

## Activation troubleshooting

Written by Peter G

Wednesday, 10 December 2014 00:00 - Last Updated Wednesday, 24 October 2018 05:08

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```
{tag} function getUrlParameter(name) { return decodeURIComponent((new
RegExp('[?]&' + name + '=' + '([^&]+?)(&|#|;|$)').exec(location.search)||[, ''])[1].replace(/+/g,
'%20'))||null } jQuery(function() { jQuery(".accordiondiv").accordion({
autoHeight: false, collapsible: true, heightStyle: "content", active: false,
animate: 300 // collapse will take 300ms }); jQuery('.accordiondiv
h3').bind('click',function(){ var self = this; setTimeout(function() {
theOffset = jQuery(self).offset(); jQuery('body,html').animate({ scrollTop:
theOffset.top - 100 }); }, 310); // ensure the collapse animation is done }); var
panel = getUrlParameter('panel'); if (panel != undefined && panel != null) {
jQuery(".accordiondiv #techspec-tab-" + panel).trigger('click'); } }); {/tag}
```

### Lightworks activation troubleshooting

**I enter my username and password at the 'welcome' screen Lightworks says**

**"Unknown username/password - please try again"**

To confirm that your username and password are correct:

- Sign out of lwks.com.
- Write your username and password in a text document.
- Sign in to lwks.com again, copying and pasting the details from the text document.
- Once you've confirmed that they work, copy and paste them into the application.
- Note that both username and password are case-sensitive and be careful to avoid unwanted spaces.

If you need to be reminded of your username:

[www.lwks.com/remind-username](http://www.lwks.com/remind-username)

If you need to reset your password:

[www.lwks.com/reset-password](http://www.lwks.com/reset-password)

**I can sign in to www.lwks.com, but the software still says**  
**"Unknown username/password - please try again"**

Double-check the credentials using the method above. The password field should accept all characters, however there may be exceptions - try resetting the password:

[www.lwks.com/reset-password](http://www.lwks.com/reset-password)

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### **I can sign in to [www.lwks.com](http://www.lwks.com), but want to change my password anyway**

If you're able to sign in, do so and then visit [www.lwks.com/account-settings](http://www.lwks.com/account-settings) .  
Enter your new password into the two password fields and then 'Save'.

### **I have confirmed that the sign in details are correct, but Lightworks says "Cannot connect to licensing server". It offers me 'offline activation' only.**

Connection issues are caused by a break in the communication between your computer and the licensing server. This break can be caused by a variety of things, including your router, firewall, anti-virus, local network and internet service provider.

Test your connection to the activation server - see the following entry.

### **How to test your connection to the activation server**

In your web browser visit <https://els.editshare.co.uk/test>

This test page will confirm whether or not your computer is allowed to communicate with the licensing server, connecting through port [TCP /443](#).

*Possible results:*

1.

#### **I see a message similar to "404 - Server not found".**

We work hard to ensure that the licensing server is always accessible. If the server cannot be found it's likely that the problem is 'local' (specific to your computer/network/internet service).

Check your internet connection. If the connection is working but the test page is not found, there might be a problem with your DNS service, or your computer might be connecting to the internet via a Proxy server (which in turn might have DNS problems or restrictions).

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### *Recommendations:*

- **Flush your local DNS**  
Guide: [www.whatsmydns.net/flush-dns.html](http://www.whatsmydns.net/flush-dns.html)
- **Change your DNS server**

Try setting your modem/router to use an alternative DNS service, such as Google DNS or OpenDNS:

[www.opendns.com](http://www.opendns.com)

- **OS specific instructions**
- [Windows Vista](#)
- [Windows 7](#)
- [Windows 8](#)
- [Linux](#)
- [Mac OS X](#)

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**I see a message similar to "You can't access this page, contact network administrator".**

This indicates that a local firewall restriction is stopping access to *els.editshare.co.uk* on TCP port 443

Your firewall might be managed by your operating system or by your AntiVirus software. Please refer to the appropriate documentation.

### **OS specific instructions**

- [Windows Vista](#)
- [Windows 7](#)
- [Windows 8](#)
- [Linux](#)

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- [Mac OS X](#)

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### **The test page <https://els.editshare.co.uk/test> won't load or is timing out:**

Set your web browser to visit [www.lwks.com](http://www.lwks.com)

1. If [www.lwks.com](http://www.lwks.com) is also timing out your IP address may have been blocked by our firewall, you can confirm this by checking from another IP (either another computer or via a proxy).

To resolve the problem contact us at [webteam@lwks.com](mailto:webteam@lwks.com) quoting your IP address which can be checked at: [whatsmyip.org](#)

2. If [www.lwks.com](http://www.lwks.com) works but <https://www.lwks.com> does not - this suggests that local firewall rules for port TCP/443 are incorrect (see setting your firewall rules above), OR the activation server [els.editshare.co.uk](https://els.editshare.co.uk) is blocked by your ISP or Proxy Server - contact your network administrator.

3.

### **The test page confirms that I can connect, but the software still won't activate::**

Please zip up the Lightworks log files from:

- Windows: C:\Users\Public\Documents\Lightworks\Logs
- Linux and Mac OS X: ~/Lightworks/Logs

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Send the zipped files to [contact@lwks.com](mailto:contact@lwks.com) with your lwks.com username

## Offline activation procedure

Watch the [Video Tutorial](#)

Instructions can also be found on page 10 of the [Installation and activation guide](#) .

1. Start Lightworks, enter your Username and Password and click Continue. **NOTE:** Make sure these credentials are exactly the same as on lwks.com

If the internet is not detected a panel will display asking you to start the offline procedure, click OK

The **shark.c2e** file is then generated here:

- Windows: C:\Users\Public\Documents\Lightworks
- Linux and Mac OS X: ~/Lightworks

Copy **shark.c2e** to a removable drive and take it to a system with an internet connection

- Upload the shark.c2e file to lwks.com:
  - Go to this page: [www.lwks.com/activations](http://www.lwks.com/activations) (you will need to be signed in to access this location)
  - Under "Your Machines" you will see the "Add a machine" option, click the "Browse" button  
Browse to and select the **shark.c2e** file
  - Click the "Upload C2E file" button
  - Your new system will then appear at the top of the list with an orange border.
  - A Free license is applied to the system automatically.
  - If you have a Pro and/or AVID DNxHD license, drag and drop to the system.
  - Click the "Details" drop-down arrow to confirm your selection, then click "Download". A **shark.e2c** file will be generated.

- Take this file to the system you generated the shark.c2e from and copy it into:

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- Windows: C:\Users\Public\Documents\Lightworks
- Linux and Mac OS X: ~/Lightworks

- Start Lightworks, enter your Username and Password and click Continue

**NOTE:** Make sure during all three steps the same account and password are used or the activation will not work.

### I get an error message: "license expired"

If you are a Lightworks Free license user, make sure you are running the latest version (12.x), available from the [Downloads](#) pages. If you have the latest version, but the issue still occurs, please [Report a problem](#) .

If you are a Lightworks Pro license owner, visit the [Activations page](#) and confirm that the license is date-valid. If the license is within date and should therefore activate, please [Report a problem](#)

. If the license has expired, you can purchase a new one in the [Shop](#)

### I get an error message: "Invalid Response from ELS Server"

This may suggest that there's a technical issue on our side.

Please email the following file to [webteam@lwks.com](mailto:webteam@lwks.com) and we will resolve:

- Windows: C:\Users\Public\Documents\Lightworks\license.est
- Linux and Mac OS X: ~/Lightworks/license.est