



## Mac Installation Guide

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### 1. Log in as the Administrator

Installing while logged-in as a user and entering the Admin's password to authenticate the installer will not properly install the software.

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### 2. Check for updates

If you are installing from a product DVD, then it is important to check for a later version of your software, as the installer located on your disc may be out of date.

Check for product updates here: <http://RedGiant.com/updates>

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### 3. Only unzip downloaded installer package on a Mac system

Unzipping the downloaded .zip package on Windows and then transferring this to a Mac system will cause installation problems.

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### 4. Close all programs before installing

This includes but is not limited to your host application(s).

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### 5. Place installer on system's local hard drive

To help prevent installation issues from occurring during installation, it is recommended to move your product installer to your system's local hard drive. This applies to you if you are running the installer from a CD, DVD, USB disk, network disk or any other external disk.

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### 6. Only run one product installer at a time

Running more than one installer at the same time or not closing out of a previous product installer after it is done installing will cause serial numbers to not be accepted and other installation issues.

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### 7. Now you are ready to install, double-click product installer to open it.

The Suite product installer is located in the product's root directory folder; with this single Suite installer you will be able to install any of the products from that specific product Suite.

Listed below is a description of each of the installer's sections.

## -INTRODUCTION-

This page briefly lists the operating system requirements. To check for specific operating system and host application requirements, please visit <http://RedGiant.com/compatibility>

Click **Continue** to move on to the software License.

## -LICENSE-

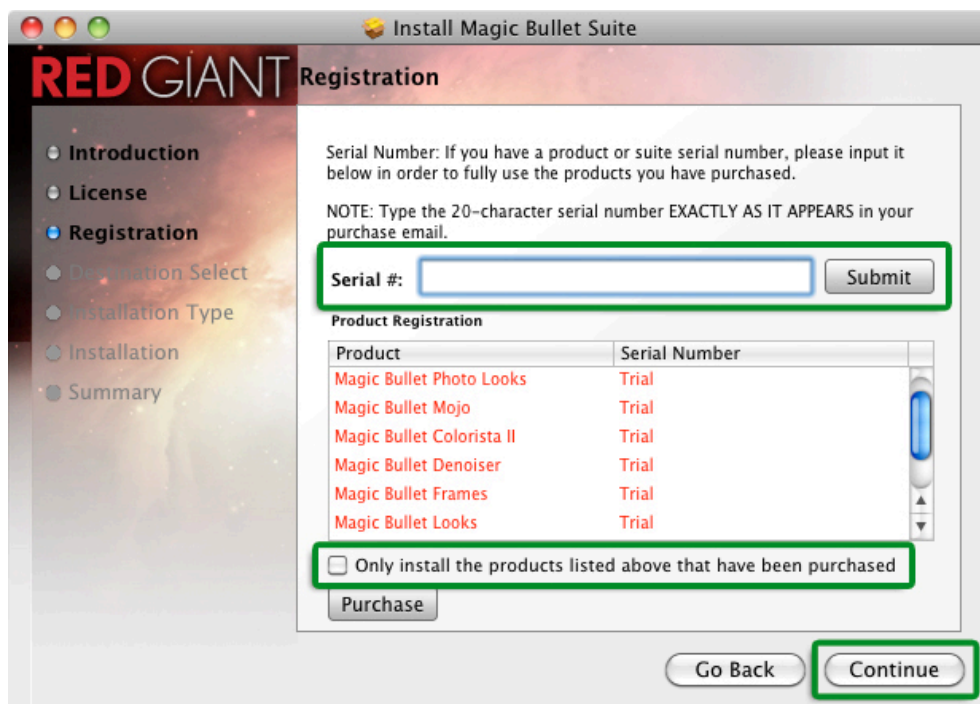
Read the software license agreement, to agree, click **Continue**.

## -REGISTRATION-

Input your **20-character** product serial number in the **Serial #** field; make sure to type in all 4 capital letters and the 16 numbers that follow. Click **Submit** after entering each serial number.

You will notice the word '**Trial**' displayed next to the products that are going to be installed in trial mode, trials will either time out or receive a watermark that is a red "X" or colored dots on output. Products that will not be installed in trial mode will display your serial number.

If you do not wish to install the other products included with this installer in Trial mode, then check the option at the bottom of the installer window to **Only install the products listed above that have been purchased**. If you choose to install these other products in Trial, you may easily remove products later by running the **Red Giant Uninstaller** app.



Magic Bullet Suite 11.1.0 installer shown in example.

Once you are finished registering your products, click **Continue** to select your Destination drive.

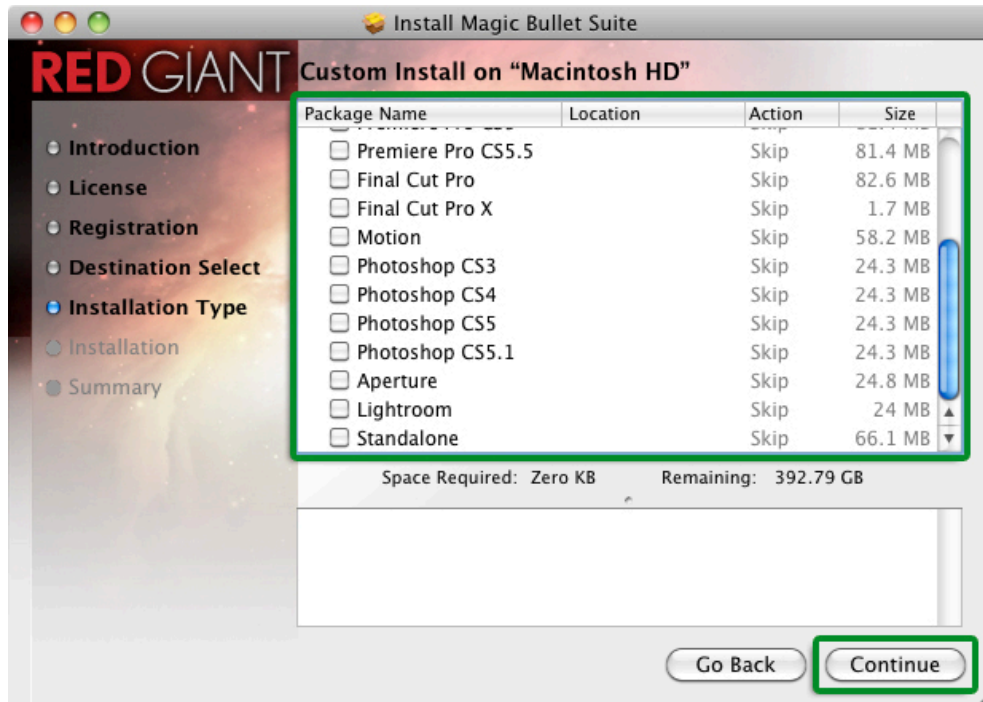
## -DESTINATION SELECT-

In most cases, the hard drive that is selected by default will generally be the correct drive to install the products on. If the wrong hard drive is selected, change it to the drive that your operating system and host applications are installed on.

## -INSTALLATION TYPE-

On the Installation Type page, check all of the host apps you would like to install the products into. Keep in mind that each product will only install and work in the host apps that they are compatible with. Check compatibility here: <http://RedGiant.com/compatibility>

If you do not make a selection on this screen, no products will be installed.



Magic Bullet Suite 11.1.0 installer shown in example.

Once you are done making your selections, click **Continue** to move on to the Installation page.

## -INSTALLATION-

Just simply click **Install** and enter your password. Now you can sit back while the installer does the rest.

After installation is complete, close installer.

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## Quick Start Instructions

Please perform the instructions included below in order. Continue to the next solution only if a previous solution does not resolve the problem.

These steps apply to you:

- If you are experiencing issues with installing your product or have issues with the product not working properly after installing it.
- If you are having a problem with your serial number not being accepted by the product or if you are receiving a "Wrong Version," "unlicensed," "Invalid" or "unauthorized" serial number message.

## 1. Repair your Disk Permissions

- Be logged-in as Administrator.
- Close all applications.
- Go here: MacHD\Applications\Utilities\ and open 'Disk Utility'
- Ensure that the proper hard drive is selected.
- Click First Aid.
- Click Repair Disk Permissions
- Once completed, re-install your Red Giant product(s).

## 2. Delete Red Giant Preference (Plist) file(s)

- Go here: MacHD/Library/Preferences
  - Not the MacHD/Users/ folder.
- If installed, only delete Red Giant Plist file(s) for the specific product that is causing a problem.
  - Name format: **com.redgiantsoftware.[Product Name].plist**
  - There will be at least one Plist file for every product and/or product suite installed.
  - Do Not remove anything besides Red Giant Plist's from this folder.
- Once completed, re-install your Red Giant product(s).

## 3. Enter your 20-character serial number and click the **Submit** button

Product serial numbers are entered on the Installer's Registration page. Serial numbers are 20-characters and all letters must be capitalized. If you are installing with a Suite Product installer (i.e. Magic Bullet, Keying, Trapcode, Effects), ensure that you clicked the **Submit** button after entering each product serial number.

## 4. Installer displays '**Wrong Version**' message

This means that you currently have a legacy product version installed and will need to purchase an Upgrade in order to register the latest version. If you already purchase the Upgrade, then enter the new Upgrade serial number and click the **Submit** button. Need a legacy product installer instead? Visit: <http://www.redgiantsoftware.com/downloads/legacy-versions/>

If you are still experiencing an issue, move on to step #5.

## 5. Please refer to the following URL for additional instructions to perform:

<http://redgiantsoftware.com/company/contact-us/support/faq/177>

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## Additional Product Resources & Support

- Looking for some Free training? Visit: <http://RedGiant.com/videos>
  - **Red Giant TV** - Offers full length, real world, project-based episodes
  - **Quick Tips** - Watch short, useful tips on how to help you work faster and more creatively
  - **Getting Started** - Download getting started guides for all of our products from industry leaders such as Stu Maschwitz, Harry Frank and Simon Walker, just to name a few
- Red Giant People, a place to browse, share and buy visual effects presets: <http://people.redgiantsoftware.com>
- Search for your specific question on our Product Support page here: <http://RedGiant.com/support>