

General Troubleshooting

Troubleshooting Steps

I have a problem with Lightroom - are there any troubleshooting steps I can try?

Make sure you have backups before going any further!

1. Restart Lightroom
2. Restart the Computer
3. Make sure you're running the latest release
4. Delete the Preferences file.

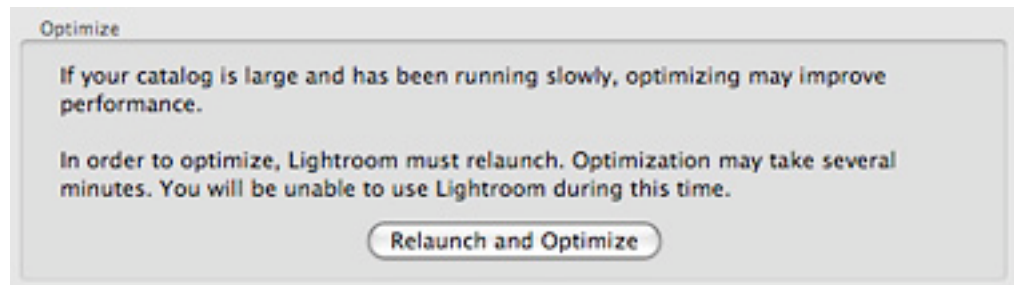
Close Lightroom and find the Preferences file. The Preferences may be in a hidden folder on some systems, which you may need to show. You can move or rename that Preferences file, rather than deleting, if you think you may wish to put it back.



[See 'The default location of the Preferences is...'](#) on page 322, ['How do I show hidden files?'](#) on page 325 and ['What is deleted when I delete my Preferences file?'](#) on page 295

5. Optimize the Catalog

Go to File menu > Catalog Settings > General panel and press the 'Relaunch and Optimize' button



Wait for it to tell you it's completed before moving on.



6. Create a new catalog to rule out catalog corruption.

Restart Lightroom while holding down Ctrl (Windows) / Opt (Mac)

Select Create New Catalog

Import some photos into that new catalog to check everything is working as expected. If this works, the problem is with the catalog, possibly corruption.



[See 'How do I create a new catalog and then switch between catalogs?' on page 39](#) and ['My catalog appears to be corrupted - how do I rescue it?' on page 312](#)

7. Move all user presets in case a corrupted preset is causing the problem.



[See 'The default location of all of the Presets is...' on page 323](#)

8. Update drivers on your machine, particularly the graphics card drivers. If you have a nVidia Graphics card, turn off the nView software as it's known to cause conflicts.



[See 'I've heard of incompatibilities with nVidia graphics cards and software - is there anything I can do, other than using a different graphics card?' on page 319](#)

9. Damaged RAM can also cause some odd problems - Lightroom will find dodgy memory quicker than almost any other program.

SAMPLE