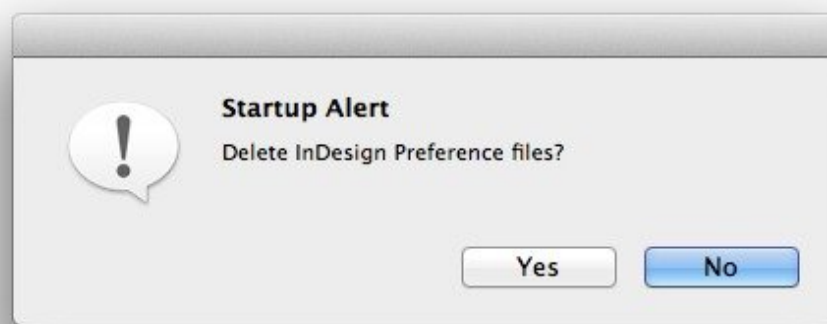# Cal Poly Art and Design

Resolving crashing with Adobe Creative Cloud applications

Written By: Matt Corippo

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INTRODUCTION

Adobe Creative Cloud applications are powerful, but very complex. The most frequent cause of of an application quitting/crashing/not starting is corrupted cache or preference files.

The good news: if the offending file is removed, the application is stable again.

The bad news: Finding and identifying the offending file can be a challenge.

In this example, we will look at **InDesign**. Other CC applications will have similar files in the same locations.

Follow these steps to remove the most common cache and preference files.

1. **Delete preferences automatically.**
2. **Delete cache files manually.**

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## Step 1 — Delete preferences automatically
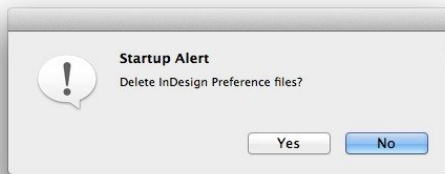
- Confirm that InDesign in NOT running.

- Hold down these keys: **Shift** + **Control** + **Option** + **Command**.

- Start InDesign while continuing to hold down the keys.

- Release the keys when you see a dialog box asking if you want to delete preferences.

- Click **Yes**. Does InDesign open and behave? If not, proceed to step 2.

Step 2 — Make User/Home Library visble
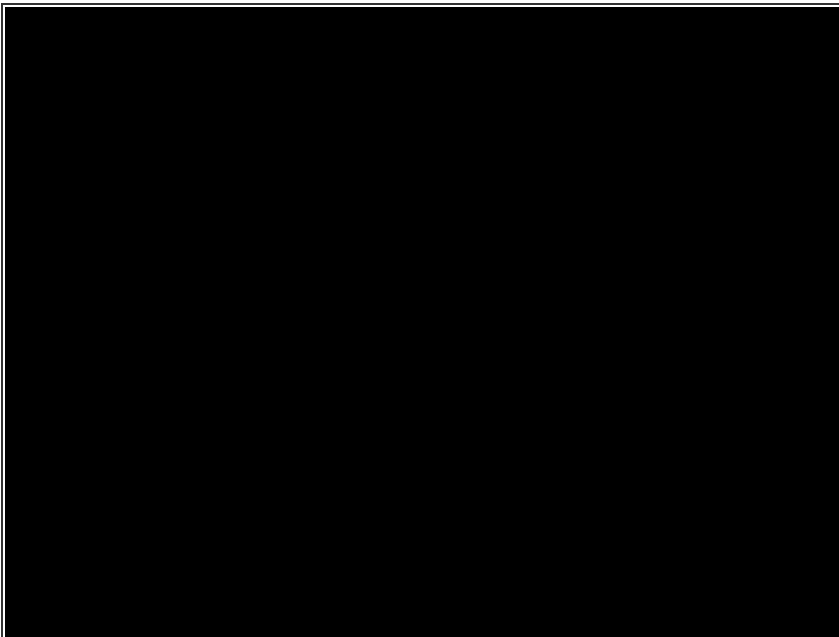
- First, you must make the **User Library** visible; Apple keeps it invisible to keep novice users from doing damage.

- With the **Finder** selected, hold down the **Option** key, and select **Go** and then **Library** (visible while the option key is pressed).

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Step 3 — Delete cache files manually
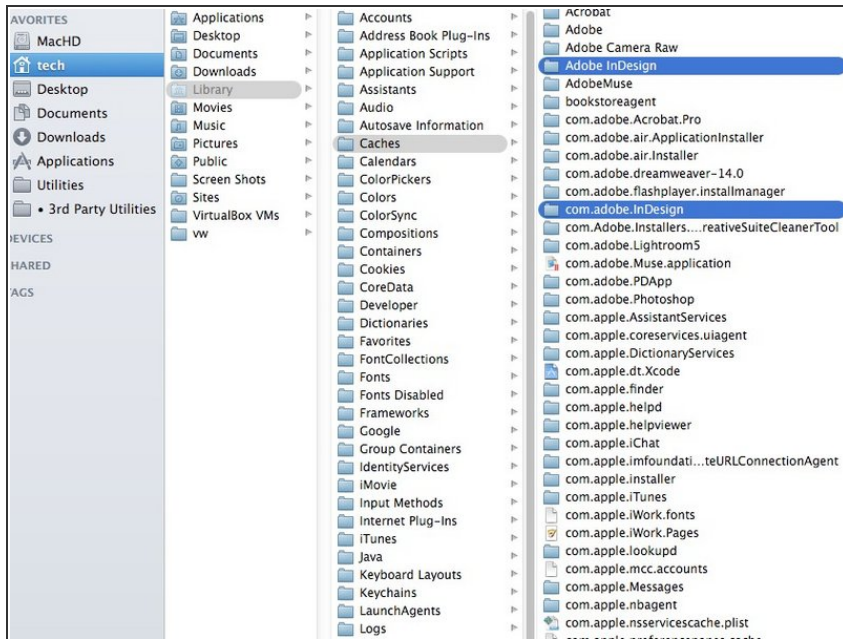
- Be sure that the application you are troubleshooting is **NOT** running. If it is, quit it.

- In this example we are looking for **InDesign** related files, but some files may be used multiple applications and be named differently.

- With your Home **Library** open, navigate to **Caches**, and look for related Adobe files.

- In this example we are looking for **InDesign** related files, but some files may be used multiple applications and be named differently.

- Select any suspect/related Cache files, and drag them to the trash and delete them.

  - ⓘ *What are Cache files?* They are simply helper files that let applications remember and play back settings and preferences faster. They do not contain any saved user data, and are safe to delete!

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Step 4 — Test & verify

- Open the offending application (InDesign) and see if it now behaves.

- If not: repeat the process and consider deleting other **Adobe Cache** files from your User **Library**.

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