Note: This document has been updated as of November 30, 2021.

How to install panel:

If you are using Photoshop CS6 or any version of CC prior to v23.0 (aka Photoshop 2022), you should install Lumenzia v9.2.2. Lumenzia v10 and beyond are built as a UXP panel and require CC v23 as the minimum requirement. The older version is distributed in the same ZIP you've downloaded to get here, just in another sub-folder. Please see the directions there for how to install, which are very different from the instructions below for a UXP panel.

One of the many benefits of Adobe's new UXP platform is that it is generally much easier to install than the older CEP and Flash panels. There are generally two methods which may be used to install a UXP panel: installation via the Adobe marketplace or directly via a "CCX" file you have downloaded. While I have made my Web Sharp Pro panel available in the marketplace, I have no plans at this time to do the same for Lumenzia because direct distribution offers the flexibility I need to support existing customer, users on institutional licenses, etc. *So the method for installing Lumenzia v10 is not the same as the method used for installing Web Sharp Pro at this time, even though both are UXP panels.*

To install via the CCX file:

1. Locate the installation file, which has a "CCX" extension.
2. Double-click the CCX file.
3. If your Adobe Creative Cloud installer is working and you have Photoshop v23 or later, you should see the Adobe installer popup with a message or two (possibly asking if you want to replace any existing installation of Lumenzia UXP and then asking your permission to install). Just click the blue "continue" and "OK" buttons as appropriate to proceed**. If you do not see this, then jump to the troubleshooting on the next page.**
4. If Photoshop was open, you should immediately see Lumenzia opened in the top-left of Photoshop. **
5. Just click and drag from the top left of the panel to place it wherever you like in Photoshop. You may click and drag from the edges to resize the panel.
6. If you wish to use the full interface or other size options, click the flyout (top-right three bars icon) and look for the option to set the interface size. Alternatively, you may <alt/option>-click the top-right button in the panel to quickly cycle through the various size options. The Basics panel includes a smaller size option if desired to match the smaller Lumenzia interface.
7. You may keep an older CEP version of Lumenzia (such as v9) installed alongside a newer UXP version. This is ok to do, but it is recommended that you either close the older version or uninstall it for slightly better performance.

** Note: UXP panels (Lumenzia v10+) are found under the "**Plugins**" menu in Photoshop, while older CEP panels (Lumenzia v9 and older) are found under "**Window / Extensions**".

Troubleshooting:

For the latest and most complete troubleshooting assistance, please see: https://gregbenzphotography.com/installing-a-uxp-panel-from-ccx

CCD says you do not have a compatible app installed:

- Lumenzia runs using the latest version of the UXP platform, which means that you must use Photoshop v23 or later (there are older versions of Photoshop which will run some UXP panels, but older versions lack critical features required by Lumenzia).
- Please see Adobe's support site for more info: https://helpx.adobe.com/creative-cloud/kb/troubleshoot-common-addon-installation-issues.html

The CCX file won't open or you get a warning "Creative Cloud cannot open files of this type.":

- This may indicate that you do not have the Creative Cloud Desktop app installed. If you have Photoshop CC, then you should have this.
- This more likely may indicate that the CCX file extension is not pointing to the correct Adobe app or you used “open with” and bypassed the required helper app. While the app you see is Creative Cloud Desktop, installing a local CCX file actually occurs through a helper app. Make sure that your operating system is pointing to the correct app:

  MacOs: */Library/Application Support/Adobe/Adobe Desktop Common/RemoteComponents/UPI/UnifiedPluginInstallerAgent*

  Windows: *C:\Program Files\Common Files\Adobe\Adobe Desktop Common\RemoteComponents\UPI\UnifiedPluginInstallerAgent*
- If you're still having trouble, please contact asupport@adobe.com to help understand why your system will not install a valid CCX

I installed the panel, but cannot see it in PS:

- Make sure you have restarted PS
- Go to the "**Plugins**" menu in Photoshop to launch any installed UXP panels (older CEP panels are under a different menu area: Window / Extensions)
- If you are using an Apple Silicon (ie M1) computer, you won’t see the Window / Extensions menu in PS unless you are running under “Rosetta” for compatibility. It is recommended to install Lumenzia v10 to use the UXP panel (as Photoshop runs about 20% more quickly without Rosetta). However, if you need to run an older version of Photoshop which will not support Lumenzia

v10, you may still run Lumenzia v9.2.2 under Rosetta on your computer. Please see the instructions for enabling Rosetta. Note that even if you have enabled Rosetta for PS, LR may launch it without Rosetta. So if you are sending images from Lightroom (LR) to PS, please be sure to launch PS manually before trying to open the images from LR.

If you don't see your issue here, please also check https://gregbenzphotography.com/installing-a-uxp-panel.