

Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 02:14

While working on a project, I noticed that under format on the default edit setting of Lightworks, that my project is labelled 720P, AVCHD. However, when I look under codec using VLC tells me that the footage is 1080 p Codec H264 - MPEG-4 AVD (Part 10) (avc 1)

My project footage is in 1080P therefore I should be editing as such.

It was my understanding that I had Lightworks studio. I was told that I just had to sign in and that I had Lightworks studio.

So perhaps there is a way to toggle the project to 1080P or I have the wrong download. In any event, please advise so I can resume editing in your product with confidence.

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Re: Lightworks applies the wrong format to my footage.

Posted by jwrl - 05 Sep 2018 04:09

briandrys wrote:

It may be worth moving this thread to the website shop section of the forum, where the appropriate member of staff can easily see it.

Done. I've also given it a more descriptive title.

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Re: Lightworks not licensed despite payment being made.

Posted by jakkor - 05 Sep 2018 14:01

Hi,

There is no PRO icon because there was no purchase. There was a free PRO license added to the account because there were purchase problems.

License was used on one machine, probably the system without license is different machine/system that is not activated, just used as a free one.

Best regards

Jakub

Lightworks Web Team.

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 14:25

Correct,

Lightworks "Pro?" was first run on Windows 7, 64bit, which gave me my first Blue Screen of Death experience.

I then re-installed my OS with just Linux and figured my license would move with it. Then I discovered this: imgur.com/a/QPCiRGY

Meaning, that users have to buy a new license if they reinstall software or do a hardware upgrade. Not even Adobe does that. No wonder.

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Re: Lightworks not licensed despite payment being made.

Posted by Hugly - 05 Sep 2018 14:34

I'm a little bit confused now. Did you purchase a license on some account of yours or didn't you?

If you did, Lightworks has a spare license to install on a second system and if this is a dual boot from the same physical hard drive, then Linux and Windows installation should work with the same license.

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 14:39

If what you say is true, then why are my 1080p files listed as 720p in Lightworks, even though VLC indicates the files are 1080p? Further, why does my account not have the 'pro' designation? Because my system does not have it. This would be consistent with the license policy as indicated.

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Re: Lightworks not licensed despite payment being made.

Posted by hugly - 05 Sep 2018 14:42

The only thing I can imagine is that your money never reached Lightworks account.
"Purchase" in this context and my understanding means license for money, no money, no license.

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 14:44

That is exactly what I got, 'no license'.

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Re: Lightworks not licensed despite payment being made.

Posted by hugly - 05 Sep 2018 14:45

Did you pay?

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 14:46

Ask Jakkor what happened. This is turning into a hamster treadmill and I am getting dizzy.

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Re: Lightworks not licensed despite payment being made.

Posted by hugly - 05 Sep 2018 14:59

Where there is a will, there is a way, they say. Alternatively, listen to Barclay James Harvest and take it

easy:



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Re: Lightworks not licensed despite payment being made.

Posted by briandrys - 05 Sep 2018 15:17

My understanding is that FathomStory received a complimentary one month Pro License from Lightworks. Unless he carries out the license activation procedure (as in the above video), one month after the date he received this license the Lightworks will revert back to the free version, even if FathomStory has never used it.

FathomStory hasn't said if he's activated the license.

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 15:33

Please see this link and explain to me what is going on, then:

imgur.com/a/KEQ9X7E

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Re: Lightworks not licensed despite payment being made.

Posted by FathomStory - 05 Sep 2018 16:17

Okay, let us forget complimentary. I worked a bit on this project and while the experience with the software was different (apart from there not being a 'save' button, which is sort of unnerving), it was not unpleasant. If I make an arrangement separate from Paypal, and the transaction goes through, can I take this project and output it to 1080p?

In other words, can the limits of this project be removed once paid license goes through?

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Re: Lightworks not licensed despite payment being made.

Posted by briandrys - 05 Sep 2018 17:30

Once you have purchased a Pro License and activated it on your computer, Lightworks will export with the full range of formats available with that license (including 1080p).

There is a range of payment options available in the websites shop.

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Re: Lightworks not licensed despite payment being made.

Posted by hugly - 05 Sep 2018 17:32

Yes, you can use any project created with the Free version and export with Pro to any available export format and resolution.

For casual use and to practice, you can finish some projects with Free, purchase a month license and export everything to the formats you wish.

From time to time there've been promotional discounts on Year or Outright licenses which might be worth waiting for if you're interested and not in a hurry.

Have a look to licensing FAQ under Help on top of this page.

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