

# INTERLAB

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## ISSUE: After SoftWorks install system is unstable and reboots continuously

Concerned platforms:

LIGHTWORKS Softworks

Vernouillet, 10.11.2006

### **ISSUE & SITUATION:**

After installation of SoftWorks application and reboot, the system or gets locked in a cycling process bootup then restarts immediately or is un-stable. The cause could be the LW Console driver who is conflicting with some other ressources of your system.

### **SOLLUTION:**

To disable that, can you try the following:

1. install softworks one more time
2. In the last installation window where it asks if you want to reboot the machine, say **'NO'**
3. The Lightworks console driver lives in C:\WINDOWS\SYSTEM32\DRIVERS. To disable it, rename C:\WINDOWS\SYSTEM32\DRIVERS\LWMOUCON.SYS to **LWMOUCON.OLD.**
4. Now try rebooting.

Note that if you are using a ShuttlePro console, you do not need this driver, Note also that if you re-install or update your application you may need to got through this proceedure again.

To eventually help us to diagnostic what is conflicting please send us the system dump file C:\Program Files\Lightworks\Softworks\Logs\SysInfo.nfo

Pls. send us your feel back.  
Rev.0 – David 10.11.06