

[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.

=====

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 00:09

What operating system do you use?

Have you created all your projects with V14?

=====

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 05:57

I am using Windows 10. I have a mix of projects, some from 12.6, some from 14.

=====

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 09:03

When did you first encounter the crash, have you ever been able to use V14 without a crash?

Do you see any error messages?

Is the system hanging non-responsive or does the window disappear suddenly?

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 10:22

I encountered the crash for the first time yesterday morning. I have previously used v14 on this same computer for about a week, maybe two before I started having issues yesterday.

My problems started when v14 got stuck analyzing an mp4 file. The software got stuck with the circle cursor symbol displayed. Eventually, Windows declared it not responding and I used Task Manager to shut it down. This occurred for several tries, maybe 4 in total. Then while starting up, I got a lw3.ttf file missing error followed by a crash - still while attempting to startup. I tried to start LW 14 again, this time it crashed while "building the effects catalogue;. I tried restarting several more times after this, each with the same effect - crashing while starting up during the "building effects catalogue" phase.

It was at this point that I started performing google searches trying to find a answer to my problem. On a thread, it was suggested that I look at the error log. I did, it appeared to me that the startup was crashing when attempting to do something with the audio drivers.

I disabled my audio driver and attempted to restart LW 14. Same issue - crashing during startup at the "building effects catalogue" step. But now, the error logs are blank. The error logs are being generated, based on the file's time stamp, just not populated with data.

When LW 14 crashes, an error window appears (see image in next post) indicating that Lightworks Editor Application has quit working. I have to press a button to close the LW application.

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 10:22

Here is a snapshot of my error message.

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 10:43

Thank you for this detailed information.

I don't know the cause nor any straight forward solution.

Another user reported also about the message "lw3.ttf missing", I don't know the cause either.

Do you have any user effects installed?

Hiding the Lightworks folder structure by renaming and reinstalling Lightworks might give you a running V14. Please don't do that now, but would you mind to try it? It wouldn't destroy existing projects, it would only hide them from Lightworks access.

=====

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 11:05

User Effects - are these different than saving off an effect template within Lightworks? I've done that, but I've never installed anything other than LW v12.6 and v14 on this machine that would pertain to LW.

I'd be willing to try just about anything to get this software working again. I enjoy it tremendously and would hate to move to a different application. Let me know what you think my next step ought to be.

Thanks for the assistance.

=====

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 11:13

User Effects - are these different than saving off an effect template within Lightworks?

No, user effects have to be installed and older ones might cause problems unknown yet, saving templates shouldn't cause the problem you encountered.

Try [this](#) and tell how it's working for you.

=====

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 11:43

I am operational once again. LW 14 started and asked for my login info and then went to the home page. Thanks!

I was able to start a new project, import video and create a sequence from the imported files.

What should I do with my "old" project folder content?

=====

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 11:49

Keep it at a safe place.

If developers should find the cause for the trouble it might be possible with V14.1 to access the folder without problems, I hope.

Because the issue might be related to some files you used, please avoid to access folders with lots of existing files with import dialogue. The best way would be to create an import folder with selected media for each project. This will help to sort out problems based on source media more quickly.

=====

Re: 14.0 crashes upon opening.

Posted by Biffindy - 16 Apr 2017 12:21

Ok - thanks again.

=====

Re: 14.0 crashes upon opening.

Posted by jwrl - 16 Apr 2017 18:50

hugly wrote:

user effects have to be installed and older ones might cause problems unknown yet

That's highly unlikely. If there is any incompatibility with an effect old or new it will be picked up at compile time.

The compiler is specific to this application, and compiles the Cg shader language effects files to code executable by the GPU. Cg and the code that it generates has not changed significantly since the shader effects were introduced. There have been bugs picked up with the way that certain instructions execute on the GPU, but all that happens if those are used in an effect is that the effect compiles, but doesn't behave quite as expected. They are unlikely to crash Lightworks.

All instances of those instructions have in any case been removed and replaced with alternatives. I know, because I spent some time going through all of the user effects checking for compatibility issues after Nvidia published their warning on the use of those instructions. From memory there were only three user effects that were affected. There was also apparently one or two Lightworks-supplied effects affected. In no case did any of the unmodified effects crash the application.

Even the user effects are amongst the most stable parts of Lightworks. If one of those fails, old or new, then you can also expect failures with all effects files, user or non-user.

=====

Re: 14.0 crashes upon opening.

Posted by RWAV - 16 Apr 2017 20:08

Migrating one system to win 10 here I have found a number of OS generated pauses and crashes in Win10 that do not happen running the same LW software on the same system under Win7; BadPoolHeader crashes in Win10 not in Win7; some existing installed Matrox codecs freeze Win10 LW start-up not so for Win7.

Issues like this are system and configuration specific - as far as I can tell all one can do is search and destroy them.

I started by downloading the Win10 snoop elimination software from here -

www.oo-software.com/en/shutup10

- disabling everything that will cause Win10 to divert to other duties (which is just about everything on the shutup10 list) and then, with the strong conviction that most of the issues are OS related not LW errors, tracked down other causes one by one.

Seem to have a reasonably running system by now - still have the occasional BadPoolHeader - is seems to be related one single USB attached device out of several identical units that come and go from the same USB hub?? Not 100% sure yet.

=====

Re: 14.0 crashes upon opening.

Posted by jwrl - 16 Apr 2017 20:28

Yes, unfortunately anything that relies on undisturbed access to the hardware isn't going to behave well with W10. Like you, RWAV, I have one W10 system running reasonably well after a lot of manual cleanup, but unfortunately if you update it (and that can include just malware updates) quite often Microsoft will arbitrarily decide that it wants to turn things that you want off back on again. At the moment I've just had a battle with it because it wanted to synchronise my settings with a non-W10 computer that I have.

Quite frankly I'm unimpressed with W10 and the problems it brings. But Linux has the portaudio issue and Mac has overinflated prices for hardware set up the Apple way and no other. I sometimes think that it would be nice to build my own O/S - but that way madness lies.

=====

Re: 14.0 crashes upon opening.

Posted by hugly - 16 Apr 2017 20:39

I use and will use Win7 as long as possible. Microsoft announced end of service 2020, and end of service isn't end of life.

From first release on I've Win10 secured in a virtual machine. It's a good place for it to stay.

=====