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Product: Chief Architect Premier X12 - Product Key: Z9LGU
Subject: Performance lag
Status: Open
Support Rep: Grant S

Justin Orwig

Wednesday, Aug 05, 2020 - 10:53 AM PDT

Yes it is checked on. I went into a smaller plan in X11 and it was faster. Maybe just because of size? These plans I am working on are not full houses and just cabinet layouts.

I really need to get this sorted out. What can be done?

- Support Answer -

Grant S

Wednesday, Aug 05, 2020 - 07:14 AM PDT

Under the Chief Architect menu > Preferences > General, there is a setting called 'Optimize for Multi-Core CPUs', is this setting checked? If no, I would make sure to check the setting and click OK to confirm the changes.

Grant

Chief Architect Technical Support

Justin Orwig

Tuesday, Aug 04, 2020 - 03:26 PM PDT

Yes Slowness in all of those areas. As well as when saving a layout to a pdf. It usually spins the color when and locks up.

Cleanmymac might have help after installing it a few weeks ago otherwise no change.

none of the things we have tried have made a difference.

- Support Answer -

Grant S

Tuesday, Aug 04, 2020 - 03:20 PM PDT

When you say it might have improved things marginally, are you referencing disabling CleanMyMac? Or using CleanMyMac to clean up your system has marginally improved things?

Are you still seeing slowness in the same way when moving or placing objects, committing changes, moving around a 3D camera view, etc?

Grant

Chief Architect Technical Support

Justin Orwig

Tuesday, Aug 04, 2020 - 01:19 PM PDT

Thanks for getting back to me.

I don't use cross hairs. And as for clean my Mac, I downloaded it because things were running so slow. It might have improved things marginally.

Is there any other way to know whats going on? Or do I need to delete and reinstall x12?

- Support Answer -

Grant S

Tuesday, Aug 04, 2020 - 01:08 PM PDT

It was brought to my attention that the CleanMyMac application may cause slowness. I would try closing the CleanMyMac application and relaunching Chief Architect.

Crosshairs can sometimes cause slowness on high-resolution screens, so I would try disabling them. To disable crosshairs, navigate to the Edit menu > Preferences > Edit and remove checks next to 'Enable in Plan and Cross Section/Elevation Views' and 'Enable in Perspective Views'.

Grant

Chief Architect Technical Support

Justin Orwig

Monday, Aug 03, 2020 - 03:13 PM PDT

Hi Grant

I'm in a new plan with no schedules and its just as bad as before. Is there anyway we can tell what to do? This is really slowing down work

I this on my end in the computer? I'm running 2-20% cpu and 4-9gb ram available. No sure how to tell if my graphics card is being bogged down but nothing else is running.

- Support Answer -

Grant S

Thursday, Jul 30, 2020 - 09:31 AM PDT

I, again, was not able encounter any of the slowness or freezing behavior you've described.

I'm currently in communication with our Testing department to see what else we can try. In the meantime, I would see if any of the following makes a difference in the behavior you've described:

- In 3D views, you might try turning off the Reflection camera option.
- To do this, navigate to 3D > Camera View Options while in a camera view.
- In Preferences, there are some Troubleshooting settings under the Render panel I would try turning off.
- Under Edit > Preferences > Render, I would turn off Global Illumination and Enhanced Lighting if they are checked.
- If Global Illumination and Enhanced lighting are already turned off, I would check them on.
- There are quite a few cabinet schedules on the plan. I would try temporarily deleting several to see if there's a difference in performance.

Grant

Chief Architect Technical Support

Justin Orwig

Wednesday, Jul 29, 2020 - 08:23 PM PDT

Here is the current file I am working on with the issue present. This file is saved locally not on the cloud

David & Ann Lowe 1.2 layout (4.99 MB) Delete

David & Ann Lowe 1.2 plan (41.51 MB) Delete

Justin Orwig

Wednesday, Jul 29, 2020 - 08:19 PM PDT

The main complaint is slow response to tasks. Like when I hover it takes so long for the function to work.

Also printing a 12 page layout to pdf took about 10 minutes. Normally I have about 5-6 gb ram free when working in CA when it is glitching. when saving the layout pdf it goes to 100-500mb.

Justin Orwig

Wednesday, Jul 29, 2020 - 03:23 PM PDT

Hi Grant

Have you had a chance to see if you can spot the problem in the files I sent?

Justin Orwig

Tuesday, Jul 28, 2020 - 02:34 PM PDT

Hey Thanks so much for looking into this. I've got so many projects to get through this week I really appreciate you helping out! I've attached the info you asked for

MacBook Pro.spx (4.22 MB) Delete

Message Log copy.txt (1.03 MB) Delete

- Support Answer -

Grant S

Tuesday, Jul 28, 2020 - 01:12 PM PDT

Justin,

I'd like to get a copy of your program's Message Log and an export of your system information. These articles will instruct you on how to find and send in these files:

<https://www.chiefarchitect.com/support/article/KB-02908/locating-the-message-log.html>

<https://www.chiefarchitect.com/support/article/KB-01867/finding-information-about-your-system.html>

Grant

Chief Architect Technical Support

Justin Orwig

Tuesday, Jul 28, 2020 - 09:57 AM PDT

Hey Grant

I have now relocated to the local disk. It should be off of iCloud now. It is still very slow to respond especially in camera (for orbit and pan). It used to be very responsive. It also has been freeing especially when "printing" layouts to pdf. I tried opening a standard chief template file and its about the same. Maybe a tiny bit faster but still glitchy.

I don't usually run any other things besides, email open and minimized, safari playing music in the background in another desktop.

I have unplugged the monitor and tried on laptop screen only and its no different.

Thanks for any pointers you have

- Support Answer -

Grant S

Tuesday, Jul 28, 2020 - 07:29 AM PDT

I was not able to reproduce the same kind of behavior you've described with the plan you've attached. That being said, it doesn't seem like anything inside the plan is causing the slowness/lag.

The behavior you're describing can also occur if the plan file is not stored locally on your computer. Sometimes Apple computers will have iCloud drive enabled, which would place their Desktop and Documents folders on cloud storage. I would follow the first steps in this article to confirm whether or not you have iCloud drive enabled: <https://www.chiefarchitect.com/support/article/KB-03116/resolving-unexpected-behavior-on-a-mac-by-redirecting-the-data-folder.html>

Grant

Chief Architect Technical Support

Justin Orwig

Tuesday, Jul 28, 2020 - 06:33 AM PDT

Hi

Thanks for the reply. I'm trying to see if this is something wrong in the software or elsewhere. I don't see much lag in other applications on this computer. I've attached some screen shots also the file I am working on this morning.

Keyboard and mouse repose is very slow. When I orbit in camera view there is lots of lag. When I search the library there is LOTS of lag after each command. The eye dropper has quite a bit of lag after each command. Also editing info in object windows is very slow.

Do I need to delete and reinstall X12

Thanks for your help! In the past it has run better and there is so much lag right now its horrible.

Justin

David & Ann Lowe 1.3 plan (28.64 MB) Delete

Screen Shot 2020-07-28 at 8:17:22 AM.png (392.76 KB) Delete

Screen Shot 2020-07-28 at 8:17:31 AM.png (272.99 KB) Delete

Screen Shot 2020-07-28 at 8:19:52 AM.png (18.05 MB) Delete

Screen Shot 2020-07-28 at 8:42:07 AM.png (233.36 KB) Delete

- Support Answer -

Grant S

Thursday, Jul 23, 2020 - 12:58 PM PDT

Hello,

Thank you for contacting Chief Architect Technical Support. I was only able to see some slight performance loss on the Sylvia Noha plan. The performance loss there was strictly in the plan view and it was caused by the amount of schedules/text objects you have on your plan view. A solution for that would be to place these schedules or text objects in a CAD detail. CAD details can be viewed and managed by going to CAD > CAD detail management or through the Project Browser (View > Project Browser). Additional information about CAD details can be found here: <https://cloud.chiefarchitect.com/1/pdf/documentation/chief-architect-current-reference-manual.pdf#page=255>

Regarding your other plan files, I again was not able to see any performance loss while working in them. Could you describe exactly when and how you're experiencing this lag or delay in these plans?

Grant

Chief Architect Technical Support

Justin Orwig

Thursday, Jul 23, 2020 - 10:18 AM PDT

Hello!

I am experiencing very doggy performance in a couple of plans. In the past I was able to contact someone from support who looked at the file and identified a hidden setting that caused the slow performance. I am attaching the template file I am using as well as the two files that are seeing lag. I am running a 2019 MacBook Pro with 16gb ram and 4gb graphics card. I do not have background applications running that I am aware of and have around 6gb available ram when using chief. The files are small being only for cabinet designs (not full buildings).

Let me know if this is something you can help with as I have exhausted my understanding.

Thanks for your help!

Thanks!

KCC Shaker Template 2 plan (2.88 MB) Delete

David & Ann Lowe 1.3 plan (8.07 MB) Delete

Sylvia Noha 3-1 plan (16.50 MB) Delete