Please read this before posting

Posted by shaunthesheep - 12 Mar 2014 15:33

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To help forum members troubleshoot import/export/codec problems, please supply as much information about your video files as possible.

Avoid vague post titles such as "I need help" which gives no clue as to what the problem might be. Try be more specific--this will help people searching the forum for answers.

There is a free tool called MediaInfo that will analyse your files and provide a comprehensive report that you can then copy and paste into your forum post. This will be of enormous help to forum members who reply to to you.

Using MediaInfo

Download MediaInfo here . You'll find it under the "Tools" tab.

Be careful not to install any bundled software that you may be prompted to. None of it is necessary to run MediaInfo and it can be a source of considerable annoyance since most of it is Adware. MediaInfo itself is safe, and as far as we know so are the other programs, but it's better not to install anything you don't actually need.

Once it's installed launch the program and load the file you want to examine. MediaInfo will give a summary of your clip's resolution, frequency, frame rate and codec. For the fullest details, go to View menu > Text, then File > export > Text tab, choose a file name and destination and click OK. This will export a text file with a complete analysis of your video file.

Note: If you're a Windows user you can also launch it by right clicking on your video file and selecting "MediaInfo" from the drop down menu. In order to see "MediaInfo" listed in your right click menu, you may need to re-boot after installation and/or start MediaInfo at least once from Start > Programs > MediaInfo.

Example

Here is an example of a MediaInfo report:

General
ID   : 0 (0x0)
Complete name   : /home/user/Videos/test.m2ts
Format   : BDAV
Format/Info   : Blu-ray Video
File size   : 28.2 MiB
Duration   : 13s 950ms
Overall bit rate mode   : Variable
Overall bit rate   : 16.9 Mbps
Maximum Overall bit rate   : 18.0 Mbps

Video
ID   : 4113 (0x1011)
Menu ID   : 1 (0x1)
Format   : AVC
Format/Info   : Advanced Video Codec
Format profile   : High@L4.0
Format settings, CABAC   : Yes
Format settings, ReFrames   : 2 frames
Format settings, GOP   : M=2, N=13
Codec ID   : 27
Duration   : 13s 960ms
Bit rate mode   : Variable
Bit rate   : 16.0 Mbps
Width   : 1 920 pixels
Height   : 1 080 pixels
Display aspect ratio   : 16:9
Frame rate   : 25.000 fps
Color space   : YUV
Chroma subsampling   : 4:2:0
Bit depth   : 8 bits
Scan type   : Interlaced
Scan order   : Top Field First
Bits/(Pixel*Frame)   : 0.309
Stream size   : 26.6 MiB (94%)

Audio
ID   : 4352 (0x1100)
Menu ID   : 1 (0x1)
Format   : AC-3
Format/Info   : Audio Coding 3
Mode extension   : CM (complete main)
Codec ID   : 129
Duration   : 14s 48ms
Bit rate mode   : Constant
Bit rate   : 256 Kbps
Channel(s)   : 2 channels
Channel positions   : Front: L R

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Sampling rate              : 48.0 KHz
Bit depth                  : 16 bits
Compression mode             : Lossy
Delay relative to video        : -80ms
Stream size                : 439 KiB (2%)

Text
ID                         : 4608 (0x1200)
Menu ID                      : 1 (0x1)
Format                     : PGS
Codec ID                    : 144
Duration                   : 13s 455ms
Delay relative to video        : -80ms
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This information is called metadata. Metadata is "data about data"--in this case it is specification data about a video file.

What to do if you experience a Lightworks crash

When posting a crash-related issue, please include the following information about your media, hardware specs, and error logs. Doing so will help the developers greatly in narrowing down your particular issue.

If you haven't already, download MediaInfo (see link above and take care not to install bundled software) and analyse one of your video clips. Zip and attach your "Logs" folder from one of the following locations.

Windows: C:UsersPublicDocumentsLightworksLogs

Linux: ~/Lightworks/logs

Mac: /User/USER ACCOUNT/Lightworks/logs

Alternatively, if you would like to show your report the way it appears above, paste the exported text file into your post, highlight it, then click on the "code" icon in the Boardcode toolbar.

Also post as much info as you can about your CPU, RAM, Hard Drives (size and RPM), Video Card, and Lightworks + OS version. Additionally, to ensure that you're not always being asked for that information, consider adding it to your profile. Simply double click on your name to go to your profile page and click on the Edit profile link > Forum and Social tab > Forum Signature. Fill in as much detail as you can.

Finally, it's also a good idea to include your location in your profile. This tells others here the television standard(s) that you're likely to be using, the timezone that you're in, and most importantly whether English is your native language. If you're struggling to post in English but someone sees that you're from Uruguay, for example, you may find that you get help from a Spanish speaker here.

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