

QGIS Application - Bug report #21975
python support not enabled after install

2019-05-02 11:58 AM - Roberto Comune Boffelli Comune

Status:	Feedback	
Priority:	Normal	
Assignee:		
Category:	Build/Install	
Affected QGIS version:	3.6.1	Regression?: No
Operating System:	Windows 7	Easy fix?: No
Pull Request or Patch supplied:	No	Resolution:
Crashes QGIS or corrupts data:	No	Copied to github as #: 29790
Description		
<p>as the subject report ...</p> <p>I have (or better the informatic service IT of my company where i'm 'employed')</p> <p>to install the all possible version of QGis installers (32 or 64 ... stand alone and web installation... and more various version of QGis 'last weekly version' and 'long term/stable release version')</p> <p>but every time (afer the conclusion of the installation process) i have the same problem</p> <p>at start the QGis app show me a 'strange error' concerned 'a strage import operation' of a module</p> <p>qgis._core (is the 'underscore' that appaire to me to be strange because there is the qgis/core ... modules folders but opposite there isn't qgis/_core folders)</p> <p>the consequences of this are that QGis block every Python usage and after the 'bad start' of the application i don't have any support to use Phytion (console and etc)</p> <p>why it happen with all possible installer versions? ... it strange no? am i the only one with this problem? are made a wrong installation?</p> <p>thank you</p> <p>have a nice day</p> <p>Roberto</p>		

History

- #1 - 2019-05-02 01:30 PM - Giovanni Manghi
- Priority changed from High to Normal
 - Status changed from Open to Feedback
 - Category changed from Python plugins to Build/Install
 - Subject changed from QGis 'strange error in start' (i have try to install the 'all' possible installer_version) to python support not enabled after install

This is probably, of course, not a general issue. Have you checked if the same installers work as expected on a machine that is not in your administration (i.e. you sure that there isn't something in your work machines that makes the installation not complete?)?

#2 - 2019-05-02 01:56 PM - Roberto Comune Boffelli Comune

it's true that a 'complete installation' wasn't ended ccorrectly ... but not for my fault

it happen that

1. the entire/complite set of files were installed/copy correctly
2. the problem (and it is another little bug) reside in the post_installa.bat file (logic/behaviour/actions)
at the end it try to install the variuos c++ runtimes a little bug reside in a possible situation that
you have already installed (for example) the version c++_Runtime_2010.exe and the post_install.bat still
retry to launch an new installation ... this second and 'superflous' installation is launched with
the 'quite/hide' parameter (maybe if i remeber corretly is /Q) and the mask that, teorically, shuold be
appaire that is used to confirm an overwrite installation or cancellation of that don't appaire.
with the consequence that the last installatiione (post_installation.bat) will be blocked
3. but the bug just reported above, should be disconnect from a bug reported in the primary post because,
theorically.... the qgis._core error should be connected to the deficit to don't have make a copy of the
'teorically' "qgis_core" files no? and more, sometimes on some documentation page or in problem posts
is present the same thing/problem

pls if u have any ideas pls follow this post seriously.

have a nice day
Roberto.

#3 - 2019-05-02 02:12 PM - Giovanni Manghi

| *pls if u have any ideas pls follow this post seriusly.*

???

I'm not able to follow completely your last comment, anyway I still think that this is possibly a local issue of your particular work environment. But I'll leave to a developer/packager to confirm it or not.

Files

Error_on_QGIS_Start.Jpg	217 KB	2019-05-02	Roberto Comune Boffelli Comune
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