

## QGIS Application - Bug report #20112

### error loading QGIS (3.2 and 3.3 nightly)

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

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

#### 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

msvcpr110.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:

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| 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