

Note: This document has been updated as of January 15, 2021.

How to install the panel:

- **Watch the installation videos.** They are short and address >95% of all the installation issues users encounter. A list of troubleshooting steps can also be found in the [online version of the installation guide](#).
 - **Mac** install video: <https://www.youtube.com/watch?v=VVT2QfGtirQ>
 - **PC** install video: <https://www.youtube.com/watch?v=rwUPgkuWBV8>
- **The recommended install process is:**
 - Right-click the ZIP download and **“Extract All”** (on PC) or **“Open”** (on Mac) to unzip using your operating systems built-in ZIP tools
 - Note: third party Unzip tools generally do not work. Using something like WinZip will very likely result in a “digital signature error”.
 - Launch Photoshop (on a PC, you should do this by right-clicking the Photoshop and choosing to **run as administrator/elevated**. Do not log into the computer as admin, as you would then be installing just for the “admin” user.)
 - Go to **File/Scripts/Browse** and point to the **JSXBIN** file in the root of the folder that was unzipped in step #1.
 - CS6 users will need to change the filter at the bottom of the browser window to look for JSXBIN file types.
 - Mac users can alternatively just drag and drop this file into Photoshop (if there are NO photos open before dragging; You will get an error if there are any open documents), and File/Scripts/Browse works too.
 - Do not try to double-click the JSXBIN file, it will fail with an error message.
 - Follow the prompts in the installer.
 - Restart Photoshop, and then look under **Window/Extensions (legacy)** to open the panels (older versions of Photoshop just show this as Window/Extensions).
- CS6 users: The vibrance/saturation buttons and color masks when <ctrl/cmd>-clicking previews for advanced masks require separate/manual installation of the “optional multi-plugin” from Adobe, **as described at the end of this document**. This is optional, as you can use all other features of Lumenzia without this plugin.
 - Download optional Multi-plugin for [Windows](#) or for [OSX](#).
 - [Photoshop CC users do not need to install the optional multi-plugin.]
- **If you have any issues: see troubleshooting below and <https://gregbenzphotography.com/troubleshooting-installation>.**
 - You can alternatively use the manual install option. An extension panel is installed when the proper files have been moved to the proper folder, and is uninstalled when that folder is deleted (or otherwise moved out of the plugins/extensions folder).
 - The JSXBIN installer dialog has a “show panels folder” button that will open the destination folder for you. This is recommended for manual installation, since this folder is hidden on Windows computers. To install, just copy the com.____.ext (in the ASSETS/lumenzia/HTML sub-folders of the ZIP) to this destination folder.
- You can always uninstall and try again if you have any problems.
 - If you are able to open the ZIP file, it is fine and there is no need to re-download it.
 - Keep a backup copy of the ZIP, but you may always download again following the instructions here: <https://gregbenzphotography.com/lumenzia-updates>
 - See here for more help uninstalling any of my panels: <https://gregbenzphotography.com/uninstall>. If you previously installed my free luminosity masking panel, you may remove it or keep it. The panels do not affect each other, but there is no reason to use my free panel once you have Lumenzia.
- If you are upgrading:
 - Uninstalling older versions is generally not required before installing the latest version.
 - You can always install the latest version (you never need to install any previous versions you may have skipped).

Note that com._____.ext throughout this document is a generic reference for the folder names (such as “com.lumenzia.ext”, depending on which panel and version you have downloaded).

General troubleshooting:

- See [Troubleshooting Installation](#) for the most complete list of advice.
- The most common issues people run into:
 - Using a 3rd party unzip tool (such as **WinZIP**), which creates a “**digital signature error**”. Start over, using the unzip tool built into Windows, as shown in the video.
 - Anti-virus software false positives resulting in important files being quarantined. This also causes a “**digital signature error**”. Whitelist the files.
 - Did not give file permissions to PS in MacOS Big Sur. This causes the JSXBIN installer to report “Nothing to copy...” or “Cannot access source files...”. Just go to MacOS **Settings / Security & Privacy / Files and Folders** and make sure the folder where you extracted the ZIP is checked to allow access then try installing again (or use the manual install method).
 - Double-clicking the JSXBIN or dragging and dropping the JSXBIN file into Photoshop when documents are open on a Mac causes an error. The most reliable way to launch the JSXBIN installer is to go to **File/Scripts/Browse** in Photoshop.
 - **Restart Photoshop** and look under **Window/Extensions (legacy)** for the panel. You may need to do this after updating Photoshop. The only time you should need to reinstall Lumenzia for a Photoshop update would be if you are upgrading from a very old version of Photoshop (before CC 2015).
- Other things to check:
 - If you get a warning about permissions on a PC, make sure that you are running Photoshop as an administrator.
 - If you get a warning about “Nothing to copy”, make sure you have actually extracted the full contents of the ZIP using the method shown in the install videos.
 - Make sure your version of Photoshop is up to date (click Help / Updates in Photoshop).
 - “load extension panels” must be checked in Photoshop Preferences/Plug-Ins.
 - If you do not see the whole panel (ie, it is cut off on the size or bottom), just hover over the edges of the panel to get an arrow cursor, and then click and drag to resize the panel to see all of it.
- If you need further assistance, please email the following information to support@gregbenzphotography.com
 - A brief description of the steps you have tried to take, and the issue you are seeing
 - Operating system, version of Photoshop, version of the panel
 - “**install (ok to delete).log**” file (this is created on your desktop after you run the JSXBIN file). This file contains information that is helpful for diagnosing issues.

Alternative Manual Installation

Manual installation is just a matter of copying one folder to the right place. If the automatic installation process does not work, you may manually install by following these instructions. The automatic installation may not work on computers with certain file permissions locked, but the manual method is always an option.

1. Inside the contents you downloaded, locate the panel folder that corresponds to your version of Photoshop
 - a. For Photoshop CS6, this is
 - i. **ASSETS/lumenzia/Flash/Lumenzia** (to install Lumenzia)
 - ii. **ASSETS/lumenziabasics/Flash/Basics** (to install Basics)
 - b. For Photoshop CC, this is
 - i. **ASSETS/lumenzia/HTML/com.lumenzia.ext** (to install Lumenzia)
 - ii. **ASSETS/lumenziabasics/HTML/com.lumenziabasics.ext** (to install Basics)
2. Copy or move this single folder (in its entirety) to the location listed below (you may delete old copies that are already installed in that folder).
3. If you are on CS6-CC2014.1, please see the instructions at the end to install the optional multi-plugin, which is required for the saturation/vibrance buttons.

Panel installation locations for manual install / uninstall:

The following folders are the default path where Photoshop panels should be moved/copied. *Even if you can't install via the JSXBIN, you can easily find the target folder for installation by clicking the "show panels folder" button in the JSXBIN installer (which is very helpful, as these folders may be hidden folders on your computer).*

If you cannot launch the JSXBIN installer to use the "show panels folder" you can manually navigate to the destination folder listed below. [These folders are **hidden** on Windows, so read carefully below.]

- For OSX/Mac (where ~ is the user folder and/or root folder, depending on whether you wish to install for all users or just a specific user):
 - Navigate to the target folder by opening OSX Finder, and clicking Go / Go to Folder in the menu and pasting the entire red line of text below that corresponds with your version of Photoshop:
 - Photoshop CS6: **/Applications/Adobe PhotoshopCS6/Plug-ins/Panels/**
 - Photoshop CC: **~/Library/Application Support/Adobe/CEP/extensions/**
- For Windows (where the first folder is installed for all users, and the second for a specific user):
 - Navigate to the target folder by opening the Windows File Explorer and pasting in the entire red line text below that corresponds with your version of Photoshop (note that installing in the orange folders is possible, but not recommended. To use them, replace <user name> with your user ID in Windows):
 - Photoshop CS6: **C:\Program Files (x86)\Common Files\Adobe\CS6ServiceManager\extensions**
and/or **C:\Program Files\Adobe\Adobe Photoshop CS6mom\Plug-ins\Panels**
and/or **C:\Program Files\Adobe\Adobe Photoshop CS6 (64 Bit)\Plug-ins\Panels**
and/or **C:\Users\<user name>\AppData\Roaming\Adobe\CS6ServiceManager\extensions**
 - Photoshop CC: **C:\Program Files (x86)\Common Files\Adobe\CEP\extensions**
and/or **C:\Users\<user name>\AppData\Roaming\Adobe\CEP\extensions**

Note: Do not open/rename/change the com.ext folder or its contents in any way. You should simply copy or move the entire folder as noted above if doing a manual installation. Making any other changes will cause the digital security signature to fail and the panel will not work. In newer versions of CC, you will get an error about the signature, in older versions and in CS6, the panel will simply not show up under Window/Extensions (legacy). If you make a mistake, just extract the files again from the original ZIP.

Note that the destination folder is hidden for *Windows* users. If you cannot find the AppData folder, please take the following steps to make the hidden folders visible:

- Windows 7:
 - Open Folder Options by clicking the Start button , clicking Control Panel, clicking Appearance and Personalization, and then clicking Folder Options.
 - Click the View tab.
 - Under Advanced settings, click Show hidden files and folders, and then click OK.
- Windows 10: click View/Hidden Items in the File Explorer to see the (hidden) App Data folder.

Alternative installation from the “ZXP” files:

You may use 3rd party installation tools to install the panel if you do not wish to use the JSXBIN installer or manual methods. These tools use the ZIP files found under **ASSETS/lumenzia/ZXP for Extension Manager/com._____.zxp** and **ASSETS/lumenziabasics/ZXP for Extension Manager/com._____.zxp**.

Photoshop CS6 should use the Adobe [Extension Manager CS6](#).

Photoshop CC users should NOT use Adobe Extension Manager, as the CC version of this tool stopped working properly years ago. However, there is a free 3rd party software designed to install Adobe Extension Panels. I have not tested nor evaluated the “ZXP Installer” software for Mac or PC, I am not part of its development, and it is still being updated. Therefore, I am not endorsing ZXP Installer, ***I do not support it***, and you ***use it at your own risk*** – I am merely mentioning its existence so that you may evaluate it yourself if you wish. If you wish to consider this over the other official installation methods list above, please visit <http://zxpinstaller.com/>.

Installing the “Optional Multi-plugin” (optional, and only relevant for Photoshop CS6 users)

(this plugin comes pre-installed on CC 2014.2 and later)

This plugin is not required for the vast majority of users. However, it must be installed if you are on Photoshop CS6 and wish to use the vibrance/saturation or color mask options. Photoshop CC users do not need this.

- Download optional Multi-plugin (*note that the file may download in the background when you click these links, please check your downloads folder*).
 - Mac OSX: http://download.adobe.com/pub/adobe/photoshop/mac/13.x/Optional_Plug_Ins_Release.dmg
 - Windows: http://download.adobe.com/pub/adobe/photoshop/win/13.x/Win_Optional_Plug-Ins.zip
- Extract the plugin and copy “**Optional Multiplugin.plugin**” to the plug-ins folder that corresponds with your version of Photoshop.
 - Mac users can go to Finder, then click on the Go menu at top and choose “Go to folder...” to paste in the proper folder listed below in purple to navigate directly to the destination folder.
 - **Mac / OSX**
 - Photoshop CS6: */Applications/Adobe Photoshop CS6/Plug-ins*
 - Photoshop CC: */Applications/Adobe Photoshop CC/Plug-ins*
 - Windows users can copy the folder listed below in purple and paste it into the “address bar” at the top of the Windows File Explorer window to navigate directly to the destination folder.
 - **Windows Vista, 7, 8, 10 (32-bit):**
 - Photoshop CS6: *C:\Program Files (x86)\Adobe\Adobe Photoshop CS6\Plug-ins*
 - Photoshop CC: *C:\Program Files (x86)\Adobe\Adobe Photoshop CC (64 bit)\Plug-ins*
 - Photoshop CC 2014: *C:\Program Files (x86)\Adobe\Adobe Photoshop CC 2014\Plug-ins*
 - (nothing to do for Photoshop CC 2015, the plug-in comes pre-installed)
 - *Note: Replace “C” with the drive letter where Photoshop is installed, if it is not on your C: drive.*
 - **Windows Vista, 7, 8, 10 (64-bit):**
 - Photoshop CS6: *C:\Program Files\Adobe\Adobe Photoshop CS6 (64 bit)\Plug-ins*
 - Photoshop CC: *C:\Program Files\Adobe\Adobe Photoshop CC (64 bit)\Plug-ins*
 - Photoshop CC 2014: *C:\Program Files\Adobe\Adobe Photoshop CC 2014\Plug-ins*
 - (nothing to do for Photoshop CC 2015, the plug-in comes pre-installed)
 - *Note: Replace “C” with the drive letter where Photoshop is installed, if it is not on your C: drive.*
- Restart Photoshop

Once the Multi-plugin is installed, you can confirm by using vibrance/saturation in Lumenzia (you never need to manually use this filter directly, but Lumenzia needs it to be installed to use these two buttons). To manually confirm installation, look for “HSB/HSL” under Filter/Other:

