

[Knowledgebase](#) > [Troubleshooting Guides](#) > [Maya Crashing Troubleshooting](#)

## Maya Crashing Troubleshooting

CADTech Student Employee - 2025-12-11 - [Troubleshooting Guides](#)

The first thing we recommend to troubleshoot the crash is resetting your Maya preferences. Do me a favor and try to delete your Maya preferences. Here's an Autodesk article explaining how that's done:

<https://knowledge.autodesk.com/support/maya/learn-explore/caas/CloudHelp/cloudhelp/2018/ENU/Maya-Customizing/files/GUID-393D1ECA-9B6E-4625-B5B1-3F28E62AFB1C-htm.html>

We highly recommend students to back up their work before doing this. Give it a try and let us know if the problem gets better or worse.