Before utilizing **Reset Face Tools**, ensure that the CC character has been sent to ZBrush at least once. Failure to do so may lead to errors.

Reset Face Tools should be used whenever the following occurs:

- Opening a ZBrush project containing a linked character.
- When Face Tools warns about missing layers.
- When the Face Tools panel mysteriously freezes.

Reallusion FAQ
https://kb.reallusion.com/Product/53158/Usecases-for-Reset-Face-Tools