

QGIS Application - Bug report #22117
crashes at start

2019-05-21 06:14 PM - stefano loddo

Status: Feedback		Regression?: No Easy fix?: No Resolution: Copied to github as #: 29930
Priority: High		
Assignee:		
Category: Unknown		
Affected QGIS version: 3.4.8		
Operating System: win 8.1		
Pull Request or Patch supplied: No		
Crashes QGIS or corrupts data: Yes		
Description		
<p>as soon as I launch QGIS 3.4 Madeira, it crashes at startup, every single time. I tried uninstall it and manually delete remaining keys containing QGis in it</p> <p>This is the log fiel:</p> <p>Crash ID: 61546722bd614632fe6392e62f31b92e76e4daf9</p> <p>Stack Trace</p> <p>RtlFreeHeap : free : DllUnregisterServer : DllUnregisterServer : CoGetTreatAsClass : CoInitializeEx : CoGetTreatAsClass : CoGetTreatAsClass : CoGetTreatAsClass : CoGetTreatAsClass : CoGetTreatAsClass : CoGetTreatAsClass : CoInitializeEx : CoInitializeEx : CoInitializeEx : CoTaskMemRealloc : CoTaskMemRealloc : SHBindToParent : Ordinal866 : AssocCreateForClasses : SHCreateQueryCancelAutoPlayMoniker : SHCreateQueryCancelAutoPlayMoniker : SHCreateQueryCancelAutoPlayMoniker : SHCreateQueryCancelAutoPlayMoniker : SHCreateQueryCancelAutoPlayMoniker : Ordinal893 : Ordinal211 : SHILCreateFromPath : Ordinal904 : OpenRegStream :</p>		

OpenRegStream :
ILFree :
DllCanUnloadNow :
RtlGetNtProductType :
RtlFreeUnicodeString :
BaseThreadInitThunk :
RtlUserThreadStart :

QGIS Info
QGIS Version: 3.4.8-Madeira
QGIS code revision: 04ee8e0761
Compiled against Qt: 5.11.2
Running against Qt: 5.11.2
Compiled against GDAL: 2.4.1
Running against GDAL: 2.4.1

System Info
CPU Type: x86_64
Kernel Type: winnt
Kernel Version: 6.3.9600

QGIS is stand-alone installed and Windows 8.1 is on my PC

Thank you

History

#1 - 2019-05-23 11:07 AM - Giovanni Manghi

- Status changed from Open to Feedback

Try removing the QGIS (configuratio, plugins, etc) folder from within your Windows user folder.

#2 - 2019-05-23 12:22 PM - stefano loddo

- Status changed from Feedback to Open

- Assignee set to Giovanni Manghi

I deleted the QGIS folder in position C:\User\username\AppData\Roaming, I asked to start importing QGIS 2.0 settings, instead of making a "clean start". It worked again for a while, but soon after it crashed again.

#3 - 2019-05-23 12:29 PM - Giovanni Manghi

stefano loddo wrote:

| I asked to start importing QGIS 2.0 settings, instead of making a "clean start".

there you go, do NOT import qgis 2 settings and try again.

#4 - 2019-05-23 12:29 PM - Giovanni Manghi

- Assignee deleted (Giovanni Manghi)

#5 - 2019-05-23 12:36 PM - stefano loddo

unfortunately I haven't solved, I always get the same result.

QGIS crashes

#6 - 2019-05-23 12:38 PM - Giovanni Manghi

stefano loddo wrote:

unfortunately I haven't solved, I always get the same result.

QGIS crashes

you are likely hitting a local issue. Have you tried on another machine?

#7 - 2019-05-23 12:42 PM - stefano loddo

- Assignee set to Giovanni Manghi

I have not another machine. On my colleague's PC Qgis works regularly

#8 - 2019-05-23 04:44 PM - Giovanni Manghi

- Assignee deleted (Giovanni Manghi)

- Subject changed from crashes at start, all the time to crashes at start

- Status changed from Open to Feedback

stefano loddo wrote:

I have not another machine. On my colleague's PC Qgis works regularly

so, a local issue... and that may be very hard to replicate/troubleshoot from this side. Try to understand if there are any differences with your colleague machine.