

Lightworks wont start

Posted by marshall70n - 21 Apr 2019 16:14

Every time i try to open Lightworks it pops up with a message saying "This application is already running. Would you like to terminate the process." I click yes and it says "The running process could not be terminated.

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Re: Lightworks wont start

Posted by briandrys - 21 Apr 2019 17:12

Welcome to the forum.

Have you tried restarting your computer before attempting to start Lightworks again?

If that doesn't work, 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: Lightworks wont start

Posted by hugly - 22 Apr 2019 00:55

Restarting the computer will fix the issue because it forces termination of all processes.

Without restarting the computer on Windows, to terminate an apparently non-responsive process which can't be terminated the normal way, you have three options:

1. From the Task Manager: Click on 'More details', navigate to and select 'Lightworks Editor Application' and press -key or click on 'End Task' button.

2. From PowerShell (running as admin*) enter: stop-process -force -name ntcavdt

3. From cmd.exe (running as admin*) enter: taskkill /f /im ntcadv.exe

*Please note: Starting the shells in admin mode should be only necessary if you are not logged-in as admin.

Edit: Just to be clear, this will terminate the hanging process, but it will not fix the cause of the hanging application and you might run into the same trouble again. On first place, those incidents are caused by working with unsuitable or too demanding media formats on low powered computers. Converting your media might help or using proxies, maybe. To give some meaningful advice, Mediainfo reports and your computer details would help.

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