

Free license expired - won't issue a new one

Posted by studleymusic - 20 May 2019 15:21

Hi,

I think I'm experiencing a bug. Lightworks crashed (for no reason I could tell. I wasn't doing any heavy lifting), then upon restarting, I kept getting the same message "License expired" in little red letters. Nothing I do seems to make it issue a new license. I tried doing offline activation several times, but only got "Invalid e2c file" or messages to that effect.

I eventually found that I could register a new account and get in, so at least I can finish my project.

What do you think? Should I just let it go?

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Re: Free license expired - won't issue a new one

Posted by arniepix - 20 May 2019 15:40

"License expired" could mean that you just need to log in again. As a free user, you need to renew your license once a week.

If that computer is connected to the internet, all you need to do is click the cogs menu in the top right corner of the welcome screen, then select Activate license(s) from the drop down menu and log in with the same user name and password that you use on these forums.

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Re: Free license expired - won't issue a new one

Posted by briandrys - 21 May 2019 02:14

The usual reason for a licensed expired is that you're not using the latest version of Lightworks, currently this is V14.5. Although, V14.00 does still seem to run OK at the moment.

The FAQ gives this:

This error message means the version of Lightworks you are attempting to activate is out of date. We

have recently released version 14.5.0 of Lightworks which you will need to download and install from here: www.lwks.com/downloads You will then be able to activate Lightworks successfully.

Please also check the Date/Time on your system clock and make sure it is set correctly. Any alterations/inconsistencies in Date/Time may cause this error.

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Re: Free license expired - won't issue a new one

Posted by studleymusic - 21 May 2019 06:49

Is there a way to log out in Lightworks? I followed the above instructions but I'm still logged in under another account.

The program is rejecting my username/password. I've noticed that I have to re-enter my cred every week or so, but this is the first time it's been rejected.

I'm currently using 14.5 I think. I suspect that something broke when lightworks crashed.

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Re: Free license expired - won't issue a new one

Posted by jwrl - 21 May 2019 07:03

From the activation troubleshooting page:

If you have the latest version, but the issue still occurs, please [Report a problem](#) .

Click on that link and fill in the form provided. You will be helped.

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Re: Free license expired - won't issue a new one

Posted by schrauber - 21 May 2019 07:31

If your operating system is Windows,
and Lightworks was closed,

Then you can open this folder.:

C:\Users\Public\Documents\Lightworks

Note that this folder contains your projects and some settings, so be careful with it. (a backup including all subfolders is also a good idea)

There you will find one or more files named "license". As a free user delete all files with this name (or move them to a location outside the Lightworks folder).

Edit: Also remove the offline activation file you copied into it.

After restarting Lightworks you will be prompted to sign in again (internet connection required). Does it work with your original user data?

If that succeeds, Lightworks automatically creates a new license file.

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Re: Free license expired - won't issue a new one

Posted by studleymusic - 21 May 2019 07:55

I tried doing this before coming to the forums and it didn't work. This time it worked. Everything is as it should be. Weird.


Thank you! I really appreciate how welcoming and helpful you all are.

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Re: Free license expired - won't issue a new one

Posted by schrauber - 21 May 2019 08:22

It is also possible that the license server may cause temporary problems.

Sometimes the simplest solution is to do nothing and try again a little later. 

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