

Files that have been exported to PSD in Painter 12 will not open in Adobe Photoshop

• Painter

Files that have been exported to PSD will not open in Adobe Photoshop and you will get the following error message: Could not complete your request because it is not the right document

This is a known issue and will be resolved in a future update. Please follow the below instructions to resolve this issue temporarily.

Cause:

Layers that have been created and named have more than 32 characters in the layer name.

Solution:

Rename the layers that have more than 32 characters in their layer name to less than 32 characters. Export the file again as a PSD. You should now be able to open the file in Adobe Photoshop.

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