

## Can't edit mp4 files

Posted by SteveWSmith - 09 Sep 2019 21:46

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I'm new to Lightworks and I used it to add sound to a mp4 video file. It works fine but now it says the format is unsupported when I try to add an mp4 file to the project. Any advice would be appreciated.

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## Re: Can't edit mp4 files

Posted by hugly - 09 Sep 2019 22:09

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Hello,

MP4 is a container which can carry different types of video and audio streams, not all are supported.

To find out what's wrong and how to fix, post a Mediainfo of the video file, please.

[www.lwks.com/index.php?option=com\\_kunena&func=view&catid=23&id=66072&Itemid=81#66072](http://www.lwks.com/index.php?option=com_kunena&func=view&catid=23&id=66072&Itemid=81#66072)

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## Re: Can't edit mp4 files

Posted by SteveWSmith - 10 Sep 2019 06:41

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I'm not sure if how to use MediaInfo but does the following help?

### General

Complete name : E:VIDEOMOV\_0025.mp4

Format : MPEG-4

Format profile : Base Media

Codec ID : isom (isom/avc1)

File size : 316 MiB

Duration : 9 min 14 s  
Overall bit rate mode : Constant  
Overall bit rate : 4 781 kb/s  
Encoded date : UTC 2019-09-10 06:51:37  
Tagged date : UTC 2019-09-10 06:51:37  
IsTruncated : Yes

Video

ID : 1  
Format : AVC  
Format/Info : Advanced Video Codec  
Format profile : Main@L4  
Format settings : CABAC / 1 Ref Frames  
Format settings, CABAC : Yes  
Format settings, Reference frames : 1 frame  
Format settings, GOP : M=1, N=24  
Codec ID : avc1  
Codec ID/Info : Advanced Video Coding

Duration : 9 min 14 s  
Source duration : 9 min 14 s  
Bit rate mode : Constant  
Bit rate : 4 780 kb/s  
Nominal bit rate : 12.3 Mb/s  
Width : 1 920 pixels  
Height : 1 080 pixels  
Display aspect ratio : 16:9

Frame rate mode : Constant  
Frame rate : 20.000 FPS  
Original frame rate : 24.000 FPS  
Standard : PAL  
Color space : YUV  
Chroma subsampling : 4:2:0  
Bit depth : 8 bits  
Scan type : Progressive  
Bits/(Pixel\*Frame) : 0.115  
Stream size : 316 MiB (100%)  
Source stream size : 316 MiB (100%)  
Encoded date : UTC 2019-09-10 06:51:37  
Tagged date : UTC 2019-09-10 06:51:37  
Color range : Limited  
Color primaries : BT.601 PAL  
Transfer characteristics : BT.470 System B/G  
Matrix coefficients : BT.470 System B/G  
mdhd\_Duration : 554300  
Codec configuration box : avcC

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## Re: Can't edit mp4 files

Posted by briandrys - 10 Sep 2019 06:44

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Frame rate : 20.000 FPS

Original frame rate : 24.000 FPS

Somehow you've changed the frame rate to a non standard 20 fps, from a film & TV standard frame rate of 24 fps.

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**Re: Can't edit mp4 files**

Posted by SteveWSmith - 10 Sep 2019 07:11

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The camera came with a drone and it has no settings and I'm unable to adjust the frame rate or anything else. The odd thing is, it worked for the first two videos and now even those videos won't load into Lightworks. I don't know of anyway to adjust the frame rate to make it compatible with Lightworks. I appreciate your help but I'm going to find a different video editor that will work for me.

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**Re: Can't edit mp4 files**

Posted by hugly - 10 Sep 2019 07:36

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Hello,

Mediainfo is perfect.

Beside of the frame rate, which should be importable in 24 fps projects, but I wouldn't recommend doing that, I can't see anything which would explain the message 'unsupported format'. It could be that the file is damaged somehow.

Try converting with most recent Handbrake 1.2.2. Use the preset 'Production.Standard' and set 'Framerate (FPS)' to '24'. Import the converted file and see what happens.

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**Re: Can't edit mp4 files**

Posted by hugly - 10 Sep 2019 07:39

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Oops, I missed that:

IsTruncated : Yes

That means, your file is most likely damaged, but you can try your luck with Handbrake, nevertheless.

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**Re: Can't edit mp4 files**

Posted by SteveWSmith - 10 Sep 2019 08:47

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It doesn't seem likely the file is damaged because every MP4 file from my drone camera does the exact same thing and I've tried probably 20 different files and Lightworks says unsupported format on all of them. Yet, they play fine and other video editors don't have any problems with them. The odd thing is I was able to use Lightworks for the first two MP4 files without any problems. Now, these same files give the unsupported format error message. I reinstalled Lightworks but that didn't make any difference. I'd love to use Lightworks but I don't want to spend a lot more time trying to troubleshoot this problem. I'll just use a different video editor. However, I appreciate you help and perhaps I'll try Lightworks again in the future.

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**Re: Can't edit mp4 files**

Posted by hugly - 10 Sep 2019 08:53

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I'm not with Editshare, just a user of the software and personally, I always use the tool which meet my needs best for a specific task.

Nevertheless, as a matter of interest, if you find a video editor which works flawlessly with this material, let us know.

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**Re: Can't edit mp4 files**

Posted by fishmonger - 10 Sep 2019 09:19

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@steveWSmith

- if you could send us some sample files we can take a look at adding support in the upcoming 14.6 release, you can use upload to [editshare.wetransfer.com](http://editshare.wetransfer.com) and that will to get them to us,

thanks!

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