

QGIS Application - Bug report #18326

Cannot launch QGIS 3.0 - .dll error messages

2018-03-04 11:45 AM - Markus Urbscheit

Status:	Closed		
Priority:	Normal		
Assignee:			
Category:	Build/Install		
Affected QGIS version:	3.0.0	Regression?:	No
Operating System:	Windows 10	Easy fix?:	No
Pull Request or Patch supplied:	No	Resolution:	no timely feedback
Crashes QGIS or corrupts data:	Yes	Copied to github as #:	26216
Description			
At launch of QGIS 3.0.0 I get the following 5 error messages - see attached screenshots. Neither re-installation nor changing the installation path solves the issue.			
Related issues:			
Duplicated by QGIS Application - Bug report # 18980: QGIS does not start up -...		Closed	2018-05-18
Duplicates QGIS Application - Bug report # 19061: QGIS does not start up - pl...		Closed	2018-05-29

History

#1 - 2018-03-06 12:00 PM - Giovanni Manghi

- Status changed from Open to Feedback
- Crashes QGIS or corrupts data changed from Yes to No

Likely a local issue. Have you tried on other machines?

#2 - 2018-03-06 12:14 PM - Markus Urbscheit

Thank you Giovanni - no, I do not have another machine. All earlier QGIS versions never showed this problem. In case this is a local issue - how could I fix it? I still have 2.18 installed but since the error messages are about .dll's in specific QGIS 3.0-paths this shouldn't matter.

#3 - 2018-03-21 02:39 PM - Bastian Weber

I have the same problem on Windows 10 1709.

We have the same error under 1703.

QGIS is installed via an automatic software installer in system with user "System".

The installation parameter is "QGIS-OSGeo4W-3.0.0-3-Setup-x86_64.exe /S /NCRC".

The installation is finished as successful, but after the first start via a user with or without admin rights the error is that the DLLs are corrupt.

If QGIS is installed manually there are no errors.

#4 - 2018-03-21 05:00 PM - Markus Urbscheit

Thank you Bastian - how do I "install QGIS manually"?

#5 - 2018-03-23 09:14 AM - Bastian Weber

Hello Markus

i normally start QGIS-OSGeo4W-3.0.0-3-Setup-x86_64.exe on the pc and installed it over the setup. But we want to install QGIS on several computers at the same time. So we are confused why the error happened.

#6 - 2018-03-27 09:31 AM - Markus Urbscheit

I also used the normal windows installer. The problem remains with the newest version 3.0.1. I cannot start/use QGIS 3.

#7 - 2018-03-27 10:12 AM - Jürgen Fischer

Markus Urbscheit wrote:

I also used the normal windows installer. The problem remains with the newest version 3.0.1. I cannot start/use QGIS 3.

Check for DLLs in %WINDIR%\system32 that are also in QGIS' PATH (esp. %OSGEO4W_ROOT%\bin and %OSGEO4W_ROOT%\apps\qt5\bin). If there are any removing them will probably fix the issue (but might break the package that put them there).

#8 - 2018-03-27 10:33 AM - Markus Urbscheit

"but might break the package that put them there" - sorry do not understand this. What is QT5? What other potential package are you talking about? Might this affect/break other programs than QGIS that use these dll's or just previous versions of QGIS? So essentially: what is the risk of doing this? Thanks in advance for explanation. But this cannot be a long term solution for normal inexperienced users - digging out and deleting files deep in the system... There must be an automated mechanism to solve this in the long term, otherwise people will just feel helpless and stay with version 2.18.

#9 - 2018-03-27 10:58 AM - Jürgen Fischer

Markus Urbscheit wrote:

"but might break the package that put them there" - sorry do not understand this. What is QT5?

The toolkit we use

What other potential package are you talking about?

No idea. It shouldn't have put the DLLs there in the first place.

Might this affect/break other programs than QGIS that use these dll's or just previous versions of QGIS?

It will only break other programs - those which expect their DLLs in system32. Unfortunately windows always prefers DLLs from system32 to over anything that is in PATH.

So essentially: what is the risk of doing this? Thanks in advance for explanation. But this cannot be a long term solution for normal inexperienced users - digging out and deleting files deep in the system... There must be an automated mechanism to solve this in the long term, otherwise people will just feel helpless and stay with version 2.18.

Feel free to suggest one.

#10 - 2018-03-27 11:05 AM - Markus Urbscheit

Thanks very much Jürgen for your quick reaction and help - I appreciate it! So it would be probably be quite safe to keep a backup of the dll's, try out and see if something happens to other programs. I'll do this later on when I have more time.

Have a great day

#11 - 2018-08-11 08:54 PM - BYRON BRAVO

Markus Urbscheit wrote:

Thanks very much Jürgen for your quick reaction and help - I appreciate it! So it would be probably be quite safe to keep a backup of the dll's, try out and see if something happens to other programs. I'll do this later on when I have more time.

Have a great day

please help us with a solution, possibly not have time, but I would be very grateful if you help me, otherwise I will have no choice but to stay with the 2.xx

#12 - 2018-08-12 10:15 AM - Jürgen Fischer

BYRON BRAVO wrote:

please help us with a solution, possibly not have time, but I would be very grateful if you help me, otherwise I will have no choice but to stay with the 2.xx

Like? Did you find conflicting DLLs in system32?

#13 - 2018-08-12 02:35 PM - Giovanni Manghi

Markus Urbscheit wrote:

"but might break the package that put them there" - sorry do not understand this. What is QT5? What other potential package are your talking about? Might this affect/break other programs than QGis that use these dll's or just previous versions of QGis?

yes, but those programs should not have placed any DLL in WINDIR\system32 in the first place (contributing the the well known "DLL Hell", that you are experiencing). Blame the others in this case, not QGIS.

#14 - 2018-11-11 04:12 AM - Jürgen Fischer

- Resolution set to no timely feedback

- Status changed from Feedback to Closed

#15 - 2018-11-11 11:25 AM - Jürgen Fischer

- Duplicated by Bug report #18980: QGis does not start up - only error messages added

#16 - 2018-11-11 11:28 AM - Jürgen Fischer

- Duplicates Bug report #19061: QGis does not start up - please help! added

Files

2018-03-04 11_38_22-D__Temp_QGis3 Error_2018-03-04 11_37_23-D_5.4 KB	2018-03-04 11_33_58-.jpg	Markus Urbscheit
2018-03-04 11_37_23-D__Temp_QGis3 Error_2018-03-04 11_33_58-qgis.exe - Ein	2018-03-04 11_37_23-.jpg	Markus Urbscheit
2018-03-04 11_38_42-D__Temp_QGis3 Error_2018-03-04 11_38_22-D_3.8 KB	2018-03-04 11_37_23-.jpg	Markus Urbscheit
2018-03-04 11_39_04-D__Temp_QGis3 Error_2018-03-04 11_38_42-D_17 KB	2018-03-04 11_38_22-.jpg	Markus Urbscheit
2018-03-04 11_39_41-Error loading QGIS.jpg	20.6 KB 2018-03-04	Markus Urbscheit