

Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 07:17

Hi

My lightworks is frozen. When I click "play" nothing happens. Anyone knows why is this happening?

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Re: Lightworks freezes

Posted by hugly - 28 Apr 2019 07:33

Hi,

Demanding material, low powered computer, too many effects, who can say without any information?

Try proxies.

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Re: Lightworks freezes

Posted by briandrys - 28 Apr 2019 07:34

There are a number of reason why this could happen.

Initially I would try rebooting your computer.

If only on one project, Please follow the directions in this sticky, so that users can see the technical details of your source video.

www.lwks.com/index.php?option=com_kunena&func=view&catid=23&id=66072&Itemid=81

Providing the spec of your computer would help.

If it continues, 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 freezes

Posted by Pappetsu - 28 Apr 2019 08:47

Rebooting the PC didn't solve the problem.

When I try to watch the video which i'm currently editing, it doesn't load. Since last week that i'm experiencing issues with lightworks which is the program fails to respond for a few seconds.

I have a laptop Alienware 15 R3 with the following specifications:

- Intel Core i7 7700HQ CPU 2.80GHz 2.80GHz
- 8,00Gb RAM
- NVidia GeForce GTX 1060
- Windows 10 64 bits

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Re: Lightworks freezes

Posted by Hugly - 28 Apr 2019 09:22

That might indicate trouble with your output sound device:

```
Failed to start playing! (0x887d0003)  
AudioResource::createOSBuffer() failed
```

If you use headphones or some kind of device connect via Bluetooth or USB for monitoring sound, please disconnect, use the build in speakers, restart Lightworks and see if that changes anything.

If it doesn't a Mediainfo report could help.

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Re: Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 09:49

Nothing different happens. The problem remains. Why should I use the mediainfo? Get info about what file?

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Re: Lightworks freezes

Posted by hugly - 28 Apr 2019 09:54

You should use the program Mediainfo to show technical details of one typical file you use. Briandrys has already posted a link to further information about Medinfo.

Additionally, it might help to zip and post the entire Logs folder.

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Re: Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 10:33

I have mediainfo installed in my PC. I've used a few times. But what do you want me to check with it? The video/audio files that I'm editing in lightworks? What am I suppose to look for? The files opened in lightworks are being edited since the beginning of last week but only today lightworks froze. I don't understand what you want me look for with mediainfo. Can you explain?

Here is the logfile again after I unplugged the headphones.

Your suggestion of lightworks doesn't work properly with headphones is kind of weird. Why shouldn't it work?

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Re: Lightworks freezes

Posted by hugly - 28 Apr 2019 10:40

Did I say that Lightworks doesn't work properly with headphones in general?

Can you exclude any damaged hardware on system and if so, how do you do that?

Reading the post briandrys has linked to above carefully will answer your question what to do with Mediainfo.

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Re: Lightworks freezes

Posted by hugly - 28 Apr 2019 10:42

Be the way, I meant and said the "entire Logs folder" not a second single error.log file.

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Re: Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 11:25

hugly wrote:

Did I say that Lightworks doesn't work properly with headphones in general?

I've never said that either. I've wrote that you have suggested.

hugly wrote:

Can you exclude any damaged hardware on system and if so, how do you do that?

All the hardware is working properly. Nothing is damaged.

hugly wrote:

Reading the post briandrys has linked to above carefully will answer your question what to do with Mediainfo.

I'll read it but I doubt it will solve the problem.

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Re: Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 11:40

Ok. Here it is.

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Re: Lightworks freezes

Posted by Pappetsu - 28 Apr 2019 12:07

Ok, thank you for your mediocre support. I'll solve this on my own or check youtube or other forums.

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Re: Lightworks freezes

Posted by briandrys - 28 Apr 2019 12:32

Please be aware that hugly is a user like yourself, investing his own time to assist you with your issue. The term "mediocre support" is totally unwarranted and I suspect you won't find more committed and helpful support elsewhere on the internet.

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Re: Lightworks freezes

Posted by hugly - 28 Apr 2019 12:45

Pappetsu wrote:

Ok, thank you for your mediocre support. I'll solve this on my own or check youtube or other forums.

I hesitated one moment if it's this worth a reaction from my side to this contribution.

With your assumption that everything is fine with your media, your edits and your computer, the logical consequence is waiting for some future release of Lightworks to see if it fixes your problem and switching to other software for now.

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