

### TROUBLESHOOTING STEPS

As with all computer software, problems can occur with Lightroom, so it's useful to have some simple troubleshooting steps to try before you need to ask for additional help.

#### **I have a problem with Lightroom—are there any troubleshooting steps I can try?**

On the following pages are some standard troubleshooting steps for the most frequent issues, but as always, make sure you have backups before you try any troubleshooting steps.

5. Restart Lightroom.
6. Restart the Computer.
7. Make sure you're running the latest updates, both for Lightroom and for your operating system.
8. Optimize the Catalog.  
Go to File menu > Optimize Catalog and wait for it to tell you it's completed before moving on.
9. 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 could move or rename that Preferences file, rather than deleting, and if it doesn't solve the problem, you can put it back.
10. If your catalog won't open, check for a \*.lock file alongside your catalog file, and delete it, and then try to restart. The lock file can get left behind if Lightroom crashes, preventing you from opening the catalog. If you find a \*.lrcat-journal file, do not delete that as it contains important information.
11. Create a new catalog to rule out catalog corruption.  
Restart Lightroom while holding down Ctrl (Windows) / Opt



Also check...

*"How do I check which Lightroom and ACR versions I have installed?" on page 360*



Also check...

*"What general maintenance will keep my catalogs in good shape?" on page 210, "Lightroom says that my catalog is corrupted—can I fix it?" on page 213, "How do I create a new catalog and switch between catalogs?" on page 206 and "The default location of the Presets is..." on page 463*

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(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. (Don't panic, that can usually be fixed!)

12. Move all user presets to another location in case a corrupted preset is causing the problem.

13. 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.

14. Damaged RAM can also cause some odd problems - Lightroom will find dodgy memory quicker than almost any other program. Run software such as Memtest to check your memory.

If none of those troubleshooting steps solve the problem, post a description at <http://www.lightroomforums.net/> and we'll help you figure it out!