

## Lightworks 14.5.0.0 won't start - Error eBUS DirectShow [fixed: remove pleora s/w]

Posted by IanRobo75 - 01 Jun 2019 22:01

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Any suggestions to get Lightworks going?

It disappears when loading (remains as background process but does nothing).

Section from error.log:

...Loaded device System Sound

1.165 : Found capture source ScreenCapture  
1.171 : Found capture source Software VO Capture  
1.379 : Found Video device HP HD Webcam  
1.869 : Found Video device eBUS DirectShow Source  
1.869 :

\*\*\*\*\* EXCEPTION \*\*\*\*\*

1.869 :  
1.869 : DQ  
1.869 :  
1.869 : RaiseException  
1.869 : x2: DllGetClassObject  
1.869 : DllMain  
1.869 : Symbol name not found at 00007FFC6F682D8F  
1.869 : Symbol name not found at 00007FFC6F682FAC  
1.869 : DllMain  
1.869 : CoGetCurrentLogicalThreadId

1.869 : CoSetProxyBlanket  
1.869 : CoGetCurrentLogicalThreadId  
1.869 : WindowsDeleteStringBuffer  
1.869 : IsErrorPropagationEnabled  
1.869 : CoTaskMemRealloc  
1.869 : Ordinal87  
1.869 : CoSetProxyBlanket  
1.869 : Ordinal87  
1.869 : CoSetProxyBlanket  
1.869 : x3: CoCreateInstance  
1.869 : x2: DllUnregisterServer  
1.869 : Lw::DirectShow::Graph::enumerateVideoDevices  
1.869 : Lw::DirectShow::CaptureGraphBase::getNumVideoInputs  
1.869 : LwVideoResourceInfo::getCaptureResources  
1.869 :  
1.869 : Main thread  
1.869 :  
1.869 : GetMessageA  
1.869 : Symbol name not found at 00007FFCAF92C159  
1.869 : glib\_init  
1.869 : openInternetFilePost  
1.869 : OS  
1.869 : protectedExecute  
1.869 : x3: openInternetFilePost  
1.869 : BaseThreadInitThunk  
1.869 : RtlUserThreadStart

1.869 :  
1.869 : update checker  
1.869 :  
1.869 : WaitForSingleObjectEx  
1.869 : x2: InternetFindNextFileW  
1.869 : Ordinal112  
1.869 : x2: HttpSendRequestA  
1.869 : openInternetFile  
1.869 : Symbol name not found at 00007FF73691C27C  
1.869 : BasicThread::threadFnS  
1.869 : OS  
1.869 : BaseThreadInitThunk  
1.869 : RtlUserThreadStart  
1.869 :  
1.869 : DQ  
1.869 :  
1.869 : WaitForMultipleObjectsEx  
1.869 : WaitForMultipleObjects  
1.869 : OS  
1.869 : x2: LwImage::Cache::clear  
1.869 : OS  
1.869 : BaseThreadInitThunk  
1.869 : RtlUserThreadStart  
1.869 :  
1.869 : Drag/Drop  
1.869 :

1.869 : GetMessageA  
1.869 : x2: OS  
1.869 : BaseThreadInitThunk  
1.869 : RtlUserThreadStart  
1.869 :  
1.869 : DQ  
1.869 :  
1.869 : x11: Symbol name not found at FFFFFFFFFFFFFFFF  
1.869 : Symbol name not found at 0000000400000001  
1.869 : Symbol name not found at FFFFFFFF00000003  
1.869 : Symbol name not found at 000001A65BDF6EC0  
1.869 : Symbol name not found at 0000003CCC8FDE70  
1.869 : Symbol name not found at 000001A65E0DAAB0  
1.869 : Symbol name not found at 000000FF00000002  
1.869 : Symbol name not found at 0000A6F4005C8262  
1.869 :  
1.869 : Status Window  
1.869 :  
1.869 : SleepEx  
1.869 : x3: OS  
1.869 : BaseThreadInitThunk

I have win 10-64 bit, 16Gb. All up-to-date drivers. Lightworks 32-bit & 64-bit have the same issue. Have re-installed, rebooted, and all normal options.

Previous Lightworks version worked OK, that was probably 6 months ago.

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Re: Lightworks 14.5.0.0 won't start - Error after eBUS DirectShow Source found

Posted by hugly - 01 Jun 2019 23:58

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Hello,

Would you mind zipping and posting the entire Logs folder?

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Re: Lightworks 14.5.0.0 won't start - Error after eBUS DirectShow Source found

Posted by IanRobo75 - 02 Jun 2019 00:03

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Logs zipped as requested

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Re: Lightworks 14.5.0.0 won't start - Error after eBUS DirectShow Source found

Posted by hugly - 02 Jun 2019 00:09

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Thanks.

There's no subfolder. It looks as if you've just installed Lightworks on a new system and tried starting only once. Could that be?

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Re: Lightworks 14.5.0.0 won't start - Error after eBUS DirectShow Source found

Posted by IanRobo75 - 02 Jun 2019 00:13

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Apologies. Now the whole folder; includes the cab files in backup folder.

Started a few times 32-bit and 64-bit, forcing run as administrator and not.

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Re: Lightworks 14.5.0.0 won't start - Error after eBUS DirectShow Source found

Posted by hugly - 02 Jun 2019 00:21

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I've never seen this specific exception, but it might indicate a hardware/driver problem, graphics card maybe.

Could you specify your graphics and sound hardware in detail please.

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Re: Lightworks 14.5.0.0 won't start - Error eBUS DirectShow [fixed: remove pleora s/w]

Posted by IanRobo75 - 03 Jun 2019 19:45

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fixed: I remove pleora drivers using windows add/remove programs (that being eBUS SDK).

So the log was right.

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