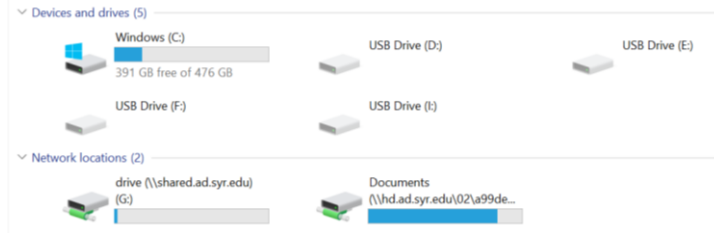


## **SOLVING ADOBE PREMIERE PRO PROBLEMS**

If Premiere crashes, one or more of these steps should solve it:

### **1) Make sure you have enough SU disk space:**

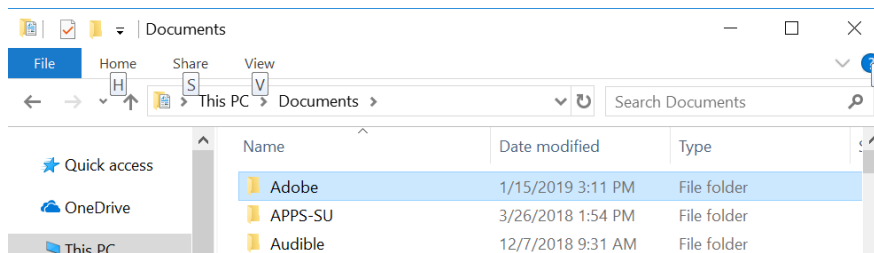
On a BDJ lab computer, click the **FILE EXPLORER** icon along the taskbar, and choose **THIS PC** along the left. Check the available space on the **DOCUMENTS H:** drive and any other portable drive you may be using



In the above screenshot, the **DOCUMENTS (H:)** drive bar is BLUE, indicating available space; if it is RED, this can make weird things happen, including preventing Premiere from even opening. Clean out all unnecessary files on that drive.

### **2) Remove Documents>Adobe folder**

On the BDJ lab Windows PC you are using, open the File Explorer icon along bottom Taskbar, and delete this entire folder: [This PC\\Documents\\Adobe](#)



### **3) Change internal Premiere settings**

**Make sure you are using BDJ's provided generic Premiere Pro project template** (e.g., "BDJ Class Preset CC 2021.proj", available from **Desktop>Class Files>Universal Templates>Premiere Project—DOWNLOAD ENTIRE FOLDER!** Open this file for each story, then immediately **SAVE PROJECT AS**, with an appropriate filename. Starting projects from scratch can lead to crash problems.)

#### **1) Select Edit>Preferences>Media Cache**

- i. **Location:** Do NOT save to anywhere on the C: drive!! Browse/navigate to the Premiere project folder you're working on, on your portable drive, or ISIS Z: drive!
- ii. Then: under **Media Cache Database**
- iii. Location: Do NOT save to anywhere on the C: drive!! Browse/navigate to the Premiere project folder you're working on, on your portable drive, or ISIS Z: drive!
- iv. When asked "**move the existing media cache database to new location or delete it?**" Choose **Move other settings the same**, select OK

#### **2) Select File>Project Settings>Scratch Disks**

- i. Choose "**same as project**" on all, select ok, then **SAVE PROJECT**. Even better, save your Generic project .proj file with these settings, so all future uses of it are already set correctly.