

## Lightworks crashes upon opening a project

Posted by mulisk - 11 Sep 2019 21:07

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I had been working on a project for about 5-10 hours. Everything was normal for the most part. But today for some reason when I tried to open it, the program wouldn't respond. Then the whole program comes up with the "program is not responding" message and I can never open it.

I've tried reinstalling it with the same version, but that didn't work. I also reinstalled it with the latest version of lightworks. That time I could actually get into the project, but it doesn't seem like anything it loaded properly and if I interact with anything it runs into the same issue.

I'm using the trial version if that helps at all.

Thanks in advanced to any help.

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## Re: Lightworks crashes upon opening a project

Posted by briandrys - 12 Sep 2019 01:38

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Welcome to the forum.

There can be a number of causes for this, please could you make a zip file of the error log found in c: users > public > public documents > Lightworks > logs

Then attach it to your next message.

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## Re: Lightworks crashes upon opening a project

Posted by mulisk - 12 Sep 2019 15:30

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Sorry for the long reply time.

Unfortunately, in my series of uninstalling and reinstalling lightworks, I deleted the folder that contained

the error log. I saved the projects to another backup folder. But I seem to be unable to reproduce the error log because of this.

Is there anything else I can do?

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**Re: Lightworks crashes upon opening a project**

Posted by hugly - 12 Sep 2019 22:28

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Maybe.

If you run V14.0, download and install V14.5, try opening the project and see what happens.

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**Re: Lightworks crashes upon opening a project**

Posted by mulisk - 13 Sep 2019 06:50

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You want me to install both versions at the same time?

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**Re: Lightworks crashes upon opening a project**

Posted by hugly - 13 Sep 2019 07:07

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Not necessarily.

If you wish you can do that on Windows by specifying a different destination folder when installing, but I can't imagine any good reason for staying with V14.0.

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