# QGIS Application - Bug report #20112
# error loading QGIS (3.2 and 3.3 nightly)

2018-10-15 05:33 PM - Rob Willson

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | | |
| **Priority:** | Normal | | | |
| **Assignee:** | | | | |
| **Category:** | Build/Install | | | |
| **Affected QGIS version:** | 3.2.3 | **Regression?:** | No | |
| **Operating System:** | Windows 10 | **Easy fix?:** | No | |
| **Pull Request or Patch supplied:** | | **Resolution:** | fixed/implemented | |
| **Crashes QGIS or corrupts data:** | No | **Copied to github as #:** | 27934 | |

**Description**

after running OSGeo set up this morning to update to the latest nightly build there was an error message generated during the install. After the installation finished I can no longer open QGIS 3.2 or the developmental version. Instead get the attached error message. have tried restarting computer to no avail

**History**

**#1 - 2018-10-15 09:30 PM - Rob Willson**

*- File 2018-10-15 15.24.png added*

*- File 2018-10-15 15.25.23.png added*

just now (2018-10-15 15:27 EST) I was able to update again through osgeo4w-setup-x86_64. I was able to screen capture the additional error messages (uploaded) that indicate the problem during installation and that presumably prevent QGIS 3.2 from loading

**#2 - 2018-10-15 10:17 PM - Giovanni Manghi**

*- Status changed from Open to Feedback*

*- Regression? changed from Yes to No*

*- Priority changed from High to Normal*

*- Crashes QGIS or corrupts data changed from Yes to No*

Seen this today too. This should be closed and reported in the osgeo4w bug tracker, I think.

**#3 - 2018-10-17 05:34 PM - Antonio Viscomi**

Rob Willson wrote:

> *just now (2018-10-15 15:27 EST) I was able to update again through osgeo4w-setup-x86_64. I was able to screen capture the additional error*
> *messages (uploaded) that indicate the problem during installation and that presumably prevent QGIS 3.2 from loading*

Hi Rob,

Yesterday I'd trouble with install on windows 7 from osgeow

Well I find that something wrong QGIS 3.2.3 as QGIS Master

don't start an come out with a Windows error message referred to absence of

qgis.dll…

Well,

I identified that the conflict were with

msvcr110.dll
msvcp110.dll

I've unlocked this two dlls and erased them
Then I've restored them from trash
I've re-run osgeo setup and all works fine

I hope this can help you
Antonio

**#4 - 2018-10-18 01:54 PM - Giovanni Manghi**

*- Status changed from Feedback to Closed*

*- Resolution set to fixed/implemented*

I think that now the installer works as expected, please reopen if necessary.

**#5 - 2018-10-20 12:51 PM - Batsu Yoba**

*- File barus.png added*

*- File bars.png added*

Giovanni Manghi wrote:

> *I think that now the installer works as expected, please reopen if necessary.*

hi, i just uninstalled  qgis by deleting the osgeo4w64 folder. then when i try to install it again with osgeo4w setup, i get this error message. can you help me?

**#6 - 2018-10-22 12:53 PM - Nicolai Mogensen**

*- File error2.PNG added*

*- File error1.PNG added*

*- File setup.log added*

Batsu Yoba wrote:

> *Giovanni Manghi wrote:*
>
> > *I think that now the installer works as expected, please reopen if necessary.*
>
> hi, i just uninstalled  qgis by deleting the osgeo4w64 folder. then when i try to install it again with osgeo4w setup, i get this error message. can you
> help me?

I have the exact same problem as Batsu Yoba.

Attached error messages and full log

**#7 - 2018-10-22 01:07 PM - Nicolai Mogensen**

Nicolai Mogensen wrote:

> *Batsu Yoba wrote:*
>
>> *Giovanni Manghi wrote:*
>>
>>> *I think that now the installer works as expected, please reopen if necessary.*
>>
>> *hi, i just uninstalled qgis by deleting the osgeo4w64 folder. then when i try to install it again with osgeo4w setup, i get this error message. can you help me?*
>
> *I have the exact same problem as Batsu Yoba.*
>
> *Attached error messages and full log*

For good luck i tried rebooting my PC, delete the folder entirely and try again, and somehow it worked the 2nd time around.

**#8 - 2018-10-23 05:00 PM - Alessandro Perego**

I had the same problem (zip.dll not found) after the "Express Desktop Install". Then I installed libzip-bin and libzip-libs with "Advanced Install" and reinstall QGIS Desktop (3.2.3-2) and QGIS Full Desktop (3.0-1). Now QGIS works.

**Files**

| | | | |
|---|---|---|---|
| 2018-10-15 11.31.36.png | 302 KB | 2018-10-15 | Rob Willson |
| 2018-10-15 15.25.23.png | 577 KB | 2018-10-15 | Rob Willson |
| 2018-10-15 15.24.png | 499 KB | 2018-10-15 | Rob Willson |
| bars.png | 15.6 KB | 2018-10-20 | Batsu Yoba |
| barus.png | 18.2 KB | 2018-10-20 | Batsu Yoba |
| error1.PNG | 13.9 KB | 2018-10-22 | Nicolai Mogensen |
| error2.PNG | 6.79 KB | 2018-10-22 | Nicolai Mogensen |
| setup.log | 119 KB | 2018-10-22 | Nicolai Mogensen |