



LWKS

Lightworks 2021.2

Installation and Activation Guide

Copyright and Disclaimer

Copyright © 2020 by LWKS Software LTD

This document, as well as any software described in it, is furnished under either a license or a confidentiality agreement, is confidential to LWKS, and may be used or copied only in accordance with the above mentioned agreements. The information in this manual is furnished for your use only and is subject to change without notice. LWKS assumes no responsibility or liability for any errors or inaccuracies that might appear in this document

This Documentation is the property of LWKS and is provided in accordance with an LWKS license agreement. Copying, modifying, or distributing this Documentation in violation of the license agreement, Copyright Laws of England and Wales, or the Copyright Laws of any applicable foreign jurisdiction is expressly prohibited.

LWKS is a registered trademark of LWKS in the US and other countries.

Avid is a registered trademark of Avid Technology, Inc. Final Cut Pro and macOS are registered trademarks of Apple, Inc. Premiere is a registered trademark of Adobe, Inc. Windows is a registered trademark of Microsoft Corporation. All other brand and product names are trademarks or registered trademarks of their respective companies and are hereby acknowledged.

To the best of our knowledge, the information in this document is accurate; however, LWKS assumes no responsibility or liability for the accuracy or completeness of this information. Mention of trade names or commercial products does not constitute endorsement by LWKS except where explicitly stated.

LWKS Software Ltd
Gloucester House
72 Broome Manor Lane
SWINDON
United Kingdom

www.lwks.com

April, 2021

Introduction

This document includes what you need to know to prepare for Lightworks installation and to install the application. Before installing the software, please read the following instructions thoroughly and retain them for future reference.

See the following sections:

- ["System Requirements" on page 3](#)
- ["Installation" on page 4](#)
- ["Upgrading to Lightworks Pro" on page 7](#)
- ["License Activation without an Internet Connection" on page 9](#)
- ["Activating the Avid DNxHD Codec" on page 14](#)
- ["Installing the Lightworks Console" on page 15](#)
- ["Additional Documentation" on page 15](#)
- ["Troubleshooting" on page 16](#)
- ["Technical Support Contracts" on page 17](#)

System Requirements

Operating Systems

All versions are designed to run on Intel and AMD chipsets and motherboards.

- Windows 7, Windows 8, Windows 8.1, and Windows 10
- Linux Supported Debian Distros:
 - Ubuntu / Lubuntu / Xubuntu 18.04 or higher
 - Mint 17 or higher
- Linux Supported RPM Distros:
 - Fedora 30 or higher
- Mac OS X 10.9 or higher

Recommended System Specifications

Recommended system specifications are as follows:

- Intel i7 chipset or faster, fast AMD chipset
- 4 GB RAM or higher
- Two high-resolution displays (1920 x1080) or above
- PCI Express graphics card (NVIDIA or AMD) with 1GB or higher
- DirectX 9 (Windows OS only)
- Compatible sound card. Make sure that you can hear audio from your system
- Separate media and system drives (these can be internal or external as long as the interface has sufficient speed)
- 200MB Disk space for Lightworks installation
- (Optional) a Lightworks Console
- (Optional) a Lightworks keyboard
- Internet connection required to install Lightworks and register licenses

Installation

You must have an active connection to the internet in order to install and activate your Lightworks software. See the following topics:

- [“Installing on Windows” on page 5](#)
- [“Installing on Debian-Based Linux Distributions” on page 6](#)
- [“Installing on RPM-Based Linux Distributions” on page 6](#)
- [“First Time Use” on page 7](#)

Installing on Windows

Before you start the installation, check the following:

- Virus-protection software, security software and Firewall(s) are turned off.
- Your graphics card driver is up to date.
- All other programs are closed down.
- You are logged into Windows with Administrator privileges (for Windows 7, 8 and 10).

To install Lightworks on Windows, do the following:

STEPS

1. Double-click on the `lightworks_2021.x.x_full_64bit_setup.exe` file you downloaded. The installer opens.
2. When prompted, allow Lightworks to make changes to your computer and select the language for the installer. The installation wizard opens.



3. Click Next and follow the on-screen prompts.
 4. When the installation has completed, reboot your system.
-

Installing on Debian-Based Linux Distributions

Before you start the installation, check the following:

- Virus-protection software, security software and Firewall(s) are turned off.
- Make sure you have the latest proprietary graphics card drivers for Linux installed. Instructions for installing these can be found on the download pages for the RPM and DEB distributions.
- All other programs are closed down.
- You are logged into the operating system with Administrator privileges.

To install Lightworks on Debian-based distributions, do the following:

STEPS

1. Double click on the `lightworks-20201.x.x-amd64.deb` file you downloaded. The package installer opens.
 2. Select Install Package. The installation process starts, together with any required dependencies.
 3. When the installation has completed, it is recommended that you restart your system.
-

Installing on RPM-Based Linux Distributions

Before you start the installation, check the following:

- Virus-protection software, security software and Firewall(s) are turned off.
- Make sure you have the latest proprietary graphics card drivers for Linux installed. Instructions for installing these can be found on the download pages for the RPM and DEB distributions.
- All other programs are closed down.
- You are logged into the operating system with Administrator privileges.

Currently, Lightworks only supports Fedora 30 and higher. After installing Fedora, you must install and run the 'RPM Fusion' repositories, which can be found at:

<http://rpmfusion.org/Configuration>

You will need both the Free and Non-Free versions.

To install Lightworks on RPM-based distributions:

STEPS

1. Before installing Lightworks, install the Fusion repositories. Do the following:
 - a) Navigate to the directory to where you downloaded the repositories.
 - b) Open a terminal and type: `su` (followed by the password).
 - c) Type: `dnf install <file.rpm>`. Do this for both the Free and NonFree repositories.
 2. Download the Lightworks RPM file to a local drive.
 3. Navigate to the directory where you saved the Lightworks RPM file, and type:
`dnf install lightworks-2021.x.x-amd64bit.rpm`
 4. The installation process starts.
 5. It is recommended that you restart your system after installation.
-

Installing on macOS

To install Lightworks on macOS, do the following:

STEPS

1. Double-click on the `lightworks_2021.x.x.dmg` file you downloaded.
 2. The DMG file opens to display a file called `Lightworks.app` and the Applications folder.
 3. Drag and drop the `Lightworks.app` file over the Applications folder to install it.
 4. Navigate to the Applications folder and double-click `Lightworks.app` to start Lightworks.
 5. If an error message displays, and the `Lightworks.app` file fails to start:
 - a) Run the `Lightworks.app` directly from the DMG by double clicking the `Lightworks.app`.
 - b) If Lightworks starts correctly this time, close Lightworks and then drag and drop the `Lightworks.app` file over the applications folder again.
-

First Time Use

If you do not have a valid license for Lightworks, a renewable seven day license is issued to your system the first time you start Lightworks. You must have an active connection to the internet when you do this, otherwise the license will not be issued and you will be unable to use Lightworks until you do connect online.

When you start Lightworks, you will see a display in the Project Browser which counts down your free seven day trial period. Before the seven day period expires, you must register an account before you can continue using the free version of Lightworks.



You can register for an account by browsing to <http://www.lwks.com/register> and completing the registration form, or within Lightworks.

Upgrading to Lightworks Pro

To enable all of Lightworks' features, including all the export options, you must purchase a Lightworks Pro license.

If you are unsure which version of Lightworks is suitable for you, we have provided a useful comparison chart on our web site at <http://www.lwks.com/compareversions>.

See the following topics:

- ["Upgrade Procedure" on page 8](#)
- ["Licensing Limitations" on page 9](#)

Upgrade Procedure

To upgrade to Lightworks Pro, do the following:

STEPS

- Navigate to <http://www.lwks.com/shop> and select the Lightworks Pro license you require:
 - Month License
 - Year License
 - Outright License

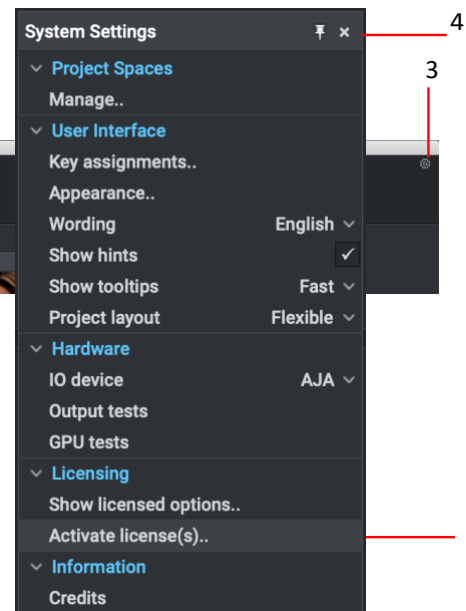
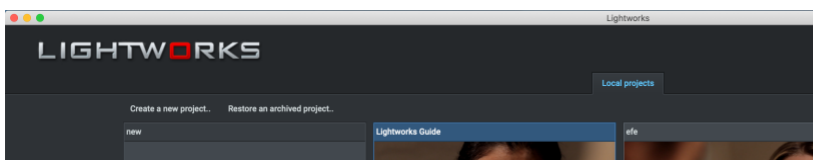
Ensure you also select the correct number of users you require.



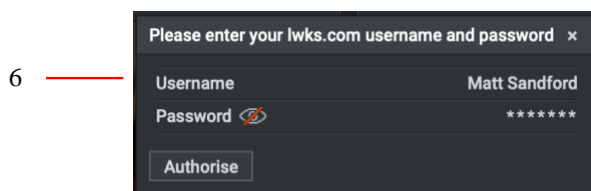
Lightworks Pro Outright licenses now come with Boris FX and Boris Graffiti Effects plug-ins absolutely free. Lightworks Pro Year licenses come with the Boris Graffiti Effects plug-in absolutely free.

If you want to manage your licenses, for example, to see how many activations you have left or what licenses are available, visit the Lightworks web site at <http://www.lwks.com/activations>

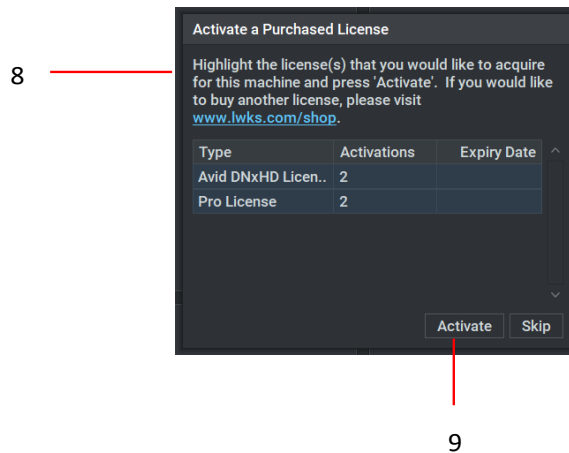
- Start Lightworks.
- Click on the Cogs icon at the top right corner of the screen.
- The System Settings menu opens.
- Click the Activate licenses option.



- The login screen opens. Type your Lightworks user name and password into the respective fields and then click Do It.



- Lightworks contacts the License server, and displays a list of available licenses for your account.
- Select the license you wish to use on your system. You can select the Pro and Avid DNxHD licenses together by holding down the Shift or Ctrl key.



9. Click Activate
10. An Activation Successful message displays. The version status updates from Free to Pro. To check the status of your applied license, click 'Show licensed options' on the system settings panel.
11. Repeat steps 2 to 7 for each system you intend to upgrade.
12. If your system already has Lightworks Pro activated, a message displays informing you that no unactivated licenses are available.

Licensing Limitations

There are some limitations to the use of Lightworks Pro:

- You cannot detach a license from one system to another. However, the Lightworks Pro Year and Lightworks Pro Outright license options both come with a second complimentary activation in order to move the license to a new system.
- There is no concurrent network licensing system in place.
- There is currently no method for canceling a license and moving it to another system.

License Activation without an Internet Connection



Offline activation is for Lightworks Free, Pro and Avid DNxHD.

If your Lightworks host system does not have a connection to the internet, you can activate your license by creating an activation file called `shark.c2e` which is then authenticated on a system with an internet connection. The second system is used to create a file called `shark.e2c` which can be used to activate the Lightworks license on the Lightworks host.

The procedure can be broken down into three simple stages:

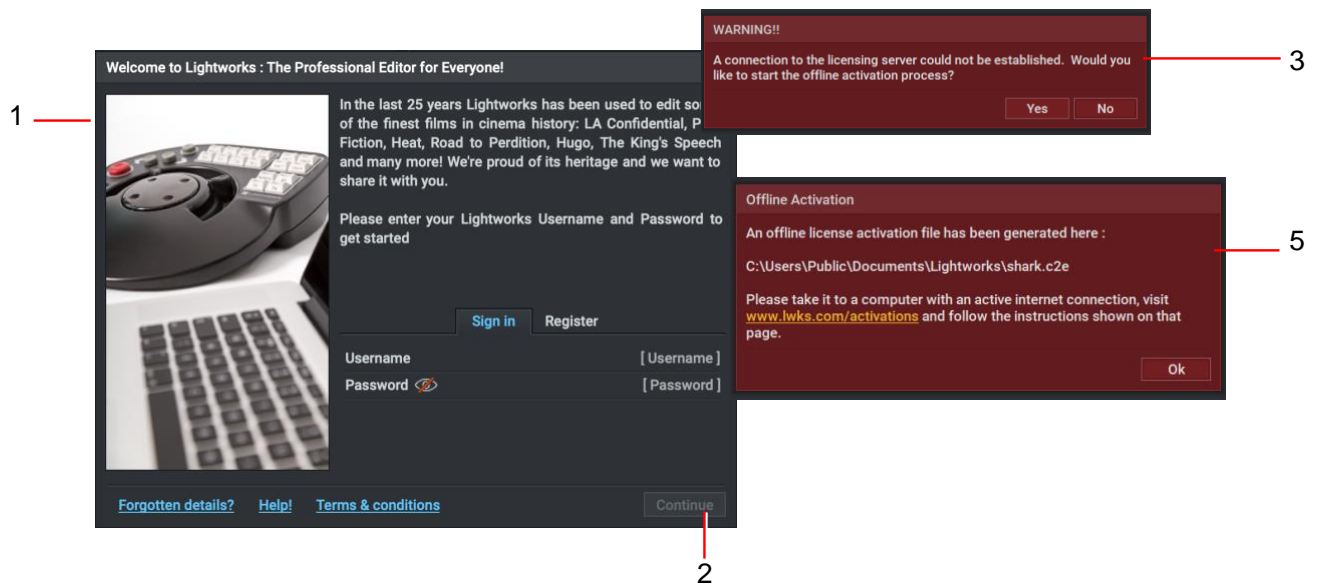
- "Creating the shark.c2e File" on page 10
- "Creating the shark.e2c File" on page 11
- "Activating Lightworks" on page 12

Creating the shark.c2e File

To create the `shark.c2e` activation file, do the following:

STEPS

1. Start Lightworks. A welcome screen opens, prompting you to sign into your Lightworks account.



2. Type your User name and Password, and then click Continue.
3. If an internet connection is not detected, a message displays asking if you want to start the offline process. Click Yes.
4. The file `shark.c2e` is generated in the following folder:

Windows:	C:\Users\Public\Documents\Lightworks
Linux:	/home/{user_account}/Lightworks
Mac OS X:	/users/{user_account}/Lightworks
5. A message displays, confirming the location where your `shark.c2e` file is saved. Click Ok.
6. Locate and copy the `shark.c2e` activation file to a removable drive, and transfer it to a system with an internet connection.

Creating the shark.e2c File

When you have created a `shark.c2e` activation file and copied it to a removable drive, attach the drive to an online (internet connected) system. At the online system, do the following:

STEPS

1. Open a web browser and sign in to your account on <http://www.lwks.com>



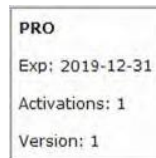
You MUST sign in to the web site with the same credentials you used to create the `shark.c2e` file in Lightworks.

If you sign in with different credentials, you will be unable to generate a `shark.e2c` file.

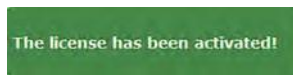
2. Navigate to <http://www.lwks.com/activations>.
3. In the panel 'Add a machine', click the Browse button.

4. In the window that opens, navigate to, and select the `shark.c2e` on the removable drive, and then click Open.
5. The name of the selected file displays to the right of the Browse button.
6. Click the Upload C2E file button.
7. Your new system displays at the top of the list with an orange border.
8. Drag and drop your Lightworks Pro and / or Avid DNxHD licenses to your system. You do not have to drag and drop a Free license as one is applied to your system automatically.
 - a) When you select a license, the mouse cursor changes to a cross:

- b) The license docking panel for your system changes to orange.



- c) When your license has been docked successfully to your system, the license dock changes to green, and a confirmation message briefly displays.



9. Click the Details down arrow.
 - a) The panel for your system expands.
 - b) Your license details display below the selected system.
10. Click Download. A `shark.e2c` file is generated. When prompted, save the file to the removable drive.

Activating Lightworks

Once you have downloaded the `shark.e2c` file, do the following:

STEPS

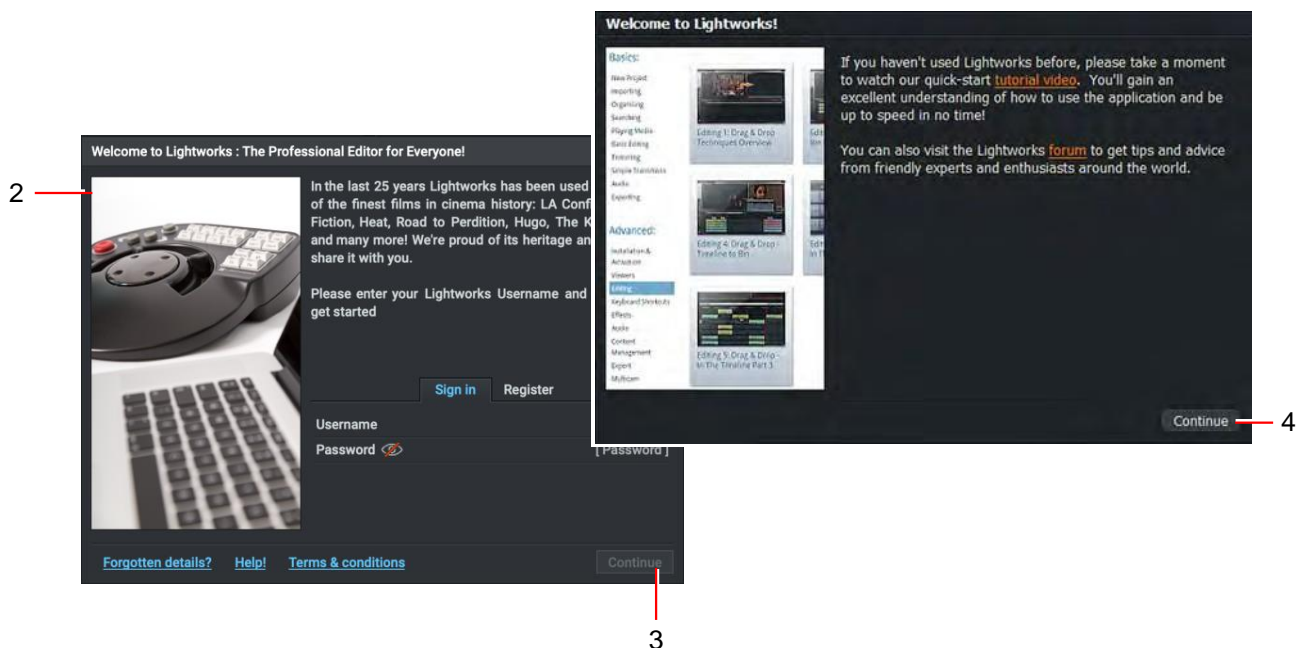
1. Using the removable drive, transfer the `shark.e2c` file to the system on which you want to activate your licenses, and copy it to the following folder:

Windows: `C:\Users\Public\Documents\Lightworks`

Linux: `/home/{user_account}/Lightworks`

macOS: `/users/{user_account}/Lightworks`

2. Start Lightworks if it is not already open.



3. Type your User name and Password into the Lightworks Welcome screen, and then click Continue.
 4. If you have not installed Lightworks before, a window opens which displays links to video tutorials and Lightworks forums. These links provide a wealth of information about using Lightworks. Click Continue to proceed with the installation.
 5. If you are activating a Free license, a promotion window for Lightworks Pro opens. Click Continue to clear the window.
 6. Your licenses are activated, and Lightworks opens.
-

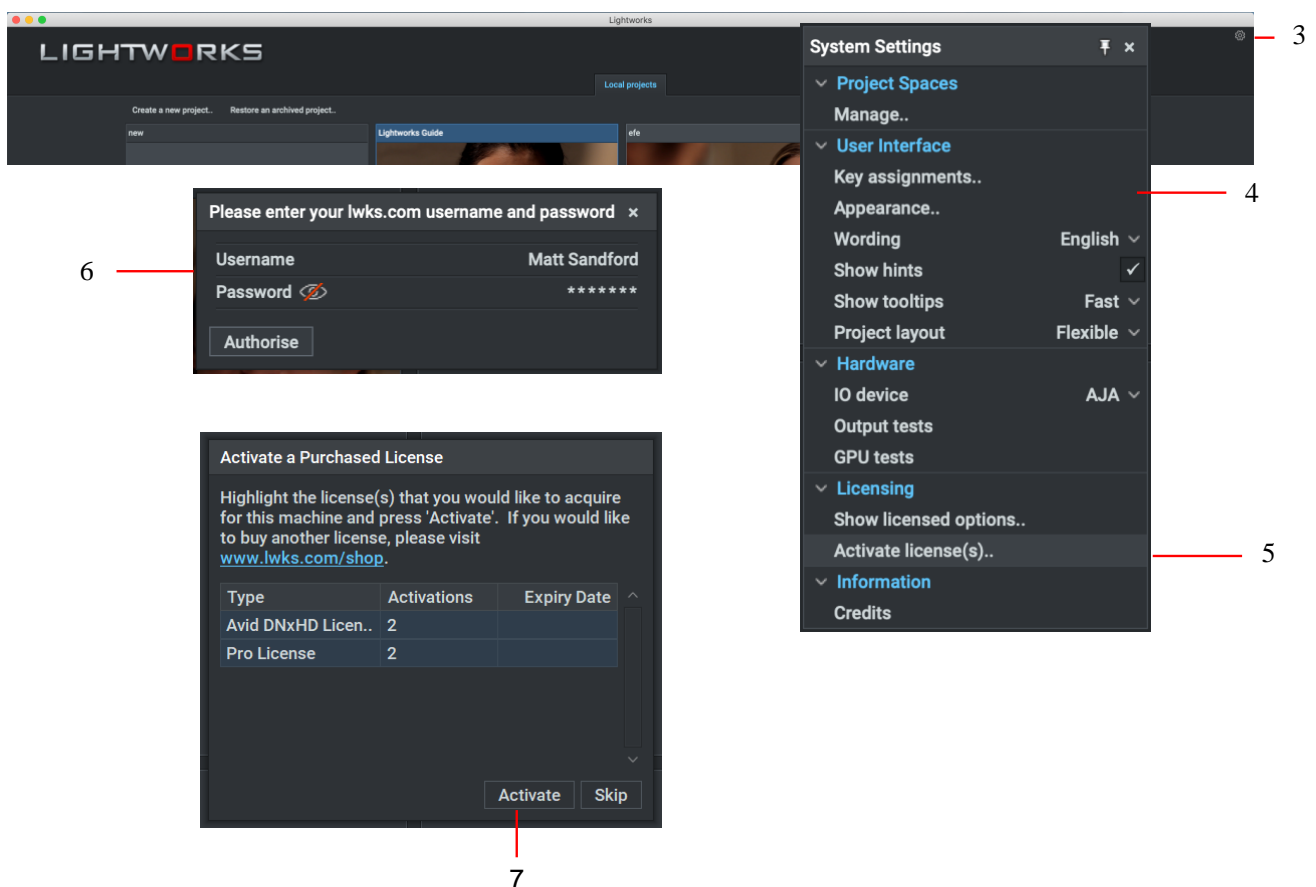
Activating Avid DNxHD Codec

The Avid DNxHD codec allows you to import Avid DNxHD encoded files (MXF/MOV) into Lightworks. The codec also allows you to transcode other file-types to Avid DNxHD MXF/MOV on import - or to export Avid DNxHD MXF/MOV files using the export panel.

A separate license is required for each machine that is to run the codec. Activation is a one-time process, allowing the codec to be available for all future Lightworks installations and updates on that machine.

STEPS

1. Navigate to <http://www.lwks.com/shop> and purchase the Avid DNxHD - Activation. Ensure you also select the correct number of users you require.
2. Start Lightworks.
3. When the application has opened, click on the Cogs icon in the top right corner of the screen.
4. The System Settings menu opens.



5. Click the 'Activate license(s)' option.
 6. The login screen opens. Type your Lightworks user name and password into the respective fields and then click 'Authorise' to show t
 7. Select the license and click Activate.
- The license for the Avid DNxHD codec displays in the Software Status window, indicating that the Codec is now enabled in Lightworks.
8. Repeat steps 2 to 5 for each system to be licensed.

Lightworks Console Installation (Windows 64bit Only)

Console Drivers

1. Connect the console to the system (make sure Lightworks is closed)
2. Request the Windows 64bit Console Driver Download Pack: contact@lwks.com This will then be sent to you via wetransfer.com
3. Unzip and install the SetupConsole.exe selecting Console Support, but not USB Support and follow the onscreen instructions.

FTDI Drivers

1. Open up Device Manager it should show that a VIP device is connected but not working properly due to the drivers. (FTDI drivers will be sent with the Console Driver Pack above)
2. Unzip the FTDI drivers to a folder on the C:\ drive (network drives will not work)
3. In Device Manager right click the VIP device and select Update Driver Software from the list
4. Select Browse my computer for driver software
5. Browse to the folder where you unzipped the FTDI drivers and click Next following any on screen instructions
6. After installation the Device Manager list will change and a USB device will appear in the list, follow the same instructions above for this new device.

64bit Console Driver

1. Open My Computer and browse to this location: C:\windows\syswow64\drivers
2. Cut and paste these files: lwmoucon.sys, lwmoucon.ram and vipcons.ram Here: C:\windows\system32\drivers
3. Copy the LWMOUCON.sys file that is included in the Console Driver Pack here C:\windows\system32\drivers overwriting the old file.
4. Restart Windows

Additional Documentation

The following document is also available from LWKS Software LTD:

- *Lightworks 2020.1 User's Guide*
- *Lightworks 2020.1 Quick Start Guide*
- *Lightworks 2020.1 Release Notes*

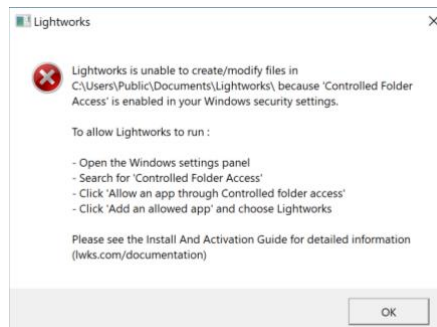
You should also refer to the Lightworks ReadMe supplied with your version of Lightworks for features introduced after this Guide was published.

Troubleshooting

If you experience an issue with your Lightworks installation, or something is not working as expected, visit our FAQ page at <http://www.lwks.com/faq> where you can type in a question relating to the issue and view the search results. If you do not find an answer to your question, you can refer to the Lightworks forums at <http://www.lwks.com/forum>

Use controlled folder access

If Controlled Folder Access (CFA) is enabled within the Windows installation, Lightworks may fail to start due to no permissions to create files and folders. A warning will appear when trying to start Lightworks:



Controlled folder access in Windows Security reviews the apps that can make changes to files in protected folders and blocks unauthorized or unsafe apps from accessing or changing files in those folders.

1. In Windows, select Start > Settings > Update & Security > Windows Security > Virus & threat protection.
2. Under Virus & threat protection settings, select Manage settings.
3. Under Controlled folder access, select Manage Controlled folder access.
4. Switch the Controlled folder access setting to On or Off.
5. Occasionally, an app that is safe to use will be identified as harmful. This happens because Microsoft wants to keep you safe and will sometimes err on the side of caution; however, this might interfere with how you normally use your PC. You can add an app to the list of safe or allowed apps to prevent them from being blocked.

Boris Graffiti Installation (Windows)

The Install Shield within Windows can sometimes prevent Boris Graffiti from being installed reporting: The DLL being called encountered a problem

This occurs when clicking 'Next' on the 'Customer Information' panel of the Install Shield.

The steps below are confirmed to resolve the issue, bypassing the Windows Install Shield:

1. Close all running applications
2. Launch the CMD/Command window (Type: CMD into the 'Search' field next to the Windows 'Start' button)

3. Drag and drop the downloaded Graffiti Lightworks installer (BorisGraffiti_Lightworks_6_Win_64-Bit.exe) into the open CMD/Command window
4. Add a space after .exe and then add: /S /v"/qn"
5. The entry should look like:
C:\Users\USER>C:\Users\USER\Downloads\BorisGraffiti_Lightworks_6_Win_64-Bit.exe /S /v"/qn"
6. Press the Enter key
7. It will look like nothing is taking place, however, after about a minute, you should see another CMD/Command window pop up, asking if you would like to view licensing information, click 'No' and about 10-20 seconds later, the process should be complete.
8. Start Lightworks and add the Boris Graffiti plugin and launch Boris Graffiti to enter the license information and activation code.

Technical Support Contracts

For assistance beyond this document and that provided in your Lightworks documentation, you can purchase a Technical Support Contract for Lightworks from our online shop at <http://www.lwks.com/shop>. Technical Support is by Telephone and Email.

When you contact Technical Support, have the exact version number of your Lightworks implementation ready as well as your support agreement number.



LWKS