

Lwks says problem with DirectX and cannot display correctly, importing a file crashes Lwks

Posted by Chris- - 16 Jul 2018 06:50

I am using Windows 7 (SP1), and DxDiag says DirectX is working properly (version 11).

Both 64-bit and 32-bit versions of LightWorks give the same error . . . when I start the software, it finishes loading, then I get an error message "Failed to compile pixel-shaders. Picture display will NOT work correctly. Please ensure that you have installed the latest version of DirectX."

Then, when I create a project, if I attempt to import anything (such as a still image), it crashes . . . just says "not responding"; indefinitely.

My computer says that DirectX is the latest version and that everything is working correctly (and attempting to re-install, says that it is already installed and working correctly), BUT during the install, it said some .Cab files were corrupted, so I got file-checker to check, and it said it fixed some but not all of the problem .Cab files and after that DirectX installer said it installed correctly.

Here's the info from DxDiag 6.0107601.14513 32-bit Unicode

Windows 7 Home Premium 64-bit (6.1 build 7601

Intel E6550 Core Duo 2.33GHz

2048MB RAM

Page File 2360 MB used 1675MB available

DirectX Version DirectX 11

Display:

Intel Q35 Express Chipset Family

Chip type GMA 3100

DAC type internal

Apprix total memory 256MB

current display more 1280 x 1024 (32 bit) (60Hz)

Monitor Generic PnP Monitor

Drivers:

Main Driver igdum64dll,igdumdx32

version 8.15.10.1930

WHQL Logod Yes

RRI Version 9Ex

Driver Model WWDDM 1.0

Sound:

Hardward ID: HDAUDIOFUNC_1018MEN_11D48DEV_1884&SUBS'

Product ID 65535

type WDM

Drivers

Name HdAudio.sys

Version 6.01.7601.17514 (English)

Date 20.11.2010 11:44:23

HWQL Logo'd Yes

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Anything I can try ??

thanks

Chris

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Re: Lwks says problem with DirectX and cannot display correctly, importing a file crashes Lwks

Posted by briandrys - 16 Jul 2018 11:01

Welcome to the forum

Please could you make a zip file of the error log. In Windows it's found in
C:\Users\Public\Documents\Lightworks\Logs

Then attach it to your next message.

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Re: Lwks says problem with DirectX and cannot display correctly, importing a file crashes Lwks

Posted by Chris- - 16 Jul 2018 11:06

Attached,

thanks,

Chris

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Re: Lwks says problem with DirectX and cannot display correctly, importing a file crashes Lwks

Posted by edWD7 - 16 Jul 2018 11:31

And how about this

_My Windows Vista (SP1), and DxDiag said DirectX is working properly (version 11)

_But, did Not have trouble with LWKS_trouble was with Photoshop, it said that d3dx9_43.dll is

missing_and I was well, wait a minute, that's the LWKS error

just like in FAQ_So, did that _And Fixed it_thanks

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Re: Lwks says problem with DirectX and cannot display correctly, importing a file crashes Lwks

Posted by carlajiji - 20 Jul 2018 21:36

Thanks for the post.

[plex](#) [Kodi](#) [Lucky Patcher](#)

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