

## QGIS Application - Bug report #19652

### missing files in QGIS 3.2.1 Bonn package for Windows 10: msvcp120.dll and msvcr120.dll

2018-08-20 03:46 PM - Mark Wilkinson

<b>Status:</b> Closed	
<b>Priority:</b> Normal	
<b>Assignee:</b> Jürgen Fischer	
<b>Category:</b> Build/Install	
<b>Affected QGIS version:</b> 3.2.1	<b>Regression?:</b> No
<b>Operating System:</b> Windows 10	<b>Easy fix?:</b> No
<b>Pull Request or Patch supplied:</b> No	<b>Resolution:</b> wontfix
<b>Crashes QGIS or corrupts data:</b> No	<b>Copied to github as #:</b> 27478

#### Description

After a fresh install of QGIS 3.2.1 64 bit, I would attempt to launch the desktop and I would get an error message that said:

Could not load qgis\_app.dll and check qgis-bin.env for correct environment paths.

The qgis\_app.dll was in the qgis\bin folder and the qgis-bin.env file paths looked fine.

I broke out an old version of SystemInternals Process Monitor (available here: <https://live.sysinternals.com/>) and found the error message was due to a missing file called: msvcp120.dll. I did this by setting a filter to include any process that started with the string qgis, running the monitor and looking for the last 'file not found' error.

I downloaded the file from <https://www.dll-files.com>, dropped it in the qgis\bin folder, ran qgis again and this time it stopped because I did not have this file: msvcr120.dll

I got that file and then qgis ran!

I don't know if those files are supposed to be part of the standard Windows 10 build or not but the qgis package should either check for them or just include them. I see the files msvcp100.dll and msvcr100.dll were included.

#### History

##### #1 - 2018-08-20 08:31 PM - Jürgen Fischer

- Status changed from Open to Feedback

For some reason the installation of msvcr120-2013 failed on your machine. Check /var/log/setup.log or /var/log/setup.log.full (or postinstall.log) for errors.

##### #2 - 2018-08-21 06:29 PM - Mark Wilkinson

- Assignee set to Jürgen Fischer

I looked at the postinstall.log and I see lines where the various versions of Visual C++ Redistribution Package files (2008, 2010, 2013 and 2015) were executed then deleted. I looked in the QGIS folders and found, in addition to the msvcx100.dll files mentioned above, msvcx110.dll and msvcx140.dll files so I have no idea why the 120 versions were missed.

I should say I tried to install QGIS multiple times and got the same error message I mentioned previously which threw me off. I tried to install both the 32 bit version and the osgeo4w-setup-x86\_64 networked version without success.

I suppose if the error message did not misreport the problem, the solution would have been more forthcoming.

I think this case can be closed if you agree.

Thanks

Mark

**#3 - 2018-08-21 07:30 PM - Giovanni Manghi**

- *Resolution set to wontfix*

- *Status changed from Feedback to Closed*