

[SOLVED] Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 02:06

After three days of work, just before I was about to finish my project Lightworks stop working.

All this three days I opened and close program a lot of times, everything was ok.

But now when I double click on my project Lightworks crashes.

I tried use "Restore items from backups", but it doesn't work.

If I start Lightworks at terminal and tried to open my project, program crashes and I have this output in my terminal:

```
ang@debian:~$ lightworks  
Segmentation fault
```

How can I reanimate my project?

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Re: Lightworks crashes when open my project

Posted by briandrys - 22 Jun 2017 02:20

Welcome

Please could you make a zip file of the error log. In Windows it's found in C:\Users\Public\Documents\Lightworks\Logs, however, I don't know the location on Linux

Then attach it to your next message.

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Re: Lightworks crashes when open my project

Posted by gr00by - 22 Jun 2017 02:21

Hi.

For linux, the log dir is a ~/Lightworks/Logs/ (in the other words - the main log file is a ~/Lightworks/Logs/error.log)

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 02:24

Please check errors from 21 of June.

Thanks.

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 02:28

/Lightworks/Logs/error.log

Please check this log

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Re: Lightworks crashes when open my project

Posted by gr00by - 22 Jun 2017 02:35

Thanks.

I just see that Lightworks crashes during audio initialization, but no extra info was written to the files. Did you have some OS updates or hardware changes recently?

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 02:40

Yes, I think I had some updates during last few days.

But yesterday I worked with Litghtworks, everything was ok.

I didn't update anything, Lithworks just crashes and then never open my project.

Is any way to solve this problem?

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Re: Lightworks crashes when open my project

Posted by gr00by - 22 Jun 2017 02:46

Well... Let's wait for briandrys thoughts (maybe I've missed something).

For me, when no error is reported into the log, it is hard to say where the problem lies. The next steps I'm thinking about are related to strace/gdb tools to catch some details... (but maybe others would have better suggestions)

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 02:47

This is my log of updates 21 of June 09:32:57.

After this time I worked at Lightworks and I had my first crush only at evening.

Start-Date: 2017-06-21 09:32:57

Upgrade: libavformat57:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libavresample3:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libavfilter6:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), skypeforlinux:amd64 (5.2.0.1, 5.3.0.1), google-chrome-stable:amd64 (58.0.3029.110-1, 59.0.3071.104-1), libswscale4:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libswresample2:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libpostproc54:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libavcodec57:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libavdevice57:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1), libavutil55:amd64 (3.2.4-1~bpo8+1, 3.2.5-1~bpo8+1)

End-Date: 2017-06-21 09:33:19

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Re: Lightworks crashes when open my project

Posted by hugly - 22 Jun 2017 07:48

I don't believe that the problem is related to this upgrade.

Do you have more than one project, and if so, does only one specific project cause the crash?

Can you remember what you did in Lightworks just before the crashes began?

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 08:01

Yes, I forgot to mention!

I have one more project (small one) and it is opens without any problem.

I did usual things, just played with video tracks.

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Re: Lightworks crashes when open my project

Posted by hugly - 22 Jun 2017 08:11

Please see if creating a new room fixes your problem:

www.lwks.com/index.php?option=com_kunena&func=view&catid=14&id=148534&Itemid=81#148554

If you need assistance, ask.

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 08:49

Yes, hugly! Thanks! It is work!

I made Project layout.Flexible and Rooms.Create new, than I find my Sequence and copy it to another project and it is work!

Thank again!

[SOLVED]

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Re: Lightworks crashes when open my project

Posted by hugly - 22 Jun 2017 11:31

Glad to hear that!

To be better prepared for an incident like this, I'd recommend making project backups on a regular basis. This can be done from project menu "Project.Details.Make backup".

De-select "Include local media" and "include linked media" for short term backups, size of resulting archive folder will be very small (metadata only). In order to archive projects or to migrate to other computers the easiest way is to include all media, local and linked.

Good luck!

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Re: Lightworks crashes when open my project

Posted by Angel_ok - 22 Jun 2017 12:58

Great, I will do it regularly.

Many thanks!

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