

Kingdom Come: Deliverance - Bug #660

Game fails to start

05/08/2017 12:57 AM - Backer danniusmaximus

Status: Investigating	
Priority: Normal	
Assignee:	
Category:	
Steam or Launcher: Steam	
Description	
<p>Game never starts. Crashes at the launcher. I have validated files, reinstalled, update drivers, downgraded drivers, as well as everything else i have found recommended on this forum. I'm attaching the debugger dump from visual studio and my dxdiag. I do not have the kingdom come log file or any log files created by the application. There are not any. I searched my whole computer including hidden folders.</p> <p>Edit: Unable to attach the dump due to file size limits. The error im seeing in the debugger says application read error, or violation maybe. It is acting like it cant find some .dll's but i have validate and reinstalled as stated up above.</p>	

History

#1 - 05/08/2017 07:30 AM - ProkyBrambora (QA Team)

- Status changed from New to Investigating

Hello,

First i'd like to know when exactly does the crash happen. When you say "at launcher" does it mean that it crashes right after clicking the start button in launcher, or you can see some game window?
Is there a pop up message?

#2 - 05/08/2017 01:59 PM - ProkyBrambora (QA Team)

can you attach here file "kcd.log", its located in your game directory.
If you find there any other ".log" files attach them too.

thanks

#3 - 05/08/2017 02:52 PM - Backer danniusmaximus

The game crashes on the very first screen that pops up when you launch. There is never an option to press anything. Just the splash screen and Windows error pops up and says app stopped working. I do have the dump file from jit but I cannot attach because it is to large. There is no kcd.log or any other logs in my game directory or elsewhere on my pc. The error has to do with a read violation. I do know that.

#4 - 05/09/2017 01:38 AM - Backer danniusmaximus

I will paste output of debugger below.

```
Unhandled exception at 0x00007FF6C6391E14 in KingdomCome.exe: 0xC0000005: Access violation reading location 0x0000000000000000.
occurred
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#5 - 05/09/2017 06:02 AM - ProkyBrambora (QA Team)

hi, thank you for the info.
Can you send the dump file to my mail: prokop.filcik@warhorsestudios.com

we will have a look into this with our programmers.
I will let you know then.

#6 - 05/09/2017 06:09 PM - Backer danniusmaximus

It is too large to email. I uploaded to my google drive though. Here is the link.
https://drive.google.com/open?id=0BxqqU6_HRr8ZF82Z084anAxMFE

#7 - 05/10/2017 05:44 AM - ProkyBrambora (QA Team)

Thank you

#8 - 05/23/2017 08:39 PM - Backer danniusmaximus

Is there an update on this issue. I would really like to be able to play this. If thats not possible though i would really like a refund.

#9 - 05/24/2017 06:04 AM - ProkyBrambora (QA Team)

Hi,
I have forwarded this to our programmers a while ago.
I will ask about the status and let you know.

Files

DxDiag.txt	67 KB	05/08/2017	Backer danniusmaximus
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