

Most Common CCX Installation Errors

When I double-click on the CCX file nothing happens/file is not recognised/can't open.

REASON 1 – Installer Agent

For Mac users: Please right-click on the CCx file, choose Open With and then locate this file: Macintosh HD > Library > Application Support > Adobe > Adobe Desktop Common > > UPI > AdobePluginInstallerAgent.

For PC users: Please right-click on CCx file, Open With, More Apps, scroll down to look for another app on this PC, then locate the file here: C:\Program Files (x86)\Common Files\Adobe\Adobe Desktop Common\UPI\AdobePluginInstallerAgent

Select the AdobePluginInstallerAgent file and press Open.

REASON 2 – Download Directory

When you download the CCX installer and extract the files from the download, they must be stored on the same drive that Adobe Photoshop and Creative Cloud App are installed on. The reason for this is that when you initiate the installer, it has to look for a certain file directory to install in. Adobe will only allow CCX installers to search the directory that it is currently stored on. So if you have the CCX installer on a USB drive it will search for its program directory on that USB drive. But it's program directory won't be on the USB drive, it will usually be on the C: drive on a Windows PC or the Macintosh HD on a Mac. This is where your CCX installer should be saved to.

I Can't Find the AdobePluginInstallerAgent.

Some Mac users who have the M1 chip or Big Sur OS have a Beta version of Creative Cloud installed and reported that they couldn't find the AdobePluginInstallerAgent. This is a bug that Adobe is aware of and are developing a fix for.

In the meantime, you can still install Gradiate by using one of the manual installation methods found in the "02. Old CC (2016-2020. Also known as 17-21)" folder in this download.

For any further Adobe related errors please see:

<https://helpx.adobe.com/uk/creativecloud/kb/troubleshoot-common-addon-installation-issues.html>