline.PPWtools - com.cromaline.PPW-Documentation – com.cromaline.PPW-Colors) in these locations:
Mac: /Library/Application Support/Adobe/CEP/extensions/
Mac: ~/Library/Application Support/Adobe/CEP/extensions/
and manually delete them if you find them.

3) Download the installation package again and, without changing anything inside the installation folder, run the installer.

Regards
Giuliana

Timothy Kolk [edit]

Thank you Giuliana,

I've followed the instructions you've given me and I'm still having the same problem.

Giuliana Abbiati [edit]

Hi timothy

I have sent you an email, please be sure it doesn't go into your spam folder.
Giuliana
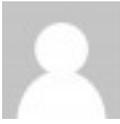
David [edit]

Hi I have a small problem with the two sky actions in the panel.

*A complete description of the problem you are experiencing.

If I have a layer stack that has some single layers, then a layer group, then some more single layers when I run either Darken Sky SC or Darken Sky B from the panel, as the script runs I can see the sky layer being created at the top of the layer stack then right at the end the Sky layer gets moved down the stack to be on top of the group layer. (I have also noticed the sky layer get put in a group but haven't been able to reproduce the steps to recreate this).

As far I can tell running the action alone it always works with the sky layer on the top of the stack, the sky layer getting moved down the layer stack only happens when running from the panel.

*The operating system you are using.

Windows 7 fully patched.

*Whether you have administrator privileges; if you are using Windows, have you tried right-clicking Photoshop and run as administrator while you were installing the panel?

Yes
*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).

Adobe Photoshop CC 2015 version 20150722.r.168 x64

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?

First time installation

*Does any other version of the PPW panel show under Window: Extensions?
No
*Whether your version of Photoshop is a trial version or whether you have subscribed.
Subscribed
*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?
Yes
*If you are reporting that the options panels cannot be accessed in Photoshop CC2015, verify that you

are using Photoshop v. 16.0.1 or higher.
At latest version.

giuliana Abbiati [edit]

Hi David

I experienced the same issue in some condition and I will fix the problem.
There is an incorrect move at the end of the process that push the Sky layer somewhere on the bottom.
Thanks for reporting this issue.

Regards
Giuliana

giuliana Abbiati [edit]

@David
Because the action is performed correctly, excluding the final displacement, you can move the layer on top of the stack or use the action in the action panel until we fix it.
Giuliana

David [edit]

Thanks Giuliana, much appreciate the update.

I have noticed another small issue with the H-K action. The action is looking for the Genuine background layer. Sometimes Lightroom or Adobe Camera Raw will pass the file to Photoshop with a name of Layer 0 e.g. from a Pano merge. Renaming to Background was not sufficient.

I found a work around, select Layer 0. Then, in the Layers Menu select New, then select Background from Layer which creates a real Background layer.

I wondered if the H-K action should create a merged stamp visible layer and use that, or use the bottom layer. Not sure of the answer but thought I would post my findings.

giuliana Abbiati [edit]

David
I cannot replicate the issue on my own, I should know the exact condition of the file because this problem was fixed creating a true background layer. I need to know exactly how layers are composed , color mode and option chosen when running the action from the panel.

Thank you again for all your reports.
Giuliana

David [edit]

Hi

I can reduce as follows. Open a new file in Photoshop, it has a single layer called Background which is locked. Then double click the layer and OK to rename it Layer O.

Run H-K from panel with no options – as it is a single layer the panel action just runs. It only creates a H-K Effect layer. There is no "Color Only" layer or the H-K group created.

Delete the H-K Effect layer just created, Select Layer O, go to Layers Menu, Select New, then select background from Layer which regenerates a true Background layer in Italic text. Run H-K from panel and it works as expected, two layers in a layer group.

Hope this helps.

David

giuliana Abbiati [edit]

Hi David
confirmed. That will be fixed too.

Kind regards
Giuliana

Socrate Gentile [edit]

Hi, seems like I' having problem even before I start loading the file into PS.
I'm using CS 2015 and following the instructions of the embedded video for downloading the Panel. However when I try to drag the PPW Tools v 4.0.7 (CC2014-CC2015) folder to the desktop I get this error message:
"A problem is preventing this folder for being encrypted"
I tried to leave the PPW folder in the Download folder but after selecting File> Scripts> Browse, I cannot see the PPW folder anywhere.
I'm using Windows 7 Home Premium. Looks like is my system doing something wrong. Is there another way to get the PPW folder into PS?

giuliana Abbiati [edit]

Ciao Socrate

after downloading the zip file, right click it and select "extract all". Then right click the *PPW Tools v 4.0.7 (CC2014-CC2015)* folder and select "extract all" to unzip it. Now drag the uncompressed folder onto your desktop.

Giuliana

Socrate Gentile [edit]

Salve Giuliana,
I tried to "unzip" the folder but I still get the same error message even before I move it to the desktop. I have no problems unzipping any other folder.
Socrate

Socrate Gentile [edit]

Buone Notizie 🙂
Hi, Giuliana
I was finally able to load the panel, but I had to unzip every single file in the folder, because for some reason it didn't let me unzip the whole folder. Evviva!
You guys are doing a great job.
Un caro saluto a tutto a te ed a tutto il team. In gamba!
Socrate

Michel Conraud [edit]

When i use Bigger Hammer, the Options Window do not opens. Why ?
Version 4.08

Dan Margulis [edit]

Michel,
This does not provide enough information for us to be able to assist. Please go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6
and give us the answers about the specifics of your system and an exact description of the problems you are having. The questions we need responded to are found under the heading "If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly,"

AJ Drake [edit]

*Verify that you are using 4.0.8, which is the latest version.
Yes. I am trying to install 4.0.8

*A complete description of the problem you are experiencing.
When I open the PPW tools 4 panel several of the tool buttons display with blue text and do not respond when I click on them. This includes

* all of the Shadow and Highlight buttons,
* all but one of the False Profile buttons,
* all of the Color buttons,
* and the Sharpen 2015 button.

*Whether the problem exists only with layered files (or with single-layer files where the layer is not named "Background" or the equivalent translation.)
Whether or not the file has layers does not change the appearance or availability of the tools

*The operating system you are using.
Windows 8.1

*Whether you have administrator privileges; if you are using Windows, did you right-click Photoshop and run as administrator while you were installing the panel?
Yes. I pull Photoshop up from the "start" menu and right-click on it to run as admin. I do get a message asking if I want to allow Photoshop to make changes to the computer – I click "Yes", but other than that Photoshop seems to open ok.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).
Adobe Photoshop 2015.0.1 version 20150722.r.168 x64

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?
Yes. I tried to install it a couple of times. I've tried both uninstalling it through the installer and by going into the

Win: C:\\AppData\Roaming\Adobe\CEP\extensions

folder and manually deleting the

com.cromaline.PPWtools
com.cromaline.PPW-Documentation
com.cromaline.PPW-Colors

*Does any other version of the PPW panel show under Window: Extensions?

No

*Whether your version of Photoshop is a trial version or whether you have subscribed.
Subscribed

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?
Yes.

giuliana Abbiati [edit]

Hi Drake

I have sent you an email, please be sure it doesn't go into your spam folder.
Regards
Giuliana

Francesco [edit]

Still does not work in the new photoshop

Dan Margulis [edit]

Francesco,

This does not provide enough information for us to be able to assist. Please go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6
and give us the answers about the specifics of your system and an exact description of the problems
you are having.

Francesco [edit]

I am using the latest Photoshop CC version to which i just updated on OSX El Capitan. I have
downloaded the latest beta form the resource page and installed by dragging the proper file to the PS
icon.
When I turn on PS and the panel, I get the message:

"The object "action "MARGULIS PPW ACTIONS v 4.0" of set "Margulis PPW Actions v4"" is not
currently available."

Giuliana Abbiati [edit]

Hi Francesco

I suppose you are Italian but, as I'm not sure , I'll write in English hoping that this answer can be
helpful to all.
To solve installation problems we always need that you give us more information, e.g. the installer's
version you have used, the exact Photoshop version you are running and the panel's version.
From the error message that you describe does not seem you have installed the latest (4.0.8) version of
the PPW panel.

In any case proceed in this way:

1) Uninstall the extension by running the custom installer and clicking the *uninstall* button.
2) after the uninstallation process verify that the following folders:

com.cromaline.PPWtools
com.cromaline.PPW-Documentation

com.cromaline.PPW-Colors

are not in one of these two places :

Mac: /Library/Application Support/Adobe/CEP/extensions
Mac: ~/Library/Application Support/Adobe/CEP/extensions

If you find any, manually remove them.

3) Download the installation package again for CC2015 here:
http://www.moderncolorworkflow.com/free-resources
and, without changing anything inside the installation folder, run the installer.

4) re open Photoshop and open the PPW panel from the extensions menu, it should be the 4.0.8
version.
The actions Set that is loaded in the Actions panel is now "Margulis PPW Actions v 4.2".
Anyway you should keep in mind that the panel does not use the set of actions and it works
independently.

Kind regards
Giuliana

Manish [edit]

Hi,
I am using PPW panel in photoshop cc 2015 version 2015.0.1 release, all action works fine but option
clicking the 'big hammer' does not open more option for big hammer action as described.
I have read the manual and reinstalled it but of no use.
Help me on this issue.

Dr. Manish

Dan Margulis [edit]

Dr. Manish,

This does not provide enough information for us to be able to assist. Please go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6
and give us the answers about the specifics of your system and an exact description of the problems
you are having. The questions we need responded to are found under the heading "If you have what
appears to be a successful installation and can open the panel, but certain features aren't working
properly,"

Giuliana Abbiati [edit]

Hi Manish

Which OS (Mac or windows and version) are you using?
Which Panel's version?

Kind regards
Giuliana

Francesco [edit]

Grazie Giuliana. It worked!
Looks like the first uninstall did not remove the folders.

Francesco (yes italian)

Guy Perkins [edit]

Hello Dan,
Below are answers to the specifics you require + a copy of my original email:
"I've downloaded 4.0.9. MMM + CB crashes when I alt click on it in cc 2015 and cc2014. I am on a MacBook Pro, running 10.11.2 with an AMD Radeon HD 6770m 1024 MB graphics card. The only way I can exit PS is to force quit it. This happens regardless of how I make my selection. The same crashing happens when I alt click on Sharpen 2015.
In each case: the dialogue boxes open and layers are generated, but PS freezes. I can't tell if the file has converted to LAB. If I don't alt click, both actions complete and I can work with them, but of course without the benefit of the dialogue boxes."

I meant to include in my first messaged that my MacBook Pro has 16 GBs of ram.
4.0.9 is installed in cc 2014 and cc2105.
In both instances (MMM + CB and Sharpening) each file began with Background layers only, so I ran both panel actions inside the file. I also ran them in duplicate documents with the same results.
I never received an error message. In each instance, PS merely froze after each dialogue appeared.
I have administrator privileges.
PS versions are cc 2015.1.2 x64 and cc 2014.2.2 x64
I had the prior version(s), which I did not mutually uninstall. However, only 4.0.9 appears in the Extension list. I am a subscriber.
I've reset all three panels.
I reinstalled 4.0.9 – no change.
I deleted the folders inside Chromaline_software and reinstalled 4.0.9 again. No change.
There were no uniform channels.
Thank you again,
Guy

Giuliana Abbiati [edit]

Hi Guy
I will contact you by mail for support and to investigate the issue.

Regards

Giuliana

Guy Perkins [edit]

Hello Giuliana,

Thanks so much. Very good to hear from you.

Guy

Milda Tautvydas [edit]

To: Dan Margulis
Re: Failure to extract zip files from zip folder: PPW Tools v 4.0.9 WIN (CC2014-CC2015).zip
My system: Windows 10 64 bit; Adobe Photoshop CC 2014 and 2015
I study your books: PLC CC 1st Ed ; MPCW; PLC CC 2nd Ed

Trouble extracting files from zip folder: PPW Tools v 4.0.9 WIN (CC2014-CC2015).zip
Error messages:
0x80010135: Path too long
or
"This file name(s) would be too long for the destination folder. You can shorten the file name and try again, or try a location that has a shorter path." (No error code is given. his text appears with a specified file).

The extraction process pauses and a message or error code above will be given, along with a file name or folder name, with file type, date modified, and time. File names beginning from the period used in the file name, and through the final true extension, are listed. The problem may be that periods were used in the file name and it is being read as an unrecognizable file extension. The conundrum is that I cannot get access to the files to shorten the file name until I can extract the files from the zip folder. And this might be a bad idea, anyway. The file extractor stops the extraction process with each file that falls under error 0x80010135: Path too long, so I can see every file that it rejects. It includes Java Script files, pdf files, folders (csxs folder, icons folder, js folder, jsx folder), as well as a file that has a very long extension: ._com.cromaline.PPW-Documentation (extractor reads the file type as .PPW Documentation...?).

What can I do to solve this problem and download the PPW panel?!? I have version 4.0.1 on my Photoshop CC 2014. I would like to check out your latest and greatest, version 4.0.9.

Thank you for your generous teachings/books, and, in advance, any help you can give me for solving this issue. Milda

PS: when the time comes to actually install the PPW 4.0.9, I may have trouble running Photoshop CC 2014 and 2015 as administrator, unless I am the admin. by default, and it will be a non-issue. There appears to be no way to right click on the app and gain access to the "run as admin." command, since my Photoshop software is run through the CC interface (or through Bridge). Note that I was able to extract some files successfully from the zip folder, which includes the instruction video of how to do the install for Photoshop CC 2014/2015.

FYI: In my Adobe Extension Manager CC, PPW Tools 4 Version 4.0.0 is listed and box is checked for both Photoshop CC 2014 64 bit and 2015 64 bit. (would love to see 4.0.9 listed!).

Milda Tautvydas [edit]

To: Dan Margulis
Re: Failure to extract zip files from zip folder: PPW Tools v 4.0.9 WIN (CC2014-CC2015).zip
My system: Windows 10 64 bit; Adobe Photoshop CC 2014 and 2015

…after spending all day on this issue, I solved it. I apologize for wasting your time with my question. My solution was to download the zip folder directly onto my desktop, rather than embed it into my neatly organized subfolders within my Documents folder. With the zip folder in my desktop, the file path was shortened, and the extraction process ran smoothly. I have installed PPW v 4.0.9 into Photoshop CC 2015. I did not have to run Photoshop as admin (or, I am admin by default?). Now to see if it works…. Best, Milda

Giuliana Abbiati [edit]

Hi Milda
You was right, the zip file must be downloaded onto your desktop.
You must run the PS app "as an Administrator" (see the attached pdf for instructions), only for the installation process.

Regards
Giuliana

Marco [edit]

Hi Giuliana

PPW_4-0-9_011716-MAC.zip
OS X El Capitan 10.11.3
Adobe Photoshop CC Release 2015.1 – 20151114.r.301 x64

The options panels cannot be accessed!!!!

All components are correctly installed.

Regards
Marco

Marco [edit]

Thanks
Marco 🙂

Dan Margulis [edit]

Marco,

This does not provide enough information for us to be able to assist. Please go to http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6 and give us the answers about the specifics of your system and an exact description of the problems you are having. The questions we need responded to are found under "If you have what appears to be a successful installation and can open the panel, but certain features don't seem to be working properly, we need the following:"

Bruce [edit]

I performed a clean install of Mac OS X 10.11.5 and then installed Photoshop CC2015 (20160113.r.355 x64, subscribed) and then installed the PPW panel 4.0.9 from http://www.moderncolorworkflow.com/free-resources. The download shows up as a folder with the title Pack_409-MAC. After placing the folder on the desktop I opened the folder and dragged the .jsx file to the PS icon in the doc. The panel appears to install normally. I then closed PS and opened it again. The panel shows up under Window/Extensions and opens as a window when selected. I then tried to run the panel with the following results:
Opened a raw in ACR, made no adjustments and then opened the image
Duplicated the background layer
Tested the top six buttons in the panel, all work normally
After the last test (convert to RGB) I duplicated the background layer again since it was flattened to go to LAB
Tried the S/H button, it had no effect and no steps appear in the history panel
Tried Bigger Hammer, no option, and received an error: Exception:TypeError: undefined is not an object
Lesser Hammer and Velvet Hammer same result
H-K works normally
1.4 and 1.0 gamma work normally
Both darken sky buttons work normally
The MMM+CB and MMM buttons work normally
The CB button gives the error noted above in both RGB and LAB mode
The sharpen 2015 button does nothing, no action and no error message
The Sharpen Old button works normally

I have used the uninstall feature and repeated the above sequence with the same results. I repeated the procedure with a clean download with the same results.

I was previously using CC2014 and the 4.0.5 version of the panel, but as I noted above I wiped the drive before upgrading to El Capitan so there are no other versions of PS or the panel on the system.

If you have what appears to be a successful installation and can open the panel, but certain features don't seem to be working properly, we need the following:

*Verify that you are using panel version 4.0.9, and that there are no duplicate folders as described above.

No duplicate folders. Used the uninstaller supplied in the download to clean the system and then reinstalled the panel with the same results.

*A complete description of the problem you are experiencing.
See above.

*Whether the problem exists only with layered files (or with single-layer files where the layer is not named "Background" or the equivalent translation.)
See above for results on the duplicated layer. The results are the same for a single layer file called Background (and locked) or on Layer 0 and unlocked.

*The operating system you are using.
See above.

*Whether you have administrator privileges; if you are using Windows, did you right-click Photoshop and run as administrator while you were installing the panel?
This user does not have administrator privileges. I always ran with a standard account in the past with no issues.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).
See above.

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?
See above. I started with a clean slate but attempted the PPW panel installation several times with the same results.

*Does any other version of the PPW panel show under Window: Extensions?
No.

*Whether your version of Photoshop is a trial version or whether you have subscribed.
See above, subscribed.

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?
There are six buttons under preferences. I get the following results when attempting a reset:
Conversion/Flattening preferences- normal, left at defaults
Sharpen 2015 preferences- error message: Exception:ReferenceError: prefsFile is undefined
Preferences for assigning profile- normal, left at default
Reset the Sharpen 2015 presets- seemed to work, left at defaults
Reset Action set- no obvious action
Reset all preferences- worked normally, responded that all preferences reset, no error as with the Sharpen 2015 preferences

No change in behavior after resetting preferences. I didn't run the full sequence of tests, just the ones that failed before.

*If you are reporting that the options panels cannot be accessed in Photoshop CC2015 by Option/Alt-clicking the action, reinstall using the latest PPW version (4.0.9). Verify also that all components are correctly installed (see pdf in the installation folder.)

Didn't attempt.

*If you are reporting that certain type in the options panels is illegible in Photoshop 16.1.1, this indicates that you are not using version 4.0.9 of the panel. Please reinstall.
See above.

*If you are reporting that certain panel windows that you have previously closed spontaneously reopen which you switch to a different application, it indicates that you are not using version 4.0.9 of the panel. Please reinstall.
See above.

*If any of the four actions Bigger Hammer/MMM/MMM + CB/Sharpen 2015 don't seem to be working properly, or give an error message, remove all five PPW folders inside the Scripts/Cromaline_Software/ and re-run the installer.
See above. Tried multiple times without success.

*If the above procedure does not correct the problem with Sharpen 2015 or the Bigger Hammer action, please a) attempt to run the other action from the panel and tell us whether it works normally; b) please try to run both actions not from the panel but from the Filter menu bar (the installer puts a copy there automatically) and tell us what happens, and whether it is the same thing that happens when you try to run it out of the panel.
There are no PPW filters listed in the filter panel!

*If you are reporting that the MMM or the MMM + CB actions are failing to complete in certain instances, the likely cause is that a certain channel in the selected area is completely uniform, no variation at all. This is extremely rare in unretouched photographs because Photoshop by default adds a tiny dither when moving from RGB to LAB. However, it may occur in computer-generated art, or where Filter: Blur>Average has been used before trying to run the action. The workaround is either to add an infinitesimal amount of noise to the affected area, or to add to the selection Shift-select a pixel or two from an unrelated area.
Not an issue.

*If you are a Windows user and reporting that the RGB false profile actions don't work, be advised that this was a bug in the 4.0.6 release. Reinstalling version 4.0.9 should solve the problem.
N/A.

Bruce [edit]

Regarding my earlier post I reinstalled the panel with the new release of PS that came out today (June 8, 2016) with the same result.
An interesting note- About PS reads 2015.1.2 and 20160113.r.355 x64 as before even though Creative Cloud said it was updating PS.
Any assistance you can offer will be greatly appreciated,
Bruce

Giuliana Abbiati [edit]

Hi Bruce

I will investigate the issue.
Regards
Giuliana

Giuliana Abbiati [edit]

Hi Bruce
some files that are necessary to the panel seem to be missing. Probably they were not installed because some Adobe folders need Administrator privileges.
Log in as an Administrator and run the PPW installer again.
That should solve the problem.

Regards
Giuliana

Bruce [edit]

Giuliana,
Worked great.
Thanks,
Bruce

Bruce [edit]

Giuliana,
Adobe just released PS CC2015.5. When I updated PPW 4.0.9 stopped working, basically behaving as I described above. I then reran the PPW installer (as an administrator) and the installation failed. Two messages appeared. The first was a warning that 4.0.9 only worked with CC. The second said Bad Photoshop Version, 17 not in the range [14,16].
Does the installer not work on the latest version of PS? I noticed that it did remove the already installed PPW.
Thanks, Bruce

Martin [edit]

I use a Windows 64 bit PC and subscribe to Photoshop CC 2015.5
Up to now, I've had no success getting the options on the panel working using the alt/click. I've tried all suggestions on this website, including re-installing Photoshop, the panel, deleting folders etc. However I have just discovered a workaround that may be of use to other Windows PC users.
If you go to control panel, under "ease of access", and turn on the "on screen keyboard", you can click the ALT key on the onscreen keyboard before clicking any of the blue buttons on the PPW panel and WHOOPEE! the options all come up OK. I've tried for months and almost gave up on the options, but now with this method, I can finally access them.

thanks Dan and Giuliana for the PPW panel. It is great!

Martin

Martin [edit]

just one further bit of info, the best way to bring up "on screen keyboard" on a Windows 10 machine is to click the "windows symbol" bottom left, click "all apps", scroll down to and click "Windows Ease of Access", then click "on screen keyboard". You can close it when not needed for PPW.

Martin

robert [edit]

I am unclear which version to use with Photoshop CC 2015.5 latest version.
Thanks
Robert

Dan Margulis [edit]

Robert, information about current versions is always updated on our free resources page.

Kohai [edit]

Hello. Having trouble with new installation running OS 10.11.6
PSCC 2015.5.1
Latest PPW installer

The SH and Sharpen buttons do not do anything when clicked in the panel. Additionally the Hammer buttons return "Exception Type Error"

Finally, Sharpen does not show in Filters menu as it has done previously.

I am installing in admin account, and have tried all of the above steps, including manually placing into CEP folders etc.

Welcome your help and insight!

Thank you + all best, Kohai.

Martin [edit]

I've installed the latest PPW on 3 different Macs running CC2017.

Everything seems to work OK apart from option-clicking the "color" buttons.

Option-clicking MMM+CB = nothing happens at all apart from MMM+CB appearing in History
Option-clicking CB = error dialog "Exception:TypeError: undefined is not an object"
Option-clicking MMM = error dialog "Exception:Error: Invalid image data"

Each button works as expected when the option key isn't pressed.

Two Macs using OS 10.11.6 and the third uses 10:12:1 — all running latest release of PS CC2017

Dan Margulis [edit]

Martin, This is likely a permissions problem. Please see the paragraph "Many problems can be caused by lack of proper permissions during the install". If this does not solve the problem, please go to the section ""If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly," and give us answers to all the questions there.

David [edit]

Hi

Recently moved to Photoshop 2017 and I am experiencing a small problem with the new PPW panel.

Windows 10 version 1607 (OS build 14393.693)

Photoshop version subscription v 2017.1 release (20161130.r.29 x64)

In panel press alt key and MMM+CB button

Under method for this file only

try to select one of A>B A=B or B>A but the button under the cursor disappears. Pressing in the empty area still results in action being run but there is no button visible at all.

Dan Margulis [edit]

David,

This does not provide enough information for us to be able to assist. Please go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6
which offers solutions to many common problems. If you are not able to resolve the issue with what is found there, we need information about the specifics of your system and an exact description of the problems you are having. The questions we would need responses to to are found under
"If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly"

David [edit]

*Verify that you are using panel version 4.1.1, and that there are no duplicate folders as described above.

Confirmed running PPW 4.1.1 no duplicate folders found.

*A complete description of the problem you are experiencing.

Make selection

In PPW panel press alt key and MMM+CB button

Select Continue to convert into LAB

Once in the panel under "method for this file only"

try to select one of A>B A=B or B>A but the button under the cursor disappears. Pressing in the empty area still results in action being run but there is no button visible at all.

In fact all buttons show same behaviour in this panel and disappear when the cursor is placed over them.

*Whether the problem exists only with layered files (or with single-layer files where the layer is not named "Background" or the equivalent translation.)

Happens with multiple layers or a simple file with just a background layer

*The operating system you are using.

Windows 10 version 1607 (OS build 14393.693)

*Whether you have administrator privileges; if you are using Windows, did you right-click Photoshop and run as administrator while you were installing the panel?

Yes, installed with run as admin.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).

Photoshop version 2017.1 release (20161130.r.29 x64)

*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?

PPW previously installed in Photoshop 2015.5, not previsouly installed in 2017.1 this is a fresh install in 2017.1. No errors during installation.

*Does any other version of the PPW panel show under Window: Extensions?
No

*Whether your version of Photoshop is a trial version or whether you have subscribed.
Subscribed

*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section?

Yes, no change, error above still present.

Dan Margulis [edit]

David,

Does this only occur when the action is alt-clicked while the file is still in RGB? IOW if you click the button that converts to LAB first, then alt-click the action, does it work correctly?

If that is the case, unless Giuliana feels otherwise I do not consider that this merits attention inasmuch as the workflow isn't standard and the workaround is a single click. If it is *not* the case, have you tried the solution suggested in the troubleshooting page?

*If any of the four actions Bigger Hammer/MMM/MMM + CB/Sharpen 2015 don't seem to be working properly, or give an error message, remove all five PPW folders inside the Photoshop CC20xx/Presets/Scripts/Cromaline_Software/ and re-run the installer. If the folder Cromaline_Software is missing altogether, it indicates a probable permissions problem. For the solution, see above under "Many problems can be caused by lack of proper permissions."

David [edit]

Hi Dan, Giuliana

My findings are as follows.

1) Convert photo to LAB first. Then press alt and MMM+CB button. No change in this secondary window all the buttons disappear when you place the cursor over them (and reappear when you move the cursor away).

2) Deleted all five PPW folders inside the c:\prgoram files\adobe\Photoshop CC 2017\Presets\Scripts\Cromaline_Software (I left CPT folder in Cromaline_Software). Reinstalled using run as admin from Photoshop. No change the disappearing button problem remains.

3) I then tried some other buttons on the main screen with the alt key combination – the secondary windows all have the same issue:

3a) Bigger Hammer. Choose channel(s) to apply etc all disappear when the mouse cursor is placed over them
3b) Sharpen 2015 – all the eye icons also disappear as you mouse over them
3c) CB only button. A>B A=B or B>A buttons disappear as you mouse over them

Not sure why this only affects the secondary windows that pop-up when uisng the alt key. The main window is fine but the button problem is consistent for the secondary windows.

Dan Margulis [edit]

David,

Giuliana will look at this over the weekend. No one else has reported the problem.

David [edit]

Hi
I have found an inconsistency between the panel and the actions for the Big Hammer.

*Verify that you are using panel version 4.1.1, and that there are no duplicate folders as described above.

running PPW 4.1.1, no duplicate folders

*A complete description of the problem you are experiencing.

Run Big Hammer as an action:

unblurred layer has blend mode of "darker color"

Run Big Hammer from the panel with default settings

unblurred layer has blend mode of "normal"

I am experimenting with the action trying to create a halo mask automatically on the mask for the unblurred layer. Work in progress for this idea but I keen to make sure the blend mode is correct in the action. Should this be normal for the unblurred layer?

Many thanks

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).

Photoshop version 2017.1 release (20161130.r.29 x64)

*The operating system you are using.

Windows 10 version 1607 (OS build 14393.693)

Dan Margulis [edit]

David,

I think that Darker Color is a slightly better choice for the Unblurred layer in Bigger Hammer than Normal, because it is more likely that the layer is going to be used to minimize a light halo than a dark one. However, to get the best use out of the layer one may have to change the mode on a case-by-case

basis.

I will make a note to reconcile the two in the next release.

David [edit]

Hi,

I know the the Lesser and Velvet Hammers only run on files in 8 bit mode. I think this is because they use the smart blur filter. I was wondering what Dan and the team thought of using the surface blur filter instead of the smart blur filter for 16 bit images? As smart blur also blurs an image while preserving edges I wondered if this a valid approach to experiment with. I know the surface blur takes a long time to run but I can live with that. I am keen to keep a 16 bit file so interested to hear your thoughts on using the surface blur filter for the Lesser and Velvet Hammers.

Dan Margulis [edit]

David,

Upon investigation, Giuliana states that the "invisible buttons" symptom is a known scripting bug in Photoshop 2017 for Windows. However, in her testing, and according to others, although the buttons are invisible their functionality is still there if you click on the empty space. So the options panel should still be usable.

If the bug is not corrected in the interim, she says there is a scripting workaround that will be incorporated into v5 of the panel.

David [edit]

Hi

Thanks for the update on the "invisible buttons" problem. Glad it is a known issue. If you need any beta testers for the next release of the panel I am happy to help.

I think I have spotted a new problem in that the layer order maybe incorrect in the Bigger Hammer panel so I thought I would report it for review.

*Verify that you are using panel version 4.1.1, and that there are no duplicate folders as described above.

running PPW 4.1.1, no duplicate folders

*A complete description of the problem you are experiencing.

Run Big Hammer from the panel using alt key to bring up the options menu.

Under other options (this file only) check Retain Original Color

At this stage the "Retain Original Colur" layer is at the top of the stack.

Click OK in the panel, the Bigger Hammer group is created and the "Retain Original Color" layer gets moved below the "Unblurred" layer.

Now use white brush on the mask area of the "Unblurred" layer mask. This is the problem in that this now restores the enhanced colors in the area of the mask painted white from the Big Hammer as well as removing the halo.

If you then move the "Retain Original Color" layer to the top of the stack the retain color works as expected.

I think the "Retain Original Color Layer" should be at the top of the layer stack by default.

*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel (e.g. Adobe Photoshop CS6. version 13.0 x64).

Photoshop version 2017.1 release (20161130.r.29 x64)

*The operating system you are using.

Windows 10 version 1607 (OS build 14393.693)

Dan Margulis [edit]

David,

Extensive testing unexpectedly showed perceptibly superior results with Smart Blur rather than Surface Blur in this particular action.

We do not devote development resources to 16-bit because all known testing indicates no advantage for it during real-world operations with real-world color photographs.

Dan Margulis [edit]

David, I wouldn't say that the layer order in this particular BH option is incorrect as such, but what you suggest is more logical, so we will implement the order change for the next version. Thanks for pointing it out.

bill bane [edit]

Dan,
Three things:
1) When I double clicked on your installer in the panel download, it went to a Script manager and did not give me an "install" screen as shown in your PDF (win). However, when I went into Photoshop and File>script>browse, and found the "PPW-4.1.1-installer" jsx (?) file, it installed immediately and correctly. Maybe I missed something but fyi.

2)Your fans, and certainly me, would love another book, and updated edition, or a boot in the pants of one of your talented followers to do their own book. I am like many who find that I cannot get enough examples. Perhaps just another round of videos?

3) I continue to astonish myself with the amazing changes in my photos using your methods. I am a book person and have close to all the Photoshop books written, and all of them together do not deliver one half of the insight or improvement that your book(s) provide.

Best,

Bill Bane

Dan Margulis [edit]

Bill,

1) As I recall the installation procedure you are supposed to drag the installer onto the Photoshop version's icon rather than double-clicking it. But, as you managed to get it working anyway, no harm, no foul.

2) I think I've done enough bookwriting for one career. There's a lot of world to see, and I'm not sure how long I'll be around to see it, or for that matter, how long it's going to be around to be seen. Off and on I work on an updated version of Chevreul's text, with commentary and graphics on how it affects our work today. But no guarantees on when it might be ready, or if anybody is interested in publishing it. Plus from time to time I'll post blog entries here.

3) Such kind remarks are always welcome and make some of the hard work seem worthwhile. The problem with always looking for new ways is that they have to be tested, and much of the time the tests show that the new way isn't particularly better than the old way. OTOH the readers of my books have to do a lot of work themselves, as you have no doubt found out. One reading isn't going to do as much as three.

Thanks for these comments!

时间去那儿了 [edit]

Hello, master. Can you give me a Chinese subtitles file for your PPW video? I don't understand English. It looks delicious. I am looking forward to giving you a Chinese subtitle file for PPW video

Dan Margulis [edit]

时间去那儿了, no one on our development team speaks Chinese. I know that language differences cause difficulties; this week at my applied color theory course in San Diego there was a gentleman from Beijing who was enthusiastic, but somewhat hampered by the language barrier. Unfortunately, though, subtitles for these videos are not possible unless someone else undertakes the work and expense.

Ada [edit]

Hi, Dan. First of all, thank you for your revolutionary work on the PPW, it is so amazing. I love it so much that I'm using it everyday.

I just have a little problem.

In "bigger hammer", there's an option window which, like you said in the video, could show up if option clicked. But unfortunately , I've never seen this window, no matter how hard I try. Click "option" or not, there's no difference.

Same thing happens in "MMM+CB".

No option window.

Is there anything wrong? What can I do?

Many many thanks!

Dan Margulis [edit]

Ada,

This does not provide enough information for us to be able to assist. If you are on v. 4.0.5 of the panel (for Photoshops CS5-CS6-CC-CC2014) go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-installation

If you are on v 4.1.1 (Photoshop CC2014CC2017) go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6

In either case, the questions we would need responses to to are found under "If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly." Give us all the details requested about your system, and an exact description of what is happening, including the text of any error messages.

Ada [edit]

clean photoshop, clean MC.

the version of ps： 2015.0.0 20150529.r.88 2015/05/29:23:59:59 CL 1024429 x64

Mac OS 10.12.6

no duplicate folders

I've reinstalled the PPW of version 4.1.1, but still, there is no option panel. I option-click the "bigger hammer" or "MMM+CB", it just runs out the "bigger hammer" or "MMM+CB" result, no option panels occur.

Dan Margulis [edit]

Ada,

Unfortunately this still does not give us enough information to respond. Please go back to the troubleshooting page and answer *all* the pertinent questions. Right now we can't tell whether you have tried all the recommended procedures, whether you've tested the menu bar, or even whether you are an administrator, since this is likely a permissions problem.

In any case Photoshop CC2015 is not a current version. If this problem cannot be solved easily the

suggestion would be to move to CC2017.

Glenn Smith [edit]

On windows, the uninstaller will only delete files installed by the installer, so it should never delete your presets/scripts/Cromaline folder. I did not tell it not to delete cc2017 and that is the only folder which still remains. After copying it to cc2018 folder the panel seems to be working, although I have not yet tried all of the actions.

Sergio Azzaretti [edit]

Hi Dan.
I've problem installing PPW on PSCC2018 with a fresh install.
I used Adobe extension manager CC and during installation the following error was raised:
"Impossible to install this extension; it requires Photoshop version 13 or later.."
I'm on windows 7 OS, 64 bit.
Do qou have any hints?
Thks,
Sergio

Dan Margulis [edit]

Sergio,

Adobe Extension Manager is incompatible with any version of Photoshop after CC2014. Make sure you have downloaded version 4.1.1 of the panel, and follow the installation instructions.

Francesco Pessolano [edit]

Installed from scratch into cc2018, the panel doe snot work I only see the big hammer and sharpen. 2015 actions

Dan Margulis [edit]

Francesco,

This does not provide enough information for us to be able to assist. Please go to
http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6
which offers solutions to many common problems. If you are not able to resolve the issue with what is found there, we need information about the specifics of your system, an exact description of the problems you are having, and which of the suggested solutions have you tried. The questions we would need responses to to are found under
"If you have what appears to be a successful installation and can open the panel, but certain features

aren't working properly"

Robert [edit]

I am running Photoshop CC 2018 on macOS High Sierra. Using the PPW panel I get the error message: "Exception: TypeError : undefined is not an object"

Dan Margulis [edit]

Robert,

This does not provide enough information for us to be able to assist. Please go to http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6 which offers solutions to many common problems. If you are not able to resolve the issue with what is found there, we need information about the specifics of your system, an exact description of the problems you are having, and which of the suggested solutions have you tried. The questions we would need responses to to are found under
"If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly"

Kenny [edit]

ppw 4.1.1 panels issue in photoshop cc 2018 19.1.3 – win 7 64bit -. bigger hammer, sharpening, mmm+cb and mmm does not work. Works fine in photoshop cc 2017.

Works if you play it from action menu, but not from panel.

Dan Margulis [edit]

Kenny,

This does not provide enough information for us to be able to assist. Please go to http://www.moderncolorworkflow.com/troubleshooting-ppw-panel-for-cc2015-v-4-0-6 which offers solutions to many common problems. If you are not able to resolve the issue with what is found there, we need information about the specifics of your system and an exact description of the problems you are having. The questions we would need responses to to are found under
"If you have what appears to be a successful installation and can open the panel, but certain features aren't working properly"

Kenny [edit]

Thanks Dan,

I really appreciate your reply. Been using your panel for a couple of years now and it saves me quite

some time. Your books and tuts are amazing, there's so much to pick up and learn from them.

I did all the troubleshooting but nothing seems to work. Moved the folder from PS 2017 to 2018, unistalled the panel from PS 2017, uninstalled from 2018 – reinstalled as admin checked permissins etc… as a last resort I uninstalled PS 2017 and then installed the panel to PS 2018 as admin again, and now everything works. Seems to be some interference bug between the two versions.

my system:
win 7 pro x64 sp1, 500GB ssd, 24GB ram, PS 2018 19.1.3, wrkspace profoto.

Thanks again!

Kenny

Michel Flohr [edit]

*Verify that you are using panel version 4.1.1, and that there are no duplicate folders as described above.
YES I am using 4.1.1.
*A complete description of the problem you are experiencing.
When I use MMM+CB the Options window do not opens
*Whether the problem exists with all files
*The operating system you are using.
Win10 and Win 7 Pro
*Whether you have administrator privileges; if you are using Windows, did you right-click Photoshop and run as administrator while you were installing the panel?
YES
*The exact version of Photoshop that you are using, taken from the "About Photoshop" panel Adobe Photoshop Version: 19.1.4 20180507.r.325 2018/05/07: 1170750 x64 If you are reporting problems with Photoshop CC2018, have you verified that the folder Adobe Photoshop CC 2018/Presets/Scripts contains the folder Cromaline_Software?
YES
*Whether you have ever previously installed any version of the PPW panel on this system (this includes previous attempts to install the one you are having trouble with); if so, did you uninstall it prior to installing the new version?
YES
*Does any other version of the PPW panel show under Window: Extensions?
NO
*Have you opened the Preferences panel (accessible in the top right of the main panel) and reset all three of the preferences in the bottom section? YES

*If you are reporting that the options panels cannot be accessed in Photoshop CC2015 or higher by Option/Alt-clicking the action, reinstall using the latest PPW version (4.1.1). Verify also that all components are correctly installed (see pdf in the installation folder.)
I DID

Dan Margulis [edit]

Michel, Thanks for the very complete answers to our questions. The good news is that we just this moment announced that the release of panel version 5 is imminent. In all likelihood it will solve this problem. Monitor the [free resources page](#) to see when it will be available for download.

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  - [Dan Margulis - 49 days 23 hours](#) : Bill, First of all, thanks for the very kind words. I don't keep track of what Camera Raw is up to but can answer the question nevertheless. As you see I've been...

  - [bill bane - 53 days 10 hours](#) : Dan, On 5th reading of your book, and had to buy new version at Amazon because I have beat the old one up so much. Continue to be shocked about how damn good this book and your...

  - [Sergio - 62 days 10 hours](#) : Complementing my previous message of yesterday: In the wait for receiving your answer, I kept trying to find the right way and through a handmade course I finally achieved success,...

  - [Sergio - 62 days 21 hours](#) : Dan, In my life I have always valued people who give themselves seriously and consistently to their responsibilities, this brings to my memory the book The Little Prince, from the...

  - [Dan Margulis - 69 days 8 hours](#) : Sergio, To do this you must first go into Color Settings and be sure that your grayscale gamma matches that of your RGB. If you are using sRGB or Adobe RGB the grayscale gamma...

  - [Sergio - 71 days 0 hours](#) : Dan, Heavens knows I tried hard to find out in Internet an answer to my following concern, but I found the faintest good clue; please, give me help with this matter: I want to replicate...

  - [Sergio - 73 days 11 hours](#) : Dan, Thanks, I recognize your standards of responsibilities with

your readers through your responses and I sincerely appreciate it.

- [Dan Margulis - 77 days 2 hours](#) : Sergio, "Weight" in this sense is roughly interpreted as "more darkness" but it must not be understood as darkening either the highlights or the shadows....

- [Sergio - 79 days 1 hour](#) : Dan, Thanks again for your prompt and very tight response on complementary colors. I take advantage of this opportunity to request your definition for the term "overall...