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**Here's What I Think!**

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This article covers different Adobe Lightroom troubleshooting tips and techniques. The views expressed in this article are those of the author and do not necessarily reflect the views of Redlands Camera Club.

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Need help? If you have any questions about processing an image using Adobe Lightroom or Photoshop, email me at jhwr@earthlink.net (*for RCC members only*) and I will try to assist you.

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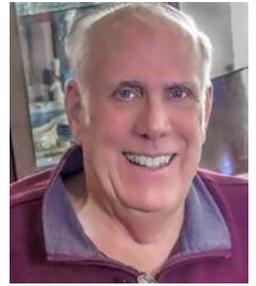
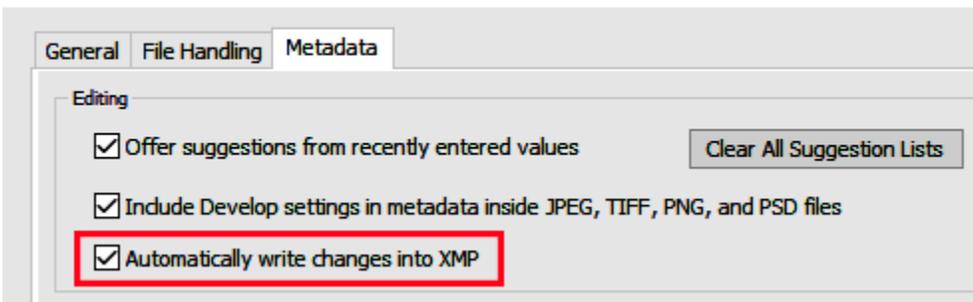**LIGHTROOM TROUBLESHOOTING TIPS**

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Performance issues with Lightroom Classic:

- Some photographers have been affected by performance issues and crashes in the last couple of Lightroom releases. Most have only been affected since 10.1 (December release), but some Mac users have been struggling with Lightroom Classic's performance since the 10.0 October release.

- The product managers at Adobe say performance issues are their top priority. So far it's been tricky to track down and fix, and they don't want to release the update until it's been thoroughly tested and they're reasonably confident that it solves the problem without creating more issues.

- But meantime, what can you do to improve performance?

  o Many of the performance issues revolve around the GPU (Graphics Processing Unit).If you are experiencing issues the first step you should take is to go to *Preferences > Performance tab* and set *Use Graphics Processor* to **Off,** and see what difference that makes. For many who have experienced poor performance (sticky Develop sliders, crop display problems, etc.) and crashes since 10.1,this should solve the performance problem.

  o As part of standard troubleshooting, you should check the graphics card manufacturer's website (Windows) / Software Update (Mac) for an updated driver. On Mac, please note updating to Big Sur doesn't seem to solve this specific performance issue.
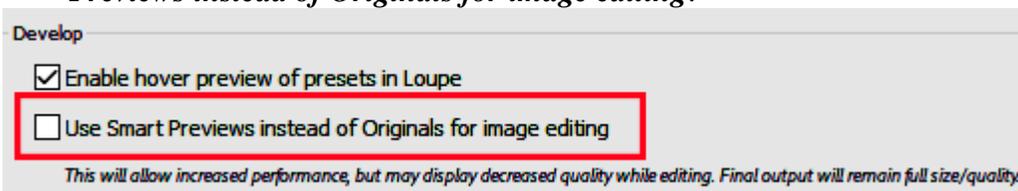
Things to do when Lightroom Classic is running slow:

1. Move your Catalog file to your internal hard drive: It's fine for photos to be stored on an external hard drive (recommended), but not your Lightroom Catalog file or previews files.

2. Increase your RAM to 16GB.

3. Internal hard drive: Order/replace your internal hard drive to a fast SSD drive — performance will be noticeable.

4. Free up space on your internal hard-drive. Make sure you have at least 20% of your overall storage space free.

5. Make sure you have updated Lightroom Classic to the latest version. Go to the file menus and select **Help>Updates**.

6. You can't expect Lightroom to run at full speed on an old outdated computer. If your computer is four or five years old, it's outdated and needs replacement.

7. Turn off *Automatically write changes into XMP* (Edit>Catalog Settings> Metadata tab). This will turn off writing changes every time you move a slider.

Catalog Settings

General | File Handling | **Metadata**

Editing

☑ Offer suggestions from recently entered values   Clear All Suggestion Lists

☑ Include Develop settings in metadata inside JPEG, TIFF, PNG, and PSD files
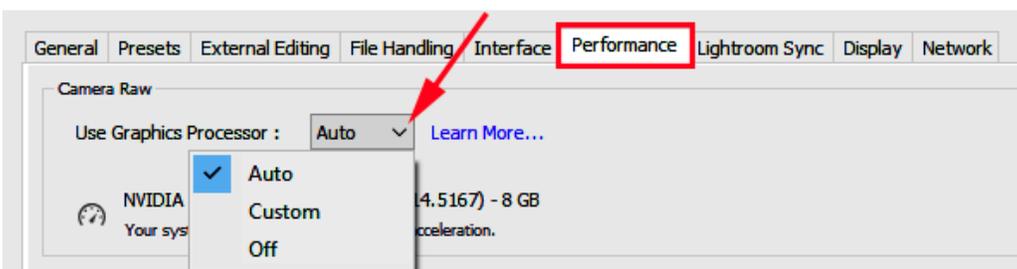
☑ Automatically write changes into XMP

8. **Turn off the *Preset Preview* feature:** You have several Presets and The Preset Preview is Turned On, it's a fairly computing intensive to generate full screen previews on the fly like that, and if you have a lot of presets having this feature on can bring Lightroom to a crawl. The 'Preset Preview' feature gives you a live on-screen preview of any Develop Module preset you roll your mouse over. To turn this feature off, go to Edit>Preferences and click on the Performance Tab. In the Develop section uncheck *Use Smart Previews instead of Originals for image editing*.

Develop

☑ Enable hover preview of presets in Loupe

☐ Use Smart Previews instead of Originals for image editing

This will allow increased performance, but may display decreased quality while editing. Final output will remain full size/quality.

Lightroom Classic Performance Troubleshooting Steps:

If you're having a problem with Lightroom, there are some general troubleshooting steps you can try to correct the problem. Make sure you have backups before doing the following step.

1. **Reboot:** Normally rebooting the program will solve problems. If that doesn't solve it, reboot the computer.

2. **Optimize the Catalog**: Go to **File>Optimize Catalog** and make sure the operation is completed before doing anything else.

3. **Update Lightroom:** Check for updates since many updates include bug fixes. To check for updates go to **Help>Check for Updates.**

4. **Check for Driver Updates:** Buggy graphics card drivers (GPU) can cause no end of trouble.

    ▪   For windows computers, check the graphics card manufacturer website since the GPU driver can become outdated quickly.

    ▪   For a Mac operating system, check System Preferences > Software Update for an operating system update.

5. **Turn off the GPU:** If you continue to have problems, particularly with artifacts on the screen, slow performance or crashes, try turning off the GPU. Go to *Edit>Preferences > Performance tab* and choose Off in the dropdown menu.

Preferences

General | Presets | External Editing | File Handling | Interface | **Performance** | Lightroom Sync | Display | Network

Camera Raw

Use Graphics Processor :   Auto ▾   Learn More...

✓	Auto
NVIDIA	4.5167) - 8 GB
⊙ Your sys	Custom
	Off	cceleration.

6. **Reset Preferences:** Resetting Lightroom's Preferences file can solve all sorts of problems, so it's a good early step in troubleshooting. To reset preferences, hold down **Alt+Shift** keys (Windows) / **Opt+Shift** keys (Mac) while opening Lightroom. A popup window will appear where you select **Reset Preferences**. Alternatively, you can reset the preferences manually. Moving or renaming the preferences file, rather than deleting it, means that you can put it back if it doesn't solve the problem, to save you manually recreating your preferences again. Preferences are located at: C:\Users\[your username]\AppData\Roaming\Adobe\Lightroom CC\Preferences

7. **Cleanly Uninstall and Reinstall Lightroom:** Particularly if the problems started just after an update, an uninstall and reinstall can help. If the computer hadn't been rebooted for a while before installation, the installation can be incomplete, so:

   ▪ Reboot the computer.

   ▪ Uninstall Lightroom Classic / Cloud using the Adobe CC app.

   ▪ Reboot the computer.

   ▪ Reinstall Lightroom Classic / Cloud using the Adobe CC app (or Lightroom 1-6 using your original disk).

   ▪ Reboot the computer.

   ▪ Pat yourself on the back, go make a drink, come back and see if the problem is solved.
   Try a new catalog: If resetting the preferences doesn't help, create a new catalog to rule out minor catalog corruption. (Note that this is only a test to check whether the problem is catalog-specific. Don't delete your working catalog or start working in this temporary catalog!).To do so:

   ▪ Go to *File menu > New Catalog*.

   ▪ If you can't open Lightroom to access the menu, hold down Ctrl (Windows) / Opt (Mac) key while restarting Lightroom, then click the *Create New Catalog* button.

   ▪ Choose a location for the temporary catalog such as the desktop.

   ▪ Import some photos into this new catalog to check everything is working as expected.

   ▪ If this works, the problem is likely specific to your catalog.

   ▪ To return to your normal catalog, go to *File menu > Open Recent*.

8. **Rule out corrupted presets:**

   ▪ Go to Edit menu (Windows) / Lightroom menu (Mac) > Preferences > Presets tab.

   ▪ Press the Show Lightroom Develop Presets and Show All Other Lightroom Presets buttons. This will open two Explorer (Windows) / Finder (Mac) windows to the Lightroom and Camera Raw presets folders.

   ▪ Quit Lightroom.

   ▪ Select the contents of the Lightroom folder, with the exception of the Preferences folder (as we've already ruled out preferences problems). Move these subfolders (e.g. Develop Presets, Print Templates, etc.) to another location, such as the desktop.

   ▪ Select the contents of the Camera Raw folder and move it to another location such as the desktop.

   ▪ On macOS, you'll need to reboot the computer as macOS caches some files.

   ▪ Restart Lightroom.
   If it does solve the problem, copy the presets back a few at a time, to narrow down which specific preset (or group of presets) is causing the problem.If the problem isn't solved, you can copy the preset folders back, overwriting the default preset folders that have been automatically created.

9. **Rule out corrupted fonts:** Corrupted fonts have been known to cause problems, particularly in the Print and Book modules. Fonts aren't specific to Lightroom. If you're not familiar with managing your operating system's fonts, Google "uninstall font" and the name of your operating system for instructions on removing fonts.

10. Ask for help: Call 1 (800) 833-6687 or better yet start a chat (https://helpx.adobe.com/support/lightroom-cc.html). Usually, the technician will take over your computer (with your permission) and make changes to correct the problem.