

LW crashing on export clip - select folder

Posted by G0bble - 22 May 2019 10:02

Hi folks

Lw is crashing each time I select a clip and try to export it. Specially when I try to export an mp4 and try to change the default folder in the menu.. exactly when I click on Places ...if I dont try to change folder it is fine.

How to debug this?

System is Win 10 home Ryzen 2400G 16G ram

Thanks

G

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Re: LW crashing on export clip - select folder

Posted by briandrys - 22 May 2019 10:05

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: LW crashing on export clip - select folder

Posted by hugly - 22 May 2019 10:08

Additionally, post a Mediainfo report of the mp4 file, please:

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

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Re: LW crashing on export clip - select folder

Posted by G0bble - 22 May 2019 10:34

The problem mysteriously vanished after I changed the appearance and selected a different font [square]. Previously it crashed 10 times in a row...

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Re: LW crashing on export clip - select folder

Posted by hugly - 22 May 2019 10:49

Instability is something you have to fight against from the very first appearance.

In most cases instability indicates that critical material is used or some kind of critical settings. Even if it looks now as if the problem is fixed, it will reappear, most likely.

If you wish support on this, please post the requested Mediainfo and not only the single file "error.log";, but the whole Logs folder as zipped archive.

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Re: LW crashing on export clip - select folder

Posted by hugly - 22 May 2019 10:56

I've delete my last post, since you've attached the LOGs folder with your edit already.

Instability is frequently caused by unsuitable or critical material, and it's something to fight against, from the very first appearance. It's very likely that the problem will re-appear.

Could you post Mediainfo of "Rachai-Noi-Sample2.mp4" "Racha-noi-NoStab (20).avi"; and "GOPR9709 (2).mov";, please?

Re: LW crashing on export clip - select folder

Posted by G0bble - 22 May 2019 14:28

attached.

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Re: LW crashing on export clip - select folder

Posted by hugly - 22 May 2019 16:46

Thank you.

You've posted Mediainfo of "Racha-noi-NoStab (20).mov". There's a file "D:AVIRacha-noi-NoStab (20).avi". Could you add mediainfo of this avi file?

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Re: LW crashing on export clip - select folder

Posted by G0bble - 23 May 2019 10:26

Oops my bad! Attached now.

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Re: LW crashing on export clip - select folder

Posted by hugly - 23 May 2019 11:08

Thanks.

From Mediainfo I don't see any reason for a crash, but since you have imported over 300 clips in different formats that doesn't say much.

The logs show different exceptions which implies different causes for a crash. You say that the crashes happend on export when changing the destination folder.

Is there anything else you did to force a crash?

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Re: LW crashing on export clip - select folder

Posted by G0bble - 24 May 2019 02:39

A few times it crashed after 5-10 secs even before I moved the mouse to change folder. Oddly I happened to be playing with appearance settings and after changing font used in LW the issue has gone completely. One more suspect is that I had just changed my RAM timings and perhaps the UEFI needed some retraining reboots to auto-adjust the other remaining settings and retune the memory sticks. LW may have triggered the instability at that point - however the OS did not crash only LW so hard to say ... The system is stable now. Let it lie ..

Thanks for your time on this.

Best

G

Re: LW crashing on export clip - select folder

Posted by hugly - 24 May 2019 06:02

Yes, overclocked and tweaked hardware would be one natural explanation for random crashes.

Fingers crossed.

Just a heads up: Due to it's nature, video editing is a demanding task. It performs best and most stable with I-Frame based media, such as MPEG2 I-Frame HD, ProRes, Cineform, DNxHD - so called digital intermediates formats. Most capture formats (from cameras, mobile phones, screen recording software) and in particular material used for streaming (downloaded from e.g. Youtube or Twitch) are optimized for file size, are highly compressed, do have long GOP's, sometime weird frame rates and non-compliant streams and are extremely demanding to system resources.
