

Can't re install free version of lightworks

Posted by Aldo55 - 11 Apr 2018 01:59

Hi, I subscribed to a month PRO version of Lightworks last month but now it's time to go back to the free version. I couldn't get it and I was being directed to buy another subscription (which I can't afford right, and I don't really the the PRO).

So I uninstalled the LW program and downloaded the program again it's not installing at all. Can someone please suggest some remedy?

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 11 Apr 2018 22:14

Hi f, I'm very green when it comes to back-end stuff. How do I turn off the "Microsoft vcredist options"?

=====

Re: Can't re install free version of lightworks

Posted by hugly - 11 Apr 2018 22:24

Aldo55 wrote:

Where do I find the registry key?

Press the Windows-key, type "regedit.exe" (without quotation marks). Start the program (it's the Windows Registry Editor), keep your eyes on the left window, navigate to HKEY_CURRENT_USERS\Software\Lightworks. Click on "Lightworks" to highlight the entry and delete it. Please, don't touch anything else. Close the Registry Editor - done.

=====

Re: Can't re install free version of lightworks

Posted by fishmonger - 11 Apr 2018 22:34

There are checkboxes when you run the installer

f

Aldo55 wrote:

Hi f, I'm very green when it comes to back-end stuff. How do I turn off the "3 Microsoft vcredist options"?

=====

Re: Can't re install free version of lightworks

Posted by hugly - 11 Apr 2018 22:36

fishmonger wrote:

You could try unchecking the 3 Microsoft vcredist options when installing.

Note that there is nothing in the Lightworks folders containing anything to do with the vcredist install so deleting those won't help.

Error code 5 is 'Access Denied' so perhaps antivirus software is interfering.

Thank you for this information, really appreciated. It helps to reduce guessing around significantly, one of the most frequently promoted "solutions to try" so far has been to use a cleanup program.

There have been other error codes with vcredist error related to Lightworks as well, e.g. 1612, 1602. Is there any general purpose procedure (or specific to error code) for troubleshooting and fixing those vcredist errors after reinstalling Lightworks. Disabling installation of redistributables when importing didn't help in any case I'm aware of (but it's the first time I see error code 5, as far as I can remember).

=====

Re: Can't re install free version of lightworks

Posted by fishmonger - 11 Apr 2018 22:51

hugly wrote:

fishmonger wrote:

You could try unchecking the 3 Microsoft vcredist options when installing.

Note that there is nothing in the Lightworks folders containing anything to do with the vcredist install so deleting those won't help.

Error code 5 is 'Access Denied' so perhaps antivirus software is interfering.

Thank you for this information, really appreciated. It helps to reduce guessing around significantly, one of the most frequently promoted "solutions to try" so far has been to use a cleanup program.

There have been other error codes with vcredist error related to Lightworks as well, e.g. 1612, 1602. Is there any general purpose procedure (or specific to error code) for troubleshooting and fixing those vcredist errors after reinstalling Lightworks. Disabling installation of redistributables when importing didn't help in any case I'm aware of (but it's the first time I see error code 5, as far as I can remember).

Yes, I'm aware of the other issues but I don't know why it happens otherwise I would have mentioned it before. VcRedist issues are certainly not specific to Lightworks and the installers packaged inside the Lightworks installers are those provided by Microsoft.

f

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 11 Apr 2018 23:00

Hi guys, well I did what you suggested about un-ticking the 3 MS option but the free version wasn't accessible. Even the V14.5 didn't work. Everything downloaded AND installed but it still came up with the message below.

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 11 Apr 2018 23:15

EUREKA! I finally got it in. It was as simple as signing in. I didn't mean to cry Wolf, it just didn't make sense to sign in again. Thanks for all your help. But the tip about un-ticking those 3 MS options was a nugget.

=====

Re: Can't re install free version of lightworks

Posted by hugly - 11 Apr 2018 23:36

Aldo55 wrote:

EUREKA! I finally got it in.

Great, that's good news and it means that the vcredist message with error code 5 has been fixed by disabling installation of vcredist, most likely.

As a matter of interest, do you use any antivirus software which could block potentially write access to existing vcredist files?

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 11 Apr 2018 23:39

yes I do use the "Malware" anti virus but I didn't disable it.

=====

Re: Can't re install free version of lightworks

Posted by hugly - 11 Apr 2018 23:54

Very useful information would be, what happens when installing Lightworks V14.5 with anti virus deactivated but vcredist installation enabled?

To preserve all existing installations without overwriting anything, simply choose a new, not existing destination folder when installing, something like "Lightworks V14.5 RC2" instead of "Lightworks". If it works you'll have both versions installed and accessible, as benefit.

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 12 Apr 2018 00:01

I just checked and the V14.5 was installed!

=====

Re: Can't re install free version of lightworks

Posted by hugly - 12 Apr 2018 00:14

Newly installed, vcredist installation activated and virus scanner disabled, no errors?

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 12 Apr 2018 00:28

No errors

=====

Re: Can't re install free version of lightworks

Posted by hugly - 12 Apr 2018 00:36

Perfect.

That means the virus scanner caused the problem when installing, as suggested by fishmonger.

Thank you for this valuable information.

=====

Re: Can't re install free version of lightworks

Posted by Aldo55 - 12 Apr 2018 00:40

Glad we could help each other

=====