

v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 05 Jul 2017 16:16

Hey guys,

Error log attached.

So I've previously been able to run v11 or 12 on this machine fine. I removed that version a while ago. Fast forward to the present, and I install v14 (installation goes fine). Then when I open for the first time I get the above error (screenshot attached). LWKS appears to load everything fine on startup, and then the error pops up at the end.

To clarify: It appears I can use LWKS - however I've only tried importing some .MOV files taken on a DSLR and LWKS doesn't seem to want to work with them so I understand I will need to convert with EyeFrame first. Just wondering if that error will have any impact on my ability to use the software?

Things I've tried:

- Reinstalling LWKS as admin (making sure to remove all files in the documents folder such as license etc, and removing the Lightworks entry from the registry)
- Updating DirectX through the MS web installer
- Updating DirectX9 specifically
- Running as admin, running in compatibility mode
- Updating GPU driver

My hardware

Windows 10 Pro 64bit

Intel i5 3570k @ stock

Asus P8Z77V-LK

8GB DDR3

Sapphire 7970 3GB @ stock

Xonar DGX Sound card

Samsung 840 SSD (System drive, OS + LWKS installed here)

2x 1TB WD Hard Drives

Bonus: How do you exit the app from the project screen (like in the screenshot)? I have to end task because I can't see an obvious way to exit...

Thanks for your time!

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by hugly - 05 Jul 2017 16:46

Hi,

Thank you for the valuable information.

Error.log shows that Lightworks has no access to Direct3D which is part DirectX. I haven't seen this error with V14 and DirectX installed. You won't be able to use video effects. The only software I know about blocking access of V14 to D3D is Rivatuner with AMD graphics after Windows 10 Creators Update.

Do you run Rivatuner?

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 05 Jul 2017 17:02

Hey thanks so much for the quick response - No I don't run any sort of GPU tweaking software. I tried disabling the Radeon Settings app but same result. I'll try to figure out if something could be blocking access.

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by hugly - 05 Jul 2017 17:26

I'm not familiar with it, but dxdiag.exe might help finding issues related to DirectX, at least on OS level.

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[SOLVED] v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 05 Jul 2017 17:28

FIXED. 😊

I completely uninstalled my current AMD Radeon Driver (**v17.4.4**) using a utility called Display Driver Uninstaller (DDU) which btw is fantastic at doing clean upgrades for GPU drivers. I then installed the optional update (**v17.6.2**) through the "AMD minimal setup" and I chose **NOT** to install the 'AMD Settings' app.

So I'm not entirely sure if the issue was with the driver version or with the AMD Settings utility (I suspect the utility), but it's fixed now and lwks no longer hangs when I click the cross to close the app either. Is there a better way to close the app?

Thanks for your time hugly!

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Re: [SOLVED] v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 05 Jul 2017 17:30

Just so you know: I did run a dxdiag before reporting the issue here but it didn't flag any problems.

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by hugly - 05 Jul 2017 17:32

Thank you.

Now we found a second candidate potentially interfering with Lightworks D3D interface: AMD settings app (or the driver itself?).

Have fun!

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 06 Jul 2017 20:33

The error is back ☹️

Strange that it was gone for a short time - I didn't make any changes to software in that time. I'll try disabling various processes and see what happens.

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by hugly - 06 Jul 2017 20:59

Keep us updated.

Does error.log show the same symptoms?

D3DShaderEffect::load(C:\Program Files\Lightworks\Shaders\resize.fx) : compiler error 8876086c

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 06 Jul 2017 21:14

OK I think I've put it to rest now. I reverted to a previous GPU driver (Radeon Software 17.2.1). I double checked the error log and it's error-free.

Whats puzzling is that I seem to be the only one who had this issue - I couldn't find it mentioned anywhere else, although the specific error code listed in the error log has popped up all over the place.

Can anyone confirm that they are using the latest AMD GPU driver with no problems?

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 13 Jul 2017 17:55

Update: The error came back because Windows 10 automatically installs new drivers. The solution (for Win10 Pro users) is to use the group policy editor as described [here](#) to prevent installation of GPU drivers. Simply remove the policy to manually update the GPU driver when you want to test a new version.

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by mediaDS - 14 Jul 2017 11:17

Or you could use **O&O ShutUp10** (or similar tools) to disable driver updates of Windows 10. Please feel free to use the search machine of your taste for a download link (I assume providing a direct download link could be seen as advertisement or as a link to malicious software and may not be allowed here).

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by MrEntomologist - 14 Jul 2017 16:52

Looks like an interesting tool but I only needed to disable automatic gpu driver updates, which can be accomplished pretty easily in the group policy editor.

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by mediaDS - 14 Jul 2017 16:57

Well, I'd advise to disable driver updates all together. Especially if you use new drivers which should never be changed by a faulty windows update (as happened in the past).

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Re: v14 "Failed to compile pixel-shaders" on start

Posted by hugly - 14 Jul 2017 16:59

I believe group policy editor "gpedit.msc" isn't included in Windows 10 Home edition. It is

downloadable/installable afterwards, but O&O Shutup seems to be an easy-to-use alternative.

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