

The Lightworks app just closes when I try to login

Posted by Dimasik - 24 Aug 2019 14:44

The Lightworks app just closes when I try to login. Reinstallation does not help, I tried to download later versions, the same problem. help me please 😊

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The Lightworks app just closes when I try to login

Posted by hugly - 24 Aug 2019 15:05

Hello,

Could you zip and post the entire "Logs" folder, please? On Windows, located on

C:\Users\Public\Documents\Lightworks\Logs

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The Lightworks app just closes when I try to login

Posted by Dimasik - 24 Aug 2019 15:21

hugly wrote:

Hello,

Could you zip and post the entire "Logs" folder, please? On Windows, located on

C:\Users\Public\Documents\Lightworks\Logs

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The Lightworks app just closes when I try to login

Posted by schrauber - 24 Aug 2019 15:39

Lightworks 12.0.2 64-bit (Release, build 72126 dated Dec 16 2014)

This is an ancient Lightworks version. It has not worked for a long time (at least not with the free license).

Please download Lightworks 14.5 from this website and install it.

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The Lightworks app just closes when I try to login

Posted by schrauber - 24 Aug 2019 16:16

Dimasik wrote:

T.I tried to download later versions, the same problem ...()

Yes, I see in old logs that you also tested the current version 14.5. Please try again with this version. The old version will definitely not work anymore.

In the log created by the new version I see very little free RAM.

Please close all unneeded programs.

I see many license warnings in the log (don't know if this is always the case before the login was successfully completed?)

The log ends abruptly after "Added media location".

Are there any problems with access rights?

Please check the notifications from Windows etc.

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Re: The Lightworks app just closes when I try to login

Posted by jwrl - 24 Aug 2019 18:41

Dimasik, I have moved your thread to a more appropriate forum. In the miscellaneous section it could appear to be trivial as I am sure you would not want it to be.

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Re: The Lightworks app just closes when I try to login

Posted by Dimasik - 25 Aug 2019 13:12

Is it possible that the characteristics of my computer are too weak to even open this application? Acer spin sp111-32n/ 4Gb RAM..thx for answer

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Re: The Lightworks app just closes when I try to login

Posted by Dimasik - 25 Aug 2019 13:23

I see many license warnings in the log (don't know if this is always the case before the login was successfully completed?)[/quote]

throws me away as soon as I try to log in on v14.5

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Re: The Lightworks app just closes when I try to login

Posted by hugly - 25 Aug 2019 13:38

Dimasik wrote:

Is it possible that the characteristics of my computer are too weak to even open this application? Acer spin sp111-32n/ 4Gb RAM..thx for answer

Yes, could be, and you will have serious performance problems when editing with this machine, if Lightworks runs. However, it would be the first machine I'm aware of which doesn't even allow starting Lightworks.

Please try: Restart you computer, download and install the 32-bit version of Lightworks V14.5. Restart your computer again, don't start any other application, try starting Lighwtorks 32-bit and see what happens.

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Re: The Lightworks app just closes when I try to login

Posted by Dimasik - 25 Aug 2019 14:05

hugly wrote:

Dimasik wrote:

Is it possible that the characteristics of my computer are too weak to even open this application? Acer spin sp111-32n/ 4Gb RAM..thx for answer

Yes, could be, and you will have serious performance problems when editing with this machine, if Lightworks runs. However, it would be the first machine I'm aware of which doesn't even allow starting Lightworks.

Please try: Restart you computer, download and install the 32-bit version of Lightworks V14.5. Restart your computer again, don't start any other application, try starting Lighwtorks 32-bit and see what happens.

Oh thank you. 32bit works 🍌

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Re: The Lightworks app just closes when I try to login

Posted by hugly - 25 Aug 2019 14:17

That's good to hear.

If you shouldn't have watched it, this is the official V14 Quick Start Guide:

Since your machine is far below the recommended system specs and editing performance depends, beside of the computer, highly on the media formats used, I strongly recommend using the internal proxy workflow with all imported clips.

www.lwks.com/index.php?option=com_kunena&func=view&catid=217&id=194770&Itemid=81#194787

Tell how that works for you.

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Re: The Lightworks app just closes when I try to login

Posted by schrauber - 25 Aug 2019 14:25

Good to hear that it works.

Probably you will need a new computer at the latest next year.

When Lightworks 15 is released, you probably will not be able to work with a 32-bit computer, and all

older Lightworks versions will no longer work with the free license.

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Re: The Lightworks app just closes when I try to login

Posted by hugly - 25 Aug 2019 16:07

I would be deeply interested in knowing if current 64-bit V14.6 beta five runs on that machine, but please do not install it. It is a beta release which has issues and some think that it's unsuitable for beginners.

I strongly recommend waiting for a moderator or administrator to advise, prior to installing any beta release of Lightworks - as a beginner, currently!

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