

## ISXEQ2 - Bug #1698

### Crashing a lot recently....(past 2 weeks give or take)

2016-08-08 06:57 PM - Mojoguy01

|   |         |
|---|---------|
| <b>Status:</b>  | Closed  |
| <b>Priority:</b>  | High    |
| <b>Assignee:</b>  | Amadeus |
| <b>Category:</b>  | Crash   |
| <b>Target version:</b>  |         |
| <b>vbulletin_issue_id:</b>  |         |
| <b>Description</b>  |         |
| <p>I've noticed that several of my boxes have been crashing a lot, and still do regardless of whatever patch has been done lately. It happens randomly to a random character in my 6-box when running instances. I get no useful crash report when it happens. Just a generic crash report :(.</p>  |         |
| <p>Problem signature:</p> <p>Problem Event Name: APPCRASH<br/>Application Name: EverQuest2.exe<br/>Application Version: 1.0.0.1<br/>Application Timestamp: 579a2b6c<br/>Fault Module Name: mss32.dll<br/>Fault Module Version: 7.0.20.0<br/>Fault Module Timestamp: 45a59b56<br/>Exception Code: c0000094<br/>Exception Offset: 0002bfec<br/>OS Version: 6.1.7601.2.1.0.256.1<br/>Locale ID: 1033<br/>Additional Information 1: 0a9e<br/>Additional Information 2: 0a9e372d3b4ad19135b953a78882e789<br/>Additional Information 3: 0a9e<br/>Additional Information 4: 0a9e372d3b4ad19135b953a78882e789</p> |         |

### History

#### #1 - 2016-08-09 05:47 AM - Amadeus

Does the crash occur while the client (which crashes) is zoning and/or seeing the loading screen somehow?

Also, I am going to update later today (after the patch) ....let's see if it's the same after that or if it gets better.

#### #2 - 2016-08-10 01:02 PM - Mojoguy01

No sir, it happens while running instances. It happens randomly during Agnostics to a random box.

#### #3 - 2016-08-10 01:46 PM - Mojoguy01

Seems to still randomly crash when running instances. Is there anything i can clear/delete in my EQ2 directory that might be causing this?

#### #4 - 2016-08-11 12:44 AM - Amadeus

- Status changed from New to In Progress

I just updated to version 20160809.0003 ....it has a significant internal change that may help. If it continues to crash, please post new crash report text file.

#### #5 - 2016-08-11 03:12 AM - Mojoguy01

Thanks! I think I was still on older version when I crashed again. Was able to find this new-ish related log.

```
build="SOEBuild=12806L" version="SOEVersionString=2016/8/5 9:21:09" build_type="USER OPTIMIZED" ls_address="none"
zone="shard_of_love" loc="-78.67 18.20 -215.49" performance="7" alert="G:\live\eq2\game\Client\UI\src\Eq2GuiModule.cpp(529):
```

**Eq2GuiModule::createWindow(): failed to manufacture window Upsell"**

**#6 - 2016-08-11 03:13 AM - Mojoguy01**

- *File ui.Slot-1.log added*

Then there's this log I just found that was updated around that crash time.

I should also mention that I just wiped my install of EQ2 and do a fresh install to try and get away from this crashing :(

**#7 - 2016-08-11 03:42 AM - Amadeus**

Well, let's see if it crashes again after the update I did and your reinstall.

The crash thing you just posted is pretty crazy ..it looks like an EQ2 crash, not isxeq2.

**#8 - 2016-08-11 12:32 PM - Mojoguy01**

Crash is still occurring :( What could have started to cause it roughly 2weeks ago? I'm so sad right now :(

**#9 - 2016-08-11 03:49 PM - Amadeus**

I don't know, but you're the only person reporting this crash. And, since you're not getting the "text file" ISXEQ2 crash report that pops up, it's either not isxeq2 or, if it is, I have no way of knowing what's causing it.

**#10 - 2016-08-13 04:12 PM - Mojoguy01**

Fixed!

Confirmed that a Windows Update had become corrupt somehow. Wiping my PC and reinstalling everything fixed it.

Sorry for the trouble Friend :)!

**#11 - 2016-08-13 04:34 PM - Mojoguy01**

Nevermind :( Third run into my dungeon and it crashed a toon. Uhg....even wiping didn't fix it D:

**#12 - 2016-08-21 04:21 AM - Amadeus**

- *Status changed from In Progress to Closed*

## Files

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|               |         |            |           |
|---------------|---------|------------|-----------|
| ui.Slot-1.log | 12.2 KB | 2016-08-11 | Mojoguy01 |
|---------------|---------|------------|-----------|