

Boris Graffiti crashes

Posted by rolover - 22 Jun 2018 11:00

Boris crashes constantly. I have to END TASK in windows like 20 times and keep reopening it to manage to do anything. My video card is a little old but the rest of my system is new from this year with recent i7 and 16 gb memory.

Lightworks (without opening boris) crashes too occasionally but no so much.

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Re: Boris Graffiti crashes

Posted by hugly - 22 Jun 2018 11:05

That's a pity, but how can we help based on the information you're providing?

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Re: Boris Graffiti crashes

Posted by rolover - 22 Jun 2018 12:59

What info should I provide? Is there something to capture system info?

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Re: Boris Graffiti crashes

Posted by hugly - 22 Jun 2018 13:27

I don't mean crash logs, more answers to question similar to

What exactly are your system specs (CPU, RAM, GPU, VRAM)?

Did Graffiti ever work properly on this computer?

Did you change anything on the system before the crashes began?

Did you change anything on your workflow?

Does it crash only when invoked from the Lightworks plugin or even stand alone?

Do the crashes depend on certain selected effects?

Does resolution or format of the source influence the crashes?

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Re: Boris Graffiti crashes

Posted by rolover - 13 Sep 2018 13:19

CPU: i7-7700 @ 3.60GHz

RAM: 16 GB

VRAM: 977 MB

GPU: GeForce GTX 550 Ti

Did Graffiti ever work properly on this computer?

No, always crashes randomly, more than not though.

Did you change anything on the system before the crashes began?

No.

Did you change anything on your workflow?

No.

Does it crash only when invoked from the Lightworks plugin or even stand alone?

Only used it through lightworks.

Do the crashes depend on certain selected effects?

No.

Does resolution or format of the source influence the crashes?

Not that i can tell.

Lightworks randomly does wierd stuff too, things don't work right, i have to close and reopen the program sometimes. Maybe because my video card is dated.

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Re: Boris Graffiti crashes

Posted by hugly - 13 Sep 2018 18:10

Hello again,

Unfortunately, the information still doesn't help much to narrow down possible causes for the crashes. I suspect video format on first place, followed closely by low graphics memory.

You should try using Graffiti stand alone with your media intensively to exclude at least a problem with the plugin. I don't know your media, but using common intermediates like ProRes, DNxHD, Cineform, MPEG2 I-frame HD to conform your footage, might increase stability too.

There's a bunch of settings under menu "Preview" in Graffiti. Try if reducing "Quality" and "Resolution" increases stability. If it does, consider upgrading your graphics card. I use a GTX 750 1050 TI with 4GB of VRAM and Boris runs stable even with "Quality" set to "High" and "Resolution" to "Full". In terms of performance, GTX 1060 or GTX 1080 (or above) would be better, of course.

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Re: Boris Graffiti crashes

Posted by rolover - 27 Mar 2019 13:52

With my new card - GeForce GTX 1060 gaming, Boris has stopped crashing (It appears, haven't used it too much). My previous card was pretty old, I guess it couldn't handle it.

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Re: Boris Graffiti crashes

Posted by hugly - 27 Mar 2019 14:43

Good to hear.

It could be that, depending on the effects used, the amount of installed Video RAM influences stability. On my the 1050 TI of my old computer I have 4GB of VRAM, now 6GB on a GTX 1060.

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Re: Boris Graffiti crashes

Posted by rolover - 27 Mar 2019 15:43

I spoke too quickly. It still crashes a lot (working with container credits effect). A bit more random than before. (Before it was almost every time). Maybe I need more normal RAM too, I only have 16gb installed.

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Re: Boris Graffiti crashes

Posted by hugly - 27 Mar 2019 17:07

If i had your problem, I wouldn't throw more hardware on it.

How do you ensure that your material doesn't cause the problems?

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Re: Boris Graffiti crashes

Posted by rolover - 04 Apr 2019 13:08

Well I've used footage with 4 different cameras, although just one since changing my video card.

I get a sound lag on lightworks once the memory gets filled up so at least for that I'd like to up the memory.

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Re: Boris Graffiti crashes

Posted by hugly - 04 Apr 2019 13:44

That doesn't answer my question, does it?

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Re: Boris Graffiti crashes

Posted by rolover - 20 Apr 2019 06:40

I have no idea, can you explain better?

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Re: Boris Graffiti crashes

Posted by hugly - 20 Apr 2019 07:21

There are so many cameras out there, recording in so many different formats with so many different codec parameters, who can ensure that all that is well supported by both programs, Lightworks and Boris, and the plugin API (which is from Adobe, by the way) and who can exclude damaged or faulty streams?

An appropriate method to ensure that the material isn't the cause for instability is converting to some suitable and well know format prior to import with third party software.

If I run in trouble with unconverted material from whatever source, I use ffmpeg to transcode to some I-Frame based intermediate format (e.g. MPEG-2 I-frame HD) and switch the files. If the problem is gone, the footage was the cause and I'll transcode the rest. If the problem persist, I'll continue searching elsewhere.

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Re: Boris Graffiti crashes

Posted by hugly - 22 Apr 2019 03:29

Has my last post helped to clarify what I mean?

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