

Troubleshooting

by **GorynArt**

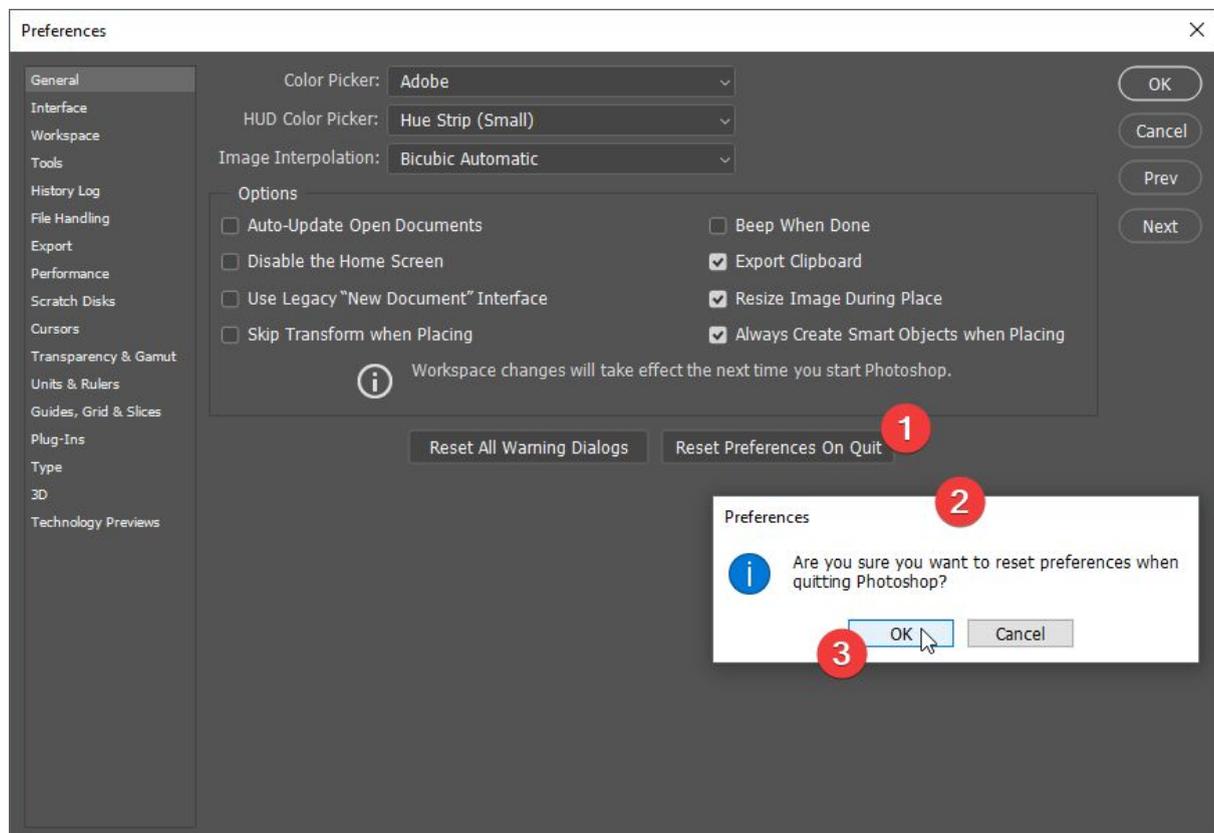
Most common technical issues

The action will ONLY WORK IN THE ENGLISH VERSION OF PHOTOSHOP. If you are not using the English version of Photoshop, you can always change it to English and then back again to your native language using [Method 1](#) OR [Method 2](#)

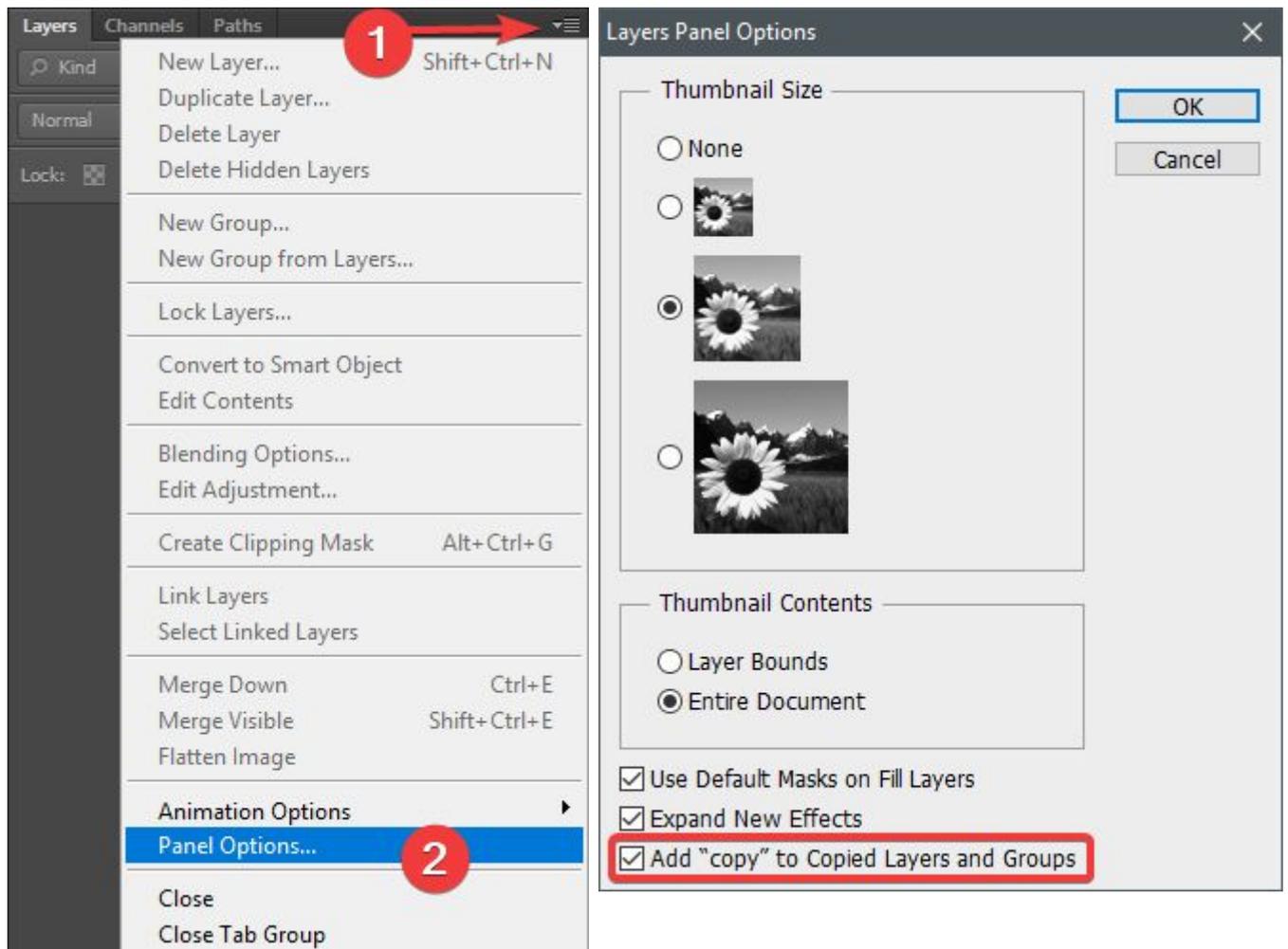
Corrupted Photoshop preferences file. No worries, you can reset it very easily, just hold all together Ctr-Alt-Shift (Cmd-Option-Shift for Mac) while starting Photoshop. You will see a dialog box, click yes. I do it every time when I see strange photoshop behavior.

<https://www.youtube.com/watch?v=qlOCITC-VYM>

OR: Preferences > General > Reset Preferences On Quit

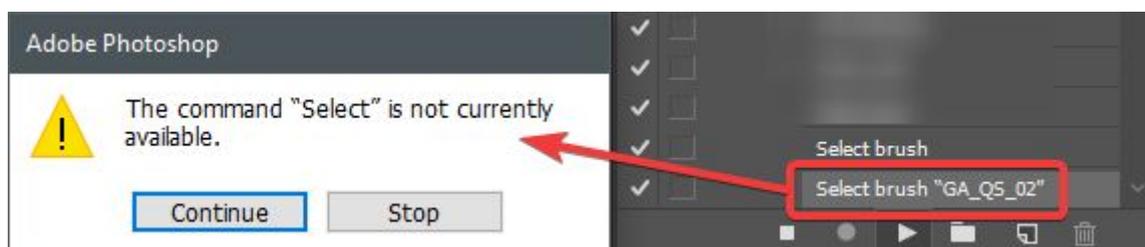


Add Copy. Action didn't add 'Copy' to new layers name and after that can't find the right ones. Go to Layer panel options and check if 'Add Copy' is enabled.



Brushes and Patterns. Don't forget to Load or Select them from the menu. You have to do it every time if you are using another Set/Collection of brushes or patterns. In other words, if you using "Brush Set A" and want to play "Action B", you have to load "Brush Set B". Photoshop can't guess where did you place them, so load them every time before using Action. Users of Photoshop CC 2017 and higher can ignore this message.

Brush errors look like this. Action can't find the brush.



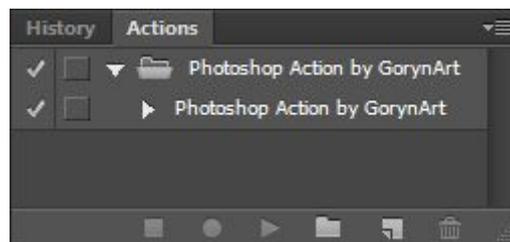
Tools. Brush Opacity and Brush Flow must be at 100%. Use Normal blending mode for brushes.



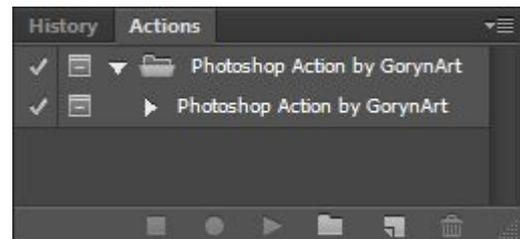
If brush opacity and flow won't be at 100%, the final result will be pale.

Filters are not working. If you see that Clouds is not enabled or other Filters from Filter Gallery not working, and the Modal Control (White Box) is not fully activated, probably something wrong with Photoshop and it should be reinstalled. **OR** close and open Photoshop. The simple reboot, also could help.

The White Box (Modal Control). In most of actions, the whitebox is usually disabled. Sometimes the whitebox can have a dash or dots, it means that action will ask you for something. Better to not touch the whitebox at all, but if you touch it and activate Modal Control by accident - delete and reinstall action again. Here is how it looks:

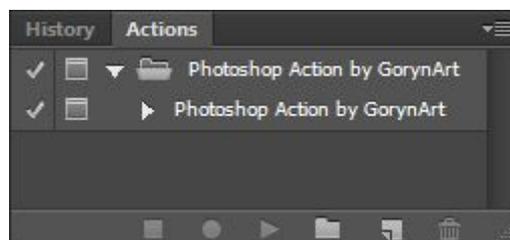


Developer mode is disabled. **OK**

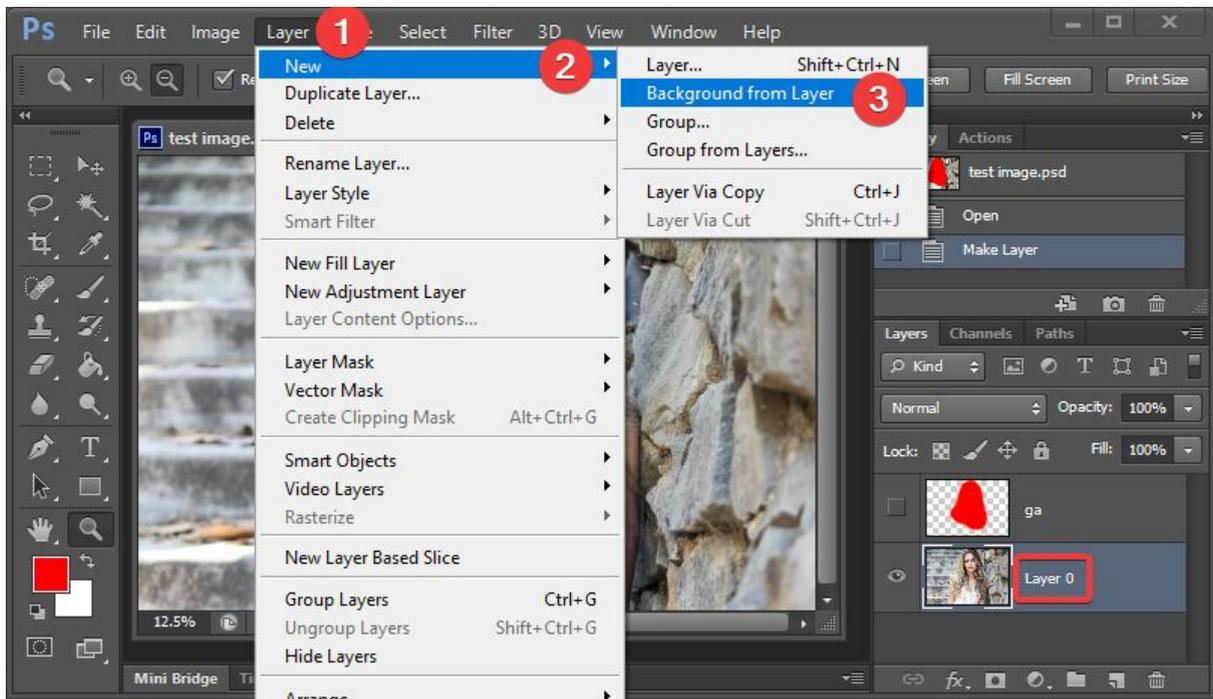


The action will ask for help in some steps. **OK**

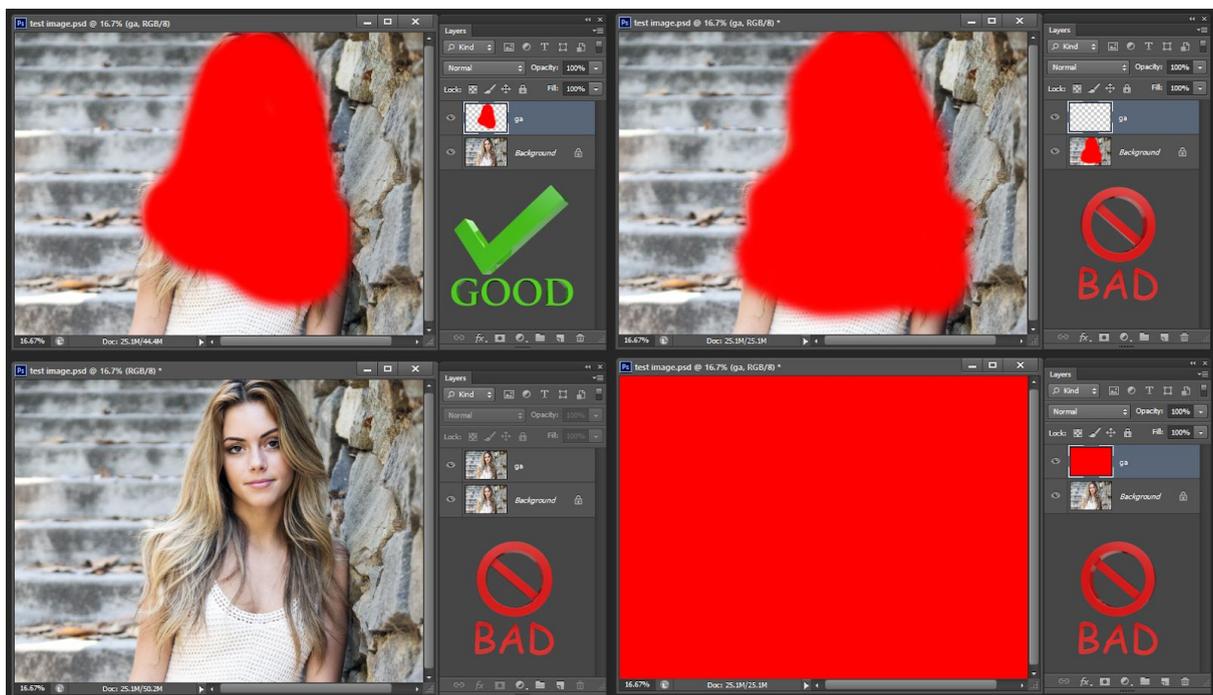
Developer mode is activated and the action will ask you too much questions. **NOT OK**, reinstall the action.



Layers. If your background layer named like “Layer 0”, select layer, go to “Layer – New – Background from Layer”. Also, the layer named ‘ga’ must be named as ga, not GA, or Ga etc.

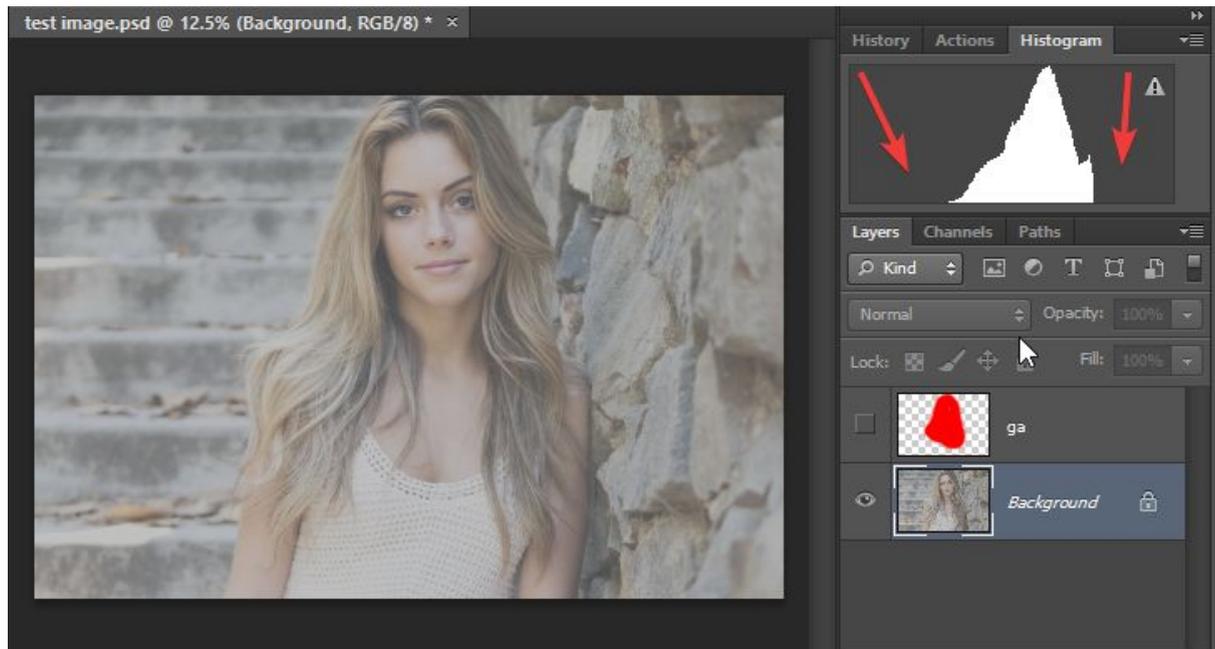


Selection and ‘ga’ layer. Brush closer to the centre of your image. Don’t fill the whole layer because the action won’t work.



Try to test Action with different images. Sometimes Action can have errors because of an image is too bright or too dark, or have very low contrast. In this case, Action can't get enough information to work with, and an error ("No pixels selected") appears. Balance your image using **Levels** or **Curves** tool.

Image don't have Shadows and Highlights. **NOT OK**



Globally image have shadows (rocks and steps), but if you hold Ctrl + click on ga layer icon, you will see that selection shadows is very weak and have to be fixed. **NOT OK**

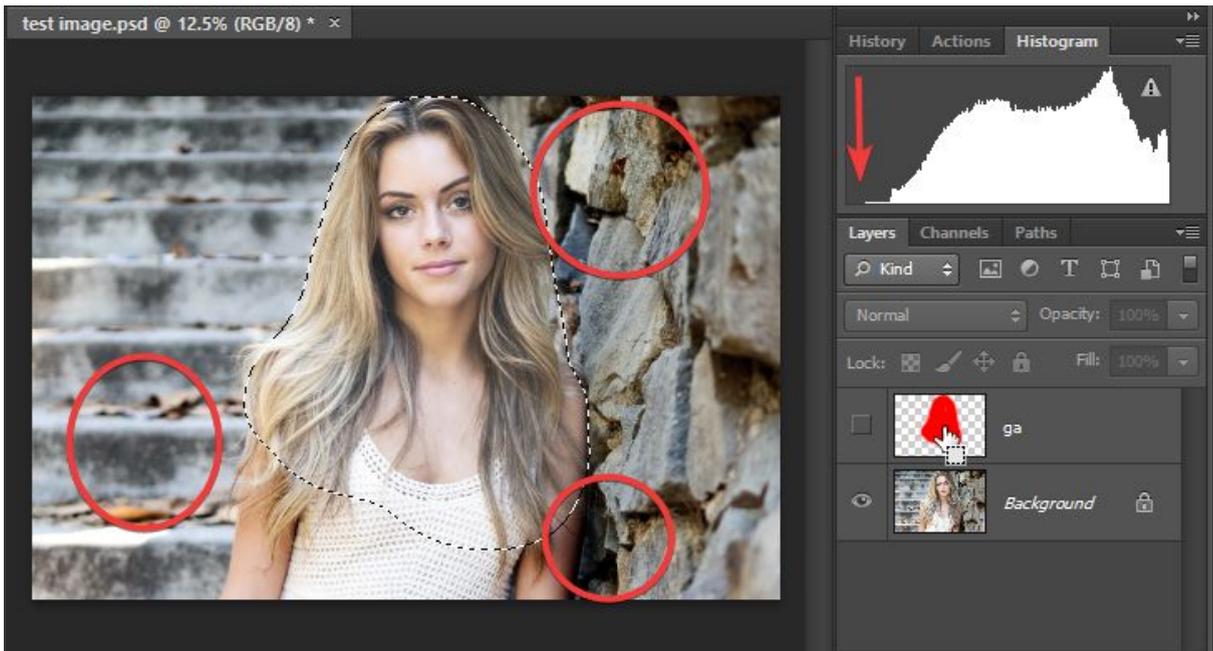


Image and selection have shadows and highlights. **OK**

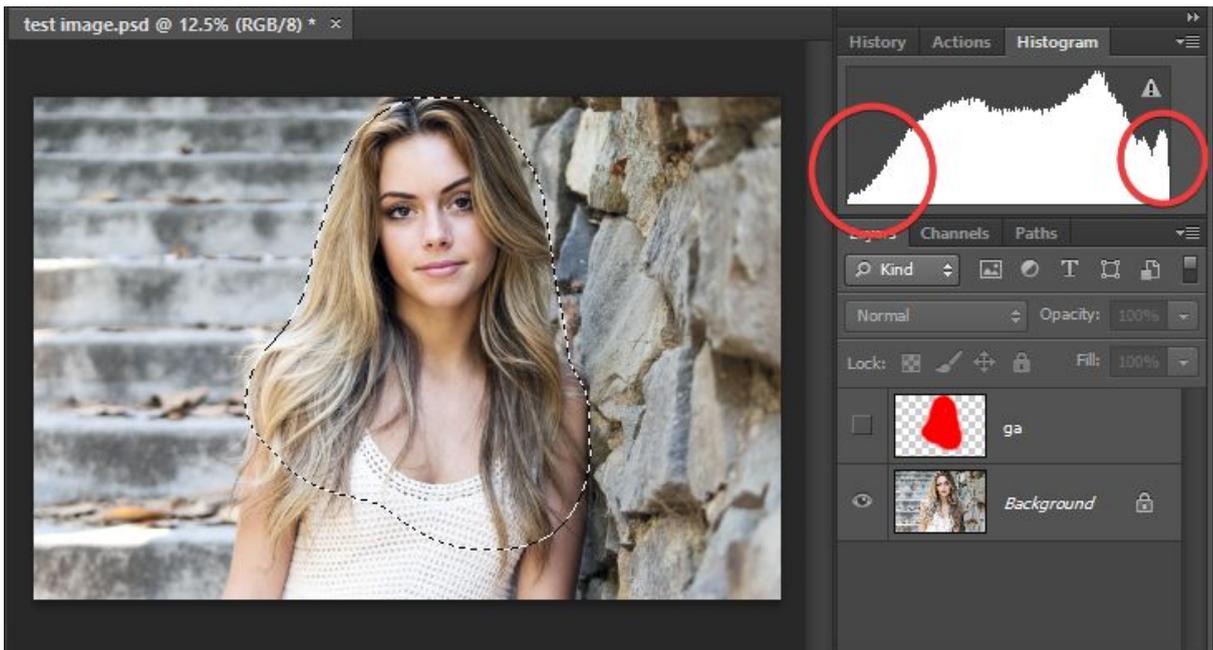
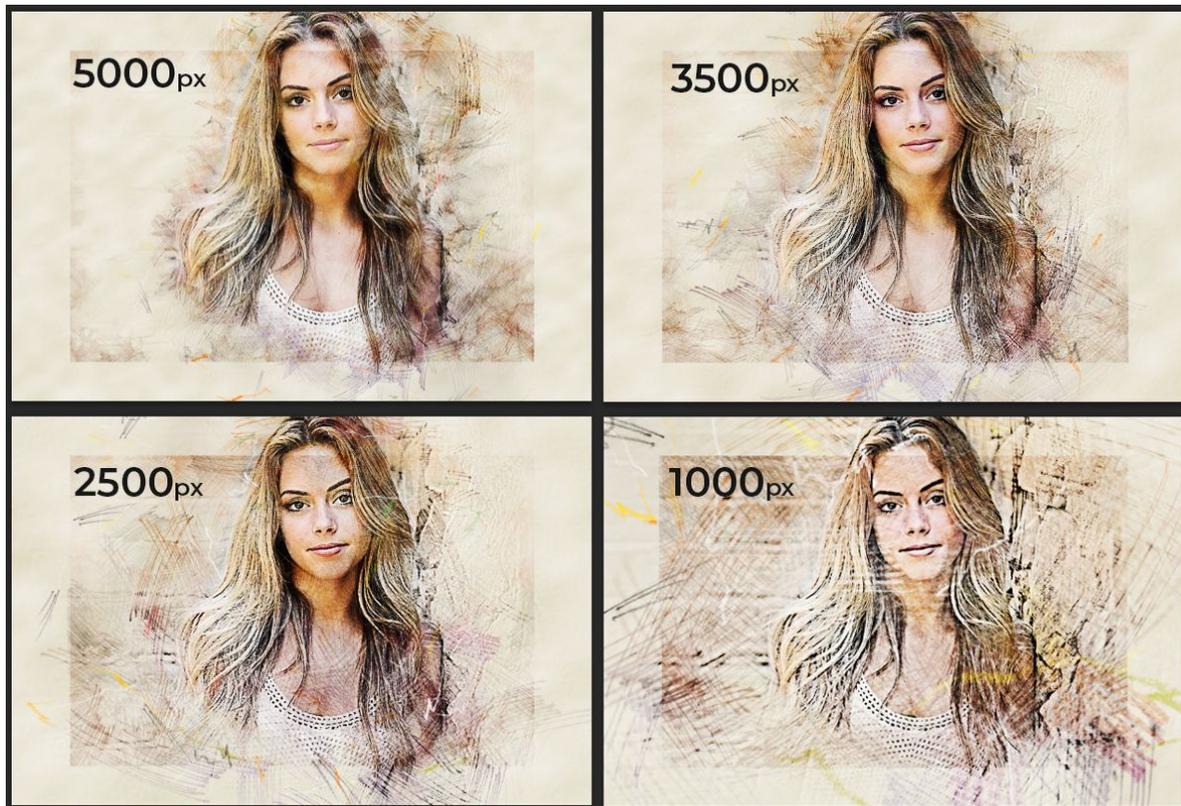


Image Size. Usually, I use images around 3500px, 300DPI or 72DPI. Don't use very small or very big images because brushes have fixed size, and you have to balance proportions. For example, portraits can be used with 2500px and higher, but full-size characters must have a bigger size picture (3500-5000px). Because of proportions.



Action "[Soft Colored Pencil](#)" used as an example.

PS. Use preview images as references. Some action works better with black based images, some with white based images.

DON'T FORGET TO WATCH YOUTUBE TUTORIAL IN THE DESCRIPTION!

If nothing helps, please mail me via contact form, and I'll be always glad to help.
<https://graphicriver.net/user/gorynart#contact>

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