

ISXEQ2 - Bug #1278

Radars causing a game crash

2014-11-13 01:02 AM - mishissa

Status:	Resolved
Priority:	Normal
Assignee:	Amadeus
Category:	Crash
Target version:	
vbulletin_issue_id:	
Description	
<p>Hi, I seem to be having some issues with the Isxeq2 Radar causing a client crash when i open or close it, this seems to happen everytime so i have not been able to see if anything is showing in the console at the time of the crash. I have attached a Dxdiag report if this helps.</p>	

History

#1 - 2014-11-13 01:17 AM - Kannkor

What kind of crash? Do you get a lavish crash report?

So far this seems to be something specific to you, so more information may be required.

#2 - 2014-11-13 01:35 AM - mishissa

No i dont get any lavish crash report window, the client just closes and i get the "this program has stopped working" message box, i have been doing a little testing and i can open the radar but within a few minutes of use or when i try to alter settings or close it by clicking the X the client just crashes but only on the instance that had the radar open all my other clients are fine.

This has only been happening since the the new xpac went live but seems to be more frequent after wednesdays patch. I'm not sure where else i could get any more information but if you let me know what you need i will try my best to find it.

Thanks ;)

#3 - 2014-11-13 01:53 AM - Amadeus

- Status changed from New to Feedback Required

Hmm....I haven't had anyone else mentioning this. Can you try it in various places? Perhaps try it in a guild hall or somewhere "simple" (i.e., without a lot of actor types.)

If you can narrow it down to a particular area where it crashes then maybe I could go there and try to get an idea of why it's happening. But, it's strange there is no crash report -- that would certainly help.

#4 - 2014-11-13 02:43 AM - macker0407

Are you playing on one of the internationalised servers? That's about the only possible explanation I can think of that somewhat explains why you might be seeing the issue but there's been no other reports of the same problem.

#5 - 2014-11-13 02:58 AM - mishissa

ok, these are the steps i am taking to recreate the crash which happens 9 times out of 10.

1) Client is loaded with ogrebot running

2) open radar

3) open radar configuration window

4) click X on main radar window. (this is when the client crashes and i get a message box saying the client has stopped working and windows is looking for a solution)

Radars configuration settings are:

Filters Activated: Show Named, Npc's, Chests, Unknown, Resources, Specials, My Pet, Pets, Doors, Label ConColor.

Settings Activated: Labels, Clip Radius, Rotation, Clip Text, Autohide Button/Slider

I tested the above method with those radar settings in Tranquil Sea (new xpac zone with lots of actors), an empty T3 qeynos guild hall with no actors, and also a three room apartment version 1 which was empty with no actors.

In all these zones the client crashed when i tried to exit the radar by clicking the x on the first attempt except for the three room apartment which took 2 attempts.

If i load the radar and dont click the x i can use it for a while but once i start altering any settings or the range of the radar eventually it does crash the client and gives me no lavish error report.

#6 - 2014-11-13 03:06 AM - mishissa

macker0407 wrote:

Are you playing on one of the internationalised servers? That's about the only possible explanation I can think of that somewhat explains why you might be seeing the issue but there's been no other reports of the same problem.

Yes my main server is an international server, but i have also tested the same method on several US servers with the same results using different lvl characters if that would make any difference?

#7 - 2014-11-13 03:27 AM - macker0407

If it happens to you on US servers, that would appear to rule out the fault being with internationalisation. Unless the new AoM client tries to preserve that internationalisation across server types somehow, possibly based on locale settings in the OS. But I'm just guessing at this point.

Radar definately works fine in the new zones, as I was using it rather heavily for the signature quest line.

#8 - 2014-11-13 03:38 AM - Amadeus

OK -- first, update ISXEQ2 to 20141111.0015 (which should be released by the time you read this.) Then, try to crash it again. If it STILL crashes -- continue reading. If not, then ignore what I've written below!

Can you cause the radar to crash without ogre running?

While ISXEQ2 is not loaded (i.e., the game is not loaded), try going into your /innerspace/Extensions folder and renaming the file ISXEQ2Radar.xml -- then, grab the one [here](#) and place it there instead. See if that helps. If it does, then copy your original and put it there insteadand then remove all of the filters.

I don't see anything right away in the radar code that should be causing a crash; however, it's hard to say sometimes how innerspace handles scope with variables that I use -- so, I'm trying to narrow down to see if we can figure out what's happening to cause it. Once I have a good way to reproduce it, then I should be able to fix it.

#9 - 2014-11-13 05:17 AM - mishissa

Amadeus wrote:

OK -- first, update ISXEQ2 to 20141111.0015 (which should be released by the time you read this.) Then, try to crash it again. If it STILL crashes -- continue reading. If not, then ignore what I've written below! Can you cause the radar to crash without ogre running? While ISXEQ2 is not loaded (i.e., the game is not loaded), try going into your /innerspace/Extensions folder and renaming the file ISXEQ2Radar.xml -- then, grab the one here and place it there instead. See if that helps. If it does, then copy your original and put it there insteadand then remove all of the filters. I don't see anything right away in the radar code that should be causing a crash; however, it's hard to say sometimes how innerspace handles scope with variables that I use -- so, I'm trying to narrow down to see if we can figure out what's happening to cause it. Once I have a good way to reproduce it, then I should be able to fix it.

After patching lsxeq2 the game client still crashes even when OGREBOT is not running.

I then tried running the game again with my ISXEQ2Radar.xml file and turning off all the filters, game client still crashes.

Next i tried your ISXEQ2Radar.xml file with the standard filters on and off the game client crashed both times.

I then tried both the above files with all filters and all settings turned off and no bots running and the game client still crashes.

All above tests were run using an empty T3 Qeynos guild hall on the Freeport server.

ISXEQ2 version is 20141111.0015

Inner Space version is 1.13 (Build 6037)

#10 - 2014-11-13 05:27 AM - mishissa

As an extra step i tried running the same tests again with ISXOGRE extension unloaded, still causes a crash.

I even tried opening the game client as far as the Username & Password screen with only the ISXEQ2 extension loaded and then activating the radar with all filters and settings turned off and the client still crashes.

#11 - 2014-11-13 01:53 PM - Amadeus

I'm not sure what to tell you. As far as I know, no one else has reported any crashes with radar and until we can find a way to duplicate it on another machine/account/server, then there is no way to start working on it.

Are you on a server and/or using a client where non-English letters are displayed?

The only thing I can think of at this point would be for you to create a new account that you don't care about (i.e., don't care if it gets banned), make sure you can make the crash happen, then let me teamviewer over and debug it on your computer. The methods for debugging sometimes will get SOE's attention, so that's why I mention needing a different account, but otherwise is safe.

#12 - 2014-11-13 11:47 PM - mishissa

I have an alternative machine that I could setup to test this on if necessary I also have a vm using windows 7 on this machine to try though i've never run eq2 inside a vm before.

I'm on English language servers and as far as i know they dont use any non-English letters.

I'm also open to the idea of creating a new account and letting you debug it if you think that will help, just have to work out a time, i'm in the uk so its 07:46 am at the time i'm writing this.

#13 - 2014-11-14 12:58 AM - Amadeus

Yea, do some testing and see if it's happening on other machines.

If I need to test it, I can do it when you're asleep -- you'd just give me the account information, teamviewer information, and how to recreate the problem in an email and we can do it that way.

#14 - 2014-11-14 02:15 AM - mishissa

After testing this on another machine and finding no problems I reinstalled innerspace and isxeq2 and this seems to have cured the problem, i'm guessing something became corrupted.

Thanks for your help :)

#15 - 2014-11-14 03:26 AM - Amadeus

- Status changed from Feedback Required to Resolved

Files

DxDiag.txt	82.4 KB	2014-11-13	mishissa
------------	---------	------------	----------