

12 Replies | Latest reply on Oct 28, 2018 6:15 PM by AshutoshChaturvedi

newroadcreative Oct 17, 2018 7:36 AM



Illustrator CC 2019 RAM Crash

I am running MAC OS Mojave 10.14

After a short while working on simple Illustrator files Illustrator will display a message saying it runs out of RAM. This should not happen.

613 Views Tags:

Beeglowbot Oct 17, 2018 8:05 AM (in response to newroadcreative)



1. Re: Illustrator CC 2019 RAM Crash

I'm having the same issue since 2019 update. It will happen with the simplest file and nothing else open.

Running on 10.13.6 High Sierra w/ 32gb of ram. Needless to say, it's not out of memory.

Actions

Like (0)

cadispraha Oct 17, 2018 9:57 AM (in response to newroadcreative)



2. Re: Illustrator CC 2019 RAM Crash

I can see the same problem with Illustrator CC2019 but Windows version. Illustrator reported Out of memory, but W10 shows 16,6GB of RAM free. But I opened 10 small files. In CC2018 I opened 30-40 files without any problems.

Actions

Like (0)

sara_pro Oct 17, 2018 11:29 AM (in response to newroadcreative)



3. Re: Illustrator CC 2019 RAM Crash

Argh! Me too! Only since the 2019 update, very simple Illustrator files. How can we fix this???

Running on 4.2 GHz Intel Core i7. 32 GB 2400 MHz DDR4.

Actions

Like (0)



mdmumford Oct 17, 2018 11:55 AM (in response to cadispraha)

4. Re: Illustrator CC 2019 RAM Crash

Since I updated... I am crashing 10-20 times a day... AAAAHHHH! Waiting to hear of a solution.

Actions

Like (0)



tocafundo Oct 18, 2018 5:53 AM (in response to newroadcreative)

5. Re: Illustrator CC 2019 RAM Crash

Hi!

Turning **OFF** the "**GPU Performance**" on Preferences solved here until now.

Waiting for a patch...

(running on Windows 10)

Actions

Like (0)



Beeglowbot Oct 18, 2018 6:52 AM (in response to tocafundo)

6. Re: Illustrator CC 2019 RAM Crash

It did nothing for me on macOS 10.14 Mojave. In fact it's even worse today for whatever reason. I can't even open a blank file. It glitches out so bad that even moving panels or the document itself is laggy. All menu items are grayed out so I can't even quit, have to force quit out.

This needs to be fixed immediately, **I can't work**.

I'm reverting back to previous version for now.

Actions

Like (0)



apkacesASI Oct 18, 2018 6:51 AM (in response to tocafundo)

7. Re: Illustrator CC 2019 RAM Crash

This definitely doesn't work as a solution.

Actions

Like (0)

tocafundo Oct 18, 2018 12:44 PM (in response to newroadcreative)

8. Re: Illustrator CC 2019 RAM Crash

My bad, folks...

Still crashing with "gpu Performance" off

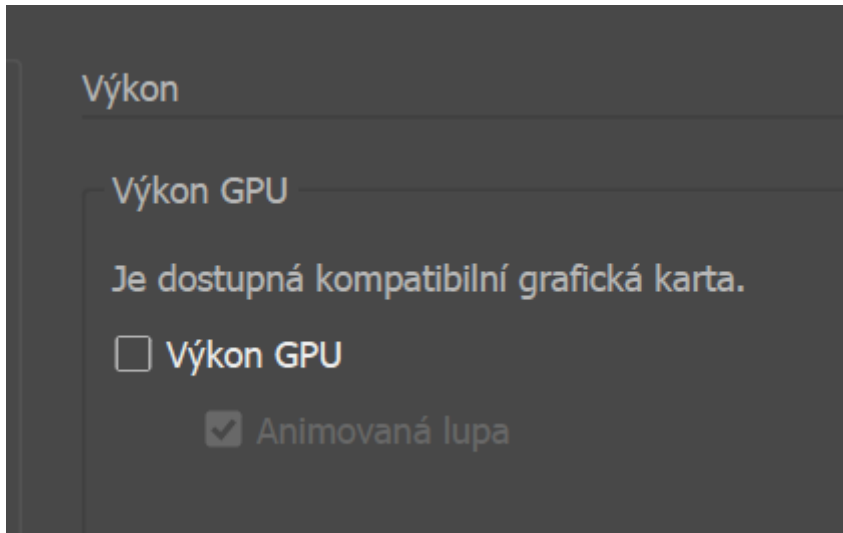
Actions

Like (0)

cadispraha Oct 18, 2018 12:55 PM (in response to newroadcreative)

9. Re: Illustrator CC 2019 RAM Crash

How to disable it? Sorry, I am using Czech version



But:

Number of Displays: 2

Number of Drivers: 1

Vendor: NVIDIA Corporation

...

ActiveDriverIndex: 0

Driver[0] Name: NVIDIA GeForce GTX 960

Driver[0] Driver Version: 24.21.13.9836

Driver[0] Driver Date: 20180624000000.000000-000

Driver[0] Adapter RAM: 2048

Driver[0] PNP DeviceID:

PCI\VEN_10DE&DEV_1401&SUBSYS_29663842&REV_A1\4&2581174D&0&0008

Driver[0] Installed Display Drivers:

C:\WINDOWS\System32\DriverStore\FileRepository\nv_dispi.inf_amd64_485c1c3102021986\nvldumdx.dll,C:\WINDOWS\System32\DriverStore\FileRepository\nv_dispi.inf_amd64_485c1c3102021986\nvldumdx.dll,C:\WINDOWS\System32\DriverStore\FileRepository\nv_dispi.inf_amd64_485c1c3102021986\nvldumdx.dll,C:\WINDOWS\System32\DriverStore\FileRepository\nv_dispi.inf_amd64_485c1c3102021986\nvldumdx.dll


DefaultEnableGPU: 1 <=====

Is GPU enabled by default? And if yes, how to switch it off?



Actions

Like (0)

AshutoshChaturvedi  Oct 18, 2018 11:10 PM (in response to newroadcreative)

10. Re: Illustrator CC 2019 RAM Crash

Please accept my sincere apology for the inconvenience and disappointment the issue has caused. Please add vote on UserVoice to get update on this issue
<https://illustrator.uservoice.com/forums/601447-illustrator-bugs/suggestions/35728720-new-update-v23-crashes-illustrator-consistently>

Actions

Like (0)


Maylo Oct 27, 2018 1:21 PM (in response to newroadcreative)

11. Re: Illustrator CC 2019 RAM Crash

I have the same problem with Illustrator 2019 CC...crasht and message "not enough RAM"...this is not possible...I have a MAC with 64 RAM.....I have never had any problems ... from version 2019 always problems with Illustrator, InDesign and Photoshop
InDesign 2019 CC....If I start InDesign I have always error message "AIGPUSniffer has stopped unexpectedly"...Why start this application together with InDesign?

Actions


Like (0)

AshutoshChaturvedi  Oct 28, 2018 6:15 PM (in response to newroadcreative)

12. Re: Illustrator CC 2019 RAM Crash

We are working please visit our UserVoice page for the update and a temporary fix while we patch
New update (v23) crashes Illustrator consistently with Can't finish previewing or enough memory (RAM) – Adobe Illustrato...

Actions

 Like (0)