

## I can't import any of my .mp4 videos

Posted by Moffu - 01 Jul 2019 16:03

---

i can't import any of my videos, most of them are in .mp4 format, shoul I use a converter to try another format? please help!

=====

## Re: I can't import any of my .mp4 videos

Posted by hugly - 01 Jul 2019 16:08

---

Hello,

Not necessarily. What message do you see?

=====

## Re: I can't import any of my .mp4 videos

Posted by Moffu - 01 Jul 2019 16:14

---

hello, thankyou for helping me ^^

it says:

&quot;WARNING

Unable to continue - there are no available media location&quot;

=====

## Re: I can't import any of my .mp4 videos

Posted by hugly - 01 Jul 2019 16:29

---

Lightworks uses an internal media space, for metadata of linked media, and for copied and transcoded media. It needs at least one valid media location. This is by default on Windows C:\Users\Public\Documents\LightworksMedia

Basically, it's pretty easy to add this location in order to create a valid internal media space.

The question is why has it got lost?

Bottom center of the start screen you'll find the Lightworks version, what does it say?

Did you install Lightworks on a location different from &quot;C:Program FilesLightworks&quot;?

=====

**Re: I can't import any of my .mp4 videos**

Posted by Moffu - 01 Jul 2019 16:58

---

the version is 14.5.0.0

i downloaded the program into documents, inside a carpet i created

=====

**Re: I can't import any of my .mp4 videos**

Posted by hugly - 01 Jul 2019 17:03

---

Thanks.

I mean the installation folder, not the download folder. Did you change any of the settings when installing?

There's a Logs folder on &quot;C:UsersPublicDocumentsLightworksLogs&quot;. Could you zip (compress) and post the entire Logs folder, please?

=====

**Re: I can't import any of my .mp4 videos**

Posted by jwrl - 01 Jul 2019 18:26

---

In your project, click on the project name at the top left of the screen. Select the &quot;Media&quot; tab then select &quot;Locations&quot;. You should see at least one hard drive there with a green progress bar showing how full it is. If there is none or if the shown drive is almost full click on the &quot;Add&quot; button and add one or more drives.

You will then be able to import your media.

=====

**Re: I can't import any of my .mp4 videos**

Posted by hugly - 01 Jul 2019 19:06

---

Suggesting this you seem to know what causes lost default media location.

=====

**Re: I can't import any of my .mp4 videos**

Posted by jwrl - 01 Jul 2019 19:27

---

No, but I have seen a new installation of Lightworks assign a default media location to an already full drive. The message means that Lightworks has nowhere to put media. I suggested a method for assigning a place to put media. That's all.

=====

**Re: I can't import any of my .mp4 videos**

Posted by Moffu - 01 Jul 2019 20:04

---

thank you both!!

i fanally managed to import my videos, i apreciate your kindness, and sorry if I spell wrong, im not a native speaker

you saved me! 🙏

=====

**Re: I can't import any of my .mp4 videos**

Posted by hugly - 01 Jul 2019 20:04

---

With V14.5 and the media location on a drive with insufficient free drive space, I see this when importing:

This shows up, if no media location exists at all in the list or if it points to a non existing path, at least here.

But, I don't know if Windows Defender can create a situation like this.

=====