

BEFORE YOU UPDATE

1 - Manually Export Presets

- A. Go to the Effects panel
- B. Select any custom Presets you've created
- C. Click on the top right panel menu
- D. Select Export Presets
- E. Save them to a safe location on your computer

2 - Sync Settings to Creative Cloud

- A. Go to the small Creative Cloud icon on the bottom left of your screen.
- B. Select Sync Settings Now

3 - Update applications in Creative Cloud Desktop

- A. Launch Creative Cloud Desktop application
- B. Select Updates on the top left
- C. Update the applications you want or Update All

AFTER YOU UPDATE

4 - Reset Preferences and Plug-in Cache

- A. Make sure Premiere Pro is not running
- B. Launch Premiere Pro
- C. Immediately hold Alt+Shift (Win) Opt+Shift (Mac)
- D. Answer OK to prompt to reset

NOTE: You must hold the keys immediately for this step to work

5 - Delete All Media Cache Files

- A. Make sure no Projects are open
- B. In Preferences go to Media Cache
- C. Select Delete beside Remove Media Cache Files
- D. Select Delete all media cache files from the system

It's OK, you're safe - This does NOT delete your Projects or assets

6 - Update Drivers (If needed)

- A. If the System Compatibility dialog box appears
- B. Update your graphics card drivers

WHY THIS IS IMPORTANT

When Premiere Pro resets itself (later in this guide) you will lose any custom Presets you've created. This is a good time to back them up so you can import them later.

This is recommended because the next step doesn't always work

Resetting Premiere Pro will delete any custom Workspaces, Prefs, etc. Syncing settings will backup your Preferences, Workspaces and Shortcuts so you can resync later. If syncing fails, try syncing your system clock

This is where you will start the update process.

Resetting helps Premiere Pro's stability because sometimes old settings become corrupt and cause the application to crash or function poorly.

Deleting the Cache offers the same benefits as resetting the Preferences and Plug-in Cache.

Drivers issues can cause display and performance problems so it's best to keep them updated.