

QGIS Application - Bug report #18794

QGIS 3.0.2 crash on startup

2018-04-23 07:53 PM - Ben Neely

Status:	Closed	
Priority:	High	
Assignee:		
Category:	Browser	
Affected QGIS version:	3.0.2	Regression?: No
Operating System:	Windows 7 professional service pack 1	Easy fix?: No
Pull Request or Patch supplied:	No	Resolution: duplicate
Crashes QGIS or corrupts data:	Yes	Copied to github as #: 26681

Description

I'm having the same issue on 3.0.2 as I did on 3.0.1 and 3.0.0. I can download the program just fine, but I get a crash screen when I try to open QGIS Desktop 3.0.2 with GRASS 7.4.0. I previously submitted this bug as #18391 (3.0.0) and #18548 (3.0.1). Is this something I'm doing wrong? I'm super excited to get into 3.0! Thanks.

Ben

User Feedback

Report Details

Crash ID: 2da396b26f43211ca81fa880817113c91d7a7715

Stack Trace

RtlFreeHeap :
HeapFree :
free :
DllUnregisterServer :
DllUnregisterServer :
CLSIDFromString :
CLSIDFromString :
CLSIDFromString :
CLSIDFromString :
DllGetClassObjectWOW :
DllGetClassObjectWOW :
CLSIDFromString :
CLSIDFromString :
CLSIDFromString :
CLSIDFromString :
CLSIDFromString :
ObjectStublessClient6 :
CoCreateInstanceEx :
ObjectStublessClient32 :
SHParseDisplayName :
Ordinal866 :
ILSaveToStream :
ShellExecuteExW :
ShellExecuteExW :
ShellExecuteExW :
Ordinal860 :
ShellExecuteExW :
ExtractIconExW :
Ordinal865 :
Ordinal865 :
QWidgetPrivate::registerDropSite :
QStackedWidget::`default constructor closure' :
QInputDialog::getInteger :

QgsDataCollectionItem::iconDir :
QgsDirectoryItem::icon :
QgsBrowserModel::data :
QSortFilterProxyModel::data :
QModelIndex::data :
QStyledItemDelegate::initStyleOption :
QStyledItemDelegate::sizeHint :
QTreeView::indexRowSizeHint :
QTreeViewPrivate::itemHeight :
QTreeViewPrivate::updateScrollBars :
QTreeView::updateGeometries :
QAbstractItemView::doItemsLayout :
QTreeView::doItemsLayout :
QTreeView::sizeHintForColumn :
QHeaderView::resizeSections :
QHeaderView::sectionPosition :
QHeaderView::sectionViewportPosition :
QHeaderView::resizeSection :
QHeaderView::setStretchLastSection :
QgsBrowserDockWidget::showEvent :
QWidget::event :
QDockWidget::event :
QApplicationPrivate::notify_helper :
QApplication::notify :
QgsApplication::notify :
QCoreApplication::notifyInternal2 :
QWidgetPrivate::show_helper :
QWidgetPrivate::showChildren :
QWidgetPrivate::show_helper :
QWidget::setVisible :
QgisApp::QgisApp :
main :
BaseThreadInitThunk :
RtlUserThreadStart :

QGIS Info

QGIS Version: 3.0.2-Girona
QGIS code revision: commit:307d082e3d
Compiled against Qt: 5.9.2
Running against Qt: 5.9.2
Compiled against GDAL: 2.2.4
Running against GDAL: 2.2.4

System Info

CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 6.1.7601

Related issues:

Duplicates QGIS Application - Bug report # 18260: qgis 3 crashes at start

Closed

2018-02-28

History

#1 - 2018-04-23 10:41 PM - Richard Duivenvoorde

Hi Ben, can you add some more details so we can try to reproduce:

- what Windows version are you using?
- which installer do you use (osgeo4w or the NSIS)?
- did you ever run one of the nightlies (that is: do you have a 'profile' already)
- if so can you remove the 'profiles' folder? (On Windows10 it something like: C:\Users\<YOU>\AppData\Roaming\QGIS\QGIS3\profiles)
- try on another machine if possible

- try another installer (like osgeo4w for example)

With me (I'm using the Osgeo4W installer on Win10-64) I've always installed all 3.x versions without problems.

#2 - 2018-05-02 08:21 PM - Ben Neely

Thanks for following up.

- I'm using 64 bit Windows 7 Professional Service Pack 1.
- I use the stand alone installer.
- I tried to load a nightly somewhere along the way, but didn't get very far. I thought something like this might be the case because when I first installed 3.0.0, I was prompted whether or not I wanted to import settings from QGIS 2. I said yes, but I haven't seen that screen with 3.0.1 or 3.0.2.
- I removed the profiles folder. I should note that after I did this, I once again got the option of whether or not to import settings when opening for the first time.
- I was able to install and run 3.0.2 on 64 bit Windows 10 with no problem.
- I tried the osgeo4w installer but got the same crash screen.

Is this a Windows 7 compatibility issue? I tried the install on a machine that is identical to mine except it has never had any version of QGIS 3 loaded. It crashed the same as mine did. Here is the log:

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CLSIDFromString :
CLSIDFromString :
ObjectStublessClient6 :
CoCreateInstanceEx :
ObjectStublessClient32 :
SHParseDisplayName :
Ordinal866 :
ILSaveToStream :
ShellExecuteExW :
ShellExecuteExW :
ShellExecuteExW :
Ordinal860 :
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ExtractIconExW :
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QWidgetPrivate::registerDropSite :
QStackedWidget::'default constructor closure' :
QInputDialog::getInteger :
QgsDataCollectionItem::iconDir :
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QgsBrowserModel::data :
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QSortFilterProxyModel::data :
QModelIndex::data :
QStyledItemDelegate::initStyleOption :
QStyledItemDelegate::sizeHint :
QTreeView::indexRowSizeHint :
QTreeViewPrivate::itemHeight :
QTreeViewPrivate::updateScrollBars :
QTreeView::updateGeometries :
QAbstractItemView::doItemsLayout :
QTreeView::doItemsLayout :
QTreeView::sizeHintForColumn :
QHeaderView::resizeSections :
QHeaderView::sectionPosition :
QHeaderView::sectionViewportPosition :
QHeaderView::resizeSection :
QHeaderView::setStretchLastSection :
QgsBrowserDockWidget::showEvent :
QWidget::event :
QDockWidget::event :
QApplicationPrivate::notify_helper :
QApplication::notify :
QgsApplication::notify :
QCoreApplication::notifyInternal2 :
QWidgetPrivate::show_helper :
QWidgetPrivate::showChildren :
QWidgetPrivate::show_helper :
QWidget::setVisible :
QgisApp::QgisApp :
main :
BaseThreadInitThunk :
RtlUserThreadStart :
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CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 6.1.7601

#3 - 2018-05-03 10:35 AM - Richard Duivenvoorde

Mmm, I do not have Windows 7 machine anymore...

Are you able to try on another Win7 machine?

Or a clean one?

If not: I would try (as shown here: <https://qgis.org/en/site/getinvolved/development/bugreporting.html#log-output-on-windows>)

- remove the full osgeo4w install directory
- then do a fresh osgeo4w64 install of ONLY qgis-dev (which holds debug symbols)
- install Debugview

If debugview is active, and start that dev version of QGIS you should get more descriptive error messages

I posted a message to ask if other on Win7-64 have problems:

<https://lists.osgeo.org/pipermail/qgis-developer/2018-May/053199.html>

#4 - 2018-05-03 10:55 AM - Michel Stuyts

I have QGIS 3.0.2 (OSGeo4W64) running on a Windows 7 machine without a problem.

#5 - 2018-05-03 11:10 AM - Andreas Neumann

Hi,

We run QGIS 3.0.2 (OSGeo4W64) or standalone just fine on Windows 7, Service Pack 1.

Andreas

#6 - 2018-05-03 11:14 AM - Andreas Neumann

Are there any virus scanners active?

Sometimes, Anti-Virus software is screwing up other software.

Also, some plugins can make QGIS crash.

Just some ideas - but I am also in the dark, why it crashes for you.

#7 - 2018-05-03 03:01 PM - Jürgen Fischer

- *Duplicates Bug report #18260: qgis 3 crashes at start added*

#8 - 2018-06-11 05:13 PM - Alessandro Pasotti

- *Category changed from Build/Install to Browser*

#9 - 2018-09-23 03:00 PM - Jürgen Fischer

- *Resolution set to duplicate*

- *Status changed from Open to Closed*