

Lightworks crashes my PC during export

Posted by Tanychew - 23 Aug 2018 06:06

Hi there. I'm quite new to Lightworks and so far I've really enjoyed working on it.

I've now come across my first issue whilst exporting my second video. During export, after around 10 mins, my primary monitor goes black, but still shows to be connected, and my secondary monitor loses all connectivity to my machine. The only way to fix this is to do a hard reboot.

I've closed all unnecessary programmes running in the background.

My first video exported just fine, although that was only sped up to 600% and was 15mins long. This second video has been sped up to 2000% and is about 7mins long. Both videos have MP4 clips in them, music and dissolve special effects between clips.

I know that the issue may be that it is sped up a lot more than my first video, but I was able to export a video which was sped up to 2000%, and it works just fine. I did this as a test though, and it had no. Music or effects.

I hope that someone is able to help me, lightworks is a great programme and I would love to keep using it for my speedpaints!

Thanks in advance!

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 04:50

So I was able to export with Lightworks V14.5 beta! It worked like a charm!

However, it didn't export any of my music, which are mp3 track. I was able to export my first video on the first version of Lightworks with sound.

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 05:31

Hello again,

Good to hear that it works now, V14.5 is the better piece of software anyway.

If there should be trouble with MP3's, convert prior to import to WAV 16-bit 48kHz format with Audacity or similar software. Please, keep in mind that images with unknown origin (e.g. downloaded from the internet) sometimes can cause trouble too. Re-encoding with software like Photoshop, Gimp, IrfanView and similar can fix those issues.

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 05:35

Thanks for the speedy reply!

All songs I use are from the YouTube sound library and all images are created by me on Photoshop and saved as JPGs =)

Should I convert the audio files anyway?

Thanks again!

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 05:36

OH and I forgot to say that the sound plays fine in the preview before exporting. Not sure if that makes a difference...

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 05:46

There's no need to convert MP3 with a sample rate of 44.1 or 48 kHz by default, Lightworks converts MP3 audio-only on import silently to WAV anyway (as it stands now). If the files play over the hole duration fine in preview there shouldn't be problems on export.

If you should encounter trouble with audio sometimes converting with third party software to a standard format helps, just because there are so many variants of MP3 format on the internet that a single transcoder can't deal with all of them.

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 05:56

Ok, I've just installed Audacity, will try and convert the files like you suggested and then get back to you!

Do you think it may also be helpful to just remove the audio files, then import them again?

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 06:16

Please try exporting the sequence which caused trouble with V14.0 without any changes.

Does it crash your system with V14.5 as well?

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 06:17

And, just to clarify, there's no need to convert anything unless you encounter trouble.

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 06:21

My machine crashes when I export with V14.

Everything works fine and does not crash my machine with V14.5!

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 06:23

Fine, stay with V14.5 beta which is close to release anyway and forget about V14.0. Update to the final version as soon as it is released.

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 11:35

So this is just odd.

I tried exporting again today, after removing and re-adding the audio. I stupidly changed the export framerate to 60fps, when I should have left it at 59.94fps, because my PC ended up crashing.

So I converted all my audio to WAV, left the fps at 59.94 and it exported fine! BUT my audio still isn't working =/

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 12:09

The framerate should not be the cause of the problem.

What do you mean when saying "the audio isn't still working";

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 12:17

So after exporting the video a third time, the audio still isn't playing.

I can hear it just fine when I'm previewing it, but after playing the actual exported video, I heard hear anything =(

I usually run my videos on VLC, but I also tried Windows Media Player, just in case it might have been that, but no luck.

It exports the video just fine, even though it's sped up to 2000%, but my intro music, outro and songs just aren't being exported along with the final video.

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Re: Lightworks crashes my PC during export

Posted by Tanychew - 25 Aug 2018 12:58

I've just tried a small test clip.

I shortened a clip and song to about 2mins, exported and everything was fine.

No crash and there is audio.

I think I'm just going to have to restart my whole video from scratch, which I wanted to avoid seeing as I have over 9 hours of footage HAHA

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Re: Lightworks crashes my PC during export

Posted by hugly - 25 Aug 2018 13:58

That's a new issue, isn't it. We discussed crashes when exporting so far, not missing sound in exported file.

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