

Fix Illustrator crash issues

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Illustrator crashing or freezing? We're here to help.

Fix common crash issues in simple steps

Perform these steps in sequence until the crash is fixed:

1. Ensure that your computer meets the [minimum system requirements](#).
2. Update Illustrator to the [latest version](#) for improved product stability. Ensure that you restart your computer after the update.
3. Back up and [reset your app preferences](#) to ensure that none of them are corrupt.
4. Check the [System Compatibility Report](#) for outdated GPU driver issues. [Update your GPU drivers now](#) if you haven't yet.
5. Use the [Creative Cloud Cleaner tool](#) to perform a clean reinstall of Illustrator.

If Illustrator still crashes, try these solutions



Select your issue to view its specific solution:

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NEED MORE HELP?

Simply share the [crash report or crash log](#) with us.



Sayeeda Khan

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