



# **Lightworks v12**

## **Release Notes**

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# Introduction

This document summarizes updates and fixes for prior limitations made to this release of Lightworks, and which are not described in the User or Installation Guides. See the following sections:

- [“Fixes and Features in Version 12” on page 3](#)
- ["Limitations and Known Problems in Version 12" on page 14](#)
- ["Troubleshooting" on page 18](#)
- [“Technical Support Contracts” on page 18](#)

## Fixes and Features in Version 12

This section summarizes the Fixes and Features that have been implemented in Lightworks 12. See the following topics:

- [“Cross Platform Fixes and Features” on page 3](#)
- [“Windows Fixes and Features” on page 13](#)
- [“Linux Fixes and Features” on page 14](#)

## Cross Platform Fixes and Features

### New Content Manager Structure

- Bins and Groups (previously racks) are now all visible within the Content Manager
- Multicam Bins (previously Sync groups) are now all visible within the Content Manager
- The Search function has been incorporated into the Content Manager (click the magnifying glass)
- Added Clips, Subclips, Prints, Syncs, Edits, Searches, Everything and Recent filters to the Content Manager
- Added ability to create Filters
- Added ability to create Filters based on search criteria
- Added ability to manage Filters. To show/hide their visibility based on content
- Added ability to create new bins with the click of a button
- Added ability to create an empty Group
- Added ability to group bins together by highlighting them, right clicking and selecting Make group
- Added ability to copy/move bins/groups to another project simply by right clicking them
- Added ability to move between previous and last bins with the arrows (top left of the Content Manager)
- Added ability to show Current items from the edit timeline (Recent Filter)
- Added ability to sort Bins by Date, Name or Type (Bin or Group)

- Added ability to view Bin in a new browser window
- Added ability to open Edits/Syncs/Prints made in the application in the Content Manager recent filter
- Added the ability to hide the Content Manager Filter/Bin list
- Added the ability to tear off a Bin to the desktop
- Added the ability to create a Group Shortcut by tearing off a Group from the Content Manager to the desktop (Appears like the old style Racks)
- Added the ability to see the contents of a selected Group as tabs along the top, when the Filter/Bin list is hidden
- Added the ability to edit a user created Filter in the Content Manager
- Added the ability to drag/drop files from the OS directly into an open bin (cannot import to Filters)
- Added the ability to import directly into an existing bin (cannot import to Filters)
- Added the ability for users to choose where to reveal new imports, in the Recent filter or in the Searches filter (Import->cogs menu)
- Bins opened from the Group Shortcut open automatically with the Filter/Bin list hidden
- Bin sizes are now remembered by the Content Manager (Automatic Positioning must be set to No)
- Allowed multiple bins to be dragged from the Content Manger to a rack on the desktop

## Bin Modifications

- Creation Date will now always be the Lightworks creation date ie. import date, or date of creation within lightworks
- Added 'Media Date' This will now show the actual creation date of the media itself (when it's available)
- Added Frame rate bin column header
- Added aspect ratio bin column header
- Added Modified date bin column header (which you can also search by)
- Added Take bin column header
- Added the ability to create an empty edit from a bin
- Added "Loading" text to tiles in bins
- Added a message box when you create an edit or a bin to say the contents have been saved automatically
- Added support for Alacrity-style bins
- Added Move/Copy labels to clips when dragging and dropping clips from one bin to another
- Renamed Source Format column header to Media Format
- Renamed Location column header to Media Location (which you can also search by)

## Multicam Bin Modifications

- No longer automatically enter 'compact' mode when selecting 'Display viewers' (You can now highlight some tiles then just click 'compact' to replicate the old behaviour)
- We now store the size/positions of viewers, based on the number of viewers that are visible - If you have 4 viewers visible we store that layout, if you have 3 viewers visible, we store that layout separately -
- Added hide viewers function
- Added the ability for multicam viewers to appear when opening a multicam bin. Set "Automatically restore viewers" to yes on the cogs menu

## Improved Delete Panels on Bins

- The delete panels will now be the same whether selecting multiple bins, individual bins or a selection of entries inside the bin
- Changed the wording on the delete panel to explain more clearly what will happen with the deleted items
- Changed the options on the delete panel to explain more clearly what is being deleted
- Included the number of Bin/Log/Media files that will be deleted
- Prevented users from deleting Logs only resulting in orphaned media
- Prevented users from being able to delete a bin when tagged entries are selected
- Renamed "Destroy" to "Delete"

## FX Panel Enhancements

- Added tabs to the effects settings panel for multiple tracks
- Combined the effects sliders panel and keyframes panel into one
- Cleaned up the effects parameter appearance
- New effects can now be added from the effects settings panel
- Allowed effects to be dragged/dropped from the effects browser window to the effect settings panel
- Some effects parameters are now collapsed/hidden by default
- Used F6 for revealing the effects settings panel (Lightworks.prefs file will need to be reimported)

## Search Panel Improvements

- Search fields can now be reordered
- Search panel can now be resized vertically
- Restored the ability to keep the search card open after a search

## New XML Interchange

- Import FCP7 generated XMLs
- All XML imports will automatically link to existing media or import missing media
- All XML imports will use the media files in the same location as the XML if the path to the media contained in the XML is not accessible
  - Transitions are not currently supported
  - FX are not currently supported
  - Limited XML import to FCP7 version 5 XMLs only

## General Fixes

- Rewritten Lightworks Play engine to remove the need for the Display Optimization Field/Frame button
- Moved Clip references function from the Searchcard to a right click function on edits. Find -> Clip references
- Renamed Sync Groups to Multicam Bins throughout the application
- Renamed Racks to Groups throughout the application
- Renamed Find Groups function to Find Bins throughout the application
- Renamed Groups on the searchcards to Bins
- Added Filename as a comment to EDL generation
- Added Auto-reveal for submenus (ie. hovering over a menu item for a short period will now cause its submenu to appear)
- Changed keyboard shortcut F5 & F6 to show/hide the Content Manager
- Changed Drag and Drop import to automatically import the dragged file. Batch import is still accessible by right clicking the import tool
- Changed Clipboard behaviour. When the Clipboard opens users can decide whether the Clipboard automatically opens again next time or not
- Bin view option is now a toggle switch
- Improved background import to populate imported files in a bin as they become available (Copy Local and Transcode only)
- Improved Make edit function from the Bin now opens the Recent filter in the Content Manager
- Used 'Classic' console speed toggling behaviour by default
- Optimized the drawing pipeline. Any/All UI elements are now drawn more efficiently (less laggy)
- Improved the low-level threading efficiency which helps to reduce the amount of CPU time spent whilst idling (and at all other times)
- Removed any historic mention of Groups from within the application
- Render panel now pops to the top when it is hidden and the render button is pressed
- Fixed appearance of compression options on the transcode options of the batch import panel
- Fixed Content Manager Filter>Bin boundary incorrectly scaling the bin width. You can still force the old behaviour by holding down 'shift'
- Fixed Auto-reveal for submenus not working correctly after clicking a submenu item
- Fixed potential crash enabling and disabling Standby on the record panel repeatedly

- Fixed no image appearing on RAW .MOV sample files
- Fixed not being able to enter a project due to room lock without a name
- Fixed media folders not being created when changing the local project space location
- Fixed viewer showing incorrect image for an offline file
- Changed Bin group key assignment to bring the current Content Manager to the front and to open a Content Manager if one is not currently open
- Reordered the bin settings menu
- Used the background tasks mechanism to compile pixel shaders at startup
- Fixed crash using the find material function if "original audio filename" is ticked
- Fixed timeline size not being remembered correctly after closing and opening if the individual tracks have been resized
- Fixed incorrect image when rendering 1080i as 1080p
- Fixed Reset all function on key assignments panel
- Fixed incorrect image on Image Sequence exports
- Fixed crash cancelling a transcode on import
- Fixed outline parameter on Titling effect not fading out correctly
- Fixed bin columns (audio rate/duration) not changing when project output-format is changed
- Added Changelists panel to the key assignments
- Added "(H.264/MP4)" to the YouTube export option
- Added further improvements for entering a locked room
- Added the ability to cancel an ALE import
- Added ALE config.dat entries to import cogs menu
- Added WMV option to the export panel
- Added descriptions for many of the key assignable console functions
- Removed Reset Selected Category option from key assignments panel
- Removed Reset Selected Command option from key assignments panel
- Changed 'Mark all' key assignment to 'mark segment end'
- Updated the AVID and FCP keyboard .prefs files with the CMD functions on Mac
- ALT keyboard functions are now replaced by CMD functions on Mac
- Fixed timeline track size being remembered when closing and reopening a timeline
- Fixed concurrent players setting not working on multicam bins
- Fixed 1080p 23.98 exports being incorrect length if the audio sample rate is anything other than 48khz
- Fixed incorrect image on UYVY AVI exports being (video pink and green)
- Fixed column resizing on the Cue panel
- Fixed drag and drop segment preview being incorrectly aligned prior to drop
- Fixed title text updating slowly during playback
- Fixed alphanumeric cue sorting
- Fixed cue panel redraw bug
- Fixed redraw error when renaming bins

- Fixed tooltip for empty edit
- Fixed Pop out original function so that tiles now open in the Recent filter Current tab
- Fixed deleting tagged cues from a sorted cue list failing
- Fixed potential crash playing a viewer with AJA or Blackmagic hardware
- Added the ability to drag out a tile from the Pop out original button
- Added improvements to the export panel to make it easier to select a format for export
- Added entirely new Blur effect to the Effects panel
- Improved responsiveness for image display when moving the timeline marker
- New edit viewers now open next to source viewer
- Changed the ordering of the menu items when right clicking an effect on the timeline
- Restored desired clipboard pop-out behaviour
- Prevented the Clipboard popping out in response to a cue addition
- Prevented the Clipboard popping out in response to an edit deletion
- Removed the FX Interval Update button on the Video tab of the project card. All Effects are now Frame based
- Removed the Project Update button on the Details tab of the project card. Duration and Audio Reply Rate now update on the fly
- The import panel is now larger by default on completely new installations
- Fixed potential crash mixing grouped audio levels
- Fixed potential crash playing viewers or tiles
- Fixed thumbnail images displaying incorrectly in bins
- Fixed fullscreen preview not working correctly for source/record viewer focus
- Fixed the incoming shot not updating during a trim if the previous outgoing shot is offline
- Fixed crash inserting too much text into the Description section of the Cues panel
- Fixed crash deleting a clip after playing it
- Fixed moved cut trim to the left leaving incorrect image behind on the right hand side of the viewer
- Fixed image frame flashing on viewer when pressing Stop
- Show 'Offline'/'Sound'/'Empty' correctly on all viewers/tiles
- Fixed long timeout with too much text in the description field of the Cue panel
- Fixed flash frames when pressing stop during a trim operation and general playback if the vectorscope is open
- Fixed audio levels not being duplicated on grouped audio tracks when ungrouping
- Fixed redraw errors on the project card when a background task is present
- Fixed potential crash clicking the cogs icon on a bin
- Fixed crash selecting files in a bin and right clicking whilst an export is taking place
- Fixed image sequences not being detected correctly when dragging and dropping into the application
- Fixed potential crash removing an effect during playback
- Fixed picture update when selecting/deselecting video tracks



- Fixed thumbnail image not appearing on tile when dragging segment/range from timeline to bin
- Fixed 75% white level in the color bars effect
- Fixed button width of restore button the restore edits panel
- Fixed undo/redo not redrawing the edit timeline correctly
- Fixed ProRes 4K MOV files importing as audio only
- Fixed 30fps being available for DVCPROHD exports (must be 29.97)
- Fixed EDL export failing due to Clipname/Filename Comments being enabled
- Disabled the import panel from being opened on the project browser screen
- Added the ability to choose thumbnail type to the project browser
- Ignored empty transient bins created in version 11
- Prevented unrelated viewers from popping to front when a another tile/viewer is closed
- Fixed Rendering/Exporting a clip with a Title effect defaulting to original text
- Fixed EDL advanced panel scaling
- Fixed clicking undo redrawing the edit timeline correctly after mixing audio levels
- Fixed duplicated MXF clips being detected as stereoscopic on import
- Fixed AIFF samples failing to import
- Fixed potential crash scanning for network drives
- Changed ALE media-matching logic
- Avoided checking media offline status so often (drawing tiles/viewers)
- Don't do media offline checks when drawing the edit timeline in network projects
- Fixed crash dragging an audio effect from the effects panel to the edit timeline
- Fixed incorrect number of channels appearing on MXF audio imports
- Fixed macro renaming not updating in the key assignments list
- Fixed crash exporting as XDCAM EX 1080p 25fps Anamorphic
- Fixed crash on startup if a project .odb is missing but a .backup is present
- Fixed items not being removed from the batch import panel after starting import
- Fixed audio waveforms not being displayed correctly when zoomed in part way through a file
- Fixed crash changing the project output format during playback
- Fixed image sequences not being detected correctly on the second import attempt after a restart
- Fixed viewer image not updating on edit viewer when undoing an effect
- Fixed metadata added to Subclips in the Subclips filter of the content manger not persisting
- Make YouTube exports suitable for streaming
- Added the ability to duplicate existing effects from the effects settings panel
- Added a 'Reset' function on the effects settings panel
- Upgraded to Main Concept 9.9 SDK on Windows, Mac and Linux
- Upgraded to Main Concept 3.4 Transcoding SDK on Windows, Mac and Linux
- Removed 720i format from Camera Formats export options list

- Explicitly save the project-database immediately after it's generated (as opposed to when exiting the room/project)
- Removed Normalization and Grouping options from the audio tab of the project card (To be reinstated at a later date)
- Fixed key assignment search
- Fixed being able to clear marks with the viewer 'clear marks' on a previously deselected track
- Fixed TIF/JPG export failing with an empty V track
- Fixed Format selection from the drop down list on the import panel
- Fixed bin creation in search filters
- Fixed redraw error in timeline indicator area when resizing a viewer/timeline if a mark/park is present
- Fixed dragging tiles out from a bin set to List view with the audio mixer panel open
- Fixed pop out original function not work correctly with Syncs
- Fixed 1280x1080 stills aspect ratio incorrectly detected
- Fixed crash viewing clipboard timeline if FX tracks are present with no V tracks
- Improved XDCAM EX MOV playback using up all available memory
- Ensure that mouse events are not passed to custom stills providers unless in the picture area
- Paused background shader compilation if a shader is synchronously requested from another thread
- Changed behaviour of the Replace button on edit/clip viewers (Now does Replace and Next same as the on-screen console)
- Changed appearance of BITC feet/frames to show a "+" sign and not a "." between footage and frames
- Changed appearance of BITC feet/frames to show two digits for frames
- Fixed crash exporting a bin of media as an AAF
- Fixed DPX thumbnails appearing incorrectly on the import panel
- Fixed XDCAM EX file structure showing an empty folder for some XDCAM EX folders on the import panel
- Fixed Media format column showing no data for Blackmagic Cinema camera files
- Fixed incorrect aspect ratio on Blackmagic Cinema camera files
- Fixed waveforms not being drawn correctly on Syncs in an edit after making an empty cut
- Fixed MP3 files failing to import due to uppercase extension (.MP3)
- Fixed potential crash during an export
- Fixed mouse grabbing of color ranges
- Fixed incorrect audio playing at a cut point if the audio monitor delay setting has been enabled with hardware I/O
- Don't attempt to set a valid Blackmagic output if the display mode is not supported
- Make sure that routing-panel thumbnails update in response to time changes
- Ensure that the FX panel can be revealed (eg. via F6) when positioned on a segment that refers to a sync/subclip
- Enhanced AAF import/export to include metadata: Shot, Who, Description, Notes, Cam Roll, Lab Roll, Orig Audio Reel, Orig Audio Start, Sound TC and Take

- Fixed XDCAM 422 50Mb CBR MOVs importing as Video only
- Fixed crash cancelling a current effect render
- Fixed rendering a dissolve as a marked section resulting in a black clip
- Fixed scrolling in the Wordings panel not working correctly
- Fixed crash ungrouping source clip audio channels
- Fixed intermittent crash due to thread safety issue opening/playing audio
- Fixed Bin names losing their name highlight after using the Find bin function on a shot
- Fixed Sort by options on the project browser
- Fixed the 'copy marked section' keyboard shortcut (so that it creates a subclip, not a sync)
- Fixed incorrect pixel aspect ratio on DVCProHD MOV export/renders/transcodes
- Fixed incorrect audio output on Blackmagic I/O when set to 720p 24/23.98/30fps
- Disabled odd framerate options for YouTube exporter in 48fps projects
- Transcoded batch imports now silently populate bins after the first file completes
- Removed any mention of "Permanent" or old style "Groups" from the application
- Fixed 'Scene' metadata for AAF export and import
- Fixed potential audio drop outs and stuttering during playback
- Fixed crash entering the lobby (if in shared projects another station has a project database open, or if the .ODB is open in an editor)
- Fixed .ED5s not being exported/restored from Lightworks Archives correctly resulting in "Media Offline" and "Missing Logs"
- Fixed missing items in Lightworks Archive summary .ODB and add them back. Old incorrect archives will now also be restored correctly
- Fixed reading the correct "Orig audio reel" data correctly from an AVID AAF
- Fixed audio clicking when playing back WAV files
- Fixed Color picker tool missing from Chromakey panels
- Fixed Pro Res 444 with alpha channel not revealing after applying Blend effect
- Fixed AAF export to include "original audio timecode" when generating an AVID AAF
- Fixed incorrect "original audio timecode" imported from AVID generated AAFs
- Fixed audio-only EDL exports to use the "original audio Reel ID" if "Original audio timecode" is selected
- Fixed potential crash when generating EDLs from clips with very long names ("Clipname/Filename comment" enabled)
- Fixed potential crash making a sync from audio and picture clips in a bin
- Fixed incorrect label on edit timeline when deselecting a track
- Fixed pop out original function on source edits if a record edit is not present
- Fixed decoding of GV MOV samples (ai56 and ai5p)
- Added ALE track matching configuration
- Fixed audio checkerboarding on grouped audio tracks. Grouped tracks will now be ungrouped automatically
- Fixed Toolbar appearing underneath other panels
- Fixed crash generating the bins cache file

- Fixed incorrect audio pop at the end of WAV imports in 24/30fps projects
- Fixed CTRL/CMD A in text fields including the Title effect
- Fixed mouse wheel no longer working on effects sliders
- Fixed DVD export failing in 24fps and 30fps projects
- Fixed missing options from DVD export
- Fixed edits being saved with erroneous levels-track metadata
- Changed the suffix for new bin names (based on the number of selected source bin items)
- Prevented text disappearing when you have one very long line of text
- Subclips now inherit all metadata of the original take. This only works for newly created subclips
- Syncs now inherit all text metadata of the original take. Timecode still to be done. This only works for newly created syncs
- Restore projects function on the project browser now remembers the last used location
- Automatically make transient bins from previous versions of Lightworks permanent when running up version 12.0
- Show thumbnails for Lightworks archives when possible
- Show the correct Type for Subclips/Syncs in bins set to List view
- Repair edits with a surplus of levels tracks (rather than marking them as 'CORRUPT')
- Amended text on the expired licensing panel to account for users with subscriptions
- Changed the color of the Subclip flags from beige to blue
- Changed "Mark all" keyboard shortcut to "]" on all keyboard preference files (Previously "Mark segment")
- Improved the tear off timecode feature. Left click and drag the timecode label, then drag and drop it onto another label
- Fixed crash clicking the color picker tool
- Fixed hang using the search function in the Wording panel
- Fixed "Enter" key handling in the key assignments panel
- Fixed incorrect resizing on the Transcode Settings panel
- Fixed assistant-app panel border style
- Fixed crash clicking the Flatten Sources button on Assistant Applications
- Changed bin column entry from "Projstd" to "Default" in the Bin columns list
- Amended ALE duration comparisons when importing ALEs
- Added new keybindable 'Insert' variants which guarantee to preserve track sync even when destination tracks are deselected
- Added an additional licensing panel that explains the licensing limitations when activating Lightworks Pro
- Fixed potential crash clicking undo after making an effect modification
- Fixed Color dropper tool not working correctly on the Title effect
- Fixed crash clicking Mark when in Standby on the database record panel
- Fixed crash entering a project after adding a new effect and exiting
- Fixed output monitor not updating when clicking between tiles and viewers

- Fixed potential crash recording from a database
- Fixed corrupted text in the Notes field of Filecards
- Fixed open effect panel not refreshing correctly after reconfiguring a render
- Fixed out of sync audio on exported files when exporting 25fps files in a 24fps project
- Edit timeline now opens by default when opening an edit from a bin
- Renamed the AAF media import linking option on the import panel settings menu
- Renamed "Make copy" on source viewers to "Make Subclip"
- Hide 'Output' option on the System Settings panel if Matrox hardware is not detected
- Fixed incorrect wording when closing the Clipboard
- Fixed incorrect AAF exports not exporting the audio data in the edit correctly
- Fixed Bin tiles appearing on top of one another when moving them from one bin to another (Tiles view, auto positioning = No)
- Fixed Bin name highlighting not working correctly when dragging and dropping media
- Added a setting for a default edit timeline that includes a set amount of system black (To change the settings, right click the new edit tool, select "New edit settings")
- Added MJPEG decode (MOV/AVI) using FFMPEG for all platforms including Windows 64bit. This fixes various playback issues
- Edits created from bins now populate in that bin rather than a filter
- Fixed Focus is not transferred from text fields when right clicking
- Dragging a clip out from the "Make Subclip" icon on a source now makes a subclip not an edit

## Windows Fixes and Features

- Fixed Group creation/renaming in shared projects
- Fixed Incorrect image on thumbnail preview for QuickTime exports with marked range selected
- Make sure that 'Occupied by ..' appears correctly for shared projects/rooms
- Fixed newly created Filters not appearing in shared projects
- Ensure that room thumbnails generated on Windows are opaque
- Fixed Cineform UHD files importing with the incorrect aspect ratio
- Fixed audio missing in A2 channel when transcoding Quicktime H264 .MOV's with AAC audio on import
- Updated application with the new Lightworks Icon
- Enabled minidump creation for Windows 64bit
- Fixed edit containers not updating correctly in shared projects
- Fixed PNG image sequences being created when exporting as PSD
- Fixed potential crash mixing audio levels with a Mackie
- Changed OpenCL handling to allow Lightworks to start
- Use separate locations for system and user effect-templates
- Fixed crash if Matrox device driver doesn't match installed version
- Fixed 1080i output using AJA devices

- Fixed crash recording ProRes MOV using Blackmagic or AJA hardware
- Fixed 1080i SDI images on the record panel through AJA showing horizontal tearing

## Linux Fixes and Features

- Reinstated P2 AVCintra export option (no longer crashes due to new Main Concept SDK)
- Reinstated RP2027 AVCintra export option (no longer crashes due to new Main Concept SDK)
- Fixed DPX image sequence exports
- Updated application with the new Lightworks Icon
- Fixed track selection on viewers not working correctly
- Added a message on startup to tell users that they need to install the manufacturers graphics card drivers in order to run Lightworks
- Fixed potential crash with vectorscope open

## Limitations and Known Problems in Version 12

The following limitations and known problems have been identified in this release:

["Windows 32-bit" on page 15](#)

["Windows 64-bit" on page 16](#)

["Linux 64-bit" on page 16](#)

["Mac 10.9 and 10.8 \(Mountain Lion\)" on page 17](#)

["Matrox Hardware I/O" on page 17](#)

["Blackmagic Hardware I/O" on page 18](#)

["AJA Hardware I/O" on page 18](#)

## Cross Platform

- Lightworks Bins generated in 11.5 and higher, may show duplicate entries when the project is opened in version 12.
- AVCHD files imported into version 12 will be black in previous versions (11.5.2) This is due to the indexing files. Please delete any .vix/.lvix files
- Some MTS files will show pixelation on the start frames.
- There is currently no way of searching for Groups
- MTS files with two video streams (3D) will cause the MainConcept decoder to crash and Lightworks to close. This issue has been raised with MainConcept
- Duplicate log entries on the export panel when an edit viewer and timeline are open
- The screen capture function is not currently working
- CDDA ripping is no longer available
- Potential crash importing QTRef files
- Video analysis tool appears through the FX configuration panel when configuring a color correction effect
- Potential crash importing WMV files
- Audio monitor delay setting will not be accounted for during export
- Cannot record SD/HDV through Firewire
- AVID DNxHD 10bit encode is not possible
- Make sure any other applications are closed before attempting to install Lightworks
- Video track can turn red after removing certain FX
- .VOB files appear as "Sound" only on the import panel, but yet import with picture. Performance will be slow
- Image quality on playback may be poor when project card set to NTSC Fields
- You will not be able to transcode 1080p 60fps files on import to AVID DNxHD (MPEG AVI works correctly)
- Blu-ray VC1 export does not generate a valid file. It imports back as Sound only
- Audio on exported AVCHD files cannot be played by Windows Media Player it is just mute
- The Record panel format must match the output format for successful recording to take place

## Windows 32-bit

- If the Matrox VFW codecs are installed on a Windows 8/8.1 system then you will not be able to open the export panel. These codecs may also prevent Lightworks from starting. Please uninstall the VFW codecs for the time being
- Audio VU meters may display incorrect levels when in Standby mode on Voice Over recordings. Recordings will be correct
- Error during startup when Matrox MTX utils installed "error copying Matrox DSX driver" Please turn off UAC in Windows
- Image on viewers and SDI output may look very poor on old ATI graphics card when set to 10-bit precision

## Windows 64-bit

- There is no QuickTime Movie/MPEG4 import/export via Apple SDK
- Premiere and After Effects plugins are not supported
- Audio content analysis is disabled

## Linux 64-bit

Tested distros (Other distributions may work, but have not been tested):

- Debian Distros:
  - Ubuntu/Lubuntu/Xbuntu 14.04
  - Mint 17
- RPM Distros:
  - Fedora 20
- There is no Firewire support
- There is no Quicktime Movie/MPEG4 export option
- There is no Mackie Audio Mixer support
- There is no .WMV import
- ATI and Nvidia cards are supported. EditShare recommends Nvidia for the best performance
- Blackmagic AVIs will not import
- Cineform AVIs will not import
- Fraps AVIs will not import
- There is no FX plugin support
- Files will be not highlighted in a folder when clicking the Location links on filecards or bins
- Please use 'Alt+Ctrl' (for Linux) in place of 'Alt' (for Windows) modifier for keyboard short-cuts. Ex 'Alt+Ctrl+click' an effect slider to reset.
- No audio imported from OMFs (that do have embedded audio)
- Image Sequences are slow to export
- AAF exports will import with audio off-line
- Relaunch button doesn't work after the application crashes
- Audio may not be present on some Uncompressed AVIs
- Do not use linux default GFX driver. If you experience the viewer playing at a reduced size then the Linux default graphics driver is installed. Please make sure the Nvidia driver is loaded an the system is restarted



## Mac 10.9 and 10.8 (Mountain Lion)

- Any users running Macbook Pros MUST disable "Automatic graphics switching" under "Energy Saver" in the "System Preferences"
- Lightworks will only run on 10.8 (Mountain Lion) and above
- There is no H.264 MOV export
- There is no Quicktime/MPEG4 export option
- There is no FX Plugin support
- There is no Voice Over functionality
- There is no .WMV import
- There is no Apple ProRes 4444 export option
- There is no XML export option
- There is no MPEG AVI option on Record/Render/Transcode/Export panels
- The shared project feature is not currently working
- There is no support for Matrox I/O hardware
- Video overlay may change brightness on playback when running dual monitor setups
- MTS playback may be poor
- The Lightworks Console may not work each time you start the application due to the FTDI drivers. We are awaiting an update from them.
- The Lightworks Console may cause connectivity issues
- Desktop video and output (SDI) may be out of sync
- Full screen preview is scaled incorrectly for the secondary monitor (when the primary monitor is retina display) This is a QT issue.
- Embedded AAF exports will not export with embedded audio

## Matrox Hardware I/O

- If your system is not fast enough or does not have enough memory, the captures using MXO2 will stop with a "dropped-frame" message
- If the drives you are recording to are not fast enough the captures using MXO2 will stop with a "dropped-frame" message
- Matrox I/O is only supported on Windows

## Blackmagic Hardware I/O

- Input or Output only devices cannot be used. Lightworks requires both an Input and an Output to be present on the device.
- USB 3.0 devices may not work correctly on a Mac running Windows Bootcamp
- Audio monitor level control has no effect on Blackmagic recordings
- You will not be able to view video on the Blackmagic output if Precision is set to 10bit. Change to 8bit
- You will not be able to view video from Boris Red via the Blackmagic Output when Lightworks is running
- SDI Output does not playback smoothly if a title has been applied to the material

## AJA Hardware I/O

- Audio monitor level control has no effect on AJA recording
- There is no E-E when using the KONA LHi during recording
- You may need to restart the AJA service if the I/O is not working correctly.  
Start>Services>Restart AJA Device Service
- If your system is not fast enough or does not have enough memory, the captures using AJA devices will stop with a 'dropped-frame' message
- If the drives you are recording to are not fast enough, the captures using AJA devices will stop with a 'dropped-frame' message
- AJA/BMD SDI Output does not playback smoothly if a title has been applied to the clip

## Troubleshooting

If you experience an issue with your Lightworks installation, or something is not working as expected, visit our FAQ page at <http://www.lwks.com/faq> where you can type in a question relating to the issue and view the search results. If you do not find an answer to your question, you can refer to the Lightworks forums at <http://www.lwks.com/forum>.

## Technical Support Contracts

For assistance beyond this document, and that provided in your Lightworks documentation, you can purchase a Technical Support Contract for Lightworks from our online shop at <http://www.lwks.com/shop>. Technical Support is by Telephone and Email.

When you contact Technical Support, please have the exact version number of your Lightworks implementation ready as well as your support agreement number.

