

QGIS Application - Bug report #20356

QGIS 3.4 crashes right after opening a windows explorer file picker window

2018-11-04 05:43 PM - Josh Rosenthal

Status:	Closed	
Priority:	High	
Assignee:		
Category:	Windows Package	
Affected QGIS version:	3.4.0	Regression?: No
Operating System:	Windows 10	Easy fix?: No
Pull Request or Patch supplied:	No	Resolution: duplicate
Crashes QGIS or corrupts data:	Yes	Copied to github as #: 28177

Description

User Feedback

Crash occurs whenever qgis goes to a windows explorer file picker window. UI stays interactive for a moment, and then freezes, then you get the crash message. - eg: layout : export as pdf, layout : image item properties : select image path, map : export as image, etc. Map : Open From crashes, but doesn't show the crash reporter window.

Clicking quickly to select or enter a filename before the crash doesn't work - still crashes

QGIS 3.4 installed via standalone worked fine for a few days (built map, numerous exports etc), then started the crashes preventing me from exporting my map. I installed the OSGeo4W version and for a time ran that successfully, then the crashes started there too.

Things I've tried:
Uninstalled, revo uninstaller to clean up registry, cccleaner for the same, deleted profile from user/APPPDATA

- 1) Any advice of how to get qgis working properly (not crashing on export as pdf) or
- 2) Any way to export as pdf via a command line option that doesn't involve a file picker?

Below are a few different stack traces from different crashes in case thats helpful

h2. 1) Report Details from crash at Layout Export to PDF
Crash ID: b698ac1db19710a8915a9eb09597fc1faeccc120

Stack Trace

RtlFreeHeap :
free :
DllUnregisterServer :
DllUnregisterServer :
Ordinal67 :
CoGetProcessIdentifier :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoCreateInstance :
CoCreateInstance :
CoCreateInstance :
SHCreateItemInKnownFolder :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
SHELL32_IconOverlayManagerInit :
SHELL32_IconOverlayManagerInit :
NeverProvidedByJunction :

NeverProvidedByJunction :
NeverProvidedByJunction :
DllCanUnloadNow :
SHCreateItemWithParent :
SHCreateItemWithParent :
SHCreateItemWithParent :
GetScaleFactorForMonitor :
A_SHAUpdate :
RtlReleaseSRWLockExclusive :
BaseThreadInitThunk :
RtlUserThreadStart :

QGIS Info

QGIS Version: 3.4.0-Madeira
QGIS code revision: commit:4a4b62ed19
Compiled against Qt: 5.11.2
Running against Qt: 5.11.2
Compiled against GDAL: 2.3.2
Running against GDAL: 2.3.2

System Info

CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 10.0.17134

2) Report Details from selecting vector layer data source
Crash ID: b698ac1db19710a8915a9eb09597fc1faeecc120

Stack Trace

RtlFreeHeap :
free :
DllUnregisterServer :
DllUnregisterServer :
Ordinal67 :
CoGetProcessIdentifier :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoCreateInstance :
CoCreateInstance :
CoCreateInstance :
SHCreateItemInKnownFolder :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
SHELL32_IconOverlayManagerInit :
SHELL32_IconOverlayManagerInit :
NeverProvidedByJunction :
NeverProvidedByJunction :
NeverProvidedByJunction :
DllCanUnloadNow :
SHCreateItemWithParent :
SHCreateItemWithParent :
SHCreateItemWithParent :
GetScaleFactorForMonitor :
A_SHAUpdate :

RtlReleaseSRWLockExclusive :
BaseThreadInitThunk :
RtlUserThreadStart :

QGIS Info

QGIS Version: 3.4.0-Madeira
QGIS code revision: 4a4b62ed19
Compiled against Qt: 5.11.2
Running against Qt: 5.11.2
Compiled against GDAL: 2.3.2
Running against GDAL: 2.3.2

System Info

CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 10.0.17134

Related issues:

Duplicates QGIS Application - Bug report # 18260: qgis 3 crashes at start Closed 2018-02-28

History

#1 - 2018-11-04 07:04 PM - Josh Rosenthal

- File qgis_crash_onmap_export2pdfDELL-7F8K362.LOG added

Another stack trace, this time from map: export to pdf. Also, attached is a debugview log (though there were no messages between initiating the save as interface and the crash, so this may be of limited use

Crash ID: bfeccad7d29abebecd4757380183e4ac9ae87f61

Stack Trace

RtlFreeHeap :
free :
DllUnregisterServer :
DllUnregisterServer :
Ordinal67 :
CoGetProcessIdentifier :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
Ordinal112 :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoGetProcessIdentifier :
CoCreateInstance :
CoCreateInstance :
CoCreateInstance :
SHCreateItemInKnownFolder :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
Ordinal61 :
SHELL32_IconOverlayManagerInit :

SHELL32_IconOverlayManagerInit :
NeverProvidedByJunction :
NeverProvidedByJunction :
NeverProvidedByJunction :
Ordinal873 :
NeverProvidedByJunction :
NeverProvidedByJunction :
DllCanUnloadNow :
SHCreateItemWithParent :
SHCreateItemWithParent :
SHCreateItemWithParent :
GetScaleFactorForMonitor :
A_SHAUpdate :
RtlReleaseSRWLockExclusive :
BaseThreadInitThunk :
RtlUserThreadStart :

QGIS Info

QGIS Version: 3.5.0-Master
QGIS code revision: 15b2352ea2
Compiled against Qt: 5.11.2
Running against Qt: 5.11.2
Compiled against GDAL: 2.3.2
Running against GDAL: 2.3.2

System Info

CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 10.0.17134

#2 - 2018-11-04 08:22 PM - Nyal Dawson

- Status changed from Open to Feedback

Please test with 3.4.1

#3 - 2018-11-04 08:45 PM - Saber Razmjooei

- Assignee deleted (Jürgen Fischer)

#4 - 2018-11-04 09:48 PM - Josh Rosenthal

Same issue occurs in 3.4.1, 3.5 dev, and 3.4.0

#5 - 2018-11-04 11:00 PM - Giovanni Manghi

- Status changed from Feedback to Open

#6 - 2018-11-04 11:07 PM - Nyal Dawson

- Status changed from Open to Rejected
- Resolution set to up/downstream

This almost certainly a local issue only - see #19962 for debugging steps for a similar crash caused by other software installed on the workstation.

#7 - 2018-11-05 01:06 AM - Josh Rosenthal

Confirmed, followed the #19962 debugging steps. I used ShellExView to view and disable all non microsoft shell extensions, and then qgis worked properly. Thank you!

#8 - 2018-11-16 02:31 PM - Jürgen Fischer

- Status changed from Rejected to Closed
- Resolution changed from up/downstream to duplicate

#9 - 2018-11-16 02:31 PM - Jürgen Fischer

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

#10 - 2019-02-07 01:32 PM - Felipe Souza

- File QGIS_CRASH_SOLUTION.png added

Josh Rosenthal wrote:

Confirmed, followed the #19962 debugging steps. I used ShellExView to view and disable all non microsoft shell extensions, and then qgis worked properly. Thank you!

I had the same problem and it was solved using ShellExView. Same thing. I installed it, under Options - Hide All Microsoft Extensions. Then Control + A to check all files, right mouse button and 'DISABLE SELECTED ITEMS'.

Thank you!

Files

qgis_crash_onmap_export2pdfDELL-7F8K362.LOG	166 KB	2018-11-04	Josh Rosenthal
QGIS_CRASH_SOLUTION.png	90.9 KB	2019-02-07	Felipe Souza