

How do I post on the Lightworks forums?

Posted by jwrl - 18 Mar 2014 02:45

This information was originally posted by shaunthesheep at the head of the **Codecs...** forum. I have taken the liberty of copying it here as well.

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

Avoid vague posts such as "I can't import my AVI files" or "When I import my video files, there is no audio". Without a lot more information, it will be impossible for forum members to assist you.

There is a free tool called MedialInfo 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 MedialInfo [here](#) .

It is also available from the Ubuntu Linux Software Centre.

Once installed in Windows, right click on your video file. Select "Mediainfo". This launches Mediainfo and it reveals a summary of your clip's resolution, frequency, frame rate and codec. For the fullest details, go to the View menu > Text. Then File > export > text tab, choose a file name and destination and then click OK. This will export a text file with a complete analysis of your video file.

Note. In order to see "Mediainfo" listed in your right click menu, you may need to re-boot after installation and/or start MedialInfo at least one time in Start > Programs > MedialInfo.

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

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

This information is called metadata. Metadata is "data about data";--in this case it is specification data about a video file.

As well as shaunthesheep's advice, I have some additional suggestions.

First, as well as being clear with your fault descriptions, try and summarize the nature of the problem in the thread title. Just titling a thread **Help!!!!** won't encourage potential helpers to look any further. We all have things that we're better at helping with, we just need to know whether it's worth opening your thread.

Second, please don't type in ALL CAPS. On most forums this is regarded as shouting, and is considered very discourteous.

Third, if you get a successful resolution to your problem, don't forget to edit the title of your first post and add the word **[SOLVED]** to it. This will help others with the same problem to find a solution.

Fourth, if you start a thread then fix the problem yourself, please come back and post the answer. Just saying "Never mind, I fixed it" is no help to anyone else with the same problem.

Fifth, post information about your system. Include the motherboard, processor, operating system, memory, display card(s), Lightworks version, in fact anything system related that you can. To ensure that you're not always being asked for this information, add it to your profile.

To do this simply double click on your name to go to your profile page then click on the **Edit profile** link. Fill in as much detail as you can. Then, every time that you post with a question, potential helpers will be able to see exactly what they're dealing with.

Finally, while you're editing your profile, it's a good idea to include your location. 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 can get help from a Spanish speaker here.

So that's it. I dare say that there are other things I could have mentioned, but that will have to do for now.

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 Devs greatly in narrowing down your particular issue.

Download MediaInfo (take care not to install bundled software) and analyze one of your video clips.

Processor, RAM, Hard Drives (size and RPM), Video Card, and Lightworks + OS version.

Zip and attach your "Logs" folder from one of the following locations.

XP C:\Documents and Settings\All Users\Documents\Lightworks\logs

Vista/7/8 C:\Users\Public\Documents\Lightworks\logs

Windows 10 C:\Users\Public\Public Documents\Lightworks\Logs

Linux ~/Lightworks/logs

Mac /User/USER ACCOUNT/Lightworks/logs

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