

Kingdom Come: Deliverance - Bug #371

I was asked to supply these files by a member of staff after an issue with my installer being stuck at 99%

06/03/2016 01:51 PM - Backer nanook

Status:	Acknowledged
Priority:	Normal
Assignee:	Miroslav Louma
Category:	
Steam or Launcher:	Launcher
Description	
I was asked to supply these files by a member of staff after an issue with my installer being stuck at 99%	

History

#1 - 06/03/2016 01:54 PM - Tomáš Grünwald

- Status changed from New to Investigating
- Assignee set to Miroslav Louma

#2 - 06/03/2016 01:59 PM - Backer urquhart

Continued from:

<http://forum.kingdomcomerpg.com/t/installer-stuck-at-99/28319/5>

#3 - 06/03/2016 03:45 PM - Miroslav Louma

Thank you for the log files. What does the "my installer being stuck at 99%" mean? There are other people reporting that they get an error, when installation reaches 99%, so we need to differentiate symptoms of the issue.

The installation log files, you have uploaded, indicate that the game was successfully installed. In order for us to get a better idea what went wrong, we need launcher log files.

The launcher log files are created in system temporary directory (accessible via putting %TEMP% in File Explorer address bar), within subdirectory called **GameLauncher**. These files are not readable in text editor, so it's pointless to try doing so.

#4 - 06/06/2016 03:46 AM - Backer nanook

- File GameLauncher_20160528_112034_4449959.log added
- File GameLauncher_20160528_131946_4865296.log added
- File GameLauncher_20160603_120535_7403561.log added
- File GameLauncher_20160603_120550_3723941.log added
- File GameLauncher_20160603_120550_7764321.log added
- File GameLauncher_20160603_122548_3573308.log added
- File GameLauncher_20160604_013246_4543983.log added
- File GameLauncher_20160606_012921_8277558.log added

Miroslav Louma wrote:

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installation reaches 99%, so we need to differentiate symptoms of the issue.

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Sorry for the slow reply.

I simply meant when I was installing the game for the first time the bar reached 99% then just stayed there. After I closed it and re-launched the installer the game was already fully installed, so I think it was just an issue of the box not disappearing once the game had installed.

Anyway I think I've found the files you are looking for, I'm not sure which is relevant so I've attached them all.

#5 - 06/08/2016 09:52 AM - Miroslav Louma

- Status changed from Investigating to Acknowledged

Thank you for the log files. Unfortunately, they did not prove as useful as we had anticipated. We were not able to determine, why the launcher "froze" at 99%, despite installation being complete about 13 minutes after it had started.

As for your problem, the game is successfully installed, the launcher is however not. You can run the game by starting launcher manually from installation path (**C:\Program Files (x86)\Warhorse Studios\KCD_Beta** is the default installation path).

Even though the game works for you, to get future updates for the launcher properly, you should reinstall the game.

Files

KCD_Beta_Access_20160528112110.log	16.9 KB	06/03/2016	Backer nanook
KCD_Beta_Access_20160528112110_000_KCD.log	313 KB	06/03/2016	Backer nanook
KCD_Beta_Access_20160528112110_001_GameLauncherRemoval.log	15.2 KB	06/03/2016	Backer nanook
GameLauncher_20160528_112034_4449959.log	1.64 KB	06/06/2016	Backer nanook
GameLauncher_20160528_131946_4865296.log	1.65 KB	06/06/2016	Backer nanook
GameLauncher_20160603_120535_7403561.log	1.64 KB	06/06/2016	Backer nanook
GameLauncher_20160603_120550_3723941.log	557 Bytes	06/06/2016	Backer nanook
GameLauncher_20160603_120550_7764321.log	813 Bytes	06/06/2016	Backer nanook
GameLauncher_20160603_122548_3573308.log	701 Bytes	06/06/2016	Backer nanook
GameLauncher_20160604_013246_4543983.log	701 Bytes	06/06/2016	Backer nanook
GameLauncher_20160606_012921_8277558.log	701 Bytes	06/06/2016	Backer nanook