

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

Status:	Closed	
Priority:	Normal	
Assignee:	Jürgen Fischer	
Category:	Build/Install	
Affected QGIS version:	3.2.1	Regression?: No
Operating System:	Windows 10	Easy fix?: No
Pull Request or Patch supplied:	No	Resolution: wontfix
Crashes QGIS or corrupts data:	No	Copied to github as #: 27478
Description		
<p>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:</p> <p>Could not load qgis_app.dll and check qgis-bin.env for correct environment paths.</p> <p>The qgis_app.dll was in the qgis\bin folder and the qgis-bin.env file paths looked fine.</p> <p>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.</p> <p>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: msucr120.dll</p> <p>I got that file and then qgis ran!</p> <p>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 msucr100.dll were included.</p>		

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 msvcr100.dll files mentioned above, msvcr110.dll and msvcr140.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*