



LWKS

Lightworks 2022.3

Installation and Activation Guide

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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](#)
- ["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 8, Windows 8.1, and Windows 10
- Linux Supported Debian Distros:
 - Ubuntu / Lubuntu / Xubuntu 20.04 or higher
 - Mint 17 or higher
- Linux Supported RPM Distros:
 - Fedora 34 or higher
- Mac OSX 10.11 or higher

Recommended System Specifications

Recommended system specifications are as follows:

- Intel i7 chipset or faster, fast AMD chipset
- 6 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 8 and 10).

To install Lightworks on Windows, do the following:

STEPS

1. Double-click on the `lightworks_2022.x.x_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-2022.x.x.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. Double click on the `lightworks-2022.x.x.rpm` 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.
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Installing on macOS

To install Lightworks on macOS, do the following:

STEPS

1. Double-click on the `lightworks_2022.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

When you start Lightworks, you will see be taken through the setup wizard. You will need to have an internet connection available in order to sign into the application with your registered account details. The Free license will then be enabled for 90 days, which can be renewed by simply signing back into the application.



You can register for an account by browsing to <https://app.lwks.com/sign-up> and completing the registration form.

Upgrading to Lightworks Create or Lightworks Pro

To enable all of Lightworks' features, including all the export options, you must purchase a either a Lightworks Create or 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 <https://lwks.com/lightworks-comparison/>

See the following topics:

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

Upgrade Procedure

To upgrade to Lightworks Create or Lightworks Pro, do the following:

STEPS

1. Navigate to <https://app.lwks.com/buylicenses> and select the Lightworks Create or Lightworks Pro license you require:

- Month License
- Year License
- Perpetual License

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



Lightworks Create purchases come with NewBlue Transitions and NewBlue Titler plug-ins at no extra cost.

Lightworks Pro licenses come with the NewBlue Transitions, NewBlue Titler Pro and NewBlue Essentials plug-ins at no extra cost.

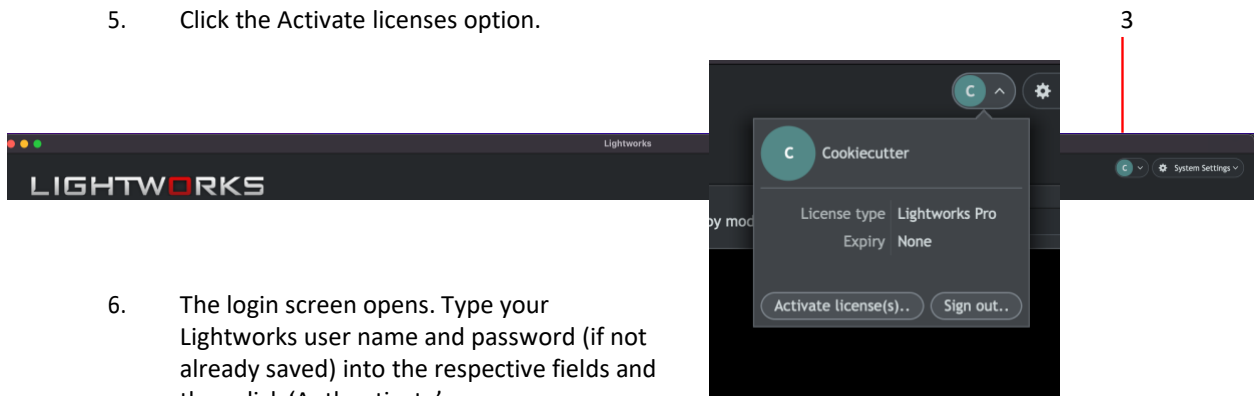
The installers can be downloaded from here:

<https://app.lwks.com/downloads/thirdParty>

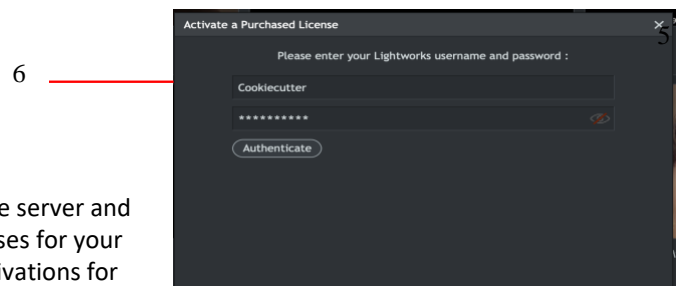
If you want to manage your licenses, for example, to see how many activations you have left or what licenses are available, visit the Lightworks web site at

<https://app.lwks.com/myproducts>

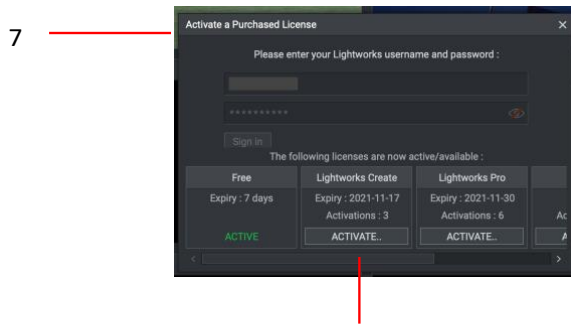
2. Start Lightworks to the project browser
3. Click on the avatar icon next to 'System Settings' at the top right corner of the screen.
4. The license panel opens showing your active license and the account name you are signed into the application with.
5. Click the Activate licenses option.



6. The login screen opens. Type your Lightworks user name and password (if not already saved) into the respective fields and then click 'Authenticate'.



7. Lightworks contacts the License server and displays a list of available licenses for your account and the remaining activations for each license.



8. Click Activate for the license you wish to activate on the system.
 9. Repeat steps 2 to 8 for each system you intend to upgrade.
-

Licensing Limitations

There are some limitations to the use of Lightworks Create and Lightworks Pro:

- You cannot detach a license from one system to another. However, the Lightworks 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 Create/Pro and Avid DNxHD only.

If your Lightworks host system does not have a connection to the internet and you have purchased a license, you will need to contact the team to activate your license by filling in the form here: <https://lwks.com/report-a-problem> and attaching your shark.c2e file.

The procedure can be broken down below:

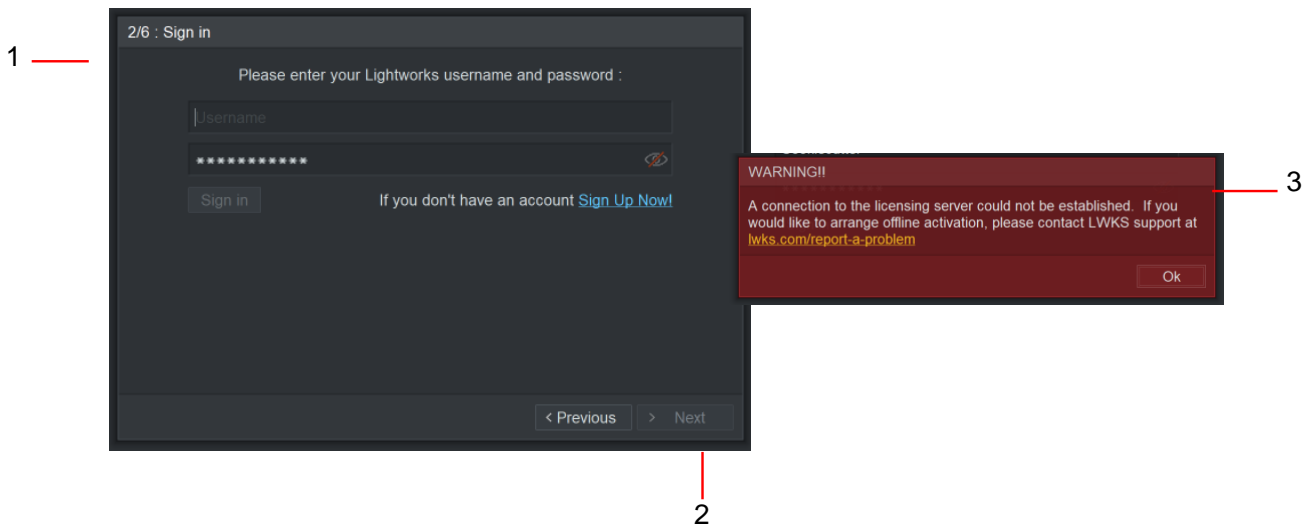
- "Creating the shark.c2e File" on page 10

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 Next.
 3. If an internet connection is not detected, a message displays informing you to contact our support team for offline activation. Please click the link and be sure to supply the username/email you attempted to sign in with.
 4. You will be asked to supply the `shark.c2e` file, this is generated in the following folder:
 - Windows: C:\Users\Public\Documents\Lightworks
 - Linux: /home/{user_account}/Lightworks
 - macOS: /users/{user_account}/Lightworks
 5. Click Ok.
-

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 2022.3 Quick Start Guide*
- *Lightworks 2022.3 Release Notes*

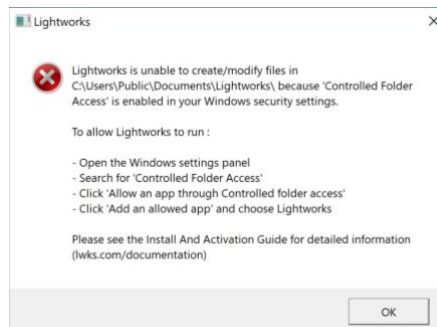
You should also refer to the Lightworks ReadMe supplied with your version of Lightworks for features introduced after this Guide was published.

Troubleshooting

If you experience an issue with your Lightworks installation, or something is not working as expected, visit our FAQ page at <https://lwks.com/faqs/> 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 <https://forum.lwks.com/>

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.



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