

32 Bit Windows new install- unable to run software

Posted by MMcIntoshRal - 28 May 2020 11:08

Hi,

I'm new to Lightworks, and installed the Windows 32 Bit release 122068 today.

When I open the software it fails to fully load. Attached is a copy of the error log.

Thanks in advance for any ideas on what I need to do to correct this.

Michele

=====

Re: 32 Bit Windows new install- unable to run software

Posted by briandrys - 28 May 2020 11:48

Welcome to the forum.

Please could you provide the specification of your computer.

=====

Re: 32 Bit Windows new install- unable to run software

Posted by MMcIntoshRal - 28 May 2020 12:44

thanks for your reply

oops. here's my computer info

Dell Vostro 15-3568

x64-based PC

Intel Core i5-7200U CPU @ 2.50GHz, 2701 Mhz, 2 Cores, 4 Logical Processors

BIOS Dell Inc. 3.4.0, 5/10/2019

Installed Physical Memory (RAM) 8.00 GB

Total Physical Memory 7.87 GB

Available Physical Memory 2.71 GB

Total Virtual Memory 9.12 GB

Available Virtual Memory 2.92 GB

Page File Space 1.25 GB

Microsoft Windows 10 Pro 10.0.18362

I was trying the 32 bit version because the 64 bit version was doing the same thing when I first tried installing it.

=====

Re: 32 Bit Windows new install- unable to run software

Posted by hugly - 28 May 2020 15:02

Hello,

The log terminates with showing an exception. I don't know what the specific message is intended to tell us, but it isn't unlikely that it's caused by a hardware problem.

Please disconnect all external playback and capture devices. Restart your computer, reinstall the 64-bit version of Lightworks, start it and see what happens.

If it still crashes, does the error log show the same exception?

=====

Re: 32 Bit Windows new install- unable to run software

Posted by MMcIntoshRal - 28 May 2020 19:25

Thank you both so much for your help.

While I was looking into what might be causing the problem, I ended up talking to Dell support and it looks like it's something with my computer. I hadn't been running any intensive graphics programs on this laptop, and just hadn't noticed there was something wrong. Glad I caught it before it went out of warranty.

I was able to successfully install the software and open it on another computer just now, so my problem probably had nothing to do with the install. Thanks again.

=====