

[SOLVED] 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 15:58

Sorry if this has been brought up before. I did a search on the forums and no luck.

Tried opening my older version of Lightworks. Would not run. Found through the forums I needed to upgrade (free version). Tried that with 64 bit Win 10, crashed on opening. Tried the font fix, no luck. Tried uninstalling and doing it again 3 times, including deleting the complete lightworks folder from Program Files on the C drive. Updated my video driver, no luck. Tried the 32 bit version and still it crashes as it opens. Now have it uninstalled for now.

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 16:06

Tried opening my older version of Kodi.

Kodi (Open Source Home Theater Software) has nothing to do with Lightworks.

Do you have questions related to Lightworsk video editing software V14 or was your intention to share your thoughts about Kodi?

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 16:10

OOPS....I meant Lightworks, not Kodi....I am multi tasking, meaning I am doing multiple things poorly...lol. I will edit.

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 16:17

So, what is your intend, a bit of small talk or do you have questions?

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 16:25

Just looking for what to try next. Like I mentioned, I searched the forums and could not find a clue of what to do or how to do it. As soon as it starts loading, it crashes.

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Re: 14.0 crashes upon opening.

Posted by donkpow - 07 Apr 2017 16:57

Are you saying it is crashing during installation or is it crashing after installation during the first time you open it?

Are you installing according to the installation guide? Stop all running programs, disable real time virus scan and firewalls, restart Windows, ...

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 17:04

You say it crashes on startup what does that mean exactly?

Does Lightworks hang non-responsive, does the Lightworks window disappear, do you get any messages from Lightworks or the operating system. Is there an error.log produced, maybe a crashes dump at Logs directory?

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 17:18

I will look to see if I can do those things.

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 17:38

donkpow wrote:

Are you saying it is crashing during installation or is it crashing after installation during the first time you open it?

Are you installing according to the installation guide? Stop all running programs, disable real time virus scan and firewalls, restart Windows, ...

OK, tried all that after your suggestion. Thank you, but it did not work. Tried opening it with the ntcadv in the lightworks folder too.

It crashes as it comes to the end of the blue progress bar installing the plugins and media library.

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 17:40

hugly wrote:

You say it crashes on startup what does that mean exactly?

Does Lightworks hang non-responsive, does the Lightworks window disappear, do you get any messages from Lightworks or the operating system. Is there an error.log produced, maybe a crash dump at Logs directory?

It crashes as the blue progress bar that shows plug ins and things being started up. You lost me on the rest of that suggestion. Thanks, but I have little clue on logs and things like that.

"Lightworks editor application has stopped working" is the message that pops up.

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 17:40

Again my question from above, the word crash isn't precise enough to understand your problem, what

indicates this crash?

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 17:42

We posted simultaneously.

I assume you see "loading plugins R3D" and Lightworks is non-responsive. Is this correct?

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 17:44

hugly wrote:

We posted simultaneously.

I assume you see "loading plugins R3D" and Lightworks is non-responsive. Is this correct?

Correct....I see the blue progress bar going....it seems when it hits "initialising media information" on the bar that it happens. Thanks for being so quick.

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Re: 14.0 crashes upon opening.

Posted by hugly - 07 Apr 2017 17:52

If you see "Initialising media information" the system has finished loading the plugins. Most likely we are dealing with some kind of damaged file(s).

I assume you are on windows. Please navigate to the folder

C:\Users\Public\Documents\Lightworks\Logs there you will find a file called error.log, please zip it and attach it to your response.

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Re: 14.0 crashes upon opening.

Posted by JimDaddyO - 07 Apr 2017 17:58

OK,...here it is...I hope I did it right.....as you may have figured out, I know just enough about computers to get into trouble...lol.

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