

Gradiate Installation Problems

If you are having problems installing Gradiate, please follow the steps below.

1) Windows users, please make sure you have unzipped your Gradiate download. If it is not unzipped, the program will not install. To do that, right click on the zip file and choose Extract. Then please delete or store the zip file elsewhere, and only work in the unzipped Gradiate folder. Mac users do not need to unzip the file.

2) The number one reason why users are unable to install Gradiate (This accounts for 95% of all emails we receive), is that the incorrect version of Gradiate is being installed. If you are using Photoshop CC 2021 (Latest version. Also known as 22), then you must install Gradiate from the folder called '01. CC 2021'. If you're using older versions of CC, please go to the folder named '02. Old CC'.

3) When following the video installation guide for older CC versions, did you watch the entire video and try both installation methods? If not, please return to the video and watch the second installation method.

4) Mac users, if you receive an error when installing ZXP installer, please follow the instructions in this video: https://www.youtube.com/watch?v=JObVX-_gTgc&feature=youtu.be

5) Finally, if you initially followed the installation video to install the panel, but that did not work, then please try the written instructions. Or conversely, try the video if the written instructions did not help.

If you have confirmed that none of the above are creating the problem, please email us directly at helpshutterevolve@gmail.com.

Give us as much information as you can about the problem, your operating system (Windows, Mac), your version of Photoshop, and details of any errors you may have received.

The more information you supply, the quicker we can get Gradiate up and running. Another that will help is a screenshot of the extensions folder in which you pasted the Gradiate folders, so I can see what is inside that folder.

Thank you

Shutter Evolve